

Jail Collaborative Training
Frequently Asked Questions
Updated January 16, 2013

1. How do I view clients who were referred to my Agency?

You will be able to monitor all the Jail Services clients that are referred to your agency using the 'My Active Services' option in the Workload section of the Navigation Panel. Any new referrals will appear at the top of the list so it will be important to monitor this list frequently.

2. How do I approve or deny a service request?

Once you have pulled a client into focus, the Services screen will appear with details of the service request. To deny a service request, select the 'Unable to Provider Services' box and enter appropriate reason and click Save; this will end the service request. No action on this screen will be considered an Approval and imply that your agency will begin to provide services to this client and you can proceed with updating client information, creating Supplemental Intake Forms and documenting Outcomes & Measures.

3. What address should I put for a client if they are homeless?

If a client is homeless but there is an address where they can most often be found, add that address and select the 'Homeless' box. If no address is known, leave that field blank.

4. How can I make sure I will be able to send Notes to the Collateral I add?

To send a note to a collateral, that collateral must have a valid email address and be considered 'active'. To be considered active, a collateral will have no Start or End dates entered or a Start Date with an End Date sometime in the future (or no End Date at all).

5. If I am not providing Employment and Training services, do I have to update the Employment screen?

This screen will be especially important for clients who are receiving Employment and Training Services and for those providers. However, we encourage all providers to enter this information about their clients if it is known, regardless of whether or not they are providing or if their client is receiving the Employment and Training service. This is a collaborative effort and all users are encouraged to enter all the information they have across the system where appropriate.

6. When I am making an additional service referral, can I select more than one service?

Ultimately, the service request will be sent for approval to the Internal (Jail/Re-entry/Courts/Probation) user who will either deny the request, or approve it and select a provider to provide the service. If you selected more than one service from the service tree, the system will search for providers who provide all of the services you selected. In the Jail Collaborative, most providers only provide one or two services; therefore, it is always best to make referrals for services individually so that a provider can be found, and so the Internal user can make judgments on each of the services individually.

7. How frequently should I be updating the Outcomes and Measures?

Once you have begun documenting Outcomes & Measures, you will continue to update the same form (changing the Date of Documentation each time). Outcomes are to be documented as they occur. At a minimum, by the 5th of each month, all clients served during the past month must have outcomes entered in the ACJC database that are applicable. The entry of outcome information where applicable monthly will assure all of us that clients being served are having outcomes documented on a timely basis.

8. There are questions on my Outcomes and Measures screen that don't apply to my agency or the service we are providing. What should I do?

None of the questions on the Outcomes & Measures forms are mandatory, except for the Date of Documentation field. Only answer questions that are applicable to your agency and service at the time of documentation.

9. When should I close a Service Episode?

A service episode should be closed once your agency is no longer providing services to a client. Providers are required to enter service end dates for clients within 3 business days of when services by a provider have ended. Make sure you run any necessary client specific reports (e.g. Client Information Report) on this client prior to ending the service episode because at that point you will no longer have access to the client in the system to generate the client specific reports.

10. Once I end a service episode, will that client still appear in the reports I generate?

Clients who are no longer active at your agency will still be included in aggregate provider reports (e.g. Active Client Report, Aggregate Outcome Report, Exit Report) when appropriate. Once you end the service episode, however, you will no longer be able to generate the client specific reports.