

## Head Office Dashboard Screen

Updated on August 2017

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### Business Purpose:

The Head Office Dashboard page displays 6 tabs of grouped aggregate data as information about the entire Shelter system containing all of its Facilities and Programs. They are **Occupancy**, **Bed Nights**, **Incidents**, **Service Restrictions**, **Complaints** and **Case Notes**.

### How to:

1. **Shelter** as a report parameter can be selected from a drop-down to view the filtered aggregate stats for just the selected Shelter.
2. **Program** as a report parameter can be selected from a drop-down to view the filtered aggregate stats for just the selected Program. This parameter can be used in conjunction with the above Shelter parameter to filter for just the Program within a selected Shelter.
3. **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.
4. 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 have not yet been admitted to a shelter. All intakes that have been active for 18 hours or more and are not admitted to any shelter will expire at midnight each night.</i>	<b>Vacancy</b>	<i>This number represents funded capacity less the active admissions or occupancy of all shelter programs and cannot be negative.</i>
<b>Referrals from other shelters</b>	<i>This number represents those people referred to various programs from other shelters programs.</i>	<b>Vacancy rate</b>	<i>Vacancy divided by funded capacity</i>
<b>Queue</b>	<i>This number includes all people waiting to be</i>	<b>Current capacity</b>	<i>The number represents active</i>

	<i>admitted to a shelter or a service to be provided</i>		<i>beds available. This will not include any beds made unavailable, e.g. bed bugs, maintenance, etc. This number will be less than or equal to funded capacity</i>
<b>Occupancy (active admissions)</b>	<i>This number represents currently occupied beds</i>	<b>Funded capacity</b>	<i>As per Operating Agreements</i>
<b>Occupancy rate</b>	<i>100% minus the Vacancy Rate</i>		

<b>Occupancy by Age</b> <b>This section can only be viewed by Head Office</b>			
<b>Under 18</b>	<i>Each category lists all active admissions within one age group per report</i>	<b>50 - 64</b>	
<b>18 – 25</b>		<b>65 and Over</b>	
<b>26 - 49</b>			

<b>Occupancy</b> <b>This section can only be viewed by Head Office</b>	
<b>Male</b>	<i>This section lists all active admissions for each gender</i>
<b>Female</b>	
<b>Transgender</b>	

<b>Occupancy by Sector</b> <b>This section can only be viewed by Head Office</b>			
<b>Single Men</b>	<i>This section records all active admissions in each sector</i>	<b>Co-ed</b>	
<b>Single Women</b>		<b>Youth</b>	
<b>Family</b>	<i>Only records # of families, not all family members</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</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>
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<b>Incidents</b>	
<b>New incidents past 30 days</b>	<i>These numbers include all information entered by 4:00 a.m. this morning</i>
<b>New incidents this calendar month</b>	
<b>Open incidents</b>	<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>

<b>Service Restrictions</b>							
<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>							
<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>Expired next 30 days</b>							

<b>Complaints (to Head Office only)</b>	
<b>New complaints past 30 days</b>	<i>This section lists new complaints entered in the last 30 days. It will not include all active complaints</i>

<b>New complaints this calendar month</b>	<i>This section lists new complaints in the current calendar month</i>
<b>Open complaints (&lt;30 days old)</b>	<i>This section lists any complaints that remain unsolved, but were originally opened less than 30 days ago</i>
<b>Open complaints (&lt;30 – 60 days old)</b>	<i>This section lists any complaints that remain unsolved, and were originally opened between 30 and 60 days ago</i>
<b>Open complaints (&gt;60 days old)</b>	<i>This section lists any complaints that remain unsolved, and were originally opened between more than 60 days ago</i>

<b>Case Notes</b>	
<b>New Notes Past 30 Days</b>	This section lists all new case notes entered in the last 30 days. It will not include notes that were added to existing notes
<b>New Notes This Calendar Month</b>	This section lists all new case notes entered in the current month. It will not include notes that were added to existing notes
<b>Incomplete Notes (&lt; 30 days old)</b>	This section lists all notes, that have remained incomplete for 30 days or less, and therefore remain open
<b>Incomplete Notes (30 – 60 Days Old)</b>	This section lists all notes, that have remained incomplete for 30 – 60 days, and therefore remain open
<b>Incomplete Notes (&gt;60 Days Old)</b>	This section lists all notes, that have remained incomplete for 60 days or more, and therefore remain open

- Click on the  [Back to General](#) action button to go back to the Head Office General screen.

### Important Notes: