



University of
Pittsburgh

School of
Social Work

Pennsylvania Child Welfare Resource Center

Standardized Client Handbook

2022

1	WELCOME TO THE CHILD WELFARE RESOURCE CENTER.....	4
1.1	RESOURCE CENTER OVERVIEW	4
1.2	FUNDING.....	4
1.3	ORGANIZATIONAL CHARTS	5
1.3.1	DEPARTMENT CONTACTS	6
1.4	MISSION, VISION, VALUES	7
1.4.1	MISSION STATEMENT	7
1.4.2	VISION STATEMENT.....	7
1.4.3	VALUES.....	7
2	STANDARDIZED CLIENT ROLE AND RESPONSIBILITIES	8
2.1	STANDARDIZED CLIENT ROLE OVERVIEW.....	8
2.1.1	JOB DESCRIPTION.....	8
2.1.2	COMPENSATION:.....	8
2.2	STANDARDIZED CLIENT COMPETENCIES	9
2.2.1	STANDARDIZED CLIENT COMPETENCIES AND BEHAVIORAL INDICATORS	10
2.3	ROLE PORTRAYAL TRAINING	14
2.3.1	COMPETENCY DEFINITION:	14
2.3.2	APPLICATION OF ROLE PORTRAYAL	14
2.3.3	TIPS AND TRICKS	14
2.3.4	NAVIGATING THE STANDARDIZED CLIENT GUIDE	14
2.4	FEEDBACK TRAINING	16
2.4.1	COMPETENCY DEFINITION:	16
2.4.2	APPLICATION OF FEEDBACK	16
2.4.3	TIPS AND TRICKS	16
2.5	DAY IN THE LIFE	18
2.5.1	TRAVEL ARRANGEMENTS	18
2.5.2	ARRIVAL AT TRAINING SESSION	18
2.5.3	SIMULATION SET UP	18
2.5.4	SIMULATION IMPLEMENTATION	18
2.5.5	CONCLUSION OF TRAINING DAY	18
3	CONTINUOUS QUALITY IMPROVEMENT	19
3.1	INDIVIDUAL NEEDS ASSESSMENT	19
3.1.1	INA PROCESS	19
3.1.2	INA TIMEFRAMES	19
3.1.3	EXAMPLE INA SECTION.....	19
3.2	STANDARDIZED CLIENT OBSERVATIONS	21
3.2.1	OBSERVATION PROCESS.....	21

3.2.2	OBSERVATON TIMEFRAMES	21
3.2.3	EXAMPLE OBSERVATION SECTION.....	21
4	POLICIES AND PROCEDURES	23
4.1	USING PITT RESOURCES	23
4.1.1	MY.PITT.EDU	23
4.1.2	UNIVERSITY EMAIL	26
4.2	SCHEDULE AND CANCELLATION PROCESS AND POLICY	26
4.2.1	BRIDGE PROFILE	26
4.2.2	SCHEDULING PROCESS.....	26
4.2.3	CANCELLATION PROCESS	26
4.3	MAINTAINING ACTIVE SC STATUS.....	27
4.3.1	ACTIVE SC STATUS	28
4.3.2	TIME AWAY.....	28
4.3.3	ADMINISTRATIVE TERMINATION	28
4.4	TIME AND EXPENSE MANAGEMENT	29
4.4.1	PITTWORX	29
4.4.2	CONCUR.....	31
4.5	TRAVEL	31
4.5.1	TRAVEL POLICIES.....	31
4.5.2	TRAVEL ARRANGEMENTS	32
5	SUPPORT RESOURCES.....	42
5.1	HR POLICIES.....	42
5.1.1	PACWRC STAFF HANDBOOK	42
5.1.2	UNIVERSITY STAFF HANDBOOK	42
5.1.3	UNIVERSITY HR POLICIES	42
5.1.4	LIFE SOLUTIONS	42
5.1.5	REASONABLE ACCOMMODATIONS	42
5.2	IMPORTANT LINKS/RESOURCES	42

1 WELCOME TO THE PENNSYLVANIA CHILD WELFARE RESOURCE CENTER

1.1 RESOURCE CENTER OVERVIEW

The Pennsylvania Child Welfare Resource Center (Resource Center) is part of the University of Pittsburgh's continuum of programs dedicated to the Child Welfare Workforce Development. The Child Welfare education and Research programs in the School of Social work at the University of Pittsburgh includes the Child Welfare Education for Baccalaureates and the Child Welfare Education for Leadership (CWEB and CWEL) as well as the Resource Center. The Resource Center is a collaborative effort of the University of Pittsburgh, School of Social Work; the Pennsylvania Department of Human Services; and the Pennsylvania Children and Youth Administrators. The Resource Center is centrally managed and regionally administered by the University of Pittsburgh, School of Social Work.

This collaborative effort can be seen in a variety of workgroups, committees, and partnerships, which includes the Child Welfare Resource Center Steering Committee. This committee meets quarterly and provides leadership in setting the direction and planning for the Resource Center as it relates to providing training, transfer of learning, and organizational effectiveness to public child welfare staff and their stakeholders. Members represent the key stakeholders of the Resource Center and the diversity of Pennsylvania's child welfare system. Each member represents their respective role in the collaboration and communicates their collective decisions.

1.2 FUNDING

The Resource Center is a collaborative endeavor of the University of Pittsburgh, School of Social Work; the Pennsylvania Department of Human Services; Office of Children, Youth & Families; and the Pennsylvania Children & Youth Administrators. The resource center is managed and operated through an Intergovernmental Agreement (IGA) between the Department of Human Services and the University. The IGA is a multi-year agreement that sets forth the authorization, deliverables, budgets, and terms and conditions for the services provided by the Resource Center.

Funding for the Resource Center is inclusive of Federal Title IV-E and IV-B funds as well as a combination of federal, state, University, and other grant funds. This funding is provided to the University on a reimbursement basis to cover direct costs and facilities and administrative (F&A) costs associated with the operation of the sponsored projects conducted at the Resource Center.

1.3 ORGANIZATIONAL CHARTS

This chart is intended to provide an “at a glance” look at our organizational structure, as well as some of the services and projects the Resource Center provides along with the lead department.

