



Public Health Nuisances User Manual



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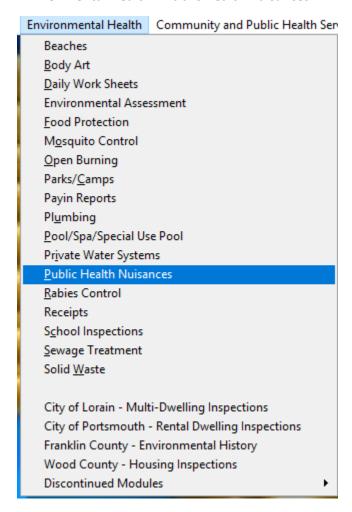




Chapter 1: Getting Started

Once the Public Health Nuisances module has been installed, it can be accessed by going to:

Environmental Health > Public Health Nuisances

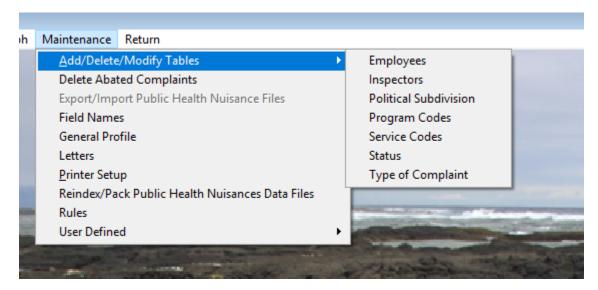






Once inside **Public Health Nuisances**, navigate to:

Maintenance > Add/Delete/Modify Tables



This section holds the control files that will drive the module.

When entering data into **Public Health Nuisances**, there will sometimes be drop-down boxes for quick data entry.

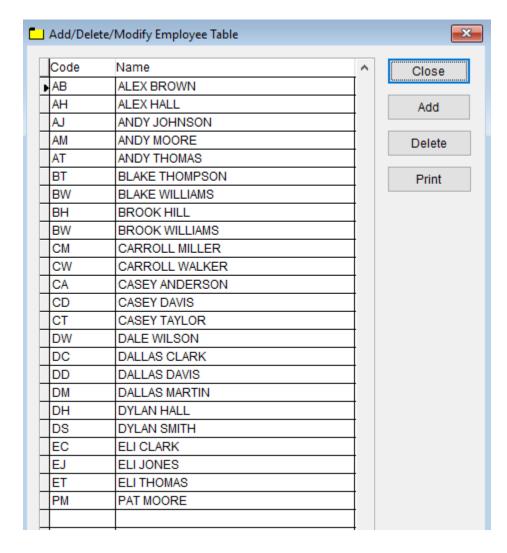
The tables in the Maintenance > Add/Delete/Modify Tables section hold the data that fill those drop-down boxes.

Entering the frequently used, fixed data ahead of time will make things a lot easier.





Employees



To enter **Public Health Nuisances Employee**, follow these steps (use the tab key to advance to each field):

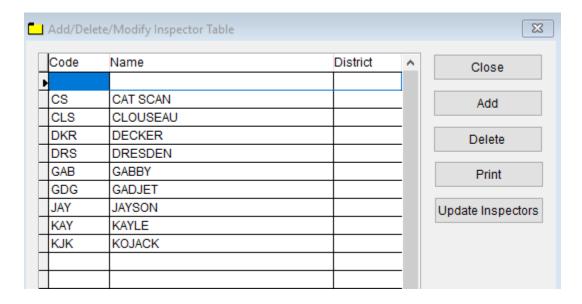
- Click **Add** and enter a **Code** to identify the Employee.
- Enter the Employee's Name in the Name field.

- To **Delete** an Employee, select the Employee's **Code** or **Name** and click **Delete**.
- **Print** button will open printing option's window.
- Click Close to exit the table.





Inspectors



To enter **Public Health Nuisances Inspectors**, follow these steps (use the tab key to advance to each field):

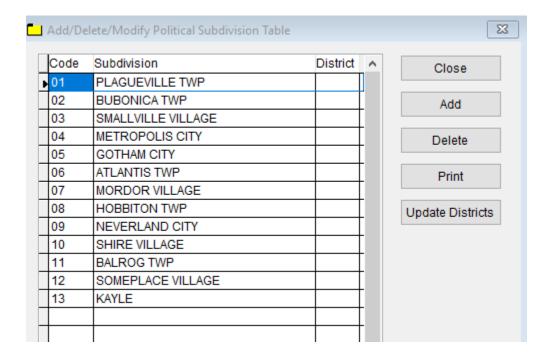
- Click Add and enter a Code to identify the Inspector.
- Enter the Inspector's Name in the Name field.
- Enter the Inspector's District in the **District** field.

- To **Delete** an Inspector, select the Inspector's Code, **Name**, or **District** and click **Delete**.
- Print button will open printing option's window.
- **Update Inspectors'** button will update the Inspectors in Public Health Nuisances.
- Click **Close** to exit the table.





Political Subdivision



To enter **Public Health Nuisances Political Subdivision**, follow these steps (use the tab key to advance to each field):

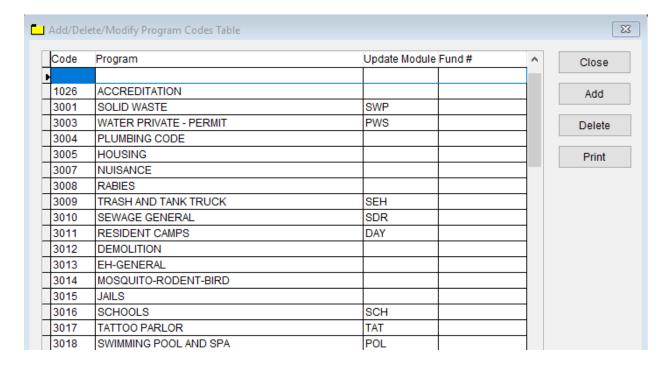
- Click **Add** and enter a **Code** to identify the **Subdivision**.
- Enter the **Subdivision** Name in the Subdivision field.
- Enter the District in the **District** field.

- To **Delete** a Political Subdivision, select the Code, Subdivision, or **District** and click **Delete**.
- Print button will open printing option's window.
- Update Districts' button will update the Political Subdivision table in Public Health Nuisances.
- Click Close to exit the table.





Program Codes



To enter **Public Health Nuisances Program Codes**, follow these steps (use the tab key to advance to each field):

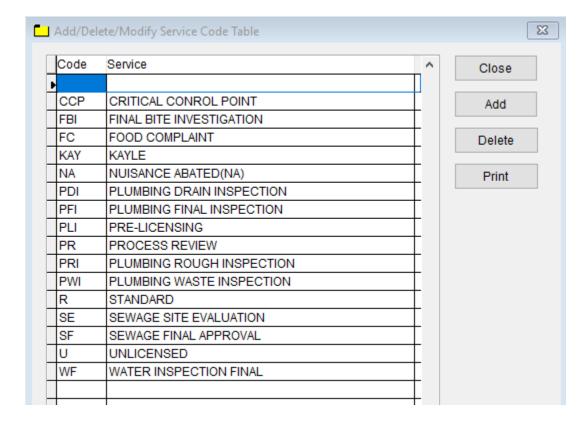
- Click Add and enter a Code to identify the Program Code.
- Enter the Program's Name in the **Program** field.
- Enter the Update Module in the Update Module field.
- Enter the Fund number in the Fund # field.

- To **Delete** a Program code, select the **Code**, **Program**, **Update Module**, or **Fund** # and click **Delete**.
- Print button will open printing option's window.
- Click Close to exit the table.





Service Codes



To enter **Public Health Nuisances Service Codes**, follow these steps (use the tab key to advance to each field):

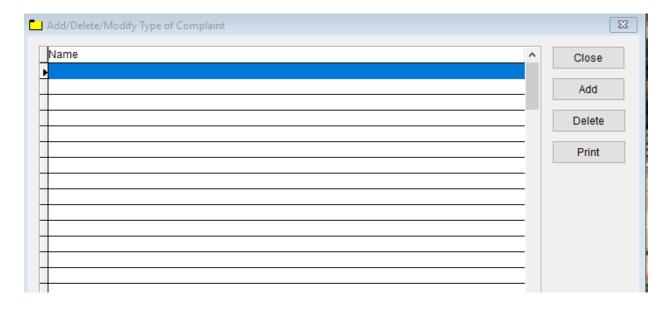
- Click **Add** and enter a **Code** to identify the Service Code.
- Enter the Service's Name in the **Service** field.

- To Delete a Service Code, select the Code, Program, Update Module, or Fund # and click Delete.
- Click on a Service Code's **Code** or **Service**. Click **Delete** to delete the entry.
- Print button will open printing option's window.
- Click **Close** to exit the table.





Status



To enter **Public Health Nuisances Status**, follow these steps (use the tab key to advance to each field):

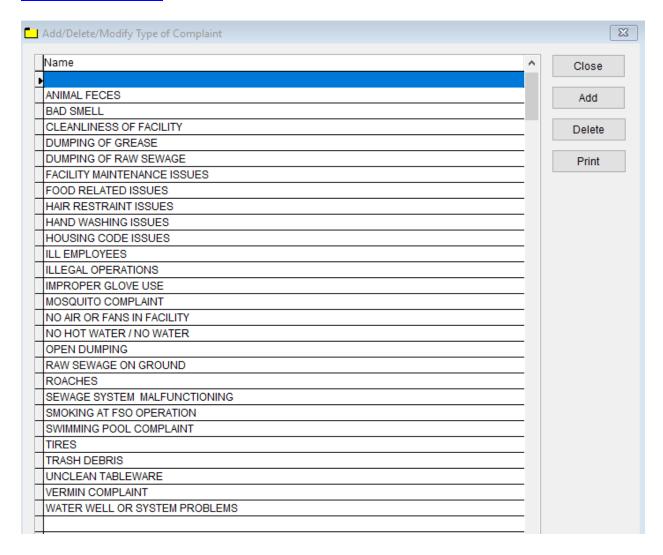
Click Add and enter a Name to identify the Status.

- To **Delete** a Status select the **Name** and click **Delete**.
- **Print** button will open printing option's window.
- Click Close to exit the table.





