

SA/RO Communication in AEM

Activities/Notices: Communication between SA/RO/CO

ACTS and AEM provide Activities sections that facilitate quick communication of key milestones in the lifecycle of a complaint or enforcement case. As key activities are logged in ASPEN by one user, other users or groups of users, even users in other agencies or offices, have access to that same information. Action Items related to these activities also facilitate communication between different users and agencies when key data elements are entered, status points are reached, or activities are accomplished.

Additionally, ASPEN provides the ability to create and store letter drafts for later review by personnel within a State Agency or Regional Office or between State Agency and Regional Office users.

The exercise illustrates how ASPEN supports communication of work activities and letter drafts between the state agency and regional office.

1 Open ACO

- Click the **ACO** icon on your desktop to open ACO in SA mode.
- Confirm that your My Selection filter is set to **NH Open**.

2 Go to AEM

- Click the **Enforcement** tab to go into AEM.
- Locate and expand your facility.

3 Open an enforcement case

- Modify the open AEM case by right-clicking it and selecting **Modify Enforcement**.

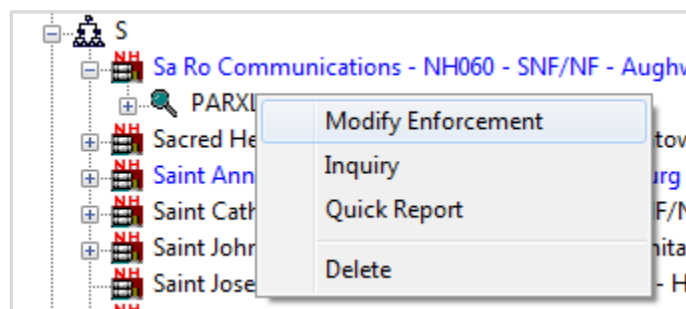


Figure 1: Modify Enforcement menu option

4 Generate a letter

- Go to the **Notices** tab.

The Notices tab maintains a history of all correspondence related to the enforcement case. When an enforcement case is closed, notices and letters become read only. You can still view and print, but you cannot make changes.

The screenshot displays the 'Notices' tab in a software application. At the top, there are navigation tabs: Case Basics, Surveys & IDR/IIDR, Remedies, CMP, NATCEP, Notices (selected), Hearing/Appeal, and Upload. Below the tabs is a table titled 'Notices' with columns: Date Sent, Letter Id, Letter Description, Locked, Draft, Associated Survey, Origin, and Source. The table contains three rows of data. Below the table are three buttons: '+ Create Notice/Letter', '- Remove Notice', and '+ Add Action Item'. A blue box highlights the 'Letter/Notice Details - Letter 99R8 - TRAINING DEFICIENCIES LETTER' form. This form includes fields for Created (10/30/2018), Letter Sent (10/30/2018), Method (01-Certified Mail), Tracking #, Email, Fax (checked), Fax Sent (10/29/2018), Delivered Date (10/31/2018), and a 'Lock' button. There is also an 'Appeal' section with 'Appeal Rights Based on this notice' checked and a 'Recalculate' button. To the right of the details form is a 'Letter Contents' section with a list box containing 'Federal Surveyor Findings' and a 'Choose Contents' button.

Figure 2: Notices tab

- Generate a new letter by clicking **Create Notice/Letter**, then click **New** to create a letter.
- Select the **Show All** checkbox to view all letters

The screenshot shows the 'Select Letters and Distribution Lists' window. At the top, it says 'Select Letters and Distribution Lists'. Below that, there is a 'Form Letter:' section with a 'Show All' checkbox checked. A table follows with columns: Letter ID, Description, and Top Margin. The table contains two rows of data: SIM1 ADMIN PEN IMPOSITION LETTER with a Top Margin of 0, and SAPR ADMIN PEN REPORT with a Top Margin of 0. There are also some dashes in the table.

Figure 3: Select Letters and Distribution Lists window with Show All selected

- Scroll to the bottom and select Training Deficiencies Letter.
- Click **Edit/Preview**.
- On the letter preview screen, click **Save & Exit** to save the letter without printing it, and **Close** the Notices History window.

- Click **Choose Contents** and select content options. Letter Contents are required for AEM letters.
- Click **OK** to return to the AEM Notices tab.

