JOB AID: People Search Request Flow

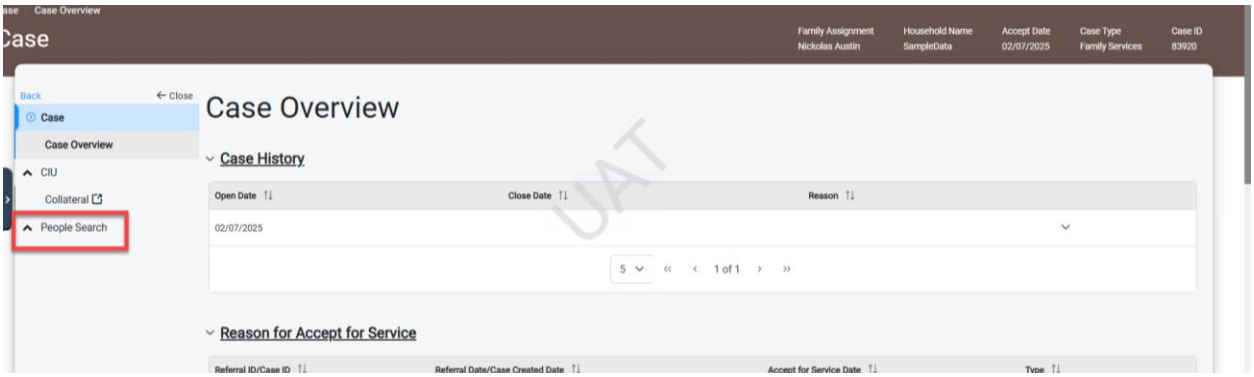
kidsTOO
Allegheny County Department of Human Services

Table of Contents

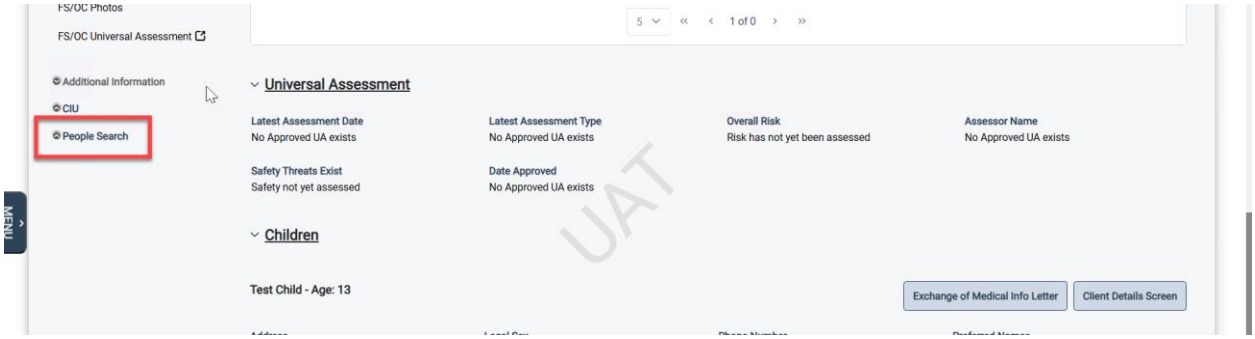
Diligent Search Request 2
Family Division Request 4
Family Finding Request 7
Extreme Family Finding Request 9

Diligent Search Request

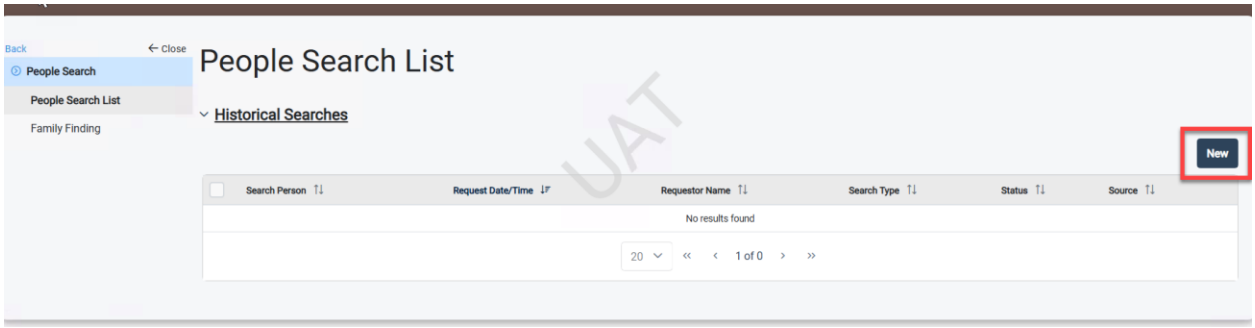
- If the Diligent Search is required for the case, put the case in focus by searching that case in the Universal Search or Advanced Search and click on the people search screen.



