

HC Standard®

Shelter Tracking Application

Version 4.6



**SHELTER
TRACKING™**

HC Standard® Shelter Tracking

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Chapter 1 - Getting Started With HC Shelter Tracking™

1 - 1: Logging In To HC Shelter Tracking™

To launch HC Standard® Shelter Tracking, open a web browser and enter the organization's access **URL** into the navigation bar.

- HC Standard® Shelter Tracking URL: WWW.DVBEDS.ORG

Each organization is provided a unique access URL. If the access URL is unknown, please contact GER Technical Support by calling **1.866.242.4035** or by emailing **support@ger911.com**



Note: Google Chrome or Mozilla Firefox are the preferred browsers for HC Shelter Tracking™. Microsoft Internet Explorer is not supported.

On the login dialog, as shown in Figure 1-1:

1. Type the valid **Username**.
2. Enter the case-sensitive **Password**.
3. Click or tap the **Sign In** button to continue the log in process.
4. If users do not remember their login credentials, click the **Forgot password?** link and follow the on-screen prompt to reset their password. Reset information will only be sent to users with valid email addresses that were granted access to the system.

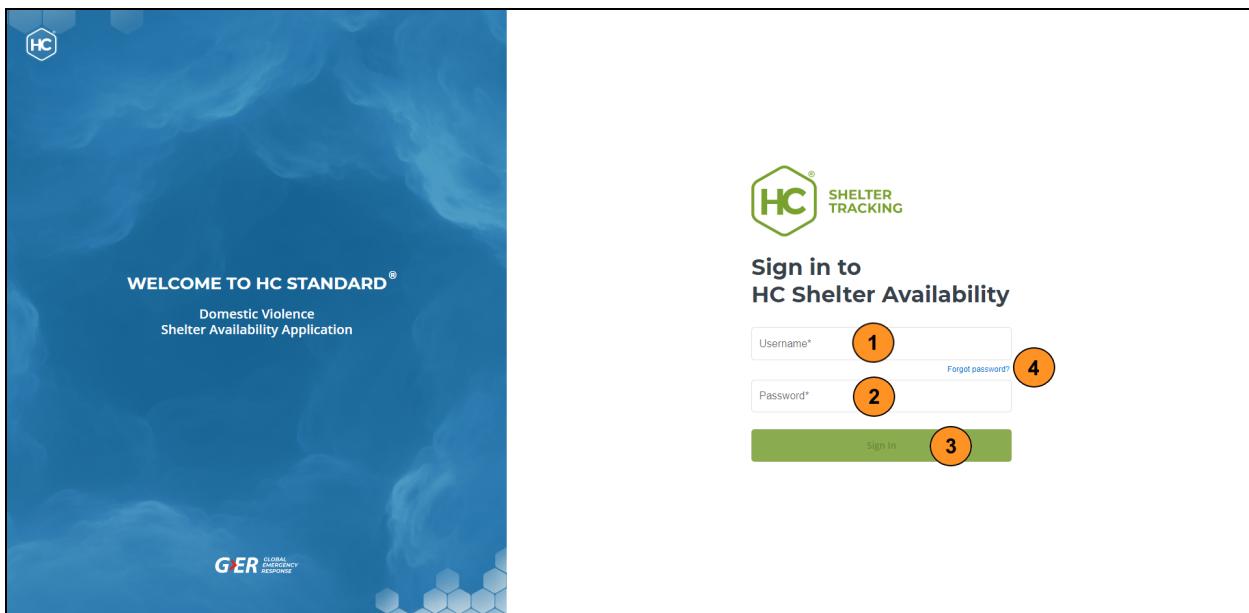


Figure 1-1: Login Dialog

1 - 1.1 Logging In Using HC Standard®

To launch HC Standard®, open any web browser and enter the organization's access **URL** into the navigation bar.

Each organization is provided a unique access URL. If the access URL is unknown, please contact GER Technical Support by calling **1.866.242.4035** or by emailing **support@ger911.com**.

On the HC Standard® login dialog, as shown in Figure 1-2:

1. Type the valid **Username** and **Password**, provided by an Admin.
2. Click or tap the **Sign In** button.

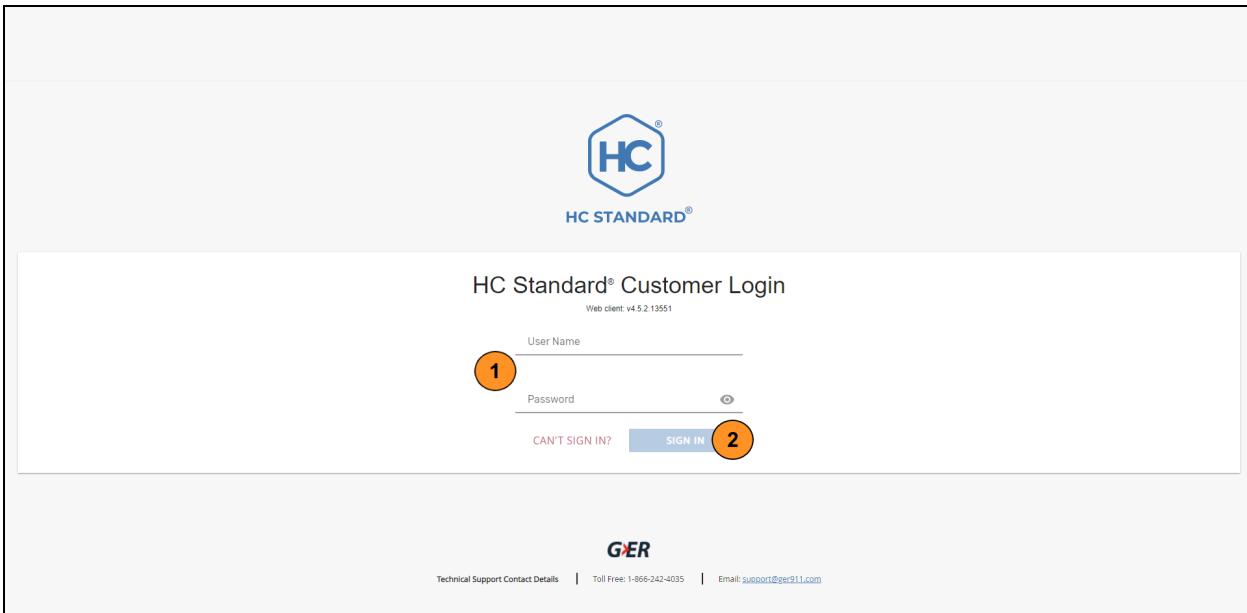


Figure 1-2: Login Dialog

To access the application launcher, as shown in Figure 1-3:

1. Click or tap the **HC logo**.
2. Click or tap **Capacity Manager**. Shelter Tracking is also commonly known as Shelter Availability or Capacity Manager. Applications listed here will vary for each organization.

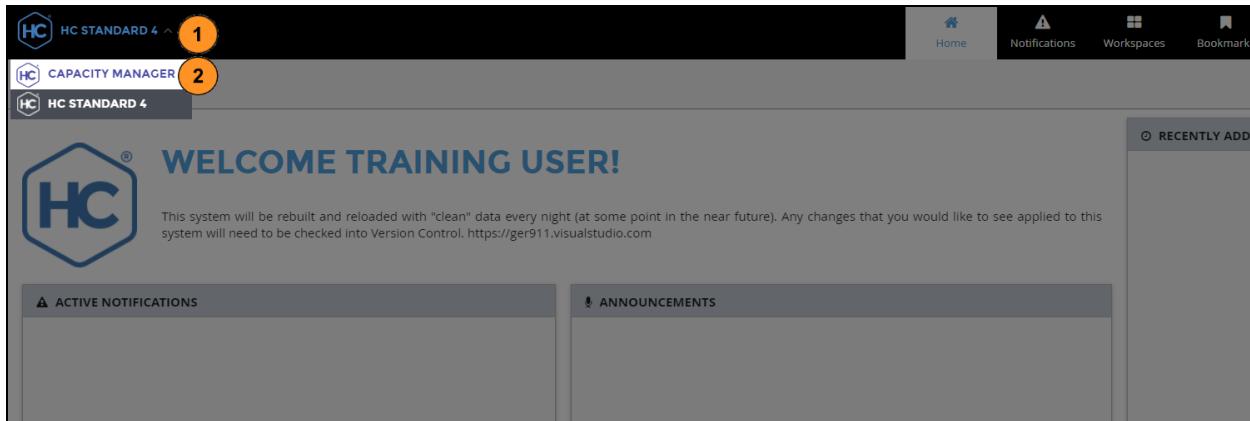


Figure 1-3: Application Launcher

Chapter 2 - Working In HC Shelter Tracking™

After logging in, users are directed to the Shelter Availability view, as shown in Figure 2-1. From this view, users can see the following for each shelter:

1. Name and position for the **Primary Admin Point of Contact**.
2. **Shelter Hotline Contact Information**.
3. **Shelter Website** information.
4. Number of **Family Rooms** currently available.
5. Number of **Single Rooms** currently available.
6. When the shelter room information was **Last Modified**.

