BIP | Battering Intervention Program

ACJC Data Entry Guide

Effective June 29, 2018

An Important Note About This Guide

The purpose of this guide is to serve as a reference for BIP data entry in ACJC. It will answer questions about where to go (which screen/field) and what to do (how the screen functions and what is required to save your documentation) in ACJC.

This guide is **NOT** meant to provide guidance on practice-related matters. For questions about practice standards (timeframes for accepting/closing a client), or documentation standards (when to select this option over another), please refer to the BIP Provider Manual.

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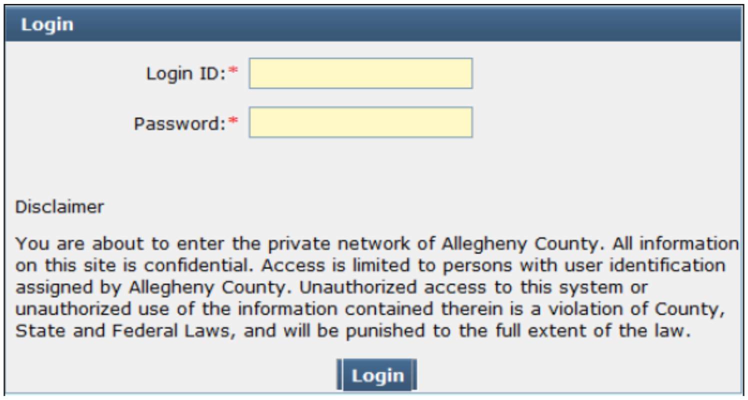
* indicates BIP improvements effective June 29, 2018

1. Getting Started in ACJC

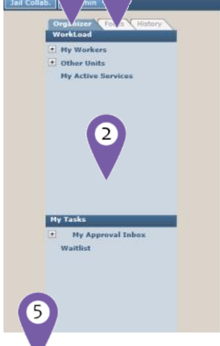
How do I log into ACJC?

https://kids.county.allegheny.pa.us/kids



If your password expires or you are unable to log in, contact the DHS Service Desk by phone at 412-350-HELP, Opt. 2 or by email at servicedesk@alleghenycounty.us

What am I looking at?



