

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

Desk Reviews Policy and Procedures for Quality & Eligibility Support Department (QESD)

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Revision Date:

04/13/2020

Purpose:

To establish the policy and procedures for completing Desk Reviews. This material is being updated to align with the current processes.

Background:

Desk Reviews are internal case audits completed by Human Services Control Specialist (HSCS) in QESD. Random samples of approved, denied or discontinued actions performed by Human Services Specialists (HSSs) are obtained from Management Reporting (MR) monthly. Case samples include cases with New Hire Report hits, Payment Verification System hits, and Welfare-to-Work Sanctions. Case error findings are used for error trend analysis and performance measurements. Desk Reviews are tracked and completed in the Rushmore system.

Policy:

All Desk Reviews are completed in accordance to County Program regulations to determine the accuracy of actions taken. Active cases must be reviewed cover to cover. Discontinued/denied cases must be reviewed to determine that all negative action reasons are accurate.

Procedures

During the last week of every month MR e-mails the sample lists to QESD. The case samples are assigned to all HSCSs.

Corrections:

HSCS will enter the correction due date as the Wednesday of the week following the completion of the review, for all Desk Reviews cited with an error.

NOTE: Procedural errors that may potentially lead to a citable error will also have a correction due date entered.

Corrective Action Re-reviews (CAR):

A CAR request is triggered in the HSCSs dashboard when Supervising Human Services Specialists (SHSSs) mark the review correction complete in Rushmore. The Corrective Action Specialist (CAS) is responsible for initiating the CAR on timely corrections received, confirming that all corrections were processed and marking the CAR as complete in Rushmore. Untimely CAR requests are documented as received untimely by entering a comment in Rushmore.

Challenges:

A challenge request is triggered in the HSCSs dashboard by the CAS in Rushmore. The HSCS must re-review and elevate to the Supervising Human Services Control Specialist (SHSCS) to respond with the final determination of upheld or concurred. An upheld determination requires that the Family Resource Center (FRC) take corrective action as originally cited and submit for a CAR. A concurred determination requires the SHSCS to amend Rushmore so that it reflects the challenge determination outcome.

References:

County Program Guides

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Sunset Date:

This policy will be reviewed for continuance by 04/30/2023

Approval for Release:

R. Wanne, 4-16-20

Rick Wanne, Director
Eligibility Operations