



# Keys to Low CalFresh Error Rate

July 9, 2015

# Organization & CalFresh Case Information

- Kern had 66,000 active CalFresh cases with 157,000 individuals participating in May 2015
- Kern ranks as the 3<sup>rd</sup> largest county in square miles in California
- Operates 9 offices, 1 main, a Call Center and 7 district offices
- Non-Assistance CalFresh and Medi-Cal Cases are assigned to processing teams that work in collaboration with our Customer Assistance TeleCenter (CAT)
- Kern's cumulative CalFresh Error rate through February 2015 was 0.81%

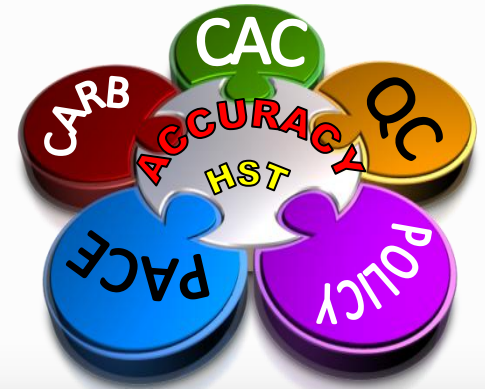
# Keys to Low Error Rate

- **Organizational Processes & Expectations**
  - ❖ Eligibility Staff Accuracy Expectations
  - ❖ Supervisory Case Reviews
  - ❖ New Eligibility Worker Case Reviews
  - ❖ Secondary Case Reviews
  
- **Internal Collaborations**
  - ❖ Corrective Action Committee (CAC) Meeting
  - ❖ Corrective Action Review Board (CARB)
  - ❖ Protection Against Citable Errors (PACE) Unit

# Keys to Low Error Rate

## ■ Resources & Tools

- ❖ CARB Tips & E-Tips
- ❖ CalFresh Training
- ❖ CalFresh Accuracy Rate Posted For All Staff
- ❖ Data Analysis Case Review Reports
- ❖ Journal (Documentation) Template in C-IV



- **Eligibility Staff Accuracy Expectations**

*Supervisors monitor their worker's CalFresh accuracy rate based on supervisory case reviews. The worker's accuracy rate is discussed with them at their conference meetings and are included on their annual Employee Performance Evaluation Reviews. Workers are expected to maintain a CalFresh accuracy rate of 95%.*

- **Supervisory Case Reviews**

*Supervisors are responsible for reviewing 10 cases 5 active and 5 negative actions for each of their workers per month. The review results are discussed with them and errors discovered are used for training. Once the worker is informed of the error the supervisor is diligent in follow-up to ensure errors are corrected. The case review information is compiled and discussed at our Corrective Action Meeting.*

- **New Eligibility Worker Case Reviews**

*Training Supervisors are required to complete a thorough review of ALL case action completed for new workers for the first 6 months of employment.*

- **Secondary Case Reviews**

*Assistant Program Directors are required to conduct Case Re-Reviews from the Supervisory reviews completed in their Division.*

## • **Corrective Action Committee (CAC) Meeting**

*Held monthly and is facilitated by our Eligibility Program Assistant Director (AD). Meeting discussion involves error trends, review of reported error findings and a plan for training or policy development to avoid errors from recurring. The AD stresses the importance of our departments' commitment to issue accurate benefits at all times and recognizes worker and their Supervisors for a job well done with accuracy certificates. Training is recommended and issued as E-Tips.*

*Attendees consist of Eligibility Program Managers, Assistant Program Managers, Supervisors, QC Supervisor, PACE Supervisor, Staff Development and CalFresh Policy, Income Review Supervisor and Appeals Supervisor.*

## • **Corrective Action Review Board (CARB)**

*Held monthly to review Quality Control and State Negative error cited cases. The Board discusses the error and root cause and determines if the error is valid or there is a rebuttal with error cited. If rebuttal, a Policy Interpretation is sent to State policy for clarification. The board consists of Eligibility Program Managers, Assistant Program Managers, Supervisors, Eligibility Workers, QC Supervisor and CalFresh Policy. Since Program Managers are part of the board, they are immediately able to implement and provide information on corrective action of errors cited to their staff to avoid future errors. Training is also recommended and issued as a CARB Tip.*

## • Protection Against Citable Errors (PACE) Unit

*The PACE unit was created solely for the purpose of conducting second party CalFresh case reviews. Every month the unit conducts comprehensive desk reviews of over 300 cases and determines if benefits were issued accurately or if errors exist. The case review information is compiled into data analysis reports consisting of error trend information, the number of errors discovered per division, how many cases reviewed were accurate and how many had procedural errors. This information is reported out at the Corrective Action Committee Meeting (CAC).*