1 – Quick-Search

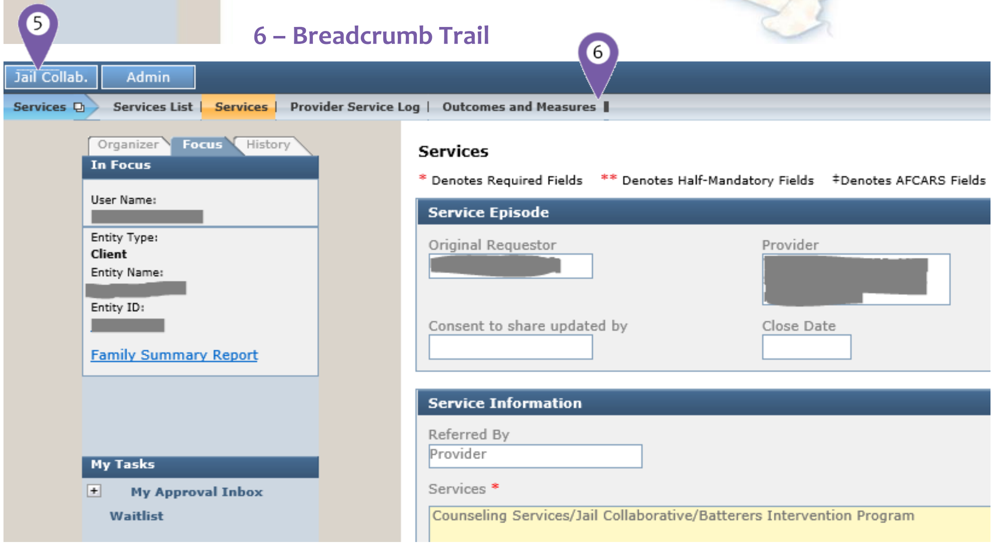
2 – Navigation Pane

3 – Organizer Tab

4 – Focus Tab

5 – Dropdown Menus

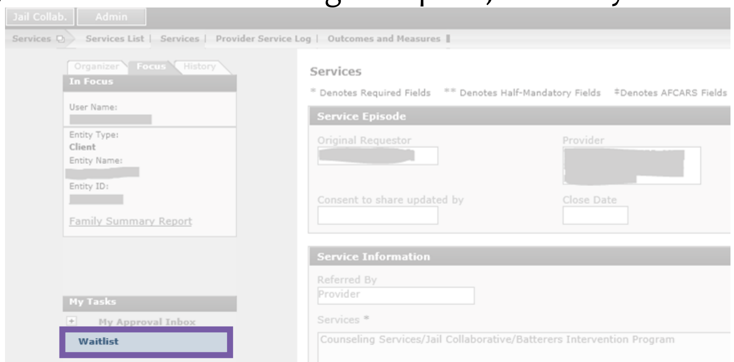
6 – Breadcrumb Trail



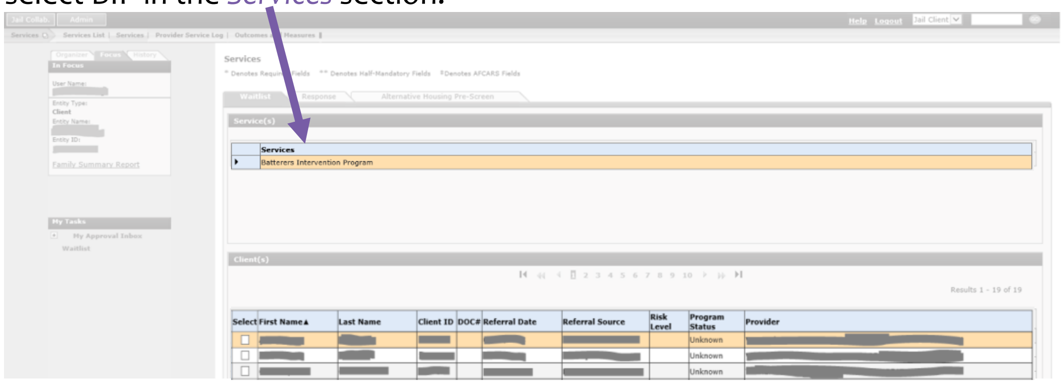
2. Using the Waitlist

a. Accepting a Client from the Waitlist

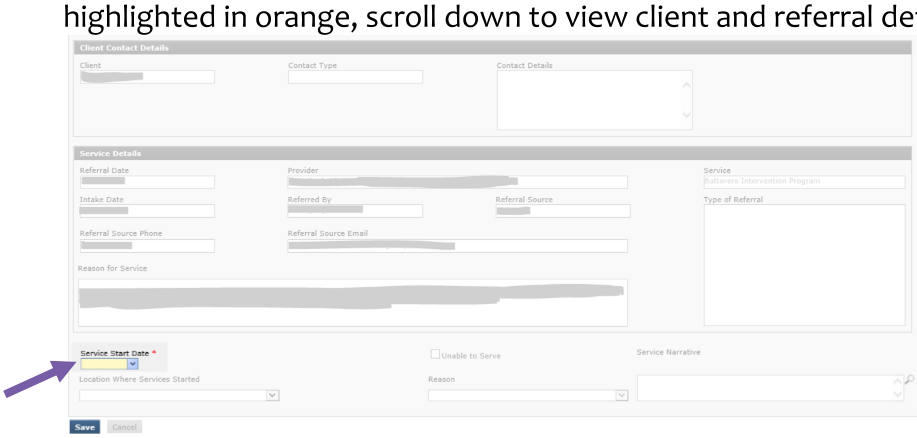
To view a list of clients who have been referred to your agency for BIP services, click *Waitlist* in the navigation pane, under *My Tasks*:



If your agency provides multiple Jail Collaborative services, you will need to select BIP in the *Services* section.



To view information about a client, click the client's row and, when the row is highlighted in orange, scroll down to view client and referral details:



Now click the check-box next to the client (or clients) you wish to accept for service, enter a *Service Start Date*, and click *Save* at the bottom of the screen.

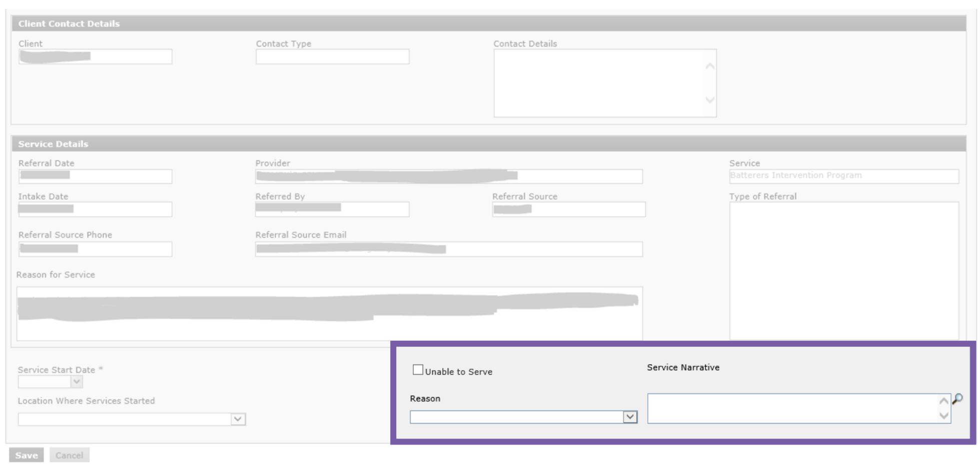
You will be asked to confirm that you want to approve the client(s). Once you have done this, the client will now have an active BIP service episode with your agency.

Once you have accepted a client, they will disappear from the *Waitlist* screen; you can then find them under *My Active Services* on the *Organizer* tab in the left-hand navigation pane:

b. Removing a Client as "Unable to Serve"

From the *Waitlist* screen, begin by following the same steps above for viewing client information, and selecting one or more clients using the check-boxes.

If you are unable to serve the selected client(s), instead of entering a *Service Start Date*, click the ***Unable to Serve*** checkbox:



You will then be required to select the ***Reason*** that best describes why you will not provide BIP services to the client(s). If you feel further explanation is needed, you may enter a narrative in the ***Service Narrative*** box.

3. Entering Non-Waitlisted Clients

a. Finding/Creating Clients

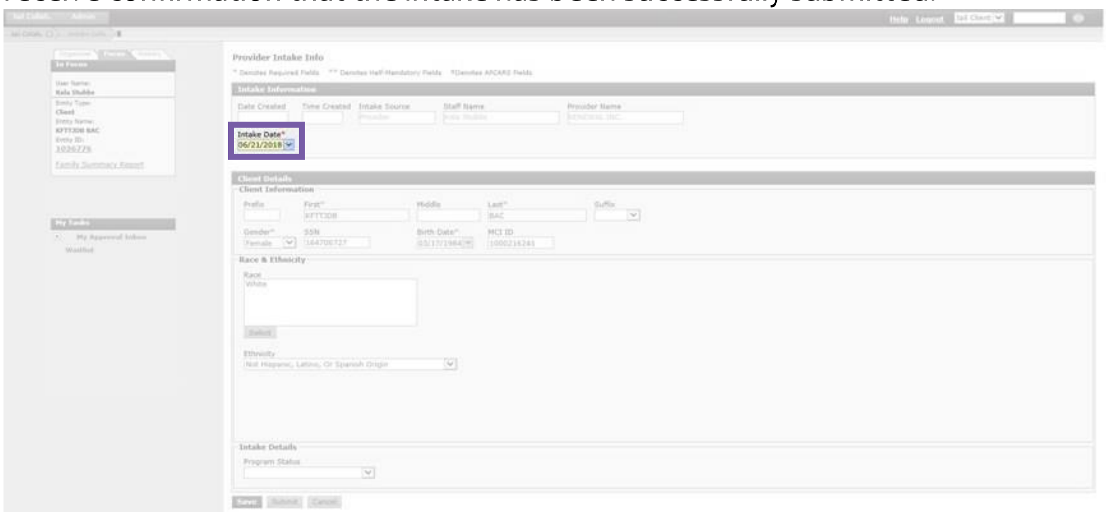
How do I find a client who was not referred via the Waitlist?

Navigate to *Jail Collab.>Provider Intakes* and select the ***All Provider Intakes*** radio button.

Locate the client in the grid, then click the row. When the row is highlighted in orange, click the *Show* button at the bottom of the screen to put the client in focus. **If you cannot find the client in this grid, follow the instructions in** Section 3b**, below.**

Because you are not yet actively working with this client, you will need to create a new intake. With the client still in focus, navigate to *Jail Collab.>Summary*, and click the *New Intake* button at the bottom of the screen.

Enter the *Intake Date,* and click *Submit* at the bottom of the screen. You will receive confirmation that the intake has been successfully submitted.

