



Transportation – IL Job Aid

The *Transportation* screen allows internal IL users to request Transportation Assistance for the Youth. Providers (412 Youth Zone staff) cannot complete this internal Transportation Request.

Transportation

▼ Service

☒ Active ☐ View All

Type	Authorized Start Date	Close Date	Status
Bus Pass	01/01/2017		Service Authorized

Show 10 entries First Previous 1 Next Last

New

▼ Service Information

Type* Authorized Start Date* Close Date ☐ Cancel Service

Reason for Service*

How many tickets? Which zone?

Delivery Method* Mailing Add

Save Request Ap



Allegheny County Department of Human Services • Office of Children, Youth and families • Pittsburgh, Travelers Aid Request

Original & all signatures must be on salmon-colored paper. Request limited to a 30-day period. Gas cards issued only for essential need. "No.rides" = no.of 1-way trips. Identity must be verified by photo id or OCFY (case photo or caseworker/supervisor.)

I. REQUEST

☐ Court-ordered (attach) Office : Executive

Sunshine	Susie Sunshine	55293	4121234567
Case Name	Client Name (Must be receiving provision)	Case No.	Client Telephone

Type :Bus Pass \$ Need for Card :

Person(s) accompanying client on trip(s) :

Caseworker	Date	Telephone	Supervisor	Date	Telephone
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Authorization Signature must be blue ink.

R.O. Director/Manager or Supervisor of the Day Date :

II. DISTRIBUTION OCFY staff confirming client's id must initial below. Intials & signatures must be in blue ink.

ID verified : ☐ Photo ID ☐ Case Photo ☐ Caseworker, Initials : ☐ Supervisor, Initials :



Navigation

- From the **Dashboard**: Locate the desired Referral and click on the *Referral ID* to bring the Referral into focus.
 - Click on the **Transportation** tile.
- Users can also use the **Request Bus Pass** button in the Dashboard *Actions* pane:

▼ Actions

Search Existing Clients Request Concrete Goods Request Bus Pass Add Multiple Contacts

- Click **Request Bus Pass** to open the *Client Search* pop-up:

Client Search

▼ Client Search Criteria

Client Last Name : Client First Name :

Client DOB : Client SSN :

Legal Gender :

Search Close

▼ Search Results

Create New Referral

Search :

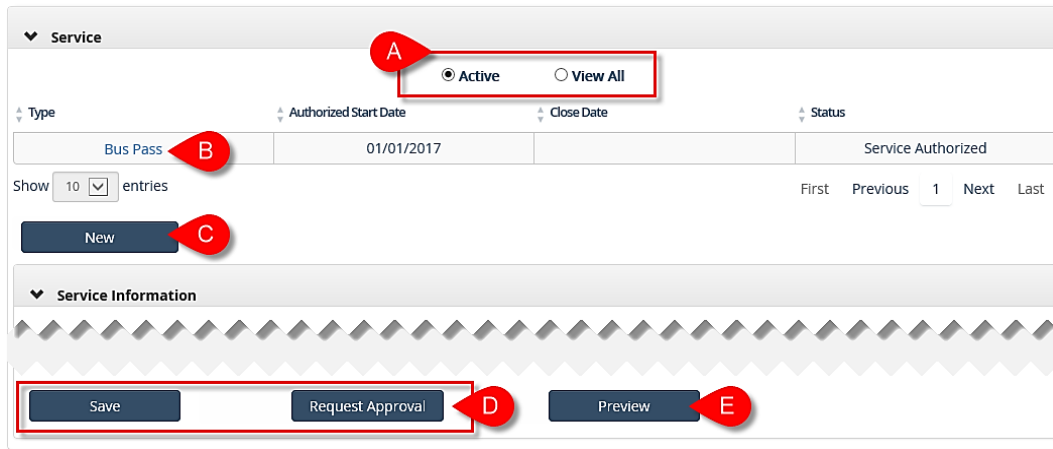
MCID	MCID % Match	Referral ID	Client	Client DOB	Client SSN	Status	Plan Owner	Referral Date
1000859106	24	55293	Susie Sunshine	01/02/2001		Open	Melanie Sanfillip po	01/16/2017

