



CITYSERVEX PARTNER SITE 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 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.
- **"Partners"** refers to organizations that contribute staff, programs, facilities, and/or personnel who may participate in the delivery of **Resource Coordination** services.

WHEREAS, the Parties acknowledge that the **CSX Resource Coordination** program constitutes a 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 the **CSX** brand and marketing materials
- Community engagement templates and tools

-----RESPONSIBILITIES

-----shall provide:

Leadership and Staffing

- Organizational oversight by the Executive Director or CEO
- A Care Champion
- Resource Coordinators

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 a 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 the **Resource Coordination** program to house itself.

### JOINT COMMITMENTS

#### Relationship Structure

This 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:

- \_\_\_\_\_ fails to maintain the practices, standards, and quality of service expected of a **CityServeX** program or breaches any commitments or responsibilities outlined in this Agreement;
- \_\_\_\_\_ engages in actions or operations that damage or present a significant risk of damaging the **CityServeX** brand, reputation, or mission; or
- \_\_\_\_\_ 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:

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Name:

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Title:

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Date:

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----- (Partner Site Name)

By:

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Name:

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Title:

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Date:

SAMPLE