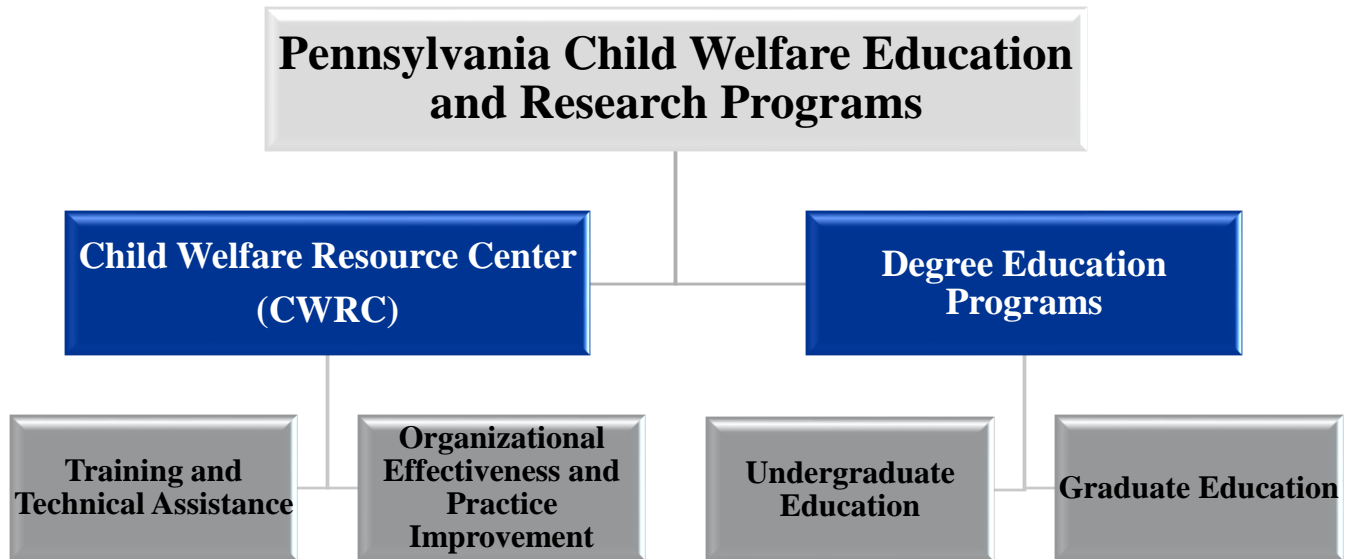


FIGURE 1 CHILD WELFARE EDUCATION AND RESEARCH PROGRAM STRUCTURE

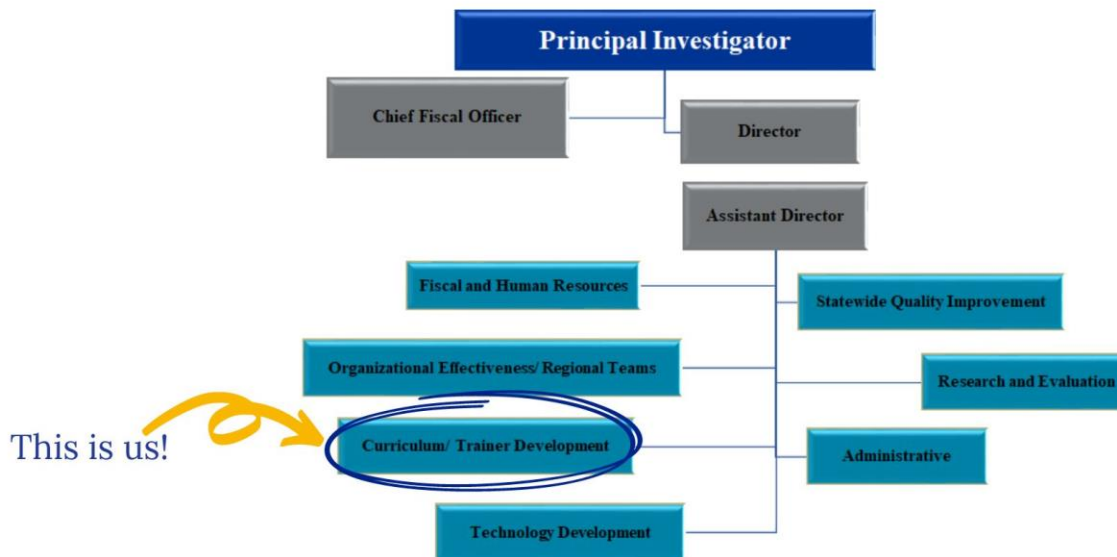


FIGURE 2 CHILD WELFARE RESOURCE CENTER STRUCTURE

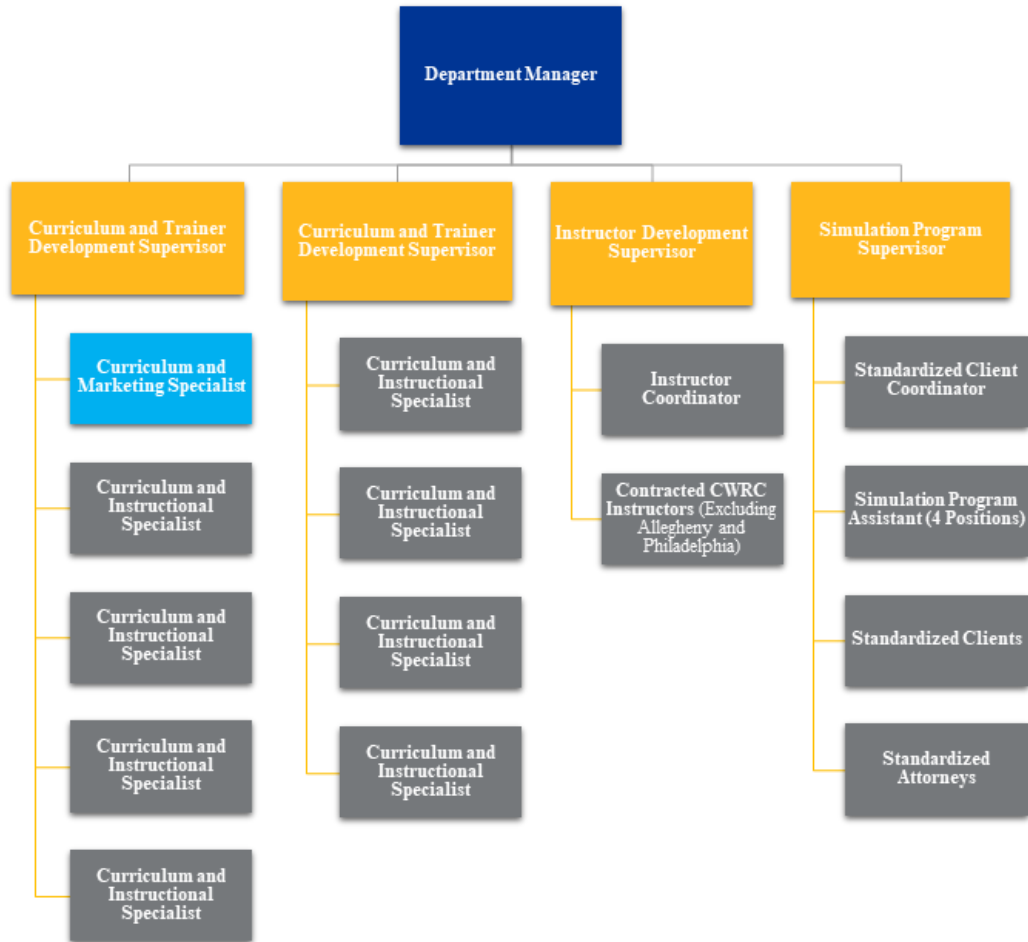


FIGURE 3 CURRICULUM AND TRAINER DEVELOPMENT DEPARTMENT

1.3.1 DEPARTMENT CONTACTS

- Simulation Program Supervisor (phone use during business hours 8-4 only)
 - Amber Snyder: amber.snyder@pitt.edu Cell: (717) 208-2132
- Standardized Client Coordinator
 - Angela Cole: anc2312@pitt.edu Cell: (717) 574-8911
- SC Emergency Phone (after hours, emergency call-off): (717) 605-0222

1.4 MISSION, VISION, VALUES

1.4.1 MISSION STATEMENT

“The Pennsylvania Child Welfare Resource Center is a national leader in advocating for an enhanced quality of life for Pennsylvania’s children, youth, and families.

In partnership with families, communities, public and private agencies, we prepare and support exceptional child welfare professionals and systems through education, research, and a commitment to best practice.”

1.4.2 VISION STATEMENT

“Every child, youth, and family experiences a life rich with positive opportunities, nurturing relationships, and supportive communities.”

1.4.3 VALUES

Service Excellence: Continual efforts will be made to ensure all services and practices are strength-based, solution-focused and are of the highest quality.

Honesty: Showing integrity and principled behaviors, rooted in a shared mission, vision, and values in the way you treat others while recognizing your own biases and challenges.

Accountability: Working proactively to accept and promote responsibility for achieving positive outcomes for children, youth, and families.

Respect: Acknowledging the worth of every person, treating each with dignity, regard, and consideration.

Engagement: Involvement of stakeholders, including youth and families throughout all phases of the child welfare system, from policy planning to case-related.

Diversity: To acknowledge and embrace differences as a beneficial tool when engaging others.

2 STANDARDIZED CLIENT ROLE AND RESPONSIBILITIES

2.1 STANDARDIZED CLIENT ROLE OVERVIEW

Standardized Client Defined: The Standardized Client (SC) is part of the educational team and is responsible for providing learners with realistic role portrayals and role specific feedback during simulation-based training sessions to support learner skill development.

2.1.1 JOB DESCRIPTION

Please access at the following link: [0136270 SC Job Description.docx](#)

2.1.2 COMPENSATION:

The Standardized Client role is compensated at \$18 per hour. SCs are compensated at the same standard rate for the following:

- Email and schedule maintenance
- Travel
- Case study and preparation
- Participation in team meetings and ongoing professional development

When travelling to locations outside the assigned home location, expenses are paid by the university. Please reference the travel process in Section 4.

2.2 STANDARDIZED CLIENT COMPETENCIES

Competency: Broad statement of knowledge, values, and skills necessary to the performance of professionals.

Behavioral Indicator: Behavioral indicators are observable and measurable practices that individuals employ when they are demonstrating a particular competency and are specific and descriptive for assessment purposes in determining a professional's progress toward mastering a particular competency.

Why Competencies Matter:

- Identifies the fundamental knowledge, skills, and abilities required to successfully carry out child welfare practice,
- Establishes consistent definitions and markers,
- Focuses on desired outcomes,
- Supports performance management: recruitment, interviewing, selection, professional development, and performance appraisals,
- Facilitates organizational and systemic continuous quality improvement, and
- Ensures that training, transfer of learning, and technical assistance is aligned with competent practice.

The Standardized Client Competencies are rooted in principles from child welfare competencies, instructor competencies, and the Association of SP Educator's Standards of Best Practice.

2.2.1 STANDARDIZED CLIENT COMPETENCIES AND BEHAVIORAL INDICATORS

PA CWRC Standardized Client Competencies

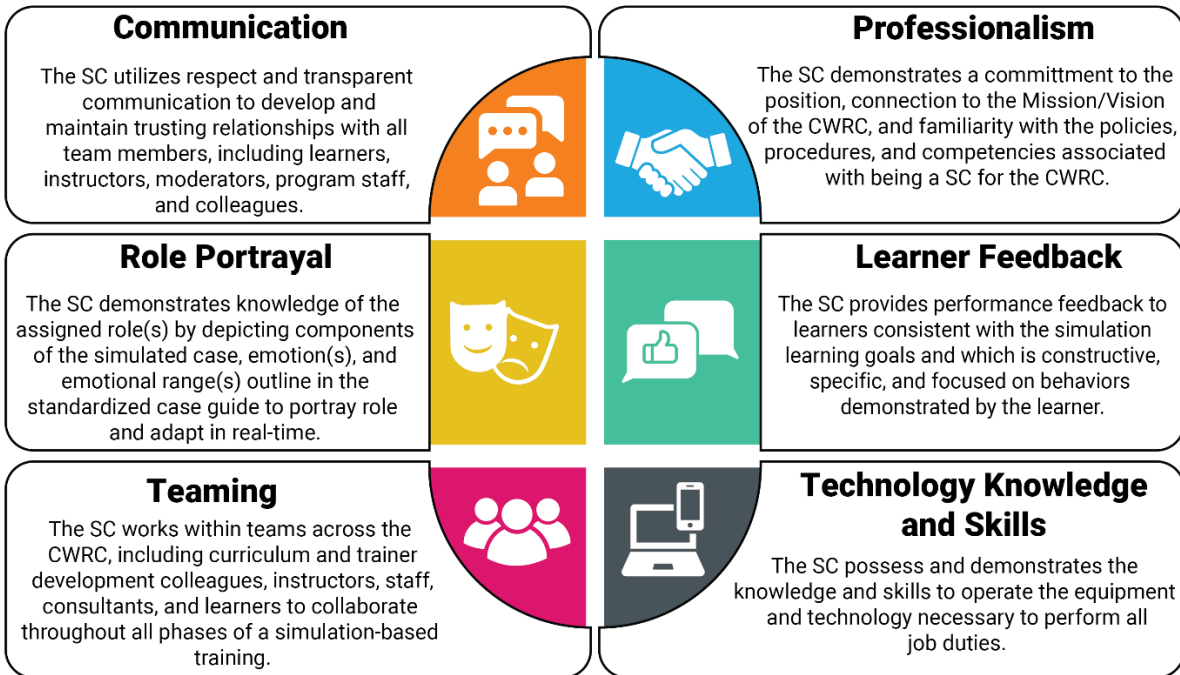


FIGURE 4 STANDARDIZED CLIENT COMPETENCIES

Communication

The Standardized Client utilizes respectful and transparent communication to develop and maintain trusting relationships with all team members, including instructors, moderators, program staff, and colleagues.

