

# RECENT KIDS CHANGES FOR SWAN AFFILIATES

Effective December 20, 2017

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## Dear SWAN Affiliate,

As of December 11<sup>th</sup>, contracted provider agencies are now using KIDS to document client-specific information related to substance use/abuse. Per HIPAA and additional confidentiality regulations, we are not permitted to release this information the consent of each client involved. For this reason, SWAN affiliates are no longer able to view any contacts in KIDS, except those documented by their own agency.

We know this is problematic for the business process of reviewing a file and the KIDS Team has identified a short-term solution for reviewing DHS contacts and is working on a long-term solution for Provider contacts that are not regarding substance use/abuse.

- **DHS Contacts**

SWAN affiliates have been provided access to a brand-new report in KIDS known as the "DHS Contact Report". SWAN Affiliates can preview this report and they will be able to view any contacts entered by DHS users on a case. Instructions on how to access this report are included below.

- **Provider Contacts**

We understand that you are accustomed to viewing provider contacts, particularly from in-home and placement providers. The KIDS Team is exploring potential long-term solutions so that SWAN affiliates can access all DHS and Provider contacts (excluding those regarding substance use/abuse). In the meantime, CYF is working on a manual method for SWAN affiliates to be able to review a redacted version of provider contacts.

If you are having issues accessing the DHS Contact Report or having any other issues in the KIDS application, please do not hesitate to contact the ServiceDesk at **ServiceDesk@Alleghenycounty.US** or (412) 350-4357 Option 2.

Thank you,

KIDS Team  
Allegheny County Department of Human Services

## ACCESSING THE DHS CONTACT REPORT:

**Step One:** Login to KIDS and navigate to **My Active Services**

**Step Two:** Select the referral for SWAN/Child Study and click **Show**

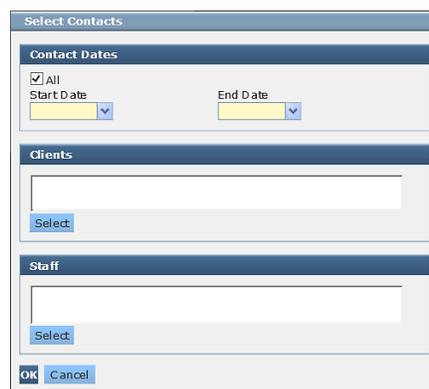
**Step Three:** With the Case in focus, navigate to **Case** → **Reports**



**Step Four:** Select the *DHS Contact Report* and click **Preview**



**Step Five:** Leave  *All* checked to view Contacts from any date on the Case. To filter by a date range, uncheck the  *All* checkbox and enter a date range. The report can further be filtered by selecting the Clients who participated in the Contact(s) and/or the Staff who completed the Contact(s).



**Step Six:** Click **OK** to generate the report.

*NOTE: Depending on the number of Contacts being previewed this may take some time to load. While loading, the report window will appear to be blank.*