

***The Quality Control  
telephone numbers are  
listed below.***

***Or***

***You can visit our web site  
at:***

***[www.azdes.gov/ope/](http://www.azdes.gov/ope/)***

***Phoenix  
(602) 771-2590***

***Flagstaff  
(928) 214-2590***

***Tucson  
(520) 628-6830***

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Disponible en español en la oficina  
de QC apropiada

OPE-1008APAMNA (9-09)



***Who we are...***

***What we do...***

## Quality Control

Quality Control (QC) is a federally required process for all states. The State of Arizona has three offices located in Flagstaff, Phoenix and Tucson.

QC is responsible for conducting audits of households who have applied for and/or received Nutritional Assistance (NA) and/or Cash Assistance (CA). The purpose of the audit is to ensure the determination made by the agency was correct. The result of the audit determines the State of Arizona's accuracy rate. A high error rate could cost Arizona millions of dollars in penalties.

Your household may be contacted for a QC review.

A random selection is made each month for the audit.

Every household has the chance to be selected.

Households that are selected will be given a customer satisfaction survey and envelope at the home visit to complete and mail back to QC. This feedback is important for us to know if quality service was provided to you.

## Frequently Asked Questions

### 1. Who is selected for a QC audit?

Households who applied for or have received NA or CA benefits may be selected for an audit by QC. A random selection is made each month for the audit. Every household has the chance to be selected. No household is pre-selected for any reason.

### 2. What is the QC audit process?

The audit involves analyzing, verifying and comparing information gathered from:

- The household during the QC interview;
- The case file prepared by the Family Assistance Administration; and
- Verification obtained by QC from other sources.

### 3. What is the purpose of the QC interview?

The purpose is to ensure the household is receiving or has received the correct amount of benefits.

### 4. If my household is selected, how can I prepare for the QC review?

If selected, QC sends an appointment letter with specific instructions for the interview.

### 5. Why do you come to my house for the interview?

QC is required by federal regulations to conduct a face-to-face interview. The interview does not always need to be completed in the home. Arrangements can be made for an alternative location by contacting the QC Reviewer assigned to your case.

### 6. Does everyone in the household have to cooperate with the QC process?

Yes, all household members must cooperate with the review even if they are not currently receiving benefits.

### 7. What happens if the household does not cooperate?

The household will not be eligible for benefits until they do cooperate.