Key Features

Supporting Your Conference

ServWare is a web-based application that is designed to support St. Vincent de Paul Conferences, Districts and Councils by providing a secure application to document activities related to Friend in Need assistance, communication, reporting and member management.

Neighbors in need —Who do you help?

Build a database of Neighbors for whom your Conference has provided assistance. ServWare allows you to enter details such as:

- Address and contact information
- Household member information
- Income and expense information
- Employment
- Utility account information

Assistance Requests—How do you help?

Track Neighbor requests and the assistance that is provided. Capture information about referrals to community organizations or monetary assistance that is provided. View each Neighbors's assistance history including assistance totals over time.

Home Visits

Schedule and manage home visits (or other types of visits) that are associated with assistance requests. Assign a visit to Conference members, track visit status, mileage and hours, and visit notes.

Reports

Generate Conference reports such as the following:

- **Assistance Summary.** A summary of monthly and fiscal year statistics showing assistance provided by your Conference for a variety of categories.

- **Assistance Request Detail**. Details for specific assistance requests. This report is useful for home visits.
- **Housing Provider Summary.** Report assistance provided to landlords for monthly and year to date totals.
- **Annual Report.** Generate the Conference annual report information based on the SVdP National report requirements.
- ServWare has over 30 defined reports. Data related to Neighbors and assistance requests can be exported to a spreadsheet format for generating additional reports.

Conference Administration

ServWare allows you to customize the system to support your Conference needs. For example:

- Create user accounts for your members and assign permissions based upon the member's role in your organization.
- Customize ServWare with local utilities, referral agencies, landlords, and income and expense types.

Conference Calendar and Messaging

Post important dates and messages on the Conference home page or email the details to members.

Getting Started

All you need to run ServWare is a computer or tablet that is connected to the Internet. Simply open a browser window, such as Microsoft® Edge®, Chrome™, Firefox®, or Safari and enter www.ServeWare.org in your browser's address bar.

Secure and Reliable

ServWare stores your Conference information in a highly available, secure environment that only allows authorized access by registered users in your Conference.