

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814



June 5, 1991

ALL-COUNTY INFORMATION NOTICE I-53-91

TO: ALL-COUNTY WELFARE DIRECTORS

SUBJECT: ANNOUNCEMENT OF SPECIAL AWARD RECIPIENTS FOR
OUTSTANDING ACCURACY IMPROVEMENT PERFORMANCE IN THE
AFDC AND FOOD STAMP PROGRAMS

I am pleased to announce the recipients of the annual special awards for outstanding accuracy improvement performance in the AFDC and Food Stamp programs. These awards, which will be presented at the annual Statewide Accuracy Improvement Conference, and at ceremonies in each recipient County, acknowledge exemplary accuracy improvement performance for the period October 1989 through September 1990.

The criteria for receiving the special award are: excellent accuracy rate performance; substantive and timely corrective action plans; participation in accuracy improvement activities and commitment to accuracy improvement by management staff. The special awards are engraved plaques commemorating the County's achievement. Counties receiving an honorable mention will be presented with a certificate.

As part of the selection process, Counties were grouped in four categories: large, medium, small quality control (QC) Counties, and self-monitoring (non-QC) Counties (see attachment). This year's recipient in each category and a brief summary of each County's accomplishments is described below. The accuracy rates shown for QC Counties are for the two prior review periods: the first accuracy rate* is for the period October 1989 through March 1990; the second is for April through September 1990.

LARGE QC COUNTIES

I have selected **Riverside** County as the recipient of this special award for large QC Counties. The County's accuracy rates during this period were high, particularly in the AFDC program, 98.9 percent and 99.1 percent. Food Stamp accuracy rates were 89.7 percent and 92.2 percent for the same periods.

* The accuracy rates shown are based upon State QC reviews performed by the County.

Riverside County has a separate Corrective Action Committee for each type of aid. The County has developed many innovative corrective actions to address turnover and/or uncovered caseloads and is particularly proactive in developing tools to improve accuracy in the area of client-caused errors. County staff have served as planning committee members, presenters, and facilitators of the Southern Counties Eligibility Workers (EW) Conference and the Southern Counties Eligibility Supervisors Conference.

Santa Clara County deserves an honorable mention in this category. The County's accuracy rates during this period were commendable: 97.2 percent and 99.7 percent for AFDC; 90.6 percent and 94.1 percent for Food Stamps. Santa Clara County has four Corrective Action Committees that report to a main agency committee each month. An innovative training tool developed by the County ("Crossroads", a crossword puzzle) is published quarterly. The County is active in regional groups and is always well-represented at the Statewide Corrective Action Conference.

MEDIUM QC COUNTIES

Stanislaus County receives this special award for medium-size QC Counties. The County's accuracy rates during this period were 98.3 percent and 99.7 percent for AFDC; 93.6 percent and 92.3 percent for Food Stamps.

Stanislaus County has a strong Quality Assurance System. Corrective Action Committees and ad hoc committees are formed to address specific error problems. Individual accountability for casework accuracy has contributed to the County's success in achieving accuracy. Proactive in the area of accuracy improvement, Stanislaus County was a leader in the formation of the Valley Nine Network and EW Field Days and participated in the Eligibility Supervisors Conference in February, 1991.

Sonoma County deserves an honorable mention in this category. The County's accuracy rates during this period were 98.4 percent and 98.6 percent in AFDC; 93.6 percent and 92.7 percent for Food Stamps. Sonoma County has a very effective Corrective Action Committee. The committee is composed of supervisors from QC, Program, and Staff Development. The County has made a significant improvement in accuracy in both programs. All EWs, Supervisors, and Program Managers received Quality Control/Corrective Action Awareness Training in June 1989.

SMALL QC COUNTY

Placer County has been selected to receive this special award in the small QC category. The County's accuracy rates during this period were 98.3 percent and 97.1 percent in AFDC and 91.3 percent and 93.5 percent in Food Stamps. Placer County has a long history of excellent accuracy rates. The commitment to accuracy begins at the top and extends to all levels of County staff. The County is active in regional groups and the AFDC and Food Stamp Corrective Action Committees have generated products chosen for presentation at regional conferences.

SELF-MONITORING COUNTY

El Dorado County deserves this award in the self-monitoring category. The County has established an excellent process for improving accuracy. Corrective Action Plans, signed by both the Director and Deputy Director, are submitted timely. The Program Manager helped restructure the Motherlode Corrective Action Committee to meet the needs of participants. County staff have participated in Quality Control/Corrective Action Awareness Training, the Northern/Motherlode Counties EW Conference, and the Statewide Corrective Action Conference.

Congratulations to the six Counties mentioned in this letter! I hope they will share their insights with other Counties seeking to improve performance. Accuracy improvement is the belief that we can control the quality of our work, despite the obstacles which get in the way. The Counties mentioned in this letter exemplify commitment to excellence, and I applaud them for their success. I strongly support Counties' efforts and their continued emphasis on raising the accuracy rate.


LONNIE M. CARLSON
Interim Director

Attachment

cc: CWDA