Database Austin

Quick Start: Shelter Managers

Open Source Shelter Management

OSSM

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Welcome!

Welcome to the Open Source Shelter Manager (**OSSM**). We hope this program will help you manage your shelter's data as you go about the vital task of assisting refugees.

This guide will help shelter managers quickly get started managing refugees using OSSM.

If you need the full details for the OSSM Shelter Manager program, please visit the user's guides at
        https://www.dbaustin.com/blog/refugee-shelter-manager/users-guide/

Getting Started

To use OSSM, contact your system administrator. They will provide you with:
- user name and password (they will also configure what shelters you can access)
- web address of the OSSM application

As a **Shelter Manager,** you can manages refugee records, room assignments, generate rosters, and record the daily activities of you shelters.
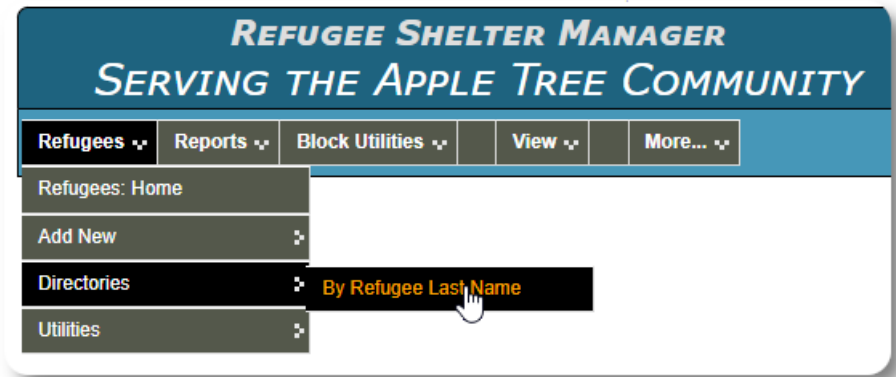
After logging in, you first select the shelter you want to work with.

If you find that you need to work with a different shelter, go to the **View** tab and select a different shelter.
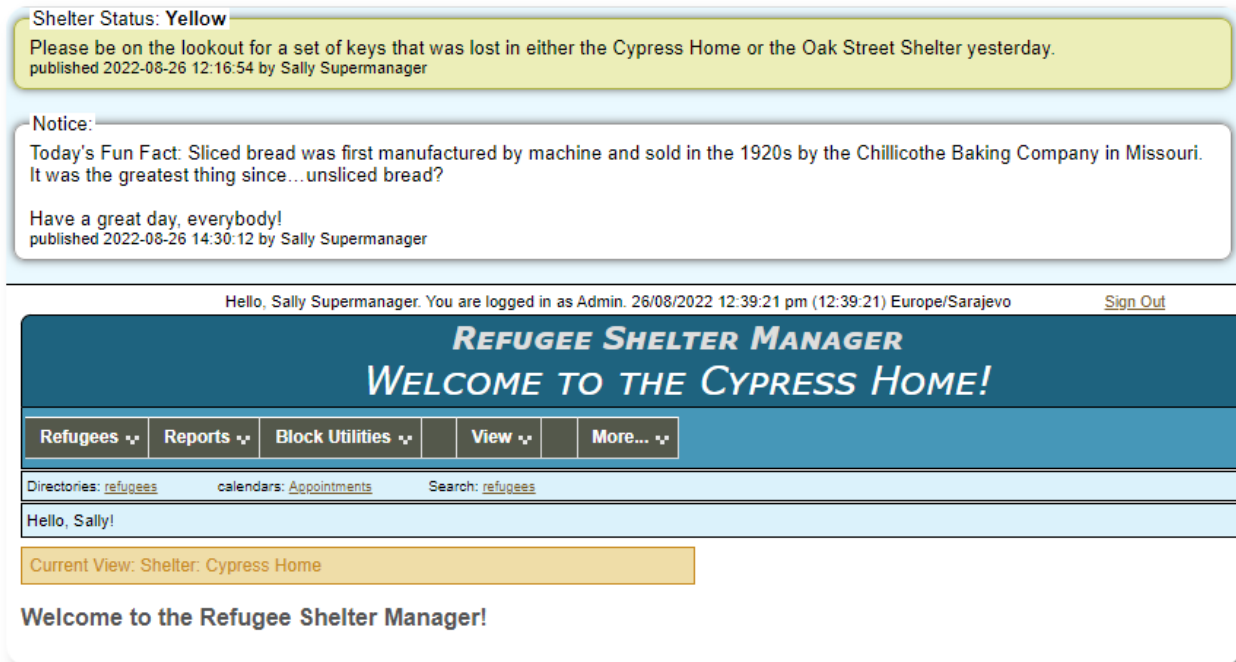
Getting Around

You can get around quickly by using the drop-down links near the top of your OSSM screen.

