



CDSS

WILL LIGHTBOURNE  
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY  
**DEPARTMENT OF SOCIAL SERVICES**

744 P Street • Sacramento, CA 95814 • www.cdss.ca.gov



EDMUND G. BROWN JR.  
GOVERNOR

September 12, 2016

ALL COUNTY WELFARE DIRECTORS LETTER

TO: ALL COUNTY WELFARE DIRECTORS

FROM: KIM MCCOY WADE  
Chief  
CalFresh Branch

SUBJECT: CALFRESH NEGATIVE CASES - TRANSITION TO PERFORMANCE  
MEASUREMENT COUNTIES (PMC)

REASON FOR THIS TRANSMITTAL

- State Law Change
- Federal Law or Regulation Change
- Court Order
- Clarification Requested by One or More Counties
- Initiated by CDSS

The CalFresh negative cases consist of actions taken by the county agency to deny or terminate a household's benefits. The purpose of the negative action review is to verify through documentation contained in the case record whether the agency's action to deny or terminate the household was valid. There are approximately 70 negative cases sampled from the 19 Performance Measurement Counties (PMC) each month. CDSS State Quality Control (SQC) currently reviews 100 percent of all negative cases. All negative cases are subject to Federal subsample by the U.S.D.A. Food and Nutrition Service (FNS).

Beginning with the October 2016 sample month, the California Department of Social Services (CDSS) will require that the 19 PMC complete their sampled CalFresh negative cases as they currently do for their assigned CalFresh active cases. This decision was made in consultation with the PMC.

**SQC will re-review and approve 100 percent of all PMC completed negative cases and continue to complete the sampled CalFresh negative cases for the non-PMC.**

The PMC are as follows: Alameda, Contra Costa, Fresno, Kern, Los Angeles, Merced, Monterey, Orange, Riverside, Sacramento, San Bernardino, San Diego, San Francisco, San Joaquin, Santa Clara, Solano, Stanislaus, Tulare, and Ventura.

Since FNS modified its review focus on negative actions to include procedural errors, California has consistently maintained a Case and Procedural Error Rate (CAPER) well

above the national average. With the 19 PMC completing the negative cases, the CDSS expects the PMC will more easily identify areas in their processes that need improvement based on error trends. SQC will continue to work with the PMC to help facilitate corrective action(s) on sampled cases as required from MPP Section 63-802.

To assist the PMC in this transition to reviewing negative cases beginning with the October 2016 sample, the following steps will be taken by SQC:

1. A State QC Transmittal will be distributed to the PMC that outlines how to obtain access to FNS's SNAP-QCS case review system.
2. Webinars will be conducted by SQC for the PMC in order to demonstrate how to obtain access to the SNAP-QCS system and how to use SNAP-QCS.
3. SQC will be accessible for the PMC to request additional trainings on negative cases.

The PMC should expect the October 2016 sample to be assigned December 2016.

If you have any questions or concerns about this document, please contact Tami Gutierrez, Chief of CalFresh Operations Bureau, at (916) 653-5420 or [Tami.Gutierrez@dss.ca.gov](mailto:Tami.Gutierrez@dss.ca.gov).