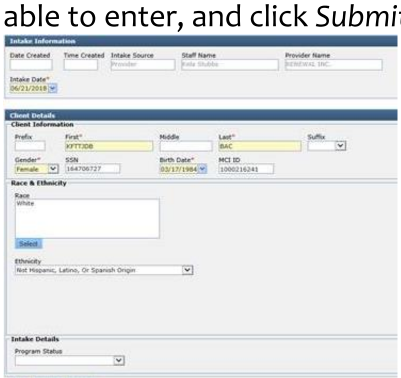


The client can now be viewed by your agency. To create a BIP service for the client, follow the instructions in Section 3b, below.

How to I create a client if I cannot find them in ACJC?

NOTE: If the client is being transferred from another BIP provider, they will always be found on the *Provider Intakes* screen.

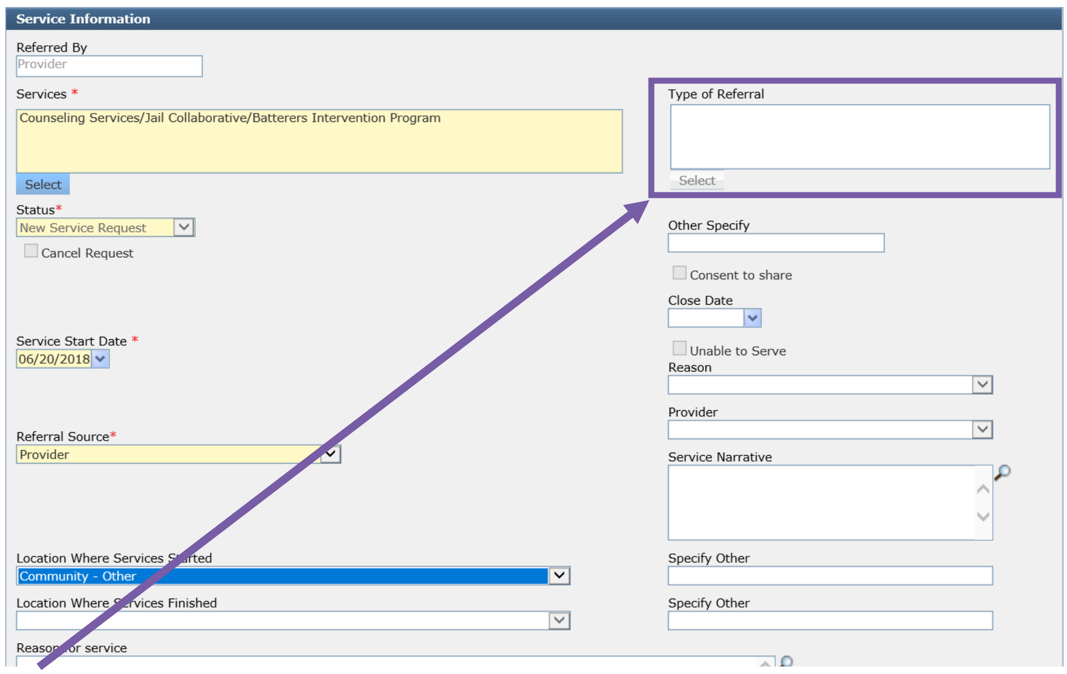
To enter a client who is not found in ACJC, navigate to *Jail Collab.>New*. Enter all required information, as well as non-mandatory information that you are able to enter, and click *Submit*.



If the client is not found in ACJC, you will receive confirmation that the intake has been successfully submitted; however, if the system finds a close match to the information you entered, it will present you with a list of clients who may be the same as the person you are trying to enter. You will be able to select either the client you entered, or an existing client if you believe they are indeed the same person.

b. Creating a BIP Service Referral

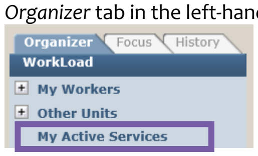
With a client in focus, navigate to *Jail Collab.>Services>Services List* and click *New*. On the next screen, select *Request Jail Collaborative Service*, and click OK. Click the blue *Select* button under the *Services* box to select Battering Intervention Services.



NOTE: Wesley Family Services users will be required to select a *Type of Referral* (either *In-Jail BIP* or *Community BIP*) after Battering Intervention Services has been selected in *Services*.

Enter all mandatory fields and click the *Approval* button at the bottom of the screen. You will be asked to confirm that you wish to begin services for the client.

Once you have created a service for a client, you can then find them under *My Active Services* on the *Organizer* tab in the left-hand navigation pane:

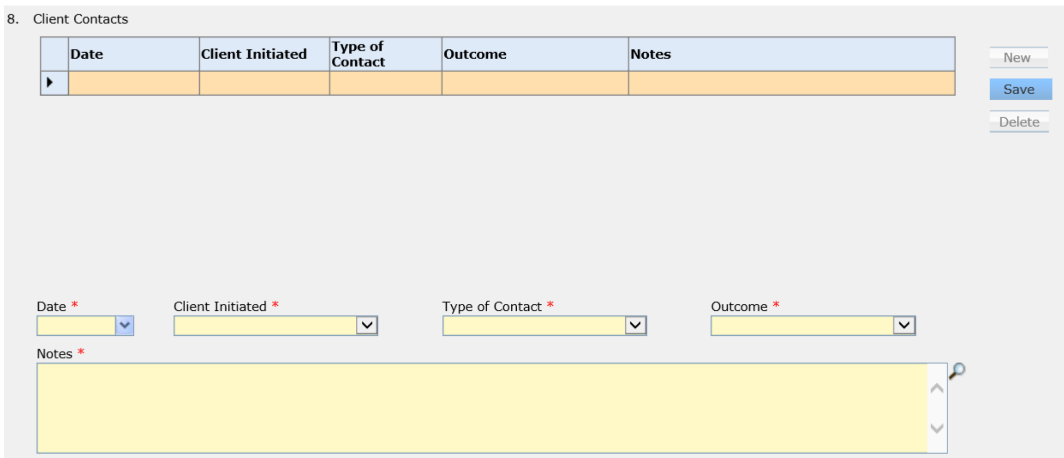


4. Documenting BIP Intake and Enrollment

a. Documenting Pre-Enrollment Contacts*

With a client in focus, navigate to Jail Collab.>Services>Services List. Select the current service episode and click *Show*. Navigate to the client's Outcomes & Measures screen.

