

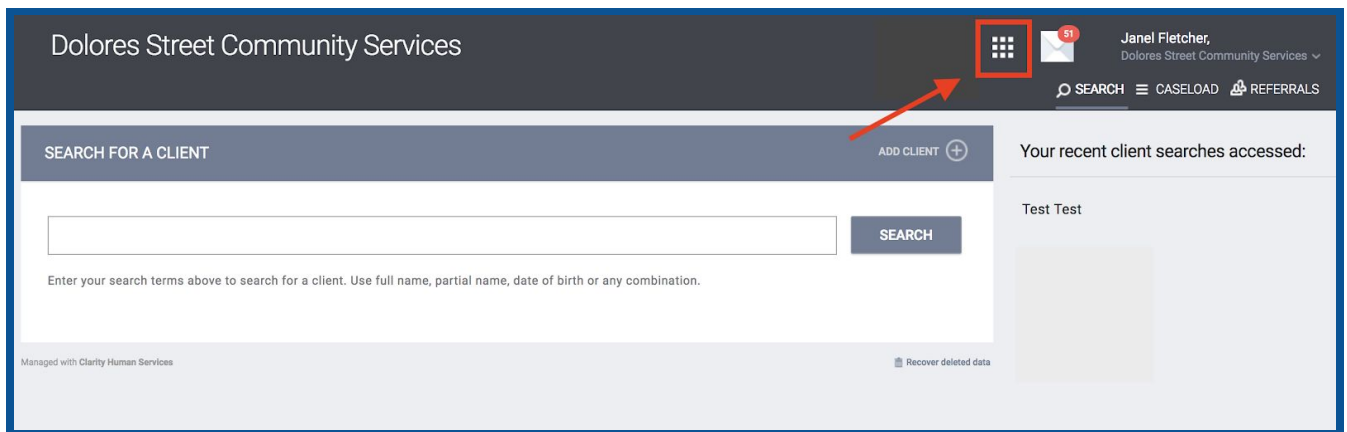
## Manage Shelter Reservations

This workflow reflects how to review shelter bed availability, create shelter reservations, check-in shelter reservations upon arrival, record no shows, and replace no shows with new reservations.

### Review Shelter Bed Availability

Review shelter bed availability to determine whether or not the shelter has adequate space to reserve the appropriate number of shelter beds for the family configuration of the family requesting shelter placement. A reservation is required for every member of the household requesting shelter.

1) Log in and select the Launcher Menu highlighted in the screenshot below.



Dolores Street Community Services

Janel Fletcher,  
Dolores Street Community Services

SEARCH CASELOAD REFERRALS

SEARCH FOR A CLIENT ADD CLIENT +

SEARCH

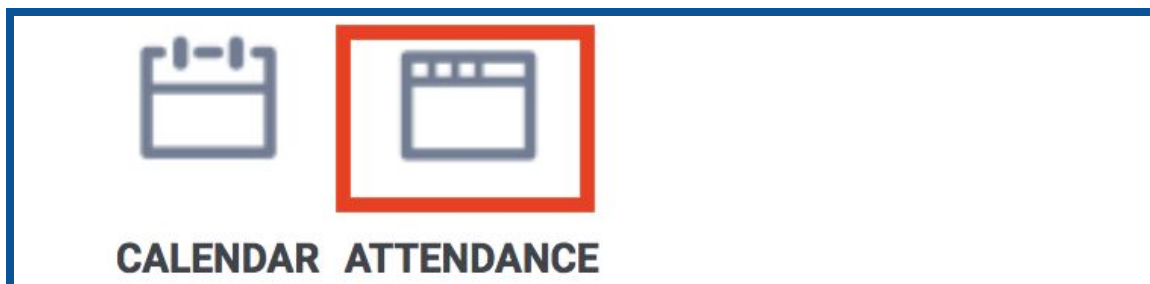
Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

Managed with Clarity Human Services Recover deleted data

Your recent client searches accessed:

