STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814
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December 3, 1984

ALL-COUNTY INFORMATION NOTICE I-107-84

TO: ALL COUNTY WELFARE DIRECTORS

Attention: Quality Control Staff

SUBJECT: CHANGES IN TIME FRAMES FOR QUALITY CONTROL CASE PULLING AND ERROR APPEAL

REFERENCE: Supersedes All-County Information Notice I-23-83

You were informed in All-County Information Notice (ACIN) I-23-83, dated February 15, 1983, that Federal AFDC Quality Control regulations imposed a strict completion schedule for AFDC cases. It was assumed at that time that Food Stamp Quality Control (QC) regulations would impose the same reporting requirement. The Food Stamp regulations, however, imposed an even tighter deadline, requiring completion of 90 percent of the cases in 75 days after the end of the sample month and 100 percent in 95 days. In addition, starting with the October 1984 sample, the AFDC completion schedule will be the same as the Food Stamp schedule due to the integrated review process.

Although most counties are informally responding to our requests for shorter time frames, we are now formally requesting the counties to provide cases to the State Quality Control Analyst on a flow basis starting the day the cases are first requested, if possible, but no later than three working days.

In addition, we would also like to formalize our revised error appeal time frames. As soon as an error is discovered, the appropriate county personnel will be notified. In most cases, this notification will be in writing and the counties will be allowed 10 calendar days from the date of the error letter to respond. In a few instances, when insufficient time is available to send an error letter and provide the 10 day time frame for appeal, the county will be notified by telephone of an error. In these cases, 10 days will be also allowed from the date of the telephone call.

After the field QC reviews are completed, they are submitted to the Policy and Procedures staff in the Field Support, Analysis and Procedures Bureau for a re-review of a subsample of cases. There may be instances where the Policy and Procedures staff may cite additional errors in cases which were not identified by field QC staff. These errors shall be reported to the counties; however, due to the time constraints for submittal to the federal government, an additional appeal process may not be possible.

We value the counties' response to all error findings and solicit your cooperation in implementing this change. Your careful review of State QC findings serve to improve the quality of our review. Thank you for your continued assistance.

Joanne Ichimura-Hoffmann

JOANNE ICHIMURA-HOFFMANN
Deputy Director
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cc: CWDA