

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES



CLIENT VIEW TRAINING



2025





Presented by
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2025

WHAT INFORMATION IS IN CLIENT VIEW?

Client involvement in DHS programs

- Homeless and Housing Supports
- Mental Health Services – county and managed care funded
- Children Youth and Families (parents and children)
- CYF Prevention and Diversion Services
- Drug and Alcohol Services (not available to providers)
- Aging Services
- Early Intervention
- Independent Living Services for Young Adults
- Criminal Justice Re-entry Services – Jail Collaborative
- Community Services Block Grant (self-sufficiency services)
- Medical Assistance Transportation
- Intellectual Disability
- Family Support Centers
- Head Start

Client involvement in external programs

- Juvenile Probation
- Allegheny County Jail
- Allegheny County and Pittsburgh Housing Authorities
- School Enrollment (Only districts that have a signed data sharing agreement with DHS)
- Medical Examiner
- State Death Records
- Public Benefits – SNAP, TANF, SSI, Other Medical (Commonwealth of PA)
- 911 “place based” data
- Birth Records
- Physical Health



PRIVACY/CONFIDENTIALITY

APPROPRIATE USE

Appropriate Uses – Examples

- To improve case practice.
- At the time of service intake, Client View can be used to better understand the breadth of services received by each individual, and then take that history and the underlying needs into account when coordinating and planning services.
- In the instance of child welfare investigations, it can be used prior to initiating an investigation to better understand the circumstances of the referred family, their services history, and any safety concerns.
- It can be used as a ready source to validate information collected from the client, and to review information about a client who has returned for services after being away from them for a period of time.
- Client View can and should be used to locate and confirm demographic information, resident addresses, and service and placement activity.



Inappropriate Uses – Examples*

- It is entirely inappropriate and illegal to search for individuals for whom you do not have a work responsibility. For example many hospital employees have had their employment terminated for looking up celebrities, or their neighbors in their information systems.
- It is also never acceptable to threaten to conduct a record search in Client View on any person, DHS client or not.
- The information in Client View should not be shared with individuals outside of those responsible for providing care (treatment), paying for that care (payment), and administering the operations supporting that care (operations). It should only be shared in professional circumstances.

* The examples provided above are not an exhaustive list of inappropriate uses.



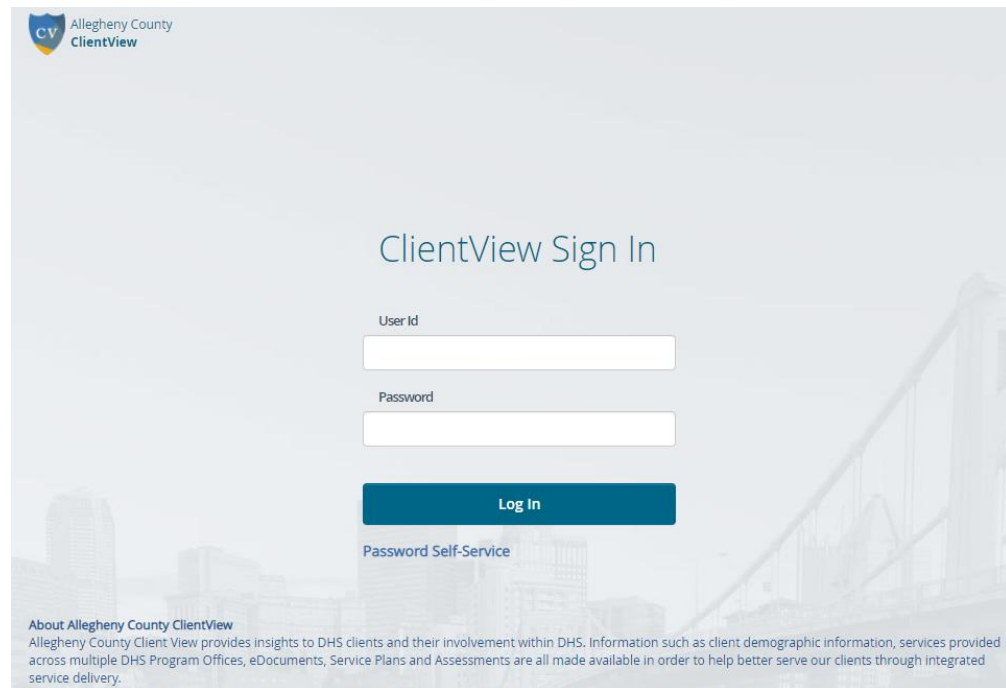
AGENDA

1. Logging into the System
2. Performing a Client Search
3. Claiming a Client
4. Viewing a Client Record
5. Understanding a Client's Service History
6. Audits
7. Admin Screens
8. Granting Access to Clients
9. Requesting Assistance



LOGGING IN:

- URL:
<https://clientview.alleghenycounty.us>
- Your user credentials are assigned by the Allegheny County Department of Human Services Service Desk.
- (ID should start with an 'X' and be in the following format: XXXXXXXX)



The screenshot shows the Allegheny County ClientView Sign In page. At the top left is the Allegheny County ClientView logo. The main heading is 'ClientView Sign In'. Below this are two input fields: 'User Id' and 'Password'. A blue 'Log In' button is positioned below the password field. A link for 'Password Self-Service' is located below the 'Log In' button. At the bottom, there is a section titled 'About Allegheny County ClientView' with a paragraph of text describing the system's purpose.

Allegheny County
ClientView

ClientView Sign In

User Id

Password

Log In

[Password Self-Service](#)

About Allegheny County ClientView
Allegheny County Client View provides insights to DHS clients and their involvement within DHS. Information such as client demographic information, services provided across multiple DHS Program Offices, eDocuments, Service Plans and Assessments are all made available in order to help better serve our clients through integrated service delivery.

ACCESSING CLIENT VIEW VIA ANOTHER SYSTEM..

- Other systems (i.e. KIDS or HMIS) also link directly to Client View.
- This is a seamless login, so users do not have to sign in again.

Search Results

Navigation: << < 2 3 4 5 6 7 8 9 10 > >>

Results 1 - 15 of 15

Client/Collateral ID▲	Entity Type	First Name	Mid Name	Last Name	Date of Birth	SSN	MCI ID
800867	Client						1000554078
800868	Client						1000727154
800869	Client						1000554079
800870	Client						1000554080
802768	Client						1000556074
802770	Client						1000556075
802771	Client						1000556076
802772	Client						1000556077
803912	Client						

- The homepage displays your list of clients, a navigation menu, any system announcements, a contact us link, and the search fields.

The screenshot displays the Allegheny County ClientView homepage. At the top, there is a navigation bar with the Allegheny County ClientView logo on the left and links for 'Add Clients', 'My Clients', 'Contact Us', and a user profile for 'Samantha Looney'. The main section is titled 'Client Search' and includes a note: 'Last Name OR Social Security Number is required to search.' Below this, there are three input fields: 'Last Name', 'First Name', and 'Social Security Number', separated by an 'OR' indicator. A 'Search' button is located to the right of the 'Social Security Number' field. Below the search fields, there is a link for 'Advanced Search' and a footer section titled 'Client View Update Frequency'.

Allegheny County
ClientView

Add Clients My Clients Contact Us Samantha Looney

Client Search

Last Name OR Social Security Number is required to search.

Last Name First Name Social Security Number

OR

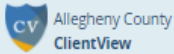
Advanced Search

Search

Client View Update Frequency

PERFORMING A CLIENT SEARCH:

- Enter your search criteria.



[Add Clients](#) [My Clients](#) [Contact Us](#) [Samantha Looney](#)

Client Search

Last Name **OR** Social Security Number is required to search.

Last Name

First Name

OR

Social Security Number

▼ Advanced Search

If Last Name, SSN **or** Phone Number are unavailable, a Street Address **or** County MCI ID is required to search.

Street Address

City

Zip

State

-Select- ▼

Last 4 Digits of SSN

Date of Birth

Approximate Age

Phone Number

-Select- ▼

County MCI ID ⓘ

Search

THE SEARCH RESULTS ARE DISPLAYED AS SHOWN BELOW.

- If there are multiple entries, you can search within the results to narrow it down by clicking in the “search within results” box, just above the table of results.
- When you find the person you are looking for, click the blue request button in the far-right column.

Search Results
More than 100 records found. You may choose to refine your search.

