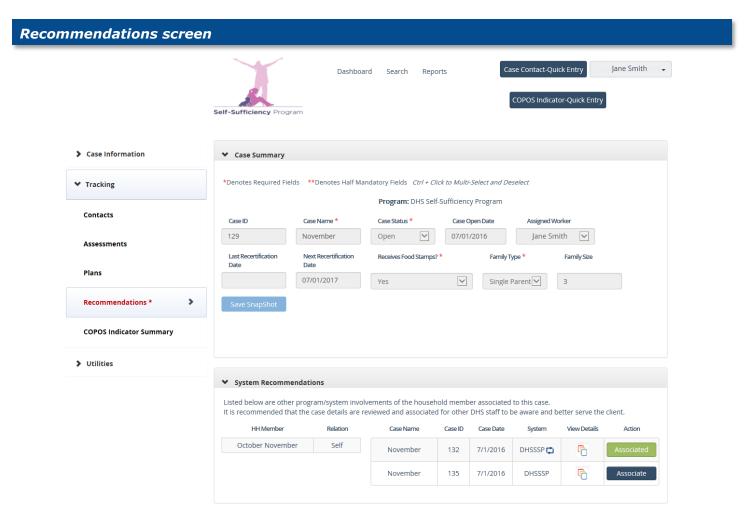


## Case - Recommendations - DHSSSP Job Aid

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.



## Navigation

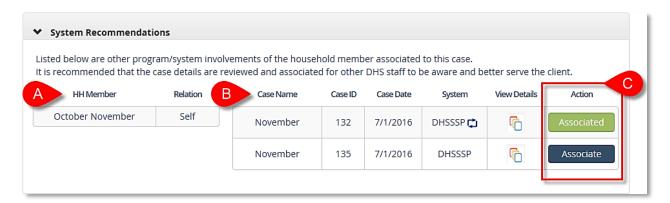
- 1. Bring the Case into focus and navigate to 

  → Tracking → Recommendations →
  - 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:

    Recommendations\*

## 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.



- 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 [ iii] 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 Acton 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 button instead which allows the Supervisor/Manager to disconnect the Case.

A confirmation pop-up will appear when Disassociate is clicked:

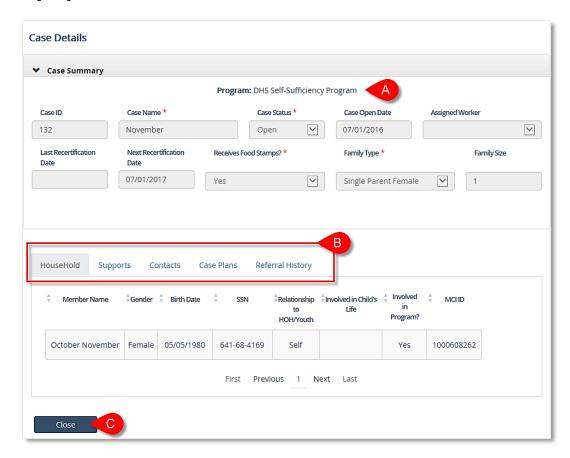


Clicking Yes will disconnect the cases.

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 [ ]:



- a. 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.
- b. Click on each tab to view information on the Case.
  - i. Household: contains a list of the individuals in the Case's Household.
  - ii. Supports: Contains a list of the active Supports on the Case.
  - iii. *Contacts*: Displays a list of contacts but does not allow the contacts to be opened and viewed.
  - iv. Case Plans: Contains a list of the Case Plans.
  - v. Referral History: Contains a list of prior Referrals for this Case.
- c. Click close the pop-up.

## For more information...

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

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