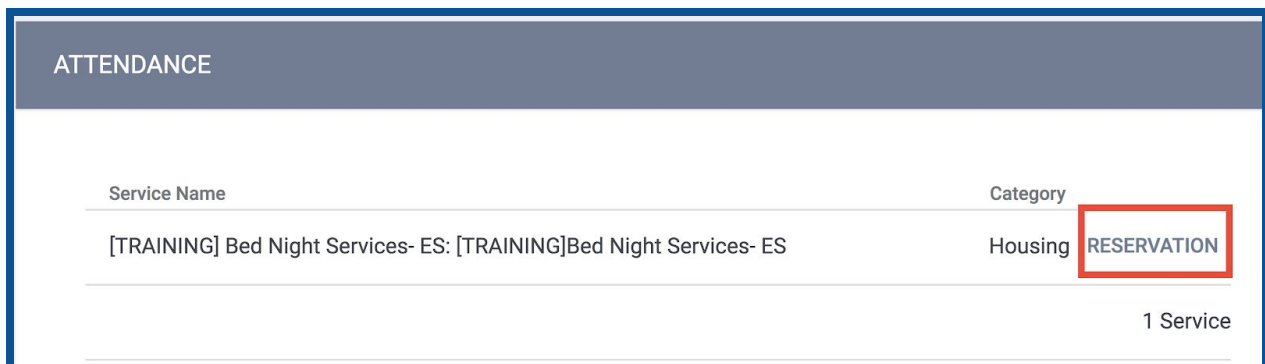
Test Test

2) Select Attendance.



CALENDAR ATTENDANCE

3) Next, select Reservation.



ATTENDANCE

Service Name	Category
[TRAINING] Bed Night Services- ES: [TRAINING]Bed Night Services- ES	Housing <b>RESERVATION</b>

1 Service

## Manage Shelter Reservations

The Reservation/Attendance tool will display the current bed availability

- **Blue square** indicates a reserved bed
- **Orange square** indicates a reserved bed that the person was marked “Present” for that particular day
- **Red square** indicates a reserved bed that the person was marked as a “No Show”
- **White square** indicates an open, unreserved bed

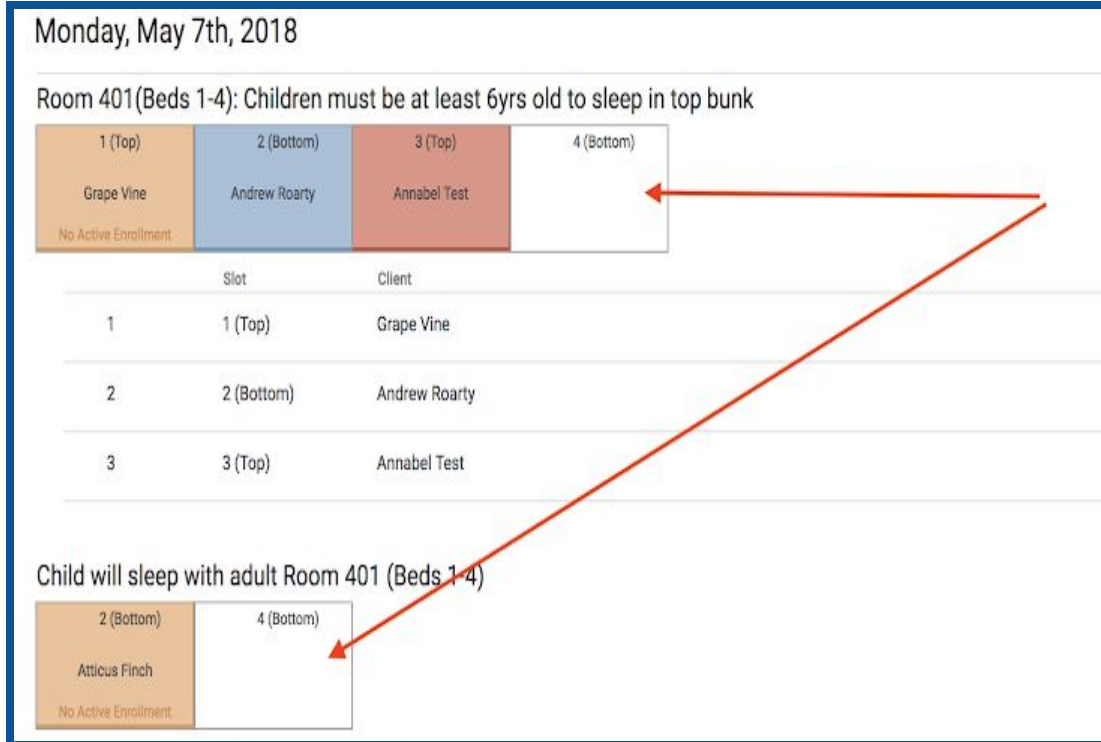
Monday, May 7th, 2018

Room 401(Beds 1-4): Children must be at least 6yrs old to sleep in top bunk

Slot	Client
1	Grape Vine
2	Andrew Roarty
3	Annabel Test

Child will sleep with adult Room 401 (Beds 1-4)

Slot	Client
2	Atticus Finch
4	




## Manage Shelter Reservations

### Create a Shelter Reservation

After viewing the shelter bed availability to confirm the shelter has appropriate space to fit the family requesting shelter, complete the shelter reservation. A reservation is must be recorded for each family member in the household.

