



Office of Children,
Youth, and Families
Internship Photo Journal



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Allegheny County DHS Building – Downtown Pittsburgh

- About the Department of Human Services
- Directly from the Website

“DHS has been meeting the publicly funded human service needs of Allegheny County residents since 1997. We are dedicated to meeting these needs through an extensive range of information exchange, prevention, early intervention, case management, crisis intervention and after care services. DHS is always innovating. We value our ever-growing partnerships and input from the community as we work to improve our services and operations every day. There are many ways to reach out for assistance and to help shape the future of human services. You can learn about them in this section.”



Organizer Focus History

WorkLoad

- My Assignments
- My Family Profiles
- Placement Stability

My Tasks

- My Request
- Online Service Requests
- My Alerts
- CWIS Notifications

Caseload Alerts

[Red Alert] 0 [Yellow Alert] 0 [Green Alert] 0

- Immediate Alerts** [dropdown arrow]
- Urgent Alerts** [dropdown arrow]
- Informational Alerts** [dropdown arrow]

- KIDS is an online system for caseworkers that allows us to communicate with other providers through "contacts" so we can all keep updated on a referral or case
- KIDS allows caseworkers to refer to past referrals or documents in the event of preparing for any time of hearing
- Each tab represents a different type of situation to search; For example, the case tab will allow you to find cases through case numbers or case names
- Within each of these tabs, you will find more specific information regarding the case or referral you have selected for viewing
 - This information includes (but is not limited to)
 - Family plans; court documents; referral snapshots; contacts from other providers or caseworkers; client charges and other general information about them

KIDS

What is it?

Interviewing Checklist



THE PURPOSE OF THE INTERVIEW CHECKLIST IS TO GIVE THE CASEWORKER A BASELINE OF QUESTIONS TO ASK IN ORDER TO GET A FULL UNDERSTANDING OF THE SITUATION



IT IS IMPORTANT TO KEEP TRACK OF AS MUCH INFORMATION AS POSSIBLE, AND WHILE ONE MIGHT NOT ASK EVERY ONE OF THESE QUESTIONS DURING THE INITIAL VISIT, BUT THEY ARE THERE IN CASE IT IS IMPORTANT!!



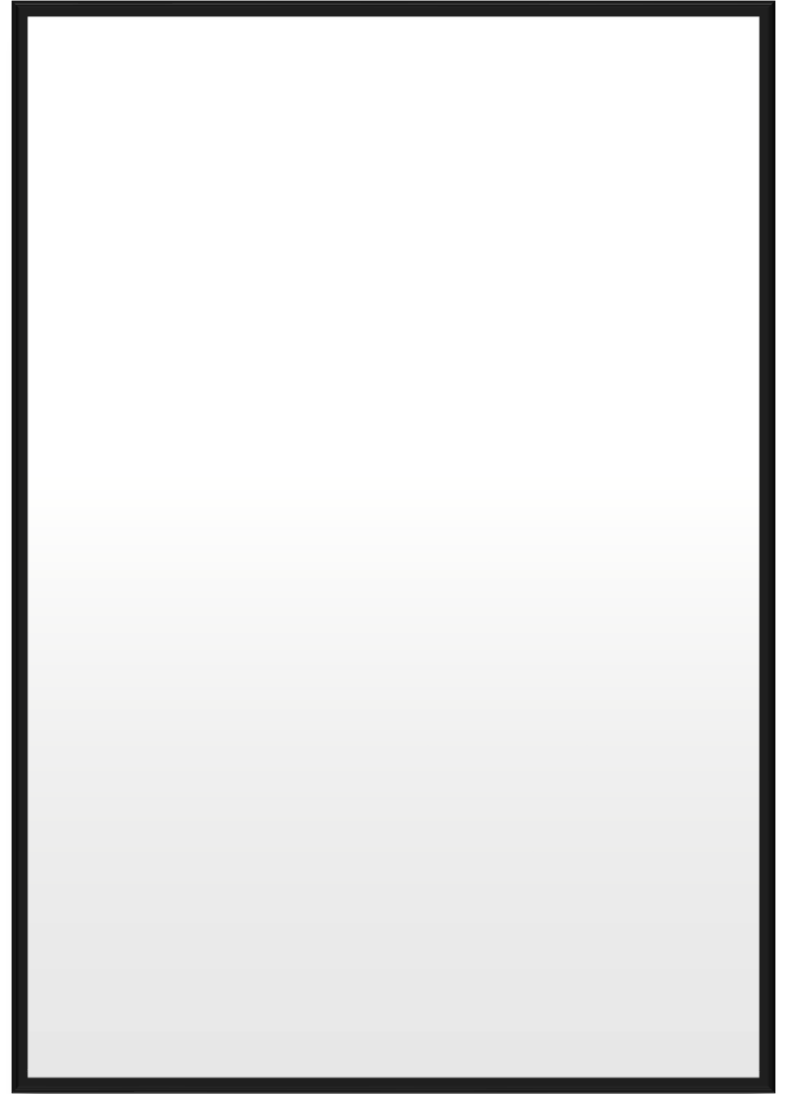
PARENTS CAN SOMETIMES PROVIDE INFORMATION THAT SEEMS LIKE IT FALLS ALL AROUND THE PLACE SO HAVING THIS SHEET WITH THE LITTLE SECTIONS HELPS ME KEEP TRACK OF WHAT GOES WHERE AND WHAT I NEED TO REMEMBER



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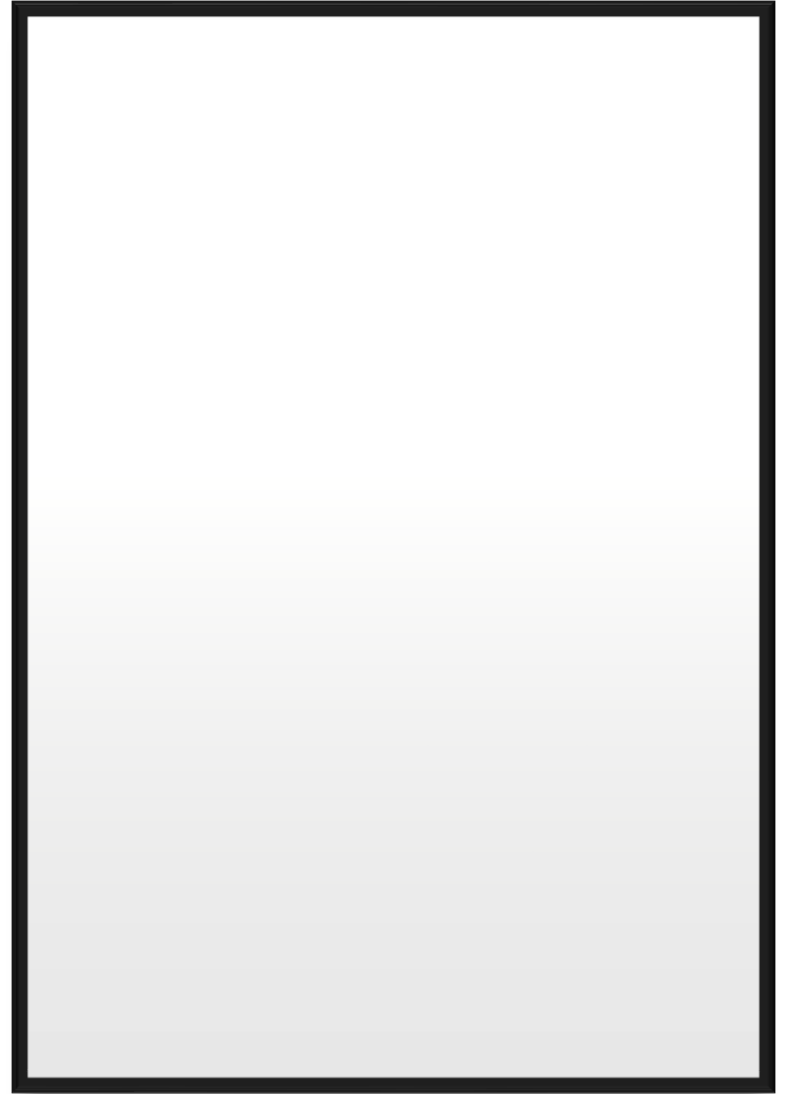
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Release of Information (ROI) Forms and Record Checks

