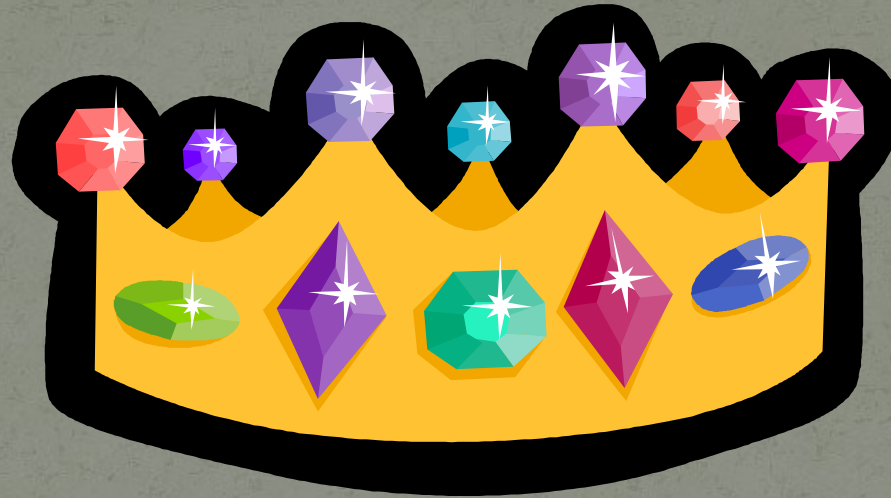


“TREASURE HUNT FOR THE CASE RECORD CROWN JEWEL”



BPRO CONFERENCE
OCTOBER 3-5, 2011
ROANOKE, VIRGINIA

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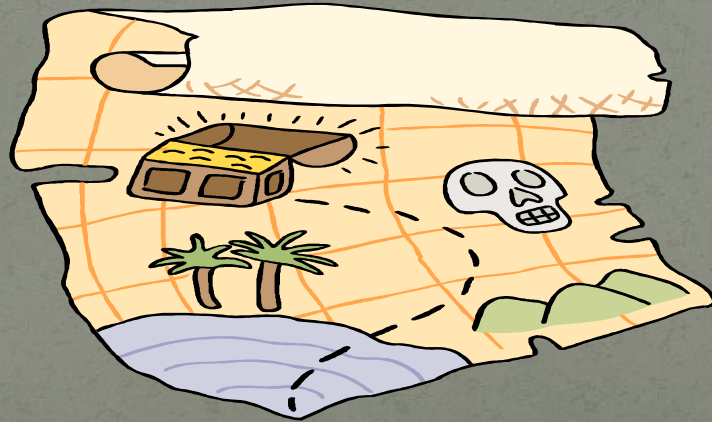
ON THIS TREASURE HUNT, YOU WILL LEARN:

- CHANGES IN THE QUALITY ASSURANCE REVIEW PROCESS EFFECTIVE OCTOBER 1, 2011
- HOW THE CHANGES IMPACT SNAP POLICY AND PROCEDURES
- HOW TO PRODUCE A CASE RECORD “GEM” INSTEAD OF “LUMP OF COAL”



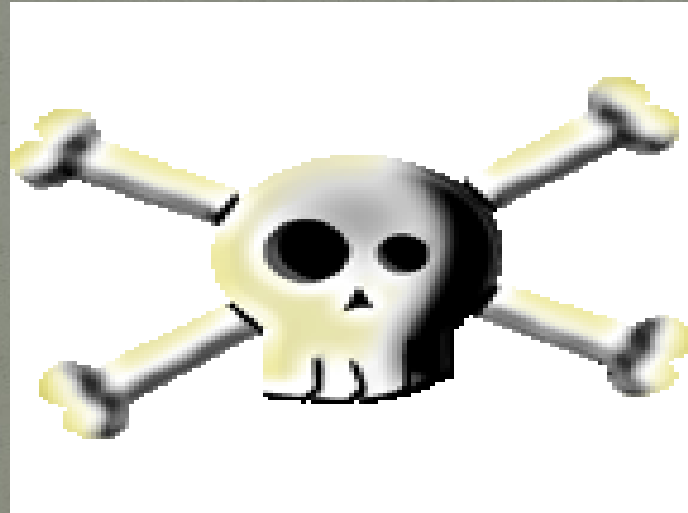
CLUE:

MOST OF THE QA CHANGES INVOLVE
THE REVIEW PROCESS FOR
NEGATIVE CASE ACTIONS



QA CHANGE #1:

BREAK IN PARTICIPATION REQUIRED



BREAK IN PARTICIPATION

OLD

- “Break” defined as a household not getting a full allotment in the effective month of the negative action
- QA could drop reviews when a negative action was rescinded and a full allotment was received by the household

NEW

- **ANY DELIBERATE ACTION TO TERMINATE BENEFITS IS SUBJECT TO REVIEW**

EFFECT ON SNAP:

- MORE NEGATIVE CASE REVIEWS WILL BE COMPLETED
- MORE CASES INCLUDED IN ERROR RATE DETERMINATION





TREASURE TIP:

MAKE SURE ALL
TERMINATIONS ARE
APPROPRIATE!

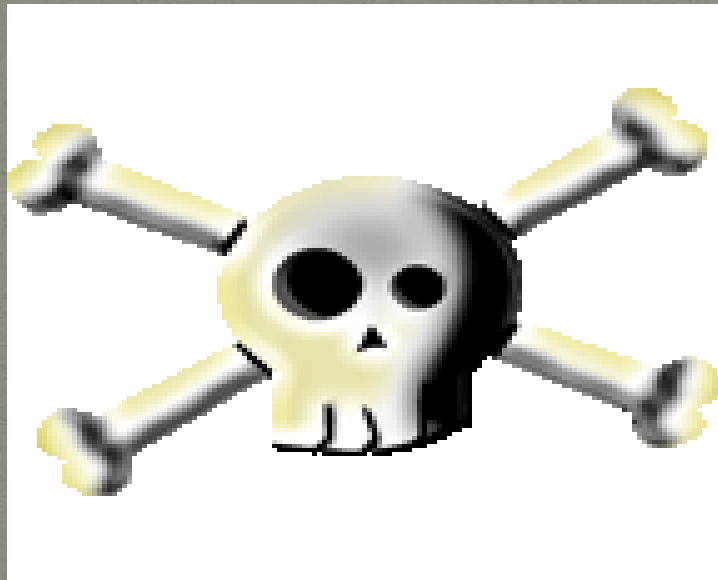
WHAT SHOULD YOU DO?

DOCUMENT!



QA CHANGE #2:

NO MORE EXPANDED REVIEWS



EXPANDED REVIEWS

OLD

- If reason for negative action was invalid, unsupported or undocumented by the case record, QA could look for another reason to find the termination or denial valid

NEW

- CAN ONLY REVIEW THE ACTION/REASON SELECTED FOR REVIEW
- CASE RECORD EXAMINATION LIMITED TO DOCUMENTATION FOR SAMPLED REASON
- COLLATERAL CONTACT ALLOWED BUT LIMITED TO CLARIFYING SELECTED REASON ONLY

EFFECT ON SNAP:

- MUST PAY SPECIAL ATTENTION TO REASONS FOR TERMINATIONS AND DENIALS
- MAKE SURE THEY ARE CODED CORRECTLY WHEN ENTERED IN ADAPT



TREASURE TIP

- MAKE SURE CORRECT CODE IS USED IN ADAPT WHEN DENYING OR TERMINATING CASES
- MAKE SURE CASE RECORD DOCUMENTATION SUPPORTS THE ACTION CODED IN ADAPT



WHAT SHOULD YOU DO??

COMPARE, ENSURE,
DOCUMENT!



QA CHANGE #3:

INCREASE IN NUMBER OF MANDATED
APPLICATION PROCESSES REVIEWED



SNAP APPLICATION PROCESSES REVIEWED

OLD

- Failure to send a “Notice of Missed Interview” when required
- Failure to provide expedited service when appropriate
- Denial of a case prior to the 30th day when verification requested*

NEW

- Failure to send an *Appointment Letter* or *NOMI* when required or *sending them to an incorrect address*
- Failure to provide expedited service when appropriate
- Denial of a case prior to the 30th day when verification requested*
- *Denial of an application after the 30th day when not properly pending*
- *Failure to take action by the 31st or 61st day after application*
- *Putting an adverse action in effect prior to the expiration of the 10-day advanced notice*

EFFECT ON SNAP

- INCREASED EMPHASIS ON APPLICATION “PROCESSES”
- INCREASED AWARENESS OF WHERE NOTICES ARE BEING SENT
- INCREASED ATTENTION ON EXTENDING PENDING CASES APPROPRIATELY AND BY THE 30TH DAY



