Update 2003-18: Common Place Handbook
Case Splitting; Continuing Caseload Hand Counts; Intra-Office Backlogs; Valley Medical Center (VMC); Structured Time for EWs; Retro Discontinuances/Closings; Complaints/Inquiries

Background
The Common Place Handbook is being revised. Chapters are being released on a flow basis.

Chapters in this Update are:

- Revised
- Renamed,
- Deleted, and/or
- New Chapters.

Revised Chapters
The following chapters are revised and contain new information:

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Name</th>
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</thead>
<tbody>
<tr>
<td>Chapter 21</td>
<td>Case Splitting</td>
</tr>
<tr>
<td>Chapter 34</td>
<td>Hand Counts</td>
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<tr>
<td>Chapter 56</td>
<td>Complaints/Inquiries</td>
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</tbody>
</table>

Renamed Chapters
The following chapters are renamed and contain new information:

<table>
<thead>
<tr>
<th>Chapter</th>
<th>Previous Name</th>
<th>New Name</th>
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<tbody>
<tr>
<td>Chapter 44</td>
<td>IM Handbooks/Manuals</td>
<td>Intra-Office Backlogs</td>
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<tr>
<td>Chapter 45</td>
<td>Case Assignments</td>
<td>Valley Medical Center (VMC)</td>
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<tr>
<td>Chapter 49</td>
<td>Miscellaneous Procedures</td>
<td>Structured Work Time for EWs</td>
</tr>
</tbody>
</table>
Deleted Chapters

The “IM Handbooks/Manuals” section of this handbook was previously located in Chapter 44. That section was deleted and replaced with “Intra-Office Backlog.”

New Chapter

The following is a new chapter:

<table>
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<tr>
<th>Chapter</th>
<th>Name</th>
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</tr>
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<tbody>
<tr>
<td>Chapter 50</td>
<td>Retro Disc./Closings</td>
<td>Chapter 49</td>
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</table>

Implementation

This information is effective immediately upon receipt of this Update.

EW Supervisors

EW Supervisors MUST review these chapters with their respective units at their next unit meeting, but no later than 01/13/04.

Note: Many policy changes are made in these sections. It is crucial that these policies be reviewed with eligibility staff.

Clerical

See “Changes” above. Office Management Coordinators MUST ensure these procedures are reviewed and implemented with their respective staff.

Kudos

Many thanks to Tomas Dolcini, Guillermo Caceres, Maria Gonzales, Maggie Terhune, Jessie Diaz, Elena Barragan, Dee Dee Martinez, Frances Robledo, Anna Ponce, Josie Hernandez, Wanda Rayner, Bonnie Faubion, and Mamie Rocha for the many hours spent revising these chapters.

KATHERINE BUCKOVETZ, DIRECTOR
Department of Employment and Benefit Services

Contact Person(s): Dorothy Flores, Program Coordinator, 491-6700.
Filing Instructions for Update 2003-18: Common Place Handbook

Case Splitting; Continuing Caseload Hand Counts; Intra-Office Backlogs; Valley Medical Center (VMC); Structured Time for EWs; Retro Discontinuances/Closings; Complaints/Inquiries

<table>
<thead>
<tr>
<th>Remove</th>
<th>Replace with</th>
</tr>
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<tbody>
<tr>
<td>Chapter 21, pp. 1-2 (07/28/97)</td>
<td>Chapter 21, pp. 1-2 (12/31/03)</td>
</tr>
<tr>
<td>Chapter 34, pp. 1-2 (01/18/93)</td>
<td>Chapter 34, pp. 1-2 (12/31/03)</td>
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<td>Chapter 44, pp. 1-6 (11/12/92)</td>
<td>Chapter 44, pp. 1-2 (12/31/03)</td>
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<td>Chapter 45, pp. 1-16 (09/24/97)</td>
<td>Chapter 45, pp. 1-4 (12/31/03)</td>
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<tr>
<td>Chapter 49, pp. 1-8 (Various)</td>
<td>Chapter 49, pp. 1-4 (12/31/03)</td>
</tr>
<tr>
<td>Chapter 50, pp. 1-2 (00/00/00)</td>
<td>Chapter 50, pp. 1-2 (12/31/03)</td>
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<tr>
<td>Chapter 56, pp. 1-14 (02/24/93)</td>
<td>Chapter 56, pp. 1-12 (12/31/03)</td>
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