

# **Memorandum of Understanding Community Online Resource Directory (CORD) And**

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This Memorandum of Understanding documents the agreement between the Community Online Resource Directory (a not-for profit project hereafter referred to as CORD) and the undersigned agency. This agreement specifies CORD and agency responsibilities, participation and information accuracy on CORD. Coordination of CORD is provided for by Sarah Bush Lincoln Health System (SBLHS). Inclusion of agencies in the directory is not necessarily an endorsement by SBLHS.

## **Mission Statement**

Those involved in developing, supporting and using the Online Resource Directory are dedicated to providing a comprehensive, up-to-date, accessible guide to human services which improves the connection between community members and their needs with appropriate resources in Clark, Coles, Cumberland, Douglas, Edgar, Jasper, Moultrie and Shelby counties.

## **Inclusion Criteria**

Agencies included in CORD

- offer services focusing on physical, mental, emotional and social needs of individuals in Clark, Coles, Cumberland, Douglas, Edgar, Jasper, Moultrie and Shelby counties
- are non-partisan
- have committed to respond to inquiries through CORD by the end of the next business day.

*(Respond = initial contact)*

## **Confidentiality Statement**

CORD strongly believes in protecting the privacy of persons inquiring for services. All information concerning inquiries of service shall be kept confidential, except as otherwise stated in the release of information.

## **Release of Information Statement**

In order to provide the best possible service to those with legitimate needs for information and at the same time maintain the confidentiality of the information entrusted to us by our consumers and agencies

- Agency-specific data will be released only to the originating agency.
- Non-agency specific (aggregate, non-client identifier) data is available only to CORD and participating agencies. Uses for this data may include marketing, public relations and grant purposes.
- Any data requests other than the above will be handled on a case-by-case basis. Involvement from affected agencies and/ or the advisory board may be requested.
- Client records will be available only to agencies that provide service to the client.

## **Agency Responsibilities**

- Respond to the memorandum of understanding and program profile form by completing all documents and returning them to CORD within two weeks of receipt.
- Provide accurate information on the program profile regarding agency programs and services.
- Throughout the year, notify CORD of changes/corrections in information by completing a program profile form or calling CORD with the changes that need to be made.
- Designate one representative from the agency to serve as the liaison with the staff at CORD.
- Be prompt in responding to inquiries made to the agency by CORD consumers. CORD users should expect a response to their inquiries by the end of the next business day.  
*(Respond = initial contact)*
- Place a link to CORD on the agency Web page, if one exists.
- Allow CORD to link to the agency Web page, if one exists.

## **CORD Responsibilities**

- Send participating agency memorandum of understanding and program profile.
- Accept information changes on an on going basis via the standardized information profile forms sent to CORD by mail, fax or e-mail.
- Send reminders (via mail, fax or e-mail) to update any information.

- Work with participating agencies to keep all information current and updated.
- Update the information on CORD to the Internet server quarterly.
- Accept program profile forms from agency CORD contact only.
- Transfer submitted information profiles to the Web page.
- Monitor the Internet Service Provider (ISP) to ensure a reliable Internet connection with a fast response/load time, as agreed upon in the ISP contract.

## Terms

This agreement shall commence on the date of signing listed below. The agreement may be revised with mutual consent of all parties. False representation of information and no response to inquiries may subject the agency to removal from CORD by the advisory board.

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 \_\_\_\_\_  
 AGENCY NAME

CORD Official

\_\_\_\_\_  
 \_\_\_\_\_  
 Cord Contact

Title

\_\_\_\_\_  
 \_\_\_\_\_  
 Title

Date

\_\_\_\_\_  
 Mailing Address

\_\_\_\_\_  
 City, State, Zip

\_\_\_\_\_  
 Telephone

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Days & Hours best available

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Signature

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Title

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Date