Update 2012-26: Common Place Handbook

CCS Intake Business Processes

Changes

After continuous review of the CCS Intake model, it has been determined to change the process in order for an Intake EW to keep most assigned tasks of an application (case) until a disposition of benefits is made. The business processes for Intake are revised to reduce the quantity of hand-offs and better serve the needs of both clients and staff. The revision includes changes to terminology, clarification on actions taken and removal of obsolete functions.


Implementation

The information contained in this Common Place Handbook Update is effective September 4, 2012.

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
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