## DCF Contact Log Categories and Contact Reasons

The table below contains Contact Log Categories and Contact Reasons to be used when generating a task for DCF. The Contact Log does contain other Categories and Contact Reasons specific to DCF; however, it is important to note that not all of them will create tasks with Phase 2 of KEES.  To create a contact log, follow the steps in **Creating a Contact – KEES Case** or **Creating a Contact – No KEES Case** found in the KEES User Manual.  When using the Contact Log to create a task, the due date, task name, and queue will be automatically generated.

| Category | Contact Reason | Task Created | Queue | Due Date |
|---|---|---|---|---|
| **Appeal/Fair Hearing** | Purple-Appeal/Fair Hearing Request | Request for Appeal | Supervisor | 10 Days |
| **Card Request** | State Medical ID Card | Medical Card Request | Q&A | 10 Days |
| **Case File Request** | Purple-Case File Request | Case File Request | Purple | 10 Days |
| **Change Requests** | Purple-Change | Change | Purple | 10 Days |
| **EES Program Request** | Red-TANF/Refugee/Child Care | TANF/RCA/CC-Application | Red | 30 Days |
| **EES Program Request** | Green-Food Assistance/Medical | FA/Medical-Application | Green | 30 Days |
| **EES Program Request** | Blue-Review | Review | Blue | 10 Days |
| **EES Program Request** | Blue-IR | IR | Blue | 10 Days |
| **EES Program Request** | Work Programs | Work Program | Work Program | 10 Days |
| **EES Program Request** | LIEAP | LIEAP | Q&A | 10 Days |
| **Follow Up Needed** | Purple-Follow Up Needed | Follow Up Needed | Purple | 10 Days |
| **General Questions** | Non-Program Specific | Non-Program Specific Questions | Q&A | 10 Days |
| **General Questions** | Program Specific | Program Specific | Q&A | 10 Days |
| **Grievances/Complaints** | Complaint/Concern | Complaint/Concern | Q&A | 10 Days |
| **Grievances/Complaints** | PPS-Complaint/Concern | Complaint/Concern | PPS | 10 Days |