

**Memorandum-of-Understanding**  
**Between**  
**2-1-1 Texas North Central Texas Dallas Region Area Information Center**  
**(Community Council of Greater Dallas)**  
**and**  
**Collin County Government, Texas**

This is a Memorandum-of-Understanding between 2-1-1 Texas—North Central Texas Dallas Region Area Information Center (AIC) / Community Council of Greater Dallas and Collin County Government. The purpose of this understanding is to ensure a cooperative working agreement and exchange of information between 2-1-1 Texas—North Central Texas Region Dallas AIC and Collin County Emergency Operations Center (EOC), Texas. This understanding provides that both agencies will cooperate and mutually support each other to the extent necessary to ensure that all North Central Texas citizens have access to Information and Referral (I&R) resources and emergency services.

The Responsibilities of 2-1-1 Texas—North Central Texas Dallas Region AIC are to:

1. Serve as the Area Information Center (AIC) for the Texas I&R Network (TIRN), a division of the Texas Health and Human Services Commission.
2. Assist TIRN in the coordination of I&R services across the state of Texas.
3. Operate the centralized 2-1-1 Texas AIC for the North Central Texas Dallas Region.
4. Create greater awareness of available information and referral services throughout the North Central Texas Dallas Region.
5. Develop and maintain a comprehensive health, human service, and community resource database for the 8-county region of the north Texas which includes Dallas, Denton, Collin, Ellis, Kaufman, Navarro, Hunt, and Rockwall counties.
6. Make information readily available to the public via telephone (2-1-1) and printed resource materials.

2-1-1 Texas North Central Texas Dallas Region agrees to:

1. Maintain a centralized, well-staffed 2-1-1 Texas AIC, which will be operational on a 24-hour basis and in multiple languages, including TTY/TDD services for the hearing impaired.
2. Maintain an accurate, organized system of community resources on a centralized database. This database is currently located in Dallas, Dallas County, Texas.
3. Work closely and collaboratively with the EMC to ensure that proper information and/or instructions are given to local citizens during an emergency.
4. Provide the EMC with after-hours contact information for 2-1-1 Texas' management staff.
5. Provide in-service training to the EMC or his/her staff regarding 2-1-1 Texas services and the delivery of non-emergency information.
6. Provide a focused and inclusive public awareness and community outreach strategy for information and referral and 2-1-1 Texas.

7. Activate stand-by procedures when notified by the EMC that the local Emergency Operations Center (EOC) has been activated.
8. Activate the 2-1-1 Texas Emergency Management/Response Protocols when requested by the EMC after activation of the local EOC.
9. Participate in local emergency response planning and emergency drill/exercise activities.

Collin County EOC, Texas agrees to:

1. Work closely and collaboratively with 2-1-1 Texas to ensure proper and accurate information is provided to the citizens of Collin County in an emergency and during non-emergencies.
2. Notify the North Central Texas Dallas Region AIC to be on standby **OR** to activate 2-1-1 Texas Emergency Management/Response Protocols when the Collin County's Emergency Operations Center is activated.
3. Provide appropriate and/or required information to 2-1-1 Texas Staff regarding the key contacts, services and operational strategies of the Collin County Department of Homeland Security.
4. Notify the 2-1-1 Texas—North Central Texas Region Dallas AIC of emergency response planning meetings and emergency drill/exercise activities.
5. Notify 2-1-1 of any problems that may arise or become known to the EMC regarding confusion in Emergency Management and 2-1-1 calls or calls in the areas of: emergency/crisis protocols, call transfer procedures, service delivery, printed resource materials, or other areas that might hinder a positive working relationship between the two agencies.

This agreement is made in the spirit of cooperation between 2-1-1 Texas—North Central Texas Region Dallas AIC and the Collin County EOC, Texas with our goal being to have properly directed information for the citizens of Collin County by calling 2-1-1 Texas. Both parties agree to evaluate this working relationship on an annual basis.

2-1-1 Texas North Central Texas Dallas

Collin County, Texas

*Martha T. Blaine 3/28/07*

Martha T. Blaine Date

Executive Director

Community Council of Greater Dallas

*Keith Self*

Keith Self, County Judge Date