

**County of San Diego, Health and Human Services Agency (HHS)A)
Policy and Procedures Guide**

Case and Procedural Error Rate (CAPER) Policy and Procedures for Quality and Eligibility Support Department (QESD)

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Revision Date:

09/08/2020

Purpose:

This section defines the policy and procedures to complete CAPER reviews. This material is being revised for the sunset review date and to align with current processes.

Background:

CAPER is a federally mandated review completed on CalFresh negative actions. These reviews are completed to determine the County's CalFresh negative error rate. The County of San Diego gets an average of five cases sampled monthly, totaling an average of 60 cases per Federal Fiscal Year.

Policy:

CAPER reviews verify through documentation contained in the case record whether the State agency's action to deny, terminate, or suspend the household was valid. The process does not include a field investigation to confirm the circumstances of the household as of the review date. The review is primarily a desk review with possible contact with the household or a collateral contact. The Human Services Control Specialist (HSCS) will complete CAPER reviews as outlined in Food and Nutrition Services (FNS) Handbook 310 Chapter 13. CAPER reviews are due to Supervising Human Services Control Specialist (SHSCS) 10 business days from date of assignment

Procedures:

During the first week of every month California Department of Social Services (CDSS) e-mails the sample lists to QESD. HSCSs receive assignments via QESD-Quality Support SharePoint site.

Upon assignment, the HSCS must complete Section I-Case Management Information and Section II-Identifying Information in the Supplemental Nutrition Assistance Program - Quality Control System (SNAP-QCS). Save the information to mark the case as work in progress, then clear the reason code to determine if the action is reviewable in accordance to FNS 310 Section 1332.

If it is determined that the action is Not Subject to Review (NSTR), the HSCS must:

| Step | Action |
|-------------|---|
| 1 | Image the documentation to support that this is not a reviewable action, e.g. case comments, hearing documents, etc., into the Quality Control (QC) imaging system known as QDOCs |
| 2 | Complete a 17-03 summarizing the reason the case is NSTR |
| 3 | Complete Section III-Analysis of Review Activity and Section V-Explanation of Review Findings on the FNS 245 |
| 4 | Image the completed 17-03 and FNS 245 from the SNAP-QCS into QDOCs |
| 5 | Complete steps outlined in the Assignment Revision and Submission Processing Guide located on the QESD-Quality Support SharePoint site |

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If it is determined that the action is reviewable, complete the case review as outlined in FNS Handbook 310 Chapter 13, while following the procedures below:

| Step | Action |
|-------------|---|
| 1 | Image the documentation that supports the action taken into QDOCs |
| 2 | Complete a 17-03 summarizing whether the action to deny, terminate, or suspend was valid (include citation from FNS and Manual of Policy and Procedures (MPP)) NOTE: For termination, address Transitional CalFresh (TCF) |
| 3 | Image the completed 17-03 and FNS 245 from the SNAP-QCS into QDOCs |
| 4 | Complete steps outlined in the Assignment Revision and Submission Processing Guide located on the QESD-Quality Support SharePoint site |

References:

FNS 310 Handbook

Sunset Date:

This policy will be reviewed for continuance by 08/31/2023

Approval for Release:



Rick Wanne, Director
Eligibility Operations