Last Name: First Name: Social Security Number:

OR

Advanced Search

Search

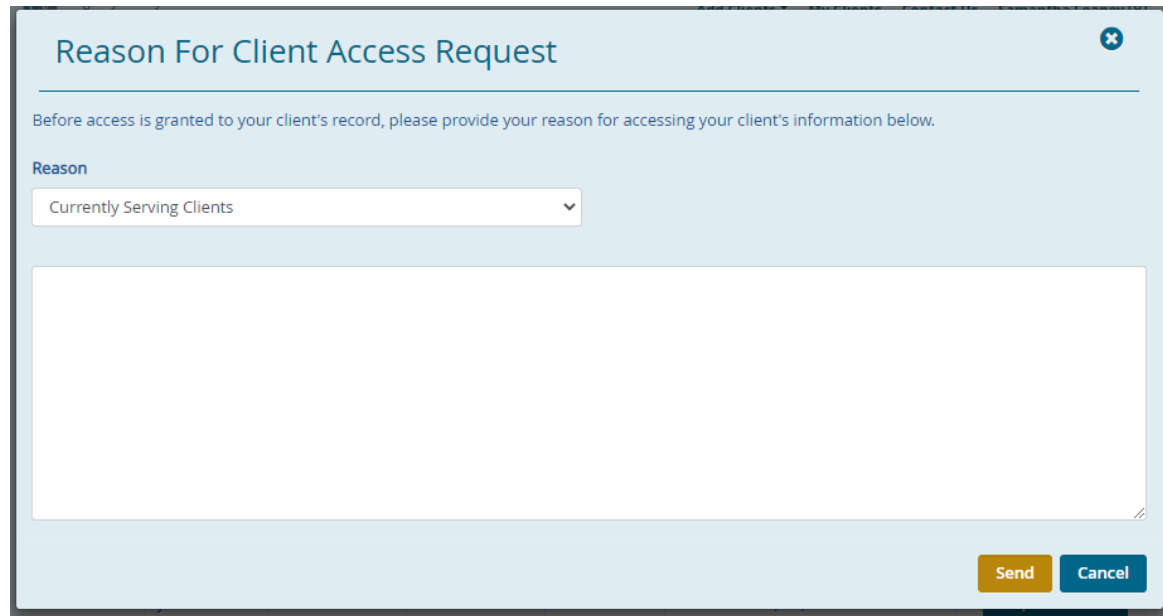
Search within results:

Showing 1 to 10 of 100 entries

Last Name	First Name	County MCI ID	DOB	Gender	Address	Action
Doe	Jane			Female		Request Access
Doe	Jane			Female		Request Access
Doe	Jane			Female		Request Access

CLAIMING A CLIENT:

- Please indicate a reason for requesting access as shown here.



The screenshot shows a web form titled "Reason For Client Access Request" with a close button (X) in the top right corner. Below the title is a horizontal line, followed by the instruction: "Before access is granted to your client's record, please provide your reason for accessing your client's information below." The form contains a label "Reason" above a dropdown menu that currently displays "Currently Serving Clients" with a downward arrow. Below the dropdown is a large, empty text area for providing additional details. At the bottom right of the form are two buttons: "Send" (orange) and "Cancel" (blue).

IF THE ADMIN IN YOUR ORGANIZATION ELECTS TO APPROVE ACCESS REQUESTS..

- A confirmation will appear at the top of the page. Once the Administrator approves the request, you will be able to access this record.
- In the meantime, the button is grayed out and shows 'Request Sent'.

Access to Client Record has been sent to Administrator for approval.

Search Results

Last Name: First Name: Social Security Number:

OR

Advanced Search

If Last Name, SSN or Phone Number are unavailable, a Street Address or County MCI ID is required to search.

Street Address: City: Zip: State:

Last 4 Digits of SSN: Date of Birth: Approximate Age: Phone Number:

County MCI ID ¹:

Search within results: Showing 1 to 10 of 100 entries

Last Name	First Name	County MCI ID	DOB	Gender	Address	Action
Doe	Jane			Female		Request Access
Doe	Jane			Female		Request Sent
Doe	Jane			Female		Request Access

IF YOUR ORGANIZATION ELECTS TO AUTO-APPROVE ACCESS REQUESTS..

- A confirmation will appear at the top of the page, and access to that client record will be granted immediately.
- Once you have access to a record, the button will change to say 'View Details'.

Access to Client Record successfully granted.

Search Results

Last Name

First Name

Social Security Number

OR

Advanced Search

If Last Name, SSN or Phone Number are unavailable, a Street Address or County MCI ID is required to search.

Street Address

City

Zip

State

Last 4 Digits of SSN

Date of Birth

Approximate Age

Phone Number

County MCI ID ⓘ

Search

Search within results:

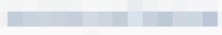
Showing 1 to 10 of 100 entries

EXPIRED CLAIMS

- Under the “Add Clients” dropdown menu, you are able to view Recently Expired Claims.
- Once a Provider has claimed a client (requested access to their records), the claim is valid for **90 days** if one of their Workers is actively serving that client.
- If the Worker is only claiming the client for a referral, the claim is only valid for **72 hours**.
- If the Provider still needs access to those records after this time period, they do have the opportunity to renew.

The screenshot displays the Allegheny County ClientView interface. At the top, the navigation bar includes 'Add Clients', 'My Clients', 'Contact Us', and a user profile for 'Samantha Looney'. A dropdown menu is open under 'Add Clients', showing 'New Search' and 'Recently Expired Claims', with the latter highlighted by a red box. Below this, the 'Client Search' section is visible, featuring a message: 'Last Name OR Social Security Number is required to search.' The search form contains three input fields: 'Last Name', 'First Name', and 'Social Security Number', separated by an 'OR' indicator. A 'Search' button is located at the bottom right of the form. An 'Advanced Search' link is also present below the input fields.

RECENTLY EXPIRED CLAIMS

Recently Expired Claims				
Showing 1 to 3 of 3 entries				
Search within results:				
Recently Expired Claims	DOB	SSN	Expired Date	Reclaim
		xxx-xx-1806	3/3/2021	
		xxx-xx-7278	3/2/2021	
		xxx-xx-2589	2/4/2021	
Show 10 entries				
First Previous 1 Next Last				

- You can re-claim any clients you are still working with by clicking the plus sign in the far-right column.

RECENTLY EXPIRED CLAIMS

Client Claims Expired After Your Last Login ✕

Recently Expired Claims	↑↓ DOB	↑↓ SSN	↑↓ Date	↑↓ Status	↑↓ Reclaim
[REDACTED]	[REDACTED]	[REDACTED]	3/3/2021	Expired	+
[REDACTED]	[REDACTED]	[REDACTED]	3/2/2021	Expired	+
[REDACTED]	[REDACTED]	[REDACTED]	2/4/2021	Expired	+

Show 10 entries

First Previous 1 Next Last

Cancel

- If you have had client claims expire since you last logged into Client View, you will see this pop-up when you do login again.
- You can re-claim any clients you are still working with by clicking the plus sign in the far-right column.

MY CLIENTS LIST

- Once access has been granted, the client will appear in your 'My Clients' list.
- You can extend access to a record expiring soon or remove a client you are no longer serving from here.

Allegheny County ClientView

Add Clients ▾ My Clients Contact Us Samantha Looney

My Clients

Search within results:

Showing 1 to 5 of 5 entries

Client Name ↑↓	County MCI ID ↑↓	DOB ↑↓	Gender ↑↓	Access Expires in ↑↓	Extend Access?	Details	Remove Access
[REDACTED]	[REDACTED]	[REDACTED]	Male	6 Day(s) !	Extend	View Details	✕
[REDACTED]	[REDACTED]	[REDACTED]	Female	55 Day(s)		View Details	✕
[REDACTED]	[REDACTED]	[REDACTED]	Male	55 Day(s)		View Details	✕
[REDACTED]	[REDACTED]	[REDACTED]	Male	77 Day(s)		View Details	✕
[REDACTED]	[REDACTED]	[REDACTED]	Female	90 Day(s)		View Details	✕

Show entries

First Previous **1** Next Last

VIEWING A CLIENT:

Jane Doe

View Client Workers 2View Addresses/911 2

▼ Basic Info

DATE OF BIRTH

COUNTY MCI # ⓘ

STATE MCI # ⓘ

No Data

MA RECIPIENT # ⓘ

No Data

AGE / GENDER

29 / Female

RACE

White

ETHNICITY

Unknown

MARITAL STATUS

No Data

VETERAN

Unknown

Source Client Records

Generate Access Code

Other Info ⓘ

Contact

No Information Available

Services & Documents

Select a category to view the documents, client workers and services received associated with that specific area. You can view all of these service categories combined by clicking the 'All Service' tile at the top.

All Services

3 Services



All Documents



Behavioral Health



Child Welfare

3 Services



Family Strengthening Programs



Criminal & Juvenile Justice



Developmental Support



Education



Housing & Shelter



Vital Records



Physical Health



Seniors



State & County Public Benefits



- When you click on the 'View Details' button, the client demographics and service information will appear.

WHERE THE INFORMATION COMES FROM..

- The information displayed on this page is the information of record in our data warehouse.
- If multiple entries exist, you can click these two links to open a window displaying all of the available data, including the source from which each entry is derived.

The screenshot shows the Allegheny County ClientView interface. At the top, there's a header with the Allegheny County logo and 'ClientView' text. Navigation links include 'Add Clients', 'My Clients', 'Contact Us', and a user profile 'Samantha Looney'. Below the header, the breadcrumb 'My Clients / Doe, Jane' is shown. The main section is titled 'Jane Doe'. To the right of the title are two buttons: 'View Client Workers' (labeled 2) and 'View Addresses/911' (labeled 3 and highlighted with a red box). Below this is a 'Basic Info' section with fields for 'DATE OF BIRTH', 'COUNTY MCI #', 'STATE MCI #', 'MA RECIPIENT #', 'AGE / GENDER', and 'RACE'. The 'MA RECIPIENT #' field is 'No Data'. Below these are 'ETHNICITY' (Not Hispanic/Latinx) and 'MARITAL STATUS' (No Data). To the right of the 'Basic Info' section are three buttons: 'Source Client Records', 'Generate Access Code', and 'Other Info' (labeled 3 and highlighted with a red box). Below the 'Basic Info' section is a 'Contact' section with 'HOME ADDRESS' and 'HOME' fields. At the bottom right is a 'Search Address' button.

