



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

Requirements needed to process attendance online:

Hardware: Computer, Internet Access capability

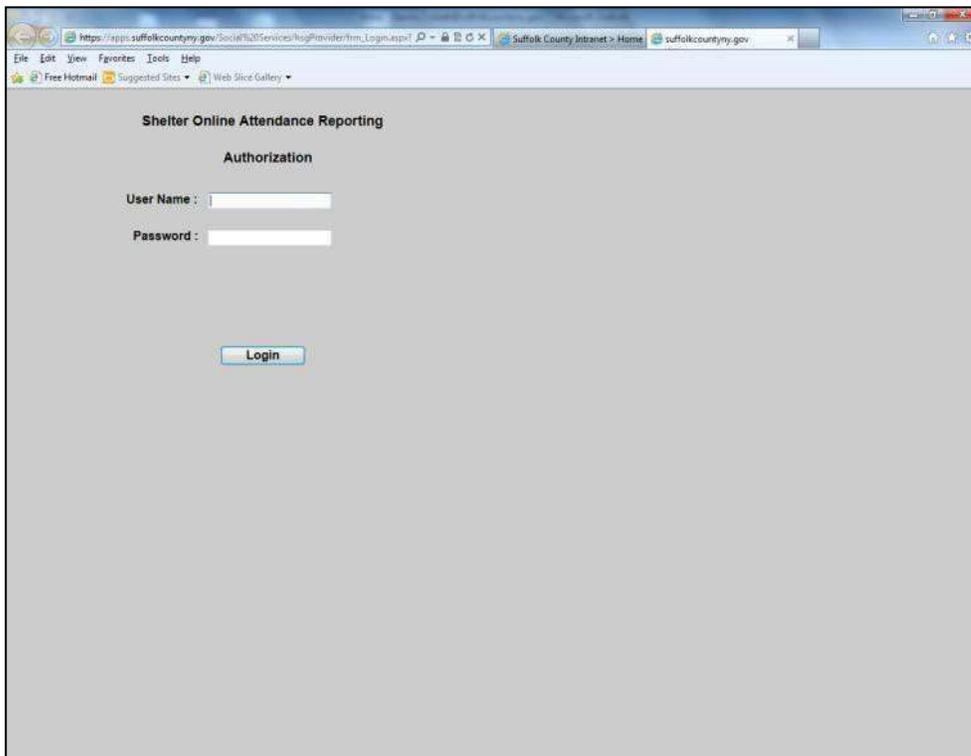
Software: Windows 7 OS w 2 gb RAM minimum, Internet Explorer browser version 9, 10 or 11

Internet Explorer link to application:

<https://apps2.suffolkcountyny.gov/dss/soar/>

Once the link opens in Internet Explorer, make a shortcut and place it on your desktop. The shortcut address may 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.

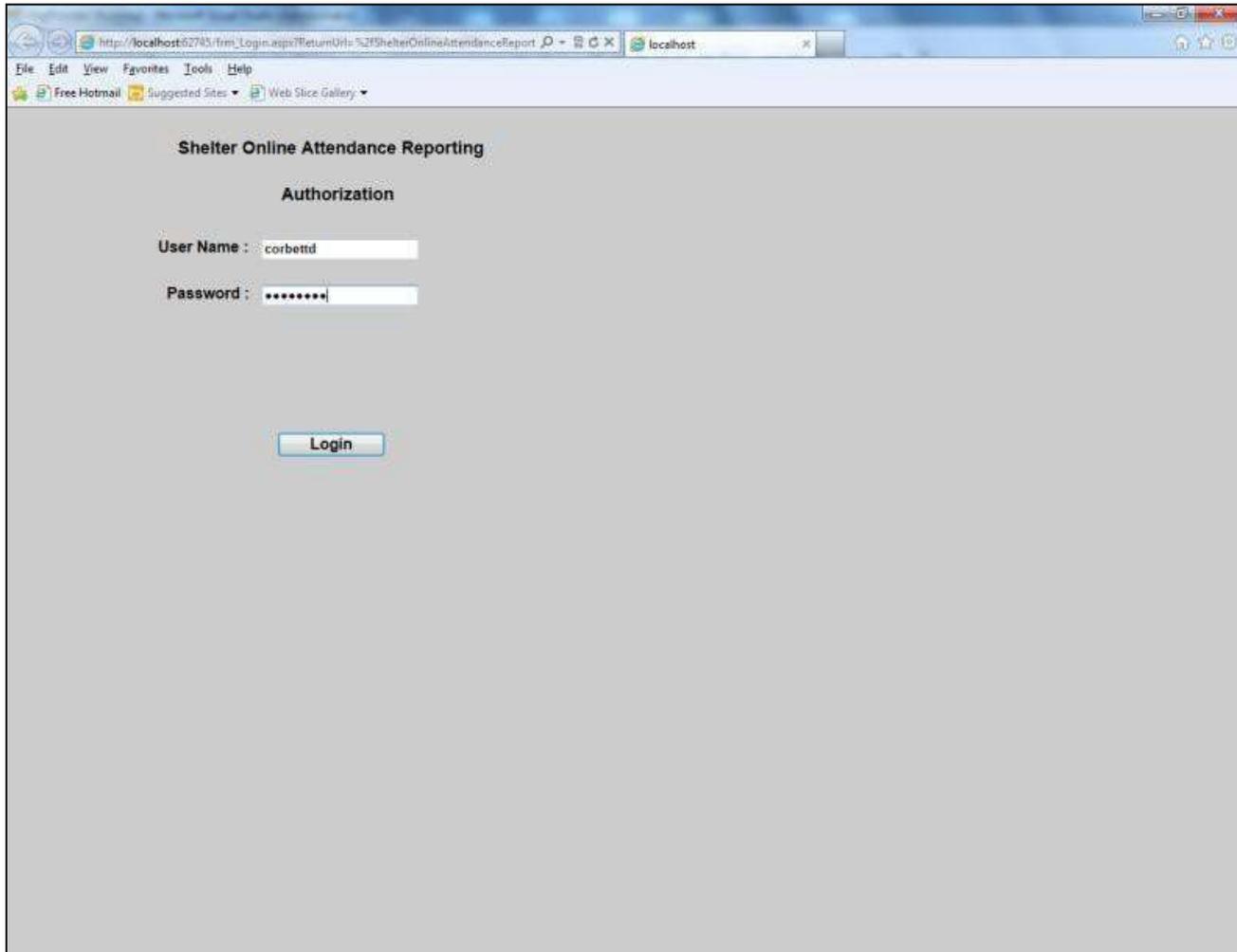
Log in screen will appear.



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, enter the default password and you will then be asked to create your own password. Follow directions on the screen.

Functionality Changes For Providers As of December 19, 2019:

- **Num Units:** This refers to beds for single shelters and units for family shelters. This is a fixed number based on a budgetary review and a physical inspection. Shelter providers can email [SCDSS](#) if there is a need to adjust their number.
- **Num Units Filled:** This refers to the number of beds for single shelters or units for family shelters that were occupied and unavailable for a placement.
- **Num Vacancies:** This refers to the number of beds for single shelters and units for family shelters that are available for a placement.
- **Num Units Offline:** This refers to the number of beds for single shelters or units for family shelters that are not currently available for a placement for reasons other than being occupied.



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:

631-854-9525 8:00AM – 4:00PM Monday-Friday

631-854-9518 8:30AM – 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 8:45 am of the following day. Submit time for attendance is 5:00 am until 8:45 am of the attendance day.

Note: Password creation is only available from 4:30 pm until 8:45 am each 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, the following screen appears with user name and facility name. Select your facility.

Shelter Online Attendance Reporting
Client Attendance / Room Availability

Facility: Attendance Date:

User: Ab Enduser [Help / Glossary](#)

Org: Community Housing Innovations Inc. Note: for those in continuous placement, mark arrival time at 6AM

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

Adults Children

Last Name Case Number

Room Availability **No Rooms Available** Num Units Num Units Filled Num Vacancies Num Units Offline

Comments

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

File Edit View Favorites Tools Help

Shelter Online Attendance Reporting

Client Attendance / Room Availability

Facility:
 Attendance Date:

User: **John Doe** [Help / Glossary](#)

