

Quality Control Unit: 1-866-964-2136

Who is Quality Control (QC)?

QC is a unit that looks at accuracy of actions taken on cases (TANF, ERDC and SNAP) by branch staff, and accuracy of information provided by clients.

What does QC do?

Some QC Staff conduct face to face interviews with clients at their homes or in a mutually agreed upon public location.

Where is QC located?

QC's main office is in Salem, but there are several out-stationed staff throughout the state.

When are QC cases selected?

Every program varies on the time, but typically cases are selected every month.

Why are QC reviews done?

Each state agency is responsible for conducting QC reviews. Reviews measure the accuracy of the cases at any given time. The data collected is used (by Federal and State agency staff) for multiple purposes including calculating official error rates, program research and corrective action planning, among other uses.

How are cases picked?

A computer picks cases at random. Several hundred cases are picked every month. Case records are sent to a QC Analyst for review.

What does this mean to you?

Client: By signing the application for assistance, you agreed to work with the QC unit, if your case is chosen for a random review. An analyst will contact you and you will be asked to give proof of your situation. To continue receiving benefits, cooperation is required in Oregon and any other state.

Branch office: QC staff work on strict federal timelines. QC staff may ask branch staff for case record information, help in setting up a face to face visit with the client, help in collecting information from a client, or assistance in closing a client's case because they did not cooperate with the mandatory federal review. It is important that you assist QC staff in completing the reviews, and notify them of any known safety concerns. ***You can call the QC unit (1-866-964-2136) ANY time to verify information or actions requested of you or a client. QC staff are also listed in Outlook.***

Are QC (Quality Control) and QA (Quality Assurance) the same?

No. *QC* completes federally mandated reviews. Results of the reviews are reported to the federal government and those results are compared to other state's results. *QA* does reviews for the state. Results of their reviews are reported to state officials, with the purpose of training staff. QC data is used to help identify focus areas for QA reviews and training purposes.

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For more information, refer to the Family Services Manual, SNAP, J, 7 or rule 461-105-0410