

Purpose of Quality Assurance

The purpose of a Quality Assurance (QA) Review is to make sure that FoodShare Wisconsin is following the guidelines set by the federal government. By reviewing randomly selected cases, a determination can be made whether or not the local county or tribal agencies are running FoodShare correctly.

The reviews are used as a management tool by the Department of Health Services (DHS) to find out why mistakes are made. This helps identify what actions are needed to reduce errors. These tell us if:

- FoodShare is being run according to law.
- The county or tribal agency (local agency) handled your case correctly.
- The information in your case file is correct.
- You are getting the benefits you are entitled to receive.

Quality Assurance Process

A Quality Assurance (QA) specialist does the review. The specialist will go over the actions taken by the local agency on your specific case record. After the specialist goes over the case record you will be contacted to set up an interview. To ensure that the information in your case record is correct, the specialist may contact other sources such as banks, landlords or employers to verify needed information.

At the QA interview, you will be asked to sign a written release of information. This authorization form allows the QA specialist to make the contacts required to establish your household's FoodShare enrollment.

Any person including any financial institution, credit reporting agency, employer, or educational institution is authorized by s. 49.22(2m), Wisconsin Statutes, to release information needed to verify the information you provided for your FoodShare enrollment.

You must provide necessary information to the specialist. If you do not cooperate with the QA specialist, your FoodShare case may be closed until you cooperate, or until a sanction period expires. You will be informed of how long your case may be closed. [(7 CFR 275.12(g)(1)(ii)]...

QA and Your Review QA and Your Review QA and Your Review

Once the QA specialist has reviewed all the information from your case record, your personal records, or other sources, a decision is made on whether or not your FoodShare benefits were issued correctly. If an error is found in your benefits, you will be notified by your local agency about any change in benefits.

You will have the right to appeal any change in benefits or any sanction for not cooperating with the QA review. You will receive appeal information at the time either of these actions occurs.

Your Case May Also be Selected for a Federal Review

The results of the review are sent to the Food and Nutrition Service with the federal government. Federal quality control reviewers re-review some cases that have been randomly selected. A re-review is a case already reviewed by the state that has also been selected for review by the federal government. You are also required to cooperate with federal reviewers if they contact you.

Assured Confidentiality

The information you provide to a state or federal reviewer will only be used by staff members who administer assistance programs to determine eligibility and other staff members authorized by law. This information will legally and permanently remain as property of the State of Wisconsin.

You have the right to:

- See any public and private information collected about you.
- Challenge facts in your file that you believe are not correct or complete.
- See your entire case file, except some types of information that are legally classified as confidential.

More Information

Information provided is general. To find out more detailed information regarding Quality Assurance and Your Review, please contact your local agency.

In accordance with federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, religion, political beliefs, or disability. To file a complaint of discrimination, write:

USDA, Director/Office of Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

Or by calling: (800) 795-3272 (voice) or
(202) 720-6382 (TTY).

Or you can file a complaint at the state level by writing to:

Affirmative Action/Civil Rights/
Compliance Officer
Department of Health Services
PO Box 7850
Madison WI 53707-7850

Or by calling:

1-608-266-9372 or
1-888-701-1251 (TTY)

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If you have a disability and need to access this information in an alternate format, or need it translated to another language, please contact (608) 266-3356 (voice) or 1-888-701-1251 (TTY).



State of Wisconsin
Department of Health Services

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