

E Transferring Case Files - Quality Control (QC) Review

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 volume of the case file
- Responding to 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 the following:
 - Pull the current volume of the case file.
 - Key QC in the FILE LOCATION field on CARC.
 - Complete the Case Record Transmittal (FA-556) and prepare the case file for routing.
 - Place all case files in an envelope or box and send them 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.

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