Org: Community Housing Innovations Inc. 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	Adults	Children	ES	Ext Date	Bed Hold	BH Ext.Date	Rm Num	Status	Arrival/Attendance Date/Time	Did Not Stay	DNS Left Date/Time
Deer	Doa	T10033	1	0	N		<input type="checkbox"/>		100			<input type="checkbox"/>	Edit
Doe	John	T10037	1	2	N		<input type="checkbox"/>		101			<input type="checkbox"/>	Edit
Geed	Pat	T10043	1	0	N		<input type="checkbox"/>		102			<input type="checkbox"/>	Edit
Goofey	Mr	T10031	1	1	N		<input type="checkbox"/>		2A			<input type="checkbox"/>	Edit
Hawking	Josh	T10035	1	2	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
ILP	Client	P00000001	0	0	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Mouse	Micky	T10030	1	2	N		<input type="checkbox"/>		1A			<input type="checkbox"/>	Edit
Nama	Joseph	T10034	1	0	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Nobeard	Marie	T10039	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Sailor	Popeye	T10032	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit

1 2

Adults:
 Children:

Last Name:
 Case Number:

Room Availability:
 No Rooms Available
 Num Units:
 Num Units Filled:
 Num Vacancies:
 Num Units Offline:

Comments

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

“Attendance Date”:

Select the attendance date by clicking the **Get Submit Date** command button. This will open up a date picker/calendar (see below.) 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). Note: Attendance must be submitted each and every morning for the previous day.



For example, if you are working 4 pm – 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.

File Edit View Favorites Tools Help

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

Case Last	Case First	Case Number	Adults	Children	ES	Ext Date	Bed Hold	BH Ext.Date	Rm Num	Status	Arrival/Attendance Date/Time	Did Not Stay	DNS Left Date/Time
Deer	Doa	T10033	1	0	N		<input type="checkbox"/>		100			<input type="checkbox"/>	Edit
Doe	John	T10037	1	2	N		<input type="checkbox"/>		101			<input type="checkbox"/>	Edit
Geed	Pat	T10043	1	0	N		<input type="checkbox"/>		102			<input type="checkbox"/>	Edit
Goofey	Mr	T10031	1	1	N		<input type="checkbox"/>		2A			<input type="checkbox"/>	Edit
Hawking	Josh	T10035	1	2	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
ILP	Client	P00000001	0	0	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Mouse	Micky	T10030	1	2	N		<input type="checkbox"/>		1A			<input type="checkbox"/>	Edit
Nama	Joseph	T10034	1	0	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Nobear	Marie	T10039	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Sailor	Popeye	T10032	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit

12

Adults Children

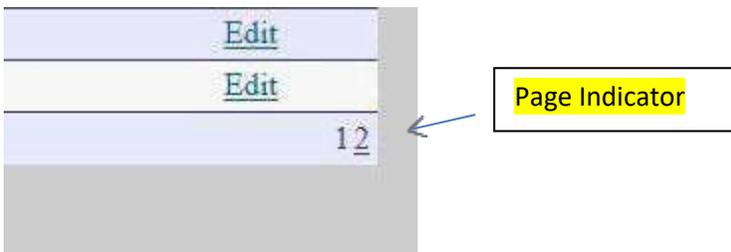
Last Name Case Number

Room Availability **No Rooms Available** Num Units Num Units Filled Num Vacancies Num Units Offline

Comments

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

All of the attendance day's current placements will appear in 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 of the client record. The following fields can be edited: **Room Number**, Status, Arrival Date/Time, Did Not Stay, DNS Left Date/Time.

File Edit View Favorites Tools Help

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

Case Last	Case First	Case Number	Adults	Children	ES	Ext Date	Bed Hold	BH Ext.Date	Rm Num	Status	Arrival/Attendance Date/Time	Did Not Stay	DNS Left Date/Time
Deer	Doa	T10033	1	0	N		<input type="checkbox"/>		100			<input type="checkbox"/>	Edit
Doe	John	T10037	1	2	N		<input type="checkbox"/>		101			<input type="checkbox"/>	Edit
Geed	Pat	T10043	1	0	N		<input type="checkbox"/>		102			<input type="checkbox"/>	Edit
Goofey	Mr	T10031	1	1	N		<input type="checkbox"/>		2A			<input type="checkbox"/>	Edit
Hawking	Josh	T10035	1	2	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
ILP	Client	P00000001	0	0	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Mouse	Micky	T10030	1	2	N		<input type="checkbox"/>		1A			<input type="checkbox"/>	Edit
Nama	Joseph	T10034	1	0	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Nobeard	Marie	T10039	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit
Sailor	Popeye	T10032	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit

12

Adults Children

Last Name Case Number

Room Availability **No Rooms Available** Num Units Num Units Filled Num Vacancies Num Units Offline

Comments

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

Enter **Status** – select “Arrived” or “Absent” 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”.

*For example, if client “Arrived”: select “**Arrived**” 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. If client did not arrive, select the status of “Absent” 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. Select an appropriate discharge reason.

Case Last	Case First	Case Number	Adults	Children	ES	Ext Date	Bed Hold	BH Ext.Date	Rm Num	Status	Arrival/Attendance Date/Time	Did Not Stay	DNS Left Date/Time
Deer	Doa	T10033	1	0	N		<input type="checkbox"/>		100	Arrived	5/6/2018 10:27:00 PM	<input type="checkbox"/>	
Doe	John	T10037	1	2	N		<input type="checkbox"/>		101	Arrived	5/6/2018 3:28:00 PM	<input checked="" type="checkbox"/>	5/7/2018 1:26:00 AM
Geed	Pat	T10043	1	0	N		<input type="checkbox"/>		102	Arrived	<input type="text" value="Date"/>	<input type="checkbox"/>	<input type="text" value="Date"/>
Goofey	Mr	T10031	1	1	N		<input type="checkbox"/>		2A	Absent		<input type="checkbox"/>	

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



File Edit View Favorites Tools Help

Shelter Online Attendance Reporting

Client Attendance / Room Availability

Facility: Attendance Date:

User: **John Doe** [Help / Glossary](#)

Org: Community Housing Innovations Inc. 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	Adults	Children	ES	Ext Date	Bed Hold	BH Ext.Date	Rm Num	Status	Arrival/Attendance Date/Time	Did Not Stay	DNS Left Date/Time
Deer	Doa	T10033	1	0	N		<input type="checkbox"/>		100	Arrived	5/7/2018 10:27:00 PM	<input type="checkbox"/>	Edit
Doe	John	T10037	1	2	N		<input type="checkbox"/>		101	Arrived	5/7/2018 3:28:00 PM	<input checked="" type="checkbox"/>	5/8/2018 1:26:00 AM Edit
Geed	Pat	T10043	1	0	N		<input type="checkbox"/>		102	Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>	Edit
Goofey	Mr	T10031	1	1	N		<input type="checkbox"/>		2A	Absent		<input type="checkbox"/>	Edit
Hawking	Josh	T10035	1	2	N		<input type="checkbox"/>			Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>	Edit
ILP	Client	P00000001	0	0	N		<input type="checkbox"/>			Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>	Edit
Mouse	Micky	T10030	1	2	N		<input type="checkbox"/>		1A	Absent		<input type="checkbox"/>	Edit
Nama	Joseph	T10034	1	0	N		<input type="checkbox"/>			Absent		<input type="checkbox"/>	Edit
Nobeard	Marie	T10039	2	1	N		<input type="checkbox"/>			Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>	Edit
sailor	Popeye	T10032	2	1	N		<input type="checkbox"/>					<input type="checkbox"/>	Edit

Adults: Children:

Last Name:

Room Availability: No Rooms Available

1 Bed

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

Message from webpage

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

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

Facility: Attendance Date: Get Submit Date

User: **John Doe** [Help / Glossary](#)

Org: Community Housing Innovations Inc. Note: for those in continuous placement, mark arrival time at 6AM

* Placements marked as ES or Extended date may be discharged

Case Last	Case First	Case Number	Adults	Children	ES	Ext Date	Bed Hold	BH Ext.Date	Rm Num	Status	Arrival/Attendance Date/Time	Did Not Stay	DNS Left Date/Time	Edit
Deer	Doa	T10033	1	0	N		<input type="checkbox"/>		100	Arrived	5/7/2018 10:27:00 PM	<input type="checkbox"/>		Edit
Doe	John	T10037	1	2	N		<input type="checkbox"/>		101	Arrived	5/7/2018 3:28:00 PM	<input checked="" type="checkbox"/>	5/8/2018 1:26:00 AM	Edit
Geed	Pat	T10043	1	0	N		<input type="checkbox"/>		102	Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>		Edit
Goofey	Mr	T10031	1	1	N		<input type="checkbox"/>		2A	Absent		<input type="checkbox"/>		Edit
Hawking	Josh	T10035	1	2	N		<input type="checkbox"/>			Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>		Edit
ILP	Client	P00000001	0	0	N		<input type="checkbox"/>			Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>		Edit
Mouse	Micky	T10030	1	2	N		<input type="checkbox"/>		1A	Absent		<input type="checkbox"/>		Edit
Nama	Joseph	T10034	1	0	N		<input type="checkbox"/>			Absent		<input type="checkbox"/>		Edit
Nobear	Marie	T10039	2	1	N		<input type="checkbox"/>			Arrived	5/7/2018 6:00:00 AM	<input type="checkbox"/>		Edit
Sailor	Popeye	T10032	2	1	N		<input type="checkbox"/>			Absent		<input type="checkbox"/>		Edit

Adults: Children:

Last Name: Case Number:

Room Availability: No Rooms Available Num Units: Num Units Filled: Num Vacancies: Num Units Offline:

Comments:

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

Once all clients have had their attendance recorded and the room availability/unavailability noted, the numbers referring to the status of the units at the bottom of the screen need to be entered.

Adults: Children:

Last Name: Case Number:

Room Availability: No Rooms Available Num Units: Num Units Filled: Num Vacancies: Num Units Offline:

Comments:

The Num Units field is defaulted to the budgeted number of units. This refers to beds for single shelters and units for family shelters. This is a fixed number based on a budgetary review and a physical inspection. Num Units Filled, Num Vacancies and Num Units Offline (units offline for shelters only) need to be entered before attendance is submitted. For shelters only (not motels), the Num Units Filled plus the Num Vacancies plus the Num Units Offline must equal the Num Units in the system. Once all of these numbers are entered, 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 8:45 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 “Absent”

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 Attendance will show the reason that you selected from the dropdown list. This information is then available to the Housing Placement Unit.

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 – 8:45 am.) Please allow enough time to enter the attendance before the 8:45 am cutoff.

Online Attendance Recording Matrix

Scenario	Description	Status Selection	Status Date	Did Not Stay Checkbox	Did Not Stay Left Time/Date
1	Client arrived and stayed the night	Arrived	Enter the date/time arrived	Unchecked	Leave Blank
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
4	Client Did Not Arrive	Absent	Leave Blank	Leave Blank	Leave Blank
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:

8:00AM – 4:00PM 631-854-9525 Monday – Friday

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

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

Reporting feature added to SOAR:

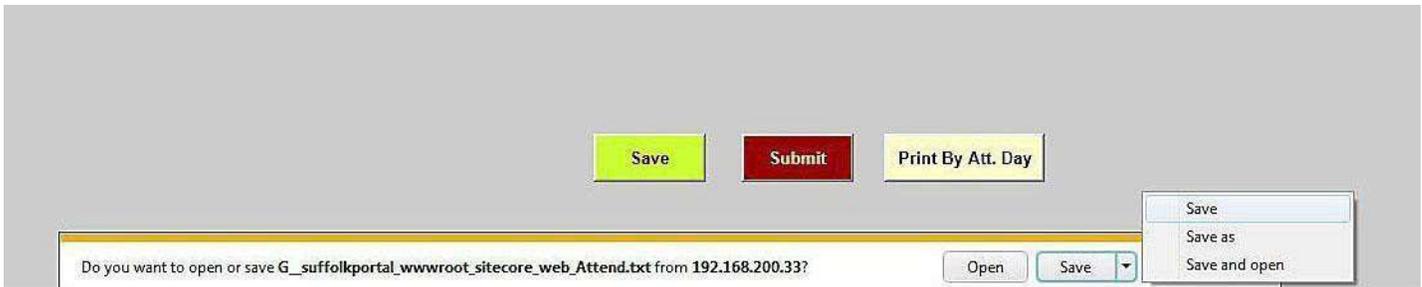
To retrieve the attendance from a given day (attendance has to have already been submitted previously) and save to file or print:

1. Sign in to SOAR (After 4:30 pm and prior to 8:45 am the following day)
2. Select a facility and an attendance date
3. Click the **ATTEND TXT** button on the main screen.
4. You will receive following message which will be located at the bottom of your screen.

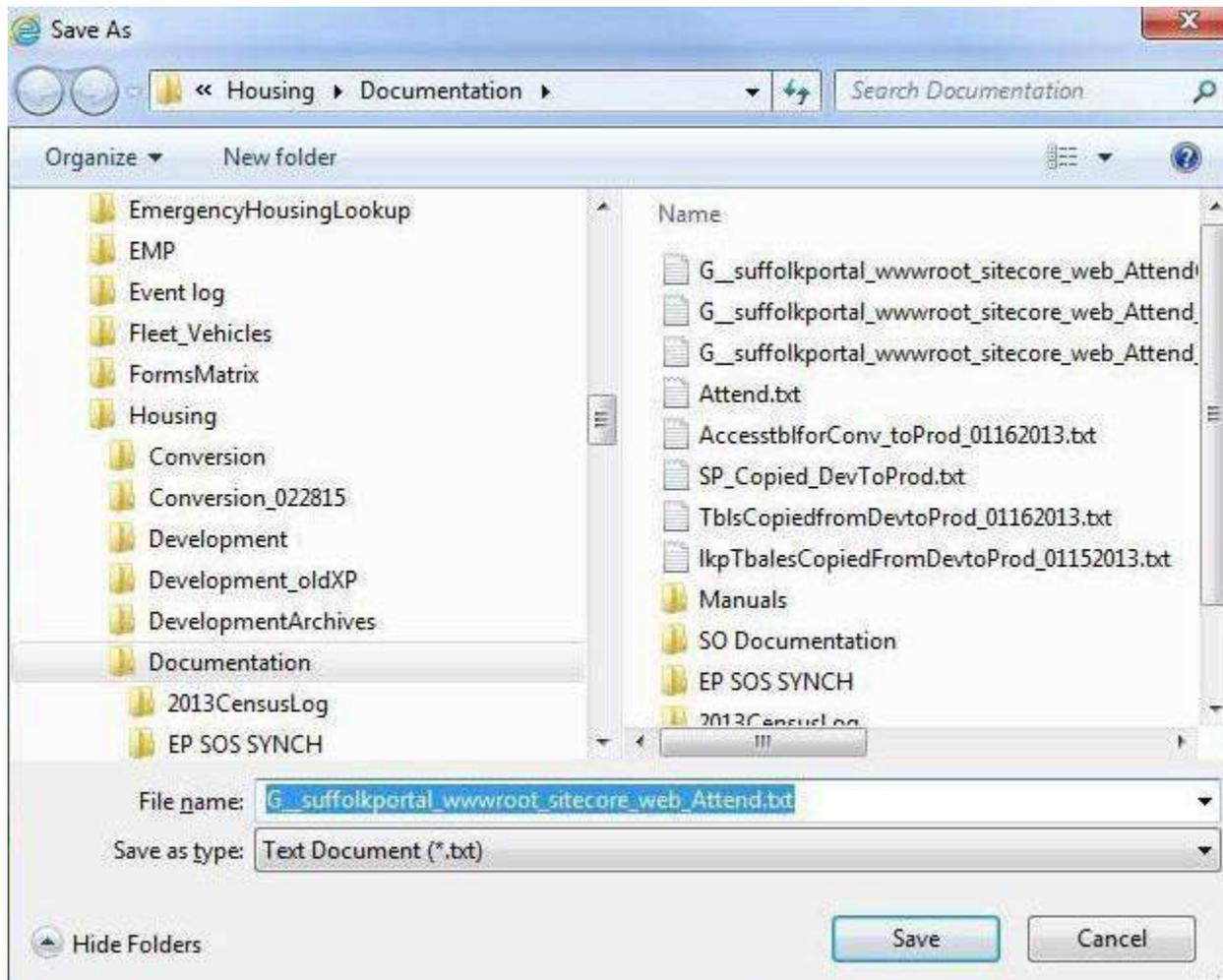


You have the option to open the file or save the file at this time.

To save the file with a meaningful file name, click the arrow to the right of the Save button and select "Save As":

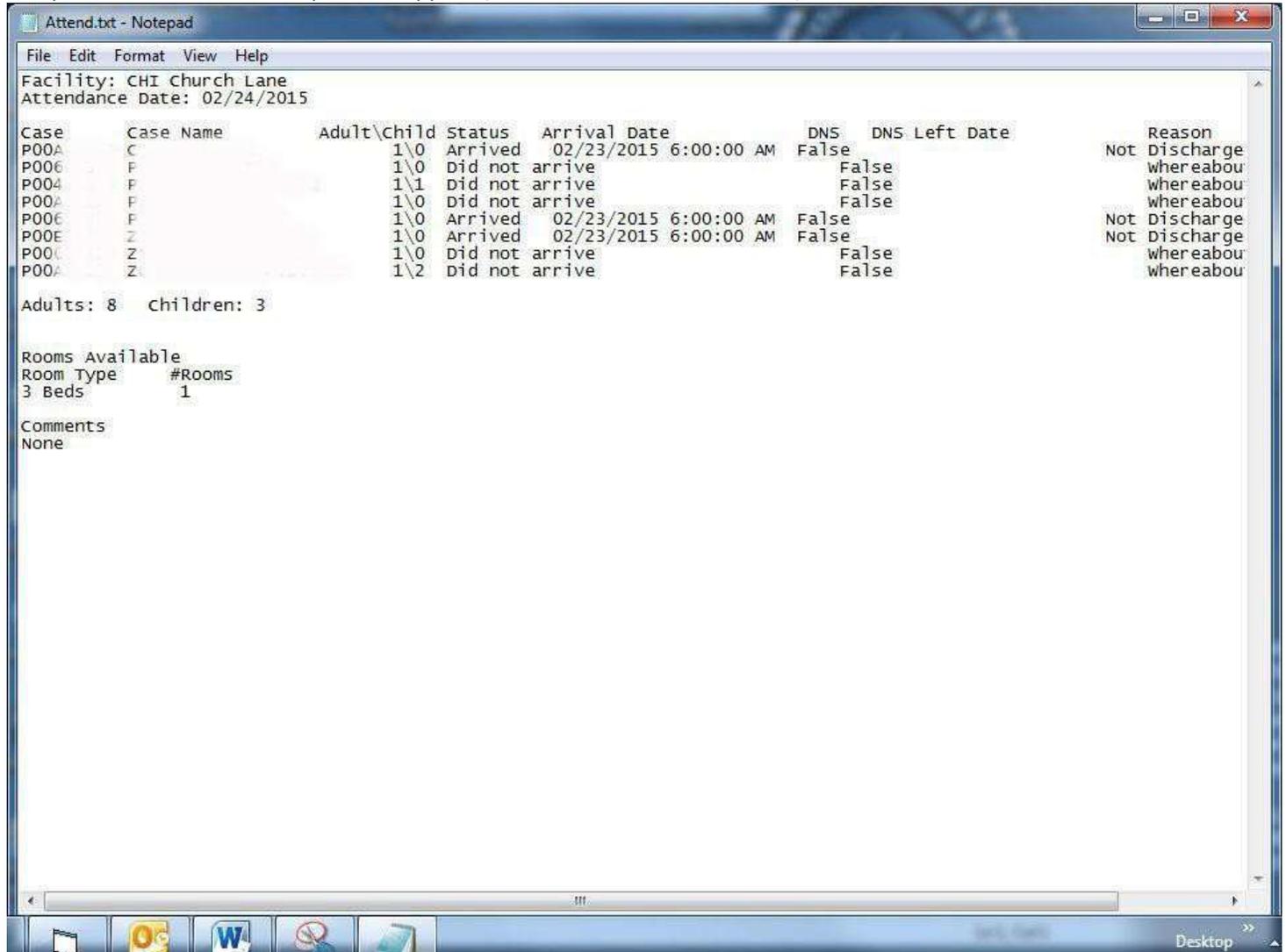


The following screen will appear and will contain a default name in the file name field. At this time, you can change this default file name to a more meaningful file name, for example: 20150302 Attendance Roster.txt and save it as a .txt file to any folder on your computer.



Once you have saved the file to your system, right click the file name and select "Open With" and select "Notepad" from the list.

Sample of how Attend. Txt report will appear (Case #'s and Names redacted):



Note: Make sure you open the printer properties and change the paper orientation in page setup to "Landscape" when printing and the Margins should be set to 0.25 or the file will not be aligned properly.

