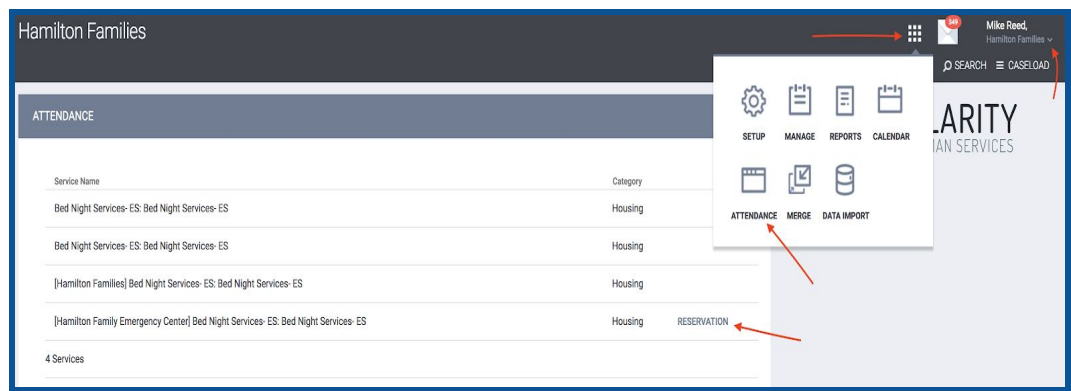


Hamilton Family Congregate Bed (HFCB) Reservation Tool Process

This document walks through how to change a reservation at Hamilton Family Congregate Beds (HFCB). A subsidiary of Hamilton Family Emergency Center within the Hamilton Families Agency.

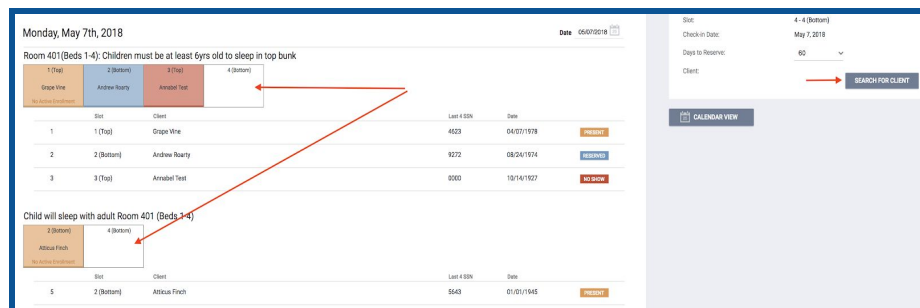
- 1) Log in and select the Launcher Menu.
- 2) Select Attendance
- 3) Select Reservation



4) In the Reservation/Attendance tool:

- 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.

5) Click on the desired square to update the reservation



Children must be 6 years of age to sleep in a top bunk (by themselves) and they must be under 5 years old if they are going to sleep in a bottom bunk with their parents. 10 Cribs can also be reserved at the bottom of the attendance page. APs are responsible for finding beds that fit the family’s demographic needs and they will then reserve those beds by clicking in the empty square and searching for their client.

When bed inventory allows, HFCB will be accepting up to 3 verified unsheltered families for intake appointments to their congregate beds per day.

1. In order for a family to be in consideration for a congregate bed at Hamilton Family Emergency Center they need to do four things to make it onto the wait list:
 - a. Be considered a family (more than 1 family member and 1 or more under age 18, 28 wks pregnant, 20 wks high risk pregnancy)
 - b. HoH completed a Shelter Placement Criteria
 - c. HoH has visited or engaged an access point (indicated with toggle in Shelter Placement Criteria)
 - d. An outreach team has verified that the family is unsheltered (indicated with toggle in Shelter Placement Criteria)
2. Once a family has met those conditions, they will make it onto the *Verified Unsheltered Families Eligible for Placement at HFCB* Look which is located on the “HFCB Reservation Dashboard”.



