HOTSpot Community Guidelines

Using technology to bridge the gap for those in need.

United Way of Waco-McLennan County funds and administers the HOTSpot online bulletin board to serve as a link for communication between social service providers. This program allows schools, nonprofit agencies, government agencies, healthcare agencies and the faith community to post requests for difficult to locate resources, access information about service availability and community opportunities.

The purpose of this platform is to meet needs and offer communication in the local nonprofit community in a timely and efficient manner, as well as prevent duplication of services. The HOTSpot can serve as a safety net for agencies' clients who are in danger of falling through the cracks because of unmet needs or difficult to locate items or services. It also serves as a vehicle for donations of unused or unneeded items to McLennan County non-profit agencies.

United Way of Waco-McLennan County will provide:

- An administrator to monitor and approve postings
- Community Guidelines to teach subscribers how the system works and how to correctly use the system
- Technical support for subscribed members
- Assurance that subscribers' email addresses and other information are not shared with non-subscribers

HOTSpot Subscribers will:

- Review and adhere to Community Guidelines outlining appropriate uses for the HOTSpot
- Not advertise nor claim items on the HOTSpot for personal use
- Not submit GoFundMe links or internal fundraising events/profit shares
- Not use the HOTSpot to disparage any fellow social service providers
- Not forward exclusive HOTSpot postings to non-subscribers without permission of original poster
- Protect client privacy by not using names or other identifying information
- Respond in a timely and appropriate manner to responses pertaining to something they posted
- Notify administrator with any changes in email address
- Notify administrator if a need they submitted in a posting is met

In subscribing, HOTSpot users acknowledge that:

- The HOTSpot is to be used as a "last resort" in meeting clients' needs
- United Way of Waco-McLennan County and HOTSpot administrators reserve the right to approve or reject messages submitted via Gaggle mail and unsubscribe users who abuse or are not in compliance with Community Guidelines with or without notice or cause
- Subscriber names, email addresses and organizations will be accessible to the HOTSpot subscriber network in a membership directory on the Gaggle mail platform; subscribers are expected to use discretion with use of this contact information
- Events, trainings and other opportunities submitted via the HOTSpot network may also be shared, at the discretion of the administrators, in the United Way of Waco-McLennan County newsletter
- Time sensitive messages pertaining to urgent client needs will be sent out to subscribers immediately upon receipt & approval by administrator, and all other information submitted throughout the week will be compiled by administrator and sent out to the network in a digest format at appropriate intervals

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HOW IT WORKS:

1. You send your posting to hotspot@gaggle.email
2. You receive a notice that your message awaits approval
3. HOTSpot Administrator receives email notice that a request has been submitted for approval
4. Administrator reviews and approves or rejects the posting
5. If approved, you will receive your posting in your email inbox just as the full listserv of subscribers will (see elsewhere in document for cadence of postings). If rejected, you will receive a message from Gaggle mail stating that it failed moderation.
6. If rejected, you may re-submit your posting in the proper format (administrator may respond to the sender to notify them what amendment is needed to the message)
7. To respond to a single posting, simply click reply on the email posting you received, and it will automatically reply to the sender (only); if this doesn't work, create a new email and address it to the person's email address.
8. To respond to a posting within a digest email, simply compose a new email message to the appropriate contact listed for that posting
9. To manage your subscription or access archived messages, click on the link at the bottom of any HOTSpot email you've received. This will take you to your Gaggle mail profile, where you can update your message delivery preferences, or view all prior messages sent via the HOTSpot.

Posting Guidelines

- Keep subject line short and clear
- Preserve confidentiality of clients
- Provide concise, clear message
- If posting a client need, share what other resources have already been exhausted

Acceptable Postings

- Client in need
- Agency events, health fairs
- Classes such as GED, parenting, health, literacy, computer etc. (geared toward clients)
- Trainings, forums, seminars (geared toward HOTSpot subscribers)
- Volunteer & job opportunities
- Donations / Gifts in Kind

Flyers, attachments, logos and graphics are allowed, but email postings cannot exceed 15MBs.

EXAMPLE POSTINGS

Subject: Seeking furniture for client apartment

Good afternoon,

I'm seeking furniture donations for two clients who will be moving into their apartments within the week. They need all the basic essentials.

Please email/call me for pick up coordination.

Thank you!

Johnny Appleseed
Case Manager
ABC Agency
(254) 123-4567
johnny@appleseed.com

Subject: Elderly Client Looking for Housing

Good afternoon HOTSpot Community,

I am working with a 64-year-old client who is on a fixed income of $500/month. She is looking for an apartment that will work with her income and criminal background. She is staying with family in Gatesville, but needs to be out of the home by April 18th. She prefers to stay in Gatesville because she has family there, but she is willing to move to Waco. I have called several places like X Agency, Y Agency, and Z Agency, but they all have a waitlist. Would anyone have any other resources that might be able to help? Feel free to email me at johnny@appleseed.com.

Thank you!

Johnny Appleseed
Case Manager
ABC Agency
(254) 123-4567
johnny@appleseed.com

Subject: Single Mother of Three Needs Rent Assistance

I am currently working with a single mother of three children. She is employed but was unable to work due to her being ill this last month. Mom has attempted to receive help from X Agency, Y Agency, and two local churches with no progress. She has received her eviction notice from the apartment complex and needs to raise $625 to remain in her apartment. She is working, but will not get paid in time to pay the past due rent. If anyone is able to assist this family, please email me or call me. Any help would be truly appreciated!

Johnny Appleseed
Case Manager
ABC Agency
(254) 123-4567
johnny@appleseed.com

Subject: Crib Donation

Good morning,

ABC Church has a crib to donate to a family in need. Please let me know if you have any clients that are in need of the crib. It is disassembled and comes with hardware. Must pick up from our office.

Thank you,

Johnny Appleseed
Case Manager
ABC Agency
(254) 123-4567
johnny@appleseed.com

Subject: Free Parenting Classes in April & May

ABC Agency's Family & Youth Program will be providing virtual parenting classes starting in April. Class start dates are listed below. Classes are FREE! To be eligible, caregivers must be residents of McLennan County and have a child between the ages of 6 and 17. Classes are a total of 11-weeks. Parents who participate in all classes will be provided with a certificate and gift-card after completing the program. Classes are offered in both English and Spanish.

Parents can call the front office at (123) 456-7890 to register for classes.

Classes start on:
April 21st at 10:00am – Wednesdays
May 4th at 1:00pm – Tuesdays
May 6th at 10:00am – Thursdays

(insert flyer about program)

Johnny Appleseed
Case Manager
ABC Agency
(254) 123-4567
johnny@appleseed.com

Subject: Seminar on Compassion Fatigue

Dear HOTSpot Network,

The XYZ Institute for Social Services is providing a free training on the topic of *Compassion Fatigue: How to Care for Your Mental Health While Caring for Others.* The event is open to anyone working in nonprofit, social services or faith-based settings. It will take place at Baylor University in Cashion Room 101 on May 2nd from 10:00am-12:00pm. Register via the link below:

(LINK)

Hope to see many of you there!

Johnny Appleseed
Case Manager
ABC Agency
(254) 123-4567
johnny@appleseed.com