STATE OF CALIFORNIA - HEALTH AND WELFARE AGENCY

DEPARTMENT OF SOCIAL SERVICES
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January 30, 1980

ALL-COUNTY LETTER NO. 80-7 (Adm Supp Unit)

TO: All County Welfare Directors

ATTENTION: ALL QUALITY CONTROL STAFF

SUBJECT: CLARIFICATION OF QC PROCEDURES

REFERENCE:

The purpose of this letter is to clarify the circumstances under which an AFDC-QC review disposition of "listed in error" or "incomplete" would be appropriate.

Attached is a chart with definitions, suggested procedures and guidelines for review schedule (Form SRS-OQC-341) documentation. Complete, concise explanations of dropped cases should be entered in Section III of the review schedule and pertinent material should be maintained with QC files.

As you know, every effort must be made to keep the number of "incomplete" reviews to a minimum in order to maintain the validity of QC findings. Also, review schedules must be submitted in a timely manner. Situations which prevent completion of reviews by the established monthly deadlines should be discussed and coordinated with state QC regional or district managers.

County QC units will be informed when documentation of dropped cases is not adequate or does not substantiate the review disposition determination.

Sincerely,

PHILIP J. MANRIQUEZ
Deputy Director
Planning and Review Division

Attachment

DEFINITION	PROCEDURE	REVIEW SCHEDULE DOCUMENTATION
B. Review Not Completed - Attempts to complete review based on best available evidence are unsuccessful; if ineligibility is verified through case record analysis, review disposition is "complete". Otherwise, lack of client contact constitutes "incomplete".	See below	Code 2, 3, 4, or 5 in Item Q. Specify category of incomplete.
1. Moved out of State - Client moves out of California prior to home visit and the absence is not temporary (expected to extend beyond end of six-month period). NOTE: If review month warrants are returned as "Mail Undelivered" and are cancelled, review disposition is "listed in error".	Verify that client has moved out of California. Determine if absence is expected to extend beyond end of six-month period.	Code 2 in Item Q. Date and State to which client moved and source of verification. Give reason revie believes absence is not temporary.
2. Unwilling to give information - Efforts to secure client participation in personal interview or obtain pertinent information from client are unsuccessful.	Make at least three attempts and more if feasible. If case is active, contact EW for aid in gaining client cooperation.	Code 3 in Item Q. List the date, method and results of attempts to interview or obtain pertinent information.
3. Unable to Locate - Efforts to determine client's whereabouts are unsuccessful.	Check with postal authorities, agencies or individuals who might know client's whereabouts. Contact EW for aid in locating client.	Code 4 in Item Q. List sources contacted, date, method of contact a results of attempts to locate client.
4. Other - Efforts to complete the review are unsuccessful for reasons other than those listed under "B" above such as:	See below.	Code 5 in Item Q.
a) Written request by fraud investigator that QC not interview client whose case is under investigation for fraud.	Obtain copy of written request from investigator and determine if investigation will extend beyond end of six-month period.	Attach copy of inventigator's reques

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DEFINITION	PROCEDURE	REVIEW SCHEDULE DOCUMENTATION
A. Not Reviewed/Listed in Error - Cases appearing on sample list which should not be considered part of QC sample and for which no case review should be initiated for the following reasons:	Verify that no case review should be initiated.	Code 9 in Item Q. Specify category of listed in error.
1. Death - The only parent, caretaker relative, or eligible child dies before home visit.	Check case record or other sources to obtain verification.	Date of death. Death certificate numb or source of verification (page 16 QC manual 3000).
2. No first cycle warrant received in review month -	Check main warrant register, all supplemental listings and case record budget documents.	See 2a, 2b, and 2c.
a) Application and beginning date of aid after first of the review month.	Verify application date and beginning date of aid.	Date of application. Beginning date o aid.
b) Warrant held by agency and cancelled or returned to agency and cancelled. NOTE: If warrant retroactive to first of review month is released in review month, case is reviewable.	Verify that warrant was held/returned and cancelled. Verify that warrant is retroactive to first of review month and was not released in review month.	Date hold placed on warrant or return to agency. Date warrant cancelled and source of verification.
c) Zero Basic Grant (elegibility established but net non-exempt income is between MBSAC and MAP)	Verify that no warrant was issued. Evaluation of correctness of ZBG determination is not required.	Source of verification.
d) Overpayment adjustment results in no payment.	Verify that no warrant was issued.	Source of verification.
3. Previously Reviewed - Case appears on more than one sample list within six-month period (October - March/April-September) and had review disposition of "complete" the first time.	Verify case review disposition for review month in which case was previously selected.	Review month/year for which case review previously completed.

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DEFINITION	PROCEDURE	REVIEW SCHEDULE DOCUMENTATION
4. (Continued) b) Inter-County Transfer out of county initiated prior to home visit.	Verify that ABCDM 215 has been forwarded to gaining county.	Date ABCDM 215 mailed to gaining county. Identify gaining county.
c) Moved out of county prior to home visit but no inter-county transfer initiated.	Verify that client has moved to another county.	County to which client has moved. Address (if known). Source of verification and date information obtained
d) Conflicting information cannot be verified and definitive conclusion cannot be reached based on available evidence. Reviewer would rarely drop reviews for this reason.	Make as many attempts as possible to obtain information. Solicit client's cooperation in aiding reviewer to obtain information. Discuss situation with state QC regional manager before submitting review schedule.	See B2 above. Thoroughly document reasons that definitive conclusion cannot be reached. Give date case discussed with state QC.