



Case Management for Shelters



Close your eyes.

IMAGINE a computer shelter software that staff embrace because it assists them when working with their clients.

Now imagine that this same software automatically tracks and prints out the exact statistics that your various funders and board are asking for.

Now, open your eyes.



If you haven't heard, W.I.S.H. is Women In Safe Housing© and is used day to day in shelters like yours.



Provide a continuum of service.

Because a journey to full recovery from abuse can be a long one, tracking the services provided and documenting each unique case forms a crucial step in developing an effective plan of service with your client.

Beating the odds.

We all deserve to be safe and secure. Battling domestic abuse is a tough job. The stats say that 88% of all women that came into shelter in 2004 had been there before.*

* Statistics Canada, The Daily, June 15, 2005.

This is testament to the challenge of overcoming abuse that they and their children face. Give them a fighting chance to beat the odds by using the best tools to document their case and quantify the needs of your women's shelter.

Building a better tomorrow is done one day at a time



Deliver the best service by optimizing staff talents.

Using technology to handle redundant data entry and compile statistics just makes sense. Using W.I.S.H.™ means that less time is wasted doing manual juggling of data and form filing. Your staff gains the freedom to do what they were trained to do. Their time can now be used to help those who need it most... their Clients.

It's easy to learn.

Since 2001, shelters and transition homes in Canada have chosen W.I.S.H.™ more than any other software as their case management and statistics tool. We've responded by delivering a product that is intuitive and easy for staff to use.

Online help resources and one-on-one phone support provide fast answers to your questions making our product support the envy of the industry



*Our staff enjoy the various features and functions on WISH. ...Being part of the system helps us to feel connected to the Database.
-Lynne C.*



Statistics are accumulated automatically.

Funding sources need numbers to back their decision to fund, and research teams need data to fight the problem of abuse. W.I.S.H.™ provides both.

Our “Needs Designed Software” delivers the features you want.

W.I.S.H.™ has earned the reputation as a "Needs Designed Software" by listening to our users and responding to their needs thereby creating the most robust and feature packed software on the market today.

New features are continually added as the knowledge of abuse grows and your needs change. And a low-cost update subscription protects your investment into the future.



W.I.S.H.™ is flexible and adapts to your changing

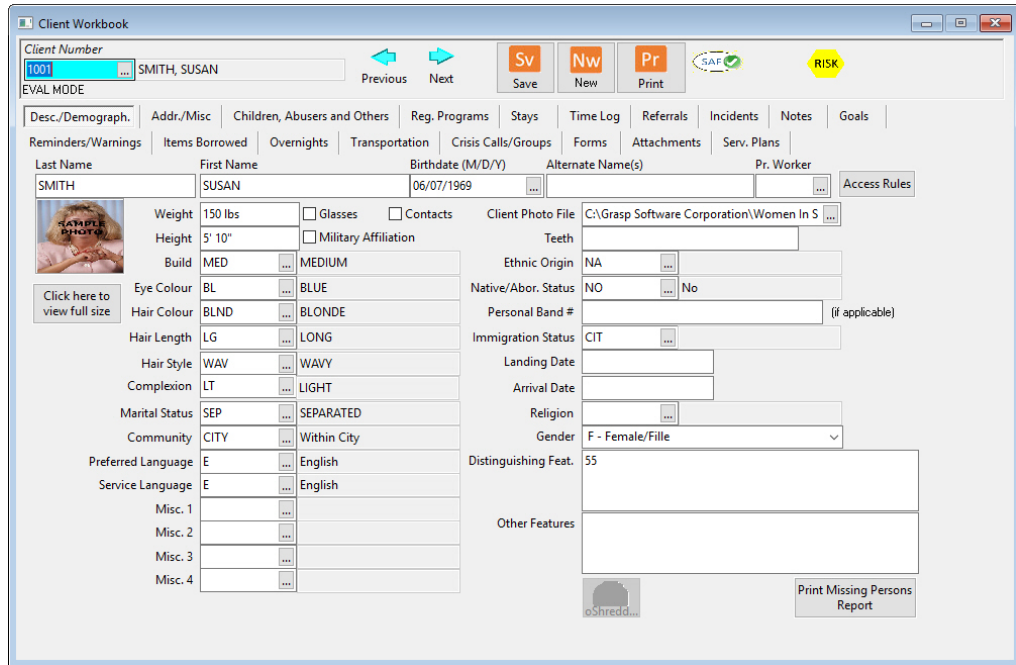
Your System Administrator is able to set up and change the data codes that collect and report the statistics of your shelter's service delivery and resulting

The statistics required for Ministry reporting is done automatically and we found our statistics are much more accurate with this program than [the] paper stats that staff used to keep.

-Rita B.

