COMPLETION OF TRANSITIONAL FOOD STAMP CASES
DATE: June 29, 2005

NUMBER: 530-02 (6/05)

SITUATION: During the review of a Transitional Food Stamp (TFS) case, the reviewer determines that the household is correctly receiving TFS, thereby freezing the allotment amount for the period including the Sample Month. The household fails/refuses to cooperate with the reviewer. The reviewer fulfills all of the requirements of FNS-310 Section 442.2 (Household Refusal and Failure to Cooperate) and plans to drop the case as Incomplete. During a unit meeting discussion, it is pointed out that since the allotment amount is frozen, it might be possible to complete the case as a correct case.

QUESTION: When the household fails/refuses to cooperate and all steps set forth in FNS-310 Section 442.2 (Household Refusal and Failure to Cooperate) have been taken, must the case be dropped as Code 3 (Incomplete) in Q5i item 010-0027 (Disposition Code) or can it be completed code 1 (Review Completed) in the same item?

RESPONSE: In those instances in which the review process (FNS-310 Section 727.3) results in either a correct case or the variance is $25 or less, the case is to be completed. Section 442.2 (referenced above) also allows for cases to be completed when the household fails/refuses to cooperate even without an interview. It states:

"In all cases where the reviewer has determined that the household refused or failed to cooperate in completing the quality control review, the reviewer shall attempt to complete the case without the cooperation of the household. If the reviewer is able to determine and verify all of the necessary information without the cooperation of the household, the case shall be reported as complete even if the household could not be interviewed."
Since the variance determination process for these types of cases ends with the completion of the mathematical computation and because the allotment amount is "frozen", the factors needed to complete the case are in the case record. Therefore, the case is to be processed as a complete correct case.