



Supervisor Log – FSC Job Aid

The *Supervisor Log* screen is intended to help supervisors and staff serve clients more effectively and maintain compliance through regular Supervision reviews of important Case information and the creation of worker Action Plans. Workers can view but cannot edit this screen.

Supervisor Log

The screenshot shows the Supervisor Log interface with the following components:

- Navigation Tabs:** Summary, Household Member, Case Plan, and Action Plan and Notes (expanded).
- Action Plan and Notes Section:**
 - Previous Action Plan Details Table:**

	Previous Action Plan Name	Previous Action Plan Details
+	Action Plan 1	Work on finding housing for the family.
+	Action Plan 2	Review the case plan.
 - Current Action Plan Table:**

	Action Plan Name	Action Plan Details
No data available in table		
 - Input Fields:**
 - Action Plan Details ***: A large text area for adding or updating details, with an "Add/Update" button.
 - Previous Notes**: A text area containing "Meet with the family to do this in the next 2 weeks."
 - Notes ***: A text area for adding new notes.
 - Buttons:** Save, Submit, and Cancel.

Navigation

- From the **Dashboard** (Supervisors and Management only):
 - Click on the **Supervisor Log** button above the Dashboard panes.
- Locate the desired Case and click on the *Case ID* to bring the Case into focus.
 - Click on the **Supervisor Log** tile. Then click on the **Supervisor Log** tile.



Search Supervisor Log

- Supervisors and Management can search through and access Supervisor Logs for any worker by clicking on the **Supervisor Log** button above the Dashboard.

This opens the **Search Supervisor Log** pane:

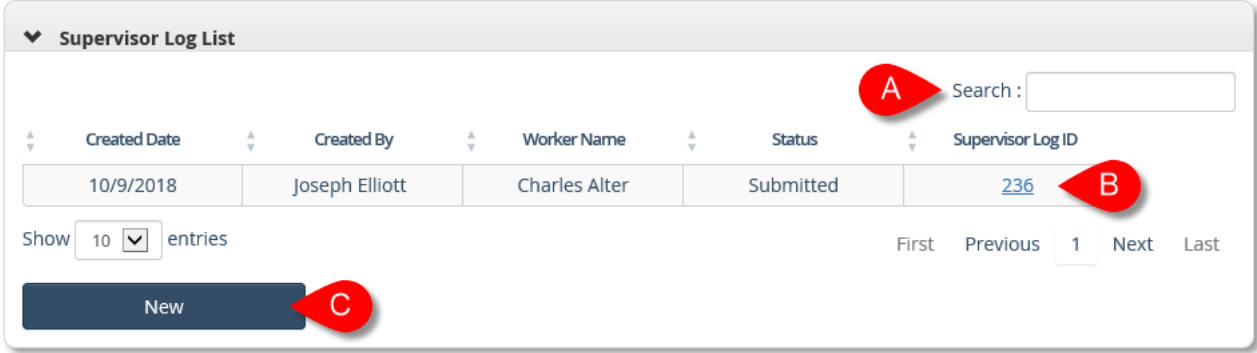
The screenshot shows the 'Search Supervisor Log' pane. It contains five dropdown menus: 'Provider *' (callout A), 'Facility *' (callout B), 'Supervisor *' (callout C), 'Worker' (callout D), and 'Referral/Case ID *' (callout E). Each dropdown menu has '-Select-' as the current selection. Below the dropdowns is a 'Search Supervisor Log' button.

- Provider*: Managers of multiple providers can select a specific provider from this drop-down. Users who are only affiliated with one provider will see their provider name selected automatically.
 - Facility*: Managers and Supervisors who are assigned to more than one facility can select a specific facility from the drop-down. Users who are affiliated with one facility will see their facility name selected automatically.
 - Supervisor*: Managers can select a specific supervisor from the drop-down. Supervisors will see their own name selected automatically.
 - Worker*: Select a specific worker from the drop-down.
 - Referral/Case ID*: Once a specific worker is selected, that worker's Cases will be displayed in the Referral/Case ID drop-down. Select a specific case and click **Search Supervisor Log**.
- Once the **Search Supervisor Log** button is clicked all of the Supervisor Logs for the selected Case will be displayed in the **Supervisor Log List** pane.
 - The **Supervisor Log List** pane can be accessed via the **Supervisor Log** Dashboard button or from within the Case itself by clicking on the **Supervisor Log** tile and then clicking on the **Supervisor Log** tile.



Supervisor Log List

1.  pane:



Created Date	Created By	Worker Name	Status	Supervisor Log ID
10/9/2018	Joseph Elliott	Charles Alter	Submitted	236

Show entries

First Previous Next Last

- a. *Search*: This field allows the user to filter the grid down to specific log(s).
- b. *Supervisor Log ID*: Click on the ID to navigate directly to that specific Supervisor Log.
- c. *New*: Click the  button to start a new Log.
- If there is a Supervisor Log that is still in draft status the  button will be inactive. The last Supervisor Log must be Submitted before a new one can be created.

