## DEPARTMENT OF SOCIAL WELFARE

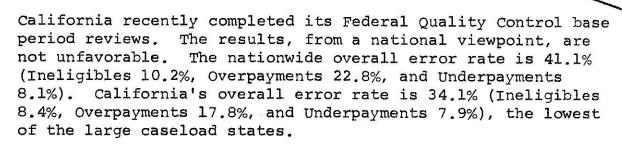
744 P STREET SACRAMENTO 95814

January 9, 1974

ALL-COUNTY LETTER NO. 74-3

ALL COUNTY WELFARE DIRECTORS

QUALITY CONTROL PROGRAM



While we may have some feeling of satisfaction from our comparative standing, there is still a substantial job before us in the next eighteen months if we are to reach tolerance levels. We believe one way to accelerate error rate reduction is through county quality control systems where the sources of errors can be discovered, and immediate corrective action implemented. With this in mind, we are strongly recommending and encouraging counties to establish effective quality control systems. An effective quality control system with error identification, cause identification and proper corrective action implementation should eliminate many welfare payment problems with which most counties are currently struggling.

In the past we have been sending a small sample of AFDC cases in order to utilize county quality control staff previously used for the adult sample. We are now going to discontinue sending this sample, and in its place, if the county so requests, send any sample size desired. This, however, is contingent upon the county submitting a proposal for its quality control program. This proposal should include the following:

- 1. Method of sample selection
- 2. Sample size
- 3. Frequency of sample selection
- 4. Number of full-time staff (reviewers and supervisors, shown separately) in AFDC quality control work; the same information for the Food Stamp

In order to establish valid error rates in each county as soon as possible, we are encouraging all counties to send their proposed Quality Control review system to:

> Department of Social Welfare Program Assessment Branch - 13-77 744 P Street Sacramento, California 95814

In turn, the State Department of Social Welfare will review the system and offer any guidance that may be necessary.

Chief Deputy Director programs Legal operations

Attachment