Update 2012-17: Common Place Handbook

CCS Intake Pilot at General Assistance (GA) Bureau

Background

The Central Client Service (CCS) model was launched in the General Assistance (GA) Bureau in August, 2011. Several workgroups, comprised of various classifications, were formed prior to implementation in order to prepare and implement a model that is both effective and efficient for both staff and clients.

Changes

After CCS-GA go live, a refinement workgroup was formed to review current processes and generate recommendations to improve efficiency and client service. The CCS-GA Refinement Workgroup has developed a process for Intake applications which, with approval from the CCS Executive Oversight Committee, will be implemented as a 3-month Pilot beginning May 14, 2012.

Chapter 56 of the Common Place Handbook details the CCS-GA Intake Pilot process.

[Refer to “Client Submits an Application,” page 56-1 and “Face-to-Face Intake Interview Appointment,” page 56-3 for detailed information.]

Implementation

The CCS-GA Intake Pilot will begin on May 14, 2012 and is scheduled to end on August 31, 2012.

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.
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.

Kudos

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