Bed Request Closeout Screen

Home > Program Management – Search > Service Queue > Closeout

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 The **Closeout** action is to be chosen if the client has withdrawn their shelter request or if the destination program is unable to admit the client even after an Intake has already been done.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.

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

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. Click the [💾 Save] action button to save the closeout details.

- Withdraw details are completed and saved.
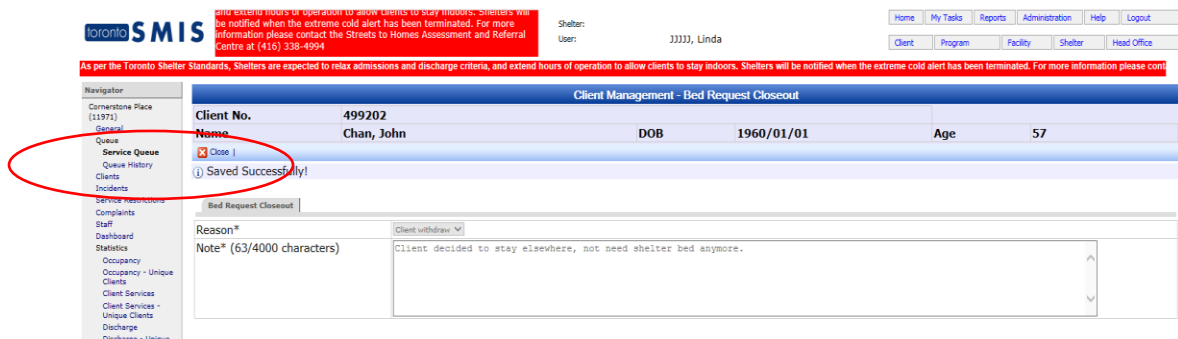
- Staff closeout details are completed and saved.

6. Click the [❌ Close] action button to back to the **Service Queue** screen.

7. Once a client withdraws 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referral record will be moved from the **Service Queue** to the **Queue History** and will show a **Client Status** of "Withdrawn" or "Staff Closeout".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)

Excel

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500419	FJohnson, FJones	Withdrawn		2018/02/12 11:59 AM		

5 items found, displaying all items.

- Staff Closeout:

Nightly History (last 24 hours)

Excel

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.

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)*