Update 2006-8: Common Place Handbook
Revision of the Case Maintenance Chapters

Background

Due to the implementation of CalWIN in June of 2005, it is necessary to update the Common Place Handbook to reflect new terminologies and business processes. Completed chapters will be released on a flow basis.

Change

Chapters # 27, 46, 47, 48, 49, 51, 52, 53, 56, 57, 58 and 59 are updated.

Removal of Chapters from Intranet Website

“Workload Standards, Procedures & Policies” (Chapter 61), “Processing Aid Requests” (Chapter 62), and “Miscellaneous Workload Policies & Procedures” (Chapter 63) are in the process of being rewritten and reformatted.

The information contained in the chapters on the SSA DEBS intranet website is obsolete. Therefore, these chapters are being removed from the website. The revised versions of these chapters will be posted to the web as soon as administratively feasible.

General Changes

The following general changes were made to the chapters:

- Removed all information regarding the CDS system and replaced it with CalWIN information.

- Revised instructions to document information/verifications/changes from on the “Contact-Action Summary” (SC 163) to on the CalWIN [Maintain Case Comments] window.

- Replaced filing instructions for physical case folders with Integrated Document Management (IDM) system information.
Chapter 27
The following specific changes were made to “Intake Packets” (Chapter 27):

• Added that the SAWS 2A QR can be provided either in the intake packet or at the orientation and/or interactive interview.

• Clarified that the SAWS or DFA forms must be used as a series as follows:
  • When the applicant is scheduled for an interactive interview, then the SAWS series is used (i.e. SAWS 1, CSF 60 and SAWS 2A QR)
  • For mail-in Food Stamp applications, the DFA 285 series is used (DFA 285-A1, A2 & A3).

Refer to the Food Stamp Handbook, “Application Forms [63-300.2]”, page 3-1 for further details.

Chapter 46
The following specific changes were made to “Income Report Management” (Chapter 46):

• Changed the name of the chapter to “Periodic Report Management”.

• Updated the Periodic Report Management procedures based on CalWIN functionality and Quarterly Reporting regulations.

Chapter 47
Chapter 47 “Overpayment/Overissuance Referral Process” is deleted. The information in the chapter is obsolete because:

• The Court Review/Overpayment Unit is no longer accepting referrals.

• The Income Eligibility Verifications Systems (IEVS) Unit is only accepting referrals which are income related (i.e. UNREPORTED income) and are PRE-CalWIN.

• The CalWIN system automatically refers overpayments/overissuances to Collections through an interface between CalWIN and VACs.

• The general information on fraud and IEVS referrals and processes is already in the Common Place Handbook in specific chapters dedicated to those subjects. [Refer to “Fraud”, page 42-1 for the fraud referral procedures. Refer to “Income Eligibility Verification System (IEVS)”, page 4-1, “IEVS Applicant System”, page 5-1 and “IEVS Recipient System”, page 7-1 for information about the IEVS processes.

Chapter 47 is now “Reserved for Future Use.”

Chapter 48
The following specific changes were made to “Inter-County Transfer” (Chapter 48):
• Updated the Inter-County transfer Incoming procedure based on CalWIN functionality and business processes.

• Updated the cities in the California listing.

• Updated the County Welfare Department Addresses for ICTs.

Note: For detailed CalWIN instruction for Incoming ICTs from a CalWIN county, refer to CalWIN Announcement #181 and for Incoming ICTs from a Non-CalWIN county, refer to the OLUM. For detailed CalWIN instructions for outgoing Inter-County Transfers, refer to CalWIN Announcement #139.

Chapter 49  In the “Retro Discontinuance/Closed Cases” (Chapter 49), the process for closed cases is updated to conform to CalWIN functionality.

Chapter 51  The following specific changes were made to “Case Loans” (Chapter 51):

• Combined Case Loan Procedure for Intake and Continuing.

• Updated the Case Loan procedure based on CalWIN functionality, IDM scanning and the e-case concept.

• Deleted old “Miller v. Youakim review” procedures as the process has changed. [Refer to Section 59.2.3 for new procedures.]

• Deleted the closing cases on loan procedure since dummy folder are no longer required.

• Updated Case Loan procedure to Foster Care Bureau.

Chapter 52  The following specific changes were made to “Case Transfer” (Chapter 52):

• Changed from requiring a [WSER] screen to requiring a screen print of the [Manage Case Assignment] window for case transfers.

• Updated the Case Transfer Procedures to accommodate both physical and electronic (e) cases.

• Updated the Companion Case information due to specialized office (MCSC, Foster Care, IHSS, GA) rules and CalWIN functionality.

Chapter 53  In the “Intra Office Backlogs” (Chapter 53) updated the list of intake offices.
Chapter 56
In “Administrative Support Bureau” (Chapter 56), added a reminder that the information in this chapter is ONLY to be used in computing overpayments which occurred PRIOR to May 2004 when Quarterly Reporting/Prospective Budgeting was implemented.

Chapter 57
The following specific changes were made to “Quality Control” (Chapter 57):

- Changed the title of the Chapter from “Quality Control” to “Corrective Action Bureau (CAB)”.
- Updated the procedures for the various reviews to conform to CalWIN functionality, IDM scanning, and the revised business processes of the Corrective Action Bureau.

Chapter 58
In “VMC Procedures” (Chapter 58), updated the process used to coordinate activities between VMC and District Offices.

Chapter 59
The following specific changes were made to “Court Review” (Chapter 59):

- Deleted reference to Court Review Overpayment (CROP) unit and replaced it with the CalWIN System.
- Changed CW 7 to QR 7.
- Added reminder regarding QR/PB rules for lump sum retroactive payments.
- Revised Miller v. Youakim procedures, including referrals from the Foster Care Bureau for CalWORKs.

Implementation
Changes and clarifications made in the above chapters are effective upon receipt of this Update.

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