Update 2002-12: Common Place Handbook Update 2002-12
“Quality Improvement Questionnaire” for State Reviews

Background

Cases for State Reviews are randomly selected by the State. On a monthly basis, approximately 18 Temporary Assistance for Needy Families (TANF) cases (i.e. CalWORKs) and 30 Food Stamp cases are reviewed. Agency Quality Control (QC) reviews the case and submits their findings to the State. Each month the County Food Stamp error rate is computed, based on the errors found in these cases reviewed for the State.

In order to maintain our Food Stamp error rate below the Federal Tolerance Level, we must continue to develop corrective action strategies that will ensure our Agency achieves its year end goal of 8% for Federal Fiscal Year (FFY) 2002.

Changes

The following changes are incorporated into the Common Place Handbook:

“A Quality Improvement Questionnaire” (SC 160) has been developed to allow staff to participate with the completion of the County’s response to the State. This process will afford staff the opportunity to provide feedback by correcting and challenging error citations. Staff’s participation will allow our Agency a greater advantage of decreasing the error rate, and will assist in developing future Corrective Action strategies. The SC 160 is used for State Review Food Stamp cases with errors.

(Attached is a copy for review.)
Chapter 58

The “Quality Control” Section, Chapter 58 of the Common Place Handbook is revised to include procedures for the “Quality Improvement Questionnaire” (SC 160).

Implementation

Effective April 1, 2002, the “Quality Improvement Questionnaire” (SC 160) is a mandatory form and must be attached to any Food Stamp case that contains cited errors, along with the “State Review Quality Control Findings” (SC 1194). The following will occur whenever a case is cited with Food Stamp errors:

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<th>WHO</th>
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| Quality Control State Reviewer | • Completes a “State Review Quality Control Findings” (SC 1194) and the top portion of the “Quality Improvement Questionnaire” (SC 160) in triplicate.  
• Forwards copies to the DEBS Manager, EW Supervisor and EW, along with the case folder.  
NOTE: Responses for both forms are due within 10 working days from the date the error is cited. |
| Eligibility Worker         | • Takes corrective action.  
• Submits the completed SC 1194 to the Supervisor. |
| Eligibility Work Supervisor | • Receives and reviews the SC 1194.  
• Meets with the EW to complete the SC 160.  
• Follows up to ensure corrective action was taken.  
• Forwards copies of the SC 1194 and SC 160 to the QC Lead, the Corrective Action Coordinator and DEBS Manager. |
| DEBS Manager               | • Maintains copy of SC 160 to reference monthly report.                        |
| Corrective Action Coordinator | • Receives the SC 160.  
• Provides the DEBS Director with a monthly report on the results of the SC 160. |
| Corrective Action Project Team | • Discusses responses on the SC 160, develops Corrective Action Strategies, and makes appropriate recommendations. |

Forms

The “Quality Improvement Questionnaire” (SC 160) is new and will be used by QC effective April 1, 2002.

Supervisors

EW Supervisors must review this Update with their unit at their next unit meeting, but no later than April 15, 2002.

Kudos

Special thanks to all EW Staff and the Corrective Action Project Team for their continual effort in reducing the Food Stamp error rate.
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