

Georgia's Healing House Resident Management System  
User Manual

Sumeet Babu, Ana Coy, Ashley Huynh,  
Michael Liao, Jason Valenzuela

# User Manual

## Table of Contents

<b>INTRODUCTION.....</b>	<b>2</b>
About the system.....	2
About this document.....	2
<b>SYSTEM OVERVIEW.....</b>	<b>3</b>
Background.....	3
How does it work?.....	3-4
<b>FUNCTIONALITIES.....</b>	<b>5</b>
User creation.....	5
User login.....	6
User profile edit.....	7
Application form submission.....	8
Accept/deny Applicant.....	9-10
Interview form submission.....	11
Accept/deny Interviewee.....	12-13
Individual Resident Report Submission.....	14
View Individual Resident Reports.....	15
Donation submission.....	16
Email Donors.....	17
Critical Incident Report submission.....	18-19
View Resident Activity Summary.....	20-24
Filter Resident Activity Summary.....	25
<b>GLOSSARY.....</b>	<b>26</b>

### **About the system**

The resident management system is a tool for creating, editing, and managing data on residents of Georgia's Healing House (GHH), an organization focused on providing a structured living environment for women recovering from substance abuse. The system is intended to be used by staff members who will enter various data points about the residents into the system. Eventually, these data points can be aggregated into reports which summarize resident activity and recovery within the house.

### **About this document**

This document is the GHH resident management system User Manual. It describes how to use the application through its web browser interface. It assumes your system administrators have already been set up prior to the use of the system.

The bulk of the manual is divided up into sections under the 'Functionalities' chapter. Each of these sections deals with a different aspect of the application and is accompanied with screenshots of the system.

### **Background**

Georgia's Healing House opened in September 2015 with the vision of providing a healing house for women to have a supportive living environment as they maintain sobriety and build a new life after incarceration or treatment. After operating successfully for several years, the organization found more opportunities to receive better funding for the house through large foundations. However, in order to secure this funding, GHH needed to provide hard evidence to prove the success of the house in its daily operations.

The resident management system provides GHH with a solution to its problem by providing a method by which they can aggregate the resident activity and recovery within the house. Prior to the development of the application, GHH relied on a paper-based system which was inefficient and prone to inconsistencies in data. With our software, will no longer have to sift through pages and pages of forms to try and summarize the activities within the house. Our system automate aggregation with the click of a button, thus allowing staff members to spend less time filling out forms and more time providing residents with the supportive environment they need for recovery.

### **How Does it Work?**

The resident management system has the following major components

#### Applicants

Prior to be admitted to the house, a woman must submit a resident application. This requires filling out a form containing very basic information about her identity, current living situation, and history with drugs and/or alcohol.

## Interviewees

If a woman application is indicates she might be a good fit for the residence, she continues on to the interview phase. Her she fills out another form containing more detailed information about that woman's drug usage and history in other substance abuse programs.

## Residents

If a woman is approved through the application and interview phase, she may be admitted as a resident into GHH. Once a woman is a resident, there are certain rules she is expected to follow such as, regularly attending therapy, searching for employment, etc.

## Donations

A minor aspect of the system involves tracking financial information from donations to GHH.

## Reports

Reports record resident activity within the house. Within our system, each report falls into a category: court dates, therapy visits, interviews, critical incidents, etc.

## Functionalities

### User creation

1. Select the "Staff" tab in the navigation bar
2. Fill out the appropriate information for the new user using the "Create New Staff Member" form

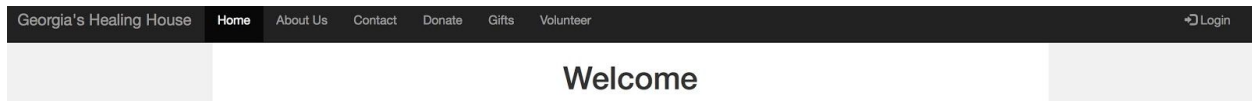
The screenshot shows the 'Create New Staff Member' form. The navigation bar at the top includes 'Georgia's Healing House', 'Profile', 'Residents', 'Staff' (selected), 'Donations', 'Incident Report', and 'Resident Reports'. A 'Logout' link is in the top right. On the left sidebar, there are links for 'View Staff' and 'Add New Staff'. The form itself has a title 'Create New Staff Member' and a 'Role' dropdown menu set to 'Admin'. The form fields include: 'First Name\*', 'Last Name\*', 'Home Phone', 'Work Phone', 'Address', 'Username\*', 'Email\*', and 'Password\*'. A green 'Submit' button is at the bottom of the form. The footer text reads '12 Copyright Georgia's Friends. All Rights Reserved.'