4) Reserved clients appear in blue, so these slots are unavailable to reserve. Click on an open slot in white to begin the reservation for this family member.

Thursday, December 7th, 2017 Date 12/07/2017 

Slots


Slot #1 Bertha Venice	Slot #2 Lani Booker	Slot #3 Julia Jay	Slot #4 Joe William	Slot #5 Christina LI
Slot #6 Bob Spongetti	Slot #7 Lupe May	Slot #8 More Ryan	Slot #9 Gumble Barney	Slot #10 Irving Wonderchicken
Slot #11	Slot #12	Slot #13	Slot #14	Slot #15


5) The reservation screen will appear. Next, click on Search For Client to locate the family member.

### MAKE RESERVATION

Slot: 4 - Slot #4

Check-in Date: December 7, 2017

Days to Reserve: 1 

Client: 

## Manage Shelter Reservations

6) Type in the name of the first family member and click search.

SEARCH FOR A CLIENT ✕

bo bar SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

7) Select the client and the reservation screen will appear with the client's name and assigned slot number.

SEARCH FOR A CLIENT ✕

bo bar SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

	Date of Birth	Last Four SSN	Last Updated	
Bob Barker	03/06/50	3452	06/26/17	<span>SELECT</span>

8) Click preview reservation to review the number of days reserved for the client in the slot.

MAKE RESERVATION

Slot: 4 - Slot #4

Check-in Date: December 7, 2017

Days to Reserve: 1 ▼

Client: Bob Barker



CHANGE

PREVIEW RESERVATION

## Manage Shelter Reservations

9) Select Confirm to complete the reservation for this family member.

### Table Info


Dec 7, 2017      Slot #4            

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**CONFIRM**

10) Once confirmed, the reservation for that family member will appear in blue. Repeat steps 4-10 of this document until a reservation is completed for member of the family.

IGHT SERVICES- ES: BED NIGHT SERVICES- ES

Date 12/07/2017 

Slot #4 Joe William	Slot #5 Christina LI	Slot #6 Bob Spongetti
Slot #10 Irving Wonderchicken	Slot #11	Slot #12

## Manage Shelter Reservations

### Check-in shelter reservations upon Arrival

After the reservation is completed, the family is expected to arrive at the shelter. When the family arrives, check in each family member's reservation to mark them present for their shelter stay.

11) On the attendance screen, click on the reservation of the family member you want to check in. Next mark present.

NIGHT SERVICES- ES: BED NIGHT SERVICES- ES

Date 12/07/2017

Slot #4 Joe William	Slot #5 Christina LI	Slot #6 Bob Spongetti
Slot #10 Irving Wonderchicken	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

RESERVED

Slot: 6

Client: Bob Spongetti

Reserved by: Janel Fletcher

Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 7, 2017

PRESENT

NO SHOW

CALENDAR VIEW

The reservation will turn orange and the family member is successfully checked-in. Repeat step 11 for each family member.

NIGHT SERVICES- ES: BED NIGHT SERVICES- ES

Date 12/07/2017

Slot #4 Joe William	Slot #5 Christina LI	Slot #6 Bob Spongetti <small>No Active Enrollment</small>
Slot #10 Irving Wonderchicken	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

PRESENT

Slot: 6

Client: Bob Spongetti

Reserved by: Janel Fletcher

Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 7, 2017

Check-In by: Janel Fletcher

CALENDAR VIEW

## Manage Shelter Reservations

### Record a No Show

If a family with a reservation for shelter in the ONE System, does not arrive for their shelter stay, the reservation should be marked as a no show. No show policies vary between shelters. Confirm with the HSH Program Manager to determine when it is appropriate to mark a client as a no show.

12) For a client that does not arrive for their reservation, click on the reservation slot (blue arrow) and select No Show (red arrow).




