STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814
(916) 445-9537

August 12, 1982

ALL-COUNTY INFORMATION NOTICE I-104-82

TO:

SUBJECT: STATE LEVEL CORRECTIVE ACTION

REFERENCE: MARCH 26, 1982 LETTER REGARDING FOOD STAMP QUALITY CONTROL ERROR DATA

The purpose of this letter is to inform counties of the actions taking place at the State level to improve California's program performance with respect to Quality Control (QC) error rate problems.

As a result of our review of the QC findings from the April through September 1981 period, Food Stamp Program Management Branch identified several areas listed below as key for improving program performance and reducing error rates:

(1) Retrospective Accounting/Periodic Reporting Implementation

(2) Automated Verification Systems (wage matching) Implementation

(3) Follow-up with targeted counties

(4) Development of a Food Stamp Management Information System (FSMIS) training manual for counties

(5) Selected county training on the FSMIS

A brief summary of each area is attached. Should you have any questions, please contact your food stamp operations analyst.

Kyle S. McKinsey

KYLE S. McKINSEY
Deputy Director
Welfare Program Operations

Attachment

cc: Marilyn Berg, Chairman
CWDA Food Stamp Committee

GEN 654a (9/79)

Item 1: Retrospective Accounting/Periodic Reporting (RA/PR) Implementation

FSPMB regards planning for RA/PR as a critical part of reducing client reporting and agency failure to take action errors. Accordingly, FSPMB is working closely with the County Welfare Directors Association (CWDA) Food Stamp Subcommittee on Policy Development, and State-level Aid to Families with Dependent Children (AFDC) and Quality Control staff in attempting to make the Food Stamp system and AFDC system align wherever reasonably possible. County implementation of RA/PR is scheduled for October 1983.

Item 2: Automated Verification Systems (wage matching) Implementation

Recently published proposed federal regulations would require State agencies to implement a wage matching system for the purpose of identifying unreported or incorrectly reported earnings of Non-Assistance Food Stamps (NAFS) recipients. These regulations would also require county agencies with automated food stamp data bases to enter all required social security numbers into their data bases. Both provisions as proposed would become effective January 1, 1983. Accordingly, work will soon begin to implement both these at the state and county level where appropriate.

Item 3: Follow up with Targeted Counties

Where appropriate, FSPMB's Food Stamp Program Operations Bureau (FSPOB) staff will work with targeted counties to effect corrective action on Quality Control error rate problems for the following error causes:

A. Failure to take action on reported information.

B. Policy incorrectly applied.

C. Recipient failure to report or report accurate information.

Item 4: Development of FSMIS Training Manual for Counties

FSPMB's Food Stamp Systems Bureau (FSSB) staff will be developing an FSMIS training manual in the near future. This should help counties understand how to use the FSMIS as an information source for identifying program error trends and potential causes. Accordingly, counties will be better prepared to take corrective action where appropriate.

Item 5: Selected County Training on the FSMIS

The FSMIS is the primary source for targeting problem areas so that corrective action can be taken. Although counties receive the FSMIS semiannually, no training has been provided on its various uses. Accordingly, FSSB will be providing training in selected counties to enable them to obtain a better understanding of how to use the FSMIS to identify county specific program deficiencies.