

Connecting Youth & Families to Social Services

Drop-in/Check-in

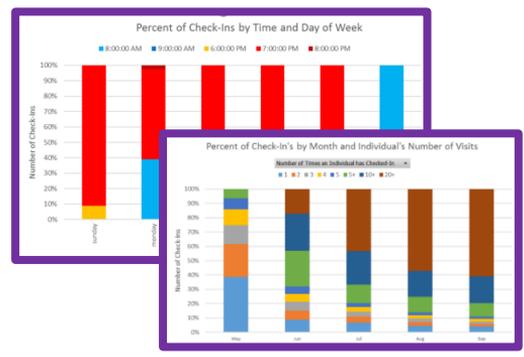
The Opportunity

Drop-in centers are critical gateway services that provide temporary, safe places for Youth and Young Adults (YYA) between the ages of 13-24. Drop-in centers provide an opportunity not only to meet basic needs, but also to facilitate change in the lives of young people who may be homeless and in need of help. By building trust and genuine relationships, drop-in staff can engage YYA and hopefully help them transition from living on the streets and into productive lives. However, there are limited resources to help homeless youth who are often in a state of crisis when they appear at drop-in centers. Freeing up drop-in staff to spend as much time as they can with YYA is important. The staff and organizations that serve these vulnerable young people are dedicated professionals who are continually searching for ways to improve their services and fill the gaps in their "tool box." Cross-provider collaboration and timely, high-quality data are a few of those gaps.

The Solution

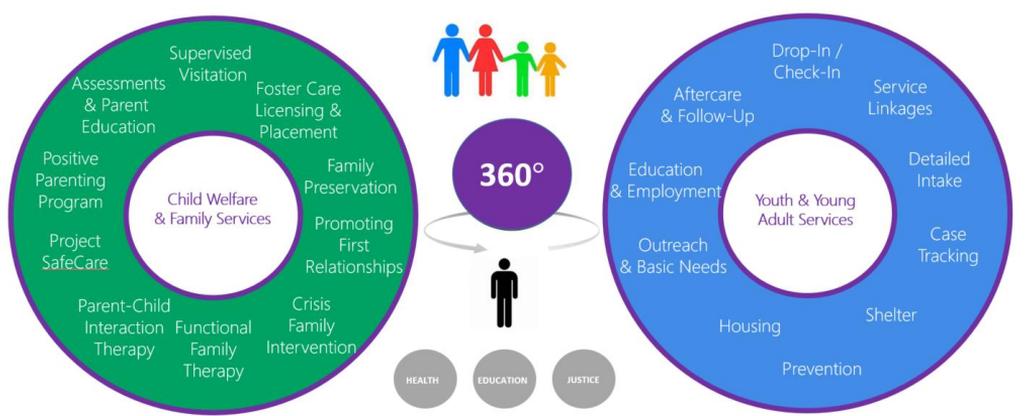
Oliver is a new technology that enables social service workers to make more informed decisions about the people they serve. It is a data-driven service management solution consisting of a suite of integrated products that automate the delivery of Child Welfare, Family, Youth and Young Adult services.

Oliver's capabilities include the following: case and client management, provider search and profile management, service referral and delivery, capacity and performance management and reporting and billing. These capabilities allow data to be put into action through quicker reporting, at-a-glance views of clients and enables better communication and collaboration amongst providers. In addition, Oliver reduces redundant paperwork and record keeping and frees up more time for human-to-human connection to support those in need.