Hamilton Family Congregate Beds												
Verified Unsheltered Families Eligible for Placement at HFCB												
HoH Name	HoH Unique Identifier	Shelter Placement Criteria Date ^	Verified Unsheltered?	Verified Unsheltered Date	How many people in the household are in need of Shelter?	How many children?	Are you or another family member pregnant?	Has it been classified as a high risk pregnancy?	When is the due date?	Most Recent Appointment Date with HFCB	Most Recent Appointment Time with HFCB	Did Family attend scheduled appointment with HFCB?

3. Once a family has been verified unsheltered, the APs need to review the current bed openings at HFCB in the attendance tool and find the next opening available that fits the family’s size and age demographics. To see the available openings for a given day, the APs will need to log into the ONE System, switch to Hamilton Families, go to the Attendance Tool, and select “Reservation” for the “[Hamilton Family Emerg Center] Bed Night Service”. A Look showing the current openings can also be found on the “HFCB Reservation Dashboard”.
4. When in the Reservation/Attendance tool, a blue square indicates a reserved bed, orange indicates a reserved bed that the person was marked “Present” for that particular day, red indicates a reserved bed that the person was marked as a “No Show”, and white indicates an open, unreserved bed. Children must be 6 years of age to sleep in a top bunk (by themselves) and they must be under 5 years old if they are going to sleep in a bottom bunk with their parents. 10 Cribs can also be reserved at the bottom of the attendance page. APs are responsible

for finding beds that fit the family’s demographic needs and they will then reserve those beds by clicking in the empty square and searching for their client.

- The AP will have to select their client, preview the reservation, and then scroll down to the bottom of the preview and confirm it. APs should reserve the bed for 5 days and once HFCB accepts the family at intake, they will update the reservation to the 60 day default.

MAKE RESERVATION

Slot: 4 - 4 (Bottom)

Check-in Date: May 7, 2018

Days to Reserve: 60 ▼

Client: Johnny Test Test 1 [CHANGE](#)

PREVIEW RESERVATION

←

Jul 3, 2018	4 (Bottom) ▼	
Jul 4, 2018	4 (Bottom) ▼	
Jul 5, 2018	4 (Bottom) ▼	

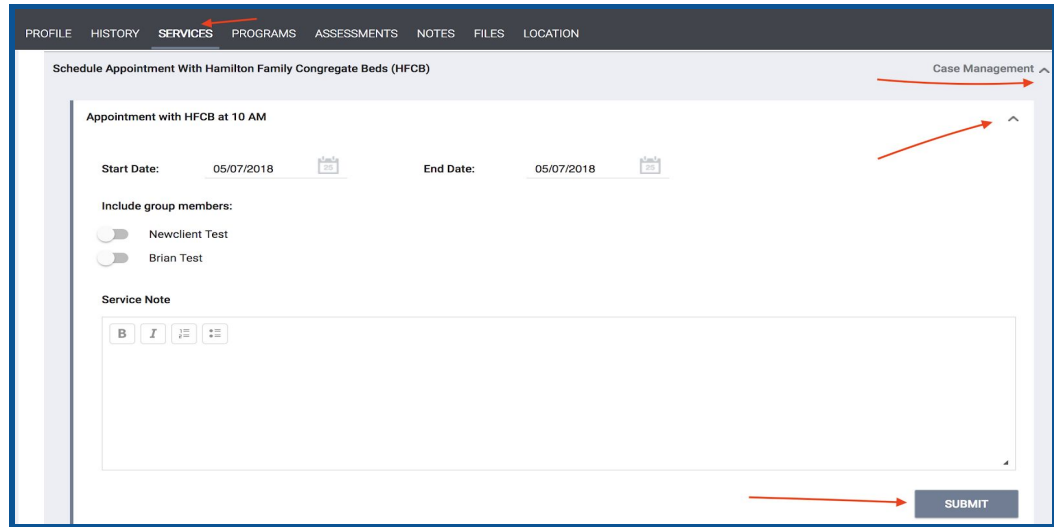
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CONFIRM

- Once a bed has been reserved, the APs will need to schedule an intake appointment for the family with HFCB that will occur prior to their bed reservation. APs can only schedule 3 intake appointments with Hamilton Families a day; one at 10 AM, one at 2 PM, and one at 5 PM. The first step in scheduling an appointment is to review the *Daily Count of Appointments Scheduled with HFCB by Appointment Time* Look (on the HFCB Reservation Dashboard) to see when the next available intake appointment is and whether or not that will work with the client.

