



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>

**Login**

Login ID: \*

Password: \*

**Disclaimer**

You are about to enter the private network of Allegheny County. All information on this site is confidential. Access is limited to persons with user identification assigned by Allegheny County. Unauthorized access to this system or unauthorized use of the information contained therein is a violation of County, State and Federal Laws, and will be punished to the full extent of the law.

**Login**



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](mailto:servicedesk@alleghenycounty.us)

## What am I looking at?

**Department of Human Services**  
Allegheny County, Pennsylvania

1 - Quick-Search

2 - Navigation Pane

3 - Organizer Tab

4 - Focus Tab

5 - Dropdown Menus

6 - Breadcrumb Trail

**Services**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \*Denotes AFCARS Fields

**Service Episode**

Original Requestor  Provider

Consent to share updated by  Close Date

**Service Information**

Referred By

Services \*  
Counseling Services/Jail Collaborative/Batterers Intervention Program

## 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*:

The screenshot shows the 'Waitlist' link highlighted in the 'My Tasks' section of the navigation pane. The 'Services' section on the right shows the 'Service Episode' and 'Service Information' tabs. The 'Service Episode' tab is active, showing fields for 'Original Requestor', 'Provider', 'Consent to share updated by', and 'Close Date'. The 'Service Information' tab shows 'Referred By' and 'Services'.

If your agency provides multiple Jail Collaborative services, you will need to select BIP in the [Services](#) section.

The screenshot shows the 'Services' section with the 'Waitlist' tab selected. A table of clients is displayed, with columns for 'Select', 'First Name', 'Last Name', 'Client ID', 'DOC#', 'Referral Date', 'Referral Source', 'Risk Level', 'Program Status', and 'Provider'. The first row is highlighted in orange, indicating it is selected.

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:

The screenshot shows the 'Client Contact Details' and 'Service Details' form. The 'Service Start Date' field is highlighted with a red arrow. The 'Service Details' section includes fields for 'Referral Date', 'Intake Date', 'Referral Source Phone', 'Reason for Service', 'Provider', 'Referred By', 'Referral Source', 'Referral Source Email', 'Service', 'Type of Referral', 'Service Narrative', and 'Reason'. The 'Service Start Date' field is highlighted with a red arrow.

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.



A screenshot of a software interface. At the top, there are three tabs: 'Organizer' (selected), 'Focus', and 'History'. Below the tabs is a section titled 'WorkLoad'. Under 'WorkLoad', there is a list of three items, each with a plus icon to its left: 'My Workers', 'Other Units', and 'My Active Services'. The 'My Active Services' item is highlighted with a purple border.

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.

Client

Contact Type

Contact Details

Service Details

Referral Date

Intake Date

Referral Source Phone

Reason for Service

Provider

Referred By

Referral Source Email

Service

Partners Intervention Program

Type of Referral

Service Start Date \*

Location Where Services Started

☐ Unable to Serve

Reason

Service Narrative

Save

Cancel

**Provider Intakes**

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields \*Denotes AFPCAS Fields