3. Upon the successful creation of a user, the green message picture below will appear.

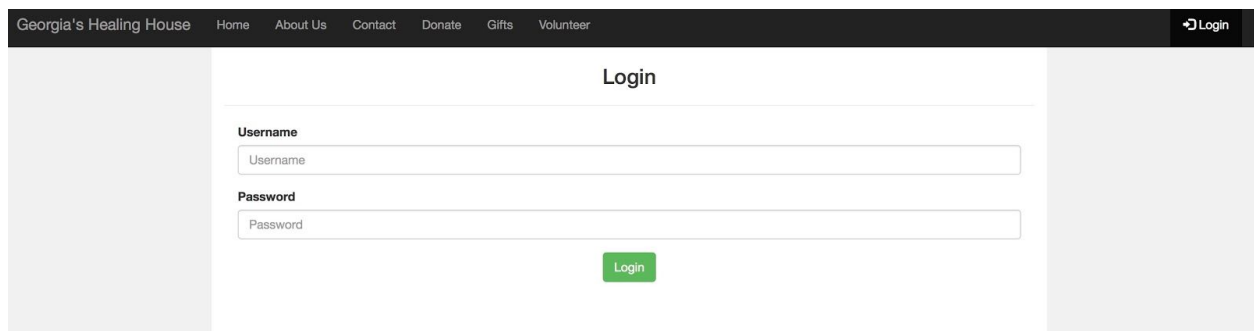
This screenshot shows the same 'Create New Staff Member' form after a successful creation. A green message box at the top of the form area says 'You have created a staff member successfully!'. The 'Role' dropdown menu is now set to 'Staff'. The navigation bar and sidebar remain the same as in the previous screenshot.

## User login

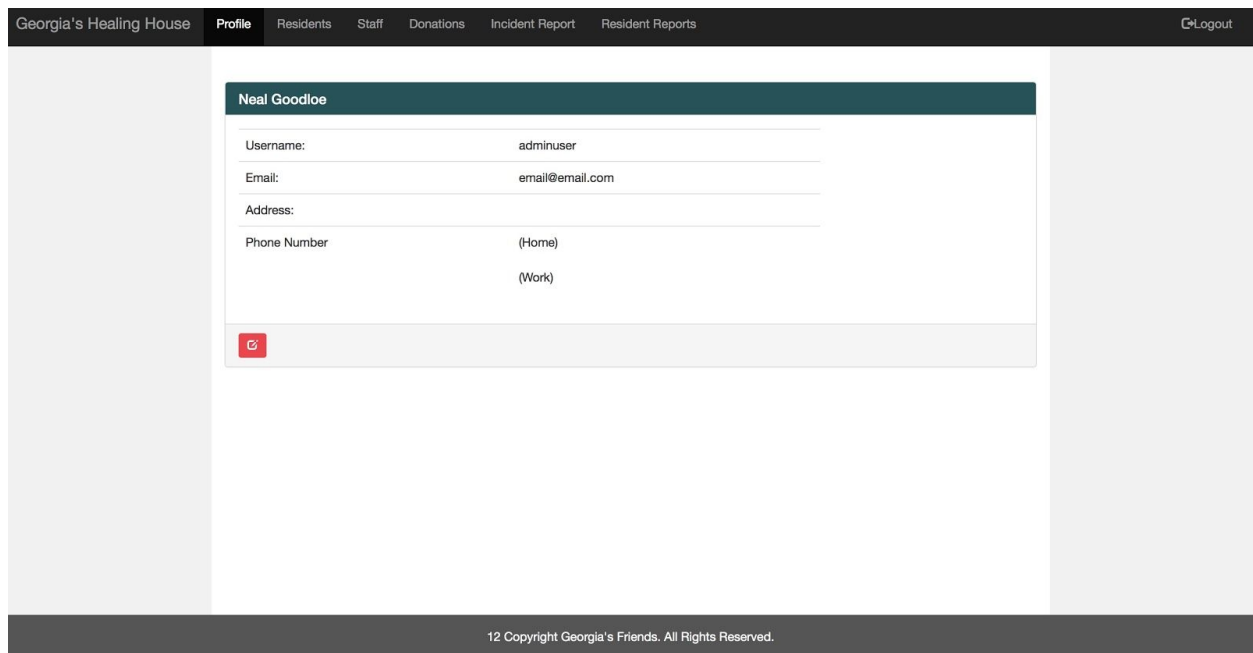
1. Locate the login button in the upper right corner of the general site page.