SHELTER AVAILABILITY							
NAME		PRIMARY ADMIN - POC	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED
The Salvation Army	Renee Bressale, M.S., LCDC, LMFT Victim Services Manager	(214) 424-7208	www.uss.salvationarmy.org	14	Over 24 hours	Request Update	
The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM	Request Update
Mosaic Family Services	Nancy Roche Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicservices.org	33	4	Over 12 hours	Request Update
Hopes Door New Beginning Center	Cindi C. Walker Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org	42	Over 48 hours	Request Update	
Genesis	Dr. Jennifer Livings Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours	Request Update
Denton County Friends of the Family	Mildred Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcff.org	15	4	Over 48 hours	Request Update
Brighter Tomorrows	Isabel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-8383	www.brightertomorrows.net	27	12	Over 12 hours	Request Update

Figure 2-1: Shelter Availability

HC Shelter Tracking™ provides a visual cue next to each facility to let users know when the last time a shelter's information was updated, as shown in Figure 2-2:

1. **Green** - The data is current.
2. **Yellow** - The data is over 12 hours old.
3. **Orange** - The data is over 24 hours old.
4. **Red** - The data is over 48 hours old.

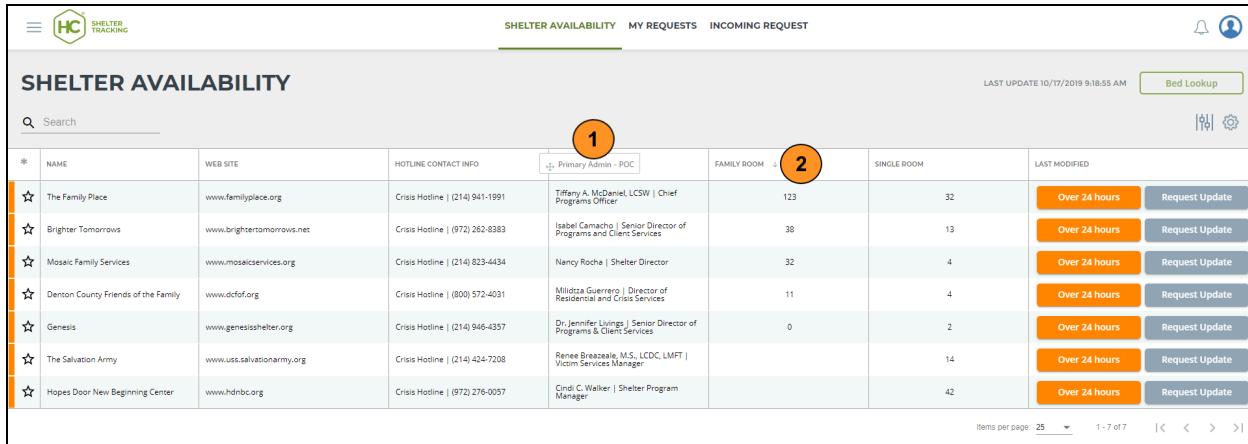
SHELTER AVAILABILITY							
NAME		PRIMARY ADMIN - POC	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED
The Salvation Army	Renee Bressale, M.S., LCDC, LMFT Victim Services Manager	(214) 424-7208	www.uss.salvationarmy.org	14	Over 24 hours	Request Update	
The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM	Request Update
Mosaic Family Services	Nancy Roche Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicservices.org	33	4	Over 12 hours	Request Update
Hopes Door New Beginning Center	Cindi C. Walker Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org	42	Over 48 hours	Request Update	
Genesis	Dr. Jennifer Livings Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours	Request Update
Denton County Friends of the Family	Mildred Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcff.org	15	4	Over 48 hours	Request Update
Brighter Tomorrows	Isabel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-8383	www.brightertomorrows.net	27	12	Over 12 hours	Request Update

Figure 2-2: Age of Data

2 - 1: Customizing HC Shelter Tracking™

Users may customize the main HC Shelter Tracking view. Changes to sorting or column order will save to a user's profile and will persist between sessions. Other users may have different views based on their personal settings. To customize a user's main view, as shown in Figure 2-3:

1. Click and drag a **column** to re-arrange the column order.
2. Click a **column header** to change apply or remove a sort order.

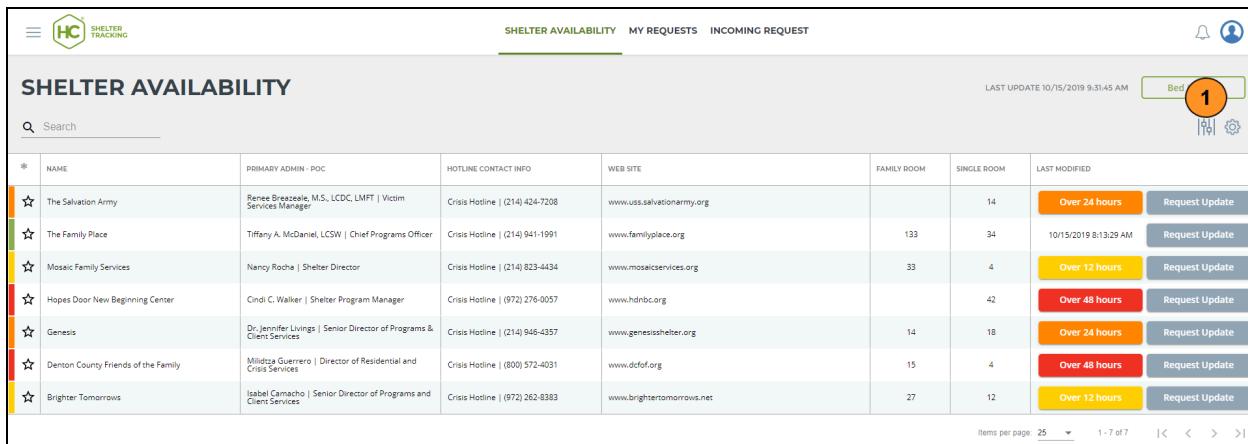


SHELTER AVAILABILITY							
NAME		WEB SITE	HOTLINE CONTACT INFO	Primary Admin - POC	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED
The Family Place	www.familyplace.org	Crisis Hotline (214) 941-1991	Tiffany A. McDaniel, LCSW Chief Programs Officer	123	32	Over 24 hours	Request Update
Brighter Tomorrows	www.brightertomorrows.net	Crisis Hotline (972) 262-8383	Isabel Camacho Senior Director of Programs and Client Services	38	13	Over 24 hours	Request Update
Mosaic Family Services	www.mosaicservices.org	Crisis Hotline (214) 823-4434	Nancy Roche Shelter Director	32	4	Over 24 hours	Request Update
Denton County Friends of the Family	www.dcfaf.org	Crisis Hotline (800) 572-4031	Milditta Guerrero Director of Residential and Crisis Services	11	4	Over 24 hours	Request Update
Genesis	www.genesisshelter.org	Crisis Hotline (214) 946-4357	Dr. Jennifer Livings Senior Director of Programs & Client Services	0	2	Over 24 hours	Request Update
The Salvation Army	www.us.salvationarmy.org	Crisis Hotline (214) 424-7208	Benedict Breezaeke, M.S., LCDC, LMFT Victim Services Manager	14	14	Over 24 hours	Request Update
Hopes Door New Beginning Center	www.hdnbc.org	Crisis Hotline (972) 276-0057	Cindi C. Waller Shelter Program Manager	42	42	Over 24 hours	Request Update

Figure 2-3: Customize Screen

Users may also customize the sort order and which columns appear on the screen.

1. To apply a sort order, click the **Sort Order** button, as shown in Figure 2-4.



SHELTER AVAILABILITY							
NAME		PRIMARY ADMIN - POC	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED
The Salvation Army	Pene Breezaeke, M.S., LCDC, LMFT Victim Services Manager	Crisis Hotline (214) 424-7208	www.us.salvationarmy.org		14	Over 24 hours	Request Update
The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM	Request Update
Mosaic Family Services	Nancy Roche Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicservices.org	33	4	Over 12 hours	Request Update
Hopes Door New Beginning Center	Cindi C. Waller Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org		42	Over 48 hours	Request Update
Genesis	Dr. Jennifer Livings Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours	Request Update
Denton County Friends of the Family	Milditta Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcfaf.org	15	4	Over 48 hours	Request Update
Brighter Tomorrows	Isabel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-8383	www.brightertomorrows.net	27	12	Over 12 hours	Request Update

Figure 2-4: Sort Button

The sort options will display, as shown in Figure 2-5:

1. Click to apply **Ascending** or **Descending** order.
2. Select the available **columns** to apply the sort.
3. To reset all sort options, click the **Reset Filters** button.

