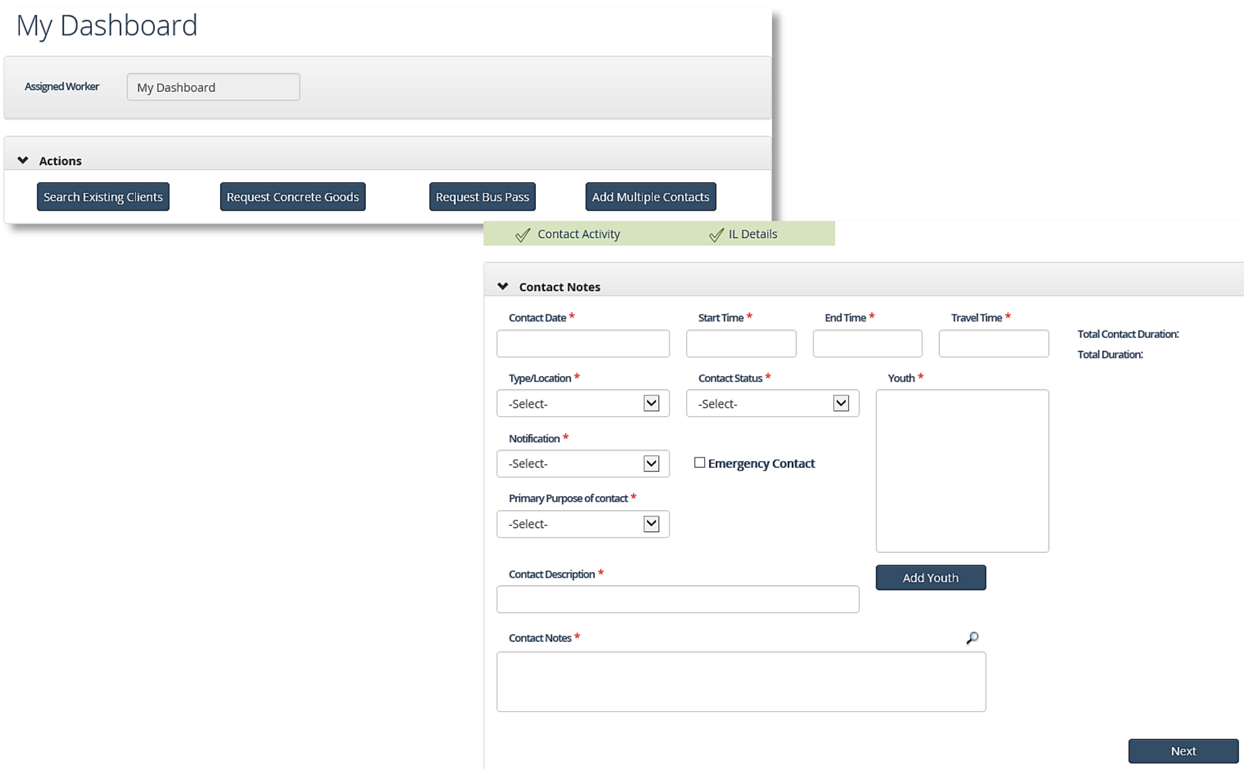
Add Multiple Contacts – IL Job Aid

The *Add Multiple Contacts* button allows users to document a Contact for two or more Youth at the same time. This can be used in situations such as group meetings or classes. Once this is completed, the documented Contact Note will be copied to each of the selected Youths' Referrals.

