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## 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.

Case Overview

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

Back | Case Overview | Case History | Reason for Accept for Service

Open Date: 02/07/2025, Close Date: , Reason:

5 | << | < | 1 of 1 | > | >>

Referral ID/Case ID: , Referral Date/Case Created Date: , Accept for Service Date: , 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.

FS/OC Photos, FS/OC Universal Assessment

5 | << | < | 1 of 0 | > | >>

Additional Information | Universal Assessment | Children

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

Safety Threats Exist: Safety not yet assessed, Date Approved: No Approved UA exists

Test Child - Age: 13

Exchange of Medical Info Letter, Client Details Screen

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

Back | People Search | People Search List | Family Finding

Historical Searches

Search Person: , Request Date/Time: , Requestor Name: , Search Type: , Status: , Source:

No results found

20 | << | < | 1 of 0 | > | >>

New

# 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.

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.

Cancel & Go Back to People Search List

- 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.

New Diligent Search Request

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

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

Notes

Save Submit

Cancel & Go Back to People Search List

- 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.

Add New Search Person

Add New Person

Prefix \*First Name *Required* Middle Name \*Last Name *Required* Suffix  
-- Select an option --

Legal Sex -- Select an option -- Date of Birth mm/dd/yyyy SSN Alias(es)

Addresses

Type	Address	City	State	Zip
No results found				

Save New Search Person

# JOB AID: People Search Request Flow

- 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**

0/2 Required Fields

\*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

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

Back Case Overview

Case Overview

Case History

Open Date	Close Date	Reason
02/07/2025		

5 << < 1 of 1 > >>

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.

FS/OC 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

Safety Threats Exist  
Safety not yet assessed

Date Approved  
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.

Back Close People Search List

People Search List

Family Finding

Historical Searches

New

Search Person	Request Date/Time	Requestor Name	Search Type	Status	Source
No results found					

20 << < 1 of 0 > >>

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

Back Close People Search Request

People Search List

Search Request

Family Finding

Search Type

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.

Cancel & Go Back to People Search List

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Search Type

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 Division Request

0/1 Required Fields

\* Search Person Name *Required*

Select all that apply

Target Children

Select all that apply

Notes

Cancel & Go Back to People Search List

Save Submit

# 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

**Add New Person**

0/4 Required Fields

Prefix \* First Name *Required* Middle Name \* Last Name *Required* Suffix -- Select an option --

Legal Sex -- Select an option -- \* Date of Birth *Required* mm/dd/yyyy \* 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

Submit

## 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.

Case Overview

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

Back | Case Overview | Case Overview | Case History

Open Date	Close Date	Reason
02/07/2025		

Reason for Accept for Service

Referral ID/Case ID	Referral Date/Case Created Date	Accept for Service Date	Type
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- As soon as you select the People search People Search List gets displayed. Click on new.

People Search List

People Search List | Family Finding

Historical Searches

Search Person	Request Date/Time	Requestor Name	Search Type	Status	Source
No results found					

New

- Now select the Family Findings tile.

People Search Request

Search Type

**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

- 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.

**People Search Request**

Back Close

People Search  
People Search List  
Search Request  
Family Finding

**Search Type**

**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

Additional Client/Collateral  
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*