Your shelter administrator can post alerts and notifications that will appear at the top of each screen.

The Refugee Record

The refugee record allows you to view and manage many aspects of a refugee's stay with your organization.

The record is organized in various tabs. To expand a section, click the ⊕ ⊟ icon.

Most of these sections are straightforward. Please visit the master user's guide for details on each section.

REFUGEE RECORD   ✏ Edit refugee record

Client ID:	000001
Name:	Andrew A. Adams (Male)
Enrollment Date:	01/07/2022
Gender:	Male
Lanuage (primary):	Belarusian
Lanuage (secondary):	Russian
Birth Date:	1/7/1974 (48 years old)
Address:	2345 Nasturtium Budding Beans, BY-HM BY
Email:	
Phone:	
Attributed To:	Director
Bio:	You can add notes here.

⊕⊟ SHELTER STAYS (9 STAYS)   **CURRENT GUEST** (APPLE TREE SHELTER / #01-202)

⊕⊟ HOUSEHOLD   🔍 View Household

⊕⊟ RELATIONSHIPS (4)   📇 Add new relationship

⊕⊟ APPOINTMENTS (SHOWING 2 OF 2)   📇 Add appointment   🔍 View all

⊕⊟ SHELTER SERVICES   📇 Add services

⊕⊟ JOURNAL/LOG (SHOWING 5 OF 6)   📇 Add journal entry

⊕⊟ CASE MANAGERS (1)

⊕⊟ CASE MANAGER LOGS (1)

⊕⊟ PROFESSIONAL CONTACTS (3)

⊕⊟ PROFESSIONAL CONTACT LOGS (2)

⊕⊟ INCIDENT REPORTS (4)   📇 Add incident report

⊕⊟ PERSONALIZED TABLES (3)

⊕⊟ GROUP MEMBERSHIP (3)

⊕⊟ IMAGES (1)   📇 Add new image   🔍 View all images

⊕⊟ DOCUMENTS (1)   📇 Add new pdf   🔍 View all pdfs

⊕⊟ RECORD INFORMATION

Adding a New Refugee

Single Refugee

S**helter Managers** can add new refugees. When adding a new refugee, you provide basic information. Details about a refugee's stays, relationships, services, etc. are then managed from the refugee record.

Once the record is saved, you will be returned to the refugee record. From here, you can add shelter stays, appointments, journal entries, etc.

Add a Refugee Family

You can also add a refugee family at one time.

First you specify the number of family members:

Refugees | Add New Refugee Family

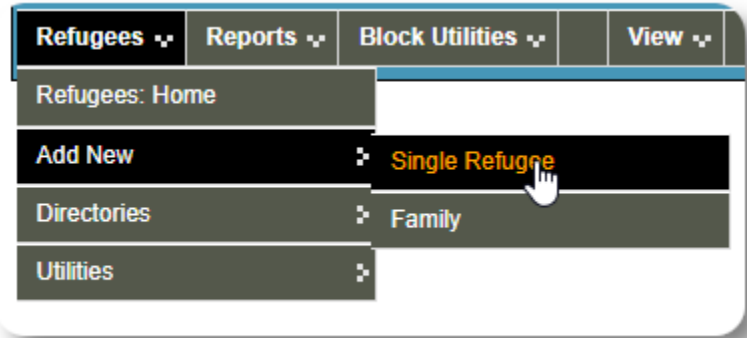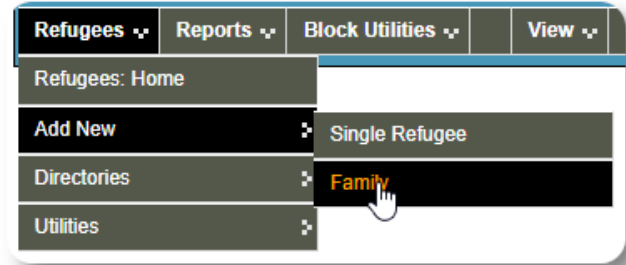ADD NEW REFUGEE FAMILY

Number of Family Members*: 3 ▾

Next =>

Refugees ▾ | **Reports ▾** | **Block Utilities ▾** | **View ▾**

Refugees: Home

Add New ⁝ — Single Refugee

Directories ⁝ — Family

Utilities ⁝

You can now add all the family member information. The first entry will be the Head of Household

