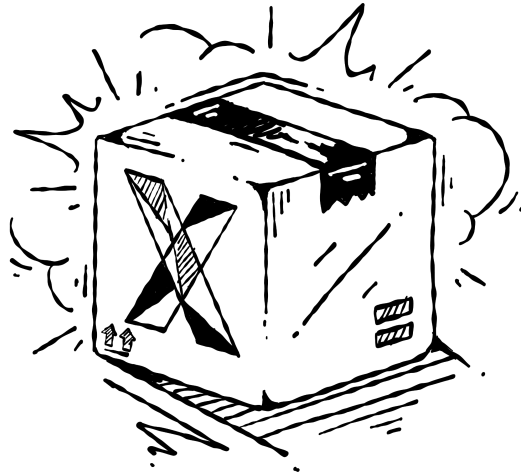




CityServeX "Box"

Resource Coordination

POINT Visual Reference Guide

POINT



Resource Coordinator Policies & Procedures for Volunteers

Get Set Up. Sign Up. Show Up.

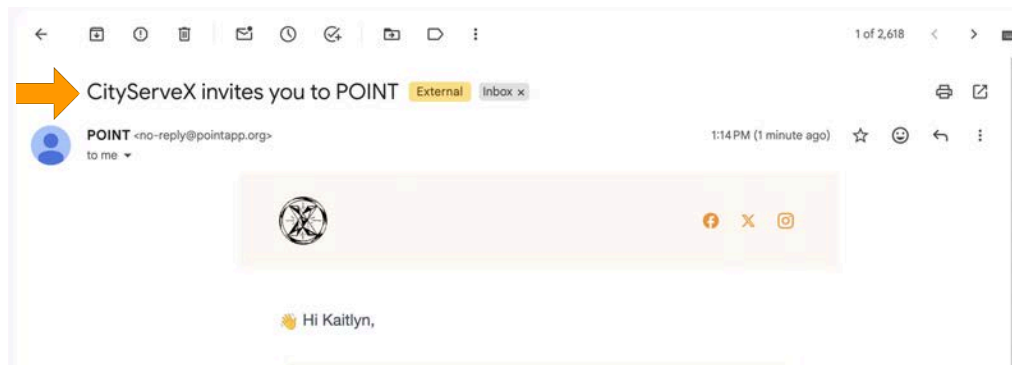
This document outlines the policies and procedures Resource Coordinators follow on the POINT platform, from creating an account through applying, scheduling, serving, and logging hours. Resource Coordinators should follow these steps in order when getting started, and return to individual sections as needed once they are actively serving. **The Resource Coordinator will create the account (name, email, password) and complete the application; this is one seamless process. Once that is done, they can complete the profile and verify their account.**

Step 1: Creating a POINT Account / Claiming your account

Policy: Every Resource Coordinator must have a POINT account before beginning the application process. Resource Coordinators will either claim their account via an invitation email (the most common path) or create an account when starting the application through a specific application link received from the Site's Care Champion.

Procedure — Claim Account via Invitation Email:

1. **Check** email provided for an invitation from POINT.
2. **Open** the message and click **"Accept Invitation in POINT and complete an application."** (see Step 2)





Hi Kaitlyn,



Kaitlyn Nordan
from CityServeX

is using **POINT** to help manage their volunteer program, and they are inviting you to claim your volunteer account!

By claiming your volunteer account, you will complete your application, join the organization, and be able to easily find opportunities to volunteer with **CityServeX**, track your hours, and more!

It's easy to become a volunteer for the organization! All you need to do is sign in to POINT and accept the invitation on your Home page.



Accept invitation in POINT and complete an application

We are so excited to do more good with you!
If you have questions about POINT, reach out to support@pointapp.org.

3. After submitting, **return to email to verify the account** for security.
4. **Once the application is complete, the Resource Coordinator can complete their profile and verify their account.**

If the invitation email is not visible:

- Check spam/junk folders.
- Search for "POINT" or "noreply@pointapp.org."
- Ask the coordinator to resend the invitation if needed.

Procedure — Create Account via Application Link:

1. **Acquire** application link from Care Champion and travel to the web address
2. **Complete** the sign-up form with an email address and first and last name.
3. Click **"Sign Up"** and proceed through the application (see Step 2).





Step 2: Completing the Application

Policy: Resource Coordinators must complete every stage of the application, including a “Let’s Talk” conversation with their CityServeX Site Leader, before their application is approved.