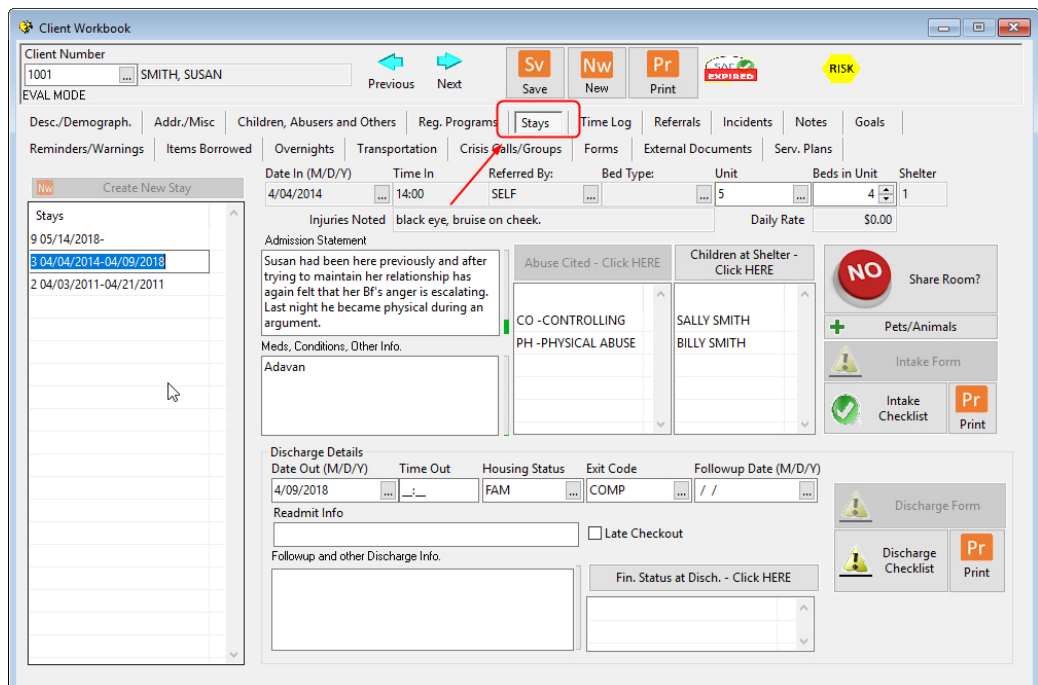


The Client Demographic Tab of the Client Workbook.



The screenshot shows the 'Client Demographic' tab of the 'Client Workbook' application. The client information is for SMITH, SUSAN, with a client number of 1001 and a birthdate of 06/07/1969. The interface includes various input fields for physical characteristics (Weight: 150 lbs, Height: 5' 10", Build: MED, Eye Colour: BL, Hair Colour: BLND, Hair Length: LG, Hair Style: WAV, Complexion: LT), marital status (SEPARATED), and community (CITY). It also features sections for 'Client Photo File', 'Teeth', 'Ethnic Origin', 'Native/Abor. Status', 'Personal Band #', 'Immigration Status', 'Landing Date', 'Arrival Date', 'Religion', 'Gender' (F - Female/Fille), and 'Distinguishing Feat.' (55). There are buttons for 'Previous', 'Next', 'Save', 'New', 'Print', and a 'RISK' indicator.

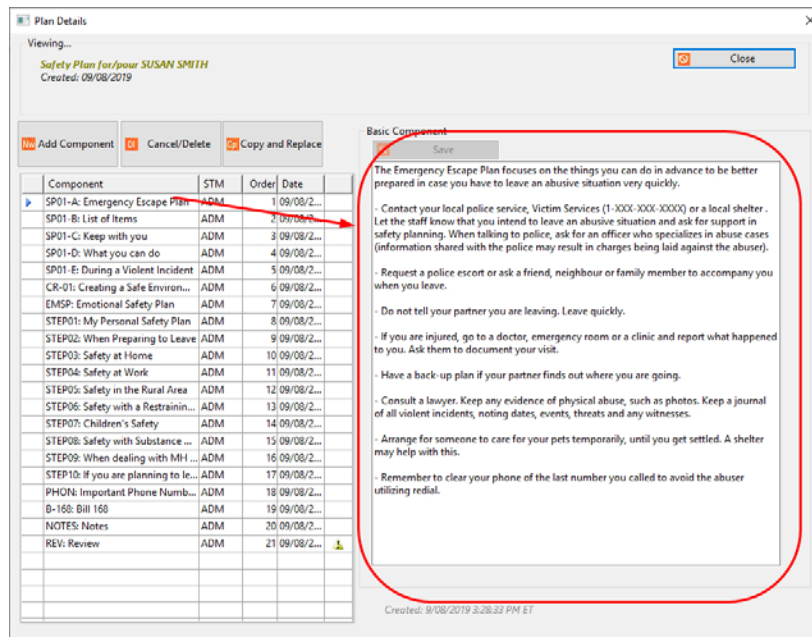
This shows what the Intake/Discharge tab might look like for a typical shelter Client



The screenshot shows the 'Intake/Discharge' tab of the 'Client Workbook' application. The 'Stays' section is highlighted with a red box. The current stay is for 4/04/2014 to 14:00, referred by SELF, in Unit 5, Bed Type 4, Shelter 1. The 'Injuries Noted' field contains 'black eye, bruise on cheek.' and the 'Daily Rate' is \$0.00. The 'Admission Statement' field contains the text: 'Susan had been here previously and after trying to maintain her relationship has again felt that her BF's anger is escalating. Last night he became physical during an argument.' The 'Abuse Cited' section lists 'CO - CONTROLLING' and 'PH - PHYSICAL ABUSE'. The 'Children at Shelter' section lists 'SALLY SMITH' and 'BILLY SMITH'. The 'Discharge Details' section shows a date out of 4/09/2018, housing status of FAM, and exit code of COMP. There are buttons for 'Create New Stay', 'Share Room?', 'Pets/Animals', 'Intake Form', 'Intake Checklist', 'Discharge Form', 'Discharge Checklist', and 'Print'.



W.I.S.H. has a full Safety Plan documentation tool. This shows the screen that you use to make modifications and updates to your Client's Safety Plan



Plan Details
Viewing...
Safety Plan for/pour SUSAN SMITH
Created: 09/08/2019

Buttons: Add Component, Cancel/Delete, Copy and Replace

Component	STM	Order	Date
SP01-A: Emergency Escape Plan	ADM	1	09/08/2...
SP01-B: List of Items	ADM	2	09/08/2...
SP01-C: Keep with you	ADM	3	09/08/2...
SP01-D: What you can do	ADM	4	09/08/2...
SP01-E: During a Violent Incident	ADM	5	09/08/2...
CR-01: Creating a Safe Environ...	ADM	6	09/08/2...
EMSP: Emotional Safety Plan	ADM	7	09/08/2...
STEP01: My Personal Safety Plan	ADM	8	09/08/2...
STEP02: When Preparing to Leave	ADM	9	09/08/2...
STEP03: Safety at Home	ADM	10	09/08/2...
STEP04: Safety at Work	ADM	11	09/08/2...
STEP05: Safety in the Rural Area	ADM	12	09/08/2...
STEP06: Safety with a Restraining...	ADM	13	09/08/2...
STEP07: Children's Safety	ADM	14	09/08/2...
STEP08: Safety with Substance ...	ADM	15	09/08/2...
STEP09: When dealing with MH ...	ADM	16	09/08/2...
STEP10: If you are planning to le...	ADM	17	09/08/2...
PHON: Important Phone Num...	ADM	18	09/08/2...
B-166: Bill 166	ADM	19	09/08/2...
NOTES: Notes	ADM	20	09/08/2...
REV: Review	ADM	21	09/08/2...