Basic Info					
DATE OF BIRTH	COUNTY MCI #	STATE MCI #	MA RECIPIENT #	AGE / GENDER	RACE
[Redacted]	[Redacted]	[Redacted]	No Data	82 / Female	White
ETHNICITY	MARITAL STATUS				
Not Hispanic/Latinx	No Data				

Buttons: View Client Workers (2), View Addresses/911 (3), Source Client Records, Generate Access Code, Other Info (3), Search Address

EXAMPLE:

Other Information Records

Source System	Race	Ethnicity	Living Arrangement
eCAPS	White 12/4/2018	No Data 12/4/2018	ID - Supported living 12/4/2018
CCBHO	White 3/31/2011		Family Setting 4/30/2011
KIDS - Children	White 12/31/2011	Not Hispanic/Latinx 12/31/2011	Married Parents 1/31/2017
PA Department of Human Services	White 10/31/2008		
Family Support Centers	White 11/30/2007	Not Hispanic/Latinx 11/30/2007	
DHS Assessment Tool	White 12/30/2020		
HealthChoices - CCBH Eligibility	White 10/12/2016		Restrictive Setting 11/22/2019
HealthChoices - CCBH Physical Health	White 11/30/2014	Hispanic/Latinx 11/30/2014	
Synergy Youth Support Partners (YSP)	White 12/16/2019		Unknown 2/27/2020
Synergy Dragonfly		No Data 2/13/2019	Unknown 2/19/2020
Allegheny Intermediate Unit ChildPlus	White 11/19/2019		
Master Client Index (MCI)	White 12/18/2018		
CYF - Referrals/Investigation	White 4/10/2019	Not Hispanic/Latinx 4/10/2019	Married Parents 4/10/2019
Allegheny County Health Department	White	No Data	No Data

OTHER ADDRESSES:

Addresses / 911 Information

Please note the 911 data is tied to the location ONLY and is not associated to the individual in focus.

Showing 1 to 12 of 12 entries

Source System ↑↓	Address ↑↓	Phone Number ↑↓	Address Date ↑↓		
KIDS - Children	[REDACTED]	[REDACTED]	3/17/2023	Search Address	911 Data
Master Client Index (MCI)	[REDACTED]	[REDACTED]	3/17/2023	Search Address	911 Data
CCBHO	903 WATSON ST, PITTSBURGH, PA, 15219		11/1/2022	Search Address	911 Data
HealthChoices - CCBH Physical Health	903 WATSON ST, PITTSBURGH, PA, 15219		10/11/2022	Search Address	911 Data
eCAPS	[REDACTED]	[REDACTED]	8/2/2021	Search Address	911 Data
HealthChoices - CCBH Eligibility	[REDACTED]	[REDACTED]	11/22/2019	Search Address	911 Data
PA Department of Human Services	[REDACTED]		1/13/2019	Search Address	911 Data

VIEWING 911 DATA

- It's important to keep in mind that **the 911 data is tied to the address** and not necessarily to the client in focus.
- The entries shown are based on dispatches, meaning the details you see are based on the information provided at the time of the call.
- This also means there could be multiple rows (dispatches) for the same incident (police and EMS for example).

911 Data					
Export to Excel					
Showing 1 to 10 of 871 entries					
Call Number ↑↓	Call Type ↑↓	Event Details ↑↓	Service Provided ⚙	Location ⚙	Date ⚙
P210169312	THEFT IN PROGRESS/JUST OCCURRED	THEFT IN PROGRESS/JUST OCCURRED	Police	903 WATSON ST, PGH	3/3/2021
E210037255	POSS COMMERCIAL OR APARTMENT BLDG FIRE	POSSIBLE FIRE - COMMERCIAL CLASS	EMS	903 WATSON ST, PGH	2/28/2021
F210012807	POSS COMMERCIAL OR APARTMENT BLDG FIRE	POSSIBLE FIRE - COMMERCIAL CLASS	Fire	903 WATSON ST, PGH	2/28/2021
P210162108	PSYCH - NON SUICIDAL/ALERT	PSYCH - E3	Police	903 WATSON ST, PGH	2/28/2021
E210037248	PSYCH - NON SUICIDAL/ALERT	PSYCH - NON SUICIDAL	EMS	903 WATSON ST, PGH	2/28/2021
P210162503	PSYCH - THREAT SUICIDE	PSYCH - E2	Police	903 WATSON ST, PGH	2/28/2021
F210012302	E-0 QRS / EMS ASSIST	E-0 FIRST RESPONDER	Fire	903 WATSON ST, PGH	2/26/2021
F210012304	LOCKED OUT	LOCKED OUT	Fire	903 WATSON ST, PGH	2/26/2021

VIEWING SERVICE INVOLVEMENT:

- Tiles are displayed below the basic demographics section.
- The tiles are categorized by program types. Each program-specific tile includes services, documents, and any workers assigned to that client.
- You can also opt to view all services or all documents by clicking on either of those tiles.

View Client Workers 11View Addresses/9111

▼ Basic Info

SOCIAL SECURITY #

XXX-XX-0007

Show Full SSN

DATE OF BIRTH

COUNTY MCI #

STATE MCI #

MA RECIPIENT #

Medicaid Status

AGE / GENDER

18 / Female

RACE

White

ETHNICITY

Not Hispanic/Latinx

MARITAL STATUS

Never Married/Single

VETERAN

Unknown

Source Client records

Generate Access Code

Other info

Contact

HOME ADDRESS

MUNICIPALITY

Penn Hills

HOME

BIRTH MOTHER*

BIRTH FATHER*

Search Address

*As reported by Allegheny County birth records

Services & Documents

Select a category to view the documents, client workers and services received associated with that specific area. You can view all of these service categories combined by clicking the 'All Service' tile at the top.

All Services

212 Services

All Documents

94 Documents

Behavioral Health

104 Services
34 Documents

Child Welfare

77 Client Workers
21 Services
68 Documents

Family Strengthening Programs

7 Client Workers
10 Services

Criminal & Juvenile Justice

Developmental Support

Education

4 Records

Housing & Shelter

Vital Records

Physical Health

149 Services

Seniors

State & County Public Benefits

4 Services

TIMELINE VIEW

- To see an overview of service history in a timeline format (no service details), click the 'Timeline View' button below the tiles.
- This will expand the timeline and show whether the client was active (receiving services) during a particular timeframe.

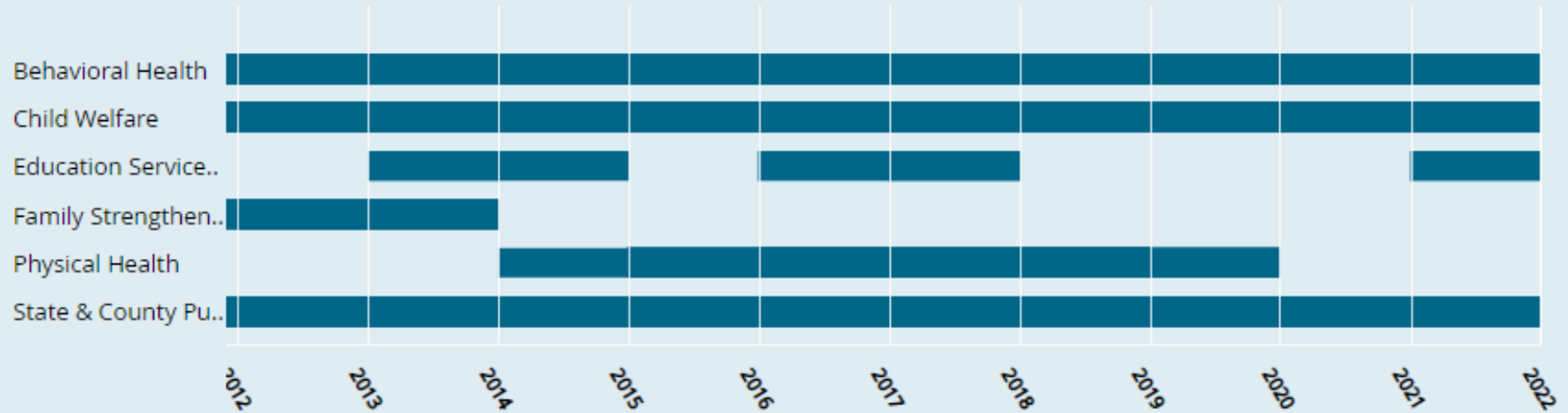


TIMELINE VIEW (YEARLY VIEW)

Timeline View

This is a visual timeline of services received by program area. For detailed information on a service, please click on the row label to open the corresponding tile. You may need to scroll to view additional years.

View Yearly ☒ View Monthly

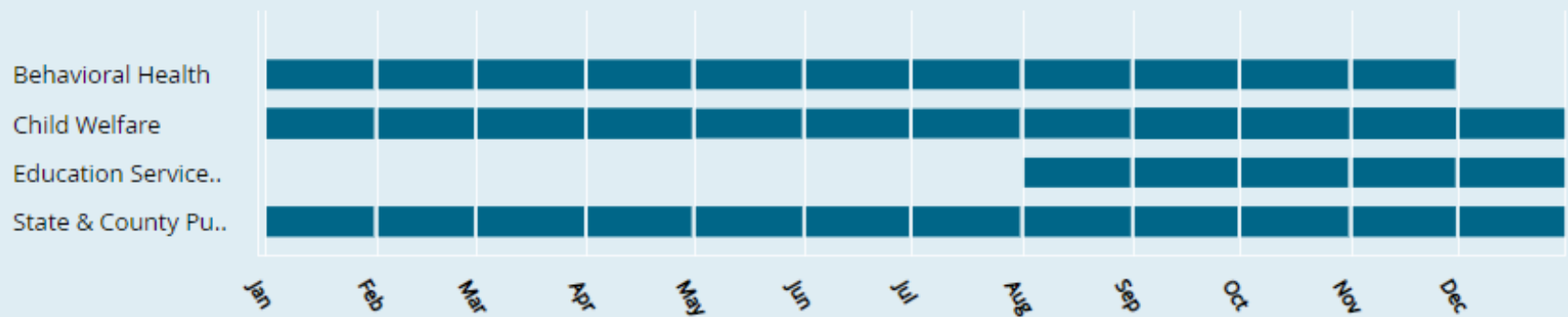


TIMELINE VIEW (MONTHLY VIEW)

