

Memorandum of Understanding (MOU)
between

Vermont 2-1-1, a program of United Ways of Vermont
and

**Vermont Association of Child Care Resource and Referral Agencies
(VACCRRA)**

This Memorandum of Understanding defines the working relationship between Vermont 2-1-1, a program of United Ways of Vermont and the Vermont Association of Child Care Resource and Referral Agencies (VACCRRA). United Ways of Vermont and VACCRRA wish to work together in the spirit of collaboration in order to promote the health and well being of people in Vermont through a coordinated system of streamlined access to health and human services.

United Ways of Vermont is the planning and coordinating body of local United Way agencies serving all counties of Vermont. United Ways of Vermont provides administration and operational oversight for Vermont 2-1-1, a statewide, comprehensive, health and human services information and referral program.

Vermont 2-1-1

- maintains a centralized resource database of detailed information about health and human services throughout Vermont;
- provides statewide professional information and referral services by telephone to the public via 2-1-1, the abbreviated dialing code for access to community information and referral;
- provides online public access to its resource database at www.vermont211.org; and
- assists community planners by reporting on community needs, trends and gaps in services.

Vermont Association of Child Care Resource and Referral Agencies (VACCRRA)

VACCRRA is a professional organization that represents the 12 non-profit child care resource and referral agencies in Vermont listed below.

- **Bennington County Child Care Association**
- **Child Care Project**
- **Child Care Resource**
- **The Family Center of Northwestern Vermont**
- **The Family Center of Washington County**
- **Lamoille Family Center**
- **Mary Johnson Children's Center**
- **NEKCA/ Parent Child Center**
- **Springfield Area Parent Child**
- **Vermont Achievement Center**
- **Umbrella**
- **Windham Child Care Association**

Vermont 2-1-1 agrees to:

- maintain information about the programs and services of VACCRRRA member agencies in the 2-1-1 database, according to 2-1-1 database inclusion criteria;
- refer all calls from persons seeking child care referrals to the regional VACCRRRA agencies
- as appropriate, share data about requests for and referrals to child care resource and referral services;
- as appropriate, share data about other human services, needs, unmet needs, satisfaction surveys/outcomes etc.
 - provide VACCRRRA agencies with basic description of 2-1-1 services.

VACCRRRA member agencies agree to:

- provide all clients referred by 2-1-1 with high quality child care consultation and referral services (equivalent to Vermont's basic referral services) in accordance with the Quality Assurance Program standards of NACCRRRA.
- provide Vermont 2-1-1 with detailed, up-to-date information about the programs and services of their respective agencies, at the time of the annual information update conducted by Vermont 2-1-1.
- educate individuals contacting and served by members of VACCRRRA about the availability of 2-1-1 services when assessment determines other needs are present;
- as appropriate, share data about provision of services for persons seeking child care referrals, needs, unmet needs, satisfaction surveys/outcomes etc.

Both Vermont 2-1-1 and VACCRRRA agree:

- to provide cross-training for appropriate staff at least annually to share our knowledge, skills and expertise and maximize the effectiveness of our collaboration;
- that any operational concerns that Vermont 2-1-1 has about calls from parents and others seeking child care resources should be addressed with the Executive Director of the VACCRRRA member agency concerned;
- that any operational concerns that VACCRRRA agencies have about 2-1-1 calls should be addressed with the 2-1-1 Program Manager.

MOU Modification Methods: United Ways of Vermont and VACCRRRA will review this agreement annually. Either party can request dialogue to explore and make changes as needed.

By signing this document, the parties listed above hereby accept the terms of this agreement. Any changes will require a written amendment and new signatures by both parties.

for The United Ways of Vermont

Date

for VACCRRRA

Date