



Jail Collaborative- Requesting a New Provider Service

Jail Collaborative Providers must complete a new service request for the Jail Clients they have created an intake record for. This Job Aid includes the steps a Provider must complete to complete a request for a new service in the Jail Collaborative application.

Accessing the Services List screen

1. Create the New Intake Record for the Jail Client.
 - i. *TIP: Please refer to the Requesting a New Provider Intake Job Aid for the detailed steps describing how to create an intake record for a new client.*
2. Navigate to the *Services List* screen.
 - a. **Jail Collab. > Services > Services List**
 - i. *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. To view a referral from the services list, highlight the *Service Episode* and click **[Show]**.
 - c. Select **[New]** to request a new service.
3. The *Select Service Type* screen displays.

Completing the Select Service Type screen

1. *Select Referral Type* by marking the appropriate radio button.
 - a. *Request Jail Collaborative Service* allows users to complete a service referral for the Jail Client.
 - b. *Document Outside Referral (Non-Jail Collaborative)* allows the user to document details about the services delivered to the Jail Client outside of the Jail Collaborative initiative.

1. Selecting the *Request Jail Collaborative Service* options directs the user to the appropriate *Services* screen.
2. The *Service Episode* section populates when the screen is saved.
3. Complete the *Service Information* section.
 - a. Click **[Select]** under the *Services* box. The *Services* list appears. To select the desired service press the **[+]** sign to expand nodes to view all service options. Once the boxes for all desired services are checked, click **[OK]**. The selected service appears in the field.
 - i. If *Family Support* or *Education* services are selected, the *Type of Referral* multi-select box becomes enabled. Click the **[Select]** button under the *Type of Referral* box. The *Type of Referral* multi-select box appears; highlight any that apply, click **[>>]** and click **[OK]**.
 - i. *TIP: The Service tree displays only services that the Provider Agency is contracted to provide.*
 - b. *Status* field displays *New Service Request*.
 - i. *TIP: The 'Cancel Request', 'Service Date', 'Consent to Share', 'Close Date', 'Unable to provide services', and 'Reason' fields are disabled.*
 - c. Enter the *Service Start Date*.
 - d. Select the *Location Where Services Started*.
 - i. *TIP: The 'Location Where Services Finished' field is disabled until the service is closed.*
 - e. Enter narrative comments in the *Reason for service* field.
 - f. Mark the *Warden Override* checkbox, if applicable.
 1. Enter a brief explanation in the *Reasons* field.
4. Click **[Save]** to save the screen.
 - i. *TIP: The fields of the Provider section are populated with the provider details when the screen is saved.*

5. An approval reminder message is displayed. Click **[OK]** to remove the message.
6. Click the **[Approval]** button to approve the service.

Completing the Document Outside Referral (Non-Jail Collaborative) screen

1. Selecting the *Document Outside Referral (Non-Jail Collaborative)* option on the Select Service Type screen directs the user to the appropriate *Services* screen.
2. The *Service Episode* section populates when the screen is saved.
3. Complete the *Service Details* section.
 - a. Enter a *Service Start Date*.
 - b. Enter a *Service End Date*, if applicable.
 - c. Enter the *Provider* name.
 - d. Select a *Service Type*. If *Other* is selected, the *Other Specify* field becomes enabled and required.
 - e. Enter narrative comments in the *Comments* box.
4. Click **[Save]** to save the screen.

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>.