



TERRY E. BRANSTAD, GOVERNOR

DEPARTMENT OF HUMAN SERVICES

CHARLES M. PALMER, DIRECTOR

November 24, 1998

**GENERAL LETTER NO. 5-D-50**

ISSUED BY: Office of Program Evaluation, Division of Support Services

SUBJECT: Employees' Manual, Title 5, Chapter D, *Quality Control*, Title page, new;  
Contents (page 1), new; and pages 1 through 11, new.

**Summary**

This general letter transmits the new Chapter 5-D, *Quality Control*. This chapter contains information that was previously in Chapter VI-F. The chapter has been reorganized and rewritten to reflect Quality Control's current responsibilities and scope of review.

Title 5 of the Employees' Manual is being reorganized to contain chapters about public assistance programs and personnel units which are administered centrally instead of through county office income maintenance units.

**Effective Date**

Upon receipt

**Material Superseded**

None

**Additional Information**

Refer questions about this general letter to your regional benefit payment administrator.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

October 16, 2009

## GENERAL LETTER NO. 5-D-51

ISSUED BY: Bureau of Quality Control,  
Division of Results Based Accountability

SUBJECT: Employees' Manual, Title 5, Chapter D, **QUALITY CONTROL**, Title page, revised; Contents (page 1), revised; pages 1 through 11, revised; and pages 12 and 13, new.

### Summary

Chapter 5-D has been revised and reissued in the new format. The language has been simplified and the policies and procedures reflect the current Department practices.

A new policy, "Integrity of the Quality Control Review," is added. This section is based on a federal policy memo that mandates states to ensure that bias is not introduced into the quality control review. The policy provides guidance on identifying and avoiding introduction of bias into a quality control review.

New policies are added to incorporate the error resolution process. This process was produced through the efforts of a workgroup established through the Kaizen process. This policy section includes the policies and procedures for:

- ◆ An error review committees, which is the first step in ensuring the correctness of the quality control review with a preliminary error finding. The error review committee mission is to find the review, itself, correct. This does not necessarily mean that a preliminary error will be disposed of during the committee review. The committee will explore applicable policies and procedures to determine the correct benefit for the case under review, so federal reporting will be correct.
- ◆ Rules for error resolution conference calls. Kaizen rules are adopted for error resolution conference calls. The rules ensure that the purpose of the error resolution conference call is carried out.
- ◆ Steps 1 and 2 of the error resolution process, which include the error resolution conference call, a meeting between quality control and field staff to discuss the preliminary error findings.
- ◆ Steps 3 and 4 of the error resolution process. If consensus is not reached in steps 1 and 2, the error resolution proceeds to senior management, with step 4 being the final decision.

**Effective Date**

Upon receipt.

**Material Superseded**

This material supersedes the entire Chapter D from Employees' Manual, Title 5, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	November 24, 1998
Contents (page 1)	November 24, 1998
1-11	November 24, 1998

**Additional Information**

Refer questions about this general letter to your area income maintenance administrator.

January 28, 2022

**GENERAL LETTER NO. 5-D-52**

ISSUED BY: Bureau of Quality Control,  
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 5, Chapter D, **Quality Control**, Title page,  
Contents Page 1, page 1-11, revised; 12 and 13, removed.

**Summary**

This chapter is revised to update policy and procedure and to update style and formatting throughout.

**Effective Date**

Immediately.

**Material Superseded**

This material replaces the following from Employees' Manual, Title 5, Chapter D:

Page	Date
Title Page	October 16, 2009
Contents Page 1	October 16, 2009
1-13	October 16, 2009

**Additional Information**

Refer questions about this general letter to your division administrator.