



**United States
Department of
Agriculture**

Food and
Nutrition
Service

Northeast Region

10 Causeway St.
Room 501
Boston, MA 02222

Iwona Ramian
SNAP Administrator
Department of Human Services
206 Elmwood Avenue, Room 9
Providence, RI 02906

September 7, 2018

Dear Ms. Ramian:

This letter is to notify you of the Food and Nutrition Service's (FNS) intention to conduct a Quality Control (QC) Integrity Review of the RI Supplemental Nutrition Assistance Program (SNAP) QC process during the week of October 22, 2018. The purpose of the review is to verify the State's compliance with Federal regulations governing the QC review process.

The review will consist of document review, staff interviews, and case record examination. We are requesting the following information be sent to the regional office in advance of the review:

- Copies of all internal QC training materials for the past three years.
- Materials involving error review committees including, but not limited to, agendas, case review lists, attendees, meeting notes/minutes, and any written error review processes
- Performance standards for QC reviewers, supervisors, and managers
- Processes used for QC specific case findings to address incorrect information, variances, and errors including claims establishment and benefit adjustment
- Organizational chart for the QC section to include names and position

Please forward this information to the regional office no later than September 24, 2018. We will notify your staff of the case review sample criteria and when we will need the electronic sample case files transferred prior to the onsite review. In order to complete the case review, FNS staff will need access to sample certification records in the state's eligibility system, the State QC system and any document imaging system used for the duration of the review. As we finalize the details of the review, we will be working with your staff on the logistics.

If you have any questions regarding this review, please contact Joanna Cross at Joanna.Cross@fns.usda.gov or Valarie Briggs at Valarie.Briggs@fns.usda.gov

Sincerely,

Bonnie Brathwaite, Director
Supplemental Nutrition Assistance Program,
Northeast Region

cc: Dana Denman
Julie Penta
Kimberly Nikolaidis
Maureen Donnelly
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