



Quality Division Use Only

Quality Tracking # 2021-PAR12 Date Quality Division Notified: 9/28/2021

Division: Client Services & Case Management Division Section: Client Services & Case Management

Identified Through: Daily Operations

If other, state source: _____

Description of Original Process:
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Description of Improved Process:

Staff Member: <u>Jeffrey Frye, Callan Hundl</u>	Date: <u>11/3/2021</u>
Immediate Supervisor: <u>Jeffrey Frye</u>	Date: <u>11/5/2021</u>
Division Director: <u>Amy Castillo</u>	Date: <u>11/10/2021</u>
Quality Director: <u>Erika Ziemak</u>	Date Closed: <u>11/16/2021</u>