



Jail Collaborative– Provider- End a Service Episode

After a Provider has been referred for a service, provider staff can view the *Service Episode* details on the *Services* screen in the Jail Collaborative application. Whether or not a provider actually provides services, once a referral is made, services must be ended.

Accessing the Services screen

Service	Service Type	Referral Method	Provider	Status	Service Start Date	Service End Date	Intake Date
Employment and Training	Jail Collaborative Service	Provider	Lutheran Service Society of Western Pennsylvania, The	Service Approved	02/10/2014		01/26/2014

1. Bring the Jail Client into focus.
2. Navigate to the *Services List* screen.
 - a. **Jail Collab. > Services > Services List**
TIP: This screen lists the open Service Episodes for the selected client. Select the 'View All Service Episodes' radio button to view services that are closed. To view documented Outside Referrals, select the radio button for View All Outside Referrals.
 - b. Highlight the *Service Episode* that is to be closed and click **[Show]**.
TIP: The Services List screen displays all services being provided to the Jail Client. As a Provider, you can only end or close Services that you are providing. Any services being provided by another Provider agency will be available with read-only access.

Ending the Service on the Services Screen

Department of Human Services
Allegheny County, Pennsylvania

Services

Service Episode

Original Requestor: [Text Box] Provider: [Text Box] Status: [Text Box] Referral Date: [Text Box] Close Date: [Text Box] Consent to share updated by: [Text Box]

Service Information

Referred By: [Text Box]

Services: [Text Box]

Status: [Text Box]

Service Start Date: [Text Box]

Location Where Services Started: [Text Box]

Location Where Services Finished: [Text Box]

Reason for service: [Text Box]

Warden Override: [Text Box]

Reasons: [Text Box]

Close Date: [Text Box]

Unable to provide services: [Text Box]

Reason: [Text Box]

Service Narrative: [Text Box]

Save Approval Cancel

1. Complete the appropriate fields in the *Service Information* section of the *Services* screen.
 - a. There are two ways to end a service:
 - i. If you received this service request but are unable to provide the service for any reason, complete the following steps:
 - ii. Mark the *Unable to provide service* checkbox.
 - iii. Select the *Reason*.

TIP: The Services Narrative field becomes active and required when 'Other' is selected as the Reason.

TIP: An email notification is sent to the Jail/Re-entry/Probation/Courts that holds the primary assignment to notify them you are unable to provide the service.

- b. If you were able to provide the service, complete the following steps to close the service:
 - i. Enter the *Close Date* of the service.
 - ii. Select the *Reason* for the closure.
 - iii. Enter narrative text in the *Service Narrative* field
 - iv. Select the *Location Where Services Started*, if not completed.
 - v. Select the *Location Where Services Finished*.
2. Click **[Save]**. The screen will gray out and the service episode is ended. .

For more information...

For assistance, please contact the Allegheny County Service Desk at servicedesk@alleghenycounty.us or 412-350-4357 (Option 2 for DHS). To access the Self Service Tool go to <http://servicedesk.alleghenycounty.us>.

This Job Aid and additional user materials are located on the DHS Amazon site at <http://dhswebt.s3.amazonaws.com/KIDSJobAids/index.html>.