

HousingWorks, Inc.

The *American Association of Homes and Services for the Elderly* found that there are 5.1 million low-income individuals looking for subsidized rentals, and only 1.9 million units with rents low enough to accommodate them (See <http://www.aahsa.org/public/housebkg.htm#stat.>) Nevertheless, a 1998 HUD study revealed that 9 percent of the existing units remained unoccupied. **This tells us that the housing assistance system is not working.**



Inventory Listing Services



Applicants & Advocates



Housing Providers



Planners & Policy Makers

HousingWorks is an internet service for matching people needing subsidized, affordable, and special needs housing with the available housing inventory, while collecting planning data as an automatic side effect.

The affordable housing world has historically been treated as: *a complicated set of networks that needs better coordination.* We believe the problems affecting the affordable housing world can only be solved by treating that world as an *ecosystem.*

HMIS & HIPAA Compliant • “Congressional Seal of Excellence” • Fair Housing Compliant



HousingWorks.net/HousingWorks.com
P.O. Box 231104
Boston, MA 02123

617-504-0577 tel • 617-536-8561 fax • info@housingworks.net

“How can a computer system be an Ecosystem?”

We provide tools, or modules, that have been eagerly adopted by staff in each of the three sectors. Each tool:

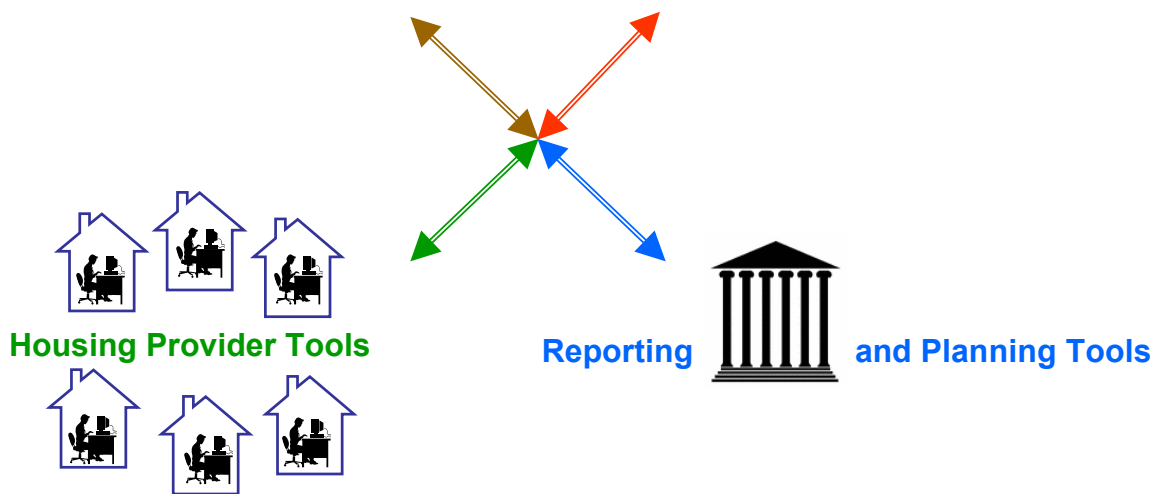
- 1) works with existing systems;
- 2) adapts to the users rather than demand training;
- 3) immediately saves money for the sector while increasing service to the client populations; and
- 4) automatically solves problems for other sectors as a side effect of work that is already being performed.



Inventory Listing Tools



Applicants & Advocates Tools



“In complex societies, networks will generally fail; in comparison, ecosystems may function more efficiently as complexity increases.”

The next pages show how each module works .

Inventory Listing Module

One way or another, states currently pay for multiple inventory stock listings. Since people are often eligible for many different kinds of subsidized housing, they must search all these inventories to uncover all their options. This poses an insurmountable barrier for most people. HW eliminates the wasteful cost of maintaining multiple inventories, and removes the barriers. In the process, HW offers the first ever real-time "Supply and Demand" reports.