Behavioral Indicators

- Uses appropriate and respectful verbal language when communicating with others outside of simulation activities.
- Uses appropriate nonverbal (i.e., body) language when communicating with others outside of simulation activities.
- Communicates clearly and effectively with others outside of simulation activities.
- Demonstrates active listening when communicating with others outside of simulation activities.

Professionalism

The Standardized Client demonstrates a commitment to the position and familiarity with the policies, procedures, and competencies associated with being a Standardized Client for the CWRC.

Behavioral Indicators

- Demonstrates knowledge of roles, responsibilities, and competencies required of a Standardized Client.
- Accepts and effectively incorporates feedback provided by staff and instructors.
- Employs time management and organizational skills to accomplish duties and responsibilities (e.g., showing up on time, calling out, finding replacement, etc.).
- Completes all applicable training for each assigned role.
- Maintains professional boundaries with learners (e.g., stays separated from learners, remains in character in front of learners, etc.).
- Works effectively and respectfully with individuals of diverse backgrounds, styles, abilities, and motivations.

Role Portrayal

The Standardized Client demonstrates knowledge of the assigned role(s) by depicting components of simulated case (i.e., general functioning, presenting problem, etc.), emotion(s), and emotional range as outlined in the standardized client guide to portray role and adapt in real-time to the learner.

Behavioral Indicators

- Portrays role in alignment with standardized client guide (i.e., demonstrates key aspects of the case aligned with simulation/module learner goals).
- Matches emotional range(s)/level(s) consistent with standardized client guide.
- Adapts portrayal based on learner behavior to meet needs, behavior, and language of the learner.
- Uses appropriate nonverbal language and props to enhance the simulation and learner experience.
- Demonstrates cultural awareness while portraying role as defined in the standardized client guide.

Learner Feedback

The Standardized Client provides performance feedback to learners that is consistent with the simulation learning goals. The Standardized Client provides learner feedback, which is constructive, specific, and focused on behaviors demonstrated by the learner.

Behavioral Indicators

- Provides real-time learner feedback during simulation by responding to learner skills, language, and behaviors.
- Provides learner feedback in appropriate module-specific structure as indicated in standardized client guide during feedback phase of simulation process.
- Provides learner feedback tied to simulation learner goals during feedback phase of simulation process.
- Provides learner feedback pinpointed to specific component(s) of interaction(s) between the individual learner and Standardized Client during feedback phase of simulation process.
- Demonstrates cultural awareness while providing learner feedback.

Teaming

The Standardized Client works within teams across the CWRC, including curriculum and trainer development colleagues, instructors, staff, and/or consultants to collaborate throughout all phases of a simulation-based training.

Behavioral Indicators

- Teams with instructors and moderators during simulation and while providing learner feedback (e.g., makes timing adjustments, etc.).
- Collaborates with Curriculum staff in simulated case development/review.
- Collaborates with other Standardized Clients (e.g., modules requiring multiple SCs, practice sessions, onboardings, etc.).
- Supports other Standardized Clients by providing feedback and support (i.e., practice simulations; as applicable).

Technology Knowledge and Skills

The Standardized Client possesses and demonstrates the knowledge and skills to operate the equipment and technology necessary to perform all job duties.

Behavioral Indicators

- Checks Pitt email biweekly and responds to scheduling emails within provided timelines.
- Successfully uses appropriate Pitt technology/applications for job functions (e.g., virtual simulations, hours tracking, travel/other reimbursements, etc.).
- Demonstrates problem-solving abilities to navigate technology-related issues.
- Contacts appropriate support staff to navigate technology-related issues.

2.3 ROLE PORTRAYAL TRAINING

2.3.1 COMPETENCY DEFINITION:

The Standardized Client demonstrates knowledge of the assigned role(s) by depicting components of simulated case (i.e., general functioning, presenting problem, etc.), emotion(s), and emotional range as outlined in the standardized client guide to portray role and adapt in real-time to the learner.

2.3.2 APPLICATION OF ROLE PORTRAYAL

The SC's objectives are rooted in their response to questions and other behavior. They must:

- Respond to skill and type of questioning
- Remain consistent to case info, while staying genuine and unique
- Use windows of time effectively
- Stay in the moment and allow the training team member portraying a caseworker to lead

2.3.3 TIPS AND TRICKS

- Practice “staying in the moment,” or the “now”: not anticipating or thinking ahead and resist the urge to perform.
- Separate the goals of being a Standardized Client from the goals of being a real client.
- Be immersed and yet removed: Being real as a Standardized Client is different than being “real” as a client.
- Be cautious to not play into perceived stereotypes.
- Get comfortable making choices and knowing why you made those choices.
- Use opportunities within the simulation wisely.
- Use intentional language and body language throughout both the simulation and feedback to the participant.
- Always be working on improving self-awareness, not self-consciousness, by actively listening to training participants.

2.3.4 NAVIGATING THE STANDARDIZED CLIENT GUIDE

Learning Objectives: Goals and expected outcomes of training session for learners.

Simulation Overview: This box(es) outlines the structure of the simulation, including purpose, any simulation set up requirements for the space, and how the debrief of the simulation will run.

Simulation Flow Chart: The flow chart outlines the full simulation process, including learner prep, simulation timing, and feedback process.

***Note:** There may be more than one simulation overview and simulation flow chart per course. This will occur when a course has more than one simulation*

SC Feedback Templates: The templates provide guidance to framing feedback based on the simulation rating rubric. Templates can be used as examples or exact feedback if applicable.

Case Information: Provides context for the simulation.

Background information: Outlines all information about the character to inform role portrayal. Background information may be separated into different categories based on the information needed for the role portrayal.

Relevant Child Welfare Concepts: Outlines any information from child welfare practice the SC should be aware of for role portrayal and feedback.

Presenting Problem: Outlines the moments leading up to the simulation starting point, giving immediate relevant backstory.

Emotional States: Outlines the various emotions the SC could experience in role through all simulations. The SC should navigate within these emotional states throughout the simulation based on learner skills.

Learning Points: You may also hear these referred to as if/then statements. The learning points support the SC in understanding how to move within emotional responses based on learner skill and ability.

2.4 FEEDBACK TRAINING

2.4.1 COMPETENCY DEFINITION:

The Standardized Client provides performance feedback to learners consistent with the simulation learning goals. The Standardized Client provides learner feedback, which is constructive, specific, and focused on behaviors demonstrated by the learner.

2.4.2 APPLICATION OF FEEDBACK

Feedback, paired with role portrayal, is one of the essential skills of the Standardized Client. It is also generally the skill that takes the longest to master. As members of the education team, our feedback to the learner is our most pointed educational tool, allowing us to directly state the emotional truth of a particular moment.

Points of feedback don't need to be dressed up in fancy language to be effective. They should be stated simply and plainly as to be memorable. Points of feedback can be boiled down into two essential parts: 1. A specific, observable, changeable behavior, and 2. That behavior's emotional impact.

Feedback should always be centered around how behavior impacted you, not make assumptions of what the learner was trying to do ("I felt judged" instead of "you were judging me").

2.4.3 TIPS AND TRICKS

Specific

- Unhelpful: "You looked uncomfortable"- non-specific, and unhelpful.
- Helpful: "When you crossed your arms, looked down and shifted in your chair.... I felt _____."

Observable (what you saw and heard)

- Unhelpful: "You seemed nervous..." – This assumes knowledge of how learner is feeling.
- Helpful: "When you wiggled your foot and asked questions rapidly, I felt _____."
- State the facts – do not make assumptions.

Changeable behavior

- Unhelpful: "I had a hard time understanding you because of your accent" – this may not be easily changeable.
- Helpful: "When you spoke so quickly it was hard to follow what you were saying and I felt confused." – This is a behavior that the learner can change.

Impact

- Describe specific behavior and express how that behavior impacted you.
- Unhelpful: "When you were acting impatient with me, I felt like you were trying to rush me."
- Helpful: "When you asked me abruptly if I use drugs, I felt judged."

Balance

Focus on:

- Areas of learner strength.
- How did the beginning of the interview compare to the end? How did the encounter progress?
- What was the energy of the encounter? Was there a shift in energy? How did it impact you?

Reflective/Mirror

- Practice self-awareness: Remove personal or “Case” emotion, while at the same time being present with your thoughts and feelings.
- We want your feedback to be centered on how you felt and how that affected your responses.
- Rather than saying "I felt like you _____.", we want you to frame your feedback as "when you said/did _____, I felt _____."

2.5 DAY IN THE LIFE

2.5.1 TRAVEL ARRANGEMENTS

Any needed travel arrangements must be made a minimum of two weeks in advance of a scheduled session or immediately if scheduled within two weeks of dates of session. Please follow policy and procedure outlined in section 4.5 of this handbook.

2.5.2 ARRIVAL AT TRAINING SESSION

Your attendance and punctuality are essential to ensure the success of the training. Ensure that you arrive to the training location by 8:30am each day you are scheduled to portray, even if your portrayal doesn't start until the afternoon. If you are running late, please inform simulation program staff by emailing SIMCWRC@pitt.edu or calling (717) 605-0222.

2.5.3 SIMULATION SET UP

Upon arrival at the training location, go to the space in which the simulations will be conducted and ensure props and furniture are arranged properly. These are mainly used in Foundations Module 4 and may include dishes and housewares, reading material, toys, alcohol containers, dividers to create a "bedroom," and an electronic baby doll "Jordan." Install a battery in the doll and test the "crying" function. Please reference the Training Room Guides which can be found on the SC Resources website linked in section 5.2.

