

**From:** [DCF BWF Work Programs Help Desk](#)  
**To:** [DCF DL DFES BWF W-2 Agency Directors](#); [DCF DL DFES BWF W-2 Agency CARES Coordinators](#); [DCF DL DFES BWF TJ TMJ](#)  
**Cc:** [DCF DL DFES BWF W-2 REGIONAL STAFF](#); [DCF DL DFES BWF Supervisors](#); [DCF DL DFES PTT W-2 Staff](#)  
**Subject:** COVID-19 PACS Operations Update  
**Date:** Tuesday, April 7, 2020 10:17:26 AM

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Good Morning.

PACS has been notified that there was an error with suspending the processing of Repayment Agreements and dunnings as planned with our response to COVID-19. This error caused repayment agreements and dunnings to be generated from CARES on 4/1/2020. PACS was able to avoid the dunning notices from being mailed to recipients, however; the repayment agreements were mailed out prior to the error being identified. They are currently working to correct the data in CARES, by reducing any added dunning counts and repayment agreement due dates caused by the error.

We continue to request that questions from individuals about repayment be directed to the PACS call center at 1-800-943-9499.

We apologize for any inconvenience this may have caused.

Thank you.

**Jes Moss**

*Human Services Area Coordinator*

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