

**Exhibit A Disaster/Incident Activation**  
**The County of El Dorado and Interface Children & Family Services**  
FOR THE PERIOD OF: 09/01/2021 to 08/31/2023

**IN THE EVENT OF A DISASTER/INCIDENT IN EL DORADO COUNTY**

**COMMUNICATION**

- In the event of a disaster or incident in the El Dorado County 2-1-1 service area or if El Dorado County anticipates that a significant increase in 211 activity is likely in their service area, El Dorado County will contact INTERFACE to provide local information and updates for staff.
  
- If INTERFACE becomes aware of a major incident/disaster affecting the El Dorado County 2-1-1 service area through caller reports and INTERFACE has not been contacted by El Dorado County, INTERFACE will attempt to obtain information via the County's online information posted by the Sheriff's Office/Office of Emergency Services and/or County's main web page, or will make contact with emergency contacts provided by the County.
  
- If an emergency is officially declared and 211 is activated by the County as a primary source of information, EL Dorado County is will provide INTERFACE with information to be provided to callers during the incident. Information can be entered into the 2-1-1 database or El Dorado County can provide a set of information sources to be used. In either case, information must be presented in an accessible manner for use by 2-1-1 Specialists. If the information source presented is problematic for call handling and INTERFACE requests that El Dorado County facilitate organization of the information for use by Call Specialists, the county agrees to make good faith efforts to do so.
  
- Data collection for calls during a Disaster/Incident Activation with high call volume will be limited to the following information to manage increased call volume:
  - o Date of call
  
  - o Time of call
  
  - o Caller's city
  
  - o Reason for call

**DISASTER/INCIDENT ACTIVATION**

- Disaster/Incident Activation refers to activation of the INTERFACE 2-1-1 team in order to respond to a major incident or disaster situation.
  
- Disaster/Incident Activation includes making increased INTERFACE resources – staff, management, etc. available as needed to manage response to the incident.

- Disaster/Incident Activation will result in additional expenses being incurred by INTERFACE to support services for the El Dorado County 2-1-1 service area. El Dorado County agrees to reimburse INTERFACE for expenses incurred by INTERFACE related to the provision of services.
- INTERFACE will enter Disaster/Incident Activation immediately upon request from El Dorado County contacts or with approval from the county after more than 24 hours of call volumes above that which can be managed without increased staffing.
- During Disaster/Incident Activation, calls above expected call volume will be billed at the rate of \$10.00 per call.
- If El Dorado County requests Push-Text campaigns during Disaster/Incident Activation campaign set-up and per texts costs will be billed to at a rate of .12 cents per incoming or outgoing text.
- If El Dorado County chooses not to enter Disaster/Incident Activation during a disaster incident or emergency that causes an unmanageable number of calls for current staffing, INTERFACE will limit resources available to El Dorado County 2-1-1 to regular staffing levels. INTERFACE will consult with El Dorado County emergency contacts when there is an increase above expected volume calls to confirm whether disaster/incident activation is required for El Dorado County 211.
- INTERFACE will make every effort to provide a high level of service during disaster, but service level expectations will be suspended during periods of unexpected call surges, regardless of whether the El Dorado County has agreed to Disaster Activation.

## **CALL HANDLING DURING DISASTER**

### **IN THE EVENT OF A DISASTER IN ANOTHER COUNTY SERVED BY INTERFACE**

- Should another 2-1-1 service served by INTERFACE activate for an incident, El Dorado County agrees to lend capacity usually made available for El Dorado County 2-1-1 to the impacted county. El Dorado County 2-1-1 calls would continue to have 24/7 service, but the county acknowledges that caller wait times may increase and that service level expectations may not be met during this period.
- If a Disaster/Incident Activation for another county served by Interface is likely to materially impact El Dorado County 2-1-1 call handling, INTERFACE will notify emergency contacts of the activation. INTERFACE will notify El Dorado County via an email, phone call or text (depending on severity of interruption to El Dorado County services) when a Disaster/Incident Activation occurs in another area. To focus all resources on disaster response, this notification will occur as soon as possible (generally taking no longer than 30-45 minutes). Contacts to 211 will also be informed of INTERFACE's disaster activation and potentially higher wait times due to disaster. Notification will be made to El Dorado County once the activation ends and regular operations resume.

EXHIBIT B

COUNTY OF EL DORADO

HEALTH & HUMAN SERVICES

Don Semon  
Director

3057 Briw Road, Suite B  
Placerville, CA 95667



AGENCY DIVISIONS

- Administration & Finance
- Behavioral Health
- Community Services
- Protective Services
- Public Health
- Self-Sufficiency

211 El Dorado  
Disaster Activation Cost Projection

Please provide a brief description of the disaster:

Please provide a reasonable estimate of anticipated increase in 2-1-1 services that will occur as a result of this disaster. List all anticipated costs including, but not limited to, increase in personnel volume, increase in hours worked including potential overtime, and any additional activities to be performed.

Disaster Activation Activity	Anticipated Duration	Total Anticipated Cost

Reviewed and approved by:

\_\_\_\_\_  
Printed Name  
Interface Child and Family  
Services

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name  
El Dorado County 2-1-1  
Authorized Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date