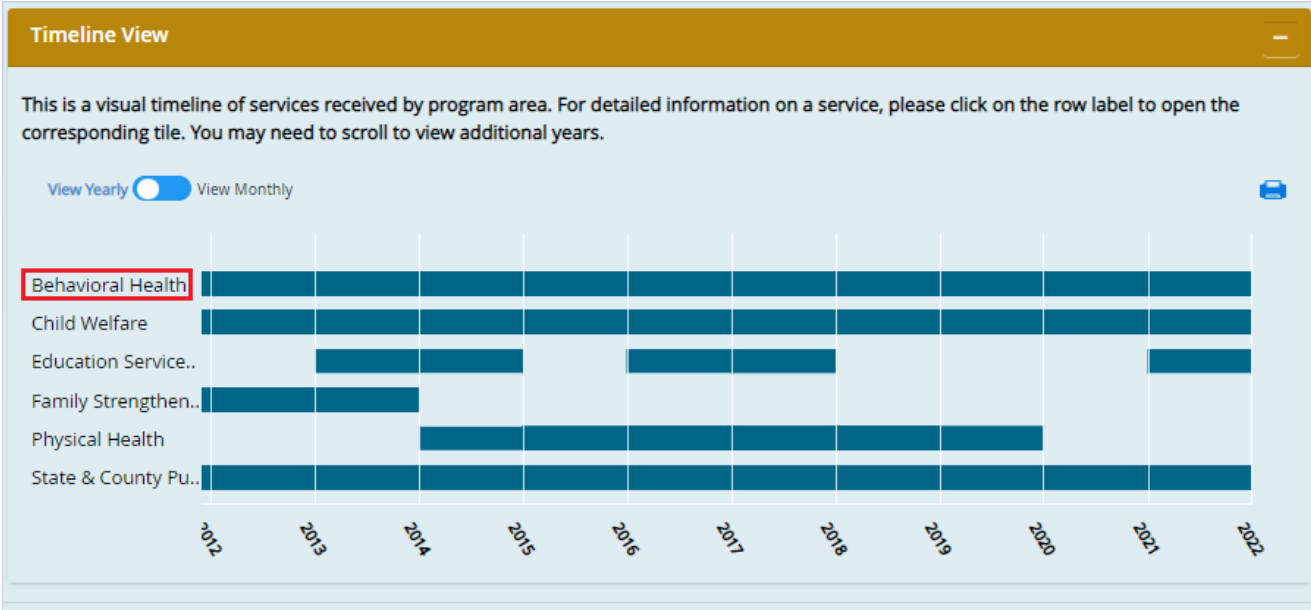
Timeline View

This is a visual timeline of services received by program area. For detailed information on a service, please click on the row label to open the corresponding tile. You may need to scroll to view additional years.

View Yearly ☒ View Monthly 2021 ▼



- The program labels are hyperlinks.
- Clicking on a label will direct the user to the corresponding program tile.



- The timeline opens below the list of services.
- Users can toggle between the yearly and monthly view.
- Users can click ‘Back to Previous Screen’ to return to the previous screen.

5/12/2021	5/12/2021	Mental Health Services (All)	Mercy Behavioral Health	OP visit for evaluation and management of an established patient, problem moderate to high, f/f with patient or family	8/3/2023
10/5/2020	4/27/2021	Mental Health Services (All)	HUMAN SERVICES ADMINISTRATIVE ORGANIZATION	Support Services Transitional and Community Integration Transition and Community Justice Related Support Services	12/25/2023
3/31/2021	3/31/2021	Mental Health Services (All)	Mercy Behavioral Health	OP visit for evaluation and management of established patient, problem moderate to high, f/f with patient or family	6/10/2023
9/3/2020	9/29/2020	Mental Health Services (All)	HUMAN SERVICES ADMINISTRATIVE ORGANIZATION	Support Services Family Support Services Regular (Day or Event)	3/27/2023

Show 10 entries

First Previous 1 2 3 4 5 Next Last

Back to Previous Screen

Behavioral Health

This is a visual timeline of services received for the selected program area. For more information on a particular service, please refer to the service involvement grid above. You may need to scroll to view additional years.

View Yearly

View Monthly

Mental Health Ser..

2019

2020

2021

2022

2023

2024

ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES

BIRTH RECORDS

- If available, and based on the information provided in birth records from the Allegheny County Health Department, the names and date of birth for the child's birth parents will appear here as well.
- These are hyperlinks that will direct to the parent's record.

[View Client Workers](#) ²⁸ [View Addresses/911](#) ¹⁵

▼ Basic Info

SOCIAL SECURITY # xxx-xx-0007 Show Full SSN	DATE OF BIRTH [REDACTED]	COUNTY MCI # ¹ [REDACTED]	STATE MCI # ¹ [REDACTED]	MA RECIPIENT # ¹ [REDACTED]	AGE / GENDER 13 / Female
RACE White	ETHNICITY Not Hispanic/Latinx				

[Source Client Records](#) [Generate Access Code](#) [Other Info](#) ¹⁴

Contact

HOME ADDRESS 1 SMITHFIELD ST, PITTSBURGH, PA, 15222	CELL [REDACTED]	HOME [REDACTED]	BIRTH MOTHER* [REDACTED] DOB: [REDACTED] BIRTH FATHER* [REDACTED] DOB: [REDACTED]	
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[Search Address](#)

*As reported by Allegheny County birth records

VITAL RECORDS TILE

- Birth and death records also appear in the 'Vital Records' tile.
- Birth records are from the Allegheny County Health Department.
- The child's name is a hyperlink that will direct you to their client record.
- Death records come from the county Medical Examiner's office and the Commonwealth of Pennsylvania.

Vital Records

Birth records are provided by the Allegheny County Health Department, and therefore only reflect children born in the county for which birth certificate data was available. Death records are provided by the Commonwealth of Pennsylvania and the Allegheny County Medical Examiner's office.

Helpful Links

[Allegheny County Department of Human Services](#)

[PA South West 2-1-1](#)

Export to Excel

Search:

Showing 1 to 1 of 1 entries

Event Name	Event Date
Birth of [REDACTED]	[REDACTED]/2003

Note: This table only reflects children born in Allegheny County for which birth certificate data was available

Service Involvement

All Records

Export to Excel

Showing 1 to 1 of 1 entries

First Activity	Last Activity	Program Area	Provider/SCU	Service	Data Refresh
7/5/2021	7/5/2021	PA Department of Human Services	-	Date of Death	3/29/2024

Show 10 entries

First Previous 1 Next Last

SERVICE INVOLVEMENT BY PROGRAM AREA

- Within each tile, there is a description section, helpful links, workers assigned to that client, documents, a list of services, and the timeline.
- All of these sections are specific to the program area tile selected.
- If no data is available, the section will not appear.
- Users can also export the list of services to Excel (gold button above the service involvement table on the right.)

Client Workers

Search:

Showing 1 of 1 of 1 entries

First Activity	Last Activity	Name	Email	Phone Number	Supervisor	Program Area	Provider/DCU	Association	Role Type
4/22/2018	1/18/2018	Neil, Barbara	barbara.neil@alleghenycountypa.gov	---	Harris, Remy		Office of Community Services, Housing Services and Support Coordination	Allegheny County Department of Human Services	Coordinator

View: 1 entries

First Previous 1 Next Last

Documents

Search:

Showing 1 of 1 of 1 entries

Title	Date	
WSPC&D	1/18/2018	Download
WSPC&D	4/27/2018	Download
WSPC&D	4/27/2018	Download
WSPC&D	5/22/2018	Download
WSPC&D	5/22/2018	Download

View: 1 entries

First Previous 1 Next Last

Service Involvement

All Records: 1

[Export to Excel](#)

Showing 1 of 1 of 1 entries

First Activity	Last Activity	Program Area	Provider/DCU	Service	Start Method
4/18/2018	11/09/2017	Housing and Housing Support	---	WSPC, DCU	
4/27/2018	12/12/2018	Housing and Housing Support	COMMUNITY HOUSING SERVICES COOPERATION	Emergency Shelter H&P Model Outreach	1/12/2017
4/22/2018	1/18/2018	Housing and Housing Support	Allegheny County Department of Human Services	Housing Case Management Support Services	1/12/2017
4/18/2018	4/26/2018	Housing and Housing Support	COMMUNITY HOUSING SERVICES COOPERATION	Innovative H&P	1/12/2017
1/27/2018	10/10/2018	Allegheny County Housing Authority	---	Section 8	
1/18/2018		Housing and Housing Support	COMMUNITY HOUSING SERVICES COOPERATION	Rapid Re-Housing, H&P H&P	1/12/2017
12/18/2017		Housing and Housing Support	COMMUNITY HOUSING SERVICES COOPERATION	Permanental, Transitional, Sub-acute	1/12/2017

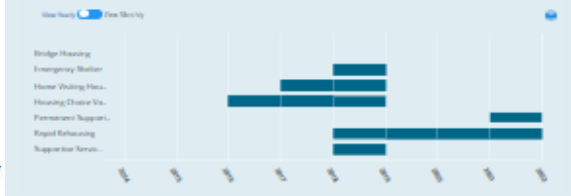
View: 1 entries

First Previous 1 Next Last

[Back to Entry Screen](#)

Housing & Shelter

This is a visual timeline of services received for the selected program area. For more information on a particular service, please refer to the service involvement grid above. You may need to scroll to view additional years.



TO VIEW SERVICES BY PROVIDER..

