



# Service Involvement – FSC Job Aid

The *Service Involvement* Screen allows users to record and view all of the Household Member’s service involvements. Service involvements can only be recorded for active MCI cleared Household Members.

## Service Involvement

**Household Member List**

Active MCI cleared members   
  All MCI cleared members

Search:

| Member Name | Legal Sex | Birth Date | Relationship to HOH | Role  |
|-------------|-----------|------------|---------------------|-------|
| Sam Smith   | Male      | 1/1/1992   | Self                | Adult |

Show  entries First Previous **1** Next Last

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**Service Involvement**

Search:

| Domain    | Service            | Start Date | End Date | Created By  | Created Date |
|-----------|--------------------|------------|----------|-------------|--------------|
| Parenting | Knowing Your Child | 04/01/2019 |          | Jamie Jones | 04/03/2019   |

Show  entries First Previous **1** Next Last

Domain \*    
 Service \*    
 Start Date \*    
 End Date

## Navigation

1. From the **Dashboard**: Locate the desired Case and click on the *Case ID* to bring the Case into focus.
  - a. Click on the **Case Information** tile. Then click on the **Service Involvement** tile.

## Viewing and Documenting Service Involvements

1. ▼ Household Member List pane:

- a. The list will default to  *Active MCI cleared members*. To view both active and deactivated individuals, select the  *All MCI cleared members* radio button.  
**Note:** Service Involvements can only be updated for Active members.
- b. *Search*: The user can filter the household members list down to a specific individual by entering all or part of the individual’s name in the Search field.
- c. To view or edit Service Involvements, select an individual by clicking on that individual’s name in the *Household Member List* grid. That individual’s line in the grid will turn grey to show that it has been selected.

2. ▼ Service Involvement pane: All documented Service Involvements for an individual will be displayed in the grid.

- a. *Search*: Use the search field to filter the *Service Involvements* grid down to any item containing all or part of a word, date, or number.
- b. To view or edit an existing Service Involvement, click on that record’s line in the *Service Involvement* grid.



- c. Click  to add a new Service Involvement entry to the grid.



The form consists of four input fields in a row. The first field is a drop-down menu labeled 'Domain \*' with a red callout bubble 'i' pointing to it. The second field is a drop-down menu labeled 'Service \*' with a red callout bubble 'ii' pointing to it. The third field is a text input labeled 'Start Date \*' with a red callout bubble 'iii' pointing to it. The fourth field is a text input labeled 'End Date' with a red callout bubble 'iv' pointing to it.

- i. *Domain*: Select a Domain from the drop-down.
- ii. *Service*: Select the Service from the drop-down. Note that the Service cannot be selected until a Domain has been selected. The Service options will change based on which Domain has been selected.
- iii. *Start Date*: Enter a start date for this service.
- iv. *End Date*: If applicable, enter the end date for this service.

**Note:** Service dates cannot be future dated. If the same service is documented more than once, then the service dates entered cannot overlap.

- d. Click  to save any information that has been updated.

### For more information...

For assistance, please contact the Allegheny County Service Desk at [ServiceDesk@AlleghenyCounty.US](mailto: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>