Procedure:

1. After verifying their email, **the Resource Coordinator will be redirected to fill out the application.**
2. The Resource Coordinator will proceed through the steps, completing every section before advancing. Once they reach the “End of Application” section, they should press **Next** to proceed

The screenshot shows a web application interface for 'Complete the General' to volunteer with CityServeX on POINT. On the left, a sidebar lists the application steps: Introduction (highlighted with an orange arrow), Tell us more about you, Review the Description, Confidentiality and Non-Disclosure Agreement, Consent to Possible Background Check, and Let's Talk. The main content area is titled 'Introduction' and contains a welcome message from Kaitlyn Nordan, a Resource Coordinator. The message explains the role of a Resource Coordinator and provides contact information for the Care Champion. At the bottom right, there is a large orange 'Continue' button and a chat icon.

Complete the General
to Volunteer with CityServeX on POINT

Kaitlyn Nordan
kaitlyn@uniteellis.org

Introduction

“Thank you for your interest in becoming a Resource Coordinator—you’re going to love this journey!
Resource Coordination is about meeting people where they are and connecting them to the help they need. As a Resource Coordinator, you’ll listen to someone’s situation, understand what matters most to them, and guide them toward resources—whether that’s housing, food assistance, childcare, mental health services, or something else entirely. You’re not just handing someone a list; you’re walking with them, helping them navigate systems that can feel overwhelming, and making sure they actually get connected.
What you’ll be doing is truly noble work. You’re helping people uncomplicate social services and feel genuinely cared for in the process. We’re excited to help you get started. We’ll just need a few pieces of information from you to begin the process. If you’d like to talk through the role first before applying, we’re here for that conversation—just reach out and we can chat.
Contact Care Champion, _____ (____@cityservex.org)
Once you’ve completed the application, we’ll reach out to connect. We’re looking forward to speaking with you!”

Continue





Complete the General

to Volunteer with CityServeX on POINT



Kaitlyn Nordan
kaitlyn@uniteellis.org

Introduction

Tell us more about you

Review the Description

Confidentiality and Non-Disclosure Agreement

Consent to Possible Background Check

Let's Talk

Powered by POINT





Tell us more about you

First and Last Name *

Type your answer

Birthdate *

01/07/2003

Month / Day / Year

Address *

422 Farm to Market Road 1493, Trailer 2, Waxahachie, TX 75167, US

Phone Number *

+1 (317) 998-6129

Education Background (High School, College, Degree, etc.)

Type your answer

Faith Community Affiliation (If any)?

Back

Next

Language Spoken

English





Complete the General

to Volunteer with CityServeX on POINT

Introduction

Tell us more about you

Review the Description

Confidentiality and Non-Disclosure Agreement

Consent to Possible Background Check

Let's Talk

End of Application

Powered by POINT



Please Read this Volunteer Description

Please read the document and mark the box that states you have completed the action.

**Resource Coordinator Job Description**
46.82 KB

☐ Mark as completed



Next

888-INFO-CARE
info@cityservex.org
601 Market St. #471034
Celebration, FL 34747

4

© 2026 CityServeX





Complete the General

to Volunteer with CityServeX on POINT

Introduction

Tell us more about you

Review the Description

Confidentiality and Non-Disclosure Agreement

Consent to Possible Background Check

Let's Talk

End of Application

Waiting for Admin Review

Powered by POINT

Agree to the Confidentiality and Non-Disclosure Agreement

Resource Coordinators are entrusted with private details about the people they serve. Because of this, all RCs are required to sign a confidentiality agreement prior to beginning their role.

By checking the box below as "completed", you are acknowledging that you have read, understand, and agree to comply with all terms of the Confidentiality and Non-Disclosure Agreement, and that you understand violation of these terms may result in serious legal and professional consequences.

Presenting this agreement now, ensures that all documentation is completed as part of the application process should you join our team.

 **Confidentiality and Non-Disclosure Agreement**
416.84 KB

☐ Mark as completed

Next



Complete the General

to Volunteer with CityServeX on POINT

 **Kaitlyn Nordan**
kaitlyn@uniteellis.org

Introduction

Tell us more about you

Review the Description

Confidentiality and Non-Disclosure Agreement

Consent to Possible Background Check

Let's Talk

Powered by POINT

Consent to Possible Background Check

CityServeX requires that volunteers agree to the waiver below before volunteering. Please scroll and read the entire waiver before agreeing.

Now that you've completed the application, a background check may or may not be required for you to serve as a Resource Coordinator.

This requirement varies depending on where you'll be serving and other factors.

At this time in the process of applying to serve, we just need you to check this box that you understand that you may be required to complete a background check.

If it is required, we'll let you know that at a later time.

☒ I agree to the terms of this waiver

Back

Next







Complete the General

to Volunteer with CityServeX on POINT

- Introduction
- Tell us more about you
- Review the Description
- Confidentiality and Non-Disclosure Agreement
- Consent to Possible Background Check
- Let's Talk**
- End of Application

Waiting for Admin Review

Powered by POINT

Let's Talk

Once we have your application and acknowledgement of a possible background check, the next step is on us.