2.5.4 SIMULATION IMPLEMENTATION

While engaged in the simulation, ensure that you maintain fidelity of the case, using the information provided in the Standardized Client Guide. Ensure that you are maintaining the character in portrayal as well as feedback. When taking breaks, please do not interact with the training participants to ensure that the role is not broken. During simulations, complete all observation forms and provide feedback to participants as outlined by the Resource Center Feedback guidelines.

2.5.5 CONCLUSION OF TRAINING DAY

At the end of your role portrayal and prior to leaving, you will need to wrap up by completing any necessary documentation. Please ensure all simulation props and supplies are put away and turn off the crying function of the simulated baby. If you have feedback, please complete a Service Delivery Report, and share that with your supervisor via email.

3 CONTINUOUS QUALITY IMPROVEMENT

3.1 INDIVIDUAL NEEDS ASSESSMENT

The SC Individual Needs Assessment (INA) is a process to support SCs in demonstrating self-awareness of their preparedness to engage in their roles as SC in all competency areas. The INA is an optional professional development opportunity for SCs to engage in their professional growth with the CWRC.

3.1.1 INA PROCESS

1. At designated intervals outlined in section 3.1.2, the SC will complete an INA at the following link: [SC INA](#).
2. Following the completion of the INA, and within 2 weeks of completion, the SC will initiate a meeting with the Simulation Program Supervisor to discuss their INA responses and goals for professional development.
3. The Simulation Program Supervisor will review the INA and provide insights from SC observations to support professional development goals.
4. The SC will be provided opportunities to address perceived gaps in preparedness.

3.1.2 INA TIMEFRAMES

To support continuous quality improvement, SCs will be offered the opportunity to engage in the SC INA process at regular intervals as follows:

- At the conclusion of SC onboarding training
- 6 months following hire date
- Annually at the conclusion of each calendar year

3.1.3 EXAMPLE INA SECTION

Competency: Communication

On a scale from 1 - Not at all to 5 - Extremely, how prepared do you feel to meet the following behavioral indicators of an SC at the CWRC?

	Not at all prepared	Moderately prepared	Prepared	Very prepared	Extremely prepared
Uses appropriate and respectful verbal language when communicating with others outside of simulation activities.					
Uses appropriate nonverbal (i.e., body) language when communicating with others outside of simulation activities.					
Communicates clearly and effectively with others outside of simulation activities.					

Demonstrates active listening when communicating with others outside of simulation activities.					
--	--	--	--	--	--

3.2 STANDARDIZED CLIENT OBSERVATIONS

The SC Observation is an important tool in continuous quality improvement of simulation. The observation process is mandatory and is implemented by trained observers within the Curriculum and Trainer Development Department.

3.2.1 OBSERVATION PROCESS

1. At designated intervals outlined in section 3.2.2, the SC will be notified of an upcoming observation at a minimum of two (2) weeks prior to the scheduled observation, unless observation is addressing an urgent need. At time of notification, observer will schedule a debrief session with the SC.
2. The observer will discuss with SC their preference for receiving feedback during training sessions. Urgent issues will be addressed immediately, but SC can choose to receive other feedback at breaks, lunch, or in between training days (if applicable).
3. Observer will attend the training session in-person or virtually and complete the SC observation form.
4. Following the completion of the observation, and within one (1) week of completion, the observer will conduct a debrief with the SC. If professional development is identified, the observer will communicate that need to the Simulation Program Supervisor who will coordinate efforts for professional development.

3.2.2 OBSERVATION TIMEFRAMES

To support continuous quality improvement, SCs will be observed at regular intervals as follows:

- The first time portraying any case
- The first time portraying new content
- At the request of the SC
- When performance challenges pertaining to portrayal or feedback are identified
- At minimum, one (1) time per year

3.2.3 EXAMPLE OBSERVATION SECTION

ROLE PORTRAYAL	Fails to Meet		Meets		Exceeds
	Poor	Fair	Average	Good	Excellent
Portrays role in alignment with standardized client guide (i.e., demonstrates key aspects of the case aligned with simulation/module learner goals).	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Matches emotional range(s)/level(s) consistent with standardized client guide.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Adapts portrayal based on learner behavior to meet needs, behavior, and language of the learner.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
Uses appropriate nonverbal language and props to enhance the simulation and learner experience.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>

Demonstrates cultural awareness while portraying role as defined in the standardized client guide.	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>
N O T E S					

4 POLICIES AND PROCEDURES

4.1 USING PITT RESOURCES

As defined in the SC competencies, SCs are required to use appropriate University of Pittsburgh resources necessary to complete their work as an SC. This section will outline processes for using required resources and will identify any relevant processes and policy.

4.1.1 MY.PITT.EDU

University of Pittsburgh email, time management, and expense reimbursement can be accessed and used by accessing my.pitt.edu. This section will break down each component used regularly by SCs. Explore the site further independently as needed to access resources.

The home page looks as follows. To log in, select where it indicates “Sign in”

The screenshot shows the my.pitt.edu website. The header is blue with the University of Pittsburgh logo and 'myPitt' text. A search bar is located in the top right. Below the header, there are three promotional cards. A yellow arrow points to the 'Sign in' button in the top right corner. Below these cards is a 'VIEW ALL' button. The main content area is titled 'Student, Faculty, and Staff Resources' and contains several service tiles: 'Daily COVID-19 Health Check' (Login Required), 'Check Compact Status' (Login Required), 'Remote Learning, Teaching, and Work Res...', 'Student Services', 'Faculty Services', and 'Staff Services'.


Enter the university provided username (the part before @pitt.edu) and password. To log in, complete the two-factor authenticity to complete your log in. If there are challenges logging in using two-factor authentication, please access the [help page](#).



Username

Password

 [Forgot password?](#) |  [Need Help?](#)



[What is this?](#) [Add a new device](#)
[My Settings & Devices](#)
[Need help?](#)

Device:

Choose an authentication method

<input checked="" type="checkbox"/> Duo Push <small>✓ Used automatically</small>	<input type="button" value="Send Me a Push"/>
<input type="checkbox"/> Call Me	<input type="button" value="Call Me"/>
<input type="checkbox"/> Passcode	<input type="button" value="Enter a Passcode"/>

Remember me for 24 hours

Pushed a login request to your device...

On the home screen, Student, Faculty, and Staff Resources, and Most Popular Apps are shown, which could include many of the necessary applications for the SC role. By clicking the heart next to any application, they will become “Favorite” applications and will show on the home page easily. For ease of access, favorite Pitt Email, Microsoft Teams, PittWorx, and Concur.



4.1.2 UNIVERSITY EMAIL

Email can be accessed by going to my.pitt.edu or by installing an Outlook application on a device (phone, tablet, or computer). The handbook will provide instructions using the browser-based email.

4.1.2.1 EMAIL POLICY

As a program, we will send all correspondence to the University of Pittsburgh provided email address. SCs are permitted to have emails forwarded to a non-Pitt email address, however all emails initiated from the Child Welfare Resource Center will be directed to the university issued email address. SCs must log into their Pitt account to access certain applications.

When in active status as an SC, you are expected to regularly maintain your email account, including responding to all emails within timeframes given.

To remain informed, SCs must check their email a minimum of once every two weeks. SCs may include up to 1 hour of email and account maintenance each week on their timesheet.

4.2 SCHEDULE AND CANCELLATION PROCESS AND POLICY

4.2.1 BRIDGE PROFILE

All SCs are required to maintain a current, active profile in Bridge. Please review the Bridge User Guide for SCs ([Bridge User Guide](#)) to update profiles.

Two weeks prior to scheduling SCs, the SC Coordinator will email all SCs to prompt an update to availability in Bridge. If availability is not reflected in Bridge, SCs may be scheduled for sessions for which they are not available. This could result in a reduction in scheduled hours.

4.2.2 SCHEDULING PROCESS

Quarterly scheduling will be completed using Bridge online scheduling software. This handbook will be updated to reflect most current Bridge and scheduling processes.

Scheduling for off calendar or additional training will be done via email to meet tighter timeframes. SC Coordinator will send the need via email to all SCs with a deadline for response (48-72 hours depending on the timing of the need).

4.2.3 CANCELLATION PROCESS

In the instance that an SC is ill or has an emergency that will preclude them from training on a scheduled training day, it is crucial that they contact the Resource Center in a timely manner, with as much notice as possible, so that necessary actions can be taken. SCs who do not attend a scheduled session without notice may be subject to additional performance management measures.

If an SC *must* cancel on the day of training, the **Emergency Policy** should be followed. Please remember that this policy is only for *emergencies or illnesses* that cannot wait until 8:00 am when the office opens. If this is an illness or emergency that occurs during normal business hours and more than one business day prior to the simulation, the **Anticipated Cancellations Policy** should be followed.

Emergency Policy (Day-of Cancellations):

This policy is to be reserved for *immediate emergencies only*, please call **the SC Emergency Phone at 717-605-0222**. This phone will be managed on a rotation between the Simulation Program Supervisor, Instructor Development Supervisor, and Standardized Client Coordinator.

- The **Standardized Client/Attorney** is responsible for contacting the **SC emergency phone** no later than **6:00 AM** the day of the scheduled simulation to cancel.
- Following your phone call to the SC emergency phone, the Simulation Program Supervisor, Instructor Development Supervisor, or SC coordinator will contact the Resource Specialist on call using the trainer emergency phone line.
- Once notified, the Resource Specialist will follow the Instructor Emergency Policy regarding notifications.

Please note: If a training session is cancelled due to an instructor emergency, the Resource Specialist on-call will reach out to the SC Emergency Phone to make the SC supervisor or coordinator aware. The SC supervisor or coordinator will then notify the SC or SA of the training cancellation.

Anticipated Cancellations:

- During normal business hours, the SC or SA will contact the SC coordinator to discuss cancellations.
- If the CWRC is aware of upcoming inclement weather, the Resource Specialist will contact the Simulation Program Supervisor or SC coordinator 48 hours prior to the scheduled workshop to discuss the issue of possible inclement weather, or Friday for a Monday workshop. The workshop may be cancelled or converted to remote delivery.
- If the workshop is cancelled or converted to remote, the Simulation Program Supervisor or SC coordinator will contact the scheduled SC or SA via email and/or phone.

