



Pending Online Service Requests –Provider Job Aid

Placement Provider

The *Pending Online Service Request* screen is used to review and respond to a child that has been posted for a Placement service. For the Best Interest Placement Tool posting, providers are also able to compare Individuals/Facilities and generate the Best Interest Placement Tool Comparison Report.

Pending Online Service Request screen

1. Navigate to the *Pending Online Service Requests* screen.
 - a. In the **My Tasks** section of the *Left Navigation Pane*, click on the + sign next to **Online Service Requests**
 - b. Click on the *Pending Online Service Request* link.
2. The fields in the *Filter Criteria* section can be used to search for a specific child.
 - a. Mark the area header checkbox (Client Characteristics, SSN, KIDS Client ID and Posted Date

- Range) to enable the fields in that area.
- b. Enter the filter criteria.
- c. Click the [Search] button.
- d. The posted service requests that match the filter criteria are displayed in the grid underneath.
- 3. Click on the Placement tab to view the postings for Placement services.
- 4. Select a case in the *Cases* grid.
 - i. *TIP: You can click the **[Show]** button located at the bottom of the screen to view the Out of Home Placement Referral screen.*
- 5. Complete the fields in the *Online Service Request Details* section:
 - a. Select response to *Interested in Placement*.
 - i. *TIP: If 'NO' is selected, the remaining fields become disabled. Click the **[Save]** button to save response.*
 - b. Enter *Interested in Placement Comments*, when applicable.
 - i. *TIP: If 'Yes' is selected, the Facility box becomes mandatory.*
 - c. Click the **[Save]** button at the bottom of the screen.
 - i. *TIP: Providers who are interested in placement can complete the remaining fields after discussing placement needs with the caseworker.*
 - d. Select the Child Interview Date.
 - e. Select the Child Interview Location.
 - f. Select the *Provider Response*.
 - i. *TIP: If Provider Response is 'Rejected', the Reason for Rejection field is active and required.*
 - g. Enter the Anticipated Start Date (when Provider Response is 'Accept').
 - h. Enter Provider Response Comments.
 - i. Enter the name of the Provider Contact.
 - j. Enter the phone number of the Provider Contact.
 - k. In the *Facility* field, click the **[Select]** button to indicate the agency's facilities that are available to accept the child.
- 6. Click the **[Save]** button.

Generating the Best Interest Placement Tool Comparison Report

- 1. The *Family/Home Information* section displays the ranking for Individuals and Facilities associated to the Agency responding to the posting.
 - i. *TIP: The Individuals/Facilities displayed are matched to the Target Child listed in the Service Referral highlighted in the Cases grid.*
- 2. The *Facility/Home Information* grid is sortable by column headings, except the Select column.
 - a. The *Select* checkbox is marked to run a comparison report of the Individuals/Facilities. (Select up to 5 facilities at a time.)
 - b. *Facility ID* displays the Provider ID number.
 - c. *Facility Name* displays the Individual/Facility name.
 - d. *Tier* displays ranking based on demographics of the Target Child and the Provider Preference Details.
 - e. *Distance(miles)* displays the distance between proximity address and facility's address.
 - f. *Current Capacity* displays the available capacity as calculated by KIDS. The number is based on the *Total Facility Capacity* entered in MPER minus the number of children entered into placement.
- 3. To run a comparison report of the Individuals/Facilities to determine the Individual/Facility best suited for the child:
 - a. In the *Select* column, mark up to 5 facilities to compare.
 - b. Click the **[Compare]** button to display the Best Interest Placement Tool Comparison Report.
 - i. *TIP: This report can be run without completing the Online service Request Details section.*

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.htm>.