



Client Search – Parent Conflict Job Aid

The *Client Search* screen is used by Parent Conflict Attorneys to search for the children of the Parents they have been ordered to represent. This screen will also be used to bring that child in to focus, allowing Parent Conflict Attorneys to view information pertaining to the Parent that is being represented and the child.

Client Search screen

The screenshot shows the 'Client Search' interface. On the left is a sidebar with 'Client' selected. The main area has a 'Client Search' title and a legend: '* Denotes Required Fields', '** Denotes Half-Mandatory Fields', and '† Denotes AFCARS Fields'. Under 'Search Criteria', there's a 'Client Characteristics' section with 'First Name' (Starts With), 'Middle Name' (Starts With), and 'Last Name*' (Starts With) fields, and a 'Date Of Birth' dropdown. Below are checkboxes for 'SSN', 'KIDS Client ID', and 'JID', each with a corresponding input field. The 'Search Results' section shows a table with 1 result. At the bottom are 'Search', 'Show', 'Clear', and 'Cancel' buttons.

Client ID▲	First Name	Mid Name	Last Name	Date of Birth	SSN	Case/Referral ID	Parent ID	Parent Name

1. Navigate to the *Client Search* screen.
 - a. **Client > Search**
 - i. *TIP: The Client Search must be conducted for the Child Client.*
2. Select Search Filter of 'Sounds Like', 'Starts With', or 'IS' for *First Name*, *Middle Name* and/or *Last name*.
3. Enter the client's *First Name*, *Middle Name* and/or *Last Name*.
 - a. Only the *Last Name* of a client is required to complete a search.
 - b. When the search filter of 'Starts With' is selected, use only a few letters of the child's name to receive maximum search results.
 - c. The *Date Of Birth* field may be used to further filter the search criteria.
4. A search may also be conducted by a client's *Social Security Number*, *KIDS Client ID* or by a Child's *JID* (Juvenile Identification number). Check the appropriate heading checkbox; the corresponding field will become active and required.
5. Click the **[Search]** button.
6. A *Search Results* section displays any potential matches.
 - i. *TIP: The Search Results grid displays children whose parent has had a Praeceptum for Appearance that Parent Conflict Attorney has filed.*
7. Select the client in the *Search Results* grid and click the **[Show]** button. The selected client will be in focus.

For more information...

For assistance, please contact the Allegheny County Service Desk at servicedesk@alleghenycounty.us or 412-350-4357 (Option 2 for DHS). To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>.

This Job Aid and additional user materials are located on the DHS Amazon site at <http://dhswebt.s3.amazonaws.com/KIDSJobAids/index.html>.