

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



April 20, 1979

ALL-COUNTY INFORMATION NOTICE I-43-79

TO: ALL COUNTY WELFARE DEPARTMENTS

ATTENTION: All County Quality Control Staff

SUBJECT: AFDC QUESTION AND ANSWER

REFERENCE:

Attached is a list of questions and answers on AFDC Quality Control forms and procedures that have been received from county QC staff since the implementation of SB 154.

This list was developed by the Quality Control Bureau's Administrative Support Unit (ASU) based on quality control procedure questions most frequently asked by county quality control staff. Additional question and answer memos will be distributed as the need arises.

If you have any questions, please contact your ASU liaison person at (916) 445-0220.

Sincerely,


PHILIP J. MANRIQUEZ
Deputy Director
Planning and Review Division

cc: CWDA

Attachment

I. Reviewable/Non-Reviewable Cases

1. Question: Are cases that have been reduced to zero because of an overpayment adjustment to be reviewed?

Answer: No, since no check was received both in and for the review month.

2. Question: QC Manual, Page 2-3200 - if a recipient did not receive a check in the review month but in the following month received a supplemental check for the review month, would this case be reviewed?

Answer: No, the requirement is that the check must be received both in and for the review month in order for the case to be reviewable.

3. Question: Situation where the household would have been a ZBG in the review month but a hardship supplement was authorized before sample selection date and effective the first of the review month. Is this a reviewable case?

Answer: Yes. In this situation eligibility factors for the sample month would be reviewed. Additionally, QC would verify eligibility for the amount of the supplement.

II. Review Procedures

1. Question: The county issues the following aid payment to an AFDC family of two:

MAP (2)	\$287
O/P Adj.	<u>56</u>
Grant	\$231

QC discovers unreported UIB in the amount of \$244.
What is the type and amount of error?

Answer: QC Manual Section 3770 provides that in a situation such as this, the payment amount to be recorded is \$231 (not \$244), and the error is a \$231 overpayment (not ineligible).

2. Question: We review a case which has received the authorized grant plus an adjustment amount (due to a prior underpayment) in the review month. QC finds the case ineligible for the authorized payment. What is the amount in error and how is the error reflected on the review schedule?

Answer: Determine the authorized payment in the review month, and add the underpayment adjustment for the prior month. The difference between this amount and the amount received is the ineligible payment.

Example: Recipient receives grant of \$50.00 and supplemental payment of \$25.00, for a total of \$75.00.

QC determines case eligible for grant of	-	\$ 0
Adjusted amount	-	<u>+25</u>
entitled to	-	\$25

Difference between entitled amount and amount received:

\$75 amount received
<u>-25</u> adjustment
\$50 ineligible

3. Question: What are the QC review procedures of cases when aid is paid pending fair hearing?

Answer: After the QC reviewer has verified that the case is on appeal status as of the review date, only a desk review shall be completed. The reviewer shall not complete a home call - no client or collateral contacts are to be made, and the aid paid during the review month shall be reported as correct.

4. Question: Will county QC review Indo-Chinese and Cuban Refugee cases on AFDC payment status.
- Answer: If State funding is not being claimed, such cases should be submitted as "listed in error."
- If State funding is being claimed, and the case is coded AFDC-FG or AFDC-U, a complete review is required to determine if a correct aid payment was made.
5. Question: Will analysts send EC 161s to all absent parents whose liability has been established?
- Answer: Yes
6. Question: Should analysts send DE 4773s on all FBU members regardless of age?
- Answer: Yes
7. Question: Should analysts send SSA 1610s for all cases involving a death or incapacity of either parent, in or out of the home of any child in the case?
- Answer: Yes
8. Question: Is viewed, or photocopy of a Social Security check sufficient verification?
- Answer: Yes. However, QC will not request that a photocopy of the check be made, as it is illegal to photocopy such U.S. Government checks. If a copy happens to be in the county case record, QC can accept for verification if the check is for a current month.
9. Question: Is a letter of award dated within three months of the review date sufficient verification?
- Answer: Yes, unless there has been a RSDI cost-of-living increase.
10. Question: If three months is felt too long or short, how many months prior to the review date would you allow a letter of award to be accepted?
- Answer: Six months
11. Question: If birth documents are not available in the case record or home visit, will an analyst accept school verification and not utilize a VC III form to the Bureau of Vital Statistics?
- Answer: Yes

12. Question: When UIB is indicated, will analysts always utilize a DE 8028 to verify amounts?

Answer: Yes

13. Question: The Federal sample was drawn on the 15th of the month. The QC analyst read the case in the county on the 20th of the month. A change in the case had been made on the 19th. Would we accept this change for QC purposes?

Answer: No, no changes would be accepted after the date of sample selection (the 15th of the month).

14. Question: Deprivation in a case was continued absence. On the 9th of the month, the father returned to the home. Does it matter for QC purposes whether the EW had taken action to change the next month's grant?

