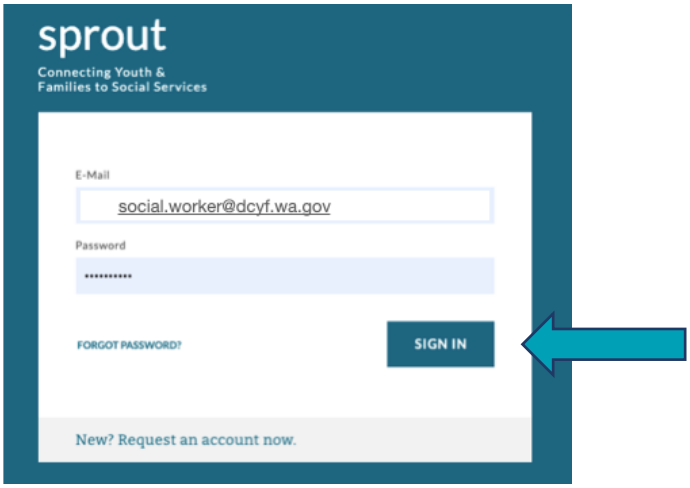
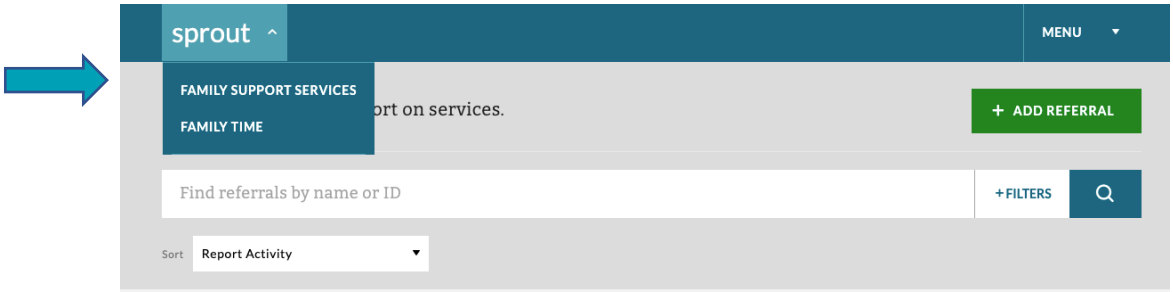
Sprout for Social Workers

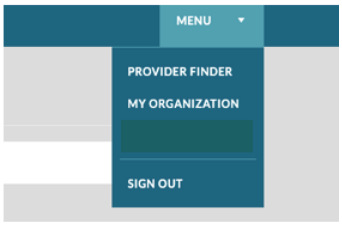
1. Go to https://sproutservices.org
2. Enter you email address and password then select *Sign In*



3. **Top Left *Sprout*** drop-down to navigate between Visitation Referrals (*Visitation*) and In-Home Service Referrals (*Family Support Services)*



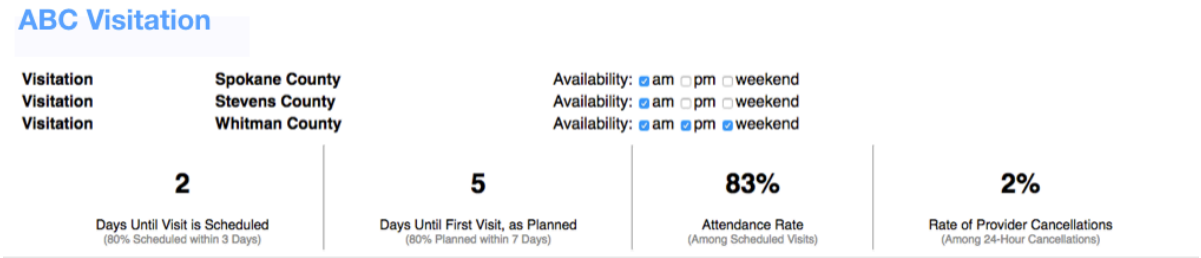
4. **Top Right *Menu*** drop-down includes
    a. Provider Finder – Provider's Availability and Data
    b. My Organization – Your Organization's Information
    c. Sign Out – Use to sign out of Sprout



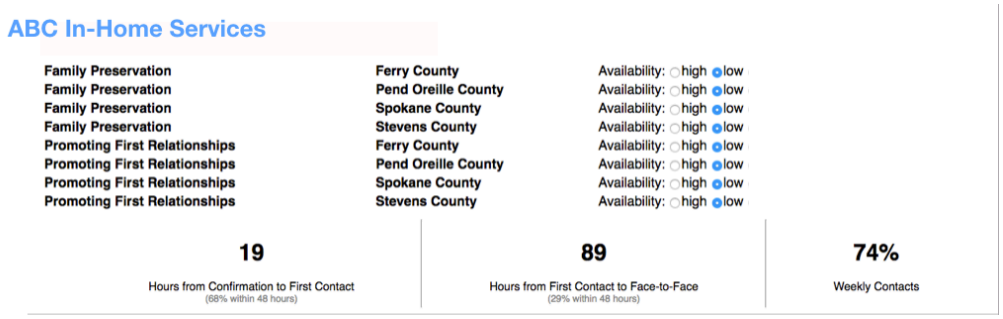
***You have to use Microsoft Edge to see Provider Finder (Internet Explorer does not work)**

Sprout for Social Workers

5. **Provider Finder**
    a. Shows all PCV and In-Home Service Provider's availability and data
        i. **Visitation Availability** shows counties provider does visits in and if they have am/pm/weekend availability in those areas
        ii. **Visitation Data**
            1. The average number of days to schedule a visit
            2. The average number of days until first visit is set to happen
            3. Attendance rate
            4. Rate that provider cancels visits



        iii. **In-Home Services Availability** shows types of in-home services, which counties they are provided in and if they have a high or low amount of availability to take a referral for that service
        iv. **In-Home Services Data**
            1. Average number of hours from Service Confirmation to Initial Contact with family
            2. Average number of hours from Initial Contact to First Face to Face
            3. Percentage of weekly contacts



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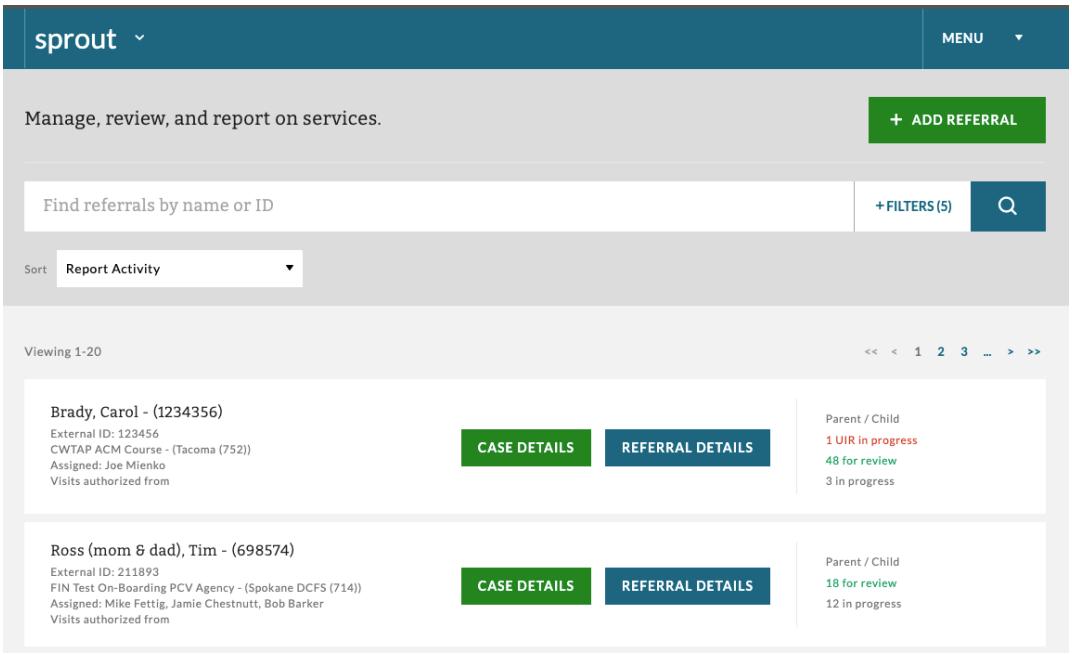
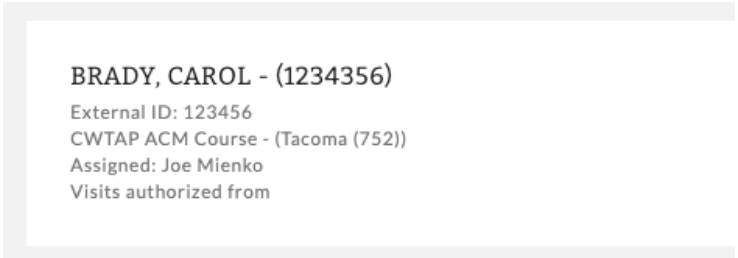
6. Visitation Screen



a. **Search bar:** search by client name, Famlink Case ID, Famlink Referral ID

b. Label

i. DCYF Case Name and Famlink Case ID
ii. External ID (FIN Billing Number)
iii. Agency Assigned and DCYF Office Referral came from
iv. Resource Specialist and Social Worker Name
v. Visits Authorized Date (from – to)