**Intake Type**

☐ Pending (No Service Referral Made) ☐ Previous Clients ☒ All Provider Intakes

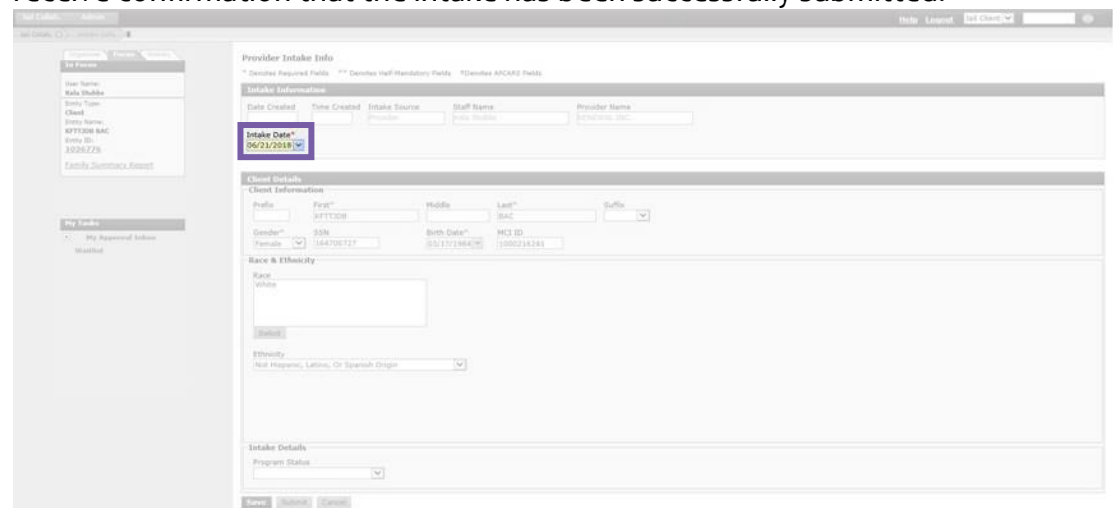
**Intake Listing**

Intake #	Intake Type	Intake Date	Intake Status	Intake Description	Intake Location	Intake Date	Intake Status	Intake Description	Intake Location
TUBEDF	Intake	01/18/2013	Active	Chloe Rubin	01/18/2013	Active	Chloe Rubin	01/18/2013	Active
SACFORG	Intake	08/04/2015	Active	Michelle Mazza	08/04/2015	Active	Michelle Mazza	08/04/2015	Active
KPTTDB	Intake	11/12/2017	Active	Rhonda Miller	11/12/2017	Active	Rhonda Miller	11/12/2017	Active
QPTDB	Intake	11/16/2017	Active	Rhonda Fleming	11/16/2017	Active	Rhonda Fleming	11/16/2017	Active
QPTDB	Intake	01/11/2017	Active	Lillian Karpel	01/11/2017	Active	Lillian Karpel	01/11/2017	Active

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.

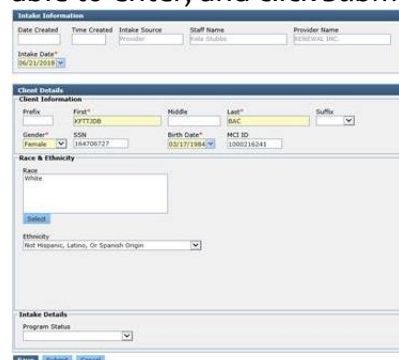


The client can now be viewed by your agency. To create a BIP service for the client, follow the instructions in [Section 3b](#), below.

## 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*.

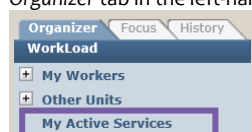
The screenshot shows the 'Service Information' form. A purple arrow points from the 'Select' button under the 'Services' box to the 'Type of Referral' field. The 'Services' box contains 'Counseling Services/Jail Collaborative/Batterers Intervention Program'. The 'Type of Referral' field is currently empty and has a 'Select...' button below it. Other fields include 'Referred By' (Provider), 'Status\*' (New Service Request), 'Service Start Date\*' (06/20/2018), 'Referral Source\*' (Provider), 'Location Where Services Started' (Community - Other), 'Location Where Services Finished', and 'Reason for service'. On the right side, there are fields for 'Other Specify', 'Consent to share', 'Close Date', 'Unable to Serve Reason', 'Provider', 'Service Narrative', and two 'Specify Other' fields.

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.

8. Client Contacts

	Date	Client Initiated	Type of Contact	Outcome	Notes
▶					

New  
Save  
Delete

Date \*  
Client Initiated \*  
Type of Contact \*  
Outcome \*

Notes \*

### 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 "oo" for these sessions.

6. Class Sessions

Session Number	Curriculum Information	Date	Attended?	Session Events	Group Assignment	Required Fee	Collected Fee
0							

New  
Save  
Delete

Date \*  
Curriculum Information \*  
Attended? \*  
Session Events

Group Assignment \*  
Required Fee  
Collected Fee  
Current Balance



## 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).

**Outcomes and Measures**

1. Assessment  Date  Comments

2. Docket Number  (Example: MJ-12345-CR-1234567-1234)

3. OTN Number  (Example: G-123456-1)

4. Size of family  Estimated Annual Income  Payment Responsibility\*

## 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.

**6. Class Sessions**

Session Number	Curriculum Information	Date	Attended?	Session Events	Group Assignment	Required Fee	Collected Fee
0							

New Save Delete

Date \*  Curriculum Information \*  Attended? \*  Session Events

Group Assignment \*  Required Fee  Collected Fee  Current Balance

## 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.

#### BIP Class Attendance

\* Denotes Required Fields    \*\* Denotes Half-Mandatory Fields    ‡ Denotes AFCARS Fields

BIP Class Attendance

Class Date \* Curriculum Information \* Group Assignment \*

<input type="checkbox"/>	Client ID	First Name	Middle Name	Last Name	Attended?	Session Events	Required Fee	Collected Fee
<input type="checkbox"/>								

Attended? \* Session Events Collected Fee

### 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.

BIP Class Attendance

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields † Denotes AFCARS Fields

The screenshot shows the top portion of the 'BIP Class Attendance' form. A purple box highlights the 'Class Date' and 'Curriculum Information' dropdown menus. To the right, there is a 'Group Assignment' dropdown menu and an 'Import Group' button. Below these fields is a table with columns: Client ID, First Name, Middle Name, Last Name, Attended?, Session Events, Required Fee, and Collected Fee. The first row of the table is empty.