Answer: No, we are looking at the deprivation as of the 1st of the review month. If the EW did not know of the father's return, the QC analyst would inform the worker.

15. Question: If the district attorney records verify the father's absence and show the amount he is contributing, can we accept the record as verification?

Answer: No. The QC reviewer should try to re-verify the amount of contribution through use of an absent parent letter.

16. Question: In the case of a minor mother living with her mother, when the grandmother is not in the FBU but is made the payee because the mother is a minor, which individual would be interviewed in the home visit?

Answer: 1) Only the minor mother is interviewed if the grandmother merely cashes the AFDC payment for minor mother.
2) Only the grandmother is interviewed if she controls the disposition of the payment and functions, in effect, as a guardian or protective payee for the minor mother.

17. Question: How far do we go to verify the degree of relatedness of a nonneedy relative to a child?

Answer: When applicable and possible, a driver's license, ID card, etc., should be viewed to establish the identity of the NNR. Birth certificates should be viewed to establish relatedness. If no documentation is available and there is no reason to doubt the relatedness, the NNR's signed affidavit is acceptable.

18. Question: When do we postpone or drop the QC review due to suspected fraud?
- Answer: We suggest that the QC analyst discuss the matter with the fraud investigator. If he feels that the QC review would interfere with his investigation, the analyst would postpone his review until such time as it will not interfere with the fraud investigation or until the deadline on the 45-day period is reached, whichever is sooner.
19. Question: When calling a school for verification, how can a possible breach of confidentiality be avoided when a student assistant is working in the office?
- Answer: Inform the recipient that you plan to contact the school and request his/her consent. If the recipient does not consent, and cannot provide satisfactory verification, do not contact the school. School attendance records are not public records; thus, no contact will be made without the recipient's written consent.
20. Question: Do we do routine bank clearances, property searches, etc.
- Answer: No, we do clearances in order to verify declared property or to determine possible ownership if there is doubt of the veracity of the recipient's statement.
21. Question: What is the date of the most recent opening of an intercounty transfer case?
- Answer: For purposes of consistency, use the date the case was opened in the county to which it was transferred.
22. Question: What documentation in the case file is considered acceptable evidence for QC purposes as to recipient notification from the county to claim the maximum tax exemptions?
- Answer: Any properly noted entry in the case record that substantiates notification will be sufficient evidence.
23. Question: In cases involving concurrent budgeting where an income error is discovered either due to client providing incomplete/incorrect information or agency error in estimating income, is an error cited?
- Answer: Yes, since no change in the recipient's circumstances actually took place.

24. Question: If the newest address on the Absent Parent is over 5 years old will the analyst send an EC 161?

Answer: Yes

25. Question: During a case review, when an overpayment is discovered from a previous month which was either overlooked or not adjusted properly, how does this affect the review month findings?

Answer: It does not. Ignore previous overpayments when computing the review month grant. The rationale is that if you consider an error from a previous month you will skew the error rate.

26. Question: A child in the FBU turns 21 years old in the administrative period and the EM fails to delete this child as of the review date. Do we consider this correct for QC purposes even though the EM had advance knowledge of the child's impending 21st birthday?

Answer: Yes. Although the EM had sufficient foreknowledge that the child was approaching 21 years, if the birthday occurs in the administrative period, the child's inclusion as of the review date remains correct for QC purposes.

27. Question: In reviewing an AFDC case under money management, do we consider the length of time the case has been under money management or the distribution of funds (e.g. if current AFDC funds are being used to pay old utility bills)?

Answer: QC would review for eligibility and total amount paid to the case. If we discover that the case does not comply with the money management regulations (e.g. a case has been on money management longer than one year) only a procedural error is cited.

28. Question: The recipient's mid-month warrant is mailed by the county but never received by the recipient. Despite notification to the county, the recipient still has not received the mid-month warrant by the time QC reviews the case. How should we treat this situation?

Answer: The case should be treated just as if the mid-month warrant had been received.

CA Form 341-A Face Sheet

1-6. Identifying Information - most recent action:

29. Question: Is this date taken from the date of the CA 2 or the date of the CA 3?

Answer: The date of the CA 3.

II. Incomplete Cases

1. **Question:** How long should cases be held before submitted as incomplete due to moved out of state/county?

Answer: We will honor all cases as submitted as incomplete for the above reasons if the analyst is unable to interview the recipient within 45 days of assignment. We recommend that case be submitted only after verifying the recipient has not reapplied for aid within the 45-day period

2. **Question:** What is the proper QC procedure when the mother (the Only parent in the FBU) leaves the home in the review Month and her whereabouts are unknown? (The children Are still aided).

Answer: If at all possible, all sample cases are to be completed. In this case, however, if the QC reviewer feels that pertinent information cannot be known without contacting the mother, the case can be coded as “unable to complete” due to the inability to verify pertinent facts concerning the case.

