Update 2007-17: Common Place Handbook

Community Complaints

Background

Certain processes in this section were somewhat unclear and required clarification.

Changes

THIS IS NOT A CHANGE. The following sections in the handbook are updated for clarification:

- The “Community Inquiry or Report” (SC 16) process is updated to reflect who is responsible for various actions.

[Refer to “Community Inquiry or Report” (SC 16) Procedure,” page 41-8]

- Clarification is added for “Complaints Against Staff Members” and the section is reformatted.

[Refer to “Complaint Against Staff Member,” page 41-14]

- Clarification is added to the SSPM’s responsibilities when reviewing fraud referrals.

[Refer to “Social Services Program Manager (SSPM),” page 41-11]

- Reference to Integrated Document Management (IDM) is added.

[Refer to “Designated Person,” page 41-11]

- Clarification of referrals made to Administration

[Refer to “Referrals to Administration,” page 41-12]
Implementation
This information is already in effect and is simply being clarified.

Clerical
Office Management Coordinators must review this section with their clerical staff to ensure correct procedures are being followed.

Kudos
Many thanks to Regina Lee for her assistance with this update.

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