

SCRIPTS | STATE FOODSHARE QUALITY CONTROL (QC)

State FoodShare Quality Control (QC) Loss of Contact Case Comments

Lead worker:

Dane QC lead worker will enter this case comment when we receive a request from the State QC staff for QC Loss Of Contact and pend the case:

"Case has been selected for FoodShare Quality Control (QC) review. Client has not responded to repeated contacts. Please inform the client they must cooperate with the review process and to call Lisa Hanson at 608-286-9219 within 10 days."

CCA worker:

When the customer calls back due to the Loss of Contact pending of the case, the CCA worker must inform the customer about the state QC review process and provide the names and phone numbers to call according to the Dane QC lead case comment above. The CCA worker can then remove the pending for Loss of Contact and must enter this into case comments:

"Client called and was informed they needed to cooperate with the QC review process. Client was instructed to contact Lisa Hanson at 608-286-9219 within 10 days."