

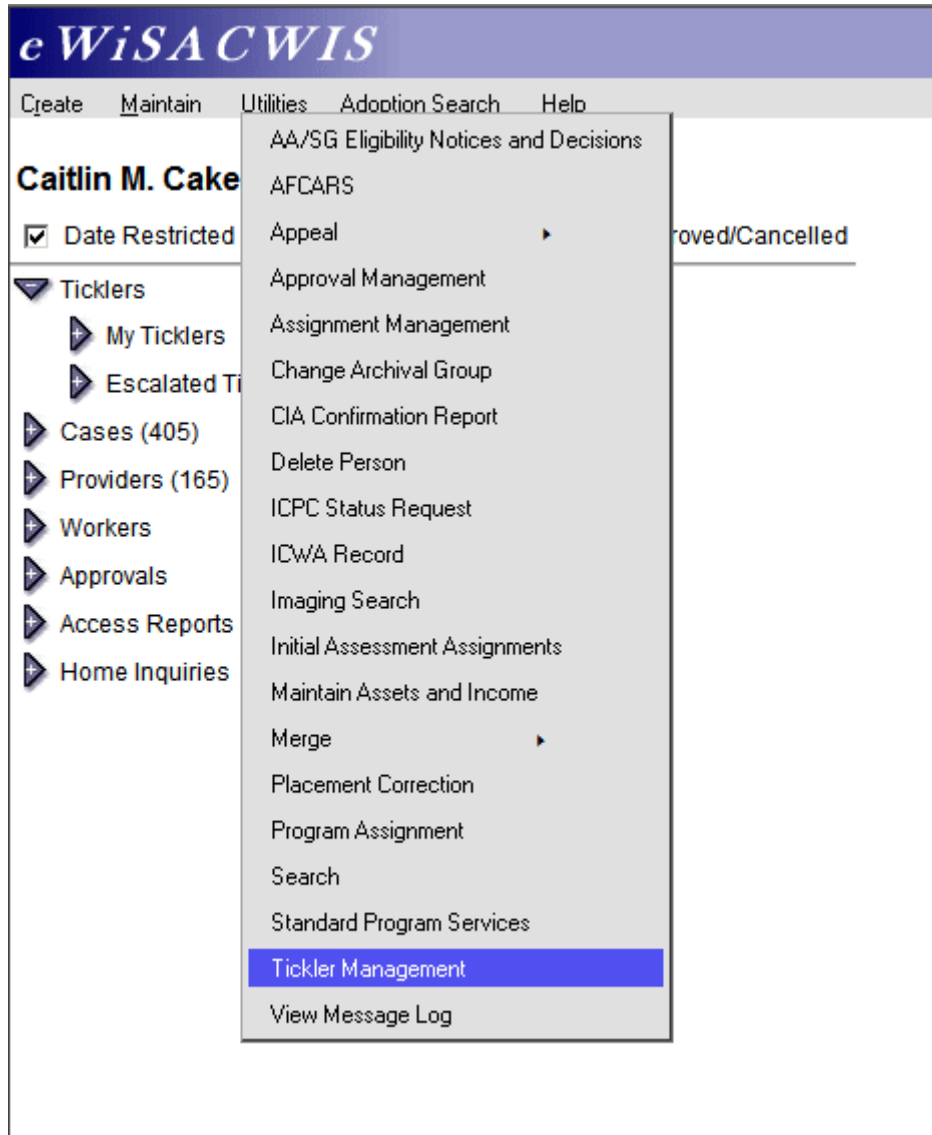
Tickler Management for Supervisors

Background

The Tickler Management page allows supervisors to reassign or delete ticklers for cases/providers assigned to their workers. The Tickler Management page displays defaulting to the Tickler Reassignment view. To reassign a tickler, the Supervisor must select a worker from the Worker drop-down field and then select the case or provider, which has the tickler to be reassigned, from the Case/Provider drop-down field. All ticklers for the specific case/provider available for reassignment display.

