



Technical Assistance: System Building Dragonfly Job Aid

The *Technical Assistance System Building* screen allows users to document SBL work around building schools' capacity in dealing with mental health and behavioral health needs of students. This may include partnerships with MH providers, OCYF, or JPO.

Technical Assistance: System Building

Technical Assistance

▼ Technical Assistance Summary

TA Date

Technical Assistance ID

Assigned Worker

TA Status *

0

-Select-

Open

This section documents SBL work around building schools capacity in dealing with mental health and behavioral health needs of students. This may include partnerships with MH providers, OCYF, or JPO.

▼ System Building *

Contact Date *

First Name *

Last Name *

Email

Position

-Select-

Partner *

School District

Other District Name

Provider

-Select-

School Building

Provider

Other Provider

Project Type

Other

-Select-

System Building Details *

Save

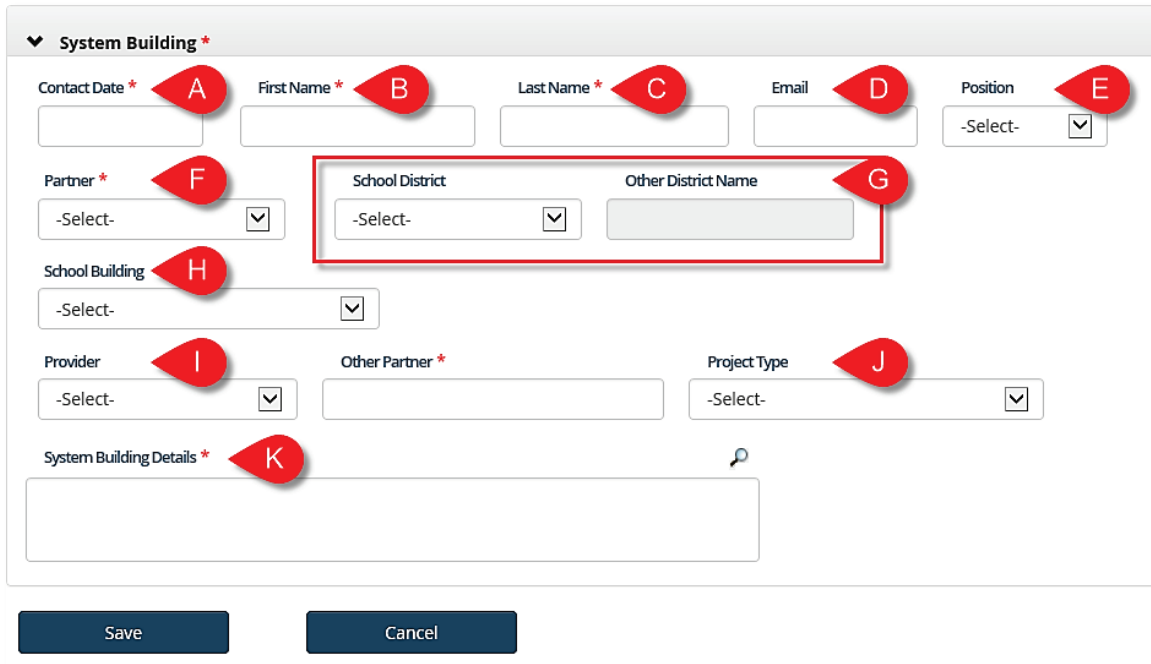
Cancel

Navigation

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

System Building

1. **System Building** :



System Building *

Contact Date * **A** First Name * **B** Last Name * **C** Email **D** Position **E**

Partner * **F** School District **G** Other District Name

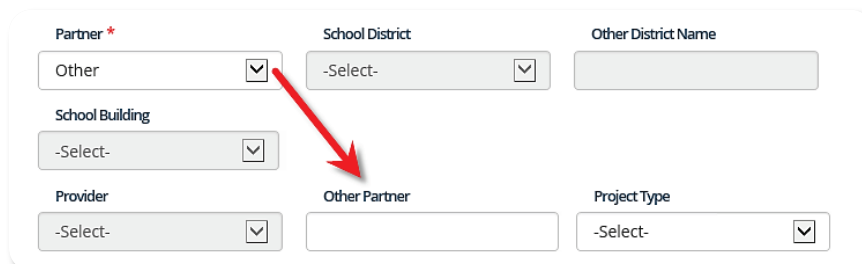
School Building **H**

Provider **I** Other Partner * Project Type **J**

System Building Details * **K**

Save Cancel

- Contact Date*: Enter the date of the contact. Contact dates cannot be future dated.
- First Name*: Enter the First Name of the person contacted.
- Last Name*: Enter the Last name of the person contacted.
- Email*: Enter the email of the person contacted.
- Position*: Enter the Position/Title of the person contacted.
- Partner*: Select the type of partner from the drop-down.
 - If the type is "Provider" select the specific provider from the *Provider* drop-down.
 - If the type is "School" select the *School District* and *School Building*.
 - If the type is "Other" enter the specific type in the *Other Partner* field.



