**Tracking When No Placement Available Policy**

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| **POLICY** | System Capacity often outpaces Demand. The policy is to set up a tracking system when this occurs. |
| **PURPOSE** | To document when system capacity outpaces demand and track in real time what is required systems capacity so that all persons who request shelter are able to be accommodated. |
| **PROCEDURE** | Outreach workers, when told that shelter capacity has been reached for a given population (families, single males, single females) will contact outreach dispatch and share the location and person being turned away due to lack of capacity. Dispatch contacts the intake site to confirm that capacity has been reached. If the intake site confirms a lack of capacity, dispatch will:   1. Contact the Community After Hours Supervisor. 2. If Supervisor is not able to resolve the issue, dispatch contacts the Outreach Coordination Entity (OCE) Supervisor.   For all situations in which this policy must be utilized the following detailed information is tracked:   * Date and Time * Outreach worker * Persons effected by lack of capacity   In weeks in which this does occur, a report will be submitted to the Community with the compiled information.   * When lack of capacity impacts during a weather emergency or not during a weather emergency. |