



# The Program Log Book

## AWARDS INSTRUCTION SHEET

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The Reception Desk module Program Log Book feature is used to enter reception desk log records for significant events and periodic "house status" updates at housing (residential) programs, as well as to view read-only desk log reports.

*As noted here, the Program Log book feature is limited to use by residential programs. For more information on Reception Desk functionality for non-residential programs, please see our Program Attendance instruction sheet or AWARDS Online Help.*

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### REQUIRED PERMISSIONS

Permissions required to enter and view log book records are as follows:

- **Chart Access** – You must have chart access for each program for which log book information is to be entered and/or viewed.

*In some cases optional functionality may also be in place that further restricts log book entry to users with a time sheet record for the date and program the log book information is being entered for.*

- **Data Entry / Access** – You must have the "Display Any Chart Records Buttons" and "Display Chart Records Reception Desk Button" data entry/access permissions.

Alternately, you may have been granted access as a permitted user for the log book.

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### ABOUT THIS DOCUMENT

This document is intended to help you understand and work with the Program Log Book feature in data entry and report modes. Specific topics covered are:

- **Creating a Log Book Entry** – Learn to enter information into the program log book. Page **2**
- **Viewing a Log Book Report** – Learn to view and search read-only log book information. Page **3**
- **Frequently Asked Questions** – Learn the answers to common program log book questions. Page **4**

## CREATING A LOG BOOK ENTRY

**WARNING!** There is no way to update or delete program log book entries once they have been made.

To make a program log book entry, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Reception Desk**. The *Front Desk Log* page is displayed. →
2. Click the database mode drop-down arrow and select "Data Entry."
3. Click the **Housing** drop-down arrow and select the residential program for which the program log book record is to be entered.

4. Click **Program Log Book**. The *Program Log Book Data Entry* page is displayed. →
5. Click the entry type drop-down arrow and select "Routine Entry" or "Send Alert Notice" to indicate the type of record being entered.

*The Send Alert Notice option would be used if, for example, police, fire, or EMS were called to the site, or if an altercation or other incident occurred. When this option is selected and the record is saved, a message is sent to the person who made the log book entry and anyone with the "Program Log Book Alert Messages" permission and chart access to the program.*

6. Click the **Date** drop-down arrow and select the date for which the program log book record is being entered.
7. Click the **From** and **To** drop-down arrows and select the time period for which the program log book record is being entered.
8. If appropriate, click the **Optional Resident Checklist** check box next to each consumer for which the program log book record is being entered. Up to four residents can be selected.
9. In the **Program Log Book Note** text box provided, type the program log book note.
10. Click **SAVE ENTRY**. The program log book record is saved and the *Front Desk Log* page is re-displayed.

The process of entering a program log book record is now complete.

## VIEWING A LOG BOOK REPORT

To view a program log book report, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Reception Desk**. The *Front Desk Log* page is displayed. →

2. Click the database mode drop-down arrow and select "Reports."

3. Click the **Housing** drop-down arrow and select the residential program for which the program log book report is to be viewed.

4. Click **Program Log Book**. The *Desk Log Report* page is displayed. →

5. Only those log book records for dates falling within the date range entered in the **From** and **To** fields on this page will be included in the report. Make changes to the default date range as necessary (using mm/dd/yyyy format).

6. Click the **Sort By** drop-down arrow and make a selection to indicate how the program log book information is to be displayed in the report. Available selections are:

- **Time of Log Entry** - When this option is selected, program log book information will be sorted by the time each record was recorded, with the most recent records listed last.
- **Time Set for Entry** - When this option is selected, program log book information will be sorted by the time entered in each log book record.

The default value is "Time of Log Entry."

7. Click the **Entry Type** drop-down arrow and select the type of those records to be included in the report. Available options are "All," "Routine," or "Alert." The default value is "All."

8. If the report should only include those log book records including a specific consumer, click the **Resident** drop-down arrow and select that consumer. The default value is "All Consumers."

9. To include in the report only those records containing specific text, type that text in the **Keyword Search** field.

10. Click **CONTINUE**. The program log book record report is displayed on the *Program Log Book Report* page.

The contents of this read-only report are based on selections made on the previous pages.

The process of viewing a program log book record report is now complete.

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## FREQUENTLY ASKED QUESTIONS

The following frequently asked questions regarding the Program Log Book can be a useful reference when you have your own questions about the functionality.

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### CAN THE HELP DESK DELETE A PROGRAM LOG BOOK ENTRY FOR ME?

The Program Log Book feature was purposely designed to prevent a user from deleting or otherwise altering entries so that it would provide an accurate account of what was recorded at a given time. For this reason, and because the log book is an entirely internal document that is not part of the consumer chart records, it is our policy not to remove log book entries.

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### HOW DO I DELETE A PROGRAM LOG BOOK ENTRY?

Once entered, program log book entries cannot be deleted.

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### WHO RECEIVES A SYSTEM GENERATED MESSAGE WHEN A LOG BOOK ENTRY IS MADE?

If Routine Entry is selected when the Log Book data entry is made, a message is sent to the Service Coordinators of the residents checked off and to the user who is making the entry.

If Send Alert Notice is selected, a message is sent to the person who did the data entry, and anyone with the "Program Log Book Alert Messages" permission and chart access to the program.

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### WHY ISN'T THE PROGRAM LOG BOOK FEATURE AVAILABLE FOR ALL RESIDENTIAL PROGRAMS?

By default, the Program Log Book feature is available only to CR Supervised and SRO housing programs because programs of those types are expected to occupy a single location for which there is a front desk. If the Program Log Book should be made available to all residential programs, regardless of the program type for each, please contact the Help Desk for assistance.

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### WHY WAS AN ENTRY I MADE FOR A SPECIFIC CONSUMER NOT FOUND WHEN I SEARCHED FOR THAT CONSUMER'S NAME IN REPORT MODE?

The search feature in the Program Log Book in report mode only searches the actual entry note text, not the "Entry For" information that appears above the note text in report mode. As a result, if a consumer is checked off in the log book entry but his or her name is not included in the note text, conducting a search using the consumer's name will not find the log book entry.