



CITYSERVEX AFFILIATE AGREEMENT

This Agreement is made between CityServeX ("CSX") and [Affiliate Name] ("Affiliate"), collectively referred to as the "Parties."

WHEREAS, CSX's mission is to uncomplicate and humanize social system services for the benefit of those who need it; and

WHEREAS, the Parties desire to collaborate to further this mission in [Geographic Area];

WHEREAS, the Parties agree to open a CityServeX office within six months of signing this Agreement and remain open a minimum of one year, with subsequent yearly renewals considered.

NOW, THEREFORE, the Parties agree as follows:

CSX RESPONSIBILITIES

CSX shall provide:

Technology and Tools

- Proprietary software systems for tracking and managing client cases
- Access to the CSX knowledge base aka CityServeX Box
- Digital tools for mapping social service systems
- Systems for monitoring and reporting program metrics

Training and Support

- Comprehensive initial training for all Affiliate staff and volunteers
- Ongoing professional development and certification programs
- Regular updates on best practices and system changes
- Timely support for all provided tools
- Training materials and curriculum for volunteer education

Quality Assurance

- Regular program audits and quality reviews
- Performance metrics and benchmarking
- Continuous improvement recommendations
- Compliance monitoring and support

Brand and Marketing

- Use of CSX brand and marketing materials
- National marketing and awareness campaigns
- Public relations support and crisis management
- Community engagement templates and tools

AFFILIATE RESPONSIBILITIES

Affiliate shall provide:

Leadership and Staffing

- A full-time Care Champion compensated by Affiliate
- Adequate office space and facilities
- Recruitment and management of volunteer staff
- Maintenance of minimum staffing levels for 888-INFO-CARE operations

Volunteer Program

- Recruitment and screening of qualified volunteers
- Scheduling and coordination of volunteer shifts
- Implementation of CSX training programs for volunteers
- Ongoing volunteer engagement and retention efforts
- Ensuring volunteers complete required empathy training and social system navigation certification
- Providing each volunteer with a dedicated computer workstation for accessing
- CSX systems and serving clients

Operations

- Maintenance of regular business hours
- Professional operation of 888-INFO-CARE services
- Proper implementation of CSX systems and procedures
- Regular reporting on program metrics and outcomes
- Compliance with all CSX quality standards

Local Community Engagement

- Building and maintaining local partnerships
- Community outreach and awareness building
- Local fundraising and resource development
- Representation at community events and meetings

Legal Requirements

- Liability Insurance
- Legal entity for CityServeX Affiliate to sit in

JOINT COMMITMENTS

No agency or similar legal relationship is created by this Partnership Agreement or otherwise exists among CityServeX and the CityServeX Affiliate. Indeed, we consider the relational element within CityServeX, displayed in the way we seek to practice love, honor, integrity, and care, as representing a more profound commitment to glorifying God than could be represented by any legal relationship.

CityServeX leaders and CityServeX Affiliates commit to resolve any disputes that may arise in a God-honoring manner in accordance with Biblical principles. Through this partnership, we create a powerful alliance that maximizes both organizations' core strengths.

CityServeX's extensive network and deep community relationships, combined with CityServeX Affiliates proven tools and methodologies, position us to drive unprecedented positive change. We commit to maintaining clear communication and alignment throughout our partnership, ensuring that all interactions reflect our shared dedication to serving communities through meaningful data-driven action.

This strategic collaboration establishes a new model for community partnership and engagement, leveraging the best of both organizations to create a lasting impact in the communities we serve.

TERM AND TERMINATION

Term: This Agreement shall commence on the Effective Date and continue unless terminated in accordance with the provisions herein.

Termination for Cause: CityServeX reserves the right to terminate this Agreement immediately and close the Affiliate office if:

- The Affiliate fails to maintain the practices, standards, and quality of service expected of CityServeX Affiliates
- Performance falls below the established standards for CityServeX Affiliates
- The Affiliate fails to honor the commitments and responsibilities outlined in this Agreement
- The Affiliate's actions or operations damage or risk damaging the CityServeX brand or mission

Effect of Termination:

- Affiliate shall immediately cease using the CityServeX name, branding, and materials
- All access to CityServeX systems and resources shall be terminated
- Affiliate shall ensure an orderly transition of client services
- All confidential information shall be returned to CityServeX

SIGNATURES

For CityServeX:

Name:

Title:

Date:

For Affiliate:

Name:

Title:

Date:
