

SHELTERNET
Homeless Management Information System
November 2005 Newsletter

UPDATE

Since our last newsletter the ShelterNet project has seen tremendous growth. In July, the Addictions Crisis Center (ACC) became the first of the five shelter programs to begin using the ClientTrack.net software, capping several months of intensive, on-site preparation, research and development.

AGENCIES OUTSIDE FAIRVIEW

Progress has also occurred in three of the other four shelter programs that will be on the system. The YMCA and the Volunteers of America (VOA) have been mapped out and analyzed in a paperwork flowchart format. This is the first step in the process of programming the paperwork that will be customized for each participating agency. Hardware has already begun being installed at both of those locations. We anticipate both the YMCA and the VOA to be live by the end of December. The YWCA programs have also been mapped out. Implementation at that site has been slightly delayed due to scheduling difficulties in an impending renovation at the YWCA building.

SATISFACTION SURVEY

A survey has been developed to measure the level of user satisfaction with the ShelterNet system. The survey covers many areas, including: record keeping, communication, operational efficiency, reporting, and client care. User-friendliness is of utmost importance in ensuring that the participating agencies will utilize the system in an efficient manner and on an on-going basis.

PRESS CONFERENCE ANNOUNCEMENT

To announce the successful completion of the initial funding for ShelterNet, Fairview Recovery Services, Inc. (FRS) will host a Press Conference at 5 Merrick Street, Binghamton on November 22, 2005 at 1:30 P.M. The event will feature the presentation of a check from the Verizon Foundation, and a live demonstration of the ShelterNet Computer System. Participants will include FRS staff, representatives from other local community foundations, and other non-profit project partners from the Homeless Coalition of Broome County.

CHANGE OF STAFF

The ShelterNet project team saw two of its members depart during this time of growth, both of whom were instrumental in building the program. Mary Diegert, who had been the Project Leader, became the CFO for Broome County Catholic Charities and turned the leadership reins over to Michele Napolitano. Mary provided a guiding hand to the HMIS project from the very beginning and we were all very sad to see her go. But we wish her well, and we're very happy for the new and exciting challenges her position at Catholic Charities will offer. Likewise, it was with mixed emotions that we said goodbye to Ron Poff, who had been working part-time on the project in the realm of ClientTrack customization and hardware maintenance. Ron provided a necessary piece to the puzzle and allowed the project to continue full steam ahead when it might otherwise have pattered. He received a full-time position outside of Fairview, and we share his excitement that he was given the opportunity.