

Bed Request Closeout Screen

Updated on February 2018

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Business Purpose:

1. The **Client Management – Bed Request Closeout** allows the user to process either a client withdraw or staff closeout action.
2. The "Closeout" **Action** is to be chosen if the client has withdrawn their shelter request or if the destination program is unable to admit the client even after an Intake has already been done. The Staff Closeout option should only be selected as a final option to assist with queue maintenance. Every effort should be made to find the client a bed.

How to:

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

Service Queue

Last Updated : 2018/02/12 03:37:51 PM [Excel](#)

3 items found, displaying all items.

Client No.	Name	Requested Bed	Waiting	Client Status	Beds Available	Action
433788	Aben, Peggie	2018/01/22 04:08 PM	503h 12m	En Route (no hold) to Fred Victor Bethlehem United Special Circumstance Program		No bed held. Call Shelter. 416-644-1734
500394	dodo, dodo	2018/02/06 04:37 PM	143h 00m	Waiting	C,M	Select action ...
16344	Naranjo, Jimmie	2018/02/09 09:31 AM	78h 06m	Waiting	Y	Select action ... Refer to Bed Closeout

3 items found, displaying all items.

2. The **Client Management – Bed Request Closeout** screen is displayed.

Client Management - Bed Request Closeout

Client No. 16344

Name Naranjo, Jimmie DOB 2007/06/14 Age 10

[Close](#) | [Save](#)

Bed Request Closeout

Reason* Client withdraw

Note* (0/4000 characters)

3. Select the Reason from the dropdown list either **Client Withdraw** or **Staff Closeout**.
4. Enter Note regarding this Closeout action to a maximum of 4000 characters.
5. For a client withdraw, once the "Closeout" **Action** is selected, in the **Bed Request Closeout** screen, withdraw details are completed and saved.



6. For a staff closeout, once the "Closeout" **Action** is selected, in the **Bed Request Closeout** screen, staff closeout details are completed and saved.



7. Click the **Save** action button to save the closeout details.
8. Click the **Close** action button to back to the **Service Queue** screen.
9. 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referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "Withdrawn" or "Staff Closeout".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
20965	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.

Important Notes:

1. Note the Bed Request Closeout Reason are as follows:

- *Client Withdraw (when a client decided to withdraw their request for a room/bed)*
- *Staff Closeout (only select as a final option to assist with queue maintenance)*