PAPERLESS OPERATION FOR QUALITY CONTROL

COUNTY OF SAN DIEGO

LIVE WELL SAN DIEGO

OVERVIEW

- County of San Diego's initiative to go paperless
- Quality Control (QC)- Self Sufficiency
- Background & Development
- Functionality
- Benefits

BACKGROUND

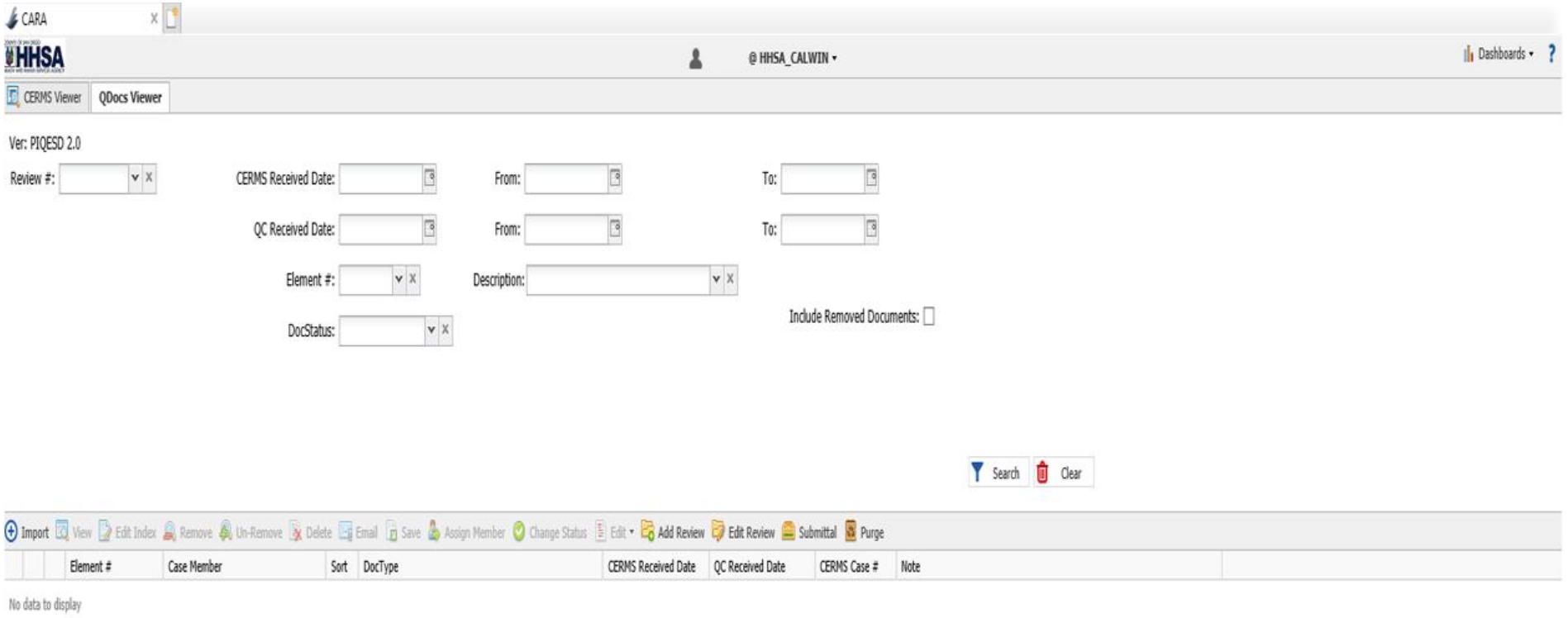
- Going Green
- Impacts of going paperless
- Ongoing timelines/milestone of paperless
- From DORES to CERMS