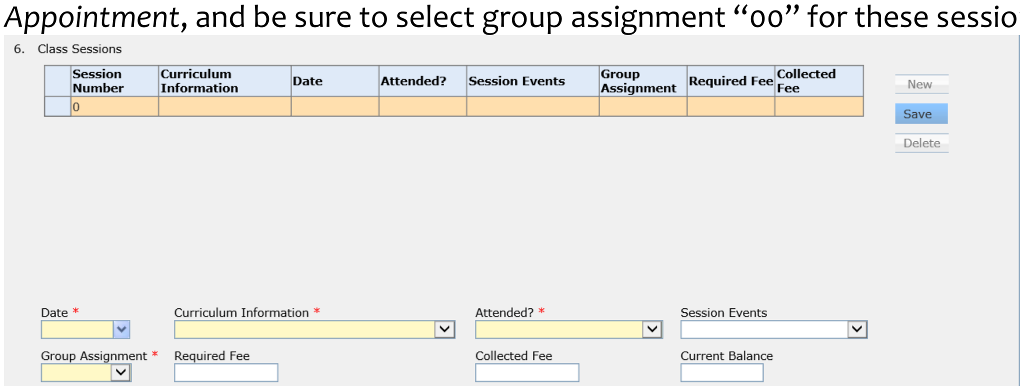
Item 8 is *Client Contacts*. This is where pre-enrollment contacts/contact attempts are recorded.



b. Documenting Intake-Assessment Appointments

With a client in focus, navigate to Jail Collab.>Services>Services List. Select the current service episode and click Show. Navigate to the client's Outcomes & Measures screen.

Item 6 is *Class Sessions*. This is where intake-assessment appointments and classes are recorded. Under *Curriculum Information* select *Intake Assessment Appointment*, and be sure to select group assignment "00" for these sessions.

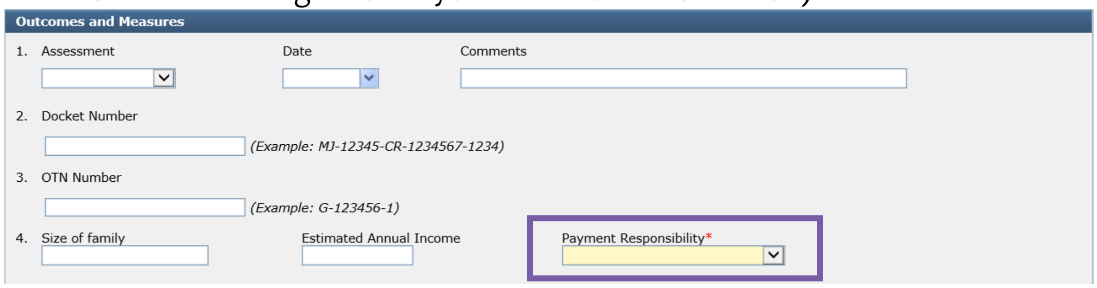


c. Indicating BIP Payment Responsibility*

How do I indicate who is responsible for payment of BIP fees?

With a client in focus, navigate to Jail Collab.>Services>Services List. Select the current service episode and click Show. Navigate to the client's Outcomes & Measures screen.

Item 4 has questions related to family size, income, and payment responsibility. Select the option that is most appropriate; if you are unsure of payment responsibility (ex: awaiting a court-order, or scholarship decision, you may select *Other* and change it once you have more information).



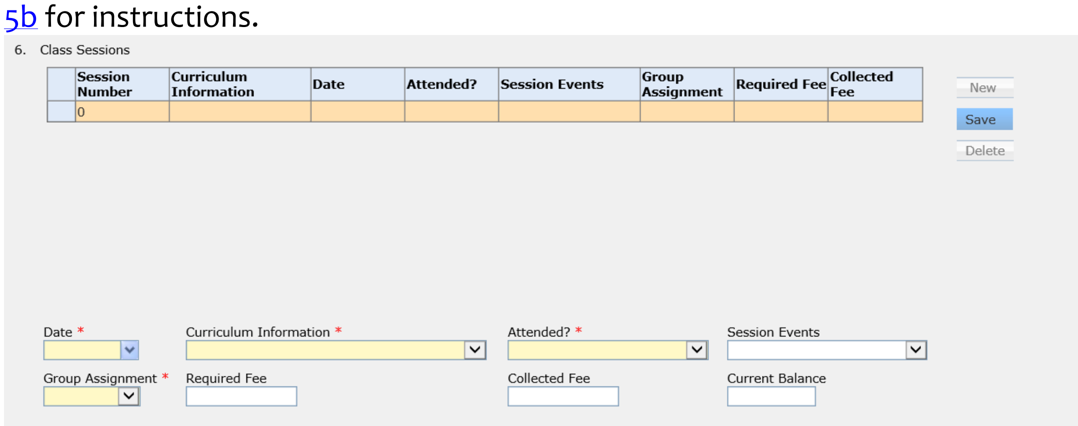
5. Documenting BIP Class Attendance and Fees

a. Entering Attendance/Fees for Individual Clients

How do I enter class data for a client?

With a client in focus, navigate to Jail Collab.>Services>Services List. Select the current service episode and click Show. Navigate to the client's Outcomes & Measures screen.

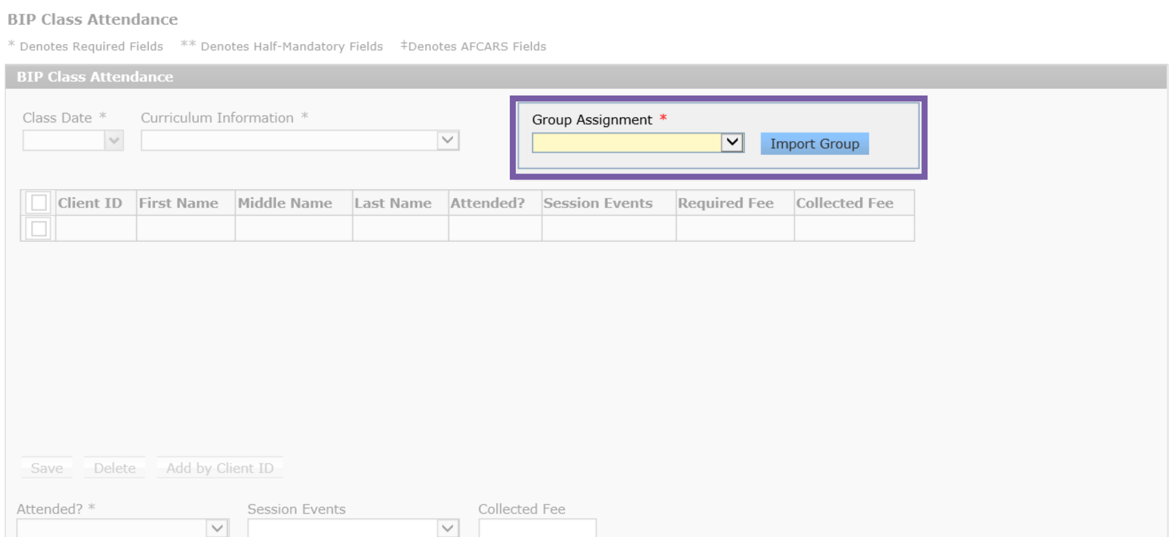
Item 6 is *Class Sessions*. This is where class data can be entered and/or updated. If you are entering attendance for an entire class cohort, see [Section 5b](#) for instructions.



b. Entering Attendance/Fees for a Class Cohort*

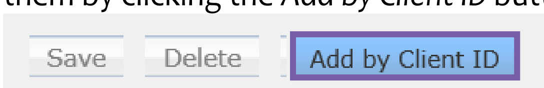
How do I populate the screen with the clients in my group?

