

**CalWORKs and FOOD STAMP DATA SYSTEMS DESIGN
TASKFORCE
Systems Maintenance Unit (SMU)**

TRANSMITTAL NUMBER: 01-01 (FS)

January 8, 2001

**TO: All Performance Measurement Counties and Field
Operations Bureau Staff**

SUBJECT/PURPOSE: QC Case File Documentation and Narration

RELATED REFERENCE: FNS Handbook 310

SUPERSEDES: FOB Transmittal 00-01 (F)

EFFECTIVE DATE: Upon Receipt

BACKGROUND:

The Food and Nutrition Service (FNS) has expressed concern QC reviewers are not providing enough documentation, verification, and comments in their case reviews so that FNS can determine the validity of the review findings. In an effort to address this problem, the Task Force formed a Documentation Workgroup consisting of state and county staff to address this and other Food Stamp documentation issues. This group reviewed the most current transmittal covering this issue (FOB Transmittal 00-01), and came up with modifications and revisions of that document. FNS reviewed and accepted the changes made by the workgroup. This transmittal supercedes the above referenced transmittal.

INSTRUCTIONS:

Even though each case/situation is unique, the reviewer must ensure that each Class (FNS Handbook 310 Element) can “stand on its own” and does not conflict with or contradict other Classes within the review. The thought processes and analyses done by the reviewer must be clearly evident and be consistent with FNS Handbook 310 guidance for all elements and documentation.

Positive Allegations and verification

Per Section 520 of the FNS Handbook 310, (hereinafter referred to as the FNS-310), “Verification must be documented by recording information on the worksheet and, whenever possible, by attaching copies of documentary evidence. Documentation must clearly (emphasis added) show the basis for the reviewer’s findings for each individual element. It is the basis for determining if a variance exists in an element.”

Documentation/narration must always have a conclusion; it need not be lengthy, but it must be to the point. For example, “within resource limits” or “Excluded resource.”

Negative Allegations

Reviewers are no longer required to record negative allegations in each class. Instead, record all relevant information pertaining to the negative allegations in Classes 225 (Combined Resources) or 371 (Combined Gross Income as appropriate).

EXAMPLES:

1. 225 Combined Resources: "Per case record and home visit, client states she has no bank accounts, cash on hand, real property, and no other liquid assets and personal property. No contrary evidence." "Client states she cashes checks at USA Check Cashing Co. and "lots of other places." She stated she pays bills with cash."
2. 371 Combined Gross Income: "Client states he has no type of earned or unearned income; no evidence to the contrary. See IEVS attached."

Case Folder Contents

Case review folders are to include the following:

- (1) Documentation that verifies eligibility, resources, income, and income deductions for the sample month. Photocopies include but are not limited to the following verifications: birth, school, citizenship (if questionable), alien status, residency, household composition, work related activities, assets/resources, income, income deductions, child care expenses, shelter and utility costs, and medical expenses. In addition, this includes the most current application and other certification/recertification documents along with all applicable CA/CAW-7s. (If the monthly report is not available, document this in the case comments.)
- (2) CWD budget documents including documentation showing the Federal and CFAP portions of the total allotment in combined cases.
- (3) Verification of collateral contacts.
- (4) Comparative (County and reviewer) computation worksheets (either done by hand or computer generated).
- (5) If applicable, the Case Review Inquiry form or Question and Answer from the Web page completed by SMU staff, along with policy reference materials.
- (6) Home Visit appointment letter(s) and any other correspondence.
- (7) TANF/CalWORKs warrant printout and Food Stamp allotment issuance printout.
- (8) A printed copy of the completed Q5i worksheet.
- (9) Review comment sheets such as county checklists and/or forms.

- (10) Error letter or pertinent information letter, if appropriate.
- (11) Notification to the Eligibility Worker of recipient noncooperation/sanction request, if appropriate.
- (12) IEVS reports and fraud referral.
- (13) Any other applicable documents relevant to the case.

The following situations require a narrative comment or explanation by the case reviewer/analyst in the specific class or general case comments screen as appropriate:

- (1) Any dollar error, both citable and non-citable.
- (2) Any activity that may indicate hidden resources or unreported income.
- (3) Any class items coded as "Other."
- (4) All warning edits when the case is coded correctly, but the code violates the edit because the case contains an uncommon situation. (The analyst must explain why the warning edit is not applicable.)
- (5) All drop cases. (The narrative must include the reason for dropping the case, all steps taken to complete the case, and the sanction period if appropriate.) Documentation must also include all applicable correspondence and forms; see FNS-310 Section 442 and Transmittal 99-04.
- (6) An explanation of any difference between the case record information and verified information resulting from the review process, even if there is no effect on the budget.

INQUIRIES: CalWORKs and Food Stamp Data Systems Design Taskforce,
Systems Maintenance Unit.

Original Signed By Joeana Carpenter

**JOEANA CARPENTER, PROJECT LEADER
CalWORKs and FOOD STAMP DATA SYSTEMS
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