

DEPARTMENT OF BENEFIT PAYMENTS

744 P Street, Sacramento, CA 95814



February 25, 1975

ALL-COUNTY LETTER NO. 75-46

TO: ALL COUNTY WELFARE DIRECTORS

OBSOLETESuperseded by ACL 77-15Issued 3-17-77SUBJECT: COUNTY QUALITY CONTROL - CORRECTIVE ACTION REGULATIONS
(DIVISION 15, OPERATIONS MANUAL) IMPLEMENTATION

REFERENCE:

In order to ensure that AFDC recipients obtain exactly the amount of money to which they are entitled, a goal of the Department of Benefit Payments is to establish a constructive, cost-beneficial, statewide AFDC Quality Control - Corrective Action system.

By providing the framework for the state and counties to work together, recent state regulations describing requirements for county level Quality Control - Corrective Action programs represent a major milestone in this system. The regulations, which became effective January 23, 1975, are based, in part, on the error reduction programs already in use by many counties and provide the added dimension of Department of Benefit Payments assistance in extending successful Quality Control - Corrective Action concepts to all counties.

The regulations have been issued at a time when many counties can already take great pride in their improved ability to accurately determine AFDC eligibility and grants. These decisive county actions have significantly contributed to reduction of California's error rate, making it one of the lowest in the nation among the large states.

To assist in implementing the new regulations, we have enclosed a preprinted Quality Control - Corrective Action Plan. Consistent with Section 15-405 of the regulations, please complete and return the plan to:

Department of Benefit Payments
AFDC Program Operations Bureau
744 P Street, MS 16-30
Sacramento, CA 95814

Quality Control - Corrective Action Plans are due by April 1, 1975. You will receive a response to your plan no later than May 4, 1975.

In addition to the preprinted QC-CA plan there are several documents enclosed to assist you in planning and implementing your Quality Control - Corrective Action program:

The California Quality Control Model

The QC Model has been developed as a means of reducing eligibility and grant errors by involving all three levels of government (Federal, State, County) in the Quality Control - Corrective Action process. It has been included to provide information on the background of the new regulations, and may additionally serve as a guide for establishing your QC-CA program. The Department of Benefit Payments and several county welfare departments have implemented Model concepts and procedures, and view them as a sound approach to error reduction.

We are continuing our effort to increase Federal involvement, particularly as related to errors resulting from problem Federal regulations.

The HEW Quality Control Manual/3000

The QC Manual/3000 describes the procedures used by the state and federal staffs for sample selection, home visits, third party contacts, acceptable types of verification, and instructions on the use of the federal review forms. This valuable tool is now being used by many counties as a basis for their QC programs.

QC County Sampling Instructions

The QC county sampling instructions are provided for informational purposes. The procedures are suggested for those counties electing to choose their own sample. Random number tables will continue to be furnished to all counties every six months.

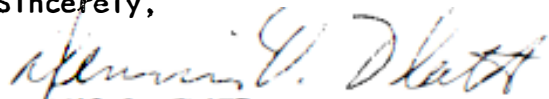
Questions and Answers

These are answers to questions received from counties and answers to anticipated questions on general aspects of the regulations.

Our Quality Control and AFDC Program Operations Bureaus will be using a teamwork approach in assisting counties with implementation. Please do not hesitate to call if you have questions or desire assistance. Addresses and telephone numbers of state personnel to be contacted are attached.

County contributions to the development of the new regulations have been invaluable. The continued support of all counties is essential in implementing the regulations to further reduce errors and achieve our mutual goal of a controlled and equitable AFDC program.

Sincerely,



DENNIS O. FLATT
Deputy Director

Enclosures

cc: CWDA