Daily Count of Appointments Scheduled with HFCB by Appointment Time					just now		
Appointment Time: >	Appointment with HFCB at 10 AM		Appointment with HFCB at 2 PM		Appointment with HFCB at 5 PM		Total
Appointment Date ^	Count of Scheduled Appointments		Count of Scheduled Appointments		Count of Scheduled Appointments		Count of Scheduled Appointments
2018-05-06							
2018-05-07		1					1
2018-05-08				1			1
2018-05-11					1		1

- To schedule an appointment, APs will assign a “Schedule Appointment With Hamilton Family Congregate Beds (HFCB)” service for the proper day and time.



- That appointment will be reflected in the *Daily Count of Appointments* Look as well as the *Clients with HFCB Intake Appointment* Look also located on the HFCB Reservation Dashboard. Both of these Looks show appointments in the recent past and anytime in the future. Both of these Looks will also be emailed to HFCB workers multiple times a day, so they know when they have upcoming appointments and who they are with. (Emailed Looks include client unique identifiers, but exclude client names)

Daily Count of Appointments Scheduled with HFCB by Appointment Time

Appointment Time: >	Appointment with HFCB at 10 AM	Appointment with HFCB at 2 PM	Appointment with HFCB at 5 PM	Total
Appointment Date ^	Count of Scheduled Appointments	Count of Scheduled Appointments	Count of Scheduled Appointments	Count of Scheduled Appointments
2018-05-07	2	0	0	2
2018-05-08	0	1	1	2
2018-05-11	0	0	1	1

Clients with HFCB Intake Appointment

HoH Name	HoH Unique Identifier	Shelter Placement Criteria Date	Verified Unsheltered?	Verified Unsheltered Date	How many people in the household are in need of Shelter?	How many children?	Are you or another family member pregnant?	Has it been classified as a high risk Pregnancy?	When is the due date?	Most Recent Appointment Date ^	Most Recent Appointment Time with HFCB
Test Test	5814AE06E	2018-04-20	Yes	2018-04-27	4	2	No	0	0	2018-05-11	Appointment with HFCB at 5 PM
Test McTesty	997C9DF44	2018-05-08	Yes	2018-05-08	3	2	No	0	0	2018-05-08	Appointment with HFCB at 5 PM

- Using services configured exclusively for them, the Hamilton Family workers will indicate if the family shows up for their scheduled intake, if they do not show up for the scheduled intake appointment, and if they do not show up 24 hrs after their scheduled appointment. This will be reflected in the last column of the *Verified Unsheltered* Look with instructions for the AP. If a client attends or is a complete no show after the 24 hr grace period, they no longer need to be included on the HFCB *Verified Unsheltered* list.

Family appointment attendance tracking Case Management ^

Family attended scheduled intake v

Family did not attend scheduled intake appointment v

Family never showed at HFCB in the 24 hrs after scheduled appointment v

Most Recent Appointment Date with HFCB	Most Recent Appointment Time with HFCB	Did Family attend scheduled appointment with HFCB?
2018-05-08	Appointment with HFCB at 5 PM	Family was a no show, remove them from waiting list
2018-05-07	Appointment with HFCB at 10 AM	Family is in 24 hr waiting period after NOT showing for appointment
2018-05-11	Appointment with HFCB at 5 PM	Yes, please remove them from waiting list

10. To remove a family from the HFCB *Verified Unsheltered* list, APs will need to activate the HFCB removal toggle at the bottom of the Shelter Criteria and indicate why they are being removed. If the family is no longer in need of shelter all together, the “Remove from Shelter Placement” toggle can be activated and the family will be removed from both shelter lists.

Remove Family from Individual Room Shelter Placement List (blue means remove):

Remove Family from Hamilton Family Congregate Bed Placement List (blue means remove):

Why was family removed from HFCB verified unsheltered list?

11. HFCB users are responsible for maintaining accurate daily attendance records and updating their attendance tool so it accurately reflects in which bed each family is residing. This is critical for APs to know which beds are open at any given time.