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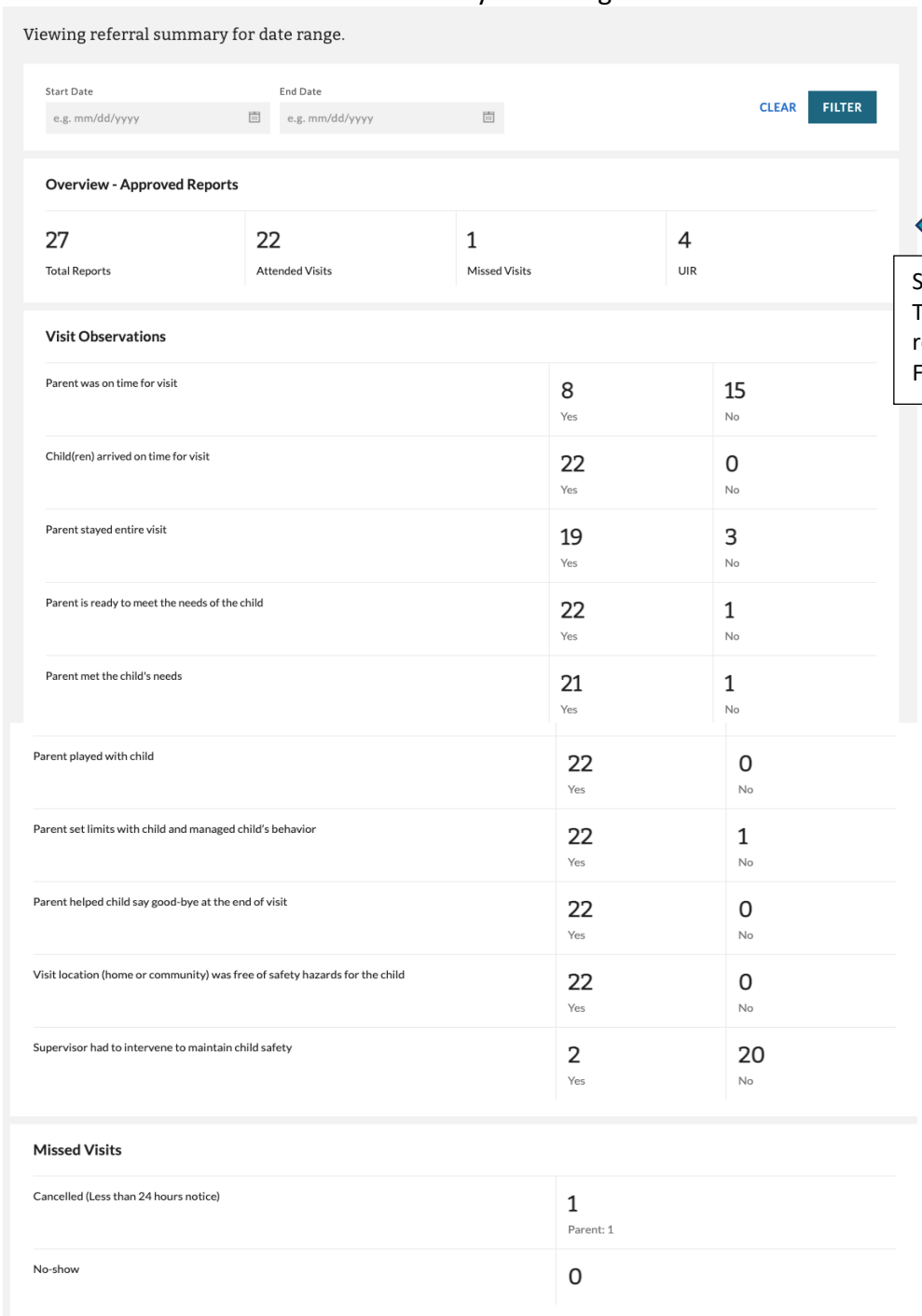
c. **Case Details**: Overview of all visits for ANY referral with that Famlink Case ID
   i. You can search by date range



Summary of Total Types of Reports for all referrals under the Famlink Case ID

Summary of Visit Observations from reports from all reports under the Famlink Case ID

