Residence Hub by TechNet

FOR SHELTERS, TINY HOME VILLAGES AND TRANSITIONAL HOUSING

The app your residents actually open.

Messaging, incentive points, a resident store, daily check-ins and program notices in one app, with a staff dashboard behind it. Branded to your facility and set up with you by TechNet.

Built at Village University, Wisconsin

iPhone · Android · Web

Works next to your HMIS

Launch the interactive demo

Book a strategy call

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2 to 6 weeks
to residents on the app: about 2 on Standard, 4 to 6 on Branded for store review

Unlimited staff
on every package; no per-user fees

Your brand
logo, colors and words, or your own store listing

1 · THE PROBLEM

Staff are running a facility from group texts and paper cards

Most shelters and villages piece their day together from phones, whiteboards and spreadsheets. Their HMIS and case-management systems are built for funders and staff, and residents never see them. Residence Hub is the part residents use.

AREA	TODAY	WITH RESIDENCE HUB
Talking to residents	Group texts, notes on doors, missed messages	Messages to a chosen staff member, push notices, a record of every reply
Motivation	Paper points cards, disputes over balances	Points awarded from a phone with a reason, spent in your own store
Spotting a hard day	Staff learn someone was struggling after they leave	Daily check-in; a low rating alerts the care team. Not an emergency service: crises go to 911 or 988
Program rules	Verbal warnings, lost write-ups	Notices with acknowledgement and an appeal clock
Caseloads	A spreadsheet only one person updates	Case managers join caseloads, the site manager approves
Funder reports	Rebuilt by hand each quarter	Attendance, points and exits counted as they happen
Fees	Cash, money orders, receipts in a binder	Invoices paid by card through Stripe

Village University, Wisconsin

Residence Hub started as Village University's own app, built by TechNet to replace a generic app builder. Residents use it every day to earn and spend Village Bucks, message staff, rate their day and read program notices.

22
adult residents on the app

20/22
opened it in the past week

15 h
staff time saved a week (conservative)

8→1
spreadsheets replaced, run by 3 staff

> "Residence Hub gave our residents one place to see their plan, their Village Bucks and their notices, and gave our team one place to track it all. We spend less time on paper and group texts, and more time with families. Moving off 8 spreadsheets and manual entry has let a staff of 3 accurately and easily do the work of 8."
>
> Jon Doemel, Site Director, Village University

