

**Memorandum of Understanding
between the United of the Bluegrass, Inc.
and the Lexington-Fayette Urban County Government**

Purpose

The purpose of this Memorandum of Understanding is to outline how the 2-1-1 program of the United Way of the Bluegrass, Inc. and LexCall 311 call center of the Lexington-Fayette Urban County Government can work together effectively to provide the very best resources to Fayette County residents on a daily basis.

Each party to this MOU is a separate and independent organization and nothing herein shall be construed to create a joint venture or partnership. As such, each organization shall retain its own identity in providing services.

Background

2-1-1 is an easy to remember telephone number that, where available, connects people with important community services and volunteer opportunities. In 2000, the Federal Communication Commission granted the petition of the United Way of America and the Alliance of Information and Referral Services to designate 2-1-1 as the number for information and referral services to non-emergency health and human services. In 2004, the Kentucky Public Services Commission designated United Way of Kentucky as the administrator of information and referral services through the use of 2-1-1 dialing. Currently, United Way of the Bluegrass, Inc. has implemented 2-1-1 services to 18 counties to include: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Montgomery, Nicholas, Powell, Scott and Woodford counties.

UWBG and LFUCG determined the need to coordinate the operation of the UWBG's 2-1-1 services with that of LexCall 311 operations to ensure effective responsiveness to the information and referral needs for health and human services of Fayette County. Representatives from UWBG 2-1-1 program and LFUCG LexCall 311 call center met to design and recommend optimal coordination policies and guidelines for coordinating their information and referral services. The MOU is one recommendation from this collaboration.

United Way of the Bluegrass 2-1-1 Service

United Way of the Bluegrass operates United Way 2-1-1, a comprehensive information and referral service for health and human services, available seven days a week, twenty four hours a day for its multiple county coverage area. It maintains a comprehensive database of government and community-based health and human service programs serving the 18 counties in its coverage area, which includes Fayette County.

Lexington-Fayette Urban County Government LexCall 311

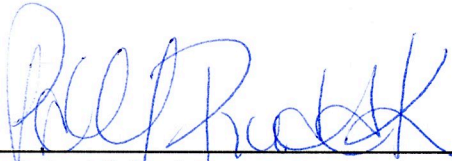
LexCall 311 is the Lexington-Fayette Urban County Government's centralized call center located at the Public Safety Operations Center at 115 Cisco Road. LexCall 311 was activated in October

of 2006 to make it easier for citizens within Fayette County to access their local government. The service is available Monday through Friday from 8 a.m. to 6 p.m. Citizens can call, fax or email LexCall 311 with any request or questions regarding local government services or to report a problem. When you contact LexCall during office hours, you will get a friendly person to help you, not a recording or voicemail. LexCall also offers a "LexCall 311" free app for your iPhone or android, plus an interactive page on Lexington's website, as other means to obtain information on a variety of government services and programs.

Coordination Agreement

The Memorandum of Understanding is to acknowledge and secure the benefits of coordination between UWBG 2-1-1 and LexCall 311 operations. Such benefits include the reduction of health and human related services inquiries to the LexCall 311 call center. This will increase the availability of the LexCall operations to quickly respond to governmental and non-governmental related inquiries and requests for services and the expeditious connection of callers to the comprehensive delivery system of health and human services in Fayette County/Bluegrass region and volunteer opportunities. LexCall 311 and United Way 2-1-1 agree to adhere to the goals of the Memorandum of Understanding and the operating procedures and guidelines as developed and agreed to by UWBG 2-1-1 and LexCall 311. Operating procedures may be changed by mutual agreement between the United Way 2-1-1 and LexCall 311 in order to improve coordination and effectiveness of their services.

This agreement is effective from the date of signature of this MOU and continues until such time that either, United Way 2-1-1 or LFUCG LexCall 311 is discontinued or other termination is requested in writing by either entity.



Polly Ruddick, Director, 2-1-1 Development and Operations
United Way of the Bluegrass, Inc.

3-23-17

Date

Jim Gray, Mayor
Lexington-Fayette Urban County Government

Date