



County of Orange  
SOCIAL SERVICES AGENCY

**CALFRESH QUALITY CONTROL (QC)**

Information About the Quality Control Review of Your CalFresh Case

Name  
Address  
Address

Date:  
Case Name:  
Case name & Review Number:

Dear [redacted],

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 **Review Month**. 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 may be 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 eligibility for the month of **Review Month**. 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?**

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 or text me at (714) xxx-xxxx or email me at @ssa.ocgov.com. If you choose to contact me by email or text, do not include private information such as your Social Security Number.

**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.