

# DSS Policy and Procedure Guide

Division 03: Child Welfare

Chapter 02: General Administration

## Item 024: Overpayment Corrective Action Responses

Suggested changes send to: [DSS PSOA](#) Mailbox

Issued: **October 18, 2013**

References: Policy on overpayments; CWS Monthly Overpayment List

Revision in red

Replaces Issue: April 3, 2008

### Preamble

Child Welfare Policy and Procedure Guides are meant to be used as tools to relay best practice and staff expectations. It is understood that specific case scenarios may not always align themselves with the stated practices and that at all times what is of paramount importance is the Safety and Well-being of the children we are charged to protect.

### Policy

Department of Social Services (DSS) Social Work staff shall complete a corrective action memo ([QR145](#)) for every foster care overpayment that occurs due to Social Worker (SW) error.

### Procedure

- Upon receipt of the Overpayment Summary form [2301](#) from the Foster Care Eligibility Social Services Program Supervisor (SSPS) indicating an overpayment has occurred due to a SW error, the Social Work Supervisor (SWS) shall meet with the SW responsible for the overpayment to determine the cause of the overpayment and to develop a course of corrective action documented on the QR145.
- The SWS shall note on the QR145 in detail the cause of the overpayment and the corrective action taken to avoid future overpayment occurrences for the same reason(s).
- The SWS shall check the box on the QR145 indicating the SW has been advised/reminded to send an email to the [ETA Foster Care Placement](#) Mailbox within one business day of any placement changes.
- The SWS shall check the boxes on the QR145 indicating which applicable Policy and Procedure Guides were reviewed with the SW.
- The SWS shall then submit a copy of the completed and signed QR145 to the Program Manager (PM) for final approval and signature of the memo.
- The PM or PM's Secretary will email an electronic copy of the QR145 form signed by all required parties to the Foster Care Eligibility PM's Secretary and the Foster Care Financial Support Corrective Action Committee Coordinator no later than the second Friday of the month to report on the previous month's overpayments.
- The Foster Care Eligibility PM will review the QR145s to identify causes, systemic concerns and training needs to end overpayments within the DSS system.