

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814
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June 3, 1986

ALL COUNTY INFORMATION NOTICE 1- 49-86

SUBJECT: PRODUCTS OF THE CENTRAL VALLEY CORRECTIVE ACTION WORKSHOP

The central valley counties recently held their first regional corrective action workshop. With a theme of "Pathways to Excellence", the workshop generated a number of excellent products which are now available to counties through the Corrective Action Clearinghouse.

A brief description of each product is attached. As a variety of corrective action areas common to many counties are covered, we encourage you to consider their application to issues important in your county. For more information or to request copies of any of the products, please contact your Corrective Action Bureau consultant at (916) 445-4458/ ATSS 485-4458.

A handwritten signature in black ink, appearing to read "Robert A. Horel".

ROBERT A. HOREL
Deputy Director

Attachment

cc: CWDA

Products of the Central Valley Counties'
Corrective Action Workshop
March 1986

A GUIDE FOR DEVELOPMENT OF STANDARDS OF PERFORMANCE (98 pages)

This guide for management staff provides an outline for the development of performance standards based on objective data. It can be used to develop standards for workers throughout the welfare department (services, eligibility, clerical, etc.). The specific example addressed in this guide is the eligibility function in AFDC.

INSTRUCTORS "COOKBOOK" TO AID IN TRAINING STAFF (32 pages)

This booklet was designed as a guide to help individuals charged with the responsibility of training others on new regulations, policy and/or procedures. The information and illustrations focus on five areas critical to conducting quality training.

TOOLS TO REDUCE ERRORS RELATED TO CLIENT NON-REPORTING (80 pages)

This product consists of descriptions and copies of four different approaches to reducing client non-reporting errors. Included are: a variety of client-informing stuffers, a guide to identify and deal with high risk households, information on how the welfare department can use local media, and a sample video script--"Group Orientation for Applicants".

THE GOOD, THE BAD, AND THE BEAUTIFUL: POSITIVE REINFORCEMENT'S ROLE IN REDUCING ERRORS (26 pages)

This outline for setting-up and maintaining employee recognition and reward programs describes methods used in several counties. As a guide intended for use by managers and supervisors who want to increase staff commitment to error reduction, the product discusses criteria for recognition, how to involve staff, sources of funding and possible obstacles.

TOOLS TO REDUCE ERRORS RELATED TO WORKER FAILURE TO TAKE ACTION (11 pages)

This product consists of tools to aid the worker in making cut-off and acting timely on information reported on the Monthly Report (CA-7). This product also includes a checklist to assist the supervisor (or quality assurance reviewer) complete a focused review of processed CA-7s.