

Re: Memorandum of Understanding (MOU)

Thank you for your interest in partnering with Heirborn Servants. (“Heirborn”) It is the intention and goal of Heirborn Servants to offer and provide safe, reliable transportation services to **selected** single moms, survivors of human trafficking, and survivors of domestic violence. Currently, these services are provided via Lyft and or Uber Services, and in some cases, Heirborn will gift a reliable vehicle to **selected**, qualified, vetted candidates. The purpose of this Memorandum of Understanding (MOU) is to define roles and responsibilities between Ministry/organization partners. Our goal is to become a self-sustaining ministry, allowing recovered women and our community to rescue and restore those still facing difficult or dangerous situations.

1.0 Heirborn Provided Lyft or Uber Services:

- All candidates are required to complete and submit an **Heirborn Candidate application**. In the event a candidate is participating in a ministry partner program, the case manager or advocate may assist with this process.
- Heirborn has a responsibility to its donors to provide transportation via our approval process. Rides are provided to individuals that understand and agree to be connected to a mentor and be actively participating in a structured case or ministry plan. Heirborn, in agreement with the ministry partner, may encourage, and assist riders with a mentor, small group and or home church.
- Riders may receive assistance for up to a max of 120 days. If there is a need for rides beyond 30 days, Heirborn and the ministry partner will evaluate the rider's progress per the case or ministry plan in place. Heirborn will communicate to the ministry partner if the rider is eligible to continue in the program, after evaluation.
- Rides are pre-planned at least 48 hours before initial client pick up, and Heirborn will schedule rides with the Ministry/organization partners designated point of contact. Heirborn will not interact directly with riders for scheduling.
- Riders are selected and vetted (by Ministry/organization partners), and rides are strategic, (work, doctor visits, school, counseling, food pantry, and or mandatory visits to a program or class ordered by a judge or vetted/approved support agency.)
- Riders who miss a ride, no shows or cancelations: upon this happening a 3rd time client and or rider will not be permitted to utilize this service.
- Ministry partner will provide in writing to Heirborn the name, time, cell phone number, and address for each of the pickup and drop-off locations. The times for pickup and return rides will be provided when rides are scheduled. Pickup times are based on 10-minute intervals.
- Heirborn can offer a flex-ride where a rider may use a Lyft provided link to schedule pick up times for pre-planned/scheduled pick up and drop off destinations. The rider has the flexibility to coordinate "times" only. The link expires in 24 hours. Riders must have texting capabilities to utilize flex rides
- Heirborn is not set up for “emergency” or “last-minute” rides. In the event of an emergency, Heirborn will consider providing support based on information provided by the Ministry/organization partners designated point of contact.

2.0 Heirborn Gifted Vehicles:

- Heirborn Servants is able to gift vehicles (based on funding/donors) to selected working, vetted, qualified individuals who can afford to own and maintain a vehicle. Heirborn Servants will not gift a vehicle to an individual that is not “ready” to own and or maintain a vehicle.
- Heirborn Servants will utilize an auto advocate and advisory resource for the selected, vetted candidate. The candidate will be required to fill out the necessary budget and questionnaire sheet before receiving the vehicle. The recipient is required to have automobile insurance for the car they are being gifted. Insurance information is to be provided to Heirborn Servants prior to receipt of the vehicle by the candidate. Heirborn will assist with some of the TAVT payment.
- Heirborn’s desire is for a recipient to be part of a local church, small group, and be in community with a mentor.
- Vehicles are gifted as-is and emissions “repairs” if needed are the responsibility of the candidate or their advocate (relatives, small group, church, ministry partner) Heirborn works only with vetted and select partners.

3.0 Ministry/organization partners:

- Ministry/organization partners are asked to assist Heirborn with the necessary information to vet candidate applicants in order to provide the requested vehicle or transportation services.
- Ministry/organization partners are asked to only advocate for selected, vetted, qualified candidate applicants.
- Ministry/organization partners are asked to obtain and provide all “release” forms necessary to Heirborn Servants for the purpose of providing transportation services or a gifted vehicle.
- Ministry/organization partners may consider advocating for Heirborn Servants, by making a tax-deductible donation of an existing car, boat, RV, or motorcycle to Heirborn Servants to further support the transportation ministry.

4.0 Confidentiality:

- Heirborn Servants and ministry/organization partners will keep all ministry/organization, and rider information strictly confidential.
- Heirborn Servants will never share contact or personal information of riders, candidates, applicants, or ministry/organization partners at any time.
- Heirborn Servants will uphold any safety measures and confidentiality constraints required by ministry/organization partners.

5.0 Transportation Services Funding:

- Funding for transportation services and gifted vehicles is based solely on donations, and services are not guaranteed.

6.0 Give Rides Clients:

We currently have and serve five types of clients within our Give Rides Program

- Riders who utilize a ride sharing service or receive a gifted car.
- Riders who have completed a qualified restoration program and have been given a car to continue to reach their goals" OR "Riders who have been recommended by a restoration program and have been given a car to continue their goals.
- Give Rides Missionaries: These are clients that receive a car and are committed to giving rides to other women (victims/survivors) who need transportation to church, small group, recovery meetings (celebrate recovery) and/or to serve in a ministry partner program as a volunteer.
- Give Rides Moms: These are clients that are providing day-to-day rides to childcare, work, appointments, school, and church.
- Give Rides Freedom Rides “Gideons”’: These clients use their gifted vehicles to give freedom rides to victims who are still in a life of abuse, trafficked, or living in addiction



and have reached out for help. Survivors (some are minors) are taken to safe houses and or vetted facilities.

7.0 Events:

- All events are uniquely determined with community partners to raise funding to support the Heirborn Servants "Give Rides" program.
- Event specifics will be agreed upon between Heirborn Servants and community partners and outlined in a **specified event addendum** per event. This is inclusive of the set monetary goal, event location, volunteer needs, required materials (donated or purchased), and any specialization necessary for the success of the event.
- Inclement Weather – Heirborn Servants and community partners will plan event options to prepare for the possibility of inclement weather.

8.0 Service Opportunities/Financial Support:

Recipients of the "Give Rides" program have a unique opportunity to **choose to** become "Give Rides Missionaries" by helping others in the following ways:

- Car recipients can commit to taking survivors/single moms to church, small groups, counseling, doctors appointments, pick up kids, or run errands etc.
- Give monthly financial support: Donations will be used to pay it forward and provide rides/vehicles to other survivors/single moms in need.
- Give time and talents to the Heirborn Servants team by serving as volunteers in Heirborn events, community support, and Heirborn internal operations.

Ministry/organization partners and advocates are GREATLY appreciated for any monetary contributions provided to our Give Rides Program. This support will help to cover the costs of gifted vehicles/rideshare needs, and continue to grow our efforts to provide safe, reliable transportation to survivors/single moms. Transportation is a hurdle for many survivors and a "need" for all of our Ministry/organization partners and their clients in the recovery/healing process. Together we can make a huge difference in the lives of women by empowering them with safe, reliable transportation.

We look forward to serving with you and your team to help single moms and survivors get to the places that matter.

Sincerely,

Jon Lewis
Founder & Executive Director

Please sign below to confirm you agree with the terms outlined above. We are truly grateful for your support and look forward to partnering with you!

Signed

Title

Organization