Add Multiple Contacts

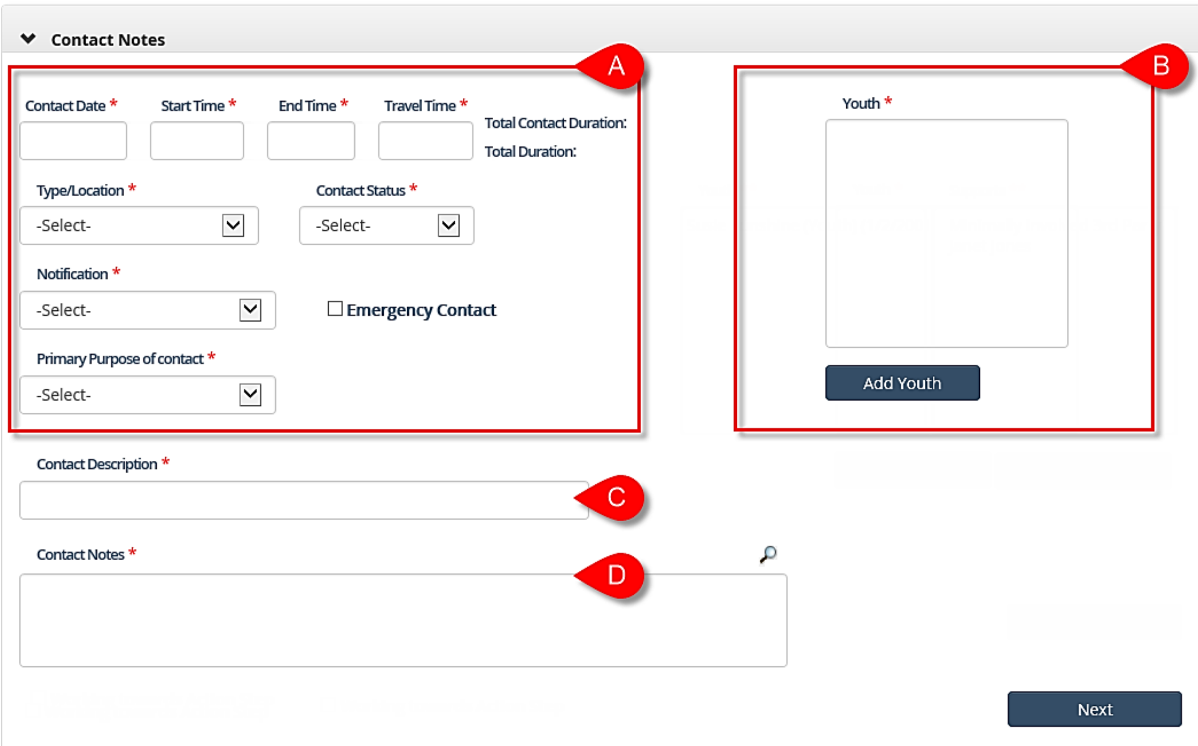


Navigation

1. From the **Dashboard** *Actions* pane, click **Add Multiple Contacts**.

Completing the Contact Note: Contact Activity

1. The *Contact Activity* section is where the primary details of the Contact are documented. The *Contact Date*, *Youth, Worker* (user entering the Contact), *Contact Type*, *Contact Description* will all pull in to the Case Contacts grid for each of the selected Youth. If a Youth is CYF active the *Contact Activity* section will push to the KIDS System's **Contacts** screen upon *Contact Note* submission.



a. Contact Information:
    i. *Contact Date*: Enter the date that the Contact occurred. This cannot be future dated.

    ii. *Start Time*, *End Time*, and *Travel Time*: Enter The time of day that the Contact started and ended as well as the amount of travel time. If there was no travel time enter all zeros. The *Total Contact Duration* and *Total Duration* will calculate based on the *Start Time*, *End Time*, and *Travel Time* entered.

