

**DEPARTMENT OF SOCIAL SERVICES**

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March 23, 1979

ALL-COUNTY LETTER NO. 79-16

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: QUALITY CONTROL (QC) REVIEW AND PROCEDURES FOR CORRECTIVE ACTION  
DURING IMPLEMENTATION OF THE FOOD STAMP ACT OF 1977

REFERENCE:

During conversion to the new food stamp regulations, the US Department of Agriculture, Food and Nutrition Service (USDA-FNS) is requiring state QC to monitor the accuracy of converted cases and county compliance with the conversion schedule. This same process will be used to generate information for use by counties and Food Stamp Program Management Branch (FSPMB) in identifying specific areas for prompt and effective corrective action.

To meet the federal requirement a statewide sample of active cases and negative cases (denials and terminations) will be drawn monthly. In addition, the federal sample will be expanded in a large number of counties to yield a sample of 90 active cases per month in those expanded sample counties. The first sample will be drawn either 15 days or 30 days after the effective date of the new food stamp regulations and either each two weeks or each month thereafter at least through August 1979. These cases will be drawn from files of certification (recertification) actions completed in the review month for active case review. Denial of application or termination action files will be used in drawing negative action samples. Combined action files are acceptable.

Each selected case will be subjected to a brief desk review which conforms to the federal requirement. The state QC analyst will complete a federal check list, FNS-132 (See Attachment), on each case reviewed and will note by program element those deficiencies attributed to policy application, verification, documentation and computation. One copy of the FNS-132 will be provided to the county on a flow basis and, after computer input, the second copy will flow to FSPMB. Use of the FNS-132 by the county and FSPMB for corrective action purposes is described below.


About the fifteenth of the month following the month in which the review is conducted, each county represented in the expanded sample group will receive an FNS-133, summary of FNS-132 information. The QC review is intended to assist counties and FSPMB in identifying problems which, when resolved, will result in more accurate conversion of the caseload. No error rates will be calculated as a result of these reviews.

When the FNS-133 summary is received by both the Food Stamp Program Operations Bureau (FSPOB) and the expanded sample county, the state food stamp consultant will contact the county by phone to discuss the findings of the QC review. For the remaining counties the FNS-132 individual federal check list will be used to address the QC review findings.

The FNS-133 for the expanded sample counties and the FNS-132 for the remainder of the counties will be used to determine if there are major problem areas. For counties with major problem areas, the county staff and state food stamp consultant will determine if corrective action is appropriate and whether it should be at the state or county level. Agreements that are reached will be confirmed in writing to the county by the FSPOB consultant in order to limit the counties' paperwork.

To concentrate individual case correction on the most productive areas the QC findings will identify "potential dollar deficiency cases" among active cases and "potentially eligible households" among negative cases. Only these cases will require county corrective action, and FSPOB will monitor this corrective action. All counties will be required to correct these two types of cases.

Should you have any questions on the QC sample, please contact George Roberts at 445-0220. Questions regarding corrective actions should be addressed to the county's Food Stamp Program consultant at (916) 322-5475.

  
KYLE S. MCKINSEY  
Deputy Director  
Welfare Program Operations Division

Attachment

cc: FNS, WRO  
CWDA