

# Bed Request Closeout Screen

Updated on October 2023

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- The Closeout action is to be chosen if the client has withdrawn their shelter request or if the destination program is unable to admit the client even after an Intake has already been done.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

ervice Qu	eue				Last Updated :	2023/10/20 02:57:49 F
' items found Client No.	I, displaying all items. Name	Start Time	Elapsed	Client Status	Eligible Vacancies	Action
729681	Ira, Ira	2023/10/13 10:39 AM	7d4h18m	Waiting	C,M,W	Select action
729673	Gin, Anna [7]	2023/10/17 09:57 AM	3d5h0m	Waiting	F	Select action
609475	Bailey, Alexander	2022/03/05 07:51 AM	594d7h6m	Referral from EPIC Assessment Intake		Select action Refer to Room Closeout

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

		Client Mana	agement - Bed Red	uest Closeout		
Client No.	16344					
Name	Naranjo, Jim	imie	DOB	2007/06/14	Age	10
🔀 Close   🚽 Save						
Bed Request Closeout	>					
Reason*	Client	withdraw 🗸				
Note* (0/4000 characters	)					~
						$\checkmark$





- 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.

toronto S MI As per the Toronto Shelter	5 be notified when the extreme column information please contact the St Centre at (416) 338-4994	anow clients to stay induots. Sherters will a later has been terminated. For more eets to Homes Assessment and Referral dmissions and discharge criteria, and extend	Shelter: User: hours of operation to allo	JJJJJ, Linda w clients to stay indoo	rs. Shelters will be notified when	Client	Program	Facility Shelter	
Navigator			Client Manag	jement - Bed Req	uest Closeout				
Cornerstone Place (11971)	Client No. 49	9202							
General Queue	Name Ch	an, John		DOB	1960/01/01		Age	57	
Service Queue	Close								
Queue History Clients	<ol> <li>Saved Successfully!</li> </ol>								
Incidents									
Complaints	Bed Request Closeout								
Staff Dashboard	Reason*	Client withdraw 🗸							
Statistics	Note* (63/4000 characters)	Client decided to stay els	ewhere, not need s	helter bed anymo:	re.				
Occupancy Occupancy - Unique									$\sim$
Clients									
Client Services Client Services -									$\sim$
Unique Clients Discharge		L							
Discharge - Uniona									

• Staff closeout details are completed and saved.

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(135)     Client No.     499147       Grave     Barrie     az, az     DOB     1960/01/01     Age     5       Service Queer     Grave	
Open     Dob     1960/01/01     Age     S       Service Queue Queue Hidrory Clients     I) Saved Successfully Clients     I) Saved Successfully Clients     III Saved Successfully Saved Successfully Complete Staff     III Saved Successfully Reason*     III Saved Successfully Saved Successfully Saved Successfully Databased     III Saved Successfully Saved Successfully Saved Successfully Saved Successfully Saved Successfully Saved Successfully Databased     III Saved Successfully Saved Successfully S	
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Statistics Note* (55/4000 characters) No Bed available to offer, Client moved to Overflow	
Occupancy	
Occupancy - Unique	
Client Services	
Client Sankas - Unior Clients Diskhana	~

- 6. Click 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:



items found, Client No.	, displaying all items. Name	Client Status	Referral Time	Completion Time	Travel Time	Referred To
326965	Barrie, Brett [2]	Rejected (No Beds	2018/02/12 11:21	2018/02/12 01:46 PM		Family Residence - Main
20905	barne, brett [2]	Available)	AM	2010/02/12 01.40 PM	05.45	ranny 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
32953	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
	FJoneson, FJones	Withdrawn		2018/02/12 11:59 AM		

## • Staff Closeout:

						1
5 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, Hega	Staff Closeout		2018/01/10 03:37 PM	00:00	
320757	Amoroso, Stacy	Withdrawn		2018/01/10 03:31 PM		

## 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)