Update 2012-20: Common Place Handbook
CCS Continuing Unit Case Assignment 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 staff and clients.

After CCS-GA go live, a refinement workgroup was formed to review current processes and generate recommendations to improve efficiency and client service.

Changes
The CCS-GA Refinement Workgroup has developed a process for Continuing cases administered in the GA Bureau, which will be implemented beginning June 18, 2012.

Chapter 56 of the Common Place Handbook details the CCS-GA Continuing Unit Case Assignment.

[Refer to “Continuing Unit Case Assignment,” page 56-9 for detailed information.]

Implementation
The CCS-GA Continuing Unit Case Assignment process will begin on June 18, 2012.

Note:
The units’ case numbers will be reflected in CalWIN on June 19 and in TMT on June 20.
**Transition Period**

A case with pending TMT requests, including June RRRs, prior to implementation will remain with the original Eligibility Worker (EW).

Companion tickets generated for this case post implementation will also be assigned to the original EW. The case will only be transferred to the appropriate unit case pool once all tasks are completed.

To ensure that majority of the Continuing cases will be transferred to the unit case pool appropriately, a blackout period will occur on June 15th and 18th, in which no new “doc processing” TMT requests will be assigned. Consequently, staff are expected to complete pending tickets in their TMT queue during this blackout period.

**EW Supervisors**

Eligibility Work Supervisors must review this handbook section with their respective staff prior to implementation date, and ensure that correct procedures are being followed.

**Clerical**

Office Management Coordinators (OMCs) must review this handbook section with their respective staff prior to implementation date, and ensure that correct procedures are being followed.

**Kudos**

Special thanks to Alva Pannu, Leticia Tafoya, Nga T. Le, Robert McElroy, Nati Leong, Ruben Garcia, Siralotonga Tagaloa, Welmin Militante and Patricia Sun for their efforts in the continued development of the CCS Business Process at GA.

UMESH POL, DIRECTOR  
CalWIN Division

KATHERINE BUCKOVETZ, DIRECTOR  
Department of Employment and Benefit Services

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