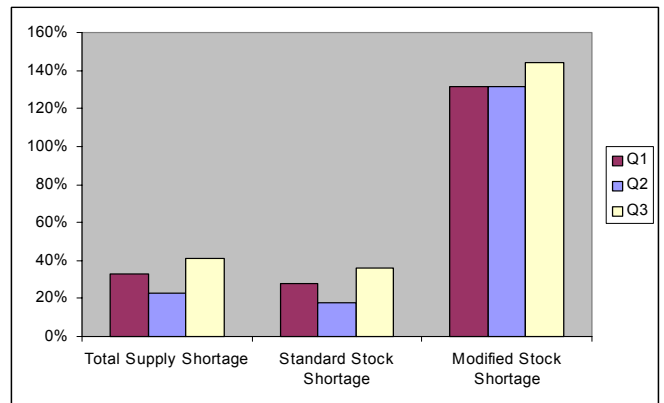
HW provides an increase in service quality and a reduction in service costs for a state, county, city . . . or country.



First Ever Real-Time Supply and Demand Reporting

Assessing Needs / Public Policy

HousingWorks can pinpoint specific disparities between supply and demand by unit size, population, and region, as a side effect of alleviating the very vacancy problem it is assessing. This is data collection with a punch!



HMIS & HIPAA Compliant • "Congressional Seal of Excellence" • Fair Housing Compliant



HousingWorks.net/HousingWorks.com
P.O. Box 231104
Boston, MA 02123

617-504-0577 tel • 617-536-8561 fax • info@housingworks.net

Housing Applicant/Advocate Module

Vs. 1.0

**One Stop Shopping
Search and Apply to All
Subsidized, Affordable, and Special Needs Housing**

xxxx888888



Section One

First Name _____
 Middle _____ M.I. ____
 Last Name _____
 SSN (Type without dashes) _____
 Alien Registration No. _____
 Date of Birth (MM/DD/YYYY) _____ Age ____
 Mother's Maiden Name _____
 Mailing Address or P.O. Box _____
 City _____ State ____ Zip _____
 Street Address _____
 City _____ State ____ Zip _____
 Home Phone (ex: 6171234567) _____
 Work Phone (ex: 6171234567) _____

Gender, Ethnicity, and Race

Gender _____ Gender, First Initial _____
 Single Adult Head of Household



Desired Types of Permanent Housing

Rental Assistance Voucher
 Assisted Living / Special Needs / Nursing Home
 Congregate Housing
 Deaf Independent Living
 De-leaded housing
 Housing for persons with disabilities (all but wheelchair)
 Elder or Senior Citizen Housing
 Ex-Offender Housing options
 Family or Individual Housing options
 HIV/AIDS Housing
 Homeownership Options
 Housing with an Educational Component
 Immigrant with no documented status
 Mobile Home Parks
 Permanent Sober Housing (Oxford House model)
 Permanent Supportive Housing (persons with disabilities)

Advocates and applicants fill out **one** housing application . . .

(The accessible form increases ADA and Fair Housing compliance)

"A great resource - and tool of hope for many chronically homeless and disabled people looking for housing."

Kathy Walton, Resident Director of the YMCA SRO Program, Lawrence MA.

Housing Provider Module

Inventory Type of Housing Application Shortlist Contact Program What's Open

+ Create and Name Your Waitlists

		Waitlist Name	Currently Open?	Uses
Edit	Delete	State 80-125% AMI Income Family	<input checked="" type="checkbox"/>	State Standard Application
Edit	Delete	Federal Family Low Income	<input type="checkbox"/>	Federal Housing Application
Edit	Delete	Supportive Housing Program	<input checked="" type="checkbox"/>	SHP Intake (HMIS Form)
Edit	Delete	Wheelchair Units-All Income Levels	<input checked="" type="checkbox"/>	Disability Application

Edit Waitlist: State 80-125% AMI Income Family

+ Add unit size (below)

Delete Studio Unit(s) are currently open

Average time on waitlist for this unit size (years): 4.00

	# of Residents	Min. Income	Max. Income
Delete	1	\$	46300.00
Delete	2	\$	52950.00

+ Add income limits for this unit sizes for this unit size

Delete 1 Bedroom Unit(s) are currently open

Average time on waitlist for this unit size (years): 4.00

Providers check a box whenever a waitlist opens or closes.

Opening the waitlist makes the application available to eligible applicants, when desired.

Once a year, providers enter new income eligibility limits.

These features reduce phone calls and provide a boost in both Fair Housing compliance and unit marketing.

(next slide please)

Housing Advocate Module

Applicants view a daily changing list of housing options that fit their needs.

Advocates apply by downloading a pre-filled application, saving themselves up to 20 hours a month.

In the process, HW makes any advocate an instant expert!

NOTE: This table lists all open housing options, with the ones at the top of the list being places that this applicant has not already applied. Paid subscribers can download pre-completed applications from this page. All others must request by mail or phone, and complete by hand.

Housing Program	What is Open?	Priorities and Preferences	Do I Match?	Application Download	Last Update & Contact
Quincy Housing Authority	State Elderly/Disabled Waitlist (3.0 years) No units currently available	State: Displaced by natural disaster or public action State: Local resident, employee, or trainee State: Veteran State: Affirmative Action Federal: Local resident Federal: Veteran	Quincy-Boston ESU Income Limits 2 - \$35,100	State Standard Application regular-sized paper	2004 02 07 phone: 781-456-1234
Quincy Housing Authority	Federal Family Waitlist (3.0 years) No units currently available	State: Displaced by natural disaster or public action State: Local resident, employee, or trainee State: Veteran State: Affirmative Action Federal: Local resident Federal: Veteran	Quincy-Boston ESU Income Limits \$18,573	Federal Housing Application regular-sized paper	2004 02 07 phone: 781-456-1234
Apple Village	Wheelchair accessible waitlist (2.25 years) 1BR unit currently available 4BR unit currently available	Displaced by natural disaster or public action Local resident, employee, or trainee	Weymouth-Boston Income Limits	Application pink, legal-sized paper	2004 02 07 Phone: 617-143-3756

"What a difference! I could check out the information for over 100 programs in my immediate area, and generate applications for them right off the website. It really makes it easier."

Lee Rachel Jurman Disability Advocate

"It is truly the "One Stop Shopping" for housing: It makes available housing opportunities a reality, not a theory. The related links (donations, furniture, life necessities) instantly provide many of the supportive services to the homeless that are often difficult to access independently."

Susan McGibbon, Director of the Daybreak Shelter, Lawrence, MA

Housing Provider Module

Show: Download first 10 waitlist entries entire waitlist

Name	Priority Preference	Date	Control #	Eligible?	Desired Unit Size	Status	Last Updated
Ken Silber	0 0	09/13/04	0001	No	2 BR	coming to top of list	09/13/04 04:05 PM
John LaBella	0 0	05/18/04	00024	Yes	3 BR	closed	08/31/04 01:46 PM
John LaBella	0 0	08/05/04	00024	Yes	3 BR	coming to top of list	08/31/04 01:46 PM

Provider waitlists maintain and update themselves automatically. This saves staff time and also shortens unit vacancy times.

Providers can run an outcomes report at the touch of a button.

HW assists with compliance and accountability (for instance: Tenant Selection procedures) an easier task.

"HousingWorks has certainly made life easier at Westland Avenue Apartments. Generating reports, even at a moment's notice, is no longer a problem"

Carolyn Cox
Property Manager
Hallkeen Management

"We rebuilt waitlists that was many years out of date, and reduced our unit turnover time from an average of three months to under 30 days."

XXXX, president ****, Boston
MA quote okay pending

Reporting & Planning Module: Homelessness

Reports on homelessness are automatic and time saving.

HMIS is a HUD-mandated report on homeless populations.

