

QUALITY ASSURANCE FAMILY INDEPENDENCE FFY09 REVIEW OUTLINE

I. FOOD STAMP PROGRAM POLICY ISSUES

- **Program Access**

- County Office Procedures
- Telephone Contact with the Local Office
- Interviews with County Directors, Managers, Supervisors and Receptionists/Screeners
- Front Desk Observation
- Client Interviews
- Customer Complaints/Constituent Complaints
- Advocate/Community/Organization Interviews
- Fair Hearings
- Initial Applications
- Denied Applications
- Terminations
- Recertifications (½ Approved, ½ closed)
- Promising Practices Food Stamp Program Access Initiatives

- **Corrective Action**

- Evaluation of Quality Improvement/Corrective Action Plans
- Quality Control Central File
- Error Prone Case Reviews
 - Wages/Salaries, Shelter and Utilities

- **Claims Management**

- Interviews with Claims Manager and Supervisor
- Maintenance of County Log for Office of Investigative Services Referrals
- Food Stamp Overpayments Pending More than Sixty Days
- Food Stamp Underpayments Pending More than Sixty Days
- IPV referrals made timely to Office of Investigative Services (OIS)
- IPV Disqualifications being entered into the Disqualified Recipient Subsystem (DRS) and on the SUCCESS DEM3 screen
- Documentation of Agency Error/Inadvertent Household Error Claims
- Information on the SUCCESS ADDR/NARR screen

II. AGENCY COMPLIANCE PROCEDURES

- **Title VI**

Training
Posters
Client Complaint Procedures
Bilingual Services

- **Limited English Proficiency/Sensory Impaired (LEP/SI)**

Training
Language Access Plan
Central File
Forms
Posters
Interview with LEP/SI Language Access Coordinator
State Manual and Plan

- **Americans with Disabilities Act/Section 504 (ADA)**

Training
DFCS Grievance Procedure for Program/Service Complaints Poster
Client Complaint Procedures
County Access to Services Plan
TANF Case Record Review (Approvals and Reviews) for ADA
Forms/Documentation

- **Health Insurance Portability and Accountability Act (HIPAA)**

Training/HIPAA Central file
Notice of Privacy Practices (NPP) Posters (English/Spanish)
Observation/Discussion of Safeguard Compliance Measures
Food Stamp Case Review of Notice of Privacy Practices

III. IRS/BEERS SECURITY REVIEW

Two Barrier Security
Destruction Logs
Training Logs and User Agreement Forms
UNAX Poster
County Security Plan

IV. TANF

- **TANF Participation Activities/Validation of Hours**

- Activity Appropriate/Documentation of Hours
Federal Reporting Error/Case Deficiency

- **TANF Mandatory Forms**

- TANF Approvals
TANF Reviews

V. OTHER FEDERAL REVIEW MANDATES

- **Food and Nutrition Education**

- **Call Center**

- Telephone Contact
Live Call Observations