AGENDA

3/22/2016
9:30 a.m. to 3:00 p.m.
Location: 744 P Street, Room OB8/1031, Sacramento, CA 98514

CONFERENCE LINE: (877) 336-1831
PARTICIPANT CODE: 948020
HOST: 873060

Note Taker:
FFY2016 Goals: Remain below 6% Payment Error Rate, achieve a 98% completion rate, Empower QC staff through sharing of Information, and minimize the regression rate.

<table>
<thead>
<tr>
<th>Morning Session</th>
<th>Welcome</th>
<th>FOB/All Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Welcome</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Roll Call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Facilities</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Agenda Review</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Minute Review</td>
<td></td>
</tr>
</tbody>
</table>

Results of the Survey Monkey
- CAPER
- Actives Pilot
- FAAC

Hand-Out
FNS 310 In-Service Workshop
The purpose of the in-service workshop is to provide QC staff with specific topic information in order to maximize the completion rate and minimize the regression rate for reviews returned as incomplete.
- FNS 310 Section 442 – Presented by FOB

Hand-Out
Subsample Case Review Federal Findings
The purpose for the review of the federal findings to provide a learning opportunity and to determine any next steps. The hand out will be provided ahead of time to allow time to review.
- Active Case Review
- CAPER Case Review
FOOD ASSISTANCE ACTION COMMITTEE
A Federal, State and County Partnership for policy interpretation and review, CalFresh outreach, Quality Control and corrective action activities

County Discussion
This time provides an opportunity for counties to bring to the table any concerns regarding the QC process. May include case scenario discussion. Whenever possible, concerns should be emailed ahead of time to FOB.

- FNS Quality Control Memo 16-02
- FNS Quality Control Memo 05-01
- QC Face to Face Interview Waiver – San Diego

Policy
The purpose is to have Policy staff inform the counties of upcoming legislation, court litigation, policy development, and to answer any questions that came out of the county discussion. The counties are responsible for evaluating the information received to determine what impacts if any it will have on the QC process and if it will potentially cause federal findings.

12:00 – 1:00 Lunch

Afternoon Session
Management Evaluation
The purpose is to present the national priorities, and share best practices acquired from the last evaluation.

FNS
The purpose for FNS to provide any information about operations, provide feedback based on their observations from case reviews, and answer any questions that came out of the county discussion.

Hand-Out
Payment Accuracy
The purpose is to go over the error rates and have a discussion about possible corrective action and best practice sharing. Discussion will include the CalFresh Payment Error Rate Analysis conducted by FOB and the Summaries from the counties based on their error review panel discussions. The discussion will also

All Participants
Policy Bureau
Frank Verduzco
FNS
All Participants
include the error causes for the quarter.

- Payment Error Rate Analysis – Nestor
- Summaries from error review panel discussions – all counties
- Error Cause Findings 7/2015 to 9/2015 Quarter – all counties

### Completion Rate

The counties are primarily responsible monitoring their completion rate. For federal actives, we must complete 98 percent of 1020 reviews. The PMC counties must complete 280 reviews. Discuss current completion rates.

- Drop cases – Solano County
- Sample – Starting with a higher caseload – Solano county
- Sampling Frame and Completion Rate - FDRAB

### New Business

The purpose is to discuss any upcoming changes, events, initiatives, etc. that impact the QC process.

### Action Items

Purpose is to go over any outstanding action items, recap action items from today’s meeting and assign responsibility, and to provide feedback about today’s meeting and establish what will be on the next agenda

Adjourn 3PM

### Additional Information:

Next Meeting is May 24, 2016 – San Bernardino

### Action Items

<table>
<thead>
<tr>
<th>Date Opened</th>
<th>Item Description</th>
<th>Assigned to</th>
<th>Target Completion Date</th>
<th>Result</th>
</tr>
</thead>
</table>

Page 3 of 4
FOOD ASSISTANCE ACTION COMMITTEE
A Federal, State and County Partnership for policy interpretation and review, CalFresh outreach, Quality Control and corrective action activities