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# JOB AID: People Search Request Flow



## Diligent Search Request

- If the Diligent Search is required for the case, put the case in focus by searching that case in the Universal Search or Advanced Search and click on the people search screen.

A screenshot of the Case Overview screen. The left navigation menu is open, showing "Case" as the selected item. Under "Case", the "People Search" option is highlighted with a red box. The main content area shows a table for "Case History" with columns for Open Date, Close Date, and Reason. Below it is a section for "Reason for Accept for Service" with columns for Referral ID/Case ID, Referral Date/Case Created Date, Accept for Service Date, and Type.

- If the Diligent Search is required for the Investigation referral, put the Referral in focus by clicking on that Referral from the dashboard or by searching for the referral in Universal Search/Advanced Search and click on People Search menu from Left Navigation.

A screenshot of the Universal Assessment screen. The left navigation menu is open, showing "Universal Assessment" as the selected item. Under "Universal Assessment", the "People Search" option is highlighted with a red box. The main content area shows a table for "Latest Assessment" with columns for Latest Assessment Date, Latest Assessment Type, Overall Risk, and Assessor Name. Below it is a section for "Children" with a "Test Child - Age: 13" entry. At the bottom right, there are buttons for "Exchange of Medical Info Letter" and "Client Details Screen".

- As soon as you select the People search People Search List gets displayed. Click on 'New' button.

A screenshot of the People Search List screen. The left navigation menu is open, showing "People Search List" as the selected item. Under "People Search List", the "Historical Searches" option is highlighted with a red box. The main content area shows a table with columns for Search Person, Request Date/Time, Requestor Name, Search Type, Status, and Source. A "New" button is located in the top right corner of the table area, highlighted with a red box.

# JOB AID: People Search Request Flow



- People Search Request gets displayed on click of new. The People Search Request screen gets displayed select the Diligent Search tile.

A screenshot of the "People Search Request" screen. The "Diligent Search" option is highlighted with a red box. Other options include "Family Division" and "Family Finding". A "Cancel & Go Back to People Search List" button is at the bottom.

- On click of Diligent search Request you get the new Diligent search Request section. Fill all the details which are required and click on the 'Save' button.

A screenshot of the "New Diligent Search Request" screen. It shows fields for "Recipient Paralegal" (dropdown, required) and "Search Person Name" (dropdown, required). A note field and a "Save" button are also present. A red box highlights the "0/2 Required Fields" label.

- To add new person, you can click on Add new Search person and fill all the required details and click on the 'Save New Search Person' button.

A screenshot of the "Add New Person" screen. It shows fields for "First Name" (required), "Last Name" (required), "Address" (dropdown, required), and "Save New Search Person" button. A red box highlights the "Save New Search Person" button.

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- Click on the 'Submit' button to submit the request to the selected Paralegal. This will trigger an email notification to the paralegal.

**New Diligent Search Request**

\* Recipient Paralegal **Required**  
- Select an option -

\* Search Person Name **Required**  
Select all that apply

Notes

Cancel & Go Back to People Search List

Save **Submit**

## Family Division Request

- If the Family Division Search is required for the case, put the case in focus by searching that case in the Universal Search or Advanced Search and click on the people search screen.

Case Overview

Case

Family Assignment: Nicholas Austin Household Name: SampleData Accept Date: 02/07/2025 Case Type: Family Services Case ID: 83920

Case History

Open Date	Close Date	Reason
02/07/2025		

Reason for Accept for Service

- If the Family Division Search is required for the Investigation referral, put the Referral in focus by clicking on that Referral from the dashboard or by searching for the referral in Universal Search/Advanced Search and click on People Search menu from Left Navigation.

HS/UC Photos

FS/OC Universal Assessment

Additional information

CIU

People Search

Universal Assessment

Latest Assessment Date	Latest Assessment Type	Overall Risk	Assessor Name
No Approved UA exists	No Approved UA exists	Risk has not yet been assessed	No Approved UA exists

Children

Test Child - Age: 13

Address: 520 Springdale Drive, Pittsburgh, PA, 15235-1810 Legal Sex: Male Phone Number: Preferred Names: Exchange of Medical Info Letter Client Details Screen

# JOB AID: People Search Request Flow



- As soon as you select the People search People Search List gets displayed. Click on the 'New' button.

