

Resource Alerts & Notifications

This document lists the new alerts and notifications that you may see in modernized Trails after Release 5.0 in January 2020.

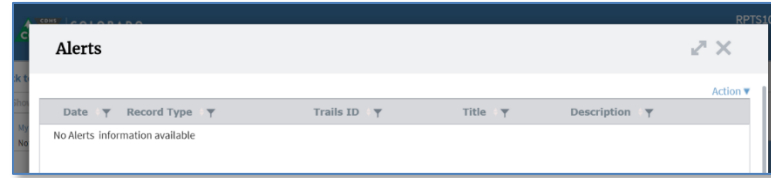


Alerts List

#	Alert Title	What does the Alert say?	What triggers the Alert?	Who receives an Alert?	How to Remove the Alert?
1	Provider Name Change	<i>"A Name has changed on your Provider: please review."</i>	When the Provider/Agency Name is changed.	Primary Worker(s) assigned to all active Services (Approval Status = 'Open') on the Provider, excluding the Trails user who made the change	Dismiss the alert manually
2	Provider FEIN/SSN Change	<i>"A FEIN/SSN has changed on your Provider: please review."</i>	When the Provider FEIN or SSN is changed.		
3	Provider Address Change	<i>"An Address has changed on your Provider: please review."</i>	When the Provider Address is changed. Note: Adding an address when an active one with the same type already exists is equivalent to "changing" an address).		
4	Svc Approval Denied	<i>"Your Provider Service approval has been denied: please review."</i>	When the Disposition is set to 'Denied' for a Service Approval Detail record.	The worker/Trails user who requested the provider service approval.	<ul style="list-style-type: none"> Dismiss the alert manually Or, automatically removed after 7 days The assumption is that the Submitted/Requested Date/Time would be cleared when the disposition is set to Denied

What are Alerts?

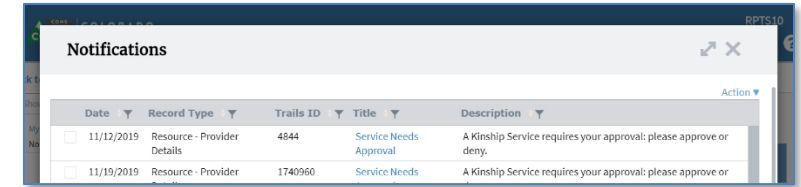
An alert is an event marking a change that may require the attention of or action by a user - for example changes related to a provider, provider service, or incident.




[\(Click here for more about Alerts\)](#)

What are Notifications?

Notifications correspond with approval workflows and email notifications. Notifications will only be sent to a user's supervisor if their approval is required.



[\(Go to List | Click here for more about Notifications\)](#)

#	Alert Title	What does the Alert say?	What triggers the Alert?	Who receives an Alert?	How to Remove the Alert?
5	Svc Expiration Coming Due	<i>"Your Provider Service is about to expire: please take action."</i>	The Expire Date for the approval record is coming due.	The Primary Worker assigned to the associated Service and in addition the individuals explained in the scenarios below: 	<ul style="list-style-type: none"> Dismiss the alert manually Or, automatically removed when a new Approval record is opened
<p>Who receives an alert?</p> <ul style="list-style-type: none"> If the Owner County/Agency is 'Placement Services Unit' and the Approval Type is 'License', the alert will be sent to all users with the DCW Placement Services Supervisor profile. If the Owner County/Agency is 'Placement Services Unit' and the Approval type is not 'License', the alert will be sent to all users with the DCW Licensing & Certification Coordinator and DCW Placement Services Supervisor profiles. If the Owner County/Agency is a county and the Service Type is 'KFSTR' (Kinship Foster Care), the alert will be sent to all users affiliated to the county with a CW Kinship Supervisor profile. For all other approvals with expiration dates where the Owner County/Agency is a county, the alert will be sent to all users affiliated to the county with a CW Certification Supervisor profile. If the Owner County/Agency is 'Division of Youth Corrections' and the primary assigned worker for the Service has a role of 'SB94 Coordinator', the alert will go to all users with a SB94 Provider Supervisor profile who are affiliated to either the region or judicial district specified by the DYS Owner Entity of the Service. If the DYS Owner Entity of the Service is Central Administration, the alert will go to all users with a SB94 Provider Supervisor profile whose lowest level of affiliation is Central Administration. If the Owner Count/Agency is 'Division of Youth Corrections' and the primary assigned worker for the Service has a role of 'DYC Contract Manager', the alert will go to all users with a DYS Provider Supervisor profile who are affiliated to the region specified by the DYS Owner Entity of the Service. If the DYS Owner Entity of the Service is central administration, the alert will go to all users with a DYS Provider Supervisor profile. 					
6	Svc Xfer Denied	<i>"Your Provider Service transfer has been denied: please review."</i>	Declining a provider service transfer from the Pending Incoming list for either any of the following queues: <ul style="list-style-type: none"> DCW Licensing & Certification Coordinator transfer queue County OOH transfer queue County Service transfer queue 	The Trails user who submitted request.	<ul style="list-style-type: none"> Dismiss the alert manually Or, automatically removed after 7 days
7	Stage II Follow-Up Denied	<i>"Your Stage II Follow-Up has been denied: please review."</i>	If the Disposition is set to 'Denied' for a Stage II Follow-Up.	The worker/Trails user who requested the supervisor approval.	<ul style="list-style-type: none"> Dismiss the alert manually Or, automatically removed after 7 days

