APPENDIX D

U.S. DEPARTMENT OF AGRICULTURE - FOOD AND NUTRITION SERVICE

QUALITY CONTROL - FOOD STAMP NEGATIVE CASE ACTION
REVIEW SCHEDULE

I. CASE MANAGEMENT INFORMATION (Not to be Transmitted)

1. CASE NAME *(Last, First, MI)*

2. TELEPHONE NUMBER

3. MAILING ADDRESS

4. ACTUAL ADDRESS/DIRECTIONS TO LOCATE

5. DATE ASSIGNED
MO DAY YEAR

6. DATE COMPLETED/DISPOSED OF
MO DAY YEAR

Reviewer _____

7. DATE CLEARED
MO DAY YEAR

Supervisor _____

II. IDENTIFYING INFORMATION

A. REVIEW NUMBER

B. CASE NUMBER

C. STATE AND LOCAL AGENCY CODES

D. SAMPLE MONTH AND YEAR

E. STRATUM

F. DECISION DATE
MO DAY YEAR

G. EFFECTIVE DATE
MO DAY YEAR

H. ACTION TYPE

I. CASE CLASSIFICATION

III. ANALYSIS OF REVIEW ACTIVITY

J. NOTICE REQUIREMENTS

K. RECORDED REASON FOR ACTION

L. VALIDITY OF RECORDED REASON

M. RESULT OF EXPANDED REVIEW

(a) Validity

(b) Reason for Action
(If different from item L; otherwise, enter "00")

N. DISPOSITION OF REVIEW

IV. DESCRIPTION OF VARIANCES

O. ELEMENT CODE

1.   2.   3.

P. NATURE CODE

1.   2.   3.

RESERVED (Federal Use)

OPTIONAL (State Systems Only)

V. EXPLANATION OF REVIEW FINDINGS (Not to be transmitted - Continue on reverse side)

FORM FNS-245 (1-04) *Previous editions obsolete*

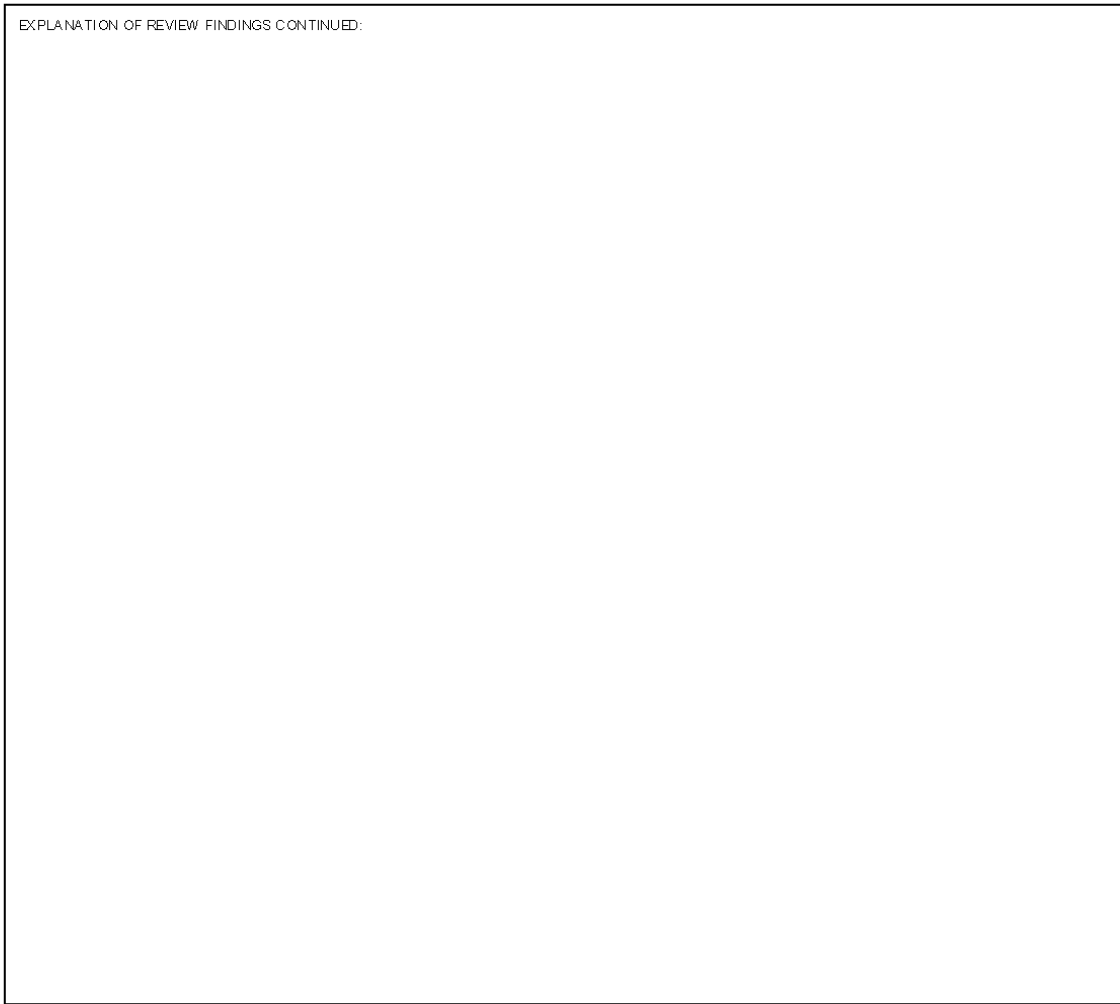Electronic Form Version Designed in JetForm 5.01 Version

EXPLANATION OF REVIEW FINDINGS CONTINUED:

PRIVACY ACT STATEMENT

This report is required under provisions of 7 CFR 275.14 (The Food Stamp Program). This information is needed for the review of State performance in determining the eligibility of applicants and recipients. The information is used to determine State compliance, and failure to report may result in a finding of non-compliance.

OMB PAPERWORK COLLECTION STATEMENT

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0584-0034. The time required to complete this information collection is estimated to average 3.0236 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

APPENDIX D

INSTRUCTIONS FOR COMPLETING FORM FNS-245, QUALITY CONTROL NEGATIVE CASE ACTION REVIEW SCHEDULE

GENERAL INSTRUCTIONS

The Negative Case Action Review Schedule was developed to serve as the data entry and review form for negative cases. It is to be used to document all negative case reviews and as a worksheet for documenting the review. The schedule consists of five sections as follows:

    I   - Case Management Information
    II - Identifying Information
    III - Analysis of Review Activity
    IV - Description of Variances
    V   - Explanation of Review Findings

SECTION I – CASE MANAGEMENT INFORMATION

This section provides case management information and client identity.

1.   **Case Name** - Enter the name of the applicant or recipient whose participation was denied, suspended or terminated.

2.   **Telephone Number** - Enter the telephone number of the applicant or recipient.

3.   **Mailing Address** - Enter the mailing address of the applicant or recipient.

4.   **Actual Address/Directions to Locate** - Enter the actual address at which the applicant or recipient resides if different from the mailing address. Enter any necessary directions to locate the person's home.

5.   **Date Assigned** - Enter the date (month, day, year) the case was assigned to the QC reviewer.

6. **Date Completed** - Enter the date (month, day, year) the review was completed. The reviewer should sign to indicate completion of the review.

7. **Date Cleared** - Enter the date (month, day, year) the supervisor cleared the review. The supervisor should sign to indicate completeness of the work and clearance to transmit the information into the Food Stamp Quality Control System.

SECTION II - IDENTIFYING INFORMATION

This section provides identifying information related to the negative case action under review. For cases that are completed, fill out items A through I as applicable. For cases that are not subject to review or incomplete, fill out items A through D and E if appropriate.

ITEM A. **Review Number** - Enter the number assigned to the negative action under review.

ITEM B. **Case Number** - Enter the case number assigned by the State agency.

ITEM C. **State and Local Agency Code:**

- **State Agency Code -** In the first two blocks, enter your two-digit State code. These are the codes used by the National Institute of Standards and Technology.

- **Local Agency Code -** In the last three blocks, enter the same three-digit code that the State agency uses to code local agencies for the QC review of active cases.

ITEM D. **Sample Month and Year** - Enter the month and year for which the negative action was selected for review. The sample month for a negative action is based upon how the case was selected for review. There are three types of actions that are being reviewed (denials, terminations and suspensions). For each of these types of cases, State agencies may sample by the decision date or the effective date. Each State agency has been approved by FNS to sample these cases in a consistent way via the sampling plan. For each type of case, the sampling will be done the same way, either by decision date or by effective date. State agencies must

identify for the reviewer how cases were sampled so that the appropriate sample month and year are entered here.

ITEM E. Stratum - Enter the two-digit stratum code. Stratum codes are assigned by the State agency when the sample is stratified and must be entered here if they are used. If stratum codes are not used by the State, other identifying information may be entered here at the State's option.

ITEM F. Decision Date - Enter the date (month, day, year) of the State agency's decision to deny the application, terminate benefits, or suspend participation. This can be the date the notice is sent or the computer input document is completed or processed.

ITEM G. Effective Date - Enter the date (month, day, year) the agency's action to deny, terminate or suspend became effective. This is the date that the negative action is effective. For application, this is the date of the application; for terminations it is the first of the month that the client will no longer receive food stamp benefits; for suspension, it is the first of the month that the case is suspended.

ITEM H. Action Type - Indicate the type of action by entering one of the following codes:

1 - Application Denied
2 - Terminated Case: Enter this code for cases in which the household's certification was terminated before the end of the certification period.
3 - Suspended Case: Enter this code for cases in which the household's participation was suspended.

ITEM I. Case Classification - Enter the appropriate code as follows:

1 – Included in error rate calculation.
2 – Excluded from error rate calculation - processed by SSA worker.
3 – Excluded from error rate calculation, as designated by FNS (e.g. demo project, simplified FSP).

SECTION III - ANALYSIS OF REVIEW ACTIVITY

This section provides the analysis of the review of the action to deny an application, terminate benefits or suspend the case. For completed cases, fill in items J through N as appropriate. For cases that are not subject to review or incomplete fill out item N only.

ITEM J. Notice Requirement - Enter the appropriate code as follows:

> 1 - Compliance. Eligibility worker complied with the notice requirements and applicable timeframes, or there was no requirement to issue a notice.
> 2 - Non-compliance. Eligibility worker failed to send a required notice to the applicant/recipient, or did not comply with applicable timeframes.

ITEM K. Recorded Reason for Action - Enter the appropriate code to indicate the reason for the action as reflected by the case record.

> 1 - Resident of an institution not authorized by FNS
> 2 - Outside of project area or State
> 3 - Ineligible striker
> 4 - Ineligible non-citizen
> 5 - Ineligible student
> 6 - Ineligible boarder
> 7 - Missed scheduled interview(s)
> 8 - Failed to provide verification
> 9 - Refusal to cooperate
> 10 - Refusal to supply SSN
> 11 - Gross monthly income exceeds maximum allowance
> 12 - Net Monthly income exceeds maximum allowance
> 13 - Exceeds resource standard
> 14 - Transfer of resources
> 15 - Failure to comply, without good cause, with work registration/job search requirements
> 16 - Voluntary quit
> 17 - Failure to submit/complete report
> 18 - Voluntary withdrawal after certification
> 19 - Termination/denial due to TANF termination/denial
> 20 - Intentional program violation

21 - Termination/denial due to program disqualification
22 - Termination/denial of household of able-bodied adult(s) whose time-limited period of FSP eligibility has expired.
23 - Failure to comply, without good cause, with FSP work requirements.
24 - Eligible for zero benefits
25 - Failure to access EBT benefits
26 - Loss of contact with household
27 - Applicant/household deceased
28 - Not eligible for separate household status
29 - Not eligible due to status as fleeing felon, parole violation, drug conviction etc.
30 - Reason for denial/termination/suspension not documented
99 - Other
 0 - Not applicable (For use with Item M(b) only.)

ITEM L. **Validity of Recorded Reason** - This item indicates the reviewer's evaluation of whether the recorded reason for the agency's action was in accordance with policy and supported by the information in the case record without regard to the compliance or non-compliance with the notice requirements.

1 - Valid. Enter this code if the reviewer has determined from information in the case record that the reason given for the agency's action was valid. If Code 1 is entered, skip to Item N.
2 - Invalid. Enter this code if the reviewer has determined from information in the case record that the reason given for the agency's action was invalid. Also enter Code 2 if the reviewer is unable to determine from information in the case record whether the initial reason was valid.

ITEM M. **Result of Expanded Review** - Go to Item N if an expanded review was not done. If Item L is Code 2 and an expanded review was done enter the appropriate code as follows:

1 - Valid based on recorded reason for negative action. The reviewer has determined from an action beyond the initial review that the recorded reason given for the agency's action was correct. Also enter "00" (not applicable) in Item M(b).
2 - Valid based on reason other than the recorded reason for negative action. The reviewer has determined from an action beyond the initial review that the agency's action was correct for a reason other than that given by the agency. Also enter the appropriate code in Item M(b) for the different reason using a code from Item K.

3 - Invalid. The reviewer has determined from an action beyond the initial review that the agency's action was invalid. Enter "00" (not applicable) in Item M(b).

ITEM N. Disposition of Review - Enter the appropriate code as follows:

1 - Review completed

2 - Not subject to Review/Listed in Error. Cases that are not subject to review are defined in Chapter 13 of the FNS Handbook 310. If Code 2 is entered in this item, no further entries are required on this schedule.

3 – Incomplete/Review Not Processed. Enter this code if the reviewer was unable to locate the case record or was unable to process the case. Prior FNS approval is necessary for this code to be used for a review not processed in time to meet the reporting time frames. If Code 3 is entered in this item, no further entries are required on this schedule.

4 - Case deselected/correction for oversampling.

SECTION IV - DESCRIPTION OF VARIANCES

This section provides for the description of variances identified in the review. Items O and P must be completed whenever the final determination for Item L is invalid (Code 2) and item M is not completed or whenever the final determination in item M is invalid (Code 3).   At their option, States may complete items O and P in other situations.

Items O and P are associated. The reviewer can list up to 3 variances. The first item listed in the O Element Code is associated with the first item listed in the P Nature Code. Likewise, O2 is associated with P2 and O3 is associated with P3.

ITEM O. Element - Enter the appropriate element number of the review for each variance identified.

ITEM P. Nature Codes - Enter the appropriate code for the nature of each variance.

The following provides the element and nature codes to be used in items O and P.

These nature codes may be used in any element:

- Nature code (98) **-** Transcription or computation errors.
- Nature code (99) – Other. Use this nature code in the following situations:

a) If no specific nature code is listed under an element,
b) If the nature of the error is clearly understood by looking at the agency/client code recorded for the error, or
c) If none of the listed nature codes under an element apply to the error being recorded.

BASIC PROGRAM REQUIREMENTS – (100)

➢ **Element 111 – Student Status**

Nature codes:

1 - Eligible person(s) excluded
2 - Ineligible person(s) included

➢ **Element 130 - Citizenship and Non-Citizen Status**

Nature codes:

1 - Eligible person(s) excluded
2 - Ineligible person(s) included

➢ **Element 140 - Residency**

Nature codes:

98 - Transcription or computation errors
99 - Other

➢ **Element 150 - Household Composition**

Note:

Variances should be coded under this Element if a person or persons are unreported or incorrectly reported, unprocessed or incorrectly processed, and these persons also have income, resources or deductible expenses that must be considered in the error determination.

For example: the discovery of an unprocessed 62 year old with earned income, a bank account, and medical expenses would be recorded under Element 150, not Elements 211, 311, and 365.

Variances should not be coded under this Element for persons with characteristics that are specifically addressed under other 100 Series Elements.

For example: the discovery of an eligible non-citizen in the household who was improperly excluded would be coded under Element 130, not under Element 150.

