

**AGENCY ANNEX R  
VERMONT 2-1-1**

**I. MISSION**

Vermont 2-1-1's mission is to promote the health and well-being of all people in Vermont through a statewide information and referral system for streamlined access to community resources. Vermont 2-1-1 is a critical information system which is necessary prior to, during and after a community crisis. 2-1-1 responds immediately during times of crisis to field calls regarding the crisis and to direct callers to services most appropriate for their needs.

**II. AUTHORITY**

Title 32 VSA, Chapter 3. The Director of Vermont 2-1-1 has completed Public Information Officer training and will serve as the single point of contact with DEMHS. All staff have been trained in all relevant ICS courses. The Director will have a staff member at the state EOC and the JIC in Brattleboro to help facilitate the flow of information. Vermont 2-1-1 will be available 24/7 to provide people with access to information during a statewide crisis or emergency.

**III. SITUATION AND ASSUMPTIONS**

State agency and department heads and their staffs develop, plan and train to internal policies and procedures to meet preparedness, mitigation, response and recovery needs as identified in this plan including annexes, appendices, tabs and other supporting documents including the State Hazard Mitigation Plan. Training includes not only what may be accomplished within the agency but multi-level, interagency training and exercises to develop and maintain necessary capabilities.

Vermont 2-1-1 as a secondary response line to a terrorist attack or natural disaster allows quicker, non-emergency relief for victims and communities, including connecting people to food, shelter, volunteer and community-based relief. 2-1-1 will be the State's resource for centralized rumor control. Reports and trend analysis will be provided as needed. Getting people, and the economy, on their feet more quickly ultimately saves the state from having to provide as much financial assistance.

An effectively trained group of volunteers working beside experienced Vermont 2-1-1 Information and Referral staff will serve as a support to local emergency responders. Vermont 2-1-1 offers the Volunteer Call Taker training monthly. All staff and volunteers take this 3 hour training to prepare call takers to answer questions from the public before a real emergency occurs.

In the event of a State emergency or disaster, financial recovery for the cost of installing additional phone lines, staff time, travel expenses and any contractual services will be necessary.

The situation and assumptions in section ii of the base plan also apply.

#### IV. ORGANIZATION AND RESPONSIBILITIES

The chart on the following page outlines the emergency response of Vermont 2-1-1.

Vermont 2-1-1 is a support agency for State Support Function #14 (Public Information) and assumes the responsibilities as outlined in those annexes. The organization is also a participating agency in the Recovery and Restoration Multi-Agency Coordination Group as designated in the Disaster Recovery and Restoration Annex. Vermont 2-1-1 is also a member of VT VOAD and is mentioned as a resource in the Long Term Recovery Plan.

**See attached chart**

#### V. IMPLEMENTATION

This Annex will be implemented with the assigned responsibilities by means of direct coordination from the Commissioner, Department of Public Safety or Director, DEMHS with the Commissioner and/or upon the order of the Governor within the framework of the State Emergency Operations Plan (SEOP).

#### VI. ADMINISTRATION

The Director is responsible for the overall emergency response of Vermont 2-1-1.

#### VII. CONTINUITY OF GOVERNMENT

In accordance with the provisions of title 20, “agency heads will in addition to any deputy authorized pursuant to law, designate by title three emergency interim successors and specify their order of succession. These designations shall, each year, be reviewed and revised, as necessary, to ensure their current status.”

Line of succession for 2-1-1 is as follows:

**Operations Manager and Trainer – Cathy Nellis**  
**Program and Resource Manager – Carmel Quinn**  
**SW Regional Resource Specialist – Beth Diamond**