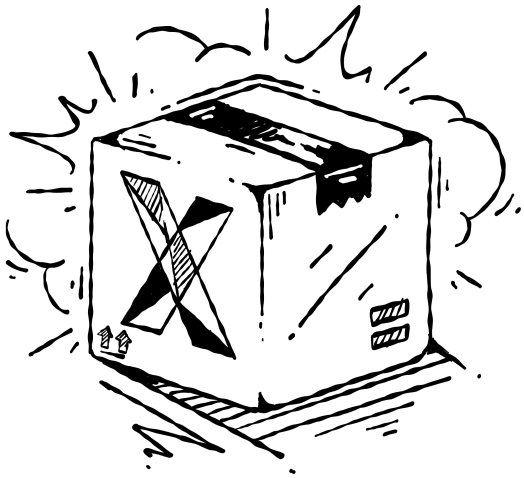


CityServeX

Community Advocate Training

Core Content - Section 9

ONGOING SUPPORT

Module 9 — Ongoing Support: CityServeX's Commitment

This Doesn't End at Launch

CityServeX is a consulting organization, and we take that seriously: our role does not end the moment your site launches. We are committed to onboarding our Partner Sites well, answering questions as they come up, and staying available for follow-up calls and ongoing coaching for as long as the partnership continues. Your site's success is our success — that is not a slogan, it's how the relationship is actually meant to work.

What We Can Honestly Promise

I want to be straightforward with you rather than make promises we can't keep: CityServeX cannot guarantee a particular outcome for any one site, and no amount of coaching replaces the local relationships only your team can build.

What we can commit to is this: responsiveness, honesty, and consistency. Real people answering real questions. Regular opportunities to share what's working and what isn't. A genuine effort to bring best practices from across the CityServeX network back to your site, so you don't have to solve every problem entirely alone.

Why Sites Actually Drift

Here's something worth saying plainly: the most common reason a site drifts from the model isn't that CityServeX stopped caring. It's that the site stopped asking.

Use the channels available to you. Bring questions to your CSX Coach as they come up, rather than saving them for later. Join video conferencing check-ins when they're offered. Treat your quarterly reports as a real two-way conversation, not a formality you rush through. Your honest feedback — about what's working and what isn't — is how the model keeps improving, for every site, not just yours.

The Support Actually Available to You

- Ongoing CSX Coaching: your assigned CityServeX Liaison remains available for questions and follow-up calls well beyond your first 90 days.
- Video conferencing check-ins: scheduled or requested as needed for training refreshers, troubleshooting, or a best-practices review.
- Best-practices sharing: learnings from across the CityServeX network, brought back to your site on a regular basis.

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- Peer cohort connections: the chance to learn from, and share with, other Community Advocates doing this same work in other cities.

A Promise, Not a Sales Pitch

We won't promise this work will always be easy, or that every question has a quick answer. What we will promise is this: CityServeX is committed to doing our very best, so that you can do your very best. That commitment doesn't expire at graduation from this curriculum — it's the ongoing shape of the whole partnership, for as long as your site is doing this work.

Your Ongoing Support Routine

- Right after launch: schedule your first post-launch check-in call with your CSX Coach, and save the video-conferencing link and coaching contact information where your whole team can find it.
- As questions come up: direct anything urgent to your CSX Liaison the same day, rather than saving it for the next scheduled call.
- Every coaching call: expect a written follow-up summarizing what was discussed and any next steps — and if you don't get one, ask for it.
- Every quarter: use your report and coaching call as the primary channel for telling CityServeX what's working and what isn't, and don't let a recurring frustration go unspoken past two cycles.

Your Monthly Calendar of Support Activities

Pulling every rhythm from this curriculum together into one calendar, here is what a typical month looks like as a Community Advocate. Some of these are one-on-one; others bring people together. Both matter.

Weekly

- Care Champion Weekly Sync (one-on-one): a standing 30-minute meeting, same day and time every week — this week's priorities, urgent flags, and a capacity check.
- NeighborLink Check-In (one-on-one): share outreach contacts, meeting outcomes, stories gathered, and new volunteer sign-ups with your Care Champion — often folded into the same weekly sync.

Monthly

- Resource Coordinator Recruitment and Burnout Check (one-on-one, per person): identify new RC candidates with your Care Champion, and check in individually with every current Resource Coordinator on how they're doing with what they're hearing.

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- Findhelp Listing Review (small group): meet with your Resource Coordinators to review outdated, unclaimed, or missing listings and referral dead-ends.
- NeighborLink Volunteer Pipeline Review (one-on-one): review volunteer numbers with your Care Champion — who's newly active, who hasn't registered yet.
- Outreach Tally Review (self-review): look at where new contacts say they heard about CityServeX, and shift effort toward what's actually converting.
- Coalition Meeting (all-together): your fixed monthly Coalition meeting, using the standard agenda, with all Four Lanes represented.
- CSX Coaching Check-In (one-on-one): a video conferencing call with your CSX Liaison or Coach, as needed for training refreshers, troubleshooting, or a best-practices review.

Quarterly

- 90-Day Plan Refresh and Impact Report (one-on-one, with CSX): update your 90-day plan and submit your impact report highlighting new partnerships formed and volunteers mobilized.
- Outreach Plan Update (self-review): revise your one-page outreach plan as your community and relationships evolve.
- Quarterly Coaching Review (one-on-one): a deeper check-in with your CSX Coach — the primary channel for telling CityServeX what's working and what isn't.

As Needed

- Urgent CSX Liaison Contact (one-on-one): anything time-sensitive goes to your CSX Liaison the same day — never saved for the next scheduled call.
- Peer Cohort Connections (all-together): calls or gatherings with other Community Advocates across the CityServeX network, for shared learning and support.

One Last Thing

You are not being handed a finished system and sent off alone. You are joining a relationship that is built to last, and built to improve, for as long as you're willing to stay in conversation with it. Reach out. That's the whole point of everything in this module.

Discussion Questions

- What would make you feel confident reaching out to CityServeX when something isn't working?
- Which of these ongoing support channels do you expect to use most — coaching calls, video conferencing, or the peer cohort?
- What would you want CityServeX to know about your site six months from now?
- Why does the module say the most common reason a site drifts isn't that CityServeX stopped caring?

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- What's the difference between a promise and a commitment, as this module uses the terms?
- Why does two-way feedback matter as much as one-way support from CityServeX?

Check List: Before You Move to the Next Module

- ☐ Schedule your first post-launch check-in call with your CSX Coach.
- ☐ Save the video-conferencing link and coaching contact information where your whole team can find it.
- ☐ Confirm you know exactly who to contact for an urgent question, same day.
- ☐ Add your next quarterly report date to your calendar.
- ☐ Commit to using your quarterly report and coaching calls as a genuine two-way feedback channel.

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