Update 2010-19: Common Place Handbook

Negative Case Actions

Background

A "Negative Case Action" is defined as any adverse action in which benefits are affected in a negative manner. Such actions include, but are not limited to, cases with a discontinued, denied, terminated, cancelled or suspended case status.

The State defines errors cited for cases with a negative case action as a "negative error rate."

Policy

Cases which are identified as having an invalid negative action will be returned for correction to the Eligibility Worker (EW) who took action, thus creating an erroneous denial and/or discontinuance.

If the EW is no longer located in that particular unit, the case will be reassigned within the unit where the EW was previously assigned. In the event the unit has been disbanded, the case will be assigned to an EW within that particular district office, as per district office policy.

Implementation

This policy has been in effect since August 1, 2010.

Kudos

Many thanks to Andrea Martinez for assisting in writing this section.

Contact Person(s): Tomás Dolcini, Application and Decision Support Manager, (408) 491-6700.