Update 2016-3: Common Place
Continuing Caseloads

Background
In 2011, the Centralized Client Services (CCS) task-based model was implemented in the Department of Employment and Benefits (DEBS). This model created unit based case assignments. Recent changes in the labor contract have returned DEBS back to individual continuing caseloads. Individual caseloads are the responsibility of the assigned worker.

Changes
Continuing Eligibility Workers (EWs) have transitioned to individual caseload standards and only one type of caseload will be maintained by an EW (i.e. CalWORKs or CalFresh/Medi-Cal).

[Refer to Agency Memorandum #16-03 “Individual Continuing Caseloads” for details]

Implementation
Caseloads were assigned to individual EWs during the month of January 2016. The information in this Update is effective upon receipt.

Other Programs
These changes affect CalWORKs, CalFresh, General Assistance and Foster Care.

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