A screenshot of the "People Search List" screen. The top navigation bar shows "People Search" and "People Search List" as the active item. Below the navigation is a search bar and a table with no results found. In the bottom right corner of the table area, there is a "New" button, which is highlighted with a red box.

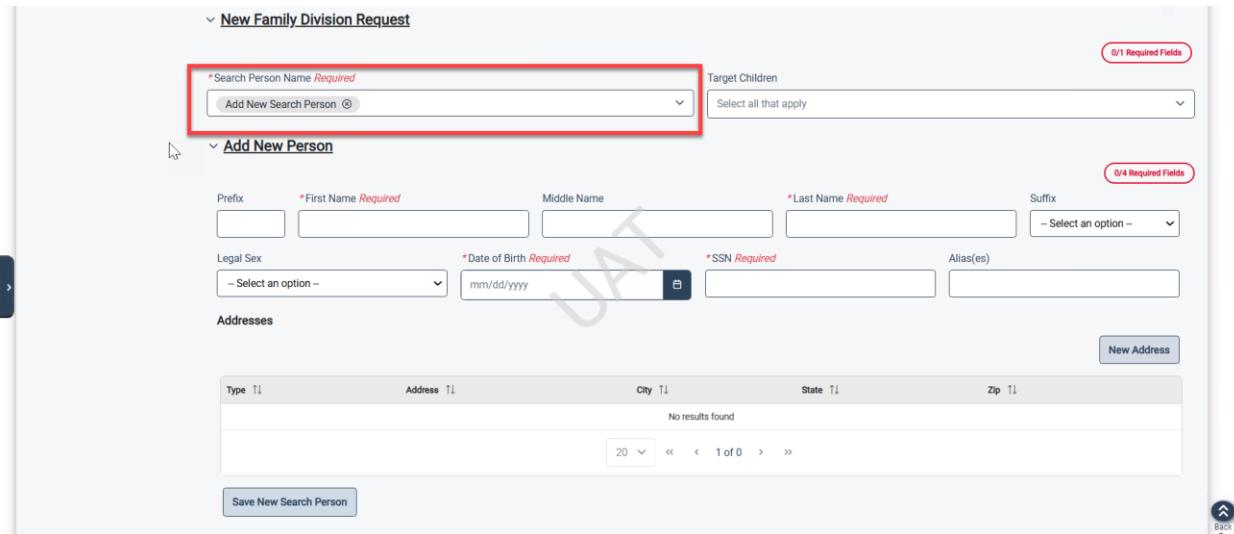
- Now Select the Family Division tile you get the New Family Division Request. Fill all the request details.

A screenshot of the "People Search Request" screen. The top navigation bar shows "People Search" and "Search Request" as the active item. Below the navigation is a section titled "Search Type" with three options: "Diligent Search", "Family Division" (which is highlighted with a red box), and "Family Finding".A screenshot of the "New Family Division Request" screen. The top navigation bar shows "People Search" and "Search Request" as the active item. Below the navigation is a section titled "Search Type" with three options: "Diligent Search", "Family Division" (which is highlighted with an orange box), and "Family Finding". The main form area includes fields for "Search Person Name" (marked as required), "Target Children", "Notes", and "Submit" buttons.

# JOB AID: People Search Request Flow



- To add new search person, click on Add New Search Person on the drop down and fill all the required details. Finally click on save new search person.



