

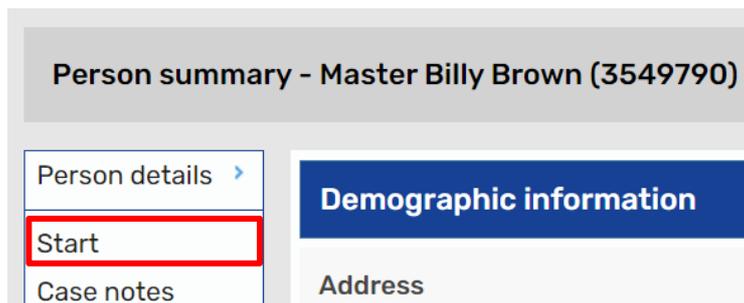
Children's Services Quick Guide

EH Youth Homeless – Business Support Guide

The **EH Youth Homeless Intervention** in Mosaic is used by the Homeless Duty Worker to record the information regarding the work done with the young person. This is generated by the YH Business Support through different routes depending on the current workflows open on the individual. This guide outlines the three different processes that can be used to initiate the Youth Homeless Intervention step by Business Support.

Young Person is currently not open to Early Help or TAC Monitoring

The YH Business Support would open the **EH Early Help Contact** which is available from the **Start** menu on the left-hand side of the Person summary page.



Select **EH Early Help Contact** from the list that appears and the **EH Early Help Contact C0982** form will be displayed.

Business Support should complete Section 1 and Section 2 with the information received from the referral.

At the top of **Section 2. Service Request Information**, **Homeless Support** should be selected under **Service Requested**.

The paperclip icon can be used to attach a copy of the Child and Family Assessment or referral form.



YH Business Support should use the  requests icon and send the notification of **CS Notification of Youth Homeless Request** to the YH Duty Worker or the Future For Me Management Team.

In **Section 4. Next actions**, click **Add** and select **EH Youth Homeless Intervention**. Use the **Find** to pass to the YH Duty Worker and click **Add and Close**.

Click the finish icon  to Finish the contact and send the Intervention step to the Duty Worker.

Young Person is currently open to Early Help

The YH Business Support should **Start** or **Resume** the **EH Early Help Case Supervision** on the young person.

Navigate to **Section 2. Next actions** and click on the **Add**.

- Select **EH Decision on Significant Information**.
- Tick **Send Immediately?**
- Click **Assign to Me** next to **Pass to Worker** to allocate the step to yourself as Business Support.
- Click on **Add and Close**.
- Click on the close icon  and click **Yes** to save the step when prompted.

The **EH Early Help Case Supervision** may now have saved in your **Current work** and will need reassigning to the EH/F4M Worker it was with originally.

To do this:

- Navigate to the **Full workview** and ensure the **Current work** is open.
- Click on the symbol next to the Case Supervision you need to reassign and a menu will appear.



- Click on **Update assignment**.
- Use the **Team Worker** drop down and select the correct EH/F4M Worker or use the **Find** next to **Pass to Worker** to search for them.
- Once selected, click on **OK**.
- The step will now move into the EH/F4M Worker's Current work again.

The YH Business Support would need to **Start** the **EH Decision on Significant Information**.

In **Section 1. Details of Change Requested, What has triggered this decision?** should be answered with **Youth Homeless Intervention required**.

YH Business Support should use the **Significant Information** field to enter the information received and the paperclip to upload any documents.

YH Business Support should use the  requests icon and send the notification of **CS Notification of Youth Homeless Request** to the YH Duty Worker or the Future For Me Management Team.

The mandatory request of **Required CS Manager: Please review and authorise** must also be sent to a Manager to authorise the request.

In **Section 2. Next actions**, click **Add** and select **EH Youth Homeless Intervention**. Use the **Find** to pass to the YH Duty Worker and click **Add and Close**.

The step cannot be finished until the Manager has authorised the clipboard request. The Manager should finish the step on your behalf, once they have completed their required actions.

Young Person is currently open to TAC Monitoring

The YH Business Support should **Start** or **Resume** the **EH TAC Monitoring External Lead Professional** on the young person.

Navigate to **Section 2. Next actions** and click on the **Add**.

- Select **EH Decision on Significant Information**.
- Tick **Send Immediately?**
- Click **Assign to Me** next to **Pass to Worker** to allocate the step to yourself as Business Support.
- Click on **Add and Close**.
- Click on the close icon  and click **Yes** to save the step when prompted.

The **EH TAC Monitoring External Lead Professional** step may now have saved in your **Current work** and will need reassigning to the TAC Admin team it was with originally. Please use the guidance above for how to reassign this step back to the correct team.

The YH Business Support would need to **Start** the **EH Decision on Significant Information** as outlined in the above section.

If it is decided during the Youth Homeless Intervention by the Manager and Duty Worker that the case required further Early Help involvement, the YH Business Support will need to add on a further **EH Decision on Significant Information** step from the **EH TAC Monitoring External Lead Professional** step.

Start or **Resume** the **EH TAC Monitoring External Lead Professional** and navigate to Section 2 to add on a second **EH Decision on Significant Information** step. This would need to be assigned to Business Support. Save and close out of the TAC Monitoring step.

The YH Business Support would need to **Start** the second **EH Decision on Significant Information** detailing the reason for involving Early Help. They would need to send the mandatory clipboard request of **Required CS Manager: Please review and authorise** to the Manager. Once this is completed, save and exit out of the step so the Manager can review it.

The Manager would authorise the request and assign a next action of Early Help Visit and Early Help Case Supervision to the allocated worker.