- 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.

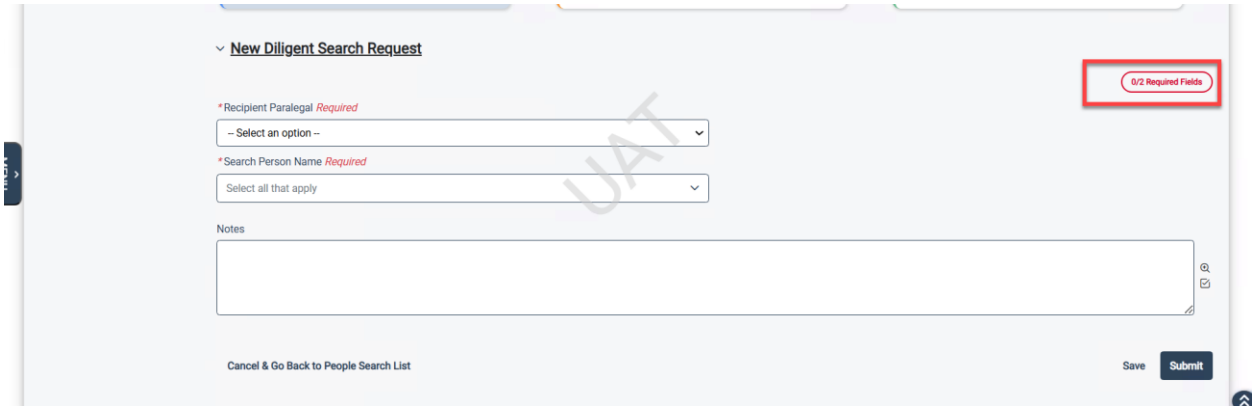


- As soon as you select the People search People Search List gets displayed. Click on 'New' button.

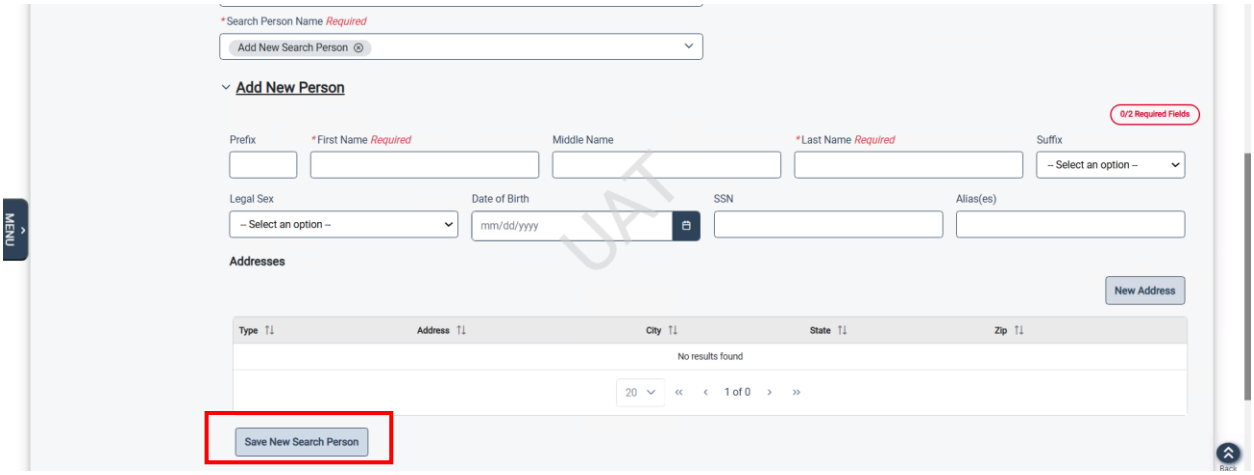


- People Search Request gets displayed on click of new. The People Search Request screen gets displayed select the Diligent Search tile.

- 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.



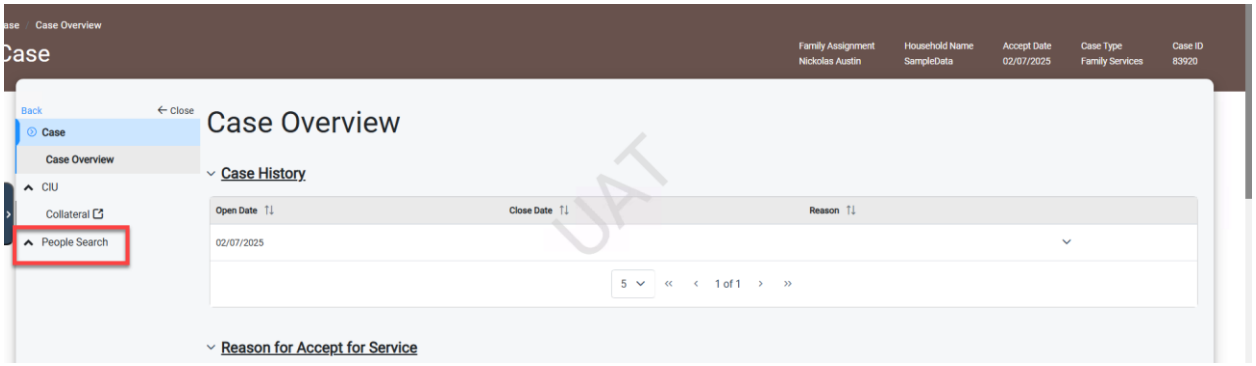
- To add new person, you can click on Add new Search person and fill all the required details and click on the '**Save New Search Person'** button**.**



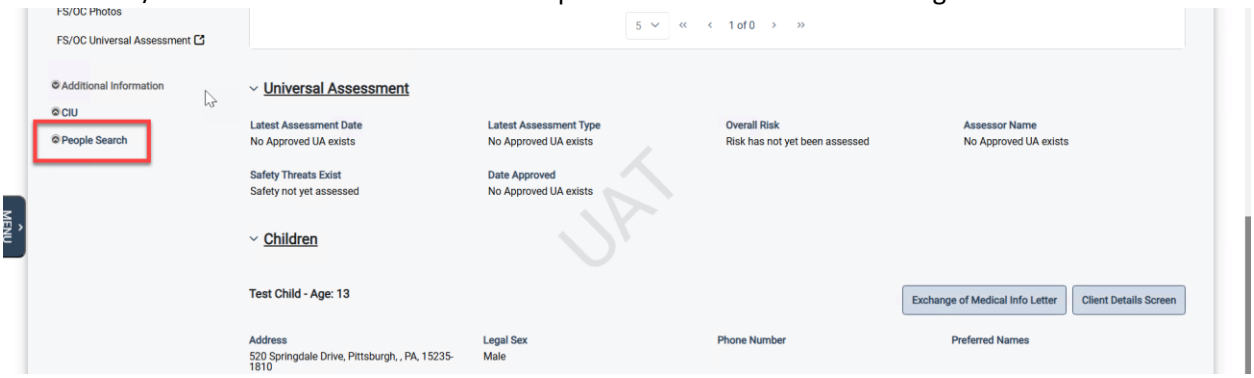
- Click on the 'Submit' button to submit the request to the selected Paralegal. This will trigger an email notification to the paralegal.

Family Division Request

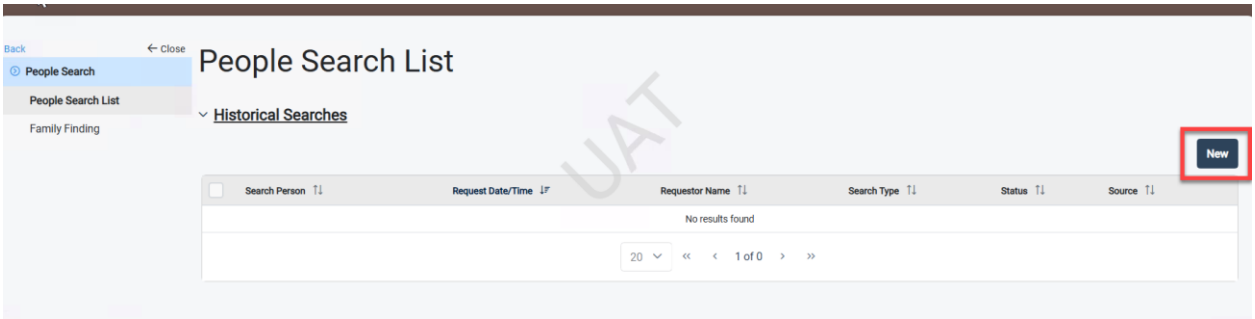
- If the Family Division Search is required for the case, put the case in focus by searching that case in the Universal Search or Advanced Search and click on the people search screen.



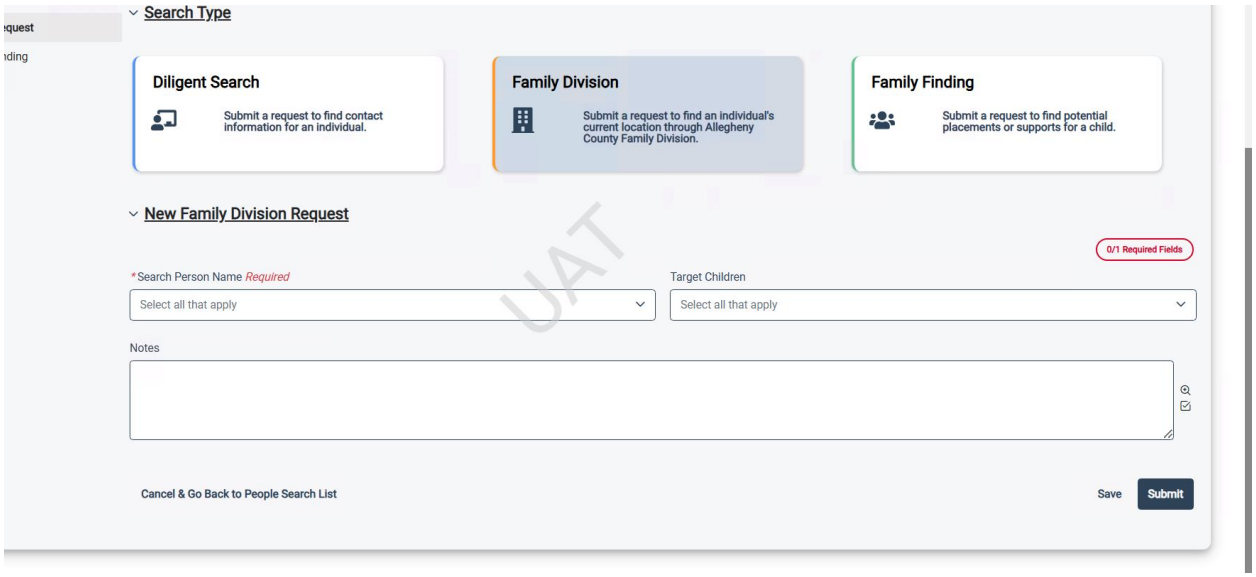
- If the Family Division Search is required for the Investigation referral, put the Referral in focus by clicking on that Referral from the dashboard or by searching for the referral in Universal Search/Advanced Search and click on People Search menu from Left Navigation.



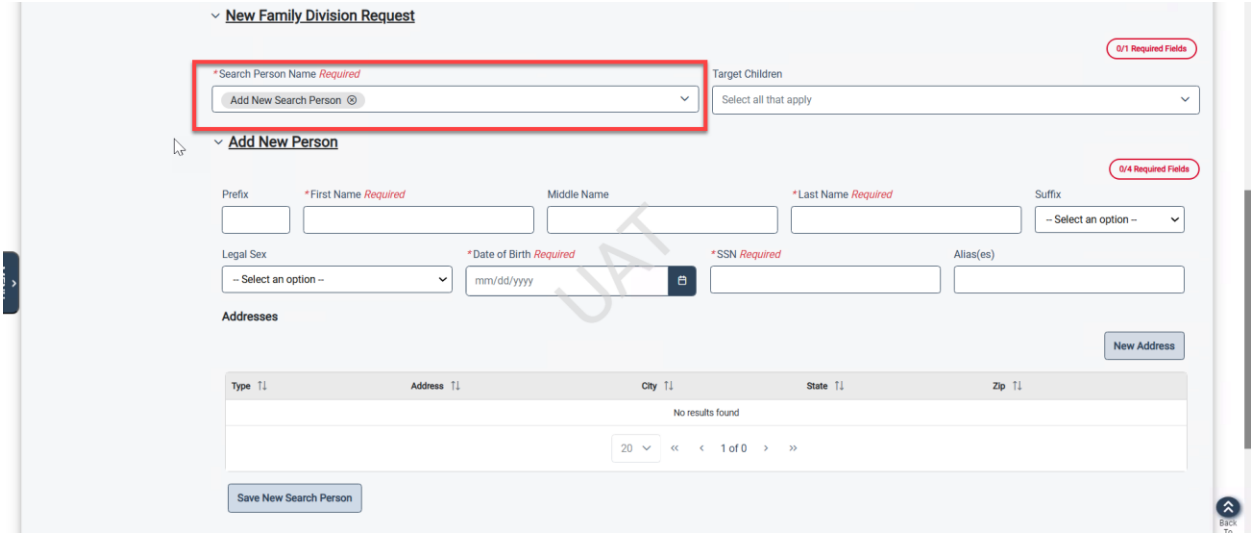
- As soon as you select the People search People Search List gets displayed. Click on the 'New' button.



