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**DCSE Policy & Procedures Unit**  
**Policy Update**  
**PPU: 11-07-001**

**Date: July 14, 2011 (Republished November 17, 2011)**

**SUBJECT: FREE Worklist Items**  
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Please contact the Policy Unit if you have any questions regarding these or any other changes at  
<http://dcsevf04/DCSE/PolicyQuestions> or (602) 771-8127.

**The IV-D PARTNERS should send POLICY inquiries directly to [DCSE-POLICYQUESTIONS@azdes.gov](mailto:DCSE-POLICYQUESTIONS@azdes.gov)**  
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This Policy Update provides procedures for sending a FREE worklist item. Instead of using Outlook, send a FREE worklist item when providing case information to the assigned worker. Caseworkers should also use this process when calendaring actions for their own follow-up by sending FREE worklist items to themselves. Following these procedures will insure that case management is properly conducted within the ATLAS system.

The procedures for sending a FREE worklist item follow:

1. Go to the Case Worklist by Date (**CAWD**) screen.
  - a. In the Case Number field enter the ATLAS case number and then press the <ENTER> key. This will take you to the Case Worklist Maintenance screen.
2. Press the PF6 key to open the Case Worklist Maintenance screen and update the following fields:
  - a. ATLAS Case Number: Enter the case number.
  - b. Worklist Item: Enter "FREE".
  - c. In the field below add the case information or message.
  - d. Reassignment Code: Enter "N".
  - e. User OPID: Enter the OPID of the worker the information is being sent to.
  - f. Worklist Due Date: Enter the date (MM/DD/YY) or;
  - g. Calendar Days: Enter the number of days (NNN) the worker has to review this information.
3. Press the <Enter> key.

**Staff are urged to view this information directly on OPPM and not create a separate personal file. Enter <http://dcsepc> in your browser to view this Policy Update in Policy Updates 2011**