socialserve.com

Streamlining access to affordable housing, programs and services through innovative, economical, technology solutions . . .



[Introduction]

Mission:

NPI/Socialserve.com is a 501(c)(3) charitable organization dedicated to helping people access affordable housing and supportive services by developing solutions that utilize leading-edge technology. We believe that those in need merit outstanding customer service while at the same time, municipalities deserve cost-effective solutions.

Validation:

"Searching for affordable housing has gone from months to moments."
Bill Walters - Director of Section 8
Charlotte Housing Authority

Every day Socialserve.com helps:

- **Prospective tenants** quickly locate affordable, scattered-site, housing and services
- **Service professionals** efficiently locate resources to meet their clients' needs
- **Housing professionals and planners** access real-time housing statistics
- **Communities** gain the benefits of centrally located resource information
- **Housing providers** reduce marketing costs and increase exposure
- **Housing Authorities** streamline the Section 8 rental process

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The Socialserve.com Advantage

[Many Advantages]

Accessible:

"I am VERY pleased with this Website and will definitely recommend it to others . . . oh and I'm moving into my new house this weekend !"

Chassidy J. - St. Louis

A_01 - multi-lingual services online and through our toll free call center
A_02 - stand-alone or "embedded" in existing local sites
A_03 - available online 24/7, phone, fax and mail
A_04 - Section 508 and AAA compliant

Reliable:

"What I like best about your development team is that they respond so quickly to special requests."

Abdul Sesay - Denver

R_01 - listening, developing, serving and refining since 1999
R_02 - self-sustaining nonprofit business model
R_03 - legendary open source stability
R_04 - dedicated server hardware

Efficient:

"I thought it would be a nightmare carrying my kids around town to look for apartments. You saved me so much time. Bless you and thank you for your work."

Dorthena - Charlotte

E_01 - eliminate the time and financial drain associated with "from scratch" development
E_02 - focus on a successful launch instead of on trial-and-error "beta" testing
E_03 - begin serving your clients in weeks instead of months or years
E_04 - tailor to meet specific service needs
E_05 - consolidate resources

Experienced:

"If you are a person like me without any credit, nine times out of ten you can't find someone willing to work with you . . . Socialserve.com helped me [in] very many ways."

C.G. - Kansas City

X_01 - learning from, listening to and supporting clients, property providers and municipalities since 1999
X_02 - professionally trained Customer Service Representatives averaging over two years on the job
X_03 - serving over 3,000 people a day in over 250 communities nationwide
X_04 - proven track record of development, sustainability and growth
X_05 - clients range from nonprofits to State governments
X_06 - serving housing authorities nationally

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The Affordable Housing Listing Service

What you get when Socialserve.com comes to your community



[Available Services]

Benefits:

"The full benefit of this service—to social service providers, landlords, Housing Authorities and tenants alike—is immeasurable."
Katrina Knight, MSW - HRC Director - St. Louis, MO

B_01 - leverages existing resources
B_02 - cost effectively increases access
B_03 - expands outreach and education
B_04 - reduces the need for re-inspections
B_05 - saves time, money, effort and resources
B_06 - increases awareness of housing program options
B_07 - provides clients on waiting lists an alternative choice
B_08 - features basic and advanced searches in English and Spanish
B_09 - consolidates a current listing, of safe, decent, affordable housing
B_10 - "lightens the load" of workers allowing them to focus on other priorities

Resources:

"Thank You Socialserve.com for helping everyone from homeowners to those of us looking for a home. If anyone asked me 'do you have any regrets,' it would be not having your service sooner."
Gratefully Yours - T. Toure & Children



R_01 - external map links
R_02 - HUD FMR guidelines
R_03 - basic budgeting "how-to"
R_04 - extensive budget worksheet
R_05 - housing quality standards (HQS)
R_06 - overview of the Section 8 processes
R_07 - moving expense example and worksheet
R_08 - tips on locating homes in low-poverty areas
R_09 - list of SRO through eight bedroom properties
R_10 - basic and advanced search tools (Eng./Esp.)

Guidance:

"How refreshing to have market numbers from today to analyze instead of those from three-years ago."
Jon Gauthier - NC Fannie Mae Partnership Office Director

G_01 - promotes interaction among tenants, landlords and service providers
G_02 - increases long-term housing needs planning accuracy
G_03 - supplies feedback on statistics and market trends
G_04 - simplifies rent reasonableness comparisons
G_05 - provides "real-time" market research



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Service:



"Thanks for the very professional follow up. It is a pleasure dealing with an agency and people like yourself. You certainly walk the extra mile for a customer."
"Stu" - Kansas City, MO

Dedicated and professionally trained Customer Service Representatives (CSR's):
S_01 - act as *FREE* dual agents, working for the tenant and the property provider
S_02 - provide need-specific housing options to tenants by phone, fax and mail
S_03 - add, update, remove, monitor compliance/accuracy of property listings
S_04 - refer tenants and property providers to community-based resources
S_05 - provide searches for tenants who cannot access to the Internet
S_06 - add, support and recruit new property provider accounts
S_07 - perform outreach, education and training on:

- current local market conditions and trends
- Section 8 processes and guidelines
- Federal Fair Housing Act standards
- competitive analyses ("comps")
- local listing requirements
- usage of the service



Options:

"This Web site has been a real lifesaver for me! Women come in to the center, [with] budget, Domestic Violence or transportation needs and presto, I send them out the door with real possibilities."
Lisa-Gaye Hall - Women's Resource Center

O_01 - for-rent, rent-to-own, for-sale, lead safe, private, corporate and government listings
O_02 - "stand alone" service or "embedded" searching through existing local sites
O_03 - local resource lists/links (static, dynamic or information clearinghouse)
O_04 - advanced statistical analysis to assist in planning
O_05 - marketing materials in English and Spanish
O_06 - external links to existing services:

- public transportation
- utilities and schools
- neighborhood info
- crime mapping
- GIS overlay



[Available Services]

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Website Development
Database Development
Open Source Technology Development

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Who Benefits?

Users:

People Looking for Affordable and Market-rate Housing

Housing Authorities and Re-sale Programs



Housing Coalitions and Advocates



Disaster Relief Organizations

Affordable Housing Providers

Domestic Violence Victims

Special-Needs Housing Populations



Housing Planners and Analysts

Workforce Housing Specialists

Health and Human Services

Public Housing Authorities

Relocation Services

Federal, State, County & Local Government



Homeless Shelters

Service Providers

College Students

Service Industry

Public Transit

Employers

Seniors

2-1-1



and more . . .

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