Village Office System

by Mark Davis

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This system has been developed specifically to serve non-profit organizations that follow the senior village concept as envisioned by the original founders of the first village in the Beacon Hill area of Boston. It is a multi-user computer software application that runs on Windows-based computer systems. On a local area network (LAN), it may be server-based, or may be shared from a standard desktop or laptop computer. It is also very easy to move the database to a different computer to carry and use outside the office temporarily. It may also be remotely accessed. The *Village Office System* (VOS) helps manage all operational aspects of the typical senior village.

Included in the system, are the software application itself, and various template forms in PDF format, which can be customized and made ready to use in your own day-to-day operations.

The Process

The database consists of several files. Contacts' names and addresses are input into the *MasterFile*. Optionally, each of these records may include birth date, source code, phone numbers, separate mailing address, and flags indicating the category of interest and/or type of individual. For example, these flags include Member or Potential Member, Volunteer or Potential Volunteer, Donor or Potential Donor, Board Director, and others.

The *Members File* and *Volunteers File* contain the respective Members and Volunteers, with additional applicable information about these individuals.   For example, the Volunteers File may contain the individual's desired type of volunteer work – Transportation, Handyman, Friendly Visitor, etc. The Members File contains payment information, from which payment receipts and invoices may be printed.

The *Service Providers File* contains pertinent information on commercial service providers that your organization has vetted, and which you refer to members for paid services.

The *Vendors File* contains contact information on those companies that provide services to your organization. It may contain your landlord, printer, copier leasing company, etc. As are all files, it can be quickly searched. For example, it may be used to find and contact printers that you have used in the past, or expect to use in the future.

The *Donations File* contains a record of each donation received, monetary and gifts-in-kind, and provides for printing customizable content donation receipts.

The **Service Requests File** is the heart of daily village operations. The Service Coordinator enters every request from a Member for service (transportation, pet care, shopping, etc.) into this file, including the requested date, time, and estimated return time. If full functionality is utilized, the next step is to push a button, which sends the request via email (or text message) to all applicable volunteers. "Applicable" means those who are not on vacation or otherwise unavailable, and those who have indicated a desire to serve in this capacity (e.g. driver for transportation). When a Volunteer accepts the assignment, his/her information is added to the Service Request (simply by selecting the Volunteer from a drop-down box), and a confirmation email is sent to that Volunteer – again at the push of a button. Also, in order to help oversee all Service Requests, a Calendar Appointment optionally may be created, again at the push of a button. The system also has the optional ability to push calendar appointments to a shared calendar on other computers and smart phones. Typically, on the day before the service date, a reminder notice is emailed to the assignee, again at the push of a button. Reminder emails may be automated using the customizable "AutoRun" function, which transparently sends appropriate reminders to volunteers each day, or on request. After the service has been rendered, the Volunteer provides their start and finish times, which are then automatically entered into the Service Request File, and the Service Request is flagged as "Completed".

What is Included?

The Village Office System is leased as a service on an annual basis. One annual price includes the following:

- VOS software application use for one year
    - Built-in member invoicing and payment receipts subsystem
    - Built-in letter writing/emailing subsystem, with customizable "canned" letters
    - Built-in Tracking subsystem to keep track of correspondence of any kind
    - Automated reporting of volunteers' hours
    - Notices to volunteers about expiring driver licenses and insurance
    - Context-sensitive Help files throughout the system
    - … and much more
- Remote installation on one or more computers while you watch
- Remote support and training
- Over 15 standardized village business forms customized with a facsimile of your letterhead, and in PDF format with field fill-in capability. Also includes the same forms with blank letterhead for printing directly onto your own letterhead stock
- Enhancement software updates for the subscription period

Summary and Pricing

The system provides easy monitoring of all work in progress, and appropriate and useful reporting. It produces Membership Payment Invoices and Receipts, Member Emergency/Family Contact Forms, customized Donation Receipts, Envelopes, and Labels, all of which may be printed one at a time, or selected and printed in batches. It also produces an endless variety of reports based on selection criteria.

Pricing* (This is a subscription service – If you choose not to renew, the VOS software will cease to function. Upon request, all your data will be off-loaded to a database or Excel files for use elsewhere. You always retain ownership of your data).

First year (includes initial installation(s), training, customized PDF files for forms, $310.00
        on-going support, all software updates, including enhancements)

Subsequent year (includes all software updates, on-going support)   210.00

Design/Modify additional customized form in PDF format specific to your operation (each)   50.00

Computer Support (non-VOS related) each incident (as low as $5.00, or no cost)   40.00

The products below are purchased directly from their respective publishers.
Rightco will install them and provide assistance on how to use them.

PDF995 - Allows creation of PDF files from any program on your computer,   9.95
        which may then be saved, or printed to your printer.

Remote Access Host - This allows VOS Technical Support to remotely access your   Free
        computer(s) to perform installations and help support.

CodeTwo Sync for iCloud - (optional). This allows automatic, transparent synchronizing of   Free
        VOS calendar and contact data to other computers iPhones and iPads via iCloud.

***Rightco Enterprises donates profits from the Village Office System to further the village concept.**

Village Office System Requirements

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The VOS system requires the following (some items are optional as indicated):

- Windows PC or Laptop computer

  Windows 10, 8.1 or 7.

- Microsoft Office Outlook Client

  Outlook 2010, 2013, or 2016. (Microsoft Office, which includes Outlook, may be purchased from TechSoup.org).

- PDF995

  Utility program to create onscreen viewable PDF files prior to (optionally) sending to the printer.

- Printer to print reports (optional)

  Almost any modern laser or inkjet printer will work.

- Networked Printer (optional)

  VOS can print to a networked printer.

- Internet Access

  Required to send emails to Volunteers from VOS.

- Standard 8 ½ x 11 ream paper

  For all printed reports.

- Label stock (optional)

  Avery 5160 or equivalent self-adhesive (to print labels directly from VOS)

- Envelope stock (optional)

  No. 10 business envelopes and #9 return envelopes (to print envelopes directly from VOS).

- Network (LAN) (optional)

  Local Area Network. Shared database may be on Windows Server or any Windows PC on the LAN.

Note: Access to the computer hosting the VOS database over the Internet is possible using available remote access technology (e.g. TeamViewer, GoToMyPC, RemotePC, etc.).