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## Program Service Queue Screen

Updated on June 2018

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### Business Purpose:

The **Program Management (Service Queue)** page displays a listing of all the current outstanding referrals and requests beds from service or bed programs (e.g. SHARC, Central Intake, Drop-Ins) in the queue. Referrals can be external (from another Program) or internal (from same Program). The user must then use the **Action** dropdown based on the client service demand status.

### How to:

1. From the **Program Management – Search** screen, click the **Incoming & Holds** count of the Program you want to access to display the Program's **Service Queue** listing screen.
2. For each client queue record, the **Client No., Name, Requested Bed, Waiting, Client Status, Beds Available** and **Action** are displayed.
3. Other than the **Actions** column on the table, the column headings can be clicked to sort the records. (For example, when you click on the **Requested Bed**, the queue records will be sorted in either ascending or descending order.)
4. The new **Service Queue** screen of the source program is shown below. **Beds** are **available** for the 4<sup>th</sup> client in the **Co-ed** and **Mens** sectors, highlighted in green, and available **Actions** include "Refer to Bed" and "Closeout". The top 3 clients have exceeded the 2 hours wait time for a referral and are highlighted in red.

Program Management - Streets to Homes Assessment and Referral Centre - Service Program

Service Queue

Last Updated : 2018/03/07 11:37:58 AM

9 Items found, displaying all items.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
500174	f, Armando	2018/01/16 11:55 AM	1199h 42m	Waiting	C,M	Select action ...
500188	Jones, Feb	2018/01/17 02:34 PM	1173h 03m	Waiting	C,M	Select action ...
500287	Three, John	2018/01/24 08:48 AM	1010h 48m	Waiting	C,M	Select action ...
500329	Eight, John	2018/01/26 03:40 PM	955h 57m	Waiting	C,M	Select action ...
500330	Nine, John	2018/01/26 03:41 PM	955h 56m	Waiting	C,M	Select action ...
499078	aaaa, aaaa	2018/02/02 03:01 PM	788h 36m	Waiting	C,M	Select action ...
499178	aq, aq	2018/03/06 11:10 AM	24h 27m	Waiting	C,M	Select action ...
82939	Ainscough, Bruno	2018/01/04 10:03 AM	00h 00m	En Route (no hold) to Seaton House - Annex/Infirmary Program [1]		Refer to Bed Closeout Shelter.
12756	Blanton, Scot	2018/01/17 11:28 AM	00h 00m	En Route (no hold) to Downsview Dells Bedded Program		No bed held. Call Shelter.

- Click on **Refer to Bed** from the **Action** dropdown list to refer a client to a bed program. This will take you to the new **Client Management - Refer to Bed** screen.
- Click on **Closeout** from the **Action** dropdown list to either process a client withdraw or staff closeout action. This will take you to the new **Client Management – Bed Request Closeout** screen.
- Click the **Back to Programs** action button to back to the **Program Management – Search** screen.
- In the Destination Program Service Queue, available destination **Actions** include **Hold Bed**, **Reject**, and **Intake/Accept**.

Program Management - Downsview Dells Bedded Program

Service Queue

Last Updated : 2018/02/14 10:59:18 AM

One item found.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
12756	Blanton, Scot	2018/01/17 11:28 AM	671h 31m	En Route (no hold) from Streets to Homes Assessment and Referral Centre - Service Program		Select action ... Hold Bed Reject Intake/Accept

One item found.

- Click on **Hold Bed** from the Action dropdown list to hold a bed or room. This will take you to the new **Service Demand – Hold Room/Bed** screen.
- Click on **Reject** from the Action dropdown list to reject a client from the program. This will take you to the **Client Management – Referral Rejection** Screen.
- Click on **Intake/Accept** from the Action dropdown list to intake the client into the

program. This will take you to the **Client Management – Add/Edit Intake** screen.

- After an intake and no bed hold is completed at the destination program, the destination program's service queue now has the following **Action** options available: "**Refer to Bed**" (to refer to another bed program), "**Hold Bed**" (to hold a bed), "**Admit Local**" (to perform a local admission), and "**Closeout**" (to process a client withdraw or staff closeout action).

Program Management - University Settlement - Out of the Cold

Service Queue

Last Updated : 2018/02/14 11:01:43 AM [Excel](#)

2 items found, displaying all items.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
13851	Alley, Corene	2018/02/12 03:20 PM	43h 41m	Waiting	C,W	<ul style="list-style-type: none"> <li>Select action ...</li> <li>Refer to Bed</li> <li>Hold Bed</li> <li>Admit (local)</li> <li>Closeout</li> </ul>
500394	dodo, dodo	2018/02/06 04:37 PM	00h 00m	En Route (no hold) from Central Family Intake		

2 items found, displaying all items.

- However, after an intake is completed and a bed has been held at the destination program, the destination program's service queue now has the following **Action** options available: "**Hold Bed**" (to change the currently held bed), "**Admit Local**" (to perform a local admission), and "**Closeout**" (to process a client withdraw or staff closeout action).

