

Refer to Bed Screen

Updated on April 2018

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Business Purpose:

1. The **Client Management – Refer to Bed** allows the user to refer a client to a bed program and to decline a client from the bed program. User may use any of the filtering criteria for bed programs that you want to refer the Client to.
2. In the **Refer to Bed** tab, it shows a listing with columns **Name**, **Action** buttons (**Refer** and **Decline**), **Acc**, **Vacancy**, **Incoming & Holds**, **Capacity** and **Decline**.

How to:

1. In the Program's Service Queue, select the **Refer to Bed** Action from the dropdown list of client's referral record in the queue.

The screenshot shows the 'Service Queue' interface with a table of client records. The table has columns for Client No., Name, Requested Bed, Waiting, Client Status, Beds Available, and Action. The 'Action' column for the last row (Client No. 500417) has a dropdown menu open, with 'Refer to Bed' highlighted in a red circle.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
13851	Alley, Corene	2018/01/04 03:27 PM	934h 55m	En Route (no hold) to University Settlement - Out of the Cold		No bed held, Call Shelter. 416-598-3444
82953	Abdur, Sanford	2018/01/22 10:35 AM	507h 51m	Waiting	C,M	Select action ...
433788	Aben, Peggie	2018/01/22 04:08 PM	502h 19m	Waiting	C,W	Select action ...
500394	dodo, dodo	2018/02/06 04:37 PM	141h 50m	Waiting	C,M	Select action ...
16344	Naranjo, Jimmie	2018/02/09 09:31 AM	76h 56m	Waiting	Y	Select action ...
500417	soso, soso	2018/02/09 02:39 PM	00h 00m	Waiting [1]	C,M	Refer to Bed Decline

2. The new **Refer to Bed** screen will appear.

Client Management - Refer To Bed

Client No. 471631
Name Squyres, Gonzalo DOB 1956/01/28 Age 62

Filter
 Include programs with no vacancy
 Include all programs
 Apply Filter

Refer To Bed

Name	Action	Acc	Vacancy	Incoming & Holds	Capacity	Decline
AAAAAAAProgram 6476542345	Decline Refer	Beds	1		0	20
AAAAAAPR sf Referrals not accepted: Mon-Fri 7:30 am - 4:30 PM	Decline Refer	Beds	2		0	40
AAAAAAAProgram 6476542345	Decline Refer	Beds	1		0	20
AAAAAProgram 6476542345h	Decline Refer	Beds	1		0	20
AAPProgram 6476542345	Decline Refer	Beds	1		0	20
ABB Program 6476542345	Decline Refer	Beds	1		0	20
Birchmount Residence	Decline Refer	Beds	37		2	70

3. You may use the **Filter** tab to filter the programs to be displayed on the screen. There are two filter options available: **Include programs with no vacancy** and **Include all programs**

4. When you select the **Include programs with no vacancy** option and clicking the **Apply Filter** button, the program listing will display all Bed programs with vacancy or no vacancy for single or family client.

Client Management - Refer To Bed

Client No. 471631
Name Squyres, Gonzalo DOB 1956/01/28 Age 62

Filter
 Include programs with no vacancy
 Include all programs
 Apply Filter

Refer To Bed

Name	Action	Acc	Vacancy	Incoming & Holds	Capacity	Decline
AAAAAAAProgram 6476542345	Decline Refer	Beds	0		0	60
AAAAAAAProgram 6476542345	Decline Refer	Beds	1		0	20
AAAAAAPR sf Referrals not accepted: Mon-Fri 7:30 am - 4:30 PM	Decline Refer	Beds	2		0	40
AAAAAAAProgram 6476542345	Decline Refer	Beds	1		0	20
AAAAAProgram 6476542345h	Decline Refer	Beds	1		0	20
AAPProgram 6476542345	Decline Refer	Beds	1		0	20
ABA Program 6476542345	Decline Refer	Beds	0		0	20
ABB Program 6476542345	Decline Refer	Beds	1		0	20

5. When you select the **Include all programs** option and clicking the **Apply Filter** button, the program listing will display all Bed programs for single and family clients.

Filter

Include programs with no vacancy
 Include all programs

Refer To Bed

Name	Action	Acc	Vacancy	Incoming & Holds	Capacity	Decline
AAAAAAAProgram 6476542345	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	20	1
AAAAAAAPR sf Referrals not accepted: Mon-Fri 7:30 am - 4:30 PM	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	2	0	40	
AAAAAAAProgram 6476542345	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	20	
AAAAAProgram 6476542345h	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	20	
AAPProgram 6476542345	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	20	
ABB Program 6476542345	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	1	0	20	
Birchmount Residence 416-392-6164	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	37	2	70	
Birkdale Residence - Toronto Plaza Hotel Program	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Rooms	4	0	150	
Birkdale Residence - Bedded Program 416.392.5650	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Rooms	10	0	600	
CONC Event Test 01 416-789-4578	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	10	0	20	
Christie Ossington Men's Hostel 416 516 8642	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	2	1	63	
Cornerstone Place	<input type="button" value="Decline"/> <input type="button" value="Refer"/>	Beds	6	3	200	

6. To refer a client to a particular program, click the **Refer** action button and Client Management – Referral screen is displayed.