**New Family Division Request**

**0/1 Required Fields**

**Search Person Name Required**

**Add New Search Person**

**Target Children**

**Select all that apply**

**0/4 Required Fields**

**Prefix** **First Name Required** **Middle Name** **Last Name Required** **Suffix**

**Legal Sex** **Date of Birth Required** **SSN Required** **Alias(es)**

**Addresses**

**New Address**

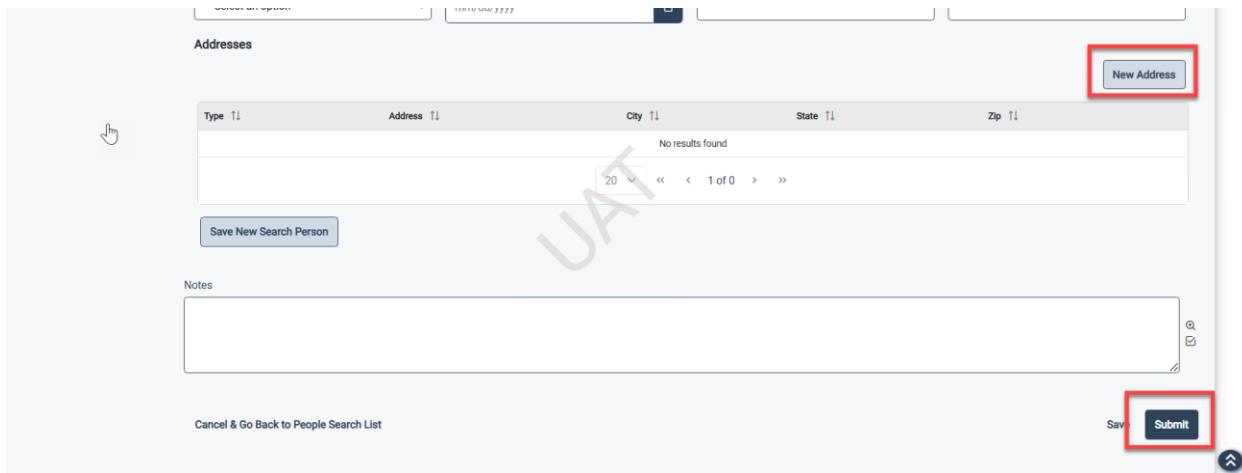
**Type** **Address** **City** **State** **Zip**

No results found

20 << < 1 of 0 > >>

**Save New Search Person**

- To add the address the click on the 'New Address' button and fill all the data. Add the additional notes if required and click on the 'Submit' button to submit the request to Family Division.



**Addresses**

**New Address**

**Type** **Address** **City** **State** **Zip**

No results found

20 << < 1 of 0 > >>

**Save New Search Person**

**Notes**

**Cancel & Go Back to People Search List**

**Save** **Submit**

# JOB AID: People Search Request Flow



## Family Finding Request

- You can bring any case in focus by searching that case in the universal search and click on the people search screen.

The screenshot shows the 'Case Overview' screen. At the top, there are tabs for 'Case', 'Case Overview', 'CIU', 'Collateral', and 'People Search'. The 'People Search' tab is highlighted with a red box. On the right, there are details for a case: Family Assignment (Nickolas Austin), Household Name (SampleData), Accept Date (02/07/2025), Case Type (Family Services), and Case ID (83920). Below the tabs, there are sections for 'Case History' (with an open date of 02/07/2025), 'Reason for Accept for Service', and a table with columns for Referral ID/Case ID, Referral Date/Case Created Date, Accept for Service Date, and Type.

- As soon as you select the People search People Search List gets displayed. Click on new.

The screenshot shows the 'People Search List' screen. The 'People Search' tab is selected. There is a 'Historical Searches' section. Below it is a table with columns for Search Person, Request Date/Time, Requestor Name, Search Type, Status, and Source. A red box highlights the 'New' button in the top right corner of the table area.

- Now select the Family Findings tile.

The screenshot shows the 'People Search Request' screen. The 'People Search' tab is selected. There are three tiles: 'Diligent Search' (Submit a request to find contact information for an individual), 'Family Division' (Submit a request to find an individual's current location through Allegheny County Family Division), and 'Family Finding' (Submit a request to find potential placements or supports for a child). A red box highlights the 'Family Finding' tile.

