

## **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

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Organizer Focus History In Focus User Name:	Services List * Denotes Required Fields Service Episodes	** Denotes Half-Manda	tory Fields					
Entity Type: Cleant Entity Name: Entity ID:	Service	Service Type	Referral Method	Provider	Status	Service Start Date	Service End Date	Intake Date
	View Current Service     New     Show     Cancel		vice Episodes	C View All Outside Referr	rais			

- 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

Select Service Type * Denotes Required Fields ** Denotes Half-Mandatory Fields					
Select Referral Type					
Request Jail Collaborative Service					
Ocument Outside Referral (Non-Jail Collaborative)					
OK Cancel					

- 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.

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Services Q Services List Service	Provider Service Log   Outcomes and Measures	
Organizer Focus Histo	Services     * Denotes Required Fields     ** Denotes Half-Mandatory Fields	
User Name:	Service Episode	
Entity Type: Chent Entity Name:	Original Requestor Provider Status	Referral Date Close Date Consent to share updated by
Entity ID:	Service Information	
	Referred By Provider	
	Services *	Type of Referral
	Select	Select
	Status* New Service Request	Consent to share
	Cancel Request	Close Date
	Service Start Date	
		Unable to provide services Reason
	Location Where Services Started	Service Narrative
	Location Where Services Finished	
		<u>×</u>
	Reason for service	
		<u></u>
	Warden Override Reasons	
	Provider	
	Provider Type  Provider  Staff	
	Name	Resource ID Resource Type
	Find	
	Address	Agency

- 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 S*ervices* 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* multiselect 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

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Services Q Services List Services Prov	der Service Log   Outcomes and Measures			
Organizer Focus History In Focus User Name: Entity Type: Client Entity Name:	Services  Denotes Required Fields Denotes Half-Mandatory Fields  Service Episode Original Requestor Provider Sta	atus Last Updated By	Last Updated Date	
Entity ID;	Service Details Service Start Date Comments Save Cancel	Service Type*	Other Specify	

- 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 <u>servicedesk@alleghenycounty.us</u> or 412-350-4357 (Option 2 for DHS). To access the Self Service Tool go to <u>http://servicedesk.alleghenycounty.us</u>.

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