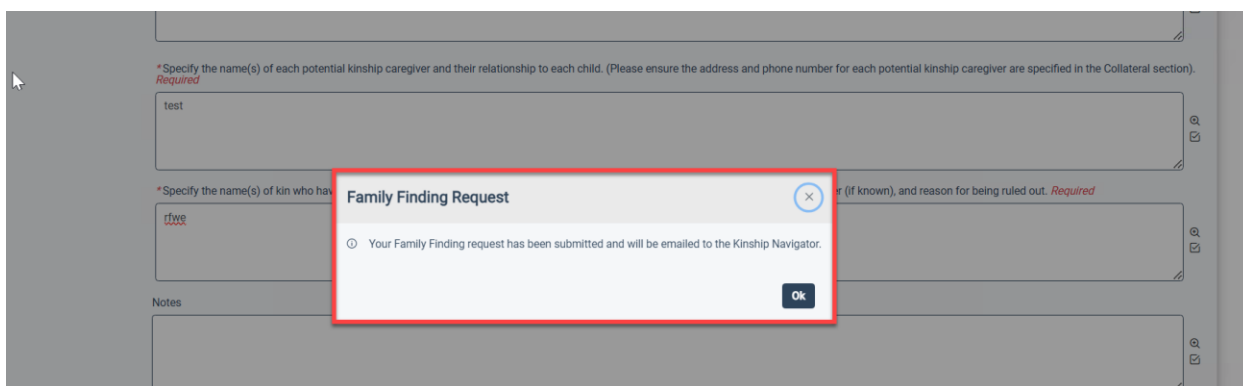
Notes

Cancel & Go Back to People Search List

Save **Submit**

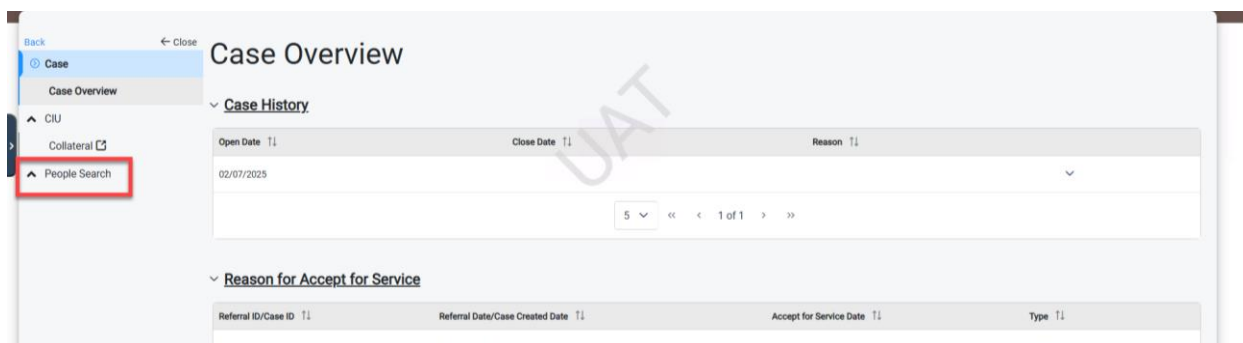


- On click of Submit, below message will be displayed to indicate that the request is submitted, and Kinship Navigator group has been notified about the same. Click on OK button to close the popup.



## 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.

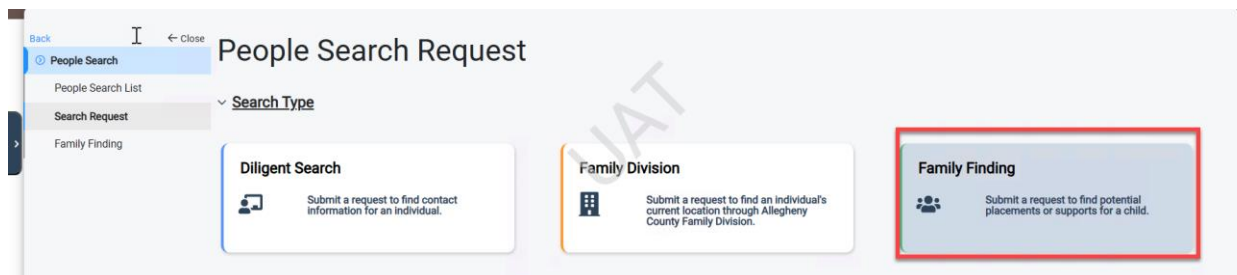


- As soon as you select the People search People Search List gets displayed. Click on the 'New' button.



# JOB AID: People Search Request Flow

- 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)

Send to Provider: THREE RIVERS ADOPTION COUNCIL, INC.

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 at least 3 years of CYF involvement

**Service Information** (1/5 Required Fields)

\*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** (0/2 Required Fields)

\*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**

Cancel & Go Back to People Search List

**Save**

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

UNAPPROVED

Approval History

Requested Worker	Requested Date	Approval/Sent Back Worker	Approval/Sent Back Date	Status
No results found				

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Request Approval

Requesting Worker  
Amber Manning

Requesting Date  
2/10/2025

\* Approving Worker *Required*

Rhonda Derence - Matching Unit

Cancel & Go Back to People Search List

Save Cancel Request Request Approval

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