IGHT SERVICES- ES: BED NIGHT SERVICES- ES

RESERVED

Date 12/07/2017 

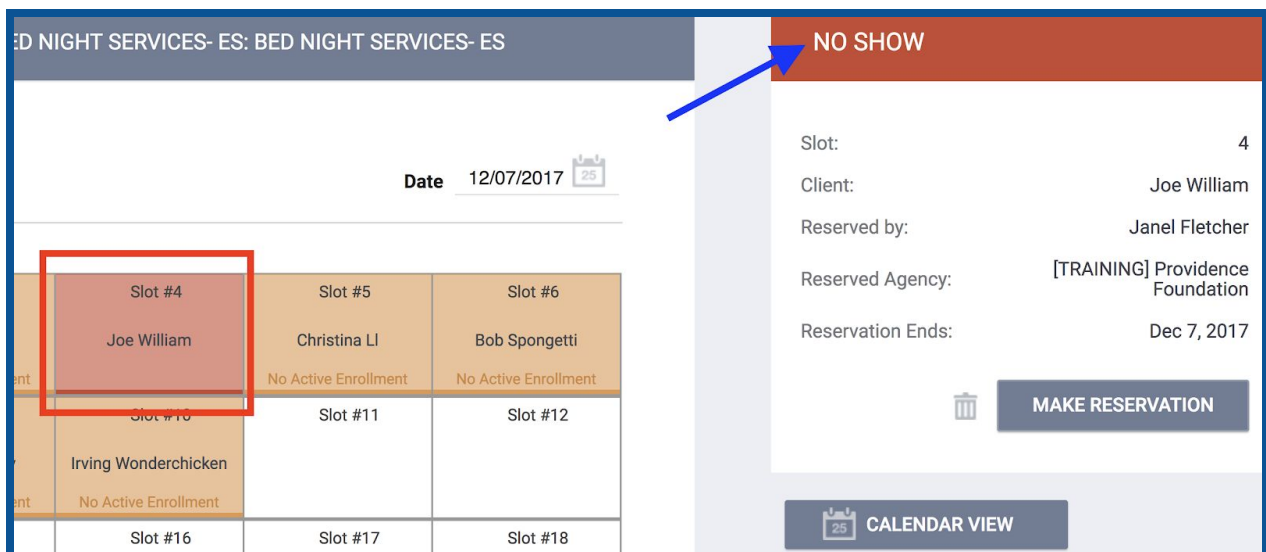
Slot #4 Joe William	Slot #5 Christina LI No Active Enrollment	Slot #6 Bob Spongetti No Active Enrollment
Slot #10 Irving Wonderchicken No Active Enrollment	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

Slot: 4  
Client: Joe William  
Reserved by: Janel Fletcher  
Reserved Agency: [TRAINING] Providence Foundation  
Reservation Ends: Dec 7, 2017

 PRESENT **NO SHOW**


 CALENDAR VIEW

The reservation will turn Red and indicate the client is a no show. Repeat step 12 for each family member that does not arrive.




ED NIGHT SERVICES- ES: BED NIGHT SERVICES- ES


NO SHOW

Date 12/07/2017 

Slot #4 Joe William	Slot #5 Christina LI No Active Enrollment	Slot #6 Bob Spongetti No Active Enrollment
Slot #10 Irving Wonderchicken No Active Enrollment	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

Slot: 4  
Client: Joe William  
Reserved by: Janel Fletcher  
Reserved Agency: [TRAINING] Providence Foundation  
Reservation Ends: Dec 7, 2017

 MAKE RESERVATION

 CALENDAR VIEW

## Manage Shelter Reservations

### Fill a No Show with a new reservation

13) To fill a no show reservation, click on the red, no show slot you would like to replace and select Make Reservation. Complete steps 5-9 of this document.

GHT SERVICES- ES: BED NIGHT SERVICES- ES

NO SHOW

Date

Slot #4 Joe William	Slot #5 Christina LI <small>No Active Enrollment</small>	Slot #6 Clarence Moore <small>No Active Enrollment</small>
Slot #10 Irving Wonderchicken <small>No Active Enrollment</small>	Slot #11 Fake Baby <small>No Active Enrollment</small>	Slot #12 Fake Fakie <small>No Active Enrollment</small>
Slot #16	Slot #17	Slot #18

Slot: 4

Client: Joe William

Reserved by: Janel Fletcher

Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 7, 2017

**MAKE RESERVATION**

CALENDAR VIEW

14) The new reservation details will appear, along with the record for the no show client.

RESERVED

Slot: 4

Client: Bob Barker

Reserved by: Janel Test

Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 7, 2017

PRESENT

NO SHOW

CALENDAR VIEW

NO SHOW

Client: Joe William

Reserved by: Janel Fletcher

Reserved Agency: [TRAINING] Providence Foundation



