

## Welcome to the Safety Net Alliance of Northern Kentucky

**The Safety Net Alliance is changing how those in need access basic resources in the Northern Kentucky region.**

### About the Safety Net Alliance of Northern Kentucky

The Safety Net Alliance of Northern Kentucky is a ground-breaking collaborative of social service agencies, non-profits, government entities, educational and faith-based institutions, and funders that meet regularly to address issues that affect area low-income families.

#### Our Mission

To provide the most effective and efficient assistance to Northern Kentuckians in need.

#### Ways we accomplish our mission

- Sharing resources, information and what works
- Building meaningful connections
- Identifying holes in the safety net
- Providing advocacy for common causes
- Pursuing additional resources for partner agencies

And we do all of this **together**.

#### Monthly Meetings

Our general meetings occur on the third Wednesday of each month from noon to 1:30PM, at rotating locations. Check out <http://nkysafetynet.org/events.aspx> for details. Guests and members are welcomed to attend. Each month we feature a speaker or panel discussion relevant to social service.

#### What's a "safety net"?

*A safety net service is a basic resource such as food, clothing, shelter, or healthcare. Many of our Partner Agencies provide these services to area individuals and families.*

*The "net" part reflects the network of care we have created by combining our forces and working together.*

#### Subcommittees

Subcommittees have been formed over time to address the needs of our region. Please contact committee chairs if you have questions, or would like to attend a meeting.

- **Food Committee** – Andy Brunsman, chair  
[Andrew.Brunsman@beconcerned.org](mailto:Andrew.Brunsman@beconcerned.org)
- **Web Committee** – Bob Ford, chair  
[bschaefer@corporex.com](mailto:bschaefer@corporex.com)
- **Impact and Marketing Committee** - Jennifer Steele, chair  
[jsteele@freestorefoodbank.org](mailto:jsteele@freestorefoodbank.org)
- **Work Supports Committee** – TBD
- **Executive Committee** - Melissa Hall Sommer, convener  
[msommer@brightoncenter.com](mailto:msommer@brightoncenter.com)

#### Communication

An important feature of the Safety Net Alliance web portal <http://nkysafetynet.org/> is the Alert system, which allows for quick correspondence between partners. Agencies can share resources, send updates about new services, request help, and more! Contact [nkysafetynet@gmail.com](mailto:nkysafetynet@gmail.com) to request a login.

#### Partnership

Membership may mean different things to each agency. Partners can network at meetings, share information, or work in a committee. Resources can be gained and given. Any connections that are made will be for the benefit of our customers.

#### Contact Us

Email [nkysafetynet@gmail.com](mailto:nkysafetynet@gmail.com) to become a Partner Agency, or see what we're up to at <http://nkysafetynet.org/>

Welcome to the Safety Net Alliance of Northern Kentucky

safetynet  
alliance



**The Safety Net Alliance Website: Its Importance and Its Uses**

# Agency Admin Training Guide

*The mission of the Safety Net Alliance of Northern Kentucky is to increase the efficiency and effectiveness of emergency assistance services provided to Northern Kentuckians in need. We are a groundbreaking collaborative of social service agencies, non-profits, government entities, faith and education-based organizations and funders that meet regularly to address issues that affect area low-income families.*

[www.nkysafetynet.org/](http://www.nkysafetynet.org/)

January 2015

# Welcome to the Safety Net Alliance of Northern Kentucky

The purpose of the Safety Net Alliance web portal is to allow members immediate access to and across agencies in the Safety Net Alliance. It is a web *portal*, not a web *site*, because of its interactive capabilities.

The Home page, below, is the central point where you can get to every page within the site. This page leads to a bounty of information that can be accessed without even logging in. Let's take a look at the orange navigation panel on the top right of the image shown below.



## Alerts

06/06/13 - 1:04 PM

frig donated  
[Read More](#)

06/06/13 - 12:04 PM

Small dorm size  
refrigerator needed  
[Read More](#)

06/05/13 - 1:18 PM

Move In Items  
[Read More](#)

05/23/13 - 2:05 PM

Summer 2013 Activity  
Resource Directory  
[Read More](#)

05/23/13 - 12:43 PM

Need shelving for Food

The Safety Net Alliance of Northern Kentucky is a ground-breaking collaborative of social service agencies, non-profits, government entities, educational and faith-based institutions, and funders that meet regularly to address issues that affect area low-income families. Our mission is to increase the efficiency and effectiveness of emergency assistance services provided to Northern Kentuckians in need.

