



CASE STUDY

Thinking beyond beds

The case for a better housing solution





Homelessness can be daunting and overwhelming for those who experience it and for the local agencies and nonprofits that dedicate their work to breaking the cycle. When participants enter a nonprofit or local agency seeking assistance, they are often looking for help with immediate needs, like shelter from the elements, a bed to sleep in, a warm meal, and a shower. That's a lot in and of itself.

But if you're in the business of putting roofs over heads, you are also thinking about the long-term needs: the programs and services that will lead your participants to stability and self-sufficiency. On top of basic reporting and security needs, you need a way to elevate your services in order to address the increasing demand; a system that allows you to partner with other organizations and programs; and the ability to measure and show your impact.

Now is the time to invest in the right technology that better empowers you to serve people in need and reduce homelessness in your community.

Make sure your compliance and reporting are up to code

When you invest in technology that was built with housing and homelessness organizations in mind, you can meet the regulatory requirements necessary for securing the critical funding your services depend on. This is what [Bonterra Program Management's \(formerly Social Solutions\) Case Management solution](#) delivers.

[Bonterra Case Management](#) has a best-in-class suite of reporting tools that helps Continuum of Care (CoC) organizations and Homeless Management Information System (HMIS) grantees with dashboard insights, ad-hoc reporting, and data warehousing for Department of Housing and Urban Development (HUD)- required reporting.



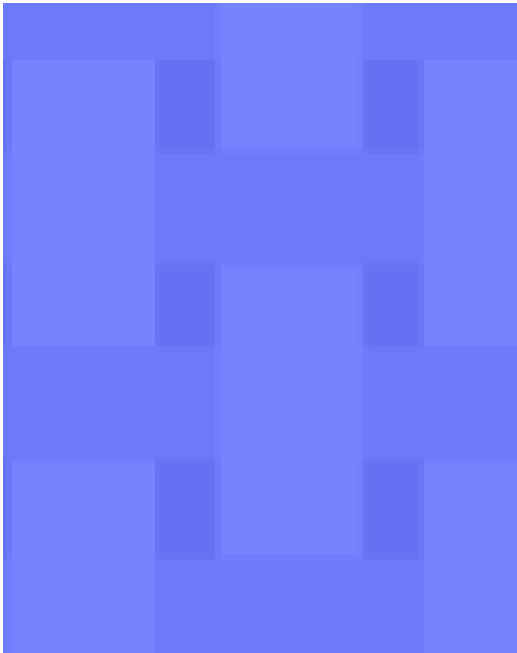
Integrated data warehousing through Bonterra Case Management includes all the required HUD HMIS reports:

- [Longitudinal Systems Analysis \(LSA\)](#)
- [System Performance Measures \(SPM\)](#)
- [Annual Performance Report \(APR\)](#)
- [Consolidated Annual Performance and Evaluation Report \(CAPER\)](#)
- [Point-In-Time \(PIT\) Count](#)
- [Housing Inventory Count \(HIC\)](#)
- [Supportive Services for Veteran families \(SSVF\)](#)
- [Runaway and Homeless Youth \(RHY\)](#)
- [Projects for Assistance in Transition from Homelessness \(PATH\)](#)
- [HUD Data Quality Report](#)

On average, CoCs see a **3%** increase in funding after adopting Bonterra Case Management

[Bonterra Case Management](#) also helps you meet reporting deadlines for non-HUD reporting, by-name lists, and other federal-, state-, and locallyfunded projects and programs. You can also feel confident that your participant's information is protected with encrypted data, passwords, and customized permissions.

We have organizations like yours in mind when creating and updating our technology. Bonterra Case Management is designed and managed to maintain compliance with industry standards, so you can spend your time focusing on what matters—your mission.



Lay the foundation of services to meet the growing line of participants

If your organization looks anything like the rest of the sector, your staff deals with a lot. Staffing changes are frequent, and the demand for services has significantly increased over the past few years. For homelessness services organizations, demand oftentimes seems to outweigh your capacity. And on top of that, people who are chronically homeless often need repeat or longer-term assistance—so your list of participants just grows and grows.

With these factors in mind, it's important to sit down and think about where you can find efficiencies in your system. Your intake process may be a good starting point.



Along with increasing its services, Covenant House International exceeded its growth goal by **167%** with our Bonterra Case Management solution.

During its 5-year strategic plan between 2015-2020, the agency set out to add 400 new beds. They added **639** beds in that timeframe!

Right when your participants enter your organization, how are you receiving them? With Bonterra Case Management's powerful intake capabilities, staff members can digitally upload relevant participant information directly into a centralized, secure database viewable by teammates and across departments—making spreadsheets and paper a thing of the past at your organization. You can also allow your participants to sign in and fill out all the necessary paperwork themselves.

On top of intake, we offer coordinated entry tools such as workflow, electronic signatures, and a mobile community engagement tool to help you address key aspects of coordinated entry accessibility and assessment. You can also leverage Bonterra Case Management's form library of prioritization assessments or create your own with our flexible assessment builder.

You'll find that this high-quality intake process allows you to better assess your clients' needs and ensure they are aligned with the correct services to better serve them.

One critical element of building a system of increased services is leveraging other organizations and programs in your community. That's where a robust referrals program comes in.