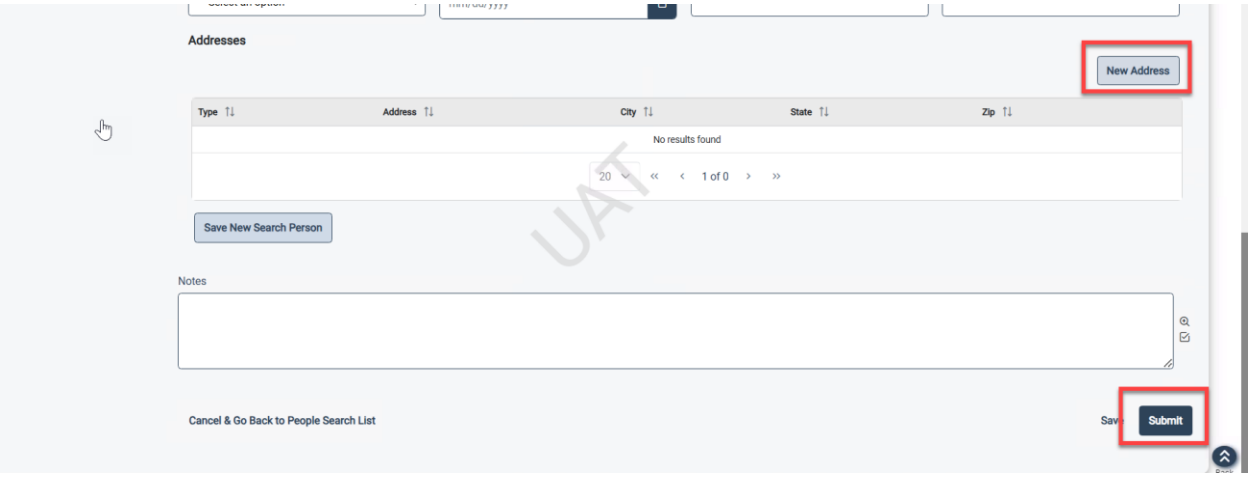
- Now Select the Family Division tile you get the New Family Division Request. Fill all the request details.



- 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.

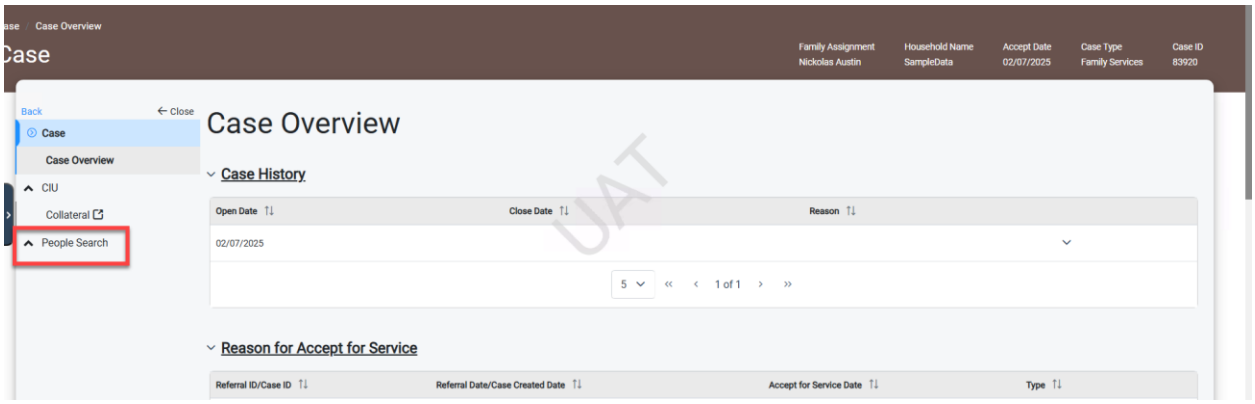


- To add the address the click on the 'New Address' button and fill all the data. Add the additional notes if required and click on the 'Submit' button to submit the request to Family Division.

