
FOOD AND NUTRITION SERVICES MANUAL
GENERAL PROCEDURES & REQUIREMENTS
FNS 135 SECOND PARTY REVIEW & QUALITY CONTROL

FNS 135 Second Party Review & Quality Control

Change #1-2021

May 1, 2021

135.01 SECOND PARTY REVIEWS

State rules require counties to conduct second-party reviews.

- A. This procedure reviews actions conducted on all households with five or more members applying for initial certification or recertification for Food and Nutrition Services (FNS).
- B. Action taken on households with four or fewer members is subject to a second-party review as determined by the division director based on the future error prone profiles.
- C. County agencies may voluntarily implement additional second party reviews as they deem necessary.

135.02 QUALITY CONTROL

- A. Federal FNS Program regulations require the establishment of a Quality Control (QC) System.
 - 1. This system is an ongoing, statistically valid review of participating households to validate the accuracy of household eligibility, to determine the extent to which households are receiving the allotments to which they are entitled, and to ensure that decisions to deny or terminate household participation are valid.
 - 2. The QC System further involves the periodic assembly and analysis of findings to determine incidence and amounts of errors and action to bring excessive levels of errors within established tolerances.
 - 3. States with the highest or most improved performance in the administration of the FNS Program are awarded performance bonuses each fiscal year. The bonuses are awarded for payment accuracy, negative error rate, participation rate, and application processing timeliness.
 - 4. Follow instructions in Section 210.13, Households with Special Circumstances, when a FNS Unit does not cooperate with the QC review.
- B. Requirement to cooperate with Quality Control Review
 - 1. A household is ineligible to participate in the FNS if it refuses to cooperate with State and/or USDA staff who conduct QC Reviews. Cooperation includes, but is not limited to:
 - a. Being available for a personal interview
 - b. Providing requested information.

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2. Terminate FNS benefits if a State or Federal QC Reviewer informs the agency of a household's refusal to cooperate.
 - a. If a household is terminated for refusal to cooperate with a QC Reviewer, the household can reapply at any time.
 - b. The household cannot be determined eligible until it cooperates or the disqualification time period ends.
 - c. The QC Referral will indicate the maximum disqualification for refusal to cooperate.
 - d. Do not terminate FNS benefits based on a FNS unit's failure to cooperate with QC in another state.