- Release of information forms are required for any situation where information is confidential for one reason or another
 - This includes medical records, school records, and full criminal history
- Record checks serve as the backup for criminal history or CYF history; We want parents to be honest about their criminal history or if there was ever a valid report made against them, but this does not always happen

UPMIC **EXAMPLE**
AUTHORIZATION FOR RELEASE OF PROTECTED HEALTH INFORMATION

I authorize _____ to release information from the record of _____

Name of Facility/Person _____
 Patient Name _____ Birth Date _____ SSN/MRN _____
 Allegheny County Children Youth and Family Services (412) 323-3233 (412) 323-6952
 Name of Facility _____ 901 Pennsylvania Avenue, Suite 7, Pittsburgh, PA 15229
 Facility/Person Address _____

for the purpose of (PROVIDE A DETAILED DESCRIPTION): CYF case record and case planning
 Parts 1 and 2 must be completed to properly identify the records to be released.

1. Type of records to be released and approximate date(s) of service (check all that apply):
 Inpatient Emergency Dept. Dates: _____
 Outpatient Physician Office/Clinic Dates: _____

I authorize the release of: (check all that apply) Mental Health Information Drug and Alcohol Information, contained in the records indicated above.

2. Specific information to be released (check all that apply):
 Consults Medical History & Physical Exam Physician Orders
 Discharge Summary/Instructions Medication Records Progress Notes
 Laboratory Reports/Tests Operative Report Psychiatric/Psychological Eval
 Mammography Report Pathology Report Radiology Report
 Emergency Dept. Report EKG Report(s)
 Other _____

HIV-related information contained in the parts of the records indicated above will be released through this authorization unless otherwise indicated. Do not release

I understand that this Authorization is effective for a period of 90 days from the date of the signature, unless otherwise specified below. No time frame may exceed one year after the date of signature. I understand that I have the right to revoke this authorization at any time by sending a written request to the entity/person I authorized above to release the information. See side two of this form for additional patient rights and responsibilities.


If applicable, specify other expiration date/event here: _____

Date of Signature _____ Signature of Patient (14 years of age or older may authorize release of mental health information. A minor can authorize release of drug & alcohol treatment information without parental consent.) _____ Date of Signature _____ Signature of Parent, Legal Guardian or Authorized Representative* (complete below)
 Date of Signature _____ Witness/Staff Member Signature _____

*Authorized Representative's relationship and authority to act on behalf of patient: _____

ORAL AUTHORIZATION (for persons physically unable to sign)
 NOT Applicable to HIV Related Information or Drug & Alcohol Treatment Information
 I witness that the patient understood the nature of this release and freely gave their oral authorization. (Two witnesses are required)

Date _____ Witness #1 _____ Date _____ Witness #2 _____



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EXAMPLE
 ALLEGHENY COUNTY DEPARTMENT OF HUMAN SERVICES—OFFICE OF CHILDREN, YOUTH AND FAMILIES
 CRIMINAL HISTORY AND CHILDLINE REQUEST

Caseworker _____ Supervisor _____
 Family Case Name _____ Case No. _____ Next Court Date _____
 CHILDREN'S NAMES (List for 2 children for cross-referencing purposes. Not required for PNHMC or New Household Member requests.) _____

REASON FOR REQUEST: Check one major category only
 Emergency Caregiver, relationship to child _____
 Date of Placement _____
 Check one Study as ASCI home 30 days EC payment Non-paid placement
 Non-CYF Court Active (check one)
 Family Arrangement Family Court Placement
 Parenting Screen (check all that apply)
 Custodial Home: Custodial Mother Custodial Father Household Member, relationship to parent:
 Non-Custodial Home: Non-Custodial Mother Non-Custodial Father Household Member, relationship to parent:
 Visitation, relationship to child: _____
 Adoptive Home Case Name: _____ Case No.: _____
 Only FBI needed
 Foster Home Case Name: _____ Case No.: _____
 Only FBI needed
 Custodianship Case Name: _____ Case No.: _____
 Only FBI needed
 New Household Member (ECKCFH/CLIAH or Unapproved Home)
 Case No.: _____ relationship to child or caregiver: _____

Comments: _____

OCYF 209 CRIM/CH/CL Request (Rev. 10/11) For ECKCFH/CLIAH Case Record For Parent/Child Members - Family Record/Misc. Section Page 1 of 1

EXAMPLE
 COUNTY OF ALLEGHENY
 DEPARTMENT OF HUMAN SERVICES
 CONSENT TO RELEASE CONFIDENTIAL INFORMATION

I, _____ do hereby consent to and authorize _____ (Treatment Provider) to release information, as indicated below, to: _____
 Name of person: DHS Office of Children Youth & Families
 Address/Telephone: _____

The following information pertaining to me and the information to be disclosed are:

<input type="checkbox"/>	Whether the client is or is not in treatment
<input type="checkbox"/>	The nature of the program
<input type="checkbox"/>	Client progress
<input type="checkbox"/>	Whether or not the client has relapsed
<input type="checkbox"/>	Program

The information is needed for the following purpose: _____

This information has been disclosed to you from records protected by Federal confidentiality rules (42CFR, part 2). The Federal rules prohibit you from making any further disclosure of this information unless further disclosure is expressly permitted by written consent of the person to whom it pertains or as otherwise permitted by 42CFR, part 2. A general authorization for the release of medical or other information is not sufficient for this purpose. The Federal rules restrict any use of the information to criminally investigate or prosecute any alcohol or other drug abuse patient.

I may revoke this consent to release information at any time in writing or orally, except to the extent that action has been taken in reliance of it.
 I have been offered a copy of this document and I have: () accepted () refused

Signature of Client _____ Date _____
 Signature of Witness _____ Date _____
 Specify date upon which release will expire: _____

Release of Information was revoked (Date/Time) _____

For a list of programs under an administrative release of information, call: Behavioral Health Support Services
 901 Pennsylvania Avenue, Suite 7, Pittsburgh, PA 15229
 (412) 323-3233 (412) 323-6952

EXAMPLE
 UPMC
 AUTHORIZATION FOR RELEASE OF PROTECTED HEALTH INFORMATION

I authorize _____ to release information from the record of _____

Name of Facility/Person _____
 Patient Name _____ Birth Date _____ SSN/MRN _____
 DHS/Department of Human Services/ Allegheny County CYF () Phone () Fax _____
 1 Smithfield St. Pittsburgh PA 15222
 Facility/Person Address _____

for the purpose of (PROVIDE A DETAILED DESCRIPTION): CYS resources/casework
 Parts 1 and 2 must be completed to properly identify the records to be released.

1. Type of records to be released and approximate date(s) of service (check all that apply):
 Inpatient Emergency Dept. Dates: _____
 Outpatient Physician Office/Clinic Dates: _____

I authorize the release of: (check all that apply) Mental Health Information Drug and Alcohol Information, contained in the records indicated above.

2. Specific information to be released (check all that apply):
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 Discharge Summary/Instructions Medication Records Progress Notes
 Laboratory Reports/Tests Operative Report Psychiatric/Psychological Eval
 Mammography Report Pathology Report Radiology Report
 Emergency Dept. Report EKG Report(s)
 Other: Verbal

HIV-related information contained in the parts of the records indicated above will be released through this authorization unless otherwise indicated. Do not release

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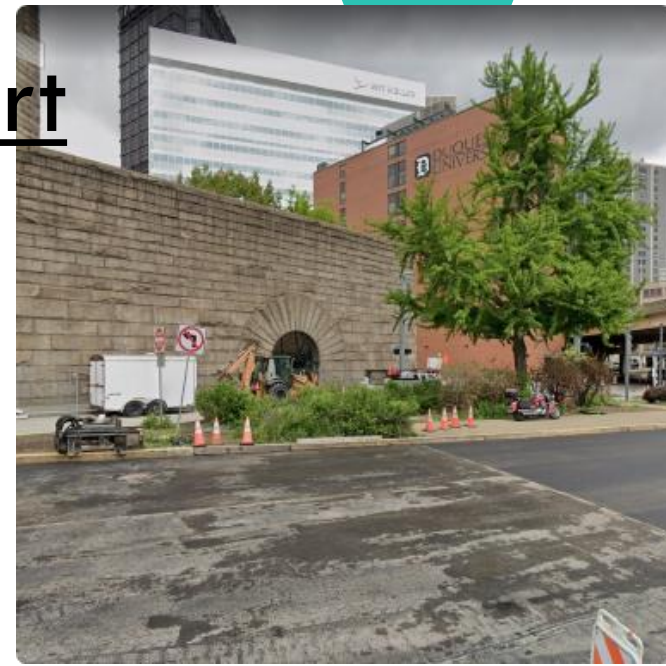
Date _____ Witness #1 _____ Date _____ Witness #2 _____



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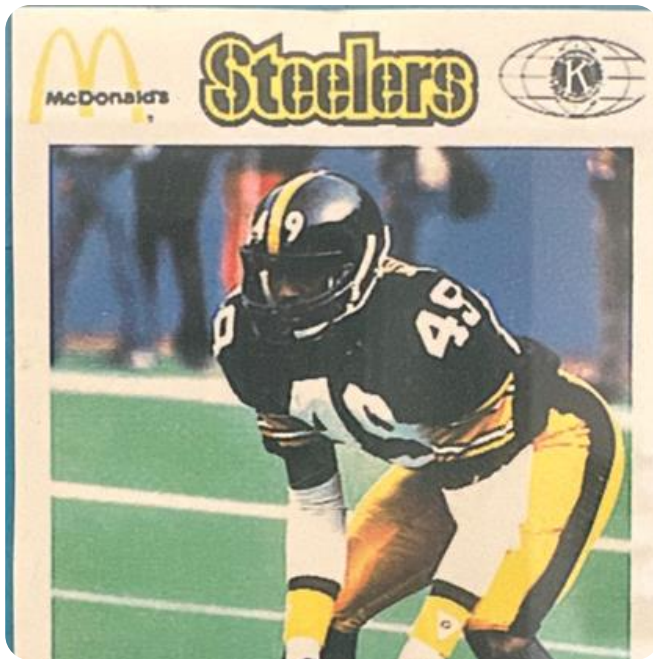
Allegheny County Family Court

- The purpose of family division court deals with anything related to families. These things may include the following:
- For juveniles, they hear dependency, delinquency, TPR's, permanency, etc.
- For adults, they deal with child support, custody of children, divorce, etc.
- The courthouse also provides drug screening if the case or investigation deals with drugs and alcohol.
- CYF usually only deals with the juvenile side of things. While we work with parents in order to enable them to care for their children, in the end it is their own choice whether they want to take part.



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The Honorable Dwayne D. Woodruff

- Judge Woodruff resides in the Family Juvenile Division, where he advocates for children to focus on school
- Truancy is his biggest focus and determines that to be the most important for the child (other than physical safety)
- I couldn't really get pictures of the courtroom or outside because I can't include clients and I can't have my phone on in the courtroom.

The NRO – North Regional Office



The North Regional Office



You might be looking at the building and wondering where the entrances even are!! I know when I started, I had a hard time finding it because the signs are so small!

There is a reason for this, though! It allows us to have a safer working space from clients that can be volatile while also being available enough that clients can come here for supervised visits or meetings with the caseworkers

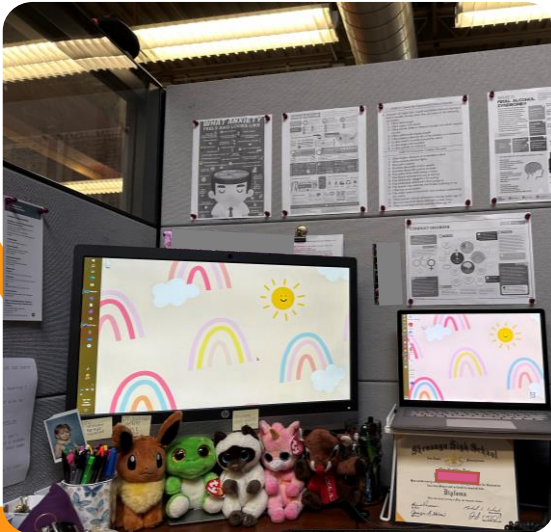
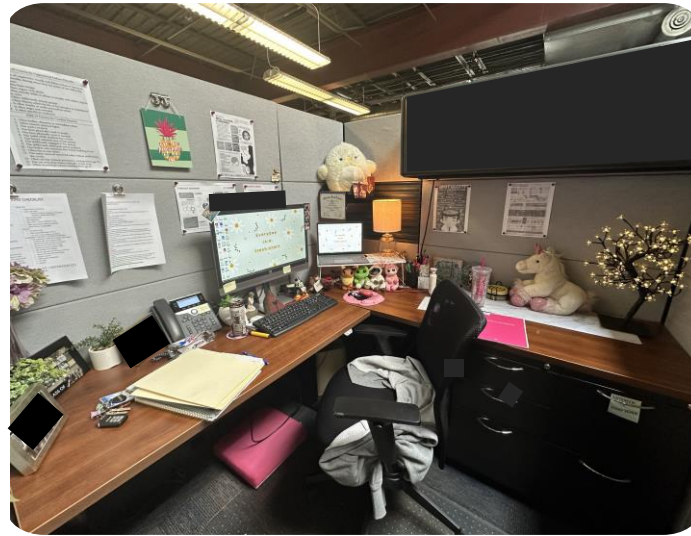


Around the NRO...

What will you see? What is the
significance of these things?

My Cubicle

- This cubicle was assigned to me on my first or second day, and I got to decorate it!! It makes the office feel a little less office-y and more like a home. I feel that through being able to show my personality through the cubicle I stay parked in all day has helped me to maintain some of my sanity thus far. I keep the posters up to remind me of the different disorders and processes for children affected by trauma
- I love working in my little cube because it works well for doing homework and other things because everyone else is working too, plus it is a very good environment for studying and getting work done!



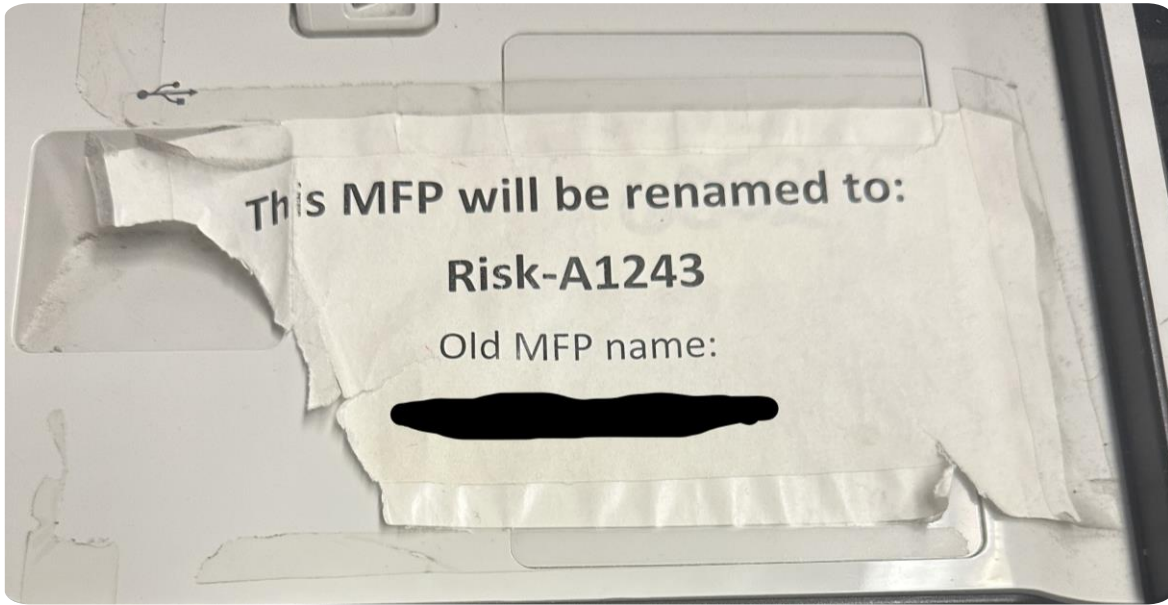


The Diaper And Clothing Rooms

The diaper room holds shelves and shelves of diapers for newborns and young children as well as pull-ups and wipes that kids would need to be clean and kept rash-free

