

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

March 18, 1982



ALL-COUNTY INFORMATION NOTICE I-31-82

TO: ALL COUNTY WELFARE DIRECTORS

ATTENTION: QUALITY CONTROL STAFF

SUBJECT: CHANGE IN QUALITY CONTROL ERROR APPEAL PROCESS

REFERENCE: Supersedes All-County Letter 78-19

Due to the timeframes associated with the current Quality Control (QC) error appeal process, and the Quality Control Bureau's need to produce sample error data in a more timely manner, the QC error appeal procedure will be amended effective April 1, 1982.

Effective with QC error letters dated April 1, 1982 or later, when a State QC analyst discovers an error while reviewing a case the proper county personnel will be notified by letter. The differences found will be explained and the county will be given 21 days from the date of the State QC error letter to respond.

If the county disagrees with the error findings, they should write State QC as soon as possible, but in no instance later than 21 days from the date of the State QC error letter, stating the reason(s) for disagreement. This letter shall be sent to the State QC Regional Manager at the address shown in the State QC error letter. Regional Managers will give priority to reviewing, evaluating, and responding to these disagreements. If the county does not respond within the 21 day period, the State QC analyst's decision will be considered final. The date of the county's response shall be the postmark on the envelope containing the response.

The letter to the Regional Manager will be the only appeal letter submitted by the county. The county should include all pertinent information including copies of documents that substantiate any disagreement. The Regional Manager will review all material presented by State QC and the county, discuss the problem with the Bureau's program consultants when necessary, and respond to the county. The decision stated by the Regional Manager will be considered final.

This procedure will provide the counties with an opportunity to contest State QC findings, provide an objective review of the disagreement, and allow for completion of the cases in a more timely manner.

Sincerely,



JOSEPH A. KELLY
Deputy Director
Planning and Review Division

cc: CWDA