
**JAIL COLLABORATIVE
INTERNAL USER GUIDE**

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Introduction

What is Jail Collaborative?

Jail Collaborative is the repository of record for complete, real-time service information for all Jail Collaborative clients. It captures information services rendered, goals and their outcomes for these clients.

How will I use the Application? - Overview

Jail, Re-entry, Probation and Courts users are considered the Internal Users for the Jail Collaborative Application. As an internal user, you may have **primary assignment for a client**, which means you own that client in the system. You will be responsible for **updating client demographic/contact/employment** information as well as **maintaining up-to-date information on the summary screen**.

These users will be responsible for clients in the Jail Collaborative system. The first step in the process is to **open an intake** for a client.

Once an intake for a client is open, you will **refer that client for services**. When making a service request, you will choose the provider to whom the request for service will be sent.


Once a client is receiving services, you will be able to **view goals and outcomes** that are documented by providers about that client.

Once providers are providing services to clients, they will be able to request additional services for these clients. With **primary assignment**, you will **approve or deny these additional service requests** and if you approve, you will select a provider to send this service request.


Once a client is no longer receiving services, you will be responsible for **closing the intake**.

Navigating & Common Screen Elements

Logging into Jail Collaborative Application

- Click the icon on your desktop 
- OR navigate to the URL: <https://kids.county.allegheny.pa.us/kids>
- To access the system, log in using your Login ID and Password
 - The System Announcements link will display a schedule of any maintenance windows planned for the application.
- Then click the **[Login]** button

TIP: Pop-up blocker must be turned off for the application to open.



Login

Login ID: *

Password: *

Disclaimer

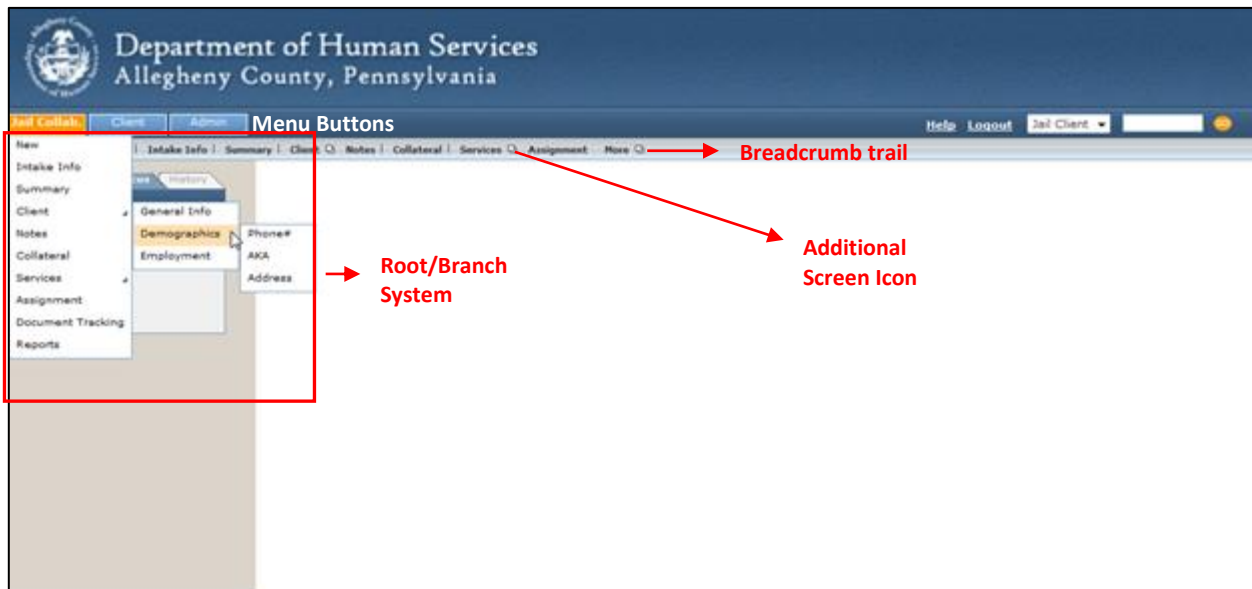
You are about to enter the private network of Allegheny County. All information on this site is confidential. Access is limited to persons with user identification assigned by Allegheny County. Unauthorized access to this system or the information contained there is a violation of County, State and Federal Laws, and will be punished to the full extent of the law.

