

Instructions for Completing the IM-210

The purpose of the IM-210 is to provide a uniform method of reporting Quality Control (QC) findings to local offices. It provides local offices the opportunity to challenge the QC error decision and is a tracking tool for the local office as well as QC to ensure appropriate updates / actions are taken timely.

The IM-210 is initiated by QC. QC distributes the IM-210 to the County Manager, Program Manager (metro areas only), Eligibility Specialist Supervisor, Eligibility Specialist as well as the Region Administrator / Manager. The local office must respond to the information provided on the IM-210 no later than by close of business on the third working day after receipt. This date can be found in Section C (top portion).

Each local office or unit is responsible for setting up a procedure to ensure the information provided on the IM-210 is acted upon timely and appropriately, and that QC receives the completed IM-210 by the third working day after receipt. (Error cases should be reviewed and responded to within 24 hours after receipt, if possible.)

The responsibility for responding to the IM-210 will rest with the Eligibility Specialist listed on the IM-210 and their Supervisor and Manager. If an error is caused by actions taken by a different Eligibility Specialist than who is listed on the IM-210, the IM-210 must also be reviewed with this ES as well as their immediate Supervisor.

Sections A through C (top portion) will be completed by QC. After QC completes sections A through C (top portion), the IM-210 will be submitted to the local office (County Manager, Program Manager, Eligibility Specialist Supervisor, Eligibility Specialist as well as the Region Administrator / Manager) for review and response.

Section A. INITIAL FINDINGS:

QC will complete Section A for the case selected for review. In this section, all identifying information for the case under review will be listed.

Section B. FOOD STAMP POSITIVE/NEGATIVE DISPOSITION:

QC will complete Section B. In this section, QC will indicate if the case review was completed, dropped, or if the client refused to cooperate. QC will also indicate if an error was found in the case review. If an error was found, QC will list the error source, amount, findings, and the FS policy reference.

QC will also list any additional information discovered during the case review (i.e. new telephone number, new residence, change of household composition, change in employment status, etc.). This additional information may or may not be in reference to an error. This information needs to be added to the case record, if still valid.

The date the IM-210 is received by the local office is to be considered the date of report for this additional information.

Section C. OFFICE RESPONSE:

The QC and the local office staff will be required to complete Section C.

QC will list the name and email address of the person to whom the local office should send the IM-210 response in the *Send Response To* field. The response from the local office is to be sent electronically via email.

QC will list the date by which the local office must have the record updated as well as a response submitted to QC in the *Office Response Due By* field. This date will be three (3) working days following the date QC sends the IM-210 to the local office.

The local office will need to review and respond to the case review by completing Section C items 1 through 7, including signatures of ES, ESS and CM (when required), of the IM-210; then returning the entire form to QC. The local office must copy the response to the County Manager, Program Manager (metro areas only), Eligibility Specialist Supervisor, Eligibility Specialist as well as the Region Administrator / Manager.

1. *Does the local office agree with the case findings presented by QC?* The County Manager (Program Manager in metro areas), Eligibility Specialist Supervisor, and Eligibility Specialist must meet to discuss all reviews found to be in error. After review of the case, a decision must be reached if the local office agrees or disagrees with the QC decision:
 - If yes, complete items 2 through 7.
 - If no, the ESS or above must contact the CAS I immediately to discuss. If resolution cannot be reached, the local office will check no and provide a detailed explanation and complete items 2-7. The IM-210 is to be sent to the CAS I who will forward it to the QC manager for a final decision.

Note: Include supporting documentation such as; additional verification, manual reference, memo, etc., when disagreeing with an error case finding.

2. *Cause / Reason for the error(s):* The office must check all factors which caused the error(s).
3. *Comment "in detail" on the cause/reason for the error(s):* The office must explain in detail the cause of and/or the reason for the error. A brief statement such as "worker error" or "client failed to report" is not sufficient.
4. *Indicators/clues that could have prevented the error(s):* In an effort to allow Eligibility Specialist/Supervisors to consider all possible factors that could have prevented the error(s) from occurring, this area has been provided. In some situations, no indicators will be present.

5. *Corrective actions taken:* The office must check the action(s) taken to correct the error(s).
- 5a. *Explain actions taken to correct the error:* The office must outline the action(s) taken to correct the error.
- 5b. *List action(s) taken on additional information provided by QC:* The office must outline the action(s) taken to update the record with the additional information provided by QC.
6. *Preventative corrective action(s) taken:* The cause of the error(s) must be evaluated to determine if preventive corrective action(s) are necessary (i.e. misapplication of policy, information disregarded, etc.). The preventive measures may involve an individual Eligibility Specialist or unit. Plans for the action(s) must be indicated in this field. Check the appropriate box(es) to indicate what preventive action(s) has been taken.
7. *Teaching point:* List any and all teaching points found during the review of the QC review that may help avoid future errors.

- **Example:** The 30 day timeframe for pending applications can only be extended if there is new information and a FA 325 needs to be issued giving the individual 10 days to provide and the tenth day extends beyond the due date. ***ES cannot give additional time at the client's request.*** When information is provided after the rejection, explore cancel rejecting - 1130.027.00 EU PROVIDES REQUESTED VERIFICATION/TAKES REQUIRED ACTION AFTER REJECTION.
- **Example:** Remind staff of the access to the Public Service Agencies listing on the FSD Intranet under "Resource Links".
- **Example:** As FAMIS does not include student eligibility as a driver question, staff needs to ask about student enrollment for the correct month. As this was a timely recertification for August 2011, the question for student status needed to be asked for August not July.

Note: *Verifications QC receives on error cases are provided. If the local office request verification QC obtained for correct case findings, please list:* The QC/QA Unit will provide verification(s) received during the case review. It is the local office's responsibility to request these items. This field gives the local office the opportunity to request documents QC/QA may have obtained during the case review.

The Eligibility Specialist and Supervisor are required to sign the form. The County Manager's signature is only required on error cases.