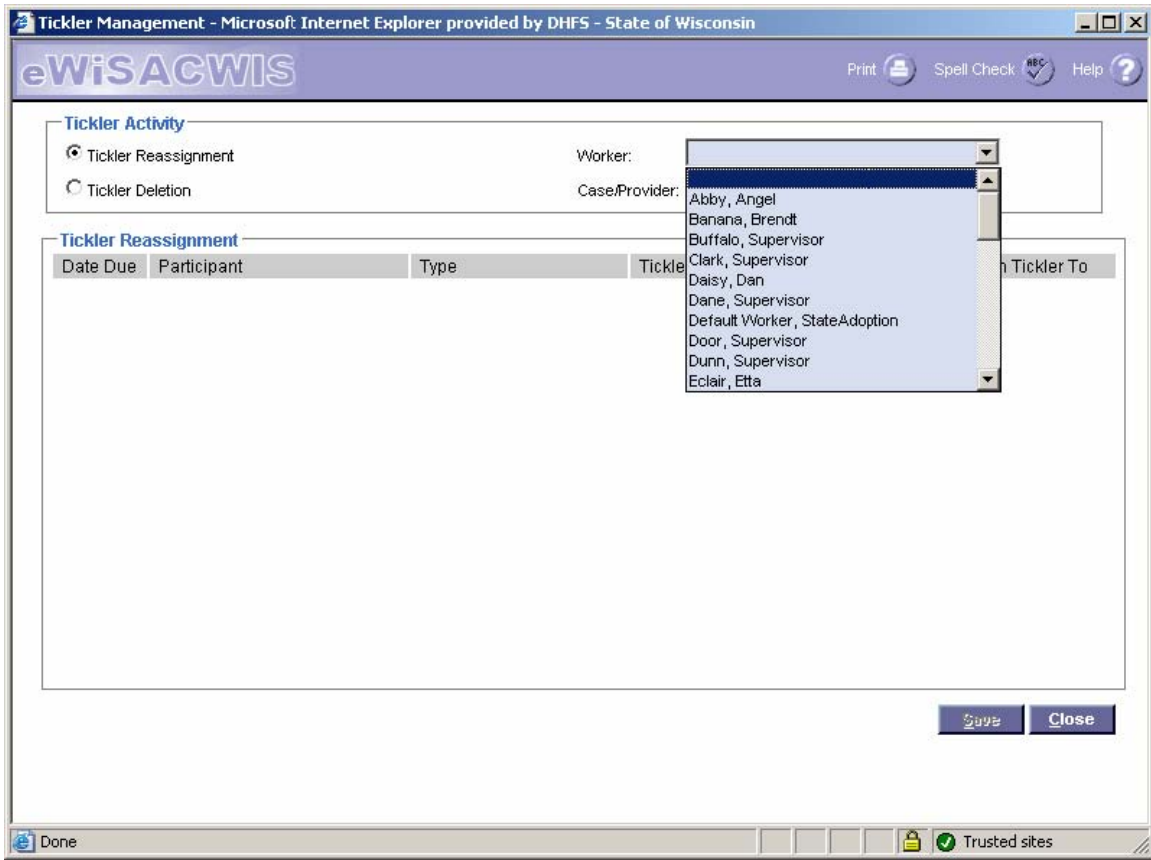
To delete a tickler, the Supervisor must select the Tickler Deletion radio button to access the Tickler Deletion view. When using the Tickler Deletion view, the Supervisor must select the worker from the Worker drop-down field. All ticklers for the specific case/provider available for deletion display.

To access the Tickler Management page, select Utilities > Tickler Management.

