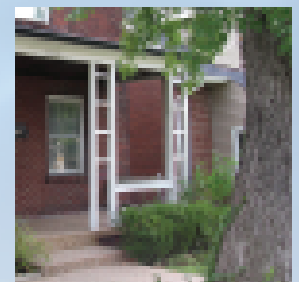
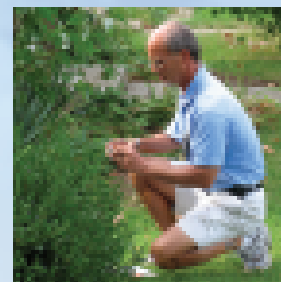
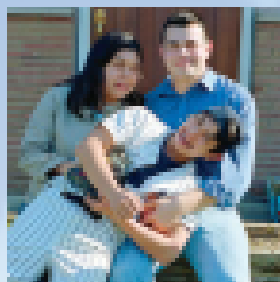
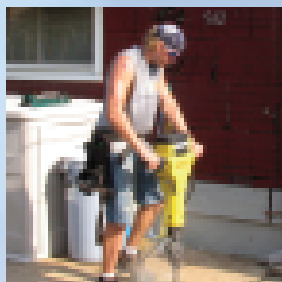
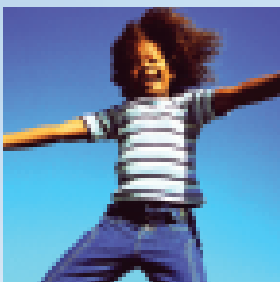
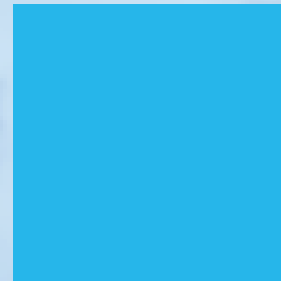
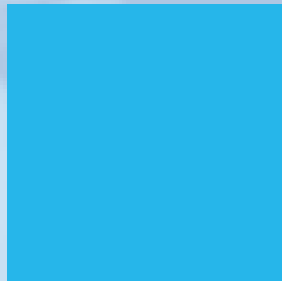
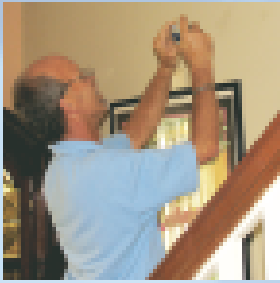


HEALTHY HOMES GATEWAY



HEALTHY HOMES GATEWAY

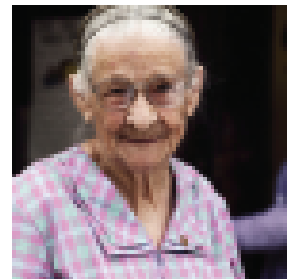
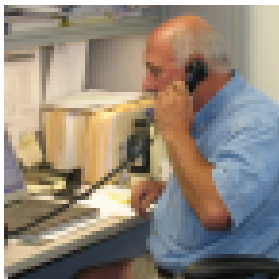


The Healthy Homes Gateway is a web-based, fully integrated administration system that enables networking among program partners to completely manage and track client information, files, and project funding. Through The Gateway, each case manager at every member organization has the most up-to-date client file and can track and modify information from their desktop. The Healthy Homes Gateway can be completely tailored for any program's requirements and specifications.

BY USING THE HEALTHY HOMES GATEWAY YOU WILL:

- ▶ Save Time: The Gateway creates client reports and letters, calculates funding available, and tracks client progress.
- ▶ Consolidate Paperwork: The Gateway archives all client correspondence and documents – no more lost tasks or misplaced faxes.
- ▶ Improve Communication: The Gateway lets you communicate in the same space across organizations with all case managers working off the most up-to-date client information.

The City of St. Louis' Healthy Home Repair Program utilizes the Healthy Home Gateway to share information between the four agencies involved in each project: Catholic Charities Housing Resource Center, the City's Building Division, Beyond Housing, and the City's Development Agency, which oversees the program.