We want to connect with you through a call. A conversation with you will help us learn more about what you shared and didn't share on your application.

We'll reach out through phone, text, or email soon to set that up at a time convenient for both of us.

Next



Complete the General

to Volunteer with CityServeX on POINT

- Introduction
- Tell us more about you
- Review the Description
- Confidentiality and Non-Disclosure Agreement
- Consent to Possible Background Check
- Let's Talk
- End of Application**

Waiting for Admin Review

Powered by POINT

End of Application

For now, this is all that's needed.

Expect to hear from one of our team members to schedule that call we mentioned. At that time, we'll also let you know what the next steps might be.

Thanks so much for applying to serve with CityServeX and help people in need find what they need!

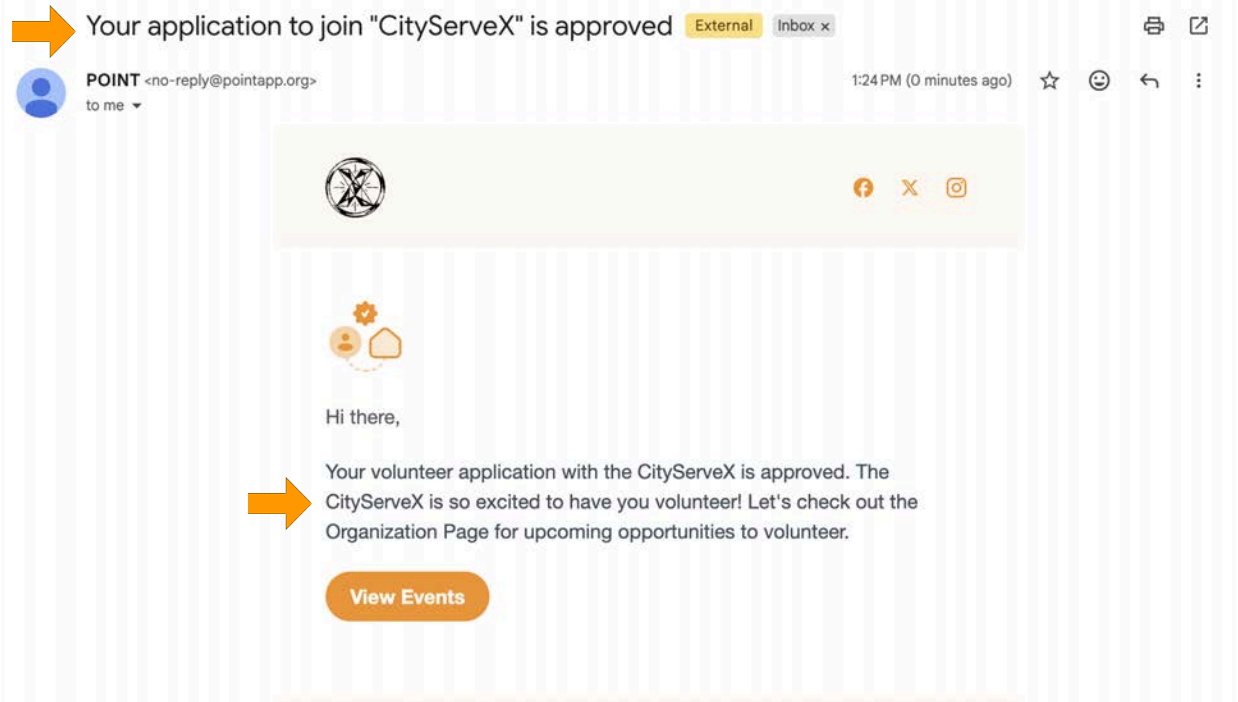
Have a great day, and we look forward to hearing your story!

Next





3. The Resource Coordinator should look out for an email stating that the application has been **approved**.



Note: There will be a "Let's Talk" stage where the Resource Coordinator connects with their CityServeX Site Leader for further discussion before application approval.

Once an application is **approved**, the Resource Coordinator will be able to sign up for Resource Coordinator shifts on POINT.





Step 3: Completing the Background Check

Policy: If a site requires a background check, POINT will prompt the Resource Coordinator automatically, and the check must be completed before the Resource Coordinator is cleared to serve.

Site-Specific: This step is determined by the site's Care Champion. A site may choose to use a different background check provider, in which case the Care Champion will provide alternative directions or not require background checks at all.