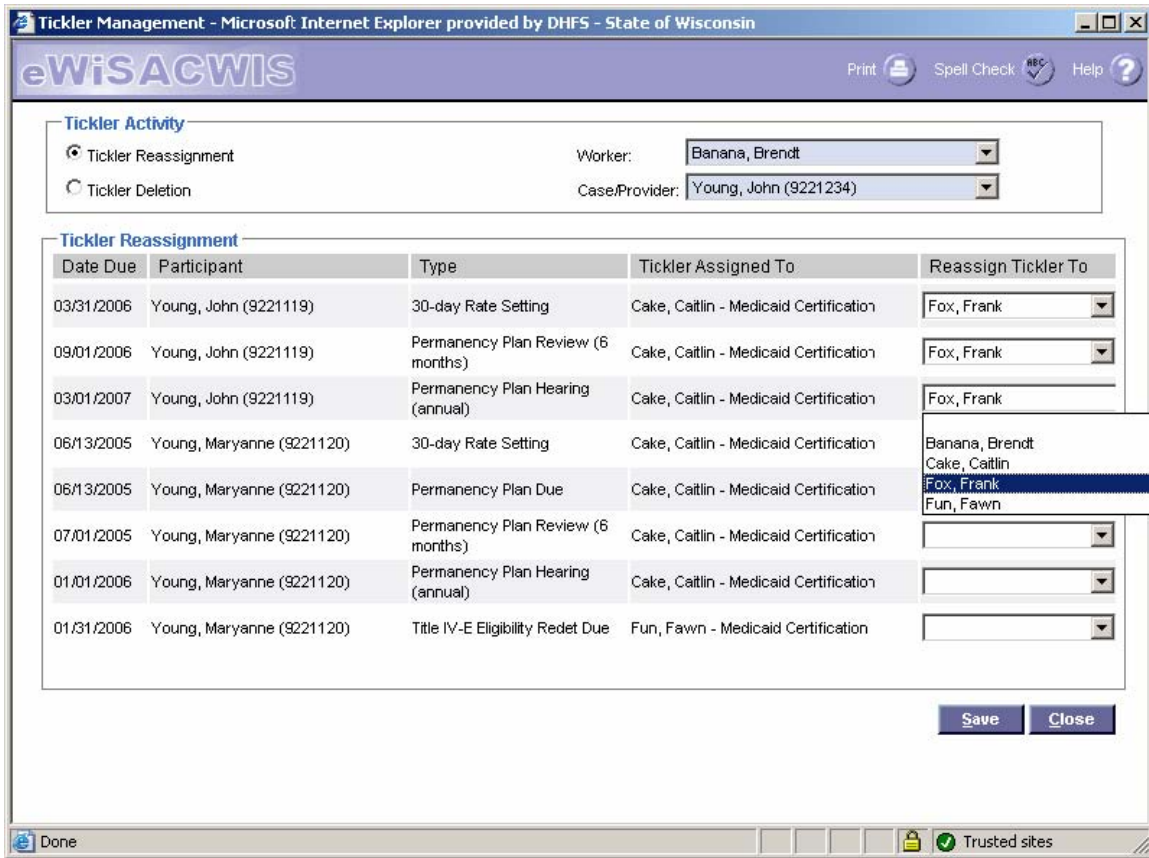


Tickler Reassignment

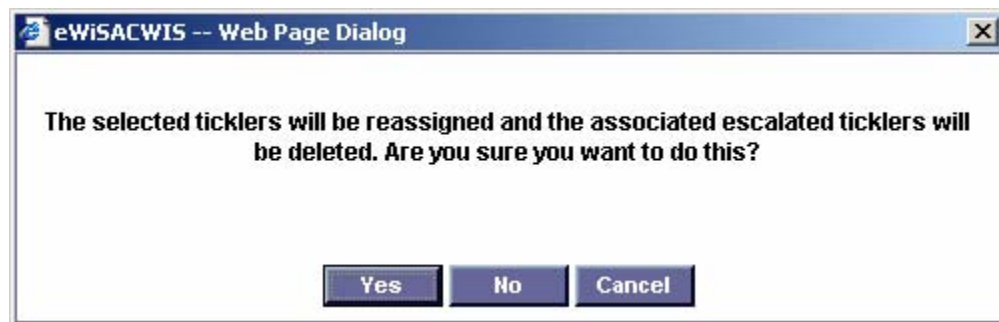
1. The Tickler Management page defaults to the Tickler Reassignment view (if you wish to delete a tickler change your selection to “Tickler Deletion” and skip to the *Tickler Deletion* section of this guide). To continue with Tickler reassignment, select the worker from the Worker drop-down field.



- Select the Case/Provider in the Tickler Activity group box. Once the Case/Provider is selected, the ticklers will populate in the Tickler Reassignment group box for that worker. The Tickler Reassignment group box will display the date the tickler is due, the case name and case number, the type of tickler, who the tickler is currently assigned to. The 'Reassign Tickler To' will only display workers that are currently assigned to the case. Proceed through the list, selecting who should be reassigned to which ticklers. Click Save when finished.



