



Refugee Support Services Web Tool User Guide

Database for Refugee Support Services

May 2020

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The Refugee Support Services web tool was designed to track all required information related to client services and outcomes in the Ohio Refugee Support Services (RSS) programs. The goals of this database include: efficient data collection, accurate client information and program participation, data quality improvement, and query and report development.

This guide serves as a training tool and desk aid to reference using the web tool.

The web tool utilizes Salesforce software and is accessed through the State of Ohio portal, MyOhio.gov. Ohio has a designated number of licenses for users. Each region that provides RSS has a set number of users for their region. Due to the restricted number of users, more users cannot be added.

If an issue arises please contact refugee services staff and we will assist you.

Jennifer Johnson	Jennifer.Johnson@jfs.ohio.gov
Sandy Hollingsworth	Sandra.Hollingsworth@jfs.ohio.gov

Log-in

Go to myohio.gov

Note: Use Chrome as browser

OHID User ID: Enter your assigned 7-digit ID

Password: Your created password

Passwords must be X characters and include the following:

1 upper case

1 number

1 character

Passwords Guidelines:

- ✓ **Must be at least 12 characters in length**
- ✓ **Must contain 1 character from each of the following categories:**
 - **Upper case letters (A-Z)**
 - **Lower case letter (a-z)**
 - **Numbers (0-9)**
 - **Special characters**
(!\$#.,%~^&*_-
+=><(){}[]\\"/> - ✓ **Cannot be similar to previously used passwords**
 - ✓ **Cannot include your first name, last name, username, or OH|ID**
 - ✓ **Can only be changed once per hour**
 - ✓ **Passwords expire after 60 days**

For help logging into myOhio, use the [Forgot Password](#) functionality. If your login issues persist, contact the Customer Service Center (CSC) helpdesk at 614-644-6625 or 1-888-644-6625, **option 1**.

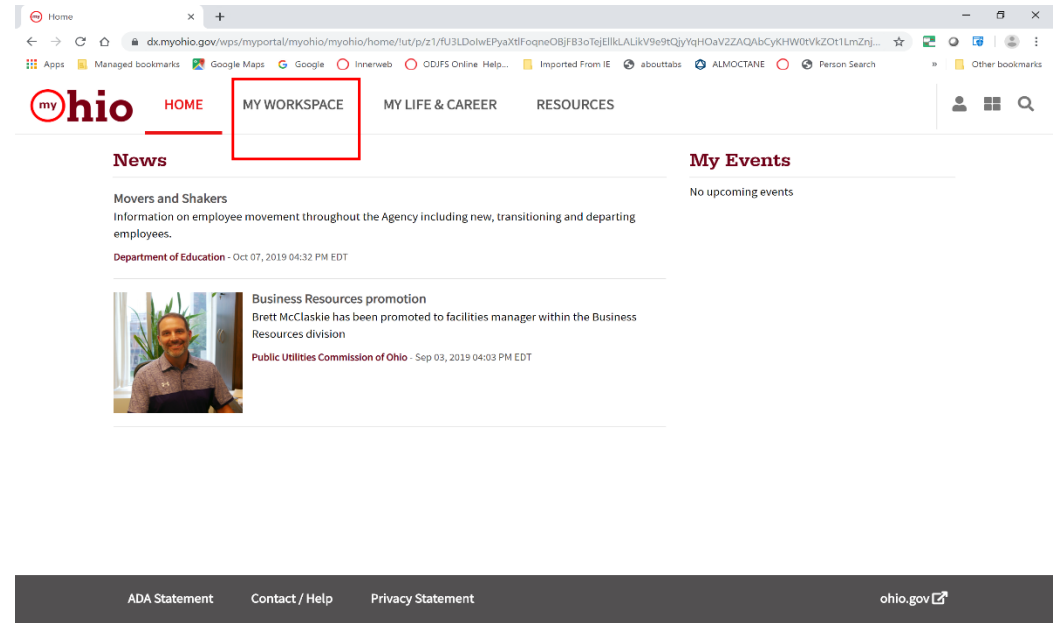
This system contains State of Ohio and United States government information and is restricted to authorized users ONLY. Unauthorized access, use, misuse, or modification of this computer system or of the data contained herein or in transit to and from this system is strictly prohibited, may be in violation of state and federal law, and may be subject to administrative action, civil and criminal penalties. Use of the system is governed by U.S. law and Ohio law and policies.

You have no expectation of privacy in any material placed or viewed on this system except where Ohio or Federal statutes expressly provide for such status. The State of Ohio monitors activities on this system and may record and disclose those activities internally and to law enforcement and other entities to ensure the proper and lawful use of its information and resources, in accordance with federal and state law. Such monitoring may result in the acquisition, recording and analysis of all data being communicated, transmitted, processed or stored in this system by a user. The State

