



Parent Advocacy – Client Search- Job Aid

The *Client Search* screen is used by Parent Advocacy 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 Advocacy to view information pertaining to the child and the parent that Parent Advocacy is representing.

Client Search screen

The screenshot shows the 'Client Search' interface. On the left is a sidebar with a calendar for December 2012 and a 'My Tasks' section. The main content area has a header with the Allegheny County Department of Human Services logo and the 'kids' logo. Below the header, there's a 'Client Search' section with a legend: * Denotes Required Fields, ** Denotes Half-Mandatory Fields, # Denotes AFCARS Fields. The search criteria include:

- ☒ Client Characteristics:
 - First Name: Starts With [dropdown] [text box]
 - Middle Name: Starts With [dropdown] [text box]
 - Last Name*: Starts With [dropdown] [text box]
 - Date Of Birth: [dropdown]
- ☐ SSN: [text box]
- ☐ KIDS Client ID: Client ID [text box]
- ☐ JID: JID [text box]

 At the bottom are buttons for 'Search', 'Show', 'Clear', and 'Cancel'.

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 or 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 will be displayed any potential matches.
 - i. *TIP: The Search Results grid displays children whose parent has had a Praeceptum for Appearance that Parent Advocacy 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>.