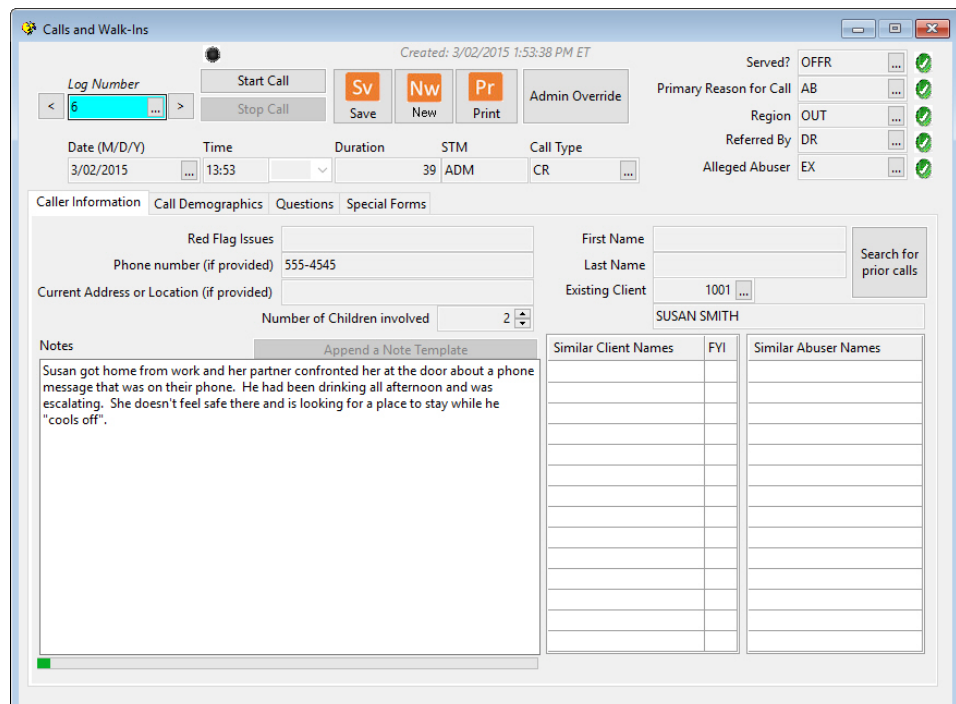
Basic Component

The Emergency Escape Plan focuses on the things you can do in advance to be better prepared in case you have to leave an abusive situation very quickly.

- Contact your local police service, Victim Services (1-XXX-XXX-XXXX) or a local shelter. Let the staff know that you intend to leave an abusive situation and ask for support in safety planning. When talking to police, ask for an officer who specializes in abuse cases (information shared with the police may result in charges being laid against the abuser).
- Request a police escort or ask a friend, neighbour or family member to accompany you when you leave.
- Do not tell your partner you are leaving. Leave quickly.
- If you are injured, go to a doctor, emergency room or a clinic and report what happened to you. Ask them to document your visit.
- Have a back-up plan if your partner finds out where you are going.
- Consult a lawyer. Keep any evidence of physical abuse, such as photos. Keep a journal of all violent incidents, noting dates, events, threats and any witnesses.
- Arrange for someone to care for your pets temporarily, until you get settled. A shelter may help with this.
- Remember to clear your phone of the last number you called to avoid the abuser utilizing redial.

Created: 9/08/2019 3:28:33 PM ET

Crisis Calls and Walk-Ins are easily tracked with this screen



Calls and Walk-Ins
Created: 3/02/2015 1:53:38 PM ET

Log Number: 6

Buttons: Start Call, Stop Call, Save, New, Print, Admin Override

Served? OFFR
Primary Reason for Call AB
Region OUT
Referred By DR
Alleged Abuser EX

Date (M/D/Y): 3/02/2015
Time: 13:53
Duration: 39
STM: ADM
Call Type: CR

Caller Information | Call Demographics | Questions | Special Forms

Red Flag Issues
Phone number (if provided): 555-4545
Current Address or Location (if provided):
Number of Children involved: 2

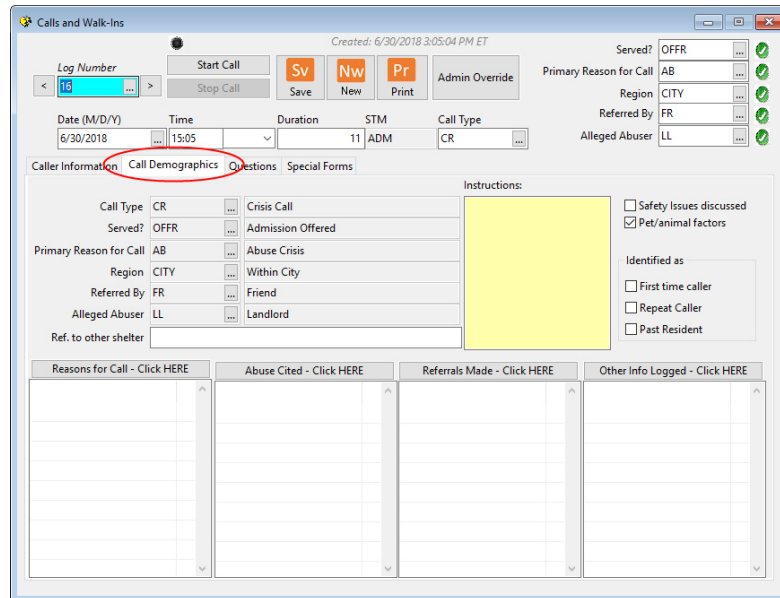
Notes
Append a Note Template
Susan got home from work and her partner confronted her at the door about a phone message that was on their phone. He had been drinking all afternoon and was escalating. She doesn't feel safe there and is looking for a place to stay while he "cools off".