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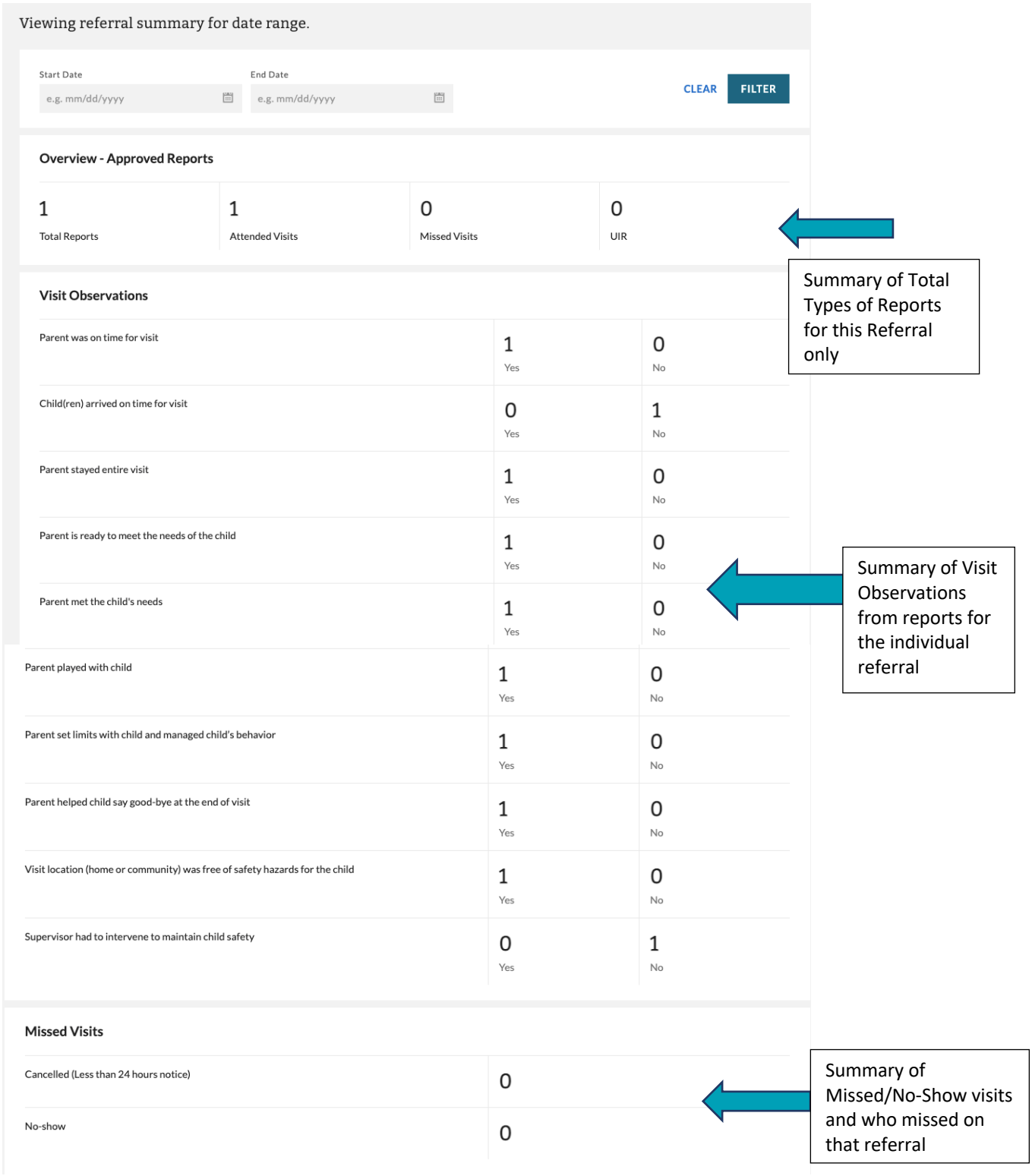
d. Referral Details

i. **Summary:** Overview of all visits for this specific referral



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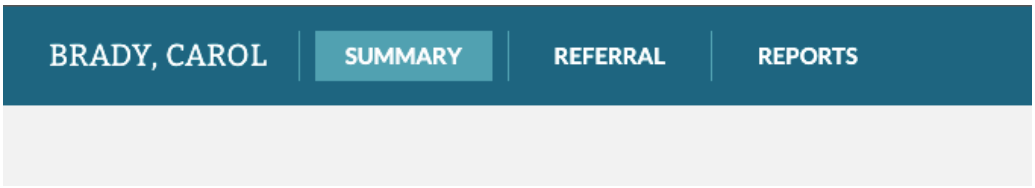
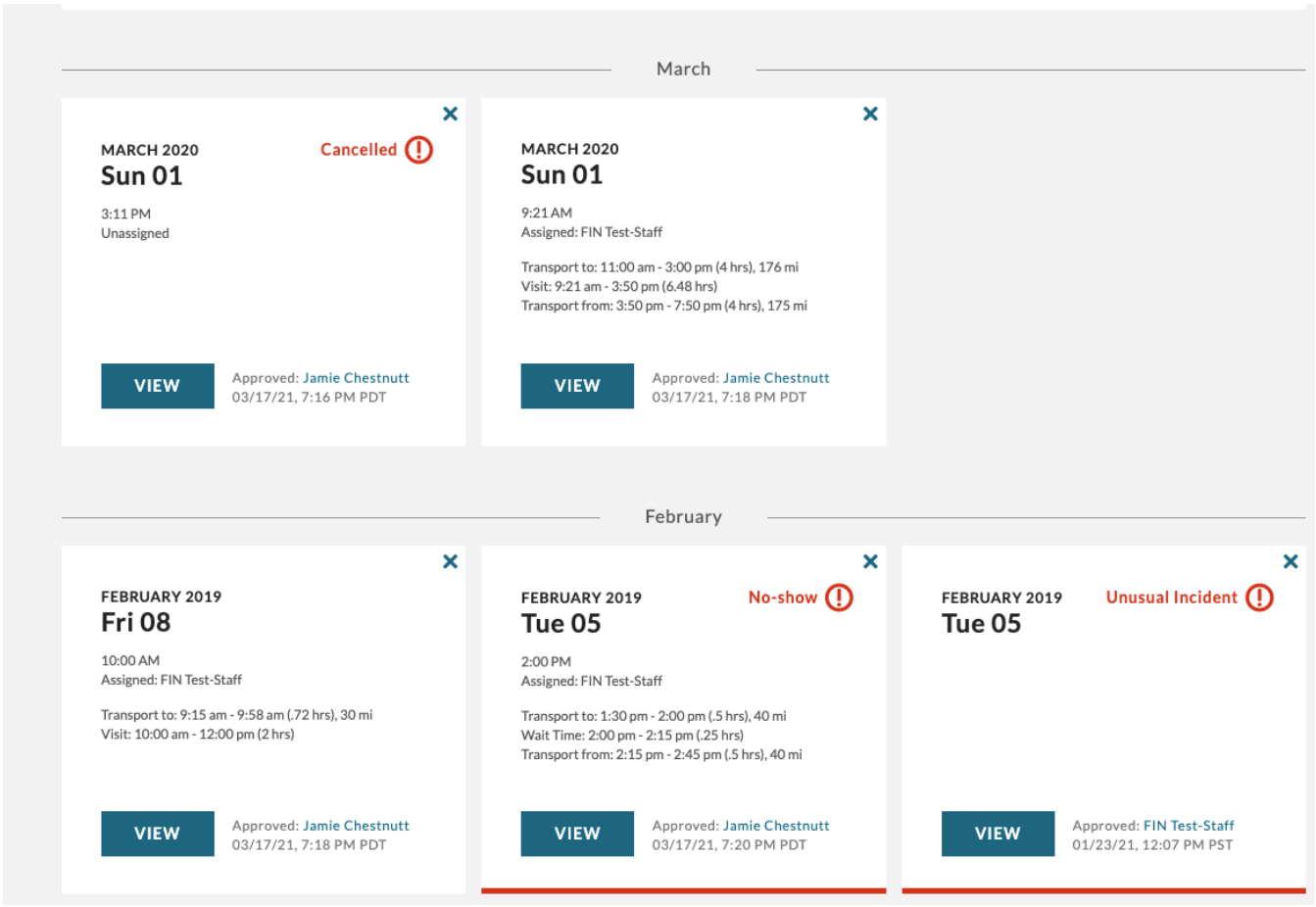
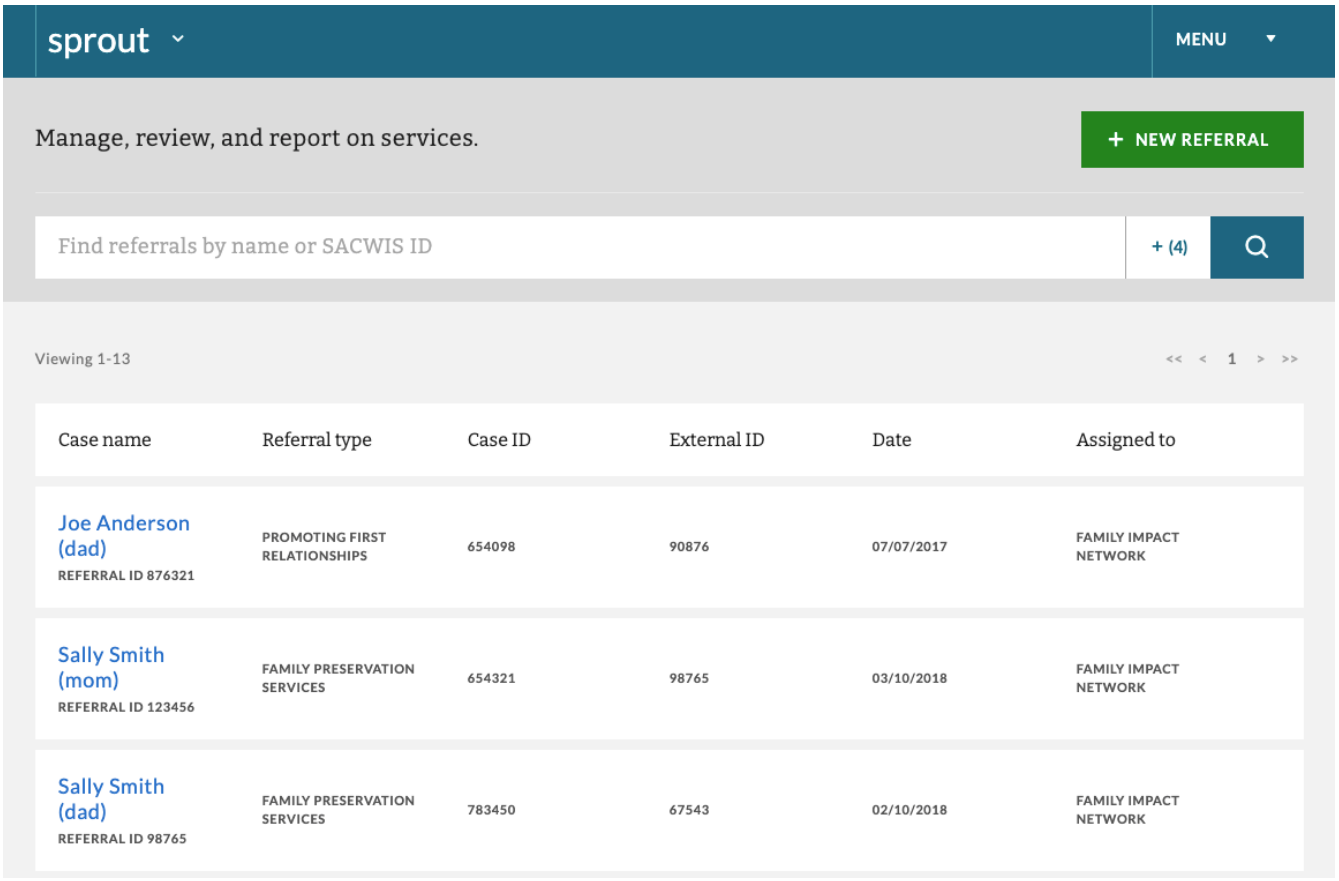


