Update 2015-12: Common Place Handbook
Monthly CalFresh Supervisor Case Reviews

**Background**

Supervisors perform internal quality assurance reviews to ensure accuracy of work completed within their unit is in compliance with Federal, State and County performance measures. Data obtained from the case reviews allows the Agency to determine trends, source of error and identify areas needing immediate attention and corrective action.

**Policy**

Eligibility Supervisors must submit a minimum of 16 CalFresh case reviews per month.

**Review Reductions**

A reduction of 8 reviews will be given to all units if the County meets ALL of the following mandatory Performance Measurements Standards as follows:

- Expedited Services above 95%
- Timely approvals and denials above 90%
- CAPER and Active Error Rates below State and Federal level.

In addition, new EW Supervisors will be reduced to 4 reviews for their first month and 8 reviews in their second month on the job. Thereafter, they are expected to complete 16 reviews. This reduction is not applicable to Supervisors who transfer to a different unit.

Eligibility Workers who are assigned Work Out of Classification (WOOC) duties as a Continuing EW Supervisor for one month or longer, will be granted a case review reduction as follows:
If the WOOC caseload percentage is... | The reviews are reduced to...
---|---
81% or more | zero
66% to 80% | four
65% or less | eight.

Review Exemptions
Supervisors may only be exempt from completing CalFresh case reviews when their current unit or assigned project does not include CalFresh cases.

Note: Additional review reductions or exemption requests must be requested by the Social Services Program Managers to the Program Managers for approval.

[Refer to "Supervisory Reviews," page 48-1, for more information.]

Tools
The following tools/resources are available:

- CATR WEBB elearning through sccLearn
- Supervisor Review Guide
- Supervisor Case Review Process
- CAPER Review Process
- “CalFresh Case Review” (SCD 949)
- CATR WEBB Quick Reference Guides
- DEBS Flash
- QC CalFresh Error Rates
- State QC Error Rate Chart

Review Submission
Reviews may be submitted via the “Corrective Action Tracking and Reporting Web-Based” (CATR WEBB) application and/or the “CalFresh Case Review” form (SCD 949).

Implementation
The new supervisor reduction is effective July 2015. The WOOC reduction is effective April 2016. All other information is not new and is being provided to reiterate the existing process.
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