Staff that serve the homeless can complete an *Intake* with each client. This *Intake* links to the *Housing Advocate* tool shown on the previous page, and allows for daily unduplicated continuum-wide counts, and instant reports such as the *Annual Program Report* shown at right.

Date left last permanent address (this means "after last 6 months in the same, decent housing situation"); (ex: 1/3/2003) **06/01/2003**
 Date of first homelessness (ex: 1/3/2003) **01/01/2002** Number of times client has re-entered program (first time="0")
 About the Unique Identifier (UI): **jlbm05211953**

BASIC CLIENT INFORMATION
 Client's First Name: **John** Middle Name: **David** Last Name: **LaBella** Suffix:
 SSN: **458-94-6926** Birth Date (ex:1/3/1981): **05/21/1953** HoH Age: **51** Gender (M/F/T): **M** Gender: **Male**
 Ever use services under different name? Y/N: **N** That name was:

BASIC PROGRAM INFORMATION
 Supportive Housing Program (SHP): **Shelter Plus Care (S + C)** Section 8 Mod Rehab + ALL OTHER
 Permanent Housing for Disabled Homeless Persons: **Select One** Select One
 CoC: **Demo CoC** Agency Code: **ACR08FM** Program Code: **PR09MCOE**
 CM Name: **SDFPROM2** CM Phone: **617-555-5555** CM Email: **johnlabella@crn.com**

UNIQUE IDENTIFIERS
 1. HMIS Unique Identifier (UI) **jlbm05211953** If all xx's and 88's, add additional unique number
 2. Household ID Number (HIN) If plus additional character = same for all family members
 3. Your Agency's UI (optional)

Save File Now, as: **LaBella** **John** **jlbm05211953**

Hotel/Motel	1	0
Foster care home	0	0
Owned unit	0	0

NOTE: Questions 11-15 count only adults who left during the operating year.
 (Does not include adults who stayed or children's income.)

11. Amount and Source of Monthly Income at Entry and at Exit

A. Monthly Income at Entry		All		Chronic		C. Income Sources at Entry		All	Chronic
a.	No Income	13	7	a.	Supplemental Security Income (SSI)	51	17		
b.	\$1-150	0	0	b.	Social Security Disability Income (SSDI)	6	3		
c.	\$151-\$250	0	0	c.	Social Security	3	0		
d.	\$251-\$500	3	0	d.	General Public Assistance	6	1		
e.	\$501-\$1,000	37	11	e.	Temporary Aid to Needy Families (TANF)	0	0		
f.	\$1001-\$1500	5	0	f.	State Children's HIP (SCHIP)	0	0		
g.	\$1501-2000	1	1	g.	Veterans Benefits	0	0		
h.	\$2001+	0	0	h.	Employment Income	27	10		

"HousingWorks has provided our City's Continuum of Care with an excellent product and outstanding technical support at an exceptionally fair cost. What could have been a nightmare in complying with the HMIS mandate has instead been a smooth journey."
 Jennifer Clarke, AICP
 Office of Housing & Community Development, New Bedford, MA

This innovative technology, designed by HousingWorks, strategically leverages optimal housing opportunity for homeless men, women & children by using a synchronized system to list and coordinate housing, and perform HMIS as well. By using the HousingWorks system we were able to increase the number of people moved off the street and into housing, and increase the pace and efficiency of our work."
 Kira Sarpard, Homeless Programs Manager, City of Lawrence, MA

Reporting & Planning Module: At Risk of Homelessness

Reports can be generated on those who are *at risk of homelessness*. This provides data helpful for housing planning, that has never before been possible.

The *Housing Advocate* tool also collects data on those at risk of homelessness. Because people may move between *homelessness* and *at risk of homelessness* more than once, it is crucial for government to collect an unduplicated count on where people are and how/why people move from one group to the other. Otherwise, no one knows what and where to build next.