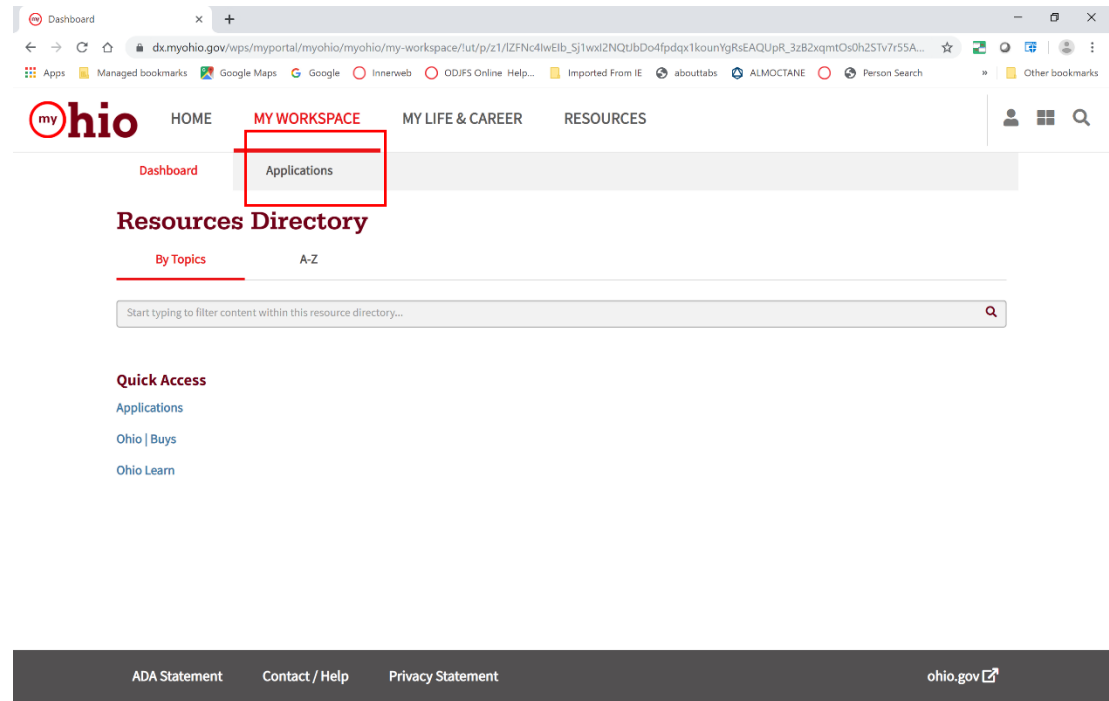
Log-in

User will see this page.

Select My Workspace



Select Applications



Login

Select Refugee Support Services Tile.

The screenshot shows a web browser window with the URL dx.myohio.gov/wps/portal/myohio/myohio/my-workspace/applications/ut/p/z1/VLBcpswEP2VXghlLYgKTclK-JQmji2YwcuHQVEvgulGrHf1-5zkzitLFbHTRa.... The page is titled "My Apps" and contains a grid of application tiles. The tiles are arranged in a 4x3 grid, with the last cell empty. The tiles are:

- CAFM: Access to Computer-Aided Facility Management Application
- Data Request Management System (DRMS): Access to the tracking system for data request within ODJFS
- Digital 7014: ODJFS Digital 7014
- Enterprise Cognos: Cognos Reporting Services
- JFS Clarity PPM: Project and Portfolio Management
- JFS Unified Workspace: JFS Unified Workspace Web Portal
- Learning on Demand: Learning on Demand
- O'Reilly Learning: O'Reilly books, videos, learning paths, tutorials, and more. Provided by the State Library of Ohio.
- OAKS FIN: OAKS Financials
- ODJFS Digital 7078: ODJFS Digital 7078
- ODJFS User Attestation: ODJFS User Attestation
- Refugee Support Systems (RSS): Access to Refugee Support Services and Medical Screening application

The "Refugee Support Systems (RSS)" tile is highlighted with a red rectangle.

Landing Page

Selecting Home will bring user here

Household: Selecting will display of all households in your region. User can create new households

Refugee Search: Search of existing refugee or a way to create a new household.

Notifications: State users can display statewide news or reminders about Refugee Support Services to providers throughout the state.

Open Tasks: Open tasks (reminders) such as 90 day follow up or created by internal user

Bell symbol: Will show number of 90-day follow up tasks to be completed.

Chatter: Communication tool.

Note: After 30 minutes of no activity, the system will time out and go back to the previous application page.

The screenshot shows the 'OH Refugee Services' landing page in a web browser. The browser's address bar shows the URL 'uat-odjfs.cs32.force.com/RefugeeServices/s/'. The page has a navigation bar with three tabs: 'Home' (selected), 'Household', and 'Refugee Search'. A user profile for 'Jennifer Johnson' is visible in the top right corner. The main content area is divided into three sections: 'NOTIFICATIONS', 'OPEN TASKS', and 'CHATTER'. The 'NOTIFICATIONS' section contains a 'Test notification' and a 'Semi Annual Reports Due' notification. The 'OPEN TASKS' section shows a '90 Day Follow-Up' task with a link to 'SER-00000159'. The 'CHATTER' section features a 'Post' button, a text input field, a 'Share' button, and a search bar. A post by 'Sandra Hollingsworth (Employee)' is visible, dated 'April 17, 2020 at 1:08 PM', with the text 'Can you hear me now????'. The post has '1 comment' and '2 views'. A comment by 'Jennifer Johnson' is visible at the bottom of the post.

HouseHoldScreenListView x Home x +

uat-odjfs.cs32.force.com/RefugeeServices/s/

Apps Managed bookmarks Google Maps Google Innerweb ODJFS Online Help... Imported From IE abouttabs ALMOCTANE Person Search Other bookmarks

Home Household Refugee Search

OH Refugee Services

NOTIFICATIONS

Test notification
testing notifications for RSS
added edit

Semi Annual Reports Due

RSS Notification
This is a test...this is only a test

OPEN TASKS

☐ 90 Day Follow-Up May 3
[SER-00000159](#)
[View All](#)

CHATTER

Post

Share an update... [Share](#)

Search this feed...

Sandra Hollingsworth (Employee)
April 17, 2020 at 1:08 PM
Can you hear me now????
Like Comment 1 comment • 2 views
[Jennifer Johnson](#) likes this.

Refugee Search

The Refugee Search screen will be used most by users to:

- Search for existing refugees in the system
- Add new refugees in the system

The screenshot shows a web browser window with the URL `uat-odjfs.cs32.force.com/RefugeeServices/s/refugeesearch`. The browser's address bar and tabs are visible at the top. Below the browser window, the application interface is shown. It features a navigation bar with links for 'Home', 'Household', and 'Refugee Search' (which is currently selected). The main content area is titled 'Search Refugee' and contains several input fields for searching: 'Alien Number' (with a placeholder 'Alien Number..'), 'First Name' (with a placeholder 'First Name..'), 'LastName name' (with a placeholder 'Last Name..'), 'DOB Begin Date' (with a placeholder 'from date..' and a calendar icon), 'DOB End Date' (with a placeholder 'to date..' and a calendar icon), 'Entry Begin Date' (with a placeholder 'from date..' and a calendar icon), and 'Entry End Date' (with a placeholder 'to date..' and a calendar icon). At the bottom right of the search area, there are two buttons: a blue 'Search' button with a magnifying glass icon and a white 'Cancel' button.

