**Excerpt: Indiana Manual**

**SECTION 700**

**QUALITY ASSURANCE**

The Quality Assurance review process ensures that EAP benefits are protected from waste, fraud, and abuse. As a part of the state’s program integrity plan, each CAA has the responsibility of completing Quality Assurance (QA) Reviews of no less than thirty percent (30%) of all EAP applications. All agencies must conduct a review within 45 days of the application date for all identified client eligibility files.

**701 APPLICATION INTAKE QUALITY**

Quality Assurance Reviews are internal reviews conducted by the agencies to ensure that all applications are complete. A complete application must contain the following information:

 the household information;

 the statistical sections;

 the benefit information sections;

 the utility company information;

 the identification of application type, including TANF status; and,

 the signature and date on the application.

 a completed QA form, if the file has been reviewed

A complete application should contain the following supporting documentation:

 copies of the most recent or other appropriate fuel bills;

 copies of income documentation;

 notation of participation in Energy Education Class, if applicable;

 case-management notes for further energy related services using the Family Development Matrix;

 forms indicating referrals to other agencies or programs; and

 other documentation including the intake worker’s written comments (i.e. notes regarding contacts with utility companies).

QA reviews check complete applications to ensure that the following information was processed accurately:

 the completeness of the case identification information;

 the accuracy of the income computation;

 the points awarded correctly under each category;

 the points totaled correctly;

 the electric benefit is noted;

 a crisis benefit, if applicable, is noted;

 the matrix form is signed and dated by the intake worker.

IHCDA has developed a Quality Assurance monitoring tool in the RIAA software to track all internal QA reviews. It should be used by all agencies in reviewing files internally.

Once the QA reviews are completed, agencies should compile the list of errors and use the list as a tool for future program training and development.

During the monitoring review, the monitors or consultants will confirm that agencies have monitored files with in the 45-day requirement. Failure to monitor files according to this schedule will result in a concern on the monitoring report.

**702 ZERO INCOME CLAIMANTS**

Households that declare no income are required to complete an *Zero Income Claimant Form* (located in Appendix R) for each member claiming zero income and document how their living expenses are met. In addition, each zero income claimant must support the claim with documentation from another social service or state program, like a wage inquiry from the Department of Workforce Development. **If there is no indication how a zero income household meets basic living expenses, then no EAP assistance should be offered**. This is not meant to disqualify a household with no income, but rather understand how such a household survives and if case management services would be appropriate.

A signed EAP application gives the agency consent to make any necessary contacts to verify information given by the applicant. Households which are found to have undeclared income, resulting in total household income exceeding the Poverty Guidelines, or resulting in getting benefits for which they were not entitled, should be notified that unreported income has been found. Further, the EAP benefit, which has already been given to the vendor, should be recouped.

To prevent fraud and abuse of EAP benefits among zero income claimants, it is recommended that CAAs review a higher sampling of these applications.