Update 2012-14: Common Place Handbook
CCS Intake Model

Background
In February 2010, a Central Client Service (CCS) concept was introduced to the Department of Employment and Benefit Services (DEBS). Several work groups comprised of various classifications were formed in order to prepare and implement a model that is both effective and efficient for both staff and clients.

Changes
After implementation, the CCS Intake model was revised in order to improve the efficiency of the services provided. Chapter 59 of the Common Place Handbook details the revised model for Intake.

[Refer to “CCS Intake Model,” page 59-1 for detailed information.]

Implementation
The information contained in this Common Place Handbook Update is effective immediately upon receipt.

Clerical
Office Management Coordinators (OMCs) must review this handbook section with their respective staff at their next clerical meeting, and ensure that correct procedures are being followed.

EW Supervisors
Eligibility Work Supervisors must review this handbook section with their respective staff at their next unit meeting, and ensure that correct procedures are being followed.

Kudos
Special thanks to Alfonso Medina, Armand Barreras, Bonnie Leon, Camelita Osoka, Christa Starr, Claudia Eck, Delfina Morris, Frank Medina, Lanyin Petrakovitz, Janice Muniz, Marco Brambila,
Patricia Sun, Susan Venegas, Tomas Dolcini and Yolanda Barragan for their efforts in the continued development of the CCS Intake Business Process.

UMESH POL, DIRECTOR  
CalWIN Division

KATHERINE BUCKOVETZ, DIRECTOR  
Department of Employment and Benefit Services

Contact Person(s): Idelle Villarreal, Application & Decision Support Specialist II, (408) 755-7540.