Update 2010-6: Common Place Handbook

Cases in a Closed Status Requiring Action

**Background**
With the movement of Non-Assistance Food Stamp cases into the Benefit Service Center (BSC), it was necessary to redetermine responsibility when a case is in a closed status and requires action.

**Policy**
Policy is established which defines district office/worker responsibility for instances where a case is in a closed status and requires action.

[Refer to “Cases in a Closed Status Requiring Action,” page 49-5]

**Implementation**
This policy is effective immediately upon receipt of this update.

**Clerical**
Office Management Coordinators (OMCs) must ensure they review this update with their clerical staff no later than 03/26/10, to ensure clients are being referred to the appropriate office/worker.

**EW Supervisors**
Eligibility Work (EW) Supervisors must review this update and handbook section with their staff at their next unit meeting, but no later than 03/26/10.

**Kudos**
Many thanks to Felipa Carrillo for her assistance with this policy.

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