Department of Human Services Allegheny County, Pennsylvania

Jail Collaborative– Provider Services Waitlist Screen

Once a Jail Client is referred for services, the client appears on the *Waitlist* screen. The Provider can then select an individual or group of Jail Clients approve the person or persons for services.

Waitlist Screen

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- 1. Access the Waitlist screen.
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- 1. The *Service(s)* section displays the provider's service offerings.
 - TIP: Only the services with open referrals appear in this list.
- 2. Click on a service to view the Jail Clients currently on the Waitlist.
- 3. The *Client(s)* section displays the Jail Clients on the *Waitlist* for the selected service.
- 4. Mark the **Select** checkbox next to each Jail Client to be sent for verification.
 - TIP: Any clients not selected remain on the Waitlist.
- 5. The Service Details section allows the user to respond to service requests.
- 6. To accept the selected client(s) for service, select the Service Start Date.
 - *TIP: The date entered for Services must be greater than the current Intake Date for all selected Jail Clients.*
- 7. If the provider cannot accept the client for service, mark the *Unable to provide services* checkbox.

TIP: If the Unable to provide services box is marked, the Reason field becomes a mandatory field.

- *TIP: If the Reason selection is Other, then the Service Narrative text box becomes a mandatory field.*
- 8. Click [Save].
- *TIP: A message appears confirming you want to approve these clients for service.*
- *TIP: Once Jail Clients are approved, they no longer appear on the Waitlist screen. They appear on the corresponding Response tab.*

Response Screen

itlist Referrals R	cerveu						
Received on	Service Name	A	Prov	vider		Serv	vice Start Date
08/12/2013						8/1/2	2013 12:00:00 AM
05/07/2013						5/7/2	2013 12:00:00 AM
08/08/2013							2013 12:00:00 AM
08/08/2013							2013 12:00:00 AM
08/08/2013							2013 12:00:00 AM
10/02/2013							/2013 12:00:00 AM
10/04/2013							/2013 12:00:00 AM
10/08/2013							/2013 12:00:00 AM
10/13/2013							2013 12:00:00 AM
10/16/2013	-						/2013 12:00:00 AM
						10/30	0/2013 12:00:00 AM
10/30/2013 04/05/2013 int(s)	Last Name	Client ID▲	DOC#	Intake Date 06/01/2013	Referral Date 08/12/2013	4/17/ Risk Level Medium	/2013 12:00:00 AM SCA Status Re-Entry
04/05/2013 ent(s)	Last Name	Client ID▲	DOC#			Risk Level	SCA Status
04/05/2013 :nt(s) :rst Name	Last Name	Client ID▲	DOC#			Risk Level	SCA Status
04/05/2013 nt(s) rst Name			DOC#		08/12/2013	Risk Level Medium	SCA Status
04/05/2013 nt(s) rst Name	Last Name		DOC#		08/12/2013	Risk Level	SCA Status

- 1. The *Response* tab displays the approved referrals.
- 2. The *Filter Selection* can be used by entering a *From* and *To* date to narrow the number of records displayed.
- 3. Select a record from the *Waitlist Referrals Received* grid to display the details of the request.
- 4. The *Client(s)* section displays a list of all Jail Clients scheduled for the service selected in the *Waitlist Referrals Received* grid.
- 5. The *Service Details* section populates with service details related to the Jail Clients selected in the *Client(s)* grid and is not editable.

TIP: These fields are read-only. At this time, services have already been approved and cannot be changed.

Alternative Housing Pre-Screen Screen Waitlist Response Alternative Housing Pre-Screen Client(s) I 44 4 1 2 3 4 5 6 7 8 9 10 ¥. 44 44 Results 1 - 8 of 8 Name Client ID Age Gender Risk Level SCA Status Request Date Not Unknown Medium 59 04/16/2013 12:00 Participating 52 Male Medium SCA2 03/01/2013 12:00 35 Unknown Low SCA1 03/01/2013 12:00 24 Male SCA1 04/16/2013 12:00 High Not 38 Unknown Low 04/16/2013 12:00 Participating Not 25 04/16/2013 12:00 Male High Participating 03/01/2013 12:00 68 Male High SCA1 28 Female Unknown SCA1 03/01/2013 12:00 Show Save Cancel

- 1. This screen allows Providers to view Alternative Housing service information.
- 2. Highlight a Jail Client, click **[Show]**. This navigates to the *Alternative Housing Services* screen. *TIP: See the Provider Alternative Housing Screen Job Aid for additional details.*

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.