



Resource Center Service Provider Agreement- Support & Essential Needs Providers

Creation and date of version: February 2025

Purpose

The Resource Center (RC) Service Provider Agreement serves as a binding document between the organization or group of individuals described herein and United Way of Mesa County (UWMC). This document outlines the service provider's responsibilities, release of liability and acceptance of the guidelines and expectations outlined within this document.

Service Provider Organization/Leading Individuals Names (if an informal group):

Notes: "Guest" for terms of this agreement refers to persons accessing services at the resource center. This is primarily, but not limited to, our unhoused neighbors. Most services at the RC are offered to the community at large although some services may be income-qualifying.

The RC is staffed by UWMC and Homeward Bound of the Grand Valley (HBGV) staff. "RC staff" within this agreement refers to employees of either organization who are involved in the day-to-day operations of the RC. When necessary UWMC and HBGV staff will be noted as separate within the agreement, when grouped together they are "RC staff."

All service providers regardless of their level agree to the following:

- Read and agree to the Resource Center Service Provider Agreement and ensure all volunteers understand their roles and responsibilities while at the RC
- All volunteers of your organization will check in at the RC upon arrival and follow all the instructions of RC staff. All volunteers will sign a volunteer agreement upon arrival (only need to sign once, once on file UWMC will maintain a record of volunteers who have signed a volunteer agreement)
- Adhere to services/volunteer activities agreed upon by UWMC and the provider entity. All scheduled services should remain on-task and within their scope of services.
- Supervising staff or lead volunteer(s) should arrive at least 15 minutes prior to programming start time to get an update from RC staff regarding facility functions and updates for that day



- To provide and/or enter/send data to UWMC to track agreed upon metrics such as the number of people served, number of referrals made, number of success stories completed each month, etc.
- Set-up and tear-down of any displays or supplies utilized while onsite. Please coordinate with UWMC staff ahead of time if you need to utilize any RC supplies. Please return any borrowed supplies/moved furniture to their original locations. Tables, chairs and trash cans are provided (please take out full trash after service activity). Dumpsters are available on-site.
- Make prior arrangements with UWMC staff if you need to utilize the commercial refrigerator and freezer on-site. Label and date all food.
- All volunteers of your organization (or you on behalf of your organization's volunteers and assuming responsibility for sharing the volunteer responsibilities) must have a volunteer agreement on file with UWMC.
- Refrain from proselytizing; the RC is a secular space. Exceptions to this may be approved by consulting UWMC staff (i.e. scheduled Bible Studies that guests attend in small groups)
- The expectations of all service provider groups is one of exemplary respect and no disruptions to other services at the RC. UWMC staff reserve the right to ask you to leave to ensure the safety of other community members at the RC.
- If a disagreement arises between guests at the RC please step aside and do not interfere with RC staff members handling the situation. It is the responsibility of the service provider to notify RC staff if a situation is escalating so RC staff can respond appropriately. RC staff have undergone trauma-informed and de-escalation training and will involve mobile crisis and co-responders if a mental health situation arises.
- It is the responsibility of all levels of service providers to encourage guests to take ownership of the space, to be respectful, and to pick up after themselves.
- Remind volunteers and guests that the RC is a safe space. We strive to create and maintain a culture of kindness and belonging. Everyone should be welcomed and respected regardless of race, ethnicity, nationality, religion, gender, gender expression, sexual orientation, age, disability or marital status. No hate speech or bullying of any kind will be tolerated.

Definitions of Levels of Service Providers

- I. Support Provider



- a. Consistent in providing resource referrals and has direct long-term outcomes/plans for unhoused individuals
 - b. Commitment is 3-10 hours/week; 1-2 times/week
 - c. Two support providers to be on the Service Council
 - d. Direct support given to participants
 - e. Outcomes agreement
- II. Essential Needs Provider
- a. Committed to providing basic needs to individual on an as needed basis (food, clothing, supplies)
 - b. Two support providers to be on the Service Council

Based on the above definitions and guidance from UWMC staff please check the service provider level you are and by doing so agree to the guidelines and rules within that section.

Support Provider Agreement

In addition to the general guidelines outlined above as a support provider you agree to the following:

- The services provided by your organization/group have direct, long-term outcomes/plans for the unhoused guests served at the RC. If the scope of your operations changes throughout the course of services a new agreement will need to be signed, changing you to the Essential Needs Provider level.
- Work directly with UWMC staff to ensure your commitment of services are 3-10 hours/week; 1-2 times/week is upheld/on the community calendar. Notify any changes in scheduling to UWMC staff ASAP.
- Committed to 2 members of your organization to serve on the Service Council
- Consistently report outcomes/metrics to UWMC staff. Collaborate directly with UWMC staff to determine appropriate timing and frequency of outcome/metric reports.

Essential Needs Provider Agreement

In addition to the general guidelines outlined above as an essential needs provider you agree to the following:

- Collaborate in advance with UWMC staff to schedule as needed services and be responsive to requests for extra help as needed (if you can't provide the requested



help that's okay, just a commitment to being responsive to staff following the request)

- Committed to 2 members of your organization to serve on the Service Council

Disclaimers and Acknowledgement of Agreement Understanding

By signing below, you acknowledge that you have read and understood all terms and conditions of this agreement. As a service provider [_____] agrees to release and hold harmless United Way of Mesa County (UWMC), their Board of Directors, members, staff, volunteers, and all of their successors and assigns, from any and all claims, costs, suits, actions, judgments or expenses upon any damage, loss in jury to your organization or organization's property which may arise from programming activities being hosted at the Resource Center located on 261 Ute Avenue, Grand Junction, CO 81501.

Please note that RC staff may take photographs throughout the event, if members of your organization do not wish to be photographed, please have them notify RC staff upon arrival and acknowledge their choice on their on-file volunteer agreement. If the media is present (TV, newspaper, or radio) UWMC will strive to notify all relevant staff/volunteer personnel.

Representative Name (printed)

Title

Signature

Date

Emergency contact name and phone number:



Optional: Secondary Representative Name (printed) Title

Signature

Date

Emergency contact name and phone number:

Special accommodation request for organization:

Office use only: Approved by UWMC Staff member (printed name, title and signature):

Circle type of provider agreement: Support Essential Needs

Notes: