

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814

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November 9, 1982

ALL-COUNTY INFORMATION NOTICE I- 149-82

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: CALIFORNIA'S AFDC QUALITY CONTROL - CORRECTIVE ACTION REPORT FOR
OCTOBER 1981 - MARCH 1982

REFERENCE:

The purpose of this letter is to provide you a copy of the AFDC Quality Control - Corrective Action Report for the October 1981 - March 1982 period, which has been submitted to the Federal Department of Health and Human Services. The report contains California's AFDC error findings and state and county corrective action activities. As you will note on the report, agency errors have surpassed client errors for the first time since quality control (QC) data collection began in April 1973.

The data show that 63 percent of total overpayment and ineligible dollars in error were agency caused. This is compared to 37 percent for the preceding period. Additionally, over half of the agency errors were the result of failure of the counties to take specific indicated action. A majority of these agency errors were found in three error elements: Deprivation, WIN and Social Security Numbers. These major agency errors are the same error categories found in previous periods, thus establishing a need for a more concentrated effort in corrective action activities in these areas.

New to the report for this period is the inclusion of an analysis of the major error elements. This analysis begins on page 14 of the attached report. The analysis was conducted in an effort to discover the reasons for errors in the WIN and earned income areas. The corrective actions suggested for these two error elements, however, can be applied to other problem areas and would result in a lowering of our statewide error rates. These suggestions include:

- identify areas in which policy is incorrectly applied and the individuals who are making the misapplication clarify the policy issues identified and educate the employee.
- increase supervisory review of cases.

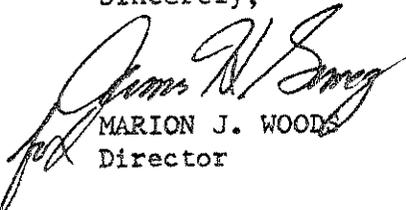
At the state level we have intensified our statewide corrective action activities by:

1. continuing the Statewide Corrective Action Advisory Committee,
2. having completed a pilot test in two counties of a new computer match of AFDC recipient social security numbers with Social Security Administration reported income in order to identify unreported income. This system will be made available statewide in the near future, and
3. examining ways to improve QC data analysis in order to determine error causes.

As expressed to you in a September 13, 1982 All-County Information Notice (ACIN I-126-82), each county has the responsibility to evaluate its own performance and take a close look at whether its corrective action efforts are sufficient. Your AFDC Program Management Consultant is available to provide assistance in your individual county corrective action efforts.

While I am fully aware of the burden placed on counties because of existing fiscal constraints and changing AFDC regulations, we must adjust to these burdens and realign our priorities to ensure a better statewide performance relative to corrective action efforts. I am hopeful that intensified efforts at the state and county levels and the activities of the SCAAC will lead to a lowering of California's AFDC error rate. It is imperative that California's error rate be lowered and that both the state and counties continue to work cooperatively to improve our corrective action efforts.

Sincerely,



MARION J. WOODS
Director

Attachment

cc: CWDA