Log into ACJC and navigate to *Admin>BIP Class Attendance* screen. Under *Group Assignment*, select the group for which you wish to enter attendance information, and click *Import Group*. This action will pull in all clients active with your agency in a BIP service whose **most-recent** BIP class was attended as part of the selected group.



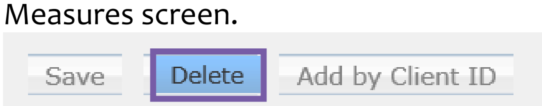
How do I add a client who has joined the group?

If a client is missing from the list after import (ex: a client who has completed an Intake Assessment Appointment and is new to this group), you may add them by clicking the *Add by Client ID* button.



How do I remove a client who has left the group?

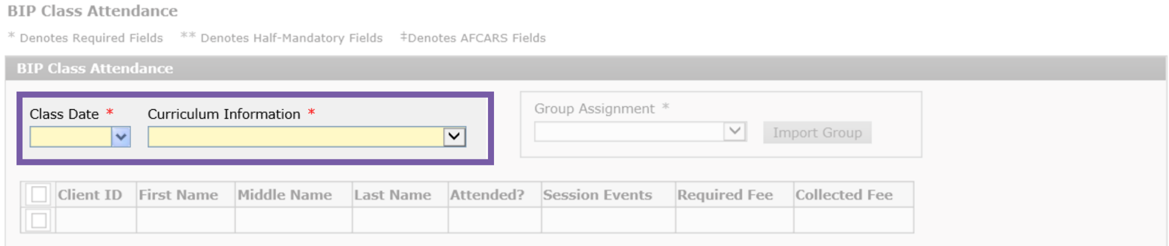
Review the list of clients that has been imported (you can click the column header of any column to sort). If you see a client who has left the group, simply click the check-box in that person's row and click *Delete*. You will be asked to confirm. This action only removes the client from this screen; it will not close the client's service or make any changes on their Outcomes & Measures screen.



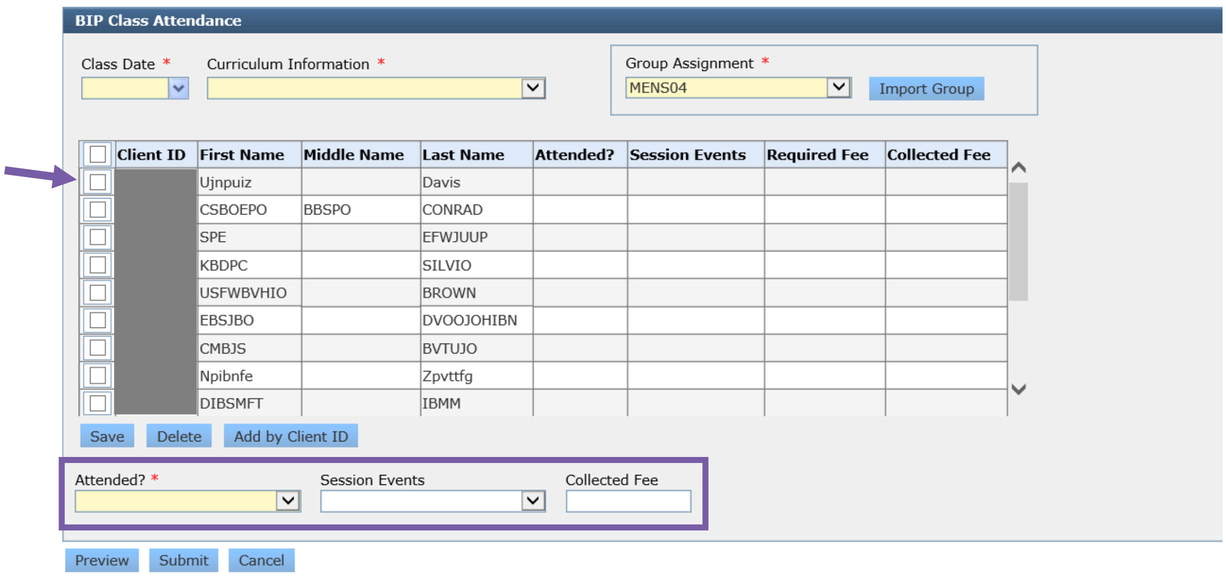
If the client is no longer participating in BIP services, remember to close the service episode. See Section 7 of this guide for more information on closing clients.

How do I enter attendance using this screen?

Select a *Class Date* and the *Curriculum Information* at the top of the screen. The information in these fields will be applied to all attendees.



For clients in the grid, you may select one, many, or all clients using the check-boxes in the first column.



Information you enter into ***Attended?***, ***Session Events***, *and* ***Collected Fee*** will be applied to each of the clients you selected.

Please note, the *Required Fee* (if one has been entered on the *Outcomes and Measures* screen) will be displayed on this screen, but cannot be changed from this screen. If that information has changed, it must be updated on the client's Outcomes & Measures screen.

What happens if I need to stop while entering class attendance, or I am working on entry for multiple groups?

All saved information (you can click the *Save* button at any time to save your progress) will be retained until you have clicked *Submit*. This means you can leave the screen, log out, etc. at any time and to pick up where you left off, all you need to do is return to this screen and re-import the group you were working with.

If you facilitate multiple groups, this means you can be in-progress with class attendance entry for any number of groups. As long as you have saved before you import a different group, the saved data will be retained on this screen until submission.

What happens when I hit *Submit*?

Only after you have completed entry for the entire class should you click the *Submit* button at the bottom of the screen. You will be asked to confirm that you wish to submit class attendance. If you accept, the following will happen:

1) All data entered on this screen will push back to the individual clients' Outcomes & Measures screens as a new row in the *Class Sessions* grid. If you need to make changes after submission, you will need to do so from the individual Outcomes & Measures screens.
2) You will receive an email confirming that you submitted class attendance on (date/time). Attached to the email will be a report showing what was entered on the BIP Class Attendance screen

At any time prior to submission, you may view a report showing what you have entered so far by clicking the *Preview* button at the bottom of the screen.

6. Documenting Notes for a Client

a. Using *Comments*

Who sees information entered in *Comments*?

