Update 2008-4: Common Place Handbook
Case Structure

Background
Now that our Agency has moved from Development and Implementation (D & I) into the Maintenance and Operation (M & O) mode for CalWIN, Clerical Managers felt it necessary to update the Case Structure section based on what they have learned over the past three years, since implementation.

Changes
Chapter 28, titled “Case Structure” is reformatted. Sections and various examples are enhanced to provide clarity for a better understanding of case structure in general.

[Refer to “Case Structure / Numbering,” page 28-1]

Implementation
This is not a change in policy, but rather clarification of policy.

Clerical
Office Management Coordinators (OMCs) must review these clarifications with their respective staff at their next clerical meeting.

Kudos
Many thanks to Marie Sanders, Angela Gehrke, Eva Chaboya and Siralotonga Tagaloa for their assistance in updating this chapter.

Contact Person(s): Tomás Dolcini, Application and Decision Support Manager, (408) 491-6700.