## Safety Net Alliance General Meeting

Wednesday, June 19, 2013

Location:

## Resources

### What's available now?

06/07/13 - 1:58 PM

Fresh Green Beans  
[Read More](#)

06/06/13 - 8:36 AM

Liquid Bactericide  
Disinfectant and  
Sanitizer  
[Read More](#)

05/30/13 - 11:17 AM

Sweet Potato Bonanza  
[Read More](#)

05/07/13 - 2:04 PM

Fresh Bakery Bread and  
Snacks to Share

**Home** – alerts, news, hot links, SNA mission statement, links to pages within the site

**About Us** – information about the Safety Net Alliance

**Agency Profiles** – find information on all partner agencies, including contact information and provided services

**Individual Members** – list of all members that represent a Safety Net Alliance partner agency

**Contact Us** – find the email address of the Super Admin

Users can search for information about a specific agency, service, or individual member of the Safety Net Alliance by visiting sections this top panel. Users can also seek out information by referring to the Resource List.

# Welcome to the Safety Net Alliance of Northern Kentucky

## SNA Web Portal User Types

All individuals representing SNA partner agencies have the option of getting login ability to the web portal. Once the member has been added as a contact person, system access can be granted. There are three different levels of login ability: Agency User, Agency Admin, and Super Admin.

|   | USER | ADMIN | SUPER ADMIN |
|---|------|-------|-------------|
| Publish an alert                                      |      |       |             |
| Publish a news event                                  |      |       |             |
| Manage news and alerts personally published           |      |       |             |
| Opt in and out of email alerts                        |      |       |             |
| Update information in personal profile                |      |       |             |
| Manage alerts or news by anyone in Agency             |      |       |             |
| Update Agency profile information                     |      |       |             |
| Manage Agency contact information                     |      |       |             |
| Grant or suspend login ability to users of the Agency |      |       |             |
| Edit information for each contact in the Agency       |      |       |             |
| Update information for any person on the site         |      |       |             |
| Upload flyers   |      |       |             |
| Update web page content                               |      |       |             |
| Add or delete Users or Admins                         |      |       |             |
| Create new alert types                                |      |       |             |

**Super Admin** – has the highest level of access to the site. These members should be contacted by Agency Admins and Agency Users with questions, ideas, or concerns.

Contact Super Admins through [nkysafetynet@gmail.com](mailto:nkysafetynet@gmail.com); there are several individuals that check this regularly.

## The Role of the Agency Admin

### Expectations

- Keep individual agency's general information, services, and contact information up to date
- Attend Safety Net Alliance meetings or assign a responsibly Agency User to attend as a representative
- Post relevant alerts and news to keep other agencies informed
- Keep all Agency Users or contacts current; delete any contact that is no longer employed with that agency

### Responsibilities

- Adding, removing, updating any information under the tabs for the Agency Admin's login page, especially:

## Welcome to the Safety Net Alliance of Northern Kentucky

**My Organization** – If something needs to be updated since you filled out the original Partner Agency form, simply go in and replace the existing information with the updated information. This tab is shown in the image below.

My Organization | Contacts | Services | Alerts | News | Discussions | System Admin

Agency Name

Address 1

Address 2

City

State

Zip Code

County

**Contacts** – contact information must be edited individually by clicking “edit” next to each contact’s name. Deleting a contact will remove them completely from the portal.

To add a contact to your organization, go to the “Contacts” tab, and select “Add Contact.” Enter the person’s name and email – job title and phone number are optional.