DEVELOPMENT OF QDOCS

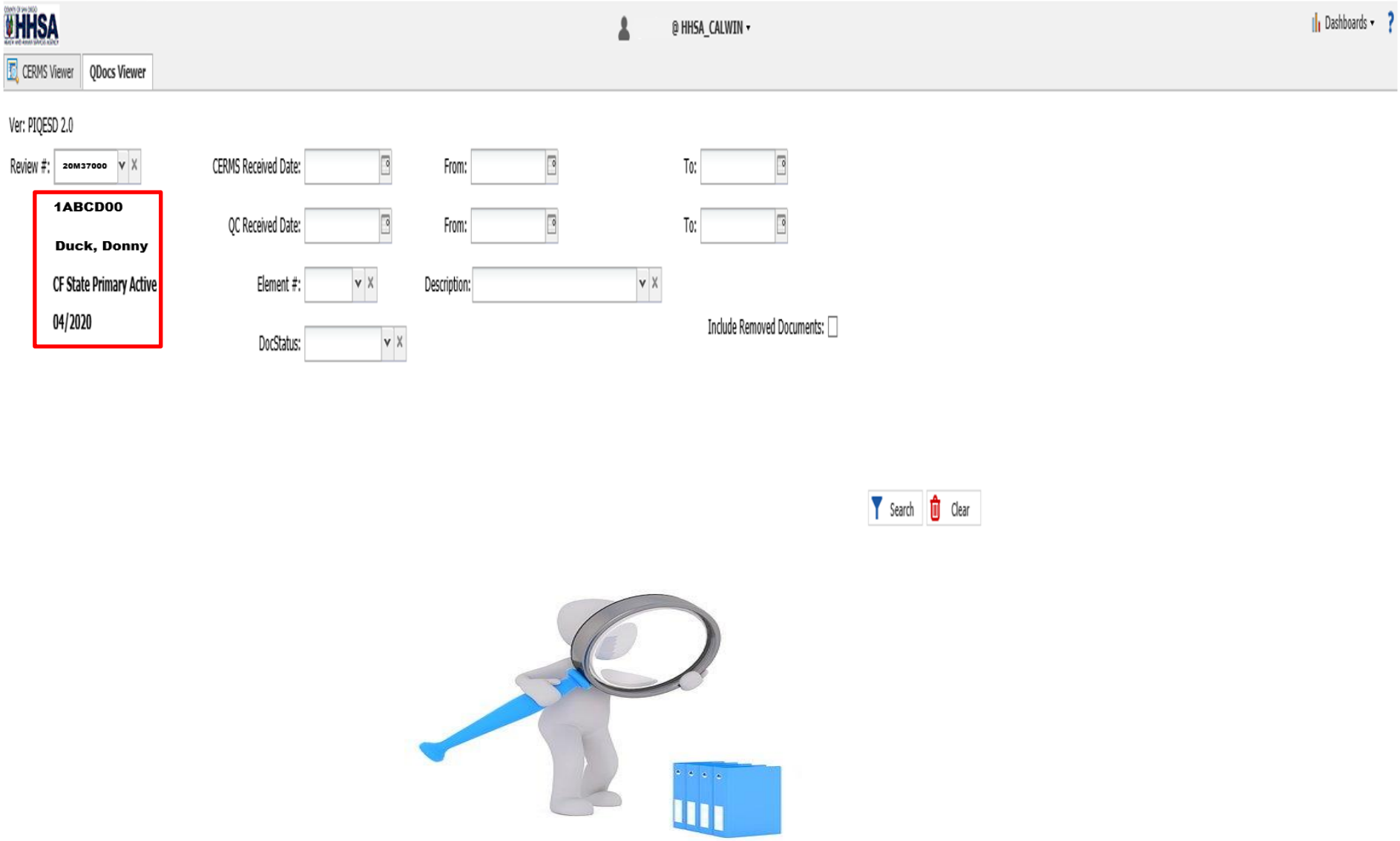
- Project Timeline
- Participants
- Workgroup Timelines
- Quality Control system needs

QDOCS

- Electronic Records Management System (ERMS) – Training started in 9/2017
- Qdocs first release for User Acceptance Testing 9/2019
- Official launch 12/2019

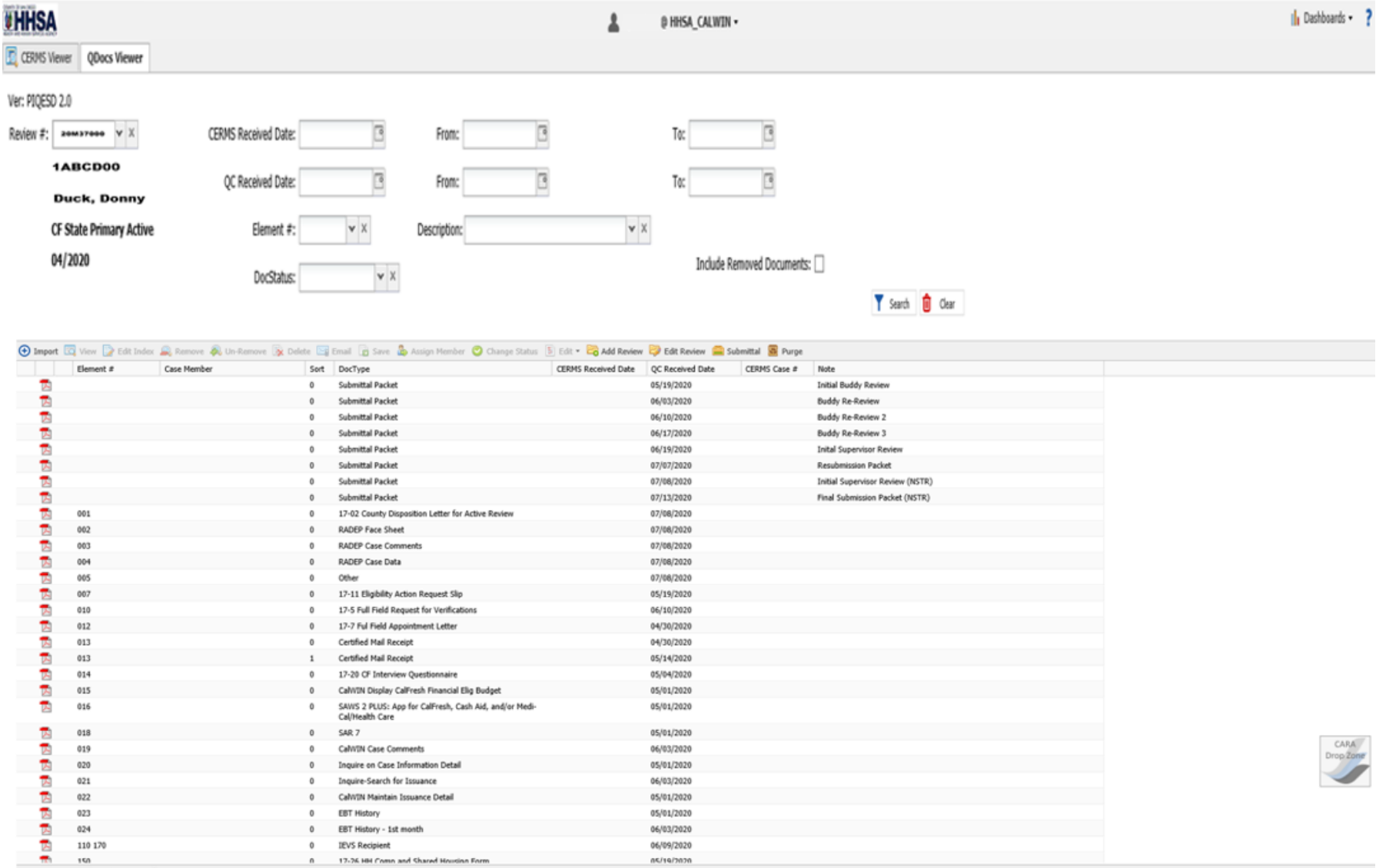


QDOCS


HHSA
@ HHSA_CALWIN
Dashboards
CERMS Viewer
QDocs Viewer
Ver: PIQESD 2.0
Review #:
20M37000
1ABCD00
Duck, Donny
CF State Primary Active
04/2020
CERMS Received Date:
From:
To:
QC Received Date:
From:
To:
Element #:
Description:
DocStatus:
Include Removed Documents:
Search
Clear

