Update 2009-11: Common-Place Handbook
“Quality Control Request for Case Action”- SCD 1449 and SCD 1449A (Chapter 57)

Background / History
The former “Quality Control Request for Case Action” (SC 1149) Notice of Action (NOA) did not contain information that CalWIN could generate the “Food Stamps Notice of Termination” (QR 377.4) for Non-Cooperation and that the Eligibility Worker needed to generate this NOA.

The SC 1149 is modified and a new form “Quality Control Request for Case Action-QC Sanction Lift - Client Cooperated with Quality Control” (SCD 1449A) is created.

Changes
The changes are as follows:

SCD 1449
Form “Quality Control Request for Case Action-Do Not Restore/Pay Case Until Cleared with Quality Control” (SCD 1449) that is completed by the IEVS Eligibility Examiner and is revised to include instructions to the Eligibility Worker on actions to be taken (i.e., how to generate the QR 377.4 NOA).

[Refer to Common-Place Handbook “Client Refuses to Cooperate with QC,” page 57-10]

SCD 1449A
Form “Quality Control Request for Case Action- QC Sanction Lift - Client Cooperated with Quality Control” (SCD 1449A) is a new form that is completed by the IEVS Eligibility Examiner, instructs the Eligibility Worker that the QC Sanction can be lifted because the client has cooperated.
Data Systems

The Eligibility Worker must use CalWIN to generate “Food Stamps Notice of Termination” (QR 377.4) as follows:

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Select <strong>Intake and Case Maintenance</strong> Function from the <strong>Navigate</strong> CalWIN group box.</td>
</tr>
<tr>
<td>2.</td>
<td>Select <strong>Client Correspondence - Print a NOA Manually</strong>.</td>
</tr>
<tr>
<td>3.</td>
<td>Click [Advance Search] button. The <strong>Search NOA</strong> window appears.</td>
</tr>
</tbody>
</table>
| 4.   | • Select **Termination** from the **Action** drop down field and select **Food Stamps** from the **Program** drop down field, and  
• Click the [Find] button for the **Reason Code** field. The **Search Reason Information** window appears. |
| 5.   | • Enter **FAN015** Reason Code in the **Reason Code** field, and  
• Click the [Search] button. The **Search Results** field is now displayed.  
• Click the [Select] button. The **Search NOA** window appears. |
| 6.   | • Click [Search]. The **Search Results** field is displayed, highlight the information in the **Search Results displayed**, and  
• Click the [Select] button. The **Print a NOA Manually** window appears. |
| 7.   | Click the [NOA Variables] button and complete the **NOA Variables** per QC EE instructions on form SCD 1449. |

Implementation

The information contained in this Update is effective upon receipt.

Forms

The SCD 1449 and SCD 1449A are for Quality Control use only.

EW Supervisor

The EW Supervisors must review this material at their next unit meeting.

Kudos

Many thanks to Columba Atienza, WOOC CAB Coordinator, Kien-Trinh Nguyen (KT), QC WOOC Lead and Anna Guevara, QC EE for changes made to the SCD 1449 and assisting in creating the SCD 1449A form.

UMESH POL, DIRECTOR  
CalWIN Division

KATHERINE BUCKOVETZ, DIRECTOR  
Department of Employment and Benefit Services

Contact Person(s): Eva Vasquez-Schaffer, Program Coordinator, (408)491-6700.