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January 21, 2010

Dear HOMES users,

Please be advised that the HOMES system will be unavailable Friday, January 22 from 7p.m. – 12a.m. Mountain Time due to maintenance. This maintenance is carried out in order to ensure continued operation of the system until August 31, 2010.

Thank you.

Dear HOMES Users:

Please see the following announcement.

January 20, 2010

HOMES DATABASE TO REMAIN AVAILABLE UNTIL AUGUST

The HOMES database will remain available to existing clients until August 31, 2010.

George Ghitan, Board chair of the Canadian Outcomes Research Institute (CORI) and Bob Wyatt, CORI's vice-chair, said the extension of service was made possible as a result of further support from The Muttart Foundation.

"We have heard from a number of clients since the announcement of CORI's demise," they said. "We appreciated the expressions of sympathy and of goodwill. We also heard very clearly of the problems that would be created because of the proposed March 31 termination of the HOMES database.

"The Muttart Foundation's Board of Directors has agreed to provide additional funding to allow the database to be kept operational until August 31. We are grateful for that support and glad that we can provide some additional breathing space to users of the database."

Because a number of HOMES users are funded on a government fiscal year, they would be entering data until March 31. Termination on that date would make it difficult for them to complete their year-end data entry, and impossible for them to download the data they require for their reports to funders.

Ghitan and Wyatt said they have been contacted by a number of organizations with proposals about the HOMES database. In some cases, commercial firms are seeking to find ways to transfer data from the HOMES database to their own software. Other suggestions have included different ways for the HOMES database to continue to be owned and operated within the nonprofit sector.

Some agencies have expressed concerns about the costs of moving to other software, particularly in a time of major concern about the possibility of further funding reductions.

CORI has not endorsed any alternative product, and will not do so. Users of the HOMES database will need to make their own assessments of products offered to them and of the costs of those

products.

The extension to August 31 will also allow CORI's Board of Directors to examine other options to continue to serve agencies which have relied on HOMES to assess their achievement of outcomes and to improve the quality of their service.

"We cannot yet promise what the future will hold," said Ghitan and Wyatt. "We will explore the suggestions and options we have received and consider other options. We will keep users advised of developments as they occur."

It is clear, however, that CORI cannot continue in the form in which it existed before November 30, 2009. Because of termination of funding arrangements by other funders, there are not adequate resources to operate in the same way. Other options may be possible, but need to be explored in greater detail.

The additional funding from The Muttart Foundation will allow CORI to maintain one IT staff member as well as the staff member who operates the help line. This limited staffing model will not allow for any significant changes to the operation of the database. Any improvements would depend on some other arrangements being established. Whether that can happen is still not clear.

Additional information will be sent to users when it is available.

George Ghitan
CEO
Hull Child and Family Services

Bob Wyatt
Executive Director
The Muttart Foundation

December 8, 2009

Good afternoon and many thanks for all of your enquiries regarding HOMES. Please be advised that, as per our earlier communique from the Board, HOMES will be in operation until March 31 and future options are under consideration. We would like to reassure you that you will have access to your data until then and stress that the downloading of data is not urgent.

Linda Thorstad, CEO.

November 30, 2009

To our clients:

It is with much regret that we advise you that the Canadian Outcomes Research Institute (CORI) will be ending operations on or about March 31, 2010.

The Board of Directors has concluded that CORI is no longer financially viable in the current

economic climate, and is making plans to wind up the organization early in 2010. As part of the process, we will be completing outstanding contracts and encouraging clients to download whatever data they have stored in the database prior to our closing date.

As you know, CORI had hoped to award a contract for redevelopment of the HOMES software. The Board believed that adequate financial resources were available to do that. Unfortunately, that proved not to be the case, particularly after the tenders came in significantly higher than we had expected.

Moreover, Alberta Family and Community Support Services and the United Way of Calgary advised us that they would not be renewing their operating support for CORI for the 2010-11 fiscal year. The Board concluded that the ongoing core funding support from The Muttart Foundation would not be sufficient to maintain operations.

CORI's Board is currently exploring options to keep the existing system data available to existing clients beyond March 31. We will be in regular communication with you to let you know of our progress.

CORI will not be issuing any new licences. Existing licences will be extended, at no cost, until CORI formally winds up.

We very much regret that we saw no option available to us other than ceasing operation. The CORI Board believes that data demonstrating the effectiveness of the voluntary sector will become even more important as governments face pressure to eliminate deficits. We hope that in the time that CORI has existed, we have created greater awareness of the role of outcome measurement and provided you with the knowledge to continue your efforts for ongoing quality improvement.

The Board is grateful for the support of so many clients over the years. We also very much appreciate the loyalty and dedication of our staff – our major interface with those CORI serves. We recognize the disruption our decision will bring to their lives, and regret that we saw no other options to sustain CORI's operations. We will be in touch with you as soon as we have additional information.

For CORI's Board of Directors

Bob Wyatt, Vice-Chair