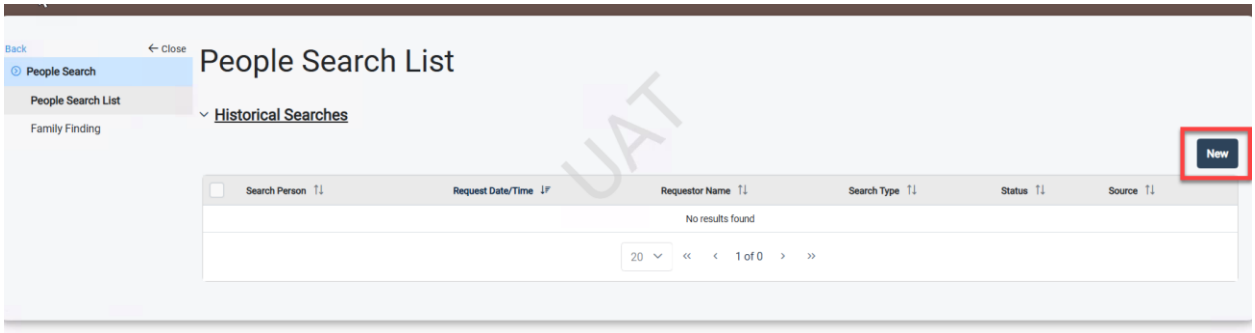


Family Finding Request

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

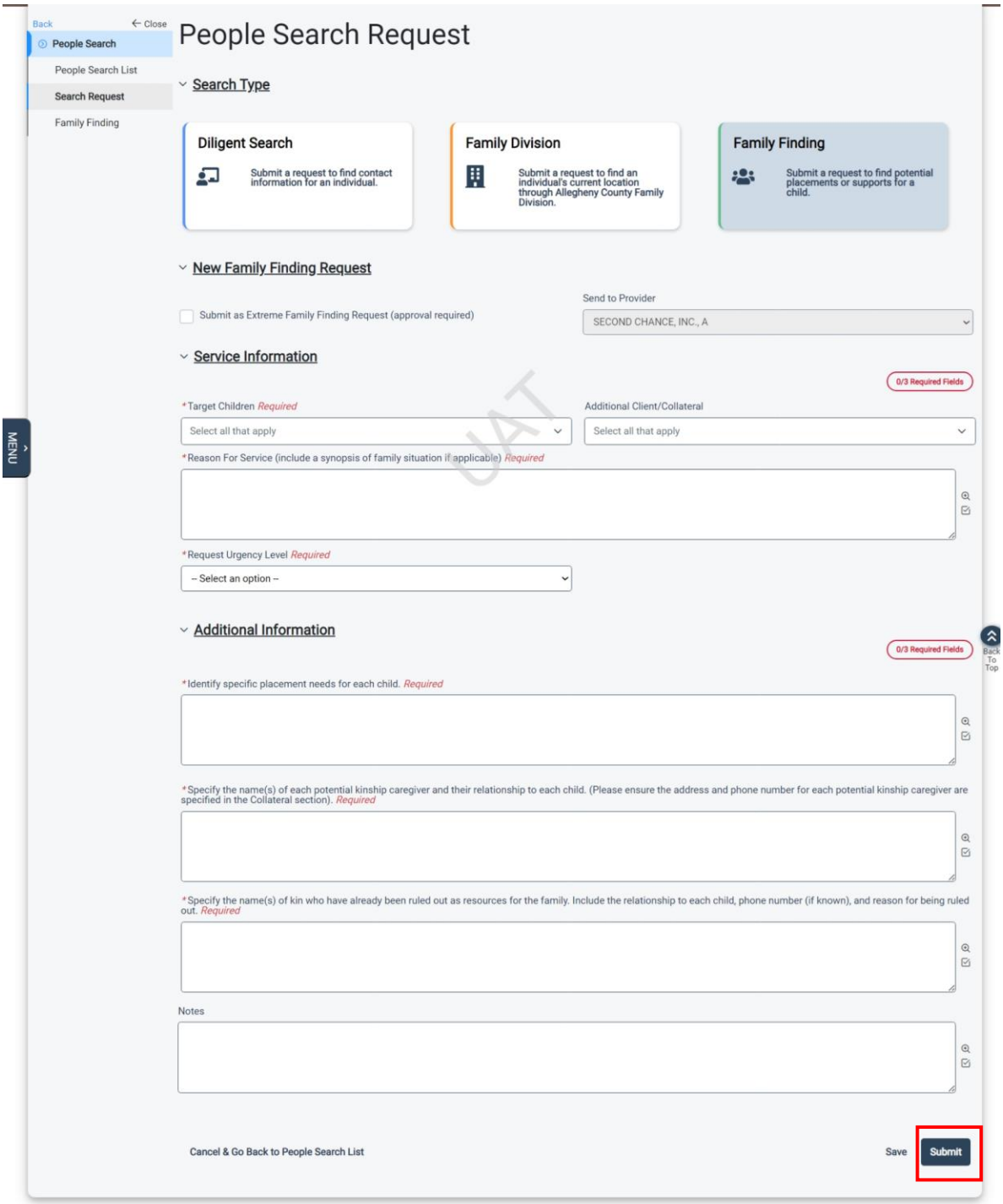


- As soon as you select the People search People Search List gets displayed. Click on new.

