Standardized Case Comments	**Page**
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Revision Date:
9/5/2019

Background:
The Case Comments Eligibility Operations Policy and Procedure Guide (EPPG) was originally issued on December 1, 2011 to mandate the use of the Case Comments Template. In addition this (EPPG) provided a list of acceptable abbreviations and acronyms to be used by staff when completing case comments and general requirements for all Case Comments.

Purpose:
To inform staff of updates to:
- The mandatory Case Comments Template
- The Acceptable Abbreviations and Acronyms list
- The instructions regarding the use of the updated Case Comments Template

Policy:
Case Comments are required to document all client contacts and all case actions. The template has been updated and is now mandated for use by the following programs:
- CalWORKS
- CalFresh
- General Relief
- Medi-Cal (except for Foster Care)

Procedure:
Please see the Standardized Case Comments Processing Guide housed on the EO Insite Share Point Site under the Eligibility Operations Processing Guide page

(http://insite.sdcounty.ca.gov/hhsa/eligibility/Pages/default.aspx) for complete guidelines for staff on processing Standardized Case Comments.

Program Impact/s:
- CalWORKS
- CalFresh
- General Relief
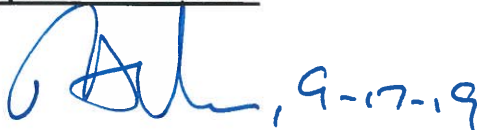- Medi-Cal (except for Health Coverage Access (HCA) and Foster Care)

References:
Standardized Case Comments Processing Guide Acceptable Abbreviations and Acronyms list

Sunset Date:
This policy will be reviewed for continuance by 09/30/2022

Approval for Release:

_, 9-17-19

Rick Wanne, Director
Eligibility Operations