

## **.01 Quality Control Review Committee (QCRC) - QCRC Process**

The Quality Control Review Committee (QCRC) process includes reviewing the following:

- FS agency errors
- FS participant errors that occur in wages and salaries (element 311)
- CA errors, ONLY when there is also an FS error that is subject to review by the committee
- FS invalid negatives

The QCRC meets before transmitting the error to Food and Nutrition Service (FNS). The QCRC consists of the following representatives:

- QC Facilitator
- QC Supervisor
- FAA district designated field representative
- FAA Policy Support Team (PST) specialist

The following staff are not eligible to participate in the QCRC panel discussion:

- The FAA Eligibility Interviewer (EI) who made the eligibility determination.
- Other FAA staff who have prior knowledge of the circumstances of a CA or FS case cited with a QC error.

The PST representative must contact the district or local office representative and the QC facilitator by telephone and e-mail before the scheduled QCRC meeting.

When all parties agree to an error in the CA or FS benefit amount, and there are no issues or recommendations, the QCRC does not meet to discuss the case.

QCRC members are encouraged to complete an expanded review of FS invalid negative errors. An expanded review is a review of all existing eligibility factors to determine whether there was any other valid reason to deny or stop the FS benefits.

#### **WARNING**

FAA staff must NOT contact the participant while completing an expanded review. When additional information must be requested to complete an expanded review, FAA must contact Quality Control (QC). ONLY QC may contact the participant to request additional information. (See [QCRC Additional Information](#))

QCRC meetings are held weekly on an as needed basis by a teleconference call arranged by the QC Supervisor.

The following staff should be prepared and available to clarify or discuss issues (as needed and only when previously notified) when the QCRC is in session:

- The QC Reviewer
- The FAA Local Office Manager (LOM)
- An FAA Systems Representative
- An FAA Training Representative

#### **EXCEPTION**

Any FAA representative who was involved in the eligibility decision cannot participate in the QCRC process.