ii. **Referral**: Referral Information
iii. **Reports**: All visit reports
    1. You can only view reports that the provider has approved
    2. Select *View* to review the individual report
    3. Types of Reports
        a. Attended Visit Reports
        b. No Show Reports
        c. Canceled Reports
        d. Unusual Incident Reports (UIR's)



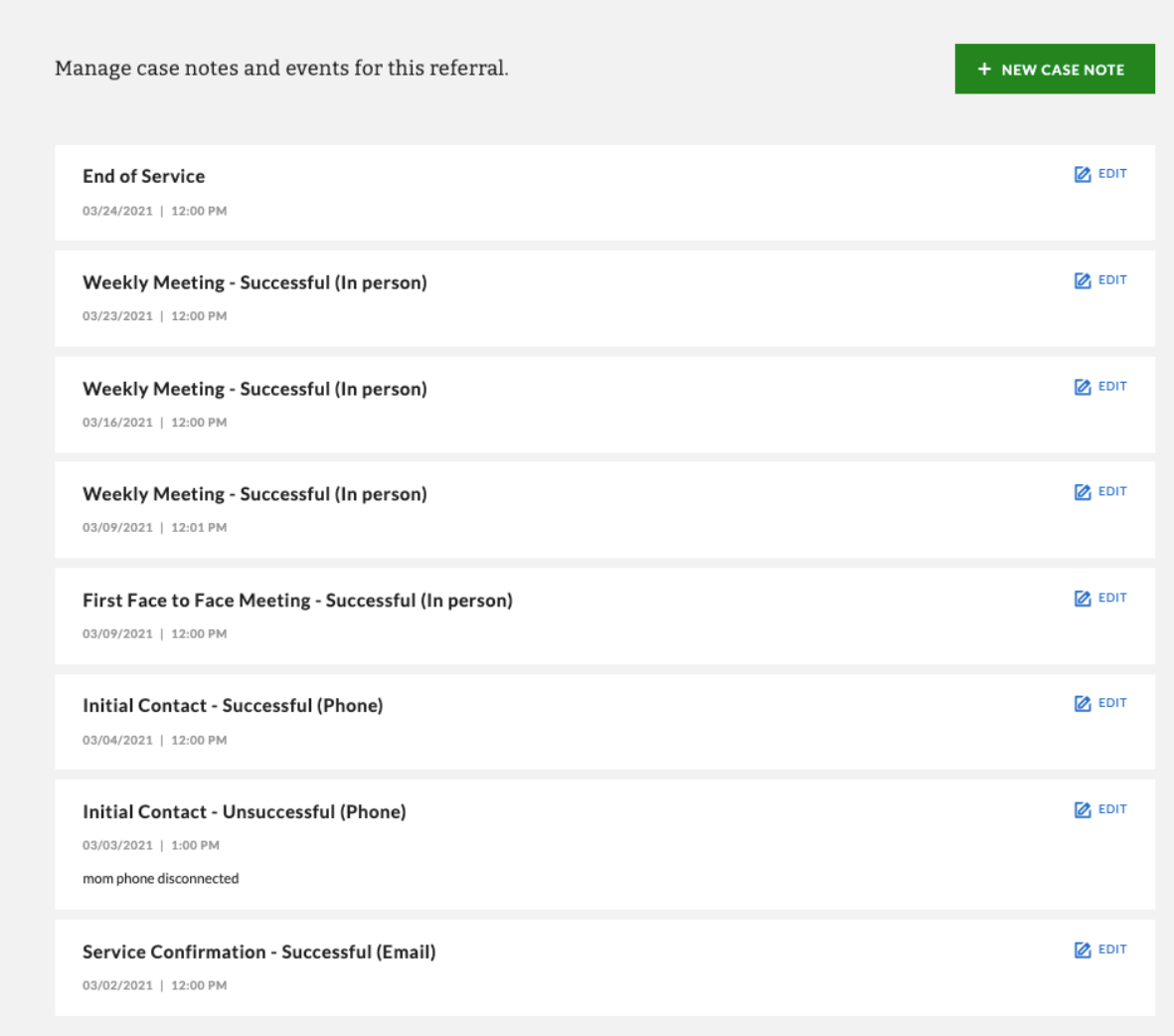
Sprout for Social Workers

7. **In-Home Services Screen**
    a. **Search bar**: search by client name, Famlink Case ID, Famlink Referral ID
    b. Label
        i. Case Name from Referral and who the service is for in parentheses (ex. mom, dad, caregiver)
        ii. Referral ID # = Referral ID on Referral
        iii. Referral Type = Which Service (ex. FPS, PFR, etc.)
        iv. Case ID = Famlink Case ID
        v. External ID = FIN billing number
        vi. Date = Date listed on Referral
        vii. Assigned To = Agency providing service for that referral