First Name: []
Last Name: []
Existing Client: 1001
SUSAN SMITH

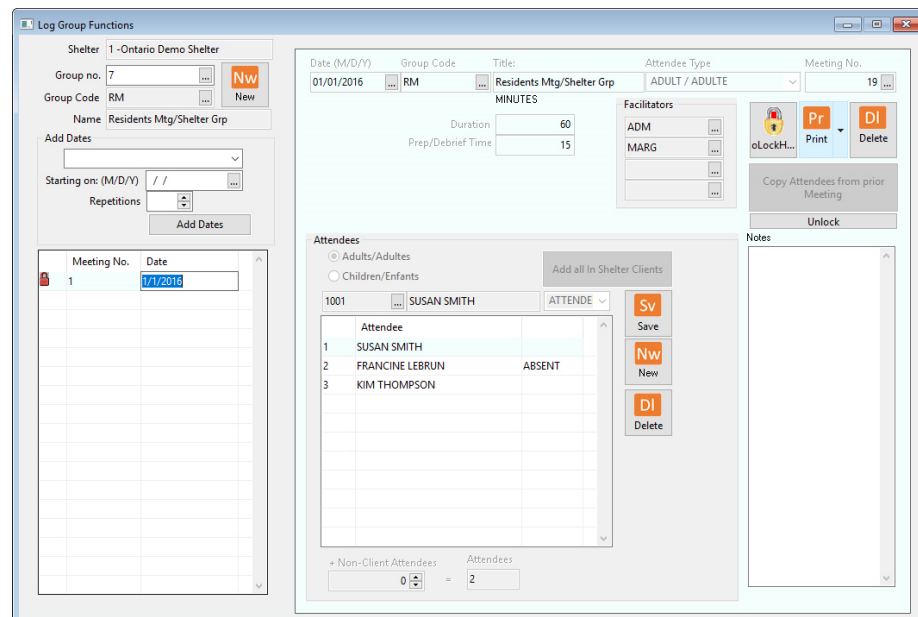
Similar Client Names | FYI | Similar Abuser Names



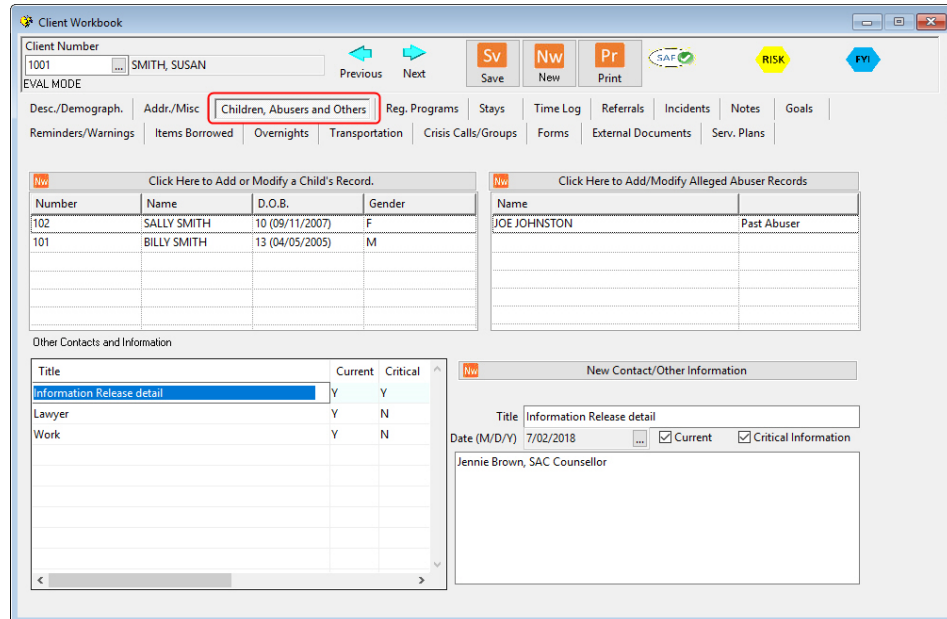
Statistics are gathered for Crisis Calls and anonymous Walk-ins with this tab on the Crisis Call screen



You can track both Series and non-Series groups easily in W.I.S.H.. The information automatically forms part of the Client Workbook




Children and Abusers are connected to the client's workbook and you can drill down for more information



Client Workbook

Client Number: 1001 SMITH, SUSAN

Buttons: Sv Save, Nw New, Pr Print

Alerts: SAF, RISK, FYI

Navigation: Previous, Next

Tabs: Desc./Demograph., Addr./Misc., **Children, Abusers and Others**, Reg. Programs, Stays, Time Log, Referrals, Incidents, Notes, Goals, Reminders/Warnings, Items Borrowed, Overnights, Transportation, Crisis Calls/Groups, Forms, External Documents, Serv. Plans

Click Here to Add or Modify a Child's Record.				Click Here to Add/Modify Alleged Abuser Records	
Number	Name	D.O.B.	Gender	Name	
102	SALLY SMITH	10 (09/11/2007)	F	JOE JOHNSTON	Past Abuser
101	BILLY SMITH	13 (04/05/2005)	M		

