STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, Ca 95814

see publications

May 27, 1987

ALL COUNTY INFORMATION NOTICE NO. I-41-87

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: FOOD STAMP CORRECTIVE ACTION PLAN

Attached for your information is a copy of California's Food Stamp Quality Control Corrective Action Plan for the period October 1985--September 1986. This Plan was provided to the Food and Nutrition Service as required by federal regulations.

The results of the federal quality control sample review indicate that the statewide nonregressed dollar error rate for the April - September 1986 period is 7.83 percent. This is a slight decrease from the 8.00 percent for the October 1985 - March 1986 period and establishes a turnaround from the upward trend during that period. The payment error rate for the highest error element, Wages and Salaries, increased substantially to 2.83 percent accounting for 36.19 percent of all misspent dollars. A turnaround in this trend is imperative.

State expanded sample QC data for April - September 1986 show that six counties report an increase in error rate from the previous period and seven report a decrease. I note with concern that only three of the thirteen counties included have a payment error rate of less than 5.0 percent, the federal standard. Expanded sample results for the five highest error elements are generally reflective of the federal sample.

While the statewide corrective actions discussed in the Plan address all error elements, two in particular are aimed at the persistent trend in errors resulting from agency failure to take action. They are: Quality Control/Corrective Action Awareness Training and Agency Failure to Take Action. We are also initiating new corrective actions to recognize county performance and to facilitate the conduct of regional and individual county corrective action workshops. Part II of the Plan describes these actions.

In Part IV of the Plan you will find descriptions of some of the individual county activities. I particularly encourage you to review this section for new ideas that may work for your county. I am confident that sharing ideas from county to county in unison with statewide corrective action is a sure path to reduced payment error rates both for the county and for the state.

Please direct your questions or comments about the Plan to Ms. Nina Grayson, Chief, Corrective Action Bureau, or your staff may contact your county's Corrective Action Consultant at (916) 445-4458.

Carole A. Hood for

LINDA S. McMAHON
Director

Attachment

cc: CWDA