

# **FIELD OPERATIONS BUREAU CALFRESH REVIEW UNIT (CFRU)**

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**TRANSMITTAL NUMBER: 12-02**

**July 17, 2012**

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**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 10-01**

**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 CalFresh household moved out of State, the household did not participate in the sample month and two months following the sample month, or the household has failed or refused to cooperate with the review. There is no provision for dropping a review solely because the household moved to another county in California. When a Quality Control (QC) reviewer determines that a CalFresh household 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 household currently resides. The reviewer to whom the case is originally assigned is responsible for the completion of the review. If the household 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 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.

**NOTE:** There is a waiver currently in effect that allows a telephone interview to replace the face-to-face interview for those households with an authorized allotment of \$100 or less, and all households who received transitional CalFresh benefits in the sample month. Before the QC reviewer decides to request a courtesy face-to-face interview, determine if a telephone interview can be conducted. If so, complete the review. If not, follow the procedures in this transmittal.

**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 CalFresh household moved to inform him/her that a face-to-face interview 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 also 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 household (HH) may be uncooperative or hostile, if the HH moves frequently, or any other information or special instructions that will assist the receiving county in completion of the interview. Provide release forms or other documents as necessary and include stamped self-addressed envelopes for all return mail. The sending QC supervisor and the receiving QC supervisor will both agree on the method by which the case record information is sent.
2. If possible, contact the HH 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 HH 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 HH 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 determines that a HH has failed or refused to cooperate, or is unable to locate the HH, he/she will promptly notify the sending county's QC reviewer or supervisor. The sending QC reviewer is responsible for following timely and appropriate procedures as set forth in FNS Handbook 310, Sections 442.1 and 442.2. In addition, if the HH 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 in RADEP.
4. The QC reviewer is responsible for conducting the face-to-face interview. Many 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 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 HH, it should be forwarded immediately to the sending county.

The State FOB QC reviewers are responsible for conducting the face-to-face interviews for the small counties. Please 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 FAAC Roster.

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

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**MARLENE FLEMING, 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: \_\_\_\_\_

## ATTACHMENT 2

John Mason	213-833-2248	<a href="mailto:John.Mason@dss.ca.gov/">John.Mason@dss.ca.gov/</a>
Santa Barbara		
Imperial		
Paul Gardes	916-651-9772	<a href="mailto:Paul.Gardes@dss.ca.gov/">Paul.Gardes@dss.ca.gov/</a>
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	<a href="mailto:Carlos.Ocampo@dss.ca.gov/">Carlos.Ocampo@dss.ca.gov/</a>
Alpine	Mariposa	
Amador	Mono	
Calaveras	San Benito	
Colusa	San Luis Obispo	
Inyo	San Mateo	
Kings	Santa Cruz	
Madera	Tuolumne	