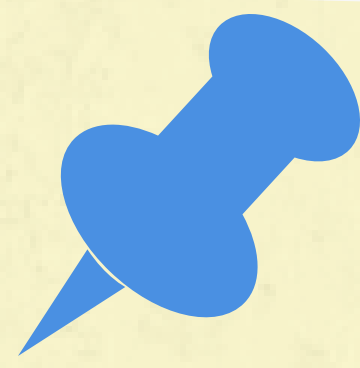
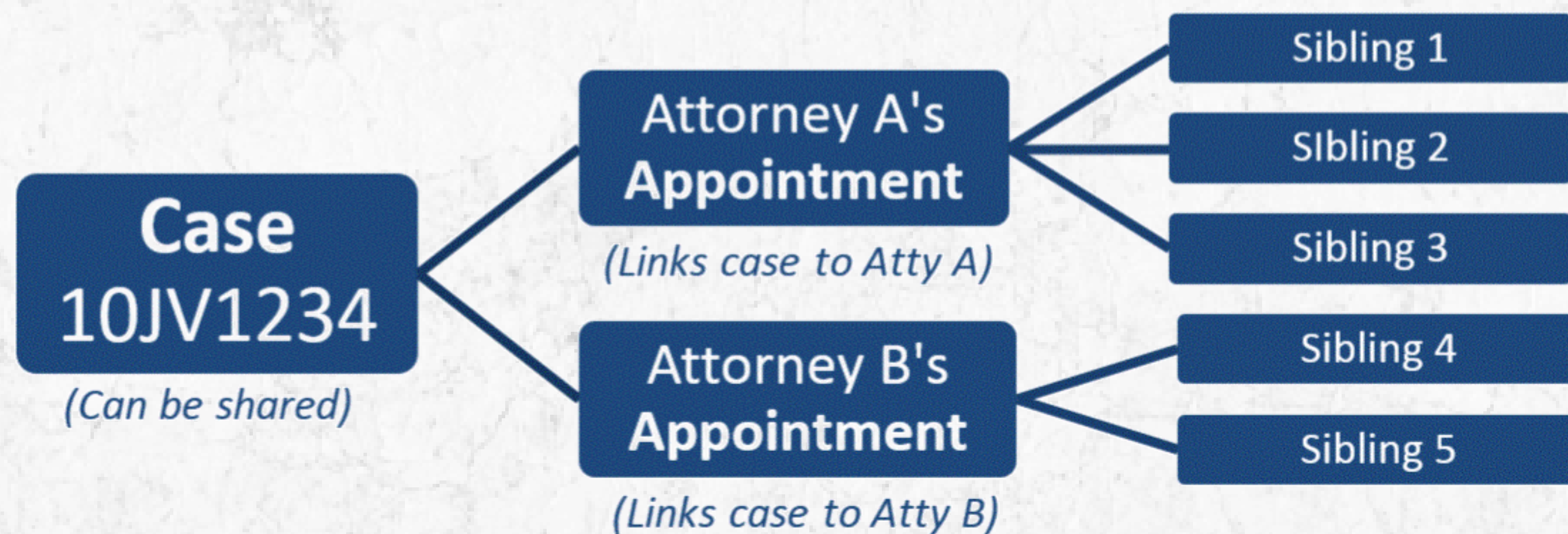


Cases vs. Appointments in CARES



Colorado Attorney Reimbursement Electronic System



Cases

A "case" in CARES comprises **only** a case number (court, year, case type, sequence) and a date the court opened that case.

Remember:

CARES never stops you from appointing to a case, even if another attorney is already on it.

- Multiple attorneys can **always** be appointed to the same case.
- Sometimes the "case" **already exists** in CARES before you are "appointed" to it.

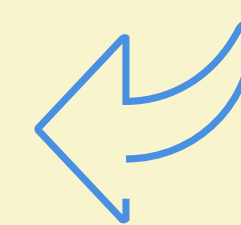
Appointments

An "appointment" in CARES is what links a case to an OCR attorney/office and to specific child(ren) whose interests are represented by that attorney.

Remember:

Kids, offices, and attorneys are part of "appointments" in CARES; cases are less specific.

- If you search for a case with a child's or attorney's info before the appointment exists, the search will come up blank!



Frequently-Asked Questions:

Q: I can't create my appointment because another attorney already did so in error.

A: It is courteous and helpful to alert the other attorney, but *you do not have to wait* on them to fix anything before you proceed. Use Step **2a** (not 2b) of "How to Set Up a Case" in the CARES Handbook.

Q: I have a new case. Why does CARES say it already exists or is a duplicate when I try to create it?

A: Your case may already exist for many reasons (someone created it in error, was appointed to siblings, etc.). Use Step **2a** (not 2b) of "How to Set Up a Case" in the CARES Handbook.

Q: I can't find the existing case to create my appointment.

A: Try searching open *and* closed cases using *only* the sequence (e.g. 1234) and the county. Using fewer search criteria is a great shortcut. You can't search on appointment-specific data before it's been entered.