



Referral Information – IL Job Aid

The *Referral Information* screen allows users to view (or document) the Referral Source. This screen also allows the user to view Youth's involvement with other DHS Systems in KIDS and Synergy. Users can access CYF KIDS cases through this screen as well. This screen must be completed when IL staff are creating or re-opening a Youth's referral in IL Synergy.

Referral Information screen

▼ DHS Involvement

System	Open Date	Last Updated Date	Referral/Case ID	Worker	Worker Email

Show 10 ▾ entries

First Previous 1 Next Last

▼ Referral Source Information

☐ Self?

Prefix

First Name

Middle Name

Last Name *

Suffix

Source System

Email

Office Phone #

Cell Phone #

Previous

Save

Next

Navigation

- From the **Dashboard**: Locate the desired Referral and click on the *Referral ID* to bring the Referral into focus.
 - Click on the **Referral Information** tile.
- The **Previous** and **Next** buttons can be used to navigate up or down one screen within the Left Navigation tiles.



DHS Involvement

1. **DHS Involvement**: This pane contains information on the Youth's involvement in other DHS Systems such as KIDS or other systems in Synergy.

DHS Involvement						
System	Open Date	Last Updated Date	Referral/Case ID	Worker	Worker Email	
KIDS		1/13/2017 9:00:00 AM	12345	Jane Doe	Jane.Doe@AlleghenyCounty.US	

Show 10 entries First Previous 1 Next Last

- a. The *DHS Involvement* grid contains the name of the *System*, *Open Date*, *Last Updated Date*, *Referral/Case ID* within that *System*, *Worker* name, and *Worker Email*.
- b. KIDS Involvements: If the Youth has an active CYF involvement in KIDS the Referral/Case ID number will be a clickable link. To view that Referral/Case in KIDS click on the Referral/Case ID in the grid. A separate KIDS window will open. The user will automatically be logged into the KIDS System and the KIDS Referral/Case will automatically be brought into focus. IL Synergy users have view only access to their Youth's KIDS Referrals/Cases.

Tip: Guides on how to navigate within the KIDS system can be found on the DHS Application Support – KIDS Provider site:

<http://s3.amazonaws.com/dhs-application-support/kids-provider.htm>



Referral Source Information

1. **Referral Source Information**: This pane contains information on what person or system referred the Youth to Independent Living. When a new referral is created by IL Admin staff this pane must be completed and saved in order to open the Referral.

The screenshot shows a web form titled "Referral Source Information". It includes a "Self?" checkbox. Below it are input fields for "Prefix", "First Name", "Middle Name", "Last Name" (marked with a red asterisk), and "Suffix" (a dropdown menu with "-Select-" and a dropdown arrow). At the bottom, there is a "Source System" dropdown menu (currently showing "IL"), and input fields for "Email", "Office Phone #", and "Cell Phone #".

- a. If the Referral Source is the person creating the referral, check the ☒ *Self?* checkbox. This will automatically insert the logged in user's name and contact information.
- b. If the Referral Source is NOT the person creating the Referral, enter all known information for the Referral Source including Name, Email and Phone numbers.
- c. The *Source System* is locked and cannot be edited. If the Referral is being created by IL Admin staff, the *Source System* will be "IL". If the Referral has been automatically generated from the KIDS System, the *Source System* will be "KIDS". The *Referral Source Information* pane cannot be edited on KIDS Referrals.
- d. Once the *Referral Source Information* has been completed, click **Save** at the bottom of the screen before leaving this screen.

NOTE: KIDS Referrals are automatically generated from the KIDS system nightly as Youth meet the Independent Living eligibility requirements.

CYF Caseworkers **CANNOT** manually refer a Youth to Independent Living and create an IL Referral.

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>