Update 2009-14: Common Place Handbook
Program Bureau - Request for Services - SC 116 Process

Background

The Department of Employment and Benefit Services relies heavily on the CalWIN Division Program Bureau to establish and clarify policies and procedures. With the implementation of CalWIN and continuous changes in regulations, the workload for this Bureau has increased significantly over the years. In order to appropriately prioritize and manage this workload, the CalWIN Division is implementing a process for centralizing assignments.

Effective July 1, 2008, a form titled, "Program Bureau - Request for Services" (SC 116) must be completed for any request made to the Program Bureau. This includes requests that are generated from a committee meeting at which a Program Coordinator is in attendance.

Changes

This is not a change. This update is to formalize documentation of the SC 116 process in the Common Place Handbook.


Forms

A new form is developed titled, “Program Bureau - Request for Services” (SC 116). The form is available on-line under the “Forms/Manager” section and is in a “form fill-in” format.

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