# JOB AID: People Search Request Flow



- The New Family Findings Request section gets displayed. Fill all the required details including the Additional Information section. Click on the 'Submit' button to submit the request to Kinship Navigators.

Back  People Search

People Search List

Search Request

Family Finding

**People Search Request**

**Diligent Search**  
Submit a request to find contact information for an individual.

**Family Division**  
Submit a request to find an individual's current location through Allegheny County Family Division.

**Family Finding**  
Submit a request to find potential placements or supports for a child.

**New Family Finding Request**

Submit as Extreme Family Finding Request (approval required)

Send to Provider: SECOND CHANCE, INC., A

**Service Information**

\* Target Children **Required**  
Select all that apply

\* Reason For Service (include a synopsis of family situation if applicable) **Required**

\* Request Urgency Level **Required**  
- Select an option -

**Additional Information**

\* Identify specific placement needs for each child. **Required**

\* Specify the name(s) of each potential kinship caregiver and their relationship to each child. (Please ensure the address and phone number for each potential kinship caregiver are specified in the Collateral section). **Required**

\* Specify the name(s) of kin who have already been ruled out as resources for the family. Include the relationship to each child, phone number (if known), and reason for being ruled out. **Required**

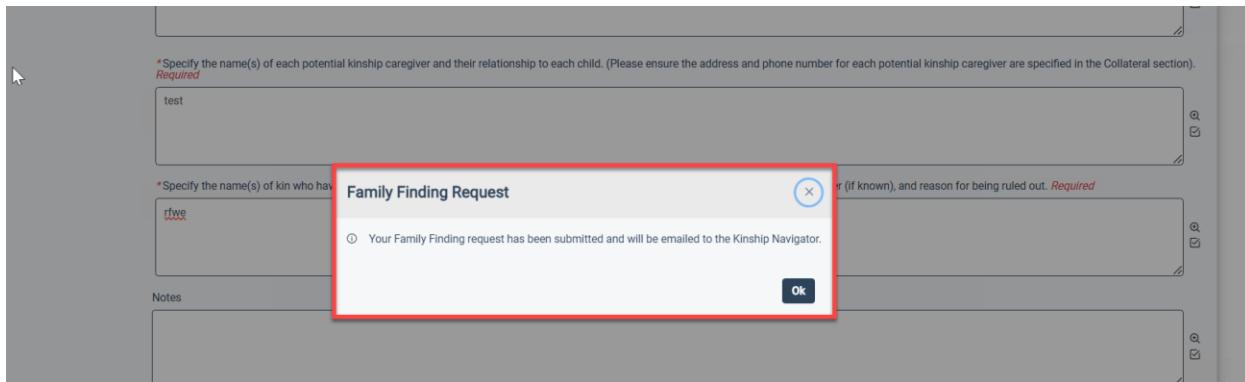
Notes

Save

# JOB AID: People Search Request Flow

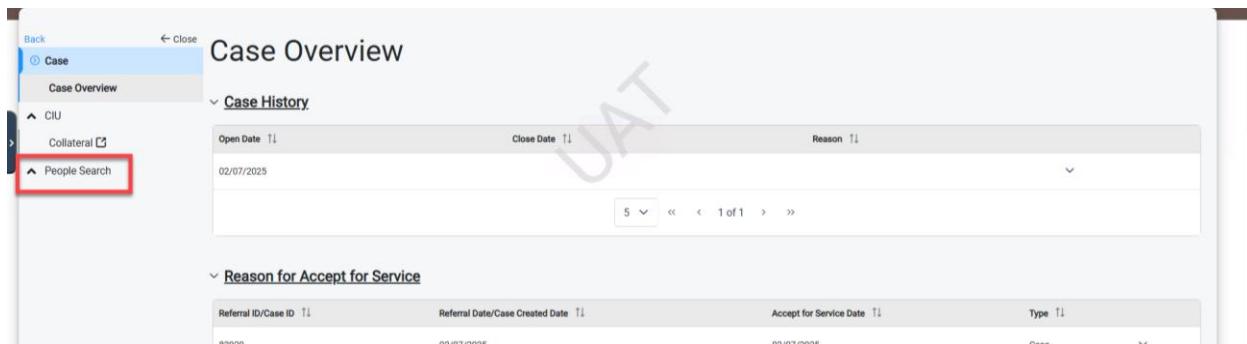


- On click of Submit, below message will be displayed to indicate that the request is submitted, and Kinship Navigator group has been notified about the same. Click on OK button to close the popup.