- Homeless-jail or prison discharge
- Homeless-mental disability
- Homeless-natural disaster
- Homeless-other
- Homeless-overcrowding
- Homeless-physical disability
- Homeless-relocation
- Homeless-substance abuse
- Homeless-unable to pay utilities
- Homeless-unemployment
-
- Overhoused-death of spouse
- Overhoused-divorce or break-up
- Overhoused-loss of children or relatives
- Overhoused-other
-
- Underhoused-disability requires new housing
- Underhoused-gain in income (rent ineligible)
- Underhoused-need de-leaded unit
- Underhoused-new children or relatives
- Underhoused-new marriage or domestic partner
- Underhoused-other
-
- None of the Above

"HousingWorks has made reporting easy and efficient. They have great technical support people who lessen the stress and difficulty of the new medium."
 Brian Burke, South Middlesex Legal Services, Framingham, MA

Unique Identifier: **jlbm05211956**

Quality Assurance: *How does that work?*

Historically, information in the housing world is out of date, vague, or incorrect. But HousingWorks greatly improves the chances that any inventory or client data is clear, correct, and secure: Each module works in different ways:



Inventory Listing Services

It only takes one call - or one submitted and returned - application from one advocate or applicant to uncover incorrect housing inventory and "waitlist closing" data. All other applicants and advocates automatically benefit from the first user who uncovers an error and emails a report to HW.



Applicants & Advocates

Client data: checked and confirmed every time an application is printed, signed, and sent. Info can be corrected or updated instantly, safely, and permanently.



Housing Providers

HW provides a quality assurance tool that allows data to be assessed: at beginning entry, at three months, at six months, and at year's end (*prior to audit*). This catches both typing errors and staff misunderstandings, saving people hours of mistake correction at year's end.



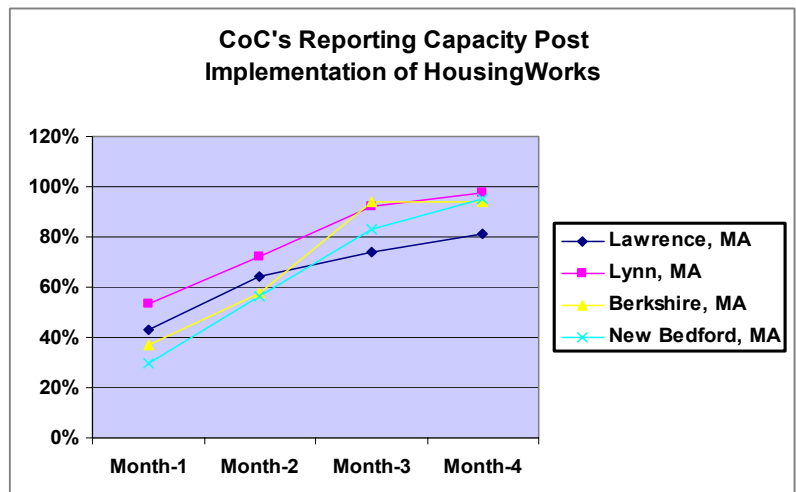
Planners & Policy Makers

HousingWorks allows first time ever real time monitoring and assessment data that has prevented *any* meaningful quality control up to now.

HW = Quick and Easy Start-Up

Ex: 80% to 100% Bed Reporting in four months, including:

- Large Emergency Shelters
- Supportive Housing Programs
- Shelter plus Care Programs
- Voluntary Participators (non-HMIS funded)



HMIS & HIPAA Compliant • "Congressional Seal of Excellence" • Fair Housing Compliant



