

An MOU (memorandum of understanding), also called a 'linkage agreement', is a document outlining the relationship and responsibilities between two entities that is typically legally non-binding. It is not intended to be a formal contract, but rather a structured outline of mutual expectations and roles.

An MOU typically consists of: the names of the organizations entering into a partnership, a short description of each organization, and a list of services or materials that each organization pledges to provide to each other. Optionally, the MOU may also include dates that the MOU is active, expectations of compensation, and limits on service.

Below, we share two examples of MOUs used in existing technology abuse clinics between the clinic and its community partner. Out of respect for our partner organizations, we have redacted direct references to entity names.

EXAMPLE MOU #1

Pursuant to the proposal submitted by *[entity]*, the proposer, if funded, will continue its ongoing community partnership with Cornell Tech's Clinic to End Tech Abuse ("CETA") as described below. Through this linkage agreement, *[entity]* and CETA agree to the following, pending funding:

- To partner in a coordinated, mutual referral program through the Family Justice Centers to ensure comprehensive, holistic services to survivors of gender-based violence.
- CETA will refer gender-based violence survivors to *[entity]* for culturally and linguistically sensitive immigration legal services including immigration legal screenings, legal advice and consultation, and legal representation.
 - *[Entity]* will refer survivors to CETA for its tech abuse services focused on checking the security and privacy of a client's devices and online accounts.
 - *[Entity]* and CETA will make a range of professional trainings in key practice areas available; and partner on community events and awareness-building activities.
 - *[Entity]* will also make its full range of legal, clinical, and workforce services available to CETA clients who are survivors of gender-based violence.

Pending borough-based funding, *[Entity]*'s immigration legal services will be available in community-based NYC Family Justice Centers in Brooklyn, Manhattan, the Bronx, and Queens; as well as via virtual appointments as needed. CETA services will be available primarily virtually to survivors citywide, and in limited instances where there are safety concerns, appointments may be arranged at the Family Justice Centers or *[Entity]*'s Manhattan office.

EXAMPLE MOU #2

LINKAGE AGREEMENT BETWEEN [ENTITY] And CLINIC TO END TECH ABUSE (CETA)

START DATE–END DATE

[ENTITY]

[Several paragraphs briefly outlining the background, founding, and mission of the partner agency, as well as the core programs and services provided by the entity. See below for concrete example of how CETA describes its services.]

CLINIC TO END TECH ABUSE (CETA)

The Clinic to End Tech Abuse (CETA) at Cornell Tech champions the freedom of abuse survivors to use technology without fear of harm. We believe that abuse survivors should have access to the resources, knowledge, and necessary support required to safeguard themselves and their technology from digital harm.

Perpetrators of intimate partner violence use digital technologies to harm their victims. Some of their most powerful tools include the same e-mail, cloud, and social media platforms millions of people use every day. Through a variety of technological methods, abusers can gain a powerful and dangerous trove of information with which to monitor, harass, exploit, threaten, or otherwise harm their victims.

CETA was founded in 2018 out of Cornell Tech, partnering with the New York City's Mayor Office to End Domestic and Gender Based Violence, with the goal of supplying direct interventions to survivors experiencing technology abuse. At CETA, we work directly with survivors of intimate partner violence in free, consultative sessions to determine how and if someone is using technology to harm them. During these consultations, we help survivors to create an individually tailored safety plan that provides them with the education and tools needed to stay safe. We also use this firsthand knowledge to facilitate research on how abusers can misuse technology, advocate for laws and policies that create protections from technology abuse, and publish resources and trainings for others who would like to help survivors.

To date, CETA has received referrals from over 400 survivors in New York City for either remote (virtual) or in person consultations across all five Family Justice Centers in each New York City borough. CETA will offer these services to those clients referred by [ENTITY] who are eligible to receive our services.

Both agencies described above and undersigned will

- inform clients and community members of the existence of and services provided by the other agency; and
- provide organizational literature to the other agency's staff, clients and/or community members; and
- provide training and technical assistance to the other agency's staff, clients and/or community members; and
- invite staff and volunteers to its events to disseminate information or conduct specific workshops, as appropriate.

Referrals between participants will be made in accordance with their respective eligibility criteria and policies, as well as program capacity. This agreement is non-binding upon either party and will be reviewed every two years. In addition, this agreement may be modified or terminated by either party at any time upon written notice.