5 Add an activity

Define Activity

Activity: PARXLB

Type: 19 Send Notice

Sent: 10/31/2018

Due: 11/07/2018

Completed: / /

Staff

Worker Name	Responsible Party
WOODLAND, CHERYL	<input checked="" type="checkbox"/>

+ Add S.A. + Add R.O. + Add Team - Remove

R.O. =

Comments

OK Cancel Help

Figure 4: Define Activity window

- On the Notices tab, click **Add Action Item**.
- Complete the Define Activity form, entering the following:
 - Type: **19 Send Notice**
 - Sent: **Today's date**
 - Due: **one week from today**
- Click **Add R.O.** and select an RO from the drop list.
- Click **OK** to save the activity and return to the case.

6 Check your activity

- Go to the **Case Basics** tab.
- In the Activities section, notice that a record of your Action Item/Activity has been created.

	Sent	Due	Completed	Type	Responsible Party
▶	09/11/2018	09/11/2018	09/18/2018	18-Review Survey	KENNIS, JEREMY
	09/11/2018	09/11/2018		23-Case Sent to RO	KENNIS, JEREMY
	10/31/2018	11/07/2018		19-Send Notice	WOODLAND, CHERYL

+ Add Modify - Remove

Figure 5: Activities window

- Click **Save & Exit** to close the AEM case.

7 Exit ACO

Now the RO receives the action item/activity

8 Open ARO

- Click the **ARO** icon on your desktop.
- Confirm that your My Selection filter is set to **NH Open**.
- Confirm that your Action Item filter is set to **MY OPEN ITEMS**.

9 Check action items and enforcement case

Look in your Action Item list. You should see a SEND NOTICE TO ENF CASE FOR ... action item for the AEM activity.

CCN	Message Text	Date	Responsible Party	State	Action Item Category
395999	SEND NOTICE TO ENF CASE FOR: SA RO C...	11/07/2018- Due	WOODLAND, CH...	PA	Enforcement Assigne...
395999	CASE SENT TO RO TO ENF CASE FOR: SA R...	09/11/2018- Due	KENNIS, JEREMY	PA	Enforcement Assigne...

Figure 6: Action Item list

- Double-click the action item to open the related enforcement case.

Notice that as an RO user, you can now see the information the SA user logged for the enforcement case, this will include the draft letter.

10 Review draft letter

- Go to the **Notices** tab.
- Click **Create Notice/Letter**.
- Highlight the letter and click **View/Print**.
- Modify the letter text in some way.
- Click **Save & Exit**.
- In the Save dialog, select **Update** to store your revised letter text for this case.
- Click **Close** to return to the Notices tab.

11 Close ARO

ASPEN Notes Communicate Between SA/RO/CO

ASPEN modules provide many different notes areas which may help facilitate communication within and between involved agencies. Since all user groups, SA, RO, and CO, share different views into the same data repository, notes entered by one user group can be viewed immediately by another.

States and ROs can use Case Notes to exchange information. SAs and ROs can see both sets of notes, but states can enter only State Case Notes as shown in the figure below, and regions can enter only RO Case Notes.

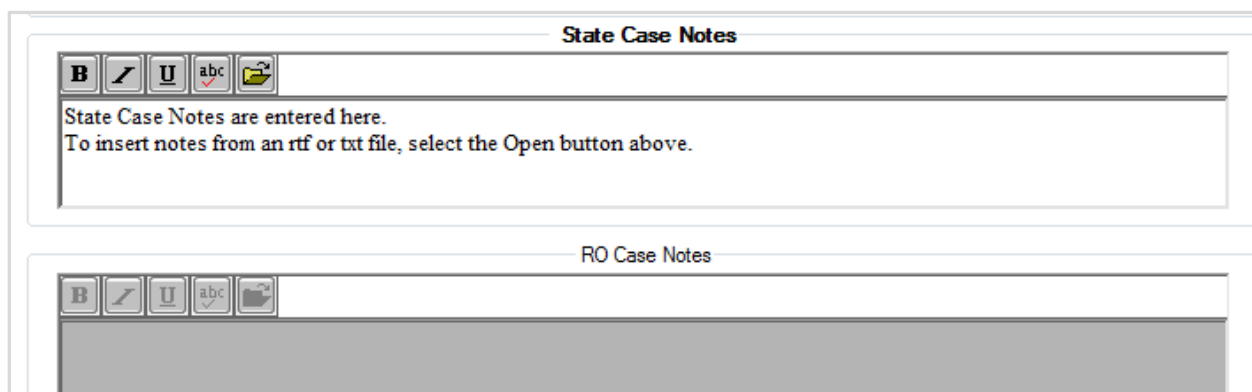


Figure 7: State and RO Case Notes fields in ACO