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

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Client Program Facility Shelter Head Office

Client Management - Referral

Client No. 500418
Name EJoneson, EJones DOB 1954/04/12 Age 63

Close Save Help

Referral

From Program* Central Family Intake
Program* **Name** University Settlement - Out of the Cold **Type** Bed **Phone** 416-598-3444

Reason for referral* (0/4000 characters)

Notes (0/4000 characters)

Rejection Reason
Rejection Note

- Enter text for the Reason for referral up to a maximum of 4000 characters.
- Enter Notes regarding this Referral to a maximum of 4000 characters.
- Click the Save action button to save the new Referral. The Referral record is completed and saved. Remember to enter the contacted staff name of the destination program into the Notes filed.

Standards: Shelters are expected to relax admissions and discharge criteria and extend hours of operation to allow clients to stay indoors. Shelters will be notified when the extreme cold alert has been terminated. For more information please contact the Streets to Homes Assessment and Referral

Shelter: JJJJJ, Linda
User: JJJJJ, Linda

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extreme cold alert is in effect. As per the Toronto Shelter Standards, Shelters are expected to relax admissions and discharge criteria, and extend hours of operation to allow clients to stay indoors. Shelters will be notified when the extreme cold alert has been terminated. For n

Client Management - Referral

Client No. 499202
Name Chan, John DOB 1960/01/01 Age 57

Close Save
Saved Successfully!

Referral

From Program* Streets to Homes Assessment and Referral Centre - Service Program
Program* Name Cornerstone Place Type Bed Phone 416-658-5224

Reason for referral* (4/4000 characters) test

Notes (52/4000 characters) Called and talked to Joe Who @ Cornerstone Office...

Rejection Reason
Rejection Note

- Click the Close button to back to the **Service Queue** screen.
- Below is the source program's **Service Queue** with reminders in the **Action** column for the source program staff to call the destination bed program to hold the bed/room.

Program Management - Central Family Intake

Back to Programs

Service Queue

Last Updated : 2018/02/12 08:57:12 AM

9 items found, displaying all items.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
13851	Alley, Corene	2018/01/04 03:27 PM	929h 29m	Waiting	C,W	Select action ...
82953	Abdur, Sanford	2018/01/22 10:35 AM	502h 21m	Waiting	C,M	Select action ...
433788	Aben, Peggie	2018/01/22 04:08 PM	496h 48m	Waiting	C,W	Select action ...
500394	dodo, dodo	2018/02/06 04:37 PM	136h 19m	Waiting	C,M	Select action ...
16344	Naranjo, Jimmie	2018/02/09 09:31 AM	71h 26m	Waiting	Y	Select action ...
326965	Barrie, Brett [2]	2018/02/09 03:05 PM	65h 52m	Waiting	F	Select action ...
500418	EJoneson, EJones	2018/02/09 04:05 PM	00h 00m	En Route (no hold) to University Settlement - Out of the Cold [1]		No bed held. Call Shelter. 416-598-3444
500417	soso, soso	2018/02/09 02:39 PM	00h 00m	Waiting [1]	C,M	Select action ...

12. The client now appears in the service queue of the destination program, awaiting a bed hold and the client's arrival. Available destination **Actions** include **Hold Bed, Reject, and Intake/Accept**.

Information please contact the Streets to Homes Assessment and Referral Centre at (416) 338-4994

Shelter: 33333, Linda

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ected to relax admissions and discharge criteria, and extend hours of operation to allow clients to stay indoors. Shelters will be notified when the extreme cold alert has been terminated. For more information please contact the Streets to Homes Assessment and Referral Centre

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Cornerstone Place (11971)
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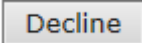
Program Management - Cornerstone Place

Back to Programs
Service Queue

Last Updated : 2017/11/09 01:59:32 F

Name	Requested Bed	Waiting	Client Status	Beds Available	Action
One item found. Chan, John	01:52 PM	00:06	En Route (no hold)(Cornerstone Place) [7]	N/A	Select action... Hold Bed Reject Intake/Accept

13. To decline a client from the bed program, select the **Refer to Bed** Action from the dropdown list of client's referral record in the queue. The new **Refer to Bed** screen will appear.

14. Click the  button and a message is displayed: "Are you sure you want to decline this program?". User may click **OK** button to process the decline otherwise it will cancel the decline action. All declined offers should be recorded and will be counted in the **Decline** column.

Client Management - Refer To Bed

Client No. 326965
Name Barrie, Brett DOB 1967/10/05 Age 50

Close

Filter

Include programs with no vacancy
 Include all programs
Apply Filter

Refer To Bed

Name	Action	Acc	Vacancy	Incoming & Holds	Capacity	Decline
Birkdale Residence - Toronto Plaza Hotel Program	Decline Refer	Rooms	4	0	150	
Birkdale Residence - Bedded Program 416.392.5650	Decline Refer	Rooms	10	0	600	
Family Residence - Main 416 397-1318	Decline Refer	Rooms	6	0	500	1
Family Residence - TO site (Internal Referral Only)	Decline Refer	Rooms	1	0	90	2
TCH (program) 416-925-4431	Decline Refer	Rooms	1	0	31	
TimeContProgram2 456-678-9705	Decline Refer	Rooms	6	0	100	
TimeContProgram3 456-178-9705	Decline Refer	Rooms	9	0	100	
TimeContProgram7	Decline Refer	Rooms	5	0	100	

Important Notes:

1. Once a Referral is accepted or rejected by the receiving Program, then it will not be updateable any more.
2. A Client can have multiple pending referrals at any one time.
3. A Client can have only one pending Referral between any two particular Programs at any one time.
4. Note that you can decline the same program multiple times, and refer to a previously declined program.