*	NAME	WEB SITE	HOTLINE CONTACT INFO	FAMILY ROOM	SINGLE ROOM	PRIMARY ADMIN - POC	LAST MODIFIED
★	The Salvation Army	www.uss.salvationarmy.org	Crisis Hotline (214) 424-7208		14	Renee Breazeale, M.S., LCDC, LMFT Victim Services Manager	
★	The Family Place	www.familyplace.org	Crisis Hotline (214) 941-1991	123	32	Tiffany A. McDaniel, LCSW Chief Programs Officer	
★	Mosaic Family Services	www.mosaicservices.org	Crisis Hotline (214) 823-4434	32	4	Nancy Rocha Shelter Director	
★	Hopes Door New Beginning Center	www.hdnbc.org	Crisis Hotline (972) 276-0057		42	Cindi C. Waller Shelter Program Manager	
★	Genesis	www.genesisshelter.org	Crisis Hotline (214) 946-4357	0	2	Dr. Jennifer Livingst Senior Director of Programs & Client Services	
★	Denton County Friends of the Family	www.dcfotf.org	Crisis Hotline (800) 572-4031	11	4	Milditta Guerrero Director of Residential and Crisis Services	
★	Brighter Tomorrows	www.brightertomorrows.net	Crisis Hotline (972) 262-8383	38	13	Isabel Camacho Senior Director of Programs and Client Services	

Figure 2-5: Sort Options

1. To select which columns appear on screen, click the **Column Visibility** button as shown in Figure 2-6:

*	NAME	PRIMARY ADMIN - POC	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED	
★	The Salvation Army	Renee Breazeale, M.S., LCDC, LMFT Victim Services Manager	Crisis Hotline (214) 424-7208	www.uss.salvationarmy.org		14	Over 24 hours Request Update	
★	The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM Request Update	
★	Mosaic Family Services	Nancy Rocha Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicservices.org		4	Over 12 hours Request Update	
★	Hopes Door New Beginning Center	Cindi C. Waller Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org		42	Over 48 hours Request Update	
★	Genesis	Dr. Jennifer Livingst Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours Request Update	
★	Denton County Friends of the Family	Milditta Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcfotf.org	15	4	Over 48 hours Request Update	
★	Brighter Tomorrows	Isabel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-8383	www.brightertomorrows.net		27	12	Over 12 hours Request Update

Figure 2-6: Column Visibility Button

The column visibility dialog will display, as shown in Figure 2-7:

1. Click to select or unselect **columns** to display.
2. Click the **Select All** button to add all columns quickly.
3. Click the **Reset Columns** button to reset custom column options and display the default settings.

Figure 2-7: Columns Visibility

2 - 2: Navigating and Searching HC Shelter Tracking™

Users can navigate and search HC Shelter Tracking™ , as shown in Figure 2-8:

1. Search the facility view by *entering criteria* in the **Search** bar. *Remove* search criteria to clear the search.
2. Change the number of facilities displayed by changing the **Items per page** option.
3. Depending on the number of facilities shown per page, users may change pages *using* the **forward** and **backward** controls.

Figure 2-8: Navigating and Searching

2 - 3: Using HC Shelter Tracking™

2 - 3.1 Viewing Shelter Details and Room Information

Users may view additional details for a shelter by *clicking* on a **facility** name, as shown in Figure 2-9:

NAME		PRIMARY ADMIN - PO	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED
★	The Salvation Army	Renee Breazeale, M.S., LCDC, LMFT Victim Services Manager	Crisis Hotline (214) 424-7208	www.uss.salvationarmy.org		14	Over 24 hours Request Update
★	The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM Request Update
★	Mosaic Family Services	Nancy Rocha Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicservices.org	33	4	Over 12 hours Request Update
★	Hopes Door New Beginning Center	Cindi C. Walker Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org		42	Over 48 hours Request Update
★	Genesis	Dr. Jennifer Livings Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours Request Update
★	Denton County Friends of the Family	Mildred Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcff.org	15	4	Over 48 hours Request Update
★	Brighter Tomorrows	Jasbel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-8383	www.brightertomorrows.net	27	12	Over 12 hours Request Update

Figure 2-9: View Facility

The shelter details view will display, as shown in Figure 2-10:

1. Filter room types by *clicking* the **Room Types** button and making a selection.
2. Change room data view by *clicking* either the **tile** or **list** buttons, if available. Users can only see the tile view if their shelter is selected. If a user selects another shelter that is not their own, they will only see the list view and will not see individual room images.
3. Search minimum available beds by *entering criteria* in the **search**. Clear the search by *clicking* the **Reset Search** button.
4. Search the shelter details view by *entering criteria* in the **Search** bar. Remove search criteria to clear the search.
5. To return to the previous screen, *click* the **Back** button.

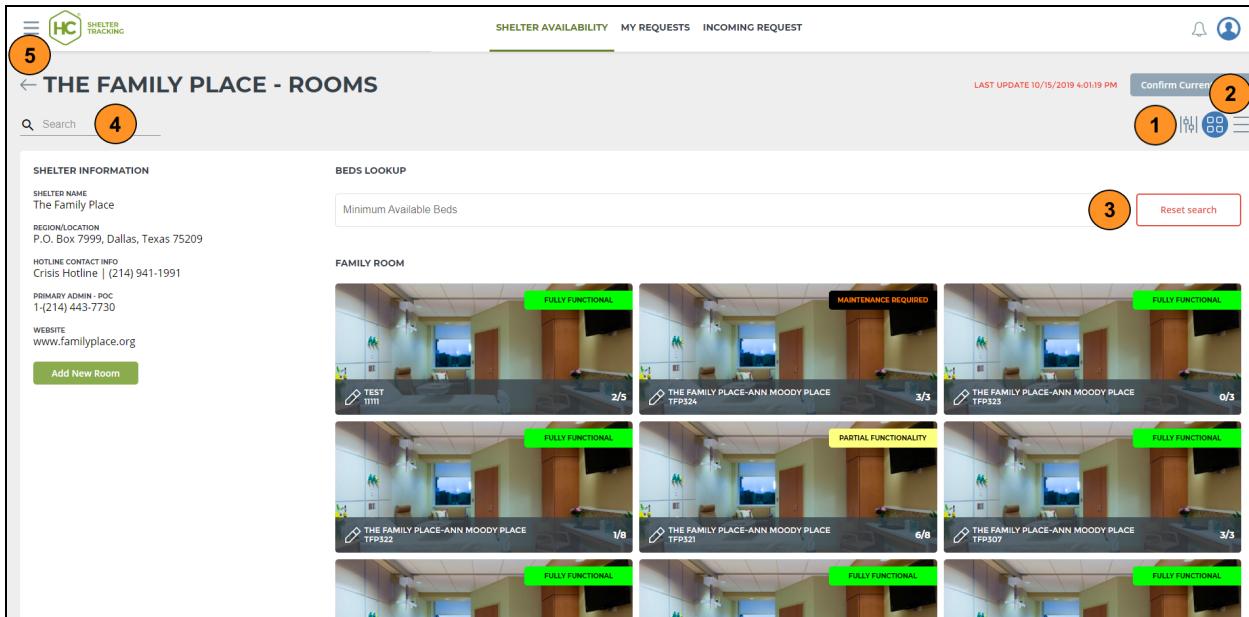


Figure 2-10: Shelter Details View

2 - 3.2 Updating Room Information

Users with the appropriate permission may update room information for a shelter. Users may also receive notifications with requests to update their facility room information. To update room information:

1. From the shelter details view, click the pencil icon. Figure 2-11 shows the pencil icon as seen in the [Left] tile view or [Right] list view.



Figure 2-11: Edit Icon in Tile View and List View

The Edit Room dialog will appear, as shown in Figure 2-12:

1. **Click and select a Room Status.**
2. **Update the number of available beds.**
3. **Click Edit Room to continue.**
4. **Click Cancel to leave Edit Room without making changes.**

The screenshot shows the 'EDIT ROOM' dialog box. It contains the following fields:

- Room Type: Family Room
- Room Status: Maintenance Required (highlighted by a red circle labeled 1)
- Unique ID: TFP324
- Name: The Family Place-Ann Moody Place
- Facility: The Family Place
- Num Beds Available: 3 (highlighted by a red circle labeled 2)
- Num Beds: 3

At the bottom are two buttons: 'Cancel' (highlighted by a red circle labeled 4) and 'Edit Room'.

Figure 2-12: Edit Room

If users receive a request to update their facility room information but all the data is still accurate, users may quickly mark all their shelter room information as current, as shown in Figure 2-13:

1. From the shelter detail view, click the **Confirm Current Status** button to mark all information as up-to-date and accurate.

The screenshot shows the 'SHELTER INFORMATION' and 'BEDS LOOKUP' sections. Under 'FAMILY ROOM', there are three rooms: 'TEST 1111' (status: Fully Functional), 'THE FAMILY PLACE-ANN MOODY PLACE TFP324' (status: Maintenance Required), and 'THE FAMILY PLACE-ANN MOODY PLACE' (status: Fully Functional). The 'Confirm Current Status' button is located in the top right corner of the page.

Figure 2-13: Confirm Current Status button

2 - 3.3 Adding a New Room

Users with the appropriate administrative permissions may also add new rooms or beds to a shelter. From the shelter details view, as shown in Figure 2-14:

1. Click the **Add New Room** button.

The screenshot shows the 'SHELTER INFORMATION' and 'BEDS LOOKUP' sections. Under 'FAMILY ROOM', there are three rooms: 'TEST 1111' (status: Fully Functional), 'THE FAMILY PLACE-ANN MOODY PLACE TFP324' (status: Maintenance Required), and 'THE FAMILY PLACE-ANN MOODY PLACE' (status: Fully Functional). The 'Add New Room' button is located at the bottom left of the 'FAMILY ROOM' section.

Figure 2-14: Add New Room Button

The Add New Room dialog will appear, as shown in Figure 2-15:

1. Select the **Room Type**.
2. Select the **Room Status**.
3. Enter a **Unique ID** for the room. This will be used in the barcode for mobile entry.
4. Enter a **Name** for the room.
5. Enter the current **Number Beds Available**.
6. Enter the total **Number Beds** for the facility.
7. Click **Add Room** to save the room.
8. Click **Cancel** to abandon adding a room.

Figure 2-15: Add New Room Dialog

2 - 4: Using Bed Lookup To Request A Bed Hold

Bed Lookup allows a user to search for a shelter facility that may receive an individual or family based on certain conditions. If a facility match is made, the user may then request to hold a bed. To use Bed Lookup, as shown in Figure 2-16:

1. From the shelter availability view, click the **Bed Lookup** button.

*	NAME	PRIMARY ADMIN - POC	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED	
★	The Salvation Army	Benita Braxdale, M.S., LCDC, LMFT Victim Services Manager	Crisis Hotline (214) 424-7208	www.us salvationarmy.org		14	Over 24 hours	Request Update
★	The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM	Request Update
★	Mosaic Family Services	Nancy Roche Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicfamilyservices.org		4	Over 12 hours	Request Update
★	Hopes Door New Beginning Center	Cindi C. Walker Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org		42	Over 48 hours	Request Update
★	Genesis	Dr. Jennifer Livings Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours	Request Update
★	Denton County Friends of the Family	Millicta Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcffof.org	15	4	Over 48 hours	Request Update
★	Brighter Tomorrows	Isabel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-8383	www.brightertomorrows.net	27	12	Over 12 hours	Request Update

Figure 2-16: Bed Lookup Button

The Bed Lookup dialog will appear, as shown in Figure 2-17:

1. **Enter General Information** for room needs. Users must select a *bed number* and *bed type* in order to proceed. All other information and tabs are optional and will provide receiving facilities with more family need information.
2. **Select Victimization Classification.**
3. **Select Lethality Priority Rating.**
4. If the bed lookup is for more than an individual, **toggle the switch** to access the additional tabs.
5. **Click the Family tab** to add family details, if applicable.

The screenshot shows the 'NEW BED LOOKUP' dialog box. At the top, there are two tabs: 'General Info' and 'Family'. The 'Family' tab is currently selected. Below the tabs, there are several input fields and dropdown menus. On the left, there's a 'Number of Beds Re...' field (1), a 'Select bed type' dropdown (2), and an 'Other Special Needs' dropdown (3). On the right, there's a 'VICTIMIZATION CLASSIFICATION' section with four categories: Sexual Assault, Domestic Violence, Family Violence, and Trafficking. Above this, there's an 'INDIVIDUAL' toggle switch (4) and a 'WITH FAMILY AND/OR PETS' toggle switch (5). At the bottom, there are 'Cancel' and 'Search' buttons.

Figure 2-17: Bed Lookup Dialog Individual

If applicable, continue to add family information, as shown in Figure 2-18:

1. **Enter family member** information.
2. **Click the Add button** to add the family member.
3. **Click the Remove button** to remove a family member.
4. **Click the Pets tab**, if applicable.

The screenshot shows the 'NEW BED LOOKUP' dialog box with the 'Family' tab selected. It displays a list of family members. The first entry is 'Family Member' (1) with an age of '4'. Below it is another entry for a 'Child'. To the right of the child entry are 'GENDER' buttons for 'Male' and 'Female' (2). There are 'Add' (4) and 'Remove' (3) buttons for managing the list. At the bottom are 'Cancel' and 'Search' buttons.

Figure 2-18: Family Information

If applicable, continue to add pet information, as shown in Figure 2-19:

1. **Enter pet** information.
2. **Click the Add button** to add the pet.
3. **Click the Remove button** to remove a pet
4. **Click the Search button** to search facilities.

The screenshot shows the 'NEW BED LOOKUP' dialog box with the 'Pet' tab selected. It displays a list of pets. The first entry is 'Pet Type' (1) with a value of 'Dog'. Below it is another entry for a 'Pet Type'. To the right of the dog entry are sections for 'SPAYED-NEUTERED' (2) and 'SERVICE ANIMAL' (3). There are 'Add' (4) and 'Remove' buttons for managing the list. At the bottom are 'Cancel' and 'Search' buttons.

Figure 2-19: Pet Information

The Bed Lookup results will display, as shown in Figure 2-20:

1. Click the **Edit Bed Lookup** button to make changes to the search criteria.
2. Click **Request Hold** on a facility to request a bed hold. The hold request will appear as a notification for users of that facility.
3. Click the **back** button to leave Bed Lookup.



1 Edit Bed Lookup

2 Request Hold

3

BED LOOKUP RESULTS								
NAME		ADDRESS 1	WEB SITE	HOTLINE CONTACT INFO	PRIMARY ADMIN - POC	POC CONTACT INFO	FAMILY ROOM	SINGLE ROOM
The Family Place	P.O. Box 7999, Dallas, Texas 75209	www.familyplace.org	Crisis Hotline (214) 941-1991	Tiffany A. McDaniel, LCSW Chief Programs Officer	I-(214) 443-7730	123	32	Request Hold
Brighter Tomorrows	928 Bluebird Dr, Irving, TX 75061	www.brightertomorrows.net	Crisis Hotline (972) 262-6383	Isabel Camacho Senior Director of Programs and Client Services	(972) 254-4003 ext. 111	38	13	Request Hold
Mosaic Family Services	12225 Greenville Avenue, Suite 800 Dallas, Texas 75243	www.mosaicservices.org	Crisis Hotline (214) 823-4434	Nancy Rocha Shelter Director	Office: 706.922.0452	32	4	Request Hold
Denton County Friends of the Family	PO Box 640 Denton, TX 76202	www.dcff.org	Crisis Hotline (800) 572-4031	Mildiza Guerrero Director of Residential and Crisis Services	940-387-5131 x302	11	4	Request Hold

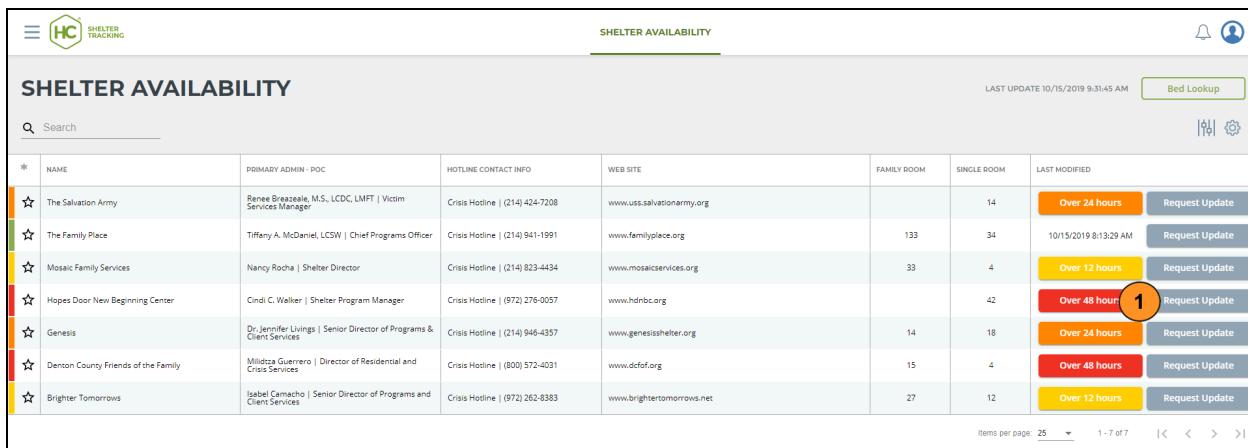
Figure 2-20: Bed Lookup Results

2 - 5: Requesting Shelter Information Updates

Shelter information is most useful when updated regularly. Users may notice that some shelter's data has not been updated recently. In these instances, users may send a request to the facility to update their room availability.

To send an update request, as shown in Figure 2-21:

1. From the shelter availability view, click a **Request Update** button for a facility.



1 Request Update

SHELTER AVAILABILITY							
SHELTER AVAILABILITY							
#	NAME	PRIMARY ADMIN - POC	HOTLINE CONTACT INFO	WEB SITE	FAMILY ROOM	SINGLE ROOM	LAST MODIFIED
★	The Salvation Army	Benee Breazeale, M.S., LCDC, LMFT Victim Services Manager	Crisis Hotline (214) 424-7208	www.uss.salvationarmy.org		14	Over 24 hours Request Update
★	The Family Place	Tiffany A. McDaniel, LCSW Chief Programs Officer	Crisis Hotline (214) 941-1991	www.familyplace.org	133	34	10/15/2019 8:13:29 AM Request Update
★	Mosaic Family Services	Nancy Rocha Shelter Director	Crisis Hotline (214) 823-4434	www.mosaicservices.org	33	4	Over 12 hours Request Update
★	Hopes Door New Beginning Center	Cindi C. Waller Shelter Program Manager	Crisis Hotline (972) 276-0057	www.hdnbc.org		42	Over 48 hours Request Update
★	Genesis	Dr. Jennifer Living Senior Director of Programs & Client Services	Crisis Hotline (214) 946-4357	www.genesisshelter.org	14	18	Over 24 hours Request Update
★	Denton County Friends of the Family	Mildiza Guerrero Director of Residential and Crisis Services	Crisis Hotline (800) 572-4031	www.dcff.org	15	4	Over 48 hours Request Update
★	Brighter Tomorrows	Isabel Camacho Senior Director of Programs and Client Services	Crisis Hotline (972) 262-6383	www.brightertomorrows.net	27	12	Over 12 hours Request Update

Figure 2-21: Request Update button

The request will then be sent to users of that facility. Those users will receive a notification alerting them to the update request.

2 - 6: Using Notifications

Users may receive notifications for the following reasons:

- **Request Update** - updated shelter room information is requested.
- **Request Hold** - a bed hold request has been made.

2 - 6.1 Viewing Notifications

To view notifications:

1. Click the **Notification** icon to display a list of notifications, as shown in Figure 2-22:

The screenshot shows the 'SHELTER AVAILABILITY' section of the application. On the right side, a modal window titled 'ACTIVE NOTIFICATIONS' is open, displaying a single notification for a 'Request Hold'. The notification details are as follows:

- Date/Time: March 2023 8:52 AM
- User: From Region 1 User
- Facility: From Region 1 Facility
- Description: Special bed hold request for Region 1 Facility
- General Info - section (partial list):
 - Number of Beds Requested: 1
 - Bed Type: Living Room
 - Special Language Needs
 - Desired Support Area
 - Other Special Needs
 - Victimization Classification
 - Lethality Priority Rating
 - Lethality Rating
- Family - section (partial list):
 - Family Member
 - Age
 - Gender
- Pets - section (partial list):
 - Pet Type
 - Spayed-Neutered
 - Service Animal
 - reservationID: 253493

At the bottom of the notification window, there are buttons for 'Hold Beds' (green) and 'Reject' (red). Below the window, the text 'Showing 1 Notifications' and 'Dismiss all' are visible. At the very bottom of the screen, there are pagination controls and a status bar indicating 'Items per page: 5' and '1 - 5 of 7'.

Figure 2-22: Notifications

2 - 6.2 Responding To Request Hold Notifications

Request Hold notifications are received when another user used Bed Lookup and found a match for their individual or family. The matched facility will receive a notification advising of the request, as shown in Figure 2-23:

1. Click the **Hold Beds** button to proceed or the **Reject** button to reject the notification

The screenshot shows the 'SHELTER AVAILABILITY' section of the HC Shelter Tracking application. On the left, there's a search bar and a table listing facilities with columns for Facility Name, Primary Admin - POC, Living Room, General Room, Crisis Beds, and Room Type. A row for 'Region 1 Facility' is selected, showing details like Mili Guerrero as Admin Person, 29 Living Room beds, 10 General Room beds, 0 Crisis Beds, and 8 Room Type. On the right, a sidebar titled 'ACTIVE NOTIFICATIONS' shows a single notification for a 'Request Hold' from Region 2 User for Region 1 Facility, with a 'Hold Beds' button highlighted with a red circle containing the number '1'. Below the sidebar, there are sections for General Info, Family, Pets, and a Pets section. At the bottom, there's a 'Dismiss all' button and pagination controls.

Figure 2-23: Acknowledge Button

2. Mouse Over the desired room and click **Hold Beds/Rooms**. Only rooms matching the search parameters will be shown in this list.

The screenshot shows the 'ROOM BOOKING REQUEST FOR Region 1 Facility' page. It has two tabs: 'SELECT DATES AND ROOMS' (selected) and 'CONFIRM AND NOTIFY'. A message box says 'Special bed hold request for Region 1 Facility'. Below, 'SHELTER INFORMATION' includes Region (Washington, DC 20001), Hotline Contact Info ((556) 555-4534), and POC Contact Info ((556) 555-7887). The 'BEDS LOOKUP' section shows 'Number of Beds Required: 1' and 'Select bed type: Living Room'. Under 'LIVING ROOM', there are five room thumbnails. The first one, labeled '2', has a green 'HOLD BEDS/ROOMS' button with a red circle containing the number '2'. Other thumbnails show 'UNDER CONSTRUCTION' and 'NO POWER' status. There are also 'View details' and 'Add New Room' buttons.

Figure 2-24: Hold Rooms

3. Select dates for the reservation
4. (Optional) leave a message for the requester
5. Click the Book and Notify button

1 SELECT DATES AND ROOMS 2 CONFIRM AND NOTIFY

SHELTER INFORMATION

REGION
Washington, DC 20001

HOTLINE CONTACT INFO
(556) 555-4534

POC CONTACT INFO
(556) 555-7887

Add New Room

BOOKING DETAILS

Informational Note: Selected room will be booked for 12 hours, in case of unconfirmed booking during this time, this room will get a non occupied status.

Room Number: fff Number of People: 1 Date From: 10/30/2020 Date To: 11/3/2020

Requester: Region 2 User Reservation Name: Reservation for User Region 2 User at Region 1 Facility

4 Message to a Requester

Cancel 5 Book and Notify

Figure 2-25: Book Room

2 - 6.3 Responding to Request Update Notifications

Request Update notifications are received when another user needs a shelter to update their room availability information. The requested shelter will receive a Request Update notification, as shown in Figure 2-26:

1. Click the **Input Required** button to go directly to the shelter room view and update the information as necessary.

SHELTER AVAILABILITY

*	NAME	WEB SITE	HOTLINE CONTACT INFO	FAMILY ROOM
★	The Family Place	www.familyplace.org	Crisis Hotline (214) 941-1991	123
★	The Salvation Army	www.ussalvationarmy.org	Crisis Hotline (214) 424-7208	
★	Mosaic Family Services	www.mosaicservices.org	Crisis Hotline (214) 823-4434	32
★	Denton County Friends of the Family	www.dcffof.org	Crisis Hotline (800) 572-4031	11
★	Brighter Tomorrows	www.brightertomorrows.net	Crisis Hotline (972) 262-8383	38
★	Genesis	www.genesisshelter.org	Crisis Hotline (214) 948-4357	0
★	Hopes Door New Beginning Center	www.hdnbc.org	Crisis Hotline (972) 276-0057	

ACTIVE NOTIFICATIONS

ALL ACKNOWLEDGE CRITICAL INFORMATIONAL REQUEST WARNING

1 Request Hold
10/15/2019 4:00:03 PM
From Abby Davis
For Brighter Tomorrows
Special bed hold request for Brighter Tomorrows

General Info - section
Number of Beds Requested
Bed Type
Victimization Classification
Lethality Priority Rating
Family - section
None
Pets - section
None

2 Request Update
10/15/2019 3:37:47 PM
From Lulu Molina
For Brighter Tomorrows
Request Update

1 Input Required

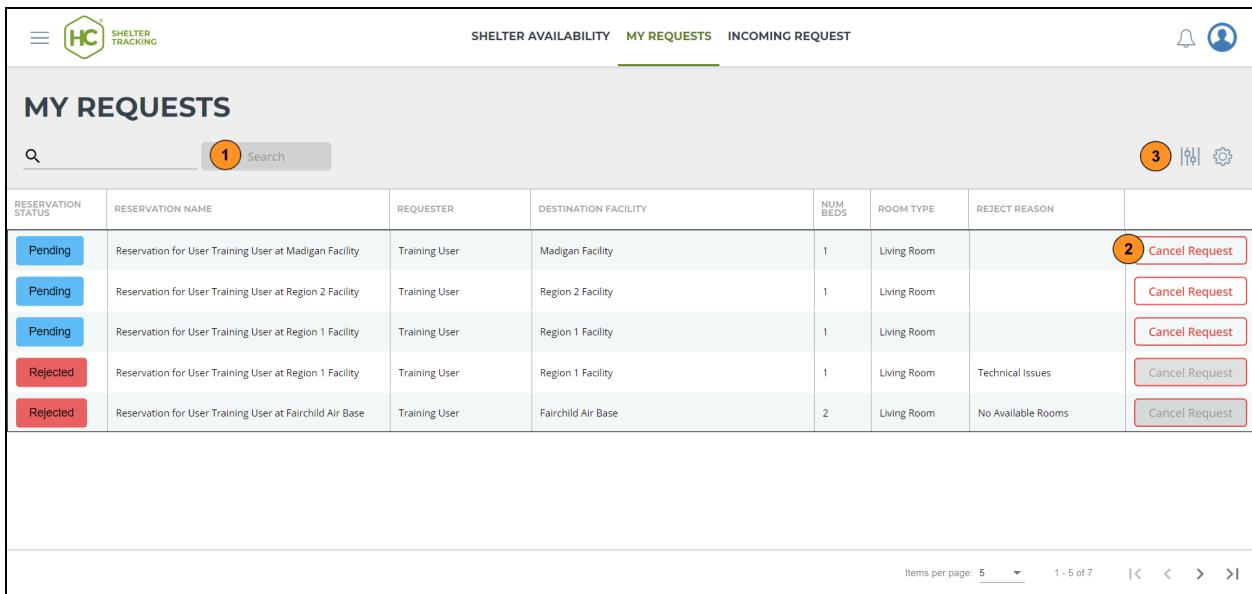
Figure 2-26: Input Required Button

Chapter 3 - Booking and Reservations

3 - 1: Sent Requests

The My Requests tab shown in Figure 3-1 will allow users to view any requests they have sent. The user can perform a number of actions from this page:

1. Use **Search** to show only relevant requests
2. **Cancel Request** for any request in Pending status
3. **Sort** requests by any visible field and enable/disable **Active Columns**
4. Click and drag column headers to re-order columns



MY REQUESTS

RESERVATION STATUS	RESERVATION NAME	REQUESTER	DESTINATION FACILITY	NUM BEDS	ROOM TYPE	REJECT REASON	
Pending	Reservation for User Training User at Madigan Facility	Training User	Madigan Facility	1	Living Room		2 Cancel Request
Pending	Reservation for User Training User at Region 2 Facility	Training User	Region 2 Facility	1	Living Room		Cancel Request
Pending	Reservation for User Training User at Region 1 Facility	Training User	Region 1 Facility	1	Living Room		Cancel Request
Rejected	Reservation for User Training User at Region 1 Facility	Training User	Region 1 Facility	1	Living Room	Technical Issues	Cancel Request
Rejected	Reservation for User Training User at Fairchild Air Base	Training User	Fairchild Air Base	2	Living Room	No Available Rooms	Cancel Request

Items per page: 5 | 1 - 5 of 7 | < > >>

Figure 3-1: My Requests

3 - 2: Incoming Requests

The Incoming Request tab shown in Figure 3-2 will allow admins to see all requests to their facility. From this page, the user can:

1. Use **Search** to show only relevant requests
2. **Sort** requests by any visible field and enable/disable **Active Columns**
3. Click the **Vertical Ellipses** to open the **Options menu** for a specific request (see Figure 3-3)
 - i. see "Responding To Request Hold Notifications" on page 15.
4. Click and drag column headers to re-order columns

INCOMING REQUEST

RESERVATION STATUS	RESERVATION NAME	REQUESTER	REQUESTER FACILITY	RESERVE FROM	RESERVE TO	NUM BEDS	ROOM TYPE	ROOM NAME	OPTION...
Pending	Reservation for User Region 1 User at Region 2 Fa	Region 1 User	Region 1 Facility			1	Living Room		3
Pending	Reservation for User Training User at Madigan Fac	Training User	Region 1 Facility			1	Living Room		⋮
Pending	Reservation for User Training User at Region 2 Fac	Training User	Region 1 Facility			1	Living Room		⋮
Pending	Reservation for User Training User at Region 1 Fa	Training User	Region 1 Facility			1	Living Room		⋮
Rejected	Reservation for User Training User at Region 1 Fa	Training User	Region 1 Facility	10/23/2020	10/25/2020	1	Living Room	fff	⋮

Items per page: 5 | 1 - 5 of 8 | < < > >|

Figure 3-2: Incoming Requests

RESERVE TO	NUM BEDS	ROOM TYPE	ROOM NAME	OPTION...
	1	Living Room		⋮
	1	Living Room		
	1	Living Room		
	1	Living Room		
10/25/2020	1	Living Room	fff	

Figure 3-3: Incoming Request Options

Note



Options may vary depending on your permissions and the specific request. Unavailable options will be grayed out.

Chapter 4 - Shelter Tracking Mobile

4 - 1: Logging in

HC Standard® Shelter Tracking can be accessed on a mobile device or tablet through a web browser, such as Safari or Chrome.

- HC Standard® Shelter Tracking URL: WWW.DVBEDS.ORG

Each organization is provided a unique access URL. If the access URL is unknown, please contact GER Technical Support by calling 1.866.242.4035 or by emailing support@ger911.com

On the login dialog, as shown in Figure 4-1

1. *Type the valid **Username**.*
2. *Enter the case-sensitive **Password***
3. *Click or tap the **Sign In** button to continue the log in process.*
4. If users do not remember their login credentials, *click the **Forgot password?** link and follow the on-screen prompt to reset their password.* Reset information will only be sent to users with valid email addresses that were granted access to the system

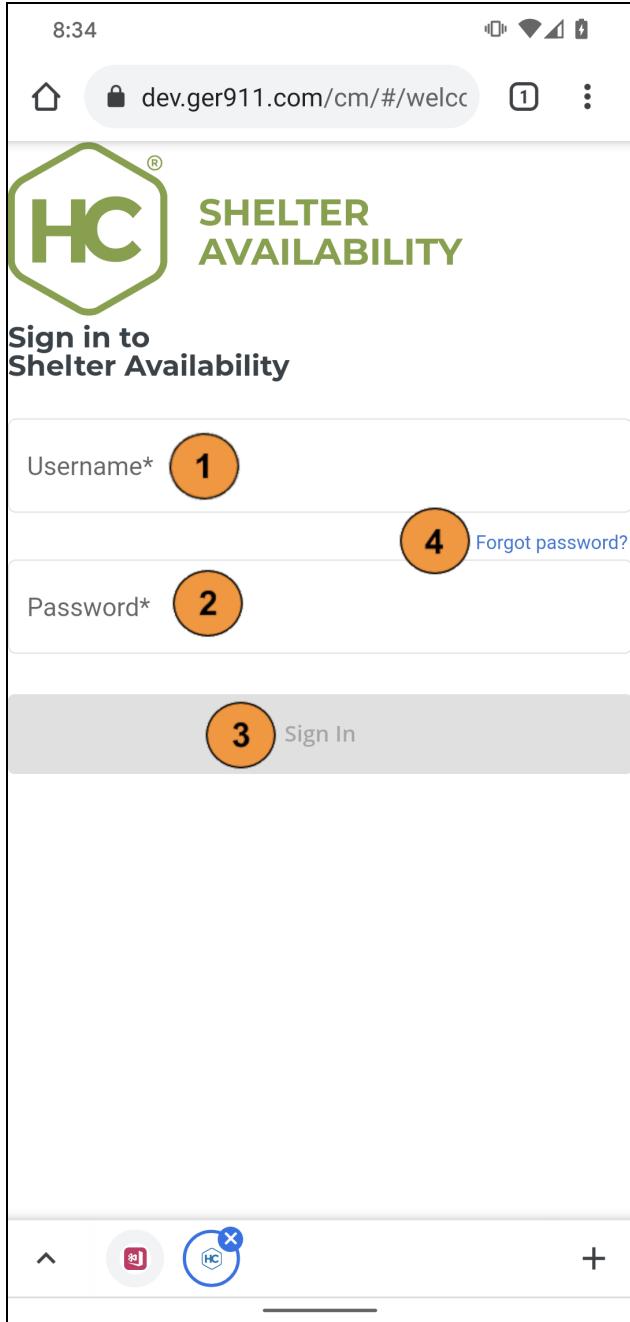


Figure 4-1: Login Screen

4 - 2: Mobile Shelter Availability Screen

The Shelter Availability view Figure 4-2 condenses responsively to match the smaller resolution of a phone or tablet. Changes to sorting or column order will transfer to the new view. From this screen, the user can see:

1. When the server was **Last Updated**.
2. **Shelter Name**.
3. When the shelter room information was **Last Modified**
4. Number of **Family Rooms** currently available.
5. Number of **Single Rooms** currently available.

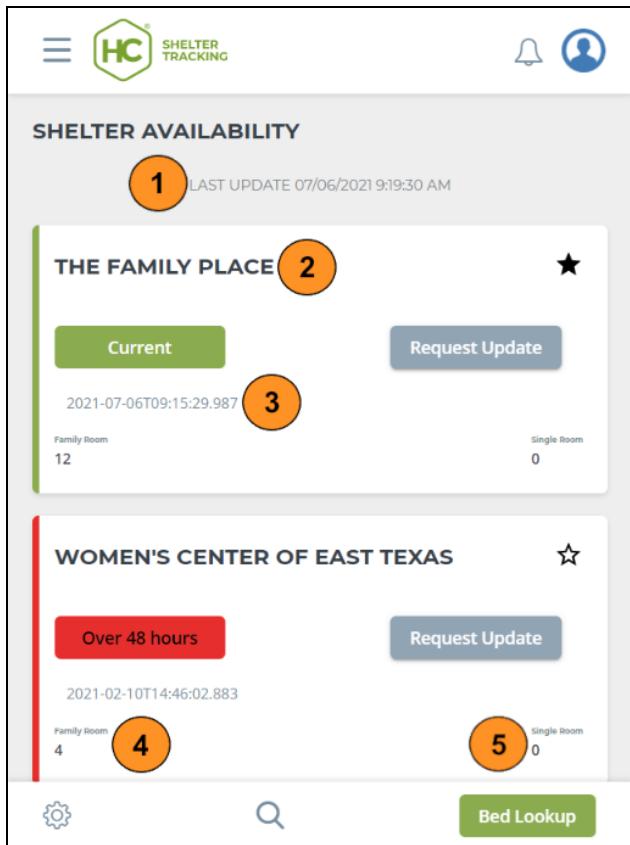


Figure 4-2: Shelter Availability Screen

From the **Shelter Availability Screen** Figure 4-3, the user can take the following actions. These actions perform identically to the desktop site.

1. Open the **Hamburger Menu**.
2. View current **Notifications**. Figure 4-4
3. Open the **Shelter Screen**
4. Notify another shelter using the **Request Update Button**.
5. Search by **Shelter Name**.
6. Open the **Bed Lookup** dialog.

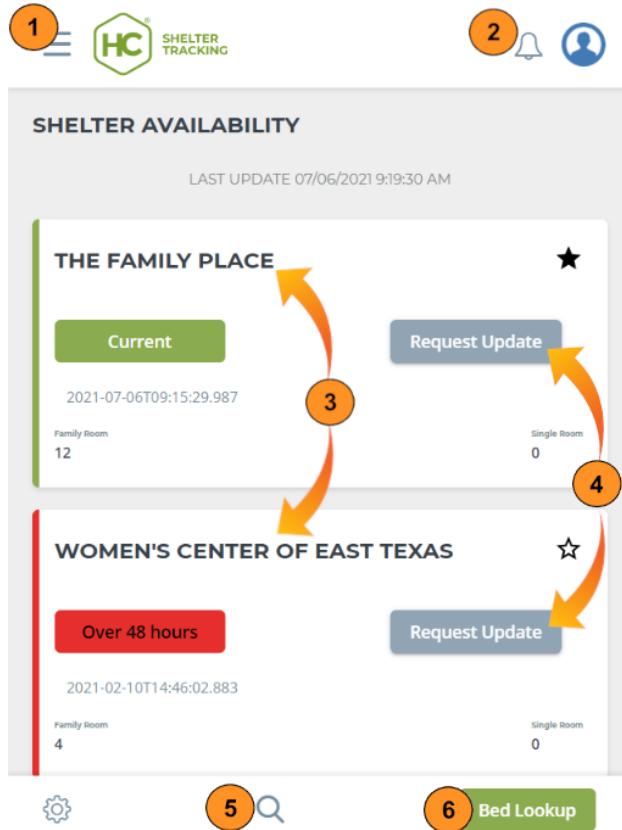


Figure 4-3: Shelter Availability Screen



Note: Available options may differ based on user permissions.

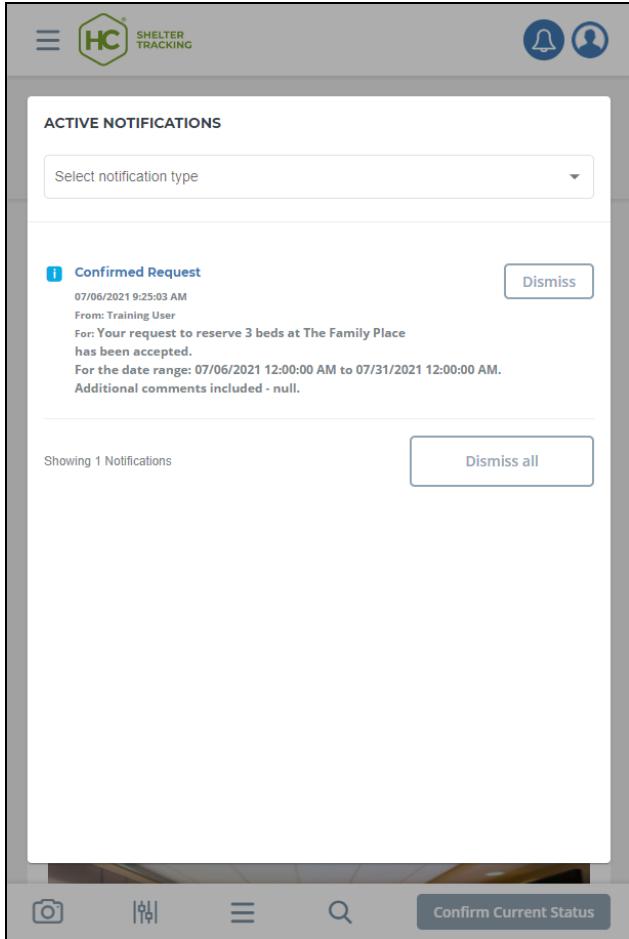


Figure 4-4: Notifications Screen

4 - 3: Mobile Shelter Screen

Just like the **Shelter Availability Screen** Figure 4-2, the **Shelter Screen** Figure 4-5 condenses responsively to match the smaller resolution of a phone or tablet. On this screen, the user has access to:

1. **Last Updated** date and time.
2. **Shelter Information**.
3. **Room Status**.
4. **Available** and **Total** bed counts by room.
5. Change **Room Type Filters**

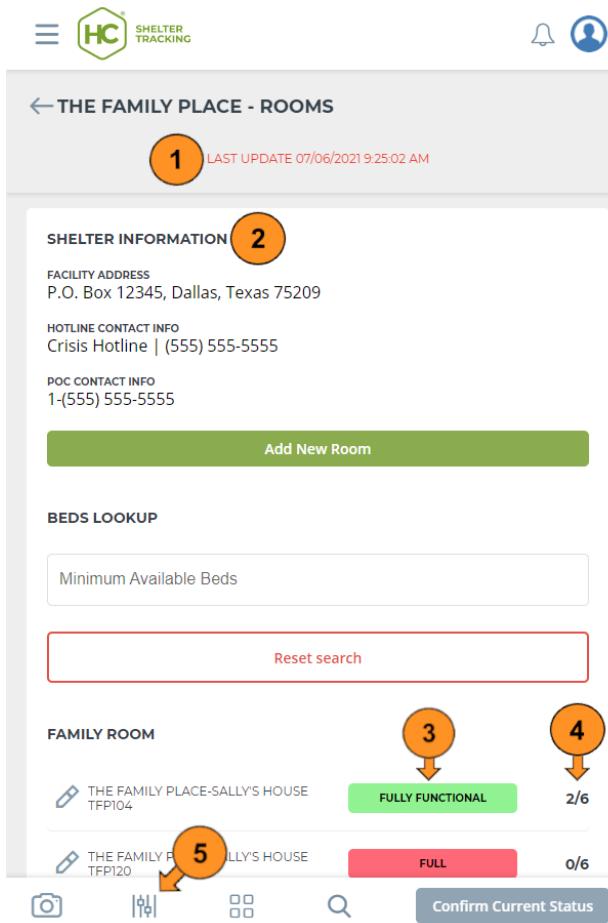


Figure 4-5: Shelter Screen

From the **Shelter Screen** Figure 4-6, the user can take the following actions. These actions perform identically to the desktop site.

1. **(Administrators Only)** Open the **Add New Room** interface.
2. Search for rooms by available beds
3. **(Facility Staff Only)** Edit room information by clicking the **Pencil Icon**
4. **(Facility Staff Only)** Scan barcode button
5. Change Search Filters
6. **(Administrators Only)** Toggle Text/Image view
7. Search for rooms by name
8. **(Facility Staff Only)** Confirm Current Status of occupancy at current facility

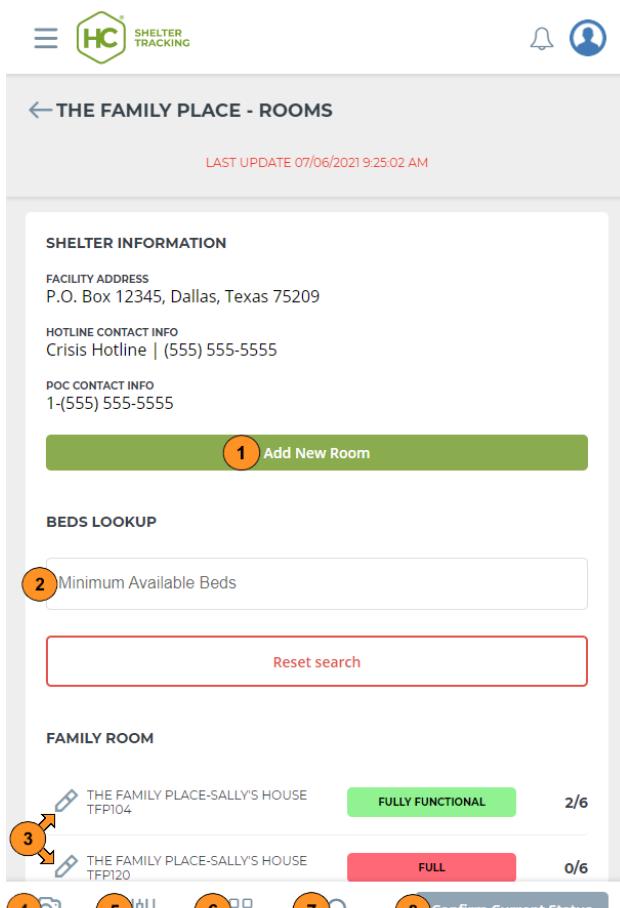


Figure 4-6:



Note: Available options may differ based on user permissions

4 - 4: Bar Code Scanning

Using a mobile device, facility staff can scan a pre-printed barcode matching a room's Unique ID to instantly move to the **Edit Room** screen for that room.



Note: A room's Unique ID may or may not match the room's Display Name. Pre-printed barcode stickers will display both below the barcode itself.



Figure 4-7:

4 - 5: Adding room photos

Using a mobile device, facility administrators can quickly add photos to rooms. These photos are visible only to users associated with that facility. From the **Edit Room** dialog box Figure 4-8

1. Click the **Add Photo** button

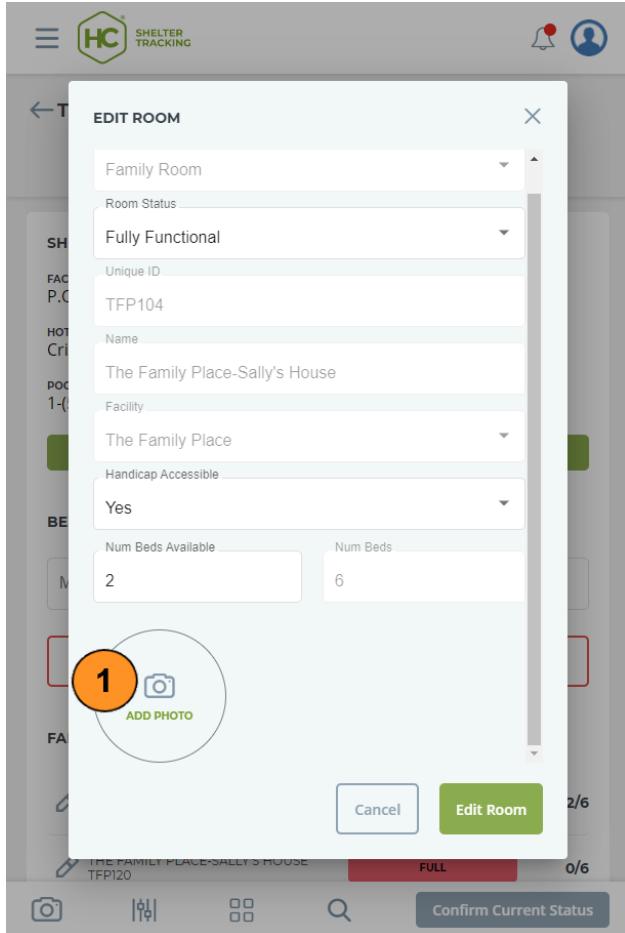


Figure 4-8:

4 - 6: Adding a shortcut

You can create a shortcut Figure 4-9 to your facility's login page on your mobile device's home screen to save time. To do this, navigate to your facility's login page on your mobile browser.

1. Open the browser's menu
2. Look for an option that says **Add to home screen** or a similar option

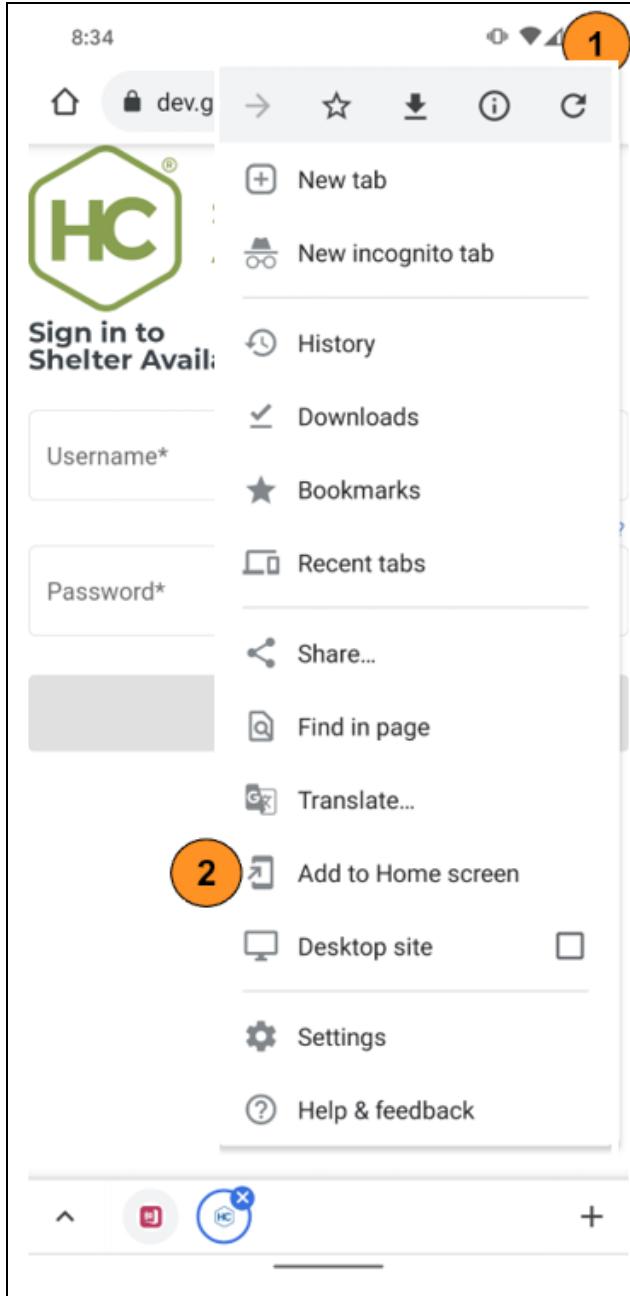


Figure 4-9: Adding shortcut to home screen



Note: This screen and the following may appear different depending on your phone and browser.