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					The assumption is that the Submitted/Requested Date/Time ` be cleared when the disposition is set to Denied
8	Kin Needs Asmt Incomplete	<i>“Your Kin Needs Assessment is still incomplete: please complete.”</i>	When the initial Kin Needs Assessment record has been added to the selected Provider but has not been completed. A Kin Needs Assessment record is considered incomplete when the scores for any of the items in the Initial/Basic Needs section have 0 as its value, and initial means that the Assessment Type has been set as ‘Initial’.	All workers assigned to Services on the Provider with a Service Type of ‘KFSTR’ (Kinship Foster Care), ‘KKSHP’ (Kinship Care), or ‘KNSHP’ (Kinship Care - Non-Certified) who have a role of ‘Kinship Support Worker’.	<ul style="list-style-type: none"> When all of the scores for the Initial/Basic Needs section of Kin Needs Assessment record have been set to a value other than 0 (this may mean a brand new Kin Needs Assessment record is created with the scores set or the existing Kin Needs Assessment record has had its scores updated) When the Kin Needs Assessment record is deleted.
9	Media Contact IR (DCW)	<i>“A Media Contact has been added to your Incident: please review.”</i>	An alert will be generated when adding a Media Contact and the incident is for a service with an approval type of ‘License’ or ‘Certify’ and the Incident Owner is ‘DCW’.	Workers with the DCW Critical Incidents Coordinator and Placement Service Supervisor profiles. And also sent to any workers assigned to the associated service with a Role of ‘DYC Critical Incidents Coordinator’.	Dismiss the alert manually
10	Media Contact IR (ARD)	<i>“A Media Contact has been added to your Incident: please review.”</i>	An alert will be generated when adding a Media Contact and the Incident Owner is ‘ARD’ and the associated service has a Service Type of ‘KKSHP’, ‘KFSTR’, or ‘KNSHP’.	Workers with the ‘CW Kinship Supervisor’ profile and who are affiliated to the county specified in the Licensing/Certification Agency for the Incident or affiliated to the assignment county of an assigned primary or secondary worker with a Role of ‘Kinship Support Worker’ for the service.	Dismiss the alert manually

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11	Media Contact IR (ARD)	<i>"A Media Contact has been added to your Incident: please review."</i>	An alert will be generated when adding a Media Contact and the Incident Owner is 'ARD' and the associated service has a Service Type of anything other than 'KKSH', 'KFSTR', or 'KNSHP'.	Workers with the 'CW Certification Supervisor' profile who are affiliated to the county specified in the Licensing/Certification Agency for the Incident or affiliated to the assignment county of an assigned primary or secondary worker with a Role of 'Certification Worker' for the service	Dismiss the alert manually
12	IR Denied	<i>"Your Incident has been denied by the reviewer: please review."</i>	If the reviewer sets the Disposition to 'Denied'.	The Submitted By worker	<ul style="list-style-type: none"> Dismiss the alert manually Or, automatically removed after 7 days¹ The assumption is that the Submitted/Requested Date/Time ` be cleared when the disposition is set to Denied
13	IR Approved	<i>"Your Incident has been approved for review."</i>	When the reviewer approves the incident and Incident Owner is 'DCW'.	Primary or secondary worker who is assigned to the associated Service with a role of "Monitoring Specialist".	Dismiss the alert manually
14	IR Restricted	<i>"Your Incident has been restricted: please review."</i>	Restricting an Incident and the Incidents Owner is 'DCW' or 'ARD'	All workers assigned to the Service that the Incident is associated to will receive this alert.	Dismiss the alert manually
15	IR Unrestricted	<i>"Your Incident has been unrestricted: please review."</i>	Unrestricting an Incident and the Incidents Owner is 'DCW' or 'ARD'	All workers assigned to the Service that the Incident is associated to will receive this alert.	Dismiss the alert manually
16	Contract IR Submitted	<i>"Your Incident has been submitted: please review."</i>	Submitting a DYS Contract Incident	Workers who are assigned to the associated service with a role of 'DYS Critical Incident Coordinator' and also any Workers assigned to the associated service with a Role of 'DCW Critical Incidents Coordinator'.	Dismiss the alert manually