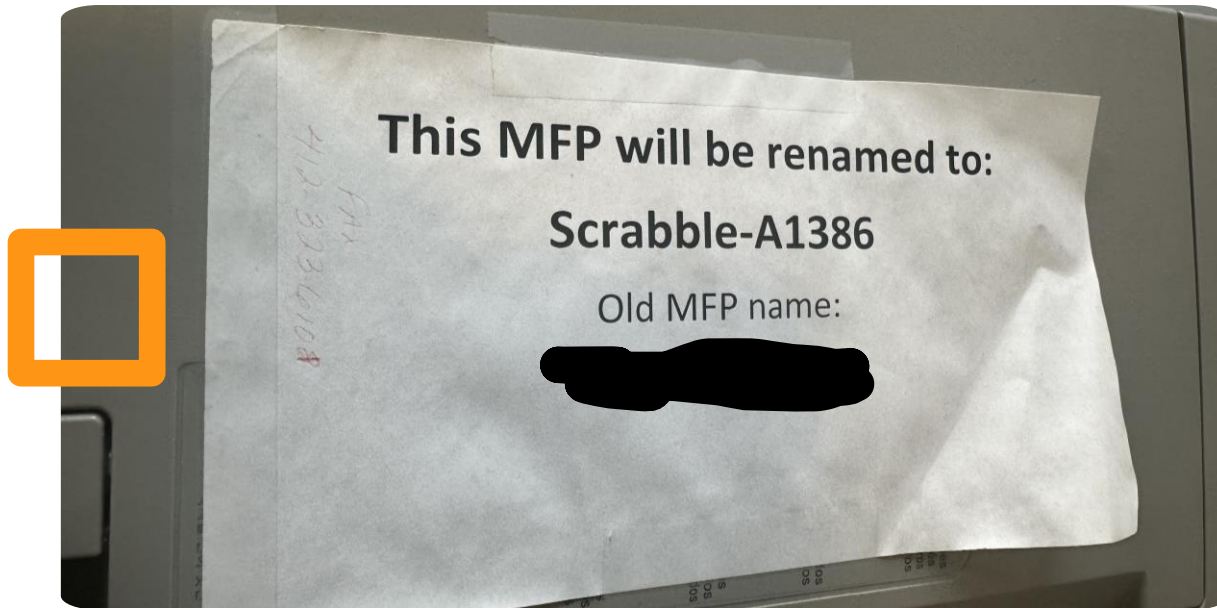
The clothing room is just what it sounds like... a room of clothes!! All for the kids of course. There are clothes for kids most sizes for emergency situations where children might need clothes but doesn't have the means to get them. They are organized by size and 'gender' and range from summer-type clothes and winter-type clothes

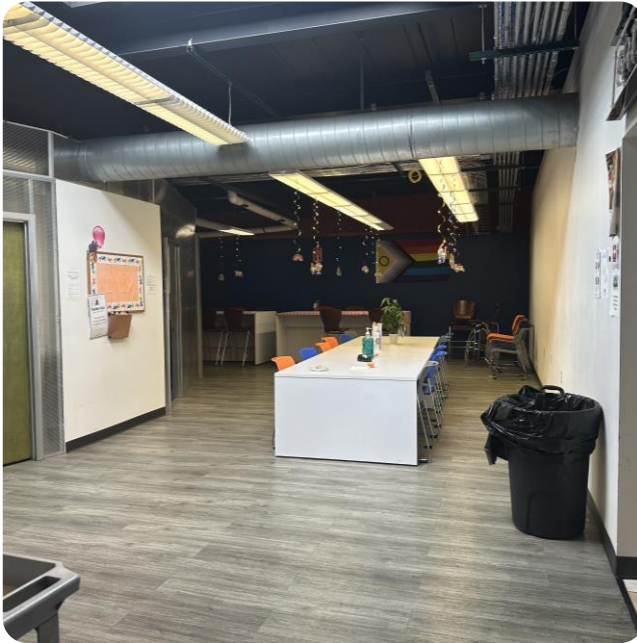




The Printers – Named After Games!

- There are three printers around the office which we use to fax any important documents, upload paper documents to our computers, as well as copy papers (obvi) that would be necessary
- The first printer, which is closest to me, is named after Scrabble; the second close to the lunch-room is named after Risk; The third printer, which I can't seem to find in here, is named after Monopoly!
- Each of the regional offices choose different things to name their printers after.. Such as superheroes, Disney characters, etc. This isn't for any particular reason, just to symbolize that we work for the kids!





