



**CALFRESH QUALITY CONTROL (QC)**  
Information About the Quality Control Review of Your CalFresh Case

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NOTICE DATE  
CASE NAME  
CASE/REVIEW NUMBER

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Dear

Your CalFresh case has been selected for a quality control review.

**Why?**

The United States Department of Agriculture (USDA) requires that the State of California conduct a quality control review of a sample of CalFresh cases to ensure that participants receive the correct amount of benefits (Title 45 of the Code of Federal Regulations, Section 205.40). The main purpose of the review is to identify how well the program is working and to identify ways to improve it. Your case has been selected as part of the sample for the month of . Cases are selected at random, and this does NOT mean that we believe anything is wrong with your case.

**What do I have to do for the quality control review?**

The review requires you to complete a client interview and give us proof of your eligibility. Most cases require an in-person interview. Some cases are eligible for a telephone interview or a video interview. During the interview, I will ask you questions about who you live with, income, resources, shelter expenses, and other factors that affect your eligibility for the month's of . In addition, you will need to provide proof of the eligibility factors noted above and any other eligibility factors which apply to your case.

**What happens next?** Please let me know your preferred method of interview, in-person, video interview or telephone. I will contact you to set a time and date for your interview and to explain what information you will need to provide. I will answer any questions you may have about the review. You may also call QC Program Assistant/QCReviewer at . . . . I will be calling you at

If I am unable to reach you via phone, I will schedule an in person interview at your home address on file.

**Your participation in this review is mandatory.**

CalFresh regulations require that we notify your local county social service office if you do not cooperate (Manual of Policies and Procedures 63-505.1). If you are currently receiving CalFresh, the county will send you a termination notice informing you that if you do not fully cooperate in completing the quality control review, you will be declared ineligible to receive CalFresh benefits. If you are NOT currently receiving CalFresh benefits, your unwillingness to cooperate in this review may affect your future eligibility.

In addition, the Federal government requires that we notify you of the possibility that your case will be referred for investigation if there is any evidence that you knowingly provided any false or misleading information.

Sincerely,

Quality Control Program Assistant  
Ventura County

**Sample**