Notifications List

#	Notification Title	What does the Notification say?	What triggers the Notification?	Who receives the Notification?	How to Remove the Notification?
1	Svc Needs Approval	<i>"A Core Service requires your approval: please approve or deny."</i>	When a request for approval has been submitted and the Service Category is 'CORE' (Core Services)	All users with a DCW Core Services Administrator profile.	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service
2	Svc Needs Approval	<i>"A License requires your approval: please approve or deny."</i>	When a request for approval has been submitted and Service Category is NOT 'CORE' (Core Services) and Owner County/Agency is 'Placement Services Unit' and the Approval Type is 'License'"	All users with the DCW Placement Services Supervisor profile	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service
3	Svc Needs Approval	<i>"A Service requires your approval: please approve or deny."</i>	When a request for approval has been submitted and Service Category is NOT 'CORE' (Core Services) and Owner County/Agency is 'Placement Services Unit' and the Approval type is not 'License'	All users with the DCW Licensing & Certification Coordinator and DCW Placement Services Supervisor profiles	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service
4	Svc Needs Approval	<i>"A Kinship Service requires your approval: please approve or deny".</i>	When a request for approval has been submitted and Service Category is NOT 'CORE' (Core Services) and Owner County/Agency is a county and the Service Type is 'KNSHP' (Kinship Care - Non-Certified), 'KKSHP' (Kinship Care), or 'KFSTR' (Kinship Foster Care)	All users affiliated to the county with a CW Kinship Supervisor profile	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service
5	Svc Needs Approval	<i>"A Certification requires your approval: please approve or deny."</i>	When a request for approval has been submitted and Service Category is NOT 'CORE' (Core Services) and Owner County/Agency is a county and the Service Type is not 'KNSHP' (Kinship Care - Non-Certified), 'KKSHP' (Kinship Care), or 'KFSTR' (Kinship Foster Care)	All users affiliated to the county with a CW Certification Supervisor profile	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service

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6	Svc Needs Approval	<i>"A Service requires your approval: please approve or deny."</i>	When a request for approval has been submitted and Service Category is NOT 'CORE' (Core Services) and Owner County/Agency is 'Division of Youth Corrections' and the primary worker for the Service has a SB94 Provider Worker or Supervisor profile	All users with a SB94 Provider Supervisor profile who are affiliated to either the region or judicial district specified by the DYS Owner Entity of the Service. If the DYS Owner Entity of the Service is Central Administration, the notification will go to all users with a SB94 Provider Supervisor profile whose lowest level of affiliation is Central Administration	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service
7	Svc Needs Approval	<i>"A Service requires your approval: please approve or deny."</i>	When a request for approval has been submitted and Service Category is NOT 'CORE' (Core Services) and Owner Count/Agency is 'Division of Youth Services' and the primary worker for the Service has a DYS Provider Worker or Supervisor profile	All users with a DYS Provider Supervisor profile who are affiliated to the region specified by the DYS Owner Entity of the Service. If the DYS Owner Entity of the Service is central administration, the notification will go to all users with a DYS Provider Supervisor profile	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Approval record for the Service
8	Stage II Follow Up	<i>"A Stage II Follow-Up requires your approval: please approve or deny."</i>	When the worker requests Supervisor Approval for a Stage II Follow-Up	The worker specified in the Send To field of the County Stage II Follow-Up request approval panel	Clicking on the hyperlink - when the disposition is set to either Approved or Denied on the Stage II Follow-Up record for the Service
9	IR Submitted	<i>"An Incident has been submitted and requires your review."</i>	When the expanded incident is submitted for review and the Incident Owner is 'DCW'	The worker specified in the Submitted To field of the Incident Submission panel and any Workers assigned with a Role of DYC Critical Incidents Coordinator' of the associated Service.	Clicking on the hyperlink - when the disposition is set to either Approved or Denied for the Incident Review
10	IR Submitted	<i>"An Incident has been submitted and requires your review."</i>	When the expanded incident is submitted for review and the Incident Owner is 'ARD'	The worker specified in the Submitted To field of the Incident Submission panel	Clicking on the hyperlink - when the disposition is set to either Approved or Denied for the Incident Review
11	IR Submitted	<i>"An Incident has been submitted and requires your review."</i>	When the expanded incident is submitted for review and the Incident Owner is 'DYS'	The worker specified in the Submitted To field of the Incident Submission panel.	Clicking on the hyperlink - when the disposition is set to either Approved or Denied for the Incident Review