

# SCHEDULING

*DEPARTMENT OF SOCIAL SERVICES*

*STATE HEARINGS DIVISION*



## SCHEDULING PROCESS

### Day 1 – Friday

- Main screen → 1 → 7 → 7
- Enter all counties for current week (leave region blank) and print every screen. If message “Uncalendared no cases listed” no need to print. Note: at end of Scope listing do not print Region 70 (these are training letters). Place stack crisscrossed. Hold cases are displayed first, followed by all other priority codes/regions. Highlight county name and add county number next to name.
- Also print the Scopes “61-50” (billing cases) and “62-00” (cases that don’t automatically come off hold status).
- Do not print Los Angeles county or the five (5) counties scheduled directly by Los Angeles (notated in italics on weekly schedule): Kern, Orange, San Luis Obispo, Santa Barbara, or Ventura.
- Scan documents (top down and blank/back side towards you) by county. Select scanner using top, right box. Rename each printout section: “[County] Uncal 12-18.pdf” (using current date). Once all counties for the week have been scanned and renamed, save entire new file to: COMMON / Uncalendared Cases / Week \_\_\_\_\_. **Note: only current corresponding Week is kept so you need to erase previous week first; then save current Week \_\_\_\_\_.** After scanning all Uncalendared cases, go to “Operation” and select all documents. Next copy files into current week (hold Ctrl/”x” – to cut, then Ctrl/ ”v” – to paste).
- Next, in SFT, upload each Uncalendared week into corresponding County – subfolder “Calendar”. Do Scopes last since SFT is in alpha order. Scopes is located under the Managed Care tab.
- Once all cases have been uploaded to SFT, send group email “Week #” to county offices informing them to check SFT. Email’s subject line: Uncal Case Listing Week of [date]. Be sure to change the date in highlighted section in the body of email “must respond before noon on \_\_\_\_\_”. If a county doesn’t have cases for current scheduling week, don’t worry; still send group email and each county will check if they have any uncalendared cases.
- Check Uncalendared Region codes. All IHSS cases are indicated by “SS” (some counties use code 83; others simply code as 00 or 85). Don’t change codes until Monday so see if more cases ‘dropped in.’
- Codes must be changed before scheduling cases.
- Telephone hearings (Region 46 or 50) – these region codes are never changed because the phone hearings stay coded phone no matter the subject of the hearing. An exception to this step: Riverside and Sacramento – all IHSS telephone hearings are coded “51”.
- Must check all cases on a 55 hold (and determine if can schedule or still remain on hold). Verify holds in “Remote” section of calendar.
- Next, staple packets and add county code next to county name. Write “Hold” and “Open” cases by region codes. Include all cases on hold with total number of cases to be

included on the Tentative Calendar (and all “00” included with “85” region codes as ‘total’ number of cases).

- Save all Tentative and Final Calendars. To create next week’s calendar, use prior calendar and resave under new date. Update fields (title and individual dates). Total cases indicated as well as remaining cases not scheduled or on hold status. Print Tentative Calendar and keep as guideline for Final. **Check ADH cases** and add total number of scheduled cases to Tentative Calendar (check COMMON for both County and date). Note: do not include the ADH cases when evenly dividing up the amount of cases heard per day, but DO include the number of ADH case with the total number of cases in each individual box. San Diego ADH cases are always included in the Region “37-00” not in Region 37-01.
- Tentative Calendars are **due by 3:00pm every Friday**; emailed to NVRO PJs, Kim Butler and Melissa Tostado. The SDRO Tentative Calendar is emailed to Tony Gurrola and Melissa Tostado.
- Don’t forget to copy/paste to Tentative NVRO Schedule *phone hearings* handled by our office for counties: San Bernardino, San Diego, and Riverside.
- Finally, write list of counties to schedule for current week so there is a ‘plan’ for scheduling purposes (but save Scope cases for Wednesday so all expedites are received before scheduling).