2. Selecting "Login" will redirect you to a form in which you can enter your user information

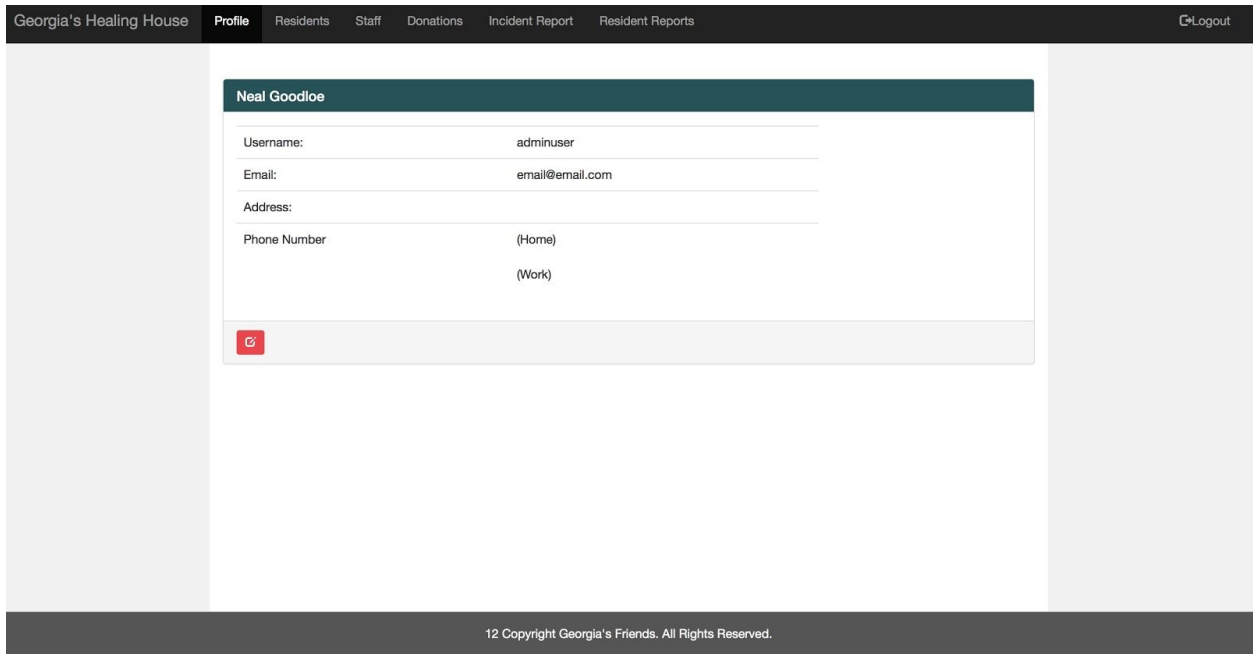
A screenshot of the Georgia's Healing House login page. The top navigation bar is dark with white text for 'Georgia's Healing House', 'Home', 'About Us', 'Contact', 'Donate', 'Gifts', 'Volunteer', and a 'Login' button with a user icon. Below the navigation bar, the word 'Login' is centered in a large, bold, black font. Underneath, there are two input fields: 'Username' and 'Password'. Below these fields is a green 'Login' button.

3. Upon successful login, you will be redirected to your personal user profile page

A screenshot of the Georgia's Healing House user profile page for Neal Goodloe. The top navigation bar is dark with white text for 'Georgia's Healing House', 'Profile', 'Residents', 'Staff', 'Donations', 'Incident Report', 'Resident Reports', and a 'Logout' button with a user icon. Below the navigation bar, the name 'Neal Goodloe' is displayed in a dark teal box. Underneath, there is a form with the following fields: 'Username' (adminuser), 'Email' (email@email.com), 'Address' (empty), and 'Phone Number' (with sub-fields for '(Home)' and '(Work)'). At the bottom of the form is a red square button with a white icon.

## User profile edit

1. Select the red edit button in the lower left hand corner of your user profile



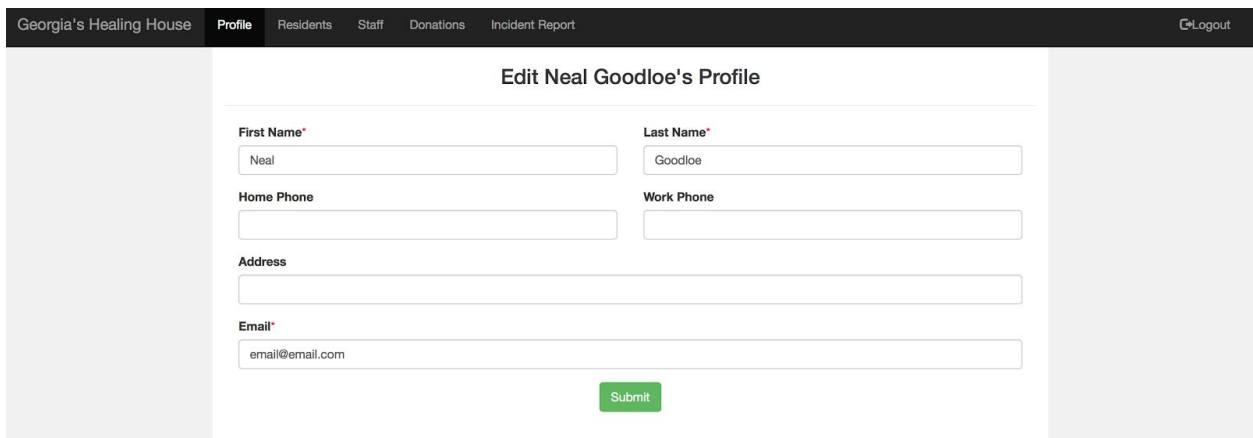
The screenshot shows the 'Profile' page for Neal Goodloe. The header includes 'Georgia's Healing House' and navigation links: Profile, Residents, Staff, Donations, Incident Report, Resident Reports, and a Logout button. The profile information is displayed in a table-like format:

Neal Goodloe	
Username:	adminuser
Email:	email@email.com
Address:	
Phone Number	(Home)
	(Work)

At the bottom left of the profile information, there is a red square button with a white edit icon.

12 Copyright Georgia's Friends. All Rights Reserved.

2. You will be redirected to an "Edit Profile" form in which you can alter any of your user profile information with the exception of username and password. Upon completion, select "Submit" and you will be redirected to the user profile page.



The screenshot shows the 'Edit Neal Goodloe's Profile' form. The header is the same as the previous page. The form fields are:

- First Name\***: Text input with 'Neal' entered.
- Last Name\***: Text input with 'Goodloe' entered.
- Home Phone**: Text input.
- Work Phone**: Text input.
- Address**: Text input.
- Email\***: Text input with 'email@email.com' entered.

A green 'Submit' button is located at the bottom center of the form.



## Application form submission

1. Select the "Residents" tab in the navigation bar
2. Select "Submit Application" located in the side navigation bar on the left hand side.
3. Here, you will see a "Resident Application" form in which you can fill out an applicant's information in the appropriate fields.
4. Once you have reached the end of the application form, select "Submit"

The screenshot shows the "Resident Application" form. The top navigation bar includes "Georgia's Healing House", "Profile", "Residents" (selected), "Staff", "Donations", "Incident Report", "Resident Reports", and a "Logout" button. The left sidebar contains links: "View Residents", "View Applicants", "Submit Application" (highlighted), "Interviewed Applicants", "View Resident Demographics", and "Terminated Residents". The form fields are: "Resident First Name:", "Resident Last Name:", "Date of Birth:" (with month and year dropdowns), "Race or Ethnicity:" (dropdown), "Phone Number:", "Mailing Address:", "Physical Address:", "How many years have you lived at this residence?" (dropdown), "Has children?" (checkbox), and "Has custody?" (checkbox).

5. Upon successful submission of an applicant form, you will be redirected to "View Applicants" where the new applicant should be listed in the table

The screenshot shows the "Applicants Pending Approval" table. The top navigation bar is the same as the previous screenshot. The left sidebar is the same, but "View Applicants" is now highlighted. The table has four columns: "First Name", "Last Name", "Date Of Birth", and "View Application".

First Name	Last Name	Date Of Birth	View Application
Neal	Goodloe	April 2, 1951	<a href="#">View Application</a>
Mickey	Mouse	Sept. 1, 1926	<a href="#">View Application</a>
Test	Application	Jan. 1, 1900	<a href="#">View Application</a>
Thomas	Jefferson	Jan. 1, 1907	<a href="#">View Application</a>

## Accept/deny Applicant

1. Select the "Residents" tab in the navigation bar
2. Select "View Applicants" located in the side navigation bar on the left hand side



The screenshot shows the 'Residents' section of the Georgia's Healing House application. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents' (selected), 'Staff', 'Donations', 'Incident Report', and 'Resident Reports'. A 'Logout' link is in the top right. The left sidebar contains links: 'View Residents', 'View Applicants' (highlighted), 'Submit Application', 'Interviewed Applicants', 'View Resident Demographics', and 'Terminated Residents'. The main content area is titled 'Applicants Pending Approval' and contains a table with four applicants. Each row has a 'View Application' button.

First Name	Last Name	Date Of Birth	
Neal	Goodloe	April 2, 1951	<a href="#">View Application</a>
Mickey	Mouse	Sept. 1, 1926	<a href="#">View Application</a>
Test	Application	Jan. 1, 1900	<a href="#">View Application</a>
Thomas	Jefferson	Jan. 1, 1907	<a href="#">View Application</a>

3. Select "View Application" for the applicant who you wish to accept/deny.
4. You will be redirected to a summary of that applicant's application information
5. Scroll to the bottom of the summary where you will find two options: "Approve for Interview" and "Terminate"



6. Upon selecting "Approve for Interview", you will be redirected to the first page of the interview form

The screenshot shows the 'Residents' section of the Georgia's Healing House website. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents' (active), 'Staff', 'Donations', 'Incident Report', and 'Resident Reports'. A 'Logout' link is in the top right. The left sidebar contains links: 'View Residents', 'View Applicants' (highlighted), 'Submit Application', 'Interviewed Applicants', 'View Resident Demographics', and 'Terminated Residents'. The main content area is titled '1 of 7' and contains the following fields: 'Last Permanent Address \*', 'Phone Number \*', 'Custody of Children \*', 'Source of Income \*', 'Significant Other Name', 'Significant Other Relationship', 'Emergency Contact Name', 'Emergency Contact Relationship', and 'Comments \*'. A 'Next' button is at the bottom left. The footer states 'Copyright Georgia's Friends. All Rights Reserved.'

