



BREAKOUT SESSION 6
**TIGHTENING THE TEMPO:
PRACTICAL STRATEGIES FOR
ERROR RATE REDUCTION**



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CalSAWS – CalSAWS Release Manager and
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BOBBI LAZZARINI

Deloitte M&E Functional Lead

Lead Singer

MUFADDAL TINMAKER

Deloitte - BenefitsCal Test Manager

Trumpet

FEAT: RYAN GILLETTE

CDSS - Chief Data Officer,
Deputy Director

Piano

FEAT: AILEEN MAGNO-BARNES

Solano County - CalFresh Program Specialist

Base Violin

FEAT: ANDREW GOLDEN

Fresno County -Division Chief DSS

Saxophone

FEAT: GABRIEL SILVESTRE

Fresno County – Division Chief DSS

Clarinet

BREAKOUT SESSION 6: PRESENTER ENSEMBLE

CF RHYTHM & VIBES





Opening and Session Overview

CDSS Update: CalFresh Payment Error Rate

CalSAWS Update: System Enhancements & Implementation Status

County Perspectives: CalFresh Error Rate Improvements

Key Takeaways, Resources, and Close

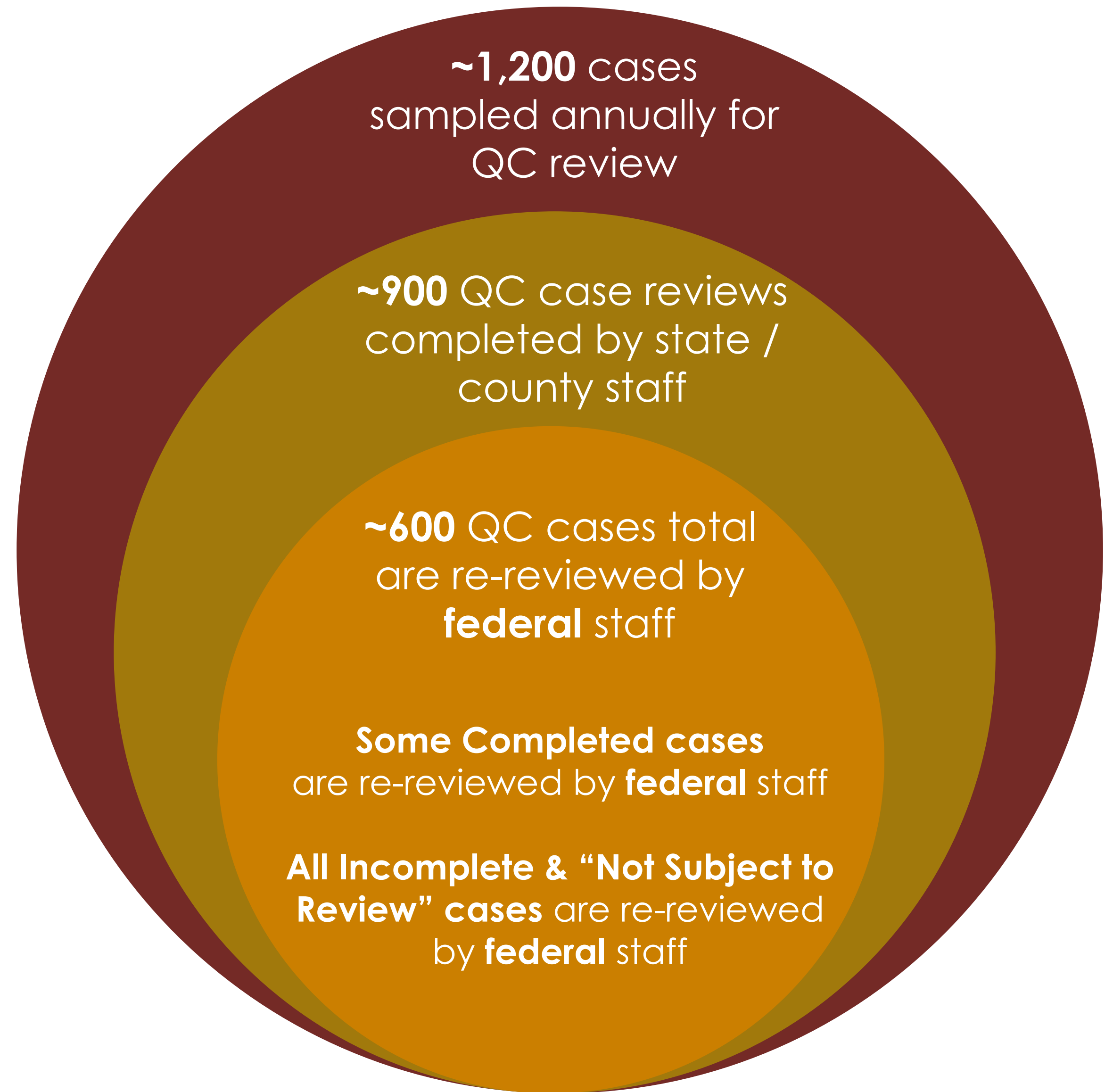


CDSS:
CALFRESH PAYMENT ERROR RATE (PER)

WHAT IS THE PAYMENT ERROR RATE?

