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 | ADMINISTRATIVE DIRECTIVE |
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TRANSMITTAL: 99 ADM-4

TO: Commissioners of
 Social Services

DIVISION: Temporary
 Assistance

DATE: June 23, 1999

SUBJECT: Changes to Supervisory Review Approval for Temporary
 Assistance and Food Stamps

SUGGESTED DISTRIBUTION:	Temporary Assistance Directors Food Stamp Directors Medical Assistance Directors CAP Coordinators Staff Development Coordinators
CONTACT PERSON:	Region I (518) 473-0332; Region II (518) 474-9344; Region III (518) 474-9307; Region IV (518) 474-9300; Region V (518) 473-1469; Region VI (212) 383-1658.
ATTACHMENTS:	None

FILING REFERENCES

Previous ADMs/INFs	Releases Cancelled	Dept. Regs.	Soc. Serv. Law & Other Legal Ref.	Manual Ref.	Misc. Ref.
		351.7		PASB IV-D	

I. PURPOSE

This directive advises districts of a regulatory change to the supervisory review approval process as defined in Office regulation 351.7. The purpose of the change is to allow social services districts (SSDs) flexibility to develop supervisory review approval strategies relevant to their caseload characteristics and staffing structure.

II. BACKGROUND

Social services districts have been required to have supervisory review approval and sign-off on all temporary assistance (TA), food stamps and medical assistance transactions. In recent years, a number of SSDs have been granted waivers to the supervisory review approval requirement as part of a Case Supervisory Review (CSR) initiative. The CSR process which currently exists in several social services districts, permits SSDs to review a statistically valid random sample of their cases for the supervisory review approval requirement. The emphasis of CSR is to identify deficient areas in case processing and to develop corrective action measures which address these areas.

III. PROGRAM IMPLICATIONS

Social services districts now have the option of implementing district specific supervisory review on all, targeted or a random sampling of temporary assistance and food stamp cases. Districts which elect not to require their supervisors to review 100% of the temporary assistance or food stamp cases, now have the option (with an approved plan) of implementing a district specific method of review to ensure that cases are processed properly and that corrective action measures are instituted.

SSDs which elect to perform a targeted or random sample review should emphasize increased staff training, when appropriate, to address those areas which are identified through the supervisory review approval process as needing worker improvement.

IV. REQUIRED ACTION

A. Supervisory Review Approval

SSDs may now submit a plan to perform supervisory review approval on a targeted number or random sample of cases. These reviews should be a thorough case review in an effort to assure accuracy standards. In addition, SSDs may feel that certain areas or types of cases should be targeted for review. For example:

- Error prone areas (i.e. earned income cases)
- New applications
- New workers' cases
- Recertifications
- Case adjustments as a result of policy changes
- Emergency applications

The supervisory review approval which is completed must continue to be indicated by a dated signature in the case record. The case review must be based upon all current information pertaining to eligibility and benefit levels.

B. Case Supervisory Review (CSR)

SSDs which are currently operating CSR no longer need waiver authority. These districts may continue to operate their current CSR process as a district-wide supervisory review approval process so long as they continue to meet the standards and follow the procedures outlined in their approved CSR plan. SSDs with CSR may change their current supervisory review approval process with the submission of a new plan as outlined below in section C.

C. Supervisory Review Approval Plan

SSDs which elect to perform supervisory review approval on a targeted number or random sample of temporary assistance and/or food stamp cases, must set forth their process and procedures in a Supervisory Review Approval Plan. SSDs which are currently using the CSR process do not need to re-submit a plan unless revisions are made to their supervisory review approval process. Plans must be submitted and approved by the Office of Temporary and Disability Assistance. The Plan must include:

- a description of which cases will be subject to supervisory review approval,
- the minimum number of PA and FS cases each supervisor will be required to review per worker, per week/month, and
- a description of how case processing errors will be addressed to assure accuracy.

Plans must be submitted to:

Patricia A. Stevens
Deputy Commissioner
Division of Temporary Assistance
Office of Temporary and Disability Assistance
40 North Pearl Street
Albany, New York 12243

Upon the submission of a supervisory review approval plan, the Office of Temporary and Disability Assistance will review each district's plan and approve the plan in whole or in part within 60 days of the date of submission by the SSD. This time frame may be extended with the agreement of both parties.

If any or all of the plan is not approved, the Office will specify the reason(s) for the disapproval and will specify the steps, if any, the SSD must take to rectify the plan.

V. FOOD STAMP IMPLICATIONS

This change in the supervisory review approval policy affects both TA and NTA food stamp cases.

VI. MEDICAL ASSISTANCE IMPLICATIONS

This change to the supervisory review approval policy does not affect Medicaid-only cases.

VII. SYSTEMS IMPLICATIONS

None.

VIII. EFFECTIVE DATE

This directive is effective June 9, 1999.

Patricia A. Stevens
Deputy Commissioner
Division of Temporary Assistance