



Create and Allocate Services

OVERVIEW

This User Guide details how to Create and Allocate Services in either an Assessment and Coordination case or an Intensive Case Management case.

HINTS & TIPS

The Service can be allocated from the Services tab of the case or in the Service screen itself.

1. ALLOCATING SERVICE WITHIN SERVICES TAB:

Navigate to the **Services** tab within the Case.

If there are no existing services, complete the **Allocation Detail** section.

If there are existing services, click on the **Add Service** button and complete the Allocation Detail section.

Case : (100021484)

Save

Case **Services** Brief Interventions Case Management Review Outcomes Notes (0) Related Activities Audit History

Service Provision

Service Type	Status	External	Start Date	End Date	
	Awaiting Allocation	<input type="checkbox"/>			Delete

Add Service

Allocation Detail

*Start Date

*Status

External Service: Agency ID

Agency Name

End Date

Outcome

Service Duration

*Service Type

Unmet Demand Reason

Service Provider

Program

Comments

Next



Create and Allocate Services

2. SELECTING THE CLIENTS:

When the **Allocation Detail** has been entered, click on the **Next** button.

In the **Allocate People-Service provider screen**, select the appropriate person/s and their appropriate issue/s for the service by selecting the checkbox.

Click on **Create Service**.

Allocate People - Service: (MHS) Provider: (MercyCare (Mirrabooka/Joondalup))

Person View	Person ID	Issue	Issue Detail	Surname	Forename	Select
1	480562	Child Protection Concern	Emotional Neglect	TEST	Melly	<input type="checkbox"/>
2	480575	Family Support	Immediate Family	TESTING	One	<input type="checkbox"/>
3	480575	Mental Health	Diagnosed – Treated	TESTING	One	<input type="checkbox"/>
4	480575	Child Protection Concern	Emotional Abuse	TESTING	One	<input type="checkbox"/>

3. SERVICE ALLOCATED:

After clicking on the **Create Service** button, you are returned to the **Services** tab and the Allocated Service now displays.

Case **Services** Brief Interventions Case Management Review Outcomes Notes (0) Related Activities Audit History

Service Provision

Service Type	Status	External	Start Date	End Date	
Mental Health Services	Allocated	<input type="checkbox"/>	16/08/2020		<input type="button" value="Delete"/>

Allocation Detail

*Start Date: 16/08/2020 *Service Type: Mental Health Services

*Status: Allocated Unmet Demand Reason: [Dropdown]

External Service: Agency ID: [Text] Service Provider: MercyCare (Mirrabooka/Joondalup)

Agency Name: [Text] Program: MercyCare - Reconnect

End Date: [Text] Comments: [Text Area]

Outcome: [Text] Service Duration: [Text]




Create and Allocate Services

4. RECORDING DETAILS OF THE ALLOCATED SERVICE:

In the **Services** tab, click on the **Update Service** button.

In the **Service ID** screen complete the following:

- Today's date is automatically shown in the **Start Date** field. Use the calendar icon to update the Start Date for the Service as appropriate.
- Select the **Assigned To** person using the the search icon .



Click **Save**.



Click on **Transfer to "Parent Case"** hyperlink to return to the main case.

Service ID : (100021514)

Main Information | Brief Interventions | Notes (0) | Related Activities



Details


Assessment  

Comments  


[Transfer to "Parent Case"](#)


Active Holding ?


Start Date  End Date 


*Start Date 16/08/2020  **A**

Service Type Mental Health Services

*Assigned To  **B**

*Provider MercyCare (Mirrabooka/Joondalup) 


Status Open 

Review Date 

5. My FuSioN Services:

The Service will be displayed in the **My FuSioN Services** pagelet from the **My Case & Service List** on FuSioN's Home Page.

My Case & Service List



↓


< FuSioN Home **My Case & Service List**



My FuSioN A&C Cases


My FuSioN ICM Cases

My FuSioN Services

Cases with Active Holding

*Team ID MercyCare (Mirrabooka/Joondalup) 

Q  1-40 of 40  | View 5

My Services | Additional Data | 

Service ID	Case ID	Start Date	Family Name	Service Type	Team	Assigned To	Case Type
100021521	100021484	19/08/2020	TEST	Housing Support	MercyCare (Mirrabooka/Joondalup)	MATHUKU, Trivikram Reddy	A&C