

DEPARTMENT OF SOCIAL SERVICES

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June 21, 1989

ALL-COUNTY INFORMATION NOTICE NO. I-42-89

TO: ALL-COUNTY WELFARE DIRECTORS

SUBJECT: ANNOUNCEMENT OF SPECIAL AWARD RECIPIENTS FOR  
OUTSTANDING CORRECTIVE ACTION PERFORMANCE IN THE  
AFDC AND FOOD STAMP PROGRAMS

REFERENCE: MARCH 6, 1989 LETTER TO ALL COUNTY WELFARE DIRECTORS  
TRANSMITTING THE AFDC CORRECTIVE ACTION PLAN

I am pleased to announce the recipients of my annual special awards for outstanding corrective action performance in the AFDC and Food Stamp programs for the period October 1987 through September 1988. These awards, which I will present at ceremonies in each recipient County, acknowledge exemplary corrective action performance.

As detailed in ACIN I-61-87, the criteria for receiving the special award are: excellent error rate performance; substantive and timely corrective action plans; participation in corrective action activities and commitment to corrective action by management staff. The special awards are engraved plaques commemorating the County's achievement.

As part of the selection process, Counties were grouped in four categories: large, medium, small quality control (QC) Counties, and non-QC Counties (see attachment). The error rates for QC Counties are for the two prior review periods. The first error rate\* shown is for the period October 1987 through March 1988; the second error rate is for April through September 1988.

Large QC Counties

I have selected **Sacramento County** as the recipient of my special award for large QC Counties. The County's error rates during this period were low, particularly in the Food Stamp program, 1.8 percent and 2.3 percent (including underissuances). AFDC error rates were 1.3 percent and 1.7 percent for the same periods.

\* All error rates (except Los Angeles) are from State QC reviews performed by the County. Los Angeles County error rates are from Federal QC reviews performed by State staff.

The County has an ongoing commitment to corrective action and error reduction, perhaps best demonstrated by the creation of a County Corrective Action Bureau. The Bureau is responsible for preparing and implementing Corrective Action Plans, which are always timely and comprehensive; assisting the program Corrective Action Committees to develop corrective actions and/or corrective action-related activities; and monitoring corrective actions to ensure that the County maintains its existing excellent payment accuracy rates in the AFDC and Food Stamp programs.

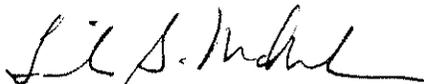
#### Medium QC Counties

Shasta County received my special award for medium-size QC Counties. The County's error rates during this period were 1.2 and 2.3 percent for AFDC; and 3.9 and 5.5 percent for Food Stamps (including underissuances). Shasta County performs both quality control and quality assurance reviews. Corrective Action Plans which contain outstanding problem analyses are submitted timely. The Deputy Director of income maintenance chairs monthly corrective action committee meetings. The Director attends periodically. The County has maintained low error rates during a period of high caseloads.

#### Non-QC Counties

Trinity County received my special award for non-QC (self-monitoring) Counties. The County is quick to take action when problems are identified in order to prevent errors from occurring. The County's dollar errors have remained consistently low, and their participation in workshops and conferences is further evidence of the level of commitment.

Congratulations to these three Counties mentioned in this letter. I hope they will share their insights with other Counties seeking to improve performance. As I have often said in talking with my own as well as County staff, corrective action is a belief that we can control the quality of our work, despite the obstacles which get in the way. The Counties mentioned in this letter exemplify commitment to excellence, and I applaud them for their success. I strongly support Counties' corrective action efforts and their continued emphasis on lowering the error rate.



LINDA S. McMAHON  
Director

Attachment

cc: CWDA

**County QC Categories**  
(determined by AFDC caseload size)

Large QC Counties (>15,000)

Alameda	San Bernardino
Fresno	San Diego
Los Angeles	San Joaquin
Orange	Santa Clara
Riverside	
Sacramento	

Medium QC Counties (4,001-15,000)

Butte	Shasta
Contra Costa	Solano
Kern	Sonoma
Merced	Stanislaus
Monterey	Tulare
San Francisco	Ventura

Small QC Counties (1,400-4,000)

El Dorado  
Humboldt  
Imperial  
Kings  
Madera  
Mendocino  
Placer  
San Luis Obispo  
San Mateo  
Santa Barbara  
Santa Cruz  
Sutter  
Yolo  
Yuba

Non-QC Counties (<1,400)

Alpine	Modoc
Amador	Mono
Calaveras	Napa
Colusa	Nevada
Del Norte	Plumas
Glenn	San Benito
Inyo	Sierra
Lake	Siskiyou
Lassen	Tehama
Marin	Trinity
Mariposa	Tuolumne