Refugee Search

There are two ways to search for a refugee depending on the information the user has.

- Alien Number: If used, no other fields need to be required.
- No Alien number: First Name/Last Name are required. IF used must also search by DOB range or DOE range.

Note: It is recommended to search using the alien number if possible.

Note: “No refugee found” will display when there are no matches.

Note: For a user to view a refugee record, the refugee must exist in the system, and reside in the same region as the provider completing the search.

Note: If a search is performed on a refugee that does not reside in the same region as the user completing the search the message **“Refugee exists in system, please contact the refugee services section for assistance”** will display.

Refugee services staff will be able to assist.

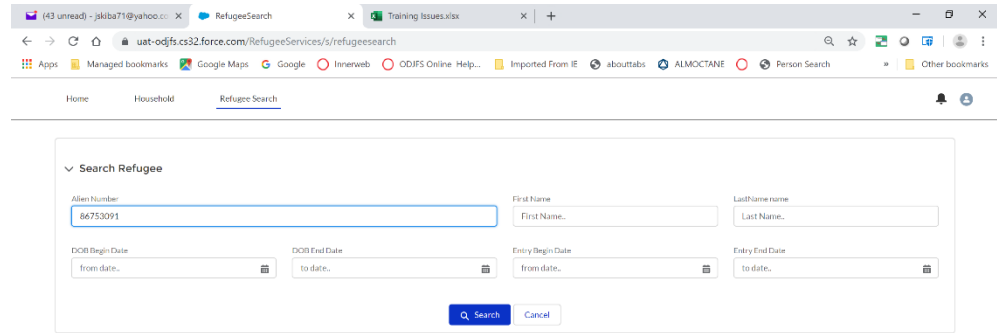
The top screenshot shows the 'Search Refugee' form with the 'Alien Number' field highlighted in red. The 'First Name' and 'Last Name' fields are empty. The 'Search' button is highlighted in blue. The 'Refugee Search Results' section shows 1 record on page 1 of 1. The table has columns: REFUGEE NUMBER, HOUSEHOLD, REFUGEE NAME, ALIEN NUMBER, DATE OF BIRTH, DATE OF ENTRY, and COUNTY. The record is: REF-00000138, H-000073, Test Case, 919919919, 4/28/1985, 1/13/2020, Franklin.

The bottom screenshot shows the 'Search Refugee' form with the 'First Name' field highlighted in red. The 'Last Name' field is highlighted in blue. The 'Search' button is highlighted in blue. The 'Refugee Search Results' section shows 1 record on page 1 of 1. The table has columns: REFUGEE NUMBER, HOUSEHOLD, REFUGEE NAME, ALIEN NUMBER, DATE OF BIRTH, DATE OF ENTRY, and COUNTY. The record is: REF-00000138, H-000073, Test Case, 919919919, 4/28/1985, 1/13/2020, Franklin.

Refugee Search

User can begin to add a new refugee via the refugee search to ensure the individual does not currently exist in the tool.

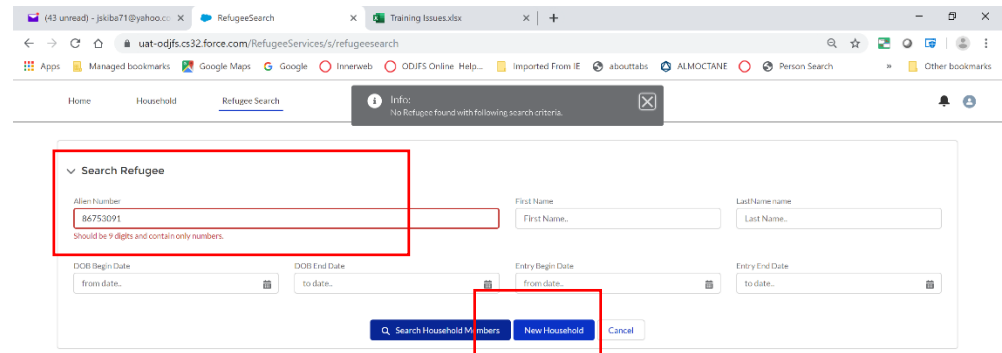
Enter the Alien number and select search.



The screenshot shows a web browser window with the URL `uat-odjfs.cs32.force.com/RefugeeServices/s/refugeesearch`. The page has a navigation bar with 'Home', 'Household', and 'Refugee Search' tabs. The 'Refugee Search' tab is active. Below the navigation bar is a form titled 'Search Refugee'. The form contains several input fields: 'Alien Number' (with the value '86753091'), 'First Name' (with placeholder 'First Name..'), 'Last Name' (with placeholder 'Last Name..'), 'DOB Begin Date' (with placeholder 'from date..'), 'DOB End Date' (with placeholder 'to date..'), 'Entry Begin Date' (with placeholder 'from date..'), and 'Entry End Date' (with placeholder 'to date..'). There are also 'Search' and 'Cancel' buttons at the bottom of the form.

Message received that refugee not found with following search criteria.

Select NEW HOUSEHOLD



The screenshot shows the same web browser window as the previous one, but with an error message displayed. The error message is a grey box with a white 'i' icon and the text 'Info: No Refugee found with following search criteria.' Below the error message, the 'Search Refugee' form is visible. The 'Alien Number' field is highlighted with a red box, and the text 'Should be 9 digits and contain only numbers.' is displayed below it. The 'Search' button is also highlighted with a red box, and the 'New Household' button is highlighted with a red box. The 'Cancel' button is also visible.

Creating a New Household

User will be brought to the household screen.

Select NEW button to create a new household.

Users may begin creating a new household by not doing a refugee search and selecting the Household tab directly from the home page.

The screenshot shows a web application interface for managing households. The browser address bar indicates the URL is `uat-odjfs.cs32.force.com/RefugeeServices/s/householdscreenlistview`. The application has three tabs: Home, Household (selected), and Refugee Search. In the top right corner, a 'New' button is highlighted with a red rectangular box. Below the tabs, there is a 'REF Household' header with a filter icon and the text 'All'. Navigation buttons for 'Previous Page' and 'Next Page' are present. A dropdown menu shows '20 Households - page 1 / 2' and 'Display Record Per Page: 10'. The main content is a table with the following data:

HOUSEHOLD NAME	RESETTLEMENT AGENCY	REGION	CASE SIZE
H-000068	CCMRS	Central Ohio	1
H-000065	CRIS	Central Ohio	1
H-000047	CRIS	Central Ohio	1
H-000045	CRIS	Central Ohio	2
H-000044	CRIS	Central Ohio	1
H-000043	CRIS	Central Ohio	3
H-000041	CRIS	Central Ohio	1
H-000038	CRIS	Central Ohio	1
H-000037	CRIS	Central Ohio	2
H-000048	CRIS	Central Ohio	0

Creating a New Household

Displays list of all resettlement agencies in Ohio. Also lists N/A for those not resettled, and Unk/out of state for secondaries.

Choose agency from drop down and select SAVE

May select SAVE & NEW to add multiple households

HouseHoldScreenListView x Home x Recently Viewed | Accounts | Sal... x Login x

uat-odjfs.cs32.force.com/RefugeeServices/s/householdscreenlistview

Apps Managed bookmarks Google Maps Google Innerweb ODJFS Online Help... Imported From IE abouttabs ALMOCTANE Person Search Other bookmarks

Home Household Refugee Search

REF Household All

New

20 Households - page 1 / 2
Display Record Per Page:
10

HOUSEHOLD NAME

H-000068
H-000065
H-000047
H-000045
H-000044
H-000043
H-000041
H-000038
H-000037
H-000048

CRIS
CRIS
CRIS
CRIS
CRIS
CRIS
CRIS
CRIS
CRIS
CRIS

Central Ohio
Central Ohio
Central Ohio
Central Ohio
Central Ohio
Central Ohio
Central Ohio
Central Ohio
Central Ohio
Central Ohio

HOUSE SIZE
2
0

New REF Household

Information

REF Household Name Region

* Resettlement Agency
--None--

System Information

Owner
Jennifer Johnson

Cancel Save & New Save

Adding a refugee

Household screen created.

Fields:

Household name (system generated number)

Case size: Number of refugees in household. When first created, case size will be zero.

Resettlement Agency: Selected by user.

Region: User's RSS region.

Next step is to add refugee (s) to household.

Select RELATED tab

REF Household
H-000073

Edit Clone

Details Related

Information

REF Household Name
H-000073

Resettlement Agency
CRIS

Case Size
1

Region
Central Ohio

System Information

Created By
Jennifer Johnson, 4/28/2020 2:43 PM

Last Modified By
Jennifer Johnson, 4/28/2020 2:45 PM

Owner
Jennifer Johnson

Adding Refugee

Select NEW

The screenshot shows a web browser window with multiple tabs. The active tab is titled 'Home' and displays the URL `uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000F0dAAC/h000070?tabset-c4f5e=2`. The browser's address bar and bookmarks are visible. Below the browser window, the Salesforce interface is shown. At the top, there are navigation tabs: 'Home', 'Household', and 'Refugee Search'. The main content area displays a record for 'REF Household H-000070'. To the right of this record are three buttons: 'Edit', 'Clone', and 'Change Owner'. Below the record, there are two tabs: 'Details' and 'Related'. The 'Related' tab is selected, showing a list of 'REF Refugees (0)'. A 'New' button is located at the end of this list, highlighted by a red rectangular box.

REF Household
H-000070

Edit Clone Change Owner

Details Related

REF Refugees (0) New

<https://uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000F0dAAC/h000070?tabset-c4f5e=2>

Adding New Refugee:

Refugee Demographics Part 1

Note: All fields marked with a red asterisk (*) are required fields.

You may go back and edit any fields shown, except for alien number.

The screenshot shows a web browser window with multiple tabs. The active tab is titled 'uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000Fs0dAAC/h000070?tabset-c4f5e=2'. The browser's address bar and bookmarks are visible. The main content area displays a Salesforce interface with a sidebar on the left containing 'REF Household H-000070' and 'REF Refugees (0)'. The main panel is titled 'Refugee Search' and features a 'New REF Refugee' modal form. The form is divided into two columns under the heading 'Information'. The left column contains fields for: *First Name, *Gender (dropdown menu with '--None--'), *Street Address, *Zip, Social Security Number, *Date of Birth (calendar icon), *Country of Origin (dropdown menu with '--None--'), and Match Grant Begin Date (calendar icon). The right column contains fields for: *Last Name, *City, *County (dropdown menu with '--None--'), Phone Number, *Primary Language (dropdown menu with '--None--'), Other Language, and Match Grant End Date (calendar icon). At the bottom of the modal, there are three buttons: 'Cancel', 'Save & New', and 'Save'. The background interface also shows 'Edit', 'Clone', and 'Change Owner' buttons for the household record.

Adding New Refugee: Refugee Demographics Part 2.

*NEW FIELDS:

RCA begin and end date: Captured for federal reporting

RCA Termination Reason: Select reason for termination from dropdown. Required when end date completed. Reasons: Employed, Sanctioned, Withdrew, Loss of Contact, Time Limits

RCA Reopen: Yes/No dropdown. Select yes if RCA is ever reopened after it is terminated.

TANF begin and end date: Captured for Federal reporting

Ohio Benefits case number

Closure of TANF due to employment: Yes/No. Required after TANF end date entered

Interpreter Role: In-house/contracted

Household Role: This optional. Helpful when a full family to identify members.

Options: Husband, Wife, Daughter, Son, Mother, Father, Other

Father
Other

REF Household: H-000070

uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000Fs0dAAC/h000070?tabset-c4f5e=2

Home Household Refugee Search

REF Household H-000070

Details Related

REF Refugees (0)

New REF Refugee

RCA Begin Date

RCA End Date

RCA Termination Reason

--None--

RCA Reopen

--None--

TANF Begin Date

TANF End Date

Closure of TANF due to employment/income

--None--

Ohio Benefit's Case Number

*Interpreter Role

--None--

Is Active

☒

Household Information

*Household

H-000070

Head of Household

☐

Household Role

--None--

Cancel Save & New Save

Adding New Refugee: Refugee Demographics Part 3.