The **Payment Error Rate (PER)** is a measure of the accuracy of each state's SNAP eligibility and benefit determinations, which represents the sum of the underpayment and overpayment of issued benefits for a random, small sample of active cases.

The PER is determined by conducting detailed Quality Control (QC) reviews on that small sample of cases.



HOW IS THE PAYMENT ERROR RATE CALCULATED?

To what extent were SNAP benefit amounts issued to households larger or smaller than the “correct” amounts?

$$\text{Raw PER} = \frac{\$ \text{Underpayments} + \$ \text{Overpayments} + \$ \text{Ineligibles}}{\text{Total Benefits Issued}}$$

Only Underpayments & Overpayments “over the threshold” count towards the Raw PER (\$57 threshold in FFY 2025)

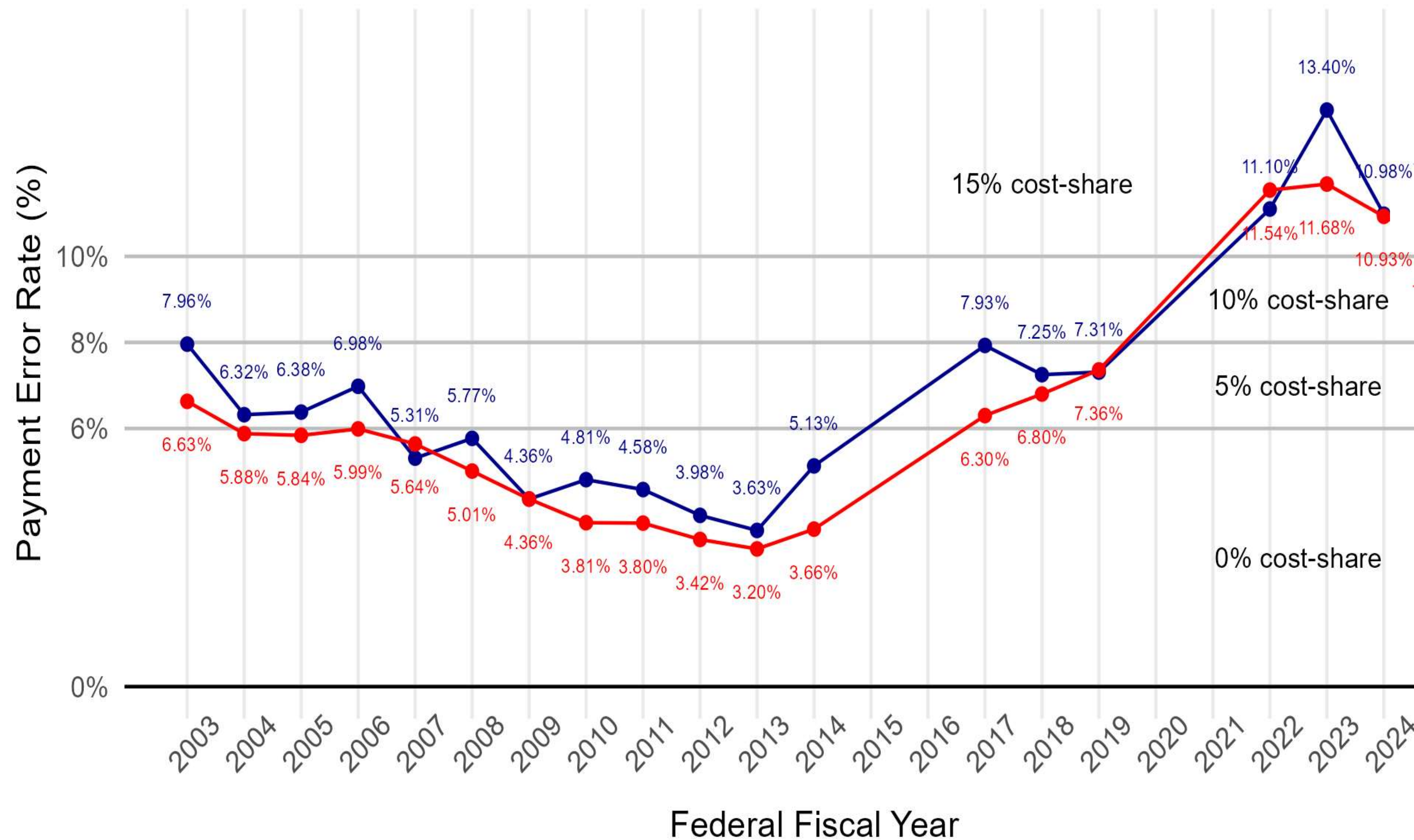
Key Takeaway

Addressing drivers of **large dollar errors** matter more for decreasing the PER.



WHAT WE KNOW ABOUT CALIFORNIA'S PER

California vs. National Average



California
National

California's PER has historically followed the national average.

Currently above 15% cost-share threshold under HR1

Est ~\$2b cost to CA



WHAT WE KNOW ABOUT CALIFORNIA'S PER

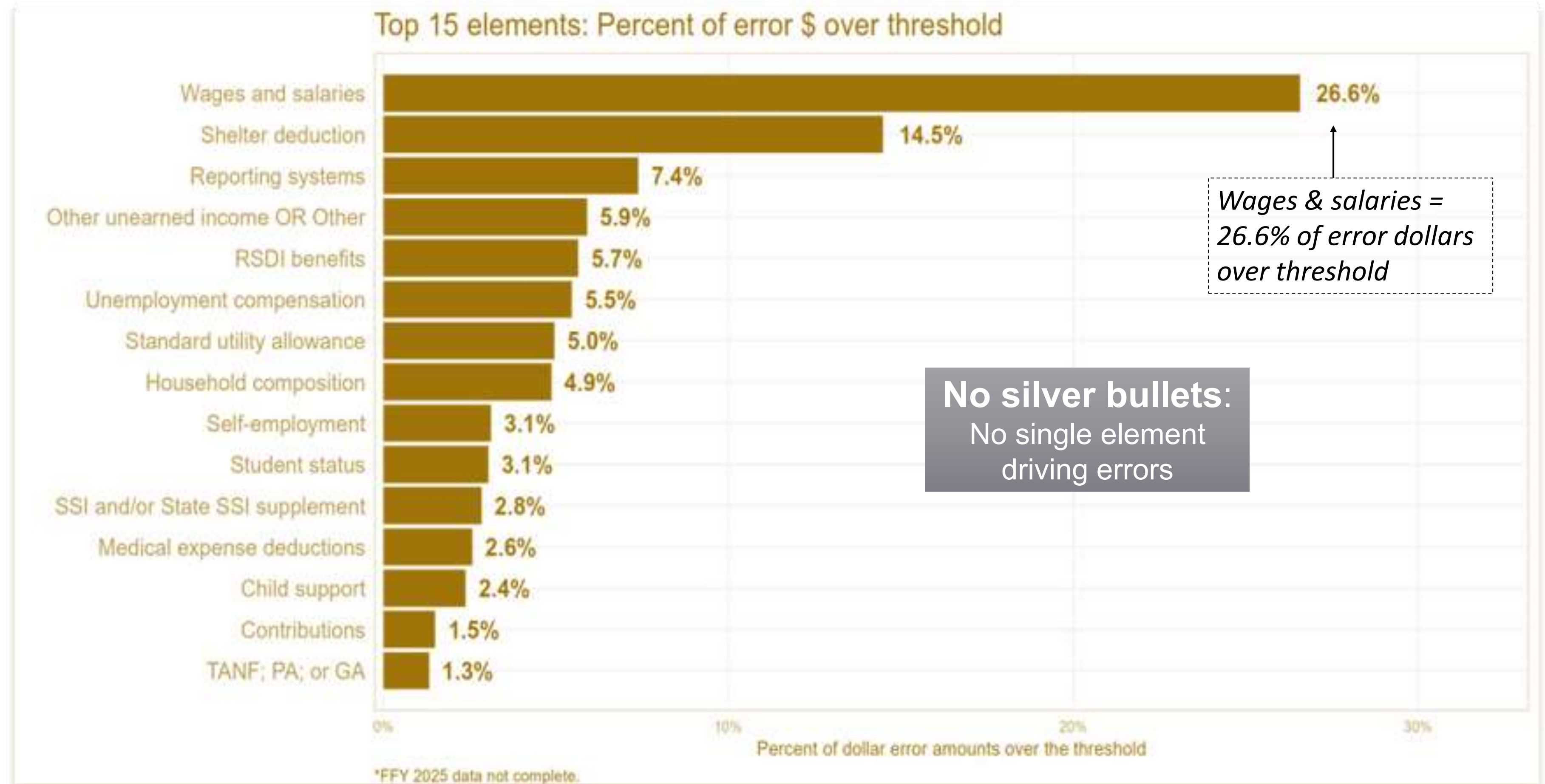
Sources of payment errors

SNAP QC data shows error elements, but not necessarily *how* errors happen

CDSS' analysis of error drivers shows that over half of error dollars are **agency-caused** errors

Examples:

- **Admin error:** worker data entry error
- **Agency did not act:** processing mid-period reports like PVS