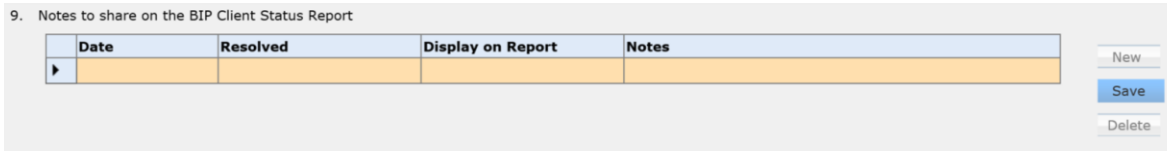
The *Comments* field on the BIP Outcomes & Measures screen can be used for notes that are helpful for you and your staff but that may not be relevant to the referral source, a Judge, etc. Information entered in this field is not included in any reports that can be generated via ACJC.

NOTE: This information should not be considered private. It can still be viewed by you and your agency, some DHS staff, and other providers who provide BIP service to this client in the future.

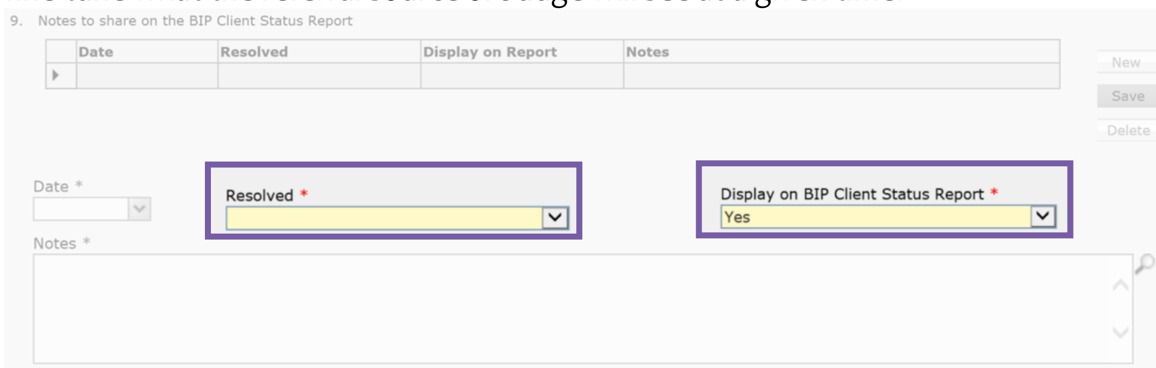
b. Using *Notes to Share on BIP Client Status Report* *

Who sees information entered in *Notes to Share on BIP Client Status Report*?

The *Notes to Share on the BIP Client Status Report* section of the BIP Outcomes & Measures screen should be used for notes that are relevant to the referral source, a Judge, etc.



Because information entered here may be relevant at the time it is entered, but the situation/issue you are noting may be resolved or may change while the client is still involved in BIP services, you have several controls in this section to fine-tune what the referral source or Judge will see at a given time:



-The ***Resolved*** field allows you to leave a note that was previously entered in the record (to preserve that history), while updating the record to let the referral source or Judge know that the situation/issue described in the note is no longer applicable.
-The ***Display on BIP Client Status Report*** field allows you to remove a note that was previously entered in the record from the client's BIP Client Status Report if, for whatever reason, you do not wish to share with the referral source or Judge at this time.

7. Closing a Client's BIP Service Episode

If you are closing the client because they will be continuing BIP services with another provider, see Section 8 for instructions on how to transfer a client. If you are closing them completely, proceed with the instructions in this section.

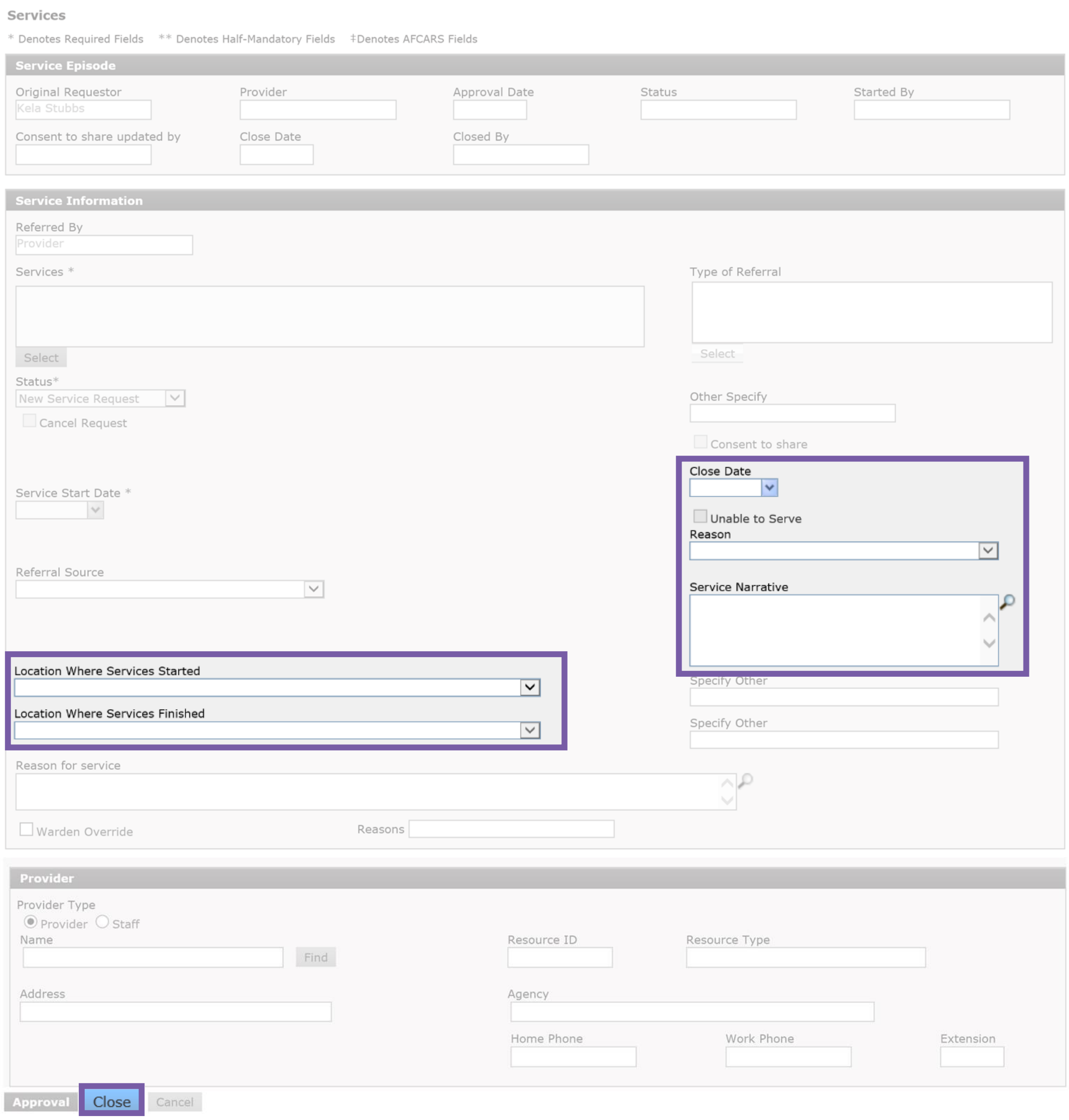
What do I need to do *before* closing a client?