Note: All fields marked with a red asterisk (*) are required fields.

Note: Once alien number is input and saved, it cannot be edited. Contact Refugee Services to correct errors.

Note: Refugee type is Primary/Secondary. If secondary is chosen, previous state is mandatory field. If known, complete date migrated to Ohio field.

Once complete, select SAVE & NEW to save refugee and add another to the HH or SAVE to return to the household screen

The screenshot shows a web browser window with multiple tabs. The active tab is titled 'house' and shows a Salesforce interface. The browser address bar displays a URL from 'uat-odjfs.cs32.force.com'. The Salesforce page has a top navigation bar with 'Home', 'Household', and 'Refugee Search' tabs. The main content area shows a 'REF Household H-000070' with a 'Details' tab and a 'Related' section for 'REF Refugees (0)'. A modal window titled 'New REF Refugee' is open, containing the following sections:

- Head of Household:** A checkbox.
- Household Role:** A dropdown menu currently showing '--None--'.
- Arrival Information:**
 - * Alien Number:** A text input field.
 - * Date of Entry:** A date picker.
 - * Refugee Type:** A dropdown menu currently showing '--None--'.
 - * Alien Status:** A dropdown menu currently showing '--None--'.
 - * Documentation of Status:** A dropdown menu currently showing '--None--'.
 - Date Migrated to Ohio:** A date picker.
 - Previous State:** A dropdown menu currently showing '--None--'.
- System Information:**
 - REF Refugee Number:** A text input field.

At the bottom of the modal are three buttons: 'Cancel', 'Save & New', and 'Save'.

Adding a Refugee

Returning to Household Details

After saving refugee, user is brought back to household detail tab

To see refugees in household, select related tab.

The screenshot shows a web browser window with multiple tabs. The active tab is 'REF Household: H-000073'. The address bar shows the URL: <uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000FvX1AAK/h000073>. The page has a navigation bar with 'Home', 'Household', and 'Refugee Search' tabs. The 'Household' tab is active. The main content area shows the details for 'REF Household H-000073'. There are 'Edit' and 'Clone' buttons in the top right. Below the header, there are two tabs: 'Details' (selected) and 'Related'. The 'Details' tab is highlighted with a red box. Under the 'Details' tab, there are two sections: 'Information' and 'System Information'. The 'Information' section is expanded, showing fields for 'REF Household Name' (H-000073), 'Resettlement Agency' (CRIS), 'Case Size' (1), and 'Region' (Central Ohio). The 'System Information' section is also expanded, showing 'Created By' (Jennifer Johnson, 4/28/2020 2:43 PM) and 'Last Modified By' (Jennifer Johnson, 4/28/2020 2:45 PM). The 'Owner' field is also visible, showing 'Jennifer Johnson'.

Refugee added!

User can now add eligibility, services, referrals, and employment

Select the Refugee Number

The screenshot shows a web browser window with multiple tabs. The active tab is titled "uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000FvX1AAK/h000073?tabset-c4f5e=2". The browser's address bar and bookmarks are visible. Below the browser window, there is a navigation bar with "Home", "Household", and "Refugee Search" links. The main content area displays "REF Household H-000073" with "Edit", "Clone", and "Change Owner" buttons. Below this, there are tabs for "Details" and "Related". The "Related" tab is active, showing a table titled "REF Refugees (1)". The table has columns for "REF Refugee Number", "First Name", "Last Name", and "Alien Number". A single row is visible with the values "REF-0000138", "Test", "Case", and "919919919". The "REF Refugee Number" cell is highlighted with a red border. A "View All" link is located at the bottom right of the table.

REF Refugee Number	First Name	Last Name	Alien Number
REF-0000138	Test	Case	919919919

<https://uat-odjfs.cs32.force.com/RefugeeServices/s/ref-household/a1ir0000000FvX1AAK/h000073?tabset-c4f5e=2>

Refugee Screen

Brings user to detail display which shows entered and saved demographic information for refugee.

User can add/update information.

Two options:

1. Select EDIT button
2. Go to field directly to edit.

To begin adding eligibility, services, referrals, and employment select the related tab.

The screenshot shows a web browser window with the URL `uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr0000000JzIPAAS/ref00000138`. The page title is "REF Refugee REF-00000138". In the top right corner, there is a blue "Edit" button. Below the title, there are two tabs: "Details" (selected) and "Related". The "Details" tab is further divided into "Information" and "Related". The "Information" tab is active, showing a form with two columns of fields. Each field has a small edit icon (pencil) to its right. The fields are as follows:

Field	Value
First Name	Test
Gender	Male
Street Address	150 High St
Zip	43215
Social Security Number	
Date of Birth	4/28/1985
Country of Origin	Bhutan
Match Grant Begin Date	
RCA Begin Date	
RCA Termination Reason	
TANF Begin Date	
Closure of TANF due to employment/income	
Interpreter Role	
Contracted in Person	
Last Name	Case
City	Columbus
County	Franklin
Phone Number	
Primary Language	Bhutanese [Dzongkha]
Other Language	
Match Grant End Date	
RCA End Date	
RCA Reopen	
TANF End Date	
Ohio Benefit's Case Number	
Is Active	☒

Refugee Screen

Refugee History: Previous households

User can view or input new:

- Eligibilities (eligibility spans)
- Services
- Referrals
- Employments

Select NEW to add eligibility for refugee

REF Refugee
REF-00000138

Edit

Details Related

REF Refugee History (1)

Date	Field	User	Original Value	New Value
4/28/2020 2:45 PM	Created.	Jennifer Johnson		

View All

REF Eligibilities (0)

New

REF Services (0)

New

REF Referrals (0)

New

Employments (0)

New

https://uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr0000000JzIPAAAS/ref00000138?tabset-afac4=2

Eligibility

Refugee number will be displayed

Participation type:

Mandatory/Voluntary/Mandatory but exempt

Reason for Exempt: Required when "Mandatory but exempt" is entered

Program: RSS only option

Eligibility begin date & end date

Select SAVE

Note: When an eligibility span is created, a number is created. In this example, ELI-00000113

Note: Eligibility spans for a refugee cannot overlap.