Type of Complaint



To enter **Public Health Nuisances Type of Complaint**, follow these steps (use the tab key to advance to each field):

Click Add and enter a Name to identify the Type of Complaint.

- To **Delete** a Status select the **Name** and click **Delete**.
- **Print** button will open printing option's window.
- Click Close to exit the table.





Chapter 2: Entering in Public Health Nuisance

Find Tab



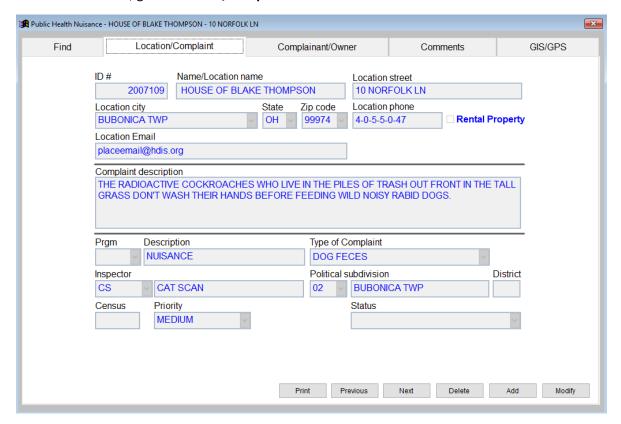
Under the Find tab there are options to search for a Public Health Nuisance entry. Search options consist of: **by location street address, ID#, complainant, owner, street name, Parcel#, Type of Comp., and Inspector**.





Location/Complaint Tab

From the **Find** tab, go to **Location/Complaint.** Click **Add** to enter a new record.



Click **Modify** to modify an existing **Location/Complaint**, **Previous** to see the previous record, **Next** to see the next record, and **Delete** to delete current record.

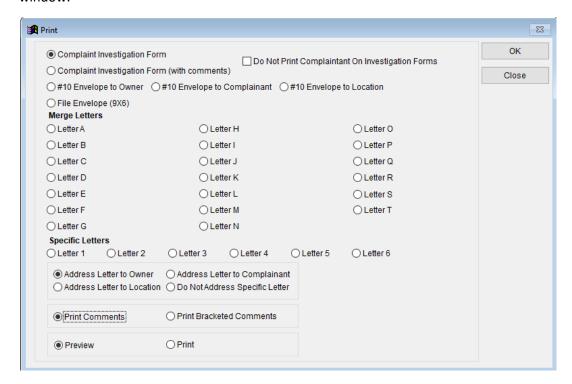
Print button will open up a Print options menu with various options to choose from [Letters, Specific Letters, and Forms].





Print Button

Click on the **Print Button** from the **Location/Complaint Tab**, **Complainant/Owner Tab**, and **Comments Tab** to open this window.



The print menu is the same for all tabs stated and you can print any of the options.

Field/Button	Description
Complaint Investigation Form	Prints Complaint Investigation form for the record you are on
Complaint Investigation Form (with	
comments)	Prints Complaint Investigation form with comments for the record you are on
#10 Envelope to Owner	Prints out a #10 envelope to addressed to the owner
#10 Envelope to Complainant	Prints out a #10 envelope to addressed to the complainant
#10 Envelope to Location	Prints out a #10 envelope to the location of the complaint
File Envelope (9X6)	
	Prints out Letter A thru T(These letters are composed by you under the
Letters A thru T	"Maintenance" menu)
Letters 1 thru 6	Prints out your specific letters 1 thru 6





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Word Document	Prints out a Word Document
Address Letter to Owner	Addresses the letter to the owner
Address Letter to Location	Addresses the letter to the location
Address Letter to Complainant	Addresses the letter to the Complainant
Print Comments	Prints your comments for Complaint Investigation Form (with comments)
	Prints out only your bracketed comments for Complaint Investigation Form
Print Bracketed Comments	(with comments)
Preview	Previews the printout.
Print	Prints the form.
OK	Prints/previews the form.
Close	Closes the print menu.



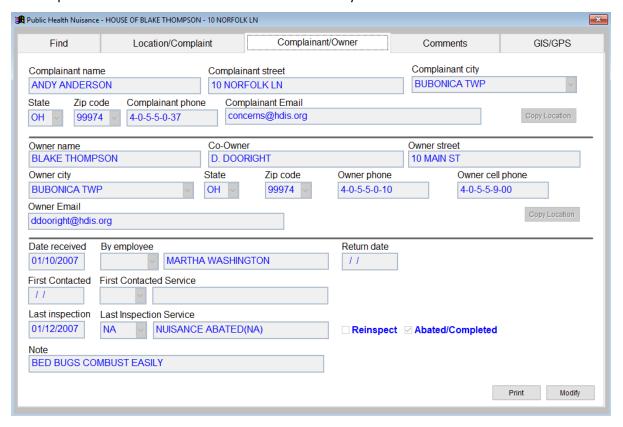


Complainant/Owner Tab

Click **Modify** to edit a current record under the Complainant/Owner Tab.

If new/blank record, fill in information in the Complainant/Owner Tab.

Use drop-down boxes and check-mark boxes as necessary.