*The unit consists of 4 workers and 1 Supervisor.*

PACE STATISTICS ~ CalFresh Reviews						
	# OF PACE READS Requested for Review	# OF PACE READS Completed	# OF Financial Error Corrections Requested	# OF Financial Error Corrections Received	% OF Financial Error Corrections Received	
TOTAL DIVISION 9	80	80	24	24	100%	
TOTAL DIVISION 12	80	80	17	17	100%	
TOTAL DIVISION 13	80	80	14	14	100%	
DIV 14 - DELANO	7	7	2	2	100%	
DIV 14 - LAKE ISABELLA	6	2	0	0	100%	
DIV 14 - LAMONT	5	5	0	0	100%	
DIV 14 - MOJAVE	7	3	0	0	100%	
DIV 14 - RIDGECREST	5	0	0	0	100%	
DIV 14 - SHAFTER	5	5	3	3	100%	
DIV 14 - TAFT	5	4	0	0	100%	
TOTAL DIVISION 14	40	26	5	5	100%	
<b>Totals</b>	<b>280</b>	<b>266</b>	<b>60</b>	<b>60</b>	<b>100%</b>	
# of Financial Error Corrections Not Received					0	
# of Reviews Updated to Procedural Error					0	
# of Reviews updated to No Error					0	
<b>TOTAL NUMBER OF FINANCIAL ERRORS</b>					<b>60</b>	
ERROR Statistics						
NO ERRORS				43	16%	
FINANCIAL ERRORS				60	23%	
PROCEDURAL ERRORS				163	61%	
Error by Classification						
	EH	HST 1	HST 2	HST 3	HSS	TOTAL
Total Cases Reviewed	9	49	121	85	2	266
Financial Errors	3	12	28	17	0	60
Procedural Errors	2	29	76	54	2	163
No Errors	4	8	17	14	0	43
% of Financial	33%	24%	23%	20%	0%	23%



## • CalFresh Training

*Supervisors provide mandatory training on error trends identified by PACE, QC and policy in their supervisor staff meetings. This can include the CARB & E-Tips developed based on CARB and CAC meeting discussions. Both the PACE and QC supervisor provide a CalFresh Quality Assurance and Quality Control program overview at each Eligibility Induction Training class.*

## • CalFresh Accuracy Rate Centrally Posted

*Our Department's CalFresh error rate and accuracy goal is centrally posted on our intranet's homepage to make it easily accessible and ensures all staff are aware of our accuracy rate in the CalFresh program. When staff navigate to this page to get information on policy or department information, it's a visible reminder of our department's CalFresh accuracy goal.*

The screenshot shows the myDHS intranet homepage. At the top is the myDHS logo. Below it is a navigation menu with the following items: Employee Resources, Online Tools, External Pages, Phone Lists, and Policy and Training. Below the menu is a CalFresh accuracy rate table. The table is titled "cal fresh" and "Updated: 6/30/2015". It contains the following data:

QC Error Rate:	
Active: FFY 2014 1.62%	ACTIVE through FEBRUARY 2015: .81%
Negative: FFY 2014 18.75%	NEGATIVE through FEBRUARY 2015: 25%

Below the table are several circular icons representing different programs: PACE, QC, CARB, and CAC.



## •CARB Tips & E-Tips

*Both the CARB & E-Tips are developed as mandatory CalFresh Training for staff. Tips are created based on CalFresh error trends and recommended from CAC Meeting or CARB. The tips are posted on the DHS intranet and distributed to Managers and Supervisors.*

## •Data Analysis Case Review Reports

*To ensure our department understands particular case management problems which are causing the errors our department attempts to identify the root causes of the error, who or what lead to the benefit errors by capturing the error trend data from:*

❖ <i>Quality Control &amp; PACE Reviews</i>	❖ <i>Supervisory &amp; APD Case Reviews</i>
❖ <i>Fair Hearings</i>	❖ <i>Management Evaluations</i>

## •Journal (Case Documentation) Template in C-IV

*To ensure workers are thoroughly documenting all case actions taken, the C-IV journal template must be used when creating a case narrative. The template is comprehensive and includes mandated requirements to document.*

# Most Important Key

**COMMUNICATION !**

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*Martha Esparza – Assistant Program Director – CalFresh Policy*

[esparzm@kerndhs.com](mailto:esparzm@kerndhs.com)

661-633-7337