

***Attachment 1***  
***Program Quality Assurance for Social Services***

While the following are State Performance Measures, State and Federal Quality Control audits will review to a much larger number of program criteria than the performance measures represent.

**Medi-Cal State Performance Measures**

Pursuant to Welfare and Institutions (W & I) Code, Section 14154 (c) (1), counties must complete Medi-Cal eligibility determinations as follows:

- (A) Ninety percent of the general applications without applicant errors and are complete shall be completed within 45 days.
- (B) Ninety percent of applications for Medi-Cal based on disability shall be completed within 90 days, excluding delays by the State.

Pursuant to W & I Code, Section 14154(c) (3), counties must perform timely RV's as follows:

- (A) Ninety percent of the annual RV forms shall be mailed to the recipient by the anniversary date.
- (B) Ninety percent of the annual RVs shall be completed within 60 days of the recipient's annual RV date for those RVs based on forms that are complete and have been returned to the county by the recipient in a timely manner.
- (C) Ninety percent of those annual RVs where the RV form has not been returned to the county by the recipient shall be completed by sending a Notice of Action to the recipient within 45 days after the date the form was due to the county.

W & I Code, Section 14154.5 requires counties to submit quarterly reconciliation files and to process worker and error alerts within ten working days of the month.

Requirements:

- (A) Conducting quarterly reconciliations is required.
- (B) Processing 95 percent of worker alerts within the timeframes specified.
- (C) Processing 90 percent of the error alerts that affect eligibility or the share of cost within the timeframes specified.

Enactment of the 2005-06 Budget trailer bill established Medi-Cal to Healthy Families Bridging Program Performance Standards as follows:

- (A) Ninety percent of the families with children placed in the Medi-Cal to Healthy Families Bridge Benefits Program shall be sent a notice informing them of the Healthy Families Program within five working days from the determination of a Share of Cost.
- (B) Ninety percent of all RV forms for children placed in the Bridging Program shall be sent to the Healthy Families Program within five working days from the determination of a Share of Cost if the parent has given consent to send the information to the Healthy Families Program.
- (C) Ninety percent of the families with children placed in the Bridging Program who have not consented sending the RV form to the Healthy Families Program shall be sent a request within five working days of the determination of a share of cost, to consent to send the information to the Healthy Families Program.

The Department of Health Services is in the process of developing the sampling and reporting requirement for the Bridging Program performance standards.

## **Food Stamp Performance Measures**

### ***Regulation 63-301.1***

The CWD shall provide eligible households that complete the initial application an opportunity to participate as soon as possible, but not later than 30 calendar days following the date the application was filed.

### ***Regulation 63-301.53 (a)***

For households entitled to expedited service at initial application, the CWS shall make the authorization document, access device or coupons available to the recipient either by mail or for pickup, at the household's request, no later than the third calendar day following the date the application was filed.

### ***Regulation 63-501.1***

The CWD shall certify each eligible household for a definite period of time within which a household shall be certified to receive benefits. At the expiration of such certification period, entitled to food stamp benefits shall end. Under no circumstances shall benefits be continued beyond the end of a certification period without a new determination of eligibility.

## **CalWORKs, Welfare- to- Work, Pay for Performance**

SB 68 added section 15204.6 to the Welfare and Institutions Code creating a Pay for Performance program that provided financial incentives in FY 2006-07, 2007-08 and 2008-09 to counties that meet certain performance standards.

The primary features are as follows:

- Counties may receive additional funding for meeting particular standards in one or more measures.
- The maximum available annual funds for each county will be five percent of the single allocation funds, less the amount for child care.
- The established measures are as follows:
  1. The employment rate of the county CalWORKs cases,
  2. A modified federal work participation rate of County cases, and
  3. The percentage of county CalWORKS cases that have earned income three months after ceasing to receive assistance.
- Payments in FY 2006-07 will be based on performance in FY 2005-06 measured against FY 2004-05 for measures 1 and 3 above. Performance measure 2 will be based on the first half of FY 2005-06. Because performance in the current fiscal year will impact the counties' ability to receive pay for performance funding, counties have been encouraged to focus efforts in the program's measures immediately.
- The legislation did not specifically identify the improvement standards or the methodology for earning and distributing incentives. A workgroup is working together to determine this criteria.