

Program Queue History Screen

Updated on February 2018

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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

Home My Tasks Reports Administration Help Logout

Client Program Facility Shelter Head Office

Program Management - Cornerstone Place

Cornerstone Place (11971)

Queue

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) Excel

5 items found, displaying all items.

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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) Excel

One item found.

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		