Once you close a client, you will no longer be able to access the client in ACJC; therefore, it is very important that, prior to closing a client, you ensure that your documentation on both the Outcomes & Measures screen and the Services screen are complete and correct.

It is recommended that once Outcomes & Measures documentation is complete for the service episode, you run a copy of the Client's *BIP Client Status Report* for your records (see Section 9 of this guide for more information on running reports).

How do I close a client's BIP service episode?

With the client in focus, navigate to Jail Collab.>Services>Services List. Select the current service episode and click *Show*. To close, the following fields must be completed:



Once all required fields have been completed, click *Close* at the bottom of the screen.

NOTE: If you were **unable to provide services** to the client, instead of entering a *Close Date*, you will check the *Unable to Serve* checkbox. You will still be required to enter service start/end locations, a reason and a narrative before closing.

8. Managing Provider-to-Provider Transfers

a. Transferring a Client to Another BIP Provider*

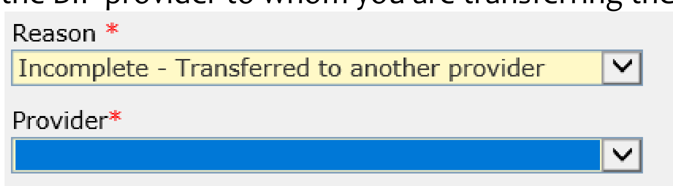
What do I need to do *before* transferring a client?

To transfer a client to another BIP provider, you will follow the same process detailed in Section 7 to close a client. When you transfer a client, you are still closing the service episode with your agency, so the process is the same. The only difference is that in the case of a transfer, you are taking the extra step of ensuring the receiving provider is notified of the incoming client.

How do I transfer a client to another BIP Provider?

When transferring a client to another BIP provider, you must select ***Incomplete – Transferred to another provider***.

When you select this reason, a mandatory *Provider* field will appear, in which you will select the BIP provider to whom you are transferring the client:



Once all other fields required to close the client have been completed, click *Close* at the bottom of the screen to complete the process. Because you selected the provider the client was transferring to, that provider agency will receive an email with the client's name and client ID, alerting them that this client is seeking BIP services with their agency.

Hello Women's Center and Shelter,

Renewal Inc has a BIP client to transfer to Women's Center and Shelter.
The client's name is John Quincy Adams and ACJC client ID is 123456.

Your agency is expected to enter this clients' referral into the ACJC within two business days. If the client has not contacted you within ten days of receiving this message, your agency is expected to make two client contact-attempts and record these attempts in the ACJC.

If no contact is made and the client has not scheduled an Intake-Assessment within 15 days of receiving this email, the client's record should be closed as "Incomplete—Other" and "No Intake-Assessment scheduled, no contact made" should be written in the text box associated with this end service reason.

Any deviation from the process detailed in this email or any questions should be directed to the Battering Intervention Program Manager at BIP@alleghenycounty.us.

Please contact **Renewal Inc.** with any specific questions regarding this client.

Thank you!

NOTE: **If you are transferring a client to Wesley Family Services for BIP**, you will be required to select one of the following options under *Type of Referral* to ensure the client is enrolled in the correct program:

Wesley Family Services In-Jail BIP

Wesley Family Services Community BIP

b. Accepting a Client from Another BIP Provider

How will I know that a client is transferring to us from another BIP Provider?

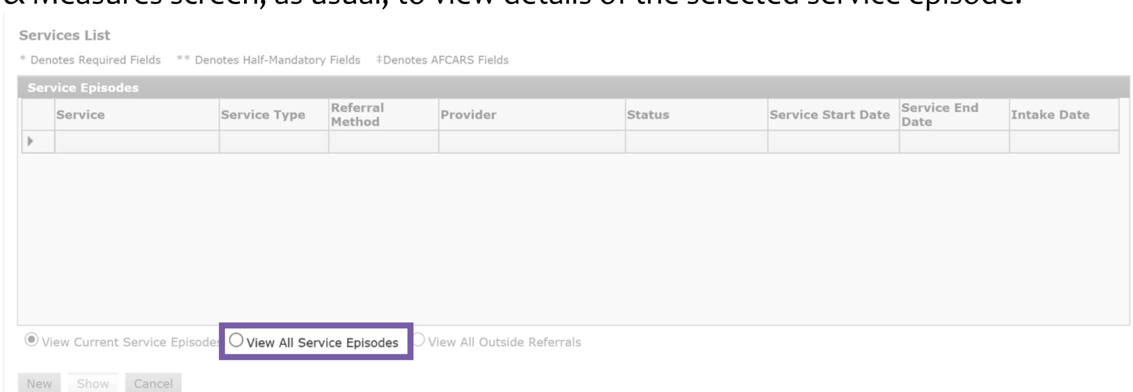
If you are the receiving provider, an email – like the one above – will be delivered to a shared email inbox that has been set up by your agency for this purpose.

What do I do when I get the transfer email?

Follow the instructions in Section 3a of this guide for finding a client who is not waitlisted, then follow the instructions in Section 3b of this guide for creating a BIP service episode.

How do I view information about the client's previous BIP service(s)?

With the client in focus, navigate to *Jail Collab.>Services>Services List*. Click the radio button *View All Service Episodes*. From the list, you can select a past BIP service episode and click *Show*. From there, you can navigate to the Outcomes & Measures screen, as usual, to view details of the selected service episode.



Another way to view a client's past BIP service details is via the BIP Client Status Report. See Section 9, below, for instructions on generating this report.

9. Accessing and Understanding Reports

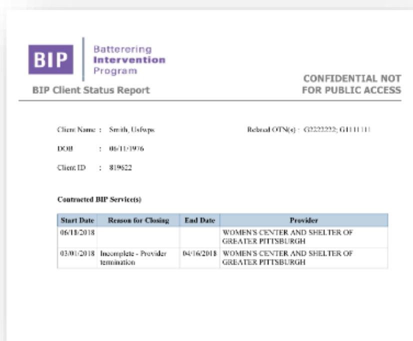
a. BIP Client Status Report*

How do I run the BIP Client Status Report?