Login

[System Announcement](#)

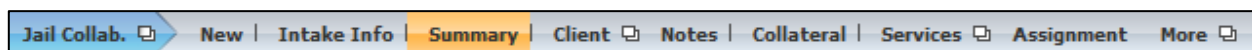
Key Elements of the Application

Menu Buttons and Root/Branch System



- The Root/Branch system goes out to the leaf level
- Names in screens in bold text can be navigated to
 - Screen names in light text cannot be viewed. An action must happen before this screen can be viewed
 - Hover on menu buttons to expand menus. Be sure to navigate straight down and straight across
- Click when the desired screen is highlighted in the expanded menu
- Black corner triangle [▾] indicates that there are additional screens in the menu
 - If the menu item does not have the icon, then there is only one screen

Breadcrumb Trail



- Another way to navigate in the application
- Displayed when one of the menu buttons is selected
- Displayed once an entity is in focus. This displays one level of the menu
- This toolbar will change depending on where you are in the application
 - **Blue** shows the root pages
 - **Orange** shows current location in the application
 - **Gray** shows additional screens

- The Additional Screen icon is a small square icon found on certain breadcrumb toolbar buttons



- If a toolbar button does not have an icon, it means that there is only one screen associated with that button and there are no additional screens at a lower level. The screen clicked will display



Left Navigation Bar



- The left Navigation Bar is used to assist with your day to day activities in the Jail Collaborative Application
- This feature is always displayed
- There are three tabs that function like file folders
 - Organizer tab
 - Focus tab
 - History tab
- Click on the + sign to expand and collapse lists

Organizer Tab



The **Organizer tab** is a tool used to display responsibilities for the active user

- **Workload:**
 - My Assignments
 - Shows all of the Jail Clients assigned to you
 - My Workers
 - Shows all the workers in your units and their client workload
 - Other Units
 - Shows all the other Jail Collaborative units (Probation, Courts, Re-entry, Jai); you will see the users in those units and their client workload
- **My Calendar:**
 - Used to show when tasks are due
 - Alerts can be auto generated or entered manually
- **My Tasks:**
 - My Request
 - Awaiting Approval – items that have been submitted for Supervisor approval
 - Denied – items that approval has been denied
 - Recently Approved – items that have received supervisor approval in the last 30 days
 - Returned – Items that Supervisor has sent back for editing
 - My Approval Inbox
 - Awaiting Action: Items awaiting your action
 - My Alerts

History Tab



- The **History** tab lists the last 5 screens that were viewed during your current session

Focus Tab

Organizer **Focus** History

In Focus

User Name:
Kenneth Lynne Hirtz-PAD

Entity Type:
Client

Entity Name:
MALE TESTER

Entity ID:
849365

- The **Focus** tab displays the active Jail Collaborative client
 - Only one client can be in focus at a time

Bringing an Entity into Focus

- Provides the means to update or view client information
- Any screen viewed will be for the Jail Collaborative client that is in focus
- Always make sure the desired client is in focus

Organizer **Focus** History

In Focus

User Name:
Kenneth Lynne Hirtz-PAD

Entity Type:
Client

Entity Name:
MALE TESTER

Entity ID:
849365

Searching a Client

Department of Human Services
Allegheny County, Pennsylvania

Jail Collab. **Client** Admin Help Logout Jail Client

Organizer **Focus** History

Client Search

* Denotes Required Fields ** Denotes Half-Mandatory Fields *Denotes AFCARS Fields

Search Criteria

Search Type

Client Search Adoptive Client Search

Client Characteristics

Client Characteristics

First Name Starts With Middle Name Starts With Last Name* Starts With

Date Of Birth (From) Date Of Birth (To) Gender Race

Address

Address

Address Line 1 Address Line 2

City State

Unit Number Zip

SSN

SSN

Client ID

Client ID

MCI ID


MCI ID

Search Show Clear Cancel

- Navigate to the Client Search screen (**Client > Search**)
- Enter client information and click **Search**
- Review the client results and highlight the client of interest and click **Show**