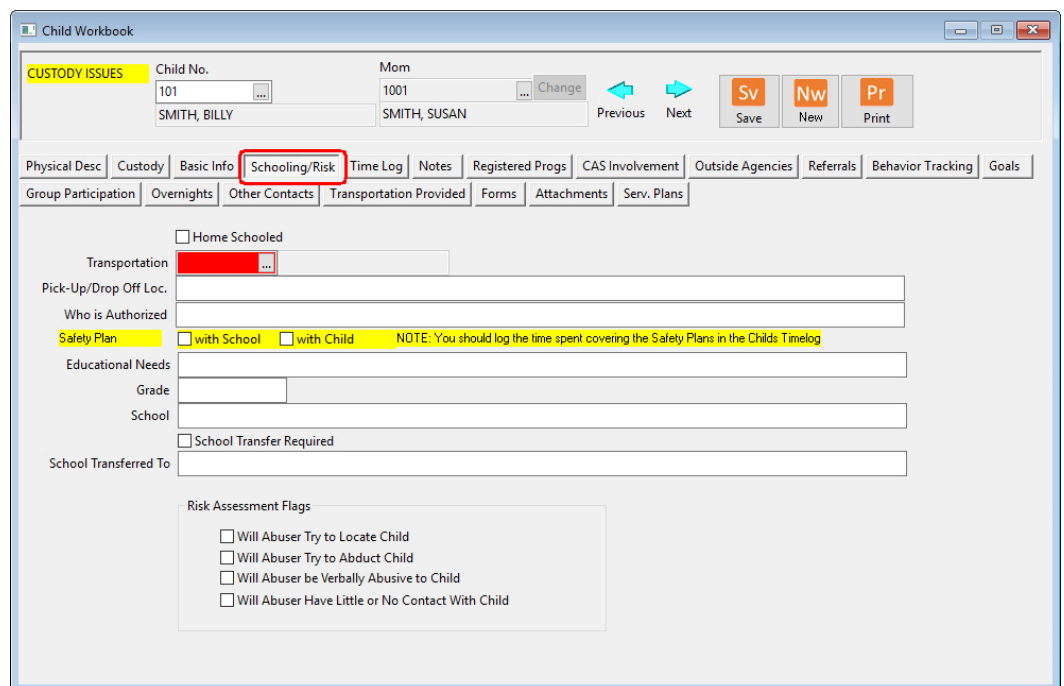
Other Contacts and Information

Title	Current	Critical
Information Release detail	Y	Y
Lawyer	Y	N
Work	Y	N

New Contact/Other Information

Title: Information Release detail
Date (M/D/Y): 7/02/2018
Jennie Brown, SAC Counsellor

Children have their own Workbook too in W.I.S.H.. This is a sample which shows some custody and schooling details. Notice how the Child is attached to the parent at the top of the screen



Child Workbook

CUSTODY ISSUES

Child No.: 101 SMITH, BILLY

Mom: 1001 SMITH, SUSAN

Buttons: Sv Save, Nw New, Pr Print

Navigation: Previous, Next

Tabs: Physical Desc, Custody, Basic Info, **Schooling/Risk**, Time Log, Notes, Registered Progs, CAS Involvement, Outside Agencies, Referrals, Behavior Tracking, Goals, Group Participation, Overnights, Other Contacts, Transportation Provided, Forms, Attachments, Serv. Plans

Home Schooled

Transportation: [Redacted]

Pick-Up/Drop Off Loc.: [Redacted]

Who is Authorized: [Redacted]

Safety Plan: with School with Child

NOTE: You should log the time spent covering the Safety Plans in the Child's TimeLog

Educational Needs

Grade: [Redacted]

School: [Redacted]

School Transfer Required

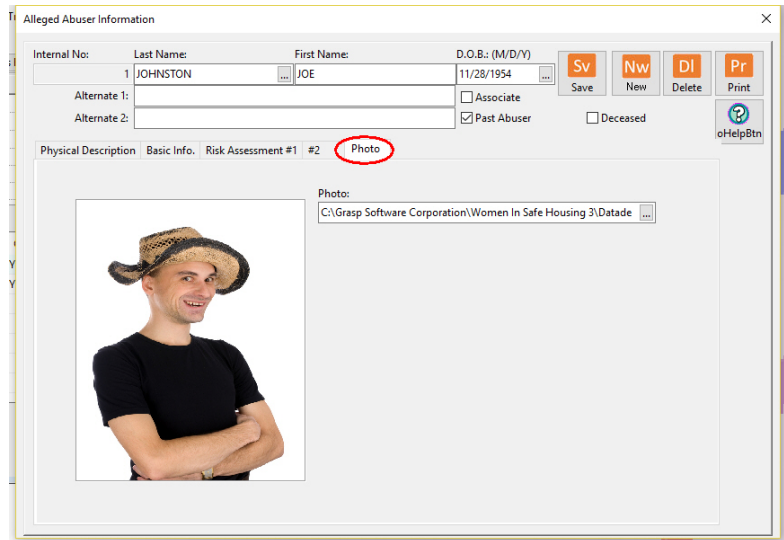
School Transferred To: [Redacted]

Risk Assessment Flags

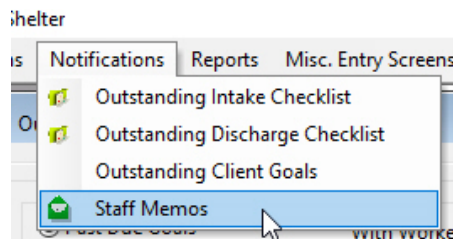
- Will Abuser Try to Locate Child
- Will Abuser Try to Abduct Child
- Will Abuser be Verbally Abusive to Child
- Will Abuser Have Little or No Contact With Child



