STATE OF CALIFORNIA—HEALTH AND WELFARE AGENCY

DEPARTMENT OF SOCIAL SERVICES
744 P Street, Sacramento, CA 95814

February 2, 1987

ALL COUNTY INFORMATION NOTICE NO. I-06-87

See publications

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: PRODUCTS OF THE SOUTHERN COUNTIES AFDC CORRECTIVE ACTION WORKSHOP

Members of the recent Southern Counties AFDC Corrective Action Workshop held in Orange County developed five corrective action products applicable to both the AFDC and Food Stamp Programs. These products are now available to counties through the Corrective Action Clearinghouse.

A brief description of each of the products is attached. Please review the descriptions to determine which of the products may be useful to your county's corrective action endeavors. For more information or to request copies of any of the products, please contact your Corrective Action Bureau consultant at (916) 445-4458.

ROBERT A. HOREL
Deputy Director

Attachment

cc: CWDA

SOUTHERN COUNTIES
AFDC CORRECTIVE ACTION WORKSHOP
NOVEMBER 7, NOVEMBER 21 AND DECEMBER 5, 1987

WORK PRODUCTS:

TURNOVER (30 pages)

A guideline for selecting and testing applicants for the position of eligibility worker and maintaining job motivation and enthusiasm. For use by personnel staff and eligibility supervisors and managers. A discussion of recruiting, qualifications, testing, awards and recognition, and employee forum techniques.

MISSION CONTROL (30 pages)

A training guide for successful caseload and time management intended for eligibility workers and first line supervisors. A collection of ideas for planning, desk organization, calendars and time management.

CA 7 PROCESSING TOOLS (6 pages)

This project presents an income calendar for use in tracking reported income and a CA 7 overprint serving as a checklist for monthly recertification of eligibility.

TO DOCUMENT OR NOT TO DOCUMENT (64 pages)

A sample of tools and techniques used by supervisors and workers to ensure adequate and correct case documentation in order to establish eligibility and prevent errors. Includes ideas on why to document, reference guides, case narrative forms and supervisory review forms and procedures.

GUIDE TO EFFECTIVE INTERVIEWING SKILLS AND TECHNIQUES (28 pages)

This product presents aids to fortify interviewing skills of all staff. It includes basic techniques and self-assessment and presents a desk guide that consists of questions to ask and action to take for each element that might be part of an interview.