



CITYSERVEX PILOT AGREEMENT

CityServeX and _____ of _____ County

PARTIES

This Agreement is made and entered into by and between:

CityServeX ("CSX"), and _____, collectively referred to as the "Parties."

RECITALS

WHEREAS, CSX's mission is to uncomplicate and humanize social system services for the benefit of all who use them;

WHEREAS, _____'s mission is to _____;

WHEREAS, the Parties desire to collaborate to further these shared missions in the _____ area through the implementation of Resource Coordination services as developed by CSX;

WHEREAS, for the purposes of this Agreement, the following terms shall have the meanings set forth below:

- **"Staff"** refers to individuals compensated by a named entity to serve in designated roles.
- **"Volunteers"** refers to individuals who serve in designated roles without compensation under the leadership and direction of the named entity.
- **"Participant"** is an individual who is actively engaged in their journey towards self-sufficiency, equipped with personalized guidance and resources to navigate the often complex social service landscape.



WHEREAS, the Parties acknowledge that the CSX Resource Coordination program constitutes a pilot program with a duration of _____ (____) months to one (1) year within the _____ region of _____ County;

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth, the Parties hereby agree as follows:

TERMS AND CONDITIONS

CityServeX RESPONSIBILITIES

CSX shall provide:

Technology and Tools

- Digital tools for mapping social service systems
- Access to the CSX knowledge base and resource directory
- Systems for monitoring and reporting program metrics
- Proprietary software systems for tracking and managing service delivery
- National number for Resource Coordination (888-INFO-CARE)
- CSX emails

Training and Support

- Comprehensive initial training for staff and volunteers
- Ongoing professional development and certification programs
- Regular updates on best practices and system changes
- Timely technical support for all provided tools
- Training materials, curriculum, and support for volunteer and partner 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
- Community engagement templates and tools

RESPONSIBILITIES

_____ shall provide:

Leadership and Staffing

- Organizational oversight by Executive Director or CEO
- A full-time compensated Care Champion
- Nine or more Resource Coordinators (volunteer positions)

Volunteer and Partner Program (Resource Coordinators)

- Recruitment, screening, and management of qualified volunteers
- Successful completion of CSX training programs for volunteers
- Scheduling and coordination of volunteer shifts
- Ongoing volunteer engagement and retention efforts

Operations

- Proper implementation of CSX systems and procedures
- Adequate office space and meeting facilities, or alternative options to conduct all facets involved with Resource Coordination
- Computer workstations and printers for accessing CSX systems (personal laptops are acceptable)
- Phones for each Resource Coordinator (personal cell phones are sufficient)
- Software subscriptions as needed (ie. Zoom, Volunteer and Donor management)
- Ensure 888-INFO-CARE operations with 24 hour response time
- Maintenance of agreed upon business hours
- Open communication about what's working and what's not to complement program metrics and outcomes from the system
- Compliance with all CSX quality standards
- **Development of Resource Coordination program within 30 days of signed Agreement by _____**
- **Service delivery of Resource Coordination within 90 days of signed Agreement by _____**

Local Community Engagement

- Collaboration of the 4 Lanes (Business, Faith Communities, Government and Non-Profits) to support Resource Coordination



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

Legal Requirements

- A legal entity for CSX to house itself.
- General Liability Insurance with Directors and Officers and Volunteer coverage
- Background check for volunteers

JOINT COMMITMENTS

Relationship Structure

This Pilot Agreement creates no agency or similar legal relationship between CityServeX and _____. The parties acknowledge that their relationship is founded on shared values of love, honor, integrity, and care, which represent a commitment to glorifying God that transcends formal legal structures.

Dispute Resolution

CityServeX and _____ commit to resolving any disputes in accordance with Biblical principles, prioritizing mutual respect and understanding. Both parties will address concerns promptly and directly with a spirit of reconciliation and good faith.

Strategic Alliance

Through this partnership, CityServeX and _____ form a strategic alliance that leverages the core strengths of each organization:

- _____ contributes its extensive community network and established relationships
- CityServeX provides proven methodologies and tools for effective service delivery
- Together, the organizations are positioned to drive meaningful, data-driven change

Communication Standards

The parties commit to maintaining clear, consistent, and transparent communication throughout the partnership.



This includes:

- Regular status updates on program implementation
- Prompt notification of any challenges or opportunities
- Shared decision-making on matters affecting both organizations
- Alignment of messaging to external stakeholders

Innovation Model

This collaboration establishes an innovative model for community partnership that:

- Demonstrates effectiveness when organizations work together for Resource Coordination
- Creates measurable, lasting impact in the communities served
- Provides a replicable framework for future collaborative efforts
- Honors both organizations' missions while amplifying their collective impact

Both CityServeX and _____ affirm these commitments as the foundation of their partnership, recognizing that their combined efforts will produce greater outcomes than either could achieve independently.

TERM AND TERMINATION

Term

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

Termination by CityServeX

CityServeX reserves the right to terminate this Agreement immediately and close the CityServeX _____ office, if:

- (a) _____ fails to maintain the practices, standards, and quality of service expected of CityServeX Pilot Programs or breaches any commitments or responsibilities outlined in this Agreement;
- (b) _____ engages in actions or operations that damage or present a significant risk of damaging the CityServeX brand, reputation, or mission; or



(c) _____ engages in conduct that CityServeX reasonably determines to be inconsistent with the shared values and mission of the partnership.

Termination by _____

_____ reserves the right to terminate this Agreement immediately and discontinue operation of CityServeX _____ office(s) if:

(a) CityServeX fails to honor the commitments or responsibilities outlined in this Agreement;

(b) CityServeX engages in actions that damage or present a significant risk of damaging the _____ brand, reputation, or mission; or

(c) CityServeX implements material changes to its program requirements or operations that significantly alter the nature of the partnership as contemplated in this Agreement.

Mutual Termination

The Parties may mutually agree in writing to terminate this Agreement at any time.

Effects of Termination

Upon termination of this Agreement for any reason:

(a) _____ shall immediately cease using the CityServeX name, logo, branding, intellectual property, and all related materials;

(b) All access to CityServeX systems, software platforms, resources, and proprietary materials shall be terminated within three (3) business days;

(c) The Parties shall work cooperatively to ensure an orderly transition of Participant services to minimize disruption to individuals receiving assistance;

(d) Each Party shall return or securely destroy all confidential information belonging to the other Party, except as required by law or for legitimate record-keeping purposes;

(e) The Parties shall jointly develop and agree upon appropriate messaging regarding the termination of the partnership before any public or community announcements; and



(f) Any provisions of this Agreement that by their nature extend beyond termination shall survive termination, including but not limited to confidentiality obligations and intellectual property rights.

SIGNATURES

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the dates below:

CityServeX

By: _____

Name: _____

Title: _____ Date: _____

_____ (Agency Name)

By: _____

Name: _____

Title: _____ Date: _____

