

CalFresh Payment Accuracy Best Practices Webinar

July 9, 2015

Sacramento County

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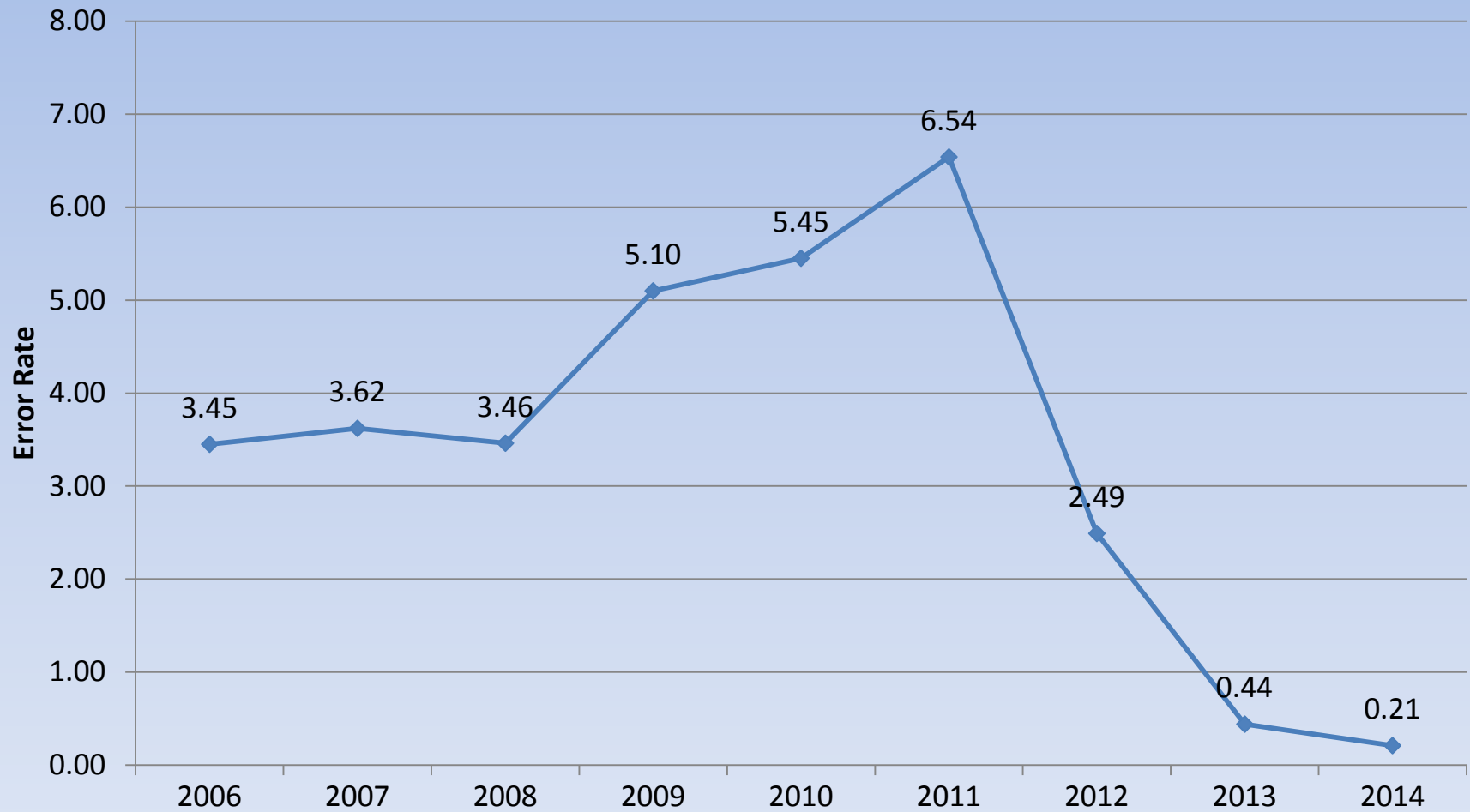
- 2011 for large counties – worst in the State (6.54)
- State Visit and Fresno experience.
- Osnes Consulting\Rushmore Philosophy
- Culture Shift - Reviewing for Accuracy.
- Program and Quality Control (QC) are joined at the hip.

