

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

WorkWell San Diego (WWSD) Waiver Request Standardized Process

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Effective Date:
10/01/2017

Background:

With the implementation of WorkWell San Diego (WWSD), all Eligibility locations are to follow the same standardized processes for completing casework. When WWSD policy or procedural changes impact the efficiency or productivity of an office, this **may** be a reason to deviate from the standardized process. This temporary or permanent request may be due to a special circumstance or to test a new process to alleviate issues with the standardized process that once evaluated could result in a potential permanent change to the processes.

Purpose:

The purpose of this document is to establish a standardized process for submitting a waiver request to implement a temporary or permanent process which deviates from the standardized process as set forth in the Intake, Continuing or Customer Service Standardized Processes policy guides.

Policy:

To maintain consistent business processes and ensure proper control and evaluation, submitting business units will follow the below process to submit a waiver **prior** to modifying any standardized process.

Actions:

When it is determined that a process should be evaluated for change:

- Complete the Waiver Request form including
 - Identify the process to be modified
 - Identify the reason why the deviation is deemed necessary
 - Make a recommendation of a new process
 - Explain the benefit the deviation will have
 - Suggest a start and end date for the process to be modified
- Submit the Waiver Request form to the Regional Chief and Manager

Regional Chief and Manager

The Regional Chief and Manager will

- Review the waiver request to determine if the recommendation should be evaluated by the Regions and Eligibility Operations (EO)
- Advance the waiver for further consideration or deny the request

Advanced Waivers

When a waiver is advanced for consideration, it will be discussed with all Regions and EO.

Regions and EO

The Regions and EO will:

- Review waivers received from submitting business units
- Approve or deny the waiver

Approved Waivers

When a waiver is approved for implementation, the business unit will monitor the impact of the new process on operations and report back to the Regions and EO for final determination.

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If the waiver is approved for implementation of the temporary process change, EO will notify the Corrective Action Coordinator of the approval of the waiver. The Corrective Action Team will update their review of standardized processes for the location to include the temporary new process during the waiver period.

If the process change is deemed applicable for standardization, the appropriate processing guide will be updated with the new process and submitted to all locations for implementation.

Denied Waivers

If the waiver is denied, EO will contact the Region and location to provide an explanation of the decision taken.

Sunset Date:

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

Approval for Release:



Rick Wanne, Director
Eligibility Operations