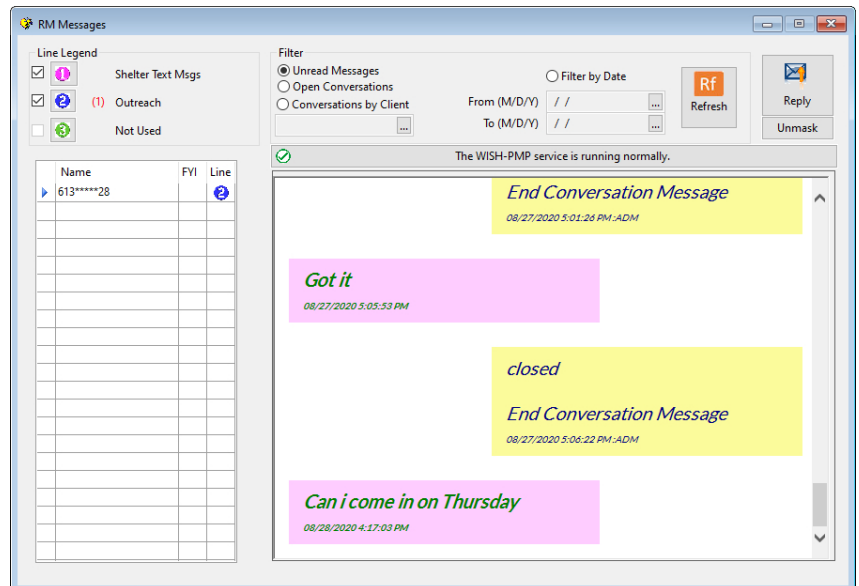
Abuser details are recorded and can be cross referenced between Clients reporting the same abuser.



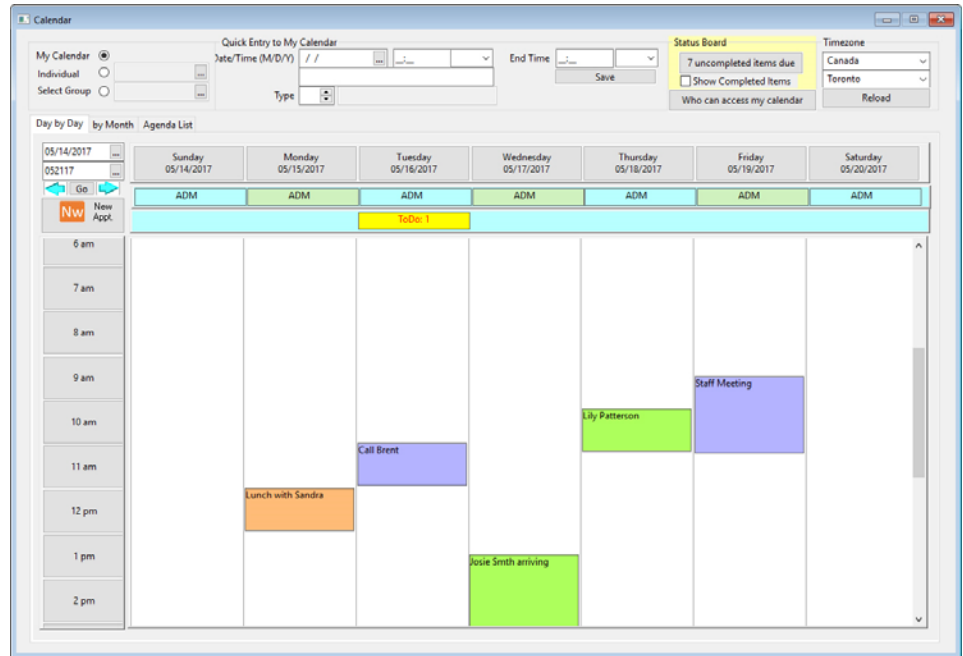
There are various menus and popup displays in WISH. This is one of them



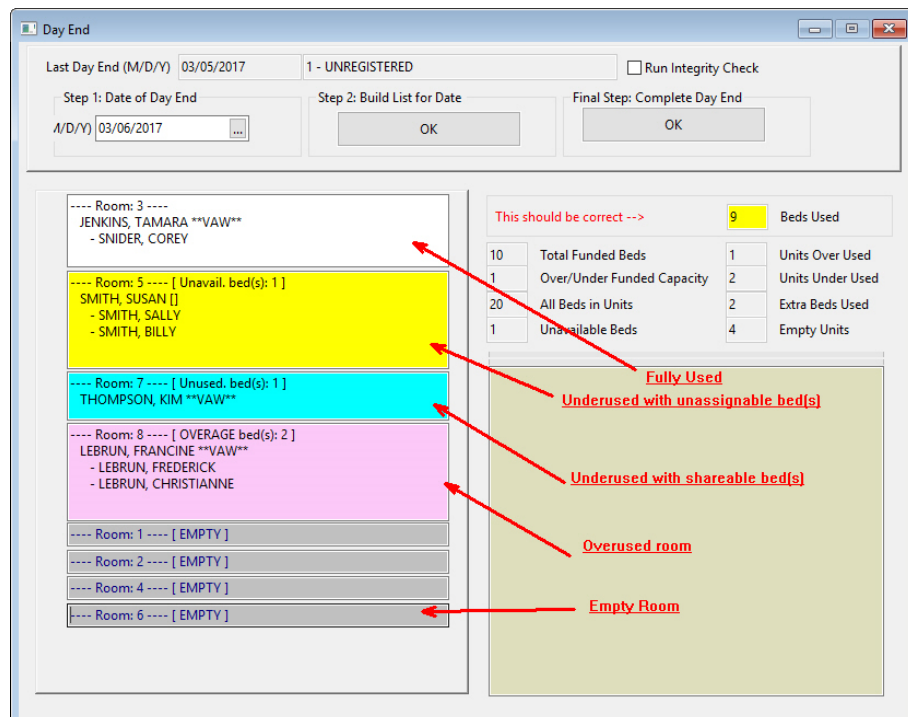
By adding a **WISH-PMP™** subscription, you can even send and receive text messages to and from you Client



W.I.S.H. has a built in Agenda and Calendar for use. You can build individual, team and 'resource' calendars