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

This screenshot shows the 'BIP Class Attendance' form with a client grid. A purple arrow points to the first column of the grid, which contains checkboxes for selecting clients. The grid has columns: Client ID, First Name, Middle Name, Last Name, Attended?, Session Events, Required Fee, and Collected Fee. The first row of data shows a client with ID 'Ujnpuiz', First Name 'Davis', and Last Name 'CONRAD'. Below the grid are buttons for 'Save', 'Delete', and 'Add by Client ID'. At the bottom, a purple box highlights three fields: 'Attended?' (a dropdown menu), 'Session Events' (a dropdown menu), and 'Collected Fee' (a text input field). Below these fields are buttons for 'Preview', 'Submit', and 'Cancel'.

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.

9. Notes to share on the BIP Client Status Report

Date	Resolved	Display on Report	Notes

New  
Save  
Delete

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:

9. Notes to share on the BIP Client Status Report

Date	Resolved	Display on Report	Notes

New  
Save  
Delete

Date \*

Resolved \*

Display on BIP Client Status Report \*

Notes \*

-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:

Services

\* Denotes Required Fields \*\* Denotes Half-Mandatory Fields ‡ Denotes AFCARS Fields

Service Episode				
Original Requestor Kela Stubbs	Provider	Approval Date	Status	Started By
Consent to share updated by	Close Date	Closed By		

Service Information	
Referred By Provider	
Services *	Type of Referral
Select	Select
Status* New Service Request	Other Specify
<input type="checkbox"/> Cancel Request	<input type="checkbox"/> Consent to share
Service Start Date *	<b>Close Date</b>
	<input type="checkbox"/> Unable to Serve
	Reason
Referral Source	<b>Service Narrative</b>
<b>Location Where Services Started</b>	Specify Other
<b>Location Where Services Finished</b>	Specify Other
Reason for service	
<input type="checkbox"/> Warden Override	Reasons

Provider	
Provider Type <input checked="" type="radio"/> Provider <input type="radio"/> Staff	
Name	Resource ID
Find	Resource Type
Address	Agency
	Home Phone
	Work Phone
	Extension

Approval **Close** Cancel

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\*

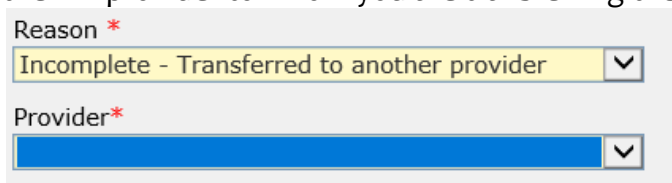
#### What do I need to do *before* transferring a client?

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:



The screenshot shows a web form with two dropdown menus. The first dropdown is labeled 'Reason \*' and has 'Incomplete - Transferred to another provider' selected. The second dropdown is labeled 'Provider\*' and is currently empty, showing a blue bar and a downward arrow.

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](mailto: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.

Services List

\* Denotes Required Fields   \*\* Denotes Half-Mandatory Fields   † Denotes AFCARS Fields

Service Episodes							
Service	Service Type	Referral Method	Provider	Status	Service Start Date	Service End Date	Intake Date
▶							

☒ View Current Service Episodes   ☐ View All Service Episodes   ☐ View All Outside Referrals

