

DEPARTMENT OF BENEFIT PAYMENTS

744 P Street, Sacramento, CA 95814
(916) 322-5475



January 14, 1977

ALL-COUNTY LETTER NO. 77-2

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP COORDINATORS
STAFF DEVELOPMENT SUPERVISORS

SUBJECT: FOOD STAMP PROGRAM - COUNTY TRAINING FOR ELIGIBILITY STAFF

REFERENCE: 63-1008

The findings of Department of Benefit Payments' Efficiency and Effectiveness Reviews, Food Stamp Quality Control case reviews and USDA Office of Audit program audits indicate that California counties are making a continuing effort to reduce errors in the administration of the Food Stamp Program. For the July-December 1975 review period, California ranked as the second lowest of the large states for case and dollar error rates nationwide. The state report for January-June 1976 shows the aggregate case error rate is 33.4 percent, a decline of 7.9 percent since the previous six-month period which is a major improvement. While the counties are to be commended on their efforts to reduce errors, there is obviously a continued need for improvement both in overall program operation and in case error rate reduction.

As a part of the Efficiency and Effectiveness Program implemented by USDA, Food Stamp Program Management Branch is required to develop and implement a State Corrective Action Plan, subject to the approval of FNS, to reduce these identified case errors. The training effort contained in this letter is a part of that plan for 1976-77, and continues in the plan for the next year. I request your full cooperation in implementing this three-phase training plan (already underway in some counties). To accomplish this, each county will be requested to provide training on specific program areas. Every effort should be made to assure that all PA and NA food stamp workers and supervisors receive complete and comprehensive training in each of the three phases.

Phase I training, which is basic to county Food Stamp Program administration, will cover proper completion and usage of the following forms:

CA 1	DFA 285	DFA 377	FNS 286
CA 2	DFA 285.2	DFA 377.1	FNS 292
CA 2A	DFA 332	DFA 377A	DFA 385
	DFA 332.1		

Phase II training will be addressed to Eligibility and Certification, including:

- Self-employment
- URAM
- Most recent work registration regulations
- Three methods of income averaging
- Vendor payments, in-kind payments
- Resources: hobby or business
- Zero purchase households, home visit requirement
- Immediate need verification and contacts
- Standard utility deduction

Phase III training will be addressed to issuance problems, including:

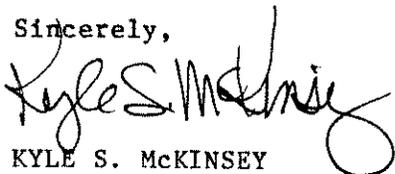
- Claim determinations (new regulations by that date)
- Refunds
- Retroactive payments
- Mail losses
- Replacement ATPs

I am requesting that each county submit a training plan to cover calendar year 1977 for Phases I, II and III outlining the areas in which they feel training is needed or warranted as indicated by E & E and audit findings. Each county's plan should be tailored to their specific needs. The areas outlined above should be given special consideration as they reflect areas in which errors have been discovered consistently on a statewide basis. Each county should examine their outstanding audits and E & E reviews to determine recommended corrective actions requiring training. Submit your plan by March 1, 1977 to Michael Fishel, Food Stamp Field Services, 744 P Street, Sacramento.

For those counties which have not yet completed recent "Phase I" training (a listing is attached of those counties which completed the training, according to our records) an effort should be made to complete this training early in 1977. Counties which are unable to conduct this training due to the lack of staff development support will be provided assistance as necessary by staff from this department. The assigned Field Services analyst will work with each county to ensure that the Phase I training does meet the requirements of the above mentioned State Corrective Action Plan.

Please contact Michael Fishel or Michael Papin, Food Stamp Training Coordinators, at (916) 322-5475, if you have any questions. Your continued cooperation is appreciated.

Sincerely,



KYLE S. MCKINSEY
Deputy Director

cc: CWDA

Attachment

The following is a list of those counties which, according to Food Stamp Program Management Branch records, have completed Phase I training:

Alpine
Amador
Colusa
El Dorado
Imperial
Inyo
Kings
Marin
Mono
Orange
Placer
Plumas
Riverside
San Benito
San Bernardino
San Diego
San Francisco
San Luis Obispo
Santa Cruz
Sierra
Sonoma
Trinity
Tulare
Tuolumne
Yuba