

## 2-1-1 Shelter Bed Tracking Tool

### 1 Overview

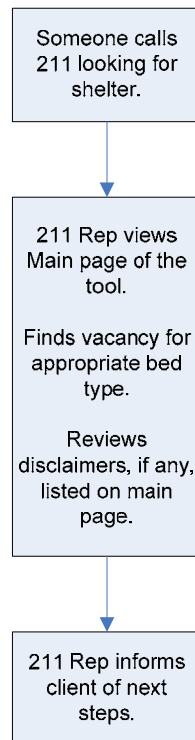
The 211 Shelter Bed Tracking Tool is meant to make it easy for groups such as Vermont 211 and personnel who work at shelters to locate shelters that have vacant beds (or rooms). The tool displays the number of vacancies remaining for each bed type for each date for any given shelter.

The goal of using the tool is to minimize the time it takes to find a shelter with a vacancy which can be utilized by the person seeking shelter. It is therefore critical that the shelter representatives keep the data up to date.

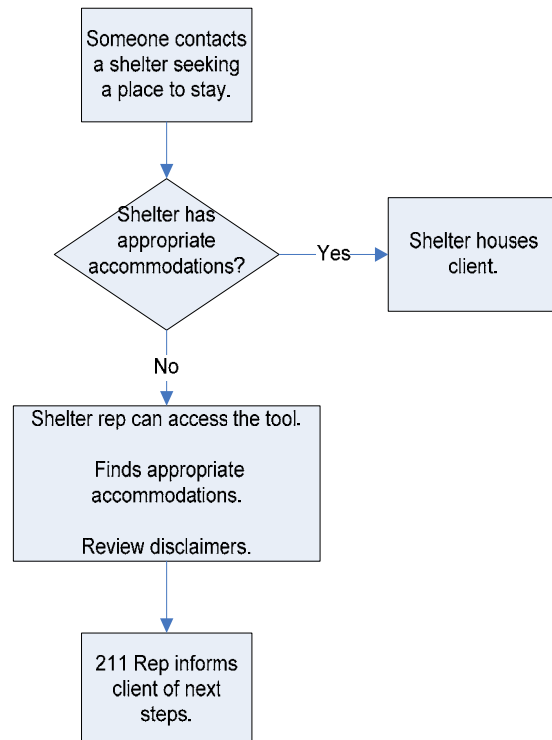
#### 1.1 Workflows

There are two basic workflows where this tool might be utilized. One wherein a client calls Vermont 2-1-1 looking for information on temporary shelter, and another wherein a client contacts a shelter directly (in person or otherwise).

##### Initiated at Vermont 2-1-1



##### Initiated at Shelter



## **1.2 Bed types**

The tool displays vacancies by shelter, by date, by bed type. For each participating shelter, the appropriate bed types must be set up. At the time of writing, bed types include the following:

- [1] Family Units (rooms)
- [2] Accessible
- [3] Youth
- [4] Individual – Male only
- [5] Individual – Female only
- [6] Individual – Male/Female

The system administrator can add or remove bed types as needed, and for each shelter any of the existing bed types can be activated (or deactivated) as needed. Speak with the system administrator (MaryEllen Mendl) regarding getting the appropriate bed types activated for your shelter. To see which bed types are currently activated for your shelter, simply view the main page of the tool (first page you see after logging in), and find your shelter on the page. The bed types will be listed.

## **1.3 Vacancies**

For each shelter, the tool displays the number of vacancies remaining for each bed type for each date. The task of the shelter representative is to make sure that the displayed number of vacancies remaining is as accurate as possible. The only data entry task that the shelter must perform is to update the number of remaining vacancies for each bed type the shelter has. The number of times per day that the shelter updates the numbers will depend on the shelter personnel's time constraints and on how often the number of vacancies actually changes during a day. The shelter should set a schedule for updates and then stick to it.

*Again, the more accurate the data, the more helpful the tool will be.*

See the next section for step-by-step instructions on how to enter your data.

## **2 Entering vacancy information**

1. Open a web browser and go to <http://www.211resources.org>.

2. You should see the following page:



**Shelter Bed Visibility Login**

Please enter your username and password:

Username:

Password:

3. Enter your username and password and click the login button (username and password can be obtained by contacting MaryEllen Mendl at 861-7844).

4. You should see the main page, which appears like this (the actual page will display all active shelters):



**Capacity Management**

Month  Day  Year

Morningside Shelter (81 Morningside Drive, Brattleboro) 802-257-0066 Total Bed Capacity: 0					
Bed Type	Mon, Jan 14 vacancies remaining	Tue, Jan 15 vacancies remaining	Wed, Jan 16 vacancies remaining	Thu, Jan 17 vacancies remaining	Fri, Jan 18 vacancies remaining
Accessible	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>
Family Units (rooms)	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>
Individual - Female only	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>
Individual - Male only	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>
Individual - Male/Female	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>	<a href="#">(set)</a>

5. To set the number of vacancies for a bed type at your shelter, scroll to your shelter, and click on the link for the appropriate date and bed type (e.g. ZZZ Test Shelter, Jan 16, "Accessible").

6. You should see the following page:



## Shelter Bed Information

### Set Remaining Vacancies

\* = required field

Shelter ZZZ Test Shelter  
Bed Type Accessible  
date 2008-01-16  
Vacancies remaining

7. Enter the number of remaining vacancies in the “Vacancies remaining” field; click the Submit button.
8. You will briefly see this page, after which you will be returned to the main page.



## Shelter Bed Information

Your update action was successful.

You will return to where you started in 3 seconds. [\(click here to Hurry Up!\)](#)

9. Repeat as necessary for all bed types for your shelter.