My Organization | Contacts | Services | Alerts | News | Discussions | System Admin

Add System Access

|      | Login Name                    | Last        | First   | Agency              | Role                 | Approved |
|------|-------------------------------|-------------|---------|---------------------|----------------------|----------|
| Edit | tony.aloise@hotmail.com       | Aloise      | Tony    | Safety Net Alliance | Agency_Admin         | Yes      |
| Edit | webcommittee@nkysafetynet.org | Committee   | Website | Safety Net Alliance | SafetyNet_SuperAdmin | Yes      |
| Edit | glanza@brightoncenter.com     | Lanza       | Gabbi   | Safety Net Alliance | Agency_Admin         | Yes      |
| Edit | Testing                       | Testing 123 | Testing | Safety Net Alliance | Agency_User          | Yes      |

Contact

Login Name

Password  
 (must be at least 7 characters long with 1 non-alphanumeric)

Role

Status

Save System Access

Once the contact is added, go to the “System Admin” tab, pictured left, and then click the “Add System Access” button. Select the contact from the drop-down menu. Assign a Login Name and a Password, choose if he or she is an Agency User or an Agency Admin, and finally select Approved.

*Note: Passwords must be a minimum of 7 characters. Also, there can be more than one Admin per agency. This might be ideal for smaller organizations that may not be able to use the site often.*

## Welcome to the Safety Net Alliance of Northern Kentucky

The screenshot shows the 'Contacts' page of the Safety Net Alliance of Northern Kentucky web portal. At the top, there are navigation tabs: 'My Organization', 'Contacts', 'Services', 'Alerts', 'News', 'Discussions', and 'System Admin'. The 'Contacts' tab is active. Below the navigation is a table of contacts with columns for 'Contact', 'Created', 'Updated', 'Updated By', and 'Has Login'. There are four contacts listed: Aloise, Tony; Committee, Website; Lanza, Gabbi; and Testing 123, Testing. Each contact has an 'Edit' link and a 'Delete' link. Below the table is a form for editing a contact, with tabs for 'General' and 'Email Options'. The 'Email Options' tab is active, and the contact name 'Lanza, Gabbi' is displayed. There are two columns: 'Op In' and 'Op Out'. The 'Op In' column contains a list of alert categories: Meeting Reminder, Does anybody have..., We've got resources to share..., Suspended Service, New Service, Closed Service, For Your Information - Please Read, Congratulations to one of our own!, and WEBSITE MAINTENANCE. The 'Op Out' column is empty. There are '>>' and '<<' buttons between the two columns.

| Contact                                   | Created  | Updated  | Updated By | Has Login              |
|---|----------|----------|------------|------------------------|
| <a href="#">Edit</a> Aloise, Tony         | 04/02/12 | 04/03/12 | Yes        | <a href="#">Delete</a> |
| <a href="#">Edit</a> Committee, Website   | 10/09/12 | 10/17/12 | Yes        | <a href="#">Delete</a> |
| <a href="#">Edit</a> Lanza, Gabbi         | 02/20/13 |          | Yes        | <a href="#">Delete</a> |
| <a href="#">Edit</a> Testing 123, Testing | 05/10/13 |          | Yes        | <a href="#">Delete</a> |

General | **Email Options**

Contact: Lanza, Gabbi

**Op In**

- Meeting Reminder
- Does anybody have...
- We've got resources to share...
- Suspended Service
- New Service
- Closed Service
- For Your Information - Please Read
- Congratulations to one of our own!
- WEBSITE MAINTENANCE

**Op Out**

>>  
<<

### Email Categories

There are several types of alerts one can post on the site. Everyone with a login and password has the option to opt-in or opt-out of receiving these different email categories. By default, everyone who has a username and password will receive emails when any type of alert is posted. It is highly preferred that everyone within the site be opted in for all types of alerts. However, anyone is able to opt out of a type if he or she so chooses. To opt out: simply select the category title, and click the arrow pointing to the opposite box.

*The user's page shown on the left will receive all emailed alerts.*

### Who Should Be An Agency Admin?

Someone in his or her agency who has some type of tenure, someone who is dependable in regards to time management and organization, possibly someone who has basic technology skills (does not need to be proficient in all things computer related).

## Alerts & News: Their Importance and the Difference between the Two

These two functions are important ways for agencies to stay informed. These two areas are part of the main reasons for creating this web portal. For more information, please refer to the Alerts Training document.

**Alerts** – These are like bulletins of information that need to be sent right away. They are generally only a few sentences with very time sensitive information.

**News** – This section is an area for articles or more lengthy information. This can be a paragraph consisting of various dates or lists of contacts and their information. One can post an alert with a small summary about something of interest and then elaborate on that item in the News section.

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## Web Portal Alerts Training

Updated January 2015

**\*\*Just as friendly preventative reminder: The Website committee wants to remind you that anything posted on the home page can be viewed by anyone who happens onto our site. And while we have not seen any specific breaches of personal information, we want to remind you that Alerts can be seen by the broader community. Please be diligent about not including any identifying customer/client information in any alert.\*\***

### What is an Alert?

An alert is a technical capability of the SNA web portal to push information to members. Instead of going to the web site, information automatically arrives in member e-mail inboxes. Alerts may be simple info sharing or requests for assistance. Here is an example of what an alert might look like in your personal inbox.



### Why Alerts Are Important?

Alerts build a stronger, more effective network by enabling easy information sharing. The Alert system was created to improve agency effectiveness by increasing productivity through fewer phone calls and faster problem solving.

### How to Send an Alert?

- Go to the SNA web site home page: <http://nkysafetynet.org/>
- Login on the Member Login page. Click on the Alerts tab, as shown below. Click on the Add Alert button; wait a few seconds for the text in the form to not appear faded.

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|                      | Title                                      | Expiration | Status  |
|----------------------|--|------------|---------|
| <a href="#">Edit</a> | Gabbi Lanza's contact info                 | 02/15/14   | Enabled |
| <a href="#">Edit</a> | Mayerson Grant Pre-Application             | 05/31/13   | Enabled |
| <a href="#">Edit</a> | John Eldridge's contact info               | 04/30/13   | Enabled |
| <a href="#">Edit</a> | Meijer Pickups                             | 04/01/13   | Enabled |
| <a href="#">Edit</a> | Pathways Update                            | 03/25/13   | Enabled |
| <a href="#">Edit</a> | Food Committee Meeting Rescheduled         | 03/06/13   | Enabled |
| <a href="#">Edit</a> | VITA FLYERS                                | 03/01/13   | Enabled |
| <a href="#">Edit</a> | Drug Abuse Town Hall Meeting               | 02/27/13   | Enabled |
| <a href="#">Edit</a> | House Bill 141                             | 02/22/13   | Enabled |
| <a href="#">Edit</a> | Homeless to Hopeful: A Night at the Movies | 02/22/13   | Enabled |

1 2 3 4 5 6 7 8 9 10 ...

Alert Title

Alert Type

Expiration

- Add in the information for your alert, including:
  - **Alert Title.** Add a short but descriptive title, just a few words.
  - **Alert Type.** Select from the drop-down menu:

Alert Type

- Closed Service
- Congratulations to one of our own!
- Does anybody have...
- For Your Information - Please Read
- Meeting Reminder
- New Service
- Suspended Service
- We've got resources to share...
- WEBSITE MAINTENANCE

- **Expiration.** This is the date you would like the alert taken down automatically from the site. *Example: if you are posting an alert for an event, the expiration date could be the day of the event or the day after.*
- **E-Mail Address.** Your e-mail address is automatically added as the originator. If you are not the appropriate person to contact, you must add the contact person's information into the "Description" field.
- **Add to Discussion Page?** This is your choice if you would like to engage your colleagues in publicly communicating about your alert. You can select the "Yes" button so any person may see your alert. Select "No" if you prefer a more private form of communication over email.
- **Follow Discussion by E-Mail?** If you chose "Yes" above, please also choose "Yes" here so you will be notified via email when someone does respond to your Discussion thread.
- **Description.** Put as much information as possible to let people know about the event or resource information you're posting. Be especially sure to include contact information. *Tip: To ensure proper spelling and grammar, you can write the alert in Word and then cut and paste into the Description field.*
- The last step is just to click "Save Alert," which may take a minute to process. The page will turn blank and you will receive your own alert via email once it has saved.

## How to Receive E-Mails When New Alerts Are Posted?

The following instructions are for editing your personal information. If you are editing for someone else, see the Admin manual.

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- Login using the “Member Login” button on the right side of the homepage.
- Click on the “Email Options” tab. Your page should now look like this:

- To add the types of alerts that you would like to receive e-mails about, click on the type of alert and move it to the left or right using the pointing arrows. We recommend putting all alert types in the “Opt In” box so that you will receive e-mails on ALL alerts posted on the Safety Net Alliance website.

The screenshot shows the 'Email Options' tab for a contact named Aloise, Tony. At the top, there is a navigation bar with tabs for 'My Organization', 'Contacts', 'Services', 'Alerts', 'News', 'Discussions', and 'System Admin'. Below this is a table of contacts with columns for 'Contact', 'Created', 'Updated', 'Updated By', 'Has Login', and 'Delete'. The table lists several contacts, including Aloise, Tony, Blair, Brittany, Committee, Website, Lanza, Gabbi, Linkugel, Jamie, Schultz, Jamie, and Volk, Alicia. Below the table, there is a section for 'Email Options' with a sub-tab for 'General' and 'Email Options'. Under 'Email Options', the contact name 'Aloise, Tony' is displayed. There are two columns: 'Op In' and 'Op Out'. The 'Op In' column contains a list of alert types: Meeting Reminder, Does anybody have..., We've got resources to share..., Suspended Service, New Service, Closed Service, For Your Information - Please Read, Congratulations to one of our own!, and WEBSITE MAINTENANCE. The 'Op Out' column is empty. There are arrows (>>> and <<) between the columns to move items.

## HOW TO ADD A LINK IN ALERTS

*Want to send a link to a*

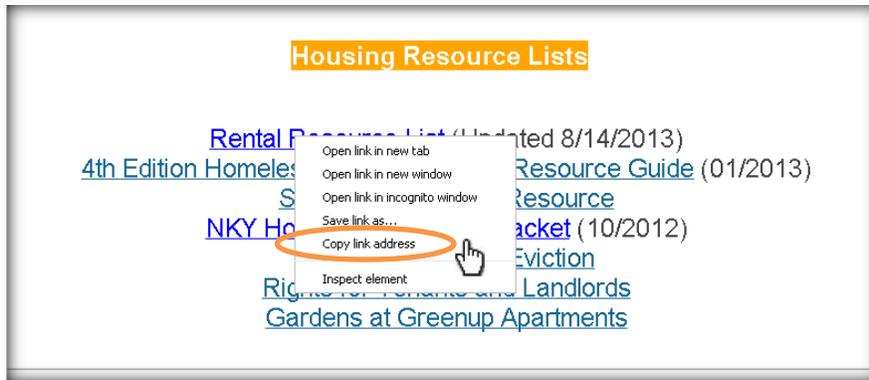
*flyer in your alert? Here's how:*

- **EMAIL** the flyer or document as an attachment to the Super Admin at [nkysafetynet@gmail.com](mailto:nkysafetynet@gmail.com)
  - The Admin will upload the document and add it to the Resource List
    - Then, you can **FIND** the document on the Resource List

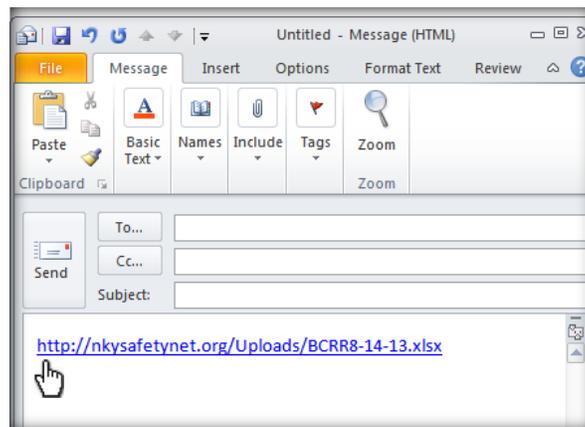
The screenshot shows a page titled 'Housing Resource Lists'. Below the title is a list of links: 'Rental Resource List (Updated 8/14/2013)', '4th Edition Homeless and Low Income Resource Guide (01/2013)', 'Subsidized Housing Resource', 'NKY Housing Information Packet (10/2012)', 'Defending Against Eviction', 'Rights for Tenants and Landlords', and 'Gardens at Greenup Apartments'. The link 'Rental Resource List' is circled in orange.

- **RIGHT-CLICK** on the title
  - Select **COPY LINK ADDRESS** from the drop-down window

## Welcome to the Safety Net Alliance of Northern Kentucky



- Once you copy the address, you can **RIGHT-CLICK** to **PASTE** the link wherever it needs to go!



Please report any bugs or problems to the Super Admin at [nkysafetynet@gmail.com](mailto:nkysafetynet@gmail.com).