

MEMORANDUM OF UNDERSTANDING
BY AND BETWEEN
THE CITY OF KNOXVILLE
AND
THE UNITED WAY OF GREATER KNOXVILLE

THIS MEMORANDUM OF UNDERSTANDING (“MOU”) is entered into by and between the **CITY OF KNOXVILLE (“City”)**, a municipal corporation organized and existing under the laws of the State of Tennessee, and **THE UNITED WAY OF GREATER KNOXVILLE**, a Tennessee nonprofit corporation (“UWGK”), collectively referred to as **“the Parties.”**

WHEREAS, Knoxville City Council and Knox County Commission adopted Resolutions (Exhibit #1) supporting the pursuit of partnerships to address mental health, substance abuse, and behavioral health needs in Knoxville, including a local long-term psychiatric hospitalization unit(s), with the intention of serving low income and uninsured individuals and providing matching funds to support the development of a business and service delivery plan for alternative response services; and

WHEREAS, Knoxville City Council and Knox County Commission each committed \$50,000 for a total of \$100,000 to be used to support the development of a business and service delivery plan for alternative response services, and

WHEREAS, Mayor Indya Kincannon and Mayor Glenn Jacobs believe the UWGK, as a long-standing, trusted convener, facilitator and problem solver in our community, is the most qualified entity to facilitate the work of a joint City/County Alternative Response Task Force focused on researching and developing a professional business and service delivery plan, essential as our

community considers the addition of new alternative response services within our community; and

WHEREAS, at the joint request of Mayor Kincannon and Mayor Jacobs (Exhibit #2), the UWGK has agreed to serve as the facilitator of a joint City/County Alternative Response Task Force focused on researching and developing a professional business and service delivery plan; and

WHEREAS, the City has agreed to serve as the funding entity, providing the UWGK with \$100,000 in funding comprised of both the City's \$50,000 commitment and Knox County's \$50,000 commitment, with Knox County reimbursing the City its portion of the project funds prior to December 31, 2024; and

WHEREAS, the UWGK's role is to serve strictly as the facilitator of the task force process by convening, administering and organizing meetings, gathering relevant information, contracting with appropriate third-party experts, and performing other relevant tasks and duties agreed to by UWGK.

NOW, THEREFORE, in consideration of the mutual promises made herein, and the mutual benefits received hereunder, the Parties agree as follows:

**ARTICLE I.
Intent of MOU**

This MOU sets forth the terms and conditions between the City and the UWGK to distribute funding and establish a framework for the UWGK to serve as the facilitator of a joint City/County Alternative Response Task Force focused on researching and developing a professional business and service delivery plan.

ARTICLE II.
Mutual Understandings and Agreements of the Parties

2.1 Project Title. The title of this project is the **Alternative Response Services Task Force as facilitated by the UWGK.**

2.2 Funding. The total funding for this project is \$100,000, with \$50,000 being funded from the City and \$50,000 from Knox County. The City will serve as the funder, distributing a total of \$100,000 to the UWGK upon execution of this MOU and any legislative action required to make such distribution. Knox County, through a separate agreed upon process, will transfer \$50,000 to the City for its portion of the project by no later than December 31, 2024. The UWGK, in its sole and reasonable discretion, shall utilize these funds in a manner it deems appropriate as the facilitator of the Alternative Response Services Task Force so long as such uses result in the effective facilitation of the task force and the delivery of a professional business and service delivery plan for needed services in our community, all in a manner consistent with this MOU and the Resolutions attached hereto as Exhibit #1. UWGK shall not be required under this MOU to expend its own funds in connection with performing its responsibilities hereunder.

