



SNAP 1508-2 CASE MANAGEMENT Program Compliance Bureau Quality Control Reviews

Supersedes: SNAP 1508-2 (12/16/2021)

Reference: 7 CFR 275.12(g); 7 CFR 273.2(d); 7 CFR 273.8(h)

Overview: Quality Control (QC) reviews are conducted using a statistical sampling of cases. The reviews provide:

1. A systematic method of measuring the accuracy/validity of the SNAP caseload;
2. A basis for determining error rates;
3. Information to base corrective action plans at all levels of administration; and,
4. A basis for establishing the State Agency's liability for excessive error rates.

SHARED GOALS:

The SNAP and Quality Control Units share the common goal of improving the payment accuracy of SNAP cases by:

1. Making every reasonable effort that each case selected for review is eligible and receiving the correct allotment; and,
2. Maintaining the integrity of Quality Control (QC) rules and regulations.

QC UNABLE TO LOCATE CLIENT:

When a QC reviewer is unable to locate a client to complete their review, they will contact the OPA. It is imperative that OPA staff and CSCs respond to requests from QC Reviewers regarding Requests for Contact for QC random program reviews.

When the OPA is notified by QC that a client cannot be reached to complete a random program compliance review, the Eligibility Worker must generate a General Notice to the household within 1 business day. Please follow the detailed **Business Process** located in the PAUG when addressing these situations.

FAILURE/REFUSAL TO COOPERATE:

When an individual does not cooperate with a QC review, the Quality Control Reviewer (QCR) sends a disqualification letter to the Field Office Manager (FOM) stating the household has not cooperated with the review.

The eligibility staff member/supervisor must close the SNAP case with timely notice of adverse action. The household is disqualified even if the case closed for a different reason prior to receiving the disqualification letter. Case notes must document that the individual and any household they are a part of is not eligible to receive SNAP benefits until they cooperate with the QC review or the household reapplies for SNAP benefits 125 days after the end of the annual QC review period (SNAP 104-1).

The eligibility staff member/supervisor must add the disqualification to CHIMES to help identify the disqualification. **NOTE:** This must be entered even if the case is already closed.

If a household reapplies for benefits during the disqualification period, the eligibility staff member must verify with QC that the individual has cooperated with QC before SNAP benefits can be issued (SNAP 104-1). **NOTE:** If a household does not cooperate with a QC review for SNAP and the case is open on TANF and/or Medicaid, the eligibility staff member should refer to each programs' policy manual for correct program policy.

QUALITY CONTROL REVIEWS:

The QCR reviews information gathered from all sources (e.g., case file, CHIMES, collateral contacts, etc.) and determines whether SNAP eligibility is determined correctly. The QCR contacts the OPA, if needed, to:

1. Notify the OPA if the case was dropped due to inability to locate. The OPA must take the appropriate action; and,
2. Work cooperatively with all parties involved in review process.

Effective Date: August 1, 2022