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User’s Guide to Searching Access

The records in SC Access can be searched in several different ways. Familiarizing yourself with the different search methods and with the way that the information in SC Access is organized and presented will make your searches easier and more efficient.

Most system users will use the search screen presented on SC Access’ main page, which includes a pull-down menu for entering the county you would like to search for services in, a box to type in a key word or words, and a pull-down menu for choosing the type of service you are looking for. Note that it is best for users to search using a County, and a Keyword(s) or a Service but not both. To the right of the search options is a link to a “Help By Phone” page that will take you to a list of the Information Specialists in our network who are available to assist you.

The front page search screen looks like this:

Clicking on the “I Need Help” button in the “Areas of Interest” part of the main screen will open a new window and give you other search options, including “Quick Search” and “Advanced.”

Example of the “Quick Search” Screen:
I. Organization of Records in SC Access

It is important to note that there are 3 different types of records in SC Access. Records are actually called “Profiles” in the system. The three types of Profiles are as follows:

- **Agency Profiles** – Agency profiles are “parent records.” Think of parent records as the top of a pyramid. Agency Profiles contain basic information about the organization that provides a particular service. Each organization or service provider listed in SC Access will typically have a single Agency Profile to which all of its Program and Service Profiles are attached. Program and Service Profiles are “child records” because they must always be connected to an Agency Profile.

- **Program Profile** – Program profiles are just what they sound like. They contain specific descriptions of programs, locations, or other groupings that individual services are organized under. Some of the information in an organization’s Program Profiles may be the same as what’s listed in the Agency Profile, such as the physical or mailing address. However, the Program Description will typically be unique, as well as other information that is specific to that program. Think of this as the pyramid’s middle level.

- **Service Profiles** – Service profiles are attached to Program Profiles and through them to an organization’s Agency Profile. They typically include the most specific, detailed information available about the individual services provided by an organization. For example, specific contact names and information about intake, eligibility and costs may be included that are different from the more general information provided at the Agency or Program level. Service Profiles also form the basis for the results displayed when a user searches the system. In other words, the searches performed by consumers return lists of services, not lists of programs or of agencies. Think of these records as the base of the pyramid.
II. Search Results

Regardless of what type of search you choose, SC Access will always present the results as a list of **Service Profiles** and their associated **Program Profiles** in a table format.

Each row in the table will contain one or more Service names in the first block or “cell” *(reading from left to right)* of the table. The name of the program affiliated with those services will appear in the next block. A description of the program will appear in the third block *(if the description is lengthy, only the first portion of it will appear in the table)*. The forth block will show the location (by county) of the agency (business, government office, or non-profit organization) that the **Service** and **Program Profiles** your search yielded are affiliated with.

*(See examples below)*

In this example, a Search of the SC Access database was performed from the main page of the web site by choosing the location “Charleston County” and typing the phrase “respite care” in the keywords field.

<table>
<thead>
<tr>
<th>Pick a County AND</th>
<th>Charleston</th>
<th>Search</th>
<th>Reset</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter a Keyword OR</td>
<td>respite care</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pick a Service</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

These search parameters call up a new window with the following results:
Search Results

Results for the following search criteria:

- Keyword(s): Respite Care
- Area Served: Charleston

There are 48 matching records. Displaying matches 1 through 25.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Program Name</th>
<th>Program Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respite Care - In-Home</td>
<td>AllCare Living Services, Inc.</td>
<td>AllCare Living Services, Inc. was established to meet the growing need for quality in-home care. We offer a personalized alternative to nursing homes or retirement centers. We provide you or your family member with the extra help needed in managing ...</td>
<td>Summerville</td>
</tr>
<tr>
<td>Respite Care - Out-of-Home</td>
<td>Ashley Crossing Rehabilitation &amp; Nursing</td>
<td>Ashley Crossing Rehabilitation &amp; Nursing is a skilled nursing facility offering long term care. Respite care as well as emergency respite care is offered when openings are available. The center is UNABLE to accept patients with ventilators at this t ...</td>
<td>Charleston</td>
</tr>
</tbody>
</table>

There are a few things to note about this sample results page.

First, while this search yielded 48 records, only two are shown in this example. In an actual search, the results screen would show the first 25 of these 48 “hits” with a button at the bottom of the page directing the user to the next 25 entries.

Note that the results or “hits” are presented in alphabetical order by Program Name. This will always be the case, regardless of the type of search used or search parameters entered.

The two examples shown are different types of Services. While one is an In-Home Respite Care service, the other is an Out-of-Home Respite service. The results screen of a keyword(s) search will show all service records that have that keyword (or associated words) in their text. The system then arranges those services alphabetically by program name.

Note also that the first service listed in the example is in Summerville, SC rather than Charleston, despite the fact that Charleston County was chosen as a search parameter. SC Access is set up so that it will return “hits” both in the county that is listed, and in surrounding counties when appropriate. For instance, an in-home respite care service
Searching

located in Summerville (Dorchester County) might also serve Charleston County residents.

Finally, note that the service name and program name listed for each result are in blue underlined type. This indicates a link to that Service or Program Record. Mouse clicking on those links will take you directly to those records. Then, clicking the back button will return you to the results screen.

