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| LOCAL COMMISSIONERS MEMORANDUM |
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DSS-4037EL (Rev. 9/89)

Transmittal No: 92 LCM-46

Date: March 12, 1992

Division: Administration
Family and Children
Services

TO: Local District Commissioners

SUBJECT: Quality Control and Corrective Action for Foster Care
Eligibility

ATTACHMENTS: None

The purpose of this memorandum is to advise social services districts of the Department's plans to initiate a Quality Control (QC) review process for children services programs. Initially the QC process will assess foster care categorical eligibility determinations and related procedures in selected local districts. It will target local efforts to secure federal funding for the foster care program. We plan, in the future, to expand the purpose and scope of the QC review to cover other local districts, performance areas, and children service programs.

In the recent past, the Department has discussed with both the New York Public Welfare Association (NYPWA) and individual social services districts the need for a continuous QC review process for children services programs. We plan to continue these discussions especially as they relate our plans for the future expansion of the QC review process mentioned above.

At this time however, the Department needs to introduce a QC review system directed specifically at the eligibility process for the purpose of ensuring that federal participation in costs is fully and appropriately utilized as a means of alleviating the budget crisis facing both State and local governments. Furthermore, in order to ensure that funding is retained, the review process will test to determine that such claims are sufficiently documented, thereby avoiding federal audit disallowances.

The quality control review process for the foster care program will continuously assess whether local districts are properly determining program/benefit eligibility, and if not, identify the underlying causes of

deficiencies and the resultant impact in terms of lost or overstated reimbursement. The process will provide valuable management information essential to corrective action planning. In turn, the QC review process will assess the effectiveness of corrective actions undertaken to address the identified deficiencies. This QC review process is neither designed for nor will it be utilized as a method to apply sanctions or disallow reimbursement.

Although specific plans have yet to be finalized, staff of the Department's Office of Audit and Quality Control will review case information at local district sites utilizing statistically valid random samples of foster care cases. Tentative results will be provided to social services district staff as soon as developed. Results also will be shared with staff from the Department's Division of Family and Children Services (DF&CS). The DF&CS will work with local districts to develop a Corrective Action (CA) program that will address QC findings.

The active participation of local districts is necessary to ensure that the QC review process and the CA program will succeed. Local district staffs' involvement, including reviewing QC case specific findings and correcting errors, assisting in the identification of causal factors and developing remedial actions, is needed to make QC effective. District participation, including analyzing local eligibility policy and practices, requesting and receiving technical assistance, and modifying existing practices as warranted, is needed to make the CA program effective.

As more detailed plans are developed local districts will be further advised. If you have any questions concerning the QC process please call John Conboy of A&QC at 1-800 342-3715, ext. 432-2755. Any questions concerning Corrective Action planning should be directed to Judith Gallo of DF&CS at ext. 4-9436.

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