



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary  
Christopher Collins, Deputy Secretary  
& General Counsel  
Mary Brogdon, Division Director


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## General Information Memorandum

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### ISD GI 18-20

**TO:** ISD County Directors, Regional Operations Managers

**FROM:**  Mary Brogdon, Division Director, Income Support Division

**RE:** QC Findings Review Process

**DATE:** July 13, 2018

This GI rescinds previous GI 16-72 regarding “Findings Review Process,” and serves to outline the updated review process for Quality Control (QC) findings and the role of the Error Review Committee (ERC) as per the October 2016 revised FNS 310 Handbook policies. Additionally, IBP 101 “QC Claims Revised,” is retired as the implementation of CR# 1223 allows ASPEN to establish Under Threshold Claims. 21Aug\_3.6 Release notes <L:\ASPEN\Release Notes\2017>

#### Quality Control Sampling of the SNAP Universes

QC reviews 98 Positive cases per month via a statewide simple random sample pull. The Positive universe is comprised of all non-public assistance, public assistance and mixed households, which actually participated in the SNAP program, and will be considered during the sample selection.

QC reviews 75 Negative cases per month via a statewide simple random sample pull. The Negative universe is comprised of households where a negative action was taken to deny a SNAP application or the certification was closed effective the sample month or if an initial suspension was in effect for the review month. The SNAP Quality Control Negative sampling universe is an accurate and complete list of the potential sampling units (SNAP applications/cases that are denied, closed, or initially suspended) in the New Mexico SNAP case population.

The number of times that a case is “touched” in ASPEN has no relation to the sampling process.

QC management will place the “Quality Control Findings” (QC ISD 071) for all findings for the review month in the county’s folder in the QIS Reports Monitoring ([\\disfafa01d1955](#)) drive on the 5<sup>th</sup> of each month by 5:00 p.m. (If the 5<sup>th</sup> falls on a weekend or holiday, it will be the following business day). All cases determined eligible/correct, Drops, (Failure and Refusals), valids and invalids, to review will be placed in the same location.

### **QC Error Findings**

The County Director (CD) will be responsible for review of the QC finding and placing their corrective action “County Corrective Action Response to QC Findings,” ISD 011e in the review month folder prior to the 3<sup>rd</sup> Wednesday of each month (date of Error Review Committee (ERC). The CD will only fill out an ISD 011e for payment errors and invalids. The CD will identify if it was worker caused or system caused. If the error is determined to be worker caused, the CD will be responsible for developing a Performance Improvement Response and placing it on the QC 071. If the error is determined to be system caused, the CD will be responsible for submitting a ticket and notating the ticket number in the response. The CD must provide the ROM with verification of corrective action within 30 days of the date of the corrective action response to the QC findings.

### **QC Claims and QC Sanctions**

In ASPEN, the Discovery Date for claims purposes will be the 5<sup>th</sup> of that month. ((If the 5<sup>th</sup> falls on a weekend or holiday, it will be the following business day). If a claim (even Under Threshold claims) is required after the field office review of the QC finding, the claim must be processed within 10 days of the discovery date. The CD will track that a claim is established or a supplemental issuance authorized, if appropriate. If the CD determines a claim will not be established, they are to notify QIS at [HSD.QIS@state.nm.us](mailto:HSD.QIS@state.nm.us). Drops will be reviewed for the language that client has REFUSED to cooperate and to “take appropriate action.” This will be a double check for CDs that sanction had been imposed and case closed when notified by the QC Supervisor prior to the issuance of the 071. CDs can review the Sanction screen in ASPEN and Case Comments to ensure the sanction was placed.

### **Error Review Committee**

The ERC committee is comprised of the Quality Assessment Bureau (QAB) Chief, SNAP Program Manager, Training Manager, Quality Improvement Section Manager, a rotating Regional Operations Manager, and County Director representative for each region, HELP desk representative and representative for the ASPEN contractor, Deloitte. Each regional representative will be responsible for ensuring CDs in their region have reviewed Payment Errors, Invalids and Drops (Refusals) and have responded and taken action on appropriate reviews prior to ERC. The ERC role is primarily one of reviewing cases to assess trends for future corrective action planning; not to review individual cases to assess the potential for

reducing or eliminating the errors in a sampled individual case. This process allows the State to identify error trends discovered by Quality Control (QC) in order to implement process improvements or training to prevent future errors during the eligibility and error determination process. ERC must incorporate and maintain procedures that minimize the likelihood of unacceptable bias being introduced into the QC review process.

If you have questions regarding this GI, the contact person is Carolyn Craven at (505) 827-7224 or email at [carolyn.craven@state.nm.us](mailto:carolyn.craven@state.nm.us).