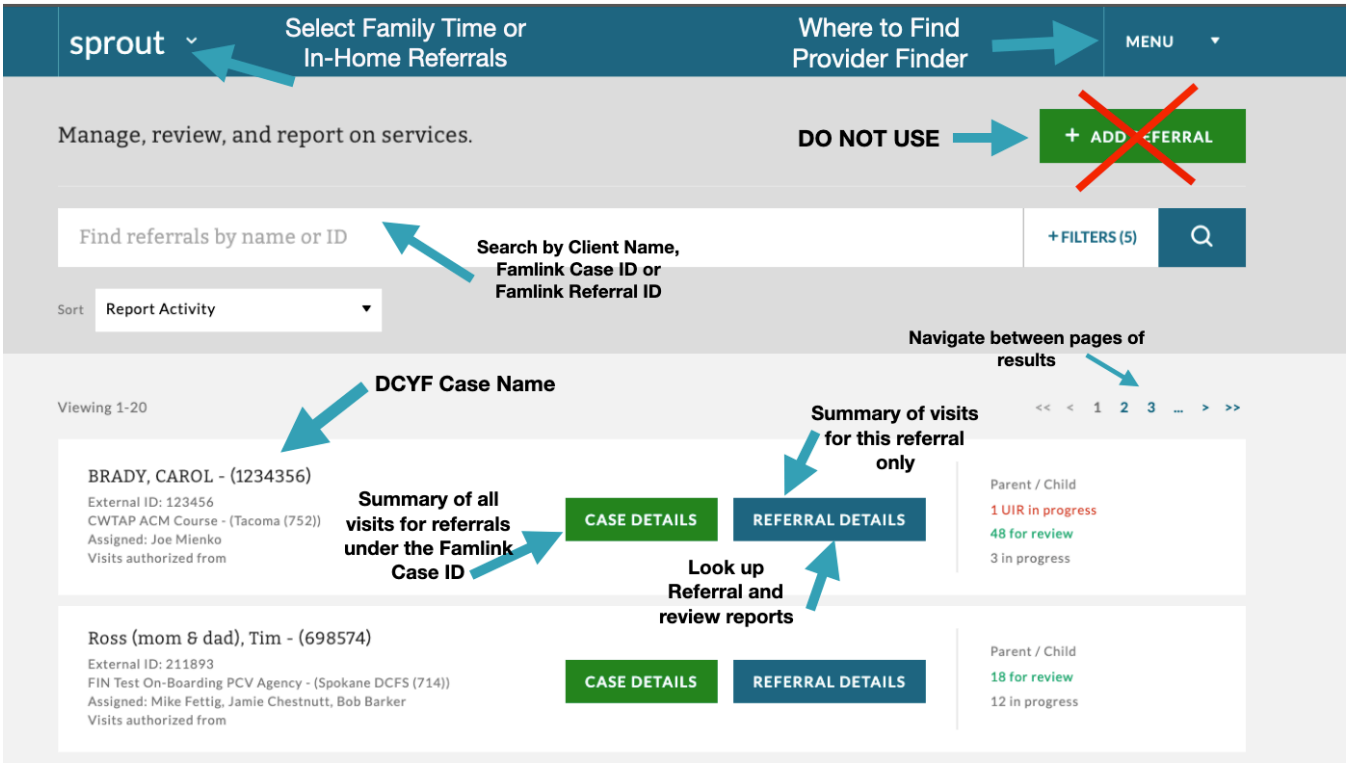
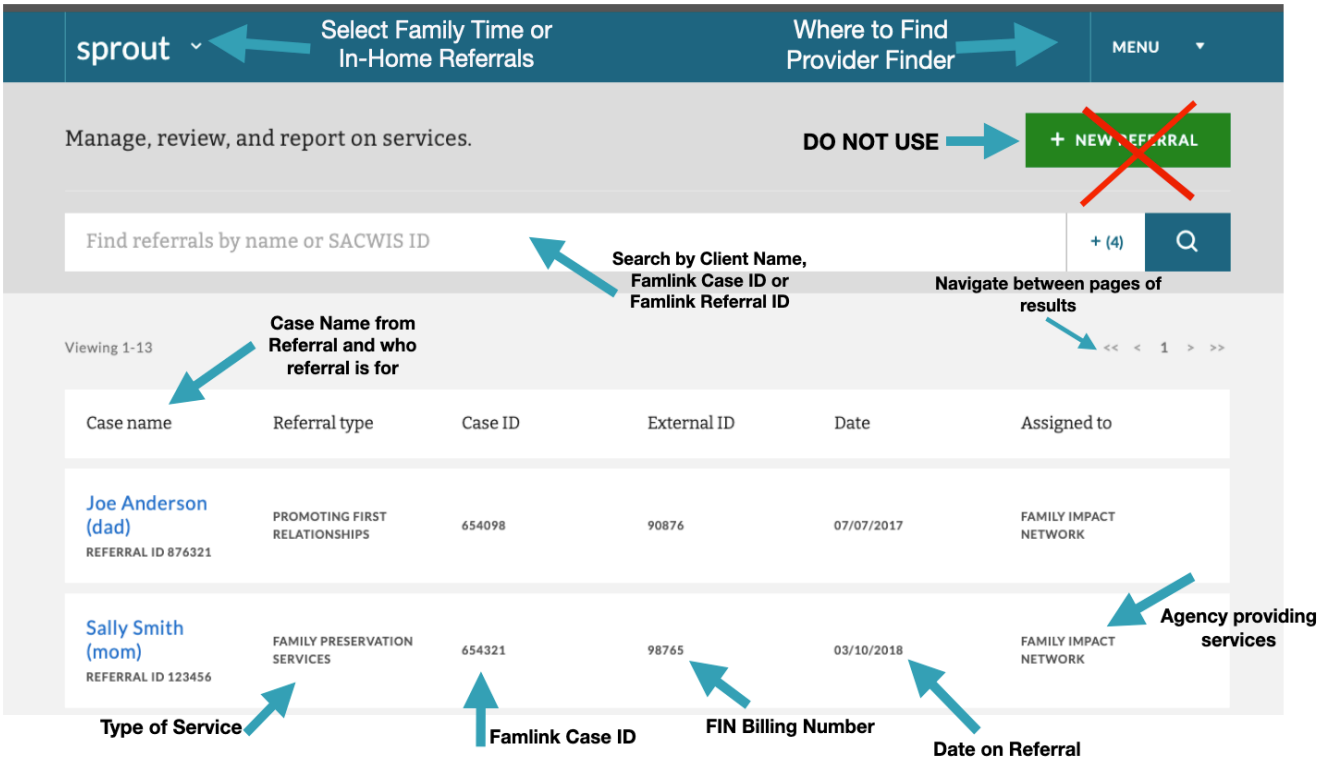
Sprout for Social Workers

c. Select Client Name to open case
    i. Referral = Referral Information (not including Assessment Info)
    ii. Case Notes = Notes entered by provider and FIN to track data (no clinical information)
        1. Service Confirmation
        2. Initial Contact
        3. First Face to Face Meeting
        4. Weekly Contact
        5. End of Service



Sprout for Social Workers

Quick Reference for Family Time



Quick Reference In-Home Services