



Quick Reference Guide: BIP Providers – Waitlist & Referrals

This guide will walk BIP (Batterers Intervention Program) Providers through processing Referrals in the Jail Collaborative application as well as reviewing Referral and Client information in the application. Jail Collaborative users do not need to check for Referrals in any of the other DHS applications; Referrals will appear in the Waitlist.

Processing the Referral

First, an electronic Referral is made to Jail Collaborative providers. This Referral can come from the KIDS application as well as other sources. Providers will:

- Review the Referral on the **Waitlist**
- Accept or reject the Referral
- Access accepted Referrals via **My Active Services**
- Review the Client's information within their Case

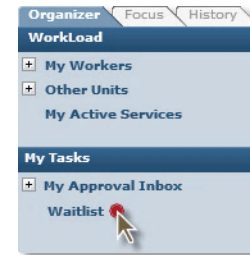
Tip: Referrals from CYF will include the office and unit number in the Referral Source. If the Referral Source is "Auxiliary" then the Referral was completed by someone other than the CYF Caseworker or Supervisor. Auxiliary Referrals are typically ones that have been completed by the Resource Services Specialist for that regional office.

Abbreviation	Office Name	Main Office Number
CRO	Central Regional Office	(412) 350-3600
ERO	East Regional Office	(412) 473-1100
LFCO/LAO	Lexington Permanency (PLC/Adoption)	(412) 473-2300
LIO	Lexington Intake Office	(412) 473-2000
MVRO	Mon Valley Regional Office	(412) 664-8900
NRO	North Regional Office	(412) 323-6100
SRO	South Regional Office	(412) 488-8500
Executive	CYF Executive Office (includes Independent Living)	(412) 350-5701



Waitlist

1. Accessing the Waitlist: Locate **My Tasks** under the **Organizer** tab in the Left Navigation Pane and click on the **Waitlist** hyperlink.



2. Reviewing Referrals on the **Waitlist**.

The screenshot shows the Waitlist application interface. At the top, there are tabs for 'Waitlist', 'Response', and 'Alternative Housing Pre-Screen'. Below the tabs, there is a 'Service(s)' section with a table listing services. The first service, 'Batterers Intervention Program', is highlighted with a red circle 'A'. Below this is a 'Client(s)' section with a table listing clients. The first client, 'Sunshine', is highlighted with a red circle 'B'. Below the client table is a 'Service Details' section with a red circle 'C'. This section contains fields for 'Referral Date', 'Intake Date', 'Reason for Service', 'Provider', 'Referred By', 'Referral Source', 'Service', and 'Type of Referral'. At the bottom of the 'Service Details' section, there are two main sections: 'Service Start Date' and 'Unable to Serve'. The 'Service Start Date' section has a red circle 'D' and a red bracket 'i'. The 'Unable to Serve' section has a red circle 'ii' and a red bracket. At the very bottom, there are 'Save' and 'Cancel' buttons.

Select	First Name	Last Name	Client ID	DOC#	Referral Date	Referral Source	Risk Level	Program Status	Provider
☒	Sunshine		12345	0004	5/30/2017	LIO Auxiliary	Medium	Re-Entry	Acme Provider Inc.
☐	Sally	Sunset	56789	0400	5/31/2017	MVRO 2	High	Not Participating	Acme Provider Inc.
☐	Bob	Robertson	34567	0040	6/15/2017	CRO 1	Medium	Not Participating	Acme Provider Inc.
☐	John	Smith	45678	4000	6/30/2017	NRO Auxiliary	Unknown	Re-Entry	Acme Provider Inc.

Referral Date	Intake Date	Reason for Service	Provider	Referred By	Referral Source	Service	Type of Referral
5/30/2017	5/15/2017		Acme Provider Inc.	Danielle Lindsey	LIO Auxiliary	Batterers Intervention Program	

Service Start Date * [dropdown]
Location Where Services Started [dropdown]

☐ **Unable to Serve**
Reason [dropdown]

Service Narrative [text area]

Save **Cancel**

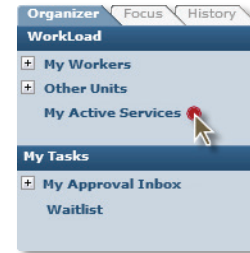
- a. Click on the *Batterers Intervention Program* service in the **Service(s)** section at the top of the screen.
- b. Click on a Referral's checkbox ☒ in the **Client(s)** grid to view that Referral's specific details.
- c. Complete the **Service Details** by either:
 - i. Entering a *Service Start Date* and verifying the *Location Where Services Started*.
 - OR
 - ii. Checking the ☒ *Unable to Serve* checkbox, selecting the *Reason* and (if "Unable to Serve – Other" is selected) entering the *Service Narrative*.
- d. Click **Save** to accept

3. Once a Referral has been accepted, that Referral's details can be viewed in **My Active Services**.



My Active Services

1. Accessing My Active Services: Locate **Workload** under the **Organizer** tab in the Left Navigation Pane and click on the **My Active Services** hyperlink.



2. Locate the Client in the **Cases** grid under the **Jail Services** tab.

Placement NonPlacement Jail Services

Cases

Results 1 - 20 of 37

	Request Date	Client ID	DOC Number	First Name	Last Name	Gender	Service	Status	Service Start Date	Service End Date
▶	5/30/2017	12345	0004	Susie	Sunshine	Female	Batterers Intervention Program	Service Approved	9/5/2017	
	5/31/2017	56789	0400	Sally	Sunset	Female	Batterers Intervention Program	Service Approved	9/5/2017	
	6/15/2017	34567	0040	Bob	Robertson	Male	Batterers Intervention Program	Service Approved	9/1/2017	

Staff Assignment

Primary Provider Staff

Secondary Provider Staff

Posting Details

Facility

Client(s)

Service(s)

- a. Click on that Client's line in the **Cases** grid.
- b. Click **Show** to bring the Client and their Case into **Focus** and to view the **Services** screen (Referral details).

Tip: If the Referral is from CYF the Caseworker's details including name, phone number and email will be included on the **Services** screen.

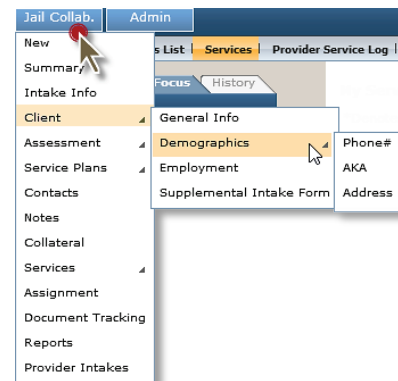


Services (Referral details) & Client information

1. When clicking **Show** the user is automatically navigated to the **Services** screen within the Client's Case.

2. Now that the Client's Case is in focus, the Client's information can be accessed from the navigation menu.

Jail Collab.



For more information...

For assistance, please contact the Allegheny County Service Desk at ServiceDesk@AlleghenyCounty.US or call 412-350-HELP (4357). Select Option 2 for the DHS Service Desk.

To access iService, go to: <https://servicedesk.alleghenycounty.us>

This and other Job Aids can be found at: <http://s3.amazonaws.com/dhs-application-support/index.htm>