**INTRODUCTION TO COMPLEX ALERTS**

**IN THIS SECTION WE WILL COVER THE FOLLOWING CIRCUMSTANCES THAT REQUIRE ADDING AN ALERT:**

<table>
<thead>
<tr>
<th>Information</th>
<th>Add alert If...</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Marital status</td>
<td>• There are inconsistencies between marital status reported and relationships listed on back of income sheet</td>
</tr>
</tbody>
</table>
| 2. Income | • The income source or amount is missing  
• There are inconsistencies with the number of people employed and income sources reported |
| 3. Any | • Multiple responses made  
• Illegibility  
• Client or staff member writes in additional information |

**HOW TO ADD AN ALERT AND ADDITIONAL CIRCUMSTANCES REQUIRING AN ALERT**

1. **Enter all information possible as normal.**
   - For step-by-step instructions for how to do this, see modules 2&3.
   - If there is missing information in a required Oasis field, select “other” and remember to leave an alert.
   - Add case, then wait for the Client’s Case information to load.

2. **Locate “Alerts”**
   - On the right-hand side select the red tab at the bottom titled “Alerts”.
   - If this is the client’s first alert, a yellow box will appear with blue underlined lettering “Create the first alert”. You may select this to open the pop-up window to create your alert.
   - If this is not the client’s first alert, select the box with a green plus sign icon “ADD ALERT” to open pop-up window. This box is small and located at the right-hand side of the red bar/ribbon near the top of your screen.

3. **Add alert description**
   - It is important that the description you add is clear and detailed so the next person opening this client’s case understands what actions need to be taken.
   - Clear descriptions include: the reason for adding the alert and necessary actions.

For Marital Status
- If the marital status is listed as married, but there is no spouse listed in the household, this is an inconsistency we would need to clarify! Add alert.
- If there is a spouse listed in the household, but the marital status is listed as single, this is an inconsistency we would need to clarify! Add alert.
Alert may state: Please confirm marital status //Please confirm household members.

For Income
- If two or more people are listed as employed in household, but only one income is provided, add alert so a staff member can collect missing information from client.
- If the head of household income amount is given, but no source of income is circled, add alert so a staff member can collect missing information from client.
- If the income amount is left blank, but source of income circled, add alert to have a staff member to confirm source of income with client.
- If the same income is listed twice, add alert to have a staff member check income sources with client to be sure we are not repeating information.
- If the number of people disclosed as “employed” does not match the number of wage incomes listed for household, add alert so a staff member can confirm number of individuals employed in the household and their wages or sources of income.
Alert may state: Please confirm income sources and amounts/Please confirm number of individuals employed in household.

| **Other** | • If there are multiple responses made in any field area, for example a client selects that they are both married and single, add alert so a staff member can clarify status with the client.  
• If there is a response that is illegible or difficult to read, for example a phone number, do not risk inputting potentially incorrect data. Add an alert so a staff member can confirm information with the client!  
• If a client or staff member has written in additional information on the form, but it does not go with a given field—add an alert with the included information. For example, a staff member has written “client has received USDA distribution twice this month”. |