- Users can click on the name of a Provider (hyperlink in blue) to view all services received and the details of each.
- Users can also export the list of services to Excel (gold button above the table on the right.)

Behavioral Health

Allegheny County data for individuals receiving publicly-funded mental health and substance use services. Includes both clinical services, such as individual and group therapy, and non-clinical services such as case management and peer support.

Helpful Links

[PA South West 2-1-1](#)
[Resolve Crisis Services](#)

[Substance Use, PA](#)
[Get Help Now](#)

Service Involvement

All Records

Export to Excel

Showing 1 to 10 of 72 entries

First Activity ↑↓	Last Activity ⓘ ↑↓	Program Area ⚙	Provider/SCU ⚙	Service ⚙	Data Refresh ⓘ
3/21/2019	1/12/2021	Mental Health Services (All)	WESLEY FAMILY SERVICES	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	2/22/2021
5/4/2020	1/8/2021	Mental Health Services (All)	PRESSLEY RIDGE	Collateral Family Psychotherapy (OPMH)	2/5/2021
5/13/2020	1/6/2021	Mental Health Services (All)	PRESSLEY RIDGE	Family Psychotherapy (OPMH)	2/5/2021
12/10/2019	12/23/2020	Mental Health Services (All)	PRESSLEY RIDGE	OP visit for evaluation and management of established patient, problem moderate to high, f/f with patient or family	2/5/2021

PROVIDER SERVICE INVOLVEMENT

Provider Services

WESLEY FAMILY SERVICES

Program Area(s) for services received: MENTAL HEALTH SERVICES (ALL)

221 Penn Ave
WILKINSBURG, PA 152212118

☐ Show Unit & Cost Details

Export to Excel

Showing 1 to 10 of 31 entries

First Activity	Last Activity	Service	Diagnosis Description	Facility Name	Total Units
1/12/2021	1/12/2021	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	Attention-deficit hyperactivity disorder, combined type	WESLEY FAMILY SERVICES	4
12/15/2020	12/15/2020	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	Attention-deficit hyperactivity disorder, combined type	WESLEY FAMILY SERVICES	4
11/19/2020	11/19/2020	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	Attention-deficit hyperactivity disorder, combined type	WESLEY FAMILY SERVICES	4
8/20/2020	8/20/2020	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	Attention-deficit hyperactivity disorder, combined type	WESLEY FAMILY SERVICES	3
5/21/2020	5/21/2020	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	Attention-deficit hyperactivity disorder, combined type	WESLEY FAMILY SERVICES	2
5/7/2020	5/7/2020	Service Coordination Administrative Management Administrative Management Services (.25 Hour)	Attention-deficit hyperactivity disorder, combined type	WESLEY FAMILY SERVICES	2

EDUCATION RECORDS TILE

- This tile displays enrollment data for Allegheny County children and youth enrolled in kindergarten through twelfth grade in a DHS data-sharing partner school district.
- Users can view the list of participating districts by clicking the link in the description section.

Education 

Allegheny County children and youth enrolled in kindergarten through twelfth grade in a DHS data - sharing partner school district. For a list of participating districts and details for each, please [click here](#).

[Export to Excel](#)

Search:

Showing 1 to 16 of 16 entries

Enrollment Date ↑↓	Withdrawal Date ↑↓	School Name ↑↓	District ↑↓	Grades ↑↓
09/01/2020		Hill House Passport Academy Charter School	Pittsburgh Public Schools	12th
02/14/2020		Hill House Passport Academy Charter School	Pittsburgh Public Schools	11th
08/26/2019	2/3/2020	Brashear High School	Pittsburgh Public Schools	11th
09/17/2018	3/20/2019		Pittsburgh Public Schools	10th
08/28/2017		Carrick High School	Pittsburgh Public Schools	9th
08/29/2016		South Brook 6-8	Pittsburgh Public Schools	8th
08/31/2015		South Brook 6-8	Pittsburgh Public Schools	7th
01/07/2015		South Brook 6-8	Pittsburgh Public Schools	6th
01/05/2015	1/6/2015	Mercy Behavioral Health	Pittsburgh Public Schools	6th
08/25/2014	12/23/2014	South Brook 6-8	Pittsburgh Public Schools	6th
08/26/2013	6/9/2014	Concord K-5	Pittsburgh Public Schools	5th
08/30/2012	6/13/2013	Concord K-5	Pittsburgh Public Schools	4th
09/01/2011	6/13/2012	Concord K-5	Pittsburgh Public Schools	3rd
09/02/2010	6/15/2011	Concord K-5	Pittsburgh Public Schools	2nd
09/03/2009	6/16/2010	Concord K-5	Pittsburgh Public Schools	1st
09/04/2008	6/12/2009	Concord K-5	Pittsburgh Public Schools	All Day Kindergarten

Show entries

ALL DOCUMENTS TILE

- Users can also view all available documents by selecting the 'All Documents' tile.
- They will be grouped by program area as seen here.

All Documents

Displayed below are all documents available within the system organized by service category. You may view the document by clicking the download button to the right of the title.

▼ Child Welfare

Search:

Showing 1 to 10 of 38 entries

Title	Date	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	
CYS - Safety Assessments & Plans	11/24/2020	

Show 10 entries

First Previous 1 2 3 4 Next Last

▼ Family Strengthening Programs

Search:

Showing 1 to 4 of 4 entries

Title	Date	
Independent Living Transition Plan	8/1/2020	Download
Independent Living Transition Plan	8/1/2020	Download
Independent Living Transition Plan	8/3/2019	Download
Independent Living Transition Plan	8/3/2019	Download

Show 10 entries

First Previous 1 Next Last

▼ Housing & Shelter

Search:

Showing 1 to 3 of 3 entries

Title	Date	
VISPOAT	3/21/2019	
VISPOAT	7/18/2018	
VISPOAT	1/11/2016	

Show 10 entries

First Previous 1 Next Last

ALL SERVICES TILE

- Users can also view all available services NOT grouped by program.
- These services are organized by date with the most recent listed first.
- Users can also export the list of services to Excel (gold button above the service involvement table on the right), sort, and filter by program area.

All Services

All services available for the individual provided by Allegheny County Department of Human Services and external providers. For detailed information about the data that is available, please [click here](#). This document provides the definitions for the programs captured in the system, as well as, for each system how far back in time the data is captured. It also explains any potential lags in data that may occur.

Service Involvement

All Records

Export to Excel

Showing 1 to 10 of 113 entries

First Activity 	Last Activity 	Program Area 	Provider/SCU 	Service 	Data Refresh 
9/6/2002	6/6/2019	HealthChoices/ PA Medical Assistance	-	Enrolled	6/6/2018
7/31/2019	1/31/2021	Transition Age Youth	-	IL Unit	
5/1/2018	1/4/2021	Mental Health Services (All)	SOUTHWESTERN HUMAN SERVICES	OP visit for evaluation and management of established patient, problem low to moderate, f/f with patient or family	2/5/2021
1/31/2020	12/31/2020	PA Department of Human Services	-	Mental Health Benefits	
1/31/2008	12/31/2020	PA Department of Human Services	-	SNAP	
10/31/2014	12/31/2020	PA Department of Human Services	-	SSI Benefits	
11/8/2013	9/11/2020	Children and Youth, 18 and Younger - Active Cases	YOUTH ADVOCATE PROGRAM INC	Educational and Training Services/Education Support Services/Guidance and Counseling/Truancy Counseling	2/23/2021
4/20/2019	9/8/2020	Children and Youth, 18 and Younger - Active Cases	AUBERLE	Family Foster Care/Teen Family Foster Care (ages 12-21 years)	2/23/2021
2/20/2020	7/30/2020	Mental Health Services (All)	PERSAD CENTER, INC.	Individual Psychotherapy -- 20 - 30 minute session (OPMH)	2/5/2021
12/9/2019	7/2/2020	Mental Health Services (All)	PERSAD CENTER, INC.	Individual Psychotherapy -- 45 - 50 minute session (OPMH)	2/5/2021

Show 10 entries

First Previous 1 2 3 4 5 ... 12 Next Last

VIEW CLIENT WORKERS

- Users can also view all workers assigned to a specific client.
- Workers are organized by date with the most recent listed first.
- ‘View Client Workers’ is a gold button located above the client’s demographics (next to the address list).

Client Workers

The Allegheny County Workers that are or have previously supported this individual. This data is refreshed on a daily basis.