QDOCS

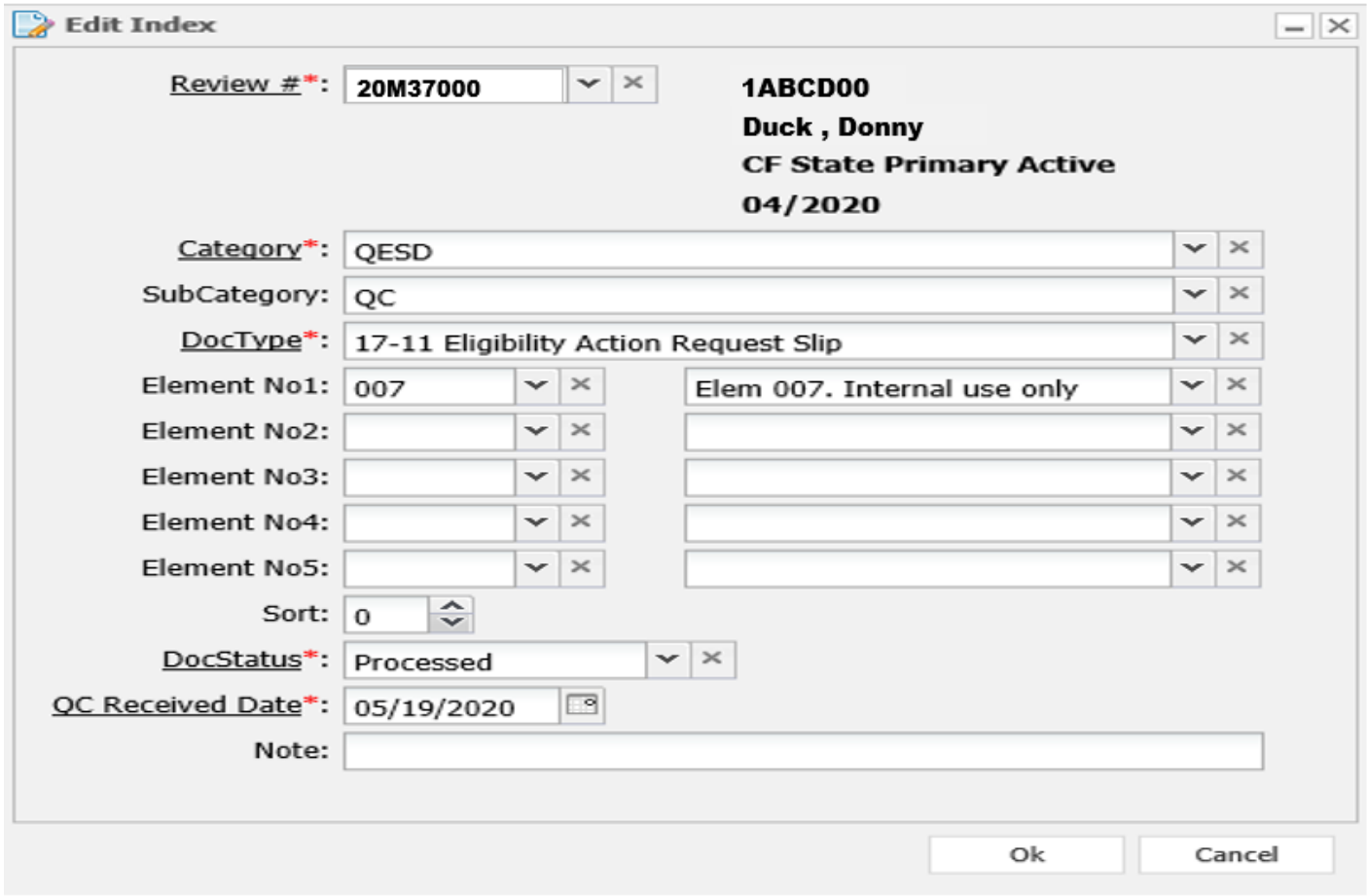
- Search results



Element #	Case Member	Sort	DocType	CERMS Received Date	QC Received Date	CERMS Case #	Note
		0	Submittal Packet		05/19/2020		Initial Buddy Review
		0	Submittal Packet		06/03/2020		Buddy Re-Review
		0	Submittal Packet		06/10/2020		Buddy Re-Review 2
		0	Submittal Packet		06/17/2020		Buddy Re-Review 3
		0	Submittal Packet		06/19/2020		Inital Supervisor Review
		0	Submittal Packet		07/07/2020		Resubmission Packet
		0	Submittal Packet		07/08/2020		Initial Supervisor Review (NSTR)
		0	Submittal Packet		07/13/2020		Final Submission Packet (NSTR)
001		0	17-02 County Disposition Letter for Active Review		07/08/2020		
002		0	RADEP Face Sheet		07/08/2020		
003		0	RADEP Case Comments		07/08/2020		
004		0	RADEP Case Data		07/08/2020		
005		0	Other		07/08/2020		
007		0	17-11 Eligibility Action Request Slip		05/19/2020		
010		0	17-5 Full Field Request for Verifications		06/10/2020		
012		0	17-7 Ful Field Appointment Letter		04/30/2020		
013		0	Certified Mail Receipt		04/30/2020		
013		1	Certified Mail Receipt		05/14/2020		
014		0	17-20 CF Interview Questionnaire		05/04/2020		
015		0	CalWIN Display CalFresh Financial Elig Budget		05/01/2020		
016		0	SAWS 2 PLUS: App for CalFresh, Cash Aid, and/or Medi-Cal/Health Care		05/01/2020		
018		0	SAR 7		05/01/2020		
019		0	CalWIN Case Comments		06/03/2020		
020		0	Inquire on Case Information Detail		05/01/2020		
021		0	Inquire-Search for Issuance		06/03/2020		
022		0	CalWIN Maintain Issuance Detail		05/01/2020		
023		0	EBT History		05/01/2020		
024		0	EBT History - 1st month		06/03/2020		
110 170		0	IEVS Recipient		06/09/2020		
150		0	17-26 HH Comp and Shared Housing Form		05/19/2020		

QDOCS

- Indexing



ELEMENT NUMBERS

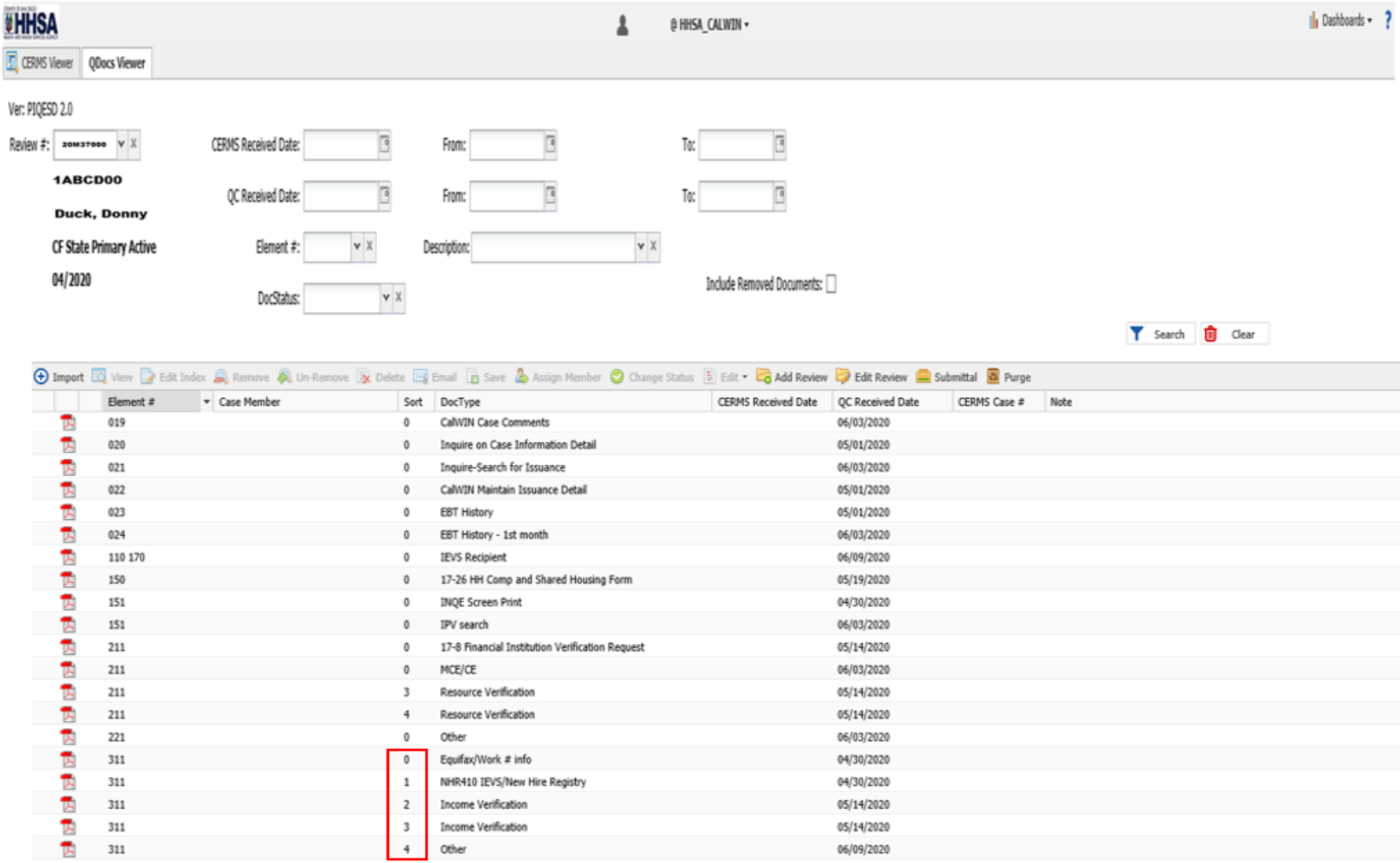
- Determine order of documents

Two Types of Element Numbers

  - Identify a condition of eligibility for SNAP or CalFresh- Federally recognized
  - Assigned by reviewer based on desired order of documents

