

E Transferring Case Files - Quality Control (QC) Review

[REVISION 01](#)
(07/01/07 - 09/30/07)

Pulling Quality Control (QC) sample cases requires obtaining current case files. The Local Office Manager (LOM) designates OST staff who are responsible for the following:

- Obtaining and transmitting the current case file
- Responding to the Office of Programs Evaluation (OPE) as appropriate

The following procedures apply when OPE requests a case file:

- OPE notifies the designated staff, via e-mail, of the sample cases needed and where the cases should be sent.
- The designated staff route a copy of the e-mail to the file room staff.

WARNING

OPE must receive all applicable case files within five calendar days from the date of request.

- File room staff complete one of the following:
For imaged case files complete all of the following:
 - Complete the Case File/Verification Transmittal (FA-556) form.
 - Document on the FA-556 that the case was imaged and available in the [ViewCenter\(g\)](#).
 - Print CAP1 and CAP2 for the case file.
 - Attach CAP1 and CAP2 to the FA-556.
 - Key QC in the FILE LOCATION field on **CARC**.
 - Send the FA-556 with the attached CAP screens to the appropriate [OPE office](#).

NOTE Current case file information that has not been imaged **MUST** be sent to the appropriate OPE office along with the FA-556.

For non-imaged case files complete all of the following:

- Complete the FA-556.
- Key QC in the FILE LOCATION field on CARC.
- Route the case file along with the FA-556 to the appropriate OPE office.
- Notify OPE and the other office by e-mail when the following occur:
 - The case file cannot be found
 - The case is pending an appointment
 - The case file has been transferred to another office

Route case files returned from OPE to the appropriate OST staff.
The OST staff complete the following:

- Sign and date the QC-035 and return the original to OPE the same day it is received.
- Remove QC from the FILE LOCATION field on CARC.
- Route the case file to the appropriate person.