



State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
GOVERNOR

**DATE:** November 17, 2014 N.L.: 16-1114  
Index: Supplements N.L. 20-0997

**TO:** ALL COUNTY CALIFORNIA CHILDREN SERVICES (CCS) PROGRAM  
ADMINISTRATORS, MEDICAL CONSULTANTS, AND STATE  
SYSTEMS OF CARE DIVISION STAFF

**SUBJECT:** THE CCS PROGRAM ADMINISTRATIVE CASE MANAGEMENT  
MANUAL

Reference: CCS Numbered Letter 20-0997 dated September 10, 1997

## I. PURPOSE

The purpose of this Numbered Letter (N.L.) is to advise on updates to the CCS Program's Administrative Case Management Manual, which include:

- A. hyperlinks in the table of contents linked directly to the identified section pages in each chapter and appendix;
- B. multiple appendices with cross references;
- C. an updated glossary;
- D. updated abbreviations and acronyms; and
- E. the title of the manual was changed to CCS Administrative Case Management Manual to be consistent with the CCS Program's function noted in the [Plan and Fiscal Guidelines](#) Manual.

The online manual is located on the [CCS Manuals website](#).

## **II. BACKGROUND**

The “CCS Case Management Procedure Manual” (Manual) was released in 1997. Local county CCS programs were directed to utilize the case management principles identified in each of the chapters of the Manual. Subsequently, N.L. 20-0997 “Case Management Timelines,” explained that for there to be coherent CCS Program case management, all local county CCS programs needed to consistently apply shared written policies and procedures. This requirement has not changed.

The project to update the 1996 Case Management Manual for online publication began in early 2011. The process to update the manual involved detailed review of each procedural step to identify procedural inefficiencies, update procedural language and acronyms as necessary, and to cite relevant cross references (statute, regulation, policy, or other information) as applicable to each procedural statement.

## **III. POLICY**

Effective the date of this letter, the CCS Program shall adopt the changes to the “CCS Administrative Case Management Manual”, utilizing the case management principles in the Manual, in addition to the requirements identified in CCS N.L. 20-0997.

If you have any questions, please contact Harry Chang at (213) 897-3107 or via e-mail at [Harry.Chang@dhcs.ca.gov](mailto:Harry.Chang@dhcs.ca.gov).

Sincerely,

**ORIGINAL SIGNED BY LOUIS R. RICO**

Louis R. Rico, Chief  
Systems of Care Division