

**Memorandum of Understanding between 211info,
City of Portland, Oregon and Multnomah County**



I. Purpose

The purpose of this Memorandum of Understanding (MOU) is to define a working relationship between 211info (hereinafter "211"), the City of Portland Bureau of Emergency Management (hereinafter "City") and Multnomah County Office of Emergency Management (hereinafter "County") in preparing for and responding to emergencies. This MOU provides the broad framework for cooperation and support among 211, the City and the County in assisting individuals and families who have been impacted by an emergency by providing non-emergency information services through 211's operation as the Public Inquiry Center (PIC) during times of disaster and other times as designated by mutual agreement. The PIC is intended to serve as the central location for answering inquiries from the public and disseminating approved messages.

II. Parties

A. City of Portland

Oregon Revised Statutes Chapter 401.032 finds that the responsibility for preparing for and responding to emergencies resides at the local level.

When the complexity of an emergency event requires the close coordination of multiple bureaus, the City may activate its Emergency Coordination Center (ECC). The ECC is the centralized location to coordinate, collect, monitor and distribute damage information and assess impacts, develop overall strategies and policies in support of emergency response and recovery efforts, coordinate the allocation and management of resources based on incident priorities, document all communications, decisions, activities, and the deployment and tracking of resources and provide coordinated information to the media and general public including issuance of protective action recommendations.

If local resources are insufficient or overwhelmed to respond to the event, the City of Portland may request assistance from other jurisdictions, organizations and agencies. The City will coordinate that request thru Multnomah County, including the request for a declaration of emergency.

B. Multnomah County

In the event of a significant emergency or disaster, Multnomah County will activate its Emergency Coordination Center (ECC) to provide support for, and coordination of responding agencies. The County ECC will develop and share situation status reports on a regular basis. If mutual aid partners cannot provide needed resources, the county governing body is the state mandated point through which requests for resources are submitted to the State. If local resources are not adequate to respond to an emergency, the County may seek an emergency declaration by the Governor.

C. 211info

211info provides free guidance to people in need by connecting them with thousands of community resources that can help.

Communities are healthier when people can quickly and easily access public, nonprofit and faith-based structures. The nonprofit 211info is like an air traffic controller directing families and individuals to services that can help with personal or community struggles. Whether one is in need of affordable housing, health care, food assistance or clinics, dialing 211 toll-free or visiting 211info.org connects one to the nonprofit and public services one needs.

211info is a strategic partner of the United Way of the Columbia-Willamette.

III. Cooperative Actions

Prior to an emergency or disaster: 211, the City and the County will coordinate their preparedness activities to improve disaster response:

1. Work together to develop plans and secure resources to facilitate delivery of services before, during and after disasters. This may include, but is not limited to, providing 211 with information about pre-designated areas for disaster supplies and/or shelter as well as those services that target people with disabilities and/or functional and access needs during an emergency.
2. Actively participate in reviewing responsibilities outlined in local emergency operations plans.
3. Advocate for programs and public policy/decisions, when appropriate, designed to mitigate damage and loss of life in the City and the County.
4. Actively seek to determine other areas, projects, and services within 211, the City and the County where cooperation and support will be mutually beneficial with jointly defined goals and objectives.
5. Use or display the name, emblem, or trademarks of 211info, the City or the County only in the case of defined projects and only with the prior consent of the other organization.
6. Make training, educational and other developmental opportunities available to each party's personnel and explore joint training and exercises. Encourage staff and volunteers to engage in training, exercises and emergency response activities, as appropriate. This may include participating in table top exercises and other disaster-related training scenarios.
7. Provide training on WebEOC and related information sharing technology and provide access to 211 staff to use during training and disaster response.

8. Explore opportunities for collaboration to promote emergency preparedness within the City and County. This includes notifying 211 of events and other activities so that they can be publicized.
9. Allow the use of each others' facilities, as available and if agreed-upon, for the purpose of preparedness training, meetings and response and recovery activities.
10. 211 will, through cooperative efforts with Portland Women's Crisis Line, Portland Bureau of Emergency Communications, Multnomah County Mental Health and Addictions Services, Multnomah County Aging and Disability Services, Portland City/County I&R, and Lines for Life coordinate volunteering, transportation of special populations (seniors and people with disabilities), and have the ability to co-locate staff and increase staffing levels through mutual agreements with aforementioned agencies.
11. Widely promote this MOU within 211info, City Bureaus and County Departments and urge full cooperation.

During an emergency or disaster: 211, the City and the County will coordinate their respective emergency response and coordination activities to maximize services to the community and avoid duplication of efforts in the following ways:

1. Agree on expectations and pathways for dissemination of emergency information and coordination of public inquiries regarding the emergency event.
2. Maintain close coordination by agreed upon means of communication.
3. As feasible, provide for the co-location of 211 staff in the event that the 211info facility has been compromised.
4. 211 will, as appropriate at the request of the City and/or County, provide liaison personnel to the respective agencies' Emergency Coordination Center. The City and/or County will provide work space and, whenever possible, other required support, such as a computer, email access and a designated phone line for 211 liaison personnel assigned to the Emergency Coordination Center.
5. City and/or County ECCs and 211 will share emergency public information including but not limited to current data regarding the emergency and emerging needs and trends.
6. Keep the public informed of the parties' cooperative efforts through the public information offices of 211, the City and/or the County ECCs and Joint Information Center.

IV. Periodic Review

The parties will, on an annual basis, on or around the anniversary date of this MOU, jointly evaluate their progress in implementing this MOU.

V. Term and Termination

This MOU is effective as of May 1, 2012. This MOU may be terminated by written notification from either party to the other at any time.

VI. Miscellaneous

This MOU does not create a partnership or a joint venture and does not create any financial commitments from one party to the other. Neither party has the authority to bind the other to any obligation.

City of Portland, Oregon

211info

By: _____
(Signature)
Name: Sam Adams
Title: Mayor
Date _____

By: _____
(Signature)
Name: Liesl Wendt
Title: Chief Executive Officer
Date: _____

Multnomah County

By: _____
(Signature)
Name: _____
Title: _____
Date: _____