3. **Question:** How do we handle a case in which the recipient cannot be located for completion of the home visit?

Answer: If ineligibility is obvious from information obtained from the case record or filed investigation, the case would be cited as such. If eligibility appears to exist in the case and the recipient cannot be located, the case should be coded as incomplete.

IV. Review Schedule

1. Question: What portions of the schedule should be completed on an erroneous listing?

Answer: For an erroneous listing, the following items should be filled in: (1) Case Name, (3) Case Number, (4) Date Assigned, (5) Date Completed, (6) Review Date, (7) Reviewer Part I (8) Local Agency Code, Part II (9) No reviewed - listed in error, explain under III.

2. Question: For Item G, do we count the month in which the latest action occurred?

Answer: No

Item I. Deprivation Factor

3. Question: In the case of a nonneedy relative, how do we show deprivation?

Answer: Just as you would show deprivation for any other case.

Item J. WIN program registrants or participants.

4. Question: If a person is exempt for registration, is Box 1 (Yes) or Box 2 (No) checked?

Answer: Box 2 (No).

5. Question: Part I - Item J--Is WIN registration intended to include EDD registration as required under Talmadge?

Answer: Yes. Thus, if a mother or child is registered with EDD as required by Talmadge, Box J would be check "yes".

6. Question: Part I - Items K and L--In cases of shared housing, should box 2 be checked for "Client responsible for a share of cost"?

Answer: No, check the box for "consolidated standard". If the case record shows in-kind income from shared housing, code "Yes" in "Other Income" in Item O.

Item N. Current employment status of caretaker, relative and spouse included in assistance group.

7. Question: Does current employment status refer to the review month or the prior budget month?

Answer: Review month.

8. Question: On the QC Review Schedule, Item N, in an unemployed father case, would the father be shown as the caretaker relative?
- Answer: In conventional usage, yes. However, it actually seems irrelevant whether the father is shown as the caretaker relative or as the spouse.
9. Question: The NNR is working full-time, but not in the FBU. Under caretaker relative, is Box 2 or Box 9 checked?
- Answer: Box 9.
10. Question: Is the ex-spouse or current spouse to be considered under current employment status?
- Answer: Current spouse.
11. Question: Mother and stepfather are in the home with no common children. If the stepfather is fully employed and not in the FBU, is Box 2 or Box 9 to be checked?
- Answer: Box 9.
12. Question: On the review schedule, Item O, is the stepfather's income indicated under "Earned income", "Other income" or "Contributions"?
- Answer: The stepfather's income (also UAM contribution) is to be indicated in "Contributions".
13. Question: Are household furnishings included when considering liquid assets and personal property?
- Answer: No, since under current regulations, the value of household furnishings does not affect grant or eligibility.
14. Question: Schedule - Part II - Item Q--When box 9 is checked for "Not reviewed, listed in error", should box 5 also be checked when explanation is entered?
- Answer: Absolutely not! Only one box may be checked in Item Q.
15. Question: How do we code the case where the amount of error is less than \$5.00?
- Answer: Disregard the incorrect amount under \$5.00. Complete the review schedule as if the case was entirely correct, and notify the county of the error.
16. Question: Where should a transcription error (e.g., transferring dollar amount figure from one form to another) be coded?
- Answer: 510 - Arithmetic Computation and the nature of error code 99.

17. Question: In cases where the recipient has been issued a supplement in the review month to correct a prior underpayment, is this amount to be included in the total amount of payment on the review schedule?
- Answer: Yes. We will include the supplement amount received by the client in the review month in the total payment amount and assume the supplement amount is correct.
18. Question: In which situations should Item T (willful misrepresentation) on the review schedule be checked "not applicable"?
- Answer: In all underpayment cases and all agency caused overpayment on ineligible cases. Also, note that this item only applies to the primary error element.
19. Question: If an analyst reviews a case on the month following the review month, would he answer on part I of the schedule for the review month or for the current month?
- Answer: Review month.
20. Question: When an unemployed father is not registered with EDD, what code is to be used in coding the error, 144 or 150?
- Answer: Primary element code: 144, and nature of code: 05.
(Reminder: In WIN Co's U-FA is required to be registered and certified.)
21. Question: When a nonexempt mother or child is not registered with EDD, what nature code is to be used.
- Answer: 1) Code 11, if individual failure to register because of her or agency's error;
- 2) Code 12, if county did not determine client requirement to register;
- 3) Code 13, if county incorrectly determined exemption status.
22. Question: When a case is found to have more than one ineligibility error, which error is to be coded as the primary error?
- Answer: When a combination of personal property items (or of income) causes a recipient to be ineligible, the item (or income) with the greatest value would be coded as the primary element. If the items (or income) have equal value, one would be arbitrarily selected as the primary element for coding purposes.