

QC  
Information



NC DEPARTMENT OF  
**HEALTH AND  
HUMAN SERVICES**

# QC Message

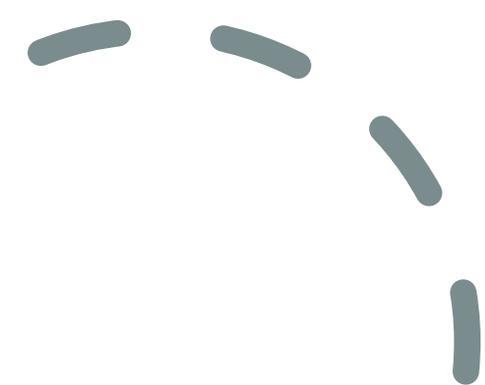


QC analysts continue to experience obstructions to obtaining the client's cooperation with the QC reviews. Several of you have assisted QC with this issue by communicating the importance of cooperating with QC, accepting verifications from the clients and then providing them to QC, telling clients we are **not** scamming them, etc. This has resulted in an increase in our QC Completion rate, thus a reduction in the negative effect on the State's final error rate. Unfortunately, we were still unable to complete 98% of our FY 24 cases; therefore, the final error rate will be slightly higher

**QC staff wants you to know that your assistance in this matter is very much appreciated!**



# QC Message



Some clients asked if they could provide the verifications to their caseworker. QC analysts are not allowed to contact caseworkers except when requesting their assistance with gaining the client's cooperation; therefore, QC staff will contact the FNS supervisor if this occurs. We ask that the supervisor notifies appropriate staff of this situation.

Refusal to cooperate results in termination of the household's benefits. The penalty follows the person that refused to cooperate.

If that person moves to another FNS household, then that household's benefits must be terminated.

QC notifies the agency of the information needed in order to end the penalty.



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Staff  
Members

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**QC Coordinator**

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**Lead Analysts**

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# Current QC Staff Members

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