Nature codes:

  6 - Entitled to separate status
  7 - Eligible person(s) with no income, resources, or deductible expenses
      excluded
  8 - Eligible person(s) with income excluded
  9 - Eligible person(s) with resources excluded
 10 - Eligible person(s) with deductible expenses excluded
 11 - New born infant improperly excluded

➢ Element 151 - Recipient Disqualification

Nature codes:

  2 - Ineligible person(s) included
 18 - Eligible person(s) disqualified

➢ Element 160 – Employment & Training Programs

Nature codes:

 18 - Eligible person(s) disqualified

➢ Element 161 - Time-limited Participation

Nature code:

 18 - Eligible person(s) disqualified

➢ Element 162 - Work Registration Requirements

Nature codes:

 1 - Eligible person(s) excluded
 2 - Ineligible person(s) included

➢ **Element 163 - Voluntary Quit/Reduced Work Effort**

Nature codes:

16 - Head of household did not voluntarily quit
17 - Voluntary quit of non-head of household

➢ **Element 164 - Workfare and Comparable Workfare**

Nature codes:

18 - Eligible person(s) disqualified

➢ **Element 165 - Employment Status/Job Availability**

Nature codes:

18 - Eligible person(s) disqualified

➢ **Element 166 – Acceptance of Employment**

Nature codes:

18 - Eligible person(s) disqualified

➢ **Element 170 – Social Security Number**

Nature codes:

18 - Eligible person(s) disqualified
20 - Good cause for failure/refusal
21 - Social Security Numbers provided

RESOURCES - (200)

Liquid Resources

➤ **Element 211 - Bank Accounts or Cash on Hand**

Nature codes:

24 - Resource should have been excluded

➤ **Element 212 - Nonrecurring Lump-sum Payment**

Nature codes:

24 - Resource should have been excluded

➤ **Element 213 - Other Liquid Assets**

Nature codes:

24 - Resource should have been excluded

Non-Liquid Resources

➤ **Element 221 - Real Property**

Nature codes:

24 - Resource should have been excluded
27 - Used for self-employment
28 - Fair market value incorrect
29 - Equity value incorrect

➤ **Element 222 - Vehicles**

Nature codes:

24 - Resource should have been excluded
27 - Used for self-employment

28 - Fair market value incorrect
29 - Equity value incorrect

➤ Element 224 - Other Non-Liquid Resources

Nature codes:

24 - Resource should have been excluded
27 - Used for self-employment
28 - Fair market value incorrect
29 - Equity value incorrect

➤ Element 225 - Combined Resources

Nature codes:

22 - Did not transfer resources
23 - Did not exceed limit
25 - Incorrectly applied resources of non-citizen sponsor
26 - Included resources of a non-household member
30 – Does not exceed prescribed limit
31 - Incorrect limit applied

INCOME (300)

Earned Income

➢ **Element 311 - Wages and Salaries**

Nature codes:

32 - Failed to consider or incorrectly considered income of an ineligible
     member
33 - Rounding used/not used or incorrectly applied
34 - Income from known/processed source included that should not have been
35 - Household unemployed
36 - Conversion to monthly amount not used or incorrectly applied
37 - Averaging not used or incorrectly applied
38 - MRRB household not temporarily over the limit
39 - Employment status changed from unemployed to employed
41 - Change only in amount of earnings
42 - Failed to consider/anticipate month with extra pay date

➢ **Element 312 - Self-Employment**

Nature codes:

32 - Failed to consider or incorrectly considered income of an ineligible
     member
33 - Rounding used/not used or incorrectly applied
34 - Income from known/processed source included that should not have been
35 - Household unemployed
36 - Conversion to monthly amount not used or incorrectly applied
37 - Averaging not used or incorrectly applied
38 - MRRB household not temporarily over the limit
39 - Employment status changed from unemployed to employed
41 - Change only in amount of earnings
42 - Failed to consider/anticipate month with extra pay date

➢ **Element 313 - Other Earned Income**

Nature codes:

32 - Failed to consider or incorrectly considered income of an ineligible
     member

33 - Rounding used/not used or incorrectly applied
34 - Income from known/processed source included that should not have been
35 - Household unemployed
36 - Conversion to monthly amount not used or incorrectly applied
37 - Averaging not used or incorrectly applied
38 - MRRB household not temporarily over the limit
41 - Change only in amount of earnings

Deductions

➢ **Element 321 - Earned Income Deductions**

Nature codes:

43 - Deduction that should have been included was not

➢ **Element 323 - Dependent Care Deduction**

Nature codes:

43 - Deduction that should have been included was not

Unearned Income

➢ **Element 331 - RSDI Benefits**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 332 - Veterans Benefits**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 333 - SSI and/or State SSI Supplement**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 334 - Unemployment Compensation**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 335 - Worker's Compensation**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 336 - Other Government Benefits**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 342 - Contributions**
Errors in Child Support Payments should not be recorded in this Element. See Element 350.

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 343 - Deemed Income**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 344 - TANF, PA, or GA**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 345 - Educational Grants/Scholarships/Loans**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 346 - Other Unearned Income**

Nature codes:

34 - Income from known/processed source included that should not have been

➢ **Element 350 - Child Support Payments Received from Absent Parent**

Nature codes:

34 - Income from known/processed source included that should not have been
111 - Child support payment(s) not considered or incorrectly applied for initial month(s)of eligibility
112 - Retained child support payment(s) not considered or incorrectly applied
127 - Pass through not considered or incorrectly applied

Other Deductions

➢ **Element 361 - Standard Deduction**

Nature codes:

43 - Deduction that should have been included was not

➢ **Element 363 - Shelter Deduction**

Nature codes:

43 - Deduction that should have been included was not

51 - Incorrect amount used resulting from a change in residence

53 - Incorrectly prorated

➢ **Element 364 - Standard Utility Allowance**

Nature codes:

43 - Deduction that should have been included was not
50 - Incorrect standard used (Not as a result of a change in household size or move)
51 - Incorrect amount used resulting from a change in residence
52 - Incorrect standard used resulting from a change in household size
53 - Incorrectly prorated

➢ **Element 365 - Medical Deductions**

Nature codes:

43 - Deduction that should have been included was not

➢ **Element 366 - Child Support Payment Deduction**

Nature codes:

43 - Deduction that should have been included was not

➢ **Element 371 - Combined Gross Income**

Nature codes:

30 – Does not exceed prescribed limit
31 – Incorrect limit applied

➢ **Element 372 - Combined Net Income**

Nature codes:

30 – Does not exceed prescribed limit
31 - Incorrect limit applied

Other

➢ **Element 412 – Budgeting System**

Nature codes:

63 – Deductions excluded that should not have been
64 - Household improperly participating under retrospective budgeting
65 - Household improperly participating under prospective budgeting

➢ **Element 413 - Application**

Nature code:

66 – Improper denial within 30-day period for missing interview(s)

- ## Element 414 – Joint TANF/FS Processing and Reporting

  Nature codes:

  67 - Improper termination/denial/suspension when TANF was terminated/denied
  68 - Benefits improperly terminated due to non-submission of monthly report

- ## Element 415 - Verification

  Nature code:

  69 - Improper denial prior to end of timeframe for providing verification
  80 - No application or case record information to support denial/termination/suspension

- ## Element 416 – Action Type

  Nature codes:

  70 - Improper denial or termination when the case should have been suspended
  71 - Improper suspension when the case should have been denied or terminated
  72 - Improper termination or suspension for failure to meet reporting requirement

- ## Element 511 - Other

  Nature code:

  99 - This code is to be used in situations not covered by the other existing element codes.

- ## Element 520 - Arithmetic Computation

  Nature codes:

  61 - Benefit/allotment/eligibility incorrectly computed
  62 - Incorrect use of allotment tables

- ## Element 530 – Transitional Benefits

Nature codes:

75 - Eligible for transitional benefits

RESERVED (FOR FEDERAL USE ONLY)

There is one line of spaces reserved for future federal use.

OPTIONAL (FOR STATE SYSTEMS ONLY)

There is one line of spaces available for the State to code information for which they wish to capture additional data.