LCS / LCS Alert Reference Guide

Liquidlogic Children's Systems (LCS)

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DOCUMENT HISTORY

DATE	PRODUCED BY	DOCUMENT VERSION	COMMENTS
08.11.2016	LEE INNELL	1.0	DRAFT VERSION
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1. Shortcuts

Keystrokes	Action
Ctrl A	Select All
Ctrl B	Bold
Ctrl C	Copies to the clipboard
Ctrl F	Find dialog box
Ctrl I	Italics
Ctrl P	Print
Ctrl T	Creates a New Tab
Ctrl U	Underlining
Ctrl V	Pastes from the clipboard
Ctrl X	Cuts to the clipboard
Ctrl Z	Undo last command
Ctrl Delete	Delete next word
Ctrl Backspace	Delete previous word
Mouse click 3 times	Selects whole paragraph
Ctrl +	Increases zoom by 25%
Ctrl -	Decreases zoom by 25%
Ctrl 0	Returns zoom to normal
Shift F3	Highlight text then toggle between caps, title case and lowercase
F5	Refresh screen

2.   ALERTS OVERVIEW

Currently there are 17 active Alerts within LCS.

These fall under the following categories:

- Adoption
- CLA
- CP
- Hazards
- Missing People
- Fostering
- Short Breaks
- System Administration

The Alerts are generated when the criteria for each alert has been met. Each Alert will only be generated once per occurrence. For example if a child is recorded as Missing, then Alert that is generated will only appear once, and when it's completed it will not be generated again even if the child remains Missing.
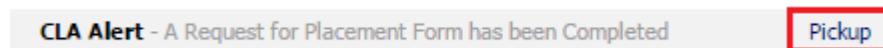
3.   Completing Alerts

The Alerts will appear in your work tray as follows:

The Alert description and bold heading will change depending on the type of alert generated.

If the Alert goes to your work tray, then click on the Alert to view it, if the Alert goes to a Group Tray you will need to click on the 'Pick Up' link on the far right first.

When you click on the Alert you will be given the following options:

Clicking on – *View Pathway* will take you to the task that generated the Alert,
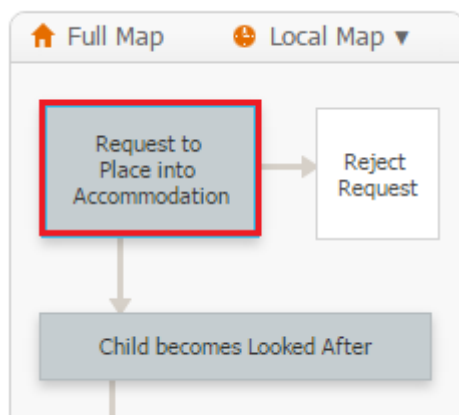
Clicking on – *Alert Completed* will complete the Alert and remove it from your work tray. You will be asked to confirm this decision
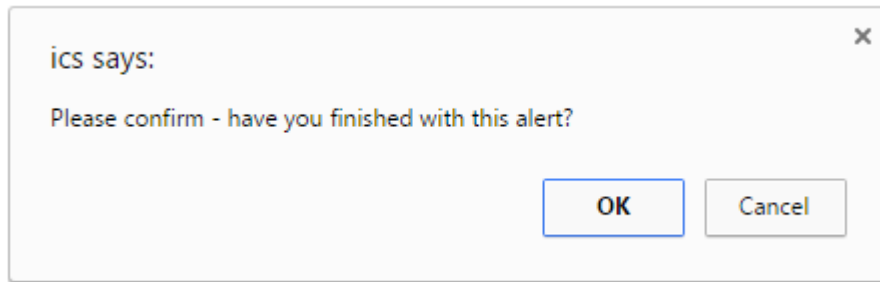
Clicking on – *All Alerts Completed* will complete all the current alerts on this child, and remove them from your work tray. You will be asked to confirm this decision
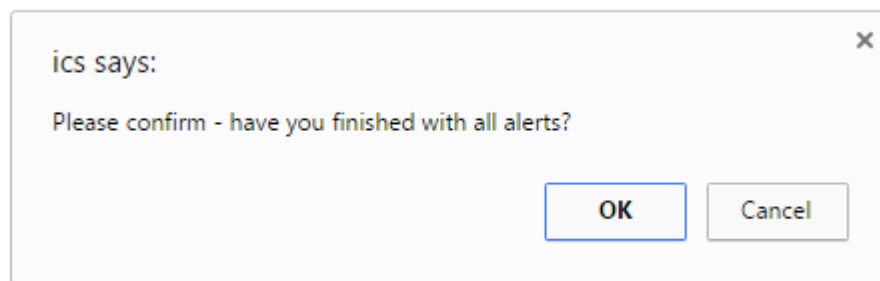
Clicking on – *Reassign Alert* will allow you to assign the Alert to another User or Group Tray
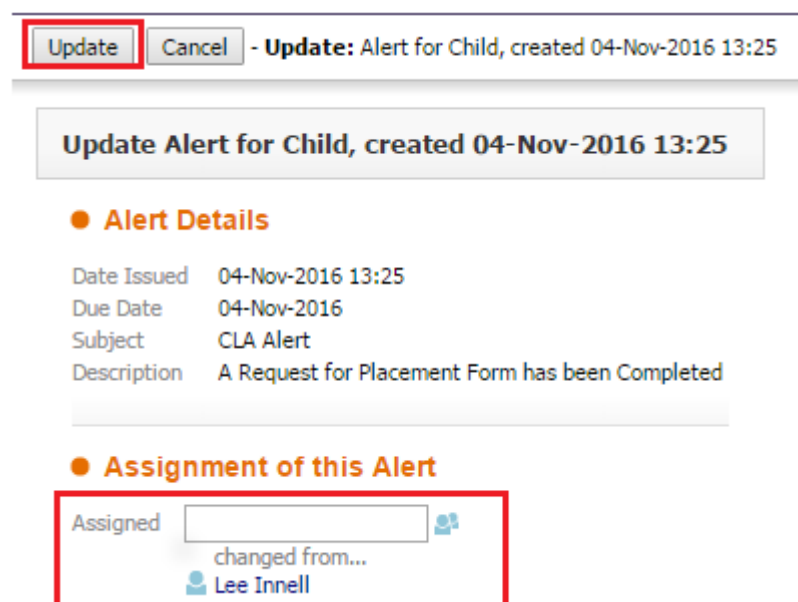
Select who or where the Alert will go to, and then click on the Update button to reassign the task.

