

Head Office Statistics Client Services - Unique Clients Screen

Updated on August 2017

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Business Purpose:

The Head Office Statistics Client Services - Unique Clients page displays aggregate client services related statistical data for the Shelter based upon unique clients. They include new incidents, new service restrictions, new complaints and new case notes for the entire system. 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.



For unique clients client services stats, repeated occurrence for the same client member in any particular time period are counted only ones. For example, if a client has 2 "new" case notes during the column date range period, then it is counted as 1 unique client case note only.

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 occupancy data to an MS Excel file.
3. Click on the  [Back to General](#) action button to go back to the General screen.

Important Notes: