

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, California 95814



July 22, 2002

ALL COUNTY INFORMATION NOTICE I-51-02

TO: ALL COUNTY WELFARE DIRECTORS
ALL FOOD STAMP COORDINATORS

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

SUBJECT: RECIPIENT CLAIMS COLLECTION PERFORMANCE

The purpose of this notice is to inform counties of the need to increase collection performance on food stamp overissuance claims established against households. The USDA, Food and Nutrition Service (FNS), and California Department of Social Services (CDSS) consider recipient claims management a high priority.

For Federal Fiscal Year (FFY) 2002, FNS developed a national claims performance standard based on a composite of most of the data that is routinely reported on claims. Although this standard is applied to the State as a whole, FNS and CDSS monitor California's performance at the county level on a quarterly basis (individual county data will be made available upon request). Data through 2nd quarter FFY 2002 shows, statewide, a high level of performance in the amount of claims established, but a much less positive performance in the amount of claims collected. The performance standard for FFY 2001 reflected that California's percentage of claims collected relative to claims established was the lowest in the Western Region.

We are very concerned with our overall performance in this area. Therefore, counties are strongly urged to increase claims collections. Additionally, counties are reminded to dispose of any outstanding claims that are not recoverable in accordance with state and federal regulations.

In an effort to assist counties, we will be providing you with FNS's Recipient Claims Self-Assessment Guide under separate cover. This guide should be useful as a means to evaluate and improve claims management.

If you have any questions regarding this notice relative to claims regulations, please contact Bill Mullinax, Program Analyst, Food Stamp Policy Bureau, at (916) 657-3418. For information regarding county collections, "best practices" and procedures, please contact Teena Arneson, Program Analyst, Fraud Bureau, at (916) 263-5725.

Sincerely,

Original document signed by

GARY SWANSON, Chief
Food Stamp Branch