

## A Management Evaluation Review Supervisor Case Reads

Pull a random selection of cases from the CR Case Read Logs in **CATS** or **TarCATS** for the month prior to arrival. (See CAS(cas) ) to access CATS and TARCATS) Ensure error and correct cases are selected that include a variety of actions. Read the same target areas the supervisors have been instructed to read. Review for the following:

- Was there a payment error that the supervisor failed to identify?  
Was there a potential error that the supervisor failed to identify?  
Was there a procedural deficiency that the supervisor failed to identify?  
When necessary, obtain the corresponding Case Read Summaries from CATS or TarCATS.
- Report the percentage of cases containing payment errors, potential payment errors, or procedural deficiencies. Record the amount of dollars authorized in error.
- Identify the reasons the errors occurred, including, but not limited to, the following:  
Incorrect calculation of earned income  
Failure to follow through on reported information  
When necessary, compare the Case Read Summary with the reviewer's findings.
- Were any error trends identified?
- Through discussion with management, determine the local office's plan for placing cases on Benefit Hold. When available, obtain the written plan.
- Through discussion with management, determine the number of case reads the supervisor is required to read per month.
- Were cases reviewed prior to benefit issuance and mailing the notices?
- Was the case read documented on **CADO**?