

What is ServicePoint®?

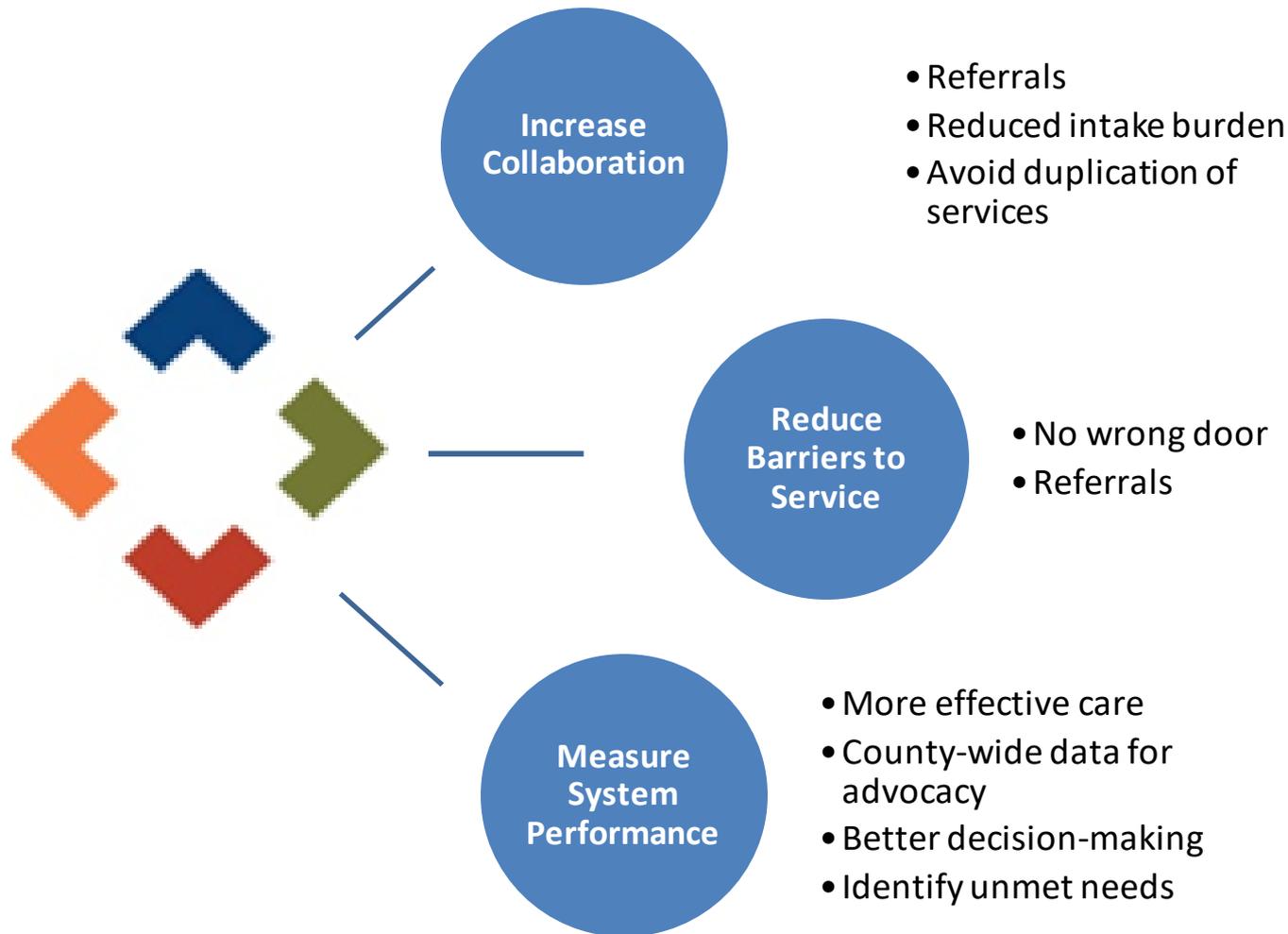
What It Does:

- Client Management Database
- Web-based system
- Track client demographics and service information
- Write service plans and case notes
- Search for resources
- Make referrals
- Run Reports