Procedure:

1. In the Dashboard under **Requirements**, select **Background Check**.
2. Click **"Start"** to be redirected to the secure background check portal (e.g., Checkr, Sterling, or the organization's provider).
3. **Enter** personal information and consent to the check.
4. **Submit** and **return** to POINT — the system will automatically update the Resource Coordinator's status once results are received.

Tracking Status:

- **Pending:** Background check has been submitted and is processing.
- **Completed/Approved:** The Resource Coordinator is cleared to volunteer.
- **Needs Attention:** There is missing information or a form that must be re-submitted.

POINT will notify the Resource Coordinator by email when the background check is approved.



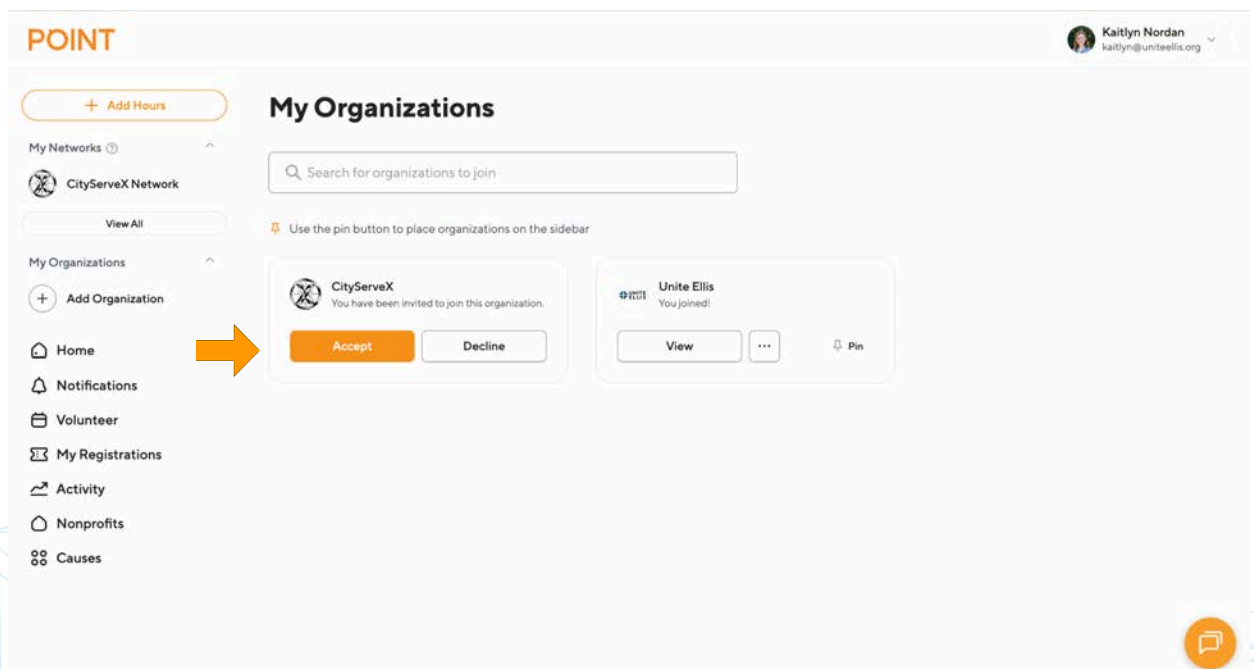
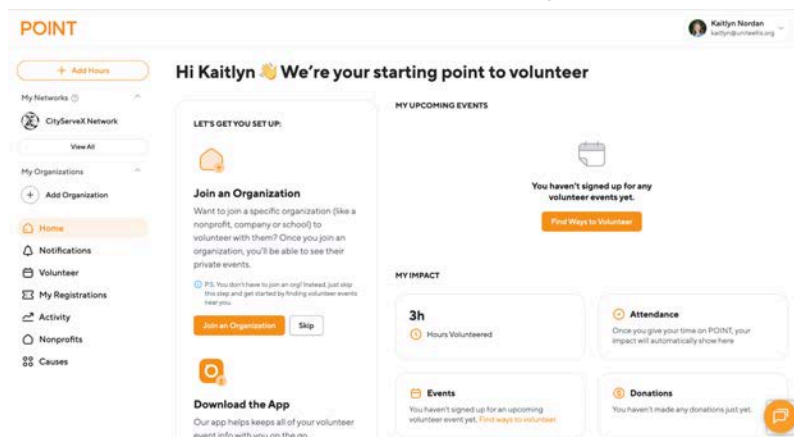


Step 4: Choosing a Shift to Serve Regularly

Policy: Resource Coordinators sign up for shifts through POINT. Resource Coordinators who need a shift time outside of what is listed should contact their Care Champion to request a custom shift.