REF Eligibility Detail

uat-odjfs.cs32.force.com/RefugeeServices/s/ref-eligibility/a1lr0000000XwdEAAS/eli00000113

Home Household Refugee Search

REF Eligibility ELI-00000113

Details Related

Information

REF Eligibility number
ELI-00000113

Refugee
REF-00000138

Reason for exemption
--None--

* Participation type
Mandatory

* Program
RSS

* Eligibility Begin Date
4/1/2020

* Eligibility End Date
11/30/2020

System Information

Created By
Jennifer Johnson, 4/28/2020 3:16 PM

Last Modified By
Jennifer Johnson, 4/28/2020 3:16 PM

Cancel Save & New Save

Mandatory recipients: Eligibility span is eight months from the date of arrival.

Voluntary recipients: Eligibility span can be chosen on a case by case basis but should not exceed a year.

ALL SERVICES MUST BE WITHIN THE ELIGIBILITY SPAN DATES

*Note in the example the eligibility span: 4/1/20-11/30/20

Adding Documents

Select Related tab to enter documents

Notes and attachments:

User uploads documents related to
refugee:

- Documents used to verify eligibility
- Individual Employability Plan
- Family Self Sufficiency Plan
- Employment verification

Types of files accepted: PDF, JPG, PNG
Limited to 3MB in size

Return to Details tab and select refugee number to being to add services.

The screenshot displays the 'RFP Eligibility Detail' page for the RFP with ID 'EU-00000113'. The page is divided into several sections. At the top, there are navigation tabs: 'Home', 'Household', and 'RFP Search'. Below these, the RFP details are shown, including the RFP number 'EU-00000113' and the RFP title 'RFP-00000113'. The 'Information' section is expanded, showing the 'RFP Eligibility Index' as 38 and the 'Reason for exclusion' as 'Participation type Mandatory'. The 'Eligibility End Date' is listed as 11/30/2020. The 'System Information' section at the bottom shows the user 'Boucher, John' and the date '4/28/2020 3:54 PM'.

REF Eligibility Detail

Home Household Refugee Search

REF Eligibility
ELI-00000113

Details **Related**

Notes & Attachments (0)

Upload Files

Or drop files

Refugee Related Tab

Brings you back to refugee detail page.
Select RELATED tab.

Eligibilities can be viewed.

Select NEW to add Services

The screenshot shows a web browser window with multiple tabs. The active tab is 'REF Refugee: REF-00000138'. The browser address bar shows the URL: <uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr0000000JzIPAAS/ref00000138?tabset-afac4=2>. The page has a navigation bar with 'Home', 'Household', and 'Refugee Search' links. Below the navigation bar, the page title is 'REF Refugee REF-00000138' with an 'Edit' button. The main content area has two tabs: 'Details' and 'Related'. The 'Related' tab is selected. Under the 'Related' tab, there are five sections: 'REF Refugee History (1)', 'REF Eligibilities (1)', 'REF Services (0)', 'REF Referrals (0)', and 'Employments (0)'. Each section has a 'New' button. The 'REF Services (0)' section's 'New' button is highlighted with a red box.

Date	Field	User	Original Value	New Value
4/28/2020 2:45 PM	Created.	Jennifer Johnson		

REF Eligibility number	Participation type	Reason for exemption	Program
ELI-00000113	Mandatory		RSS

REF Services (0)
New

REF Referrals (0)
New

Employments (0)
New

Services

All fields are required.

Service provider: Begin to type in the first four letters of the provider name until it pops up, then select.

Note: Users may assign refugees to services with any provider in their region.

*The lead agency in each region is responsible to ensure there is a process in place that allows this.

Service: Select from dropdown list of services

Service start and end dates

Related Eligibility: Service must have a related eligibility span. User will select eligibility span.

Hint: you can see it in the background of the pop up.

Can also type in ELI, hit enter and a pop up with the associated eligibility will appear and user can select the eligibility

The screenshot shows a web browser window with multiple tabs. The active tab is 'REF Refugee: REF-00000138'. The URL is 'uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr00000000zIPAA5/ref00000138?tabset-afac4=2'. The browser's address bar shows the URL. The page has a navigation bar with 'Home', 'Household', and 'Refugee Search'. The main content area shows a 'REF Refugee: REF-00000138' record with tabs for 'Details' and 'Related'. The 'Details' tab is active, showing a 'REF Refugee History (1)' table with one entry dated 4/28/2020 2:45 PM. Below the history is a 'REF Eligibilities (1)' section with one entry: 'REF Eligibility number: ELI-00000113'. There are also sections for 'REF Services (0)', 'REF Referrals (0)', and 'Employments (0)'. A 'New REF Service' modal form is open in the foreground. The modal has a title bar with a close button. The form is divided into two columns. The left column contains: 'REF Services Number' (empty), 'Service Provider' (dropdown with 'Test Franklin Prime' selected), 'Service Start Date' (calendar icon, date '4/1/2020'), and 'Related Eligibility' (dropdown with 'ELI-00000113' selected). The right column contains: 'Refugee' (dropdown with 'REF-00000138' selected), 'Service' (dropdown with 'Individual Employability Plan' selected), and 'Service End Date' (calendar icon, date '11/30/2020'). At the bottom of the modal are three buttons: 'Cancel', 'Save & New', and 'Save'.

ALL SERVICE BEGIN & END DATES MUST BE WITHIN THE BEGIN & END DATES OF THE ELIGIBILITY SPANS

Services

For service details and all services, select VIEW ALL

- Individual Employability Plan (IEP): Must be completed and service input for each employable RSS participant.
- Begin and end dates for this service must be equal to the related eligibility span.
- In the system, the IEP is linked to employment if the employment begins during the IEP service span.
- The link was created to properly capture employments gained by RSS recipients participating in employment services.
- This will ensure any employments input during the service and eligibility span are captured for federal reporting purposes.

