Department of Human Services
Allegheny County, Pennsylvania

kids
Key Information and Demographics System

Service Log – KidsVoice Job Aid

KidsVoice users will use the *Service Log* screen to document the child representation. The entries on this screen become the invoice used to pay KidsVoice for services. The *Service Log* screen must be completed for each child represented. Since the fee paid for this representation is a flat rate, the Service Log is completed one time for the child in a rolling 12 month window.

This screen is completed in waterfall order (from top to bottom). The selections made in one field will affect the values available in lower fields.

Service Log screen

1. Bring the Client in to focus by using the Client Search function.
    i. TIP: Please refer to the KidsVoice Client Search Job Aid.
2. Navigate to the *Service Log* screen.
    a. **Client > Service Log**
3. The application will display the total number of documented units for the selected child in the *Total Units* field in the *Service Log* section.
4. The *Service Summary* section will display any *Service Log* entries.
    a. Highlight an entry. The details display below in the *Service Details* section.

Completing the Service Log screen – Service Detail section

1. Enter the *Date* and *Time* of the service.
2. Select *AM* or *PM*.
3. The *Client* name will populate with the name of the child that is in focus.
4. Select the *Service*. The Service selected is determined by the age of the child being

represented.

    a. Select the Service of *Legal Service // Legal Representation // Child* for any child under the age of 16.

    b. Select the Service of *Administrative Support // Staffing // Legal Representation* for any child 16 years of age or older.

5. Select the *Program*.
6. Select the *Facilities*.
7. Select the *Unit Type*.
8. Enter the number of *Unit*(s).
9. Enter *Comments*, if applicable.
10. Click the **[Save]** button to save the entry.
11. Clicking the **[Void]** button will void the documented entry. The entry will remain displayed on the *Service Summary* grid.
12. The **[New]** button will permit the entry of a new Service Log record.

NOTE: *The Service Log screen is completed once per 12 month window, for each child being represented.*

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://dhswbt.s3.amazonaws.com/KIDSJobAids/index.html.