

## FamilyMetrics Features

### 1. Secure Resident Files

- Manage on-site and community residents
- Sort and search by name or unit number
- Set automatic daily service reminders

### 2. Unit Profile Directory

- Organize families by unit
- Quickly view family living status by head-of-household, dependants, etc.
- Report and search by single or multiple units

### 3. Resident Files Overview

- Quickly identify residents with outstanding service needs
- Easily pinpoint which residents are missing documentation
- Printable “to do” lists

### 4. Birthday Directory

- Never forget resident birthdays
- Sort by month, day, or name
- Printable resident birthday list

### 5. Resident Contact Directory

- Easily access resident contact information
- Sort by last name or unit number
- Print entire or segmented contact list

### 6. Resource Directory

- Document and organize community partners and referral agencies for fast access
- Track all referrals
- Generate reports by service category

### 7. Resident Service and Activity Log

- Enter service logs at individual or group level
- Link to resource directory to track referrals



- One-click reports chart services delivered in seconds

#### **8. Program Portal**

- Document services and measure outcomes for on-going programs
- Track program attendances
- Measure programs on one property or across your entire organization

#### **9. Progress Notes**

- Securely record case management notes
- Link to services and referrals
- Ensure accuracy with built-in spell check

#### **10. Follow-up Task and Service Request Forms**

- Quickly document outstanding services needs
- Set automatic reminders to ensure follow-through
- Enhance service delivery and resident satisfaction

#### **11. Service Management Plan**

- Organize past and present needs
- Quickly view pending and processed services
- View response times to resident needs



#### **12. Status Forms**

- Track outcomes related to education, employment, financial, housing, public assistance
- Easy to input and update
- Links to outcome reports

#### **13. Multi-Property Outcomes and Statistics Reports**

- Over 60 standard reports let you report on one property or across your entire organization
- Digest complex facts and figures more easily with advanced data visualization
- Drill-downs let you analyze results from a variety of perspectives

#### **14. Ad Hoc Report Filter**

- Leverage standard outcomes reports to generate ad hoc report queries
- Easily select reporting criteria such as age, gender, living status, etc.
- Save selections for future reporting needs

**15. Property Service Reports**

- Query by duplicated and unduplicated services delivered
- Generate resident summary reports by service categories
- Analyze by service types and sub-categories

**16. Program Reports**

- Generate program reports across both property and organizational level
- View attendance thresholds and completion levels
- Analyze by participant status

**17. Education Reports**

- Generate education outcomes such as GPA's, reading levels, etc.
- Measure progression by grade level
- Analyze property and organization-wide education statistics

**18. Employment Reports**

- Measure employment progression
- Examine working/not-working statistics
- Analyze employment outcomes such as wage increases, insurance, etc.

**19. Financial Reports**

- Measure outcomes such as EITC, check cashing services, etc.
- View statistics and outcomes for positive assets such as bank accounts
- Compare financial goals with progress made

**20. Housing Reports**

- View resident housing status
- Capture and evaluate housing progression
- Evaluate progress towards home ownership

**21. Public Assistance Reports**

- Analyze resident public assistance summaries and statistics
- Public assistance recertification tracking
- Monitor changes in public assistance

**22. Resident Turnover Reports**



- Easily generate resident turnover outcomes report
- Identify why residents move out
- Analyze progress towards home ownership

#### 23. **Incident/Violation Log**

- Track incidents/violations by category
- Track incidents/violations by resident
- Easily generate incident resolution reports

#### 24. **Multiple User Levels**

- Authorize access rights with permission settings that reflect user responsibilities
- Collaborate securely across organizational and geographical boundaries
- Unlimited training and support for all user levels

