

ESS Workload Priorities for Protected Time

The worker expectation is that the work items below will be completed within the time frames outlined.

Daily-

- 10/30 lists (CWW caseload management search, CARES alerts, dashboard items due today). **See Ensuring Timeliness.**

2 days- work the oldest first.

- Docs
- Access renewals
- ACCESS SMRFs
- ACCESS changes

5 days-

- Fair hearing initial summary

10 days-

- HC only Apps
- Fair hearing detailed summary
- Discrepancies- UIB/Prisoner/SOLQ

45 days-

- SWICA- Do not leave these until the end. When you get them, divide the total by the number of work days and that is how many you should do each day. (about 3-5 per day is average)

Other-

- Appointments (check your CWW calendar in client scheduling, Use your Outlook Calendar to track any fair hearings/trainings)

If you complete your own work, email the CCA monitoring team and someone will send you work for the consortia that we need help with.