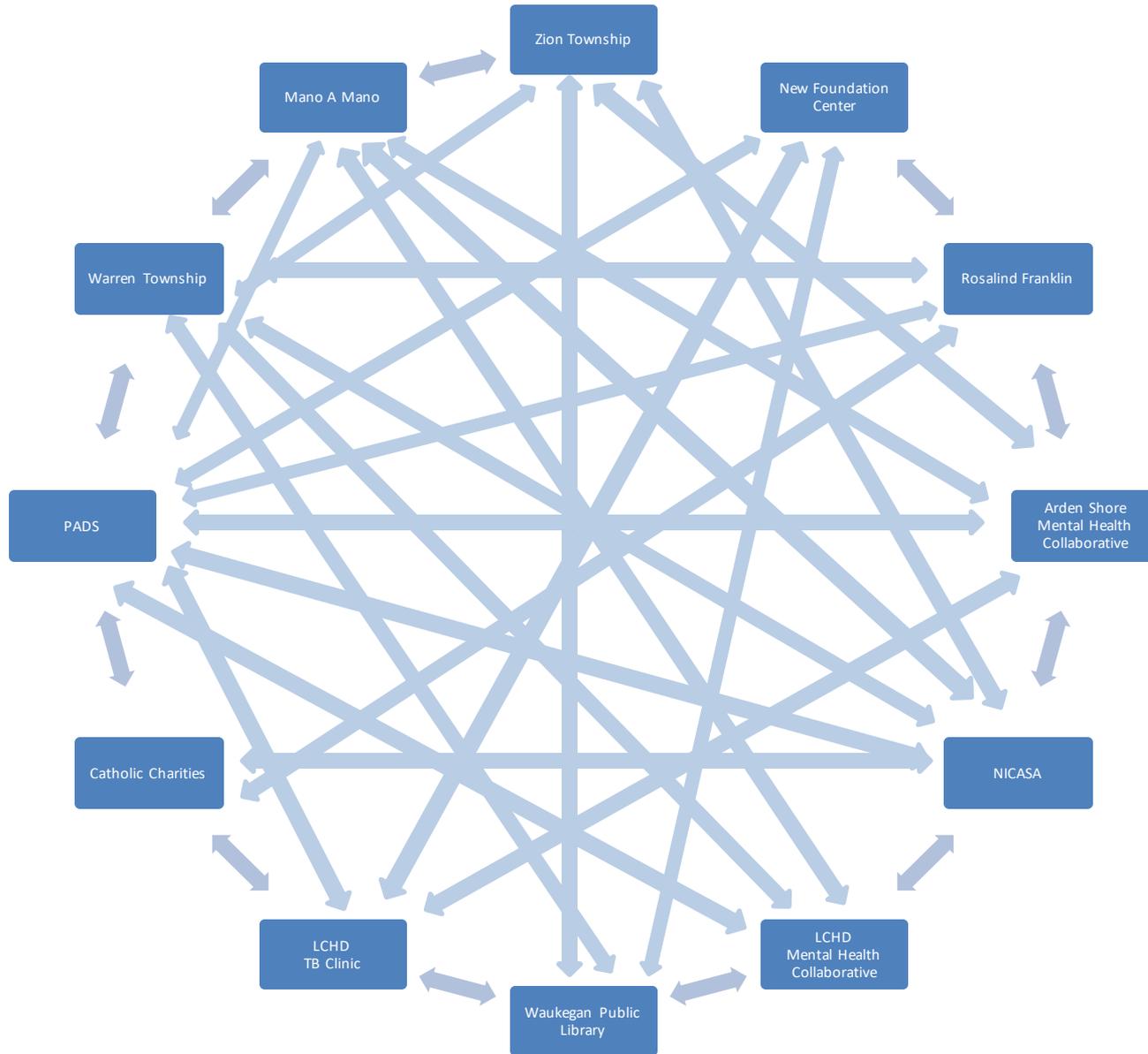
Why We Love It:

- Used by 24 Lake County Human Services Organizations
- Contains all of the resource and referral information on Find Help Lake County
- Information can be shared between agencies (with client consent)
- Flexible to agency needs
- Local technical support and training

ServicePoint® Project Goals



Connected System of Care



How do organizations use ServicePoint®?

Referral Only

- Accessing the 1200 resource records in CommunityPoint
- Matching client with appropriate services
- All data entry driven by the need of the organization receiving the referral

HUD Basic

- Track data elements as required by HUD
- Client move ins and vacancy
- Running the Annual Performance Report
- Very good data quality

Client Management

- Any combination of the following:
 - Tracking services
 - Case Notes
 - Outcomes
 - Class Attendance
 - Follow up information
 - Tracking Case Manager assignments
- Inclusive of other types

Lightest Involvement

Most Intensive Users

Agency Name	Alliance Member	Homeless Service Provider	Number of Programs on ServicePoint	Referral Only	Coordinated Entry	HMIS	Client Management System
Alexian Brothers Housing and Health Alliance		X	2			X	
A Safe Place	X	X	0		X		
Catholic Charities	X	X	18		X	X	X
Christian Outreach of Lutherans - COOL		X	2			X	X
Community Youth Network	X	X	1			X	
Independence Center		X	1			X	
I-Plus	X	X	1			X	
Lake County Haven		X	3			X	
Lake County Health Department	X	X	2	X		X	
Lake County Adult Probation			1	X			
Lake County Public Defender's Office			1				X
Maristella		X	1			X	
New Foundation Center		X	1			X	
Nicasa	X	X	3	X			
OMNI Youth Services		X	1			X	
One Hope United		X	1			X	
PADS Lake County	X	X	4		X	X	X
Prairie State Legal Services, Inc.		X	2			X	
Rosalind Franklin University	X		1	X			
TLS Veterans		X	0		X		
Warren Township			3				X
Waukegan Public Library	X	X	1	X			X
Waukegan Township		X	2			X	X
Zion Township	X		3				X
TOTAL	11	19	70	5	4	15	9