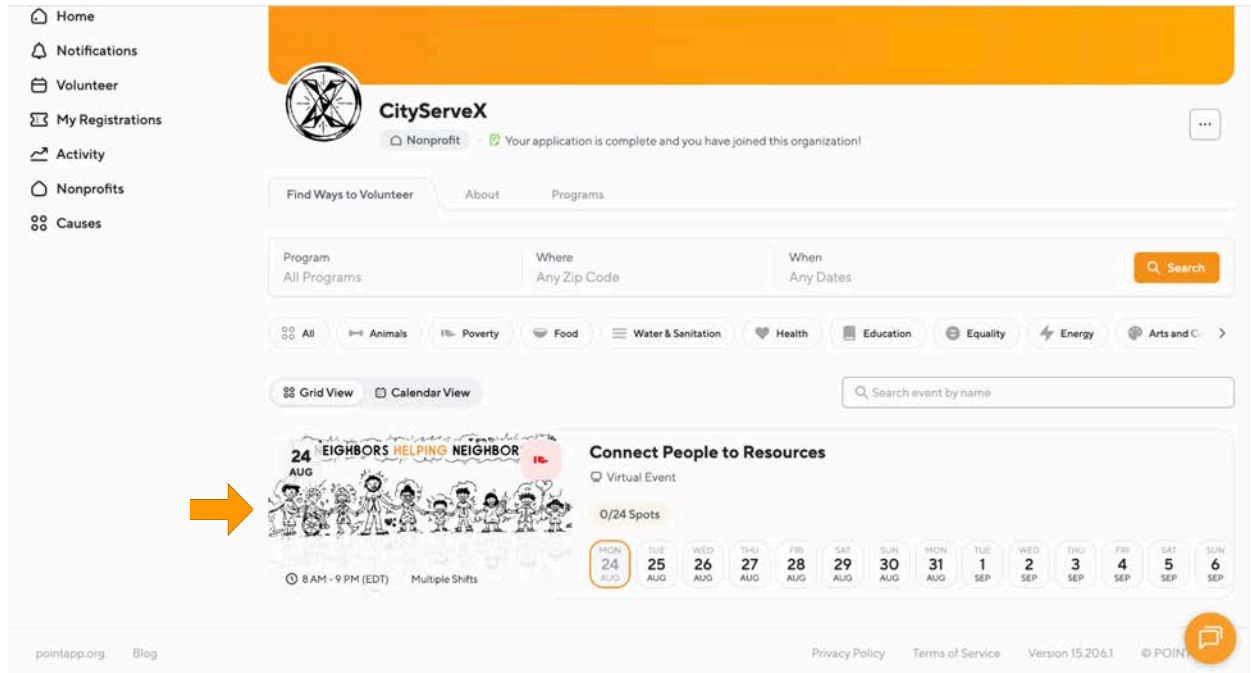
Procedure:

1. Sign into pointapp.org — under My Organizations, **select the CityServeX site.** (Accept the invitation for the site if not done already)

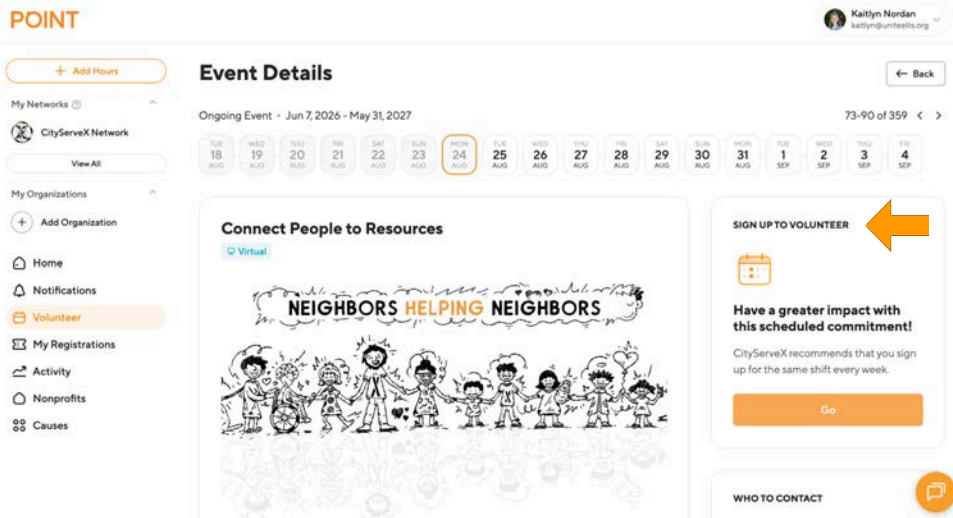




2. **Select the event** to see full details of the Resource Coordinator shift.



