

FIELD OPERATIONS BUREAU

CalFresh Review Unit (CFRU)

TRANSMITTAL NUMBER: 11-05 ERRATA

December 12, 2012

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

SUBJECT/PURPOSE: Waiver of Quality Control (QC) Face-to-Face
Interview Requirements and RADEP Coding of QC
Interview Type

RELATED REFERENCE: SNAP Quality Control Policy Memo 11-01

SUPERSEDES: Transmittals 10-05, 11-02 & 11-03

EFFECTIVE DATE: Beginning with the October 2011 Sample

BACKGROUND:

Current federal regulations mandate a face-to-face interview for all active QC cases. A waiver was released for Federal Fiscal Year (FFY) 2011 to allow a telephone interview to be completed in households with an allotment of \$100 or less. FNS has extended this waiver indefinitely. Additionally, all households that received Transitional CalFresh benefits may have the face-to-face interview requirement waived and replaced with a telephone interview. *

INSTRUCTIONS:

The waiver is applicable to cases in which the authorized allotment is \$100 or less and all households that received Transitional CalFresh benefits (regardless of the allotment amount). A QC interview may be conducted via the telephone on these two types of cases. The RADEP coding has been modified to reflect these changes. **RADEP Item 010-F016** must be completed on all cases to capture whether an interview was completed. The following codes have been mandated by FNS:

- 1 - Telephonic personal interview w/ HH
- 2 - No Interview with household (likely conclusion) Failure or Refusal to Cooperate
- 3 - No interview with household (disposition incomplete) Failure or Refusal to Cooperate
- 4 - No interview with household (disposition not subject to review)

12-12-12 (Change)

- 5 - No interview with household (Ineligible determination prior to interview)
- 8 - Face-to-face home visit
- 9 - Face-to-face in local office
- 0 - Face-to-face in mutually agreed upon location

INQUIRIES: **Nicole Matsuura,**
 Program Analyst
 Nicole.Matsuura@dss.ca.gov

Original signed by Marlene Fleming
Marlene Fleming, Chief
Field Operations Bureau