Analytics

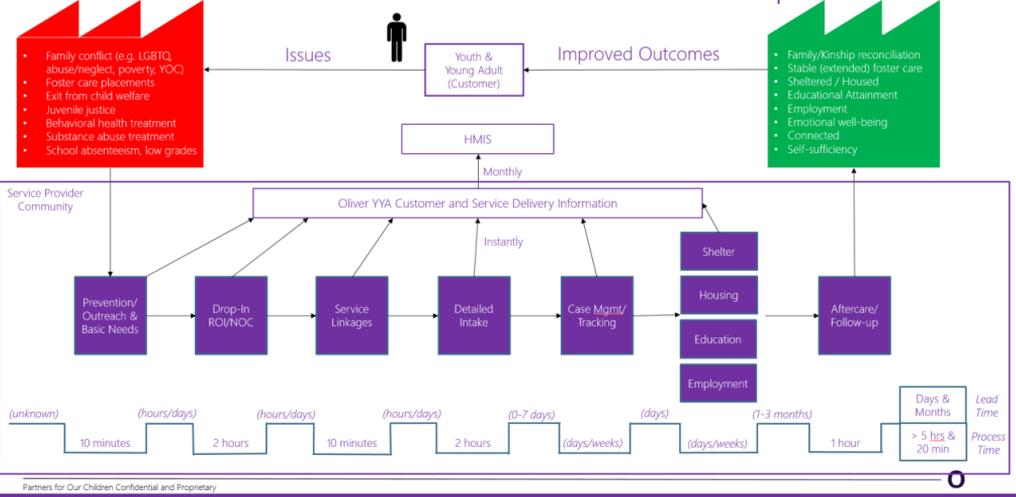
Oliver will enable a more holistic view



Drop-in/Check-in

Oliver's Drop-in/Check-in workflow is the first of ten related Youth and Young Adult (YYA) "software-as-a-service" products. It simplifies and streamlines the check-in process and data collection, which are critical, time-consuming tasks performed by frontline staff at drop-in centers. Oliver will give staff more time to spend with their clients to build trust, listen to the youth's needs and identify a plan to get them to better outcomes.

YYA Homelessness Value Stream Map



Benefits

- Save time with streamlined check-in process at drop-in sessions
- Easily notate youth activity via the mobile-ready, browser-based, easy-to-use interface
- Review prominently placed alert notifications such as runaway, hotlist and duty to warn for staff to take the necessary action
- Know what occurred in previous sessions with debriefing notes
- Create a list of personalized "to-dos" for staff to work on together with each youth
- Gather essential information for grant writing with unit offerings and demographic reporting

Features

- Create and modify various drop-in "session" types such as: shelter, meals and resume prep
- Authorize a YYA's release of information by securing consent to share their information to the set of providers serving them
- Detailed check-in reports on unique, new and recurring YYA check-ins
- Analytics and visualization reporting provides rich data to identify actionable insights
- Export hot lists into Microsoft Excel™ for quick email distribution to staff before a session
- Session quick notes on YYA profiles allow for more personalized detailed information
- To do lists based on YYA profile helps staff keep youth organized
- Self-service enable/disable permissions
- Provider search and provider profile management
- Share data with other providers and case managers serving the same YYA to collaborate and ensure alignment to achieve better outcomes for youth

Search by name or DOB (MM/DD/YYYY)...

Identity	To Do
Abe Smith aka. Mad Bull dog, Spiderman PREFERS: HE/HIM DATE OF BIRTH: 09/12/1996 AGE: 20	<input type="button" value="+ ADD"/> COMPLETE RESUME ✓ ✗ FORGOT CELL PHONE ✓ ✗
<div style="background-color: #f00; color: white; padding: 2px; margin-bottom: 5px;">HOTLIST: ADDED 09/07</div> <div style="background-color: #f00; color: white; padding: 2px;">DUTY TO WARN: ADDED 10/20</div>	

Alerts

"...to see a flag when we see someone's name that they are on the hotlist is a huge value."

Angie, Tacoma

Who We Support

Oliver's Drop-in/Check-in workflow was designed for Frontline Coordinators, Case Managers and Outreach Staff at the drop-in centers to help them streamline the check-in process and provide necessary information to Executive Directors and Grant Writers.

Testimonials

Oliver

"... it's a very collaborative process and that's been very helpful. We are all one team, pushing in the same direction."

Mary, Tacoma

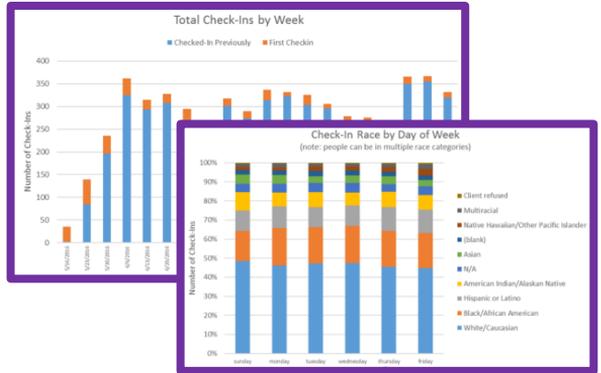
"Oliver is very user-friendly, very adaptable, the technology support is really fantastic."

Angie, Tacoma

Reporting

"...being able to see that data and the level of detail has allowed us to be more reflective and more proactive and less reactive which is great."

Angie, Tacoma



Demographic and Unit Reporting for Grant Writing

"That's exactly how we use it. We have a lot of grantors who want to know the demographics and so that's helpful. We also use it regularly with staff to see if there are any disparities that we should be aware of."

Mary, Tacoma

Hotlists

"Having easy access to the hotlist is absolutely necessary to maintain a safe space. It's definitely a feature that we use and value..."

Angie, Tacoma

Mobility

"For reviewing notes, attendance, or looking up a young person, it's been very helpful to be able to use Oliver on any computer or mobile device."

Angie, Tacoma

- Monthly subscription fees to use the Oliver Drop-in/Check-in product starts at \$10 per user, per month
- There are no setup or installation fees

For more information on Oliver's products email us at info@partnersforourchildren.org or visit: www.oliverservices.org

