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Verification of intake completion should be provided by the agent to the supervisor by due date or work due will be considered incomplete and remain on the work due list until completed. If the agent is unable to complete any of the intake requirements by the due date for good cause, the agent needs to obtain supervisor approval for an extension. The approval **of the extension** then needs to be documented in the COMPAS notes. **The documentation of the approval does not get sent to the Status Keepers as the original due date of the intake will not be changed.** Examples of situations which may warrant a supervisor extension include but are not limited to, agent workload and client availability.

Once **the completed intake** is approved by the supervisor, this should be communicated to the status keeper by emailing the completed DOC-2625 in order for the work due to be removed.