



FOOD ASSISTANCE ACTION COMMITTEE

A Federal, State and County Partnership for policy interpretation and review, CalFresh outreach, Quality Control and corrective action activities

January 26, 2016 MINUTES

Welcome

- Frank Verduzco is acting Manager for the Los Angeles Field Operations Bureau (FOB) office in place of John Mason. John Mason is now working with Community Care Licensing.
 - Voted on Note Taking responsibilities and decided to rotate instead of asking for volunteers at every meeting. Martha will e-mail the Note Taker Rotation Schedule to all participants.
 - We continue to experience issues with “Hold Music” and background noise during the conference call, CDSS will look into a conference call line that allows the moderator to mute all participants.
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County Discussions

- Discussed Saldivar court order and how this policy is not recognized by the FNS. San Bernardino stated they would prefer to cite an error on a case rather than apply the Saldivar regulation and get a Federal Disagree. Martha Jue stated that all reviews (State/Federal) should be completed applying Saldivar and if a Federal difference is received the State would absorb the error instead of the County.
- Counties requested the QC extranet be updated so it may be used as a resource tool for new QC staff.
- FNS & State hold a quarterly meeting to discuss QC & policy related issues. FNS stated that it would be difficult to include all counties, but CDSS agreed to share the minutes from the meeting with all FAAC participants. FNS will continue to be part of the FAAC meetings, and this will provide counties an opportunity to further discuss any topics covered during the FNS & State quarterly meeting.
- Discussed the challenges of dealing with multiple review analyst and the different personalities. Martha Jue explained that this was done to equalize work and provide a learning opportunity (with different systems and/or processes) to review analyst. CDSS has committed to limiting the number of review analyst to two per county. It was requested that protocol/guidelines be established for communication between analyst and counties.
- Carlos Ocampo will begin discussions with Kim McCoy and Tami Gutierrez to have PMC counties complete their own negative reviews.
- Steve explained that Sacramento has expanded the analyst level of access to CalWIN allowing them to view documents imaged. This has eliminated the need to request documents for negative reviews.

- San Diego brought up concerns regarding the revised verbiage provided by CDSS to CalWIN consortium and how it only accommodates situations where an action is taken prior to the 30th day. The discussion continued with Program regarding the CF Waiver to Deny Initial Applications before the 30th Day, they will be issuing errata to provide more clarification.
 - Scenario was shared by Kern County and they wanted to know whether or not to apply Saldivar, Martha Jue requested they e-mail the scenario so they may research and respond accordingly.
 - FNS 310 training will happen this year.
 - New conference “National Eligibility Workers Conference.
 - FOB open to having Counties chair FAAC.
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**Subsample
Case Review
Federal
Findings**

The purpose for the review of Federal findings is to provide a learning opportunity. The Federal differences for active cases were reviewed, but the negatives were until next meeting.

Policy

- FOB now has a monthly meeting with Program.
 - Jennifer working on sending out a one page document regarding VUR, she expects to have this out by next week.
 - Webinar regarding Change Reporting will be open to everyone.
 - An erratum regarding Change Reporting is pending final signatures to be issued.
 - There is a CF NOA workgroup which includes the participation of Counties and CBOs meetings are held every 3rd Wednesday of the month. Martha Jue is part of this workgroup too. Working on putting together a separate workgroup to work on CWs forms too.
 - ABAWD waiver has been extended through 12/21/2017. ABAWD ACL will mandate the statewide timeclock to be used when the waiver expires.
 - There will be an expansion of the E&T and California was selected for a SNAP to skills program that will provide guidance and assistance.
 - AB402 reversed certification provides options for new students to enroll in CF.
 - ES ACL that will clarify ES policy is coming soon.
 - CF 37 form is being looked at and it might be revised.
 - Yesterday was the last day to sign up for the Learning Collaborative for Customer Service that will be starting soon.
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New Business

- Revamping FAAC meeting dynamics, CDSS is encouraging the participation of all Counties. Brainstorming ideas to make this

happen included:

- ✓ Ask yourself, "How do we make a difference?"
- ✓ Consider holding Regional meetings
- ✓ Getting to know who your audience and their years of experience with QC
- ✓ CDSS supporting Counties by inviting subject matter experts to the meetings
- ✓ CDSS encourages face-to-face participation and will survey counties to see if this is feasible

CDSS will begin communicating to higher level management the importance of FAAC during CWDA, to support Counties with the justification of travel.

- We will be migrating to SNAP QC System, so having PMC counties begin completing the negative reviews may help with this transition.
- FOB asking for volunteers to pilot entering active cases in the SNAP QC System. Darryl will provide a walk through in SNAP QCS and Martha will send an email with access instruction to the training environment.

**Management
Evaluation**

ME schedule is posted on the extranet. LA ME was moved up to January with Fresno. ~~It was requested that all counties identify appropriate leads to provide technical assistance. Chris Alivio encourages counties reach out to him for tips.~~ (Per Acting Manager Frank Verduzco, the county should contact him for anything ME related.) Carlos would like to see a combined report of last year's ME's to highlight best practices.

FNS

Dawn expressed that the direction of FAAC was very encouraging and if the meeting were held in person they would attend. It was requested that if counties have any topics that they would like FNS to cover to please send them ahead of time.

Federal disagrees are high and mostly they are changing the finding to incomplete. FNS will allow the State time to provide documentation to prevent a disagree. FNS acknowledges that this increase is due to the verification change requirements at recertification. It was recommended that Counties look at Chapter 13 and not forget likely conclusion.

If PMC Counties do began completing their own negative reviews please submit the request for access timely as it will take a couple of days to process. Reminder that level II access will require 674 form to be submitted to Lynn and a visit to the local regional office for ID. Carlos reminded Counties that we have an entire year to complete

incomplete cases, in situation where the beneficiary decides to cooperate.

Training will be provided on how to properly code timelines at the next FAAC.

Error Rates

The error review analysis now includes a quarterly report which will list the counties errors. Each county should come prepared to discuss the root cause of the errors. The accuracy reports will continue but please be aware that these rates may change.

Completion Rate

FOB not sure they will complete 98% of active review minimum requirement and this may result in supplemental case reviews for counties. Updates on this subject will be provided by Pam Ward next week.

More to come regarding the 280 minimum requirement. FOB is now is not working FDRAB (Federal Data Reporting and Analysis Bureau) prior to the sampling plan being submitted to FNS.