ADD NEW REFUGEE FAMILY

Head of Household
First Name*: Papa
Middle Name:
Last Name*: Jones
Birthdate*: 06/09/1982
date format: mm/dd/yyyy
Gender*: ● Male ○ Female ○ Non-Binary ○ Unknown

Family Member 2
First Name*: Mama
Middle Name:
Last Name*: Jones
Birthdate*: 09/02/1987
date format: mm/dd/yyyy
Gender*: ○ Male ● Female ○ Non-Binary ○ Unknown

Family Member 3
First Name*: Baby Dumpling
Middle Name:
Last Name*: Jones
Birthdate*: 01/05/2022
date format: mm/dd/yyyy
Gender*: ○ Male ● Female ○ Non-Binary ○ Unknown

Date entered in program*: 09/08/2022
date format: mm/dd/yyyy
Language (primary): Arabic (Tunisian)
Language (secondary): French
Refugee Bio:

Refugees | Record | Relationships

The refugee family was added.

FAMILY RELATIONSHIPS: THE PAPA JONES HOUSEHOLD

PAPA JONES (REFUGEEID: 000035)

| Papa Jones | is | Father ▾ | to | Baby Dumpling Jones |
| Papa Jones | is | Husband ▾ | to | Mama Jones |

BABY DUMPLING JONES (REFUGEEID: 000037)

| Baby Dumpling Jones | is | Daughter ▾ | to | Papa Jones |
| Baby Dumpling Jones | is | Daughter ▾ | to | Mama Jones |

MAMA JONES (REFUGEEID: 000036)

| Mama Jones | is | Wife ▾ | to | Papa Jones |
| Mama Jones | is | Mother ▾ | to | Baby Dumpling Jones |

Save Relationships

You can now add all the family relationships after adding the refugee family record.

Managing Refugee Stays

Shelter stays are managed from the refugee record. You can:
- add a new stay
- transfer a current resident to a new room or new shelter
- check out a current resident
- add an historical stay (a stay for a refugee who has stayed and checked out at some point in the past)

Checking in a Refugee

Let's check in a new refugee into the Apple Street Shelter:

You will be returned to the refugee record. They are now listed as a current guest, and will appear on the appropriate rosters.

If checking in the **Head-of-Household**, you can optionally check in the entire family:

The refugee record now reflects the check-in:

SHELTER STAYS (1 STAY)   **CURRENT GUEST** (APPLE TREE SHELTER / #01-101)

↪ Check-out   Transfer refugee: Apple Tree Shelter ▾   Continue

Stay History for Aiyla Yilmaz

stay ID	Check In	Check Out	Duration	Location/Xfers		
00031	11/08/2022 (Thu)	(current)	16	**Location/Room**	**In**	**Out**
				Apple Tree Shelter #01-101	11/08/2022 (Thu)	(current)

Add historical stay: Apple Tree Shelter ▾   Continue
Utility to add past stays for this refugee

Adding an Historical Stay

If this refugee has previously stayed at your shelter and you'd like to update your records, you can use the historical stay feature.

Add historical stay: Apple Tree Shelter ▾   Continue
Utility to add past stays for this refugee

HISTORICAL STAY

refugeeID:	00013 🔍
Name:	Yilmaz, Aiyla
Birthday/Age:	18/8/1976 (46 years old)
Language:	Turkish / English
Address:	800 W. Ave
Adana, TR-01 TR
Current Residence:	Apple Tree Shelter / #01-101
Location / Historical Stay:	Apple Tree Shelter
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123
Check In Date*:	01/06/2022 📅
date format: dd/mm/yyyy
Check Out Date*:	21/06/2022 📅
date format: dd/mm/yyyy
Stay Notes:	

Room:

	roomID	Rooms at Apple Tree Shelter	Max / Current Occupancy
○	00001	#01-100	6 / 0
○	00002	#01-101	5 / 0
○	00003	#01-200	4 / 0
○	00004	#01-202	6 / 0
●	00005	#02-100	5 / 0
○	00006	#02-108	4 / 0

Add Historical Stay

The historical stay form allows you to specify the room, check-in date, and check-out date.

The historical stay is now reflected in the refugee's records. The stay will be reflected in various reports and rosters.

