

Database Austin

User's Guide

Open Source Shelter Management



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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.

A Note about Security

The goal of the OSSM is to help you manage the operational aspects of your refugee shelter. It is not designed to manage refugee placement, history, medical assistance, etc. Please be aware of security issues related to refugee data management, and don't use the OSSM to retain any sensitive data, images, documents, etc.

Features

- Refugee record
 - Intake / Exit information
 - Ability to attach images and documents to refugee record
 - Record the services you provide
 - Record stays and generate rosters
 - Customizable data collection
- International Support
 - European and US date formats
 - Over 110 countries w/ISO 3166-2 State/Province/Region codes
- Support for multiple housing units
 - Configurable houses, rooms, room occupancy
 - Ability to transfer refugees between shelters and rooms
- Reporting
 - Aggregate reports on the services you provide, number of refugees you serve, demographics
 - Operational reports, including: incidents, services, occupancy
 - Customizable reports

Customization

Each refugee center is unique, with its own reporting and data collection needs.

To provide this, the OSSM offers:

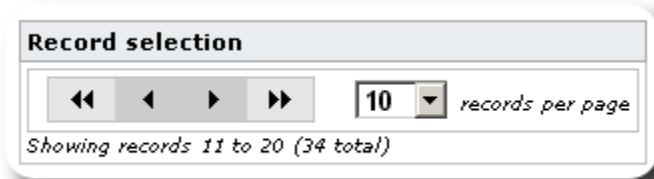
- customizable lists (services, languages, appointments, etc.)
- personalized refugee forms (you define what information to collect)
- user-defined groups
- custom reports, where you specify the fields, search, and sorting criteria

General Concepts

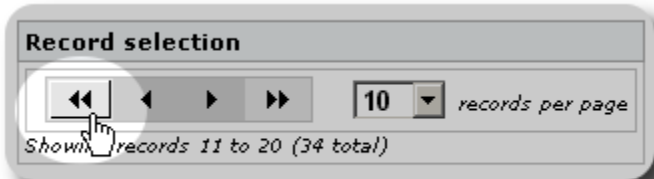
Record Navigation

Some reports and directory listings can provide quite a few display records. To help you navigate these large record sets, OSSM provides a record navigation box.

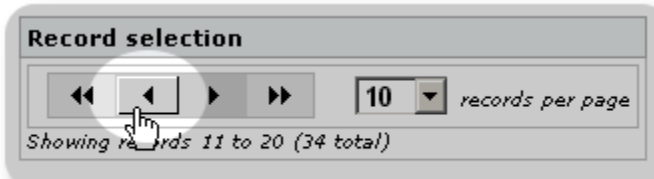
Here is an example of a report that has 34 records. We are viewing ten records at a time and are on the second page (records 11 through 20).



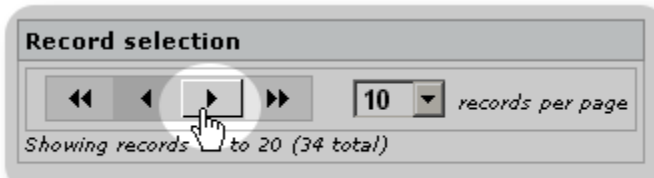
To view the first page of the report, click the double left arrows:



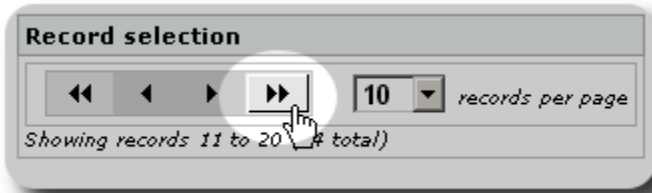
To view the previous page of the report, click the single left arrow:



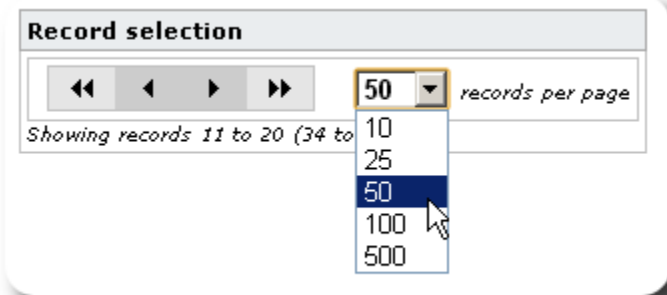
To view the next page of the report, click the single right arrow:



To view the last page of the report, click the double right arrows:



You can also change the number of records displayed per page:











Groups

You can assign refugees into groups. You can create as many groups as you need. Examples of refugee groups might include: Kitchen Volunteers, Special Needs, Teachers, Childcare Volunteers, Nursing Mothers, etc. After creating the group, you can then assign the appropriate people into this group. You can then use the reporting features of OSSM to find all the members of this group, export the group membership information, and create a mailing just for that group.

People can belong to many different groups, and you can use the reporting features to find people that belong to some or all of the groups you select. Let's say you want to find the teachers who are also members of the Childcare Volunteer group. You can use the reporting features to find all the people who belong to those groups.

Icons

As you work in the **OSSM**, you will see various small icons that provide information or shortcuts for working with your data. Here's a list of those icons:

	Add a new record
	View a record
	Edit a record
	Delete a record (you will be asked to confirm before deleting any record)
	Activate
	Inactivate
	Date selection: click this icon to display a pop-up calendar
	Move entry to the bottom of the list
	Move list entry down
	Move entry to the top of the list
	Move list entry up
	View/Export as PDF document
	Export a table
	Transfer
	Clone (i.e., make a copy)
	Set this person to Head-of-Household
	Select this record from the search results
	Expand / collapse section

Media and Media Tags

You can attach the media items to a user account, a shelter, or a refugee's record. The following media types are supported:

- Image (png, gif, jpg)
- Document (pdf)

In addition, you can apply tags to your media items. You can then search by tag (or even mix-and-match by multiple tags).

License

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This software is provided under the GPL.

Please see <https://www.gnu.org/licenses/gpl-3.0.html> for details.

Installation

Technical Overview

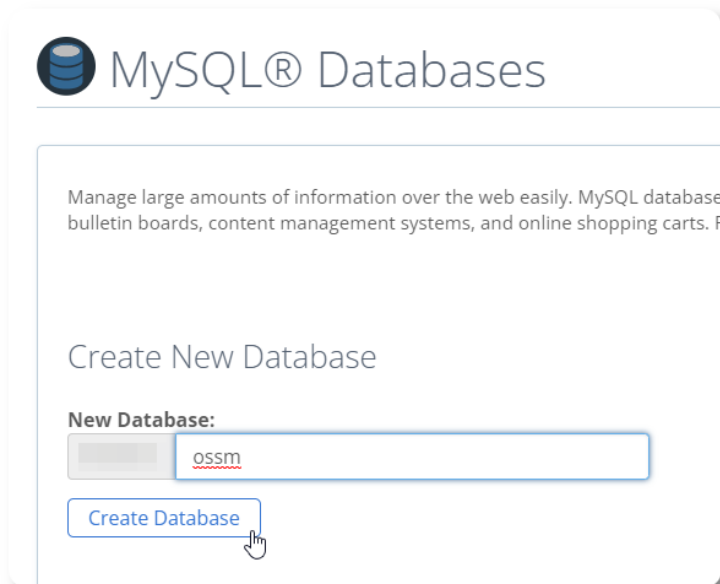
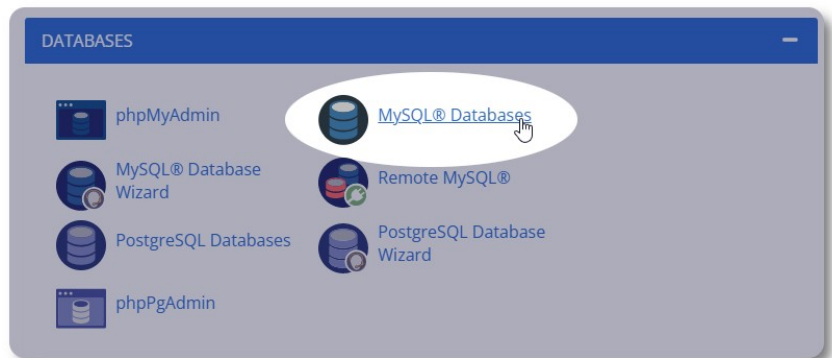
The Open Source Shelter Manager (OSSM) is a free, open source, browser-based application. It is written using the following open-source tools: PHP, MySQL, and CodeIgnitor 3. A typical installation uses a hosting service (such as BlueHost.com) and accesses the application via a web browser. The vast majority of the OSSM development and testing was done with the Google Chrome browser, and we recommend the use of this browser for the OSSM.

Installation Process

- upload the zipped OSSM software package to your internet hosting account, to a directory that is accessible to the internet (typically under /public_html).
- create an empty MySQL database on your hosting account.
- uncompress the OSSM zip file
- run the OSSM installation program

Create a Database and Database User

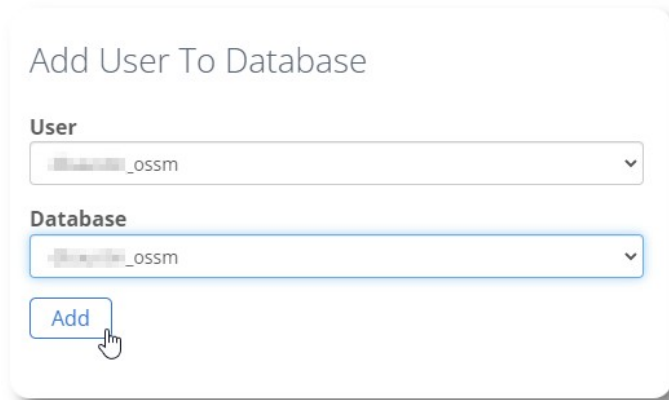
The following is an example of creating a database via the BlueHost cPanel.



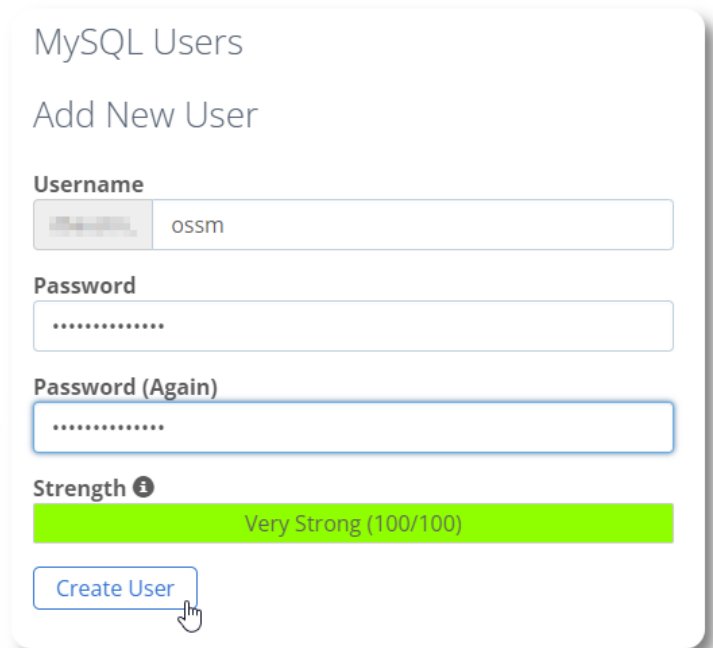
Create a new database. Make sure and write down the database name - you'll need it when installing the OSSM.

Next, create a database user name.

Again, make sure and write down the database name - you'll need it when installing the OSSM.



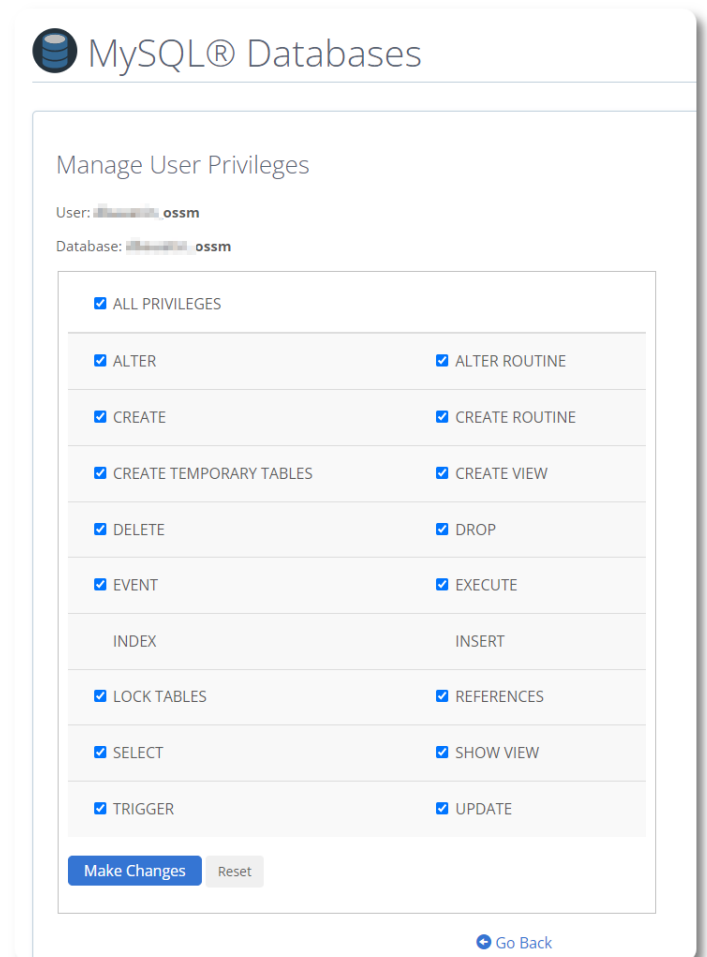
The screenshot shows a form titled "Add User To Database". It has two dropdown menus: "User" and "Database", both containing the text "ossm". Below the "Database" dropdown is a blue "Add" button with a mouse cursor pointing to it.



The screenshot shows a form titled "MySQL Users Add New User". It has three input fields: "Username" with "ossm", "Password" with ".....", and "Password (Again)" with ".....". Below these is a "Strength" indicator showing a green bar and the text "Very Strong (100/100)". At the bottom is a blue "Create User" button with a mouse cursor pointing to it.

The next step is to associate the new user with your new database.

Grant all privileges to this user.



The screenshot shows a page titled "MySQL® Databases Manage User Privileges". It displays the user "ossm" and database "ossm". A table of privileges is shown with all checkboxes selected:

<input checked="" type="checkbox"/> ALL PRIVILEGES	
<input checked="" type="checkbox"/> ALTER	<input checked="" type="checkbox"/> ALTER ROUTINE
<input checked="" type="checkbox"/> CREATE	<input checked="" type="checkbox"/> CREATE ROUTINE
<input checked="" type="checkbox"/> CREATE TEMPORARY TABLES	<input checked="" type="checkbox"/> CREATE VIEW
<input checked="" type="checkbox"/> DELETE	<input checked="" type="checkbox"/> DROP
<input checked="" type="checkbox"/> EVENT	<input checked="" type="checkbox"/> EXECUTE
<input checked="" type="checkbox"/> INDEX	<input checked="" type="checkbox"/> INSERT
<input checked="" type="checkbox"/> LOCK TABLES	<input checked="" type="checkbox"/> REFERENCES
<input checked="" type="checkbox"/> SELECT	<input checked="" type="checkbox"/> SHOW VIEW
<input checked="" type="checkbox"/> TRIGGER	<input checked="" type="checkbox"/> UPDATE

At the bottom are "Make Changes" and "Reset" buttons, and a "Go Back" link.

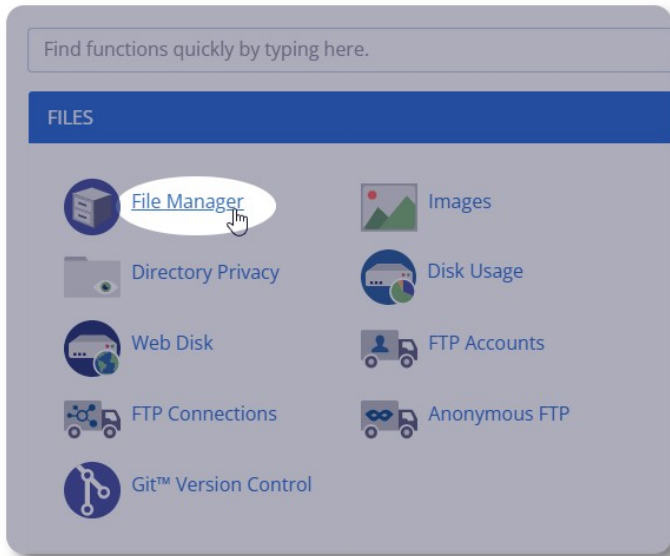
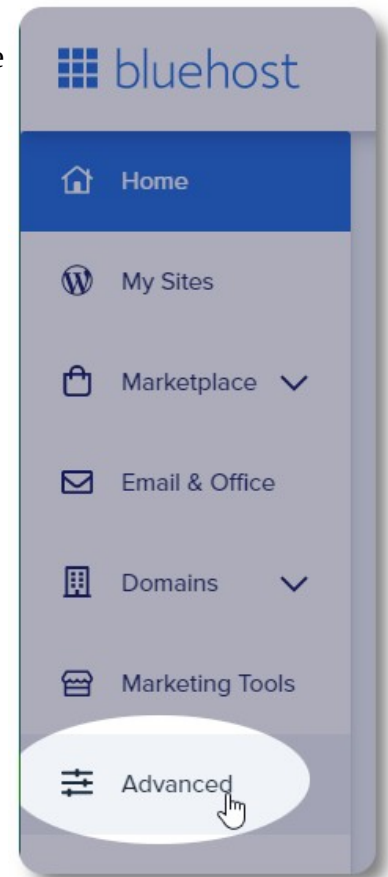
Installing the Software

The most recent version of the OSSM can be downloaded from the SourceForge project page at

<https://sourceforge.net/projects/open-source-shelter-manager/>

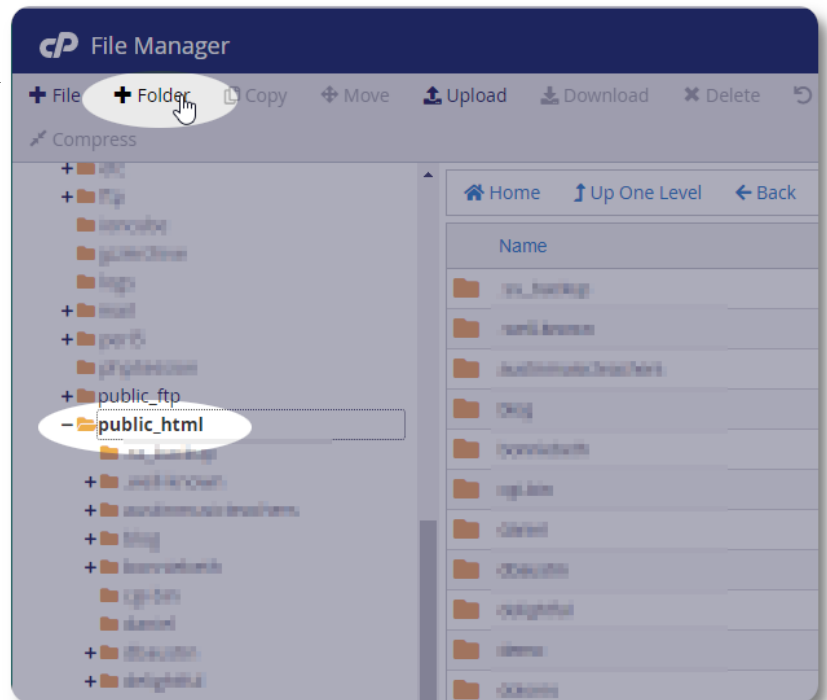
Next, log into the control panel of your hosting provider. For this example, we will be using the BlueHost cPanel. For different configurations, please contact your systems administrator.