3. Click **"Go"** in the top right where it says **"Sign Up To Volunteer."**



4. **Select the shift to attend.**
5. Resource Coordinators have the option to select more than one shift after selecting Next.



- "Sign up for multiple shifts > Select the day > Select the frequency > "Select Dates" > Select the Shift > "Finish Selecting Dates" > "Confirm"

Event Details

Ongoing Event • Jun 7, 2026 - May 31, 2027

Want to sign up for multiple dates at once?

This event is part of an ongoing series of opportunities, CityServeX needs help with on a regular basis. Save time and increase your impact by signing up for multiple events at once.

Dates & Shifts

Confirmation

Select dates and shifts:

Start Date: 08/24/2026
End Date: 06/01/2027
Frequency: Weekly on Monday

Selected 22 dates [Clear Selections](#)

August 2026

S	M	T	W	T	F	S
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22

Select Shifts for Aug 24, 2026 - Jun 1, 2027

Selected 1 of 12 [Select all 12 shifts](#)

Shift Name

Shift 1

8 AM - 10 AM

No longer accepting new sign ups

0/2 Spots Taken

Shift 2

9 AM - 11 AM

No longer accepting new sign ups

0/2 Spots Taken



Dates & Shifts Confirmation

☐ Shift 9
4 PM - 6 PM 0/2 Spots Taken

☐ Shift 10
5 PM - 7 PM 0/2 Spots Taken

☒ Shift 11
6 PM - 8 PM 0/2 Spots Taken

☐ Shift 12
7 PM - 9 PM 0/2 Spots Taken

✓ You're signing up for:

Aug 24 X Aug 31 X Sep 7 X Sep 14 X Sep 21 X Sep 28 X Oct 5 X Oct 12 X
Oct 19 X Oct 26 X Mar 15 X Mar 22 X Mar 29 X Apr 5 X Apr 12 X Apr 19 X
Apr 26 X May 3 X May 10 X May 17 X May 24 X May 31 X

Reset

Back Finish Selecting Dates

Dates & Shifts Confirmation

Please confirm again that you will show up to volunteer and we will send your info to CityServeX. CityServeX is counting on you, so be aware of **POINT's Cancellation and No Show Policy**.

Mon, Aug 24, 2026

Mon, Aug 31, 2026

Show More

THINGS TO KNOW:

♥ Minimum age: 18 years

Back Confirm





6. Confirm the shift(s).

Results

Shift Name	Message / Error Reason
Shift 11 (Mon, Aug 24, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Aug 31, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Sep 7, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Sep 14, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Sep 21, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Sep 28, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Oct 5, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Oct 12, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Oct 19, 2026 at 6:00 PM)	✓ You have officially signed up.
Shift 11 (Mon, Oct 26, 2026 at 6:00 PM)	✓ You have officially signed up.







7. Sign up for SMS notifications if desired.

POINT Kaitlyn Nordan kaitlyn@uniteall.org

[+ Add Hours](#)

Hi Kaitlyn 🌟 We're your starting point to volunteer

My Networks

CityServeX Network

[View All](#)

My Organizations

[+ Add Organization](#)

Home

[Notifications](#)

[Volunteer](#)

[My Registrations](#)

[Activity](#)

[Nonprofits](#)

[Causes](#)

LET'S GET YOU SET UP:

Join an Organization

Want to join a specific organization (like a nonprofit, company or school) to volunteer with them? Once you join an organization, you'll be able to see their private events.

P.S. You don't have to join an org! Instead, just skip this step and get started by finding volunteer events near you.

[Join an Organization](#) [Skip](#)

Download the App

Our app helps keeps all of your volunteer event info with you on the go.

MY UPCOMING EVENTS [See All My Upcoming Events →](#)

24 AUG EIGHBORS HELPING NEIGHBOR

8 AM - 9 PM (EDT) Multiple Shifts

Connect People to Resources

☐ Virtual Event

CityServeX 1/24 Spots

Your volunteer registration is approved, see you soon!

31 AUG EIGHBORS HELPING NEIGHBOR

8 AM - 9 PM (EDT) Multiple Shifts

Connect People to Resources

☐ Virtual Event

CityServeX 1/24 Spots

Your volunteer registration is approved, see you soon!

MY IMPACT

3h

Hours Volunteered

Attendance

Once you give your time on POINT, your impact will automatically show here

Custom Shifts: If a preferred shift time is not listed, Resource Coordinators should talk to their Care Champion about setting up a custom shift.





Step 5: Checking In for a Shift

Policy: POINT automatically checks you in once you have signed up for a shift(s). No check-in is required. Use the following directions ONLY if the automatic check-in did not register your hours.