- The following message will appear. Select yes if you wish to continue with the reassignment of the ticklers you have modified.



4. Notice, the first three ticklers have now been reassigned to Frank Fox from Caitlin Cake.

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Tickler Activity

Tickler Reassignment
 Tickler Deletion

Worker:
 Case/Provider:

Tickler Reassignment

Date Due	Participant	Type	Tickler Assigned To	Reassign Tickler To
03/31/2006	Young, John (9221119)	30-day Rate Setting	Fox, Frank - Medicaid Certification	<input type="text"/>
09/01/2006	Young, John (9221119)	Permanency Plan Review (6 months)	Fox, Frank - Medicaid Certification	<input type="text"/>
03/01/2007	Young, John (9221119)	Permanency Plan Hearing (annual)	Fox, Frank - Medicaid Certification	<input type="text"/>
06/13/2005	Young, Maryanne (9221120)	30-day Rate Setting	Cake, Caitlin - Medicaid Certification	<input type="text"/>
06/13/2005	Young, Maryanne (9221120)	Permanency Plan Due	Cake, Caitlin - Medicaid Certification	<input type="text"/>
07/01/2005	Young, Maryanne (9221120)	Permanency Plan Review (6 months)	Cake, Caitlin - Medicaid Certification	<input type="text"/>
01/01/2006	Young, Maryanne (9221120)	Permanency Plan Hearing (annual)	Cake, Caitlin - Medicaid Certification	<input type="text"/>
01/31/2006	Young, Maryanne (9221120)	Title IV-E Eligibility Redet Due	Fun, Fawn - Medicaid Certification	<input type="text"/>

Save Close

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Tickler Deletion

Once the Tickler Deletion radio button has been selected from the Tickler Activity group box, the page will change to Tickler Deletion mode.

1. Select the worker from the Worker drop-down field in the Tickler Activity group box. This will automatically populate the Tickler Deletion group box with all ticklers associated with the selected worker.

Note: AFCARS Ticklers cannot be deleted from Tickler Management.

2. In the Tickler Deletion group box, select the ticklers by checking the box for the tickler to be deleted. Next to the corresponding check box is the Case/Provider Name, Participant, Due Date of the tickler and tickler Type. Click Save if you are ready to finalize this process.

The screenshot shows the 'eWiSACWIS' application window. Under 'Tickler Activity', the 'Tickler Deletion' radio button is selected. The 'Worker' dropdown is set to 'Banana, Brent'. Below, the 'Tickler Deletion' section contains a table with the following data:

Delete	Case/Provider Name	Participant	Due Date	Type
<input checked="" type="checkbox"/>	Abby, Art (9221127)		08/13/2004	Assessment Due
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, Ann (9221774)	03/30/2005	Permanency Plan Review (6 months)
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, Ann (9221774)	10/01/2005	Permanency Plan Hearing (annual)
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, David (9221778)	04/20/2005	6-month Rate Setting
<input type="checkbox"/>	Chan, Joy (9221239)		11/21/2004	Assessment Due
<input checked="" type="checkbox"/>	Tyler, Alexandra (9221238)	Tyler, Sasha (9221750)	04/19/2005	6-month Rate Setting

Buttons for 'Save' and 'Close' are located at the bottom right of the table area.

3. The following message will appear after Save is selected. Click the Yes button if you are ready to delete the ticklers you had previously selected.

The dialog box contains the following text:

The selected ticklers and the associated escalated ticklers will be deleted. Are you sure you want to do this?

Buttons: Yes, No, Cancel

4. The selected ticklers for Art Abby and Alexandra Tyler have been deleted. Select Close to return to the desktop.

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Tickler Activity

Tickler Reassignment Worker: **Banana, Brent**

Tickler Deletion

Tickler Deletion

Delete	Case/Provider Name	Participant	Due Date	Type
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, Ann (9221774)	03/30/2005	Permanency Plan Review (6 months)
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, Ann (9221774)	10/01/2005	Permanency Plan Hearing (annual)
<input type="checkbox"/>	Chan, Joy (9221239)	Chan, David (9221778)	04/20/2005	6-month Rate Setting
<input type="checkbox"/>	Chan, Joy (9221239)		11/21/2004	Assessment Due

Save Close

Done Trusted sites