Select "Advanced":



Select "File Manager".

Next we will create a new folder under the folder "public_html". For this example, we will name the new folder "ossm".

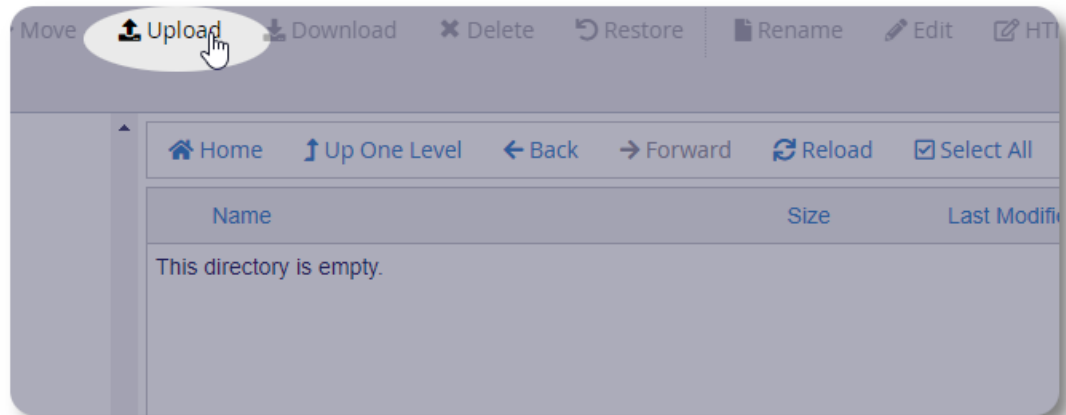


We create the new folder.



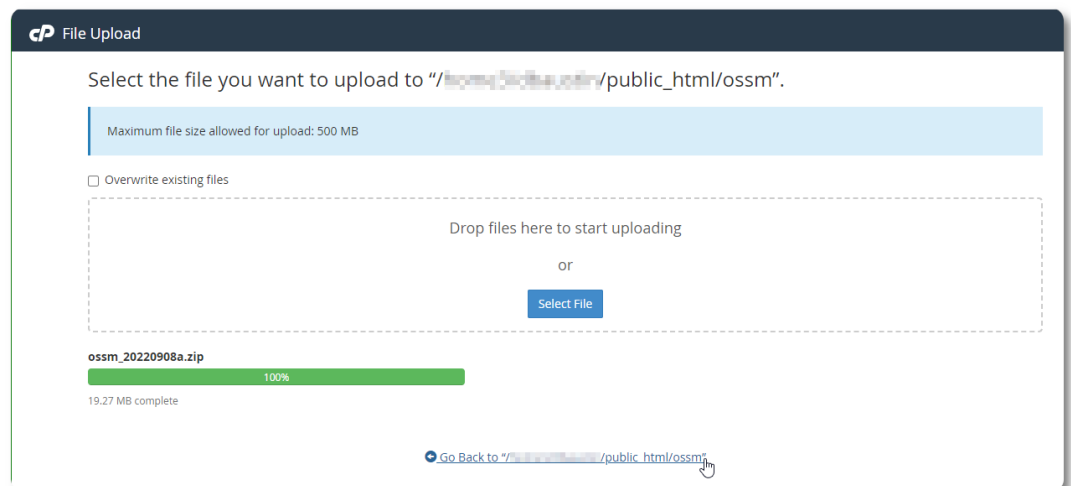
We now click into the new folder

We enter our new, empty folder. Now we want to upload the OSSM zip file that we downloaded earlier.

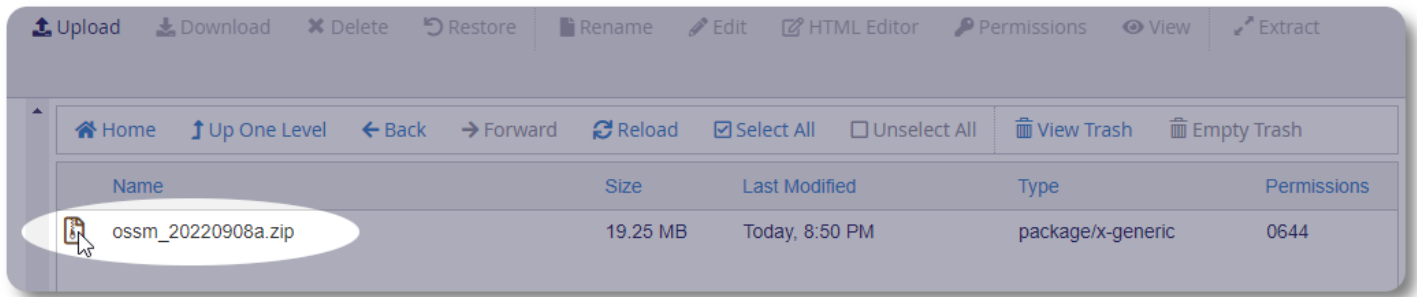


We drag-and-drop our zip file into the upload form.

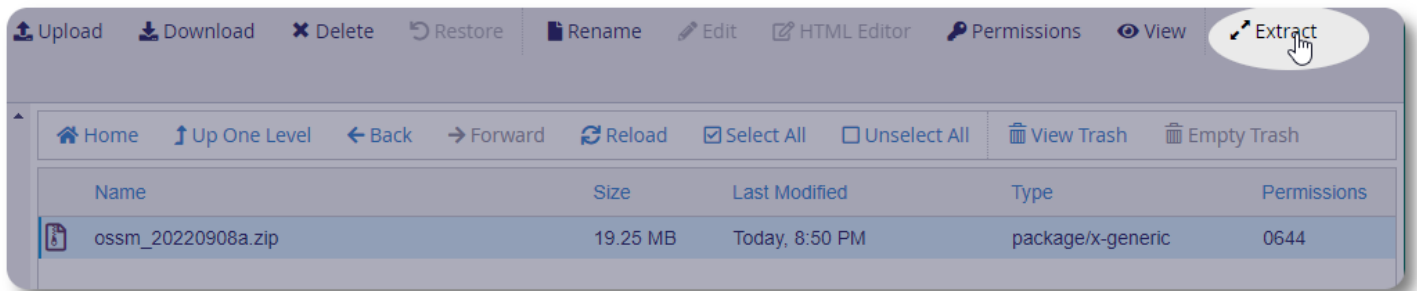
When complete, click the link to return to the file manager.



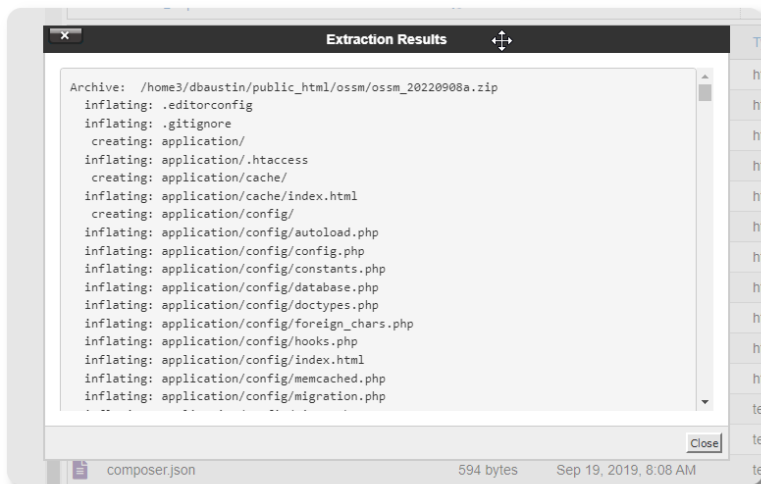
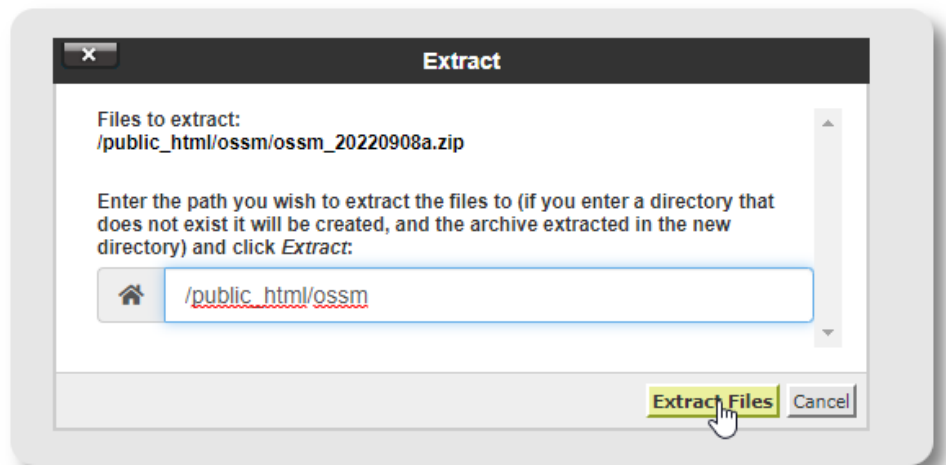
We see our uploaded file. Click on the file to highlight.



Next, extract the selected zip file.



Looks good! Extract the files.



Our ossm directory now looks something like this:

Name	Size	Last Modified	Type	Permissions
application	4 KB	Today, 10:21 AM	httpd/unix-directory	0755
backup	4 KB	Today, 10:24 AM	httpd/unix-directory	0755
catalog_ossm01	4 KB	Today, 10:34 AM	httpd/unix-directory	0755
css	4 KB	Today, 10:21 AM	httpd/unix-directory	0755
fonts	4 KB	Today, 10:35 AM	httpd/unix-directory	0755
images	4 KB	Today, 10:35 AM	httpd/unix-directory	0755
install	4 KB	Today, 10:21 AM	httpd/unix-directory	0755
js	4 KB	Today, 10:21 AM	httpd/unix-directory	0755
README	4 KB	Today, 10:22 AM	httpd/unix-directory	0755
system	4 KB	Today, 10:22 AM	httpd/unix-directory	0755
upload	4 KB	Today, 10:22 AM	httpd/unix-directory	0755
.editorconfig	302 bytes	Sep 19, 2019, 8:08 AM	text/x-generic	0644
.gitignore	503 bytes	Sep 19, 2019, 8:08 AM	text/x-generic	0644
composer.json	594 bytes	Sep 19, 2019, 8:08 AM	text/x-generic	0644
contributing.md	6.68 KB	Sep 19, 2019, 8:08 AM	text/x-generic	0644
index.php	10.01 KB	Sep 19, 2019, 8:08 AM	application/x-httpd-php	0644

Running the OSSM Database Installer

You only need to run the database installer as part of clean install. Do not run the installer for upgrades.

After creating your database, point your browser to:

`https://your-domain.org/ossm/index.php/Install`

Complete the form with the information about the database you just created. For BlueHost accounts, the host name is "localhost".



The screenshot shows a web form titled "Refugee Shelter Manager" with a subtitle "Configure your Database". It contains five input fields: "Host Name" (pre-filled with "localhost"), "Database Name" (pre-filled with "*****_ossm"), "Database User" (pre-filled with "*****_ossm"), and "Database User Password" (pre-filled with "*****"). A red "Install" button is at the bottom, with a mouse cursor hovering over it.



The screenshot shows a web page titled "Refugee Shelter Manager" with a subtitle "Database Installation Complete!". At the bottom, there is a link that says "Click here to log in."

The software will now install the initial database.

Click the link for your first log-in!

You will now be redirected to the login:

<https://your-domain.org/ossm/index.php/rsmdb/Login>

The initial user name is: **admin**

The initial password is: **helloWorld**

Please change the admin password after logging in.



You will now log into the OSSM here:

<https://your-domain.org/ossm/index.php>

Software Upgrades

We occasionally release software upgrades to provide new features and bug fixes.

Before applying any software upgrade

- Back up your database (you can perform a backup via Admin=>Database Utilities=>Backup your Database)
- **IMPORTANT:** Save a copy (or rename) your database configuration file. The database configuration file is:

```
application/config/database.php
```

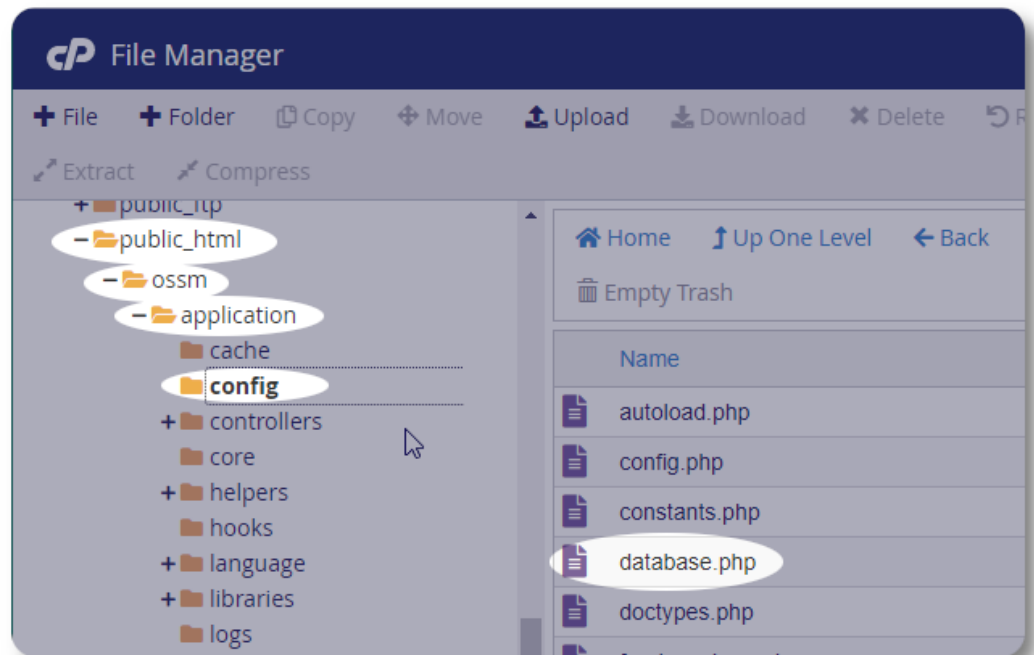
Using our sample installation, the file path would be

```
/public_html/ossm/application/config/database.php
```

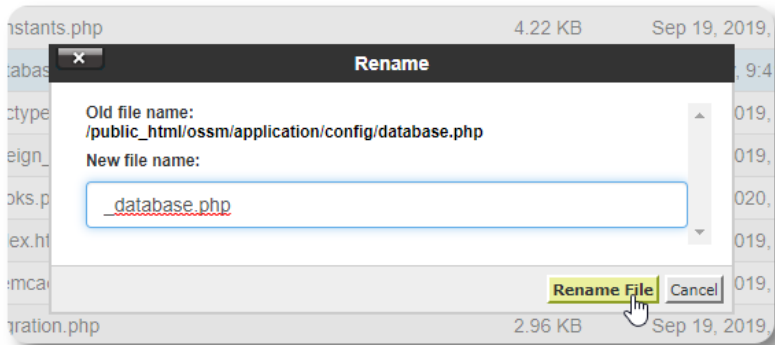
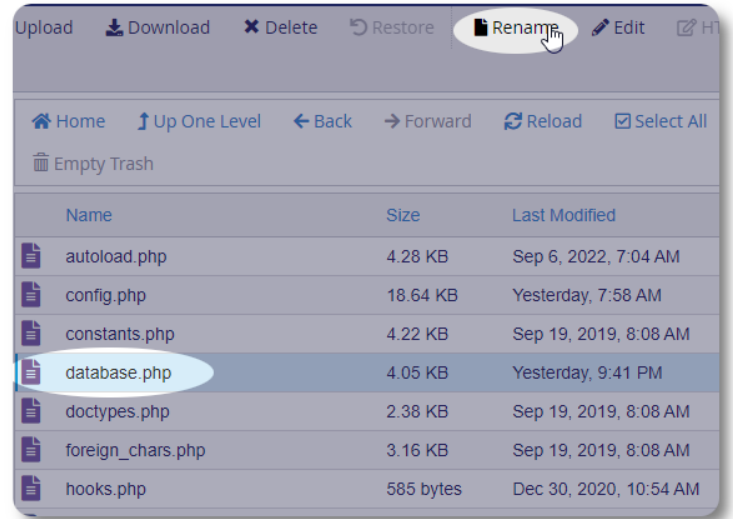
The steps to upgrading OSSM:

- Save or rename your database configuration file
- Download the most recent copy of the OSSM software from the SourceForge repository at <https://sourceforge.net/projects/open-source-shelter-manager/>
- Upload the updated software to your hosting project page (in our example, this would be /public_html/ossm/)
- Unzip the software package
- Replace the file `application/config/database.php` with the one you saved.