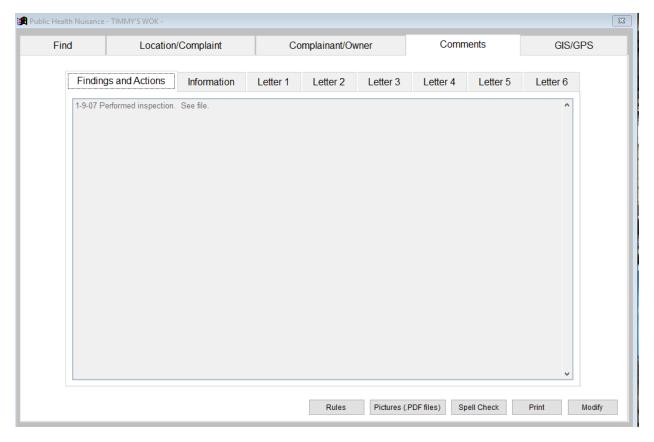






Comments Tab

Findings and Actions



This section will show the Findings and Actions.

Click **Modify** to edit a record.

Click the **Pictures** button if you want to view selected record's PDF attachments. To add attachments, go to: <u>Pictures</u> (PDF Files) Button Page for more detailed information – Or Click this link.

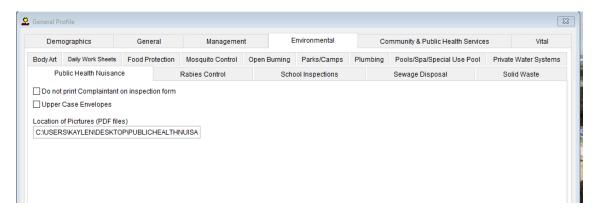
Spell Check will check for incorrect spelling, and Print will open a print window with different options for printing.





Pictures (PDF Files) Button

Go to Maintenance > General Profile > Environmental > Public Health Nuisance



Make sure you have the file location/folder entered in Location of Pictures (PDF files) correctly entered.

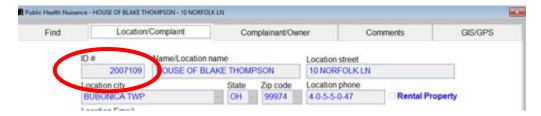
To add file attachments to a record, store attachment in specified folder with the record's ID as the attachment's name.

For example, let's say I designated my Location of Pictures (PDF files) as:

C:\USERS\DESKTOP\PUBLIC_HEALTH_NUISANCE

I have a PDF file I want associated with the record I am entering and it is called JohnDoe.PDF

Rename the PDF file with the selected record's ID given in the Location/Complaint tab.



The JohnDoe.PDF file will now be called 2007109.PDF

For any additional files you want associated with this record add a letter in alphabetical order after the ID#.

2007109a.PDF, 2007109b.PDF, 2007109c.PDF, 2007109d.PDF

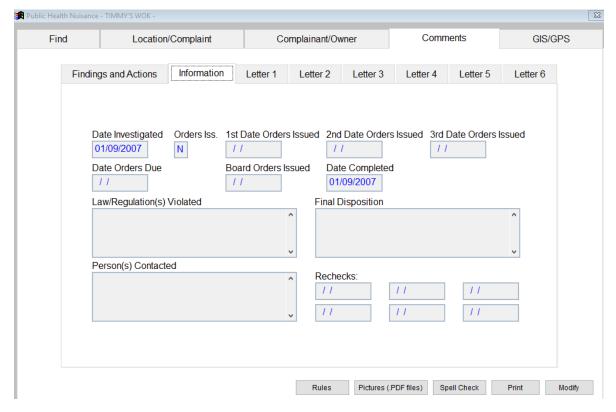
For the FIRST attachment, make sure the first file is named JUST the ID number. Each file added afterwards must be in order and end with a, b, c, d and so on.

Now when you are viewing the record, clicking the Pictures (PDF files) button will open all associated files.





Information



Check to make sure fields are filled in with appropriate data.

If you are entering a new record this tab should be ready to fill in.

If changes are needed, click the **Modify** button and add changes accordingly.

You are given up to 6 letter windows to modify, each on a separate subtab.

Like <u>Letters</u> in the <u>Maintenance</u> section, add text in selected letter field.

There are field names available to place record related data into the letters.

Go to Field Names section in this document or click this link for more details on field names.

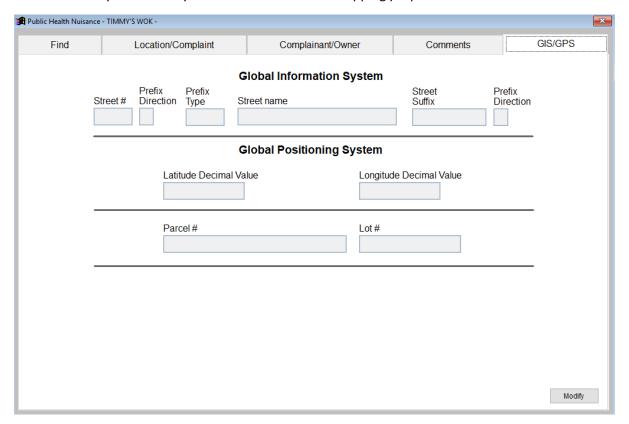
- Letter 1
- Letter 2
- Letter 3
- Letter 4
- Letter 5
- Letter 6





GIS/GPS Tab

This tab allows you to enter your GPS coordinates for mapping purposes.



