

## Memorandum of Agreement Between Lexington E911 and New Vista

This agreement is made and entered into effective on 9/19/2024 between **New Vista** 1351 Newtown Pike, Lexington, KY 40511 and **Lexington-Fayette Urban County Government**, 200 E. Main St., Lexington KY 40507.

WHEREAS, **Lexington E911** is the city's enhanced public safety answering point for answering emergency and non-emergency calls and facilitation the appropriate response. There are times during this work, it can be determined that a caller has an urgent behavioral health care need that does not require police, fire, or EMS response.

WHEREAS, **New Vista** is a provider of a broad continuum of mental health, substance use, and intellectual and developmental disabilities (IDD) services as well as the designated 988 call center for the 17 counties of Central Kentucky.

PURPOSE: The purpose of this Memorandum is to establish a referral agreement and coordination of care between **Lexington E911** and **New Vista** for individuals identified by **Lexington E911** as having a behavioral health care need, based on criteria established by both parties, and that does not require police, fire, or EMS response.

THEREFORE, the parties agree to the following:

### A. Responsibility of Lexington E911

- Institute a decision tree (see below) for use by 911 call takers to determine if caller is appropriate for warm transfer to **New Vista**, to manage behavioral health care needs
- Transfer calls to New Vista via the 988 Suicide & Crisis Lifeline, maintaining contact with caller while call is routed to New Vista
- At the time of call, the 911 dispatcher will provide the following to **New Vista** call agent (to facilitate data sharing):
  - i. CAD number
  - ii. Caller's ID
  - iii. Caller's name if known
  - iv. Any information pertinent to the call.
- Lexington 911 will facilitate dispatch of emergency services for callers deemed at imminent risk.
- Lexington 911 will accept callers back into their call center if New Vista feels transfer is inappropriate and Lexington 911 will be responsible for determining how to proceed.
- Ensure data is provided as determined by both parties to facilitate coordination of crisis care.

### B. Responsibility of New Vista

- Establish decision tree in collaboration with **Lexington E911** to assist call takers identify callers that are appropriate to be transferred to **New Vista**.
- Receive calls referred by **Lexington E911** agents for individuals (or those calling on their behalf) who are experiencing urgent behavioral health care needs.

- Transfer calls to **Lexington E911** for callers that need emergency response services such as fire, police, or EMS; attempt to collect information and relay to 911 agents regarding details of the call.
- Ensure data is provided as determined by both parties to facilitate coordination of crisis care.

**C. Confidentiality of Protected Health Information:** Both parties shall follow the provisions outlines in HIPAA, federal, state and local laws, and professional ethics as it pertains sharing of protected health information.

**D. Liability:** Each party shall be responsible for the actions and omissions of its own employees, officers, agents, or contractors.

**E. Payment of Services:** Payment for services will be the responsibility of the providing agency.

**F. Term:** This agreement will be in effect for one year and will be automatically renewed each month unless terminated by one or both parties.

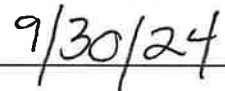
**G. Term of Commitment:** This agreement may be terminated immediately upon the mutual agreement of both parties. Either party may terminate the agreement upon 30 days written notice.

IN WITNESS WHEREOF, the parties have executed this agreement on the date first above written.

**Linda Gorton, Mayor, Lexington-Fayette Urban County Government**

  
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Authorized Signature

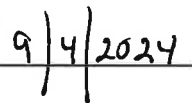
  
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Date

**Dee Werline, President & CEO, New Vista**

  
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Authorized Signature

  
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Date