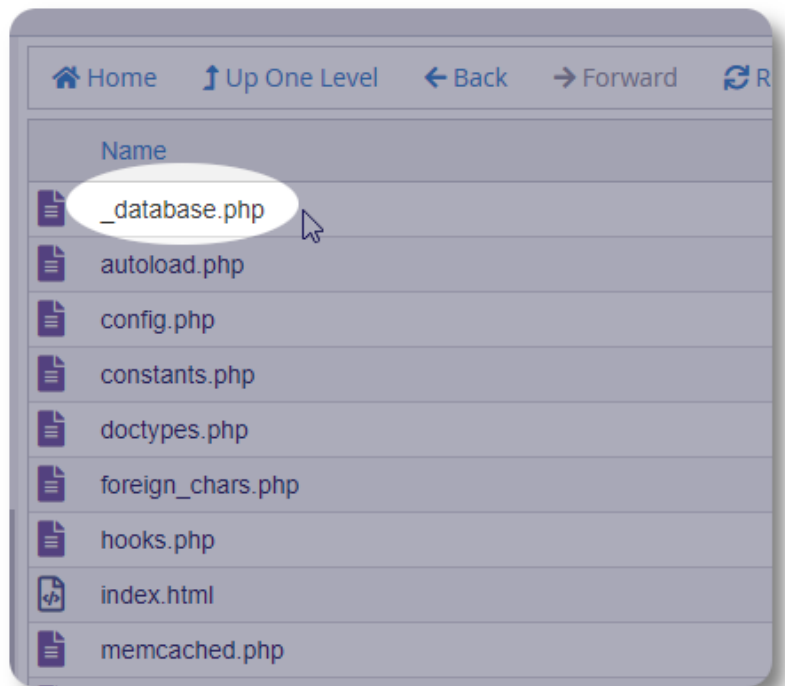
Navigate to `/public_html/ossm/application/config`



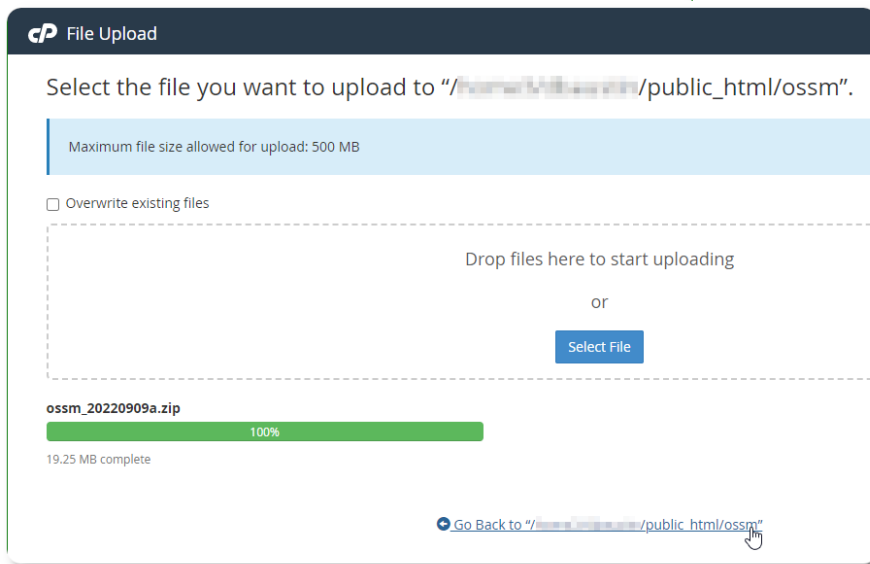
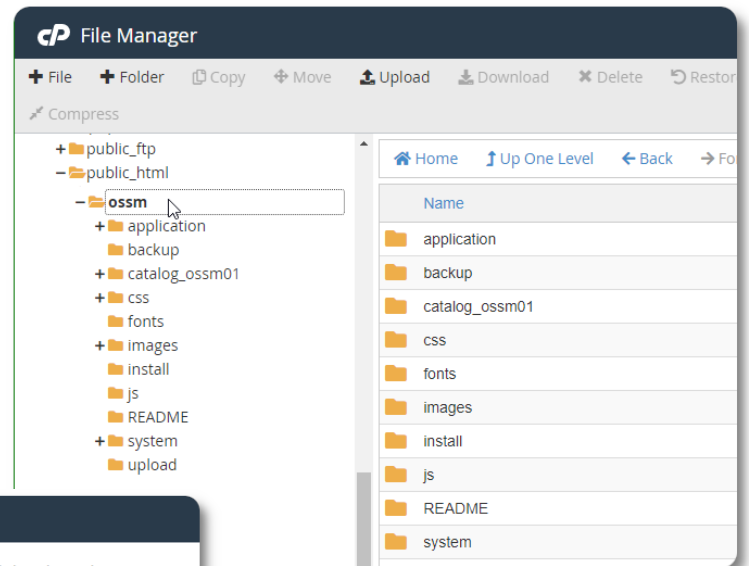
Rename your database configuration file. In this example, we rename `database.php` to `_database.php`.



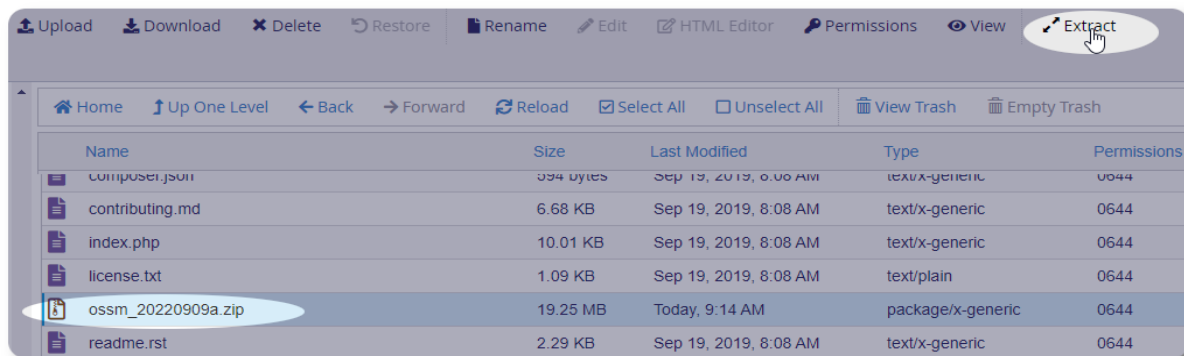
We confirm the file rename.



We now navigate back to the installation folder /public_html/ossm and upload the software package.

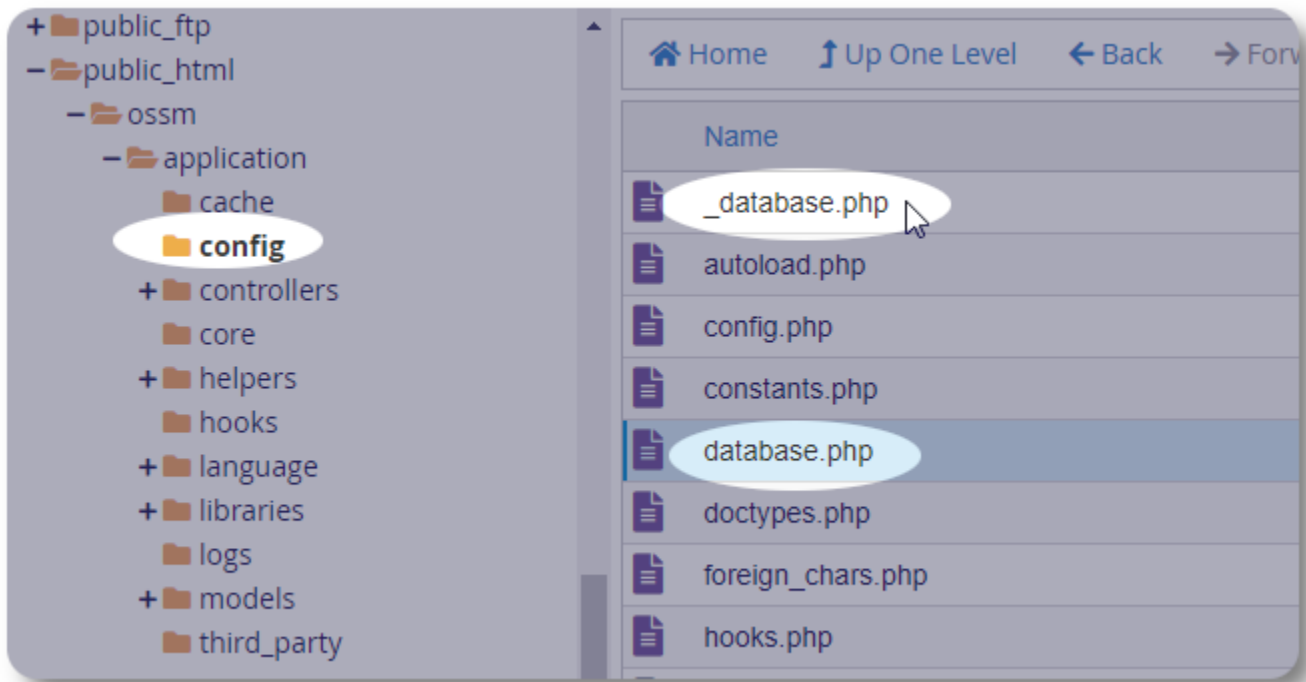


The uploaded file is then uncompressed (extracted) as during the initial installation.



The final step is to return to `/public_html/ossm/application/config` and:

- delete file `database.php`
- rename your saved file (`_database.php`) to `database.php`



You can now run the OSSM as usual.

User Accounts

The OSSM supports four account types:

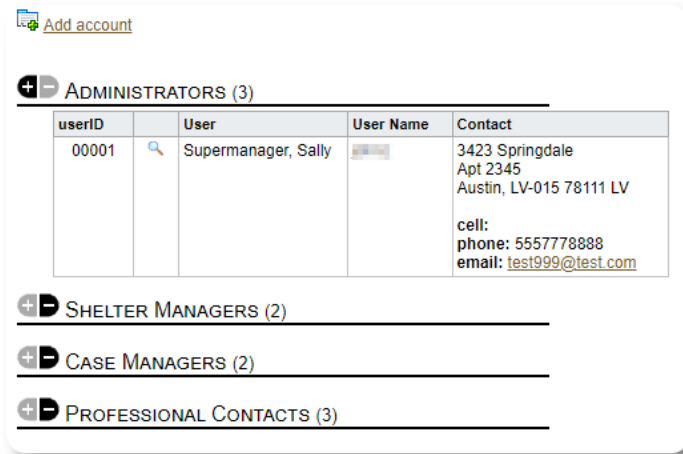
- **Administrative** – manage center configuration, accounts, etc. Run reports and generate exports. Also has full access to Shelter Manager and Case Manager features.
- **Shelter Manager** - manages refugee records, manages room assignments, able to generate rosters. Also has full access to Case Manage features. The shelter manager can be assigned to one or more of the center's facilities
- **Case Manager** - access is limited to assigned refugees. The case manager can be assigned to refugees at different facilities; multiple case managers can be assigned to each refugee
- **Professional Contacts** - access is limited to assigned refugees. Professional contacts can annotate portions the refugee record

Any account can also be assigned the status of "debugger". This is useful in the early stages of the software release. In the event that a bug is encountered, a user with "debugger" status will receive extended error information.

The Account Directory



To view the user account directory, select:

Admin=>OSSM Accounts =>Accounts Directory



ADD account

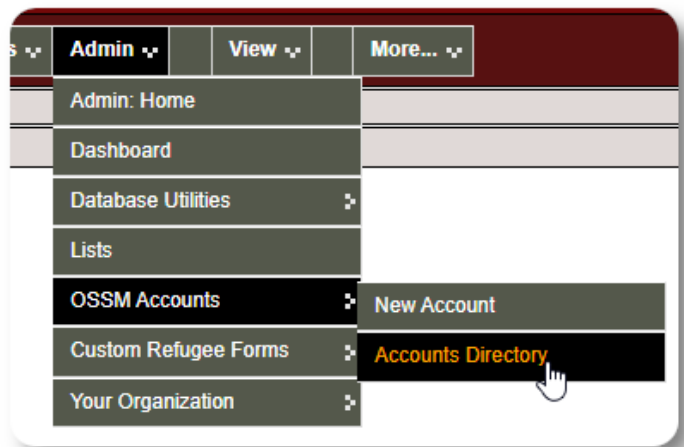
ADMINISTRATORS (3)

userID	User	User Name	Contact
00001	 Supermanager, Sally		3423 Springdale Apt 2345 Austin, LV-015 78111 LV cell: phone: 5557778888 email: test999@test.com

SHELTER MANAGERS (2)

CASE MANAGERS (2)

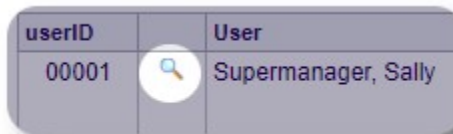
PROFESSIONAL CONTACTS (3)




Admin View More...

- Admin: Home
- Dashboard
- Database Utilities
- Lists
- OSSM Accounts **New Account**
- Custom Refugee Forms **Accounts Directory**
- Your Organization

To view the account details, click on the magnifying glass icon.



userID	User
00001	 Supermanager, Sally

The Admin Account

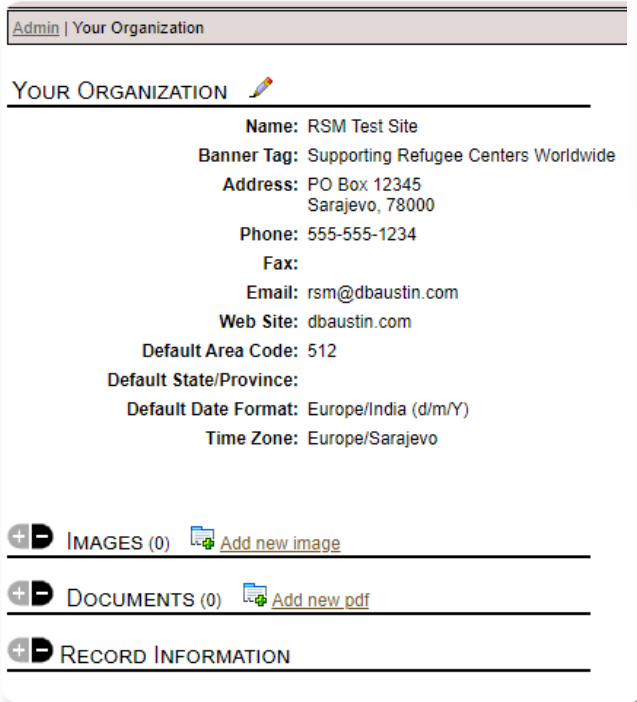
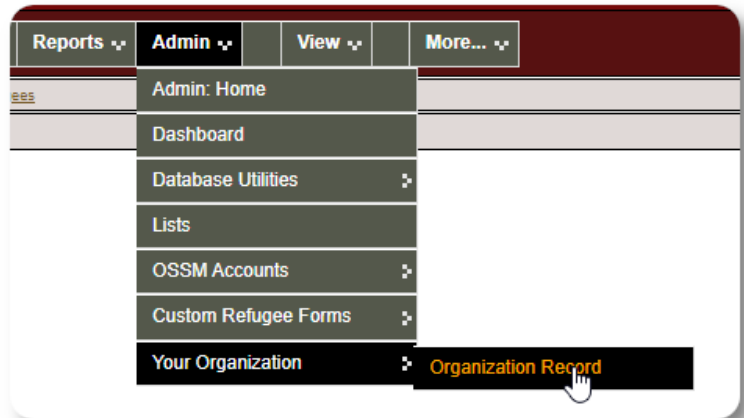
The **admin** account gives you control over your OSSM.

- Create and manage user accounts
- Create and manage personalization features, such as lists, tags, groups, custom reports, etc.
- Create and manage shelter locations
- Reports that aggregate information about all your shelters and refugees

In addition to the administrative features associated with this account type, you can act as a shelter manager for all locations defined in your database. This feature is described below, under **Context Switching**.

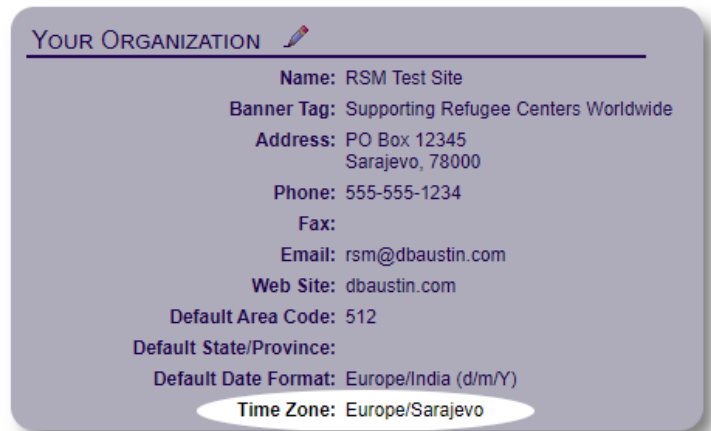
Managing your Organization's Record

The **administrator** can view / manage the organization's record from the Admin tab.



You can upload images and documents associated with your organization here.

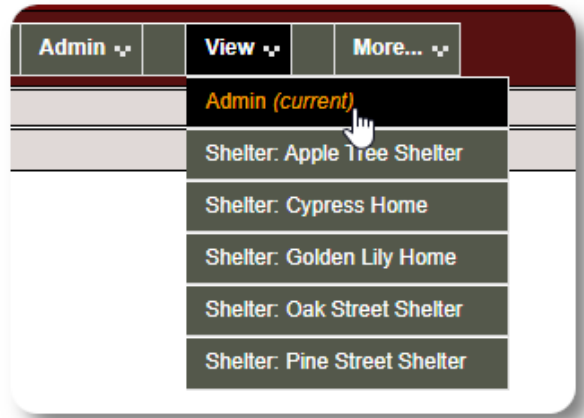
For accurate reporting, room assignments, services, logs, etc., it is important that you select the proper time zone.



Context Switching

As an **admin**, you will probably be going back and forth between administrative features and shelter manager features. The OSSM makes this easy - use the "View" tab to switch between the administrative features and the shelter manager features.

From the admin screen, select "Admin" to view administrative features. The admin screen is color-coded with a maroon style.



To act as a **shelter manager**, select the desired facility from the "View" tab.

The **shelter manager** account will display the alerts and notifications.

You will be able to tell that you are in a **shelter manager** context by the blue styling of the borders and backgrounds.



A screenshot of the "Refugee Shelter Manager" web application. The interface has a blue header with the text "REFUGEE SHELTER MANAGER" and "SERVING THE APPLE TREE COMMUNITY SINCE 1925". Below the header is a navigation bar with tabs: "Refugees", "Reports", "Block Utilities", "View", and "More...". The "View" tab is selected, and a dropdown menu is open, showing the same options as in the previous images. The main content area displays a "Shelter Status: Green" message, a "Notice" about sliced bread, and another "Notice" about time cards. The user is identified as "Sally Supermanager" and is logged in as "Admin".