Search:

Showing 1 to 10 of 55 entries

First Activity ↑↓	Last Activity ↑↓	Name ↑↓	Contact Method ↑↓	Supervisor ↑↓	Program Area ↑↓	Provider/SCU ↑↓	Association ↑↓	Role Type ↑↓
4/30/2019	8/15/2020	Durant, Maria	Maria.Durant@AlleghenyCounty.US	Sedillon, William	South Regional Office		Allegheny County Department of Human Services	
7/2/2019	8/24/2020	Mullinary, Alison	Alison.Mullinary@AlleghenyCounty.US	Berry, Deane		Office of Children Youth and Families - Independent Living	Allegheny County Department of Human Services	Transition Planner
3/5/2020	8/3/2020	McGrady, Madeline	Madalidhar.Insukunthi@AlleghenyCounty.US	--		AU/STRL	Service Provider	
2/18/2020	2/25/2020	Cillo, Roberta	Roberta.Cillo@AlleghenyCounty.US	Cillo, Roberta	Intake	Intake Office	Allegheny County Department of Human Services	
1/22/2020	2/19/2020	Durant, Maria	Maria.Durant@AlleghenyCounty.US	Sedillon, William	South Regional Office		Allegheny County Department of Human Services	
2/18/2020	2/18/2020	Pickens, Josette	Josette.Pickens@AlleghenyCounty.US	Pickens, Josette	South Regional Office		Allegheny County Department of Human Services	
1/23/2020	1/23/2020	Moquette, Alagracia	alagracia.moquette@ajcs.net	Murphy, Samantha		Office of Integrated Program Services - Allegheny Intermediate Unit	Service Provider	Education Records Consultant
1/22/2020	1/22/2020	Schemm, Jessie	Jessie.Schemm@AlleghenyCounty.US	Schemm, Jessie	Intake		Allegheny County Department of Human Services	
1/16/2020	1/16/2020	Pickens, Josette	Josette.Pickens@AlleghenyCounty.US	Pickens, Josette	South Regional Office		Allegheny County Department of Human Services	
4/16/2019	8/14/2019	Pickens, Josette	Josette.Pickens@AlleghenyCounty.US	Pickens, Josette	Intake		Allegheny County Department of Human Services	

Show 10 2 entries

First Previous 1 2 3 4 5 6 Next Last

CLIENT VIEW AUDITS

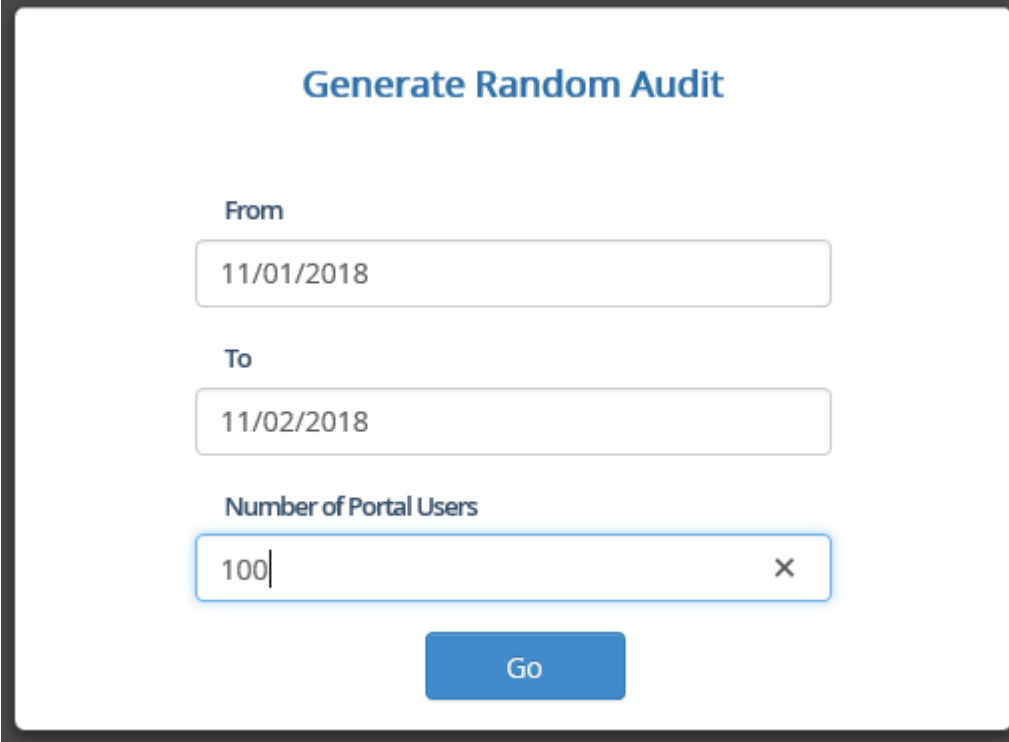
Why do we audit?

- Client View gives unrestricted and broad access to client information
- Regulatory Compliance
 - Client's Right to Privacy
 - Minimum Necessary
- Response Expectations
 - Hope to have responses within 3 days and results to Erin within a week.
 - Accommodate staff out of office
 - Response is **mandatory**



CLIENT VIEW AUDITS

- Random Audits
 - Done quarterly.
 - Pull 100 random entries from the audit log in Client View.
 - Pull for a two-day timespan (as shown).
- Ad hoc targeted audits
 - Typically look at public figures or cases that hit the news.



The screenshot shows a web interface titled "Generate Random Audit". It contains three input fields: "From" with the date "11/01/2018", "To" with the date "11/02/2018", and "Number of Portal Users" with the value "100". A blue "Go" button is located at the bottom right of the form area.

Generate Random Audit

From
11/01/2018

To
11/02/2018

Number of Portal Users
100 x

Go



AUDIT SURVEY:

- We use Qualtrics to send a short survey to both the staff member and their direct supervisor (based on the supervisor information the user has entered into Client View).
- It's extremely important that users keep this supervisor information up-to-date.

0% 100%



Please complete this brief survey pertaining to the client record you have recently accessed.

Below you will see information about a client record that you have recently accessed. Please confirm the purpose for which you accessed this record.

If you accidentally close the survey, the link will take you to the point in the survey where you left off.

Thank you in advance for your cooperation with this important step to ensure the confidentiality and privacy of our clients.

[→](#)

MY ACCOUNT MAINTENANCE PAGE

- Because of the audits, it's important that users keep their supervisor information up-to-date.
- Once a year, users will be prompted (via pop-up) to review the information when they login, but you can update it anytime on the account maintenance page.

The screenshot shows the 'My Account Maintenance' page in the Allegheny County ClientView system. The page header includes the Allegheny County ClientView logo, navigation links for 'Add Clients', 'My Clients', 'Contact Us', and a user profile for 'Samantha Loaney'. The main heading is 'My Account Maintenance', followed by a link to update the Okta account. The form contains several sections: notification toggles for 'Claimed Client Expiration Email Notification' and 'Pending Clients Decision Email Notification'; a 'Facility/Division/Bureau' dropdown set to 'DIVERSIFIED CARE MANAGEMENT'; personal information fields for 'First Name' (Samantha), 'Middle Initial', and 'Last Name' (Loaney); contact information for 'Provider Email' (Samantha.Loaney@AlleghenyCounty.US) and 'Phone Number' ((412) 350-7092); address fields for 'Facility Street Address' (9515 Goehring Rd) and 'Facility Address Line 2'; location fields for 'City' (Cranberry Township), 'State' (PA), and 'Zip Code' (16066); supervisor information for 'Supervisor Name' (Bell, Brian) and 'Supervisor Email' (Brian.Bell@alleghenycounty.us); and a 'Preferred Contact Method' section with radio buttons for 'Email' (selected) and 'Phone'. A 'Password Self-Service' link is also present. An 'Update Account Details' button is at the bottom right.

Allegheny County ClientView

Add Clients My Clients Contact Us Samantha Loaney

My Account Maintenance

If you need to update the email or phone number associated to your Okta account, please do so by clicking here ([OKTA Help](#)).

☐ Claimed Client Expiration Email Notification ☐ Pending Clients Decision Email Notification

Facility/Division/Bureau

DIVERSIFIED CARE MANAGEMENT

First Name * Middle Initial Last Name *

Samantha

Loaney

Provider Email * Phone Number *

Samantha.Loaney@AlleghenyCounty.US (412) 350-7092

Facility Street Address Facility Address Line 2

9515 Goehring Rd

City State Zip Code

Cranberry Township PA 16066

Supervisor Name * Supervisor Email *

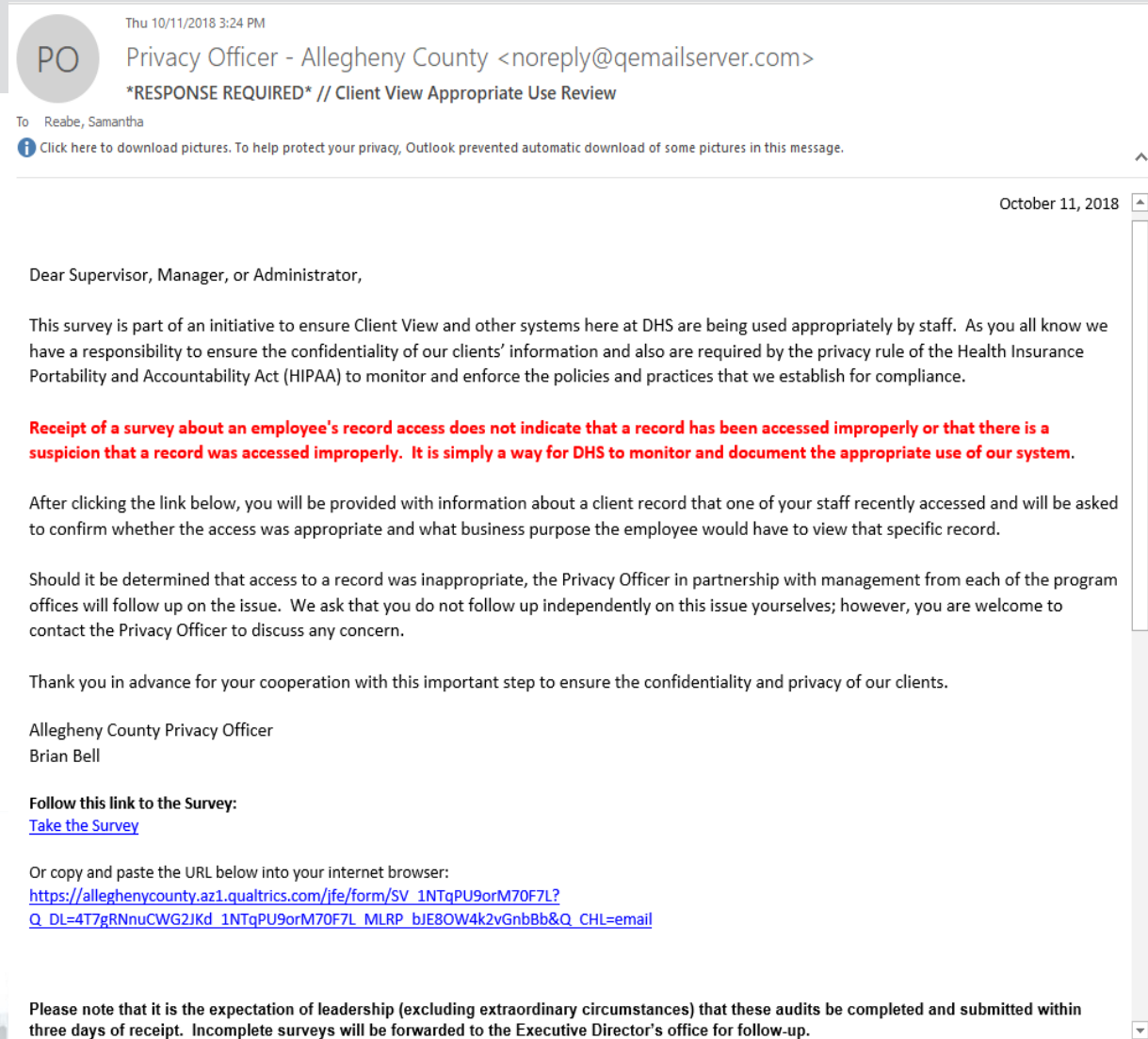
Bell, Brian Brian.Bell@alleghenycounty.us