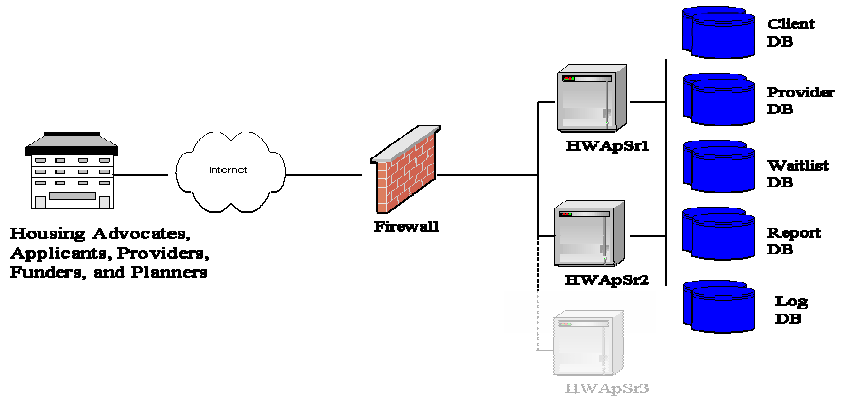
HousingWorks.net/HousingWorks.com
P.O. Box 231104
Boston, MA 02123

617-504-0577 tel • 617-536-8561 fax • info@housingworks.net

Architecture and Specs

HW System Design

- Three (3) Tier Architecture
- WebObjects Application Servers
- OpenBase SQL Database
- 128-bit SSL Encryption
- 24 / 7 Data Center support
- Scalable architecture



Fully integrated solution

- Interacts with existing solutions
- User-friendly design
- One-Stop - ADA Compliant
- Electronic data collection
- Monitors full spectrum of homelessness

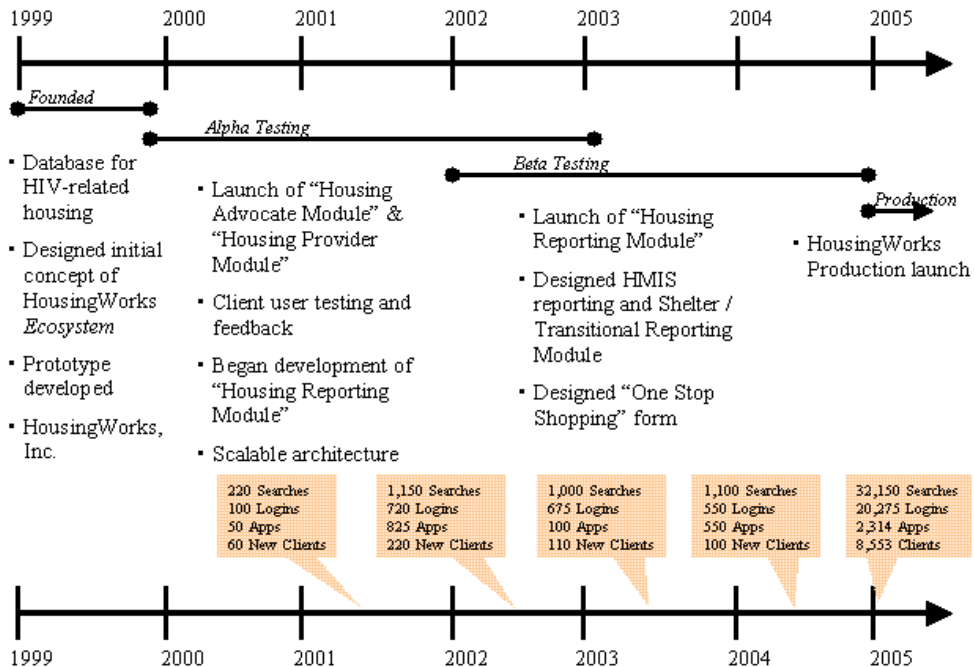
Reporting Capacity

- Real-time / On-Demand report
- Unduplicated count
- Interface to most systems

Oversight Management

- Real-time progress reporting
- Trend tracking
- Quality assurance

History of HousingWorks



HMIS & HIPAA Compliant • “Congressional Seal of Excellence” • Fair Housing Compliant



HousingWorks.net/HousingWorks.com
 P.O. Box 231104
 Boston, MA 02123
 617-504-0577 tel • 617-536-8561 fax • info@housingworks.net