REF Refugee History (1)

Date	Field	User	Original Value	New Value
4/28/2020 2:45 PM	Created:	Jennifer Johnson		

View All

REF Eligibilities (1)

REF Eligibility number	Participation type	Reason for exemption	Program
ELI-00000113	Mandatory		RSS

View All

REF Services (1)

REF Services Number	Related Eligibility	Service Provider	Service
SER-00000188	ELI-00000113	Test Franklin Prime	Individual Employability Plan

View All

REF Referrals (0)

Employments (0)

REF Services

1 item • Sorted by Service Start Date • Updated a few seconds ago

	REF Services Number	Related Eligibility	Service Provider	Service	Service Start Date	Service End Date
1	SER-00000188	ELI-00000113	Test Franklin Prime	Individual Employability Plan	4/1/2020	11/30/2020

Referrals

Referrals is a new option.

User will enter referrals completed for anyone in the household.

All fields are mandatory.

Referral options: Legal, Medical, County JFS, Child Care Provider, Food Pantry, Social Security Administration, and Housing.

The image displays two screenshots of a web application interface for managing referrals. The top screenshot shows the 'New REF Referral' form with the following details:

- Information:**
 - *Referral Date: 4/30/2020
 - *Other Referrals: County JFS
 - *Referral Agency Name: Franklin County JFS
 - Refugee: REF-00000138
- System Information:**
 - REF Referral Number: (empty)
 - Owner: Jennifer Johnson

The bottom screenshot shows the same form with the following details:

- Information:**
 - *Referral Date: (empty)
 - *Other Referrals: --None--
 - *Referral Agency Name: (empty)
 - Refugee: REF-00000138
- System Information:**
 - REF Referral Number: (empty)
 - Owner: Jennifer Johnson

Employment

Select NEW to add employment

HouseHoldScreenListView x REF Refugee: REF-00000138 x +

uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr0000000JzIPAAAS/ref00000138?tabset-afac4=2

Apps Managed bookmarks Google Maps Google Innerweb ODJFS Online Help... Imported From IE abouttabs ALMOCTANE Person Search Other bookmarks

Details **Related**

 REF Refugee History (1)

Date	Field	User	Original Value	New Value
4/28/2020 2:45 PM	Created.	Jennifer Johnson		

[View All](#)

 REF Eligibilities (1) [New](#)

REF Eligibility number	Participation type	Reason for exemption	Program
ELI-00000113	Mandatory		RSS

[View All](#)

 REF Services (1) [New](#)

REF Services Number	Related Eligibility	Service Provider	Service
SER-00000188	ELI-00000113	Test Franklin Prime	Individual Employability Plan

[View All](#)

 REF Referrals (1) [New](#)

REF Referral Number	Referral Agency Name	Referral Date	Other Referrals
REFE-00000013	Franklin County JFS	4/30/2020	County JFS

[View All](#)

 Employments (0) [New](#)

Employment

All required fields have a red asterisk (*)

- Employment begin date is 5/4/2020.
- In order to have employment captured for Federal reporting, begin date must be within IEP dates.
- This employment will be captured on report as IEP service dates are 4/1/20-11/30/20

HouseHoldScreenListView x REF Refugee: REF-00000138 x +

uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr00000000zlpAAS/ref00000138?tabset-afac4=2

Apps Managed bookmarks Google Maps Google Innerweb ODJFS Online Help... Imported From IE abouttabs ALMOCTANE Person Search Other bookmarks

Details Related

REF Refugee History (1)

Date 4/28/2020 2:45 PM

REF Eligibilities (1)

REF Eligibility number ELI-00000113

REF Services (1)

REF Services Number SER-00000188

REF Referrals (1)

REF Referral Number REF-0000013

Employments (0)

javascriptvoid(0);

New REF Employment

Information

* Refugee REF-00000138

* Employer Name Amazon

Employer City Columbus

* Job Title Warehouse

* Employment Begin Date 5/4/2020

* Health Insurance Yes

Employer State Ohio

* Hourly wages \$12.50

* Employment Type Full Time

Employment End Date

Hours Per Week

System Information

REF Employment Number

Cancel Save & New Save

Once a new employment is entered, user will enter a new service for 90 Day Follow Up

User will select begin date.

End date will be 90 days from begin date.

Select SAVE

HouseholdScreen X RefugeeSearch X REF Refugee: REF- X Training Issues.xlsx X eCFR — Code of F X Users RSS RMS D X Appendix C RSS D X +

uat-odjfs.cs32.force.com/RefugeeServices/s/ref-refugee/a1jr0000000ZiPAAAS/ref00000138?tabset-afac4=2

Apps Managed bookmarks Google Maps Google Innerweb ODJFS Online Help... Imported From IE abouttabs ALMOCTANE Person Search Other bookmarks

Home Household Refugee Search

REF Refugee
REF-00000138

Edit

Details Related

REF Refugee History (1)

Date
4/28/2020 2:45 PM

REF Eligibilities (1)

REF Eligibility number
ELI-00000113

REF Services (1)

REF Services Number
SER-00000188

REF Referrals (1)

javascriptvoid(0); Referral Number Referral Agency Name Referral Date Other Referrals

New REF Service

Information

REF Services Number

* Refugee
REF-00000138

* Service
90 Day Follow-Up

* Service End Date
8/3/2020

* Service Provider
Test Franklin Prime

* Service Start Date
5/5/2020

* Related Eligibility
ELI-00000113

Cancel Save & New Save

Open Tasks

Creating a 90-day Follow-Up Service will create an Open Task on the user's home screen.

The service input displays with follow up date as August 3.

Previous service input displays in red as it is past the due date.

Five days before the end of the 90 Day Follow Up service end date, a red number will appear next to reminder bell.

Selecting the 90 Day Follow-Up on task will take you to that task.