4.3 MAINTAINING ACTIVE SC STATUS

Due to the size of the SC program and the ability to meet CWRC stakeholder needs, it is essential that SCs remain active and communicate their availability consistently. Simulation Program staff will monitor and adjust the SC program to accommodate the growth of the program and meeting stakeholder needs.

4.3.1 ACTIVE SC STATUS

An SC is considered active by maintaining an updated availability at designated intervals, checking email at least two times per month, and communicating with Simulation Program Supervisor and Standardized Client Coordinator changes to schedule or program involvement.

4.3.2 TIME AWAY

If an SC needs to take time away from the program, they will inform the Simulation Program Supervisor of the approximate duration of their absence from the program. If the timing of their absence exceeds the communicated duration, the SC will notify the Simulation Program Supervisor. The SC will be responsible for reviewing all team meeting notes and training resources to reintegrate into the SC program. The SC will be responsible for communicating any support needed to the Simulation Program Supervisor.

If the SC does not communicate with Simulation Program Supervisor following their anticipated time away, they may be subject to the administration termination process outlined in section 4.3.3

4.3.3 ADMINISTRATIVE TERMINATION

If an SC does not notify Simulation Program Supervisor of absence from program and 1. Does not respond to correspondence or scheduling requests for 6 months or 2. Extends time away without notification and does not respond to correspondence from Simulation Program Supervisor, an administrative termination process will be initiated.

The following process will be implemented.

1. SC will receive an email to their personal and University of Pittsburgh email addresses from the Simulation Program Supervisor notifying them of their status with the organization.
2. SC will be given 10 business days to respond to email.
 - a. If SC responds and intends to remain in the SC program, they will be required to complete all training for reintegration within 20 business days. If requirements are not met, administrative termination will occur.
 - b. If SC responds and does not intend to remain in the SC program, their response will serve as resignation from the program.
 - c. If the SC does not respond, administrative termination will occur.
3. If administrative termination occurs, Simulation Program Supervisor will notify the SC via email of their termination from the program.
4. SCs are required to return all identification and university resources at time of termination or resignation.

Administrative termination does not restrict SCs from reapplying to the program in the future.

4.4 TIME AND EXPENSE MANAGEMENT

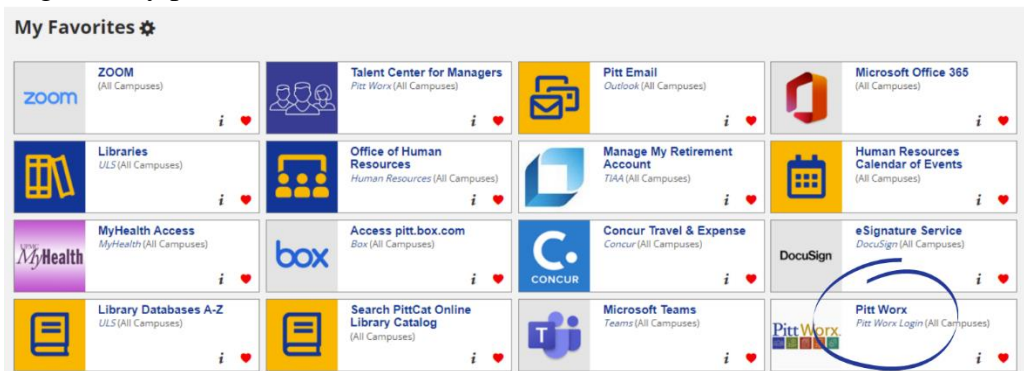
4.4.1 PITTWORX

PittWorx is the University's time management system. Each week, you are required to log any time worked in the system to receive payment.

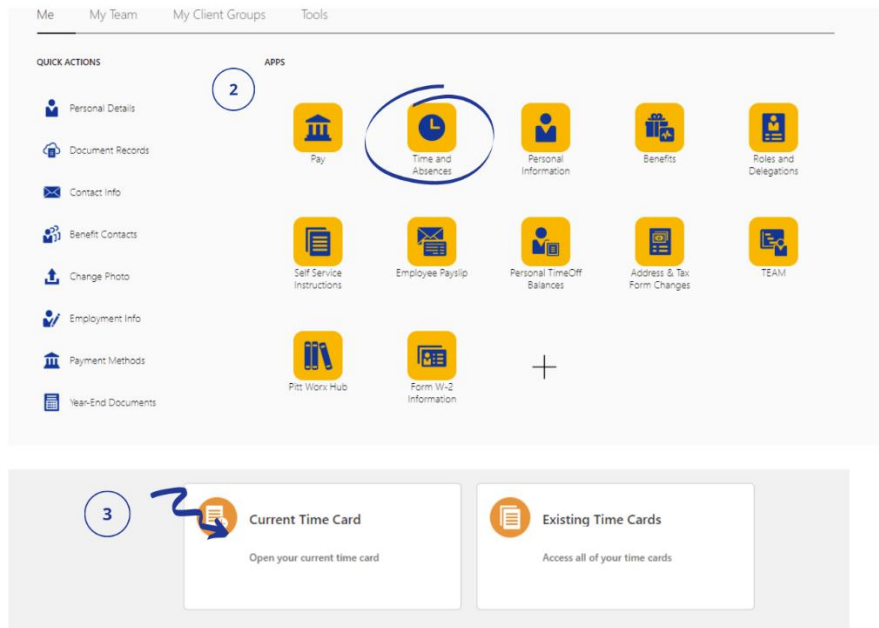
Timecards must be submitted and approved by 12:00PM each Monday for the previous week unless otherwise noted due to holiday changes. SCs are advised to submit timecards by the end of day on Friday to support timely approval.

To log time, complete the following steps.

1. Log into my.pitt.edu and access PittWorx



2. From the menu, select time and absences
3. Select current timecard



4. Select "Add" to begin logging time

5. Hours type will be Standardized Client, or Allegheny. Allegheny should only be used when portraying for Allegheny County
6. Enter the quantity and select date for session
7. Select OK to save
8. Add any comments for supervisor to see when approving in the comments box

Entries 4 + Add

Please review "Reported Hours" before you submit your time card. You may select "Show Details" to review additional details related to your time card.

Entries

Please review "Reported Hours" before you submit your time card. You may select "Show Details" to review additional details related to your time card.

Select "+ Add" to enter your time for the week.

You must enter Hours Type, Select Dates, and Quantity. Choose the specific day(s) and confirm the selected days are populated in the "Selected Dates" field. After completion of "Entries" for the selected time card period, you must select "OK" and then select "Submit". Failure to select "OK" will result in a submission of zero hours.

*Hours Type 5 Quantity 7

Select a value

*Select Dates 6 Add another date

Comments ^

Any comments for the approver?

8

9. Once all time is logged for the day, select save and close
10. If you are done logging for the week, select submit

Time Card: 2/6/22 - 2/12/22 ☆ Save and Close

AS Amber Snyder

New 0.00

Status Reported Hours

Show Details

Entries + Add

9 10

[Pitt Worx Reference Guides](#)

4.4.2 CONCUR

Concur is the University's travel and expense management system. You will use this system to make travel arrangements (section 4.5.2) and submit expenses for reimbursement.

To complete an expense report, follow the guidance outlined in the linked video. Screenshot instructions to be provided in the next Handbook update.

Expense Report Tutorial Video: http://www.pacwrc.pitt.edu/Videos/Concur_Tutorial/

Staff can reach out to the University's Purchase, Pay, & Travel Customer Service Department for assistance with using Concur. The phone number is (412) 624-3578. Office Hours are Monday-Friday, 8:30 am to 4:00 pm.

4.5 TRAVEL

4.5.1 TRAVEL POLICIES

All SCs are encouraged to obtain a university travel card to cover the up-front expenses of travel.

When SCs are asked to accept work in a location outside of their primary office, they are considered in travel status. The following expectations are maintained.

4.5.1.1 MILEAGE

When travelling to the assigned primary office, mileage reimbursement is not provided unless the SC resides more than 50 miles from their assigned primary location, per University of Pittsburgh policy. When travelling to any location outside of identified home locations, SCs are permitted to receive mileage reimbursement at the federal rate, calculated in Concur, when driving their own vehicles. Deduction of commute is not required.

4.5.1.2 RENTAL CARS

When travelling to any location outside of identified home locations, SCs are permitted to request a rental vehicle to use in lieu of their personal car. SCs should always request a compact or standard sized vehicle unless 1. Those vehicles are not available or 2. Simulation Program Supervisor has approved a different vehicle type due to nature of trip or potential weather conditions.

Rental cars can be booked using Concur (section 4.5.2). Gas for rental cars should be purchased using the University issued travel card. If toll charges were incurred, charges will be applied to the University issued travel cards and reconciled during expense reconciliation.

4.5.1.3 HOTELS

When travelling to any location outside of identified home locations, SCs are permitted to reserve a room in a hotel when travelling more than 50 miles from their home. SCs are permitted to stay the night prior and/or night following a role portrayal.

Hotels can be booked using Concur. SCs are required to present a tax-exempt form to the hotel and are responsible for ensuring that taxes are not charged on their invoices. Invoices must be uploaded into Concur for expense reconciliation. The tax-exempt form can be found here: https://www.ppt.pitt.edu/sites/default/files/pa_taxexemptcert.pdf

4.5.1.4 MEALS AND INCIDENTALS

When travelling to any location outside of identified home locations, SCs are eligible to utilize their university issued travel card to cover the cost of meals and incidentals. SCs are eligible for meals with the following guidelines.

SCs are considered in travel status for breakfast if they are traveling prior to 6:00am. SCs are not eligible for breakfast reimbursement if they are staying in a hotel which provides breakfast unless the SCs is unable to eat any of the provided food. This accommodation should be discussed with the Simulation Program Supervisor.

