



Transportation – IL Job Aid

The *Transportation* screen allows internal IL users to request Transportation Assistance for the Youth. Providers (412 Youth Zone staff) cannot complete this internal Transportation Request.

Transportation

▼ Service

Active View All

Type	Authorized Start Date	Close Date	Status
Bus Pass	01/01/2017		Service Authorized

Show entries First Previous 1 Next Last

▼ Service Information

Type* Authorized Start Date* Close Date Cancel Service

Reason for Service*

How many tickets? Which zone?

Delivery Method* Mailing Add



Alleghey County Department of Human Services • Office of Children, Youth and families • Pittsburgh, Travelers Aid Request

Original & all signatures must be on salmon-colored paper. Request limited to a 30-day period. Gas cards issued only for essential need. "No.rides" = no.of 1-way trips. Identity must be verified by photo id or OCYF (case photo or caseworker/supervisor.)

I. REQUEST

Court-ordered (attach) Office : Executive

Sunshine	Susie Sunshine	55293	4121234567
Case Name	Client Name (Must be receiving provision)	Case No.	Client Telephone

Type :Bus Pass \$ Need for Card : _____

Person(s) accompanying client on trip(s) :

Caseworker	Date	Telephone	Supervisor	Date	Telephone
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Authorization Signature must be blue ink.

R.O. Director/Manager or Supervisor of the Day Date : _____

II. DISTRIBUTION OCYF staff confirming client's id must initial below. Intials & signatures must be in blue ink.

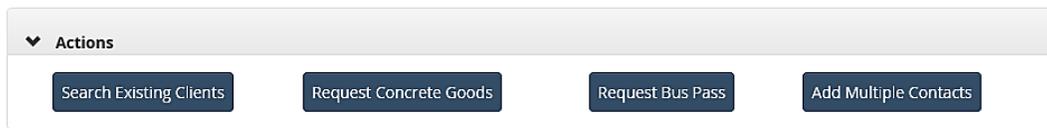
ID verified : Photo ID Case Photo Caseworker, Initials : _____ Supervisor, Initials : _____



Navigation

1. From the **Dashboard**: Locate the desired Referral and click on the *Referral ID* to bring the Referral into focus.
 - a. Click on the **Transportation** tile.

2. Users can also use the **Request Bus Pass** button in the Dashboard *Actions* pane:



- a. Click **Request Bus Pass** to open the *Client Search* pop-up:

Client Search

Client Search Criteria

Client Last Name : Client First Name :

Client DOB : Client SSN :

Legal Gender : ▼

Search Results

Search :

MCI ID	MCI % Match	Referral ID	Client	Client DOB	Client SSN	Status	Plan Owner	Referral Date
1000859106	24	55293	Susie Sunshine	01/02/2001		Open	Melanie Sanfillip po	01/16/2017

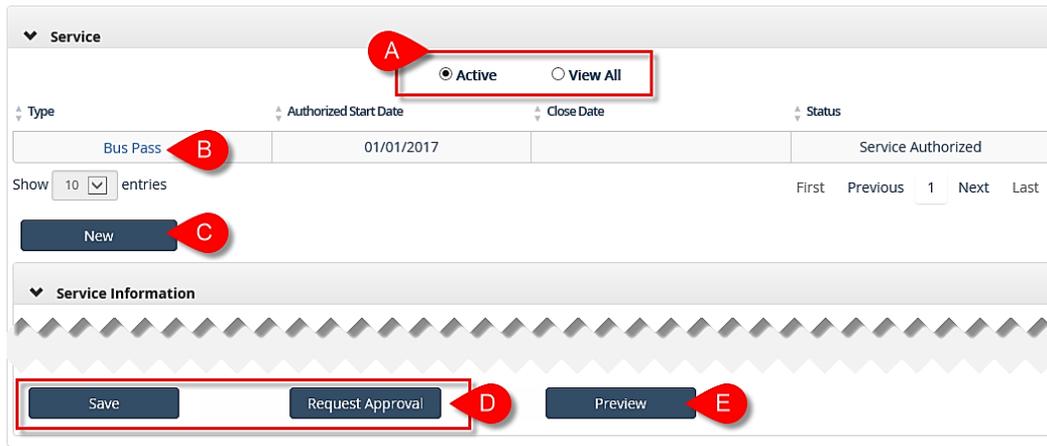
Show entries First Previous 1 Next Last

- b. *Client Search Criteria*: Enter the Youth's name and any other known criteria.
- c. Click **Search** to search for the Youth. Clicking **Close** will close the *Client Search* pop-up without selecting any Youth.
- d. *Search Result*: To select a Youth from the *Search Result*, click on that Youth's *Referral ID* in the grid. This will open the **Transportation** screen on the Youth's Referral.

3. The **Previous** and **Next** buttons at the bottom of the **Transportation** screen can be used to navigate up or down one screen within the Left Navigation tiles.

Transportation Assistance Requests

1. Requesting, approving, and printing the Transportation Assistance Request:



- a. The *Service* grid contains a list of all of the Transportation Requests for the Youth. The *Active* and *View All* radio buttons can be used to filter the *Service* grid to display either Active or All Requests.
- b. To view a Request listed in the grid, click on the *Type* of Request.
- c. To create a new Request, click **New**.
- d. Once the Service Information has been completed, click **Request Approval** to send the Request for approval. Clicking **Save** will save the Request to the *Service* grid but will not send it for approval. The user will then need to click on the *Type* of request from the grid and click **Request Approval**.

TIP: If an Admin or Admin Support user is completing the Request, clicking *Save* will automatically approve the Request.

- e. To preview and print an Authorized Request, select the desired Request from the *Service* grid and click **Preview**. A printable PDF preview of the Request will open.

