



Technical Assistance: Crisis Response Dragonfly Job Aid

The *Technical Assistance Crisis Response* screen allows users to document crisis responses through SAP (Student Assistance Program) in schools.

Technical Assistance: Crisis Response

Technical Assistance

▼ Technical Assistance Summary

TA Date

Technical Assistance ID

Assigned Worker

TA Status *

0

-Select-

Open

This section documents crisis responses through SAP in schools.

▼ Crisis Response *

Date of Incident *

Incident Type *

School District

Other District Name

-Select-

-Select-

-Select-

School Building

Other

-Select-

Provider Response

Provider Name

Internal Protocol?

-Select-

-Select-

-Select-

Crisis Details

Save

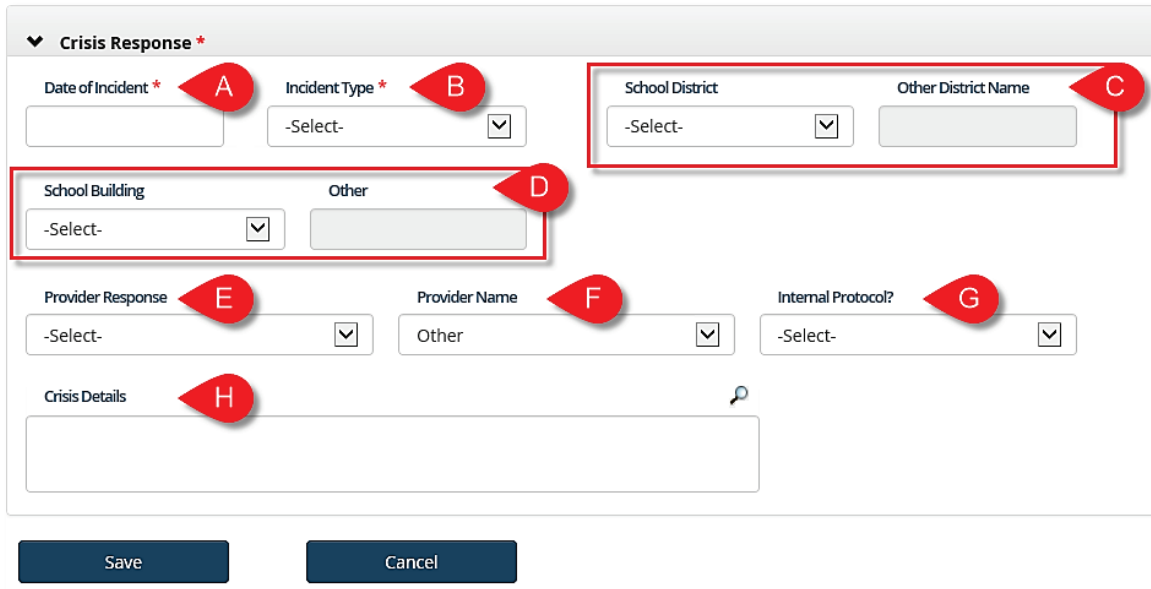
Cancel

Navigation

1. The **Technical Assistance** menu can be found at the top of every screen. Select **Crisis Response** from the **Technical Assistance ▼** drop-down menu.

Crisis Response

1. **▼ Crisis Response** :



The screenshot shows a web form titled "Crisis Response *". It contains several input fields and dropdown menus, each labeled with a red callout letter:

- A**: Date of Incident *
- B**: Incident Type *
- C**: School District (dropdown) and Other District Name (text field)
- D**: School Building (dropdown) and Other (text field)
- E**: Provider Response (dropdown)
- F**: Provider Name (dropdown)
- G**: Internal Protocol? (dropdown)
- H**: Crisis Details (text area)

At the bottom of the form are two buttons: "Save" and "Cancel".