SCs are considered in travel status for lunch if they are traveling over 12:00PM.

SCs are considered in travel status for dinner if they are travelling past 6:00PM.

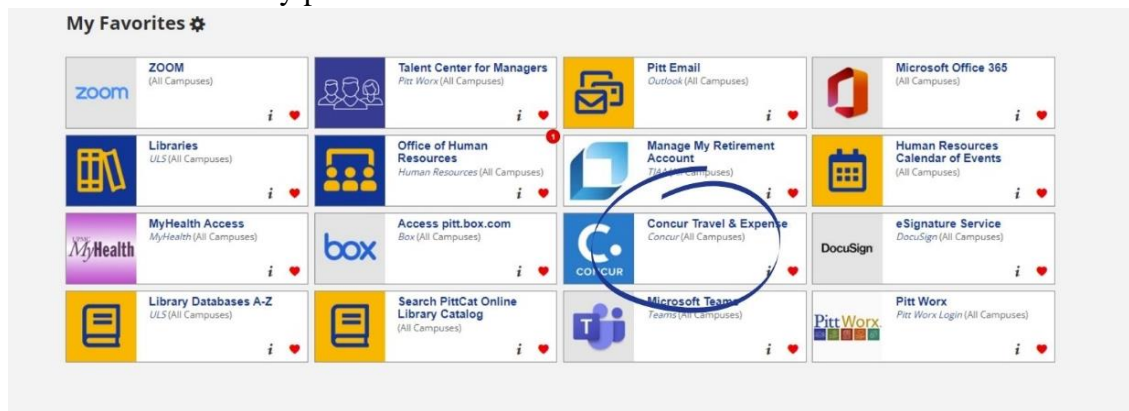
Meal reimbursement amount is determined by the federal per diem rates, which can be located [here for reference](#).

For the most up to date travel policies, please reference the CWRC employee handbook. [CWRC Employee Handbook](#)

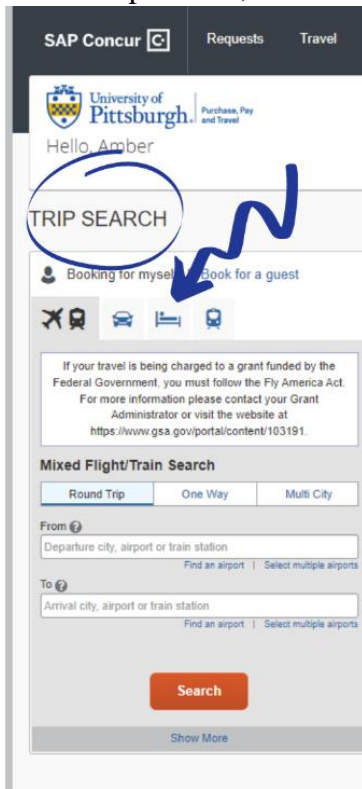
4.5.2 TRAVEL ARRANGEMENTS

4.5.2.1 HOTEL

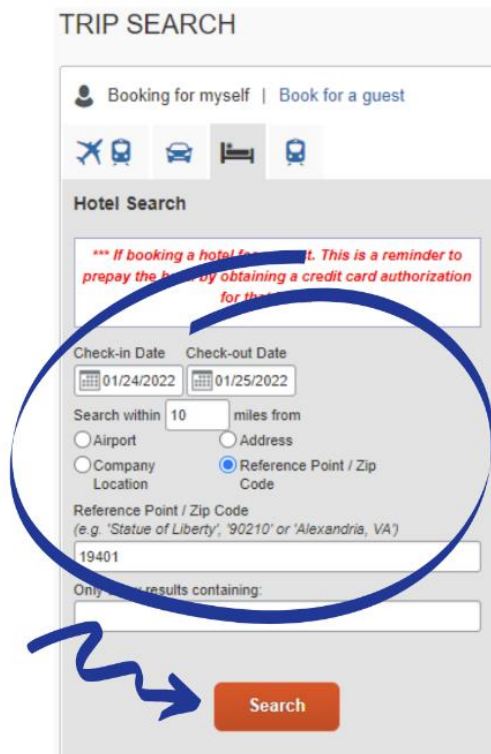
1. Access Concur from my.pitt.edu



2. Under Trip Search, click the hotel icon



3. Enter your check in and check out dates. Add a search radius, and use the zip code of your travel location. Select search. A pop up will appear, confirming your location.



- You will be provided a list of hotels. Select “View Rooms” at the hotel of your choice. Select the room best suited for your needs, and within the maximum rate guidelines for the area where you are travelling (amounts provided at the end of this document with Per Diem Rates). Select the room by clicking the price.

The screenshot shows a search results page for hotels. On the left is a map of the Philadelphia area with several hotel locations marked with blue pins. On the right is a list of hotels. The third hotel, 'Hyatt House Philadelphia/Plymouth Mtg', has a 'View Rooms' button circled in blue. A blue arrow points from this button to the right-hand side of the image, which shows a detailed view of a room selection for the 'Hampton Inn Plymouth Meeting'. In this detailed view, a blue circle highlights a room option with a price of '\$83', and a blue arrow points to it from the left.

- You will then be taken to a summary page. Check the box agreeing to the terms of the hotel and select “Reserve Hotel and Continue”

The screenshot shows a 'Review and Reserve Hotel' page. On the left is a 'Trip Summary' sidebar with 'Hotel Selected' and 'Finalize Trip' buttons. The main content area includes:

- REVIEW HOTEL ROOM:** DoubleTree by Hilton Valley Forge, 1 Night | 1 Guest, with check-in and check-out dates.
- PROVIDE HOTEL ROOM PREFERENCES:** A text box for comments.
- ENTER HOTEL GUEST INFORMATION:** Name: Amber Lynn Snyder, Phone: 717-755-9048, Email: as373@pitt.edu.
- REVIEW PRICE SUMMARY:** A table showing a nightly rate of \$126.00 for Jan 24 - Jan 25, with a total estimated cost of \$126.00 and a total due now of \$0.00.
- SELECT A METHOD OF PAYMENT:** Corporate Card (3857) selected.
- ACCEPT RATE DETAILS AND CANCELLATION POLICY:** A scrollable area showing hotel details and a checkbox for agreement. The 'Reserve Hotel and Continue' button is circled in blue, with a blue arrow pointing to it from the right.

6. Review the travel details and select “Next”

TRIP OVERVIEW

I want to...
[Print Itinerary](#)
[E-mail Itinerary](#)

Trip Name: Hotel Reservation at EAST NORRITON, PA 19401, USA (USA)
 Start Date: January 24, 2022
 End Date: January 25, 2022
 Created: December 15, 2021, Amber Snyder (Modified: December 15, 2021)
 Description: (No Description Available) (USA)
 Agency Record Locator: LSJQZK
 Reservation for: Amber Lynn Snyder
 Total Estimated Cost: \$128.00 USD (Details)

Add to your itinerary
 Air Car
 Hotel

Booked outside Concur? Enter your trip manually or connect with Trip.

RESERVATIONS

Monday, January 24, 2022

DoubleTree by Hilton Valley Forge [Change](#) | [Cancel](#)

301 W DeKalb Pike
 King of Prussia, Pennsylvania, 19406
 US
 610-337-1200

Checking In: Mon Jan 24
 Room 1, Days 1, Guests 1

Confirmation: 91726298
 Status: Confirmed

Checking Out: Tue Jan 25

Additional Information
 Daily Rate: \$128.00 USD
 Total Rate: \$128.00 USD

Room Details
 Room Description: RoomDescriptionCode#00A10
 Special Instructions: Non Smoking

Cancellation Policy
 Cancellation Fees may apply.
 Must Cancel 24 Hours Prior To Arrival.

[Add to your itinerary](#)

TOTAL ESTIMATED COST

Hotel: \$128.00 USD
 Total Estimated Cost: \$128.00 USD

REMARKS

THANK YOU FOR SELECTING AUTHORITY TRAVEL.
 PLEASE VERIFY ALL DETAILS AND DATES BELOW WITHIN 24 HRS
 AFTER 24 HOURS ALL TICKETS CONSIDERED APPROVED.
 NAME CERTAIN ALL FIRST/MIDDLE/LAST NAMES SHOWN BELOW
 EXACTLY MATCH THE PHOTO ID PRESENTED AT THE AIRPORT.
 .. TO REACH YOUR TRAVEL TEAM DIAL 944-553-5943 ...
 .MONDAY - FRIDAY 9AM - 5PM EST.
 AFTER HOURS EMERGENCY - DIAL 955-645-4280

If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Next >>](#) [Cancel Trip](#)

7. On the next page, add any notes you would like to include, these are not required. Select “Next” to move on. On the next page select “Confirm Booking” **Note: your reservation is not yet complete**

TRIP BOOKING INFORMATION

IMPORTANT NOTICE: Every Concur Travel booking will have a Request. If you have started your booking in Travel, a Request will automatically be created at the end of the booking steps to complete the booking. You must complete the fields on the Request and Submit the Request to finalize the booking. In your Travel - Trip Library, please confirm that status of the booking after you have submitted the request.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
 This will appear in your upcoming trip list.
 Hotel Reservation at EAST NORRISTON, PA 19401, USA

Trip Description (optional)
 Used to identify the trip purpose

Comments for the Travel Agent (optional)
 Special Requests may incur a higher service fee.

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

[Display Trip](#) [« Previous](#) [Next >>](#) [Cancel Trip](#)

8. On the next bag, Select “Confirm Booking”

Trip Confirmation
 To COMPLETE BOOKING, please press the "Confirm Booking" Button after reviewing this page.
 To CANCEL, press the Cancel button.