Preferred Contact Method ☒ Email ☐ Phone [Password Self-Service](#)

[Update Account Details](#)

EMAIL EXAMPLE:

- The email looks like this and because it is sent from Qualtrics could end up in your junk or spam folder.
- Samantha LoaneY will oftentimes send an email alerting users who have received a survey in case it ends up in one of those other folders so they know to look for it.
- If you are unsure if the email is legitimate, please reach out to Samantha LoaneY.



ADMIN CAPABILITIES:

- If you are logged in as a Provider Admin, you have more options under the Navigation Menu.
- You can view your individual account information or the information pertaining to your organization's account under the "Maintenance" tabs.

The screenshot displays the Allegheny County ClientView interface. At the top, the header includes the Allegheny County ClientView logo, navigation links for 'Add Clients', 'My Clients', 'Contact Us', and the user 'Samantha Looney' with a profile icon. The main section is titled 'Client Search' with a note: 'Last Name OR Social Security Number is required to search.' Below this, there are input fields for 'Last Name' and 'First Name', separated by an 'OR' indicator. A 'Search' button is located at the bottom right of the search area. A dropdown menu is open on the right side, listing the following options: 'My Account Maintenance', 'My Provider Maintenance', 'Provider's Accounts', 'Pending Client Record Access Requests', 'Existing Client Record Access', 'Provider Admin Reports', and 'Log Out'. An 'Advanced Search' link is also visible below the search fields.

TO CHANGE APPROVAL PREFERENCES..

- The “My Provider Maintenance” tab is where the Admin is able to view and change the preferences pertaining to whether they will require Administrator approval for access requests or choose to let the system auto-approve all requests for their Workers.

Provider Agency preference on granting Provider Workers access to claimed records

Provider Admin always approves and grants access ▼

☒ Provider Agency agrees to Client View's data use policy * [Policy Document](#)

Save

TO VIEW A LIST OF ACTIVE WORKERS..

- The “Provider’s Accounts” tab shows all of the Worker accounts associated with the organization.
- If a Worker were to leave the organization, this is where the Admin would go to deactivate their account.

The screenshot displays the Allegheny County ClientView application. At the top, the navigation bar includes the Allegheny County ClientView logo, links for 'Add Clients', 'My Clients', and 'Contact Us', and a user profile for 'Samantha Looney'. A dropdown menu is open, showing options: 'My Account Maintenance', 'My Provider Maintenance', 'Provider's Accounts' (highlighted), 'Pending Client Record Access Requests', 'Existing Client Record Access', 'Provider Admin Reports', and 'Log Out'.

Below the navigation bar, the 'DIVERSIFIED CARE MANAGEMENT Accounts' section contains search filters for 'Last Name', 'First Name', and 'Creation Date Range', along with a 'Search' button.

The 'Provider Workers' section shows a table of active workers. The table has columns for checkboxes, Last Name, First Name, and Created Date. It displays 8 entries, with a note indicating 'Showing 21 to 28 of 28 entries'. A search bar is present above the table.

	Last Name	First Name	Created Date
☐	Johnson	Leonardo	7/14/2017
☐	Comans	Melanie	1/17/2017
☐	Muehlbauer	David	1/17/2017
☐	Black	Donni	1/17/2017
☐	Boyd-Davis	Asia	1/17/2017
☐	Jones	Jalisha	1/17/2017
☐	Dorsey	Lanika	1/17/2017
☐	Hall	Towan	1/17/2017

At the bottom of the table, there is a 'Show 10 entries' dropdown and a pagination bar with links for 'First', 'Previous', '1', '2', '3' (current page), 'Next', and 'Last'. A 'Deactivate Account' button is located below the table.

TO REVIEW ACCESS REQUESTS..

- The “Pending Client Record Access Requests” tab is where the Admin would go to either approve or reject access requests submitted by their Workers.

The screenshot displays the 'Pending Client Record Access Requests' page in the Allegheny County ClientView system. The page header includes the Allegheny County ClientView logo, navigation links for 'Add Clients', 'My Clients', 'Contact Us', and a user profile for 'Samantha Looney'. The main title is 'Pending Client Record Access Requests'. Below this is a table with the following columns: 'Provider Representation', 'Access Request to Client', 'Client DOB', 'Date Access Requested', and 'Reason for Request'. The table contains three rows of data, each with a checkbox in the first column and a magnifying glass icon in the last column. Below the table, there is a 'Show 10 entries' dropdown and a pagination bar with 'First', 'Previous', '1', 'Next', and 'Last' buttons. At the bottom left, there are 'Approve' and 'Reject' buttons.

☐	Provider Representation ↑↓	Access Request to Client ↑↓	Client DOB ↑↓	Date Access Requested ↑↓	Reason for Request
☐	Furniss, Brandon	[REDACTED]	[REDACTED]	4/24/2020	[REDACTED] 🔍
☐	Jones, Jalisha	[REDACTED]	[REDACTED]	2/10/2020	[REDACTED] 🔍
☐	Jones, Jalisha	[REDACTED]	[REDACTED]	11/12/2019	[REDACTED] 🔍

Show 10 entries

First Previous 1 Next Last

Approve Reject

TO VIEW ALL (ACTIVE) CLAIMED CLIENTS..

- The “Existing Client Record Access” tab shows all of the clients that have been claimed by this Provider and the Workers associated with each.
- The Admin also has the ability to search by employee or client name to narrow the results.

The screenshot displays the Allegheny County ClientView interface. At the top, there is a navigation bar with the Allegheny County logo, the text 'ClientView', and links for 'Add Clients', 'My Clients', and 'Contact Us'. The user 'Samantha Looney' is logged in.

The main section is titled 'Existing Client Record Access'. It contains a search form with the following fields:

- Provider Last Name
- Provider First Name
- Client Last Name
- Client First Name
- Approval Date Range (with 'to' separator)

 A 'Search' button is located below these fields.

Below the search form is the 'Client Record Access' section, which shows 'Recently Approved Client Access'. It includes a search bar and a table of results. The table has the following columns:

- Representative Last Name
- Representative First Name
- Access Request to Client
- Date Access Approved
- Approver

 The table shows 4 entries, with a total of 52 entries available.

	Representative Last Name	Representative First Name	Access Request to Client	Date Access Approved	Approver
☐	Moffe	Angela	[Blurred]	2/1/2021	Moffe, Angela
☐	Ertzman	Nicole	[Blurred]	1/14/2021	Ertzman, Nicole
☐	Loaney	Samantha	[Blurred]	3/10/2021	Loaney, Samantha
☐	Moffe	Angela	[Blurred]	2/1/2021	Moffe, Angela

TO AUDIT WORKER ACCESS..

- The “Provider Admin Reports” tab allows the user to run reports depicting a list of the clients being viewed as well as the Workers who are viewing them.
- This is especially helpful for internal audits to ensure the appropriate use of the system and that users are only accessing records for clients they are working with.

Allegheny County
ClientView

Add Clients ▾ My Clients Contact Us

Samantha Looney @

Provider Admin Reports

Reports

Provider Accounts Access to DHS Clients ▾

-Select-
Provider Accounts Access to DHS Clients
Clients Viewed by Provider Agency

Provider Agency *
DIVERSIFIED CARE MANAGEMENT ▾

OK Cancel

GRANTING ACCESS TO CLIENTS:

- When a client wishes to request access to their records, they must obtain an access code either from a caseworker/care coordinator at DHS or their contracted service provider.
- Easily access previously claimed client records from your 'My Clients' page.

The screenshot displays the Allegheny County ClientView web application. At the top, the header includes the Allegheny County ClientView logo, navigation links for 'Add Clients', 'My Clients' (highlighted with a red box), 'Contact Us', and the user name 'Samantha Looney'. The main section is titled 'Client Search' with a note: 'Last Name OR Social Security Number is required to search.' Below this, there are input fields for 'Last Name', 'First Name', and 'Social Security Number', separated by an 'OR' indicator. An 'Advanced Search' section is also visible, containing a note: 'If Last Name, SSN or Phone Number are unavailable, a Street Address or County MCI ID is required to search.' This section includes fields for 'Street Address', 'City', 'Zip', 'State' (a dropdown menu), 'Last 4 Digits of SSN', 'Date of Birth', 'Approximate Age' (a dropdown menu), 'Phone Number', and 'County MCI ID'. A 'Search' button is located at the bottom right of the form.

