Update 2012-31: Common Place Handbook
Referrals to Intake for Common Cases

Background
The Department of Employment and Benefits Services (DEBS) is in partnership with the Department of Family & Children's Services (DFCS) to increase the clients’ chances for success. A client served by both DFCS and DEBS is considered a Common Case. Our Agency is committed to delivering the highest quality of services to our clients.

Changes
In order to help stabilize families and prevent entry into Child Welfare and to assist families towards timely reunification, DFCS Intake Referrals are to be treated as priority assignment and scheduled within 3 to 5 working days, or sooner if possible.

[“Referrals to DEBS Intake Office,” page 27-1]

Common Case Procedures
Clients referred to Benefits intake as Common Cases with a “CalWORKs/DFCS Intake Referral” (SCZ 1812) are to be treated as immediate need. Application Support staff and Eligibility Workers (EWs) must follow the intake procedures in Chapter 59, Section 59.7.1 with certain variations for Common Cases as written in the Common Place Handbook Chapter 27.

Implementation
This change is effective immediately.

Documentation
When the referral is initiated by the DFCS/CalWORKs Liaison, the Liaison will write, “Priority case - Receiving DFCS services.” in the Maintain Case Comments window in CalWIN.
The following is the referral form for Common Cases:

**SCZ 1812**

The DFCS Social Workers or the DFCS/CalWORKs Liaison may identify a Common Case and refer the client to apply for benefits with the “CalWORKs/DFCS Intake Referral” (SCZ 1812) form.

**Other Programs**

These procedures also apply to General Assistance, CalFresh, and Medi-Cal programs.

**Kudos**

Kudos to Elena Gutierrez, Intake Supervisor at AAC, for collaborating in creating these procedures.

UMESH POL, DIRECTOR  
CalWIN Division

KATHERINE BUCKOVETZ, DIRECTOR  
Department of Employment and Benefit Services

Contact Person(s): Irasema Thompkins, ADSS, (408) 755-7540.