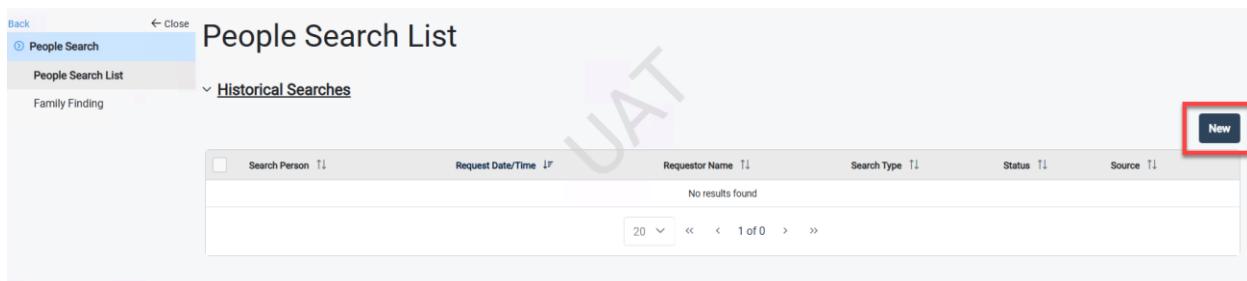


## Extreme Family Finding Request

- Bring the case in focus by searching that case in the universal search (search bar) or Advanced Search and click on the people search screen.



- As soon as you select the People search People Search List gets displayed. Click on the 'New' button.



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- Now select the Family Findings tile. The New Family Findings Request sections gets displayed.



- To create Extreme family finding request, click on 'Submit as Extreme Family Finding Request' Check box. Please ensure it meets all the criteria for the Extreme Family Finding. Enter all the required information and click on the 'Save' button.

**New Family Finding Request**

Submit as Extreme Family Finding Request (approval required)

Please be sure your Extreme Family Finding request meets the following criteria:

- Child is older than 10 (unless part of a sibling group)
- Child has been removed from home
- Child has had atleast 3 years of CYF involvement

**Service Information**

**Target Children Required**

Select an option

**Additional Client/Collateral**

Select all that apply

**Has the family been notified & in agreement? Required**

Yes  No

**Address Required**

In State  Out of State  Foreign

Type Address to Search

Homeless

**Reason For Service (include a synopsis of family situation if applicable) Required**

**Request Urgency Level Required**

Select an option

**Narrative**

**Identify needs/goals to be met by the service provider. Required**

**Are there any barriers to the family accepting services? Required**

Yes  No

Notes

**Approval History**

**Request Approval**

**Save**

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- After completing all the required fields, the 'Request Approval' button gets enabled. Click on that button to request the approval from Placement Stability Supervisor.

The screenshot shows a software interface for managing people search requests. At the top, there is a section titled 'Approval History' with columns for 'Requested Worker', 'Requested Date', 'Approval/Sent Back Worker', 'Approval/Sent Back Date', and 'Status'. A message 'No results found' is displayed. Below this is a search bar with a dropdown for '20' and navigation buttons. The main content area is titled 'Request Approval' and includes fields for 'Requesting Worker' (Amber Manning) and 'Requesting Date' (2/10/2025). A dropdown for 'Approving Worker' is labeled 'Required' and contains 'Rhonda Derence - Matching Unit'. At the bottom, there are buttons for 'Cancel & Go Back to People Search List', 'Save', 'Cancel Request', and 'Request Approval', with the latter being highlighted by a red box.

- Once the Placement Stability Supervisor approves the request, the Extreme Family Finding request will be sent to Three Rivers Association Council.