Important Reminder when previewing and printing:

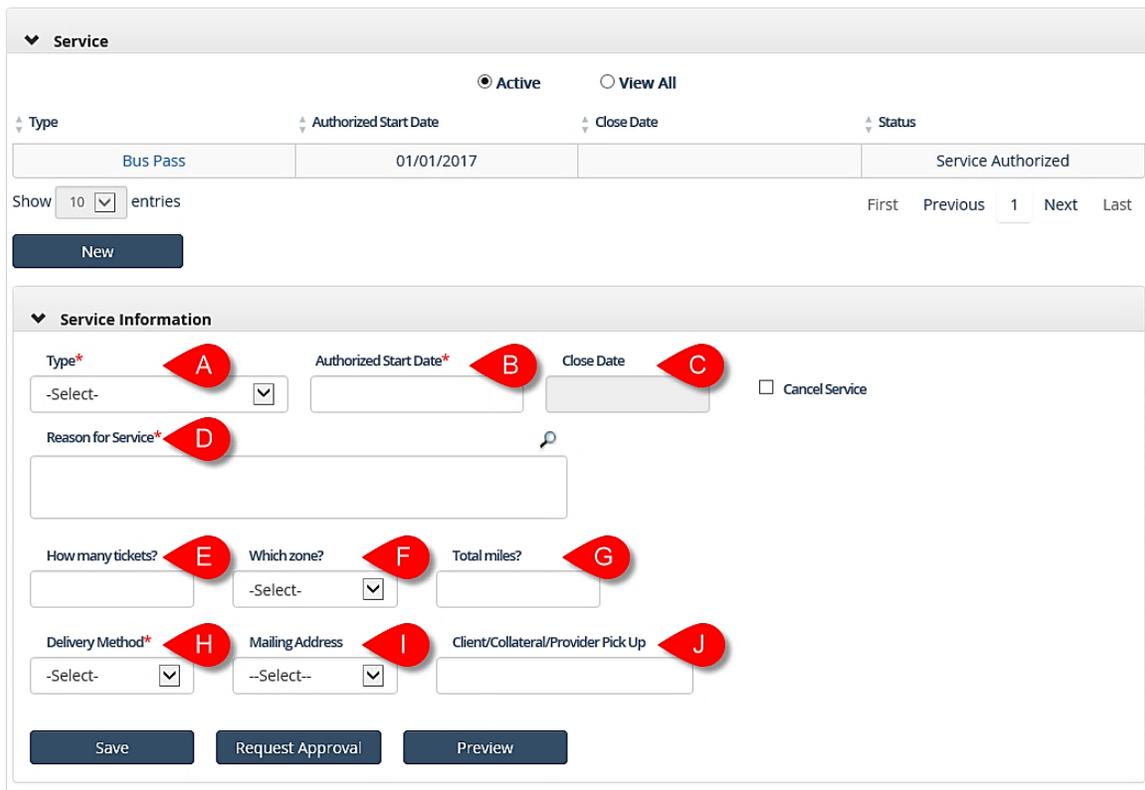
Previews will open in a new window or tab. This window or tab may open in the background and may not be immediately visible. Close all other previews first.

Synergy is **NOT** compatible with Microsoft's Edge  browser.

Use either Internet Explorer  or Chrome .

Completing the Service Information pane

1. *Service Information*: Click **New** to start a new Transportation Assistance Request.



The screenshot shows a web application interface for creating a new Transportation Assistance Request. The 'Service Information' section is expanded and contains the following fields and controls:

- Type***: A dropdown menu with '-Select-' and a checkmark icon. Callout A points to this field.
- Authorized Start Date***: A date input field. Callout B points to this field.
- Close Date**: A date input field. Callout C points to this field.
- Reason for Service***: A text input field with a search icon. Callout D points to this field.
- How many tickets?**: A text input field. Callout E points to this field.
- Which zone?**: A dropdown menu with '-Select-' and a checkmark icon. Callout F points to this field.
- Total miles?**: A text input field. Callout G points to this field.
- Delivery Method***: A dropdown menu with '-Select-' and a checkmark icon. Callout H points to this field.
- Mailing Address**: A dropdown menu with '--Select--' and a checkmark icon. Callout I points to this field.
- Client/Collateral/Provider Pick Up**: A text input field. Callout J points to this field.

At the bottom of the form are three buttons: **Save**, **Request Approval**, and **Preview**. There is also a **Cancel Service** checkbox.

- a. *Type*: Select the type of Transportation Assistance being requested.
- b. *Authorized Start Date*: Select the Authorized Start Date for Services to be provided.



NOTE: If a future date is entered, the Transportation Assistance Provider will not be able to view information on or distribute the Transportation Assistance until the Authorized Start Date arrives.

- c. *Close Date:* If the Transportation Assistance has already been provided on an Authorized Request, the Close Date can then be entered.
 - d. *Reason for Service:* Detail the reason for the request.
 - e. *Tickets:* If tickets are being requested, enter the number of tickets needed.
 - f. *Which Zone?:* If a bus pass or tickets are being requested, select the Zone.
 - g. *Total Miles:* If a gas card is being requested, enter the total number of miles to be travelled.
 - h. *Delivery Method:* Select the method of delivery.
 - i. *Mailing Address:* If the *Delivery Method* is "Mail", select the address from the drop-down.
 - j. *Client/Collateral/Provider Pick Up:* If the *Delivery Method* is "Client/Collateral Pickup" or "Provider Pickup", enter the name of the individual who will be picking up the Transportation Assistance.
2. Click **Request Approval** to send the Request for approval. Clicking **Save** will save the Request to the Service grid but will not send it for approval.
The user will then need to click on the Type of request from the grid and click **Request Approval**.
3. If a Request is no longer needed, check the *Cancel Service* checkbox to cancel the Request.

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>