4. Adoption Alerts

This section will list the current active Adoption Alerts and who is designated to receive them.

4.1. Child Permanence Record requires updating

- The Alert will generate when a CPR has been started but has not yet been completed and has passed the Due Date for completion

- The following people will be notified:
    - User who the task is currently assigned to
    - Current user's Manager

5. CLA Alerts

This section will list the current active CLA Alerts and who is designated to receive them

5.1. A Request for Placement Form has been Completed

- The Alert will generate when the Initial Placement Request form has been completed.

- The following people will be notified:
    - Access to Resources
    - Health
    - Virtual Schools
    - IRO's
    - Finance

5.2. Subsequent Request for Placement Form has been Completed

- The Alert will generate when a Subsequent Placement Request form has been completed. (Please note this is a Stand Alone Form)

- The following people will be notified:
    - Access to Resources
    - Health
    - Virtual Schools
    - Finance

5.3. Child no longer looked after

- The Alert will generate when a child has left care and is no longer Looked After (CLA Episode of Care has ended)

- The following people will be notified:
    - Health
    - Virtual Schools
    - Finance

5.4. An emergency carer has been used and needs to be created in LCS

- The Alert will generate when an emergency carer has been recorded as the placement for a child, where the person is not already listed as a foster carer within LCS.

- The following people will be notified:
  - Access to Resources

6.   CP Alerts

This section will list the current active CP Alerts and who is designated to receive them

6.1.   Child Protection Enquiry Received

- The Alert will generate when a Contact has been completed with an outcome of Enquiry of CP

- The following people will be notified:
    o Allocated Case Worker

6.2.   CP Enquiry Received – Child Not Known

- The Alert will generate when a Contact has been completed with an outcome of Enquiry of CP where there is no active Referral.

- The following people will be notified:
    o Administration Group Tray

6.3.   Multiple CP Enquiries – child not known

- The Alert will generate when a Contact has been completed with an outcome of Enquiry of CP where there is no active Referral, and the task has been completed more than once

- The following people will be notified:
    o Administration Group Tray

Note – This Alert will show as follows:

2 Child Protection Enquiries received - There have been 2 Child Protection Enquiries for T...
3 Child Protection Enquiries received - There have been 3 Child Protection Enquiries for T...

6.4.   RCPC - Conference not arranged on time

The Alert will generate when the RCPC has not been arranged by the time the Due Date has passed.

- The following people will be notified:
    o Allocated Case Worker

7.   Hazard Alerts

This section will list the current active Hazard Alerts and who is designated to receive them

7.1.   Hazard Review Due within 5 Days

The Alert will generate when 5 days before a Hazard is due to be reviewed.

- The following people will be notified:
  - User Hazard is allocated to

8.   Missing People Alerts

This section will list the current active Missing People Alerts and who is designated to receive them

8.1.   This person has been recorded as missing

The Alert will generate when a child has been recorded as Missing.

- The following people will be notified:
    - Missing Persons Group Tray

9.   Fostering Alerts

This section will list the current active Fostering Alerts and who is designated to receive them.

9.1.   A Fostering Expression of Interest Form has been Completed

- The Alert will generate when an Expression of Interest Form has been completed and progressed to Stage 1 – information Gathering.

- The following people will be notified:
  - Marie Henry
  - Sudeepa Jayanetti

9.2.   Private Fostering – Initial Visit Due

- The Alert will generate 4 days before the Initial Private Fostering statutory visit it due.

- The following people will be notified:
  - Worker task is currently assigned to

9.3.   Private Fostering – Child is nearly age 16 – Please Review Arrangements

- The Alert will generate when the child is 15 ½ years old and is still currently Privately Fostered.

- The following people will be notified:
  - Private Fostering Social Worker

Note – This Alert close when the Referral is completed

10.   Short Break Alerts

This section will list the current active Short Break Alerts and who is designated to receive them.

10.1. This Child spent more than X nights in Short Break Placements under s17

- The Alert will generate when the child has spent more than 30 nights in a s17 Placement

- The following people will be notified:
    - Current worker task is assigned to

11. System Administration Alerts

This section will list the current active System Administration Alerts and who is designated to receive them.

11.1. Synching an object to the external EDM system has failed

The Alert will generate when there has been a synching failure with Livelink

- The following people will be notified:
  - Administration Group Tray

11.2. Integration has detected a data integrity issue

The Alert will generate when there has been an Integration failure

- The following people will be notified:
  - Administration Group Tray