

Board of Supervisors Responses

Human Services Agency Assistance Program: Caseloads and Training

R-01: Continue to train caseworkers who find using the CalWIN System and/or administering multiple benefit programs difficult.

Concur. The Board supports the continuing training for the CalWIN System when needed.

R-02: Revise CalWIN training so instructors are proficient in both the computer system and the benefits programs.

Concur. The Board supports the Department's strategy of updating training curriculums and modules as trainers become more proficient.

R-03: Complete the updates of the Operations Manuals within a two-year time frame to reflect the CalWIN System.

Concur. The Board supports the department's goal of updating operations manuals within a two-year time frame to incorporate CalWIN system processes with program policies and procedures manuals.

R-04: Complete the imaging software study and testing as soon as possible.

Concur. The Board supports the use of technology, including imaging software, when it saves money and or increases productivity. The Board has recently approved a significant investment in Electronic Content Management hardware and software. HSA will be involved as a pilot department.

R-05: Implement imaging technology to reduce paper and provide better customer service.

Concur. The Board supports the use of technology, including imaging software, when it saves money and or increases productivity. The Board has recently approved a significant investment in Electronic Content Management hardware and software. HSA will be involved as a pilot department.

R-06: Complete the caseload analysis for HSA caseworkers using the CalWIN system by the summer of 2008 and implement all required changes.

Concur. The Board supports the departments' goal of completing the workload analysis within the next 3 to 6 months and implementing appropriate changes.