

JOB AID: Family Finding Response



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Family Finding Response

- If you are a Kinship Navigator Supervisor, navigate to Family finding tab in the dashboard and select the request that needs to be assigned and click on the 'Assign /Transfer' role.

The screenshot shows the 'Family Finding' section of the 'Home - Dashboard'. At the top, there are three tabs: 'Assigned Workload', 'Family Finding (7)', and 'My Requests'. The 'Family Finding (7)' tab is selected. Below the tabs is a 'Filters' section with fields for 'Referral/Case ID', 'Family Name', 'Request Urgency', 'Assigned Kinship Navigator', 'Request Date From', and 'Request Date To'. There are 'Search' and 'Reset' buttons. To the right of the filters is a large table listing 7 requests. The table columns include: Case ID, Family Name, Number of Request, Latest Request Date, Urgency, Search Type, Assigned To, Caseworker, and Office. The first request in the list is highlighted with a blue circle. At the bottom right of the table is a red box around the 'Assign/Transfer' button.

- The section to select the Kinship Navigator will open. Select one or more Kinship navigators who will be working on the request and click on the 'Update Assignment' button.

The screenshot shows the 'Family Finding' section of the 'Home - Dashboard'. The 'Family Finding (7)' tab is selected. Below the filters, there is an 'Assign To' dropdown menu with 'Warren, Earl' selected. Below the dropdown is a red box around the 'Update Assignment' button. The table of requests is the same as the previous screenshot, showing 7 rows. The 'Assign To' dropdown also has a 'Select an option' option and a 'Cancel' button.

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- If you are a Kinship Navigator, upon login you will by default see the Family Findings requests assigned to you. Click on the 'Show' for the request to work on.

The screenshot shows the 'Family Finding' section of the dashboard. The 'Family Finding' tab is selected. There are three tabs: 'Assigned Workload', 'Family Finding (3)', and 'My Requests'. Below the tabs is a 'Filters' section with fields for Referral/Case ID, Family Name, Request Urgency, Assigned Kinship Navigator, Request Date From, and Request Date To. There are 'Search' and 'Reset' buttons. Below the filters is a table with columns: Case ID, Family Name, Number of Request, Latest Request Date, Urgency, Search Type, Assigned To, Caseworker, Office, and a 'Show' button. The 'Show' button for the first row (Case ID 83909) is highlighted with a red box.

- On click of show the user will be navigated to the Family Finding Response screen -> Methods of identification tab. To document a new support effort, click on the 'New' button.

The screenshot shows the 'Methods of Identification' tab of the Family Finding Response screen. At the top, there are tabs for 'Request Summary (1)' and 'Methods of Identification'. Below the tabs is a 'Completion Status' section with a dropdown menu. To the right are 'Total Support Identified' (0 people) and 'Total Potential Support' (0 people). Below that is 'Total Potential Placement' (0 homes). The main area is titled 'Method of Identification Completed' and lists: Accurint Search, Genogram/Family Tree, Interview, Social Media, and Other. Below this is a 'Methods of Identification' section with a 'Filters' section and a table. The table has columns: Potential Support, Potential Placement, Method of Identification, and a 'Family Division Request' column with a 'New' button. The 'New' button is highlighted with a red box.

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- On click of 'New' the New Potential support effort section gets displayed. Select the Target Child(ren) this support effort applies to. This field will populate the target children having an active Family Finding Request. Fill all the required fields including the methods of identification and save it. Please note that if any changes are made to the existing Support effort, the history for Contact Attempted, Contact Completed, Potential Support and Potential Placement and notes will be saved and displayed in the History grid.

The screenshot shows the 'New Potential Support Effort' form. At the top, a dropdown menu is set to 'James Smith'. A red box highlights the 'Select Method of Identification' dropdown, which is set to 'Genogram/Family Tree'. Other fields include 'Search Date' (02/04/2025), 'Participants Involved In Process' (James Smith), and 'Were you able to find someone from this search?' (Yes). The 'Potential Support Information' section shows 'Select Potential Support Person' (Test Data - New Person). A red box highlights the 'Potential Support Person Details' section, which contains a dropdown menu for 'Test Data (New Person)'.

- After documenting all the support efforts and completing the response, click on the 'Send Notification to Caseworker' button to notify the assigned caseworker.

The screenshot shows a summary of a support effort. It includes fields for 'Most Recent Attempted Contact: N/A', 'Most Recent Completed Contact: N/A', 'Potential Placement: BSC/Mobile Therapist of James Smith', 'James Smith', '40 Norwich Avenue, Pittsburgh, PA, 15229 - 1949', and 'Genogram/Family Tree'. Below this is a table for 'Document Upload (1)'. The table has columns for 'Document Name', 'Description', and 'Date Uploaded'. One row shows 'MTW Instructions effective 2.1.2025.docx' uploaded on '02/04/2025 23:28:19'. At the bottom right of the table is a red box highlighting the 'Send Notification to Caseworker' button.

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Quick Add Contact

- To add the Contact attempted/completed for the potential support, click on 'Quick Add Contact' button.

A screenshot of a web application interface titled "Efforts to Contact Potential Support". The page includes fields for "Most Recent Attempted Contact" and "Most Recent Completed Contact" (both with date pickers), "Potential Placement" (radio buttons for Yes, No, Not at this time), "Potential Support" (radio buttons for Yes, No, Not at this time), and a "Notes" text area. A "History" section shows a table with columns: Most Recent Attempted Contact, Most Recent Completed Contact, Potential Support, Potential Placement, and Last Updated By. The table is currently empty with a message "No results found". A "20" dropdown and navigation buttons are at the bottom of the table. A "Historical Notes" section is partially visible below. A "Quick Add Contact" button is located in the top right corner of the main form area, with a red box drawn around it. A watermark "UAT" is visible across the center of the page.

- On clicking the quick add contact button the pop up gets displayed. The user can fill in all the details and click on save.

A screenshot of a modal window titled "Quick Add New Contact". The window is divided into sections: "New Contact" and "General Information". The "General Information" section contains fields for "Status" (radio buttons for Attempted, Completed, with Completed selected), "Notification" (radio buttons for Announced, Unannounced, with Announced selected), "Date" (date picker), "Time" (time picker), "Type/Location" (dropdown), and "Contact Description" (text area with placeholder "Family Finding Results"). Below this is a "Child(ren) (Select all that apply)" dropdown containing "James Smith" and an "Other Participants (Select all that apply)" dropdown. A "Contact Details" section is partially visible at the bottom. A red box highlights the "5/7 Required Fields" label in the top right corner of the "General Information" section. A "3/3 Required Fields" label is also visible in the bottom right corner of the "Contact Details" section.

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Quick Add New Contact

Family Finding Results

Child(ren) (Select all that apply): James Smith

Other Participants (Select all that apply):

Contact Details

* Contact By **Required**: CYF Caseworker - Referral/ Case

* Purpose (Select all that apply) **Required**: Family Finding

* Narrative **Required**: Name: Test Data, DOB: null, Address: , Phone Number: null

Cancel Save Contact

Document Upload

- To upload the documents, click on the upload documents button and select the documents that need to be uploaded.

Historical Notes

Save Support Effort

Document Upload (0)

Document Name	Description	Date Uploaded
No results found		

Upload Document

Send Notification to Caseworker Preview

Cancel & Go Back to Dashboard

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- Enter the description for the document. Click on the Upload button. Multiple documents can be uploaded at once.