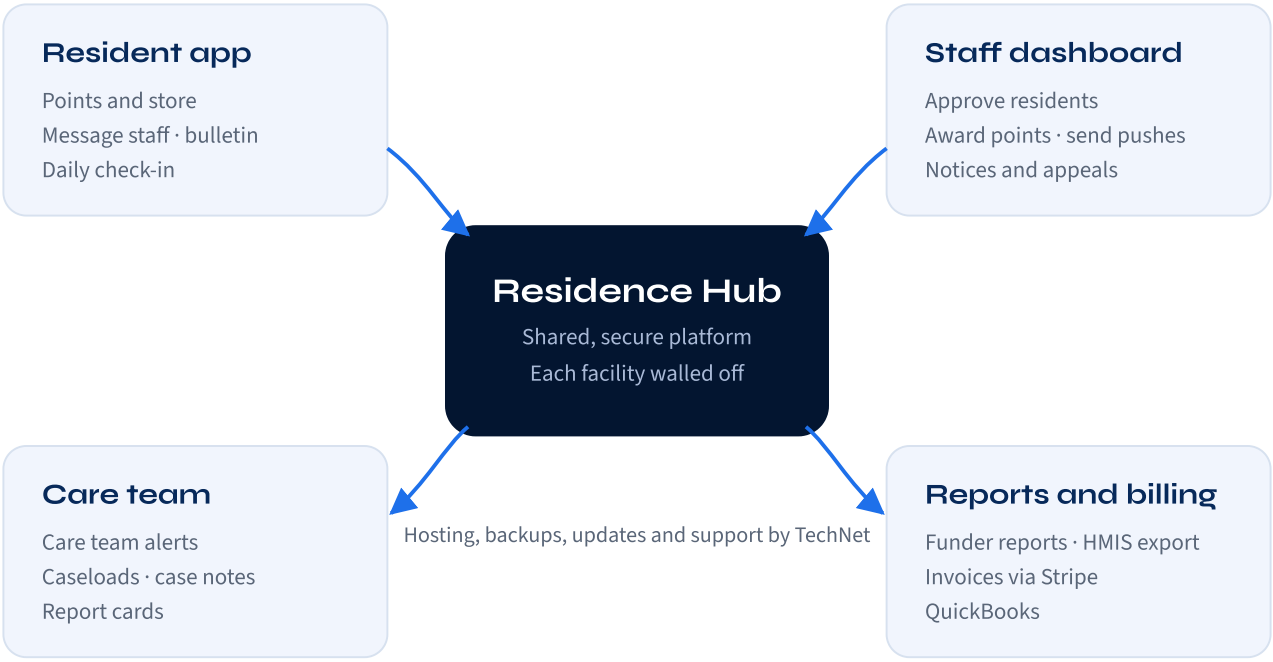
Live at Village University today

- ✓ Village Bucks points
- ✓ Push notifications
- ✓ Care team alerts
- ✓ Caseloads + case notes
- ✓ Partner reports
- ✓ Village Store
- ✓ Bulletin board
- ✓ Program notices + appeals
- ✓ Surveys + calendar
- ✓ QuickBooks link
- ✓ Staff messaging
- ✓ Rate my day check-ins
- ✓ Report cards
- ✓ Invoices via Stripe

Village Bucks and the notice-and-appeal process were designed by Village University and are used with its permission.

One platform, every facility walled off

Every facility runs on the same secure platform, kept current by TechNet. Each one's data is separated at the database level, and each one sees only its own name, colors and wording.



Your brand. Residents join with your facility code and see your logo, colors and words ("Guests" and "Beds", or "Residents" and "Houses").

Sensitive programs. Only counselors see check-in answers. Domestic violence shelters can lock data sharing off entirely.

Your data. Separated from every other facility, exportable any time, and deleted 90 days after you leave.

Your HMIS stays. We export what your HMIS lead needs instead of asking staff to enter it twice.

A setup fee, then one yearly price

	Standard	Branded	Network
For	Shelters and villages up to 60 residents	Facilities wanting their own app listing	Agencies, counties, CoCs with several sites
Setup (one time)	**$10,000**	**$18,000**	**$25,000 first site** +$5,000 each added
Yearly	**$6,000**	**$8,500**	**$10,000 first site** +$4,000 each added
App	Shared app with your branding	Your own App Store and Play listing	Either
Extras	All resident and program modules	Store listing handled by TechNet	Funder dashboard, HMIS export, QuickBooks
Support	Next business day	Next business day	Named contact, same day

Every package: unlimited staff, hosting, updates, backups. First three facilities: 50% off setup.

The five-line ROI

1. **Staff time saved** = admin hours a week × 50% × hourly cost × 52
2. **Exits avoided** = residents a year × early-exit rate × 10% × cost of one exit
3. **Software replaced** = what you pay a year now for texting, app builder, points or case-tracking tools it replaces
4. **Yearly value** = lines 1 + 2 + 3
5. **Payback in months** = (setup + yearly fee) ÷ (line 4 ÷ 12)

The 50% and 10% are planning assumptions. Try your own numbers in the online calculator.

Example: 60 residents, Standard

15 h/week × 50% × $22 × 52	$8,580
60 × 30% × 10% × $1,500	$2,700
Software replaced	$1,800
Yearly value	**$13,080**
Year one cost	$16,000

≈ 15 months

to pay back year one; about 2.2× the yearly fee after that

Most facilities ask a county or foundation to cover it

Residence Hub usually fits a county or city homelessness budget, a community foundation or United Way technology grant, or the capital budget of a new village. Here is wording you can adapt. TechNet will fill in your numbers and review the draft with you.

Budget line

Resident engagement and case-coordination platform (Residence Hub by TechNet LLC): one-time setup $[setup]; annual hosting, support and updates $[yearly]. Total year one: $[total].

Justification

[Facility] serves [number] residents a year with [number] staff. Today staff track points, messages, notices and check-ins across [paper cards, group texts and spreadsheets], which takes about [hours] staff hours a week and leaves no record funders can see.

Residence Hub gives residents one app for their plan, incentive points, staff messages and program notices, and gives staff one dashboard to track it all. At Village University in Wisconsin, a staff of 3 now does work that took 8 spreadsheets, saving a conservative 15 staff hours a week, and 20 of 22 residents open the app in a given week.

Using the five-line ROI, we expect about $[yearly value] a year in staff time, avoided early exits and software we no longer pay for, paying back year one in about [months] months. Attendance, points and exits are counted as they happen, so we can report outcomes to you each quarter.

HUD CoC and ESG funds generally cover HMIS costs, not resident apps, so most facilities use local or foundation money. Ask your funder.

6 · NEXT STEPS

See it running in a real village

Try the live demo on your own: switch between a village and a shelter, award points, send a message. Then book 20 minutes with TechNet to walk through it with your team.

Launch the interactive demo **Book a strategy call**

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