The Shelter Manager Account


Shelter Managers can



- add/edit refugee records
- check in / check out / transfer refugees
- assign services to refugees
- view rosters for their assigned shelters



Sample Shelter Manager account:


USER ACCOUNT  

Account Type: **Shelter Manager / Debugger**
 ID: 001176
 User Name: sm0002
 Name: Ellie Flugelhorn
 Status: Active
 Address: 3423 Springdale
 Apt 2345
 Austin, 78111
 Phone: 5557778888
 Cell:
 Email: test999@test.com
 Date format: 26/08/2022
 Measurement: English


 **ASSOCIATED SHELTERS (2)**

 **STAFF IMAGES (0)**  [Add new image](#)

 **STAFF DOCUMENTS (0)**  [Add new pdf](#)

 **RECORD INFORMATION**


You can adjust the **shelter manager's** shelter access from the "Associated Shelters" tab:


 **ASSOCIATED SHELTERS (2)**



Shelter Assignments for Ellie Flugelhorn


Assigned	shelterID	Shelter
<input type="checkbox"/>	00003	Apple Tree Shelter 123 Apple Blossom Sarajevo Canton Sarajevo, 78123
<input checked="" type="checkbox"/>	00004	Cypress Home 8787 Cypress Blvd Suite 100 Tuzla, BA-BIH 987654 BA
<input checked="" type="checkbox"/>	00005	Golden Lily Home 5353 West Main Street Medjugorje, BA-BIH 234123 BA
<input type="checkbox"/>	00002	Oak Street Shelter 765 Acorn Ave. Grad Split, HR-17 789098 HR
<input checked="" type="checkbox"/>	00001	Pine Street Shelter 123 Pine Zenica, BA-BRC 12345 BA


Update Assignments

 **ADMINISTRATORS (3)**

 **SHELTER MANAGERS (2)**

userID	User	User Name	Contact	Associated Shelters
01177	 Alchemy, Amanda	sm0001	7878 Quicksilver Portland, n/a 99123 IT cell: phone: email: amanda@test.com	<ul style="list-style-type: none"> • Apple Tree Shelter • Oak Street Shelter • Pine Street Shelter
01176	 Flugelhorn, Ellie	sm0002	3423 Springdale Apt 2345 Austin, 78111 cell: phone: 5557778888 email: test999@test.com	<ul style="list-style-type: none"> • Cypress Home • Golden Lily Home • Pine Street Shelter

 **CASE MANAGERS (2)**



 **PROFESSIONAL CONTACTS (3)**

From the Account Directory, you can see the assigned shelters for the **Shelter Manager** accounts.:

The Case Manager Account


Case managers have limited access to the refugee's record. They can add and review case notes, and review notes made by other case workers.


A sample case manager's account:

USER ACCOUNT  

Account Type: **Case Manager / Debugger**
 ID: 001179
 User Name: casey123
 Name: Casey Campbell
 Status: Active
 Address: **Social Services**
 8788 Hummingbird Ave
 Suite A101
 Saint Cecilia, HR-20 HR
 Phone:
 Cell:
 Email: test@test.com
 Date format: 26/08/2022
 Measurement: metric

CASE MANAGER REFUGEE ASSOCIATIONS (5)

STAFF IMAGES (0)  [Add new image](#)

STAFF DOCUMENTS (0)  [Add new pdf](#)


RECORD INFORMATION

The refugee associations for this case manager:

CASE MANAGER REFUGEE ASSOCIATIONS (5)
Case Manager connections are made from the refugee's record.

refugeeID	Name	Age / Gender / Language	Status
00002	Adams, Alice	1/1/2019 (3 years old) Female (not set)	Current Guest: Apple Tree Shelter
00001	Adams, Andrew	1/7/1974 (48 years old) Male Hindi / Bavarian	Current Guest: Apple Tree Shelter
00005	Alić, Ajdin	1/1/2004 (18 years old) Female Burmese / Zulu	
00004	Avdić, Alija	21/7/2004 (18 years old) Male Croatian / English	
00006	Azealia, Agnes	28/2/1994 (28 years old) Female Turkish / English	BANNED Current Guest: Apple Tree Shelter


Case manager assignments are made by either an administrator or shelter manager from the refugee's record.

REFUGEE RECORD  [Edit refugee record](#)

Client ID: 000001
 Name: Andrew A. Adams (Male)
 Enrollment Date: 01/07/2022
 Gender: Male
 Language (primary): Hindi
 Language (secondary): Bavarian
 Birth Date: 1/7/1974 (48 years old)
 Address: 2345 Nasturtium
 Budding Beans, NZ-BOP NZ
 Email:
 Phone:
 Attributed To:
 Bio: Sample bio

CASE MANAGERS (1)

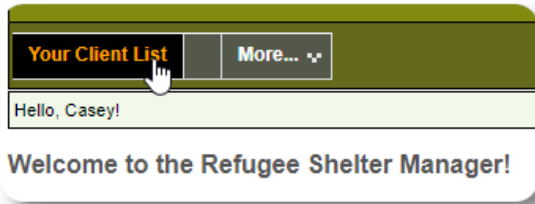
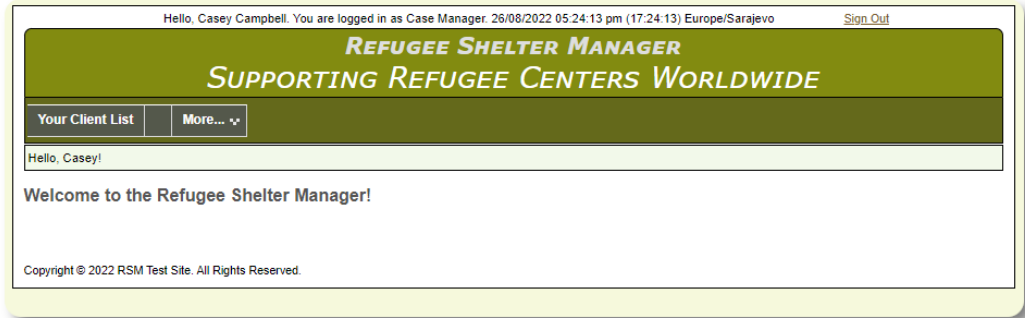
Case Mangers:

-  Campbell, Casey / Social Services

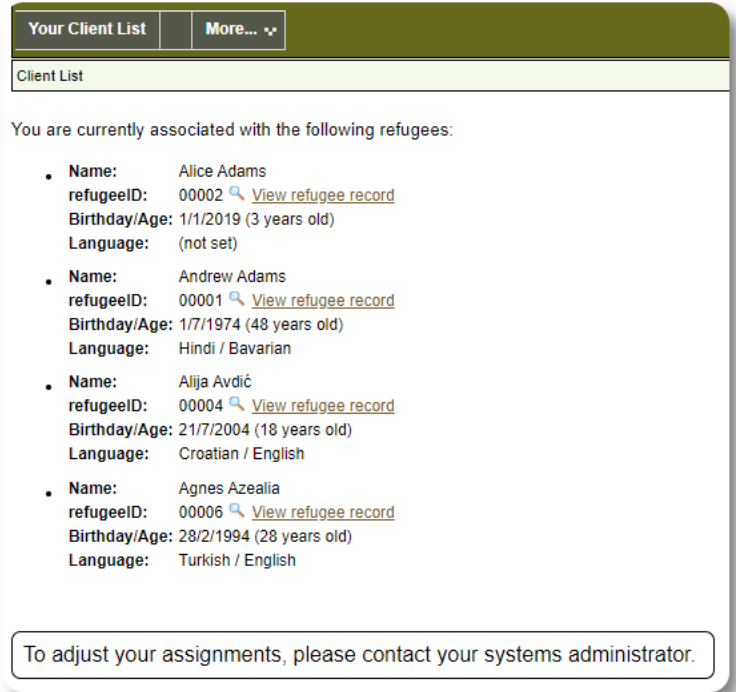
Champion, Charles / Social Services of Freedonia

Add

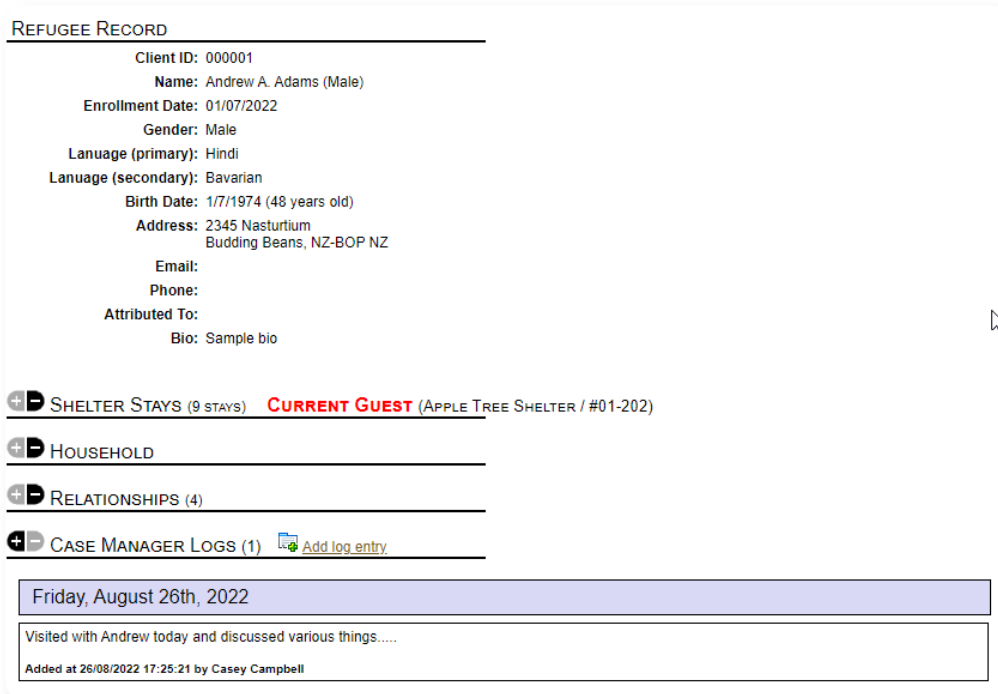
When **case managers** log in, they can view their assigned refugees.



By selecting a refugee (by clicking on the magnifying glass icon) the **Case Manager** can view the refugee's record.



Here is a sample refugee record as seen from a **Case Manager's** account. Note the limited access.



The Professional Contact Account

Professional Contact accounts are similar to **Case Manager** accounts. **Professional Contacts** can log in, view assigned refugees, and add / review notes on their record.

However, **Professional Contacts** can only review notes that they made. They can not review notes made by other **Professional Contacts**.

+ ADMINISTRATORS (3)				
+ SHELTER MANAGERS (2)				
+ CASE MANAGERS (2)				
+ PROFESSIONAL CONTACTS (3)				
userID	User	User Name	Contact	
01178	Dentist, David	dDentist	Dental Services of Finland 876 Cavity Cove Suite 123 Helsinki, FI-03 FI	cell: phone: email: test@test.com
01181	Farmacopia, Felicity	felicity	Well Better Good Okay Med 8765 Rolling Ridge Tehran, IR-23 IR	cell: phone: email: felicity@test.com
01180	Socialworker, Sally	sally123	Social Services of Kleburg County 123 Wayside Kingsville, US-TX 76543 US	cell: phone: email: sally123@test.com

REFUGEE RECORD

Client ID: 000001
Name: Andrew A. Adams (Male)
Enrollment Date: 01/07/2022
Gender: Male
Lanuage (primary): Hindi
Lanuage (secondary): Bavarian
Birth Date: 1/7/1974 (48 years old)
Address: 2345 Nasturtium
 Budding Beans, NZ-BOP NZ
Email:
Phone:
Attributed To:
 Bio: Sample bio

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

+ HOUSEHOLD

+ RELATIONSHIPS (4)

+ PROFESSIONAL CONTACT LOGS (2) [Add log entry](#)

Friday, April 1st, 2022

Routine dental exam. Andrew had one cavity, which we filled. No other problems detected.

Added at 01/04/2022 10:24:58 by David Dentist

Saturday, August 27th, 2022

Routine dental exam.

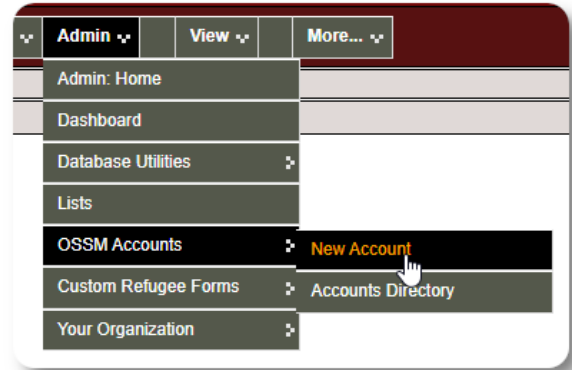
No cavities! Andrew should floss more often. Next appointment scheduled for 6 months.

Added at 27/08/2022 13:10:11 by David Dentist

Adding a New Account

Only **administrators** can add or modify OSSM user accounts.

To add a new account, select the "New Account" option under Admin / OSSM Accounts:



ADD A NEW USER

userID: *new*

First Name:

Last Name:

User Name:

Password:

Password (again):

Preferred Date Format:

- US (e.g. 08/27/2022)
- US (e.g. Aug 27 2022)
- US (e.g. August 27 2022)
- Europe/Canada (e.g. 27/08/2022)
- Europe/Canada (e.g. 27 Aug 2022)
- Europe/Canada (e.g. 27 August 2022)

Measurement Format:

- US (pounds, inches, etc)
- Metric (kilograms, meters, etc)

ACCOUNT

Developer: No (recommended) Yes (access to debug info)

Account Type:

- Administrator (full access)
- Shelter Manager (access to selected shelters and associated refugees)
- Case Manager (access to selected refugees)
- Professional Contact (able to make log/status entries to selected refugees)

USER CONTACT INFO

Organization:

Organization name required for Professional Contact Accounts

Address 1:

Address 2:

City:

Country:

State/Province:

Zip/Postal Code:

Email:

Phone:

Cell:

Here is a sample new user form. You can select the account type, date/time formats, debugger status, and contact info.

The new user will now appear in your user directory.

For **Shelter Manager** accounts, you will need to assign the user to their shelters (click on the magnifying glass icon). For **Professional Contacts** and **Case Managers**, you will need to assign refugees via the refugee record.

ADMINISTRATORS (3)

SHELTER MANAGERS (3)

userID	User	User Name	Contact	Associated Shelters
01177	Alchemy, Amanda	sm0001	7878 Quicksilver Portland, n/a 99123 IT cell: phone: email: amanda@test.com	<ul style="list-style-type: none"> • Apple Tree Shelter • Oak Street Shelter • Pine Street Shelter
01176	Flugelhorn, Ellie	sm0002	3423 Springdale Apt 2345 Austin, 78111 cell: phone: 5557778888 email: test999@test.com	<ul style="list-style-type: none"> • Cypress Home • Golden Lily Home • Pine Street Shelter
01185	Persimmon, Patti	pPersimmon	7733 Giant Redwood Park Edmonton, CA-AB 98989 CA cell: phone: +1 (555) 888-9999 email: test@test.com	No shelter assignments

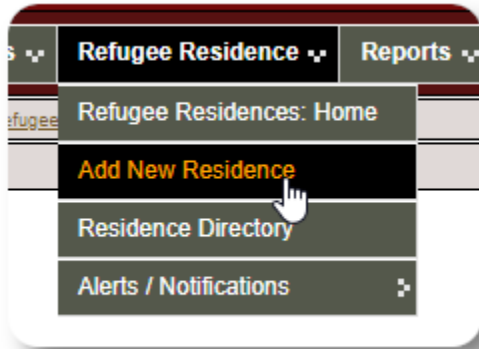
CASE MANAGERS (2)

PROFESSIONAL CONTACTS (3)

Shelters

Adding a New Shelter

To add a location to your OSSM database, select:
Refugee Residence=>Add New Residence



SHELTER

shelterID: *new*

Shelter Name*:

Banner Tag Line*:
Appears on the Shelter Manager Account

Address 1:

Address 2:

City:

Country*:

State/Province*:

Zip/Postal Code:

Phone:

Fax:

Email:

Web:

Notes:

Add Shelter

You will be able to enter room and occupancy information after saving this shelter record.

SHELTER LOCATION [Edit location record](#)

Name: Golden Lily Home

Banner Tag: Welcome to the Golden Lily Home

Status: Active

Address: 5353 West Main Street
Medjugorje, BA-BIH 234123 BA

Phone: +387 555-1234

Fax:

Email:

Web Site:

Notes:

ROOMS [Add Room](#)

No rooms defined for this shelter.

IMAGES (1) [Add new image](#) [View all images](#)

DOCUMENTS (0) [Add new pdf](#)

RECORD INFORMATION

You will now see the new Shelter record. Next we will add rooms to the shelter.

Add the room name, occupancy and any notes you may have about the room.

Note: the occupancy count is not a hard limit; you can add more people to the room than the maximum occupancy, but will receive a notification in the Admin dashboard.

ROOMS

roomID: *new*

Shelter: Golden Lily Home

Address: 5353 West Main Street
Medjugorje, BA-BIH 234123 BA

Room Name*:

Max. Occupancy*:

Notes:

Add Room

Continue the process until you've added all your rooms.

SHELTER LOCATION [Edit location record](#)

Name: Golden Lily Home

Banner Tag: Welcome to the Golden Lily Home

Status: Active

Address: 5353 West Main Street
Medjugorje, BA-BIH 234123 BA

Phone: +387 555-1234

Fax:

Email:

Web Site:

Notes:

ROOMS [Add Room](#)

	roomID	Room	Max. Occupancy
1	00019	#01-100	5
2	00020	#01-101	7
3	00021	#02-100	6
4	00022	#02-202 <i>Room has a crib</i>	5

Your new location will now appear in the View context menu. You can now assign refugees to the rooms you configured.

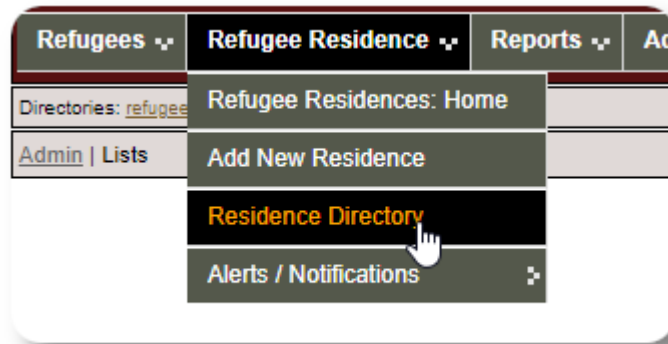
View **More...**

- Admin (current)
- Shelter: Apple Tree Shelter
- Shelter: Cypress Home
- Shelter: Golden Lily Home**
- Shelter: Oak Street Shelter
- Shelter: Pine Street Shelter

Shelter Directory

Administrators can view a directory of their organization's shelters.