Procedure:

1. Either **find the check-in link in the reminder email** or **receive the link from the site's Care Champion**.
2. Locate the check-in station:
 - **Scroll** to the bottom of the shift under **"Event Details"**.
 - **Click** on the URL underneath Step 1.

INSTRUCTIONS ON HOW TO PARTICIPATE VIRTUALLY OR AT HOME

Once you are an approved volunteer, your team leader, a **Care Champion**, will instruct you through a series of trainings. These trainings will equip you to serve virtually.

After you are trained and ready to serve, follow the steps below to begin your shift each time.

Step 1: Navigate here to check-in and out of your shift: (insert site specific kiosk link)

Step 2: Use the link below to navigate to the Resource Coordination Platform:
<https://cityservexteam.findhelp.com>

Virtual Event URL: <https://cityservexteam.findhelp.com>





- **Confirm** the check-in station is specific to the site being served.

- **Type** the Resource Coordinator's name into the search bar.
 - The shift should populate if the Resource Coordinator has signed up (the shift will only populate for check-in 24 hours before the start time).

Tip: Resource Coordinators are encouraged to favorite the check-in station on their browser.

Finding the Site-Specific Check-In Link: Resource Coordinators can ask their Care Champion for the link, find it in the opportunity description, or refer to the reminder email sent before their shift.



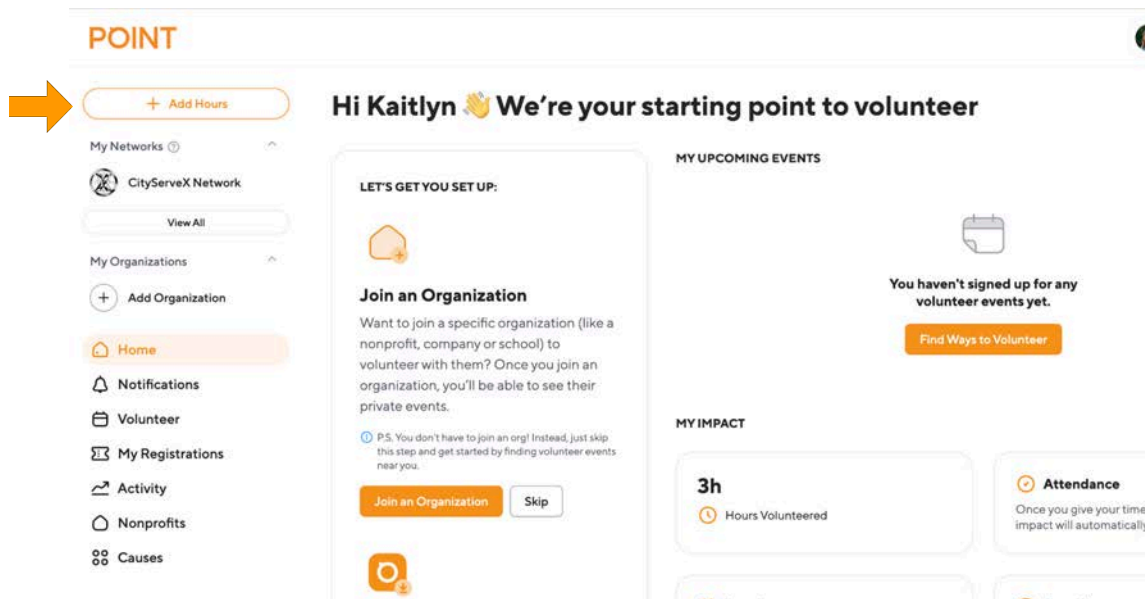


Step 6: Submitting Extra Hours

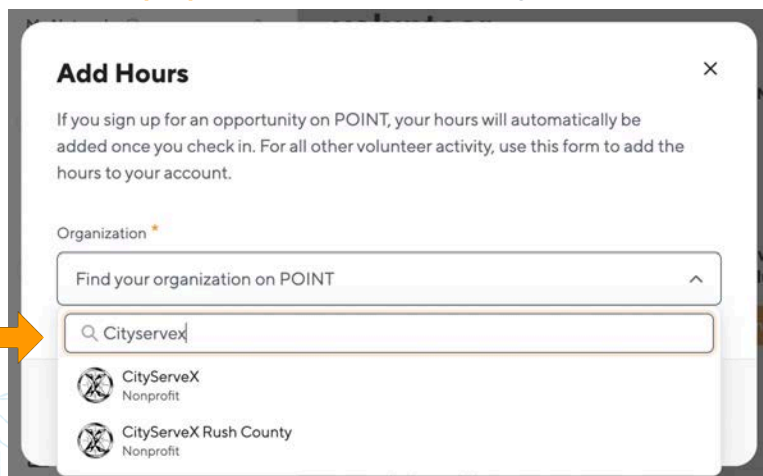
Policy: Hours performed outside of a scheduled shift must be logged manually in POINT and are subject to approval by a CityServeX Site Leader.