Field/Button	Description
Street #	(automatically filled out when you enter the address)
Prefix Direction	(automatically filled out when you enter the address)
Prefix Type	(automatically filled out when you enter the address)
Street Name	(automatically filled out when you enter the address)
Street Suffix	(automatically filled out when you enter the address)
Prefix Direction	(automatically filled out when you enter the address)
Latitude Decimal Value	Enter the latitude DECIMAL value of the location.
Longitude Decimal Value	Enter the longitude DECIMAL value of the location.
Modify	Click to modify the information on the page.





Chapter 3: Reports

Navigate to: **Environmental Health> Public Health Nuisances > Reports**. There will be a drop down menu for different types of reports you can create/modify.

Reports can be filtered. See Page on Filters for more detail (Click this link).

Report	Description
Assessments	This will generate a list for each Public Health Nuisance that meets the criteria in the "from" and "to date" received fields. Click Filters to set other criteria.
By Owner	This will generate a list for each Public Health Nuisance that meets the criteria in the "from" and "to date" received fields. Click Filters to set other criteria.
Count – By Complaint Category	Generates a count report based on complaint category.
Count – By Complaint Category By Inspector	Generates a count report based on complaint category by inspector.
Count – By Complaint Category By Political Subdivision	Generates a count report based on complaint category by political subdivision.
Count – By Complaint Status	Generates a count report based on complaint status.
Investigation forms	This will generate a list for each Public Health Nuisance that meets the criteria in the "from" and "to date" received fields. Click Filters to set other criteria.
Post Cards to Complainant (Front)	Generates the front of a post card addressed to the complainant
Post Cards to Complainant (Back)	Generates the back of the post card. You may choose which letter you would like to be printed on the back of the card.
Response Time (with Day Sheet Entries)	Generates a report of response time for each nuisance.
Response Time by Inspector (with Day Sheet Entries)	Generates a report of response time grouped by each inspector for each nuisance.
Response Time by Inspector (using First Contact Field)	Generates a Response Time by Inspector Report.
Status	Generates a status report for each nuisance.
Status with Inspection Dates	Generates a status report with inspection dates for each nuisance.



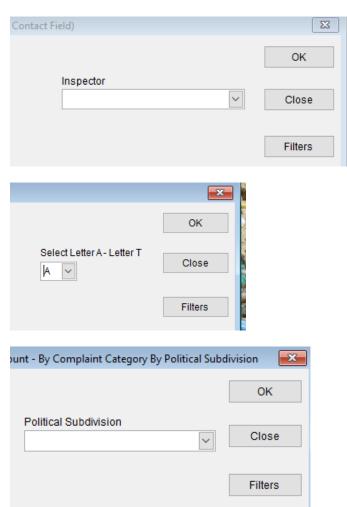


Each Report will have a date range you can enter before the report is generated:



You can either Preview or send to Printer. Check-mark either boxes under Preview/Printer to include a filter printout or to include a mail merge file.

Some of these windows will include a drop down list to select an Inspector, Letter (A-T), or Political Subdivision.





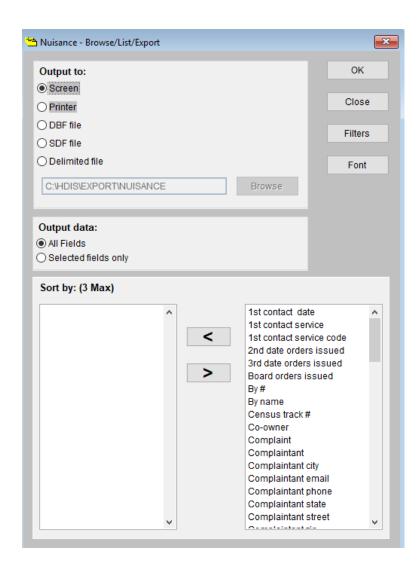


Chapter 4: Browse/List/Export

Inside the Public Health Nuisances module navigate to the "Browse/List/Export."

This section allows the exportation of data, also allowing the user to use Filters.

There are also multiple ways for you to output the data: Screen, Printer, DBF file, SDF file, and Delimited file. If you pick DBF file, SDF file, or Delimited file make sure you select the appropriate path. Select "Browse" to find the needed path.



Sort by

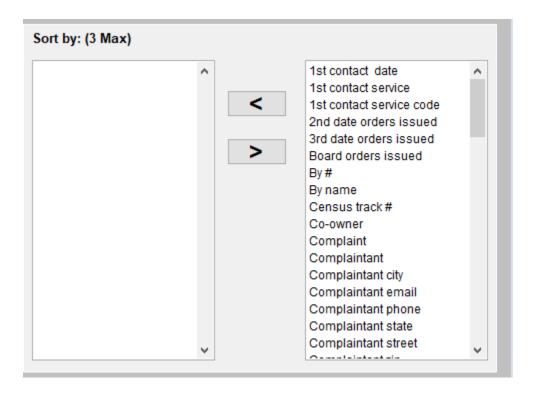
Sorting by Field Names (3 Max) is an option.





