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

FROM: KEVIN MAHON, EXECUTIVE DIRECTOR, FIA

RE: SPA (SCRATCH PAD AREA)

PROGRAMS AFFECTED: ALL

ORIGINATING OFFICE: OFFICE OF POLICY AND RESEARCH

Background:
DHR designed CARES to put a case on temporary hold by using the PF5 key (SPA). A case may also be put on SPA when an ABEND (abnormal end) occurs during a system failure, or when data commit fails in an overnight batch run.

Action Required:
Case managers should place a case on SPA while in the update mode by depressing the PF5 key twice. Staff should use the SPA most often to free up the terminal for the case manager to retrieve other information when customer telephone calls or visits occur. The system **deletes** SPAs at month-end and whenever batch eligibility or a mass modification runs and encounters AUs placed on the SPA. This means that the system will delete any changes a case manager has made to that case.

CARES will create the following alerts to notify the case manager about a SPA's status:

- 800 - SPA on hold will be deleted
- 801 - SPA on hold
- 802 - Held SPA deleted overnight
- 805 - SPA held for work in progress
- 806 - SPA held for supervisory approval
- 833 - SPA deleted - data not committed - reprocess update

When a case is on SPA and a worker tries to update the case, the **HELD SCRATCH PAD AREA (HELD** screen) will appear. This screen informs the case manager of:

- The main selection in use when the SPA was created,
- Worker ID of the case manager who was processing the AU when the SPA was created,
- Terminal ID where the AU was processed and the SPA created,
- Date the SPA was created,
- The AUs for which the SPA was created.

To access a case held on SPA, from the **AMEN** screen, you must be at the same terminal where the case was held on SPA (use caution when using dual session terminals). Then, enter the selection that was being used at the time the data was held on the SPA in the **SELECTION** field. Next, type the AU number in the **AU ID** field. If the SPA was held for a benefit month other than the ongoing month, enter the benefit month and year in the **BENEFIT MONTH** (MM YY) field. Press **Enter** to display the **HELD** screen and then press **Enter** again to bring up the customer's **ADDR** screen.

If "Another EW is updating this AU" appears on the HELD SCRATCH PAD AREA, then another case manager or supervisor is updating the customer's case and the case manager cannot update the case until the current user exits the case.

Thank you for your assistance in this matter. If you have any questions regarding this memo, please contact the DHR Help Desk at (410) 767-7002 or 1-800-347-1350.

KM/jw

cc: DHR Executive Staff
     FIA Management Staff
     Help Desk
     CTF