

Program Statistics Client Services Screen

Updated on May 2017

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Business Purpose:


The Program Management Statistics Client Services page displays aggregate client services related statistical data for the Program. They include new incidents, new service restrictions, new complaints and new case notes for the Program. The columns represent the various time periods including yesterday, current month to date, same full month last year, previous full month, current quarter to date, same full quarter last year, previous full quarter, current year to date and previous entire year.

All stats are as of the official SMIS 4:00 a.m. threshold time. Therefore, yesterday's stats were/are taken as of 4:00 a.m. today.

How to:

1. The details of each row in the **Client Services** tab table are explained below:

New Incidents	total number of new incidents recorded during the column date period)
New Service Restrictions	(total number of new service restrictions created during the column date period)
New Complaints	(total number of new complaints records during the column date period)
New Case Notes	(total number of new case notes created during the column date period)

2. If necessary, click on the  [Export to Excel](#) action button to export the client services data to an MS Excel file.

Important Notes: