

Case Study – Berkeley Food and Housing Project



The Berkeley Food and Housing Project has been serving the homeless for over 50 years. Their programs provide food, medication, temporary shelter and permanent housing, and access to other critical services. On any given day, they provide safe shelter to hundreds of members of vulnerable populations and hundreds more meals.

To serve their clients BFHP relies on a dedicated staff at numerous sites. For many years, the organization had insufficient resources for office technology and repeated computer malfunctions and meltdowns. When Alternative Technologies learned of their struggles, we quickly assessed the situation and outlined a plan to bring all the computers together on one platform. By providing a unified approach to endpoints with differentiated levels of access, we were able to extend the service life of existing equipment, reduce ongoing maintenance and security issues, and provide access for staff as well as public-facing terminals.

The Alternative Technologies deployment not only allows for timely updates and more efficient maintenance, but it also monitors hardware performance and provides an early warning system for replacement. With the data collected on usage and performance, Alternative developed a long term technology blueprint and budget for systematic upgrade of their networking infrastructure. With its focus on uptime, security and efficiency, the plan has become a model for IT management and gained the attention of donor agencies and funders. Consequently BFHP has been able minimize administration expenses and expand programs during the COVID-19 pandemic to serve additional groups (including women veterans) beyond the city's borders to 5 additional northern California counties.

We are proud of the work we do for BFHP. We recognize that we all have a role in supporting vulnerable populations, including veterans who have served our country in uniform.