Show entries First Previous 1 Next Last

- Client Search Criteria*: Enter the Youth's name and any other known criteria.
 - Click **Search** to search for the Youth. Clicking **Close** will close the *Client Search* pop-up without selecting any Youth.
 - Search Result*: To select a Youth from the *Search Result*, click on that Youth's *Referral ID* in the grid. This will open the **Transportation** screen on the Youth's Referral.
- The **Previous** and **Next** buttons at the bottom of the **Transportation** screen can be used to navigate up or down one screen within the Left Navigation tiles.

Transportation Assistance Requests

1. Requesting, approving, and printing the Transportation Assistance Request:



The screenshot shows a web application interface for managing Transportation Assistance Requests. At the top, there is a 'Service' section with two radio buttons: 'Active' (selected) and 'View All'. Below this is a table with columns: 'Type', 'Authorized Start Date', 'Close Date', and 'Status'. The first row shows 'Bus Pass', '01/01/2017', and 'Service Authorized'. Below the table is a 'Show 10 entries' dropdown and pagination links: 'First', 'Previous', '1', 'Next', 'Last'. A 'New' button is located below the table. Below the table is a 'Service Information' section with a dashed line indicating a form area. At the bottom, there are three buttons: 'Save', 'Request Approval', and 'Preview'. Callouts A through E point to specific elements: A points to the 'Active' radio button, B points to the 'Bus Pass' text, C points to the 'New' button, D points to the 'Request Approval' button, and E points to the 'Preview' button.

- The *Service* grid contains a list of all of the Transportation Requests for the Youth. The ☐ *Active* and ☐ *View All* radio buttons can be used to filter the *Service* grid to display either Active or All Requests.
- To view a Request listed in the grid, click on the *Type* of Request.
- To create a new Request, click **New**.
- Once the Service Information has been completed, click **Request Approval** to send the Request for approval. Clicking **Save** will save the Request to the *Service* grid but will not send it for approval. The user will then need to click on the *Type* of request from the grid and click **Request Approval**.

TIP: If an Admin or Admin Support user is completing the Request, clicking **Save** will automatically approve the Request.



- e. To preview and print an Authorized Request, select the desired Request from the *Service* grid and click **Preview**. A printable PDF preview of the Request will open.

Important Reminder when previewing and printing:

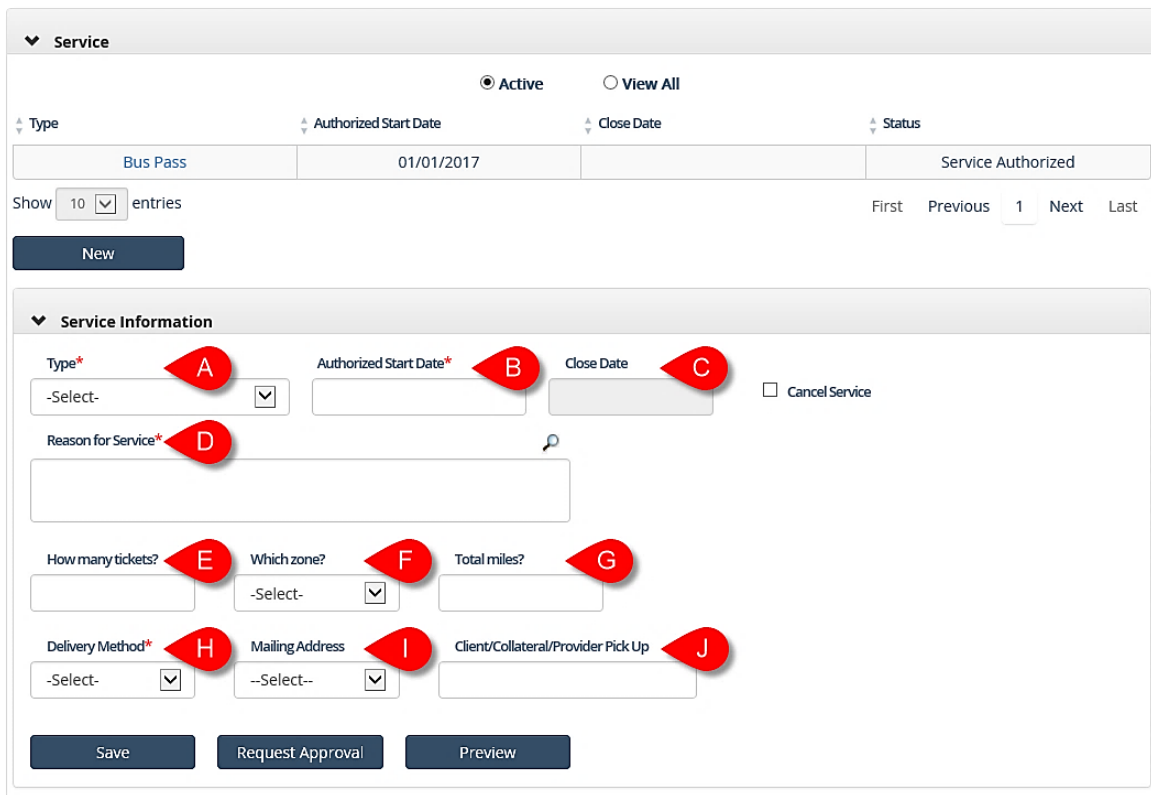
Previews will open in a new window or tab. This window or tab may open in the background and may not be immediately visible. Close all other previews first.