Quick Search



- Enter the Jail Collaborative Client ID Number and click 
- Your Entity will be in focus

Common Screen Elements

Field

Client Details

Client Information

Prefix First* Middle Last* Suffix

Gender* SSN Birth Date* MCI ID

- A field is an area where data can be entered
- Limited in size
- Mandatory fields are yellow and marked with an asterisk

Radio Button

Type

Part Time Full Time

Duration

Seasonal Year Around

- Radio buttons are found next to certain fields in the application.
- Once selected the radio button will turn blue
- Only one Radio button can be selected within a group

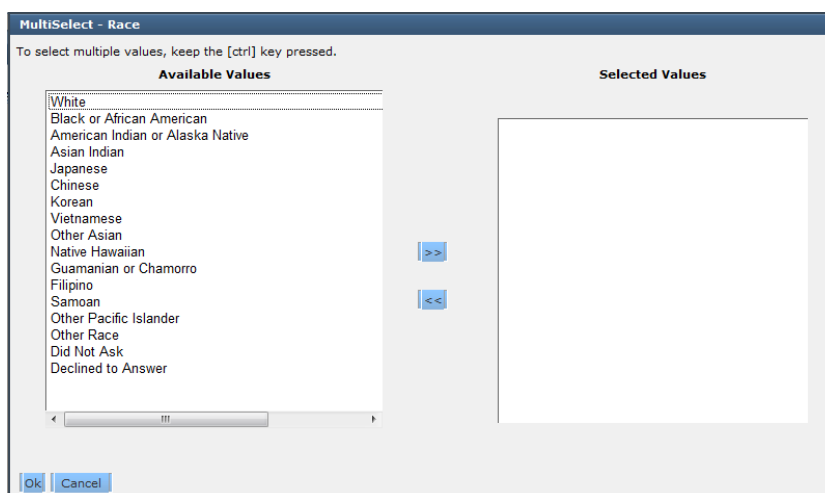
Check Box

Services

- Counseling Services
 - Jail Collaborative
 - Domestic Abuse Counseling
- Education
 - Jail Collaborative
 - Education
- Employment and Training
 - Jail Collaborative
 - Employment and Training
- Family Support Services
 - Jail Collaborative
 - Family Support

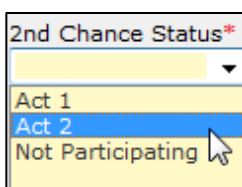
- Select and deselect by clicking inside the box
- Multiple boxes can be selected at the same time

Multi Select Box



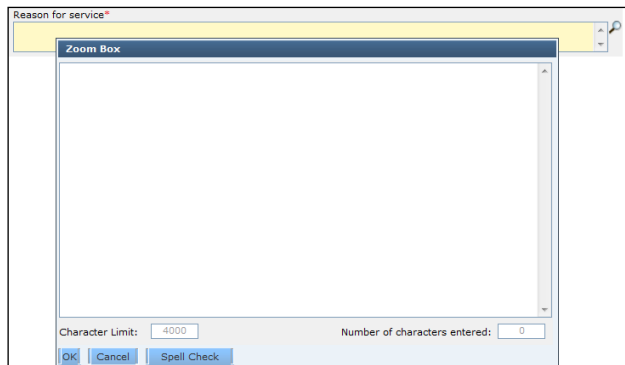
- Click the [Select] button located beneath the field to open the corresponding Multi-Select pop-up
- Contains a list of predefined selections
 - Highlight selection(s) and use middle buttons (>>) to move values from “Available Values” to “Selected Values”
 - To add more than one value at a time, hold the CTRL button on your keyboard while selecting all applicable values
- Click the [Ok] button to close the pop-up and the Selected Values will display in the corresponding field

Drop-Down List



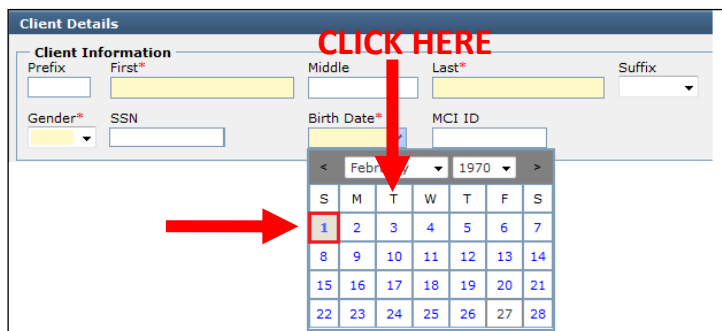
- A drop-down list is a field with predefined selections
 - Only one selection can be made from the list
- To display the list, click on the arrow on the right of the field
 - Click on the desired selection, that selection will display in the field

Narrative Text Field / Zoom Box



- Click in to the field and type narrative text
- Click on the Magnifying Glass icon to the right of the field to open the Zoom Box
- Use the Spell Check feature by clicking on the Spell Check button
- Character Limit is displayed along with the number of characters used

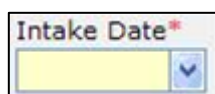
Date Field



- Click on the drop arrow to open the calendar window
- Select the month, year and then day
- The selected date will populate in the field
- The date can also be typed in the field in MM/DD/YYYY format

Required Fields

- Field must be completed before the screen can be saved. These fields are indicated with yellow shading and *
- All fields are expected to be completed if the information is known



Tabs

- Tabs show that there are multiple screen layers on top of each other
 - These are accessed by clicking on the desired tab to bring that information to the top of the stack
- The tab that is selected and currently displayed is highlighted in blue

Address Box

- Click **Edit**

- The 'Enter Address' pop-up is displayed
- Select the Address type and complete the applicable fields. Click **Search**
- The system will validate the address against a postal database
 - The address will validate and a message indicating this will be displayed
 - An alternate address will be displayed
Select the proper alternate address
 - The address will not validate and a message indicating this will be displayed
 - To add an unverified address, click the box next to *Save Without Verification*
- Click **OK**.

- Once an address is selected and you click OK, the address will populate the field

Grid

- Grids are built based on the fields completed on the screen
- If no information is currently in the grid, the fields below will be empty. Complete the fields and click OK.
- If there is information already in the grid, the fields below will populate with the information from the entry highlighted. To add a new entry, click New and the fields will clear. Complete the fields and click OK.

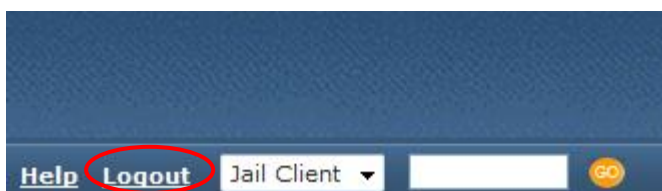
The screenshot shows a web application interface for managing collateral information. At the top, there is a table titled "Collateral" with two columns: "Name" and "Relationship to Family". The table contains three rows: "Cousin Test" with "Cousin", "Son Test" with "Son", and a partially visible "Cousin Test" with "Cousin". The "Son Test" row is highlighted in orange. Below the table is a "Collateral Details" section. It includes a "Relationship to Client*" dropdown menu set to "Son", and "Start Date" and "End Date" dropdown menus. There are two tabs: "Demographics" (selected) and "Contact Info". The "Demographics" tab contains several input fields: "Prefix", "First*" (containing "SON"), "Middle", "Last*" (containing "TEST"), "Suffix", "Gender*" (set to "Male"), and "SSN". Below these is a "Collateral Comments" text area. At the bottom of the form are buttons for "New", "Save", "Delete", "Search", and "Cancel".

