



## **Memorandum of Understanding (MOU)**

This MOU is made and entered into effective December 6th, 2021, between Community Services Agency (CSA) and Mountain View Los Altos Union High School District (MVLAUHS D)

### **Purpose**

The purpose of this MOU is to identify the roles and responsibilities of each party as they relate to the CSA services, MVLAUHS D, and the ELL Case Manager position. This MOU is intended to aid both organizations in the service of MVLAUHS D students and families. The goal of this partnership is to support MVLAUHS D students and families in connecting to community resources to support academic success.

### **Term**

The term of this Agreement shall begin December 6th, 2021 and end on June 30th, 2024.

### **CSA Services and Agreements**

- Under the supervision of the Outreach and Advocacy Program Director, provide a Case Manager to establish targeted support and social services to MVLA's ELL (Mountain View-Los Altos School's English Language Learner) population, with a particular focus on newcomer students and their families. The Case Manager will provide services on site at Mountain View High School and will work closely with MVLA's supportive services team (which includes the MVLA Wellness Coordinator, Site Administration, a Community Resources Coordinator, Support Services Specialists, Bilingual Liaison, MVLA Therapists, and clinicians from Community Health Awareness Council, Uplift Family Services, and the Stanford Health Van).
- Representative duties include the following:
  - Provide case management to ELL students and their families as well as identify services and resources to help them maintain stable housing, assess eligibility for local and county programs help them gain access to other supportive services to address basic needs.
  - Conduct intake interviews, regular check-ins and periodic re-assessments.
  - Develop individualized care plans with the family to best address the needs of the student(s) and their families.
  - Connect the families to resources and services through the County and community, such as legal services, mental health, food and nutrition resources, medical and rental assistance.
  - Assist families with any necessary applications to access resources.

- Develop case plans, monitor progress, and update case notes and case plans
- Maintain accurate and timely case record documentation including entering data into Excel and Salesforce databases to ensure data quality.
- Conduct outreach efforts, which may include working occasionally on weekends and/or evenings
- Perform other related duties, responsibilities and special projects as assigned by the MVLA staff and the Advocacy and Outreach Program Director at CSA.
- Communicate staffing or schedule changes to the school site administrator and district representative.
- CSA staff working with MVLAUHSD will have TB clearance and trained on mandated reporting requirements and community care best practices.
- CSA staff working with MVLAUHSD will be fingerprinted through MVLAUHSD and will adhere to all applicable MVLAUHSD rules and regulations.
- During the term of this Agreement, CSA shall comply with all applicable federal and state laws and regulations relating to the provision of case manager services.
- CSA shall comply with applicable laws and regulations, including but not limited to §5328 et seq. of the Welfare and Institutions Code regarding the confidentiality of patient information.

### **MVLAUHSD Services and Agreements**

- Provide a confidential space for student and family meetings.
- Assist with student and family referrals.
- Provide access to a desk, phone and computer with internet.
- Provide access to the Aeries database in accordance with FERPA laws.
- Assist CSA staff to provide effective services
- Provide opportunities to collaborate with administrators, teachers, school counselors, and school-based clinicians to support services.
- Provide guidelines to be followed in service delivery during class time.
- Secure storage space for therapeutic materials and locked file cabinet for client files

### **Insurance Requirements**

At all times CSA shall maintain \$2M liability insurance policy

### **Indemnification**

MVLAUHSD shall indemnify and hold harmless CSA and its officers, agents and employees from any and all liabilities of any kind for or on account of any suits or damage of any character whatsoever, including injury to person or property, to the extent permitted by law. Likewise, CSA shall indemnify and hold harmless MVLAUHSD and its officers, agents and employees from any and all liabilities of any kind for or on account of any suits or damage of any character whatsoever, including injury to person or property, to the extent permitted by law.

### **Transfer of Funds**

No funds transferred by MVLAUHSD. Funding is provided by a grant to CSA from the County of Santa Clara Board of Supervisors

### **Signatures**

The parties to the MOU through their duly authorized representatives have executed this MOU on the dates identified below, and certify they have read, understood, and agreed to the terms of this MOU.

Mountain View-Los Altos Union High  
School District

Agency: Community Services Agency

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

Date: \_\_\_\_\_