STRATEGIES TO LOWER THE PER

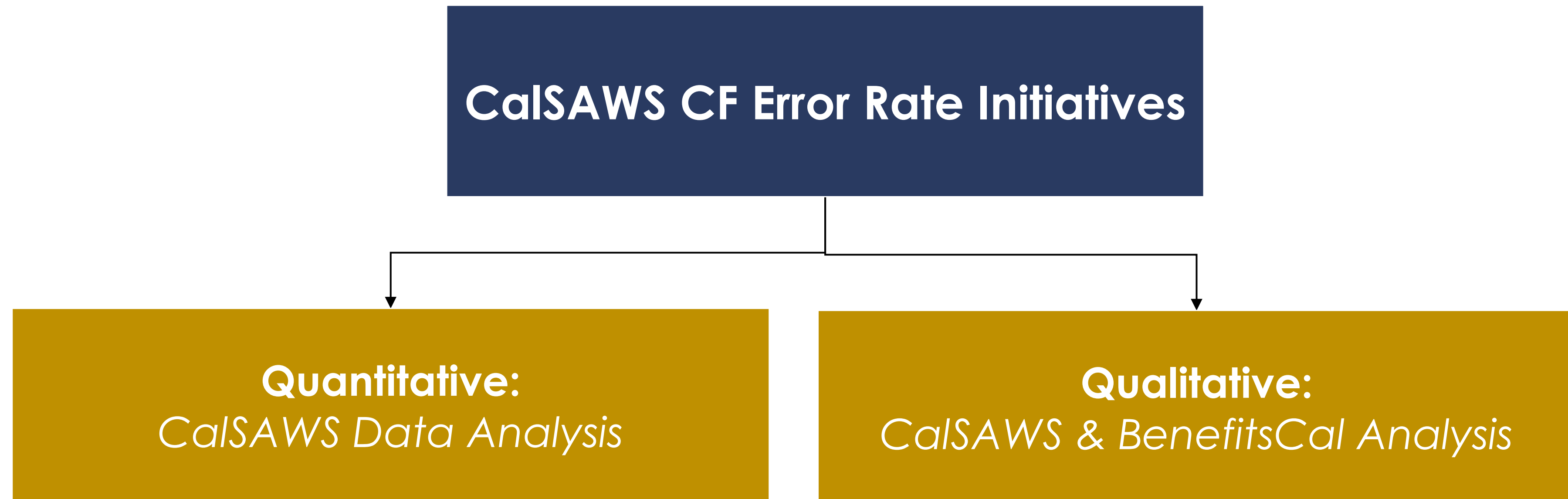
Topic	Strategy
Income Verification Tools	<ul style="list-style-type: none"> ♪ Expanded use of The Work Number ♪ Deployment of Truv for client-driven reporting of non-traditional income ♪ Payment Verification System match automation (SSA and EDD data)
Streamlining Exemptions	<ul style="list-style-type: none"> ♪ Identifying exemptions with administrative data
System Automation	<ul style="list-style-type: none"> ♪ Alerts and reminders for workers, new tools and resources for counties
Training	<ul style="list-style-type: none"> ♪ Increased worker and client education and training
QA Processes	<ul style="list-style-type: none"> ♪ Expanded quality assurance tools to improve real time monitoring of errors trends and use predictors of errors to target QA review processes





SYSTEM ENHANCEMENTS & IMPLEMENTATION STATUS

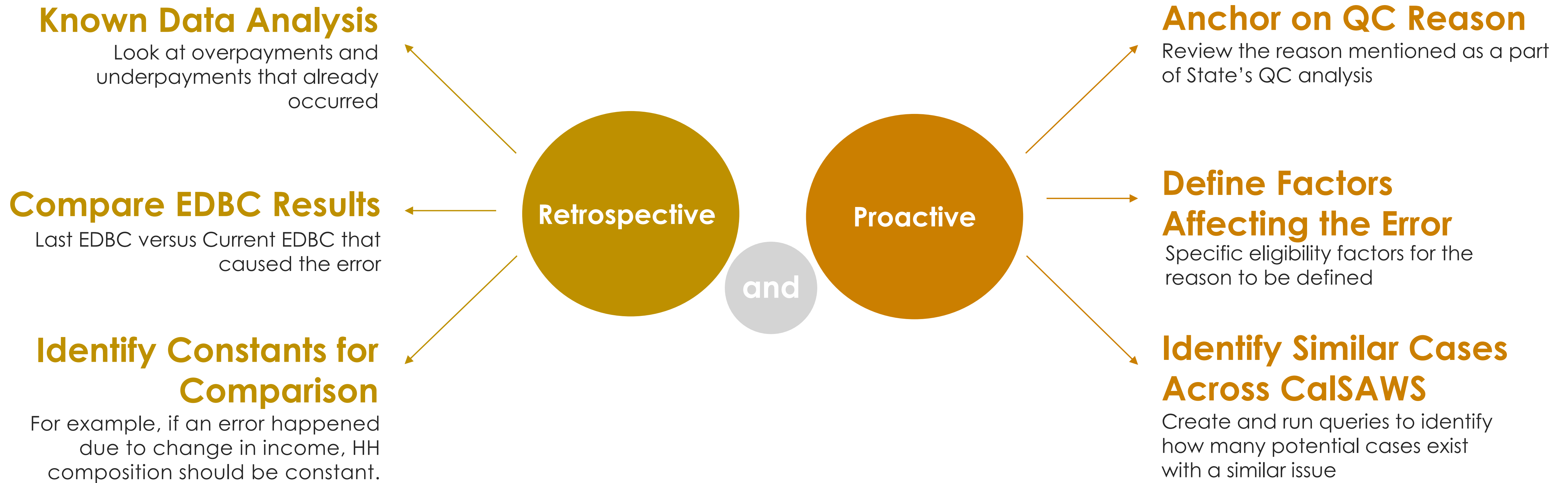
CALSAWS CF ERROR RATE INITIATIVES



QUANTITATIVE – APPROACHES



Retrospective and Proactive Approaches were taken to analyze the causes that lead to CalFresh Processing Errors



In Fall 2025, conducted series of workgroups to identify CalSAWS and BenefitsCal requirements needed to address payment errors.