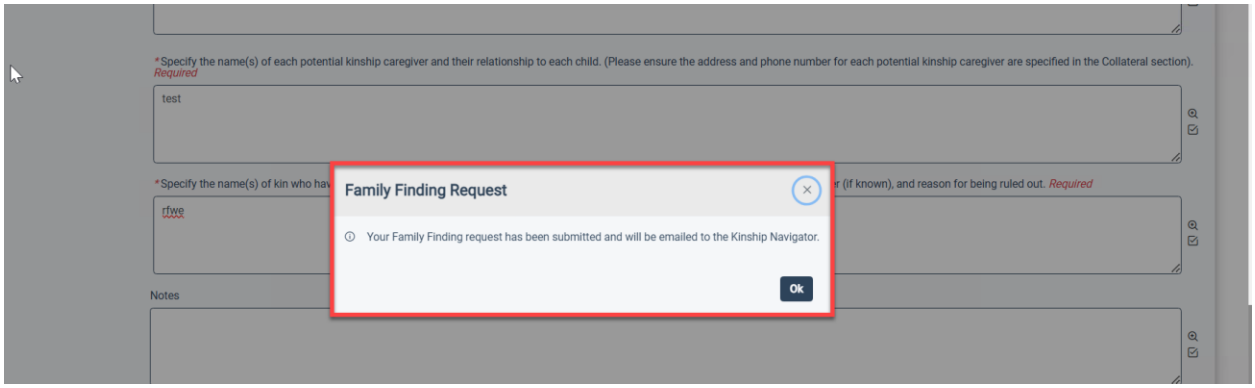


- Now select the Family Findings tile.

- 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.

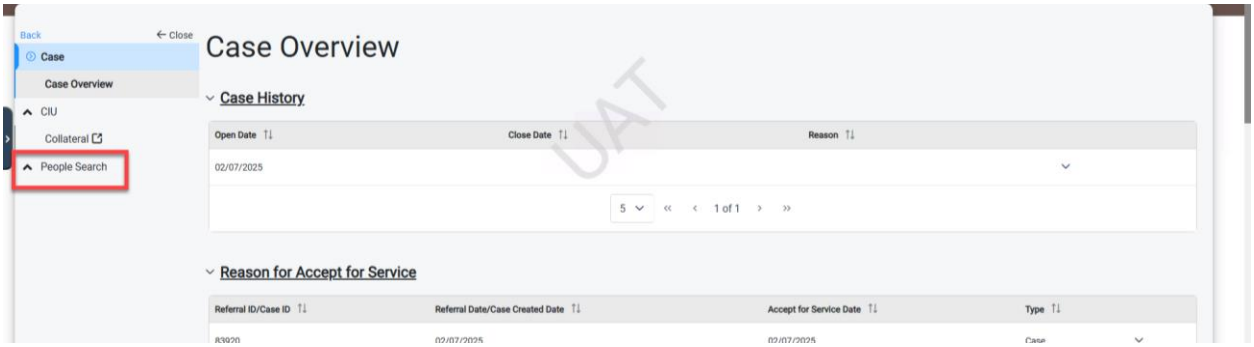


- On click of Submit, below message will be displayed to indicate that the request is submitted, and Kinship Navigator group has been notified about the same. Click on OK button to close the popup.



