

Memorandum of Understanding (MOU) between the Idaho Department of Health & Welfare's Division of Welfare (Self-Reliance Programs, or SR) and the Participating Partner

I. Purpose

The Purpose of this MOU is to document the roles, responsibilities, expectations, and other terms of agreement for the parties included in the agreement, as listed below. This document outlines the scope of agreement between parties for maintaining and operating the Live Better Idaho (LBI) website, and the organizations creating and editing content on the LBI website. The LBI website is designed to require minimum partner effort to setup, update, and maintain the partner's services. The Division of Welfare, Self-Reliance Programs (SR), will strive to maintain a lightweight product design with future development, and new functionality to ensure minimal setup and maintenance efforts by participating partners. The parties included in this MOU are:

- The Idaho Department of Health and Welfare's Division of Welfare/Self-Reliance Programs (SR), the organization providing the LBI website, and
- The participating partner whose content will be on the LBI website

II. SR Responsibilities:

A. Financial

The responsibilities of SR as it pertains to this agreement are as follows:

- SR will provide the services and functionality of the Live Better Idaho website when an organization becomes a participating partner by entering into this MOU with SR
- SR will provide an accessible, easy to navigate website, at no cost to participating partners
- SR will provide orientation, instruction, training, and troubleshooting at no cost to participating partners in the effort to ensure all services are set up according to website design standards, and information is correct and up to date and meeting website content standards
- SR will provide meeting rooms, training sessions, telephone conferences, and web events at no cost to participating partners
- It is understood this MOU shall, in no way or manner, be construed so as to bind or obligate SR or the State of Idaho, beyond the term of any particular appropriation of funds by the State Legislature or United States Congress, as may exist from time to time

B. Content & Functionality

- SR will provide the basic functionality on the LBI website as demonstrated in the product orientation given to interested parties and participating partners, including but not limited to: navigation, means testing, geographical searches, services search, taxonomical service displays, private accounts, secure interactions, anonymous browsing until the time of account creation and/or login, sorting and filtering by multiple factors, presentation of similar services, effective mobile device functionality, email-based public support, full featured content management driven content and publishing, basic Google analytic reporting, and notification through email and texting
- SR will provide content and updates to the programs/services and means testing of those services for content placed on LBI by SR and will adhere to the collective standards as described in this MOU
- SR will strive to provide 24x7 uptime for the Live Better website

- SR will rapidly address outages and functionality failures, working closely with the LBI Services Provider according to the currently contracted services and standards for the LBI website
- SR will provide reporting using standard Google analytic tools. Reports shall include site usage, referrals, and other website data sets reasonably available
- SR will provide adequate training to participating partners
- SR will receive performance suggestions for improvement and will refine LBI as needed, to serve collectively all participating partners; specific forums/processes will allow easy feedback:
 - At least annually, but no more than quarterly, participating partner meetings (enabling remote participation by phone or video conferencing)
 - A single “Participating Partner” email address for LBI related interactions, at partner@livebetteridaho.org
- SR will share information to all participating partners, and directly to specific participating partners, to help partners understand the planned LBI roadmap, new features and functions, changing site conditions, and/or operational areas of concern
- SR will provide a participating partner support team, available by email or phone between 8am and 4pm (MST) on all state work days
- SR will provide options for interactions with participating partners such as, but not limited to: web conference, teleconference, video conference, and email/text for orientations, troubleshooting, and support
- SR will collaborate with participating partners to maximize the usefulness of website content for end users but may adjust the content, organization and navigation of the site without notification to participating partners
- SR will collaborate with participating partners to ensure appropriate content and consistency in presentation on the website and will take action, up to content removal, if necessary

III. Partner Responsibilities:

A. Financial

- Participating partners are not expected to provide any financial payment for the use of the Live Better Idaho (LBI) website
- Participating partners are expected to cover their costs associated with travel and any incidental costs associated with SR interaction, including their costs for Internet services, phone services, texting surcharges, etc.

B. Content & Functionality

- Participating partners will thoughtfully consider the presentation and orientation of their content in relationship with all other partners on LBI, as the LBI website creates a collection of valuable resources for Idahoans
- Participating partners will not defame, compete, or create content that diminishes the value or creates judgment of other partners, services, or products on LBI
- Participating partners will provide and maintain their information on the website; and may ask and receive SR help to facilitate and troubleshoot the process of posting information when necessary
- Participating partners will be responsible for the accuracy and timeliness of the information presented on the website for their services
- Participating partners will ensure information meets professional communication standards, such as would be expected in any legitimate business or government website, including but not limited to spelling, grammar, and respectful descriptions and communication tone
- Participating partners will ensure the information presented to the public on LBI is legal, current, and provides valuable support services to the public

IV. Communication and Problem resolution

For training, technical support, adding or deleting services, complaints, improvements, and/or general information, please contact: partner@livebetteridaho.org.

V. Non-compliance with MOU requirements

SR's intent in providing a free-to-use website for participating partners is to maximize the distribution of information to help Idaho families live better, by improving access and use of information related to services available to Idahoans. When conditions exist or responsibilities are not followed, such that misinformation, untimely information, or inappropriate content or communication is published on the site, and efforts do not resolve the problem, SR will remove the participating partner's authorization to use LBI for their services and products. This may also result in the removal of all the participating partner's content.

VI. Effective Date and Duration of Agreement

This Memorandum of Understanding shall be in effect as of the date this is submitted electronically, between SR and the participating partner, and shall remain in effect until one or both parties agree to terminate the agreement. This Memorandum may be terminated by SR for any reason, at any time. The terms of this Memorandum are not intended to alter, amend, or rescind any provisions of State or Federal law. Any provision of this Memorandum, which conflicts with State or Federal law, will be null and void.

VII. Signatures of MOU Agreement

By signing this MOU electronically, I certify that I have read and understand the contents of this MOU. I understand that an electronic signature has the same legal effect and can be enforced in the same way as a written signature.