

June 2, 2020

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

**EXECUTIVE SUMMARY**

**ALL COUNTY WELFARE DIRECTORS LETTER**

The purpose of this All County Welfare Directors Letter is to provide County Welfare Departments with guidance to suspend state Quality Control reviews of active state cases for the sample months of March, April, and May 2020 in response to the Coronavirus pandemic emergency.



**KIM JOHNSON**  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**  
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**GAVIN NEWSOM**  
GOVERNOR

June 2, 2020

**ALL COUNTY WELFARE DIRECTORS LETTER**

**TO:** ALL COUNTY WELFARE DIRECTORS

**FROM:** JENNIFER HERNANDEZ, DEPUTY DIRECTOR  
FAMILY ENGAGEMENT AND EMPOWERMENT DIVISION

**SUBJECT:** CALFRESH TEMPORARY SUSPENSION OF QUALITY  
CONTROL (QC) REVIEWS FOR ACTIVE STATE CASES FOR  
MARCH, APRIL, AND MAY 2020 DUE TO COVID-19

**REFERENCE:** FAMILIES FIRST CORONAVIRUS RESPONSE ACT (HR 6201);  
TITLE 7 OF THE CODE OF REGULATIONS (CFR) SECTIONS  
272.3; 7 CFR 275.11(B)(1); 7 CFR 275.11(B)(2); 7 CFR 275.12;  
AND 7 CFR 275.13; CALIFORNIA OPERATIONS MANUAL OF  
POLICIES AND PROCEDURES (MPP) DIVISION 15; MPP  
SECTION 15-101.1; MPP SECTION 15-101.2; MPP SECTION 15-  
310.1; MPP SECTION 15-310.11; MPP SECTION 15-310.12; MPP  
SECTION 15-310.3; AND MPP SECTION 15-621.1

The purpose of this All County Welfare Directors Letter (ACWDL) is to provide County Welfare Departments (CWDs) with guidance to suspend the Quality Control (QC) reviews of active state cases. The suspension of the active state cases applies to the sample months of March, April, and May 2020 in response to the coronavirus pandemic emergency and to align with the federal QC waiver granted on April 30, 2020 by the United States Department of Agriculture, Food and Nutrition Service (FNS).

California has experienced a rapid increase in the spread of Coronavirus Disease 2019 (COVID-19). As the number of COVID-19 cases in California continues to increase, extensive public health warnings have been issued statewide to reduce exposure, including orders to implement social distancing when conducting essential business. In order to protect applicants, protect recipients, and support CWDs, the California

## ALL COUNTY WELFARE DIRECTORS LETTER

### Page Two

Department of Social Services (CDSS) is providing guidance to all Performance Measurement Counties (PMC) to suspend the requirement to review active state cases. This suspension provides PMCs the flexibility needed to effectively operate under CalFresh eligibility waivers that have been granted by FNS and which have made normal QC procedures difficult to apply.

#### **QC Case Reviews Suspension Details**

The PMC QC reviewers must drop active state case reviews as 'Not Subject to Review' for the sample months of March, April and May 2020. At this time, active state case reviews are anticipated to resume for the sample month of June 2020.

Households that were notified of their case review for the months of March, April, or May 2020 must receive an informing notice from the PMC QC reviewer informing them that the review and their participation in the review is no longer required. The CDSS QC Section will provide a template informing notice via a QC Transmittal.

#### **Impact on PMC County Fiscal Liability**

Each PMC is required to review a sample of active state cases. These active state cases are then combined with the PMC's federal cases. This combination of case reviews is called the 'County Performance Sample' and is used to pass-on a portion of any QC fiscal sanction to the PMC. Each PMC is currently required to complete a total of 280 case reviews, state and federal combined, each federal fiscal year (FFY) to obtain a statistically valid sample.

Under the suspension, PMCs will not be required to complete 280 case reviews. By suspending the March, April and May 2020 sample months of active state case reviews, case reviews will only be selected from 9 months instead of 12, reducing the total number of cases sampled by each PMC in FFY 2020.

A PMC has the option to voluntarily request supplemental state review cases if they want to ensure a more statistically valid combined error rate. This request for supplemental state review cases must be for sample months of June through September 2020 and must be requested by September 30, 2020.

If no supplemental state review cases are requested, each PMC must accept the QC results of their combined federal and state active reviews based on 9 months of QC data instead of 12. If any fiscal sanctions are imposed on California for FFY 2020, the smaller sample will be used to determine the County Performance Sample and each PMCs fiscal liability.

ALL COUNTY WELFARE DIRECTORS LETTER  
Page Three

If you have any questions regarding the information in this letter, please contact the CalFresh Policy and Employment Bureau at [CalFreshPolicy@dss.ca.gov](mailto:CalFreshPolicy@dss.ca.gov).

Sincerely,

***Original Document Signed By***

JENNIFER HERNANDEZ  
Deputy Director  
Family Engagement and Empowerment Division