To view your shelters, select:



Sample shelter directory:

Your Refugee Residence Locations					
Location ID	Location	Address	Contact Info	Rooms/Occupancy	Notes
00003	Apple Tree Shelter <i>Serving the Apple Tree Community Since 1925</i>	123 Apple Blossom Sarajevo Canton Sarajevo, 78123	phone: (555) 555-1234 fax: email: appleTree@test.com web: test.com/appleTree	current guests: 4 rooms: 7 max. occupancy: 34 % capacity: 11.8 %	
00004	Cypress Home <i>Welcome to the Cypress Home!</i>	8787 Cypress Blvd Suite 100 Tuzla, BA-BIH 987654 BA	phone: (555) 555-7878 fax: email: cypress@test.com web:	current guests: 0 rooms: 4 max. occupancy: 33 % capacity: 0.0 %	
00005	Golden Lily Home <i>Welcome to the Golden Lily Home</i>	5353 West Main Street Medjugorje, BA-BIH 234123 BA	phone: +387 555-1234 fax: email: web:	current guests: 0 rooms: 4 max. occupancy: 23 % capacity: 0.0 %	
00002	Oak Street Shelter <i>Welcome to the Oak Street Shelter</i>	765 Acom Ave. Grad Split, HR-17 789098 HR	phone: (555) 555-1357 fax: (555) 555-FAXX email: oakStreet@test.com web:	current guests: 3 rooms: 4 max. occupancy: 19 % capacity: 15.8 %	
00001	Pine Street Shelter <i>Welcome to the Pine Street Shelter</i>	123 Pine Zenica, BA-BRC 12345 BA	phone: 555-5555 fax: email: test@test.com web: www.test.com	current guests: 0 rooms: 3 max. occupancy: 12 % capacity: 0.0 %	

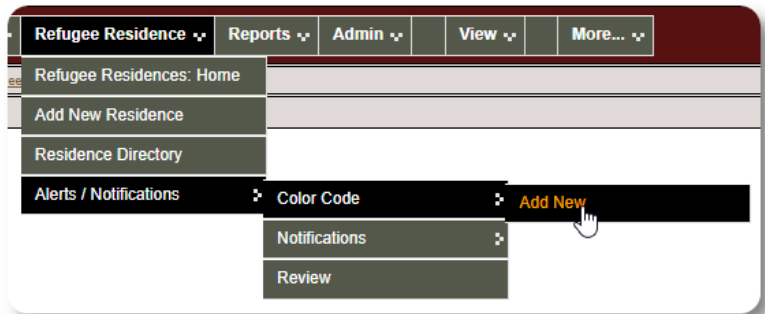
Shelter Alerts and Notifications

Administrators can create alerts and notifications that are then posted to the selected shelter screens.

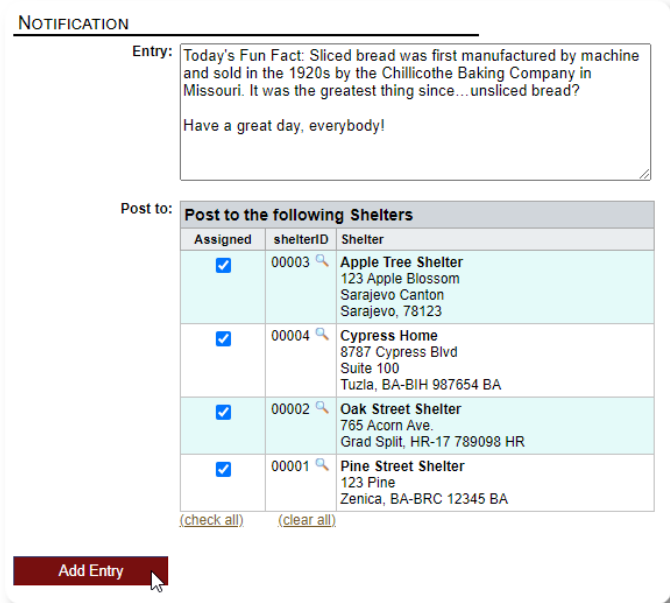
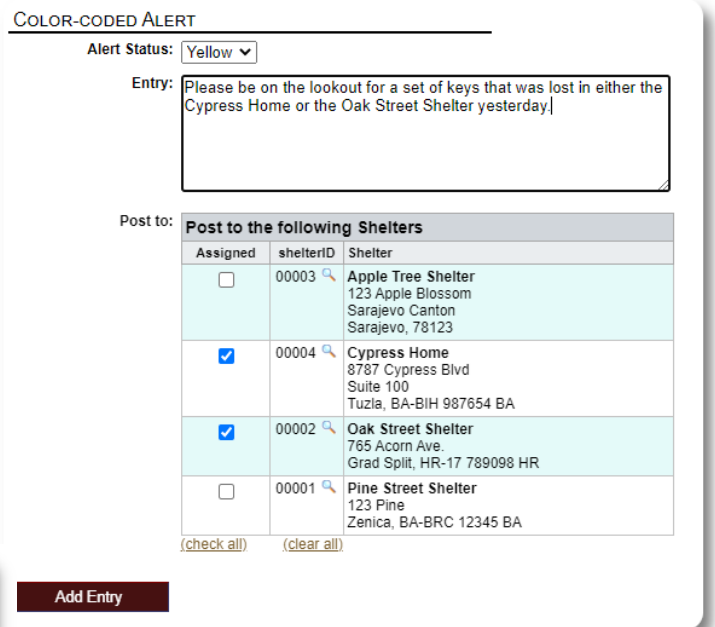
Alerts are color-coded, and only the most recent alert for any given shelter is displayed at any time.

Notifications are displayed to the selected shelters until they are dismissed. Multiple notifications can be displayed.

To add color-coded alert, select:
 Refugee Residence=>Alerts /
 Notifications / Color Code =>Add New

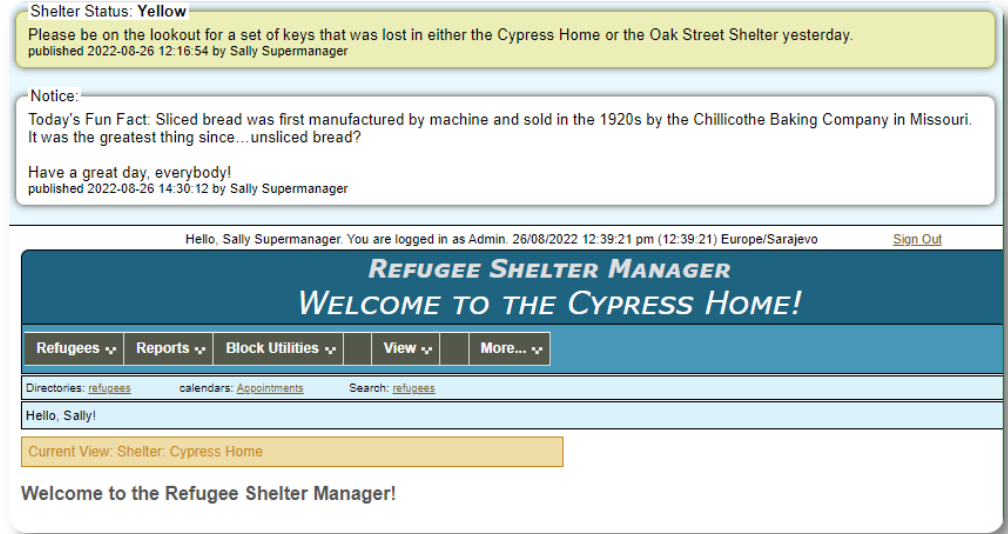
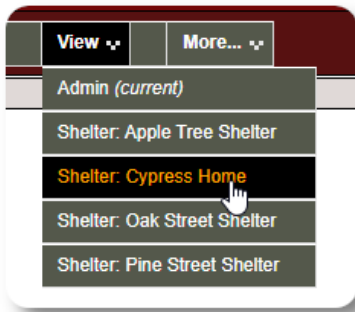


You now add your alert and select the shelters that will display the alert.



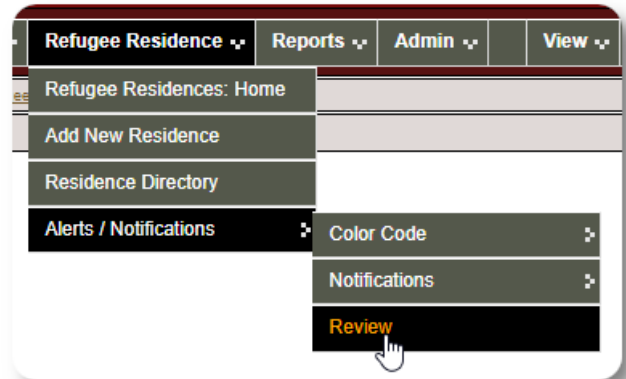
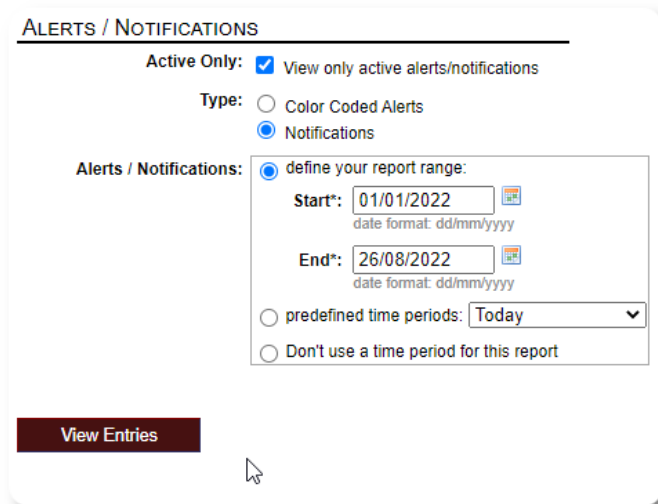
A similar process is used for adding notifications.

When an **Admin** or **Shelter Manager** visits the our sample shelter (The Cypress Home), they will see the new alert.



To review your alerts and notifications, select:
 Refugee Residence=>Alerts / Notifications /
 Color Code =>Review


You can specify your date range and other options.



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.




REFUGEE RECORD [Edit refugee record](#)



Client ID: 000001
Name: Andrew A. Adams (Male)
Enrollment Date: 01/07/2022
Gender: Male
Language (primary): Belarusian
Language (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](#)

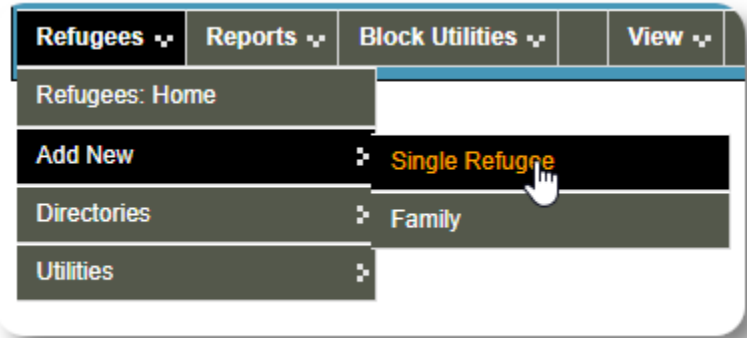
 DOCUMENTS (1)  [Add new pdf](#)  [View all pdfs](#)

 RECORD INFORMATION

Adding a New Refugee

Single Refugee

Administrators and Shelter 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.



ADD NEW REFUGEE

clientID: new

Refugee First Name*:

Refugee Middle Name:

Refugee Last Name:

Birthdate*:
date format: dd/mm/yyyy

Date entered in program*:
date format: dd/mm/yyyy

Gender*: Male Female Non-Binary Unknown

Language (primary):

Language (secondary):

Refugee Bio:

Address 1:

Address 2:

City:

Country*:

State/Province*:

Zip/Postal Code:

Email:

Phone:

Cell:

Attributed To:

[Add Refugee](#)

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

Refugees | Refugee Record

The client record was added

REFUGEE RECORD [Edit refugee record](#)

Client ID: 000013
Name: Aiyla Z. Yilmaz (Female)
Enrollment Date: 04/08/2022
Gender: Female
Language (primary): Turkish
Language (secondary): English
Birth Date: 18/8/1976 (46 years old)
Address: 800 W. Ave
Adana, TR-01 TR
Email: Aiyla@test.com
Phone: +90 555-123456 (cell)
Attributed To: Walk-in
Bio:

+ SHELTER STAYS (0 STAYS)

+ HOUSEHOLD [View Household](#)

+ RELATIONSHIPS (0) [Add new relationship](#)

+ APPOINTMENTS (SHOWING 0 OF 0) [Add appointment](#) [View all](#)

Add a Refugee Family

You can also add a refugee family at one time.

You specify the number of family members:

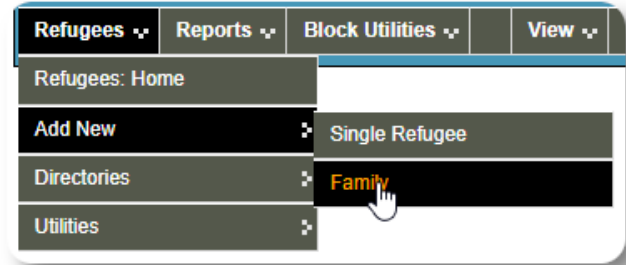
Refugees | Add New Refugee Family

ADD NEW REFUGEE FAMILY

Number of Family Members*: 3

Next =>

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
Gender*: Male Female Non-Binary Unknown

Family Member 2

First Name*: Mama
Middle Name*:
Last Name*: Jones
Birthdate*: 09/02/1987
Gender*: Male Female Non-Binary Unknown

Family Member 3

First Name*: Baby Dumpling
Middle Name*:
Last Name*: Jones
Birthdate*: 01/05/2022
Gender*: Male Female Non-Binary Unknown

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

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

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

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:

SHELTER STAYS (0 STAYS)
 Add new stay: Apple Tree 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:


SHELTER STAYS (0 STAYS)
 Add new stay: Apple Tree Shelter
 No stays
 Add historical stay: Apple Tree Shelter
 Utility to add past stays for this refugee

CHECK IN
 refugeeID: 00013
 Name: Yilmaz, Aiyla
 Birthday/Age: 18/8/1976 (46 years old)
 Address: 800 W. Ave
 Adana, TR-01 TR
 Shelter: Apple Tree Shelter
 123 Apple Blossom
 Sarajevo Canton
 Sarajevo, 78123
 Check-In Date*: 11/08/2022
 date format: dd/mm/yyyy
 Check-in Notes:
 Room Selection:

	roomID	Rooms at Apple Tree Shelter	Max / Current Occupancy
<input type="radio"/>	00001	#01-100	6 / 0
<input checked="" type="radio"/>	00002	#01-101	5 / 0
<input type="radio"/>	00003	#01-200	4 / 0
<input type="radio"/>	00004	#01-202	6 / 0
<input type="radio"/>	00005	#02-100	5 / 0
<input type="radio"/>	00006	#02-108	4 / 0

CHECK IN
 Name: Jones, Papa
 refugeeID: 00035
 Household: Head of Household
 Birthday/Age: 6/9/1982 (40 years old)
 Address: DZ-30 DZ
 Shelter: Apple Tree Shelter
 123 Apple Blossom
 Sarajevo Canton
 Sarajevo, BA-BRC 78123 BA
 Check-In Date*: 9/27/2022
 date format: mm/dd/yyyy
 Check In Household?: (check to include entire household)
 Check-in Notes:
 Room Selection:

	roomID	Rooms at Apple Tree Shelter	Max / Current Occupancy
<input type="radio"/>	00005	AT 1-100	6 / 0
<input checked="" type="radio"/>	00006	AT 1-104	7 / 0
<input type="radio"/>	00007	AT 1-133	8 / 0
<input type="radio"/>	00008	AT 2-100	5 / 0

 [Check-out](#) Transfer refugee:


Stay History for Aiyla Yilmaz

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

Add historical stay:

Utility to add past stays for this refugee

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: 

Utility to add past stays for this refugee

Adding an Historical Stay

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

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*: date format: dd/mm/yyyy

Check Out Date*: date format: dd/mm/yyyy

Stay Notes:

Room:

	roomID	Rooms at Apple Tree Shelter	Max / Current Occupancy
<input type="radio"/>	00001	#01-100	6 / 0
<input type="radio"/>	00002	#01-101	5 / 0
<input type="radio"/>	00003	#01-200	4 / 0
<input type="radio"/>	00004	#01-202	6 / 0
<input checked="" type="radio"/>	00005	#02-100	5 / 0
<input type="radio"/>	00006	#02-108	4 / 0

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)

Transfer refugee:

Stay History for Aiyla Yilmaz												
stay ID	Check In	Check Out	Duration	Location/Xfers								
00031	11/08/2022 (Thu)	(current)	16	<table border="1"> <thead> <tr> <th>Location/Room</th> <th>In</th> <th>Out</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>Apple Tree Shelter #01-101</td> <td>11/08/2022 (Thu)</td> <td>(current)</td> <td></td> </tr> </tbody> </table>	Location/Room	In	Out	Notes	Apple Tree Shelter #01-101	11/08/2022 (Thu)	(current)	
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	<table border="1"> <thead> <tr> <th>Location/Room</th> <th>In</th> <th>Out</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>Apple Tree Shelter #02-100</td> <td>01/06/2022 (Wed)</td> <td>21/06/2022 (Tue)</td> <td>(historical)</td> </tr> </tbody> </table>	Location/Room	In	Out	Notes	Apple Tree Shelter #02-100	01/06/2022 (Wed)	21/06/2022 (Tue)	(historical)
Location/Room	In	Out	Notes									
Apple Tree Shelter #02-100	01/06/2022 (Wed)	21/06/2022 (Tue)	(historical)									

Add historical stay:

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.

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

[Check-out](#) Transfer refugee: Golden Lily Home Continue

TRANSFER

refugeeID: 00013

Name: Yilmaz, Aiyla

Birthday/Age: 18/8/1976 (46 years old)

Address: 800 W. Ave
Adana, TR-01 TR

Shelter: Golden Lily Home
5353 West Main Street
Medjugorje, BA-BIH 234123 BA

Current Location:

Location/Room	In	Out
Apple Tree Shelter #01-101	11/08/2022 (Thu)	(current)

Transfer Date*:
date format: dd/mm/yyyy

Transfer Notes:

Transfer to:

	roomID	Rooms at Golden Lily Home	Max / Current Occupancy
<input type="radio"/>	00019	#01-100	5 / 0
<input type="radio"/>	00020	#01-101	7 / 0
<input type="radio"/>	00021	#02-100	6 / 0
<input checked="" type="radio"/>	00022	#02-202 Room has a crib	5 / 0

Transfer

SHELTER STAYS (2 STAYS) **CURRENT GUEST** (GOLDEN LILY HOME / #02-202)

[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
				Golden Lily Home #02-202
				Apple Tree Shelter #01-101
00032	01/06/2022 (Wed)	21/06/2022 (Tue)	20	Location/Room
				Apple Tree Shelter #02-100

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

Check Out

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

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

[Check-out](#) Transfer refugee:

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

CHECK OUT

refugeeID: 00013

Name: Yilmaz, Aiyla

Birthday/Age: 18/8/1976 (46 years old)

Address: 800 W. Ave
Adana, TR-01 TR

CurrentShelter: Golden Lily Home
5353 West Main Street
Medjugorje, BA-BIH 234123 BA

Current Stay:

Location/Room	In	Out	Notes
Golden Lily Home #02-202	22/08/2022 (Mon)	(current)	
Apple Tree Shelter #01-101	11/08/2022 (Thu)	22/08/2022 (Mon)	

Checkout Date*:
date format: dd/mm/yyyy

Check-out Notes:

The refugee stay history now reflects the check-out.