Timing Out

- After 80 minutes of inactivity in the application, the application will time out
- If the session has timed out, any unsaved information will be lost
- **Save frequently**

Logging out of the application

- To log out, click the Logout link in the upper-right corner of the screen
- Make sure you have saved everything you are working on before you click the Logout link



Intake/Summary

Screens and Navigation Path

Screen	Navigation Path
<i>Intake Info</i>	Jail Collaborative > New
<i>Summary</i>	Jail Collaborative > Summary



Highlights & Tips

How to begin the Intake process:

- If you know your client already exists in the Jail Collaborative Application...
 - If the client already exists in the system, it means they either currently have an open intake or they have previous intakes that have been closed. You will not be able to open a new intake unless all previous intakes are closed. New intakes must start on the same date or subsequent date of the close date of the previous intake.
 - If you know this client has been created in the Jail Collaborative application previously, search the client (**Client > Search**). Enter client's Last Name or Client ID, click **Search**. Select the client from the search results, click **Show**. The summary screen will appear with existing Intake information; On the bottom of the screen, click **New Intake** and the *Intake Info* screen will appear.
 - If this box is not active, it is because the client has a currently open Intake
 - Complete the *Intake Info* screen* and click **Submit**
- If you know your client does not currently exist in the Jail Collaborative Application...
 - Your client will not exist in the Jail Collaborative system if there have been no intakes created for this client previously
 - Navigate to (**Jail Collaborative > New**) and complete the *Intake Info* screen* for this new client
 - Although your client may not be known in the Jail Collaborative Application, they may have a prior history with DHS, in which case they would have a unique MCI ID previously assigned
 - Once you **Save** the Intake info screen, if the client Name/Date/Gender/DOB has been entered in the Client Information section above, the application will search MCI (Master Client Index) to see if your client exists

TIP: All clients in any of the DHS applications have a unique MCI that is used across all applications.

 - If your client is unique, the MCI ID will automatically be created and populate in the field
 - If your client closely matches an existing client, a Search Results box will appear
 - If your client does not match any of those on the list of results, click Select under *Person Search Results* to create a new client with a unique MCI ID

- If your client does appear on the list, highlight your client, verify the information that appears is correct, and click **Select** under *Potential Matches*. This will use the existing MCI ID for this client and populate the Client Information section with their information
 - Once all known information is entered, click **Submit**
- If you do not know if your client exists in the Jail Collaborative Application...
 - Search the client (**Client > Search**). Enter client's Last Name, click **Search**. Review the results
 - If your client is on the search results list:
 - Select the client from the search results, click **Show**. The summary screen will appear with existing Intake information; on the bottom of the screen, click **New Intake** and the *Intake Info* screen will appear *
 - If this box is not active, this is because the client has a currently open Intake
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 - Once all known information is entered, click **Submit**

*See Job Aid "New Intake" for detailed instructions on how to complete the Intake Info Screen

Reviewing the Summary screen

- The summary screen will show:
 - *Assignment*: a history of who has had primary/administrative assignments
 - *Intake History*: a list of all the intakes that have been opened for this client

- To view the details of an Intake episode, highlight the intake of interest. The fields below will populate with the information from this Intake
- Several of the fields can be updated on this screen
 - *Out of County Detainer* can be changed; select the dropdown and choose appropriate response
 - Assessment Date/Score can be changed/added
 - Select the *Assessment Date* dropdown and choose a date
 - Enter an *Assessment Score* in the designated field
 - *Jail Release date* can be entered; select the dropdown and choose a date
TIP: If a Jail Release date is entered, an email notification will be sent the user with primary assignment.
 - Sentenced information can be added in the grid
TIP: Sentenced information that was added during intake CANNOT be updated. Only new entries can be created.
 - Select *Minimum Date* from the dropdown
 - Select *Maximum Date* from the dropdown
 - Enter *Offender Tracking Number* and *Description* in the designated fields

Updating Client Information

Activities

- Adding Client General Information
- Adding Client Demographic Information
- Adding Client Employment Information

Screens and Navigation Path

Screen	Navigation Path
<i>General Info</i>	Jail Collaborative > Client > General Info
<i>Phone Number</i>	Jail Collaborative> Client > Demographics > Phone #
<i>AKA</i>	Jail Collaborative> Client > Demographics > AKA
<i>Address</i>	Jail Collaborative> Client > Demographics > Address
<i>Employment</i>	Jail Collaborative> Client > Employment