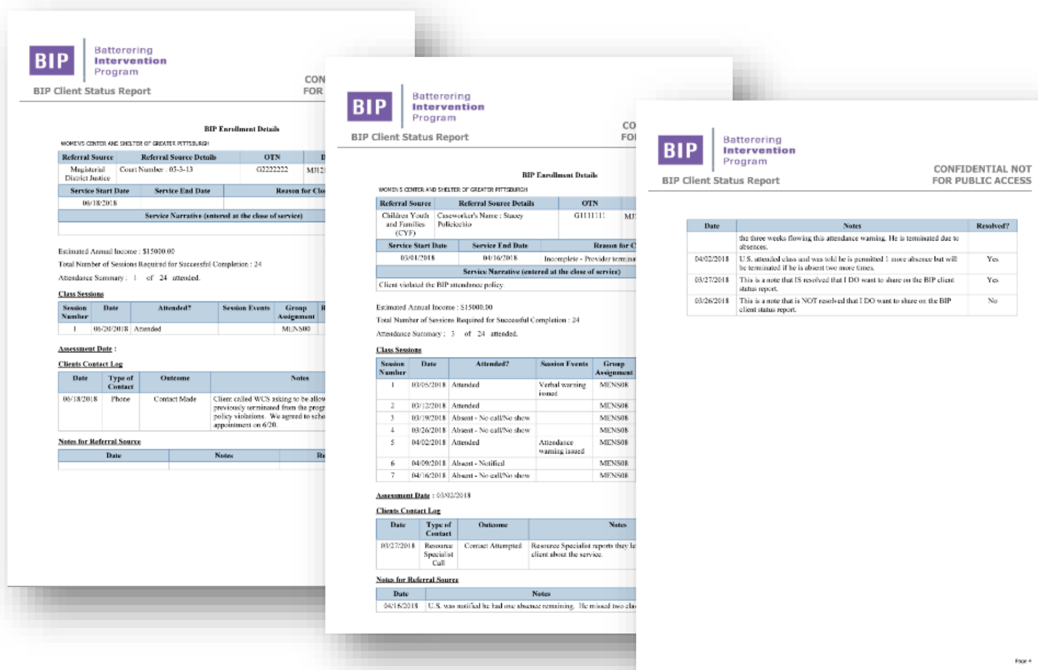
With the client in focus, navigate to *Jail Collab.>Reports*. Highlight the *BIP Client Status Report* in the list, and click *Preview*. This will generate a PDF that can be easily printed/saved/shared via email that contains information about all BIP services that have been documented for this client in ACJC.

What am I looking at?

The cover page has basic information about the client, along with a grid showing all BIP service episodes documented for this client in ACJC.



Subsequent pages show details (from the Outcomes & Measures screens) for each service episode listed on the cover page.



b. Battering Intervention Program Report by Provider

How do I run the Battering Intervention Program Report by Provider?

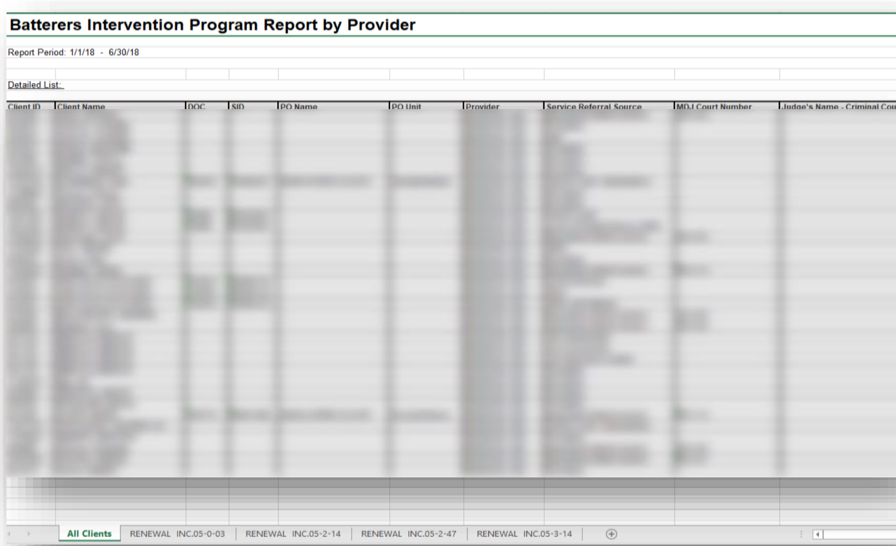
Navigate to *Admin.>Reports*. Highlight the *Battering Intervention Program Report by Provider* in the list, and click *Preview*. You will be asked to enter parameters for the report:

Note: Type of Referral will only be an option for Wesley Family Services users. This is where Community BIP or In-Jail BIP can be selected for the report.

This will generate an Excel spreadsheet containing details of all BIP clients, based on the parameters selected.

What am I looking at?

The first tab of the spreadsheet shows all clients, with subsequent tabs broken down by court number. Scrolling to the right on the first tab will show many details about a person's BIP service episode, including fees, sessions attended, missed, group assignment, etc.



10. ACJC Resources and Support

Where can I find reference materials related to BIP?

[Jail Collaborative Application Support](http://s3.amazonaws.com/dhs-application-support/jail-collaborative.htm)
http://s3.amazonaws.com/dhs-application-support/jail-collaborative.htm
On this site, you will find Job Aids and other resources that will guide you using ACJC via step-by-step instructions.

Who can I contact for help?

ACJC Specialists
acjcspecialists@alleghenycounty.us
The ACJC Specialist Team is available to answer questions about ACJC, assist with troubleshooting, help you determine if a ServiceDesk ticket is needed to resolve an issue, and follow up on unresolved ServiceDesk tickets.

DHS BIP Manager
BIP@alleghenycounty.us
The DHS BIP Manager should be contacted if a matter is of high importance or has not received timely attention. Practice questions should also be directed to the BIP Manager.

DHS ServiceDesk
ServiceDesk@alleghenycounty.us
When submitting a ServiceDesk ticket, please be sure to include as much information as possible about the issue you are experiencing:

-Clearly communicate which system you are working in, for example, instead of "jail" please specify either Jail Collaborative (ACJC), Offender Management System (OMS), etc. to ensure the incident is routed to the proper support team
-Your name, login ID (x-number), and provider agency
-Name and client ID for the client(s), if applicable
-A detailed explanation of the issue
-A screenshot of the error message you received, if applicable
-You may copy the ACJC Specialists on ServiceDesk tickets, if desired