SHELTER STAYS (2 STAYS)   **CURRENT GUEST** (APPLE TREE SHELTER / #01-101)

↪ Check-out   Transfer refugee: Apple Tree Shelter ▾   Continue

Stay History for Aiyla Yilmaz

stay ID	Check In	Check Out	Duration	Location/Xfers			
00031	11/08/2022 (Thu)	(current)	16	**Location/Room**	**In**	**Out**	**Notes**
				Apple Tree Shelter #01-101	11/08/2022 (Thu)	(current)	
00032	01/06/2022 (Wed)	21/06/2022 (Tue)	20	**Location/Room**	**In**	**Out**	**Notes**
				Apple Tree Shelter #02-100	01/06/2022 (Wed)	21/06/2022 (Tue)	(historical)

Add historical stay: Apple Tree Shelter ▾   Continue
Utility to add past stays for this refugee

Transfers

You can transfer current guests from one room to another, or from one shelter to another.

From the refugee's record, select the destination transfer shelter, and click "Continue".

You can now select the room and the transfer date.

The refugee's stay record is now updated with the transfer. Occupancy reports and rosters will reflect the transfer.

Check Out

To check out a current guest, click the "Check-out" link on the refugee's record.

You can now specify the date of check out, as well as any notes.

The refugee stay history now reflects the check-out.

Services

The **shelter manager** can log services for your guests on a daily basis.

From the refugee record, click the "Add services" link.

Select one or more services, the date of service, then save the record.

The list of services is managed by the administrator under "Admin / Lists".

You can also view the full service history by clicking "Service Log" on the refugee's record.

Recording services can also be done as a block feature if you provide the same services for a group of people. This is a good time saver.

Case Managers / Professional Contacts

From the refugee's record, you can assign **case managers** and **professional contacts.** Note that the **case managers** / **professional contacts** must have OSSM accounts to appear on the list of available contacts.

Administrators and **Shelter Managers** can also view (read only) the entries made by **professional contacts** and **case managers**.

➕➡ CASE MANAGERS (1)
Case Mangers:
- ✕ Campbell, Casey / Social Services

Campion, Charles / Social Services of Freedonia

Add

➕➡ CASE MANAGER LOGS (2)

Sunday, August 28th, 2022

Looked at various issues and concerns raised by Andrew.

Added at 28/08/2022 00:50:58 by Casey Campbell

Friday, August 26th, 2022

Visited with Andrew today and discussed various things.....

Added at 26/08/2022 17:25:21 by Casey Campbell

➕➡ PROFESSIONAL CONTACTS (3)

➕➡ PROFESSIONAL CONTACT LOGS (2)

Media Library

You can attach images (jpg, gif, png) to a refugee's record.

You can also upload documents (PDF).

Uploaded images are resized to both thumbnail and large resolution. To view an image in full resolution, click on the thumbnail.

Thanks to https://www.freepik.com/ for the sample pictures.

➕➡ IMAGES (3) 📷 Add new image 🔍 View all images
Showing 3 of 3 images

Title:	Sample photo from https://www.freepik.com/
Description:	
Tags:	No tags
Media Date:	28/08/2022
Upload Date:	28/08/2022 18:39:39
Upload File Name:	23-2148952965.png
Other:	🖊 ➡ ✕

Title:	Sample photo from https://www.freepik.com/
Description:	
Tags:	No tags
Media Date:	28/08/2022
Upload Date:	28/08/2022 18:38:26
Upload File Name:	23-2148955665.png
Other:	🖊 ➡ ✕

Title:	Sample photo from https://www.freepik.com/
Description:	
Tags:	No tags
Media Date:	28/08/2022
Upload Date:	28/08/2022 18:38:01
Upload File Name:	114360-7309.png
Other:	🖊 ➡ ✕

Block Utilities

Need to quickly update a group of refugee records? The Block Utility allows you to quickly update journal entries, services, or check-out for any or all refugees that appear on any roster.

Journal Entry

First we select the roster date. We will be able to apply a journal entry to some or all the guests for the selected roster date.

Next we select the guests and add our journal entry.

The journal entry now appears on the selected refugee's records, for the specified roster date.

Services

A similar process is used for applying services.

