

**MEMORANDUM OF UNDERSTANDING
BY AND BETWEEN
2-1-1 (United Way of Metropolitan Nashville and Family & Children's Service)
AND
THE METROPOLITAN GOVERNMENT OF NASHVILLE AND DAVIDSON COUNTY BY AND THROUGH THE
METROPOLITAN NASHVILLE OFFICE OF EMERGENCY MANAGEMENT**

This MEMORANDUM OF UNDERSTANDING is made and entered into this 9th day of July, 2007, by and between THE METROPOLITAN GOVERNMENT OFFICE OF EMERGENCY MANAGEMENT (hereinafter "OEM"), and THE UNITED WAY-211 OF METROPOLITAN NASHVILLE (hereinafter "211").

The purpose of this agreement is to provide an understanding between these two parties regarding their roles and expectations in planning for and responding to disaster situations in Nashville and Davidson County.

It is AGREED:

1. The 211 will:
 - a. During Emergency Activation, activate its internal Incident Management Team within 3 hours (see attached document) based on OEM situation briefing.
 - b. Security and Credentialing: Designate several individuals as key EOC personnel and make their background information available to OEM for background check/credentialing.
 - c. Incident Response Tracking: Develop internal tracking tools to support the Emergency Support Function (ESF) metrics.
 - d. Submit incident reports to OEM.
 - e. Training and Exercises: Realize constant preparation and training are critical components of this agreement; ensure that IC designated employees maintain basic level of emergency management training and incident oversight training; once notified of such, comply with any current or future requirements of formal OEM partners related to training and/or professional development; dedicate staff to support any exercises/drills that test EOC activation.
 - f. Provide data collection on new and amended resources to help victims of the disaster
 - g. Answer calls to 2-1-1 24/7 to help people give back through volunteering or donation and to help victims of the disaster find programs that meet their needs.
 - h. Give feedback to community leaders on most common 2-1-1 calls related to the disaster and any unmet needs identified by victims

2. The OEM will:
 - a. During Emergency Activation, notify 211's Incident Commander (IC) through the means they deem appropriate (conference call, cell phone discussion or email) and advise the Incident Commander of their role in the Emergency Operations Center (EOC); if the activation scenario does not warrant the mobilization of a donation ESF, OEM will brief 211 about the nature of the response.
 - b. Security and Credentialing: Provide official photo credentialing/access to all 211 individuals who are designated Incident Commanders; Provide a brief EOC orientation and tour to these ICs to answer key questions about their war room roles; assist with the identification and placement of Metro Security forces if 211 must activate a HOT site (site outside of its business location) operation for the processing of donations.
 - c. Incident Response Tracking: Provide 211 the appropriate metrics for tracking manpower, equipment, volunteer hours and donations during a declared incident; integrate results from 211 into the overall disaster declaration report for the Mayor and other officials as necessary.
 - d. Training and Exercises: Notify 211 of all appropriate internal training opportunities for 211 staff; make 211 aware of non-OEM training opportunities available through various state/federal agencies; include 211 in the planning and execution of any exercises or drills that test EOC/war room activation.
 - e. Long-Term Recovery Transition: Notify and include representatives from 211 in any activation of an Unmet Needs or Long-Term Recovery Committee; include the Davidson County VOAD in the activation of an Unmet Needs or Long-Term Recovery Committee; ensure that the discussion of cash/grant needs is prominent in the framing of unmet needs; designate a representative to serve on the Metro Disaster Response Fund Advisory Committee, the committee which is authorized to

communicate to the Board of The Community Foundation of Middle Tennessee, the body with ultimate authority, control and legal responsibility for these funds. Not all the money must be disbursed in the first year. Disbursements will reflect the scope and circumstance of each disaster. Assist 211 with the development of grant-making priorities pursuant to each specific disaster.

3. General Communications between 211 and OEM:

As partners, OEM and 211 have similar goals—effective and quick mobilization to help the citizens of Davidson County recover from catastrophic events. OEM and 211 will assist each other effectively with open and transparent communication. This includes reciprocity in the following areas:

Both OEM and 211 will:

- Designate a lead staff person to manage the relationship between agencies.
- Meet annually to review the partnership and make improvements to procedures or the overall ESF.
- Include the designated staff representative in meetings, public forums other opportunities that will improve the relationship, the fulfillment of the ESF or generally build learning and good will between the agencies.

4. The term of this agreement will begin July 9th, 2007, and will remain in effect for ten (10) years. This memorandum may be terminated by either party at any time, upon thirty (30) days written notice.

RECOMMENDED BY:

Kevin Penney, Deputy Director, OEM

FAMILY AND CHILDREN'S SERVICE

By: _Louise Burgess_____
Its: CEO

UNITED WAY OF METROPOLITAN NASHVILLE

By: _John Havron_____
Its: Executive Vice President

APPROVED AS TO FORM AND LEGALITY

BY: _____
Metropolitan Attorney

FILED IN THE OFFICE OF THE METROPOLITAN CLERK: _____

Metropolitan Clerk

Date Filed: _____