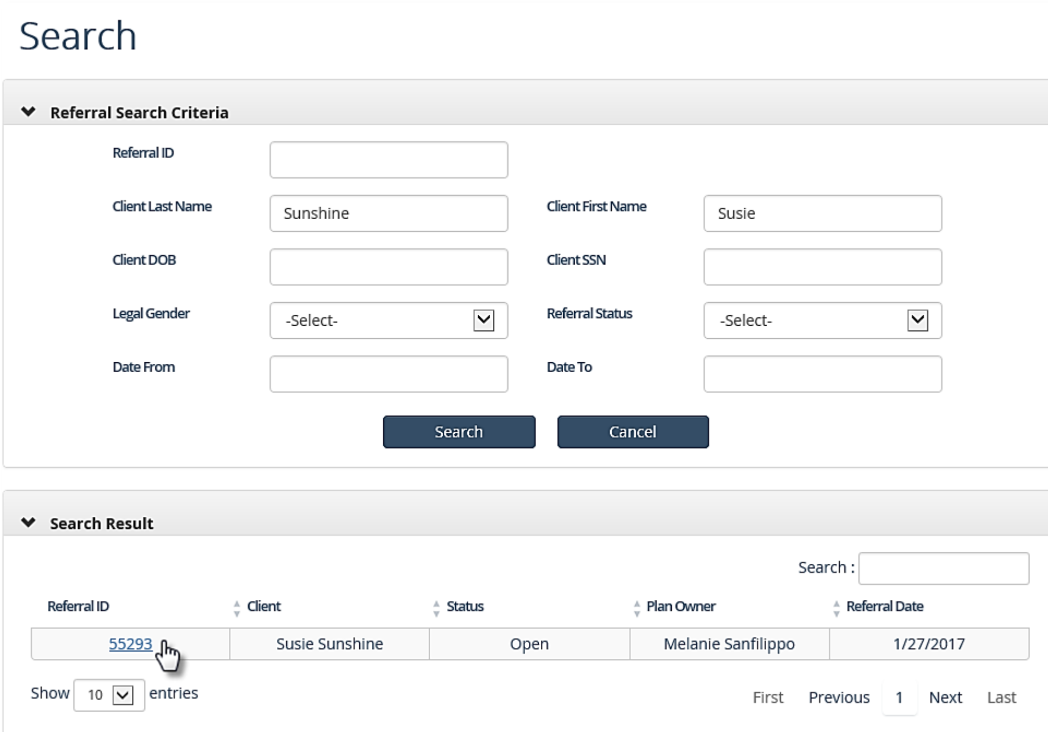
    iii. *Type/Location*: Select the method of Contact from this drop-down.

    iv. *Notification*: Select whether the Contact was announced or unannounced.

    v. *Emergency Contact*: Check this box if to flag the Contact as an Emergency Contact when it is transmitted back into KIDS. This does not replace the need to notify the CYF caseworker directly regarding any safety concerns.

    vi. *Primary Purpose of Contact:* Select the purpose from this drop-down.

b. *Youth*: click **Add Youth** to search for the Youth who participated in the Contact.



i. **Referral Search Criteria**: Enter the Youth's name and any other known criteria.

ii. Click **Search** to locate the Youth.
Clicking **Cancel** will close the *Search* pop-up without selecting any Youth.

iii. **Search Result**: To select a Youth from the *Search Result*, click on that Youth's *Referral ID* in the grid. The *Search* pop-up will then close and the Youth will be added to the *Youth* MultiSelect.

iv. Only one Youth can be searched at a time. Click **Add Youth** for each additional Youth who participated in the Contact.

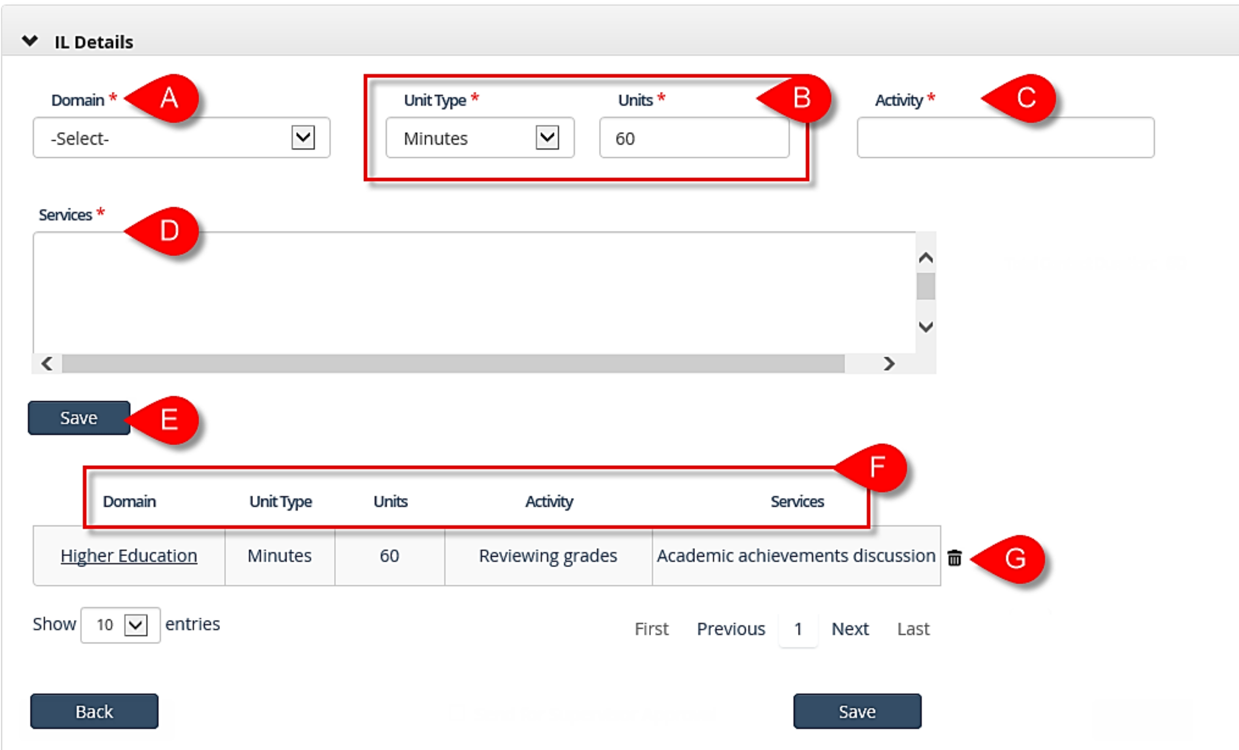
2. Click **Next** to continue to the next section of the Contact.