APPLY SERVICES

You will be able to select residents for a given day and apply services to some or all of them.
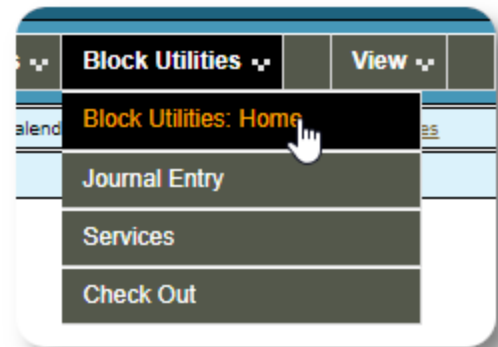
Shelter: Apple Tree Shelter
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

Roster Date*: 28/8/2022
date format: dd/mm/yyyy

Check-out Status: ☑ Include those who checked out on this date

[Next =>]

BLOCK OPTIONS: SERVICES

Shelter: Apple Tree Shelter
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

Roster Date: 28/08/2022

Services:
☑	Food
☐	Immigration Assistance
☑	Internet Access
☑	Laundry
☐	Legal
☑	Shower
☑	Transportation

(check all)   (clear all)
Services will be applied for the roster date.
Duplicate services for any refugee on a given date will be discarded.

Refugees:
☑	Adams, Alice 1/1/2019 (3 years old)
☑	Adams, Andrew 1/7/1974 (48 years old) Belarusian / Russian
☑	Archer, Art 4/2/1967 (55 years old) English / Spanish
☑	Azealia, Agnes 28/2/1994 (28 years old) Turkish / English

(check all)   (clear all)

[Apply]

Check Out

Again, a similar process can be used to check out one or more guests.

BLOCK OPTIONS: CHECK OUT

Shelter: Apple Tree Shelter
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

Roster Date: 28/08/2022

Refugees:
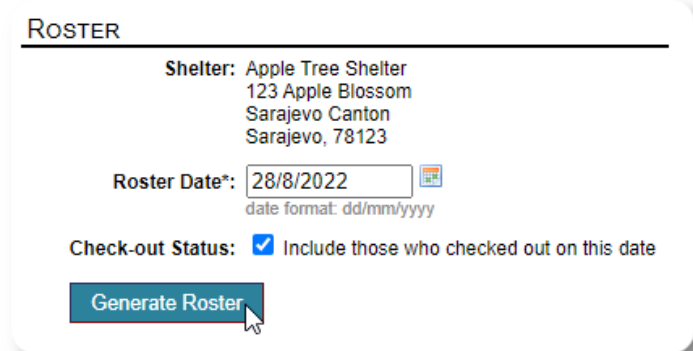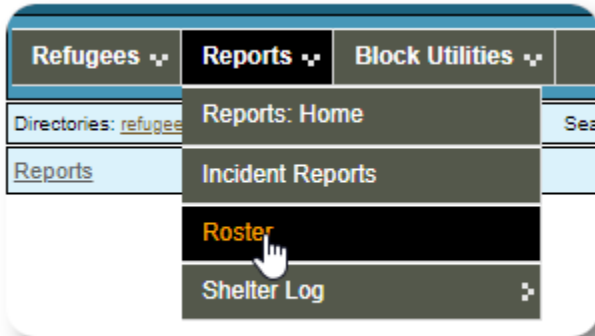|	
☑	Adams, Alice 1/1/2019 (3 years old)
☑	Adams, Andrew 1/7/1974 (48 years old) Belarusian / Russian
☑	Archer, Art 4/2/1967 (55 years old) English / Spanish
☑	Azealia, Agnes 28/2/1994 (28 years old) Turkish / English

(check all)   (clear all)

[Apply]

Reports and Rosters

Rosters

Rosters give you information about the guests at your shelters. You can view a roster for any date.

Here is a sample roster.

For any date, you can view a PDF check-out report. The report will have one page per refugee, with a list of all the services they received during their stay.

Shelter Log

You may want to log the daily activities of your shelter. You can add shelter log entries during the course of the day, which are time stamped and can be viewed by your administrators.

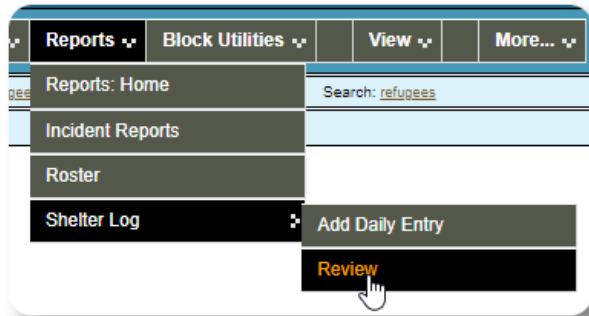You can also run a shelter log report for any given time frame:

A Final Thought

Thank you for caring for the men, women and children who have have left their homelands in search of a better life. We hope that OSSM can help you in your worthy efforts.

In the words of Pope Francis

> *Inspire us, as nations, communities and individuals, to see that those who come to our shores are our brothers and sisters.*