

.04 Region QC-100 Responsibilities - QC Cooperation for NA

REVISION 49
(01/01/21 - 12/31/21)

Cooperation from the budgetary unit (BU) is required to complete the QC review process. When a notification is received from the Office of Program Evaluation (OPE) that the BU has cooperated with the QC review process, document the [case file\(g\)](#).

OPE may request assistance from the FAA office to complete the QC case review process. The FAA office must assist OPE, regardless of the BU's change reporting requirements.

The FAA office must complete the following:

- Send the notice listed in the assistance request, advising the BU to contact OPE
- Include the name of the reviewer and the OPE telephone number, in the notice
- Document the case file that cooperation with the QC review process is needed

OPE notifies the FAA office by email and issues a QC-100 when the BU does not cooperate. The BU is not cooperating with OPE when either of the following occurs:

- Fails to cooperate
- Refuses to cooperate

When notification is received from OPE that the BU fails to cooperate with the QC review, document the case file. No additional action is required.

When notification is received from OPE that the BU refuses to cooperate with the QC review, the worker must complete the following:

- Document the case file with the QC noncooperation.
- Key QC in the FS PROGRAM ALERTS field on PRAP. (See [Mandatory Alert Codes](#))
- Key QC in the DENIAL CLOSURE REASON field on FSED.
- Stop NA, allowing for [NOAA](#) and send the [C217 notice](#).

NOTE The notice advises the BU that when they reapply for NA, they must cooperate with the QC review before NA can be approved.

- When the NA case is closed, document the case file that the BU must cooperate with the QC review before NA can be approved. No notice is required.

When it is not clear that the BU has cooperated, contact [OPE](#) before taking any action on the case. When confirmation is received that the BU has cooperated, do not stop the benefits.

When the BU contacts FAA and agrees to cooperate, give them the phone number to contact OPE (See [OPE Offices](#)). OPE notifies the FAA office and sends the QC 100 when the BU cooperates. Do not authorize the benefits until an email is received from OPE that the BU has cooperated with the QC review.

NOTE When the budgetary unit cooperates with QC, FAA workers with an AZTECS profile of Supervisor, Local Office Manager, or Program Administrator must remove the QC code on PRAP. When assistance is needed to remove the QC code, contact the [FAA Systems Help Desk](#).

When the BU cooperates with OPE before the effective date of closure, reopen NA.

When the BU cooperates with OPE after the effective date of closure, and one or more months is remaining in the approval period, reopen NA.

When the BU cooperates with OPE after the effective date of closure and there is less than one month remaining in the approval period, the BU must reapply.

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