

## Program Dashboard Screen

Updated on May 2017

[Home](#) > [Program Management](#) > [Dashboard](#)

### Business Purpose:

The Program Management Dashboard page displays 6 tabs of grouped aggregate data as information about the Program. They are **Occupancy, Bed Nights, Incidents, Service Restrictions, Complaints and Case Notes.**

### How to:

1. The details of each cell on the screen are explained below:

<b>Occupancy</b>			
<b>Active intakes without admission</b>	<i>This number represents all the active intakes that were entered at your shelter program. (Note that All intake that have been entered remains for 18 hours or more, that are not admitted to your shelter program, will expire at midnight each night.)</i>	<b>Vacancy</b>	<i>This number represents funded capacity less the active admissions or occupancy of your program and cannot be negative.</i>
<b>Referrals from other programs</b>	<i>Total number of referrals from external programs that are currently still active</i>	<b>Vacancy rate</b>	<i>Vacancy divided by funded capacity</i>
<b>Queue</b>	<i>This number includes external referrals as well as internal intake. (Note that All intake that have been entered remains for 18 hours or more, that are not admitted to your shelter, will expire at midnight each night.)</i>	<b>Current capacity</b>	<i>The number represents active beds available in your shelter. This will not include any beds you have made unavailable, e.g. bed bugs, maintenance, etc. This number will be less than or equal to your space capacity</i>
<b>Occupancy (active admissions)</b>	<i>This number represents currently occupied beds</i>	<b>Funded capacity</b>	<i>As per Operating Agreement</i>
<b>Occupancy rate</b>	<i>100% minus the Vacancy Rate</i>		

<b>Bed Nights</b>			
<b>Yesterday</b>	<i>Number of beds occupied as of 4:00 a.m. this morning represents the bed nights for yesterday's business day</i>	<b>Past 30 Days</b>	<i>All occupied beds for the past 30 days up to yesterday (4:00 a.m. this morning)</i>
<b>Current Month</b>	<i>Includes the number of all occupied beds for the current month, up to 4:00 a.m. this morning</i>	<b>Previous Month</b>	<i>All occupied beds in the previous calendar month</i>

<b>Incidents</b>	
<b>New incidents past 30 days</b>	<i>These numbers include all incidents occurred up till 4:00am this morning for the past 30 days</i>
<b>New incidents this calendar month</b>	<i>All incidents newly occurred this month up till 4:00am this morning.</i>
<b>Open incidents</b>	<i>This number represents all incidents that have not been concluded or closed regardless when they were entered or have occurred.</i>

<b>Service Restrictions</b>							
<i>This report section does not provide aggregate numbers. One restriction may be represented in more than one category. The duration will be recorded as the original duration applied at the time of recording the incidents. All incidents recorded up to 4:00 a.m. this morning will be included. You must notify and discuss all lengthy service restrictions with your Agency Review Officer at Hostel Services</i>							
<b>Original duration of restriction (in days)</b>	1-7	8-14	15-30	31-60	61-90	91-180	180+
<b>New restrictions past 30 days</b>							
<b>New restrictions this calendar month</b>							
<b>Currently active</b>							
<b>Terminated early past 30 days</b>							
<b>Expired past 30 days</b>							

<b>Complaints</b>			
<i>This report section ONLY includes complaints made at the shelter program, it does NOT include complaints made relating to the shelter program at head office or at any other shelter program. All complaints recorded up to 4:00 a.m. this morning will be included.</i>			
<b>New Complaints Past 30 Days</b>			
<b>New Complaints This Calendar Month</b>			

<b>Open Complaints (&lt;30 Days Old)</b>			
<b>Open Complaints (30-60 Days Old)</b>			
<b>Open Complaints (&gt;60 Days Old)</b>			

<b>Case Notes</b>			
<i>This report section includes all case notes made at this shelter program. All notes recorded up to 4:00 a.m. this morning will be included.</i>			
<b>New Notes Past 30 Days</b>			
<b>New Notes This Calendar Month</b>			
<b>Incomplete Notes (&lt;30 Days Old)</b>			
<b>Incomplete Notes (30-60 Days Old)</b>			
<b>Incomplete Notes (&gt;60 Days Old)</b>			

Important Notes: