



Suffolk County Department of Social Services
Shelter Online Attendance Reporting
Instruction Manual

Requirements needed to process attendance online:

Hardware: Computer, Internet Access capability

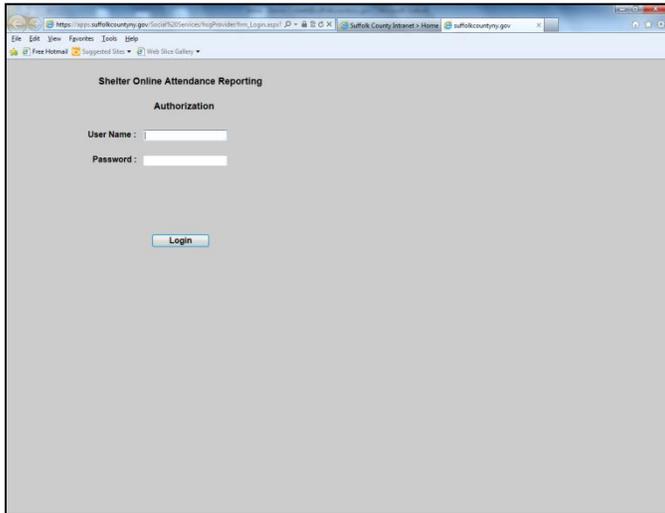
Software: Windows 7 OS w 2 gb RAM minimum, Internet Explorer browser version 9, 10 or 11

Internet Explorer link to application:

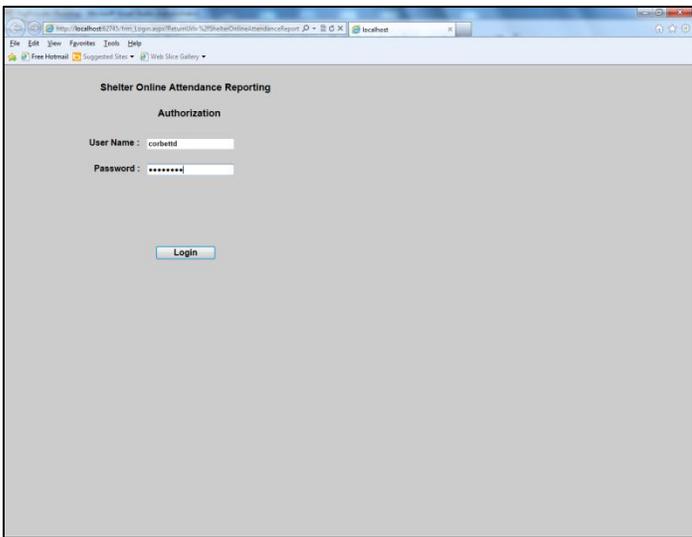
https://apps.suffolkcountyny.gov/social_services/hsgProvider/ShelterOnlineAttendanceReporting.aspx

Once the link opens in Internet Explorer, make a shortcut and place it on your desktop. The shortcut address will need to be edited for forms authentication once it is on the computer desktop. To do this, follow the instructions in either the How to Create the SOAR Production Shortcut or the How to Create the SOAR Training Area Shortcut document.

Log in screen will appear.



Enter User Name assigned to you by Suffolk County Department of Social Services. The first time signing into the application, you will use the default password provided at training , you will then be asked to create your own password.



Passwords require: one capital letter, one number and must be 8 – 12 characters in length total. Once you create your own password, you will then use it to log in to application again. Passwords will expire every 90 days. Note: Cannot use same password consecutively. If you enter your userid/password incorrectly 4 times, it will lock you out and you will need to call:

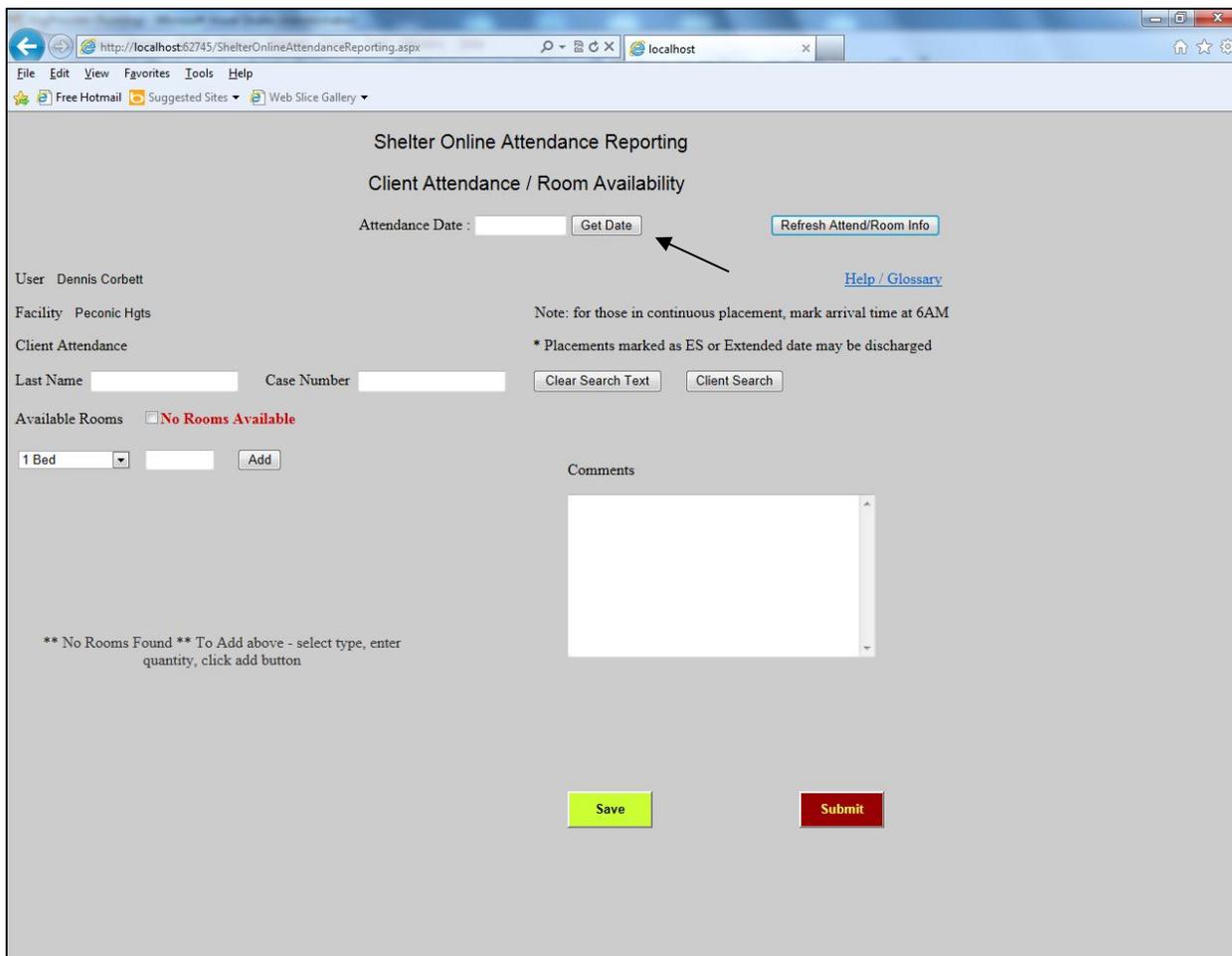
631-854-9518 8:00AM - 4:30PM Monday-Friday

631-854-9160 – Before 8AM, Evenings after 4:30PM, Weekends, Holidays

Approved times to log in and track attendance: 4:30 pm each day until 8:15 am of the following day. Submit time for attendance is 5:00 am until 8:15 am of the attendance day.

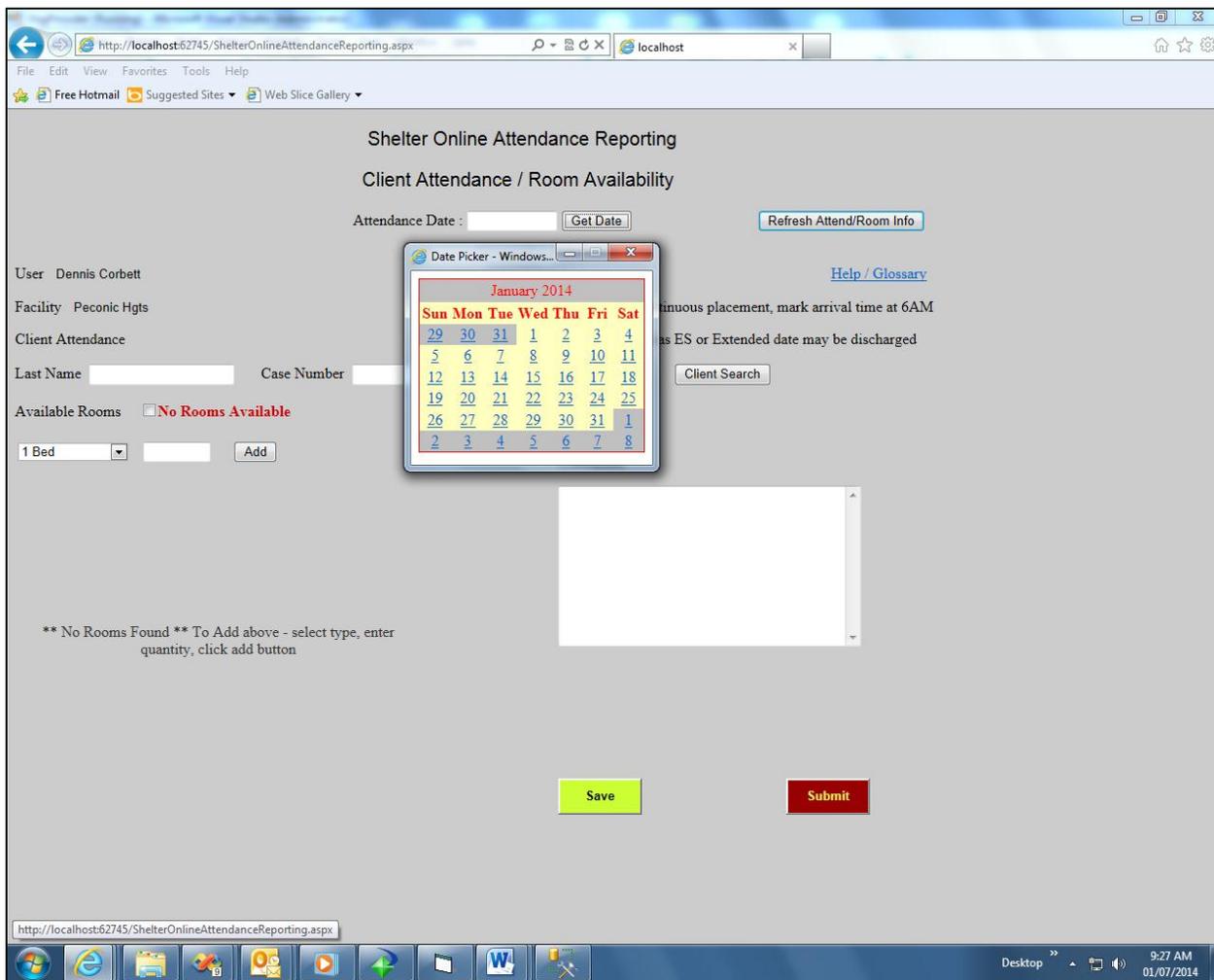
Note: After logging into the Shelter Online Attendance Reporting Application, the application will log you out automatically after 40 minutes of inactivity. This will require logging back in with your user id and password.

Once logged into the application, following screen appears with user name and facility name:



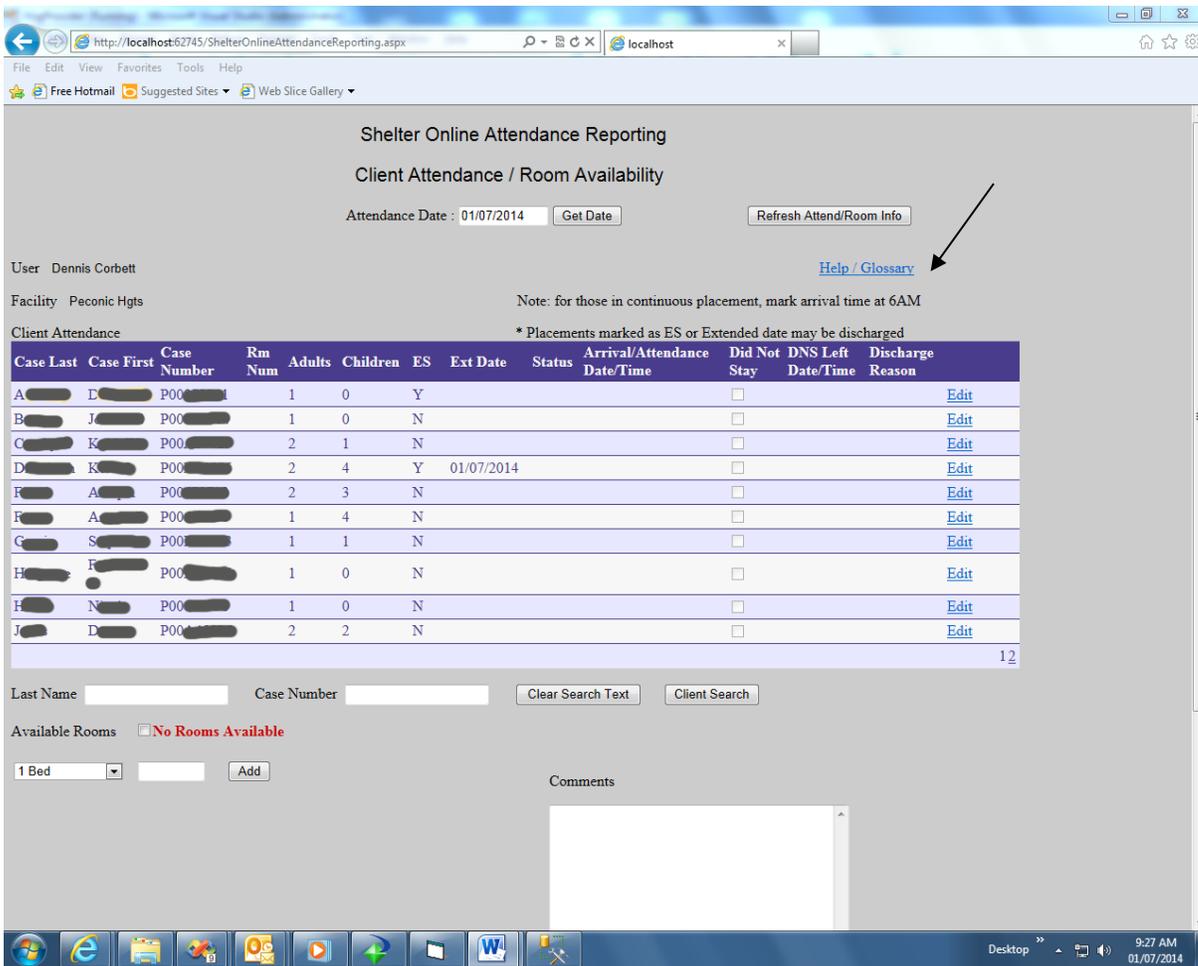
“Attendance Date”:

Select today's attendance date by clicking the **Get Date** command button. This will open up a calendar. Select attendance date from the calendar by clicking on a date. Note: If you are overnight staff (those working 4 pm– 12 am) and you are entering client attendance – you will need to select the next day as attendance date not the current day).

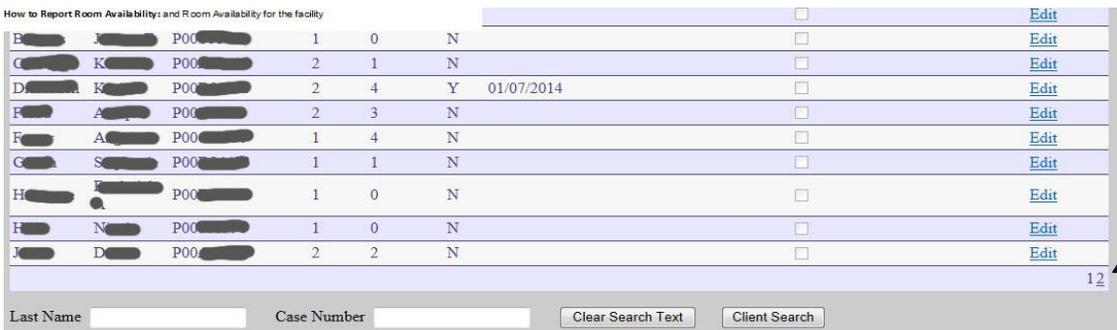


For example, if you are working 4 – 12 am on Monday, Jan 6th and you are tasked with updating attendance records, you would select Tuesday, Jan 7th as the attendance date. If you are working 12 am – 8 am or 8 am – 4 pm and are tasked with updating/submitting the attendance, you would always select the current date as the attendance date.

Once the attendance date has been selected, screen will then populate with current clients placed at the facility.



All of the attendance day's current placements will appear in case last name order. **Note:** if there are more than 10 clients at the facility, a *page indicator* appears in the lower right corner of the Client Attendance grid. Click on the page number to advance through the pages. Once the attendance records have populated on the screen, you are ready to do attendance.



How To Report Attendance: To update Status for each client. Click on the **Edit** button to allow editing the client record. The following fields can be edited: Status, Arrival Date/Time, Did Not Stay, DNS Left Date/Time, Discharge Reason.

Shelter Online Attendance Reporting
Client Attendance / Room Availability

Attendance Date : 01/07/2014

User Dennis Corbett [Help / Glossary](#)

Facility Peconic Hgts Note: for those in continuous placement, mark arrival time at 6AM

Client Attendance * Placements marked as ES or Extended date may be discharged

| Case Last | Case First | Case Number | Rm Num | Adults | Children | ES | Ext Date | Status | Arrival/Attendance Date/Time | Did Not Stay | DNS Left Date/Time | Discharge Reason |
|-----------|------------|-------------|--------|--------|----------|------------|----------|---|------------------------------|-----------------------------------|--------------------|--|
| A | D | P00 | 1 | 0 | Y | | | <input type="text" value="Arrived"/> <input type="button" value="Date"/> | <input type="checkbox"/> | <input type="text" value="Date"/> | | <input type="button" value="Update"/> <input type="button" value="Cancel"/> |
| B | J | P00 | 1 | 0 | N | | | Did not arrive | | <input type="checkbox"/> | | |
| C | K | P00 | 2 | 1 | N | | | | | <input type="checkbox"/> | | |
| D | K | P00 | 2 | 4 | Y | 01/07/2014 | | | | <input type="checkbox"/> | | |
| F | A | P00 | 2 | 3 | N | | | | | <input type="checkbox"/> | | |
| F | A | P00 | 1 | 4 | N | | | | | <input type="checkbox"/> | | |
| G | S | P00 | 1 | 1 | N | | | | | <input type="checkbox"/> | | |
| H | F | P00 | 1 | 0 | N | | | | | <input type="checkbox"/> | | |
| H | N | P00 | 1 | 0 | N | | | | | <input type="checkbox"/> | | |
| K | D | P00 | 2 | 2 | N | | | | | <input type="checkbox"/> | | |

12

Last Name Case Number

Available Rooms No Rooms Available

1 Bed

Comments

Enter **Status** – select “Arrived” or “Did Not Arrive” from the drop down list. If status is “Arrived”, enter Arrival Date/Time– click on the **Date** Button in the Arrival Date/Time column and select the date/time client arrived*; after entering date and time information, click the **Done** button in the calendar. Select Discharge Reason of “Not Discharged”. If client “Did Not Arrive”, no further information needed.

*For example, if client “Arrived”: select the Status from the Status dropdown list; next, enter the client arrival date/time anywhere between 6:00 am Dec 9th until 5:59 am Dec 10th for the “attendance date” of: Dec 10th. Select discharge reason of “Not Discharged”. If client did not arrive, select the status of “Did Not Arrive” and no additional information needs to be entered.

If client “Did Not Stay” – click the **Did Not Stay** checkbox and click the **Date** button under the Left Date/Time column to indicate the date/time client departed from the facility. No additional information needs to be entered.

Shelter Online Attendance Reporting
Client Attendance / Room Availability

Attendance Date : 01/07/2014 Get Date Refresh Attend/Room Info

User : Dennis Corbett Help / Glossary

Facility : Peconic Hgts Note: for those in continuous placement, mark arrival time at 6AM

Client Attendance * Placements marked as ES or Extended date may be discharged

| Case Last | Case First | Case Number | Rm Num | Adults | Children | ES | Ext Date | Status | Arrival/Attendance Date/Time | Did Not Stay | DNS Left | Date/Time | Discharge Reason |
|-----------|------------|-------------|--------|--------|----------|----|------------|---------|------------------------------|--------------|----------|-----------|------------------|
| A | D | P00 | 1 | 0 | Y | | | Arrived | | | | | |
| B | J | P00 | 1 | 0 | N | | | | | | | | |
| C | K | P00 | 2 | 1 | N | | | | | | | | |
| D | K | P00 | 2 | 4 | Y | | 01/07/2014 | | | | | | |
| F | A | P00 | 2 | 3 | N | | | | | | | | |
| G | A | P00 | 1 | 4 | N | | | | | | | | |
| G | S | P00 | 1 | 1 | N | | | | | | | | |
| H | F | P00 | 1 | 0 | N | | | | | | | | |
| H | N | P00 | 1 | 0 | N | | | | | | | | |
| K | D | P00 | 2 | 2 | N | | | | | | | | |

Last Name: _____ Case Number: _____

Available Rooms No Rooms Available

1 Bed Add

Comments

12

Date Picker - Windows Internet Explorer

January 2014

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |

Hour: _____ Minutes: _____ AM/PM: _____ Done

After editing each individual client record, click the **Update** button. When done editing records, room availability or the comment field - you must click the yellow **Save** button which is located toward bottom of screen.



Shelter Online Attendance Reporting
Client Attendance / Room Availability

Attendance Date : 01/07/2014

User Dennis Corbett [Help / Glossary](#)

Facility Peconic Hgts Note: for those in continuous placement, mark arrival time at 6AM

Client Attendance * Placements marked as ES or Extended date may be discharged

| Case Last | Case First | Case Number | Rm Num | Adults | Children | ES | Ext Date | Status | Arrival/Attendance Date/Time | Did Not Stay | DNS Left Date/Time | Discharge Reason |
|-----------|------------|-------------|--------|--------|----------|----|----------|---------|------------------------------|--------------------------|--------------------|---------------------------------------|
| S | B | P00 | | 1 | 0 | N | | Arrived | 01/06/2014 5:27:00 PM | <input type="checkbox"/> | | Not Discharged * Edit |
| T | J | P00 | | 1 | 2 | N | | | | <input type="checkbox"/> | | Edit |

Message from webpage

 1 Attendance records have not been updated. Please update attendance and resubmit

Last Name Case Number

Available Rooms No Rooms Available

1 Bed

Comments

test comments 1/7/2014

** No Rooms Found ** To Add above - select type, enter quantity, click add button

If you forget to update an attendance record and try to then submit the attendance, you will receive an error message alerting that a client record needs to be updated. All client records need updating in order to submit the information successfully.

Shelter Online Attendance Reporting
Client Attendance / Room Availability

Attendance Date : 01/07/2014

User Dennis Corbett [Help / Glossary](#)

Facility Peconic Hgts Note: for those in continuous placement, mark arrival time at 6AM

Client Attendance * Placements marked as ES or Extended date may be discharged

| Case Last | Case First | Case Number | Rm Num | Adults | Children | ES | Ext Date | Status | Arrival/Attendance Date/Time | Did Not Stay | DNS Left Date/Time | Discharge Reason |
|-----------|------------|-------------|--------|--------|----------|----|----------|---------|------------------------------|--------------------------|--------------------|---------------------------------------|
| S | B | P00 | 1 | 0 | | N | | Arrived | 01/06/2014 5:27:00 PM | <input type="checkbox"/> | | Not Discharged * Edit |
| T | J | P00 | 1 | 2 | | N | | | | <input type="checkbox"/> | | Edit |