TRIP OVERVIEW
 Trip Name: Hotel Reservation at EAST MORRISTON, PA 19401, USA
 Start Date: January 24, 2022
 End Date: January 25, 2022
 Created: December 15, 2021 Amber Snyder (Modified: December 15, 2021)
 Description: (No Description Available)
 Agency Record Locator: LSLGDM
 Reservation for: Amber Lynn Snyder
 Total Estimated Cost: \$126.00 USD
 Activate: You'll see your status and see one step ahead while traveling.
 Agency Name: Anthony Travel (University of Pittsburgh)
 Daytime Phone: (412) 245-9024 or 844-563-5963
 Nighttime Phone: (888) 940-4290

RESERVATIONS
 Monday, January 24, 2022

DoubleTree by Hilton Valley Forge
 2010 Double Tree
 King of Prussia, Pennsylvania, 19406
 US
 610-327-1200
 Confirmation: 91726295
 Status: Confirmed

Checking In: Mon, Jan 24
 Room 1, Rate 1, 1 Queen 1
 Checking Out: Tue, Jan 25
 Total Rate: \$126.00 USD

Additional Information
 Daily Rate: \$126.00 USD
 Total Rate: \$126.00 USD

Room Details
 Room Description: Room/Caseator/Case00410
 Special Instructions: NonSmoking
 Cancellation Policy
 Must Cancel 24 Hours Prior To Arrival

TOTAL ESTIMATED COST

Hotel:	\$126.00 USD
Total Estimated Cost:	\$126.00 USD

REMARKS

THANK YOU FOR SELECTING ANTHONY TRAVEL.
 PLEASE VERIFY ALL DETAILS AND DATES BELOW WITHIN 24 HRS
 AFTER 24 HOURS ALL TICKETS CONSIDERED AIRBORNE
 NAME CERTAIN ALL FIRST/MIDDLE/LAST NAMES SHOWN BELOW
 SOAKLY: PLEASE BRING PHOTO ID PRESENTED AT THE AIRPORT.
 ... TO REACH YOUR TRAVEL TEAM DIAL 944-563-5963 ...
 MONDAY - FRIDAY 8AM - 10H EST.
 AFTER HOURS ASSISTANCE - DIAL 888-940-4290

Almost done... Please confirm this itinerary.

Buttons: [Double Tree](#) [My Preferences](#) [Confirm Booking](#) [Cancel Trip](#)

9. You will then need to create a request header. Please follow these steps:

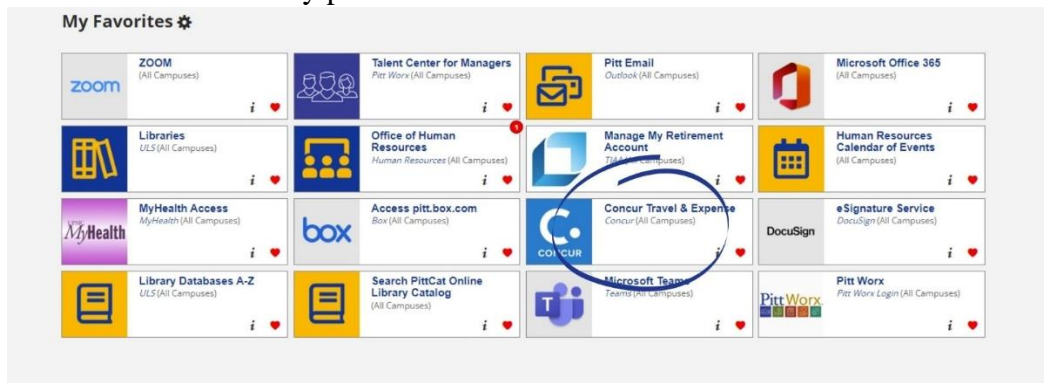
1. Enter information required on the header. Anything in red must be completed. In event name, please indicate the activity code in all five digits. Complete the Entity, Department, Purpose, Project, Reference as outlined in the example
 - i. For Foundations- Activity Code 00005
 - ii. For FOS- Activity Code 00039 (will need to be entered in the "Other" box)
 - iii. For Simulations outside of series- 00033 (Training Delivery-Simulation)
2. You will then have to click on the segments tab which will trigger a pop up. Select no to that pop up.
3. On the segments tab, no action is needed. Return to the request header
4. Hit Submit Request

10. A final review pop up will appear. Select Accept and Submit. This will finalize your reservation. You will receive an email confirmation which will also be sent to your supervisor.
11. When you go to the hotel, you need to ensure that you have the tax-exempt form and ensure when you receive your invoice you have not been charged sales tax. The form can be located here: https://www.ppt.pitt.edu/sites/default/files/pa_taxexemptcert.pdf
12. Ensure you receive a physical copy or electronic copy of your invoice, as you may need it for your expense report. You can download the SAP Concur app and upload receipts/invoiced directly to reports.

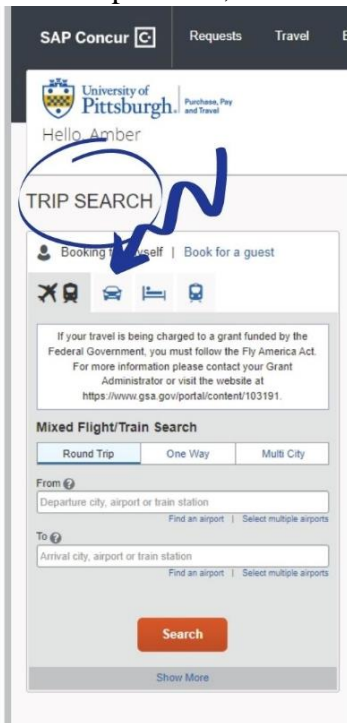
4.5.2.2 RENTAL CAR

Please view the training video for more in-depth support if needed: <https://pitt.hosted.panopto.com/Panopto/Pages/Viewer.aspx?id=d1503103-11ad-4df8-9bf9-ade0124775a>

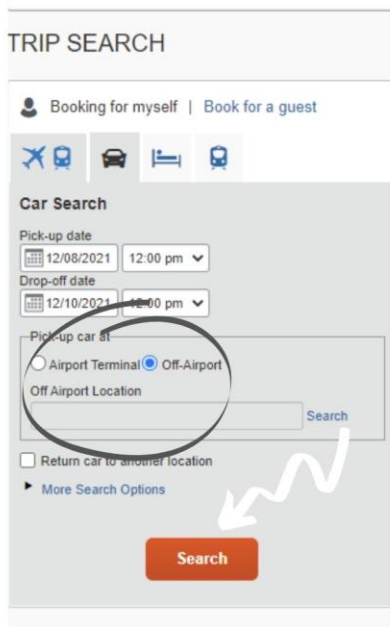
1. Access Concur from my.pitt.edu



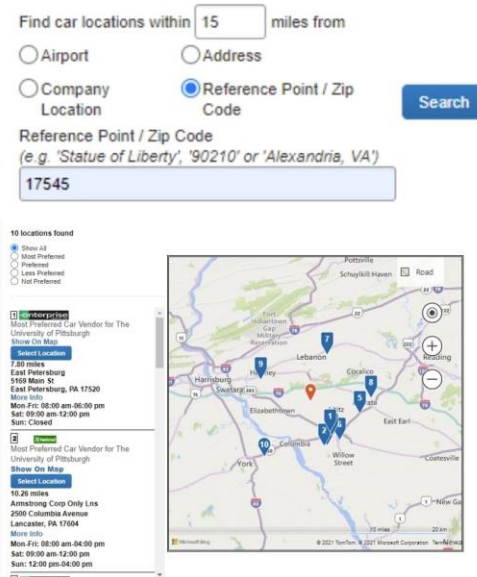
2. Under Trip Search, click the car icon



3. Indicate your pickup date and drop off date. Select if you would like to pick up at an airport location or off airport location. If picking up at an off-airport location, click the box under the radial buttons and a pop-up window will display. Enter your Zip Code and put a distance. Select the search button and add "Select Location" next to the identified location for pick up and drop off.



Pop Up Windows



- The system will put the selected location into the location box on the main screen. From there you can select Search. Select from Compact, Intermediate, or Full-size vehicles. Do not request a van or truck unless previously approved. Click the cost amount to go to the next page.

TRIP SEARCH

Booking for myself | [Book for a guest](#)

PICK UP: ENTERPRISE -- 5169 MAIN ST, EAST PETERSBURG, PA 17520 (ETLNSS11) (LNS) ON WED, DEC 8 12:00 PM
 RETURN: FRI, DEC 10 12:00 PM

Hide matrix | Print / Email

All 5 results	Compact	Intermediate	Full-size	Mini	Standard
Enterprise Preferred	75.28	79.06	85.00	144.40	137.92
Most Preferred					

Sorted By: Policy - Most Compliant

Displaying: 1 out of 5 results.

Intermediate Car - \$34.75 per day (Sabre)

Automatic transmission
 Unlimited miles, Pick-up: S of LNS
 Adults: 4, Large bags: 1, Small bags: 2

Total cost: **\$79.06**

Most Preferred Car Vendor for The University of Pittsburgh / E-Receipt Enabled

Location details

Disclaimers: 1 out of 5 results.

- You will now see a series of confirmation pages. On the first, select “Reserve Car and Continue”. On the next page, select “Next” **Note: your reservation is not yet complete**

Review and Reserve Car

REVIEW RENTAL CAR
 Enterprise Car Rental Location Details

Type	Pick-up	Drop-off
Intermediate Car	Off-Airport	Off-Airport
Features	EAST PETERSBURG 12:00 pm Wed, 12/08/2021	EAST PETERSBURG 12:00 pm Fri, 12/10/2021

PROVIDE RENTAL CAR PREFERENCES
 Your preferences and comments will be passed to the rental car agency.

ENTER DRIVER INFORMATION
 Ensure the name below matches the ID you have with you on the day of pick-up.