CalSAWS Analysis

Identified **requirements** for the largest error drivers:

- *Income*
- *Expenses*
- *Household Composition*

Ranking resulted in a set of **15 priority requirements** across counties.

Aligned the requirements to log **6 SCRs** to be put on the **roadmap**.

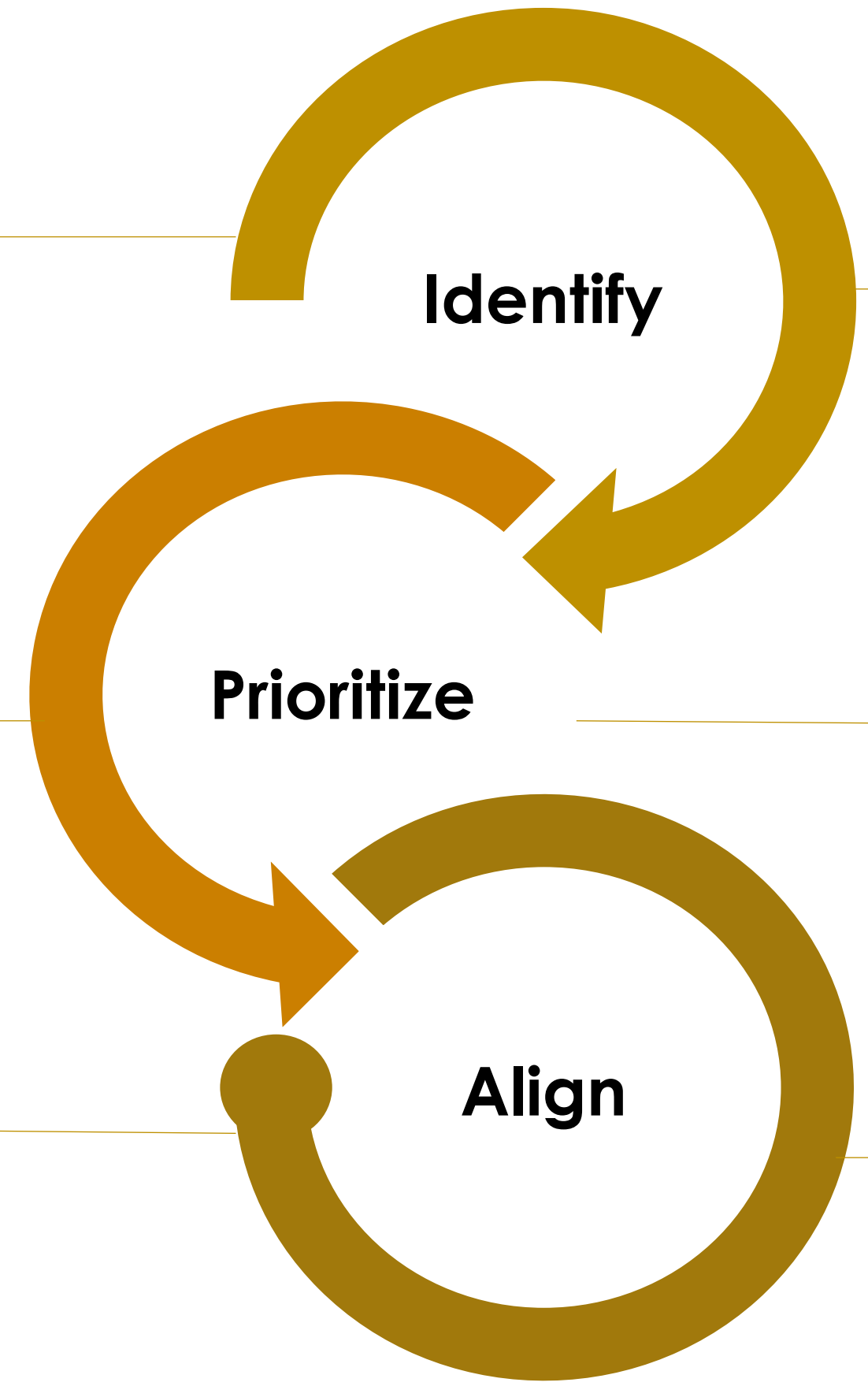
BenefitsCal Analysis

Identified **requirements** for the largest error drivers"

- *Data entry*
- *Points of confusion*
- *Friction points*

Ranking resulted in the prioritization of **23 requirements** that were shared with counties for review and feedback.

