



**UNITED WAY**  
Central and Northeastern  
Connecticut

**860RIDES**

## **Memorandum of Understanding**

Between \_\_\_\_\_

and

United Way of Central and Northeastern Connecticut

This Memorandum of Understanding (MOU) sets forth the terms and understanding between the \_\_\_\_\_ (Partner Agency) and United Way of Central and Northeastern Connecticut (United Way). The terms of this agreement shall be for the period commencing on August 28, 2025, and expiring when the funds referenced below are spent.

### **Background**

United Way is dedicated to tackling poverty in our region through the 860Rides initiative. This fund offers direct financial assistance to help remove transportation barriers, ensuring individuals can travel to work and meet other essential responsibilities. In partnership with workforce development organizations, municipalities, and their designated agencies, United Way will support individuals throughout our geographic area.

### **Eligibility**

United Way will work with select organizations to implement the program, including current United Way partners and municipalities in our service area. To take part in the program, agencies must have completed this Memorandum of Understanding.

Partner Agencies will identify eligible individuals (Participants) to receive funds and submit information via online form to the United Way. Funds will be distributed to participants via electronic gift cards through Usio, a third-party vendor (Pay Provider) and their “Akimbo” card program. These e-cards will be sent **directly to the Participant** via email, and not to the referring agency. See Appendix A for full process details.

*Note: Each Partner Agency may distribute up to \$1,000 worth of cards by 11/28/2025. At that time, if available, additional funds may be available on a rolling basis.*

### **Obligations of Partner Agencies**

As a Partner Agency of the United Way, \_\_\_\_\_ will commit to:

- Assign a staff member as a primary contact to the United Way to:
  - Stay in contact with United Way representative.
  - Follow directions on identifying Participants and gathering necessary information to process payments.
- Refer Participants who meet **all** criteria listed below.
  - Individuals living in ALICE households (including those in poverty)
    - Additional information about ALICE thresholds can be found [here](#)
  - Young adults under the age of 30 (Ages 16-29).
  - Individuals in need of financial assistance related to transportation.
    - Note: Funds can pay for transportation to work, an interview, or any other educational/workforce program
- Communicate to Participants the process of receiving and using e-cards.
- Keep United Way informed on referrals, service gaps, and support needs

### **Obligation of United Way**

United Way of Central and Northeastern Connecticut will:

- Work with Usio to set up the funds in their Akimbo program.
- Weekly, upon receiving the Participant referrals, submit Participant information to Usio for processing.
- Provide additional support to Participants who are having technical issues with the Akimo system.
- Provide program reporting on card usage and data tracking.

### **Obligation of Participant**

Individuals receiving funds will:

- Activate their Akimbo card online within 30 days.
- Use the funds to maintain stable employment or obtain new job opportunities.

### **Unused Funds:**

All prepaid cards expire 12 months after distribution. Upon expiration of the applicable prepaid card, any funds that are unspent by any Participant, including those never received by a Participant due to errors in accessing phone numbers or user-error, will be returned to the Pay Provider.

### **Confidentiality:**

United Way agrees to keep each Participant's name, email, and phone number confidential and disclose it only to the Pay Provider to carry out the program terms. Notwithstanding the foregoing, the United Way may disclose such information if required by a court, government agency or other regulatory body.

## **Understanding**

It is mutually agreed upon and understood by and among the parties of this Memorandum that:

1. Each party will work together in a coordinated fashion for the completion of the project listed herein.
2. In no way does this agreement restrict involved parties from participating in similar agreements with other public or private agencies, organizations, and individuals.
3. This Memorandum is not intended to and does not create any right, benefit, or trust responsibility.
4. Similarly, this Memorandum is not intended to and does not create any legal partnership between the parties. The use of the term Partner Agency herein is merely intended as a way to identify entities that may wish to take advantage of the 860Rides program.
5. This Memorandum will be effective upon the signature of both parties.
6. Any Partner Agency may terminate its participation in this Memorandum by providing written notice to United Way of Central Northeast Connecticut.

## **United Way of Central and Northeastern Connecticut**

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Print Name

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Title

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Signature

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Date

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Print Name

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Title

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Signature

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Date



## Appendix A: Referral and Disbursement Process

### For Partner Agencies:

Partner Agencies will identify individuals to receive direct financial assistance (Participants). Participants must meet **all** criteria listed below:

- Individuals living in ALICE households (including those in poverty)
- Individuals in need of financial assistance for:
  - Transportation to work or an educational/job training program or certification
  - Transportation assistance to obtain new job opportunities (ex: job interview)
- Communicate to Participants the process of receiving and using e-cards. (see below)

By referring a Participant to United Way, the Partner Agency is confirming that the individual served meets the above requirements. Referrals will be completed via online form with the following information:

#### *Referring Agency Information*

1. Referring Agency Name
2. Referring Staff Person Name
3. Referring Staff Person Email
4. Referring Staff Person Phone Number

#### *Participant Information*

5. Participant Full Name
6. Participant Email
7. Participant Phone
8. Amount Requested (up to \$1,000)
9. Participant ZIP code (for tracking purposes only)
10. Reason for Requesting (for tracking purposes only)

Work

Job Training Program

Job Interview, Test/Licensing/Certification, etc.

Other: \_\_\_\_\_

11. Please provide a two-sentence story about why you are making this referral.  
(Optional)

If there are any issues with the form submission process, Partner Agency staff should contact Shania Hunt, Manager of Economic Mobility Initiatives, at [shunt@unitedwayinc.org](mailto:shunt@unitedwayinc.org)

Participant information entered in the webform during the week will be collected every Tuesday at 9:00 am processed and sent to Usio by the end of the same day. This will initiate an email within 48 hours to the Participant from [akimbo\\_card@akimbocard.com](mailto:akimbo_card@akimbocard.com) with instructions on how to get their electronic gift card. **Please tell recipients to be on the look-out for this email/sender, which may end up in their spam folder.** The subject line of the email will note “Your cash assistance from United Way”. Recipients must activate their electronic gift card within 30 days. Funds will expire after 12 months. More information about Usio’s Akimbo products can be found at <https://help.akimbocard.com/hc/en-us>.

### **For Participants:**

After working with the referring agency, you will receive an email from [akimbo\\_card@akimbocard.com](mailto:akimbo_card@akimbocard.com) to the email address provided. The subject line of the email will note “Your cash assistance from United Way”. Please check your spam folder to ensure that you receive the email. The email will provide further instructions on how to redeem your electronic gift card on [www.akimbocard.com](http://www.akimbocard.com). More information about Usio’s Akimbo products can be found at <https://help.akimbocard.com/hc/en-us>

You must follow instructions to **activate your electronic Master Card within 30 days of receipt.** Once you activate the electronic gift card, you have 12 months to use it before the remaining balance on the card expires.

The card can be used for online payments or added to as a virtual card to your mobile wallet (such as Apple Wallet or Google Wallet) for stores that accept mobile pay options. The funds provided are for immediate needs, such as ride share services (Lyft/Uber), bus cards, train passes, or gas. Please note that:

- Cards cannot be used to get cash back in stores, at an ATM, or bank.
- Card balances cannot be transferred to another bank account.
- Cards cannot be used to purchase alcohol or tobacco products or for gambling.

Again, please look for an email from [akimbo\\_card@akimbocard.com](mailto:akimbo_card@akimbocard.com) with instructions on how to claim your electronic card.