Message from webpage

 1 Attendance records have not been updated. Please update attendance and resubmit

Last Name Case Number

Available Rooms No Rooms Available

1 Bed

Comments

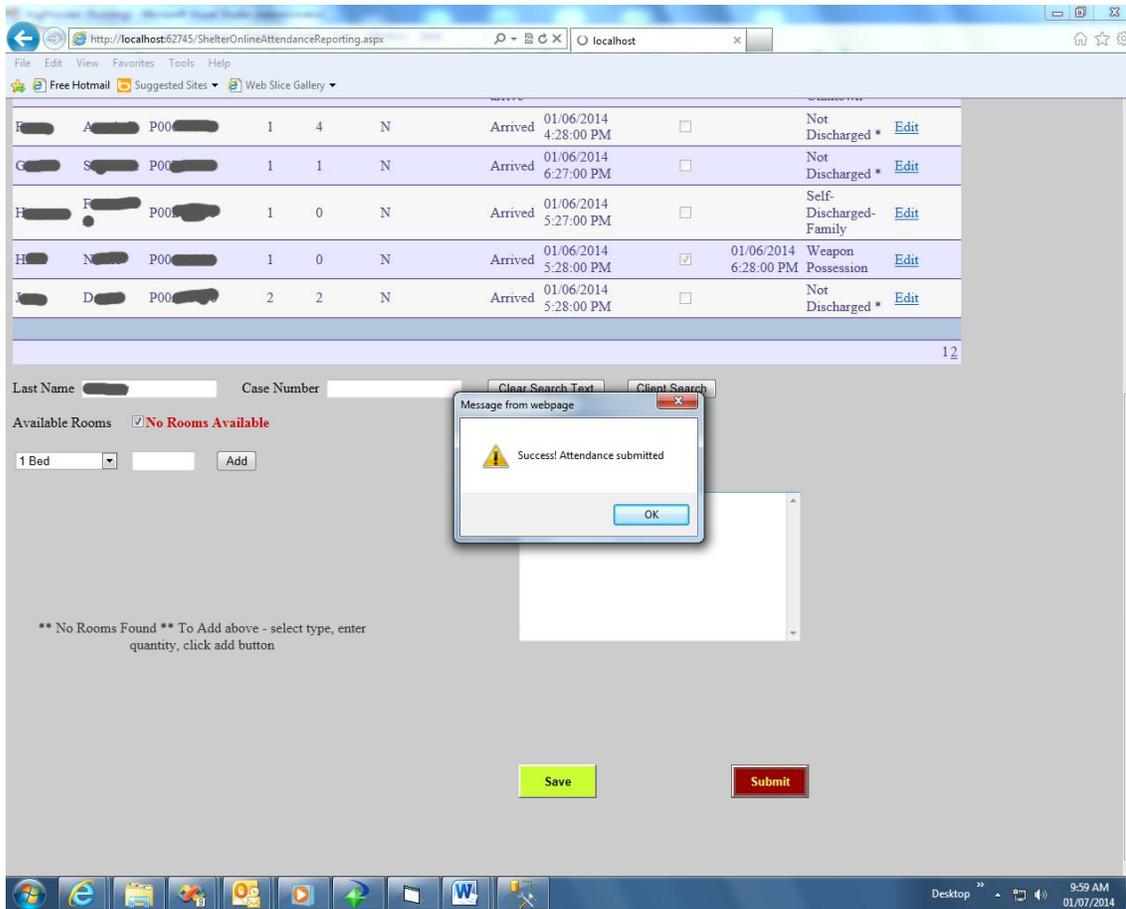
test comments 1/7/2014

** No Rooms Found ** To Add above - select type, enter quantity, click add button

9:56 AM 01/07/2014

Once all clients have had their attendance recorded and the room availability/unavailability noted, the information is ready to be submitted. Click the red **Submit** button to submit attendance to the DSS Emergency Housing Placement Unit.*





You will receive a message letting you know the attendance has been submitted successfully. ***Note:** Attendance can only be submitted between the hours of 5:00 am and 8:15 am on Attendance Reporting Date.

Glossary – description of various fields and command buttons on the attendance form

Edit - must be clicked to allow entering information into fields for each record.

Update – must click after “editing” each record.

Save – click when done editing records on the screen. This transmits the attendance information to our database.

Status – client would either have “Arrived” or “Did Not Arrive”

Did Not Stay - If client arrived but did not stay overnight, indicate this by clicking the **Did Not Stay** check box. This will automatically “discharge” the client. Enter the Date/Time client left facility. Note: There is no need to select a discharge reason if the client has the Did Not Stay checkbox filled in.

Arrival Date/Time – used when client arrived at facility.

DNS Left Date/Time – used when client did not stay at the facility to indicate date/time departed.

Discharge Reason - “Not Discharged” is selected if the client arrived and stayed the night. If you wish to alert the Housing Placement Unit to some problem that occurred during the placement (i.e., drugs/alcohol or police involved/arrested). Select a Discharge Reason – the client will be discharged from that particular placement and will show the reason for discharge that you selected from the dropdown list. This information is then available to the Housing Placement Unit and notifies them that you do not want this particular client’s placement to continue at your facility.

