

FoodShare



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Information About FoodShare Quality Control Reviews

INFORMATION ABOUT FOODSHARE QUALITY CONTROL REVIEWS

What is a FoodShare quality control review?

A FoodShare quality control review is a review of your FoodShare case to make sure that the agency that enrolled you in FoodShare issued your benefits correctly and is following the rules set by the federal government.

Quality control reviews are used by the Department of Health Services (DHS) to check if:

- The FoodShare program is being run according to law.
- Your agency handled your case correctly.
- The information in your case file is correct.
- You are getting the benefits you are eligible for.

Why was my case picked?

Your FoodShare case was randomly picked for a quality control review. It was not picked because of something you did or did not do. By reviewing randomly selected cases, DHS can find out if your agency is running the FoodShare program correctly.

Do I have to participate?

Federal law states that you must cooperate with the quality control review. If you do not give the information requested and do not

cooperate with the review, your FoodShare case may be closed. If this happens, you will be told how long your case may be closed.

How does the FoodShare quality control review process work?

The following are the main steps in the FoodShare quality control review process:

1. A quality control specialist will be assigned to do the review of your FoodShare case.
2. The specialist will review your FoodShare case file to see what actions were taken by the local agency.
3. After the specialist reviews your FoodShare case file, he or she will call you to set up either an in-person interview or a phone interview.

Note: If the specialist is not able to reach you to set up an interview, he or she will mail an interview notice to your home with a date and time for your interview. The interview notice will have a phone number for you to call and reschedule your interview if necessary.

4. As part of the interview, you will be asked to sign a written release of information form. This form gives the specialist permission to contact other sources (such as banks, landlords, or employers) to verify

the information you gave for your FoodShare enrollment. These sources may be asked to give information, such as bank statements and proof of employment.

Note: Based on state law, any person, financial institution, credit reporting agency, employer, or school is authorized to release information to verify the information you gave for your FoodShare enrollment.

What happens after the FoodShare quality control review?

Once your interview is complete and the specialist has reviewed all of the information from your FoodShare case file, your personal records, and other sources, a decision will be made on whether or not your FoodShare benefits were issued correctly. If an error is found in your benefits, you will be informed by your 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 quality control review. You will get appeal information if any of these actions occur.

The results of your quality control review are sent to the U.S. Department of Agriculture Food and Nutrition Service.

Will I have to do any other FoodShare quality control reviews?

Federal quality control reviewers will 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. If your case is randomly selected, you are required to cooperate with federal reviewers if they contact you.

Is my information confidential?

The information you give to a state or federal reviewer will only be used by staff members who manage assistance programs to determine eligibility and other staff members authorized by law.

You have the right to:

- See any public and private information collected about you.
- Challenge facts in your case 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.

Where can I get more information?

This fact sheet contains general information about FoodShare quality control reviews. For more detailed information, please call the quality control reviewer at the number listed on your interview notice. If you cannot locate your notice, call 608-261-8321.



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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [How to File a Complaint](#), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: program.intake@usda.gov.

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