2.3 Task Force Composition. The task force shall be comprised of a single representative from each of the following; Mayor Indya Kincannon's Office; Mayor Jacobs' Office; the Knox County Sherriff's Office; the Knoxville Police Department; the Knox County Emergency Communications District ("Knox 911"); McNabb Center; Knoxville Healing EastTN Alternative Response Team ("HEART"); the Knox County Health Department; the Municipal Technical Advisory Service ("MTAS"); and the Knoxville-Knox County Community Action Committee ("CAC"), provided, however, that Knoxville HEART may designate up to three of its

members to serve as its representative so long as only one such member shall participate as its representative at any one time. See Exhibit #3 for specific participants.

The composition of this task force does not limit the UWGK from soliciting and obtaining information from individuals, organizations, or experts outside of the task force members.

2.4 Project Deliverables. The UWGK shall facilitate the Alternative Response Services Task Force process throughout the term of this MOU and shall deliver to the City and Knox County a professional business and service delivery plan for needed services in our community. Should the City and Knox County legislative bodies request a joint workshop regarding such plan, the UWGK agrees to facilitate the delivery of said workshop with support from the City Mayor's and Knox County Mayor's Offices.

2.5 Project Schedule. The project schedule shall be twelve (12) months from the receipt of the project funding by the UWGK of \$100,000. The project schedule may be altered upon the agreement of the UWGK, Mayor Kincannon, and Mayor Jacobs.

2.6 Term. The term of this MOU shall commence on the date this MOU is executed by both parties and shall terminate upon the earlier of: (a) completion of the project or (b) after 12 months from receipt of the project funding by the UWGK.

ARTICLE III. Notices

Any notice required or permitted under this MOU will be directed to the following representatives or such other address as either party may designate by written notice to the other:

City of Knoxville:

Cheryl Ball
Chief Policy Officer
400 Main Street, Room 681
Knoxville, TN 37902

cc:

Charles W. Swanson
Law Director
400 Main Street, Suite 699
Knoxville, TN 37901

The United Way of Greater Knoxville:

Chrystal Armstrong Brown
Chief Impact Officer
1301 Hannah Avenue
Knoxville, TN 37921

cc:

Matt Ryerson
President/CEO
1301 Hannah Avenue
Knoxville, TN 37921

**ARTICLE IV.
Miscellaneous Provisions**

4.1 Entire Agreement. The Parties agree that this MOU, and the exhibits referenced in it, contains the complete expressions of the parties hereto with respect to this subject matter, and any oral or written representations or understandings not incorporated herein are excluded. Further, any modifications of this MOU shall be in writing and signed by both Parties.

4.2 Assignment. Neither party to this Agreement may transfer or assign any or all of its rights or obligations hereunder except with the prior written consent of the other party, and any such attempted assignment without the prior written consent of the other party shall be wholly void and of no effect.

4.3 Waiver. No waiver by either party of any term or condition of this MOU shall be deemed or construed to constitute a waiver of any term or condition of any subsequent breach, whether or not it is the same or different provision.

4.4 Applicability of Law. This MOU is and shall be construed as being executed and delivered within the State of Tennessee and it is mutually understood and agreed by each party hereto that all agreements and statements of work shall be governed by the laws of the State of

Tennessee, both as to interpretation and performance. The Parties agree that the venue for enforcement of any provisions shall be the courts of Knox County.

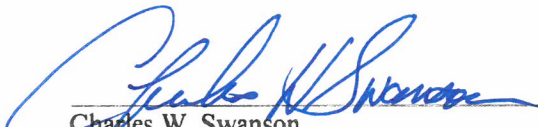
4.5 Severability. If any section or part of this MOU is held by a court to be invalid, such action shall not affect the validity of any other part of this Agreement.

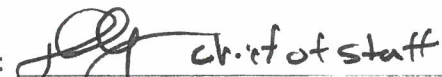
4.6 Counterparts. This MOU may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

IN WITNESS WHEREOF, the City and UWGK have executed this MOU as of the date last listed below. The persons signing this MOU on behalf of the Parties represent that each has authority to execute this MOU on behalf of the Party entering this MOU.

