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

FROM: KEVIN MAHON, EXECUTIVE DIRECTOR, FIA

RE: CARES ALERT SYSTEM REMINDER

PROGRAMS AFFECTED: ALL PROGRAMS

ORIGINATING OFFICE: OFFICE OF POLICY ADMINISTRATION

It has been noted that CARES alerts are being transferred to Child Support logon IDs or being generated by someone in CARES to a Child Support logon ID. Also, instances of the 745 worker-generated alert being used for social conversation have been noted. The intention of this bulletin is to reiterate the purpose and use of the CARES Alert System.

The CARES Alert function reminds workers of any case actions that are due, tracks certain actions until completion, and disposes of certain alerts when required action is completed. CARES initiates alerts automatically when specific situations arise or the alerts can be created by the worker. Alerts can be sent from worker to worker, or an individual worker can generate personal alerts as reminders of activities requiring attention.

Alerts are disposed of in one of two ways:

1. **Automatically,** by CARES, when the appropriate action required by the alert is taken.

    Only Application and Redetermination Alerts are disposed of automatically.

2. **By the worker,** who takes the action and then enters 'Y' in the **D** (Disposition) column.

Accessing the ALERTS SUBMENU - DMEN should be a daily priority for workers. The alerts generated by CARES or individual workers aid in determining the activities that must be completed during the day.

There are two ways in which alerts can be viewed:

- From the **Priority Detail List** - displaying a listing of alerts by the highest priority.
- From the **Due Date Detail List** - displaying alerts by date in descending order.

A summary of all alerts by worker, and a summary of alerts by AU are also available.

The Alerts Submenu - (DMEN) is used to access the following worker and supervisory alert functions.

- Create worker-generated alert
- Priority Detail
- Due Date Detail List
- Assistance Unit Detail List
- Worker Alert Summary List
- Supervisor Alert Summary List

These alert functions are given more detail in chapter 10 of the CARES User Manual.

The steps outlined below describe how to access option 'A', **Create Worker-Generated Alert:** On DMEN:

- Type 'A' in the Selection field,
- Press 'Enter', and the **Create Worker-Generated Alert - ALWG** screen displays.

The **Create Worker-Generated Alert - ALWG** screen is used to create and generate a reminder for a future date. The alert is generated and displayed by CARES on the date requested. The required fields on **ALWG** are marked with red asterisks, and the **From Worker ID** field displays and protects the Worker ID of the person who accessed the screen. Selecting option 'A', **Create Worker-Generated Alert,** enables workers to create the following kinds of alerts:

- alerts to self for follow-up activities or reminders of need for action,
  or
- alerts to other workers regarding case-relevant information.

Alerts are created to track circumstances that CARES cannot, for example:
- a client gets or loses a job,
- a client moves, or
- a member of the assistance unit leaves the household.

NOTE: Code 745 alerts are the <u>only</u> alerts that can be worker-generated. All other alerts are system-generated. Again, 745 alerts should not be used for social communication. It is recommended that the Invision E-Mail be used to communicate work related information which is not case related.

The steps for creating a worker alert are outlined in chapter 10 section 2 of the CARES User Manual.

Thank you for your assistance in this matter. If you have any questions regarding this memo, please contact Belinda Thompson at (410) 767-8785 or the DHR Help Desk at (410) 767-7002 or 1-800-347-1350.

KM/bt

cc: DHR Executive Staff
FIA Management Staff
Help Desk
CTF