

 <b>Department of Children &amp; Family Services</b> <i>Building a Stronger Louisiana</i>	<b>Division/Section</b>	Family Support
	<b>Chapter No./Name</b>	07 - Administrative Procedures Manual
	<b>Part No./Name</b>	P-QUALITY CONTROL SECTION
	<b>Section No./Name</b>	P-400 Reporting
	<b>Document No./Name</b>	P-420 Action on Findings
	<b>Effective Date</b>	July 1, 2011

The function of the Quality Control (QC) system **\*is to determine payment accuracy in Economic Stability (ES) programs and adherence to federally mandated compliance requirements.\*\***

The **\*Food and Nutrition Service sets state\*\*** "tolerance limits" which are designed to protect the interest of the public and those served by the program, while taking into account the inherent difficulties of keeping errors from arising in the complex process of administering the program.

When target error rates exceed tolerance limits, the agency must undertake **\*corrective\*\*** action to reduce its error rates to levels within indicated tolerances.

The action in this instance must take two forms:

- immediate action to reduce its error rates to levels within **\*above tolerance limits,\*\*** and
- long-range corrective action aimed at removing the causes of the error.