

Operations Memorandum - Cash - SNAP - Medicaid - LIHEAP OPS121102

SUBJECT: Revisions to the Implementation Support eCIS Error Reporting Process: Toolkit Section 7
TO: Executive Directors
FROM: Richard Wallace, Acting Director, Bureau of Operations

Purpose:

To inform the County Assistance Office's (CAO) of the updates made to the eCIS Error Reporting Process: Toolkit Section 7 formerly known as the IVB Toolkit Section 7.

Background:

The Incremental Renewal Phase IVB Implementation Support toolkit was a vital part of preparing counties for implementation of this initiative. Over time, the Implementation Support Section (section 7) of the toolkit became the protocol for error reporting by the County Assistance Offices.

With the completion of the statewide rollout of the Incremental Renewal Phase IVB initiative, the toolkit section 7 is being renamed to the eCIS Error Reporting Process: Toolkit Section 7. This change will allow us to continue to use these procedures in reporting errors and suggestions.

Discussion:

The eCIS Error Reporting process was updated to outline the procedures the CAO is to use when reporting errors to headquarters. Changes were made to several subsections including the System Reporting process, an improved Escalation Process and language throughout the document.

Subsections that had substantial changes or additions will display an "Update" or "New" icon. The Error Reporting process is to be used for all programs: Cash, Medical, SNAP and LIHEAP.

Next Steps:

1. Read the eCIS Error Reporting Process document
2. Ensure staff follows the procedures as outline in the document

3. Begin following these procedures immediately.
4. Discard all prior versions of the Error Reporting Process (Toolkit Section 7)
5. Refer all questions to your Area Manager.