Client Intake & Counseling

City home owners who have below median income apply for financial assistance for essential home repairs through the Catholic Charities Housing Resource Center.

INTAKE

Client intake information is facilitated by an on-line questionnaire that ensures “customer service reps” input required information. This helps to insure the integrity and consistency of the information.

- ▶ A new client’s address and home ownership is verified with an on-line link directly to the city assessor’s database.
- ▶ When a client’s financial information is input into the system, the program income guidelines (AMI % and BE Debt Ratio) are calculated automatically by the on-line HHRP system, virtually eliminating math errors by personnel.
- ▶ Applicant paperwork is scanned and archived with the client record and made available to those agents/program partners that have access to that information.

WORKSHOPS

Program participants are required to attend workshops on financial security, home maintenance, and other valuable topics. Workshop attendance is scheduled and tracked in the HHRP system. This helps move clients through the system more efficiently.

COUNSELING

One-on-one counseling sessions are scheduled and tracked in the on-line system as well. Once the counseling has occurred, then the client is approved to move to the next stage by the system.

INTAKE QUESTIONNAIRE

Upon intake, the assigned counselor is required to ask certain questions to determine a client’s eligibility to apply for program funds.

A FINANCIAL OVERVIEW

The financial services tab provides a summary of a client’s income, expenses, debt, and an automatic calculation of debt ratio.

Client Intake & Counseling *(continued)*

STREAMLINED COMMUNICATION

The system streamlines program administration by enabling authorized users to pass the client “file” along to the appropriate party at the right time.

Changes made to a client file by each program partner are tracked and, if appropriate, system notifications are sent to supervisory personnel alerting them to the changes.

Form letters are generated by the system and populated with

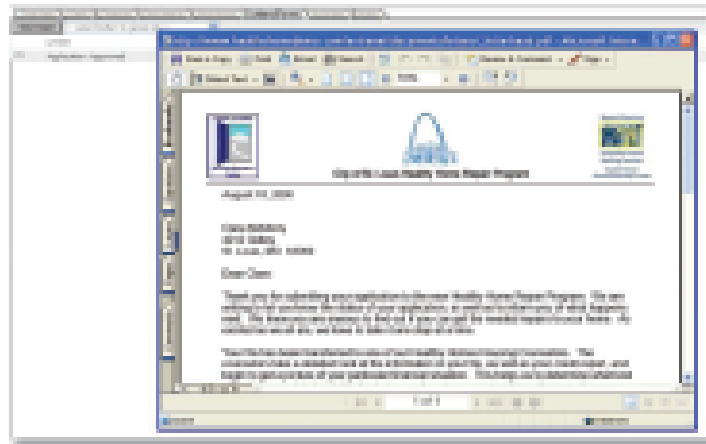
the necessary client information automatically. Letters are archived in the client file along with a date and time stamp.

Complete case history of each and every step is summarized for authorized users.

Notes on the client file are archived with a date and time stamp and available for authorized users.

REPORTS

Reports can be made on any of the data collected system-wide.



GENERATE FORM LETTERS

Gateway program administrators can easily produce customized form letters based on client data.



Purpose of the Program

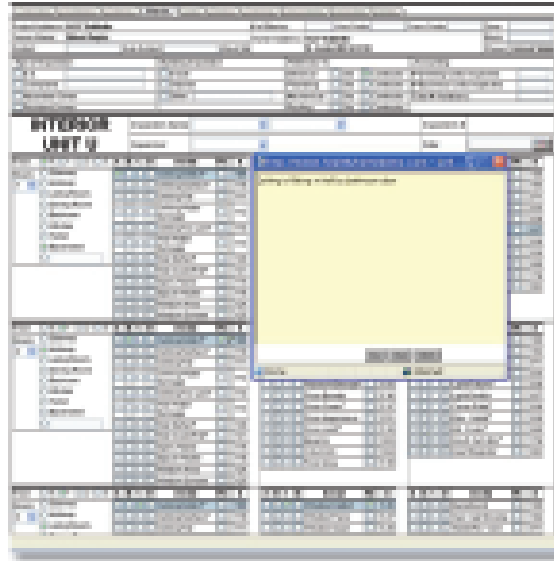
- Goal: Health Safety, Code Compliance
 - Improve condition of your home so that you live in healthy, safe and code-compliant homes.
- Goal: Education
 - To help you maintain your home for the future.
 - To help you be financially stable for the future.