Aligned the requirements to log **8 CSPMs** to be put on the **roadmap**.



QUALITATIVE: COMMON THEMES



Objective:

Gather and prioritize CalSAWS & BenefitsCal system needs, which can help reduce the CalFresh Error Rates in counties.

CalSAWS

- ♪ **Automated System Error Reviews** in real time to alert workers of potential errors for review
- ♪ **Nudges and Navigation** throughout the system, prior to saving changes
- ♪ **Interview Support** in real time to assist users to capture, clarify and verify information
- ♪ **Technical changes** such as enhanced Supervisor Authorization configuration that is customizable by program and scenario

BenefitsCal

- ♪ **Income Reporting Guidance** to promote appropriate, accurate, timely reporting
- ♪ **Document Upload Assistance** providing clarity on the process
- ♪ **Clarifying Language** through examples, instruction text, and tooltips
- ♪ **Scenario Guidance** around complex areas such as cross-program rules and child support related topics



RESULTING SOLUTIONS

OBJECTIVE

26.07: Introduces targeted nudge notification capability designed to support users in maintaining accurate and up-to-date data collection records.

Potential Error Found

Total Active Income Less than Total Active Expense

The **total of all active income** entered so far is **less than the total of all active expenses** entered for a **CalFresh** program on this case. There may be some information missing or entered incorrectly.

Select one of the actions below or choose Continue to close the nudge notification and stay on the page.

- Review Income List Page
- Review Expense List Page
- Review Other Program Assistance List Page
- Continue

County Configurable

Nudge Example

Nudge Notification County Opt-In

Error Prone Nudge Notifications	Program	Opt-In Status	Date Last Updated
Total Active Income Less Than Total Active Expense - Nudge to review Income List, Expense List, and Other Program Assistance List pages for potential errors	CalFresh	<input type="checkbox"/> On	03/01/2026
Review Existing Income Record(s) - Nudge to review active income records on Income List page with last updated date over a year ago from current date	CalFresh	<input type="checkbox"/> Off	
Review Existing Expense Record(s)- Nudge to review active expense records on Expense List page with last updated date over a year ago from current date	CalFresh	<input type="checkbox"/> Off	03/01/2026

Last Updated On 03/23/2026 1:15:10 PM By: [297788](#)



RESULTING SOLUTIONS

OBJECTIVE

26.09: Supervisor authorization configurability including program, task type and due dates.

County Authorization Detail

Save And Return Cancel

Authorization Information

Name: Overpayment Type: Create Task Source: Online

Scenario: Overpayment requires authorization.

Program Activation

Available Programs

- AAP
- Adult Protective Services
- Cal-Learn
- CalFresh
- CalWORKs
- CAPI
- CFET
- Child Care
- Child Protective Services
- Disaster CalFresh
- Diversion
- Foster Care
- GA/GR Immediate Need
- General Assistance/General Relief
- GROW
- Homeless - Perm

Add > < Remove

Selected:

Program	Expiration Type
---------	-----------------

Status: 1st Level Authorization Apply to Checked

County
Configurable

Task Information

Task Type: *
EDBC Overpayment Authorization

Supervisor Due Date: Default Due Date

Deputy Due Date: Default Due Date

Long Description:
The system will create an overpayment due to no receipts on records after 30 days.

Default Due Date: 7 days

Default Due Date: 7 days

Save And Return Cancel



RESULTING SOLUTIONS: EXAMPLES

OBJECTIVE

- ♪ **Provide clear language in Application Flow:** Add plain-language labels, key-term tooltips, and examples across applications, SAR-7/SAR-3, and recertification to clarify income terms.
- ♪ **Provide tool tips and scenario guidance:** Add pay-stub examples, proof-of-income retrieval guidance, employer request templates, averaging examples for fluctuating income, optional expected-change fields, and tools for gig, commission, and variable-income workers.

What kind of document do you want to add?

Document Type (required)

Income/Employment-Related Documents

If you're not sure what to upload, here are a few examples of acceptable documents for

Income/Employment-Related Documents:

- Recent pay stubs
- Award letters (Unemployment, Veterans, Social Security, etc.)
- Bank Statements
- Tax Documents

[View a list of common examples of acceptable documents.](#)

CONTINUE

[Close](#)



RESULTING SOLUTIONS: EXAMPLES

OBJECTIVE

♪ **Better distinguish between required vs. optional questions** and provide clearer guidance on conditional question logic so applicants are routed to the correct reporting category.

♪ **Provide proactive notifications and status tracking:** Send text/email updates for review status, due dates, SAR-7 actions, processing milestones, and next steps, with direct links/QR codes to reduce missed actions and customer follow-up burden.

Currently on Step 4 of 8

- Your Information Reviewed
- People Reviewed
- Household Details Reviewed
- Income Reviewed**
- Expenses Not Reviewed
- Other Situations Not Reviewed
- Document Upload Not Reviewed
- Review and Submit Not Reviewed

Can you share a little more about your job?