- Date of Incident*: Enter the date of the Incident. Incident dates cannot be future dated.
- Incident Type*: Select the type of Incident from the drop-down.
- School District*: Select the school district from the drop-down. If the school district is not one of the options in the drop-down, select "OTHER" and document the specific school district in *Other School District Name* field.
- School Building*: Select the school building from the drop-down. If the building is not one of the options in the drop-down, select "OTHER(OTHER)" and document the specific school building in the *Other* field.
- Provider Response*: Indicate whether or not there was a provider response by selecting "Yes" or "No" from the drop-down.
- Provider Name*: Select the name of the provider from the drop-down.
- Internal Protocol?*: Indicate whether or not the Provider followed the protocol of notifying OBH (Office of Behavioral Health) of the incident by selecting "Yes" or "No" from the drop-down.
- Crisis Details*: Enter any details relevant to the Crisis Response in the narrative text box.

2. To save the *Crisis Response* information, click  at the bottom of the screen.
3. Clicking  will navigate the user back to the **Technical Assistance** dashboard. Any unsaved information will be lost.

NOTE: The Crisis Response must be saved before the Technical Assistance Summary pane opens and Crisis Response Contact section appears.

Crisis Response: Contacts

1. **Technical Assistance Contacts:** Once the screen has been saved for the first time, the Contact section will appear:

▼

Crisis Response *

Date of Incident *

09/04/2017

Incident Type *

Criminal Activity ▼

School District

ABCD District ▼

Other District Name

School Building

OTHER ▼

Other *

EFGH School

Provider Response

-Select- ▼

Provider Name

-Select- ▼

Internal Protocol?

-Select- ▼

Crisis Details

🔍

+	Contact Date	Contact Type	Time Spent	Notes

New Contact

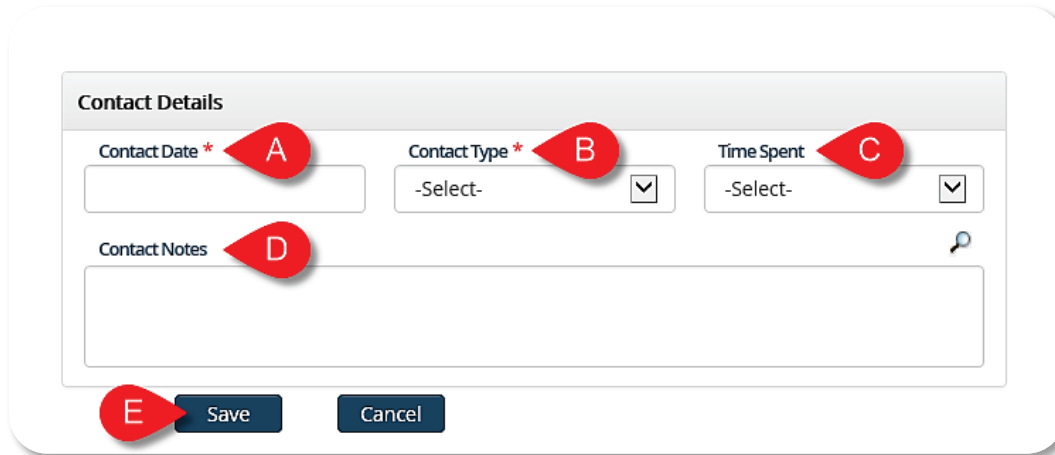
A

Save

Cancel

- a. Click to open the *Contact Details* pop-up.