3.3X more services can be delivered as a result of efficiencies gained when organizations onboard Bonterra Case Management

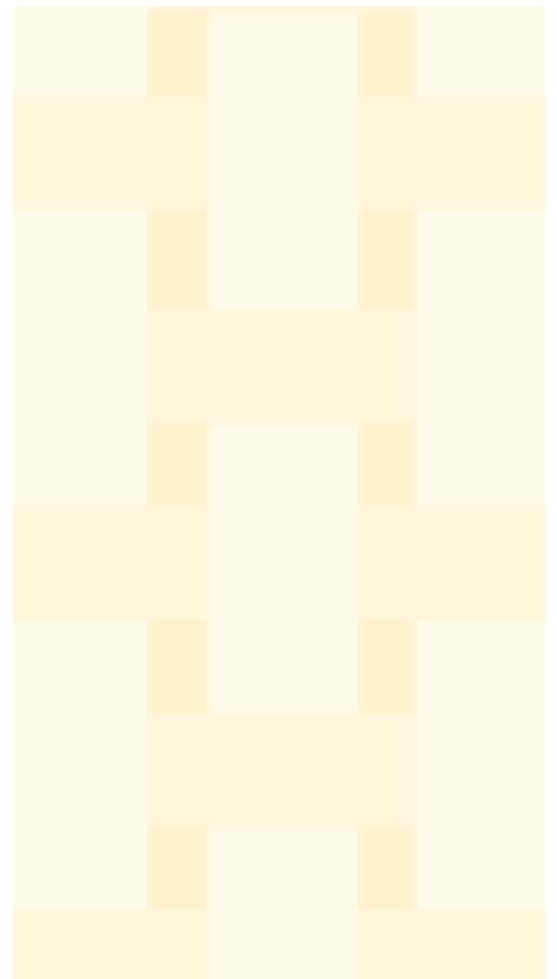


Guide participants to a pathway of self-sufficiency

As a housing organization, you're often juggling multiple services to ensure your participants are receiving comprehensive care. While the immediate requirement may be to find them a bed to sleep in, there are typically other needs—and other programs your staff may refer participants to—in order to provide holistic care. This could include job placement services or counseling services, for example. Without a centralized location for data, it's easier for important participant information to get lost in the shuffle, which means they may not get the care they need.

Closed Loop Referrals, a Bonterra Case Management feature available in select regions, allows housing and homelessness organizations to further coordinate care in their communities. This capability allows community-based organizations (CBOs) to search for partners, make referrals, and collaborate with other organizations to ensure participants get the necessary comprehensive care. Not only does this tool allow participating organizations to coordinate care, but it enables organizations to share data and measure impact at the community level.

Covenant House International, a Bonterra Case Management customer, found that 73% of the youth who exited their program went into stable housing, and 69% got a job or enrolled in school when they left. It's a testament to the enhancement of services CoCs and organizations enjoy when they invest in robust technology for their case management needs.



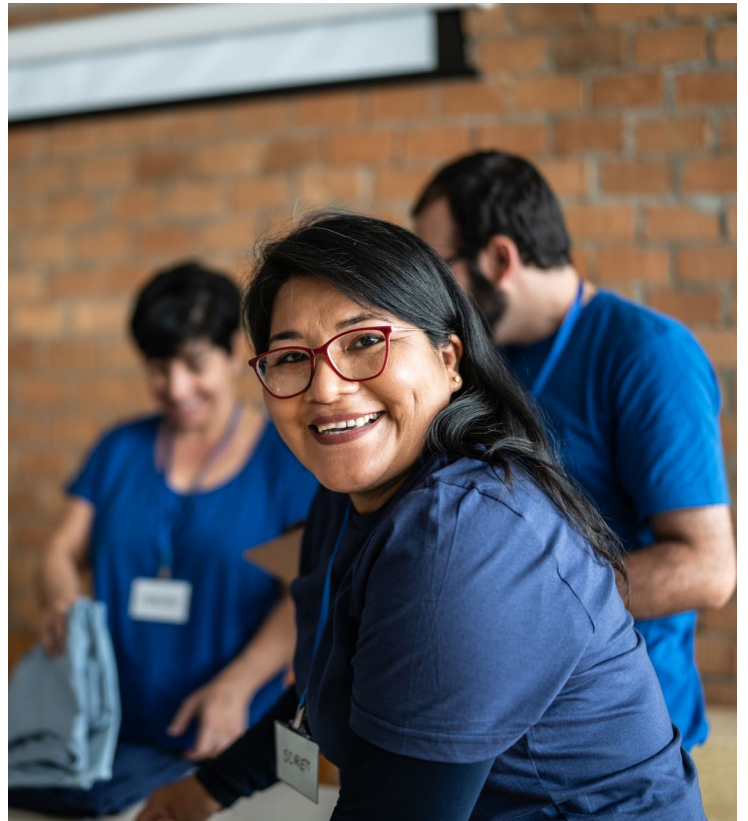
Build reports to show impact at the drop of a hat

When organizations receive funding, it's frequently required that they prepare periodic reports and follow strict guidelines when reporting back to funders or government agencies. It's key to have a solution built specifically for housing and homelessness organizations to streamline that standardized reporting process.

Beyond those required reports, it's also essential to be able to measure and demonstrate your organization's impact at the program level and the community level. This gives you the insight you need to adjust processes over time to provide the best services to your participants at every stage.

Bonterra Program Management's secure, configurable, and easy-to-use software allows you to build drag-and-drop reports and create custom reports as needed. You can leverage Bonterra Case Management's best-in-class suite of reporting tools, dashboards, and insights to enable data-based decision making that can transform your services in real-time.

Bonterra Case Management customers say they save 40% of their time on reporting



There's no place like home

Everyone deserves a place they can call home. It's why you and your staff work so hard to lift your participants out of the darkest moments of their lives and set them on a path to independence and stability. That work is hard enough—make sure you have a system in place so that your staff can focus on supporting your participants and residents.

With Bonterra Program Management, you get a solution that protects participants' data, allows you to maintain compliance, saves time, and measures your outcomes in the community.

Are you ready to learn more about Bonterra Case Management, a solution designed for your housing and homelessness organization?

**REQUEST A DEMO
TODAY**