SHELTER STAYS (2 STAYS)

Add new stay:

Stay History for Aiyla Yilmaz

stay ID	Check In	Check Out	Duration	Location/Xfers												
00031	11/08/2022 (Thu)	27/08/2022 (Sat)	16	<table border="1"> <thead> <tr> <th>Location/Room</th> <th>In</th> <th>Out</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>Golden Lily Home #02-202</td> <td>22/08/2022 (Mon)</td> <td>27/08/2022 (Sat)</td> <td></td> </tr> <tr> <td>Apple Tree Shelter #01-101</td> <td>11/08/2022 (Thu)</td> <td>22/08/2022 (Mon)</td> <td></td> </tr> </tbody> </table>	Location/Room	In	Out	Notes	Golden Lily Home #02-202	22/08/2022 (Mon)	27/08/2022 (Sat)		Apple Tree Shelter #01-101	11/08/2022 (Thu)	22/08/2022 (Mon)	
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Location/Room	In	Out	Notes													
Apple Tree Shelter #02-100	01/06/2022 (Wed)	21/06/2022 (Tue)	(historical)													

Add historical stay:
Utility to add past stays for this refugee

Customized Forms

You can extend the data collection on your refugees to fit the needs of your organization by creating personalized tables.

This is a powerful feature, based on a module from a previous Database Austin open-source project, called **Delightful Labor**. The Delightful Labor user's guide details this customized form feature:

<https://www.delightfullabor.com/userGuide/index.php/administrative-features/personalization>

Other Record Sections

Connecting Refugees: Relationships and Households

You can connect your refugees to other refugees via relationships and households.

The OSSM project uses the relationship and household modules from a previous Database Austin open source project called **Delightful Labor**. The Delightful Labor user's guide details these modules.

Households: <https://www.delightfullabor.com/userGuide/index.php/people/other-people-topics/households>

Relationships: <https://www.delightfullabor.com/userGuide/index.php/people/other-people-topics/relationships>

Appointments and Calendars

Appointments can be added to the refugee's schedule.

RELATIONSHIPS (0) Add new relationship			
APPOINTMENTS (SHOWING 1 OF 1) Add appointment View all			
apptID	Date	Type / Location	Notes
00009	31/08/2022 (Wed) 9:15 AM	Dental Keep On Smiling! 2222 Evening Primrose Alice Springs, AU-NT 443322 AU	<u>Notes</u> Routine checkup

SHELTER SERVICES [Add services](#)

JOURNAL/LOG (SHOWING 0 OF 0) [Add journal entry](#)

ADD NEW APPOINTMENT FOR AYLA YILMAZ

refugeeID: 00013

Name: Yilmaz, Ayyla

Birthday/Age: 18/8/1976 (46 years old)

Language: Turkish / English

Address: 800 W. Ave
Adana, TR-01 TR

Appointment Type*:

Appointment Date*:
date format: dd/mm/yyyy

Appointment Time*:

Notes:

LOCATION (OPTIONAL)

Facility:

Address 1:

Address 2:

City:

Country*:

State/Province*:

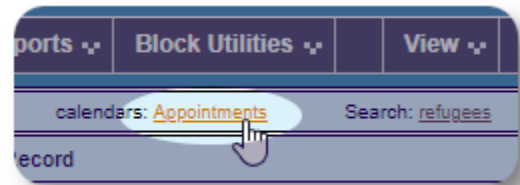
Zip/PostalCode:

Phone:

[Add Appointment](#)

The appointment type list can be managed by **administrators** under "Admin=>Lists".

To view the appointments for current or past guests of your shelter, click the "Appointments" link:



The calendar will show appointments in a given month for your shelter.

Participants | Appointment Calendar


You are currently viewing a calendar of appointments for Anyone who has stayed at this shelter.
To view appointments for current guests only, [click here](#)

August 2022 [Jump to Month/Year](#)

<< August 2022 >>						
Refugee Appointments: Apple Tree Shelter						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3 000001 Dental 7:00 AM Art Archer	4	5 000008 Immigration Assistance 7:00 PM Ajdin Alic	6
7	8	9	10	11	12	13
14	15	16 000010 Staff 7:00 AM Ajdin Alic 000011 Medical 8:30 AM Art Archer	17	18	19	20
21 000013 Staff 3:00 PM Aiyla Yilmaz	22	23	24 000012 Social Services 7:00 PM Alice Adams	25	26	27
28	29	30	31 000009 Dental 9:15 AM Aiyla Yilmaz			

When you edit an appointment record, you can add follow-up information.

Appointment Type*:

Appointment Date*: 
date format: dd/mm/yyyy

Appointment Time*:

Notes:

FOLLOW-UP

Appointment Kept: *check if appointment kept*

Follow-up Notes:

LOCATION (OPTIONAL)

Facility:

Address 1:

Services

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

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

SERVICES

refugeeID: 00003 🔍

Name: Archer, Art

BirthDay/Age: 4/2/1967 (55 years old)

Language: English / Spanish

Address: 123 Elm
Apt 123
Springfield, US-TX 123456 US

Current Residence: Apple Tree Shelter / #02-100

Date of Service*: 📅
date format: dd/mm/yyyy
Duplicate services per date will be ignored

Services: Select All Clear All

<input checked="" type="checkbox"/>	Food
<input type="checkbox"/>	Immigration Assistance
<input checked="" type="checkbox"/>	Internet Access
<input checked="" type="checkbox"/>	Laundry
<input type="checkbox"/>	Legal
<input checked="" type="checkbox"/>	Shower
<input checked="" type="checkbox"/>	Transportation

Add Services

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

APPOINTMENTS (SHOWING 4 OF 4) Add appointment

SHELTER SERVICES Add services

[Service Log](#)

serviceID	Service	Count
00499	Food	9
00504	Immigration Assistance	7
00501	Internet Access	9

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.

APPOINTMENTS (SHOWING 4 OF 4) Add appointment

SHELTER SERVICES Add services

[Service Log](#)

serviceID	Service	Count
00499	Food	8
00504	Immigration Assistance	7
00501	Internet Access	8
00502	Laundry	6
00503	Legal	6
00500	Shower	8
00505	Transportation	8

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".

SERVICE HISTORY

Client ID: 000003 🔍

Name: Art A. Archer (Male)

Enrollment Date: 05/07/2022

Gender: Male

Language (primary): English

Language (secondary): Spanish

Birth Date: 4/2/1967 (55 years old)

Address: 123 Elm
Apt 123
Springfield, US-TX 123456 US

Email:

Phone:

Services for Saturday, August 27th, 2022

- Food
- Internet Access
- Laundry
- Shower
- Transportation

Services for Friday, August 19th, 2022

- Food
- Immigration Assistance
- Internet Access
- Shower
- Transportation

Services for Wednesday, August 17th, 2022

- Food
- Internet Access
- Laundry
- Shower
- Transportation

Journal / Log

The **administrator** or **shelter manager** can maintain a journal for each of your refugees. The journal appears on the refugee's record, grouped by date. The five most recent entries are displayed, with a link to a report to view all entries.

SHELTER SERVICES [Add services](#)

JOURNAL/LOG (SHOWING 5 OF 6) [Add journal entry](#)

[Review refugee journal](#)

Friday, August 19th, 2022

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Consectetur adipiscing elit pellentesque habitant morbi. Vestibulum mattis ullamcorper velit sed ullamcorper morbi.

[Edit journal entry](#) [Remove journal entry](#)

Added at 19/08/2022 00:00:00 by Sally Supermanager

Wednesday, August 3rd, 2022

Suspendisse potenti nullam ac tortor vitae purus faucibus ornare. Vitae congue eu consequat ac felis donec et odio. Nibh cras pulvinar mattis nunc sed. Sapien faucibus et molestie ac feugiat sed lectus. Felis eget velit aliquet sagittis id. Enim praesent elementum facilisis leo vel fringilla. Tempor id eu nisi nunc mi ipsum faucibus vitae.

Feugiat nisi pretium fusce id. Gravida rutrum quisque non tellus orci ac auctor augue. Duis at tellus at urna condimentum mattis. Turpis tincidunt id aliquet risus feugiat. Id leo in vitae turpis massa. Enim nulla aliquet porttitor lacus luctus accumsan tortor posuere ac.

[Edit journal entry](#) [Remove journal entry](#)

Added at 03/08/2022 00:00:00 by Sally Supermanager

Vivamus at augue eget arcu dictum varius duis at. In tellus integer feugiat scelerisque varius morbi enim nunc faucibus. Ultricies mi eget mauris pharetra et ultrices neque. Ipsum dolor sit amet consectetur adipiscing elit pellentesque. Fringilla est ullamcorper eget nulla facilisi etiam dignissim diam quis. Sollicitudin nibh sit amet commodo nulla. Ornare massa eget egestas purus viverra accumsan.

JOURNAL: ADAMS, ANDREW

refugeeID: 00001 [🔍](#)

Name: Adams, Andrew

Birthday/Age: 1/7/1974 (48 years old)

Address: 2345 Nasturtium
Budding Beans, BY-HM BY

Journal Entries: define your report range:

Start*: [📅](#)
date format: dd/mm/yyyy

End*: [📅](#)
date format: dd/mm/yyyy

predefined time periods: [▼](#)

Don't use a time period for this report

[View Journal Entries](#)

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 Managers:

- [X](#) Campbell, Casey / Social Services

[▼](#)

[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)

Incident Reports

Occasionally you may have a situation with a refugee whom you need to flag.

You can create an incident report from the refugee's record. You can also set (or unset) the "BANNED" status from the incident report.

The administrative dashboard shows all incident reports from the past seven days. From the shelter manager screen, users can review incident reports for any given time frame.

INCIDENT REPORTS (4) [Add incident report](#)

To "un-ban" a refugee, add a new incident report without checking the "banned" flag

Saturday, July 23rd, 2022

Incident Level: Minor
Banned Status: n/a

Says he's learned his lesson.

Added at 23/07/2022 15:14:43 by Sally Supermanager

Saturday, July 23rd, 2022

Incident Level: Critical
Banned Status: BANNED

Yet another food fight, this time with oatmeal.

Added at 23/07/2022 15:14:18 by Sally Supermanager

Saturday, July 23rd, 2022

Incident Level: Minor
Banned Status: n/a

All is forgiven.

Added at 23/07/2022 15:10:54 by Sally Supermanager

Friday, July 22nd, 2022

Incident Level: Major
Banned Status: BANNED

Andrew started a food fight (mashed potatoes).
Gravy everywhere.

Added at 22/07/2022 19:10:31 by Sally Supermanager

Personalized Tables

To help you manage all the unique information needed by your organization, you can create personalized refugee tables.

This section will vary based on how you have configured your personalized tables. (More information on personalized tables can be found in on page 42)

From the refugee's record, you can review and edit the personalized information.

PERSONALIZED TABLES (3)

DAILY NOTES (MULTI-ENTRY)

Daily Notes (multi-record table) 1 record [View](#)

[Add record](#)

EXIT STRATEGY (SINGLE ENTRY)

Exit Strategy

Sample Text entry	Sample text here!
Sample date entry	30/7/2022

REFUGEE INTAKE ASSESSMENT (SINGLE ENTRY)

Refugee Intake Assessment

Intake Date	1/7/2022
Sample Check Box	Yes
Sample text field	
Sample Number (integer)	999
Sample Currency	€ 0.00
Sample Single Select	Single Select Option #2
Sample Multi-select	<ul style="list-style-type: none"> Apple Fig
Sample Heading	
Sample Log Entry	Displaying 0 of 0 log entries
Sample Long Text	sample text







Groups

The **administrator** can create various refugee groups. From the refugee's record, you can manage a refugee's membership in these groups.

The **administrator** can then run a group report. For example, do you need to find help fixing dinner tonight? You could search for refugees who are members of the "Volunteer: Kitchen Help" group.

GROUP MEMBERSHIP (3)

Andrew Adams is a member of 3 groups

-   Volunteer: Child Care
-   Volunteer: Internet/Computers
-   Volunteer: Kitchen Help

Add Andrew Adams to the following groups:
Ctrl-click to select more than one group

Playgroup: 5-11
 Playgroup: Teens
 Playgroup: Toddlers
 Special Needs: Hearing Impaired
 Special Needs: Mobility Impaired

Add



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

	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>Title:</td><td>Sample photo from https://www.freepik.com/</td></tr> <tr><td>Description:</td><td></td></tr> <tr><td>Tags:</td><td>No tags</td></tr> <tr><td>Media Date:</td><td>28/08/2022</td></tr> <tr><td>Upload Date:</td><td>28/08/2022 18:39:39</td></tr> <tr><td>Upload File Name:</td><td>23-2148952965.png</td></tr> <tr><td>Other:</td><td>  </td></tr> </table>	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:	  
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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

BLOCK JOURNAL ENTRIES

You will be able to select residents for a given day and add a journal entry.

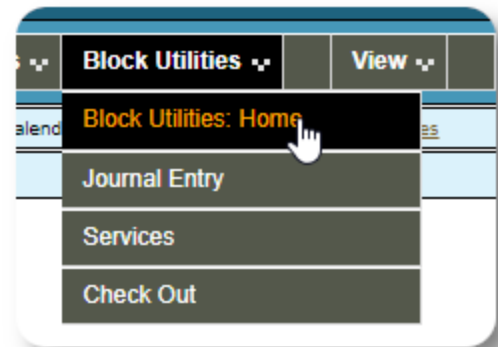
Shelter: Apple Tree Shelter
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

Roster Date*: 
date format: dd/mm/yyyy

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

[Next =>](#)

Next we select the guests and add our 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.

Reports | Shelter Log

BLOCK OPTIONS: JOURNAL ENTRY

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

Roster Date: 28/08/2022

Journal Entry:
The journal entries will be posted on the roster date.

Refugees:

<input checked="" type="checkbox"/>	Adams, Alice 1/1/2019 (3 years old)
<input checked="" type="checkbox"/>	Adams, Andrew 1/7/1974 (48 years old) Belarusian / Russian
<input checked="" type="checkbox"/>	Archer, Art 4/2/1967 (55 years old) English / Spanish
<input type="checkbox"/>	Azealia, Agnes 28/2/1994 (28 years old) Turkish / English

[\(check all\)](#) [\(clear all\)](#)

[Apply](#)

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

JOURNAL/LOG (SHOWING 5 OF 7) [Add journal entry](#)

[Review refugee journal](#)

Sunday, August 28th, 2022

We visited the Wildflower Center today. The children enjoyed to hikes and the weather was good.

[Edit journal entry](#) [Remove journal entry](#)

Added at 28/08/2022 00:00:00 by Sally Supermanager


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*: 
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:

<input checked="" type="checkbox"/>	Food
<input type="checkbox"/>	Immigration Assistance
<input checked="" type="checkbox"/>	Internet Access
<input checked="" type="checkbox"/>	Laundry
<input type="checkbox"/>	Legal
<input checked="" type="checkbox"/>	Shower
<input checked="" type="checkbox"/>	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:

<input checked="" type="checkbox"/>	Adams, Alice 1/1/2019 (3 years old)
<input checked="" type="checkbox"/>	Adams, Andrew 1/7/1974 (48 years old) Belarusian / Russian
<input checked="" type="checkbox"/>	Archer, Art 4/2/1967 (55 years old) English / Spanish
<input checked="" type="checkbox"/>	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:

<input checked="" type="checkbox"/>	Adams, Alice 1/1/2019 (3 years old)
<input checked="" type="checkbox"/>	Adams, Andrew 1/7/1974 (48 years old) Belarusian / Russian
<input checked="" type="checkbox"/>	Archer, Art 4/2/1967 (55 years old) English / Spanish
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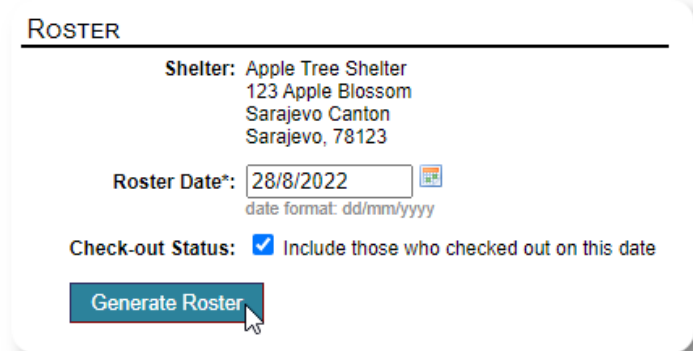
[\(check all\)](#) [\(clear all\)](#)

[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.

View as PDF PDF Checkout Report PDF Roster/Page per Refugee/Services

Apple Tree Shelter Wednesday, September 28th, 2022 (includes those who checked out on this date) roster generated 28/09/2022 15:07:06				
Room AT 1-100				
sdID	refugeeID	Name	Age / Gender / Country / Language	Check-in / Check-out / Notes
00011	00020	Jahic, Elnur <i>The Semina Salihovic Household</i>	26/9/1996 (26 years old) / Male Bosnia and Herzegovina Bosnian / English	22/09/2022 - current
00012	00019	Salihovic, Semina <i>Head of Household</i>	24/10/1992 (29 years old) / Female Bosnia and Herzegovina Bosnian	23/09/2022 - current
Room AT 1-104				
sdID	refugeeID	Name	Age / Gender / Country / Language	Check-in / Check-out / Notes
00001	00002	Adams, Alice <i>The Art Archer Household</i>	1/1/2019 (3 years old) / Female Armenia Hungarian / Italian	14/09/2022 - current
Room AT 1-133				
sdID	refugeeID	Name	Age / Gender / Country / Language	Check-in / Check-out / Notes
00005	00003	Archer, Art <i>Head of Household</i>	4/2/1967 (55 years old) / Male Ukraine Ukrainian / German	20/09/2022 - current
Room AT 2-100				
sdID	refugeeID	Name	Age / Gender / Country / Language	Check-in / Check-out / Notes
00009	00008	Smith, Suzy BANNED <i>Head of Household</i>	4/6/1996 (26 years old) / Female Turkey Finnish / Cantonese	13/09/2022 - current

You can also view the roster as a PDF....

View as PDF

PDF Checkout Report

PDF Roster/Page per Refugee/Services

Roster for 28/08/2022 (Sun)
(includes those checked out on this date)

Apple Tree Shelter
Serving the Apple Tree Community Since 1925
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

report created on 08/26/2022 7:20 pm by Sally Supermanager

Room #01-100
There are no refugees in this room.

Room #01-101
There are no refugees in this room.

Room #01-200
There are no refugees in this room.

