

HOMELESS ALLIANCE OF
WESTERN NEW YORK'S

ARTICLES OF
INTEREST IN
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Want to contribute to our next BAS-Net Bulletin? Got an idea for an article?

Contact BAS-Net Staff at 853-1101.

BAS-Net Bulletin

VOLUME 1, ISSUE 1

JANUARY 2006

BAS-Net Undergoes First System Upgrade!

On January 4th 2006, BAS-Net received its first system-wide upgrade from Bowman Internet Systems, moving the system to Service Point Version 4.01.

As part of the upgrade, Bowman has created a way to streamline workflow and promote ease-of-use in Client Point by granting users the option of entering "multiple services" at the same time.

To use the new "Multiple Services" feature, BAS-Net Site Contacts should add one or more commonly-offered services to their Program's Service Quick-list.

After doing so, users will be able to use the "Enter Multiples Services" button in the Service Transactions area to enter a client into one or more services. Shelter Point also includes the new feature.

The "Multiple Services" function is designed to offer users greater flexibility while increasing productivity. In addition to this new service function, Bowman has improved standard reports and created a downloadable and printable Information and Referral Directory based on resources located within Resource Point.

Service Point also now makes it possible for authorized users, including domestic violence providers, to enter "un-named clients" into the BAS-Net system.

The new client entry system will be an option for programs seeking additional protection and security for their clients. It allows for the creation of a unique ID without including the client's name or Social Security number in the database. More details to follow.

BAS-Net
BUFFALO AREA SERVICES NETWORK

New Look for Our Local HMIS!

In addition to the system-wide upgrades by Bowman Internet Systems, the BAS-Net Staff have been hard at work making improvements to the overall look and functioning of our local system.

Among these changes, users can expect to see all required indicators now highlighted in red, assessments that have a better overall flow, more response choices, and clearer question definitions.

Special thanks to the staffs of our two pilot sites, The Salvation Army Emergency Shelter and Cornerstone Manor, for their input on the "look and feel" of BAS-Net.



BAS-Net Welcomes...

The past several months have been exciting ones for the BAS-Net Project. In that time, we've moved from a pilot project with two programs to having over twenty programs using the system.

A list of programs using the system follows below:

- Compass House - Emergency Shelter and Resource Center
- Cornerstone Manor
- The Franciscan Center Emergency and Transitional Housing
- Horizon Health Services Supportive Housing
- Interfaith Hospitality Network of Greater Buffalo
- Lake Shore Behavioral Health (All SHP and Shelter Plus Care Programs)
- Living Opportunities of DePaul (All SHP and Shelter Plus Care Programs)
- The Salvation Army Buffalo Area Services
- Transitional Services Incorporation (Emergency Shelter)
- Veterans Life Ops (Formerly WNY Veterans Housing Coalition)

Many thanks also go out to the following staff members recently trained on BAS-Net.

| | | |
|---------------------|-----------------------|---------------------|
| Jeannie Sutton | Gina Ward | Denise Szczygielski |
| Mike Garvey | Robert Roth | Maxine Redlawski |
| Elizabeth Carey | Mark Wasiewicz | Lisa Freeman |
| Sarah F. Sonnenberg | Donna Propis | Amy Smith |
| John Bracizewski | Peggy Nilson | Alyssa Hebler |
| Bobbie Hernandez | Ceil O'Brien | Amy Millard |
| Marilyn Ortiz | Denice Zeigler | Michelle Burdick |
| Elizabeth McClam | Kim Muoio | Maria Rosciglione |
| Peggy Johnson | Sondra Brown | Anne Curry |
| Kristi Bonifacio | Sam Washington | Keisha Leavy |
| Mark Kraus | Kim Baughn | Charles Scarpine |
| Melissa Figini | Eric Nilson | Don Dauman |
| Maureen Armstrong | Chris Brailsford | Francis May |
| Sharon Reed | Reno Tabone | Rena Smalls |
| Jim Turner | Mahiboob Syey-Varyhan | Susan Cwiklinski |
| Tracey Johnson | Angel Brown | Carolyn Hurley |
| Don Will | Doug Braddock | Patricia Kneer |
| Byron McKinney | Joseph Auria | Roseanne Fay |

*"Easy to follow and
fantastic to use....
BAS-Net is going to
change the way we serve
homeless people...
for the better."*



**Comment from
Training Participant**

Upcoming BAS-Net Trainings

Basic User Trainings (Spring 2006)

8:30-4pm at The Salvation Army Buffalo Area Services (960 Main Street)

- February 9th, 17th, 24th
- March 3rd, 9th, 17th, 24th, 31st
- April 7th

Advanced Trainings (Spring 2006)

3:00-4:30pm at The Salvation Army Buffalo Area Services (960 Main Street)

Running Reports in BAS-Net

- February 21
- March 14, March 28th
- April 4th, April 18th



Successfully Using BAS-Net

Based on a preliminary review of the database, the BAS-Net staff has identified some common problems in the use of the system. Please use these tips to improve data quality, reporting, and referral information.

