Update 2011-8: Common Place Handbook

CCS Workflows - “Creating a CCAL Caseload Alert and “Trouble Tickets”

**Background**
As an interim procedure, changes/clarifications in policies and procedures for Central Client Services (CCS) will be communicated to staff via an Update until the CCS Operations Manual is incorporated into the Common Place Handbook.

**Change/Clarification**
The changes/clarifications are as follows:

**Creating a CCAL Caseload Alert**
When sending a "User to User" alert to the CCAL caseload, it is imperative that the Eligibility Workers (EW) enter the information in the Send User Alert window in the following sequential order to ensure that cases needing appropriate follow-up action are correctly identified in the “CCAL Receive User Alerts Due” (CCAL2948):

- Case Number in the **Subject** field
  
  **Note:**
  VMC staff must type “VMC” and the case number in the **Subject** field.

- Brief description of the pending follow-up item in the **Detail** field

**Trouble Tickets**
If the EW is unable to complete the corrections in CalWIN based on the ticket resolution, the EW must not create a new Gadwin ticket. EWs must contact CATS Help Desk and reference the Gadwin ticket number.
Implementation

Information in this Update is effective immediately.

Offices Affected

This information applies to all CCS intake offices only.

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