

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814
(916) 445-4458



August 19, 1986

see publications

• ALL COUNTY INFORMATION NOTICE NO. 1-76-86

SUBJECT: FOOD STAMP STATE CORRECTIVE ACTION PLAN

Attached for your information is a copy of the California Food Stamp Quality Control (QC) Corrective Action Plan (CAP) for Federal Fiscal Year 1985 (October 1984 - September 1985). This document, which presents California's plan for reducing the Food Stamps error rate, is required by federal regulations and is submitted annually to the Food and Nutrition Service/Western Region Office (FNS/WRO).

The Food Stamp payment error rate (overissuances and payments to ineligibles) has increased from 6.25% in the period October 1984 - March 1985, to 7.06% in the period April - September 1985. Agency errors continue to be the number one cause of errors and have increased from 63.2% to 70% of all dollars misspent since the prior annual report. As has been true for several years, "Failure to Act" accounts for the majority of agency errors.

This department's primary Food Stamp program goal is the reduction of the payment error rate. Toward this end, I have asked members of the Statewide Corrective Action Committee (SCAC) to explore with other county welfare directors what can be done to reduce Food Stamp program errors. Additionally, this department's Corrective Action Bureau is fully committed to assisting counties in their corrective action efforts, and offers the following suggestions for your consideration:

- Conferring with the worker upon receipt of the QC error letter could yield better information concerning the circumstances of a "Failure to Act" trend.
- Supervisory reviews and other county systems could be analyzed for possible modifications which would ensure reported changes are acted upon before the allotment has been authorized.

- ACIN I-49-86 dated June 3, 1986 notified counties of the availability of products developed by the Central Valley Counties at a regional corrective action workshop. One product, the CA 7 Desk Guides and Supervisory Review Checklist has particular application to "Failure to Act" trends. Your corrective action consultant can provide you with copies of this.
- Regional and individual county workshops provide a forum for sharing ideas and can produce new or modified products addressing agency errors, tailored to individual county needs. The Corrective Action Bureau can provide assistance in setting up such workshops.

Thank you for your continued efforts. Questions about the statewide CAP can be directed to Mr. Charles Marvin, Chief of the Corrective Action Bureau, at (916)445-4458.


LINDA S. McMAHON

Director

Attachment

cc: CWDA