Click on the Field Name you want to sort by and press the "<" symbol to move the Field Name to the empty box.

If you want to remove a Field Name, click the Field Name and press the ">" symbol.

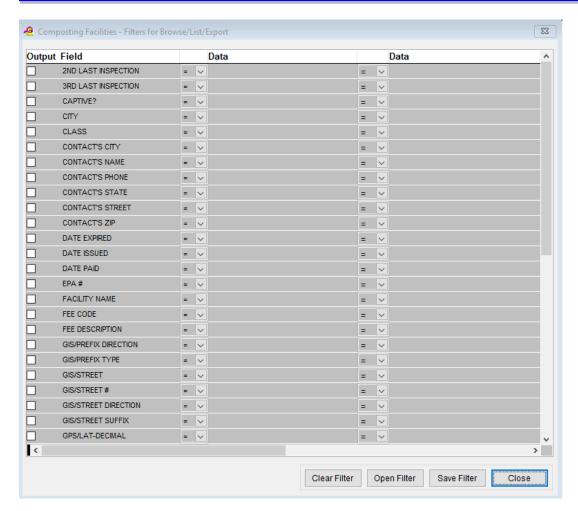


Filters

From the "Browse/List/Export," click on the "Filters" button. This section allows you to set filters based on the "Output Field."







** Note ** If you are attempting to create a filter to search for only blank data use: (Blank)

(Blank) is appropriate when you are searching for an unspecified name, date, or Boolean (True/False – Yes/No).

** Note ** If you want to search for a string with some spacing after the characters use: "AB(B)".

Example for characters with a space:

Desired Search Result: "Monkey Inc"

Appropriate Search: "Monkey(B)"





Chapter 5: Count Graph

Inside the Public Health Nuisances module navigate to the Count/Graph.

Create the title you would like as the Report Title.

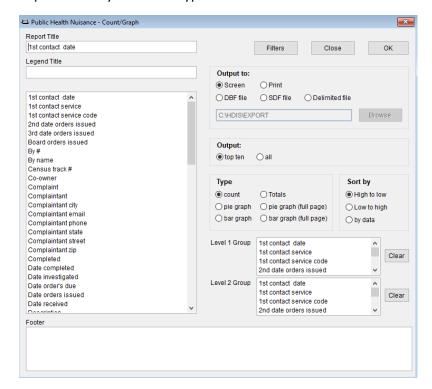
This section allows you to create a Count, Pie graph, or bar graph of the data. There is a **Report Title**, **Legend Title**, **List of Field Names**, **Footer**, **and Output to** section. The **Output to** gives you options on how you want to display or store your results.

Under the **Output**: there is an option to show the **top ten** or **all** results.

There is a **Filters** button which is identical to the <u>Filters</u> in the <u>Browse/List/Export</u> section. The purpose of the filters section is so you can manipulate the type of results. For example: Let's say you wanted to see results from a certain date range. If you go into filters you can create a date range and the results will only display those records.

There is a **Sort by** section where you can organize your results from *High to low (Greatest value to lowest value)*, *Low to high (Lowest value to greatest value)*, and by *data* (results will be displayed organized based on the data. Example: If it is based on ID numbers, the numbers will be organized in order).

In the **Type** area, if you select Totals: **Level I Group** and **Level 2 Group** options will display. Select the best options dependent on your search type.



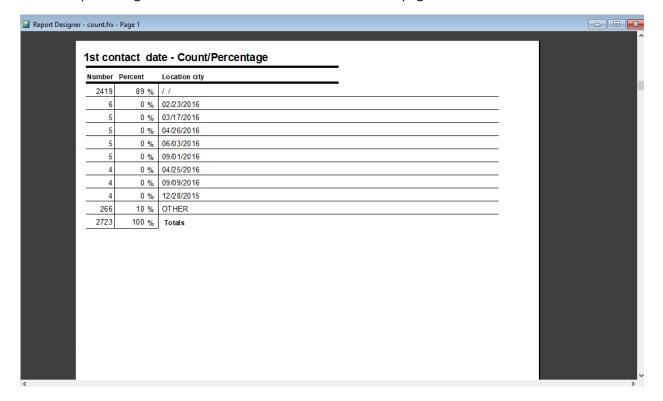




Count

Here is an example of what the "Count" type would look like.

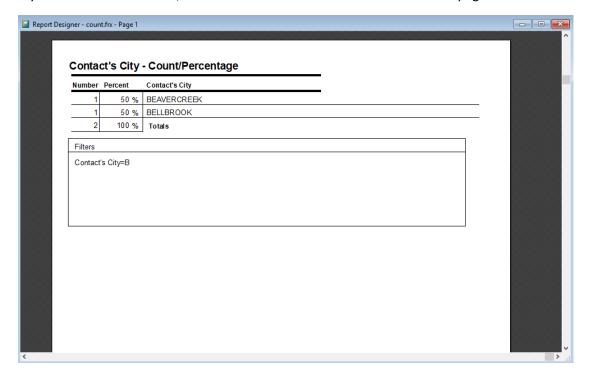
There are percentages and totals on the side and bottom of the page.







If you choose to add filters, those will also be shown at the bottom of the page.



100% 🗸 🏴

Click on the door icon next to the percent to return to the menu:







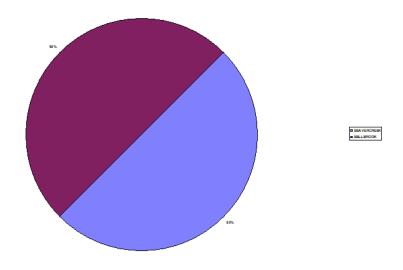
Pie Graph

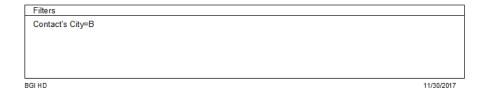
Here is an example of what the "Pie Graph" type would look like.

Depending on the data chosen, the percentages are altered to reflect it.

There is a legend displaying the data chosen and the color representation.

Contact's City





Click on the door icon next to the percent to return to the menu:





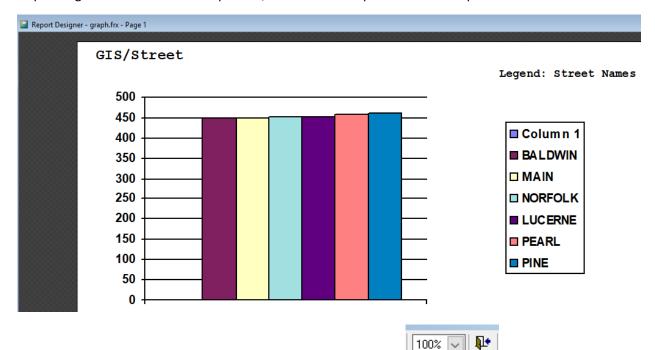




Bar Graph

Here is an example of what the **Bar Graph** type would look like.

Depending on the information requested, there will be a specific color to represent each data element.



100%

Click on the door icon next to the percent to return to the menu:



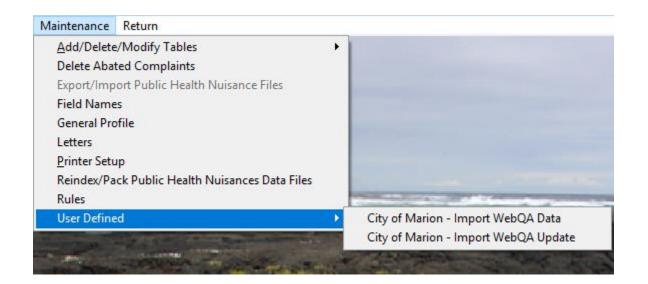




Chapter 6: Maintenance

Navigate to: Environmental Health > Public Health Nuisances > Maintenance

The Maintenance section holds a lot of the mechanics behind the module. This area is where you can **Add/Delete/Modify t**ables that you use in the **Public Health Nuisances tab.**





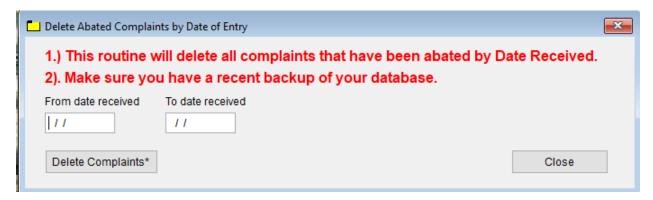


Delete Abated Complaints

If you want to use this function make sure you enter in the **From date received** and **to date received** boxes.

Any time you see an asterisk on a button, you must use a right-click to initiate the process.

To delete Complaints, you must right-click Delete Complaints* button.

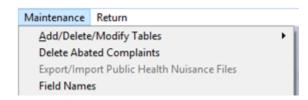






Export/Import Public Health Nuisance Files

If this is in a dark text font and not grayed out, you have the option to export or import public health Nuisance Files to or from the module. This area is usually used if you are using a remote version of HDIS.







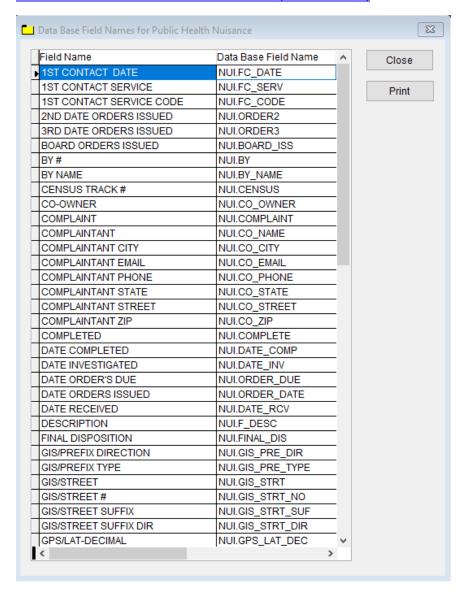
Field Names

The field names listing can be very useful in determining what fields you wish to utilize to merge data for letters or when creating ad hoc reports. The field name column is used to merge data into letters.

Enter the field name in capital letters in the body of the letter surrounded by asterisks (no spaces between asterisks and field name).