Healthy Homes clients attend valuable workshops on financial security, home maintenance and other topics.

Code Inspections & Healthy Home Data

The City's Building Division logs into The Gateway to find out which homes have been approved for inspection and what type of inspection is to be conducted.

- ▶ Client site information and all necessary contact information are provided to the assigned inspector. This aids in planning the type of inspection required, whether it be risk assessment or a full lead inspection.
- ▶ Once an inspection is scheduled, the system will alert each party who needs to know.
- ▶ Once the visual inspection is complete, the inspector inputs the results via The Gateway, including digital photos, which can be uploaded and saved on the site with detailed comments.
- ▶ Once uploaded, Healthy Homes data (lead inspection data) can be displayed on the site for authorized users.
- ▶ Results can be tied to violations language to assist in generating a violations letter and a report on the scope of work needed.



ENTER INSPECTION DATA

Inspectors can input all observations in The Gateway, including detailed notes on individual violations. Data is tied to violations language that can be used to generate form letters for homeowners.



UPLOAD INSPECTION PHOTOS

Inspectors can upload photos to The Gateway along with notes on what they observed on the site.

 A screenshot of a data table displaying lead readings. The table has many columns, including fields for date, time, location, and lead concentration. Several rows are highlighted in yellow, indicating specific data points. The table is organized and easy to read.

LEAD READINGS

Inspectors can upload information from portable lead x-ray testing guns to The Gateway, which generates a report of multiple readings.



Construction Management & Financial Closing

Beyond Housing is responsible for the construction management and financial closing aspects of the program. Beyond Housing logs in and view the scope of work proposed by the Building Division, solicits contractor bids, and then proposes funding for the project.

FUNDING

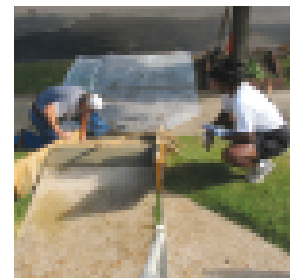
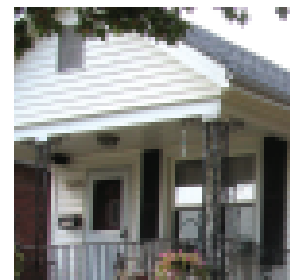
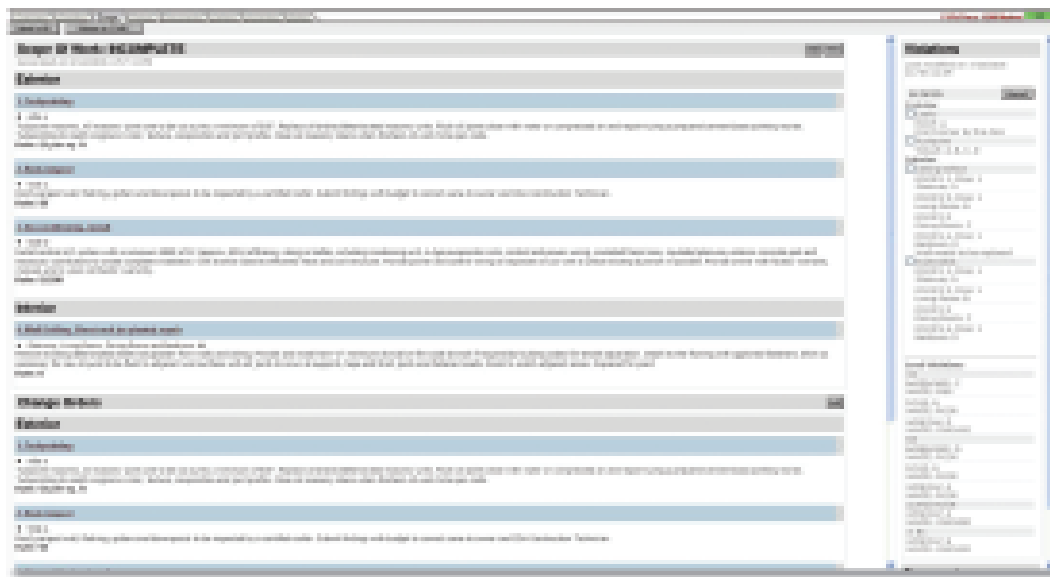
- ▶ Funds can be proposed to the managing partner by the authorized program partner. The system automatically notifies the appropriate users who can then approve or edit and