#### Additional Notes

- No need to print 90-99 DHB cases.
- If you see Processor Code 59 = Robbie Chapman / Rehearing. Don’t schedule these cases until a PJ instructs you to set case for hearing.
- All Region “62-70” included with Scope cases are not included in total numbers – these are ‘test’ letters.
- SDRO (4) counties: Imperial, Riverside, San Bernardino and San Diego

#### Holiday Scheduling

- Run week on regular schedule if Monday holiday: Final Calendar released Thursday and Tentative released Friday with deadline of Tuesday at noon.

## Day 2 – Monday

- Monday morning is catch-up time until the “Review Period” closes at noon. Go through email “Red Flags” tasks and see if completed. If so, add check so email will be removed from Task list. Check voicemails on phone.
- Print all email requests from Counties and PJs and print any requests uploaded to SFT.
- Match printouts with Uncalendared cases (from Friday’s stack).
- Review all ‘special’ requests from emails (red flags and/or Week #). Also print county’s requests uploaded to SFT. Manually enter all of these cases.
- HOLDS: all holds have to be manually scheduled; they don’t automatically drop in.  
**Note: never schedule Scope cases that are on hold status.**  
To check holds: Main screen → 1 → 7 → 7. Check each county’s “holds” by looking up each case and reading the narrative section (cases could be on hold for a variety of reasons: Claimant requesting a specific day of the week or specific time, companion cases that need to be scheduled on the same day/same time slot, etc.). If there is a specific request for an in-person judge, then all remote cases must be manually coded from 85→00 and the entire group moved to the lower half of the calendar. If there is not a specific request for an in-person judge, then all cases must be manually coded from 00→85.
- **IF a county uses “83” for IHSS cases, then check all cases for Aid code “SS” (represents IHSS cases) and change coding to reflect 83 (and include these cases in total number of IHSS cases).**
- If companion cases, must schedule both/all cases in same time slot.
- Make needed changes to Tentative Calendar based on county requests. For example: if a Claimant originally wanted a telephone hearing and later requests an in-person hearing, move all cases from the Remote section at the top of the calendar into the In-Person section at the bottom of the calendar. In this instance, cases are recoded from 85 to 00.
- Make a plan of what to schedule for the day (must be completely done before you leave work so the system can drop/fill in scheduled cases overnight). Start with largest county and in-person cases first. Then decide which counties to work on Monday, Tuesday and Wednesday. If a county didn’t show any scheduled cases on Friday, recheck on Monday to be sure there still aren’t cases to schedule. For example, Food Stamp cases need to be scheduled quickly due to a shorter deadline; the file date doesn’t matter in these cases.
- Check all cases on hold. There could be new cases since Friday’s printout Main screen → 1 → 7 → 7 determine if case needs to remain on hold status or ready to schedule (some 55 holds are simply a requested specific date/time).
- Next, change all region codes from 00 to 85 or 85 to 00 depending on type of scheduled hearing (all Remote cases must be coded 85 and are located at the top of the calendar and all In-Person cases must be coded 00 and are located at the bottom of the calendar). Main screen → 3 → 7; make all entries first.
- Create a Skeleton Calendar: Main screen → 1 → 2 “Direct Calendar Add” and follow Scheduling Guide created for each county with specific start times, time slots and duration. NOTE: “1” represents if only one case in each time slot. A “2” represents that multiple cases are scheduled in each time slot (if number of cases is larger than time slots added together).

Example: Time slot    Time slot

2    +    3

If total cases = 5, then enter "1"

Total # of cases must be a **multiple of 5**

If total cases = 10, then enter "2"

