Update 2012-16: Common Place Handbook

CCS Processes

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

Several CCS workflows were developed during the workgroup meetings. The following are the workflows that are now incorporated into the Common Place Handbook:

- CCS QA/QC Reviews “Administrative Support Bureau,” page 55-1
  Note: Corrective Action Bureau sections have been added to the Administrative Support Bureau chapter 55.

- “CCS Valley Medical Center (VMC) Workflows,” page 57-7

- “CCS Generic Workflows,” page 60-1

- “CCS CalWORKs Continuing Workflows,” page 61-1


As DEBS continues to work in a CCS environment the workflows developed continue to be modified and revised in order to improve the efficiency of the services provided.

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.

UMESH POL, DIRECTOR
KATHERINE BUCKOVETZ, DIRECTOR
CalWIN Division
Department of Employment and Benefit Services

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