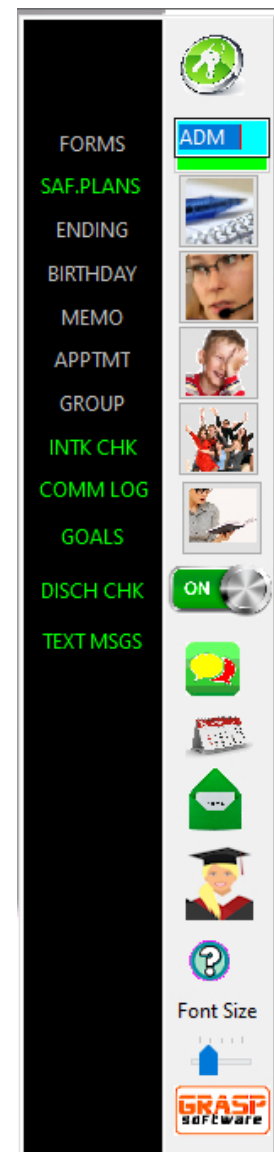
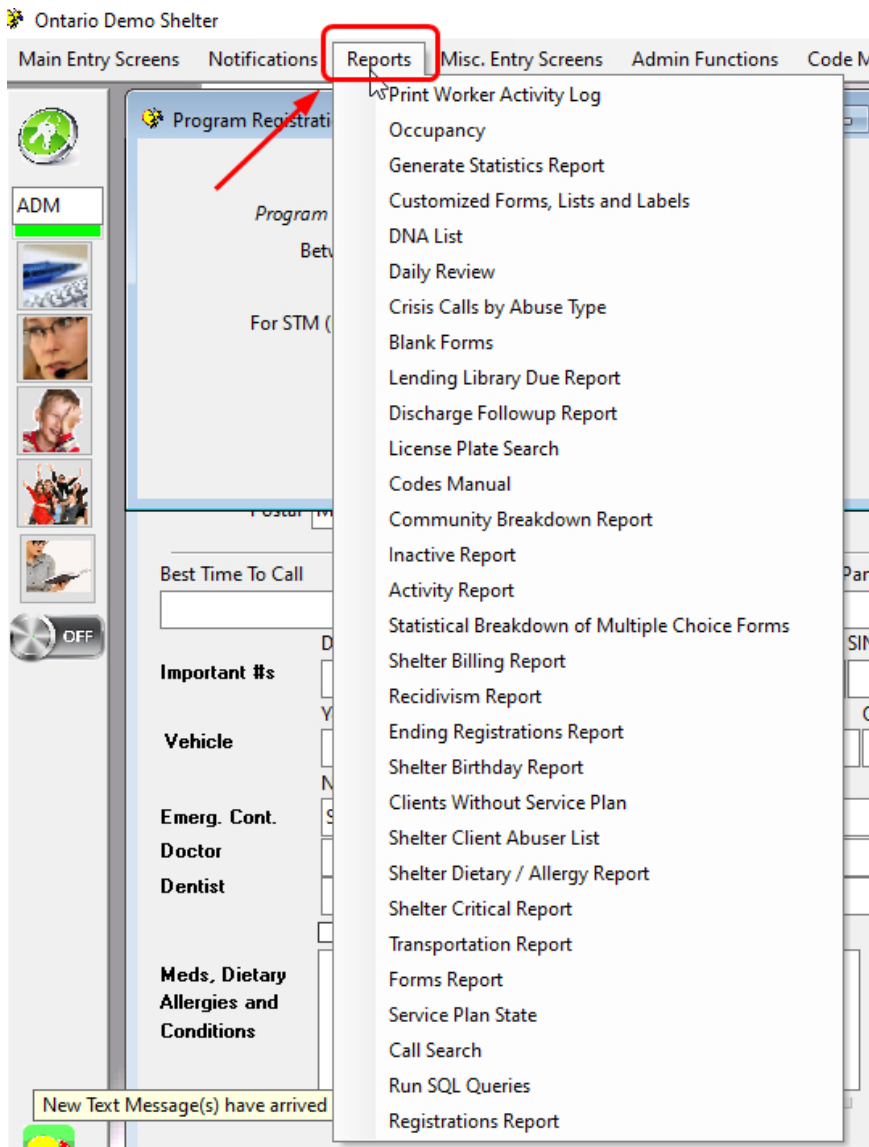


Day End for the shelter is a piece of cake. Generate the list and verify that the list of clients staying in the shelter is correct.

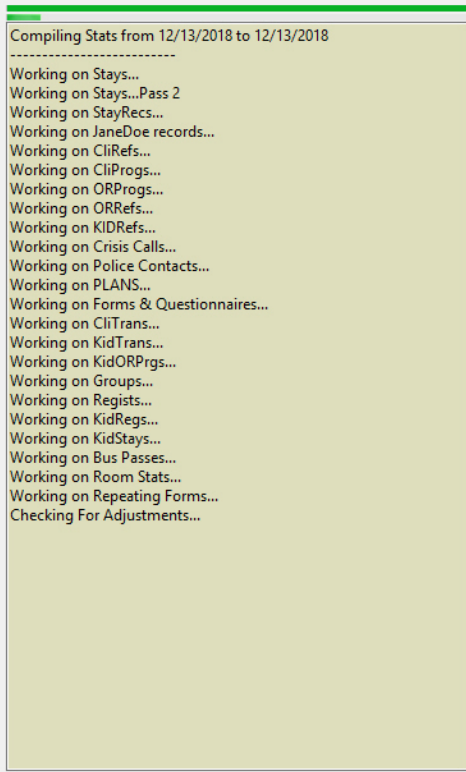


There are many different reports that can be printed. Here is the main Reports Menu

This is the main W.I.S.H. Menu Panel showing the black slideout Dashboard. The Dashboard raises the attention of certain items by showing them in green



Statistics are accumulated at the end of each day and available for reporting



Thousands of statistics are gathered automatically, and a special form is created for each funder(s) to report exactly the statistics that they want to see.

You can have unlimited funder and internal reports to handle all sorts of statistical requests.

Below is a sample of what a shelter in Ontario Canada likely will be reporting to one of their funders.

Stats Report
Grasp Software Corporation
1 - UNREGISTERED
From 4/01/18 to 11/30/18 inclusive.

