

FoodShare Quality Control Reviews and Agency Assistance

FoodShare Quality Control (FSQC) is experiencing issues with completing reviews as a result of difficulties in locating members and in obtaining their cooperation once they are located. To help increase review completion rates, FSQC has developed the following procedures based on the level of a member's cooperation:

Members who **refuse** to complete the interview or to provide verification for the state QC review are subject to a sanction that will be effective through February 2, 2017, or until they cooperate—whichever occurs first. For a member who is refusing to cooperate:

1. The assigned state quality control reviewer (SQCR) will send an email to the assigned income maintenance (IM) worker explaining that the case has been pulled for a state QC review and will attach a letter with the member's name and address, the sanction date, and the SQCR's contact information.
2. The IM agency will copy the letter to their county letterhead, add the assigned IM worker's telephone number, sign the letter, and mail it to the member. The letter will be scanned to Electronic Case File.

FoodShare Handbook Section 3.21.1 further addresses the implications of members refusing to cooperate with state or federal quality control reviews.

Members who **fail** to cooperate are those members to whom correspondence has been sent and for whom mail has not been returned. In addition, FSQC has attempted to reach them by telephone without success. For a member who is failing to cooperate:

1. The SQCR will send an email to the assigned IM worker explaining that the case has been pulled for a state QC review. In the email, they will:
 - a. Ask the agency to enter a "Y" and a "?" in the Loss of Contact field in CARES Worker Web and to run eligibility in order to place the case in pending status. This action will generate a Request for Contact letter to the member.
 - b. Request that a comment be entered in CWW that includes the SQCR's contact information and notes that FSQC is trying to locate the member and that the member's cooperation is essential to his or her eligibility.
2. The IM agency will complete the actions described above, and, if the member contacts the agency, will explain the reason the request for contact was made and share the SQCR's contact information.

State and federal quality control reviews are described in Income Maintenance Manual, Chapter 2. The penalties for noncooperation with those reviews are addressed in FoodShare Handbook Section 3.21.1.