Approved as to form:

CITY OF KNOXVILLE


Charles W. Swanson
Director of Law

By:  ch. of staff
Indya Kircannon
Mayor

Date: 5/30/24

Funds certified:

THE UNITED WAY OF GREATER KNOXVILLE


Boyce H. Evans
Director of Finance and Accountability

By: 
Matt Ryerson
President and Chief Executive Officer

Date: 5.29.24

AMENDED
6-27-2023

RESOLUTION

RESOLUTION NO.: R-199-2023

A RESOLUTION OF THE COUNCIL OF THE CITY OF KNOXVILLE SUPPORTING THE PURSUIT OF PARTNERSHIPS TO ADDRESS MENTAL HEALTH, SUBSTANCE ABUSE, AND BEHAVIORAL HEALTH NEEDS IN KNOXVILLE INCLUDING A LOCAL LONG-TERM PSYCHIATRIC HOSPITALIZATION UNIT(S) WITH THE INTENTION OF SERVING LOW INCOME AND UNINSURED INDIVIDUALS AND THE PROVISION OF MATCHING FUNDS TO SUPPORT THE DEVELOPMENT OF A BUSINESS AND SERVICE DELIVERY PLAN FOR ALTERNATIVE RESPONSE SERVICES.

RESOLUTION NO: R-199-2023

REQUESTED BY: Vice Mayor Roberto and Councilmembers Rider, Fugate, Singh, Thomas, and Smith

PREPARED BY: Council

APPROVED: 6-27-2023

APPROVED AS AN EMERGENCY MEASURE: _____

MINUTE BOOK: 87 PAGE _____

WHEREAS, Knoxville City Council recognizes that many Knoxville residents face mental health, substance abuse, and behavioral health challenges, and that additional resources and programs are needed to address these healthcare needs; and

WHEREAS, the City of Knoxville does not provide direct healthcare services to residents, but does support such services through partnerships and targeted funding; and

WHEREAS, the City of Knoxville desires to continue and expand collaboration with other governmental entities and service providers that provide funding and expertise focused on mental health services, including Knox County, the State of Tennessee, McNabb Center, and others; and

WHEREAS, the City of Knoxville through existing multi-jurisdictional partnerships with Knox County and the State of Tennessee provides jail diversion through the Behavioral Health Urgent Care Center, connecting over 500 individuals

with 23-hour crisis intervention and stabilization as an alternative to the judicial system; and

WHEREAS, the City of Knoxville through existing approved multi-jurisdictional partnerships with Knox County and the State of Tennessee will provide emergency room diversion through EmPATH (Emergency Psychiatry Assessment Treatment and Healing) unit at the historic St. Mary's campus, which when operational in 2024 will provide an additional up to 23-hours of crisis intervention and stabilization in our community; and

WHEREAS, Knoxville City Council recognizes the need to expand the capacity of the existing 72-hour crisis stabilization unit as well as a local long-term psychiatric hospitalization unit(s) with the intention of serving low income and uninsured individuals; and

WHEREAS, Knoxville City Council has taken numerous actions to support innovative services that strengthen public safety by diverting individuals in crisis from jail as well as the emergency room by connecting residents with services to address mental health

and behavioral health needs, including KPD's Co-Response program and street outreach; and

WHEREAS, community-based response, also known as "Alternative Response," describes an approach of responding to some types of crisis calls with trained, non-law enforcement professionals (typically a medic paired with a crisis worker) in such a way that reduces reliance on police personnel; and

WHEREAS, Mobile Crisis Service, funded by the State of Tennessee, is one example of a twenty-four hour a day, seven day a week, year-round community-response, but this program is not integrated with the Knoxville region's central E-911 system and relies on first responders to address immediate threat of physical harm; and

WHEREAS, in November 2021, the Knoxville City Council approved a contract with McNabb Center to conduct a multi-jurisdictional Sequential Intercept Model (SIM) mapping exercise to inform priorities for improving system and service level response for individuals experiencing mental and behavioral health challenges; and