Room #01-202

sdID	refugeeID	Name	Age / Gender / Language	Check-in / Check-out / Notes
00026	00002	Adams, Alice	1/1/2019 (3 years old) Female	13/08/2022 - current
00024	00001	Adams, Andrew	1/7/1974 (48 years old) Male Belarusian / Russian	06/09/2022 - current

Room #02-100

sdID	refugeeID	Name	Age / Gender / Language	Check-in / Check-out / Notes
00027	00003	Archer, Art	4/2/1967 (55 years old) Male English / Spanish	10/09/2022 - current

Room #02-108

sdID	refugeeID	Name	Age / Gender / Language	Check-in / Check-out / Notes
00022	00006	Azevika, Agnes BANNED	28/2/1994 (28 years old) Female Turkish / English	01/09/2022 - current

Room #03-100
There are no refugees in this room.

Apple Tree Shelter Page 1 of 1 roster for: 2022-08-28

.... or as a PDF with each page showing the refugee and the services they received that day.

PDF Roster/Page per Refugee/Services

Services / Occupants 28/08/2022 (Sun)
(includes those checked out on this date)

Apple Tree Shelter
Serving the Apple Tree Community Since 1925
123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

report created on 08/26/2022 7:21 pm by Sally Supermanager

Name: Adams, Alice
refugeeID: 00002
Birthday/Age: 1/1/2019 (3 years old)
Language: (not set)
Current Residence: Apple Tree Shelter / #01-202

Services provided on 28/08/2022 (Sun)

- Food
- Immigration Assistance
- Internet Access
- Laundry
- Legal
- Shower
- Transportation

Apple Tree Shelter Page 1 of 4 roster / services for: 2022-08-28

Check-Out Report

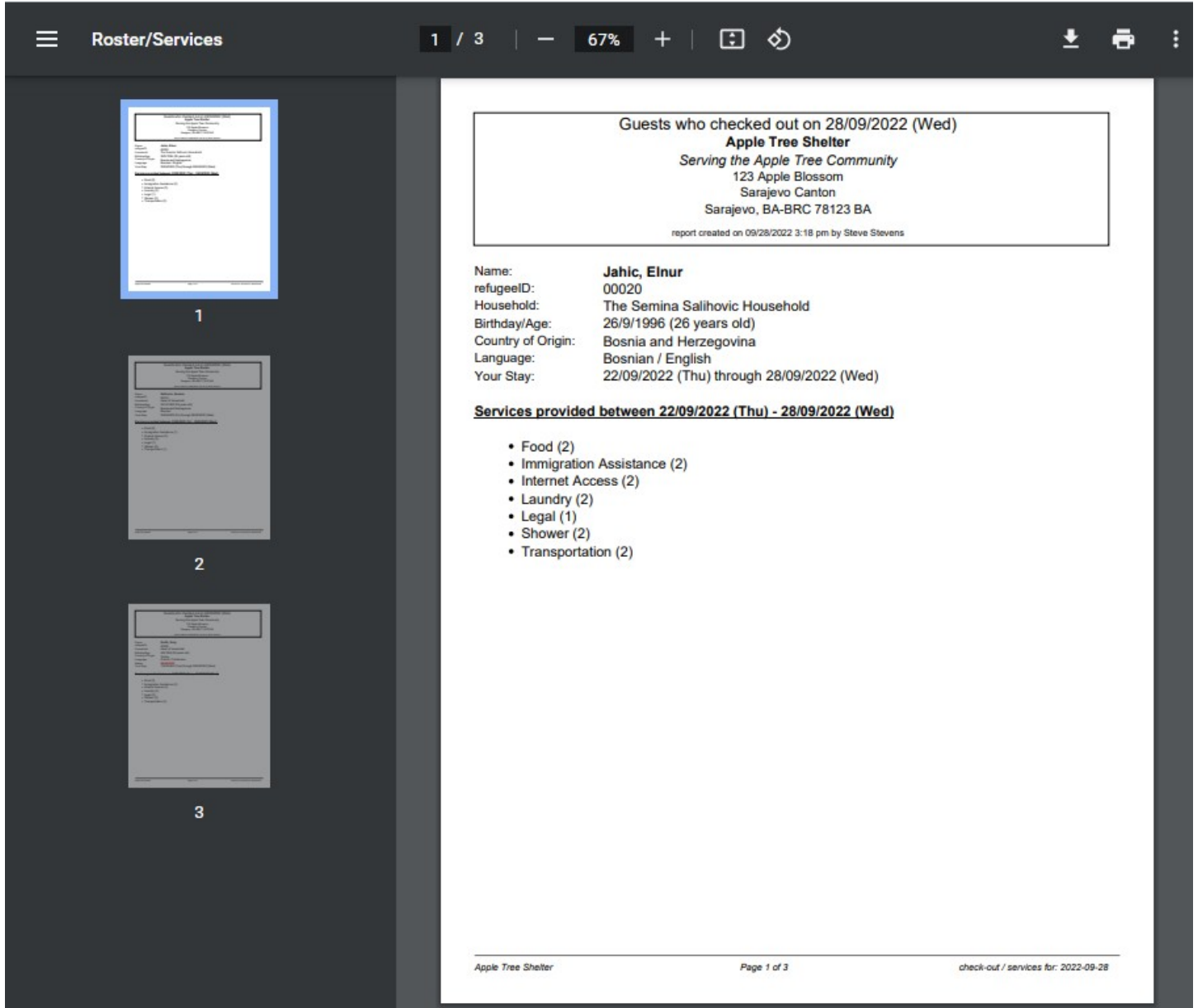
From the roster, you can view a PDF checkout report. This report lists all the individuals who have checked out on the roster date, and includes the cumulative services they have received during their stay.

 [View as PDF](#)

 [PDF Checkout Report](#)

 [PDF Roster/Page per Refugee/Services](#)

Sample check-out report:



The screenshot shows a PDF viewer interface with a dark grey sidebar on the left and a white main content area on the right. The sidebar contains three thumbnails of the report pages, labeled 1, 2, and 3. The main content area displays the first page of the report, which is titled "Guests who checked out on 28/09/2022 (Wed)". The report is for the "Apple Tree Shelter" and provides details for a guest named Elnur Jahic, including his refugee ID, household, birthday, country of origin, language, and stay dates. It also lists the services provided to him between 22/09/2022 and 28/09/2022.

Guests who checked out on 28/09/2022 (Wed)
Apple Tree Shelter
Serving the Apple Tree Community
123 Apple Blossom
Sarajevo Canton
Sarajevo, BA-BRC 78123 BA
report created on 09/28/2022 3:18 pm by Steve Stevens

Name: **Jahic, Elnur**
refugeeID: 00020
Household: The Semina Sallihovic Household
Birthday/Age: 26/9/1996 (26 years old)
Country of Origin: Bosnia and Herzegovina
Language: Bosnian / English
Your Stay: 22/09/2022 (Thu) through 28/09/2022 (Wed)

Services provided between 22/09/2022 (Thu) - 28/09/2022 (Wed)

- Food (2)
- Immigration Assistance (2)
- Internet Access (2)
- Laundry (2)
- Legal (1)
- Shower (2)
- Transportation (2)

Apple Tree Shelter Page 1 of 3 check-out / services for: 2022-09-28

Shelter Log

Admins and Shelter Managers can add log entries about the activities at their shelter.

SHELTER LOG ENTRY

Shelter: Apple Tree Shelter

Address: 123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

Log Entry:

[Add Log Entry](#)

Reports Block Utilities View More...

Reports: Home Search: refugees

Incident Reports

Roster

Shelter Log [Add Daily Entry](#)

[Review](#)

Recent shelter log entries appear on the Admin's dashboard:

Welcome to the Refugee Shelter Manager!

SHELTERS

RECENT SHELTER LOG ENTRIES (PAST 48 HOURS)

- APPLE TREE SHELTER (3)
- CYPRESS HOME (2)
- GOLDEN LILY HOME (1)
- OAK STREET SHELTER (1)
- PINE STREET SHELTER (1)

INCIDENT REPORTS (PAST 7 DAYS)

RECENT SHELTER LOG ENTRIES (PAST 48 HOURS)

APPLE TREE SHELTER (3)

Monday, August 29th, 2022

Leak in the upstairs sink; fixed.
Added at 29/08/2022 20:27:23 by Sally Supermanager

Received a delivery of fresh produce and fruit.
Volunteers are helping stock the shelves.
Added at 29/08/2022 12:14:18 by Sally Supermanager

Sunday, August 28th, 2022

We are planning on 14 people for dinner. We are making beans, enchiladas, and rice.
Added at 28/08/2022 22:40:27 by Sally Supermanager

CYPRESS HOME (2)

Admins and shelter managers can also run a shelter log report for any given time frame:

Reports Block Utilities View More...

Reports: Home Search: refugees

Incident Reports

Roster

Shelter Log [Add Daily Entry](#)

[Review](#)

SHELTER LOG ENTRY

Shelter: Apple Tree Shelter

Address: 123 Apple Blossom
Sarajevo Canton
Sarajevo, 78123

Shelter Log Entries: define your report range:

Start*: date format: dd/mm/yyyy

End*: date format: dd/mm/yyyy

predefined time periods: ▼

Don't use a time period for this report

[View Log Entries](#)

Incident Reports

Admins and Shelter Managers can review refugee incident reports.

INCIDENT REPORTS (PAST AND CURRENT GUESTS OF THIS SHELTER)

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

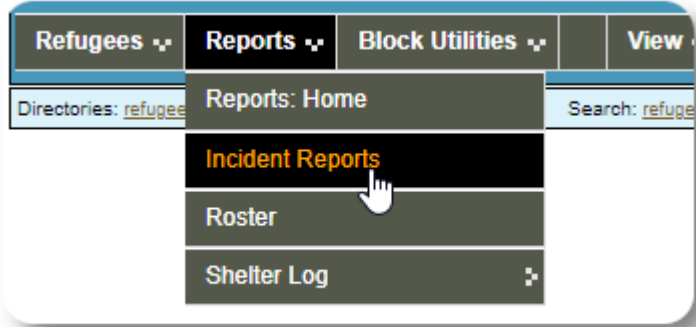
Incident Reports: define your report range:

Start: date format: dd/mm/yyyy
End: date format: dd/mm/yyyy

predefined time periods: **Today** ▼
 Don't use a time period for this report

Sort: By Date By Individual

[View Report](#)



Recent incident reports appear on the Admin's dashboard.

Welcome to the Refugee Shelter Manager!

- [SHELTERS](#)
- [RECENT SHELTER LOG ENTRIES \(PAST 48 HOURS\)](#)
- [INCIDENT REPORTS \(PAST 7 DAYS\)](#)

Tuesday, August 30th, 2022

Refugee: Alić, Ajdin
refugeeID: 00005
Birthdate/Age: 1/1/2004 (18 years old)
Incident Level: Minor
Banned over incident?: No

Needs to clean up her room.

Added at 30/08/2022 05:13:48 by Sally Supermanager

Monday, August 29th, 2022

Refugee: Adams, Andrew
refugeeID: 00001
Birthdate/Age: 1/7/1974 (48 years old)
Incident Level: Major
Banned over incident?: **YES**

Andrew started a food fight (mashed potatoes).
Gravy everywhere.

Added at 29/08/2022 19:10:31 by Sally Supermanager

Monday, August 29th, 2022

Refugee: Smith, Sam
refugeeID: 00009
Birthdate/Age: 1/1/2022 (less than 1 year old)
Incident Level: Minor
Banned over incident?: No

Sam sprained his ankle on a slippery step leading up to the house.

Added at 29/08/2022 11:53:48 by Sally Supermanager

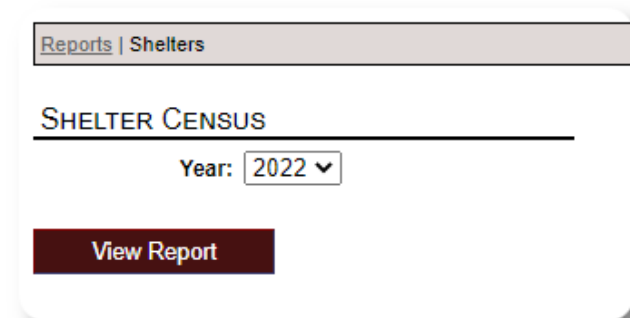
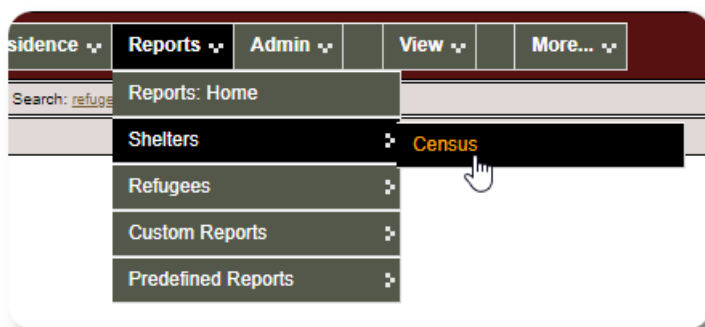
Administrative Reports

A variety of administrative reports are available to help you manage your shelter, plan for the future, and provide information to your board and financial supporters. These are available under the "Reports" tab of the **administrative** account.

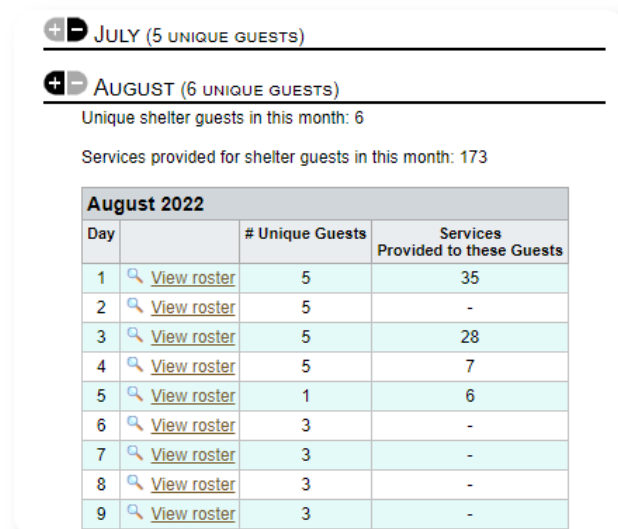
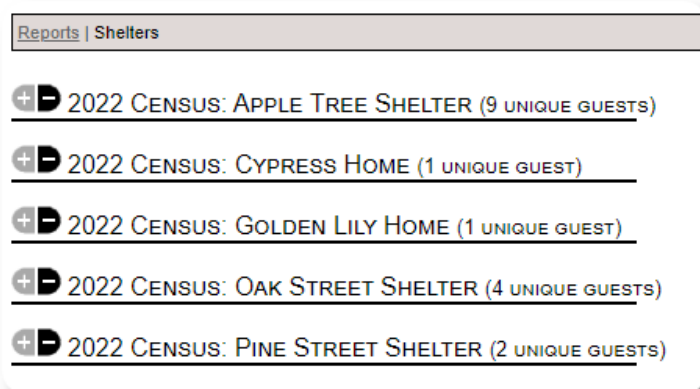


Shelter Census

The shelter census reports provides information about occupancy and services for all your shelters.



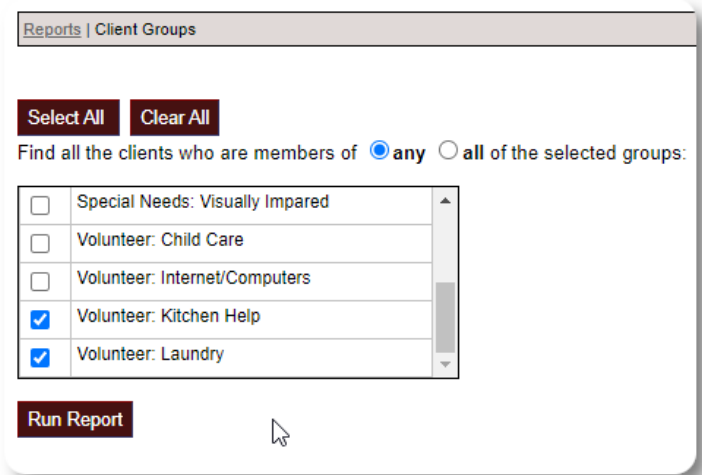
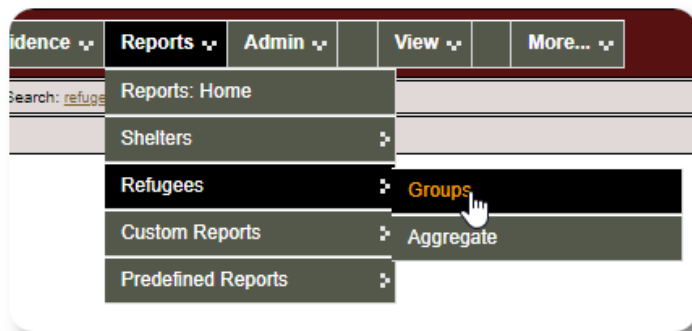
Here is sample output for these reports. You can expand the sections to view daily details.



Group Report

The group report allows you to identify refugees who fall into the groups you have created.

You can mix-and-match the group selection (any/all):



Sample report results:

Reports | Client Groups

[Export this report](#)

Record selection

50 records per page

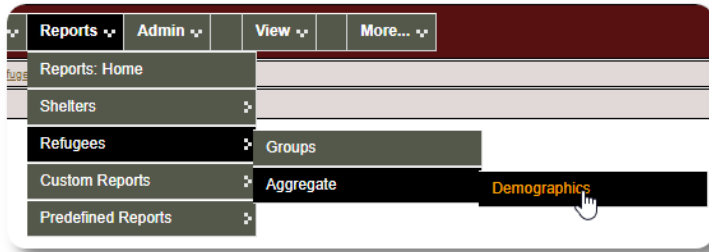
Showing records 1 to 2 (2 total)

Clients who belong to any of the following groups:

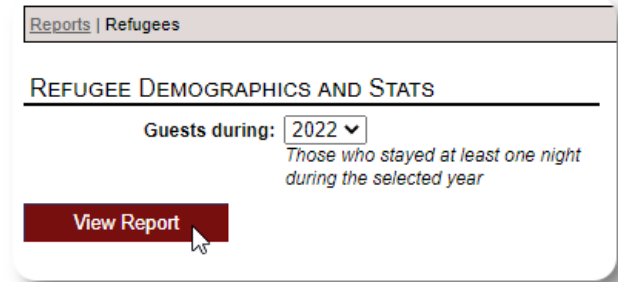
- Volunteer: Kitchen Help
- Volunteer: Laundry

clientID	Name	Age/Gender	Language	Group Membership
000001	Adams, Andrew	1/7/1974 (48 years old) Male	Belarusian / Russian	<ul style="list-style-type: none"> Volunteer: Child Care Volunteer: Internet/Computers Volunteer: Kitchen Help
000003	Archer, Art	4/2/1967 (55 years old) Male	English / Spanish	<ul style="list-style-type: none"> Special Needs: Hearing Impaired Special Needs: Mobility Impaired Special Needs: Visually Impaired Volunteer: Child Care Volunteer: Internet/Computers Volunteer: Kitchen Help Volunteer: Laundry

Refugee Demographics / Aggregate



This report helps you identify the ages, languages, genders, and countries of origin for your shelter guests.



