Update 2002-4: Common Place Handbook Update 2002-04
Quality Control (QC)

Background
A section was created in the Common Place Handbook to inform agency staff of the important role Quality Control (QC) plays in the Social Services Agency.

Changes
The Quality Control Section, Chapter 58, of the Common Place Handbook is revised to reflect current policies and procedures. The information is not new, and has already been implemented through various memos.

The Quality Control section is reformatted as follows:

Definitions
A list of frequently used terms in Quality Control is added to this section.

[Section 58.2]

Content
A complete overview is provided describing the purpose of:

• Desk Reviews
• State Reviews,
• Calculation of error rate, and
• Sanctions.

[Section 58.3]
**Desk Review Procedures**

Desk review procedures are incorporated into this section which provide clarification for:

- Selecting Cases
- Case Reviews
- Procedures for Disagreements, and
- Time lines.

[Section 58.4]

**State Review Procedures**

State review procedures are incorporated into this section which provide clarification for:

- Case Reviews
- Procedures for Disagreements, and
- Time lines.

[Section 58.5]

**Temporary Supervisor Re-Reviews**

Effective January 1, 2002, QC will pull a random sample of cases that have been reviewed by EW Supervisors and re-review them. The intent is to establish checks and balances in the process from beginning to end. The following will occur during the re-review process:

<table>
<thead>
<tr>
<th>WHO</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Corrective Action</td>
<td>• Evaluates supervisor case reviews.</td>
</tr>
<tr>
<td>Project Manager</td>
<td>• Forwards the request for supervisor reviews to the QC Bureau.</td>
</tr>
<tr>
<td>QC Clerical Staff</td>
<td>• IDs the case through CDS.</td>
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<td></td>
<td>• Forwards the reviews to the QC Desk Review Lead.</td>
</tr>
<tr>
<td>QC Desk Review Lead</td>
<td>• Assigns the reviews to the Desk Reviewers.</td>
</tr>
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<td></td>
<td>• Batches the reviews per District Office.</td>
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<tr>
<td></td>
<td>• Forwards the reviews to the QC Clerical Staff to arrange for case</td>
</tr>
<tr>
<td></td>
<td>reviews.</td>
</tr>
<tr>
<td>QC Clerical Staff</td>
<td>• Arranges for case reviews in the various District Offices via Case</td>
</tr>
<tr>
<td></td>
<td>Tracking.</td>
</tr>
<tr>
<td>QC Reviewer</td>
<td>• Reports to District Office and re-reviews the cases.</td>
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<tr>
<td></td>
<td>• Compares his/her findings with the data from the Supervisor’s review.</td>
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<tr>
<td></td>
<td>• Forwards the data to the Corrective Action Project Manager.</td>
</tr>
</tbody>
</table>
Implementation  The information in Chapter 58 is not new, and has already been implemented through various memos.

The Supervisor Re-reviews are effective January 1, 2002, and will continue until further notice.

Clerical  See “Temporary Supervisor Re-Reviews.”
Kudos

Many thanks to the Corrective Action Project Team: Felipa Carrillo, Rex Nguyen, Diem Ly, Maria Lozano, Gene Barbour, Cat Luong, The Tran, Armand Barreras, Terri Perez, Tina Moore, Ron Ito, Eva Vasquez, Jack Silva, Sean Romeo, Brenda Tran, Adele Jaimes, Maria Aviles, Susan Maxwell, and Emily Trujillo.

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