In the next example, a Search of the SC Access database was performed from the main page of the web site by choosing the location “Charleston County” and selecting the service “Respite Care – In-Home” in the Pick a Service field.

These search parameters call up a new window with the following results:
Searching

Service Finder
Aging and Disability Information System

Search Results

Results for the following search criteria:

- Service: Respite Care - In-Home
- Area Served: Charleston

There are 15 matching records. Displaying matches 1 through 15.

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Program Name</th>
<th>Program Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respite Care - In-Home</td>
<td>AllCare Living Services, Inc.</td>
<td>AllCare Living Services, Inc. was established to meet the growing need for quality in-home care. We offer a personalized alternative to nursing homes or retirement centers. We provide you or your family member with the extra help needed in managing ...</td>
<td>Summerville</td>
</tr>
<tr>
<td>Respite Care - In-Home</td>
<td>CARElina Homecare</td>
<td>This agency provides non-medical homecare services such as companion care, respite and housekeeping services in private homes.</td>
<td>Mount Pleasant</td>
</tr>
</tbody>
</table>

Search Again

Service Finder Quick Search

Keyword:  

Search

Advanced Search

There are a few things to note about this sample results page that differ from the first example.

This search yielded 15 matching records as noted but only 2 are displayed in this example. In an actual search, the results screen would show all 15 service “hits” followed at the bottom of the page by the 3 directional links - “Search Again”, Service Finder Quick Search Keyword field, and the “Advanced Search” link. All three of these search options lead to other search types that are explained later in this
Searching

handbook. Rather than use any of these links, new users who want to conduct a different search, are encouraged to close the Search Results screen and return to the front page search functions.

Note also that this search yielded only 15 matching records compared to the 48 from the first search for “respite care” services in Charleston County. Only 15 records were found because the parameters of the search were more limited. The system was still looking for services in Charleston County, but rather than pulling all the records containing the words “respite care” - the system was looking for the specific service of “Respite Care – In Home” – a service that is used in data entry to categorize the providers listed in the database. This is an example, too, of how being more specific in your searches – adding more criteria or more specific criteria – will narrow the number of hits the system will find and return.
“Quick” and “Advanced” Searches

III. Other Types of Searches:

As noted in the introduction, other types of search screens, including “quick” and “advanced” searches are available. These searches will show the same type of results as the search window on the main page. For the vast majority of users, there is no need to use these additional functions.

Quick Search:

A quick search using the keyword(s) “Respite Care” will yield a list of all those services, regardless of the county they are located in. Again, the “hits” will be arranged in alphabetical order by program name.

Example of Quick Search Results:

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Program Name</th>
<th>Program Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respite Care - In-Home</td>
<td>Active Home Care</td>
<td>Personal care is provided by Certified Nursing Assistants and Personal Care Aides for all home care needs to include: Bathing, Dressing, Light Housekeeping cooking, shopping and sitter service.</td>
<td>Anderson</td>
</tr>
<tr>
<td>Respite Care - In-Home</td>
<td>Advanced Caregivers, LLC</td>
<td>This program provides respite in-home service for caregivers and also primary skilled care to avoid institutionalization of the patient.</td>
<td>Florence</td>
</tr>
</tbody>
</table>

There are 480 matching records. Displaying matches 1 through 25.

Note that this search returned 480 “hits.” That is, all the services listed in the system with “Respite Care” or related phrases in their text. Basically, utilizing a quick search is the same as using the main page search window without choosing a specific county.
“Quick” and “Advanced” Searches

Advanced Search:

An advanced search can be used to generate results screen lists of services sorted by other factors such as Age Group, Target Population, Condition, Area Served, or zip code.

Example of Advanced Search:

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Program Name</th>
<th>Program Description</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respite Care - Out-of-Home</td>
<td>Ashley Terrace</td>
<td>This facility provides a secured community for seniors wanting assisted living including those with memory impairment.</td>
<td>Charleston</td>
</tr>
<tr>
<td>Respite Care - Out-of-Home</td>
<td>Bee's Ferry Manor</td>
<td>Bee’s Ferry Manor is a Community Residential Care Facility. The facility provides 24 hour staff assistance, activities, transportation, medication management, staff communication of needs to physician, congregate meals, housekeeping, laundry and ass ...</td>
<td>Charleston</td>
</tr>
<tr>
<td>Respite Care - Out-of-Home</td>
<td>EdenBrook of Charleston</td>
<td>This is an assisted living community for seniors with varying levels of care that allow each resident to pay only for the care they require. There is also a special care unit for residents with Alzheimer’s disease and respite care is available. Indiv ...</td>
<td>Charleston</td>
</tr>
</tbody>
</table>

Note that this search returned far fewer “hits” than the previous examples. That is because the “advanced search” function was used to narrow the list of potential “Respite Care” services to only those that specifically list “Alzheimer’s Disease” as a condition their service is designed for AND only those services whose parent agency is located within the 29414 zip code.

Such targeted searches can be useful once a user has gained some familiarity with the system. However, beginning with more general search criteria is probably a good idea when first learning to use the system. Then experiment with adding different search parameters in “advanced” mode to create highly specific lists.