

**Memorandum of Agreement (Revised)**  
**Between**  
**United Way of Connecticut/2-1-1**  
**And**  
**Connecticut Department of Emergency Services and Public Protection's Division**  
**of Emergency Management and Homeland Security**

The parties to this Memorandum of Agreement ("MOA") are United Way of Connecticut/2-1-1 ("UWC/2-1-1"), provider of the 2-1-1 service, and the Connecticut Department of Emergency Services and Public Protection's Division of Emergency Management and Homeland Security ("DEMHS").

The purpose of this revised MOA is to maintain a close working relationship between UWC/2-1-1 and DEMHS that addresses the need for the public to have information during an emergency or disaster.

For the purpose of this MOA, such an emergency or disaster shall be defined as an occurrence that affects a significant number of people in Connecticut, including but not limited to a hurricane, wide-spread floods or power outage, or other catastrophic situation.

During such emergencies or disasters, UWC 2-1-1 shall be the statewide telephone point of access for residents to get information about the emergency or disaster and where and how to access the resources to assist residents to meet their basic needs.

**UWC/2-1-1 shall:**

- Be available 24/7 to provide people with access to information during emergencies or disasters. (2-1-1 service is multilingual and has TTY access which can be accessed at 1-800-671-0737.)
- During a specific emergency or disaster, designate one individual as the 2-1-1 Coordinator, to operate as a single point of contact with DEMHS.
- Be the State's resource for centralized rumor control.
- Adapt its normal information gathering and services delivery procedures to meet the circumstances of specific emergencies or disasters, including possible support of state volunteer and donations management system.
- Serve as the statewide communication hub for information exchange for child care providers and parents of children enrolled in child care in the event of an emergency. This will include providing information on the current status of children at specific day care locations and information on how to locate children and reunite them with their families.
- Identify emerging needs and report this information to DEMHS/State Emergency Operations Center. Provide reports during an activation to the DEMHS/State Emergency Operations Center as needed. Trend analysis will be provided as needed.
- Aggressively seek new and updated information and disseminate such information to individuals/agencies impacted by this emergency or disaster. UWC/2-1-1 will provide that information to DEMHS for review.

- Staff a seat at the State Emergency Operations Center to help facilitate the flow of information, including working with the Governor's Emergency Communications Team, and staffing Task Forces as requested.
- Participate in working groups, drills and exercises to the extent required.
- With DEMHS authorization, conduct post-event surveys for damage and claims with residents or businesses on behalf of DEMHS.

**DEMHS shall:**

- Through the Operations Officer, notify UWC 2-1-1 before putting out the message to the media that people can call 2-1-1 for information.
- During a specific emergency or disaster, designate one individual or position as the DEMHS 2-1-1 Coordinator to operate as the DEMHS point of contact with UWC/2-1-1.
- Notify the DEMHS 2-1-1 Coordinator of his/her role and inform her/him that an emergency or disaster has occurred that requires activation of the agreed upon response by UWC/2-1-1.
- Provide DEMHS-approved messages or information related to an emergency or disaster to UWC/2-1-1 for dissemination.
- Provide a contact number where the DEMHS 2-1-1 Coordinator can be reached.
- Communicate in a timely manner to UWC/2-1-1 any changes in the situation or available services.
- Communicate in a timely manner to UWC/2-1-1 any actions taken as a result of the rumor control information that UWC/2-1-1 has reported to DEMHS.
- Provide UWC/2-1-1 with the following details that will be used to inform the public:
  - Location and nature of the disaster or emergency;
  - Projected length of time the disaster or emergency will be affecting residents;
  - Location and hours of response services;
  - Any items residents need to provide (e.g. identification);
  - Location of day care sites affected by the disaster or emergency (may work with DPH or other state/local agencies to provide this information);
  - Information on where to locate children moved from day care facilities and how to reunite them with their families.
- Assist in identifying and establishing working space for the 2-1-1 operations in the event that an emergency or disaster occurs at the Rocky Hill location of 2-1-1 that affects the ability to respond to callers.
- Assist UWC/2-1-1 in getting priority restoration of electricity/power supply, as the need arises.
- Provide space at the State Emergency Operations Center for UWC/ 2-1-1 Coordinator.
- Provide information regarding training and exercise opportunities as appropriate to UWC/2-1-1.
- Operate as the point of contact for state agency requests for UWC/2-1-1 to provide emergency services, including requests from one or more DEMHS regions, and assist UWC/2-1-1 to determine appropriate methods and levels of activation.
- Assist UWC/2-1-1 as appropriate to support funding requests in the event of an activation or special project (e.g. FEMA reimbursement through Public Assistance Process or by other means).
- Provide a link to 2-1-1 ([www.211ct.org](http://www.211ct.org)) on the DEMHS website home page.

The following person(s) are the main contacts for this project. The parties agree to inform each other promptly of any change in this information:

**United Way of Connecticut/2-1-1**

Alana Kroeber, Director, Information Services  
860-571-7209 (Office)  
860-227-8722 (Cell)

Tanya Barrett, Senior Vice President, 2-1-1 HHS  
860-571-6062 (Office)  
860-209-9847 (Cell)

**Connecticut Department of Emergency Management and Homeland Security**

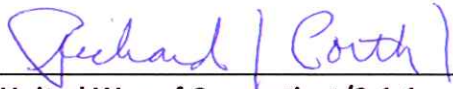
DEMHS Duty Officer  
Phone 860-708-0821 or  
[8607080821@usamobility.net](mailto:8607080821@usamobility.net)

William J. Hackett, State Emergency Management  
Director  
860-256-0801 (Office)

**Term of the MOA:**

This MOA will be reviewed periodically, and updated as necessary.

This MOA shall be in effect as of the date signed and shall remain in effect until there is written notification from either party that there is a need to change or terminate the MOA.



United Way of Connecticut/2-1-1

BY: Richard J. Porth  
President and CEO



Connecticut DEMHS

BY: William P. Shea  
Deputy Commissioner  
Division of Emergency Management  
and Homeland Security  
Department of Emergency Services  
and Public Protection



Date



Date