Driver
 Name: Amber Lynn Snyder Phone: 717-756-9048 Email: als373@du.edu

Rental Car Agency Program
 No Program selected

REVIEW PRICE SUMMARY

Description	Daily Rate	Dates	Total
Enterprise Car Rental	\$34.75	Dec 08 - Dec 10	\$79.06*
Total Estimated Cost:			\$79.06*
Total Due Now:			\$0.00**

[Back](#) [Reserve Car and Continue](#)

Travel Details

TRIP OVERVIEW

Top Name: Car Reservation at ENTERPRISE -- 5169 MAIN ST, EAST PETERSBURG, PA 17520 (ETLNSS11) (LNS)
 Start Date: December 08, 2021
 End Date: December 10, 2021
 Created: December 01, 2021: Amber Snyder (Modified: December 01, 2021)
 Description: (No Description Available) (Info)
 Agency Record Locator: F0R4ND
 Reservation for: Amber Lynn Snyder
 Total Estimated Cost: \$79.06 USD (Details)

RESERVATIONS

Enterprise Car Rental at Lancaster US (LNS) [Change](#) [Cancel](#)

Pick-up at: 5169 MAIN ST EAST PETERSBURG, PA, 17520 US Phone: 7175202550
 Pick Up: 12:00 PM Wed Dec 8 Confirmation: 19E27405ACOUNT
 Pick up at: 5169 MAIN ST EAST PETERSBURG, PA, 17520 US Status: Confirmed
 Number of Drivers: 1 Rate Code: 291053

Return: 12:00 PM (AM 10)
 Returning to: 5169 MAIN ST EAST PETERSBURG, PA, 17520 US

Additional Details
 Rate: \$34.75 USD daily rate, unlimited miles, \$24.75 USD extra daily rate, unlimited miles, \$10.00 USD extra hourly rate, unlimited miles
 Rate Plan: 291053 USD Corporate Excess: 291053

Remarks Details
 Intermediate Car Automatic transmission / All conditioning

TOTAL ESTIMATED COST

Car:	Total Estimated Cost:
Enterprise Car Rental at Lancaster US (LNS)	\$79.06 USD
	\$79.06 USD

REMARKS

PLEASE SEE US FOR SELECTING AIRPORT TRAVEL.
 PLEASE VERIFY ALL DETAILS AND DATES BEFORE WITHIN 24 HRS.
 AFTER 24 HOURS ALL TRAVEL IS CONSIDERED APPROVED.
 MAKE SURE ALL TRAVEL IS APPROVED BEFORE TRAVEL.
 PLEASE CHECK THE PHOTO ID PROVIDED AT THE COUNTER.
 **TO BEAD UPON TRAVEL TOTAL \$200.00-500.00-1000.00
 **HOTEL - FRIDAY SAT - SUN EST.
 **FOR MORE INFORMATION - CALL 800-451-4510

If you close at this point your reservation may be cancelled. Note: Any part of the reservation that has been confirmed has deposit required will not be cancelled.

[Next](#) [Cancel Trip](#)

- On the next page, add any notes you would like to include, these are not required. Select “Next” to move on. On the next page select “Confirm Booking” **Note: your reservation is not yet complete**

Trip Booking Information

IMPORTANT NOTICE: Every Concur Travel booking will have a Request. If you have started your booking in Travel, a Request will automatically be created at the end of the booking steps to complete the booking. You must complete the fields on the Request and Submit the Request to finalize the booking. In your Travel - Trip Library, please confirm that status of the booking after you have submitted the request.

The trip name and description are for your record keeping convenience. If you have any special requests for the travel agent, please enter them into the agent comments section.

Trip Name
This will appear in your upcoming trip list.

Trip Description (optional)
Used to identify the trip purpose.

Comments for the Travel Agent (optional)
Special Requests may incur a higher service fee.

Please enter information about this trip then press Next to finalize your reservation. If you close at this point your reservation may be cancelled. Note: Any part of the trip that is instant purchase or has deposit required will not be cancelled.

Display Tip << Previous Next >> Cancel Trip

Trip Confirmation

To COMPLETE BOOKING, please press the "Confirm Booking" Button after reviewing this page. To CANCEL, press the Cancel button.

TRIP OVERVIEW

Trip Name: Car/Hotel Reservation
 Start Date: December 08, 2021
 End Date: December 12, 2021
 Created: December 01, 2021, Amber Snyder (Modified: December 01, 2021)
 Description: (No Description Available)
 Agency Record Locator: F0R41D
 Reservation for: Amber Lynn Snyder
 Total Estimated Cost: \$79.06 USD
 Activate Trip! To see your plans and stay one step ahead while traveling
 Agency Name: Anthony Travel (University of Pittsburgh)
 Daytime Phone: (412) 246-0020 or 644-682-0923
 Nighttime Phone: (888) 443-4230

RESERVATIONS

Wednesday, December 08, 2021

Enterprise Car Rental at: Lancaster US (LNS)
 Pick-up at: 8108 MAIN ST EAST PETERSBURG, PA, 17520 US
 Phone: 7175810000
 Confirmation: 1987740534COUNT
 Status: Confirmed
 Rate Code: ZDFPKA
 Number of Cars: 1
 Return: 12:00 PM on Dec 12
 Returning to: 1102 MAIN ST EAST PETERSBURG, PA, 17520 US
 Additional Details
 Rate: \$54.75 USD daily rate, unlimited miles, \$24.75 USD daily rate, unlimited miles, \$11.47 USD daily hourly rate, unlimited miles
 Tax Rate: \$79.06 USD
 Phone: 7175810000
 Company: Concur/Travel Agency
 Rental Details
 Make/model: Car (Automatic Transmission) All configurations

TOTAL ESTIMATED COST

Car: \$79.06 USD
 Total Estimated Cost: \$79.06 USD

REMARKS

THANK YOU FOR SELECTING ANTHONY TRAVEL.
 PLEASE VERIFY ALL DETAILS AND DATES BELOW WITHIN 24 HRS
 *MAYBE 24 HOURS ALL TICKETS CONSIDERED NONREFUNDABLE
 **MAKE CERTAIN ALL FIRST/SECOND/THIRD/FOURTH/SEVEN BELOW
 **CHECK YOUR TRAVEL TEAM DIAL 644-682-0923
 **FRIDAY 9AM - 5PM EST.
 AFTER YOUR EMERGENCY - DIAL: 888-443-4230

Almost done... Please confirm this itinerary.

Display Tip << Previous Confirm Booking >> Cancel Trip

- You will then need to create a request header.

Request 79PK

Trip Name: Car/Hotel Reservation
 Event Name/Business Purpose:

Request Header Segments Expenses Approval Flow Audit Trail

Cancel Save Cancel Request Submit Request
 Submitted Amount: \$79.06

3

1

2

4

Missing required field: Trip Type. How are you booking travel?, Report/Trip Purpose, Event Name/Business Purpose.

Trip Name: Car/Hotel Reservation
 Trip Type: Domestic
 How are you booking travel?: 1. Request auto-created FROM a Travel Bk
 Traveler Type: Staff
 Business Travel Start Date: 12/08/2021
 Business Travel End Date: 12/12/2021
 Final Destination City: Lancaster (Airport - LNS), Lancaster, Pennsylvania

Final Destination: Country: UNITED STATES
 Report/Trip Purpose: Meeting/Site Visit
 Event Name/Business Purpose: Activity Code 0000

Does trip contain personal travel? No

Entity: 05 Sponsored Projects
 Department: 26218 Mechanicsburg Child Welfare Trust
 Purpose: 00000 Default-No Value
 Project: 417826 PACWRC IVE
 Reference: 00000
 Department Approval Requested?

Confirm

You have changed the Trip Type, Report/Trip Purpose, Event Name/Business Purpose, Project field(s) in this request header. Do you also want to overwrite the Trip Type, Report/Trip Purpose, Event Name/Business Purpose, Project field(s) in all segments or expenses in this request with the new value entered here? Click Yes to overwrite the values. Click No to save the changes only in the request header.

Yes No

Please follow these steps:

1. Enter information required on the header. Anything in red must be completed. In event name, please indicate the activity code in all five digits. Complete the Entity, Department, Purpose, Project, Reference as outlined in the example
 - i. For Foundations- Activity Code 00005
 - ii. For FOS- Activity Code 00039 (will need to be entered in the "Other" box)
 - iii. For Simulations outside of series- 00033 (Training Delivery-Simulation)
 2. You will then have to click on the segments tab which will trigger a pop up. Select no to that pop up.
 3. On the segments tab, no action is needed. Return to the request header
 4. Hit Submit Request
-
8. A final review pop up will appear. Select Accept and Submit. This will finalize your reservation. You will receive an email confirmation which will also be sent to your supervisor.

5 SUPPORT RESOURCES

5.1 HR POLICIES

5.1.1 [PACWRC STAFF HANDBOOK](#)

5.1.2 [UNIVERSITY STAFF HANDBOOK](#)

5.1.3 UNIVERSITY HR POLICIES

Office of Equity, Diversity, and Inclusion at (412) 648-7860

Office of Human Resources at (412) 624-4645

[Anti-Harassment Policy Statement](#)

[Non-Discrimination, Equal Employment and Affirmative Action Policy](#)

[Sexual Misconduct Policy](#)

[Sexual Harassment](#)

5.1.4 LIFE SOLUTIONS

Life Solutions is the University of Pittsburgh's Faculty and Staff Assistance Program that provides a broad range of services to assist University employees and their household members to balance work and the stresses of daily life. Life Solutions offers personalized care services, 24-hour support, online resources, and tools, and more, all at no cost to you.

You can speak with a Life Solutions specialist in-person, through video, or by telephone. To speak with a specialist, or to schedule an in-person appointment, call 1-866-647-3432.

[Life Solutions](#)

5.1.5 REASONABLE ACCOMMODATIONS

In accordance with the Americans with Disabilities Act (ADA), the University of Pittsburgh (the University) does not discriminate against applicants, employees, students, or guests with qualifying disabilities.

The Office for Equity, Diversity, and Inclusion should be accessed to request reasonable accommodations for the SC position.

Please visit the [Workplace Accommodations for Employees](#) page for more information.

5.2 IMPORTANT LINKS/RESOURCES

- [My Pitt Home](#)
- [Simulation Hub](#)
- [SC Private Site](#)
- [Bridge](#)
- [E-Learn](#)