

**This model is designed only for Food Stamp case reviews and combines all current food stamp case readings, including expedited, SICR, etc.**

## **FOOD STAMP CASE READING MODEL**

Supervisors will complete the following for all non-probationary workers:

- 2 focused Food Stamp case readings per month,
- 1 regular Food Stamp case reading per month,
- 1 observation per quarter (This counts as one correct regular reading.),
- individual conference on all readings and observations,
- follow-up case review to determine if corrective action is taken.

Note: The observation per quarter is intended as a training tool but, if suggested changes are not made corrective action may be needed,

## **INSTRUCTIONS**

1. Randomly pull food stamp cases for both focused and regular reviews from daily transactions or monthly production reports. It is not necessary to identify case actions with income for the focused review.
2. Use IM-209 case reading form to document every review. Use the comment section for any necessary documentation not captured in the original IM-209 format.
3. Record the following factors in the comment section for all reading types:
  - correctness of expedited screening,
  - appropriate type of interview completed,
  - date corrective action reviewed,
  - type of reading (focused, regular, observation).
4. Conduct individual conference to discuss review findings and initiate corrective action.
4. Set priority to review corrective action taken on the case.

### **Focused Reading**

Review the income determination only for correct budgeting. This includes wages, SSI/SSA, and any other types of earned or unearned income for all household members. When determining that all income is budgeted, the following are some things to consider:

- self-employment budgeted correctly (Allow overhead expenses as an income deduction.),
- children's income source identified (child support, SSA/SSI, etc.),

- Child Care provider payments budgeted (FAMIS Child Care Provider screens).

Determine correct verification, projection, and conversion of income. Did worker and customer agree on the projected or anticipated income? Pay special attention to the following:

- change in rate of pay,
- no income verification,
  - example - customer changed jobs during a certification. The change was reported at reapplication on the FS-1. The worker completed the budget based on the customer's statement. No wage verification was provided and worker failed to request verification.
- use of actual income,
  - example - customer was off work sick and on leave without pay for one week. Worker converted three pay stubs for the certification period instead of using actual income for the initial month and converting income for the remaining certification period.

When action being read is for a non-income change such as change of address, change in household composition, review income budgeted for the certification period to determine if the correct income was used. For example, the case reading is a change of address completed for January 2001. Read the income for the current budget to determine if the January issuance is correct.

Helpful tools to use, but not limited to, are:

- |            |         |
|------------|---------|
| • IMES     | • IIVE  |
| • CDLST    | • IPAR  |
| • FPAR     | • IPAY  |
| • FPAY     | • FDTI  |
| • FTWI     | • JPAY  |
| • JCAT     | • FS-1  |
| • FBCA     | • CCPAY |
| • FAMISPAR |         |

### **Regular Reading**

Read the food stamp case for all eligibility factors in addition to the income factors above.

## **Observation**

Observe complete interview process to determine good customer service is being provided, eligibility factors are explored, and income is correctly determined. The observation process includes:

- prepare for interview,
- accompany worker to interview area for face-to-face interviews, or  
listen to worker's and customer's conversation during phone interview,
- have post interview discussion.

Prior to observation:

- develop a checklist or means of taking notes,
- discuss how to introduce the observer,
- have a plan for supervisor and worker to exchange critical information and discuss possible omissions or oversights before the customer leaves.

This type of review is considered correct. Observations are a teaching and learning tool. When a worker continues to exhibit poor interview techniques, the supervisor may decide to take additional action.