

FIELD OPERATIONS BUREAU FOOD STAMP UNIT (FSU)

TRANSMITTAL NUMBER: 10- 01

April 22, 2010

**TO: All Food Assistance Action Committee (FAAC) Members
and Field Operations Bureau (FOB) Staff**

SUBJECT/PURPOSE: Procedures for Courtesy Face-to-Face Interviews

SUPERSEDES: QC Transmittal 96-44

EFFECTIVE DATE: Upon Receipt

BACKGROUND:

The Food and Nutrition Service (FNS) requires that all cases be completed when the current residence is known unless the food stamp household (FSHH) moved out of State, the FSHH did not participate in the sample month and two months following the sample month or the FSHH has failed or refused to cooperate with the review etc. There is no provision for dropping a review solely because the FSHH moved to another county in California. When a QC reviewer determines that a FSHH has moved to another county, the case must still be completed. The face-to-face interview will be conducted by a QC reviewer in the county where the FSHH currently resides. The reviewer to whom the case is originally assigned is responsible for the completion of the review. If the FSHH moved to an adjacent county it may be possible for the assigned reviewer to complete the face-to-face interview. The following procedures are applicable to both the Federal and State Sample reviews.

The face-to-face interview will be conducted in the same manner as any other interview. Necessary certifications, releases and/or signatures will be obtained; the household composition will be verified; and any additional or significant information discovered during the face-to-face interview will be noted.

INSTRUCTIONS:

When the QC reviewer determines a household has received benefits in the sample month but no longer resides in the county, the QC supervisor will be informed immediately. The QC supervisor will promptly contact the QC supervisor in the county in which the FSHH moved to inform him/her that a face-to-face is needed. The supervisor will ensure that the case is properly prepared for the courtesy face-to-face interview. The following are general requirements and responsibilities for the processing and completion of courtesy face-to-face interviews:

REQUESTING A COURTESY FACE-TO-FACE INTERVIEW

1. As much information as possible must be provided to the county conducting the interview. This can be in the form of the RADEP worksheet, a case summary or an interview questionnaire. The Courtesy Face-To-Face Request Transmittal document (Attachment 1), can be utilized to inform the receiving county if some items/elements could not be documented during the case reading, if the case record narratives/journal indicates the participant may be uncooperative or hostile, if the participant moves frequently or any other information or special instructions that will assist the receiving county in completion of the interview. The sending county will provide release forms or other documents as necessary; including stamped self-addressed envelopes for return mail. Both the sending and receiving QC supervisor will agree on the method by which the case record information is sent.
2. If possible, contact the participant by telephone to advise him/her that a reviewer in their county will be in contact to arrange a face-to-face interview and they may be required to sign releases or other documents. Ask the participant to keep you informed of any changes in address or telephone number so that you can keep the courtesy reviewer informed.
3. In general, it is the sending county's responsibility to track the case for completion of the face-to-face interview. If the case has not been returned within two weeks; the sending county shall contact the receiving county and follow up as necessary.

RECEIVING A REQUEST FOR A COURTESY FACE-TO-FACE INTERVIEW

1. The receiving county QC supervisor, FOB manager or QC reviewer will acknowledge receipt of the courtesy interview request by telephone or e-mail and will provide an estimate as to how soon the interview might be completed. The information received should be reviewed immediately upon receipt. If there are any questions contact the sending county before the face-to-face interview is scheduled.
2. If possible, contact the HH by phone to schedule the interview. Advise the participant that the case was selected for review in the county where they previously lived. At the face-to-face interview obtain any verification, releases, or statements requested or required. If there are any forms or documents to be submitted later by the participant, leave the stamped self-addressed envelopes provided by the sending county.

3. If the QC reviewer encounters a non-coop or is unable to locate the FSHH, he/she will promptly notify the sending county QC reviewer or supervisor. The sending QC reviewer is responsible for following timely and appropriate procedures for these non-coops and unable to locate cases set forth in FNS Handbook 310 Section 442.1 & 442.2. In addition, if the FSHH has applied for benefits in the new county, the sending QC reviewer must contact the new county regarding the applicable penalty and document this contact on RADEP.
4. The QC reviewer is responsible for conducting the face-to-face interview. Many of the counties have developed their own interviewing questionnaire. Use the questionnaire that was provided by the sending county or the interviewing tool your county utilizes. Annotate any additional information that might be helpful or to identify problem issues.
5. DO NOT mail out any releases obtained at the interview to third parties unless this has been prearranged with the sending county. If mail is received from the participant, it should be forwarded immediately to the sending county.

The State Field Operations Bureau (FOB) QC reviewers are responsible for conducting the face-to-face interviews for the small counties. Refer to Attachment 2 for the listing of the small counties and the appropriate manager to contact.

For the large counties, please refer to your Performance Measurement County (PMC) Roster.

INQUIRIES: **Cheryl Henderson,**
 Program Analyst
 Cheryl.Henderson@dss.ca.gov

Original Signed By Richard Trujillo

RICHARD TRUJILLO, Chief
Field Operations Bureau

COURTESY FACE-TO-FACE INTERVIEW REQUEST

To: _____

Date: _____

From: _____

CASE TYPE:

Federal Sample

State Sample

County: _____

Sample Month: _____

Review Month: _____

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During the case review we noted that the FSHH has moved to your county. We are requesting a courtesy face-to face interview on the following case:

Case Name: _____

Address: _____

Telephone: _____

Please note the following elements/comments:

Element	Comments
_____	_____
_____	_____
_____	_____
_____	_____

Additional Comments:

Sending Reviewer: _____

Telephone: _____

Assigned to: _____

ATTACHEMENT 2

Marlene Fleming 213-833-2252 Marlene.Fleming@dss.ca.gov/

Santa Barbara
Imperial

Paul Gardes 916-651-9772 Paul.Gardes@dss.ca.gov/

Butte	Placer
Del Norte	Plumas
El Dorado	Shasta
Glenn	Sierra
Humboldt	Siskiyou
Lake	Sonoma
Lassen	Sutter
Marin	Tehama
Mendocino	Trinity
Modoc	Yolo
Napa	Yuba
Nevada	

Carlos Ocampo 559-488-4223 Carlos.Ocampo@dss.ca.gov/

Alpine	Mariposa
Amador	Mono
Calaveras	San Benito
Colusa	San Luis Obispo
Inyo	San Mateo
Kings	Santa Cruz
Madera	Tuolumne