Available Rooms grid starts with a default of room type as “1 Bed” and the # of rooms field blank. The availability grid will enlarge as you add available room types located at your facility. Once a room type is selected, enter the # available in the text box next to the room type and click the Add button. This information can be edited or deleted as needed. If there are no rooms available at the facility, please check the box “No Rooms Available”. Note: Room availability is submitted once each morning along with the attendance information. *Please call the DSS EH Placement Unit to alert them if room availability changes after submitting the day’s attendance information each morning.*

Comment Field - is used to indicate any important information about the facility itself that you wish to communicate to the Social Services Housing Placement Unit.

Client Search – useful if there are multiple pages of clients listed. Enter the client last name or case # and click Client Search. To clear the search field(s) and search for a different client/case #, click on **Clear Search Text** and then enter different search criteria and click Client Search. This will take you to the page where client record is located.

Submit - Attendance can only be submitted once each day (between the hours of 5:00 am – 8:15 am.) Please allow enough time to enter the attendance before the 8:15 am cutoff.

Discharge Reasons:

| Reason | Description |
|--------------------------------------|--|
| Case Denied | agency denied case, no longer eligible for temporary housing |
| Curfew Violation | client violated shelter curfew |
| Deceased Client | client is deceased |
| Decertified By DSS | agency decertified client/family no longer eligible for temporary housing |
| Destruction of Property | client destroyed shelter property, violating shelter rules |
| Domestic Violence | client was aggressor in a domestic violence incident at shelter |
| Drugs / Alcohol | client violated shelter drug/alcohol policy |
| Health / Safety | client involved in dangerous or unsafe behavior in violation of shelter rules |
| Inappropriate Behavior | client engaged in other inappropriate behavior, violation of shelter rules |
| Non-pmt of Shelter Oblig. | client failed to pay their the shelter obligation |
| Other Shelter Rule Violation | client violated shelter rules not listed above |
| Police Involvement / Client Arrested | client arrested and no longer at shelter |
| Sanction | agency sanctioned client no longer eligible for temporary housing |
| Self-Discharged-Family | everyone in family or single at shelter left the shelter to live with family |
| Self-Discharged-Ind. Family Mem. | one member of household left the shelter |
| Transfer to Another Shelter | agency transferred client to another shelter |
| Unauthorized Absence | client left shelter for evening and then returned, in violation of ILP |
| Unsupervised Children | client failed to supervise their children, in violation of shelter rules |
| Violence / Threats | client threatened or used violence toward shelter staff or another individual at shelter |
| Weapon Possession | client was in the possession of a weapon, violating shelter rules |
| Whereabouts Unknown | client's current address is not known, no longer at shelter |
| Will Not Sign ILP/Shelter rules | client arrived and was required to sign an ILP and has refused to sign |

NOTE: If client has discharged to Permanent Housing – select “Self-Discharged-Family” or “Self-Discharged-Ind.Family Mem. as the discharge reason.

Online Attendance Recording Matrix

| Scenario | Description | Status Selection | Status Date | Did Not Stay Checkbox | Did Not Stay Left Time/Date | Discharge Reason | Discharged from Placement Database | |
|----------|---|---|-----------------------------|-----------------------|--|--|------------------------------------|--|
| 1 | Client arrived and stayed the night | Arrived | Enter the date/time arrived | Unchecked | Leave Blank | Not Discharged | No - unless they are ES | |
| 2 | Client arrived and stayed the night but will not be returning or provider prefers they not be placed another night at their facility. | Arrived | Enter the date/time arrived | Unchecked | Leave Blank | Select the Appropriate Discharge Reason which then appears in the Placement Database | Yes | |
| 3 | Client Arrived but did not stay the entire night for some reason. | Arrived | Enter the date/time arrived | Checked | Enter the date/time client left the facility | Select the Appropriate Discharge Reason which then appears in the Placement Database | Yes | |
| 4 | Client Did Not Arrive | Did Not Arrive | Leave Blank | Leave Blank | Leave Blank | Leave Blank - Defaults to "Whereabouts Unknown" in the Placement Database | Yes | |
| 5 | Client is at your facility but is not listed on the screen or client is listed on the screen but no longer at your facility | Call DSS (see telephone numbers below) | | | | | | |

For userid/password maintenance, client roster issues, please contact DSS:

631-854-9518 8:00AM - 4:30PM Monday-Friday

631-854-9160 – Before 8AM, Evenings after 4:30PM, Weekends, Holidays