

**10-1-2016 ERDC ACCURACY CASE REVIEW PROCESS**  
**Statewide Targeted Reviews**  
**9/9/16**

**Purpose:** To support field staff in achieving accuracy through a systematic case review process which promotes program knowledge and skill enhancement at the individual worker level, helps identify training needs, helps identify process strategies to improve accuracy and provides statistical data to assist managers and staff in accuracy improvement.

Provide technical assistance regarding policy clarification, correct coding and input to field staff.

**DEFINITION OF AN ERROR:** A discrepancy or unexplained difference which exists between information on the system screens, verification screens, case record, CAPI, EDMS or case narrative where there is a specific error or insufficient information to determine benefits accurately on one or more of the targeted review elements.

**DEFINITION OF AN ACTION:** Though not meeting the criteria of an error, action may be needed for a targeted element.

**DEFINITION OF FYI:** For informational purposes including use for positive feedback. Also used for comments not related to targeted review elements.

**REVIEW ELEMENTS:**

► **Earned Income:** Income incorrectly calculated by \$25 or more; incorrect entry on UCMS of \$25 or more; or omission of income of \$25 or more. Pay verification not in file; not acting on reported income changes; failure to resolve conflicting income information on the application, in the narration, or on UCMS/CMUP, TRACS or other system screens.

**EXAMPLES AND KEY POINTS** are available on the OPI Intranet Website:  
<https://inside.dhsoha.state.or.us/dhs/opi/quality-assurance.html>.