



Case – Recommendations – DHSSSP Job Aid

The *Recommendations* screen displays possible connections between the Household Members on the DHSSSP case and other DHS system/program involvements. If appropriate, these cases can be associated within Synergy.

Recommendations screen

Navigation

1. Bring the Case into focus and navigate to → .
 - a. If there are new Recommendations on a Case the text on the navigation tile will change to red with an asterisk to indicate that there is new information:



System Recommendations

1. The **System Recommendations** pane lists other program/system involvements of the Household Members associated to this case. It is recommended that the case details are reviewed and associated for other DHS staff to be aware and better serve the individual.

System Recommendations

Listed below are other program/system involvements of the household member associated to this case.
It is recommended that the case details are reviewed and associated for other DHS staff to be aware and better serve the client.

HH Member	Relation	Case Name	Case ID	Case Date	System	View Details	Action
October November	Self	November	132	7/1/2016	DHSSSP		<div>Associated</div> <div>Associate</div>
		November	135	7/1/2016	DHSSSP		

- a. The Household Member (*HH Member*) with other DHS System/Program involvements will be displayed here.
- b. The list of other Cases where the identified household member is involved will be listed here. This connection is based on MCI ID.
 - i. This grid will list the *Case Name*, *Case ID*, *Case (open) Date*, and *System*.
 - ii. The symbol in the *System* column indicates that this Case is connected and information is being shared. Information on this case can be viewed by clicking the View Details icon [] which will open a *Case Summary* pop-up for review.
- c. After reviewing the Case Summary details the user can choose to associate the cases by clicking the **Associate** button in the *Action* column of the grid.
 - i. If a Case has already been associated the **Associated** button will be displayed in the *Action* column for workers.
 - ii. Supervisors and Managers will have the **Disassociate** button instead which allows the Supervisor/Manager to disconnect the Case.A confirmation pop-up will appear when **Disassociate** is clicked:

Disassociate Case?


Yes

No

Clicking Yes will disconnect the cases.

Clicking No will close the pop-up without disconnecting the cases.



2. The *Case Summary* pop-up displays some limited information on the case. To open, click the *View Details* icon [] :

Case Details

▼ **Case Summary**

Program: DHS Self-Sufficiency Program **A**

Case ID	Case Name *	Case Status *	Case Open Date	Assigned Worker
132	November	Open	07/01/2016	
Last Recertification Date	Next Recertification Date	Receives Food Stamps? *	Family Type *	Family Size
	07/01/2017	Yes	Single Parent Female	1

B

HouseHold Supports Contacts Case Plans Referral History

Member Name	Gender	Birth Date	SSN	Relationship to HOH/Youth	Involved in Child's Life	Involved in Program?	MCI ID
October November	Female	05/05/1980	641-68-4169	Self		Yes	1000608262

First Previous 1 Next Last

C Close

- The *Program* will be listed at the top of the pop-up. Depending on the program different information may be captured in the top section of the *Case Summary* pop-up.
- Click on each tab to view information on the Case.
 - Household*: contains a list of the individuals in the Case's Household.
 - Supports*: Contains a list of the active Supports on the Case.
 - Contacts*: Displays a list of contacts but does not allow the contacts to be opened and viewed.
 - Case Plans*: Contains a list of the Case Plans.
 - Referral History*: Contains a list of prior Referrals for this Case.
- Click **Close** to close the pop-up.

For more information...

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>