

## CSHCS LHD Email Communication

<b>Date</b>	4/20/2021
<b>Email Type</b>	Alert
<b>Subject</b>	<ul style="list-style-type: none"> <li>▪ Transition Letter Corrections</li> </ul>

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Dear Colleagues,

The new process for transition letters was initiated on 4/5/2021. Since that time, we have identified three required corrections.

- 1) All CHAMPS letters contain the wrong footer, listing either Lewis Cass or the Elliot Larson building. Our address or P.O. Box is correct in the body of the email, it is only the footer that is incorrect. A work ticket has been created for CNSI/CHAMPS. New letters **will not** be sent to families.
- 2) Clients are reporting receiving transition letters that they already received in the past (i.e., client is about to turn 17, but they just recently received the 16 year old Transition Letter). Recent changes to the trigger rules on CHAMPS Transition Letters caused about 15k transition letters to be sent to CSHCS Clients. During the design of the modified trigger rules a provision was put in place to stop this 'mass' mailing from occurring, but programmed business rules generated about 3 months of letters in one day. This is only a one-time error or occurrence, caused by the changed trigger rules, there isn't anything to immediately fix. Duplicative letters can be ignored by families.
- 3) The 18-year-old Transition Letter is addressed to the parent/guardian in error. This letter is supposed to greet the adult client with congratulations on their 18<sup>th</sup> birthday, so the body of the letter doesn't match who the letter is addressed to. A work ticket has been created for CNSI/CHAMPS.

At this time, we are aware of the problems and have identified corrections. If you speak with families with questions, please let them know we are aware of the issue and it is being corrected. Please do not upload documentation of the errors to DMP or call analysts regarding these errors, as we are in the process of correcting them.

The first report indicating who received transition letters will be distributed at the end of next week.