Synergy is **NOT** compatible with Microsoft's Edge  browser.

Use either Internet Explorer  or Chrome .

Completing the Service Information pane

1. *Service Information*: Click **New** to start a new Transportation Assistance Request.



The screenshot shows the 'Service Information' form. Red callout letters A through J point to the following fields:

- A: Type* dropdown menu
- B: Authorized Start Date* text field
- C: Close Date text field
- D: Reason for Service* text area
- E: How many tickets? text field
- F: Which zone? dropdown menu
- G: Total miles? text field
- H: Delivery Method* dropdown menu
- I: Mailing Address dropdown menu
- J: Client/Collateral/Provider Pick Up text field

Other visible elements include: 'Active' radio button, 'View All' radio button, 'Show 10 entries' dropdown, 'First', 'Previous', '1', 'Next', 'Last' pagination links, 'Cancel Service' checkbox, and 'Save', 'Request Approval', 'Preview' buttons at the bottom.

- a. *Type*: Select the type of Transportation Assistance being requested.
- b. *Authorized Start Date*: Select the Authorized Start Date for Services to be provided.



NOTE: If a future date is entered, the Transportation Assistance Provider will not be able to view information on or distribute the Transportation Assistance until the Authorized Start Date arrives.

- c. *Close Date:* If the Transportation Assistance has already been provided on an Authorized Request, the Close Date can then be entered.
 - d. *Reason for Service:* Detail the reason for the request.
 - e. *Tickets:* If tickets are being requested, enter the number of tickets needed.
 - f. *Which Zone?:* If a bus pass or tickets are being requested, select the Zone.
 - g. *Total Miles:* If a gas card is being requested, enter the total number of miles to be travelled.
 - h. *Delivery Method:* Select the method of delivery.
 - i. *Mailing Address:* If the *Delivery Method* is "Mail", select the address from the drop-down.
 - j. *Client/Collateral/Provider Pick Up:* If the *Delivery Method* is "Client/Collateral Pickup" or "Provider Pickup", enter the name of the individual who will be picking up the Transportation Assistance.
2. Click **Request Approval** to send the Request for approval. Clicking **Save** will save the Request to the Service grid but will not send it for approval.
- The user will then need to click on the Type of request from the grid and click **Request Approval**.
3. If a Request is no longer needed, check the ☒ *Cancel Service* checkbox to cancel the Request.

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 I-Service, go to: <https://servicedesk.alleghenycounty.us>

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