7. Upon selecting "Terminate" you will be redirected to a termination form

The screenshot shows the 'Staff' section of the Georgia's Healing House website. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents', 'Staff' (active), 'Donations', and 'Incident Report'. The left sidebar contains links: 'View Residents' (highlighted), 'View Applicants', 'Submit Application', 'Interviewed Applicants', 'View Resident Demographics', and 'Terminated Residents'. The main content area is titled 'Termination Report for Ana'. It features a 'Date of Termination' section with dropdown menus for 'January', '1', and '2010'. Below this is a large text area labeled 'Reason' with a diagonal line in the bottom right corner. A 'Submit' button is at the bottom.

## Interview form submission

1. After approving an applicant for an interview, you will be redirected to the first page of the interview form
2. Fill out all the required information for each page (required fields are marked by a red star) for all 7 pages
3. At the end of the interview form, select "Submit" and you will be redirected to the "Interview Applicants" tab where you will see the interviewee listed in the table

Georgia's Healing House

Profile

**Residents**

Staff

Donations

Incident Report

Resident Reports

Logout

View Residents

**View Applicants**

Submit Application

Interviewed Applicants

View Resident Demographics

Terminated Residents

1 of 7

Last Permanent Address \*

Phone Number \*

Custody of Children \*

Source of Income \*

Significant Other Name

Significant Other Relationship

Emergency Contact Name

Emergency Contact Relationship

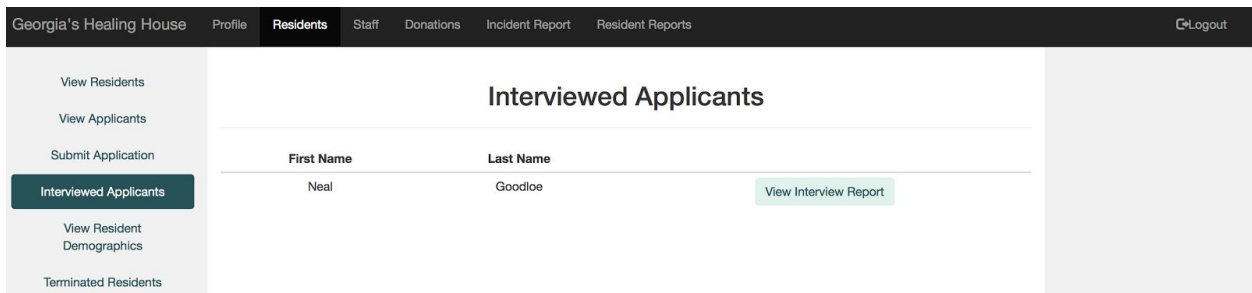
Comments \*

Next

Copyright Georgia's Friends. All Rights Reserved.

## Accept/deny Interviewee

1. Select the "Residents" tab in the navigation bar
2. Select "Interviewed Applicants" located in the side navigation bar on the left hand side.
3. Select "View Interview Report" for the interviewee who you wish to accept/deny



4. You will be redirected to a summary of that interviewees interview form
5. Scroll to the bottom of the summary where you will see two options: "Approve" and "Terminate"



6. If you select "Approve", you will be redirected to "Current Residents" where you should see the approved interviewee listed as a resident in the table

The screenshot shows the 'Current Residents' page. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents' (active), 'Staff', 'Donations', 'Incident Report', and 'Resident Reports'. A 'Logout' link is in the top right. On the left, a sidebar contains links: 'View Residents' (highlighted), 'View Applicants', 'Submit Application', 'Interviewed Applicants', 'View Resident Demographics', and 'Terminated Residents'. The main content area is titled 'Current Residents' and contains a table with the following data:

First Name	Last Name	Date Of Birth	Date Joined				
new	app	Jan. 1, 1904	April 21, 2017, 5:49 p.m.	Create Report	View Reports	Edit	Terminate
Test	Resident	Jan. 1, 1900	April 24, 2017, 1:56 p.m.	Create Report	View Reports	Edit	Terminate
Test	InterviewApplication	Jan. 1, 1900	April 24, 2017, 1:57 p.m.	Create Report	View Reports	Edit	Terminate
Mickey	Mouse	Sept. 1, 1926	April 25, 2017, 12:25 a.m.	Create Report	View Reports	Edit	Terminate

7. Is you select "Terminate", you will be redirected to a termination form

The screenshot shows the 'Termination Report for Ana' form. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents', 'Staff' (active), 'Donations', and 'Incident Report'. On the left, a sidebar contains links: 'View Residents' (highlighted), 'View Applicants', 'Submit Application', 'Interviewed Applicants', 'View Resident Demographics', and 'Terminated Residents'. The main content area is titled 'Termination Report for Ana'. It features a 'Date of Termination' section with three dropdown menus: 'January', '1', and '2010'. Below this is a large text area labeled 'Reason' with a diagonal line in the bottom right corner. At the bottom, there is a 'Submit' button.