Contact Notes – Navigation Bar

The *Contact Notes* Navigation Bar will show the user which sections have been completed.

IL Details

1. IL Details: The *IL Details* section captures all of the IL Service Logs (Domains and Services) associated with this Contact.



a. *Domain*: Select a Domain from the drop-down. The list of possible Services associated with the selected Domain will be displayed in the *Services* MultiSelect box (d).

b. *Unit Type* and *Units*: The Unit Type and Units will automatically default to the Total Contact Duration calculated in the *Contact Activity* section. The *Total Contact Duration* (in minutes) is also displayed on this screen.
   i. Example: A class is 60 minutes long. Parenting strategies are discussed for 20 minutes. College applications are discussed for 40 minutes.
   The user would document 2 Domains: 20 minutes of Parenting and 40 Minutes of Higher Education.

   ii. The Domain times added together should not exceed the Total Contact Duration. For example: A 1 hour class should not have 2 hours of Domains/Services documented.

c. *Activity*: Enter a short description of the part of the contact that applied to this specific Domain.

d. *Services*: Select all of the Services that apply to this Domain from the MultiSelect box. To select more than one Service, hold down the **[Ctrl]** key while clicking on each of the applicable Services.

e. Click Save to add the Domain/Services to the grid.

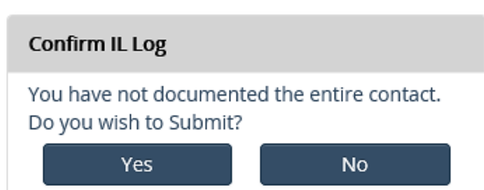
f. All of the saved IL Service Logs for this Contact will display in the grid at the bottom of the page. To view the details of a specific log, click on the name of the Domain in the grid.

g. To delete an IL Service Log from the grid, click the delete icon [🗑] to the right of the IL Service Log line in the grid.

IMPORTANT NOTE: *There is no Delete Confirmation pop-up when deleting an IL Service Log.*

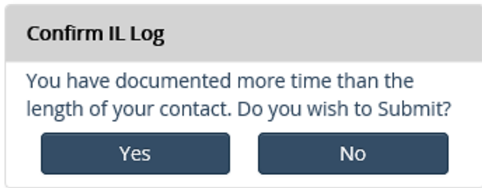
2. Once all of the Contact sections are complete the Contact can then be saved.
   a. Clicking Back will navigate to the previous section of the Contact.

   b. Click Save to save the Contact.
      i. Upon clicking Submit one of the following informational pop-ups may appear:
         1. "You have not documented the entire contact. Do you wish to Submit?"



This pop-up is letting the user know that the documented IL Service Logs do not cover the entire length of the Contact based on the amount of time calculated in the *Total Contact Duration*.

2. "You have documented more time than the length of your contact. Do you wish to Submit?"

   This pop-up is letting the user know that the documented IL Service Logs do cover more time than the entire length of the Contact based on the amount of time calculated in the *Total Contact Duration*.

3. Clicking  on the pop-up will submit the Contact.
   Clicking  will cancel the action and the Contact will not be submitted.

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 I-Service, go to: https://servicedesk.alleghenycounty.us

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