



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

**Supersedes:** SNAP 1508-2 (08/01/2022)

**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.

### **HOUSEHOLD MISSES REQUIRED QC INTERVIEW:**

To help understand this process, it is being split into two sections: 1) Failure to Cooperate, and 2) Refusal to Cooperate.

When the household misses their scheduled interview to complete their QC review, the Quality Control Reviewer (QCR) will contact the FOM requesting assistance in generating a General Notice to the household through CHIMES allowing ten (10) days to contact QC. The notice must be sent to the household within 3 business days of OPA's receipt from QC. Please follow the detailed **Business Process** located in the PAUG when generating a General Notice for **Request to Contact**.

### **FAILURE TO COOPERATE:**

A household is determined by QC to be a **Failure to Cooperate** in the following instances:

1. The household does not respond to notices or messages left at the household's address or with a non-household member, and the QCR is unable to verify the household received the notices or messages.
2. A collateral contact refuses to cooperate.
3. The household demonstrated a willingness to cooperate with the review but is unable to provide requested information because the information is not in the possession of the household.

When the QCR has determined the individual is a **Failure to Cooperate**, the QCR notifies the Field Operations Manager (FOM), Regional Field Manager (RFM), and QC Supervisor, that the household has not been in contact with QC. The OPA Management (FOM or Supervisor) will enter a case note in CHIMES stating the household has not been in contact or cooperated with the QC review and if the client contacts OPA give the client the QCR's contact information to complete the review. The case is not closed or disqualified for a **Failure to Cooperate**.

#### **REFUSAL TO COOPERATE:**

A determination of **Refusal to Cooperate** is made by the QCR when the household has the ability to take the actions that are necessary to complete the QC review process but clearly demonstrates that it will not take such actions. Such as: a household refusing to talk to the QCR, the certified mail-retained receipt of the missed interview notice was signed by a household member, but no contact is made with QC, or after contact with QC, the household does not complete the interview and/or provide the requested information to complete the review.

When QC has determined an individual is a **Refusal to Cooperate** with a QC review, the QCR sends a disqualification letter to the FOM, RFM, and QC Supervisor stating the household has not cooperated with the review and a disqualification period must be imposed. The notice must be sent to the household within 3 business days of OPA Management's receipt from QC. Please follow the detailed **Business Process** located in the PAUG when generating the **Refusal to Cooperate** disqualification.

The OPA Management 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 and must be reverted to open to generate the disqualification period. 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 OPA Management must add the **Refusal to Cooperate** 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 OPA 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 OPA should refer to each program's 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: 03/30/2023**