TO: DIRECTORS, LOCAL DEPARTMENT OF SOCIAL SERVICES
DEPUTY/ASSISTANT DIRECTORS FOR FAMILY INVESTMENT
FAMILY INVESTMENT SUPERVISORS

FROM: ROBERT EVERHARD, EXECUTIVE DIRECTOR, FIA

RE: CARES DATA ENTRY REMINDERS

PROGRAM AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF POLICY, RESEARCH AND SYSTEMS
BUREAU OF SYSTEMS DEVELOPMENT AND MANAGEMENT

Summary:
The purpose of this memo is to provide general information concerning CARES data entry issues. The issues include punctuation, deletion of unwanted data, and case status inquiries.

Reminders:

• PUNCTUATION
CARES does not recognize hyphens, periods, apostrophes, etc.
- Do not hyphenate dual surnames, enter as one name (Wells-Johnson as WellsJohnson)
- Do not use periods after Sr. or Jr. (enter as Sr or Jr)
- Do not use apostrophe in names (enter O’Connell as OConnell)
- Do not leave a space in a double last name (Smith Brown as SmithBrown)

• DELETION
To delete unwanted data from the CARES system, use the “Del” indicator by placing Y in the appropriate field and depressing the PF 24 key. If the “Del” indicator is not an option on the particular screen, use the “EOF” (Erase to end of field) key. These two actions completely eliminate the unwanted data from the system, whereas the space bar merely removes unwanted data from the screens and not the database.
NOTE: The options available for the “DEL” indicator on the INST screen for Long Term Care are “V” for historical month deletion and “D” for current month deletion.

- CASE STATUS
It has been brought to our attention that Option C (Client Participation) on the AMEN screen may not give accurate information for case status inquiries.

Use the following special procedure to obtain case status information:

Select option U from the AMEN SCREEN using the customer ID number to obtain current information from the Customer Data Base (CDB).

Select option B from the AMEN screen using the AU ID number and depress the PF 17 or PF 18 key to obtain historical information.

Thank you for your assistance in this matter. If you have any questions regarding this memo, please contact Emma Tisdale-Clary at (410) 767-8121 or the DHR Help Desk at (410) 767-7002.

cc: FIA Management Staff
    DHR Help Desk
    CTF
    RESI