CALFRESH BRANCH
CALFRESH STATE AND FEDERAL SAMPLE
MONTHLY CUMULATIVE DOLLAR PAYMENT ERROR RATES
FEDERAL FISCAL YEARS 2006 through 2014

SACRAMENTO ERROR RATES

2006	2007	2008	2009	2010	2011	2012	2013	2014
3.45	3.62	3.46	5.10	5.45	6.54	2.49	0.44	0.21

Sacramento County CalFresh Error Rate YEARS 2006 through 2014



Quality Control (QC) Culture Shift:

To reduce Sacramento County's CalFresh error rate by transitioning Quality Control (QC) to a review culture that reviews for accuracy of benefits versus reviewing to document errors.

Work with Rushmore

- Initial discussion 2012 with Julie Osnes Consulting, LLC, *Osnes Consulting/Rushmore advocates one primary strategy to reduce and sustain error reduction – instituting a new culture for Quality Control where their role is to report the highest accuracy rate possible for their employer rather than documenting errors and stopping short by not pursuing opportunities to mitigate them.*
 - Rushmore provided on-site trainings – FNS 310
 - Rushmore Programmers on site to define requirements and provide training on the tool.
 - Weekly calls (with QC staff, Program Specialist, QC Supervisor, Program Manager, and Rushmore) to review cases.

What Does “Review for Accuracy” Mean?

This simply means that all aspects and avenues of the QC review processes will be explored as assurance that the greatest opportunity to arrive at a correct case disposition.

Our approach is to ensure that the minimum requirements set forth in the Food and Nutrition Services (FNS) 310 Handbook are met and that Program policy guides each review.

The QC process will be accomplished in accordance with federal guidelines and does not compromise the integrity of the QC process .

What Does “Review for Accuracy” Mean?

- Using program policy, FNS 310 guidelines, and Rushmore consultation to validate the benefit issuance
- Looking at the entire case
- Not stopping at error identification
- Continuously review and research information until we have exhausted all available information, or we all agree it is an error.
- We may review again

What Are the Results of the Culture Change of Reviewing for Accuracy?

This approach to error reduction advocates teamwork and requires that each member of the QC-policy team commits to and embraces the new philosophy.

- Better teamwork and collaboration in the QC process
- QC Staff knowledge is greatly improved
- Workload increase – reviews and re-reviews
- Improved QC staff morale
- By mitigating the error, the household is not encumbered with the over-issuance.
- Improved error rate

Program and QC are joined at the Hip.

- Staff – Knowledge is key.
- QC staff buy-in is instrumental in the culture shift.
- Expanded the QC review process – team focus.
 - ✓ Program Manager participates.
 - ✓ Program Specialist provides real time policy and rule interpretation access to QC staff.
 - ✓ QC Supervisor reviews – QC staff findings
 - ✓ QC staff participate in CalFresh trainings – improved credibility from line staff.

Quality Control (Before) Process

- Review for Errors.
- QC staff\Reviewer determined the citable error.
 - Errors were staffed with the QC supervisor.
 - Supervisor determined whether the error was citable.
 - Supervisor transmitted errors into RADEP.
- QC supervisor and QC staff met once a month to discuss regulation updates.

Quality Control (After) Process

- Goal of QC review changed – Review for accuracy by going beyond error identification.
- Review Process changed – program staff participate in every aspect of the review (*supervisor and program specialist work with QC reviewers to determine what information is available in the case or through contact with the household, which may deem the case correct*).
- Before contacting the customer, the team determines what elements are needed to validate the benefits issued to the household.
- QC Reviewers, Program Specialist, QC Supervisor, and the Program Manager meet weekly as a team to discuss where we are with error mitigation to errors cited.
- QC Reviewers, Program Specialist, and the QC Supervisor participate in a bi-weekly conference call with Rushmore to discuss potential errors.
- The case is not complete until all parties agree evidence is unavailable to support the action.

Example

NACF HH -1 - SSI/SSP father and 17 year old daughter. As of the review date, father reported 17 year old daughter moved out of the home. QC could not find report of HH change in case file. QC asked if anyone else lived in the home and father stated 32 year old son moved in the home. Son did not have income or expenses. Father reported to QC the son purchased and prepared with the father. Because QC was able to include the 32 year old son, the benefit issuance for a HH of 1 was correct.

The error was the 17 year old daughter left the home. The error was mitigated, because the 32 year old son, who purchased and prepared with the father was in the home making the benefit issuance correct.

Systems in Place

Department Wide

- Quality Assurance
- Performance Measures
- CalFresh Roadshows
- Case Review Training Supervisors (CRT)
- CalFresh Error Review Meeting (CERM)

Quality Control

- Weekly Quality Control Staff meetings
- Bi-Weekly Conference Calls with Rushmore
- State Re-Reviews all Federal Cases
- Examples from FNS Disagrees