

DEPARTMENT OF SOCIAL WELFARE

744 P STREET
SACRAMENTO 95814

January 9, 1974

ALL-COUNTY LETTER NO. 74-3

ALL COUNTY WELFARE DIRECTORS

QUALITY CONTROL PROGRAM

California recently completed its Federal Quality Control base period reviews. The results, from a national viewpoint, are not unfavorable. The nationwide overall error rate is 41.1% (Ineligibles 10.2%, Overpayments 22.8%, and Underpayments 8.1%). California's overall error rate is 34.1% (Ineligibles 8.4%, Overpayments 17.8%, and Underpayments 7.9%), the lowest of the large caseload states.

While we may have some feeling of satisfaction from our comparative standing, there is still a substantial job before us in the next eighteen months if we are to reach tolerance levels. We believe one way to accelerate error rate reduction is through county quality control systems where the sources of errors can be discovered, and immediate corrective action implemented. With this in mind, we are strongly recommending and encouraging counties to establish effective quality control systems. An effective quality control system with error identification, cause identification and proper corrective action implementation should eliminate many welfare payment problems with which most counties are currently struggling.

In the past we have been sending a small sample of AFDC cases in order to utilize county quality control staff previously used for the adult sample. We are now going to discontinue sending this sample, and in its place, if the county so requests, send any sample size desired. This, however, is contingent upon the county submitting a proposal for its quality control program. This proposal should include the following:

1. Method of sample selection
2. Sample size
3. Frequency of sample selection
4. Number of full-time staff (reviewers and supervisors, shown separately) in AFDC quality control work; the same information for the Food Stamp

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In order to establish valid error rates in each county as soon as possible, we are encouraging all counties to send their proposed Quality Control review system to:

Department of Social Welfare
Program Assessment Branch - 13-77
744 P Street
Sacramento, California 95814

In turn, the State Department of Social Welfare will review the system and offer any guidance that may be necessary.



F. J. NEWLIN
Chief Deputy Director *programs legal operations*

Attachment