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Memoranda of Understanding between Public Health Solutions and Agudath Israel Community Services, Inc: What Matters to You WIC Retention Project

BACKGROUND:

Public Health Solutions ("PHS") is one of the country's largest public health institutes and one of New York's leading nonprofit organizations. We improve the health of people and communities throughout New York by integrating research, policy, capacity building, and direct service. Founded in 1957, we have led the quest for innovation, better outcomes, and reduced disparities in public health for more than 60 years.

As part of an innovative WIC Retention Project entitled "What Matters to You", PHS will be identifying WIC participant parents and/or caregivers of children coming up on their first and second [birthdays?] to participate in conversations about the challenges they are facing and what matters most to them. Based on what comes up during these conversations, PHS will refer the participant to services offered by PHS' community partners, such as Agudath Israel Community Services, Inc to address the participant's highest priority needs. These community partners will collectively comprise a coordinated, accountable network of service providers who will receive, process, and document outcomes for referrals.

By connecting WIC participant parents and caregivers who have children coming up on the ages at which they are most likely to not recertify for the WIC program, we aim to enhance the perceived value of WIC among these participants, reduce the perceived barriers to attending appointments, and increase the likelihood of recertification among WIC children turning one and two.

This Memorandum of Understanding ("MOU") outlines the basis upon which Agudath Israel Community Services, Inc and PHS (individually referred to as a "Party" and collectively referred to as the "Parties") have agreed to collaborate as part of the What Matters to You WIC Retention Project. This MOU establishes a reciprocal relationship that will facilitate professional and confidential services delivered by both Parties.

TERMS OF COLLABORATION:

1. Term and Termination:

- 1.1 This MOU will begin on January 1, 2020 and continue in force until terminated as provided below.
- 1.2 Either Party may terminate this MOU on thirty (30) days' written notice to the other Party for any reason or no reason.
- 1.3 This MOU will automatically terminate at the conclusion of the What Matters to You WIC Retention Project.

2. Responsibilities of the Parties

2.1 Public Health Solutions agrees to:

- Refer WIC participant parents/care givers of children aged 18-21 months for Career Counseling, Job Readiness training and referrals to potential employers to Agudath Israel Community Services, Inc.

- Obtain participants' consent for information to be entered in Unite Us and shared with community partners for the purposes of referral in a paper form as well as in electronic form before the referral is made.
- Provide, at no cost to Agudath Israel Community Services, Inc, at least one Unite Us login, subject to Agudath Israel Community Services, Inc's compliance with its obligations regarding the use of Unite Us in Section 2.2 below.
- Manage the coordinated, accountable network of partners, which includes:
 - Establishing and sharing a network governance charter
 - Convening a kickoff meeting
 - Training community partners on how to use Unite Us
 - Providing ongoing technical assistance relevant to this project
 - Consultation on quality improvement activities to improve network performance
 - Sharing quarterly reports on network performance
 - Hosting quarterly virtual opportunities for partners to come together to share best practices and lessons learned in order to improve network performance
- Issue up to 2 surveys to community partners, which will inform the project evaluation
- Conduct the project evaluation and share the final report with Agudath Israel Community Services, Inc.

2.2 Agudath Israel Community Services, Inc agrees to:

- Adhere to the responsibilities and standards outlined in the Network Governance Charter
 - Adhere to the Unite Us End User License Agreement and all other terms governing the use of the Unite Us software or platform
 - Identify at least one point-person who will be the main point of contact between PHS and Agudath Israel Community Services, Inc for the duration of the project
 - Identify at least one person who will serve as Referral Coordinator for Agudath Israel Community Services, Inc, who will receive a Unite Us account, will be responsible for reviewing received referrals, arranging initial outreach to the participant, and documenting the outcomes of referrals
 - Actively participate in network activities that include a network kickoff meeting, quarterly calls (that will last between 30-60 minutes each), quality improvement activities, and up to three surveys.
- Process referrals in a timely manner:
- Accept (or reject) referrals in Unite Us within 3 business days (once accepted, a referral becomes a "case" in Unite Us)
 - Follow up with referred participants within 3 business days of receipt via phone call or email
 - Close the case in Unite Us and document the outcome for the case in Unite Us within 90_days
- Adhere to the following documentation conventions in Unite Us:
 - Accept/Reject Referral
 - Referrals should only be rejected if the program is at capacity
 - Case Status
 - Open – you are still attempting to make contact with the participant, or you are still working on getting the participant enrolled in your service

- Closed – you make three unsuccessful outreach attempts to the participant or you made contact with the participant and work has concluded on the case
- Resolution and Outcomes
 - Resolved
 - Placed in unsubsidized employment of at least 20 hours/week
 - Enroll in to long term training (lasting more than 3 months)
 - Placed in ESOL class
 - Unresolved
 - Unable to reach participant after 3 attempts
 - Participant added to waiting list
 - Participant declined services - no longer interested
 - Participant declined services – conflict with schedule
 - Participant declined services – location not convenient
 - Participant not eligible for services
 - Participant received information, but did not enroll
 - Participant did not complete enrollment process
- Agudath Israel Community Services, Inc agrees to prioritize PHS referrals by placing them at the top of waiting list.
- Participate in Quality Improvement (QI) activities around the project. Here, QI activities refer to the review of referral procedure, identifying bottlenecks, and taking action to resolve issues to improve the referral experience both for the agencies and the participants through a monthly 30-minutes call or email follow up.

3. FUNDING

No funds will be exchanged by the Parties under this MOU (even though each Party may be required to expend its own funds to meet its obligations hereunder).

4. CONFIDENTIALITY

Each Party will protect the rights of participants to confidentiality. It is the intent of this MOU to ensure that the Parties and their staff adhere to all applicable laws, statutes, rules and regulations relating to privacy and confidentiality.

5. NOTICES

All notices shall be delivered by personal delivery, nationally recognized overnight courier (with all fees pre-paid), email (with confirmation of transmission), or certified or registered mail (in each case, return receipt requested, postage pre-paid). Any notices to will be sent to the following addresses:

For Public Health Solutions:

Public Health Solutions
40 Worth Street, 5th Floor

New York, New York 10013

6. HIPAA COMPLIANCE PROCEDURES

All individually identifiable health information (including information relating to patients and/or study subjects whose identities may be ascertained by the exercise of reasonable effort through investigation or through use of other public or private databases) shall be treated as confidential by the Parties in accordance with all applicable federal, state and local laws, rules and regulations governing the confidentiality and privacy of individually identifiable health information, including, but without limitation, to the extent that each Party is subject to it, the Health Insurance Portability and Accountability Act of 1996 and the rules and regulations promulgated thereunder, as the same may be amended and supplemented from time to time (collectively referred to herein as "HIPAA"). The Parties agree to take such additional steps and/or to negotiate such amendments to this MOU as may be required to ensure that the Parties are and remain in compliance with HIPAA and official guidance.

7. NON-DISCRIMINATION

Agudath Israel Community Services, Inc will not engage in any form of discrimination prohibited by federal, New York State, or New York City law including, but not limited, to sexual harassment during the term of this MOU. Agudath Israel Community Services, Inc policies and training with regard to discrimination, including sexual harassment and racial discrimination, will comply with federal, New York State, and New York City law during the term of this MOU.

Executed by:

Agudath Israel Community Services, Inc