- Review all 'special' requests from emails and SFT and manually enter all of these cases and cases on hold status.
- To **add a case**: Main screen → 1 → 9 (**Direct Manual Scheduling**) – adding in cases previously on hold and special requests. Cases are also manually added to calendar to any vacant spots by order of PAD (projected adoption date). If a case is past the window period time frame (this correlates with the File Date), it must be scheduled on the next cycle – one exception is Food Stamps (FS) aid code "90" which cannot wait.
- Check for languages – sort while calendaring each county. Main screen → 1 → 7 → 7 "Region of Uncalendared Cases" and enter appropriate county number (no Region code). Click on each screen and copy all languages into blank Excel sheet – Column A contains case number; Column B contains language. Do not include phone hearings (interpreter for phone hearings don't matter because ALJ can use World Wide Interpreters). Note: SBD has multiple hearing rooms; don't worry about languages.
- Once all information is entered delete all cases without languages listed. Highlight both columns and click "Sort Filter" which groups languages together; then highlight individual languages by sections. Print list and decide which date and time to assign to each case (attempt to spread out evenly am/pm) and then manually enter the cases with languages.
- Note: several counties will send you their 'schedule' – input what they send you with case number/time slot requested. Counties include: Contra Costa, Placer, San Joaquin, Solano, etc. Input all cases as county has requested (date/time) and then fill in other remaining cases if not listed. Also, if a case is closed, the region code will be 40 or below.
- Check Scope cases on hold status: 62-00 NEVER drop from hold status so "beware"! All tentative cases can be scheduled (don't need to add cases next day after 'drop').

### Days 3 & 4– Tuesday and Wednesday (same procedures)

- Close calendars from day before.....
- **First** look at Tentative Calendar to start closing the calendar. Main screen → 1 → 5 (Direct Calendar Inquiry). Enter County only (leave Region blank) and Monday's date of current calendar week. If all vacancies show "0", then ready to close calendar and/or manually add cases per notes on Tentative Calendar. If vacancies appear, additional cases might be available to add (per PAD – Projected Adoption Date). Then check notes on Tentative Calendar for additional cases to add, if needed. Mark Tentative Calendar with number of cases you want scheduled and exact number of cases you wish to add the next day after the calendar has 'dropped' overnight. If time slot is full and won't need changes, simply add a "√" to indicate it's ready to finalize.
- If cases need to be added, first modify each calendar: Main → 1 → 3. Enter County and Region and exact date; then increase number of cases (in multiples of time slots added together).
- If cases can be added, go to Main screen → 1 → 7 → 7 (to see if more cases on hold can be scheduled. Only cases with matching region codes can be manually added to calendar (sometimes cases aren't available to add). Check each case and read narratives if available to schedule within window period. NOTE: If cases have been dropped/closed out, and the calendar shows "0" cases scheduled, must print screen and still close out this calendar so the system won't automatically add cases.
- **Closing a Calendar**: Main screen → 1 → 5 (Direct Calendar Inquiry). Enter County only (leave Region blank) and Monday's date of current calendar week. Enter "C" at each line item (to close each date/time slot). Screen shows total scheduled cases and should show "0" vacancies (means all time slots have been filled). If multiple time slots not filled, could be a system error.
- **Print every page**. Sort stack by County/Region/date.
- **Next**, while looking at Tentative Calendar, **Disable Calendar**: Main screen → 1 → 12 (Direct Calendar Enable/Disable)
- Enter Processor code (this screen only, must add two zeros before your number, for example 00\_ \_), must enter each County, Region and individual date; then "D" for disable (permanently closes calendar). Print each "disabled" screen which shows date/time cases calendared and attach to closing calendar printouts (once a calendar is disabled, the computer cannot add cases, but cases can be manually entered).
- At top of each Disabled screen printout, write County name, codes and date (Ex: San Diego 37-00 1/12/16); then add number of total cases scheduled.
- Highlight "done" packets on Tentative Schedule. Place stack in Scheduled/Closed section of metal file on desk.

## Day 5 – Thursday

- Close calendars from Wednesday....(see steps on Tuesday’s directions)
- To create Final Calendar: pull up Tentative Calendar and “Save As” Final; input changes to this calendar. Leave same font color for: Remote, County name, and In-Person. When Region codes and number of cases have been verified, change font to contrasting color. Then update all “total cases” in each square and again change font color (indicates final numbers and checks have been completed).
- **Update ADH case totals** and delete any “Remaining Totals”. Only leave highlighted areas if ‘special sets’.
- If cases are scheduled on the Tentative Calendar and resolve by the time the Final Calendar is created, just delete the section(s) that longer has scheduled cases.
- Final Calendars are saved on personal computer and two copies printed. One in binder (most current on top) and flagged with current week color; other copy is placed on top of the stack of scheduled cases as “Cover Sheet”, rubber banded together, and put into the large file cabinet (keep the original Tentative Calendar with changes behind the Final Calendar).
- **Final Calendars are due by 3:00pm every Thursday**; emailed out to Group NVRO (only the NVRO Final Calendar) and Group SDRO (only the SDRO Final Calendar).
- Window period closes for next hearing week.
- Once the Final Calendars have been emailed, spend rest of the afternoon ‘unflagging’ the current week (emails done/completed).

## QUICK STEPS

- Create calendar
- Check counties for all “SS” (IHSS cases) that may be coded improperly. Also change all codes (SS→ 83, 00→ 85, 85→ 00, etc.)
- **Check “Holds” only in Remote section of Tentative Calendar. Must look up each case’s narrative. If narrative states Claimant wants an in-person hearing, then recode all remote cases as in-person (85 → 00) and move all cases to lower/in-person section of calendar. If there is not a specific request for in-person, then recode all holds as “85”.**
- Manually add expedites / holds / special requests – before ‘dropping’ overnight.
- Next day, manually add in additional cases (Ex: 59 cases – set calendar for 50; after drop must manually add 9 additional cases).
- Print all scheduled cases. Main screen → 1 → 5; select “C” and print all screens
- Disable all sections by date and region codes & print “D” screen

## GUIDELINE FOR EXPEDITE REQUESTS

### EXPEDITE REQUESTS

- Must be reviewed by DJ or PJ. Print email request and first two screens in HWDC so Projected Adoption Date (PAD) is available. Expedites are usually phone hearings and our office Approves/Denies all Expedites *north* of Kern County. Southern California expedite requests must be reviewed by PJ Gurrola (Imperial, Riverside, San Bernardino and San Diego) and PJ Luna (Kern, Los Angeles, Orange, San Luis Obispo, Santa Barbara and Ventura). If approved, their office will record information, send out letter and/or contact Claimant. We simply recode the case as “50” phone hearing and schedule the hearing for SDRO.
- Danny in Customer Service handles all oral requests and will “copy” our office if an Expedite is requested from a Claimant in the southern California regions (listed above). Francis in Customer Service handles all other Expedited requests.
- If **Expedite is granted**, case is usually scheduled within ten calendar days (not ten business days). Check current calendar with appropriate region to see if vacancies are available and manually add case to existing calendar. If no vacancies, create calendar, manually input case, close out and disable and print all screens. Stamp page with “Expedite”. If date is less than 10 days, a calendar *cannot* be created. Add in case information, close calendar and print screen. Once case is manually scheduled, the computer will generate a letter to the Claimant and/or AR with the hearing date and time.
- Next, add narrative in HWDC: Per PJ #\_ \_ \_ , expedite granted. (Phone/IP) hearing scheduled for (date/time). Email sent to county today.”
- Send email to county with scheduled date/time.
- If less than ten days must schedule in Supervisor Screen: must request letter to be sent to Claimant: Main screen → 7 → 10. Enter case number. Next screen defaults to “02” (Schedule Letter) – enter. Letter is generated to Claimant. If close to hearing date, call Claimant with hearing date/time.
- Expedite Scheduling “rule/guideline”: if a calendar was just closed, add the expedited case and notify the county OR add the expedited hearing to the current week on which you’re working.
- If Expedited hearing is granted after a Final Calendar has been completed, manually write add on printed calendar in blue binder (case number, type of hearing, and date approved). Also email the PJs and Cindy.
- If **Expedite is denied** by NVRO, send out one of the two letters our office has on file (not computer generated). Two sample letters: 1. If the case is already scheduled (letter states hearing date/time of original scheduled hearing) 2. Other letter denies expedite request for lack of good cause. The original letter is mailed to the Claimant and/or AR and copy is kept at desk area in personal file drawer. If an Expedite is denied by SDRO’s PJ Gurrola, the southern California office logs this information, sends out the letter and enters the narrative into HWDC.

- Next, add to Expedited Hearing Log in personal documents (Denials and Grants on separate tabs). Update case information in Excel and narrative in HWDC as to why expedited request was denied.
- All Expedite requests (denied and granted) are kept at desk area in personal file drawer.

## SCOPE CASES AND ADDITIONAL HEARINGS

### SCOPE CASES

- Schedule Scopes on *Wednesday* if possible. The delay allows time for expedite requests to be received and scheduled as soon as possible.
- **DO NOT schedule any cases on hold** (unless PAD requires this action). If need to add extra cases after calendar 'drops', add cases from Uncalendared cases only.
- Six time slots per day: 8:30am, 9:30, 10:30 & 1:00, 2:00 and 3:00pm
- Codes 62-51 to 62-56 only one case/time slot (codes represent Plan Reps that participate in the hearings so can only have one case per time slot). If manually entering cases with Plan Reps, preferred time slots are 9:30am/10:30am and 1:00pm/2:00pm; that way the same judge and rep can hear two consecutive cases (time efficient).
- 62-50 – 10/day in half hour timeslots. Completely fill all regions on Tentative Calendar for Scopes cases since "remaining" uncalendared cases average 100-200 and is considered 'normal'.
- 61-50 – billing cases. Attempt to schedule these special cases on Wednesday. Also check 62-00 because these cases never automatically come of hold status.
- Some "09" cases are coded as in-person hearings because a phone number wasn't provided.
- All Region "70" are not included in total numbers – these are 'test' letters
- When closing out calendars/disabling, remember to also check regions highlighted above.
- Add ALL cases and subtract scheduled cases = remaining cases.

### ADH

- ADH cases can be found in COMMON/ADH-IPV/ADHIPV/Calendars/year/month. Look for current County and date of scheduled hearings. Add total number of scheduled cases to final count on Tentative (Friday) and Final Calendars (Thursday). In addition, if Los Angeles ADH cases are scheduled, include the total numbers on the Tentative and Final Calendars (helps Cindy for planning her Queue).

### BIFURCATED REQUEST

- Bifurcation requests go directly to Rocio; we aren't notified.
- If jurisdiction is granted, the file will be given to us with a letter inside. To schedule this case, must use supervisor screen to back out the original scheduling information.
- Let case drop as normal case.
- Once date/time has been assigned, give file to Cindy or mail to appropriate county.

## SCHEDULING SCREENS

### Uncalendared Cases (per County)

- Main screen → 1 → 7 → 7. Enter County selection by number; print all screens

### Add/Open a Calendar (Skeleton Calendar)

- Main screen → 1 → 2 (by individual codes and individual dates)

### Add Case Manually

- Main screen → 1 → 09 and enter case number.

### Closing a Calendar

- Main screen → 1 → 5 Direct Calendar Inquiry. Enter “c” at each entry; print all screens.

### Checking Calendar Specifics (time slots/number of cases)

- Main screen → 1 → 5 Direct Calendar Inquiry. Enter “x” at each entry and display will show all time slots and number of cases set up.

### Disabling a Calendar

- Main screen → 1 → 12 Direct Calendar Enable/Disable
- Enter processor code (00##), county code, region code, date of calendar to close, then “D” to disable/close calendar. Print screen (to check closed). Highlight on Tentative Calendar as ‘done’ and staple Disabled print screen to appropriate printouts. At top of each page, write County, codes and date; staple together

### Modifying a Calendar

- Main screen → 3 Direct Calendar Modification
- Enter county, region and date of calendar you wish to modify; can only modify information in RED (nothing else can be changed). Calendar modifications are usually done to complete scheduling of a calendar that had left over cases. You can only increase the number (can’t decrease cases). NOTE: important to make sure the number of cases is divisible by the number of slots.

### Deleting a Calendar

- Main screen → 4 Direct Calendar Delete
- Enter county, region and date of calendar you wish to delete
- Enter “X” next to the calendar to be deleted (Ex: if you created a calendar with the incorrect date or time slots). Calendars can also be deleted once no scheduled cases are in it. But if a calendar is closed, it will have to be enabled (reopened) before it can be deleted.

### Case Modification

- Main screen → 7 → 08 Case Modification
- Enter Processor code as four digits; add 00 in front
- Enter case number. Change priority code from 60/90 to 50 (scheduled status). Change case status from 00 to 02 (from uncalendared to scheduled). Next enter scheduled date/time. Last step; add current date to “Calendared”. Use space bar to erase prior entries.
- If case is scheduled in Supervisor Screen, must order letter too. Main screen → 7 → 10 Letter Request; then add narrative in “07” screen. Ex: “Per ALJ 000 added case to date/time slot and letter issued.” (requested letter is automatically sent to Claimant and/or AR).

## MISCELLANEOUS SCREEN ENTRIES IN HWDC

### DELETE & COMBINE CASES

If there's a duplicate hearing request, keep the 'original' case number and delete the second hearing request.

Main screen → 2 → 1. Enter **Case Number to be deleted**, then 59

Enter reason for deletion 04 – combining cases; *carefully* select correct line item (line items don't match up!). Enter case number to remain and add narrative for reason(s).

POSTPONE CASES: Main screen → 2 → 1

WITHDRAW CASES: Main screen → 2 → 2

### CHANGE/UPDATE CLAIMANT'S INFO ON HWDC

Main screen → 3, enter Case Number – 07 Changes, TAB over and enter Processor Code  
Enter change(s) – add to Narrative if necessary; press enter to complete action

### LOOK UP CLAIMANT'S INFO BY CASE # ON HWDC

Main screen → 2, → 4, → 1

### LOOK UP CASE BY FIRST/LAST NAME ONLY ON HWDC

Main screen → 2, → 4, → 2

### LOOK UP OLD CASES

Use Label Maker (without Dymo). Case Inquiry; then Case Search

### LOOK UP 'ORIGINAL' HEARING REQUEST

Main screen → 9, → 6 (PIAR update)

Enter last/first name and select Oral Request with an "x"

Next screen, enter an "x" on the case you want to select; print screen

RETURN CALENDAR: Main screen → 2 → 2, then *always* "40"

### LETTER REQUEST (sent w/Expedited Hearing)

Main screen → 7 → 10 Letter Request. Enter case number. Next screen defaults to "02" (Schedule Letter) – enter. Computer sends letter sent to Claimant and/or AR. Function used for expedites or if additional copy of letter is requested.

### RE-OPEN CASES

- Main screen → 2 → 1 – Prehearing Screen
- Select "08" to reopen case, "60" Priority code and "1" Granted
- Enter date and corresponding code as to who requested to reopen the case (number and alpha). Add narrative.

## GENERAL INFORMATION

Week Colors:      Week 1 – blue  
                            Week 2 – orange  
                            Week 3 – green  
                            Week 4 – purple  
                            Scopes – yellow

- All Food Stamp (FS) cases “90” must be heard within 60 days from file date. If case is FS the window period doesn’t apply – schedule to stay timely. Food Stamp cases generally don’t take a lot of time to hear.
- When scheduling for Fresno county, there are usually two judges assigned (one in-person judge in Fresno and one judge here in our office conducting hearings via video).
- Desk area: keep all Expedited Requests in file drawer and Final Calendars (in blue binder with color tabs per week). All completed calendars with printouts and backup tentative calendars are stored in the large file cabinet near the window (keep four months with most current month on top; shred oldest month). File cabinet usually fills up within 3 ½ months.
- Each ALJ usually can hear 20 cases per day.
- If case has Processor code 59 = Robbie C. “Rehearing”. Don’t schedule until instructed by PJ.
- If video and in-person hearing, split up into two days and schedule in-person first (“00” Region code).
- Code “85” indicates a remote hearing or video hearing; Claimant has hearing held at the county office.
- IHSS – code is **83** (most counties). Only codes we worry about are County and Region (most other codes don’t concern scheduling and we don’t worry about county involved).
- If a county asks for a postponement, you must ask the Duty Judge (DJ); requests don’t always meet demand. Print out email request and first two pages in HWDC.
- All ALJs are scheduled by PJ Harmison and PJ LeLouis for NVRO.
- “High Maintenance Counties”: San Bernardino, Shasta, San Joaquin and Santa Cruz (but Santa Cruz has the highest resolution rate!)
- Start calendaring LARGEST counties first. Don’t ever increase number of time slots, but time slots can be decreased if fewer cases need to be scheduled.
- SFT uploads are entered every Tuesday. Print but do not delete from SFT.
- If a county sends an email to change the coding of a case (like MS to SS), forward this request to Customer Service. Customer Service will look at the original hearing request to see if the change is appropriate (or possibly entered incorrectly).
- Fridays: set aside for ALJ meetings and continued hearings only.
- “Special Sets” are usually held on Mondays; must be cleared by PJs. If a county requests extra time for a specific hearing, have the county send you specific information: reason for extra time (like multiple witnesses), type of case, estimated total time needed, etc.
- Schedule companion cases usually at 9:00am or 1:00pm

- Customer Service: Can send copies of hearing requests, and enter withdrawals. Francis can handle reopening cases. Scheduler can delete/combine cases w/county's direction and can recode when requested.
- Window Period for scheduling reflects on the Filing Date (FD). If the FD falls within the window period, a case can be scheduled.
- Checking Calendar Specifics (time slots/number of cases): Main screen → 1 → 5 Direct Calendar Inquiry. Enter "c" at each entry and display will show all cases scheduled. Enter "x" at each entry and display will show all time slots and number of cases set up (like an x-ray of the Skeleton Calendar).
- NOTE: "5" screen is the past and "7" screen is the future! ☺
- Smaller counties: can open a Calendar, manually add cases and close out same day! Don't necessarily need to wait for overnight drop.
- If a current calendar has been closed and disabled, and there is a request to add a case: First try to manually schedule the case and see if the time slot is available. If not available, modify calendar by increasing the number of cases by the number of total time slots. Finally, manually add the case and exact time slot you need. Once a calendar is disabled you cannot disable again.
- We finish the Final Calendar on Thursday; the county sees the finished product Wednesday morning.
- If extra judges are requested for a specific county, forward this request to the PJs for them to make this decision. Attempt to get enough information regarding the situation so the PJs can make an informed decision.
- When attempting to add cases to a calendar, the Projected Adoption Date (PAD) is most important; then the File Date (FD) and finally the Window Period. Do not schedule cases that are not within the preset window period. One exception: Food Stamps (FS) with the Aid Code 90 if that is the only aid code listed; if the case has multiple aid codes then the hearing is scheduled with the other cases.
- ALJ ASSIGNMENT CALENDARS  
Common / #1 Regional Office / Calendar / Judge Assignment / Year  
Contains all Calendars: Drafts, Finals, and Revisions (R1, R2, etc.)
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#### FREQUENTLY ASKED QUESTIONS:

- Wants copy of hearing request; forward to Customer Service (800) 743-8525
- If out of office, forward questions to Receptionist.
- If notified of case withdrawn, just delete email (info is mainly for Cindy).
- If county requests cases to be deleted/combined, do it and add narrative in HWDC.



## COUNTIES

Alameda	1	San Bernardino	36
Alpine	2	San Diego	37
Amador	3	San Francisco	38
Butte	4	San Joaquin	39
Calaveras	5	San Luis Obispo	40
Colusa	6	San Mateo	41
Contra Costa	7	Santa Barbara	42
Del Norte	8	Santa Clara	43
El Dorado	9	Santa Cruz	44
Fresno	10	Shasta	45
Glenn	11	Sierra	46
Humboldt	12	Siskiyou	47
Imperial	13	Solano	48
Inyo	14	Sonoma	49
Kern	15	Stanislaus	50
Kings	16	Sutter	51
Lake	17	Tehama	52
Lassen	18	Trinity	53
Los Angeles	19	Tulare	54
Madera	20	Tuolumne	55
Marin	21	Ventura	56
Mariposa	22	Yolo	57
Mendocino	23	Yuba	58
Merced	24		
Modoc	25		
Mono	26	BARO - overnight pouch	
Monterey	27	LARO - overnight pouch	
Napa	28	SDRO - overnight pouch	
Nevada	29		
Orange	30	NVO - Customer Service files	
Placer	31		
Plumas	32		
Riverside	33		
Sacramento	34		
San Benito	35		