Employer's Name

Employer's Address

City

State

Zip Code

Employer's Phone

How often paid? (required)

Amount (required)

Enter the larger amount before taxes and deductions, not the amount you receive as pay. This larger amount is called gross pay.

Average Hours per Week

Is this job expected to continue?





**SOLANO COUNTY:
CALFRESH ERROR RATE IMPROVEMENTS**

PERFORMANCE MONITORING TOOLS

01

Quality Assurance Full Case Reviews

02

Call Center Reviews

03

Supervisor-Focused Reviews





COMMUNICATION AND TRAINING

- 01 **Case Review Process**
- 02 **Multi-Modal Monthly Communication to Staff**
All Staff Meetings
 - Lead Worker Coordination Meetings
 - Monthly Bureau and Unit Meetings
 - Program Support Forum
 - Program Support Newsletter
- 03 **Ongoing Staff Training**
- 04 **Staff Resources and Tools: Journal Template**
- 05 **Interview Checklist**



TEAM EFFORTS



Frontline Staff Engagement



Collaboration with QA, QC, Policy and Training



System Functionality Clarification and Recommendations



Supervisor and Staff Feedback Loop



Continuous Quality Improvement





**FRESNO COUNTY:
CALFRESH ERROR RATE IMPROVEMENTS**



♪ **QA is an internal secondary review**, developed to work in addition to QC

♪ **QA Review Process**

- Conducted multiple rounds of worker reviews followed by supervisor re-reviews
- Used the Rushmore Case Review System for side-by-side comparison between supervisor and QA findings

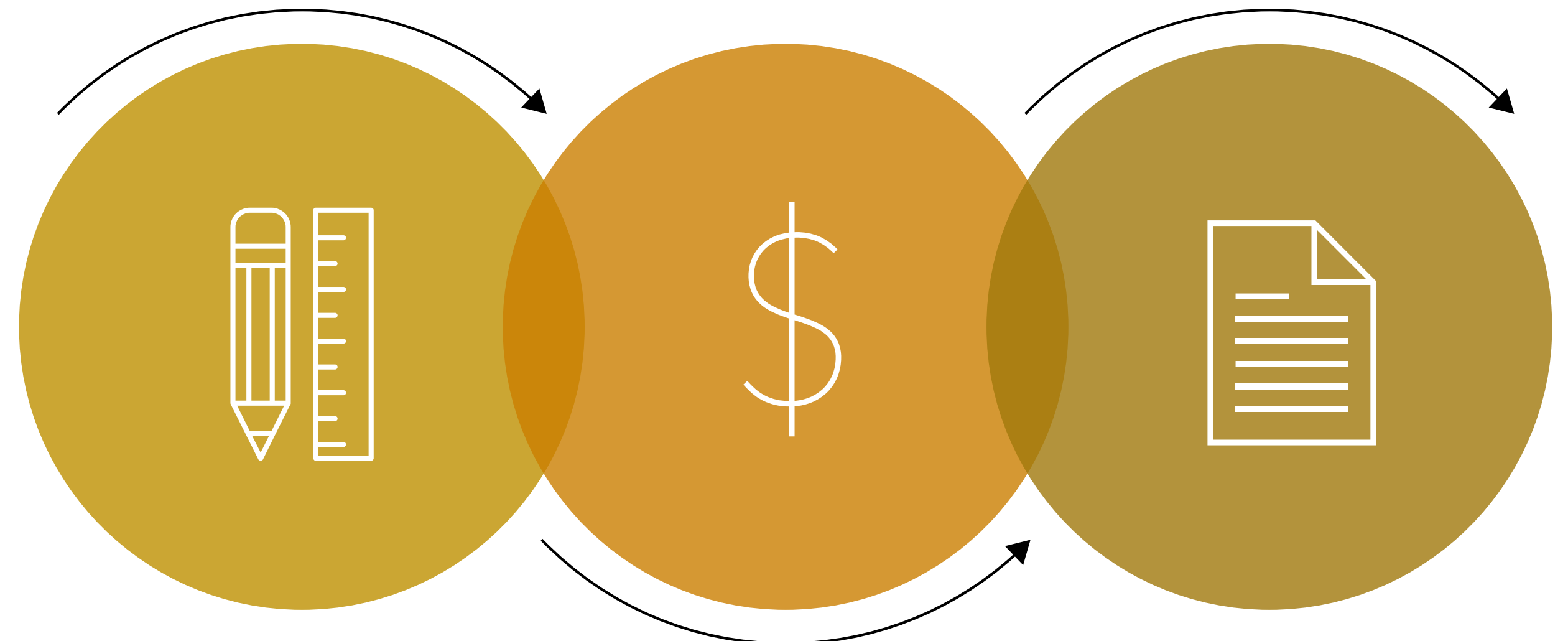
QUALITY ASSURANCE (QA) OVERVIEW



Fresno County through collaboration, accountability, and continuous learning reduced the CalFresh error rate from

28.15% → **1.81%**

QA Review Process



Accuracy

Initially performed full reviews, then shifted to targeted reviews for accuracy.

Dollars

Concentrated on elements that directly cause dollar errors.