- You will see there are buttons on the demographics card.
- On the right-hand side below the MA Recipient # and client's age, you will see a blue button labeled “Generate Access Code.”
- Click on this button, and a new window will open.

The screenshot displays the 'Client View Overview' interface. At the top right, there are two buttons: 'View Client Workers' with a notification badge of 20, and 'View Addresses/911' with a notification badge of 14. Below these is a 'Basic Info' section. It contains fields for 'SOCIAL SECURITY #' (xxx-xx-5969, with a 'Show Full SSN' link), 'DATE OF BIRTH', 'COUNTY MCI #' (with a notification badge of 1), 'STATE MCI #' (with a notification badge of 1), 'MA RECIPIENT #' (with a notification badge of 1), and 'AGE / GENDER' (48 / Female). Below these are 'RACE' (White), 'ETHNICITY' (Not Hispanic/Latinx), and 'MARITAL STATUS' (Married). To the right of the 'Basic Info' section are three buttons: 'Source Client Records', 'Generate Access Code' (highlighted with a red box), and 'Other Info' with a notification badge of 13. Below the 'Basic Info' section is a 'Contact' section with fields for 'HOME ADDRESS', 'CELL', and 'HOME'. At the bottom right of the 'Contact' section is a 'Search Address' button. Below the 'Contact' section is a 'Services & Documents' section with a description: 'Select a category to view the documents, client workers and services received associated with that specific area. You can view all of these service categories combined by clicking the 'All Service' tile at the top.' At the bottom right of the 'Services & Documents' section is a 'Timeline View' button.

View Client Workers ²⁰ View Addresses/911 ¹⁴

▼ Basic Info

SOCIAL SECURITY # xxx-xx-5969 [Show Full SSN](#) DATE OF BIRTH COUNTY MCI # ¹ STATE MCI # ¹ MA RECIPIENT # ¹ AGE / GENDER 48 / Female

RACE White ETHNICITY Not Hispanic/Latinx MARITAL STATUS Married

Source Client Records **Generate Access Code** Other Info ¹³

Contact

HOME ADDRESS CELL HOME

Search Address

Services & Documents

Select a category to view the documents, client workers and services received associated with that specific area. You can view all of these service categories combined by clicking the 'All Service' tile at the top.

Timeline View

- As a secondary check that this is the correct client record, please ask the client to name an address that they currently or have previously lived at.
- Click on the address that the resident named (it will highlight in yellow) and hit submit.



Please ask the resident to name an address they currently or previously have lived at.

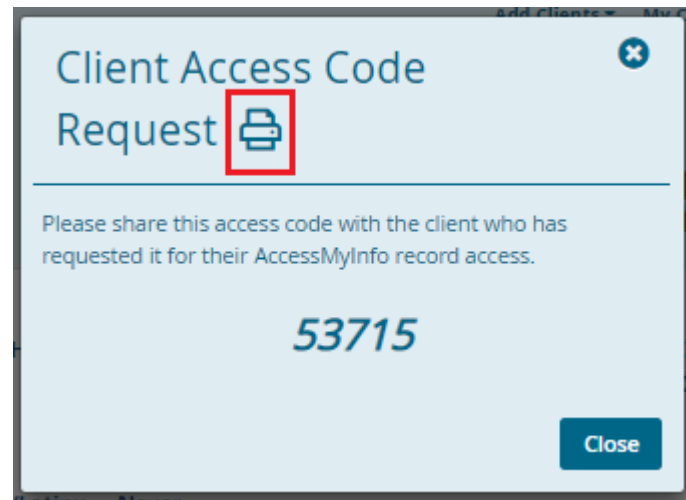
Matching Record Selected:

Name: [REDACTED]
County MCI: [REDACTED]

Address
[REDACTED] PITTSBURGH PA 15233
[REDACTED] MCKEES ROCKS PA 15136 Allegheny
[REDACTED] MCKEES ROCKS PA 15136 Allegheny
[REDACTED] PA 15233
[REDACTED] MCKEES ROCKS PA 15136
[REDACTED] MCKEES ROCKS PA 15136
903 WATSON ST PITTSBURGH PA 15219 Allegheny
[REDACTED] MC KEES ROCKS PA 15136



- Here you see the unique access code you have just generated for this client.
- You will also see a printer icon (highlighted in red here).





Allegheny County Department of Human Services

Your information. All in one place.

Name: Example Name

You can already access your medical records from your doctor or hospital. At AccessMyInfo, you can get information about other services you've received like:



Get access to the information you need to participate in your own care!

How to Set Up Your Account

1. Go to: <https://accessmyinfo.alleghenycounty.us>
2. Use access code: 49851
3. Your access code will expire on : 9/20/2020

You may not have enough information to set up the account on your own. That's ok!

**Call 1-800-862-6783
and someone will help.**

A screenshot of a web form titled "Access Code". It asks "Do you have an Access Code?" with radio buttons for "Yes" and "No". Below this is a label "Access Code Number" followed by a text input field.

The Allegheny County Department of Human Services (sometimes called DHS) is not a direct care provider. It supports and coordinates human services care in Allegheny County.

- When you click on the printer icon, a window will open with a flyer.
- This flyer can be printed and given to the client as it contains their unique access code as well as complete instructions on how to request access to their records.

TO VIEW AN ACCESS CODE THAT WAS PREVIOUSLY GENERATED..

- If an access code has already been generated for a client and they request it again (perhaps they misplaced the letter), you are still able to view this in their record.
- When you go into their record now, the “Generate Access Code” button is gone, and you will now see a link to “Click here to view client Access Code.”

The screenshot displays the 'Client View Overview' interface. At the top right, there are two buttons: 'View Client Workers' and 'View Addresses/911'. Below these is a 'Basic Info' section containing fields for Social Security #, Date of Birth, County MCI #, State MCI #, MA Recipient #, and Age / Gender. Below this is a 'Contact' section with fields for Home Address, Cell, and Home. A red box highlights the 'View Access Code' button in the 'Source Client Records' section. Below the 'Contact' section is a 'Services & Documents' section with a description and a 'Timeline View' button.

Basic Info

SOCIAL SECURITY # xxx-xx-3105 Show Full SSN	DATE OF BIRTH [REDACTED]	COUNTY MCI # 1 [REDACTED]	STATE MCI # 1 [REDACTED]	MA RECIPIENT # 1 [REDACTED]	AGE / GENDER 51 / Female
RACE Black/African American	ETHNICITY Not Hispanic/Latinx	MARITAL STATUS Never Married/Single			

Source Client Records **View Access Code** **Other Info 13**

Contact

HOME ADDRESS [REDACTED]	CELL [REDACTED]	HOME [REDACTED]
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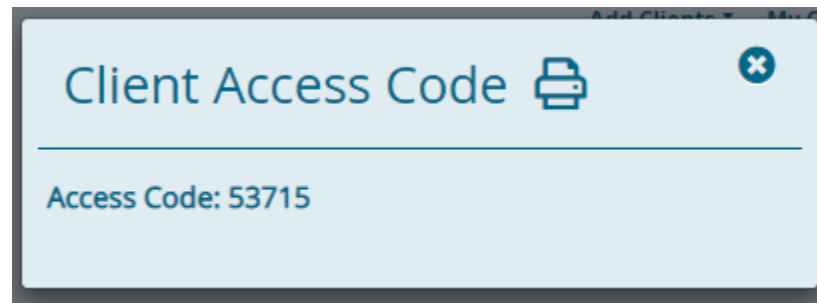
Search Address

Services & Documents

Select a category to view the documents, client workers and services received associated with that specific area. You can view all of these service categories combined by clicking the 'All Service' tile at the top.

Timeline View

- When you click this link, a new window will open. The same Access Code will appear, and you see the printer icon in case you need to provide the flyer again as well.



REQUESTING ASSISTANCE:

- Users can contact the Client View Administrator by filling out an information request form.
- This is located on the top of every page in Client View as shown here.

The screenshot displays the Allegheny County ClientView interface. At the top, the logo for Allegheny County ClientView is on the left, and navigation links for 'Add Clients', 'My Clients', 'Contact Us' (highlighted with a red box), and 'Samantha Looney' are on the right. The main heading is 'Client Search', followed by the instruction 'Last Name OR Social Security Number is required to search.' The search form includes input fields for 'Last Name', 'First Name', and 'Social Security Number', with an 'OR' separator between the first two. Below this is an 'Advanced Search' section with a dropdown arrow. It contains the instruction 'If Last Name, SSN or Phone Number are unavailable, a Street Address or County MCI ID is required to search.' and several input fields: 'Street Address', 'City', 'Zip', 'State' (a dropdown menu), 'Last 4 Digits of SSN', 'Date of Birth', 'Approximate Age' (a dropdown menu), 'Phone Number', and 'County MCI ID' (marked with an information icon). A 'Search' button is located at the bottom right of the form.

- A new window will appear.
- Please be as detailed as possible when describing the issue in order for the administrator to assist you as quickly and comprehensively as possible.

Contact Us

Use the form below to contact the Client View system administrator. Please tell us if you are experiencing any account issues, have questions, have a request for additional information, or have general feedback.

First Name *

Last Name *

Email *

Phone Number *

Reason for Contact *

-Select- ▼

Details *

B **I** **U**  16 ▼  ▼ open_sansregular ▼

Submit

QUESTIONS?

- You can send an email to CVAdmin@alleghenycounty.us