PAGE: 1

By month, quarter AND year to date all on one report

8771 - Emergency Shelter

Code	Description	Change in NOV	Q1	Q2	Q3	Q4	YTD
01-CSSINSVW#	# of women who received service		5				5
01-CSSINSVVD	# of dependents served		5				5
03-RESDAYA#	Adult resident bednights	150	330	460	305		1,095
03-RESDAYB#	Bednights for Dependents	150	385	460	305		1,150
04-VAWBEDA#	Number of VAW funded beds	10	10	10	10		10
04-VAWBEDB#	Number of non-VAW funded beds						
08-CSSINSVFD	Number of dependents who identify as francophone		1				1
08-CSSINSVFW	Number of women who identify as francophone		1				1
09-CSSINSVLA	Individuals served in English		9				9
09-CSSINSVLB	Individuals Served in French		1				1
09-CSSINSVLC	Individuals Served in languages other than English or French						
10-INDIGEN#	Indigenous Individuals Served						
12-INTPHA#	Services provided on Crisis Line		1	1			2
12-INTPHB#	Services provided by phone but NOT during a crisis call						
14-INDSPA#	Women with safety plans		3				3
14-INDSPB#	Dependents with Safety Plans		3	2			5
15-BEDAVAIL#	Total Beds Available	900	8,281	8,464	3,721		59,536



W.I.S.H. software offers an impressive list of features, which include:

- Multi-user (field locking allows multiple people into same screen and record at the same time)
- Easy to maintain Code lists (ADM only) *
- Bilingual screens
- Client Workbook
 - Physical Description including photo and client demographics *
 - Do Not Admit and Conditional Admit, Risk, Dietary and Safety Plan flags
 - Medical, rules for contact, Emergency contact, Doctor Dentist, Vehicle info., Risk to Shelter
 - Phonetic name search tool helps find mis-spelled or hard to spell names
 - Address archives
 - Children (see Child Workbook)
 - Abuser info
 - Attach to external files such as Word documents, scanned forms, etc.
 - Registered Program* (such as Outreach Counselling, Child Witness, etc.)
 - Residential Stays
 - Track statistics on pets and animals connected to women staying in the shelter
 - Intake & Discharge Task Checklist *
 - Time Logs.* Service delivery – Date, Time and duration
 - Case Notes (open or locked to author), by category *
 - Safety Plan, Service Plan, Transition Plan documenting tool.
 - Client goal setting
 - Police Involvement
 - Controlled access to client file for privacy and conflict of interest cases
 - And more
- Child Workbook
 - Physical Description and demographics with photo *
 - Custody info and court details
 - Emergency contact, Doctor, Dentist, Meds, Allergies, Conditions
 - Schooling information
 - Case Notes
 - CAS (Children's Aid) involvement logs
 - And more.
- Crisis Calls/Walk-ins
 - Build in your own Risk Assessment Tool and Pre-screen forms *
 - Create a call "script" to ensure proper protocols/language during call *
 - Searches Abuser name list and Do Not Admit list automatically.
 - And more.



... (continued):

- Group Functions (Handles both “Open” and “Closed” type groups)
- User designed Forms and Questionnaires* such as Intake/Discharge, Pre-screen or survey forms all which track and report statistics automatically
- Employee Time Log* for non-client related time (ie study, admin, etc.)
- Police and Emergency Services Contacts including response scoring
- Searchable centralized Outside Service Provider* “rolodex”.
- Track Bus/Taxi passes distributed to clients.
- Inter-staff Memos for use in shelters that do not have staff email
- Statistics

Over 1,480 Statistical Elements X your selection codes = the most robust set of statistics available to your shelter at the press of a button.

Set up statistical formulas to extract stats that are reported frequently into a "boiled down" compact report for easy reporting at stat time. *

Detailed stat report includes pie charts for each of the 1400+ statistical elements.

Special stat reports such as Recidivism and statistical breakdown of multiple choice form questions add further dimension.

Stats report shows Monthly, Quarterly and Year to date.

Keeps all historical statistical data by fiscal year.

Tracks multiple fiscal year ends at the same time. For example: April to March, and January to December.

Have more than 1 shelter? Stats are tracked separately AND together.

- Staff Log Book (Communication Log)
- Individual and Team Staff Agenda scheduler built right in.
- Search by abuser name to find “chronic abusers” logged in your system
- Flexible Code setup for all screens and many modifiable screen options all controlled by the shelter’s admin team *
- Merge Client/Children records when duplicates have been entered by staff.
- Logins require password and passwords are stored in encrypted values.
- Add the optional **WISH-PMP™** messaging portal and you can respond to Text Messages from your client directly from your computer.
- "Portable W.I.S.H.™" add-on product available for laptops for "in the field" workers.
- And more...

* You'll love this because your shelter ADMIN TEAM can construct and modify these codes/forms to match their shelter’s changing needs.



Getting a demo and pricing

The next step would be to investigate the functionality of W.I.S.H. further by requesting a personal demo session. We can do that with your team at your convenience. At that time, we can also gain more specifics which will enable us to give you an exact cost so that you can assess the viability and make plans to transition to the W.I.S.H. software.



Call to arrange
your FREE,
no obligation
demo today

1-877-759-6783

System Requirements

Windows 10, Windows 8 (32/64 bit, does not include RT),
Windows 7 (Home premium or higher, 32/64 bit), Windows
Server 2017, 2016, 2012, (32/64 bit)
Windows Server 2008 (including R2 and x64) ,

SQL (optional)

MS SQL Standard or Express versions 2008 - 2017
(Requires Microsoft ODBC version 13 or higher)
Other SQL support details available on request

Windows Terminal Services (optional)

Windows Terminal Services are supported when using Win-
dows Server 2017, 2016, 2012 or 2008.

Processor

Intel Pentium-based PC (or higher)

RAM 512 Megabytes minimum

Hard Disk Space

200 Megabytes Note: Long file name support is required.

Display

SVGA 1024 x 768 (or higher)

We became #1 by making our Customers number 1.