Findings

Top three types of errors:

- Household composition
- Income
- Expenses



QUALITY ASSURANCE (QA) OVERVIEW

Reporting, Findings, and Collaboration



Detailed Error Rates

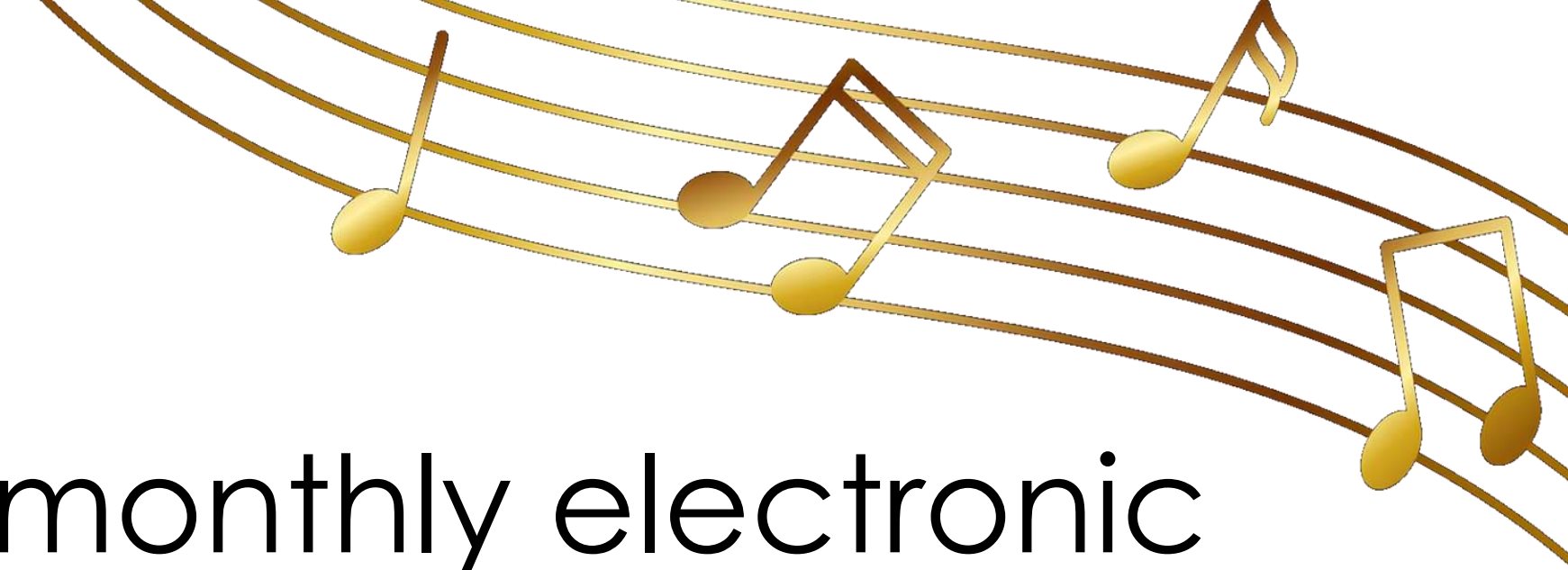
Commonly Occurring Errors

QA vs. Supervisor Comparison Results

Help Identify Training and Clarification Needs



E-QUIZ OVERVIEW



To strengthen CalFresh accuracy through monthly electronic quizzes focused on common QA and QC error trends

The goal is to increase staff awareness and reinforce correct policy application

- ♪ **Monthly e-quiz** issued to all staff with CalFresh responsibilities
- ♪ **5 targeted questions** addressing top QA and QC error trends and dollar error areas
- ♪ **Three-step process:** Pre-Test → Targeted Training → Post-Test
- ♪ **Passing threshold:** 100% required (pass/fail)



MENTI

Instrument and Performance Tuning

Let's Take
a
Practice
E-Quiz

Join at
menti.com

Use code
9219 6582



2026 CalSAWS Conference and JPA Member Representatives Meeting



RESOURCES: CALSAWS DEMONSTRATIONS AND RESOURCES

RESOURCES

Communication Portal

Demonstrations

♪ **CF Payment Rate Error Rate CalSAWS Learning Exchange – April 2026**

CalSAWS Communication Portal → Communications and Resources → Collaborations → CalSAWS Learning Exchange → CF H.R.1 and Payment Error Rate (PER)

♪ **CF Processing HR1 Work Group - Nudge & Automated System Error Reviews Framework (Phase 1) - 26.05 Release Webcast - May 2026**

CalSAWS Communication Portal → Communications and Resources → Release Management → Release Communications > 2026 Releases → Release 26.05 → 26.05 CalSAWS Release Webcast → 26.05 Release Webcast Recordings → 16- CA-296569.mp4





THANK YOU!

BREAKOUT SESSION 8: PRESENTER ENSEMBLE

CF RHYTHM & VIBES



SET BREAK

BACK AT 11:00 AM FOR

PLENARY 4 AND

CONFERENCE CLOSE