Procedure:

1. Click **"Add Hours"**



2. Select the proper site location in the Organization tab.



3. Fill out **"What did you do?"**
4. Add the **Start Date, Start Time, and Duration.**



5. Click Add.

Add Hours ×

If you sign up for an opportunity on POINT, your hours will automatically be added once you check in. For all other volunteer activity, use this form to add the hours to your account.

Organization *

 CityServeX Nonprofit ×

General Event Program

What did you do? *

Called 3 participants. Only one answered. Went through intake process.

Start Date *

09/01/2026 

Month / Day / Year

Start Time *

02:42 PM (EDT) 

Change Time Zone

 End: 09/01/2026 at 6:12 PM

Duration *

3 30

Hours Minutes



6. A CityServeX Site Leader will approve the hours.



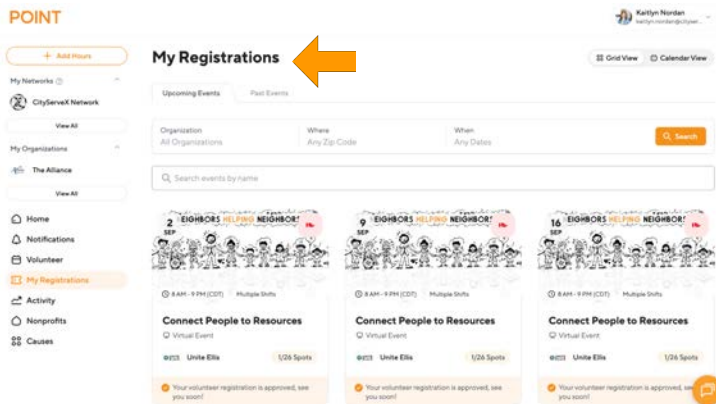


Step 7: "Calling In" for a Shift or Changing the Date

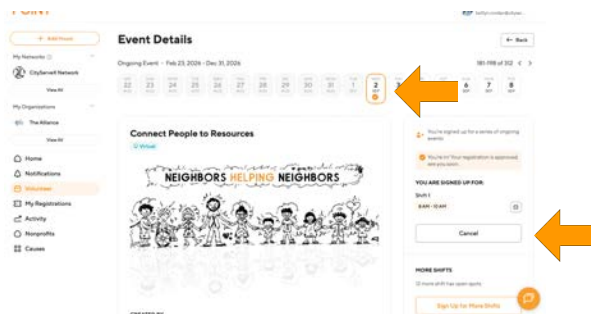
Policy: Resource Coordinators who cannot attend a scheduled shift must cancel their registration in POINT as soon as possible so the spot can be filled by another volunteer.

Procedure:

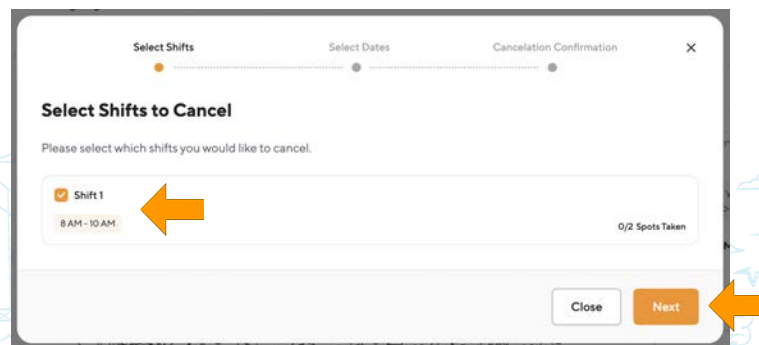
1. Go to My Registration.



2. Select the shift to be canceled.
3. Click "Cancel"



4. Select the shift time > "Next"





5. **Select Dates** (Select "Select All" if canceling all shifts) > **"Next"**

6. **Confirm** cancellation.

This helps free the spot for another volunteer.

Note: To change the shift, first cancel the original time, then sign up for the new desired time.



Need Help?

Policy: Resource Coordinators who need assistance at any point should reach out through one of the support channels below rather than leaving an issue unresolved.

Procedure:

If further help is needed, Resource Coordinators can contact:

- support@pointapp.org
- Use **PIP** (POINT chatbot) — **a real human (Kate)** is available M–F, 9–5 EST.
 - To speak with a live attendant, simply ask the chatbot



- 
- The **City ServeX Care Champion**.
- The **CityServeX POINT Liaison**.

