

DHS unveils Client View

Providers and clients alike will now be able to view person-specific information contained in the Department of Human Services' (DHS) Data Warehouse through Client View, an externally accessible, internet-based application.

Client View's secure provider functionality was developed in response to feedback from DHS's contracted service providers who felt that additional insight into past service activity could greatly improve their ability to serve clients. To that end, the application was designed to allow providers to view demographics; involvement in DHS programs; and data around involvement in programs with external groups such as juvenile probation, Allegheny County Jail, Allegheny County and Pittsburgh Housing Authority, school enrollment and public benefits on a client-by-client basis. Plans and assessments such as the Children Assessment of Needs and Strengths (CANS), Adult Needs and Strengths Assessment (ANSA) and risk assessments are also available for review in the tool.

"We believe that providers are better equipped to serve clients when they are able to see the 'big picture'," said Brian Bell, analytical unit supervisor for the Office of Data Analysis, Research and Evaluation and privacy officer for Allegheny County. "We take our role as a government coordination and oversight agency seriously, and feel that it is not only our right but our responsibility to share client information in a way that supports quality, transparency and coordination of care."

To access Client View, providers must contact the Allegheny County DHS Service Desk to request user credentials. Once credentials are granted, providers may "claim" clients by requesting access and indicating a reason for access. These claims are valid for 90 days if the provider is actively serving the client and 72 hours if the claim is for a referral. If needed, access may be renewed.

Clients wishing to access Client View require a Commonwealth of Pennsylvania Keystone ID, which is created when applying for state public assistance benefits. If they do not already have this ID, they can create one seamlessly from the Client View system. Clients can then request access to their record and may link their children's records to their account.

DHS reviews all access requests to ensure that details provided match the information on file.

Over the next few months, DHS will be training providers on accessing Client View and best practices. Client outreach is scheduled to begin in early April.