ELEMENT NUMBERS CONTINUED

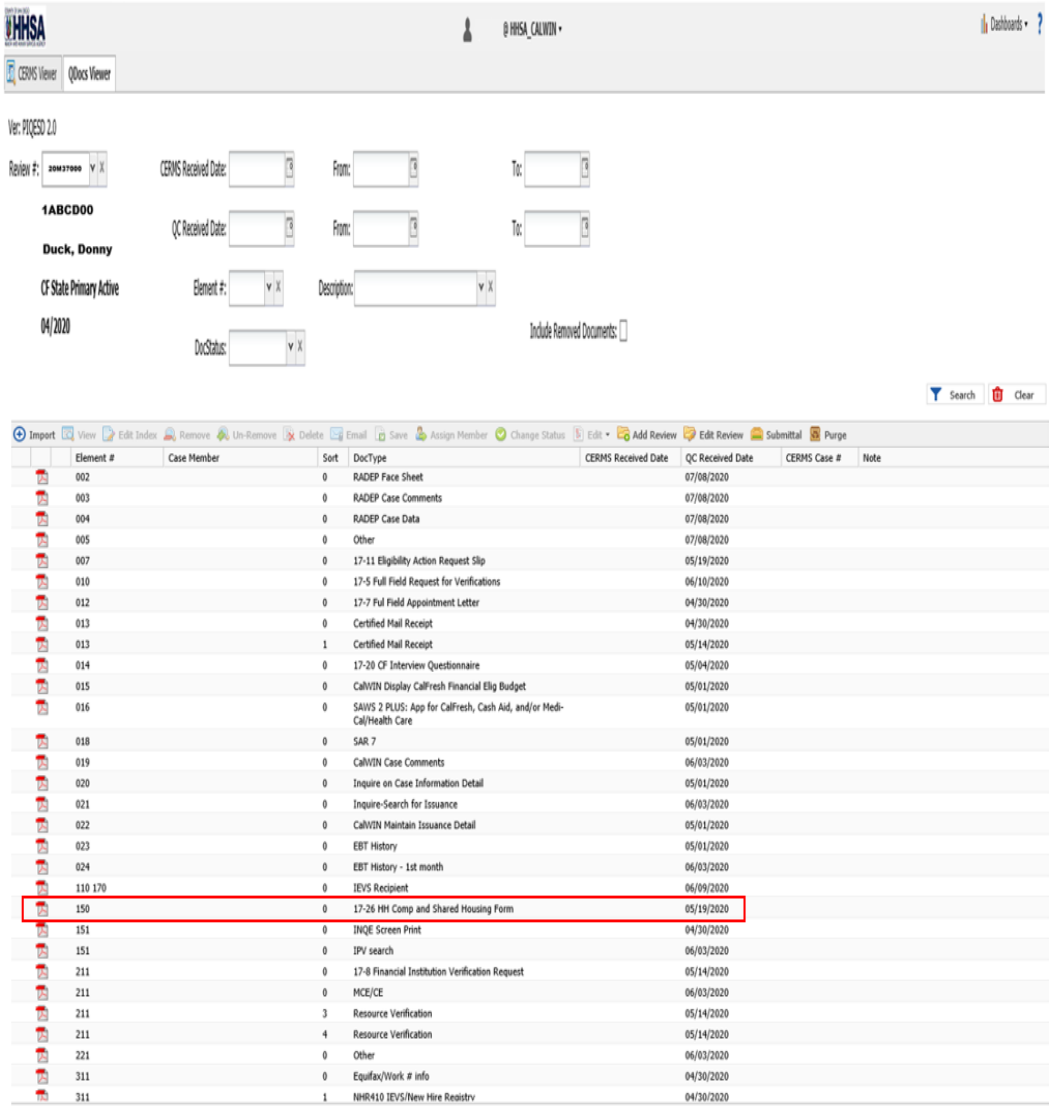
- Sort Order



Element #	Case Member	Sort	DocType	CERMS Received Date	QC Received Date	CERMS Case #	Note
019		0	CalWIN Case Comments		06/03/2020		
020		0	Inquire on Case Information Detail		05/01/2020		
021		0	Inquire-Search for Issuance		06/03/2020		
022		0	CalWIN Maintain Issuance Detail		05/01/2020		
023		0	EBT History		05/01/2020		
024		0	EBT History - 1st month		06/03/2020		
110 170		0	IEVS Recipient		06/09/2020		
150		0	17-26 HH Comp and Shared Housing Form		05/19/2020		
151		0	INQE Screen Print		04/30/2020		
151		0	IPV search		06/03/2020		
211		0	17-8 Financial Institution Verification Request		05/14/2020		
211		0	MCE/CE		06/03/2020		
211		3	Resource Verification		05/14/2020		
211		4	Resource Verification		05/14/2020		
221		0	Other		06/03/2020		
311		0	Equifax/Work # info		04/30/2020		
311		1	NHR410 IEVS/New Hire Registry		04/30/2020		
311		2	Income Verification		05/14/2020		
311		3	Income Verification		05/14/2020		
311		4	Other		06/09/2020		

ELEMENT NUMBERS CONTINUED

- Document Stamping



HOUSEHOLD COMPOSITION AND SHARED HOUSING ARRANGEMENTS FOR THE MONTH OF 150

Case Name: **Review Number:**

AMOUNT YOU PAID FOR RENT OR MORTGAGE	$
NAME OF LANDLORD OR MORTGAGE COMPANY	
ADDRESS OF LANDLORD OR MORTGAGE COMPANY	
CITY, STATE ZIP	
PHONE	
MOVED TO CASE ADDRESS ON:	

CHECK HERE IF UTILITIES ARE INCLUDED IN RENT ☐

UTILITIES	WHOSE NAME APPEARS ON THE BILL	PORTION YOU PAY (ALL, HALF, NONE, ETC)
GAS		
ELECTRIC		
PHONE OR CELL PHONE		

ARE UTILITIES USED FOR HEATING AND COOLING? YES☐ NO ☐

List all persons in your CalFresh Household (include all adults and/or children who receives SSI and **purchase and prepare together**)	Relationship	Country of birth	CHECK INCOME TYPE: TANF	SSI	EARNINGS	UIB	OTHERS (specify)	Child Care Paid	Last Grade Completed
1.									
2.									
3.									
4.									
5.									
6.									
7.									
8.									
9.									
10.									

IS SSI COMBINED WITH OTHER INCOME TO PAY EXPENSES? YES ☐ NO ☐

List all other persons Living in your home	Relationship	Age
1.		
2.		
3.		
4.		
5.		
6.		

(Use back of form for additional persons)

They **purchase** their food ☐ together with the CalFresh ☐ separate from Household

They **prepare** their food ☐ together with the CalFresh ☐ separate from Household

I declare under penalty of perjury that all of the above is true and correct Date: _____

Head of the Household's signature _____ Phone # _____

Address _____ City _____ State _____ Zip _____

Roommate's Signature _____ Phone # _____

STRUCTURE & SEQUENTIAL ORDER

- Transmittals
- File Structure Guides

CalFresh Full Field File Structure

Filing Order:

- ✓ RADEP Face Sheet or SNAP 380 PDF
- ✓ RADEP Case Comments or SNAP 380 Elements PDF
- ✓ RADEP Case Data or SNAP 380-1
- ✓ QC CalFresh Budget or SNAP COMP Sheet (if applicable)
- ✓ 17-20 CalFresh Interview Questionnaire
- ✓ CalWIN Display CalFresh Financial Eligibility Budget (3 tabs- Shelter/Income/Budget)
- ✓ Application
  - SAWS 1/BCW (all pages)/CF 285/CF 37/CalWIN SOF/SAWS 2 PLUS
- ✓ Approval NOA for current certification period
- ✓ SAR 7 that affects sample month
- ✓ Case Comments for current certification period
- ✓ Inquire on Case Information (Case Detail tab)
- ✓ CalWIN Search for Issuance (start of certification period to sample month)
- ✓ Maintain Issuance Detail (sample month)
- ✓ EBT History (sample month) *print screen option
- ✓ EBT History (first month of certification/recertification period) *print screen option
- ✓ All other documents and verifications (*see examples)
- ✓ Notice of Expiration (NEC)
- ✓ Appointment Notice (if applicable)
- ✓ 17-27 Recertification Timeliness Coding Documentation Tool
- ✓ 17-17 Authorization to Release Information
- ✓ Supervisor's Cover Sheet
- ✓ 17-23 Full Field Cover Sheet
- ✓ All revisions/corrections/recommendations
- ✓ 17-10 Certification of Mail Delivery (BPAI)(if applicable)
- ✓ 16-167 DMV Request (if applicable)
- ✓ 17-15 Postmaster (if applicable)
- ✓ 17-5 Request for Verifications
- ✓ 17-7 Appointment Letter along with Certified Mail Receipt & Returned Mail (copy)
- ✓ 17-21 Full Field Pre-Screening Sheet

Examples:

Element #	Example of Documentation
110	IEVS Report
130	LPR Card, SAVE Report
211	CE/MCE Case Comment
311	Paystubs/NHR Report
331	PVS Report
333	PVS Report
334	PVS Report
347	CalWORKS issuance
350	Email from child support liaison
363	Rent receipt
364	SDG&E Bill

**All documents must be identified by an Element# (top right hand corner of the document)

The 17-02 will be the first document in every version of the submission packet until the Final Submission packet is created. Follow the instructions on the Assignment Revision and Submission Processing Guide for guidance on creating the the Final Submission packet.

Desk Aid #2 09/2020

FIELD OPERATIONS BUREAU
FOOD STAMP UNIT (FSU)

TRANSMITTAL NUMBER: 09-04 **March 11, 2009**

TO: **All Food Assistance Action Committee (FAAC) Members and Field Operations Bureau (FOB) staff**

SUBJECT/PURPOSE: **Quality Control (QC) File Structure Desk Guidelines**

RELATED REFERENCE: **SNAP QC Policy Memo QC-09-02 (November 13, 2008)**

SUPERSEDES: **Transmittal 01-01(FS) (January 8, 2001) and Documentation/Verification Section in Transmittal 06-01 (May 31, 2006)**

EFFECTIVE DATE: **Upon Receipt**

BACKGROUND:
The Food and Nutrition Services (FNS) has provided guidelines on improving the QC process. One major component is the development of a paperless work environment. In conjunction with this, FNS has developed a standard for the construction of the QC case files. QC Policy Memo 09-02 provides a uniform standard in the assembly of required documentation contained in the QC case file. This transmittal lists specific forms, documents and the data collection tool used in California.

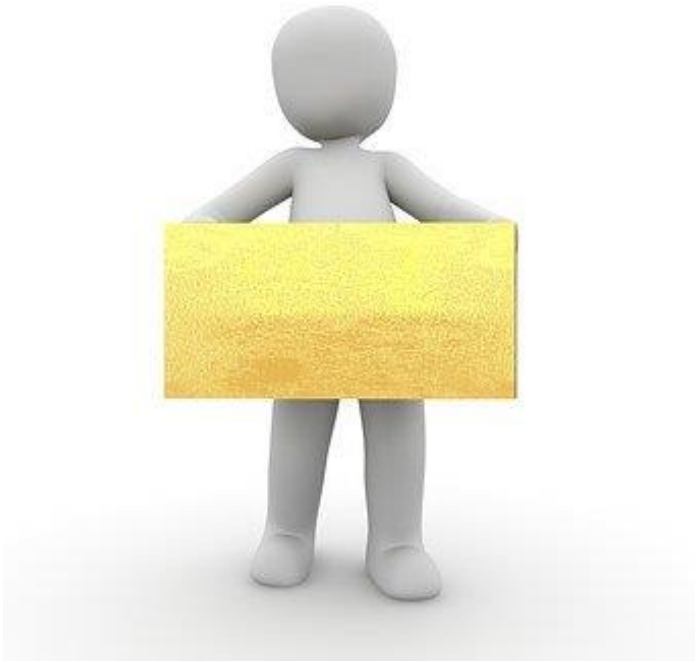
INSTRUCTIONS:
All QC documents are to be filed and submitted electronically to Food Stamp Unit (FSU) and FNS in the following order:

ACTIVE COMPLETED CASES:

1. RADEP-1 Face Sheet
2. RADEP-1 Case Comments and Case Data
3. Completed computation budgets (CWD budget, comparison I and/or comparison II budget)

CREATION OF SUBMITTAL PACKETS

- Pencil folders vs Qdocs submittal packet
- File (PDF) editing
- Peer and Supervisor Review
- Final Version



