

PURPOSE

Service Provider Network (SPN) is an email group for people working on behalf of those experiencing or at risk of homelessness in our community to network, share and seek resources for clients, and receive updates on CoC related events and opportunities. This can include staff of service-based organizations or those working in a volunteer or advocacy capacity. This network is overseen by the Santa Clara County Continuum of Care with listserv management support from Homebase.

SPN was created to be a helpful tool and resource that allows providers to connect their clients with various resources and services available within the county. Providers can use the listserv for the following:

- Share program/agency information
- Request and/or share available resources for clients
- Share events that are relevant to service providers and/or clients
- Consult peers on shared and/or complex cases
- Search for a specific service for clients
- Building your provider toolkit
- Educate peers about best practices and new strategies for addressing barriers to service

Another way SPN members can network, build community, and receive/share updates and resources is through monthly SPN meetings. Invitations and updates on SPN monthly meetings are distributed to the SPN mailing list. Meeting facilitators are members of the nonprofit community and/or government staff, selected by the SPN on an annual basis.

MEMBERSHIP

Members must meet the following criteria to be an SPN member:

- Be service provider, advocate, and/or volunteer supporting people experiencing homelessness or housing instability;
- Provide this work/support in Santa Clara County;
- Agree to follow the SPN community guidelines listed in this document. See below for how compliance to the guidelines is monitored.

To join the SPN group, please complete [this form](#). Once the form is completed, the person will be added to the listserv if they meet the above criteria. Whenever possible, we ask that members join using an email associated with your work, volunteer, or advocate organization. Personal emails with private domains such as Google, Yahoo, Hotmail, Outlook, etc. are allowed but messages will be moderated.

To be removed from the SPN group, please email SPN+unsubscribe@santaclaracountycoc.org.

PRIVACY POLICY

Keeping client confidentiality is not only an integral part of the work we do, but also a federal requirement. Maintaining privacy and confidentiality is a cornerstone to building trust, which is a critical component in providing successful services and advocacy to those most in need.

To comply with privacy and confidentiality, **do not include any personal or identifying information about clients, individual service providers, volunteers, or advocates.** This includes, but is not limited to legal names, birthdates, social security, individual's VI-SPDAT scores, health information, etc.

SPN COMMUNITY GUIDELINES

In keeping this a safe and resourceful community space, we ask our members to adhere to our community guidelines as listed below.

1. **Users *must* maintain confidentiality.** When making a request for resources, please do not use any information that identifies the person you are working with such as dates of birth or health information. This also applies to any partners you are working with. See privacy policy above for more details.
2. **Users cannot use SPN for personal benefit, business, or endorsement.** Events, including fundraising events can be shared for the purposes of sharing event information, especially if it benefits clients, as long as entities are not asking for donations from SPN members.
3. **Be respectful and mindful of other members.**
 - a. Refrain from making disparaging remarks about any organization, entity, or individual. We are mindful that *there are not enough resources to meet all needs and there can always be more to support clients with their situation.*
 - b. Be mindful that service providers have different cultural/ethnic backgrounds and different lived experiences.
 - c. Be respectful of members' identities and use their correct name and pronouns.
4. **Please keep all conversations relevant to the topic in discussion** and conduct side conversations outside of the SPN group.
5. **Please refrain from replying all** since many agencies have limits on their email storage.

COMMUNITY GUIDELINES OVERSIGHT & COMPLIANCE

To maintain a community space that is accessible, positive, useful, and protects the privacy of those we serve, the CoC will monitor email communications to ensure guidelines are being followed. If a member does not adhere to one or more of the guidelines, the following will happen:

- A warning will be given to the member directly to remind them to adhere to the policy.
- If the member continues to break the guidelines, any future emails will have to be approved by administrators before being posted to the listserv.
- Depending on the severity of the issue, for example, violating client confidentiality, the member's supervisor may be notified and/or the member could be removed from the group.

For questions, contact staff from the Continuum of Care Team at CoCinfo@osh.sccgov.org