



Case: Service Summary – DHSSSP Job Aid

The *Service Summary* screen allows users to document services rendered to clients. After the January 30, 2018 application update, services documented on this screen will be included in the Count of Persons Served by Domain and Service report.

Service Summary

▼ Service Summary

Domain

-Select- ▼

Service *

-Select- ▼

Service Rendered Date *

Name *

MCIID *

Notes

Save

New

▼ Service Summary

☒ Active Service Summary

☐ Inactive Service Summary

Service Id	Domain	Services	Service Rendered Date	Created By
221	Education and Cognitive Development	Basic Education Classes	1/1/2018	

Show 10 ▼ entries

First Previous 1 Next Last

Navigation

- From the **Dashboard**: Locate the desired Case and click on the *Case ID* to bring the Case into focus.
 - Click on the **Tracking** tile. Then click on the **Service Summary** tile.



Service Summary screen

1. Service Summary pane:

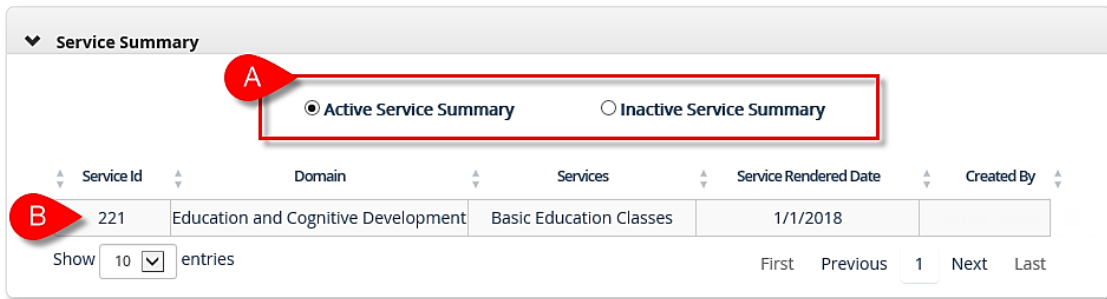
The screenshot shows the 'Service Summary' form. It has a title bar with a dropdown arrow and the text 'Service Summary'. The form contains several fields: 'Domain' and 'Service *' are dropdown menus with '-Select-' as the current selection; 'Service Rendered Date *' is a date input field; 'Name *' and 'MCID *' are read-only text fields; and 'Notes' is a large text area. At the bottom are 'Save' and 'New' buttons. Red callout boxes with letters A, B, C, and D point to the 'Domain' and 'Service *' dropdowns, the 'Service Rendered Date *' field, the 'Name *' and 'MCID *' fields, and the 'Notes' field respectively.

- Domain* and *Service*: The Domain and Service drop-downs are connected. Selecting a Domain first will filter the Service options down to only those in the selected Domain. If a Service is selected first, the corresponding Domain will automatically be selected.
- Service Rendered Date*: Enter the date that the Service was provided.
- Name* and *MCI ID*: These read-only fields will automatically populate with the Participant's name and MCI ID.
- Notes*: If applicable, enter notes about the Service provided.
- Click **Save** to save this Service Summary. Click **New** to create a new Service Summary.

NOTE: Service Summaries cannot be edited once they have been saved.



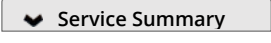
2.  list pane: This pane displays all of the documented Service Summaries.



Service Id	Domain	Services	Service Rendered Date	Created By
221	Education and Cognitive Development	Basic Education Classes	1/1/2018	

Show 10 entries

First Previous 1 Next Last

- a. The list will default to the *Active Service Summary* list. The *Inactive Service Summary* list contains any services that have been removed from the active list. Select the ☒ *Inactive Service Summary* radio button to view the inactive services.
- b. To view a specific Service Summary, click on the desired Service Summary in the grid. The Indicator will now be viewable in the  pane above.

NOTE: If an Active Service was entered in error and needs to be removed, contact your Contract Monitor with the Case Number and Service ID. The Service ID can be found in the first column of the Service Summary grid.



Community Services Block Grant - Unduplicated Count of Persons Served by Domain and Service

The CSBG Annual Report effective January 2018 will include 54 distinct services available to link to your program participants where applicable. This part of the report is a count of the number of persons who received one or more of the listed services. Persons served during a calendar year report period will be counted once per service when applicable.

Employment: 10 Services	Education and Cognitive Development: 6 Services	Income and Asset Building: 11 Services	Housing: 9 Services	Health and Social/Behavioral: 5 Services	Civic Engagement and Community Involvement: 3 Services	Services Supporting Multiple Domains: 10 Services
Vocational Training	Adult Literacy Classes	Financial Management Programs (including budgeting, credit management, credit repair, credit counseling, etc.)	Rent Payments (includes Emergency Rent Payments)	Substance Abuse Counseling	Leadership Training	Case Management
Apprenticeship/Internship	English Language Classes	First time Homebuyer Counseling	Deposit Payments	Mental Health Assessments	Citizenship Classes	Referrals
Job Readiness Training	Basic Education Classes	Foreclosure Prevention Counseling	Mortgage Payments (includes Emergency Mortgage Payments)	Mental Health Counseling	Volunteer Training	Transportation Services (e.g. bus passes, bus transport, support for auto purchase or repair; including emergency services)
Career Workshops	High School Equivalency Classes	Small Business Start Up and Development Counseling	Utility Payments (LIHEAP includes Emergency Utility Payments)	Food Distribution (Food Bags/Boxes, Food Share Program, Bags of groceries)		Child Care subsidies
Job Search Coaching	Applied Technology Classes	Child Support Payments	Utility Deposits	Parenting Classes		Birth Certificate
Resume Development	Post Secondary Education Preparation	Health Insurance	Utility Arrears Payments			Social Security Card
Interview Skills Training		Social Security/SSI Payments	Home Repairs (e.g. structural, appliance, heating systems, emergency, etc.)			Driver's License
Job Referrals		Veteran's Benefits	Healthy Homes Services(e.g. reduction or elimination of lead, radon, carbon dioxide and/or fire hazards or electrical issues,			Legal Assistance
Post-Employment Coaching		TANF Benefits	Energy Efficiency Improvements (e.g. insulation, air sealing, furnace repair, etc.)			Emergency Clothing Assistance
Employment Supplies		SNAP Benefits				Mediation/Customer Advocacy Interventions
		VITA, EITC, or Other Tax Preparation programs				

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 iService, go to: <https://servicedesk.alleghenycounty.us>

This and other Job Aids can be found at: <http://s3.amazonaws.com/dhs-application-support/index.htm>