



## 1 Which monitorees are eligible for notifications?

Monitoree notification eligibility status is determined by the factors listed below:

Workflow	 <b>Exposure Monitoring</b>	 <b>Isolation Monitoring</b>
<b>Self-Reporter (Not in a household)</b>	<p>Monitoree will receive a notification today if <b>ALL of the following</b> are true:</p> <ul style="list-style-type: none"> <li>✓ No reports submitted today</li> <li>✓ No previous automated contact attempts today</li> <li>✓ Monitoring Status = Actively Monitoring</li> <li>✓ End of Monitoring Date has not passed <b>OR</b> Continuous Exposure is enabled</li> <li>✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information</li> <li>✓ Notifications are <b>not</b> paused</li> </ul>	<p>Monitoree will receive a notification today if <b>ALL of the following</b> are true:</p> <ul style="list-style-type: none"> <li>✓ No reports submitted today</li> <li>✓ No previous automated contact attempts today</li> <li>✓ Monitoring Status = Actively Monitoring</li> <li>✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information</li> <li>✓ Notifications are <b>not</b> paused</li> </ul>
<b>Head of Household (HoH)</b>	<p>Head of Household will receive a notification today if <b>ALL of the following</b> are true:</p> <ul style="list-style-type: none"> <li>✓ No reports submitted today</li> <li>✓ No previous automated contact attempts today</li> <li>✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information</li> <li>✓ Notifications are <b>not</b> paused</li> <li>✓ Monitoring Status = Actively Monitoring</li> <li>✓ End of Monitoring Date has not passed <b>OR</b> Continuous Exposure is enabled</li> </ul> <p><b>OR</b> if <b>ANY</b> household member is eligible <b>AND</b> the first four bullets above are true</p>	<p>Head of Household will receive a notification today if <b>ALL of the following</b> are true:</p> <ul style="list-style-type: none"> <li>✓ No reports submitted today</li> <li>✓ No previous automated contact attempts today</li> <li>✓ Monitoring Status = Actively Monitoring</li> <li>✓ Monitoree has a valid Preferred Reporting Method (not "Unknown" or "Opt-out) and required contact information</li> <li>✓ Notifications are <b>not</b> paused</li> </ul> <p><b>OR</b> if <b>ANY</b> household member is eligible <b>AND</b> HoH notifications are <b>not</b> paused</p>
<b>Non-Head Household Member</b>	<p>Head of Household will receive a notification for this monitoree today if <b>ALL of the following</b> are true:</p> <ul style="list-style-type: none"> <li>✓ No reports submitted today</li> <li>✓ No previous automated contact attempts <b>to HoH</b> today</li> <li>✓ Monitoring Status = Actively Monitoring</li> <li>✓ End of Monitoring Date has not passed <b>OR</b> Continuous Exposure is enabled</li> <li>✓ <b>HoH</b> has a valid Preferred Reporting Method and associated contact information</li> <li>✓ Notifications are <b>not</b> paused <b>for the HoH</b></li> </ul>	<p>Head of Household will receive a notification for this monitoree today if <b>ALL of the following</b> are true:</p> <ul style="list-style-type: none"> <li>✓ No reports submitted today</li> <li>✓ No previous automated contact attempts <b>to HOH</b> today</li> <li>✓ Monitoring Status = Actively Monitoring</li> <li>✓ <b>HoH</b> has a valid Preferred Reporting Method and associated contact information</li> <li>✓ Notifications are <b>not</b> paused <b>for the HoH</b></li> </ul>

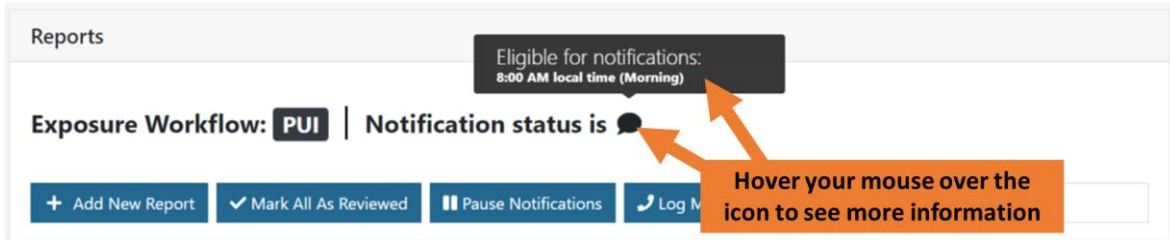
## 2 Where can I find information about a monitoree's notification eligibility?

A monitoree's notification eligibility status can be found in two places:

- On the dashboard:






Monitoree	Jurisdiction	Assigned User	State/Local ID	Date of Birth	End of Monitoring	Risk Level	Notification eligibility status
Dach99, Lee39	State 1	2738	EX-526283	04/08/1940	11/01/2020	Low	closed
Turner07	HoH State 1	1459	EX-821200	11/26/2011	10/29/2020	Medium	Daily active 12/16/2020 under

- In the reports section of their record:



You can hover your mouse over the status icon to see more information

### 3 What do the different notification eligibility status icons mean?

Icon	Meaning
	Monitoree is eligible to receive notifications from the system and is scheduled to receive one later today.
	The monitoree is eligible to receive notifications and has already responded today
	The monitoree is eligible to receive notifications and the system is waiting for a response.
	The monitoree is not eligible to receive notifications from the system
	The monitoree is in a household, but not the Head of Household, so they will not receive notifications directly from the system. The Head of Household receives notifications instead.

### 4 How can users pause or turn off notifications to a monitoree?

Users can stop notifications from being sent to a monitoree in one of three ways:

#### By Closing a Monitoree's Record

- Closed monitorees (i.e., Monitoring Status = "Not Monitoring") do not receive notifications. If the monitoree is a Head of Household, they will continue to receive notifications for eligible household members.
- Users can close a monitoree by opening their record, navigating to **Monitoring Actions**, and changing their Monitoring Status to "Not Monitoring" **OR** by using the **Bulk Actions** feature on the Dashboard.

#### By Clicking the "Pause Notifications" Button

- Users can pause a monitoree's notifications by clicking the **Pause Notifications** button located above the Reports table. Sara Alert will not send notifications until the **Resume Notifications** button is pressed.
- Pausing notifications for a Head of Household will prevent notifications from being sent for all household members. Pausing notifications for non-Head Household members or Closed monitorees is not supported.

#### By Changing the Preferred Reporting Method to "Unknown" or "Opt-Out"

- Users can prevent notifications from being sent by changing a monitoree's Preferred Reporting Method to "Unknown" or "Opt-Out." There is no need to delete the monitoree's telephone number or email. For Heads of Households, this will prevent notifications from being sent for all household members.

### 5 How can monitorees control if Sara Alert can send them notifications?

- Monitorees who report via **SMS Texted Weblink** or **SMS Text Message** can block text messages from Sara Alert by replying "**STOP**" to any notification from the system. Texting "**START**" will allow Sara Alert to resume sending messages. Monitorees who report via **E-mailed Weblink** or **Telephone Call** cannot pause or turn off notifications using this method.
- Users should take steps above before recommending this method to block messages.