WHEREAS, Knoxville City Council supports an effort to explore how an alternative response program could serve the greater Knoxville community with rapid, on-site crisis response that is integrated with E-911 dispatch; and

WHEREAS, Knoxville City Council recognizes that to be successful, such a program requires cross-jurisdictional cooperation and support, a sustainable funding model that does not detract from other City services, and a robust service delivery plan addressing factors including but not limited to protocols for dispatch, response, and treatment, risk management, risk mitigation, personnel management and training, and administrative management; and

WHEREAS, the Knoxville City Council endorses Mayor Kincannon's pledge to provide a financial commitment of \$50,000, consistent with previous matching agreements in support of multi-jurisdictional efforts, to develop a thorough, data-informed business and service delivery plan for an alternative response program to serve Knoxville residents.

NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF KNOXVILLE:

SECTION 1: The Council of the City of Knoxville recognizes the need for more resources to address mental health, substance abuse, and behavioral health needs in the City of

Knoxville.

SECTION 2: The Council of the City of Knoxville expresses its intent to co-host with Knox County Commission a joint workshop to review the findings of the Sequential Intercept Mapping exercise and to discuss gaps in current services, including the need for a local long-term psychiatric hospitalization unit(s) with the intention of serving low income and uninsured individuals, as well as strategies to strengthen community-based response to mental and behavioral health crisis in Knoxville and Knox County.

SECTION 3: The Council of the City of Knoxville endorses Mayor Kincannon's pledge to provide \$50,000 in matching funds from the city to support the development of a professional business and service delivery plan for an alternative response program serving Knoxville residents.

SECTION 4: This Resolution shall take effect from and after its passage, the welfare of the City requiring it.

Presiding Officer of the Council

City Recorder



Tuesday, February 27, 2024

Mr. Matt Ryerson
President & Chief Executive Officer
United Way of Greater Knoxville
1301 Hannah Ave.
Knoxville, TN 37921

Mr. Ryerson,

Thank you and your team for agreeing to facilitate the work of a joint City/County Alternative Response Task Force focused on researching and developing a comprehensive and detailed business and strategic plan, essential as our community considers the addition of a new alternative response service within Knoxville and Knox County. The United Way of Greater Knoxville's (UWVGK) role as a trusted convener, facilitator and problem solver is critical as we work together to study and evaluate complicated issues in our community.

As your team begins this process, it is important to note the significant work completed by the City, County and other stakeholders to date. Below is a summary of key milestones:

- 2015 - McNabb Center hosts a comprehensive Sequential Intercept Model (SIM) process designed to identify gaps, resources, and opportunities at each intercept for adults with mental and substance use disorders.
- 2020 - The City of Knoxville funds and operates a new law enforcement/healthcare provider co-responder program. This service between the Knoxville Police Department (KPD) and the McNabb Center pairs crisis intervention trained officers with advanced level behavioral health clinicians. This service responds to residents experiencing a variety of mental health crises in Knoxville. This service was expanded in 2021.
- April 2022 - McNabb hosts a second Sequential Intercept Model (SIM) designed to identify additional gaps, resources, and opportunities at each intercept for adults with mental and substance use disorders.

- 2023 - City Council and Knox County Commission pass resolutions advocating for additional support from the State of Tennessee Department of Mental Health and Substance Abuse Services within Knoxville and Knox County. Both legislative bodies also commit joint funding to study data from E-911, co-response, and provider crisis calls associated with mental health in support of developing a professional business and service delivery plan for an alternative response program.
- January 2024 - City Council hosts a workshop/public hearing to gather information about the public's experiences with local services that address emergencies related to mental health, substance use, and homelessness. Participants included a diverse cross-section of providers across the broad spectrums of health care, mental health, homeless, social services, housing, government agencies, and first responders as well as individuals with lived experience for their own crisis or that of a loved one. City Council members expressed a strong interest in the City creating a task force to work on the next steps for an alternative response program.
- February 2024 – In response to City Council's request for a task force, Mayor Kincannon and her executive team gather information and initiate discussion with Mayor Jacobs, Vice Mayor Tommy Smith, other members of City Council and multiple community partners focused on researching and developing a comprehensive and detailed business and strategic plan, critical to developing new alternative response options within Knoxville and Knox County.