Service Queue

Last Updated : 2018/02/14 11:04:08 AM [Excel](#)

2 items found, displaying all items.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
13851	Alley, Corene	2018/02/12 03:20 PM	43h 43m	Waiting	C,W	<ul style="list-style-type: none"> <li>Select action ...</li> <li>Refer to Bed</li> <li>Hold Bed</li> <li>Admit (local)</li> <li>Closeout</li> </ul>
500394	dodo, dodo	11:03 AM	00h 00m	En Route (Bed held) from University Settlement - Out of the Cold	[Held] Rm:Couple's Dorm Bc:CP12	<ul style="list-style-type: none"> <li>Select action ...</li> <li>Hold Bed</li> <li>Admit (local)</li> <li>Closeout</li> </ul>

2 items found, displaying all items.

- In a bed program, once the intake has been created, it is possible to perform an admission by choosing the "**Admit (local)**" option from the Action dropdown list. This will take you to the Client Management – Admission.

## Important Notes:

- A color-coded queue system is used to assist staff determining priorities:
  - Red** - alerts staff to clients whose wait times for referrals is greater than 2 hours
  - Yellow** - cautions staff about clients whose wait times for referrals is between 1-2 hours
  - White** - indicates to staff the clients whose wait times for referrals are less than 1 hour
  - Green** - indicates to staff any potential available bed vacancies in appropriate sectors
- In the **Beds Available** column, Client Sectors are shown with green background when they have vacancies. The Sectors are:

- Y = Youth
- C = Co-ed
- M = Men
- W = Women
- F = Family

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
13851	Alley, Corene	2018/01/04 03:27 PM	863h 37m	Waiting	C,W	Select action ...
82953	Abdur, Sanford	2018/01/22 10:35 AM	436h 29m	Waiting	C,M	Select action ...
433788	Aben, Peggie	2018/01/22 04:08 PM	430h 56m	Waiting	C,W	Select action ...
500394	dodo, dodo	2018/02/06 04:37 PM	70h 27m	Waiting	C,M	Select action ...
16344	Naranjo, Jimmie	09:31 AM	05h 33m	Waiting	Y	Select action ...
500417	soso, soso	02:39 PM	00h 00m	Waiting [1]	C,M	Select action ...
326965	Barrie, Brett [2]	03:05 PM	00h 00m	Waiting	F	Select action ...

- Note that an admission can still be done from the Intake screen using the **Admission** button.
- For families, the Service Demand workflow is the same as described for singles. The only differences are as follows:
  - Family clients are referred to Rooms, not Beds



- Rooms are held for families instead of Beds

Client Status
En Route (no hold)(Family
En Route (Room held) [5]
En Route (Room held) [7]

- Family Accommodations are by Rooms, not Beds

Action	Acc
Decline Refer	Rooms
Decline Refer	Rooms
Decline Refer	Rooms

- For families, availability is in terms of Rooms, not Beds

Beds Available
Rm:FR 507
Rm:FR 315
Rm:FR 210
Rm:FR 315

- For families, occupancy is measured in terms of Rooms occupied instead of occupied beds

Programs

3 records found, displaying all records. Record per page 20

Name	Type	Acc	Status	Facility	Vacancy	Incoming & Holds	Occupancy	Capacity
<a href="#">Edit</a> Family Residence - Housing and Outreach Program	Service		Active	Family Residence - Main Building		8	15	
<a href="#">Edit</a> Family Residence - Main	Bed	Rooms	Active	Family Residence - Main Building	6	0	Rm:57 Cl:187	63

- For families, vacancy is determined in terms of Rooms not occupied instead of unoccupied beds

Programs

3 records found, displaying all records. Record per page 20

Name	Type	Acc	Status	Facility	Vacancy	Incoming & Holds	Occupancy	Capacity
<a href="#">Edit</a> Family Residence - Housing and Outreach Program	Service		Active	Family Residence - Main Building		8	15	
<a href="#">Edit</a> Family Residence - Main	Bed	Rooms	Active	Family Residence - Main Building	6	0	Rm:57 Cl:187	63

Family intakes include all members of the family and there is a family size [counter] after the Name of the head of the family in the Queues. Only the head of a family appears in the Queues.

Service Queue

Last Updated : 2017/12/01 09:57:54 AM [Excel](#)

3 items found, displaying all items.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
255802	Arias, Frederick [3]	05:25 PM	16h 32m	En Route (no hold) to Family Residence - LI Site (Internal Referral Only) [1]		No bed held. Call Shelter.
67999	Klaphake, Hilda [3]	09:56 AM	00h 01m	Waiting	F	Select action... Refer to Room Hold Room Admit (local) Closeout 416-967-1111
499485	Bratsch, JJ	08:51 AM	00h 00m	En Route (no hold) to Bailey House		

3 items found, displaying all items.