2. **Contact Details** :



The form is titled "Contact Details". It contains the following fields and controls:

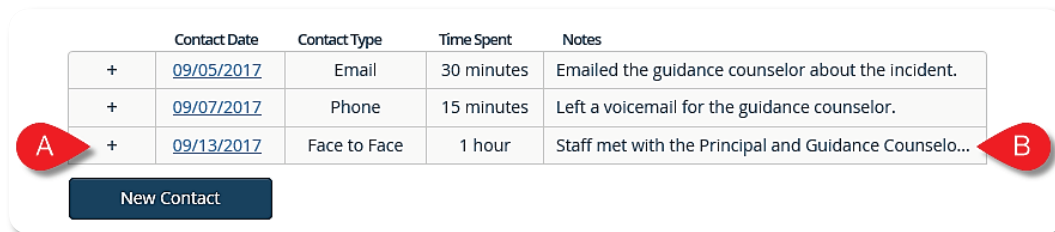
- Contact Date ***: A text input field with a red callout 'A' pointing to it.
- Contact Type ***: A dropdown menu with "-Select-" selected, with a red callout 'B' pointing to it.
- Time Spent**: A dropdown menu with "-Select-" selected, with a red callout 'C' pointing to it.
- Contact Notes**: A large text area with a red callout 'D' pointing to it.
- Save** and **Cancel** buttons: Located at the bottom of the form, with a red callout 'E' pointing to the "Save" button.

- Contact Date**: Enter the date of the contact.
- Contact Type**: Select the type of contact from the drop-down.
- Time Spent**: Select the approximate time spent during the contact from the drop-down.
- Contact Notes**: Enter the details of the Contact in the narrative text box.
- Click **Save** to save the contact and close the *Contact Details* pop-up.

Clicking **Cancel** will close the *Contact Details* pop-up without saving any of the information entered.

CAUTION: *Contacts cannot be edited after saving. Review the contact carefully before saving.*

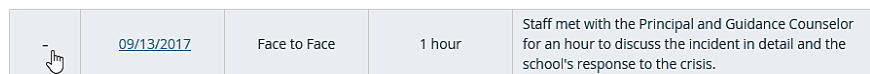
2. Crisis Response Contacts grid:



	Contact Date	Contact Type	Time Spent	Notes
+	09/05/2017	Email	30 minutes	Emailed the guidance counselor about the incident.
+	09/07/2017	Phone	15 minutes	Left a voicemail for the guidance counselor.
+	09/13/2017	Face to Face	1 hour	Staff met with the Principal and Guidance Counselor...

Below the grid is a **New Contact** button. Red callout 'A' points to the "+" icon in the first row, and red callout 'B' points to the "..." at the end of the last row's notes.

- The full *Notes* section of longer Contacts can be viewed by clicking the [+] to the left of that Contact in the grid. To close the *Notes* view, click on the [-] that now appears to the left of that Contact in the grid.



-	09/13/2017	Face to Face	1 hour	Staff met with the Principal and Guidance Counselor for an hour to discuss the incident in detail and the school's response to the crisis.
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Red callout 'A' points to the "-" icon in the first column.

- A longer Contact is signaled by [...] at the end of the *Notes* in the grid.



Crisis Response: Technical Assistance Summary pane

1. **Technical Assistance Summary**: After the **Crisis Response** screen has been saved for the first time, the Summary pane will be enabled.

Technical Assistance Summary

TA Date	Technical Assistance ID	Assigned Worker	TA Status *
9/4/2017 12:00:00 AM	198	Samantha Murphy	Open

- a. **Assigned Worker**: This drop-down will default to the user who created the Crisis Response but can be changed by selecting another worker from the drop-down.
- b. **TA Status**: The TA Status will default to "Open". To close this TA, select "Closed" from the drop-down.
- c. Click **Save** at the bottom of the screen to save any changes made in the **Technical Assistance Summary** pane.
 - a. If the **TA Status** has been changed to "Closed" a **Status Close Confirmation** pop-up will appear once **Save** has been clicked.

Status Close Confirmation

Saving will close this TA. Are you sure you want to close this TA?

Yes No

- a. Click **Yes** to save and close this TA.
- b. Clicking **Yes** will close the pop-up without saving or closing the TA.
- d. Clicking **Cancel** will navigate the user back to the **Technical Assistance Dashboard**. Any unsaved information will be lost.

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>