Highlights & Tips

General Information

- Fields on this screen will populate with the information provided during Intake. If information on this screen is incorrect (i.e. Date of Birth), update it on this screen and press **Save**. This will correct this information in all screens in the application
- Even if the fields on this screen are not required, fill them in if you have the information

Phone Number

- Enter all phone numbers known for the client. If the client is best reached on a certain number, include that information in the Description field

AKA

- If the client goes by any other names, include this information in the AKA screen.

Address

- Click **New** to add a new address. A new line will generate on the grid and the system will clear out the address tab. Click **Edit** to open the Enter Address pop-up box. Enter the client's address and click **Search**. The system will search the database and check records for the address. Once it returns the results you can select the correct address by highlighting the address. Once you select an address, the county, municipality, school district, residency, and city council district fields will automatically populate. Click **OK**. You will then be taken back to the Address screen. Click **Save**
 - If the Correct address does not come up in the search results, check the box next to **Save Without Verification** and press **OK**

Employment

- Client Employment grid will show a history of all client Employment information. To add a new employment record, click **New**. Enter all known information and click **Save**
**See Job Aid "Adding Employment Information" for detailed instructions on how to complete this screen*

Adding Collateral

Screens and Navigation Path

Screen	Navigation Path
<i>Collateral/Significant Other Information</i>	Jail Collaborative > Collateral

Highlights & Tips

- Add a new collateral
 - If collateral has been entered previously, it will appear on the collateral grid. To add a new collateral, select **New** and enter all information known about the collateral on both the Demographics and Contact Info tabs. Click **Save**. The collateral you created will appear in the grid
 - If no collateral has been entered and the grid is empty, proceed with entering the information in the fields and click **Save**. The collateral you created will appear in the grid

**See Job Aid “Adding Collateral and Notes” for detailed instructions on how to complete this screen*

Notes

Screens and Navigation Path

Screen	Navigation Path
<i>Notes</i>	Jail Collaborative > Notes

Highlights & Tips

- **All** Existing notes will display in the Notes History grid at the top of the screen
- To add a new note, click **New** and complete all required information
- Once a note has been saved, it cannot be updated
 - To view a previously written note, highlight the note of interest. The General Information and Notification Participants fields will populate with the information from that note

**See Job Aid “Adding Collateral and Notes” for detailed instructions on how to complete this screen*

Service Requests

Screens and Navigation Path

Screen	Navigation Path
<i>Service List</i>	Jail Collaborative > Services > Service List
<i>Service</i>	Jail Collaborative > Services > Service



Highlights & Tips

- The 'Service List' screen will show a history of the services for which the client has been referred
 - To view all current services, select the radio button beneath the grid next to View All Current Services Episodes
 - To view a complete history of all services (from the current intake and previous intakes, if applicable) select the radio button beneath the grid next to View All Service Episodes
- To refer the client for a new service, select New beneath the Services List grid

**See Job Aid "New Service Request" for detailed instructions on how to complete this screen*

Outcomes and Measures and Supplemental Intake Form

Screens and Navigation Path

Screen	Navigation Path
<i>Outcomes and Measures</i>	Jail Collaborative > Services > Outcomes and Measures
<i>Supplemental Intake Form</i>	Jail Collaborative > Services > Supplemental Intake Form



Highlights & Tips

- Providers that are providing services to the Jail Collaborative clients will be documenting Outcomes and Measures and completing Supplemental Intake Forms for these clients.
 - To view the Outcomes and Measures documented by a provider for a specific service, navigate to the 'Service List' screen (**Jail Collaborative > Services > Service List**). Highlight the service episode of interest and click **Show**. Navigate to the Outcomes and Measure screen (**Jail Collaborative > Services > Outcomes and Measures**). The Outcomes and Measures form for this service will appear in read-only format for your review
 - To view the Supplemental Intake forms documented by a provider for a specific service, navigate to the 'Service List' screen (**Jail Collaborative > Services > Service List**). Highlight the service episode of interest and click **Show**. Navigate to the Supplemental Intake Form screen (**Jail Collaborative > Services > Supplemental Intake Form**). The Supplemental

Intake Form screen will appear with a grid that will show all of the forms created for this client. Highlight one of interest and click **Show**. The form will open in read-only format for your review

Assignments

Screens and Navigation Path

Screen	Navigation Path
<i>Assignment</i>	Jail Collaborative > Assignment
<i>Assignment Transfer</i>	Admin > Assignment Transfer

Highlights & Tips

Assignment

- There will be situations in which the assignment for a Jail Collaborative client will need to be transferred. For example, if a client starts the Jail Collaborative program while in Jail, the primary assignment may be held by a Jail user. If that client is released from Jail while in the program, the assignment may be transferred to a Probation Officer. This transfer will be done using the *Assignment* screen from the *Jail Collaborative* menu (**Jail Collaborative > Assignment**)
 - The person relinquishing Primary Assignment will navigate to the *Assignment* screen. Click **New** to add a new assignment. Under *Assignment type*, select the radio button for *Primary*. Identify the Unit and Staff member who will now have Primary Assignment for this case and select a start date. Click **Save**
 - NOTE: There can be only one Primary Assignment for a client. Adding a new Primary Assignment will automatically end the current one. For example, if a Re-entry specialist is transferring Primary Assignment to a Probation worker, adding this new assignment for the Probation worker will automatically end the Re-entry specialist's Primary Assignment and they will no longer own this case in the system
- There may be situations in which you need to temporarily transfer Primary Assignment to another worker (for example, you are going on vacation or an extended leave), either in your unit or in a different unit. The same process will be followed to add a new Primary Assignment. Once you are ready to reassume Primary Assignment, the user currently holding that responsibility will transfer it back to you following the same process as above. Notify them when you are ready to take back assignment.
- Adding an Administrative Assignment will allow another user to enter information for the client. Navigate to the *Assignment Screen*, and click **New**. Under *Assignment Type*, select the radio button for *Administrative*. Select the Unit and Staff member to assign Administrative responsibility. Select a start date (and end date, if applicable). Click **Save**. The user selected will have full access to the client in the system.

TIP: Users will have access to view all the clients that are assigned to someone in their unit. You will be able take over assignment for a client from someone in your unit at any time. You would pull that client into focus, navigate to the Assignment screen and complete as above.

TIP: Probation and Re-entry users can come in AT ANY TIME and take over assignment for a client regardless of the original assignment.

TIP: Once an assignment is changed, an email will be sent to the user with the original assignment to notify them of the change.

Assignment Transfer

- This screen will differ in use from the Assignment screen as it will be used primarily for transferring entire workloads. For example, if a worker leaves the agency, all of his/her client assignments will need to be transferred to someone else
- Navigate to the *Assignment Transfer* screen (**Admin > Assignment Transfer**). Under the *Transfer From* section, use the Unit Filter and Staff Filter dropdowns to select who the workload is being transferred from. Under the *Transfer To* section, use the *Select Unit* and *Select Staff* dropdowns to choose who the workload is being transferred to. Click **Transfer**

Admin

Activities

- Monitoring Workload
- Tracking Documents
- Adding to/Accessing the File Cabinet

Screens and Navigation Path

Screen	Navigation Path
<i>Workload</i>	Admin > Workload
<i>Document Tracking</i>	Jail Collaborative > Document Tracking
<i>File Cabinet</i>	Admin > File Cabinet



Highlights & Tips

Workload

- This screen will give you access to view all of the different Jail Collaborative Units, the workers in those units, and the client load assigned to each of these workers
 - Select the *Unit* dropdown and select unit of interest
 - Once a Unit is selected, the system will generate a list of the workers in that unit in the *Workers* dropdown. Select this dropdown and select a worker
 - The grid will populate with the information about that workers' clients and their intake information

Document Tracking

TIP: Client must be in focus to upload a document for that client.

- Navigate to the 'Document Tracking' screen (**Jail Collaborative > Document Tracking**)

- The Documents grid will display a list of all the documents that have been uploaded for that client
- Add a new document
 - TIP: If there are no documents in the grid, proceed to the Document Information section to complete the details about the client*
 - TIP: If there are documents previously entered, the fields in the Document Information will populate with the information from the Document that is highlighted. Click **New**. The fields will empty in the Document Information Section.*
 - Select the *Document Tracking* dropdown. Select either 'Assessment', 'Plan', or 'Other'
 - TIP: Make sure you select the right type. This will ultimately guide what folder in the 'File Cabinet' this document is uploaded to.*
 - Enter narrative comments about the document being uploaded in the *Description* field
 - Click **Save**
 - Click **Import**. A dialog box will open. Click **Browse** next to the *File Name* field and locate the file you wish to upload. Click on the file and then click **OK** (or double click on the file) The pathway to the file you selected will populate in the *File Name* field
 - Enter narrative comments in the *Document description* field. Click **OK**
 - A pop up will verify that your document has been added to the file cabinet

File Cabinet

TIP: Client must be in focus to view the file cabinet and documents for that client.

- Navigate to the 'File Cabinet' screen (**Admin > File Cabinet**)
 - For each client, there will be three folders; 'Assessment', 'Plan' and 'Other'. All documents uploaded for this client will appear in these folders
 - TIP: Documents will appear in each of these folders based on the Document Type that was selected on the 'Document Tracking' screen*
 - TIP: Use the (+) and (-) signs next to the folder names to expand the folder*
 - Highlight a document and click **Show** to open this document
 - Highlight a document and click **Details** to view the details of this document

Reports

Screens and Navigation Path

Screen	Navigation Path	Description
Reports	Jail Collaborative > Reports	Client-specific reports
Reports	Admin > Reports	Provider-specific reports

Summaries of Reports

Focus	Report Name	Parameters	Summary of Information in Report
Client Reports Client reports are generated with regard to a single client. To generate a report for a specific client, pull that client into focus and navigate to the Reports screen (Jail Collaborative > Reports). Highlight the report you want to generate and click Preview .	Client Information Report	Client in focus	-Demographic Information -Sentenced Information -Employment History -Service Details
	Active Client Detail Report	Client in focus	-Demographic Information -Sentenced Information -Employment History -Service Details -Details of Outcomes and Measures for each service received
Provider Reports Provider reports are generated with regard to a specific provider. To generate a report for a provider, navigate to the Reports screen (Admin > Reports). Highlight the report you would like to generate and click Preview . The 'Jail Reports' box will appear. Enter the date parameters for the report (Start Date and End Date); under Select Provider(s), select the boxes next to the Providers you'd like to include in this report. Click OK .	Aggregate Active Client Report	Start and End Date, Provider(s)	Aggregate counts of clients receiving services during the selected date range for the provider(s) selected
	Aggregate Client Outcome Report by Provider	Start and End Date	Lists all of the services for which Outcomes & Measures are provided separately, and all clients receiving those services' Outcomes and Measures
	Aggregate Exit Client Report	Start and End Date, Provider(s)	Aggregate counts of client that exited services during the selected date range for the provider(s) selected
	Provider Service Statistical Report	Start and End Date, Provider(s)	Aggregate counts of clients receiving services for the selected date range with detailed demographics breakdowns.
	Visitation Report	Start and End Date	Lists all of the visits (captured from Family Support Outcomes & Measures screen) a client has received in total during the selected date range, and totals broken down by month

Closing an Intake

Screens and Navigation Path

Screen	Navigation Path
<i>Summary</i>	Jail Collaborative > Summary



Highlights & Tips

- In order to close an intake, all services must be closed. The system will not allow you to close an intake if there are currently open services
- *See Job Aid “Closing an Intake” for detailed instructions on how to complete these screens*

Quick Tips

- If make a mistake on a screen, click **Cancel**. This will erase all the information you have entered and you can start from scratch
- If you have logged in and there is an error or the application doesn't launch, check to make sure your browsers pop-up blocker is turned off