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## Program Service Queue Screen

Updated on October 2023

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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**, **Start Time**, **Elapsed**, **Client Status**, **Eligible** 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 **Start Time**, the queue records will be sorted in either ascending or descending order.)
4. The **Service Queue** screen of the source program is shown below. **Beds** are **available** for client in the **Co-ed**, **Mens**, **Women** sectors, highlighted in green, and available **Actions** include **Refer to Bed** and **Closeout**. The client at the top has exceeded the 2 hours wait time for a referral and are highlighted in red.

Program Management - Agincourt Community Services Association Streets to Homes Outreach

← Back to Programs Help

Service Queue

Last Updated : 2023/10/17 09:51:21 AM

Excel Export

6 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729481	Ira, Ira	2023/10/13 10:39 AM	3d23h11m	Waiting	C,M,W	Select action ...
609475	Bailey, Alexander	2022/03/05 07:51 AM	591d1h59m	Referral from EPIC Assessment Intake		Select action ... Refer to Bed Closeout
728260	Reyes, Nicole	2022/03/05 09:26 AM	591d0h25m	Referral from 545 Lakeshore Blvd. W. Women		Select action ...
398709	Cox, Melissa	2022/11/02 08:47 AM	349d1h3m	Referral from 545 Lakeshore Blvd. W. Women		Select action ...
598444	Carter, Joseph	2023/08/02 10:00 AM	75d23h50m	Referral from Birkdale Residence - Bedded Program		Select action ...
628177	Martin, Kenneth	2023/08/17 02:00 PM	60d19h51m	Referral from CI - Refugee Response		Select action ...

6 items found, displaying all items.

- 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 - Birkdale Residence - Toronto Plaza Hotel - NORTH (Mixed Adult)

← Back to Programs Help

Service Queue

Last Updated : 2023/10/17 10:24:53 AM

Excel Export

One item found.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
453215	Adams, Katie	2023/05/27 03:31 PM	142d18h53m	En Route (no hold) from Birkdale Residence - Bedded 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.

10. 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](#).
11. 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.
12. 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 ac

Program Management - 545 Lakeshore Blvd. W. Women

Service Queue Last Updated : 2023/10/17 09:39:56 AM

[Excel Export](#)

4 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729681	Ira, Ira	2023/10/04 02:50 PM	12d18h49m	Waiting	C,M,W	Select action ...
729693	SQTestWomen, TestWomenSingleSQ	2023/10/10 03:39 PM	6d18h0m	Waiting	C,W	Select action ...
729695	SQTransTest, TransTestServiceQueue	2023/10/11 09:00 AM	6d0h39m	Waiting [10]	C,M,W	Select action ...
729673	Gin, Anna	09:39 AM	0d0h0m	Waiting	C,W	Select action ...

4 items found, displaying all items.

The dropdown menu for the last row is open, showing the following options: Refer to Bed, Hold Bed, Admit (local), and Closeout.

13. 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 : 2023/10/17 10:42:23 AM

[Excel Export](#)

4 Items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729681	Ira, Ira	2023/10/04 02:50 PM	12d19h52m	Waiting	C,M,W	Select action ...
729693	SQTestWomen, TestWomenSingleSQ	2023/10/10 03:39 PM	6d19h3m	Waiting	C,W	Select action ...
729695	SQTransTest, TransTestServiceQueue	2023/10/11 09:00 AM	6d1h41m	Waiting [10]	C,M,W	Select action ...
729673	Gin, Anna	09:39 AM	0d1h2m	En Route (Bed held) from 545 Lakeshore Blvd. W. Women	[Held] Rm:Co-Ed Bd:24	Select action ...

4 Items found, displaying all items.

*Note: A red circle highlights the 'Admit (local)' option in the dropdown menu for the last row.*

14. 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 **Eligible Vacancies** column, Client Sectors are shown with green background when they have vacancies. The Sectors are:
  - Y = Youth
  - C = Co-ed
  - M = Men
  - W = Women

### 5. F = Family

Service Queue Last Updated : 2023/10/17 11:02:11 AM

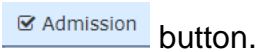
[Excel Export](#)

5 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
434809	Adams, Aaron	2023/06/27 03:55 PM	111d19h6m	Waiting	C,W	Select action ...
729249	testo, testu	2023/07/07 12:43 PM	101d22h18m	Waiting	C,M	Select action ...
623498	Ramirez, Brian	2023/09/26 11:28 AM	20d23h34m	Waiting	Y	Select action ...
21612	King, Lisa	2023/10/13 01:47 PM	3d21h14m	Waiting	C,M	Select action ...
729681	Ira, Ira	10:57 AM	0d0h4m	En Route (Bed held) from 545 Lakeshore Blvd. W. Mens	[Held] Rm:Men Bd:1	Select action ...

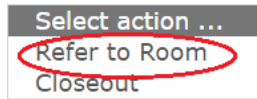
5 items found, displaying all items.

3. Note that an admission can still be done from the Intake screen using the

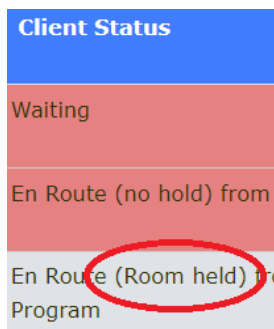


4. For families, the Service Demand workflow is the same as described for singles. The only differences are as follows:

- Family clients are referred to Rooms, not Beds



- Rooms are held for families instead of Beds



- 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 : 2023/10/17 09:57:29 AM

[Excel Export](#)

7 items found, displaying all items.

Client No.	Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729681	Ira, Ira	2023/10/13 10:39 AM	3d23h17m	Waiting	C,M,W	Select action ...
729673	Gin, Anna [7]	09:57 AM	0d0h0m	Waiting	F	Select action ...
609475	Bailey, Alexander	2022/03/05 07:51 AM	591d2h6m	Referral from EPIC Assessment Intake		Select action ... Refer to Room Closeout