

Shelter Dashboard Screen

Updated on August 2017

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Business Purpose:

The Shelter Management Dashboard page displays 6 tabs of grouped aggregate data as information about the entire Shelter containing 1 or more Facilities and Programs. They are **Occupancy**, **Bed Nights**, **Incidents**, **Service Restrictions**, **Complaints** and **Case Notes**.

How to:

1. **Program Type** as a report parameter can be chosen based upon the type of Program (e.g. All, Bed or Service) that takes place in the Shelter.
2. The details of each cell on the screen are explained below:

Occupancy			
Active intakes without admission	<i>This number represents all the active intakes that were entered at your shelter. All intakes that have been active for 18 hours or more and are not admitted to your shelter will expire at midnight each night.</i>	Vacancy	<i>This number represents funded capacity less the active admissions or occupancy of your shelter and cannot be negative.</i>
Referrals from other Shelters	<i>This number represents those referrals still in your queue from other shelters</i>	Vacancy rate	<i>Vacancy divided by funded capacity</i>
Queue	<i>This number includes external referrals as well as internal intakes</i>	Current capacity	<i>The number represents active beds available in your shelter. This will not include any beds you have made unavailable,</i>

			<i>e.g. bed bugs, maintenance, etc. This number will be less than or equal to your space capacity</i>
Occupancy (active admissions)	<i>This number represents currently occupied beds</i>	Funded capacity	<i>As per Operating Agreement</i>
Occupancy rate	<i>100% minus the Vacancy rate</i>		

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

Incidents	
New incidents past 30 days	<i>All new incidents for the past 30 day that occurred by 4:00 a.m. this morning</i>
New incidents this calendar month	<i>All new incidents the current months that occurred by 4:00 a.m. this morning</i>
Open incidents	<i>This number represents all incidents that have not been concluded or closed. All incidents should be completed and closed through internal review and sign off procedure.</i>

Service Restrictions							
<p><i>This report 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.</i></p> <p><i>You must notify and discuss all lengthy service restrictions with your Agency Review Officer at Hostel Services</i></p>							
Original duration of restriction (in days)	1-7	8-14	15-30	31-60	61-90	91-180	180+
New restrictions past 30 days							
New restrictions this calendar month							
Currently active							
Terminated early past 30 days							
Expired past 30 days							

Complaints			
New Complaints Past 30 Days			
New Complaints This Calendar Month			
Open Complaints (<30 Days Old)			
Open Complaints (30-60 Days Old)			
Open Complaints (>60 Days Old)			

Case Notes			
New Notes Past 30 Days			
New Notes This Calendar Month			
Incomplete Notes (<30 Days Old)			

Incomplete Notes (30-60 Days Old)			
Incomplete Notes (>60 Days Old)			

Important Notes: