

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814

March 11, 1983

ALL-COUNTY INFORMATION NOTICE I-36-83**TO: ALL COUNTY WELFARE DIRECTORS****SUBJECT: CORRECTIVE ACTION CLEARINGHOUSE****REFERENCE:**

The AFDC Program Management Branch has established an information sharing clearinghouse for corrective action items. The purpose of the clearinghouse is to collect and disseminate corrective action ideas, experiences, concerns, and procedures gathered from counties and other states which can be used by state and county AFDC program managers to assist in the development of corrective actions.

In order to begin the establishment of this clearinghouse, we request that each county provide specific corrective action items for a specific error concentration. Error concentrations are determined by the State Department of Social Services through the analysis of state and federal quality control findings and reported in this Department's Corrective Action Report to the Department of Health and Human Services. The first request for corrective action efforts is in the area of Unemployment Compensation (which is considered an element of the Other Pensions and Benefits error concentration). Programs include Unemployment Insurance, Trade Readjustment Allowance, Redwood Employees Protection Program, Training Extension, and Disaster Unemployment Assistance. This area has been chosen for this first request because it is (1) easily defined, (2) error causes can be readily determined, and (3) specific corrective actions have been employed by numerous counties. In addition, Unemployment Insurance information is available through the Department's Earnings Clearance System and UI/DI Claimant Abstract (DE 8720) System.

As part of this effort we are interested in gathering corrective actions you have developed in this area regardless of how or where they may have been developed. Please provide copies of manuals, operational handbooks, training guides, specialized forms and any other information helpful to understanding the corrective action.

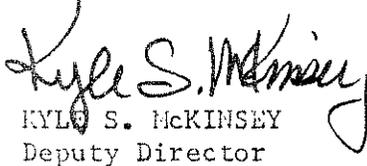
Be sure to include the successful actions in this area. However, please also include projects where results did not fully meet your expectations. (Less successful results in one effort can often be successfully adapted to meet different conditions, specialized needs, or suggest more effective approaches for other counties.)

Please send the requested information by April 1, 1983 to:

Clearinghouse Coordinator
AFDC Program Management Branch
Department of Social Services
744 P Street, M.S. 16-31
Sacramento, CA 95814

Counties will be periodically informed (beginning on April 22, 1983) about corrective action items contained in the clearinghouse by means of an All-County Information Notice. Copies of all corrective action items on file will be available to counties through your AFDC Program Management Consultant.

If you have any questions, contact your AFDC Program Management Consultant at (916) 445-4458.


KYLE S. MCKINSEY
Deputy Director

cc: CWDA