



FAMILY  
INVESTMENT  
ADMINISTRATION

**FIA INFORMATION MEMO**

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**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