

Memorandum of Agreement

between

Interior Alaska Center for Non-Violent Living-
Careline Crisis Intervention

and

[Insert Partner Agency/Program Name Here]

The Interior Alaska Center for Non-Violent Living, a non-profit organization, is the fiscal agent for a crisis intervention program, Careline Crisis Intervention (Careline), which provides telephone crisis intervention and suicide prevention services to Alaskans statewide.

[Insert Partner Agency/Program Name Here] and Careline agree to work cooperatively for the benefit of individuals in our communities as follows:

[Insert Partner Agency/Program Name Here] shall:

1. Provide services or referrals for persons in crisis as appropriate.
2. List their program and agency information on the **Alaska 2-1-1** information resource directory (<http://alaska211.org>).
3. As appropriate, refer persons who are experiencing early onset of mental or behavioral health problems or a more immediate/acute crisis to include those at-risk of suicide to the Careline program for support.
4. Prior to the utilization of the Careline number, logo, or materials collaborate with the Careline Program Director to ensure that any agency materials or promotional/outreach efforts utilizing the Careline number are consistent with the Careline mission and established best practices and will include:
 - a. Work with communities to promote widely the Careline as a prevention and early intervention service to all community members.
 - b. Incorporation of safe messaging when promoting Careline services (www.carelinealaska.org)
5. Provide information to Careline staff on:
 - a. Agency/program services;
 - b. Walk-in procedures;
 - c. Clinical issues impacting Careline callers/clients referred to Careline, as appropriate and in compliance with HIPAA.
6. Maintain confidentiality of Careline personnel.

Careline Crisis Intervention shall:

1. Refer appropriate callers to the [Insert Partner Agency/Program Name Here].
2. Utilize **Alaska 2-1-1** as their source of referral information for Alaska communities, and refer callers to local resources as appropriate.
3. Offer follow-up calls to persons who are experiencing crisis or who are at-risk of suicide and access Careline services through [Insert Partner Agency/Program Name Here] or upon referral from an emergency responder or other acute care facility.
4. Provide information to [Insert Partner Agency/Program Name Here] staff about the Careline program and support [Insert Partner Agency/Program Name Here] and how the two entities can best work together to support clients experiencing suicide ideation, crisis or mental health issues.
5. Provide Careline materials to [Insert Partner Agency/Program Name Here] as requested, as well as the Careline logo for utilization in promotional and outreach efforts (to be used upon approval from the Careline Program Director).
6. Maintain confidentiality of both clients/callers served as well as the source of the referral, [Insert Partner Agency/Program Name Here] and its staff, partner agencies, and other community gatekeepers.

Both parties agree to adhere to all Federal, State, and local laws and regulations, and/or work within the confines of each party, with respect to client confidentiality requirements, in the exchange of client information.

This agreement shall be in effect from the date of signature until written notification by either party of its termination.

Brenda Stanfill, Executive Director
Interior Alaska Center for Non-Violent Living

Date

Susanna Marchuk, Director
Careline Crisis Intervention

Date

[Insert Name Here], Executive Director
[Insert Partner Agency/Program Name Here]

Date