New   Show   Cancel



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

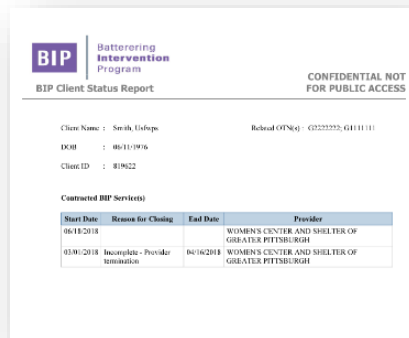
### a. BIP Client Status Report\*

#### 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?

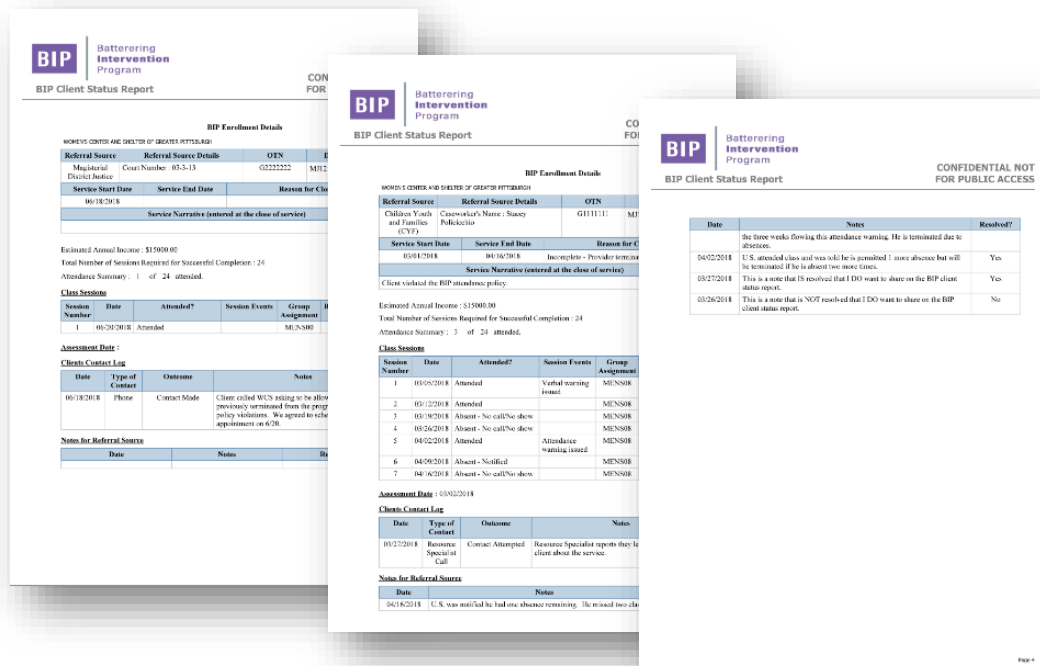
The cover page has basic information about the client, along with a grid showing all BIP service episodes documented for this client in ACJC.



The cover page of the BIP Client Status Report for Sarah Udeyo. It includes client information, referral details, and a table of contracted BIP services.

Start Date	Reason for Closing	End Date	Provider
06/18/2018			WOMEN'S CENTER AND SHELTER OF GREATER PITTSBURGH
03/09/2018	Incomplete - Provider termination	04/16/2018	WOMEN'S CENTER AND SHELTER OF GREATER PITTSBURGH

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



Three detail pages from the BIP Client Status Report. The first page shows enrollment details and a table of sessions. The second page shows a table of sessions with dates, types, and outcomes. The third page shows a table of sessions with dates, types, and outcomes.

Date	Type of Contact	Outcome	Notes
06/18/2018	Phone	Contact Made	Client called WCS asking to be allowed previously terminated from the program policy violations. We agreed to schedule appointment on 6/20.

Date	Type of Contact	Outcome	Notes
03/27/2018	Resource Specialist Call	Contact Attempted	Resource Specialist reports they let client about the service.

Date	Notes	Resolved?
04/02/2018	In three weeks following this attendance warning. He is terminated due to absence.	Yes
08/27/2018	U.S. attended class and was told he is permitted 1 more absence but will be terminated if he is absent two more times.	Yes
03/26/2018	This is a note that I DO want to share on the BIP client status report.	No

## 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:

The screenshot shows a web form titled "Jail Reports". It contains several sections: "Dates" with "Start Date" and "End Date" dropdown menus; "Type of Referral" with a dropdown menu; "Select Referral Source(s)" with checkboxes for "Referral Source", "Attorney", "Children Youth and Families (CYF)", and "Correctional Officer"; and "Select Court Number(s)" with checkboxes for "Court Number", "05-0-03", "05-2-01", and "05-2-02". At the bottom are "OK" and "Cancel" buttons.

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.

The screenshot shows an Excel spreadsheet titled "Batters Intervention Program Report by Provider". The "Report Period" is "1/1/18 - 6/30/18". Below the title is a "Detailed List" section. The spreadsheet has columns for "Client ID", "Client Name", "DOC", "SBI", "DOC Name", "DOC Unit", "Provider", "Service Referral Source", "MOJ Court Number", and "Judge's Name - Criminal Court". The bottom of the spreadsheet shows a tab bar with "All Clients" selected, and other tabs for "RENEWAL INC.05-0-03", "RENEWAL INC.05-2-14", "RENEWAL INC.05-2-47", and "RENEWAL INC.05-3-14".

## 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](mailto:acjcspecialists@alleghenycounty.us)

[acjcspecialists@alleghenycounty.us](mailto: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](mailto:BIP@alleghenycounty.us)

[BIP@alleghenycounty.us](mailto: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](mailto:ServiceDesk@alleghenycounty.us)

[ServiceDesk@alleghenycounty.us](mailto: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