CONFIDENTIALITY

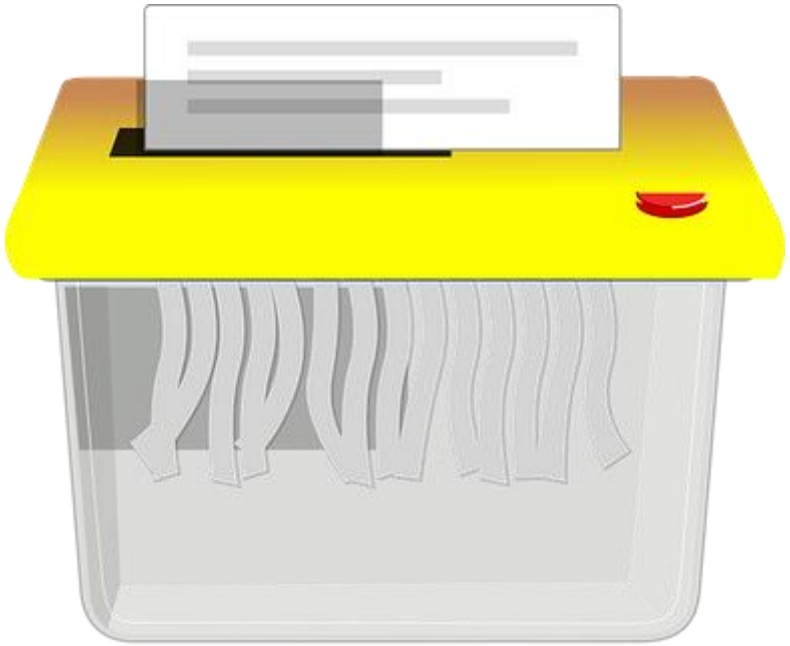
- Qdocs is ONLY viewable by Quality Control staff
- Security Matrix for user roles
- Pencil file vs digital PDF

COUNTY OF SAN DIEGO HHSA HEALTH AND HUMAN SERVICES AGENCY

User Roles	PI QESD Reviewers	PI QESD Supervisors	Internal Investigators	External Investigators	Coordinating OA	System Access Staff	Scanning Group	Review Lock Status	All other groups, roles	
Viewer Functions										
Import	Yes	Yes	No	No	Yes	Yes			No	Import electronic files
View	Yes	Yes	Yes	Yes	Yes	Yes			No	View documents
Edit Index	Yes	Yes	No	No	No	Yes			No	Make changes to document indexing
Remove/Un-Remove	Yes	Yes	No	No	No	Yes			No	Soft-delete documents
Delete	No	Yes	No	No	No	Yes			No	Hard delete documents
Email	No	Yes	No	No	Yes	Yes			No	Send documents with security policy removed
Save	No	Yes	Yes	No	Yes	Yes			No	Save documents with security policy removed
Assign Member	Yes	Yes	No	No	No	Yes			No	Assign a case member to a document
Change Status	Yes	Yes	No	No	No	Yes			No	Toggle a document's status between 'processed' and 'unprocessed'
Edit	Yes	Yes	No	No	No	Yes			No	Open a document for editing in Acrobat
Add Review	No	Yes	No	No	Yes	Yes			No	Create a new review folder in ERMS
Edit Review	No	Yes	No	No	No	Yes			No	Edit a review folder in ERMS
Edit Review - Lock Status	No	Yes	No	No	Yes	Yes		Yes	No	Edit a review folder to lock out all changes
Submittal	Yes	Yes	No	No	No	Yes			No	Create a document mash-up for submittal
Assign ILB	No	No	No	No	No	Yes	Yes		No	Pre-indexing for a document to be scanned
PDF Permissions										
Print	Yes	Yes	Yes	No	Yes	Yes			No	Printing from Acrobat
Modify	Yes	Yes	No	No	No	Yes			No	Editing a document
Copy	No	No	Yes	No	No	No			No	Copy and paste from a document
Save	Yes	Yes	Yes	No	Yes	Yes			No	Saves documents with security policy
Scanner Permissions										
Day-Forward Scanning (ImageTrust)							Yes		No	Web-based scanning software.

FILE RETENTION CAPABILITIES

- 48-month retention period
- Reviews prior to the 2020 FFY converted to electronic format
- Electronic purge process
- Reporting and purging QA



FILE RETENTION CAPABILITIES CONT.

- Repurposing real estate

CHALLENGES

- System slowness
- Lack of written processes
- Resistance

ENHANCEMENTS

- Search feature expansion to nine digits including special character compatibility
- Extended look back period
- Email notification
- Reporting capabilities
- Purge process

BENEFITS

- Going green - paperless
- Readily available for staff and supervisors
- File sharing availability
- Secured repository only available to QC Staff
- Audits
- Getting rid of file cabinets (reclaiming space)

QC LEADERSHIP TEAM

- 26 Reviewers
- 5 Supervisors
- 3 Program Specialists
- 1 Administrative Secretary
- 1 Manager

QUESTIONS

CONTACT INFORMATION

Ida Bell, Chief Eligibility Operations
Ida.Bell@sdcounty.ca.gov

Eric Rubio, Human Services Operations Manager
Eric.Rubio@sdcounty.ca.gov

Sonia Guaderrama, Program Specialist II
Sonia.Guaderrama@sdcounty.ca.gov