

Southern California Tribal Chairmen's Assoc. Inc.



**Tribal TANF
Internal Case File Audit**

Case File Structure

- All case files are structured per department
 - Eligibility
 - Career
 - Case Worker
 - Educational Monitor
 - Educational Coordinator
- Case files are structured identically in each office to ensure efficient case transfers, re-opens and staff coverage

Peer Review

- Case file peer reviews are completed to ensure the participant's needs are met, follow up has been completed, files are accurate and to determine staff training needs.
- These reviews are completed:
 - Randomly during department meetings
 - Randomly by the Site Manager
 - During the case closure and/or case transfer process

Corrections / Adjustments

- If at anytime during a file review, it is found that corrections need to be made, the file will be sent back to the originating staff member to correct and return.
- If the corrections / adjustments warrant additional staff training, the Site Manager will be notified and training will be scheduled.

Eligibility File Review

- The Eligibility files contains all information pertaining to eligibility and payment processing.
- The Eligibility file is reviewed by the Eligibility Reviewers during the following:
 - Upon opening
 - During Re-Certification
 - Application updates
 - Case Closure

Thank You

SCTCA Tribal TANF