

Program Queue History Screen

Updated on February 2018

[Home](#) > [Program Management – Search](#) > [Service Queue](#) > [Queue History](#)

Business Purpose:

The **Program Management (Queue History)** page displays the last 24 hours of resolved service demands.

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. Click the **Queue History** option from the Client **Navigator**.
3. For each client history queue record, the **Client No.**, **Name**, **Client Status**, **Referral Time**, **Completion Time**, **Travel Time** and **Referred To** are displayed.
4. The column headings can be clicked to sort the records. (For example, when you click on the **Referral Time**, the history queue records will be sorted in ascending or descending order.)

Important Notes:

1. Once a bed has been held by the destination program for the client, the source program's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "En Route (Bed held)[x]" where x is the number of declined offers if they exist

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
28889	Avera, Sean	Referral Accepted	2018/03/06 10:00 AM	2018/03/06 10:10 AM	00:15	Cornerstone Place
497995	Nothum, Stacy	En Route (Bed held) 2018/03/06 01:23 PM				Streets to Homes Assessment and Referral Centre - Respite Program

2. After an intake is completed at the destination program in the source and destination program's **Queue History**, the client is shown with a **Client Status** of "Referral Accepted".

Source Program:

Nightly History (last 24 hours) Excel

One item found.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
82953	Abdur, Sanford	Referral Accepted	2018/02/12 03:21 PM	2018/02/12 03:21 PM	00:00	Fort York Extreme Weather Program

Destination Program:

Nightly History (last 24 hours) Excel

4 items found, displaying all items.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
326965	Barrie, Brett [2]	Rejected (No Beds Available)	2018/02/12 11:21 AM	2018/02/12 01:46 PM	03:45	Family Residence - Main
13851	Alley, Corene	Referral Accepted	2018/02/12 02:22 PM	2018/02/12 03:20 PM	00:57	University Settlement - Out of the Cold
82953	Abdur, Sanford	Referral Accepted	2018/02/12 03:21 PM	2018/02/12 03:21 PM	00:00	Fort York Extreme Weather Program
500419	FJoneson, FJones	Withdrawn		2018/02/12 11:59 AM		

- Once a referral has been rejected by the destination program for the client, the client's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "Rejected (<Rejection Reason>)".

Program Management - Family Residence - Main

Back to Programs

Service Queue

Last Updated : 2018/02/12 01:48:23 PM

Service Queue List is empty.

Program Management - Family Residence - Main

Back to Programs

Nightly History (last 24 hours) Excel

One item found.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
326965	Barrie, Brett [2]	Rejected (No Beds Available)	2018/02/12 11:21 AM	2018/02/12 01:46 PM	03:45	Family Residence - Main

One item found.

- Once a client withdraw or staff closeout action is processed at the destination program, the client's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "Withdrawn" or "Staff Closeout".

Client Withdraw:

Nightly History (last 24 hours)

5 items found, displaying all items.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
326965	Barrie, Brett [2]	Rejected (No Beds Available)	2018/02/12 11:21 AM	2018/02/12 01:46 PM	03:45	Family Residence - Main
13851	Alley, Corene	Referral Accepted	2018/02/12 02:22 PM	2018/02/12 03:20 PM	00:57	University Settlement - Out of the Cold
82953	Abdur, Sanford	Referral Accepted	2018/02/12 03:21 PM	2018/02/12 03:21 PM	00:00	Fort York Extreme Weather Program
433788	Aben, Peggie	No Show	2018/02/12 03:20 PM	2018/02/12 05:51 PM		Fred Victor Bethlehem United Special Circumstance Program
500419	FJoneson, FJones	Withdrawn		2018/02/12 11:59 AM		

5 items found, displaying all items.

Staff Closeout:

Nightly History (last 24 hours)

6 items found, displaying all items.

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
205170	Bergholm, Claud	Referral Accepted	2018/01/10 02:47 PM	2018/01/10 02:56 PM	00:10	Barrett House
203557	Cannavo, Florentino	Referral Accepted	2018/01/10 01:50 PM	2018/01/10 01:55 PM	00:08	Birchmount Residence
14855	Lamm, Deneen	Referral Accepted	2018/01/10 02:03 PM	2018/01/10 02:07 PM	00:04	University Settlement - Out of the Cold
29965	Kardos, Ophelia	Rejected (No Beds Available)	2018/01/10 03:18 PM	2018/01/10 03:21 PM	00:03	Homes First Society - Scarborough Shelter
75314	Slaney, Helga	Staff Closeout		2018/01/10 03:37 PM	00:00	
320757	Amoroso, Stacy	Withdrawn		2018/01/10 03:31 PM		

6 items found, displaying all items.

- Once a client has been admitted, the client's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "Admitted".

toronto **SMIS** Shelter: 33333, Linda User: 33333, Linda

Home My Tasks Reports Administration Help Logout

Client Program Facility Shelter Head Office

Program Management - Cornerstone Place

Cornerstone Place (11971)

General Queue Service Queue **Queue History** Clients Incidents Service Restrictions Complaints Staff Dashboard Statistics Occupancy Occupancy - Unique Clients

5 items found, displaying all items.

Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
Chan, John	Withdrawn	02:06 PM	02:35 PM	23:46	Cornerstone Place
Chan, Tim	Rejected (Highly Intoxicated) [4]	02:18 PM	02:30 PM	23:34	Cornerstone Place
Chan, John	Referral Accepted [7]	01:58 PM	02:06 PM	00:07	Cornerstone Place
Cheung, John	Admitted	01:49 PM	01:52 PM	00:03	Cornerstone Place
Cheung, John	Referral Accepted [3]	01:48 PM	01:49 PM	00:00	Cornerstone Place

5 items found, displaying all items.

- Once a client have exceeded the initial hold time for a referral or if client's service intake reaches the end date, it will be automatically expired from the queue and the client's referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "No Show" or "Auto Expired Intake"

No Show Status

Nightly History (last 24 hours)

5 items found, displaying all items. [Excel](#)

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
326965	Barrie, Brett [2]	Rejected (No Beds Available)	2018/02/12 11:21 AM	2018/02/12 01:46 PM	03:45	Family Residence - Main
13851	Alley, Corene	Referral Accepted	2018/02/12 02:22 PM	2018/02/12 03:20 PM	00:57	University Settlement - Out of the Cold
82953	Abdur, Sanford	Referral Accepted	2018/02/12 03:21 PM	2018/02/12 03:21 PM	00:00	Fort York Extreme Weather Program
433788	Aben, Peggie	No Show	2018/02/12 03:20 PM	2018/02/12 05:51 PM		Fred Victor Bethlehem United Special Circumstance Program
500419	FJoneson, FJones	Withdrawn		2018/02/12 11:59 AM		

5 items found, displaying all items.

Auto Expired Intake Status

Nightly History (last 24 hours)

One item found. [Excel](#)

Client No.	Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
15897	Guernsey, Porfirio	Auto Expired Intake		2018/02/15 12:01 AM		