The screenshot displays the 'OH Refugee Services' web application. The browser's address bar shows the URL 'uat-odjfs.cs32.force.com/RefugeeServices/s/'. The user is logged in as 'Jennifer Johnson'. The interface is divided into three main sections: 'NOTIFICATIONS', 'CHATTER', and 'OPEN TASKS'.

NOTIFICATIONS:

- Test notification: testing notifications for RSS added edit
- Semi Annual Reports Due
- RSS Notification: *This is a test...this is only a test*

CHATTER:

- Post: [Text input field]
- Share an update... [Share button]
- Search this feed... [Search input field]
- Post by Sandra Hollingsworth (Employee) on April 17, 2020 at 1:08 PM: Can you hear me now????
- Interactions: Like, Comment, 1 comment • 2 views
- Comment by Jennifer Johnson: Jennifer Johnson likes this.

OPEN TASKS:

Task	Due Date
☐ 90 Day Follow-Up  SER-00000159	May 3
☐ 90 Day Follow-Up  SER-00000189	Aug 3

[View All](#)

Open Tasks

Overdue Task: When selected, user may change the due date or add comments.

Task: 90 Day Follow-Up

Related To: [SER-00000159](#)

Details

Task Information

Subject	90 Day Follow-Up	Assigned To	Jennifer Johnson
Due Date	5/3/2020	Status	Open
Comments		Priority	Normal

Related To

Related To: [SER-00000159](#)

System Information

Created By	Jennifer Johnson , 4/17/2020 5:57 PM	Last Modified By	Jennifer Johnson , 4/17/2020 5:57 PM
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Open Task: When selected, edits can be made. Comment field is not available.

REF Service: SER-00000189

Details

REF Service Number	SER-00000189	Refugee	REF-00000138
Service Provider	Test Franklin P.H.	Service	90 Day Follow-Up
Service Start Date	5/5/2020	Service End Date	8/3/2020
Related Eligibility	ELI-00000113		

System Information

Created By	Jennifer Johnson , 5/5/2020 4:33 PM	Last Modified By	Jennifer Johnson , 5/5/2020 4:33 PM
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Activities/Tasks

Activities are tasks or reminders that a user can create that will be connected to the refugee. They are not connected to a service, referral or employment.

From the refugee detail screen, user selects activities tab.

Open activities display current activities. Select NEW TASK to create a new one.

Activity history displays activities that have been completed.

The screenshot shows the 'REF-00000112' details page. The 'Activities' tab is highlighted with a red box. The page displays various personal and administrative details for the refugee, including name, gender, address, and dates.

Field	Value
First Name	Kyle
Last Name	Bauch
Gender	Male
Street Address	123 High St
City	Columbus
Zip	43215
County	Franklin
Social Security Number	
Phone Number	
Date of Birth	4/18/1985
Primary Language	Bhutani (Dzongkha)
Country of Origin	Bhutan
Other Language	
Match Grant Begin Date	
Match Grant End Date	
RCA Begin Date	1/1/2020
RCA End Date	3/31/2020
RCA Termination Reason	Withdrawn
RCA Reopens	
TACH Begin Date	12/1/2019
TACH End Date	3/31/2020
Closure of TACH due to employment decision	No
CHS Number Case Number	

The screenshot shows the 'REF-00000112' activities page. The 'Activities' tab is selected. The page displays two sections: 'Open Activities (0)' and 'Activity History (0)'. The 'New Task' button is highlighted with a red box.

Section	Count	Sort	Last Modified	Updated
Open Activities	0	Sorted by Due Date	Last Modified Date	Updated a few seconds ago
Activity History	0	Sorted by Due Date	Last Modified Date	Updated a few seconds ago

Activities

New task box pop up. All fields except comments are required. User can place any message they wish to use to create a reminder task related to the refugee client.

Priority choices are normal and high (red flag).

The screenshot shows a web browser window with multiple tabs. The active tab is 'REF Refugee: REF-00000112'. The browser address bar shows the URL: 'uat-odfscs32.force.com/RefugeeServices/s/?ref-refugee/a1jx0000000lgZZAAK/ref00000112?tabset-afac4=f83c3'. The page displays a 'New Task: REF Refugee Task' modal form. The form has the following fields: 'Subject' (Call client), 'Assigned To' (Jennifer Johnson), 'Due Date' (6/5/2020), 'Status' (Open), 'Priority' (High), and 'Comments' (Follow up on day care issue). There is also a 'Related To' field with 'REF-00000112'. At the bottom of the modal are buttons for 'Save & New', 'Cancel', and 'Save'.

Users home screen will show any created tasks with the due date. There are no reminder alerts prior to, on, or after the due date.

User may select task title to take them to the task or mark it as complete.

The screenshot shows the 'OH Refugee Services' home screen. The page has a header with the 'OH Refugee Services' logo. Below the header, there are three main sections: 'NOTIFICATIONS', 'CHATTER', and 'OPEN TASKS'. The 'NOTIFICATIONS' section contains three items: 'Test notification', 'Semi Annual Reports Due', and 'RSS Notification'. The 'CHATTER' section has a 'Post' button, a text input field, and a 'Share' button. The 'OPEN TASKS' section is highlighted with a red box and contains one task: 'Call client' with a red flag icon and the ID 'REF-00000112'. Below the task is a 'View All' link. The page also features a search bar and a 'Person Search' button.

Chatter

Chatter is part of the Salesforce software application.

It is a communication tool that may be used between users in the same region or between users and state staff.

Home

uat-odjfs.cs32.force.com/RefugeeServices/s/

Apps Managed bookmarks Google Maps Google Innerweb ODJFS Online Help... Imported From IE abouttabs ALMOCTANE Person Search Other bookmarks

Home Household Refugee Search

OH Refugee Services

NOTIFICATIONS

Test notification
testing notifications for RSS
added edit

Semi Annual Reports Due

RSS Notification
This is a test...this is only a test

CHATTER

Post

Share an update... Share

Search this feed...

Jennifer Johnson (Partner)
3m ago

@Jennifer Johnson (Partner) Can you look at this case?

Like Comment 1 view

OPEN TASKS

90 Day Follow-Up Aug 3
[SER-00000189](#)

[View All](#)