TREASURE TIP

- MAKE SURE YOU HAVE AN ADEQUATE SYSTEM FOR HANDLING ALL TYPES OF DEADLINES
- EVALUATE CASES THOROUGHLY AND MAKE SURE YOU REQUEST ALL NECESSARY INFORMATION

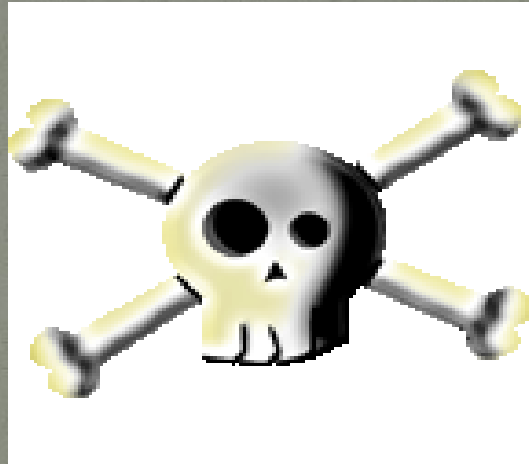


DOCUMENT ! DOCUMENT !
DOCUMENT !



QA CHANGE #4:

EVALUATE ACTION UNDER REVIEW AND
DETERMINE IF NOTICE
REQUIREMENTS WERE MET



REVIEW OF NOTICES

OLD

- Did not base validity of a negative action on the agency's administrative system for putting an otherwise valid negative action in effect
- Found the action valid even if the agency did not meet timeliness standards for that action or failed to send a notice

NEW

NOTICES MUST:

- ✓ BE ISSUED NO LATER THAN 30 DAYS AFTER DOA
- ✓ EXPLAIN BASIS FOR DENIAL OR TERMINATION
- ✓ IF MULTIPLE REASONS GIVEN, ALL MUST BE ACCURATE
- ✓ BE CLEAR AND UNDERSTANDABLE
- ✓ ALLOW 10-DAY ADVANCED NOTICE PERIOD TO EXPIRE BEFORE IMPLEMENTING

NOTE:

- “REQUEST FOR CONTACT” AND “REQUEST FOR INFORMATION” (OR CHECKLIST) WILL CONTINUE TO BE EVALUATED IN TERMS OF BEING SENT WHEN REQUIRED, AND MAY INCLUDE LANGUAGE THAT COVERS THE REQUIREMENTS OF NOAA



EFFECT ON SNAP

- MUST ENSURE COPY OF NOTICES ARE ACCESSIBLE OR IN RECORD
- FORCED TO BE SPECIFIC WHEN GIVING REASONS FOR ACTION (S) TAKEN; MUST DEFINE “OTHER”
- MUST ENSURE 10-DAY ADVANCED NOTICE HAS EXPIRED PRIOR TO IMPLEMENTING NEGATIVE ACTION



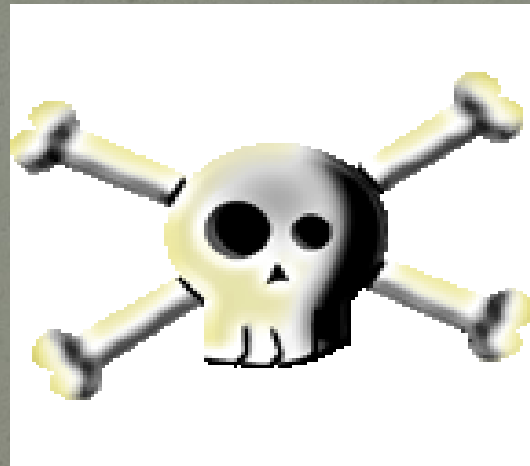
TREASURE TIP

- AVOID MULTIPLE REASONS ON NOTICES
- AVOID “AD-LIBBING” OR HAND-WRITING REASONS ON NOTICES



MORE QA "DRAMA"

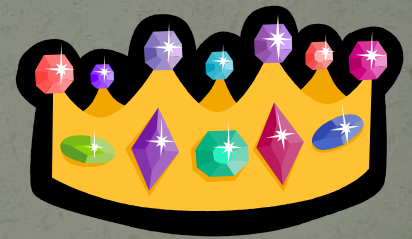
- SEPARATE HOUSEHOLD STATUS DOCUMENTATION



DOCUMENTATION IS YOUR MAP
TO THE TREASURED "CORRECT CASE"



QUESTIONS?



THANK YOU!!!!!!

JONI AND MICHELE

