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Working Mission
HOPE is a human services organization facilitating initiatives and coordinating services aimed at improving the overall well-being of individuals and families by providing the tools necessary to increase self-sufficiency, promote healthy lifestyles, and enhance quality of life.

Service Area
Bland County
Carroll County
City of Galax
Grayson County
Smyth County
Wythe County



HOPE Community Information System (HCIS)

HCIS is a web-based intake, referral and client management system, originally mandated by the U.S. Department of Housing and Urban Development for managing homeless populations in shelters. As HOPE works with the homeless population through our administration of the Homeless Intervention Program and in our relations with area shelter providers—Crossroads, Family Resource Center and the Hostel of the Good Shepherd in Galax—it made sense for us to look at expanding the concept of client management beyond the basic HUD requirements.

HOPE's vision for HCIS is to facilitate the delivery of services to clients in need of assistance through more efficient use of staff time, client time, handling of referrals, accountability of client follow-through and reporting to various funders. Client participation and consent to allow the sharing of demographic information is critical, while agency specific information relating to individual need and situation is protected within each respective agency.

In October 2006, the Wythe-Bland Community Foundation awarded HOPE a grant of \$12,000, leveraged with other resources including the Virginia Department of Housing and Community Development and private grants, to purchase licensing, train staff and conduct multiple trainings for partner agencies to make HCIS available throughout the Wythe and Bland human service communities.

HOPE signed a Memorandum of Understanding with Homeward of Richmond, the state administrator of ServicePoint, the web system adopted by most Virginia users of such systems. Since going on line in November 2007, thirteen licensed users have entered 897 unique clients into the system.

HOPE would like to expand HCIS more broadly and make it available to interested partners beyond the current participants. HOPE can cover the cost of purchase of additional licenses for specific staff members, training of appropriate staff and administering the usage within the Wythe-Bland Region HOPE Interagency Council on Homelessness.