approve any proposed funds for the client project.

- ▶ The closing partner has full access to the client's scanned documents that were input at intake. Further, additional documents can be uploaded and archived with the file.
- ▶ Commitment letters as well as all other closing documents can be generated and automatically filled in with the necessary variables to complete the documents. The generated documents are then archived with the client file.

CONSTRUCTION

- ▶ The inspectors' findings are organized and summarized for the construction manager.
- ▶ The system then allows the construction manager to utilize the violations or their own specifications language to create a scope of work that will be bid on by contractors.
- ▶ The construction manager has full access to the photographs, notes and Healthy Homes data (i.e.: lead, mold, etc) generated by the inspecting partner in order to generate the most complete and specific scope of work.



SCOPE OF WORK

Beyond Housing administrators can easily compile a scope of work using automated violations language, specification language, or their own description.

Program Management & Grant Administration

The City Development Agency, the managing partner, has a complete overview of all aspects of the program.

GRANT TRACKING

The managing partner has the ability to edit and approve funding options that are proposed for client projects, allowing the partner to be proactive in managing available monies.

REPORTS

- ▶ Managing partners have “real time” information on where money is going.
- ▶ The Gateway provides “real time” information on the status of all projects and where they are located in your city.
- ▶ Custom reports are literally a “click” away when you need them.

COMMUNICATION

The system has many built-in features that enhance communication among program partners: system notifications when client records are changed and built-in system notifications and e-mails to external email addresses so partners are not required to be logged in to get notifications. Custom “real time” custom news bulletins can also be created to be viewed by specific partners or all parties involved in the program.



CLIENT OVERVIEW TAB

The client overview page provides a snapshot of a client’s history of services. Alerts appear in bright yellow when an action needs to be taken.

Ward	Name	Total
Ward 1
Ward 2
Ward 3
Ward 4
Ward 5
Ward 6
Ward 7
Ward 8
Ward 9
Ward 10
Ward 11
Ward 12
Ward 13
Ward 14
Ward 15
Ward 16
Ward 17
Ward 18
Ward 19
Ward 20
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Ward 31
Ward 32
Ward 33
Ward 34
Ward 35
Ward 36
Ward 37
Ward 38
Ward 39
Ward 40
Ward 41
Ward 42
Ward 43
Ward 44
Ward 45
Ward 46
Ward 47
Ward 48
Ward 49
Ward 50

PROGRAM OVERVIEW

The City Development Agency can see at a glance, by ward, where funds are going and how many families are being assisted and on the wait-list.

YOUR GATEWAY TO EASY PROGRAM MANAGEMENT ACROSS MULTIPLE AGENCIES

- ▶ Streamline the flow of information within your Healthy Homes or Lead Remediation program.
- ▶ Eliminate duplicate client files at each partner location whether they be across town or across the office.
- ▶ Eliminate multiple and difficult-to-maintain spreadsheets.
- ▶ Eliminate lost phone messages, lost faxes and duplicated data entry efforts.
- ▶ Virtually eliminate most of the paper associated with program administration.
- ▶ Maximize your workday efforts for your clients and yourself.

HEALTHY HOMES GATEWAY

CUSTOMIZE A GATEWAY FOR YOUR CITY'S NEEDS

Your city can have a web portal, too! Wireless Blue Yonder can customize the Healthy Homes Gateway to meet the needs of your city's multiple-agency projects such as Healthy Homes or Lead Remediation.

*For more information, please contact
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