

**County of San Diego, Health and Human Services Agency (HHS)A)
CalWORKs Program Guide Letter**

Quality Control Reviews – Employment Services	Number	Page
	369	1 of 2

Issue Date:
10/15/2015

Effective Date:
10/12/2015

Purpose:
To update CPG section 10-300.D Quality Control – Employment Services in support of the implementation of the Rushmore Case Review System (CRS).

Background:
Eligibility Operations (EO) monitors the contractor’s compliance with the CalWORKs Program Guide (CPG) through Quality Control (QC) reviews.

Policy Change:
Eligibility Operations will implement the Rushmore Case Review System for Quality Control Reviews effective 10/12/2015.

- Summary of Changes:**
1. Reformatted CPG section.
 2. Added a Contractor Case Review Process.
 3. Updated the Eligibility Operations Case Review Process and Review Elements.
 4. Updated the Rushmore CRS.
 5. Removed reference to 2009 calendar year accuracy rate.

Impact/s:
Automation: None

Forms and Document Capture: None

Programs Affected: Welfare-To-Work (WTW)

Quality Control: There is no impact to Quality Control for CalWORKs, CalFresh, Medi-Cal

Management Reporting: Contractors will utilize Rushmore to obtain reports, including the Monthly Compliance Roll-Up Report

References:
[CalWORKs Program Guide](#)
[Board of Supervisors Policy A-81 Procurement of Contract Services](#)
Statement of Work

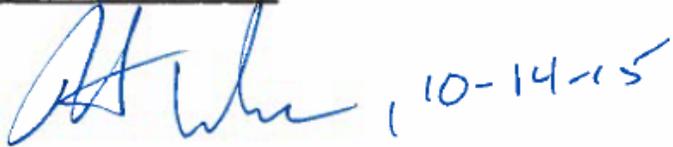
**County of San Diego, Health and Human Services Agency (HHS) Agency (HHS)
CalWORKs Program Guide Letter**

	Number	Page
Quality Control Reviews – Employment Services	369	2 of 2

Sunset Date:

10/31/2018

Approval for Release:



Rick Wanne, Director
Eligibility Operations