NOTE: All Supervisor Logs must be submitted before a case can be closed. A Supervisor Log with a status of "Draft" will prevent case closure.

Supervisor Log – Summary Pane

1.  pane: This pane displays basic information about the Case.



Supervisor Log ID	Supervisor Log Created Date	Referral/Case ID	Worker Name *
0	10/29/2018	11111	-Select-
Enrollment Status	Enrollment Status Date	Home Visiting Status	Home Visiting Date
	02/08/2018		

- a. *Worker Name*: From the drop-down, select the assigned worker who will be completing the Action Plan that is detailed in this Supervisor Log.



Supervisor Log – Informational Panes

1. **Household Member** pane: This pane displays all the active Household Members on this Case and includes the Household Member's *Address, Phone, and Gender and Sexuality* information.

Household Member

Member Name	Legal Sex	Birth Date	Relationship to HOH	Preferred Name	SOGIE Complete	MCI ID or Client ID
John Doe	Male	02/10/1981	Self		No	1111111111

Show 10 entries First Previous 1 Next Last

Address Phone Gender and Sexuality

Address Type	Address Summary	Primary Address	Validated?
Business	1234 Main St Pittsburgh, PA	No	Yes

Show 10 entries First Previous 1 Next Last

- a. To view a specific Household Member's information, click on that individual in the *Household Member* grid.
 - b. The **Address** tab is displayed first by default. To view the *Phone* or *Gender and Sexuality* information for the selected individual, click on the **Phone** or **Gender & Sexuality** tabs.
2. **Case Plan** pane: This pane displays a list of the Case Plans for this Case.

Case Plan

Plan Name	Plan Start Date	Next Plan Date	Plan Entered Date	Plan Entered By	Status
A	07/03/2018	07/03/2019	07/17/2018	X000000	Final



Completing the Action Plan and Notes Pane

▼ Action Plan and Notes pane: Supervisors can use this pane to document the next actions for the Worker to take as well as any relevant notes. **Reminder:** A Worker must be selected from the Worker Name drop-down in the ▼ Summary pane before an Action Plan can be saved.

The screenshot shows the 'Action Plan and Notes' pane. It contains a grid for 'Previous Action Plans' (Callout 1), an expanded view for 'Action Plan 1' (Callout 2), and a section for 'Action Plan Details' (Callout A), 'Previous Notes' (Callout B), and 'Notes' (Callout C). At the bottom are 'Save', 'Submit', and 'Cancel' buttons (Callout 3).

Previous Action Plan Name		Previous Action Plan Details
+	Action Plan 1	Meet with the family in the next two weeks to discuss Plan.
+	Action Plan 2	

Show 10 entries First Previous 1 Next Last

Action Plan Name: Action Plan 1 Action Plan Details: Meet with the family to discuss housing concerns.

Show 10 entries First Previous 1 Next Last

Action Plan Details * A

Previous Notes B Notes * C

3 Save Submit Cancel

1. Previous Action Plans: If previous Action Plans have been submitted, the prior plans will be visible in the Previous Action Plan grid. To view the details of a specific Action Plan, click on the [+] to the left of the Action Plan in the grid. To close the expanded view, click on the [-] that now appears to the left of that Action Plan in the grid.

This close-up shows the 'Previous Action Plan' grid. A hand cursor is clicking the minus sign (-) to the left of 'Action Plan 1', which was previously a plus sign (+). The details for 'Action Plan 1' are visible below the grid.

Previous Action Plan Name		Previous Action Plan Details
-	Action Plan 1	Meet with the family in the next two weeks to discuss Plan.
+	Action Plan 2	

Show 10 entries First Previous 1 Next Last

To view the *Action Plan Details* for all of the Action Plans in the current page of the grid, click on the [+] above the grid. To collapse all of the *Action Plan Details*, click on the [-] that now appears above the grid.



2. Documenting an Action Plan:

- a. *Action Plan Details*: Enter the details of the Action Plan in the narrative text box. Click **Add/Update** to add the entry to the *Action Plan* grid.
 - i. To edit an existing entry, click on the desired entry in the *Action Plan* grid, update the *Action Plan Details* and click **Add/Update**.
- b. *Previous Notes*: The notes from the last submitted Action Plan will appear here and will be read-only.
- c. *Notes*: Enter any relevant notes here. These notes apply to the group of current action plans as a whole and are not specific to a single Action Plan entry.

3. **Save**, **Submit**, and **Cancel**:
 - a. To save the current entries in Draft form, click **Save**. Action Plans in Draft status can be edited.
 - b. To finalize the Action Plan, click **Submit**. Action Plans are not editable after they have been submitted.
 - c. Clicking **Cancel** will navigate back to the *Action Plan List*, 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>