Capitalization: Be sure to capitalize proper names within the BAS-Net System. Avoid using ALL CAPS when entering names, characteristics, or case plans.

Duplicative Entries: Be careful not to double-click your mouse when entering a client for the first time or including their entry/exit. Double-clicking can lead to duplicative entries and incorrect reports. To delete a duplicative entry, check the record and use the “trash can” or delete symbol.

Entry/Exit: An Entry/Exit form “set” must be completed for every client during each stay at your facility.

- ✓ You should start the Entry/Exit after you enter emergency contacts and any household members. Use the orange Entry/Exit button at the right-hand corner of Client Point to bring up the form.
- ✓ Start with an entry. Be sure to select the HUD 40118 Entry/Exit form. While there are other types available, only the HUD 40118 form meets HUD APR and local community data requirements. ALL REQUIRED ITEMS ARE LISTED IN RED. Please be sure to complete these indicators.
- ✓ Be sure to update the data for each family member, especially when using the household feature.
- ✓ When a client leaves your program, you are expected to complete their stay by finalizing the Exit form. Be sure to update any profile information so it is possible to determine if any changes took place.

Proper completion of the HUD 40118 Entry/Exit form is extremely important for reporting purposes. This form gives programs a “baseline” of client need at program entrance and illustrates how participation in the program impacted the person. The Entry/Exit form allows us to track client outcomes as well as outputs.

Households: Unaccompanied individuals should NEVER be included in a household. They should NOT be included with any family members, nor should they be listed as an “Other” family type. Also, please do not remove family members from a household upon departure from your program. Family members should only be removed from the household if they leave the family.

Provider Profiles: By updating your provider profile you can ensure that accurate information about your program is available to all BAS-Net system users. BAS-Net Site Contacts have the ability to modify their profile through the Admin section of BAS-Net. For more information, see your Site Contact Manual or contact the BAS-Net Administrator. A copy of the provider profile form is now available on the Homeless Alliance website on the BAS-Net Information Page.

Quick-lists: The use of provider and referral quick-lists can make it easier for your program to track use of supportive services. For many organizations, the use of these services is important to document for match purposes. With the addition of the “multiple service” feature in Client Point and Shelter Point, tracking this information is now easier than ever.

Should you have any questions, please contact Diane Bessel, BAS-Net Administrator



For more about homelessness in Buffalo and Erie County, please call

Homeless Alliance of WNY

2211 Main Street

Buffalo, NY 14214

Phone: 716-853-1101

Fax: 716-853-1750

Website: www.wnyhomeless.org

***Facilitating dialogue and strategic action
to end homelessness.***

For more about Buffalo Area Services Network Homeless Management Information System, please contact

Diane Bessel

BAS-Net Administrator

Office Phone: 716-853-1101x21

Cell Phone: 716-560-1770

Fax: 716-853-1750

E-mail: dbessel@wnyhomeless.org

What to Do When There's TROUBLE!

Can't find a response that fits your client's situation? Looking to add a question or an assessment to the system? Have a general question that doesn't need an immediate answer?

By using the BAS-Net Trouble Ticket found on the Homeless Alliance's website, you will be able to electronically tell the BAS-Net staff that you are having a problem in the system.

Just go to www.wnyhomeless.org and locate the link to the BAS-Net Information Page. Click the link and look for the material designated as "BAS-Net Information." There you will find the BAS-Net Trouble Ticket Link.

Open the form and fill in the information as completely as possible. Be sure tell the staff where you noticed the problem and what exact changes you want made to the system.

You will receive a response from the BAS-Net staff usually within 48 hours indicating whether the change has been made. Be sure to leave a contact number.

Having a problem that needs an immediate solution?

Be sure to follow the protocol described in your BAS-Net Training. Your best bet is to first check your training manual or the help page, then call your BAS-Net Site Contact.

If your site contact isn't available or can't answer your question, please call the BAS-Net Staff at 560-1770. If necessary, please leave a message and someone will get back to you as soon as possible.

What if my BAS-Net computer is malfunctioning?

The BAS-Net staff is responsible for responding to service calls on any machine purchased through the program. Please call the BAS-Net staff before calling your IT department or consultant and **DO NOT EVER OPEN YOUR COMPUTER WITHOUT PERMISSION** as it will void our contract with Dell Computers.