The Lunchroom And Conference Room

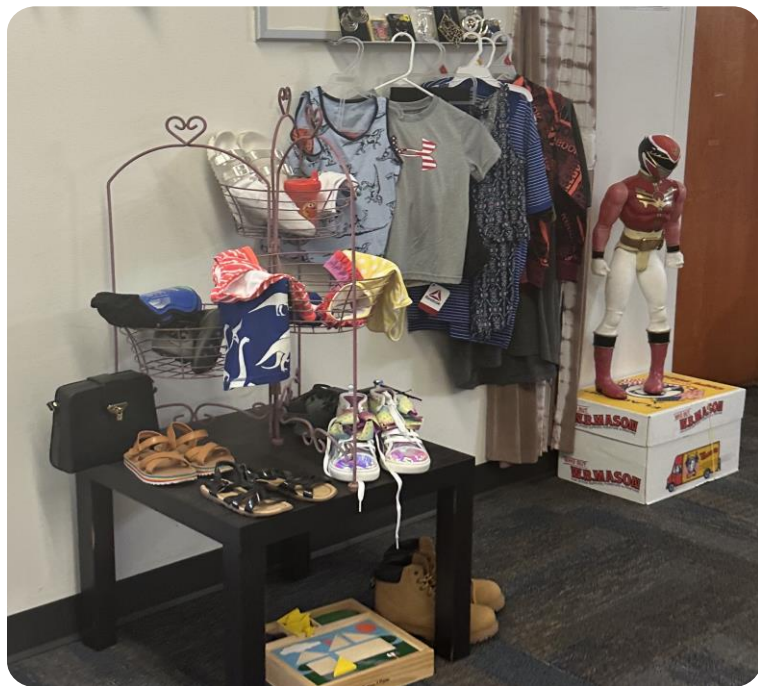
- The lunchroom isn't just for socializing and eating... we also have activities there!
- During the month of June, which is Pride Month, we played Pride games!! It was just a bunch of relay races, but we were all on different teams assigned different colors!
- The conference room is where meetings take place. If the conference room is empty, some people will use it for making phone calls or attending virtual meetings over Teams. This will either be done with the provided county laptop, or through the Surface Hub.
- We also use the conference room for activities! We have learning days where a virtual presentation is given, and we get to eat snacks and color or something like that. It helps us stay connected with the kid in us so we can relate to the kids we work with a bit more



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Allegheny County Court of Common Pleas – The Juvenile Hearing Office

- I couldn't find the exact name for the hearing office that we go to, but it's basically around the corner from the office
- The hearing office sees mainly small case situations, things that don't require a judge's degree of power.
 - *Definition of hearing officer:* an official appointed by a government agency to conduct an investigation or administrative hearing so that the agency can exercise its statutory powers.
 - *Definition of Judge:* a public official appointed to decide cases in a court of law
- There are rooms in the office that close so clients can privately speak with their attorneys, or where caseworkers can talk to families/on the phone
- The kid's area in the office isn't really big but it does keep the kids mostly entertained while they have to wait to go into the courtroom



And Donation Rack

- The announcement table changes either daily or weekly, but I don't get to see it much because its kind of on the opposite side of the office from me; sometimes, though, it is full of activity announcement or parties or any new things that are going on in the North Regional area

Announcement Table



- The donation rack enables people to quickly grab something for a child and give it to them! We keep shoes, accessories, toys, bags, and clothes here usually. It is a great resource for your families!



*What were
your thoughts
on the
internship?*

- I think this was such an amazing opportunity to learn about casework and how to care for families in ways that you might not think of. I've found that working around the children and adults is too interesting for me not to like. Psychology is my favorite science and to be honest casework is rooted in psychology because you must know how to handle different situations that may escalate like domestic violence, behavioral issues, mental health disorders, etc.
- I would recommend this internship for people that aren't certain if they want to work around children or for them, because it can totally lead you in one way or another. While it can be taxing to work with kids and handle all the things they do and deal with, it is so rewarding when you see kids in a healthy environment, and they seem happier.
- The most enjoyable part for me was going on home visits... which sounds totally the opposite of how its meant. I don't like having to go on the home visits, but I enjoyed being able to watch my caseworkers conduct the interviews and learn how to handle different people