

WOOD COUNTY  
SEP 22 2017  
SERVICES BOARD

## CONTRACT AGREEMENT

between

**Wood County Alcohol, Drug Addiction and Mental Health Services Board and  
United Way of Greater Toledo**

This agreement to provide information and referral services is made by and between Wood County Alcohol, Drug Addiction and Mental Health Services Board (WCADAMHSB), a governmental entity with its principal office located at 745 Haskins Road, Bowling Green, Ohio 43402 and United Way of Greater Toledo (UWGT), a nonprofit organization having a principal office located at 424 Jackson Street, Toledo, Ohio 43604 (collectively, the "Parties").

WHEREAS, pursuant to R.C. 340.03 of the Ohio Revised Code, the Board has authority to enter into contracts to ensure the provision of addiction and mental health services to residents of Wood County; and

WHEREAS, UWGT provides information and referral services to residents of Wood County through an established 2-1-1 information line; and

WHEREAS, WCADAMHSB desires to provide Wood County residents with mental health or substance use problems (Client) linkage to services via UWGT's 2-1-1 services through a warm transfer to The Link for adult services or the Children's Resource Center for youth services; and

WHEREAS, UWGT is willing to enhance its standard and customary 2-1-1 assessment and referral services to provide a warm transfer, when it is assessed to be the best option for the Client and the Client consents to The Link for adult services or the Children's Resource Center for youth services;

NOW THEREFORE, the parties agree to the following terms and conditions:

1. Terms: The service period begins on July 1, 2017 and ends on June 30, 2018.
2. Warm Transfer Services: UWGT will conduct an enhanced assessment on all callers to determine a plan for the utilization of community resources and all options for each caller. Wood County residents who meet the criteria and who willingly accept the referral, will receive a warm transfer to The Link for adult services or the Children's Resource Center for youth services. A warm transfer means the 2-1-1 Specialist will speak with the Client, remain on the line with the Client while dialing the appropriate 3<sup>rd</sup> party, and stay on the line until the 3<sup>rd</sup> party answers and engages. UWGT may also need to refer Clients to other services during these transfers and reserves the right to do so, as appropriate.
3. Amount: The amount of this contract shall not exceed \$13,500. Parties agree to re-negotiate the contract after 180 days with the opportunity to increase the contract

amount if improvement is shown or call volume increases, or discontinue the contract if not mutually beneficial to all parties. Parties also agree to attend in person meetings twice per year to review terms and progress.

4. Payment: Upon execution of this contract and the beginning of the contract period, WCADAMHSB will begin making monthly payments in equal installments of \$1,125 to UWGT by the 15<sup>th</sup> business day of each month.
5. Marketing: It is understood and agreed upon by both parties that numerous times throughout the contract period, WCADAMHSB and its designated partners will publicly market the Recovery Helpline, including 2-1-1. WCADAMHSB will communicate, in advance, the timing of any major marketing efforts to allow UWGT to plan staffing appropriately for any anticipated spikes in call volume.
6. Reporting: UWGT will email call statistics report to the WCADAMHSB's Executive Director by the 15<sup>th</sup> of every month. Contents of the report will include the following from the telephony system: warm transfer counts to The Link for adult services and the Children's Resource Center for youth services; pre-transfer AHT (time spent by 2-1-1 handling the call); and post-transfer AHT (time spent by the 3<sup>rd</sup> party handling the call). In addition, contents of the report will include the following from the 2-1-1 Client Database (ReferNet): number of behavioral health, substance abuse and other addiction needs identified by 2-1-1; the number of referrals provided to Recovery Helpline; ; and basic demographic data.
7. Quality Assurance: All parties will develop a standard for how many secret shopper calls will be performed per month and jointly agree on a quantitative report to judge improvement. WCADAMHSB will provide QA reports on a quarterly basis followed by a conference call with the 2-1-1 managers to discuss the performance results. Speed of answer is expected to be an *average* of 2 minutes or less, but cannot be guaranteed.
8. Subcontracting: UWGT, by mutual agreement of the parties, may subcontract some or all of its operations on a temporary or permanent basis as it determines the most cost-effective method to deliver information and referral services to the United Way 2-1-1 service area. It is understood by both parties that any such change will not affect the referral services identified in this Agreement.
9. Termination: This contract may be terminated by either party with 60 days advanced notice. At that point, the total contract will be pro-rated to the appropriate value based on the number of months of service provided divided by the total months of the contract.
10. Contract Interpretation: Each provision of this Agreement shall be separately enforceable, and the invalidity of one provision shall not affect the validity or enforceability of any other provision. This Agreement shall not affect the validity or enforceability of any other provision. This Agreement shall be interpreted and construed

in accordance with the laws of the State of Ohio. Time is of the essence of this Agreement and of each and every provision hereof.

11. Venue: Venue for any cause of action arising under this contract shall be in Wood County, Ohio.

12. Exclusive Agreement between the Parties: This Agreement constitutes the only agreement, and supersedes all prior agreements and understandings, both written and oral, among the parties with respect to the subject matter hereof. This Agreement may not be amended or modified, except in a writing signed by all parties to this Agreement.

This Agreement will remain in force until June 30, 2018 or such time as it is agreed to be terminated by both parties, whichever date is sooner.

By signing below, both parties agree to execute this Agreement on the day and year first written above.

United Way of Greater Toledo

Kathleen Doty  
Kathleen Doty, Chief Operating Officer, UWGT

9/19/17  
Date

Wood County Alcohol, Drug Addiction and Mental Health Services Board

Tom Clemons  
Tom Clemons, Executive Director

9-12-17  
Date

Approved as to form:

Paul A. Dobson  
Paul A. Dobson  
Wood County Prosecuting Attorney

Date: 9/28/17

CERTIFICATION OF AVAILABILITY OF FUNDS

I, Michael Sibbersen, Auditor of Wood County, hereby certify that the money to meet this Agreement has been lawfully appropriated for the purpose of this Agreement and is in the treasury of 053-0253-5401.00 or in the process of collection to the credit of the appropriate fund, free from prior encumbrance. The total amount shall not exceed \$13,500.00

Michael Sibbersen  
Michael Sibbersen, Wood County Auditor

8-25-17  
Date