Extreme Family Finding Request

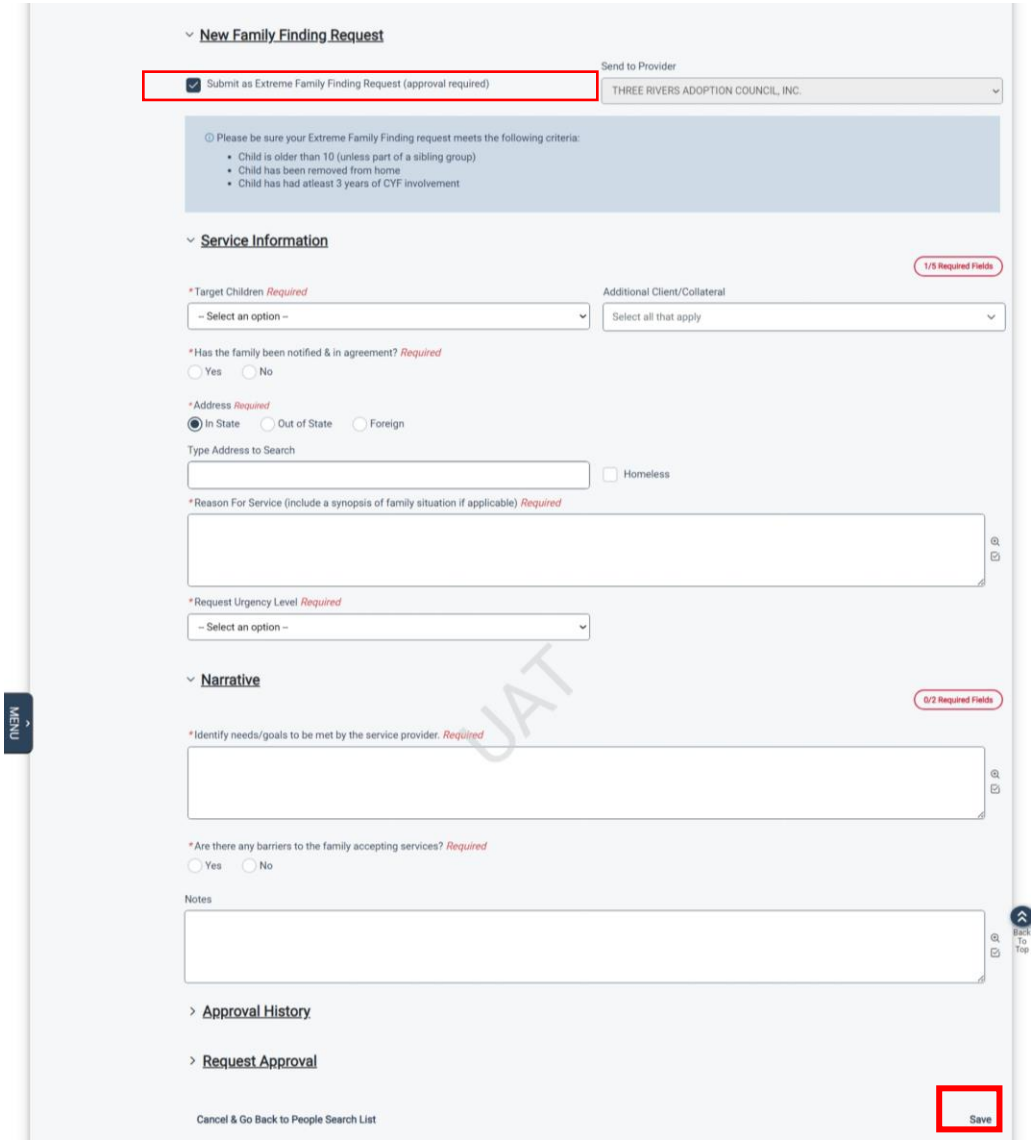
- Bring the case in focus by searching that case in the universal search (search bar) or Advanced Search and click on the people search screen.



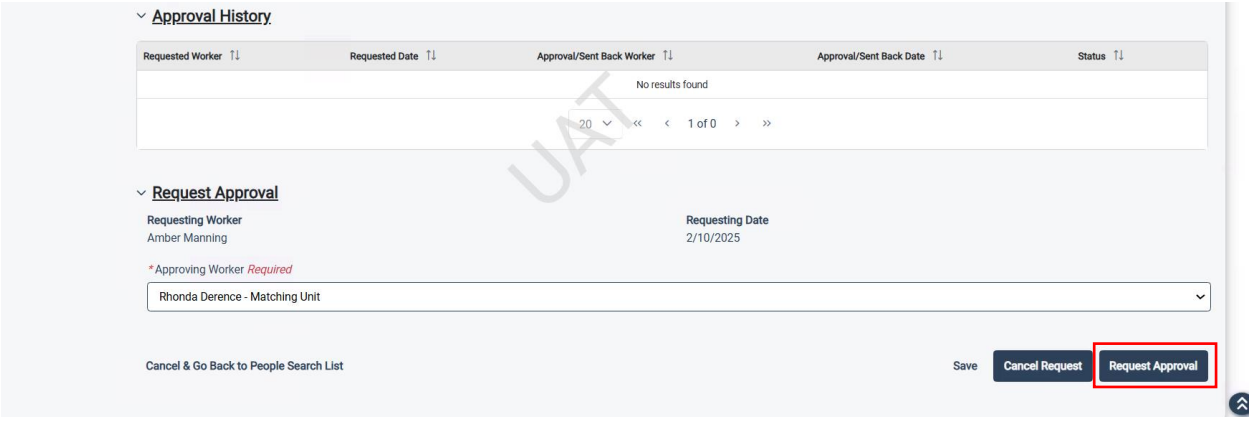
- As soon as you select the People search People Search List gets displayed. Click on the 'New' button.

- 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.



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



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