

DEPARTMENT OF SOCIAL SERVICES

744 P Street, Sacramento, CA 95814
(916) 322-5475



February 13, 1981

ALL-COUNTY LETTER NO. 81-12

TO: ALL COUNTY WELFARE DIRECTORS

SUBJECT: FOOD STAMP CORRECTIVE ACTION PROCESS

The Food Stamp Program Management Branch has developed a corrective action process for use in implementing the Federal Performance Reporting System regulations in the Food Stamp Program. Decisions leading to the development of this process were shared with the CWDA Food Stamp Committee, whose members provided comments on individual policy and procedural issues involved. A description of this process is attached.

This corrective action process was designed in an effort to concentrate available resources (at both the state and county levels) on the reduction of the Food Stamp dollar error rate and the resolution of equity issues." The process will be applied to all problems identified by any source (e.g., Federal audits, ME reviews, State Quality Control, etc.)."

The basic steps of this process are: (1) the prioritization of problems based on a prescribed rating scale; (2) a preliminary determination as to whether the problem is caused at the county, state or federal level; (3) an assessment of available resources and a determination of a "cut-off" point for the number of problems to be acted upon; (4) the determination of "root" cause; (5) the development and implementation of corrective action; and (6) the monitoring and evaluation of the corrective action.

The Food Stamp Program Operations Bureau will be contacting each county to discuss the development of corrective action on newly identified problems and previously identified problems for which corrective action has not yet been developed. For those problems previously identified for which corrective action has already been initiated or developed, no changes to those agreements will be required as a result of the implementation of this process."

If you have any questions regarding this matter, please contact your Food Stamp Program Operations Consultant at (916) 322-5475.

Sincerely,

A handwritten signature in cursive script that reads "Kyle S. McKinsey".

KYLE S. MCKINSEY
Deputy Director

Attachment

cc: CWDA