This foundational work has led to many new investments since 2015 including; expanding Crisis Intervention Training for public safety professionals; launching a Co-Response Service; launching K-Town Connect Ambassadors to the central business district and Cumberland Avenue; expanding the number of Street Outreach social workers; continued funding and utilizations of the McNabb BHUCC as an alternative to jail; funding of the McNabb Empath behavioral health clinic under construction on St. Mary's Street; increased support for the many non-profits working in this arena, including McNabb Center, Metro Drug Coalition, and Positively Living; and new investments in Permanent Supportive Housing.

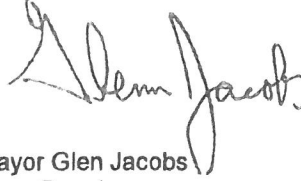
Per our discussions and pending legislative approval of an agreement, the City of Knoxville and Knox County each commit \$50,000 (\$100,000 total) for UWGK to facilitate the task force and coordinate this research effort with qualified consultants/vendors. The task force will be composed of representatives from Mayor Kincannon's Office, Mayor Jacob's Office, local law enforcement, E-911, McNabb Center, Knoxville HEART, the Knox County Health Department, the Municipal Technical Advisory Service (MTAS) and the Knoxville Knox County Community Action Committee (CAC).

Again, we appreciate the UWGK team working on this initiative and your ongoing commitment to the health and well-being of our community. Members of our executive teams will be working with you on a formal agreement as we move this concept into reality.

Sincerely,



Mayor Indya Kincannon
City of Knoxville



Mayor Glen Jacobs
Knox County

cc: Chrystal Armstrong Brown
Brad Anders
Mona Blanton-Kitts
Moirra Connelly
Misty Goodwin
Terry Hill
Margaret Norris
Tommy Smith
Cheryl Ball
David Brace
Dwight Van De Vate

EXHIBIT #3 - MEMORANDUM OF UNDERSTANDING

PROJECT: Alternative Response Services Task Force as facilitated by the UWGK

TASK FORCE PARTICIPANTS

ORGANIZATION	NAME	TITLE	CONTACT
Mayor Jacob's Office	Brent Seymour	Public Safety Director	Brent.seymour@knoxcounty.org
Mayor Kincannon's Office	Russ Jensen	Director 311/211	rjensen@knoxvilletn.gov
Knox County Sherriff's Office	TBD	TBD	TBD
Knoxville Police Department	Bryan Evans	Deputy Chief	bevans@knoxvilletn.gov
Knox County Emergency Communications District – E911	Brad Anders	Executive Director	Brad.anders@knox911.org
McNabb Center	Leann Human-Hilliard	Executive Vice President	Leann.human-hilliard@mcnabb.org
*Knoxville HEART Note – only one person will attend each meeting	Brittany Bonner Allie Cohn Moira Connelly	HEART Volunteers	Brbonner1959@gmail.com alliecohn@gmail.com moiraambroseconnelly@gmail.com
Knox County Health Department	Steve Hamby	Emergency Response Coordinator	Steve.hamby@knoxcounty.org
UT Municipal Technical Advisory Service (MTAS)	Steven Cross	Fire Management Consultant	Steven.cross@tennessee.edu
Knoxville Knox County Community Action Committee (CAC)	Lisa Higginbotham	Special Projects Director	Lisa.higginbotham@knoxcac.org

*HEART has requested that they have three 'rotating' representatives be listed as participants due the volunteer nature of their organization.