



County of Orange  
SOCIAL SERVICES AGENCY

DATE

CLIENT NAME

CLIENT ADDRESS 1

CLIENT ADDRESS 2

Dear CLIENT NAME:

Subject: Review Number REVIEW#

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 its operation. Your CalFresh CASE# has been selected as part of the sample for the month of MONTH. These cases are selected at random, and this does NOT mean that we believe anything is incorrect regarding your case.

In reviewing your case, I will ask you questions about your living arrangement, income, resources, shelter expenses, and other factors that affect your eligibility for the month of MONTH.

**Your participation in this review is mandatory.** CalFresh Regulation require that we notify your local county social service office if you do not cooperate (Manual of Policies and Procedures 63-505.1) 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.

If you are currently receiving CalFresh and you choose not to cooperate, the county will send you a termination notice informing you that if you do not fully cooperate with the review process, you will be

declared ineligible to receive CalFresh benefits. If you are NOT receiving CalFresh benefits at this time, your unwillingness to cooperate in this review may affect your future eligibility.

Your interview appointment has been scheduled as follows:

Date: DATE

Time: TIME

Interview Type:

Face to Face at LOCATION/ADDRESS

Telephone: I will be calling you at PHONE NUMBER

**Video Conferencing:** We will complete a video conference via **Google Duo**. Please see attached instructions on how to download Google Duo. **Please have Google Duo downloaded prior to your interview time.** During this interview, we will be discussing confidential information. It is advised that you complete this interview in a private area, and not in a public space.

**Video Conferencing:** We will complete a video conference via **Facetime**. During this interview, we will be discussing confidential information. It is advised that you complete this interview in a private area, and not in a public space.

**Please BRING, EMAIL, MAIL the checked items requested on the following page.**

If you need assistance or need to reschedule your interview, please call or text at (714) 000-0000 or email me at @ssa.ocgov.com.

Sincerely,

[REDACTED], Quality Control Analyst

CalFresh Quality Control and Improvement Section

QCAL-E (06/21) - QC Appointment Letter (English)