Example: *FIELDNAME*

See Letters for more information on Letters (Click This Link)



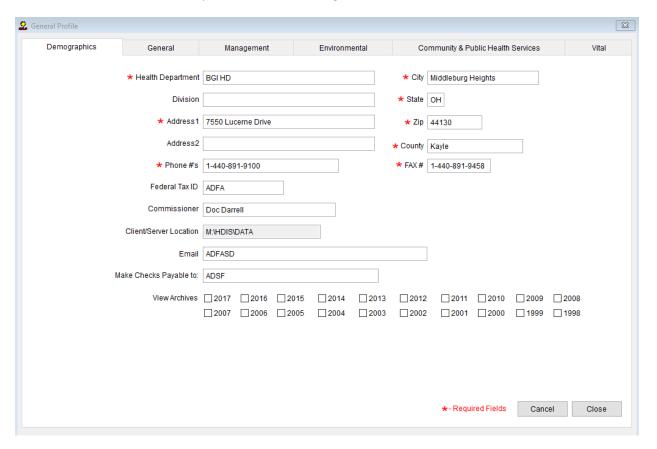




General Profile

The **General** Profile **allows** you to fill out the basic information regarding **Public Health Nuisances**.

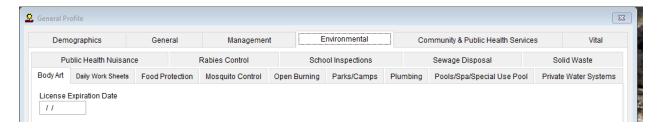
On the General Tab there are options to edit the margins in letters and letter heads.



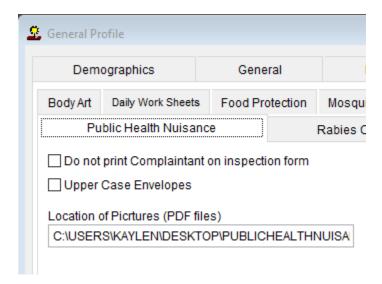




Navigate to Environmental Tab.



Select Public Health Nuisance



This section is to set up access to PDF files you want to attach to records.

To view previous archives you must back out of this module and access General Profile from the main screen.

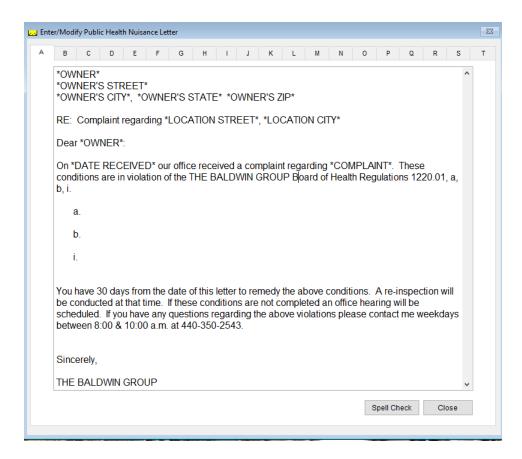






Letters

If you click on **Letters** under the **Maintenance** tab, this window will be displayed. Here you can create letters relating to a specific area under **Public Health Nuisances**. After reading this page, click this link to see more information on field names.



The HDIS system provides you the flexibility to write standard letters that can be sent to clients. These letters will pull data through use of the *. The * is placed on each end of the field name that you want to pull into the letter.

Merge fields:

All upper case: *OWNER* JOSEPH NAPAVER
Only first letter uppercase *Owner* Joseph Napaver

All lower case *type of animal* dog

Examples: *OWNER* = TOM GORDON

Owner = Tom Gordon

type of animal = dog

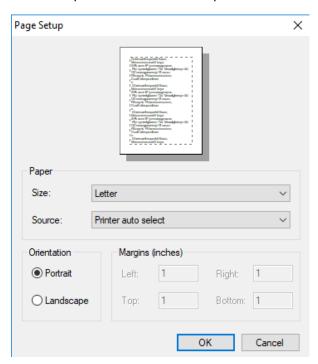




Printer Setup

The print setup allows you to choose from what printer you would like to print.

Select the printer in the name dropdown and click **OK**.





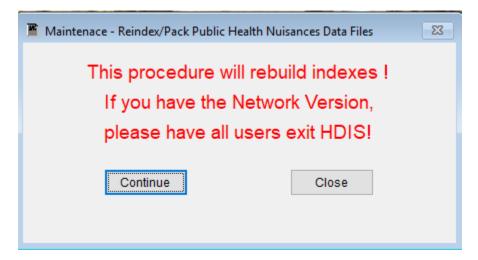


Reindex/Pack Public Health Nuisances Data Files

Before executing, make sure every machine logged into HDIS is out of the system completely.

This function is only needed should your data be corrupt due to a power failure.

Please contact BGI if you have any questions or concerns.







Rules

The Rules table allows you to add rules for the Public Health Nuisances module. **Print** to print the rules, Right-click **Delete*** to delete a rule, **Add** to add a new rule, and **Close** to close the window.

Once you fill in the **Code** and **Title** you will notice that "**memo**" under **Rules** will have a lowercase **m**. If the m in memo is lowercase that means it is blank.

Double-click on the word memo under rules to open a blank text screen. Here you can type the rules, which will save upon closing.

Once there are rules added the **memo** will change to **Memo**, signifying there is text inside of the **Rule**.

