

Chapter 14 – Wait List

1. **Entry Steps: Client Profile, Intake.**
2. To place a client on the **Wait List** you must first have entered the **Client Profile** and **Intake**.
3. Select the client from the **Client List**, and click **Activity List**. Click the **Wait List** option in the menu.
4. To put the client on the wait list for a program click the **Put Client on Waiting for Another Program** hyperlink.
5. **Select Program:** The client must be put on the wait list for a specific program. Select the program, and the modality will populate.
6. **Select Staff:** If you want to place the client on the wait list for a specific staff member select that person from the drop down list.
7. **Wait Start Date:** The date will default to the current date, this can be changed as needed.
8. **Added to Wait List By:** This will default to the user logged into the system. It may be changed as needed.
9. **Dually diagnosed, Injecting, Pregnant, HIV+. :** Special conditions may affect the facility, program, staff selection and criticality of treatment. Many of these values pre-populate from the Intake screen.
10. **Referred to Interim Services:** This will indicate whether interim assistance such as counseling will be provided until the program has an opening.
11. **Assistance Needed to Place this Client:** This will indicate if assistance is needed to place this client in another program.
12. If the client is enrolled in the program he/she was on the wait list for, the system will take them off the wait list. If the client needs to be removed from the wait list for any other reason, go to the **Wait List** screen and complete the **Wait End Date**, **Removed from Wait List by** and **Reason** fields and provide any additional details in the comments box.