Partner * School District Other District Name

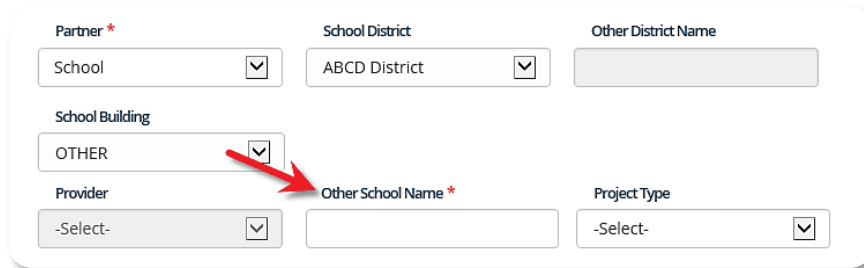
Other -Select- -Select-

School Building -Select-

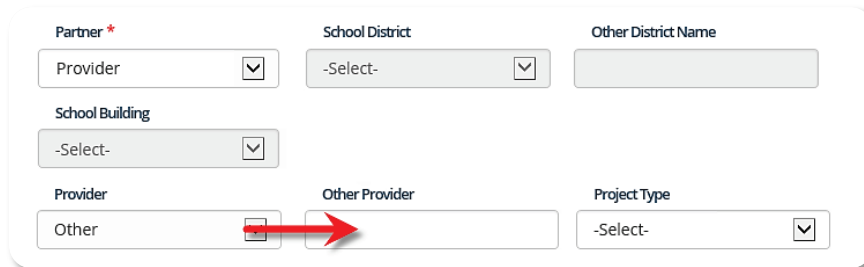
Provider Other Partner Project Type

-Select- -Select-

- g. *School District*: If applicable, select the school district from the drop-down.
 - i. 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.
- h. *School Building*: If applicable, select the school building from the drop-down.
 - i. 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 School Name* field.



- i. *Provider*: If applicable, select the Provider from the drop-down.
 - i. If the provider is not one of the options, select "Other" and document the specific topic in the *Other Provider* field.



- j. *Project Type*: Select the type of project/issue that is being addressed.
- k. *System Building Details*: Enter any additional details relevant to the training in the narrative text box.

2. To save the *System Building* information, click **Save** at the bottom of the screen.
3. Clicking **Cancel** 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.



System Building: Contacts

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

▼ System Building *

Contact Date *

First Name *

Last Name *

Email

Position

09/01/2017

jane

Smith

jsmith@email.co

Guidance Co

Partner *

School District

Other District Name

School

ABCD District

School Building

OTHER

Provider

Other School Name *

Project Type

-Select-

DEFG School

Other

System Building Details *

Details of system building.

+

Contact Date

Contact Type

Time Spent

Notes

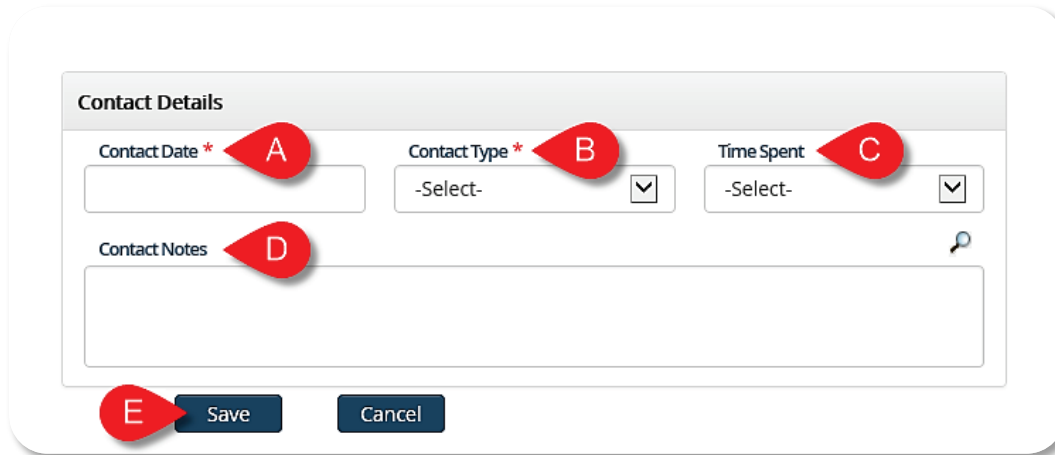
New Contact

Save

Cancel

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

2. **Contact Details** :



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

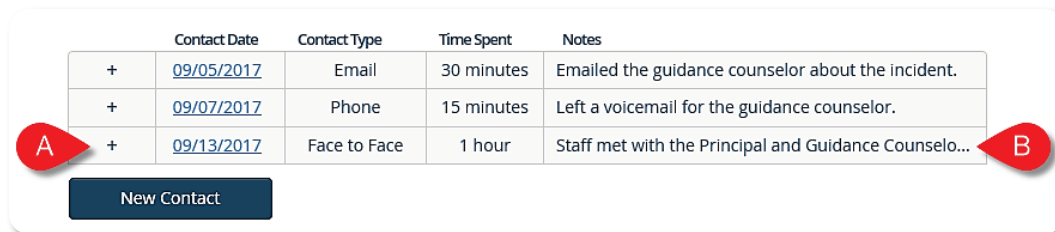
- Contact Date ***: A text input field with a red callout 'A' pointing to it.
- Contact Type ***: A dropdown menu with "-Select-" and a downward arrow, with a red callout 'B' pointing to it.
- Time Spent**: A dropdown menu with "-Select-" and a downward arrow, with a red callout 'C' pointing to it.
- Contact Notes**: A large text area with a magnifying glass icon on the right, with a red callout 'D' pointing to it.
- Buttons**: "Save" and "Cancel" buttons at the bottom, 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.*

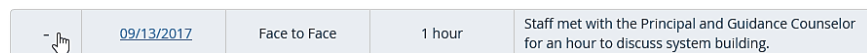
2. System Building Contacts grid:



	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 truncated text in the last row.

- 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 system building.
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Red callout 'A' points to the "-" icon in the first row.

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



System Building: Technical Assistance Summary pane

1. **Technical Assistance Summary**: After the **System Building** 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**

Click **Yes** to save and close this TA.

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>