## Individual Resident Report Submission

1. Select the "Residents" tab in the navigation bar
2. Select "View Residents" located in the side navigation bar on the left hand side
3. Select "Create Report" for the Resident who you wish to submit an individual report for

The screenshot shows the 'Current Residents' page. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents' (selected), 'Staff', 'Donations', 'Incident Report', 'Resident Reports', and a 'Logout' link. The left sidebar contains 'View Residents' (selected), 'View Applicants', 'Submit Application', 'Interviewed Applicants', 'View Resident Demographics', and 'Terminated Residents'. The main content area is titled 'Current Residents' and contains a table with the following data:

First Name	Last Name	Date Of Birth	Date Joined	Create Report	View Reports	Edit	Terminate
new	app	Jan. 1, 1904	April 21, 2017, 5:49 p.m.	Create Report	View Reports	Edit	Terminate
Test	Resident	Jan. 1, 1900	April 24, 2017, 1:55 p.m.	Create Report	View Reports	Edit	Terminate
Test	InterviewApplication	Jan. 1, 1900	April 24, 2017, 1:57 p.m.	Create Report	View Reports	Edit	Terminate
Mickey	Mouse	Sept. 1, 1926	April 25, 2017, 12:25 a.m.	Create Report	View Reports	Edit	Terminate

4. You will be redirected to a "Add new report" form for the resident you selected.
5. Fill out the report information in the form and select "Submit" when finished. You will be redirected back to the list of current residents.

The screenshot shows the 'Add a report for new' form. The top navigation bar is the same as the previous screenshot. The left sidebar is also the same. The main content area is titled 'Add a report for new' and contains the following form fields:

- Type of Activity**: A dropdown menu with a blue arrow icon.
- Comment**: A large text area for entering a comment.
- Date Added**: A date picker showing 'January 1, 2010'.
- Submit**: A button to submit the report.

## View Individual Resident Reports

1. Select the "Residents" tab in the navigation bar
2. Select "View Residents" located in the side navigation bar on the left hand side
3. Select "View Reports" for the Resident whose reports you wish to see

First Name	Last Name	Date Of Birth	Date Joined				
new	app	Jan. 1, 1904	April 21, 2017, 5:49 p.m.	Create Report	View Reports	Edit	Terminate
Test	Resident	Jan. 1, 1900	April 24, 2017, 1:55 p.m.	Create Report	View Reports	Edit	Terminate
Test	InterviewApplication	Jan. 1, 1900	April 24, 2017, 1:57 p.m.	Create Report	View Reports	Edit	Terminate
Mickey	Mouse	Sept. 1, 1926	April 25, 2017, 12:25 a.m.	Create Report	View Reports	Edit	Terminate

4. You will be redirected to a list of reports for the Resident who you have selected

## Reports for new app

Type of Activity	Comment	Date Added	
Interview	Bout get a job	Jan. 1, 2010, midnight	<a href="#">Edit Report</a>
Court	DUI court appearance	Jan. 1, 2010, midnight	<a href="#">Edit Report</a>



## Donation submission

1. Select the "Donations" tab in the navigation bar
2. Select "List Donors" located in the side navigation bar on the left hand side
3. Select "Add Donation" near the right hand side of the screen

Georgia's Healing House Profile Residents Staff **Donations** Incident Report Resident Reports Logout

List of Donors  
Email Donors  
Donation Statistics

### Donors

Sort By ▼ Add Donation

First Name	Last Name	Email	Donation Amount	Date of Donation		
test	test	testing@gmail.com	30	April 24, 2017	Edit	Delete
George	Washington	gw@email.com	90	April 24, 2017	Edit	Delete

4. You will be redirected to a simple "Donation Information" form
5. Select "Submit" when you have completed the form and you will be redirected to the list of donors.

Georgia's Healing House Profile Residents Staff **Donations** Incident Report Resident Reports Logout

List of Donors  
Email Donors  
Donation Statistics

### Donors

Enter Donation Information

First Name Last Name

Email Address

\$0.00

Submit Cancel

## Email Donors

1. Select the "Donations" tab in the navigation bar
2. Select "Email Donors" located in the side navigation bar on the left hand side
3. You will be redirected to a form with a line labeled "Subject" and textbox labeled "Message". The subject will be the subject of the email donors will see when you send out the mass email. The message will compose the contents of the mass email.

The screenshot shows the 'Email Donors' interface. At the top is a dark navigation bar with the text 'Georgia's Healing House' and several menu items: 'Profile', 'Residents', 'Staff', 'Donations', 'Incident Report', and 'Resident Reports'. A 'Logout' link is on the far right. On the left is a side navigation bar with three options: 'List of Donors', 'Email Donors' (which is highlighted with a dark background), and 'Donation Statistics'. The main content area is titled 'Email Donors' and contains a form with two sections: 'Subject' with a single-line text input field, and 'Message' with a larger multi-line text area containing the placeholder text 'Enter message here...'. Below the message field is a 'Send' button.

4. When you select "Send", a mass email will be sent out to all donors in the system.

## Critical Incident Report submission

1. Select the "Incident Report" tab in the navigation bar
2. Select "Incident Reports" located in the side navigation bar on the left hand side
3. Select "Add Incident Report" near the right hand side of the screen

The screenshot shows the 'Incident Reports' page. At the top is a dark navigation bar with links: Georgia's Healing House, Profile, Residents, Staff, Donations, Incident Report (active), Resident Reports, and a Logout button. On the left is a side navigation bar with a button for 'Incident Reports'. The main content area is titled 'Incident Reports' and contains a table with one row of data. Above the table is a green button labeled 'Add Incident Report'. The table has columns for Staff Involved, Residents Involved, Type of Incident, Comment, and Incident Date. The data row shows 'adminuser', 'new', 'Drinking/Drug Use', 'kljdsfals', and 'Feb. 5, 2019, noon'. To the right of the data row are 'Edit' and 'Delete' buttons.

Staff Involved	Residents Involved	Type of Incident	Comment	Incident Date	
adminuser	new	Drinking/Drug Use	kljdsfals	Feb. 5, 2019, noon	<button>Edit</button> <button>Delete</button>

4. You will be redirected to a "Incident Report" form

## Incident Reports

Staff:

adminuser  
staffuser  
staffuser1  
staffuser2

Residents:

new  
Test  
Test  
Mickey

Type of Incident:

Comment:

Incident date:

12

00

00

Submit

Cancel

5. Upon completion, select "Submit" and you will be redirected back to the list of incident reports

## View Resident Activity Summary

1. Select the "Resident Reports" tab in the navigation bar
2. Select "Resident Reports" located in the side navigation bar on the left hand side
3. Select "View Reports" for the Resident whose reports summary you wish to see

The screenshot shows the 'Resident Reports' page. The top navigation bar includes 'Georgia's Healing House', 'Profile', 'Residents', 'Staff', 'Donations', 'Incident Report', 'Resident Reports' (highlighted), and 'Logout'. The left sidebar has a 'Resident Reports' button. The main content area is titled 'Resident Reports' and contains a table with four rows of resident data. Each row has a 'Last Name', a 'First Name', and a 'View Reports' button.

Last Name	First Name	
app	new	<a href="#">View Reports</a>
Resident	Test	<a href="#">View Reports</a>
InterviewApplication	Test	<a href="#">View Reports</a>
Mouse	Mickey	<a href="#">View Reports</a>

4. You will be redirected to a view with 4 bars

The screenshot shows the 'new app's Reports' page. The top navigation bar is identical to the previous screenshot. The left sidebar has buttons for 'Resident Reports', 'new's Reports' (highlighted), and 'new's Monthly Reports'. The main content area is titled 'new app's Reports' and features two buttons at the top: 'View Interview' and 'View Application'. Below these are four horizontal bars representing different report categories: 'Meetings', 'Employment', 'Critical Incidents', and 'Community Programs Utilized'.

5. Selecting the "Meetings" bar will show a summary of that Resident's attendance at AA/NA meetings or house meetings.

## new app's Reports

[View Interview](#)[View Application](#)

### Meetings

Number of AA/NA Meetings Attended: 4

Number of House Meetings Attended: 1

### Meeting Reports



Meeting Date	Meeting Type	Comments
Jan. 4, 2010	Alcoholics Anonymous	adfasd
Jan. 4, 2010	Alcoholics Anonymous	adfasd
Jan. 1, 2010	Alcoholics Anonymous	asdf
Jan. 10, 2010	Other	ghkj

6. The add button allows you to add a new meeting

### Add a meeting for new

Type of Meeting

Comment:

Meeting Date


7. Selecting the "Employment" bar will show a summary of that Resident's employment history while in the house.

## new app's Reports


[View Interview](#) [View Application](#)

**Meetings**

**Employment**

Employment Status: 

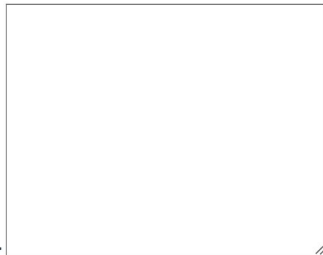
Employer:

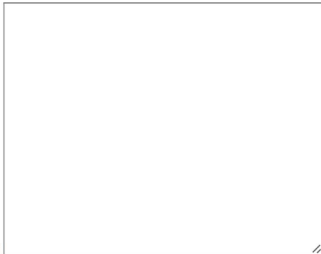
**Employment History** 

Employer	Start Date	End Date
ASKDFJ	Jan. 1, 2010	Jan. 1, 2010
asf	Jan. 1, 2010	Jan. 1, 2013

8. The add button allows you to add a new place of employment

### Add an employment for new

**Employer** 

**Position** 

**Start Date** January 1 2010

**End Date** January 1 2010

9. Selecting the "Critical Incidents" bar will show a summary of that Resident's critical incidents while in the house.

## new app's Reports

[View Interview](#) [View Application](#)

Meetings

Employment

Critical Incidents

Number of Critical Incidents: 1

Incident Type	Date of Occurrence
Drinking/Drug Use	Feb. 5, 2019, noon

10. Selecting the "Community Programs Utilized" bar will show a summary of that Resident's community program/service attendance while in the house.

## new app's Reports

[View Interview](#) [View Application](#)

Meetings

Employment

Critical Incidents

Community Programs Utilized

Community Programs Utilized

+

Program Name	Description
Salvation Army	Job Training
asdf	asdf



11. The add button allows you to add a new community program/service

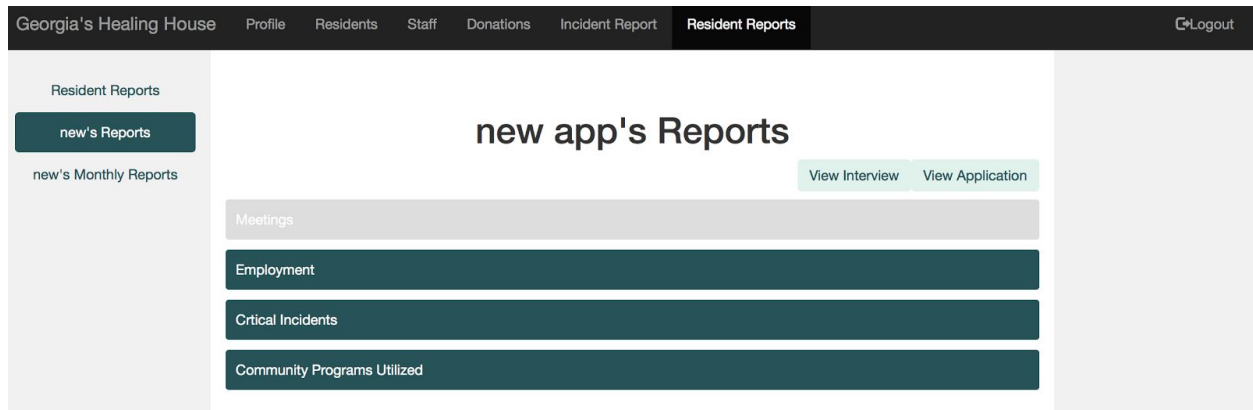
### Add a community program for new

**Program Name:**

**Description:**

## Filter Resident Activity Summary

1. Select the "Resident Reports" tab in the navigation bar
2. Select the "Monthly Reports" tab located in the side navigation bar on the left hand side



3. You will be redirected to a view similar to that which was seen for the Resident Activity Summary
4. Use the Filter option to select a date.
5. This will filter out only the reports which correspond to those dates

## new 's Monthly Reports

Filter January 1 2000

Submit

Meetings

Employment

Critical Incidents

Community Programs

Administrator - User level that has possesses all system privileges, including deleting and editing information and creating other administrators

Applicant - An individual who has completed the application process and is waiting to be interviewed

Approval - Admission of an Applicant/Interviewee to the next phase

Critical Incident - any event committed by a Resident that may have violated house rules or caused harm to another resident.

Disable User - make a Staff user inactive in the system (unable to login)

Donation - charity given to the house in monetary form

Enable User - make a Staff user active in the system (able to login)

Interviewee - Applicants that have been interviewed and whose interviews are being reviewed to be accepted or terminated.

Phase - one of the three steps a woman must go through to become a resident: Application, Interview, Admittance

Report - A summary of a Resident activity while in the house (includes court dates, therapy visits, interviews, employment, AA/NA meetings, community service, and critical incidents)

Resident - An individual who resides at the Georgia's Healing House and passed the application and interview process.

Staff - User level that possesses all input privileges and some edit privileges

Termination - Remove a Resident from the system