Sample report output:

2022 STATS: ALL SHELTERS

Shelter: All Shelters

Ages Reported: 12

Age Distribution: *Age of refugees at beginning or reporting period:*

Age Range	# Refugees	%
0 - 1	1	8.33 %
2 - 4	1	8.33 %
5 - 11	0	0.00 %
12 - 17	0	0.00 %
18 - 29	4	33.33 %
30 - 39	0	0.00 %
40 - 49	2	16.67 %
50 - 59	1	8.33 %
60 - 69	0	0.00 %
70 - 79	0	0.00 %
80 - 89	2	16.67 %
Over 90	1	8.33 %

Gender:

Gender	# Refugees	%
Female	6	50.00 %
Male	4	33.33 %
Unknown	1	8.33 %
Non-Binary	1	8.33 %

County:

Country	# Refugees	%
Turkey	5	50.00 %
North Korea	3	30.00 %
Belarus	1	10.00 %
United States of America	1	10.00 %

Primary Language:

Primary Language	# Refugees	%
Korean	3	27.27 %
English	2	18.18 %
Turkish	2	18.18 %
Belarusian	1	9.09 %
Burmese	1	9.09 %
Arabic (Moroccan)	1	9.09 %
(other/unknown)	1	9.09 %

2022 STATS: APPLE TREE SHELTER

2022 STATS: CYPRESS HOME

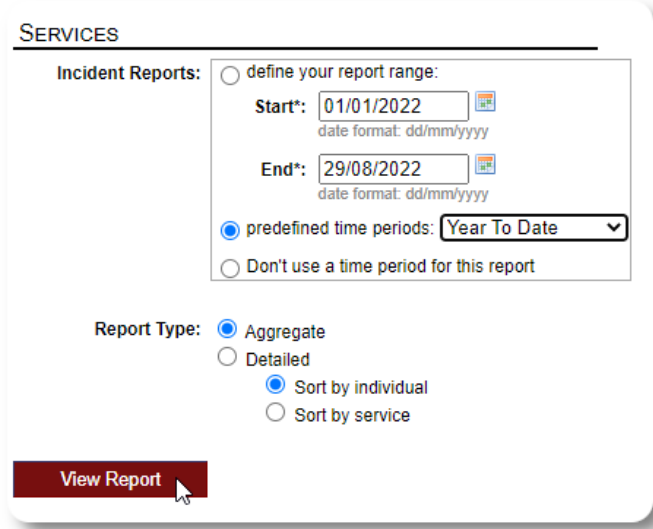
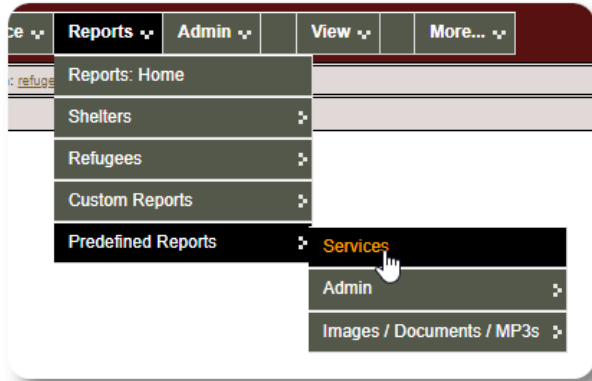
2022 STATS: GOLDEN LILY HOME

2022 STATS: OAK STREET SHELTER

2022 STATS: PINE STREET SHELTER

Service Report (Administrator)

You can view the details of the services you provide for your refugees with the Services Report.



Sample report output:

SERVICES REPORTS

Time Frame: Year to Date (01/01/2022 - 29/08/2022)
 Report Type: Aggregate
 Grouping: Service
 Total Services: 319
 Unique Clients Served: 9
 Avg. Services/Client: 35.44

TOTAL

Services provided: Year to Date (01/01/2022 - 29/08/2022)		
	Count	Service
1	52	Food
2	44	Immigration Assistance
3	47	Internet Access
4	43	Laundry
5	34	Legal
6	51	Shower
7	48	Transportation
Total	319	

GROUPED BY DATE

By Date: Services for 28/08/2022

	Count	Service
1	4	Food
2	4	Immigration Assistance
3	4	Internet Access
4	4	Laundry
5	4	Legal
6	4	Shower
7	4	Transportation
Total	28	

By Date: Services for 27/08/2022

	Count	Service
1	1	Food
2	1	Internet Access
3	1	Laundry
4	1	Shower
5	1	Transportation
Total	5	

Sample report output / detailed report grouped by refugee:

SERVICES REPORTS

Time Frame: Year to Date (01/01/2022 - 29/08/2022)
 Report Type: Detail
 Grouping: Individual
 Total Services: 319
 Unique Clients Served: 9
 Avg. Services/Client: 35.44

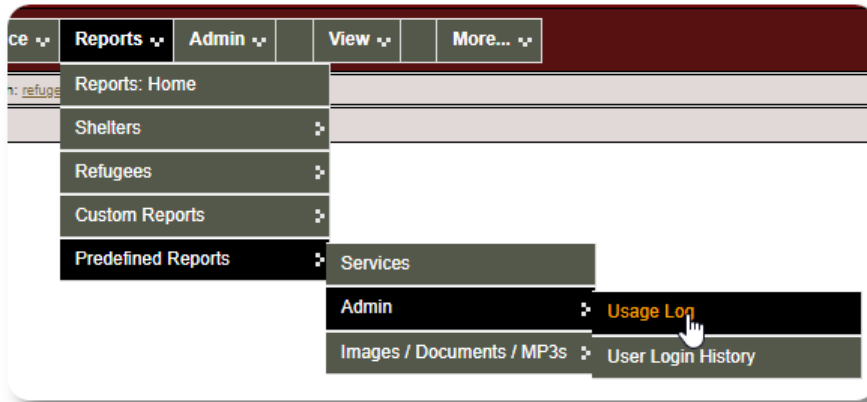
ADAMS, ALICE [View refugee record](#)

Client ID: 000002
 Name: Alice Abby Adams (Female)
 Enrollment Date: 01/07/2022
 Gender: Female
 Language (primary):
 Language (secondary):
 Birth Date: 1/1/2019 (3 years old)

	Date	Service
1	28/08/2022	Food
2	" "	Immigration Assistance
3	" "	Internet Access
4	" "	Laundry
5	" "	Legal
6	" "	Shower
7	" "	Transportation
8	19/08/2022	Food
9	" "	Immigration Assistance
10	" "	Internet Access

User Reports

You can view the log-in history (and other details) of OSSM users through this administrative report:



Sample output - login count:

Reports | Admin | User Logins

Record selection: 50 records per page
Showing records 1 to 11 (11 total)

User ID	User	User Name	Login Count	Most Recent Login
001177	sm0001	Alchemy, Amanda	4	26/08/2022 21:14:06
001179	casey123	Campbell, Casey	19	28/08/2022 00:50:07
001182	ccamp123	Campion, Charles	1	07/08/2022 15:27:06
001178	dDentist	Dentist, David	2	27/08/2022 13:08:51
001181	felicity	Farmacopia, Felicity	-	(none)
001176	sm0002	Flugelhorn, Ellie	10	
001185	pPersimmon	Persimmon, Patti		
001180	sally123	Socialworker, Sally	2	
000001		Supermanager, Sally	68	

Sample output - login history by date:

Reports | Admin | Login Log

Record selection: 50 records per page
Showing records 1 to 50 (106 total)

User	User Name	Date	Remote Address	Remote Host	Remote Port
Sally Supermanager	sally123	29/08/2022 11:37:39	:::1		64752
Sally Supermanager	sally123	28/08/2022 13:35:47	:::1		58134
Sally Supermanager	sally123	28/08/2022 00:51:15	:::1		60432
Casey Campbell	casey123	28/08/2022 00:50:07	:::1		60214
Sally Supermanager	sally123	27/08/2022 13:34:29	:::1		49564
David Dentist	dDentist	27/08/2022 13:08:51	:::1		60891
Sally Supermanager	sally123	27/08/2022 13:02:35	:::1		59650
Casey Campbell	casey123	26/08/2022 21:17:31	:::1		51191
Amanda Alchemy	sm0001	26/08/2022 21:14:06	:::1		50482
Sally Supermanager	sally123	26/08/2022 21:10:55	:::1		49829
Amanda Alchemy	sm0001	26/08/2022 20:54:06	:::1		62817
Sally Supermanager	sally123	26/08/2022 20:28:04	:::1		57662
Casey Campbell	casey123	26/08/2022 17:24:12	:::1		56333

Image / Document Reports

Overview

The overview report provides general statistics and links for your images and documents.

Total Images: 8
Total Documents: 2
Total MP3s: 0

+ IMAGES, BY CONTEXT

client	3
location	4
staff	1

+ DOCUMENTS, BY CONTEXT

+ MP3s, BY CONTEXT

+ IMAGES, BY TAGS

+ DOCUMENTS, BY TAGS

+ AUDIO FILES, BY TAGS

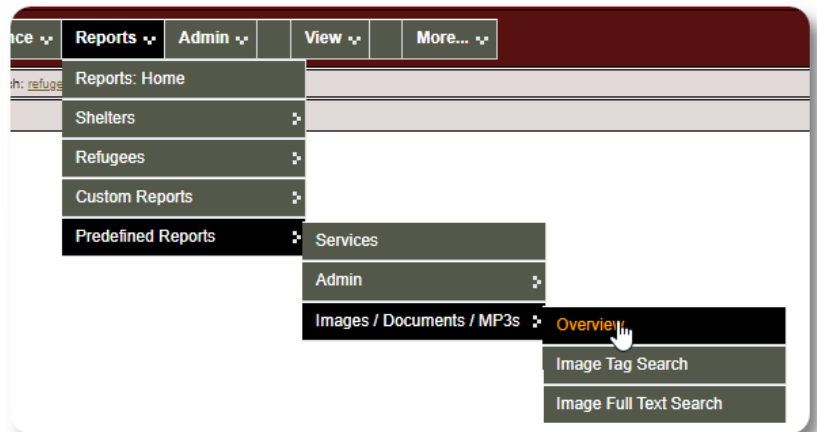


Image Tag Search

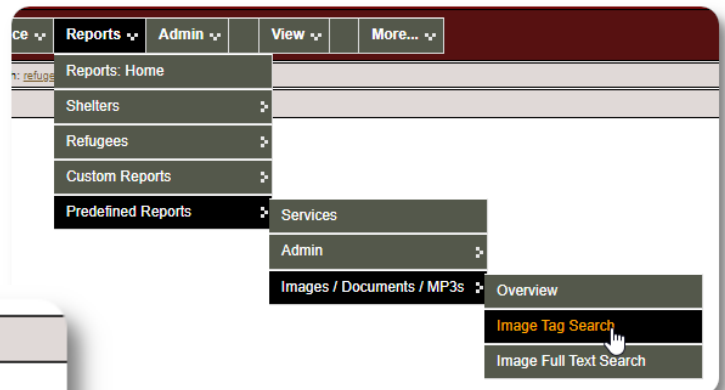
You can search for images and documents that match the tags that you have attached.

Reports | Image Tag Search

IMAGE TAG SEARCH

Image Category:

Continue



You can download the search result images as a zip file.

Reports | Image Tag Search

Time Frame: define your report range:

Start: 01/01/2022
date format: dd/mm/yyyy

End: 29/08/2022
date format: dd/mm/yyyy

predefined time periods: Today

Don't use a time period for this report

Tags: **Select All** **Clear All**

Find all the location images that are tagged with any all of the checked items:

<input checked="" type="checkbox"/>	Facility / Grounds
<input type="checkbox"/>	Interior

Run Image Tag Search



Reports | Image Tag Search

Find Shelter Location images that match **any** the following tags:

- Facility / Grounds

Date Range: 01/01/2022 - 29/08/2022

Check All **Clear All** with checked: **Download** **Go!**

 <input checked="" type="checkbox"/> Select Caption: Sample shelter image 28/07/2022 Apple Tree Shelter 000003 🔍	 <input checked="" type="checkbox"/> Select Caption: The Golden Lily 26/08/2022 Golden Lily Home 000005 🔍
---	---

Full Text Search

You can search your image titles and descriptions for words and phrases.

Reports | Admin | View | More...

Reports: Home

Shelters

Refugees

Custom Reports

Predefined Reports

- Services
- Admin
- Images / Documents / MP3s
 - Overview
 - Image Tag Search
 - Image Full Text Search**

IMAGE FULL TEXT SEARCH

Image Category: Shelters


This feature allows you to search image comments for key words or phrases.


Continue


After running the search, you can select and download matching images in a single zip file.

Reports | Image Full Text Search

Time Frame: define your report range:

Start*: 
date format: dd/mm/yyyy

End*: 
date format: dd/mm/yyyy

predefined time periods: 

Don't use a time period for this report

Search:

Look for: Exact phrase All words Any word
Note: short or common words (like the and and) may be ignored for the "all" and "any" options

Find Shelter Location images descriptions that contain **Any Word** the following:
* flower lily fruit

Date Range: 01/01/2022 - 29/08/2022

with checked:



Select

Caption: Sample shelter image

28/07/2022

Description: Apple trees have beautiful leaves, flowers, and fruit.

Apple Tree Shelter

000003 



Select

Caption: The Golden Lily

26/08/2022

Description: Liliun bosniacum is a lily native to Bosnia and Herzegovina. It's also known as Golden Lily (Serbian, Bosnian, Croatian: Zlatni ljiljan) and Bosnian Lily (Serbian, Bosnian, Croatian: Bosanski ljiljan). The Golden Lily is a symbol of the Bosnian Kingdom and Bosnia. The Coat of arms used by the members of the House of Kotromanić, sovereigns of medieval Bosnia and the surrounding lands, consisted of six golden lilies on a blue background with a white ribbon.

Golden Lily Home

000005 

Exports

This section is pending.

Creating Your Own Reports

This is a powerful feature, based on a module from a previous Database Austin open source project called **Delightful Labor**. The Delightful Labor user's guide details the customized report features:

<https://www.delightfullabor.com/userGuide/index.php/reports/custom-reports>

Miscellaneous

Client Record Access Via Account Type

Admin				
	Feature	Read	Write/Edit	Notes
	Appointments	Yes	Yes	
	Case Worker Notes	Yes	No	
	Professional Contact Notes	Yes	No	
	Client Directory	Yes	n/a	
	Roster	Yes	n/a	
	Shelter Stay History	Yes	Yes	
	Add Stay / Transfer	Yes	Yes	
	Shelter Services	Yes	Yes	
	Household	Yes	Yes	
	Relationships	Yes	Yes	
	Incident Reports	Yes	Yes	
	Personalized Tables	Yes	Yes	
	Group Membership	Yes	Yes	
	Images/Documents	Yes	Yes	
Shelter Manager (for assigned shelters)				
	Feature	Read	Write/Edit	Notes
	Appointments	Yes	Yes (see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Case Worker Notes	Yes	No	
	Professional Contact Notes	Yes	No	
	Client Directory	Yes	n/a	
	Roster	Yes	n/a	
	Shelter Stay History	Yes	Yes	
	Add Stay / Transfer	Yes	Yes	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Shelter Services	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger

	Household	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Relationships	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Incident Reports	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Personalized Tables	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Group Membership	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger
	Images/Documents	Yes	(see notes)	Excludes refugees staying at a shelter not assigned to Shelter Manger

Case Manager (for assigned refugees)

	Feature	Read	Write/Edit	Notes
	Appointments	No	No	
	Case Worker Notes	Yes	(see notes)	Can add new entries only
	Professional Contact Notes	No	No	
	Client Directory	(see notes)	n/a	Only refugees assigned to the case manager
	Roster	No	n/a	
	Shelter Stay History	Yes	No	
	Add Stay / Transfer	n/a	No	
	Shelter Services	No	No	
	Household	Yes	No	
	Relationships	Yes	No	
	Incident Reports	No	No	
	Personalized Tables	No	No	
	Group Membership	No	No	
	Images/Documents	No	No	

Professional Contact (for assigned refugees)

	Feature	Read	Write/Edit	Notes
	Appointments	No	No	
	Case Worker Notes	No	No	

	Professional Contact Notes	(see notes)	(see notes)	Can only view entries make by the user. Can add entries but not edit existing entries.
	Client Directory	(see notes)	n/a	Only refugees assigned to the professional contact
	Roster	No	n/a	
	Shelter Stay History	Yes	No	
	Add Stay / Transfer	n/a	No	
	Shelter Services	No	No	
	Household	Yes	No	
	Relationships	Yes	No	
	Incident Reports	No	No	
	Personalized Tables	No	No	
	Group Membership	No	No	
	Images/Documents	No	No	


A Note About Time Zones

It is important that you set the proper time zone for your location. You can set your timezone by editing your organization record (as an Admin).

The **OSSM** will store dates/times into the database that are interpreted for your selected time zone (for example, check-in, check-out, transfer dates).

Most records in the database are automatically time stamped. The time stamp is in Coordinated Universal Time (UTC), formerly Greenwich Mean Time (GMT).

For reports that are based on the record's time stamp, the **OSSM** converts the search criteria from UTC to your time zone.

YOUR ORGANIZATION 

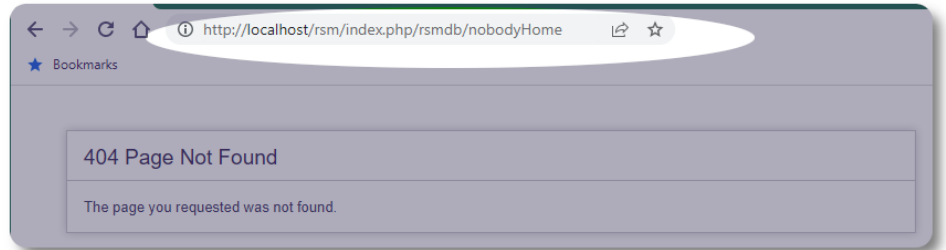
Name: RSM Test Site
Banner Tag: Supporting Refugee Centers Worldwide
Address: PO Box 12345
Sarajevo, FB&H 78000 BA
Phone: 555-555-1234
Fax:
Email: rsm@dbaustin.com
Web Site: dbaustin.com
Default Area Code: 512
Default State/Province: Federation of BiH
Default Date Format: Europe/India (d/m/Y)
Time Zone: Europe/Sarajevo

A Final Word

Thank you for your tireless efforts to help the world's most vulnerable people!

We want you to be successful. If you have comments or suggestions, please let us know at ossm@dbaustin.com

In the event that you encounter an error, we can take a look. Please send us a screen shot of the error. Make sure to include the URL (address bar - highlighted in the sample image). The URL helps us identify the code location that caused the error.



Best wishes!