



ClubExpress Features for Aging-in-Place Villages

Village Services

- Track the services that your village provides
- Organize services into categories
- Enable or disable categories or individual services as needed

Service Providers

- 3 types: member volunteers, non-member volunteers, contractors
- Full contact information maintained for every service provider
- Track availability (both general and specific days)
- Track vettings (licenses, references, bonding, background checks, etc.)
- Link service providers to the services they provide
- View history of all services performed for village members
- Optional member lookup – “Find a Contractor”
- Optional “Become a Service Provider” signup online

Scheduling and Tracking Services

- Color-coded calendar to view all services by day, week or month
- Calendar filtering to focus on just one service, provider, member or status
- Services can be village scheduled or information referrals (member scheduled)
- Specify date and time
- Specify the service(s) to be performed
- Optional Special Instructions (e.g. member uses a walker)
- Select from a list of providers based on services and availability
- Contact service providers using their preferred method
- Link multiple providers to a service
- View provider history and vettings to find the best match
- Track service status (Requested, Pending, Confirmed, Completed, etc.)
- Automatically send request, confirmation, “not needed” and reminder emails
- Automatically generate followup reminders
- Track member ratings and comments
- Track mileage, time and expenses
- Multiple screens to quickly filter and find scheduled services
- Special options to handle “Office Time” by volunteers
- ToDo List for village staff members

Volunteer Self-Select Option (one-time additional fee applies)

- Allow volunteers to login, view service requests, and make their own assignments

Special Support for “Hub-and-Spoke” Villages

- Assign members and service providers to a neighborhood or metro area
- Automatically filter providers who are in the same area as the member

Reporting and Exports

- More than 40 services-related reports, each with filtering options
- Five output options (PDF, HTML, CSV, Word, Excel)
- More than 10 services-related data exports

Member and Non-Member Contact Log

- Powerful facility to track every contact with a member or non-member
- Track contact type (phone call, visit, email, fax, letter, etc.)
- Assign priority (low, medium, high, urgent)
- Assign a category from a village-specific list
- Assign a Responsible Staff Member
- Automatically generate followup reminders
- Track contact log status
- View all open log entries

Other Features for Villages

- Track emergency, family and professional contacts for every member
- Track prospective members
- Multiple member types, each with many different properties
- Comprehensive Member Manager to find and update member information
- Village-specific questions allow you to expand the database
- Automatically manage member renewals and payments through the village website
- Track donors, foundations, press, community officials, and other interested persons
- Committees function to track Board and other committees
- Multiple levels of security and access control
- Grant volunteers access to limited information for office tasks
- Accept donations through the village website
- Schedule events and allow members and non-members to register and pay online
- Track every transaction and payment made for members and non-members
- Website to promote the village’s mission, programs and services
- Powerful tools to update and maintain the village website without programming
- Display photos and videos to showcase the village and its programs
- Display news and press releases
- Maintain a document library for newsletters, village policies, etc.
- Bulk email functions to communicate with members, prospects, donors, etc.
- Discussion forums for staff, board members, etc.

ClubExpress provides special discounts from our standard pricing for villages that are also members of the Village-to-Village Network. And our fees include unlimited toll-free support.

For more information, contact ClubExpress toll-free at (866) HLP-CLUB (457-2582).

Our web site is <http://www.clubexpress.com>.

Our email address is info@clubexpress.com