

**County of San Diego, Health and Human Services Agency (HHS A)
Eligibility Policy and Procedures Guide**

**WorkWell San Diego (WWSD) Specialized Tasks Standardization
Process for Family Resource Centers (FRCs) & Community
Resource Centers (CRCs)**

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Effective Date:

10/01/17

Background:

In the past, Family Resource Centers (FRCs) and Community Resource Centers (CRCs) had many variations on the ways in which tasks were assigned and processed. To improve efficiency and productivity as part of WorkWell San Diego (WWSD) and to ensure consistency across all FRCs and CRCs, certain areas of our business processes were identified as needing improvement. These areas include the utilization of staff and the standardization of work assignments.

Purpose:

The purpose of this document is to define Specialized Tasks and to provide direction on who is to process these tasks as part of WWSD.

Policy:

With the implementation of WWSD, primary and critical task assignments are standardized in all FRCs. Please see guidelines below for specialized task assignments.

Actions:

Specialized Task Assignments

Each FRC/CRC will:

- Have at least two Human Services Specialist (HSSs) for each specialized task
- Rotate the HSS assigned to specialized tasks at least every 12 months to become part of the General Task assignment pool
 - Specialized tasks may be the primary duty for assigned HSSs but to ensure staff maintain knowledge in other task areas, specialized tasks cannot be their only duty
- Assign non specialized tasks (i.e. intakes, RRRs, SARs) on a daily basis to HSS assigned to specialized tasks to ensure they maintain the skills and knowledge of a Universal HSS
 - All HSSs are to remain current with program regulations and system processes

Specialized Task List

Specialized tasks will include, but are not limited to:

- Time on Aid (TOA)
- Welfare to Work (WTW)
- Craig v Bonta
- Appeals
- Intercounty Transfers (ICT)
- Payment Verification System (PVS)
- New Hire Registry (NHR)
- Perinatal Care Network (PCN)
- Case Transfer Returns

Sunset Date:

This policy will be reviewed for continuance by 10/01/2020

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Approval for Release:

Handwritten signature in blue ink, appearing to read "RWanne, 9-27-17".

Rick Wanne, Director
Eligibility Operations