QuikApps Verification User Manual

Version 2017-2018

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QuikApps Verification Process

VERIFICATION is the confirmation of eligibility for Free and Reduced-price meals under the National School Lunch Program (NSLP) and the School Breakfast Program (SBP). Verification is only required when eligibility is determined through the Application process, not through Direct Certification conducted with an Assistance Program or officials or agencies that documented "Other Source Categorical Eligibility".

Verification must include either confirmation of income eligibility or confirmation that the child or any member of the household is receiving assistance under SNAP, FDPIR, or TANF or that a child is "Other Source Categorically Eligible".

Verification may include confirmation of any other information required on the application, such as household size.

Important Information

If your district uses eQuikApps, the portal application, the Verification Pool cannot be selected prior to 12:01 a.m. October 2nd.

Terminology

- *DIRECT VERIFICATION* – Uses records from public agencies to verify income and/or program participation.
- *ERROR PRONE* – For applications within $100 per month of the applicable Eligibility Guideline. This replaces the term, "Focused Sample". You would choose "Standard" in the Sample Size Calculation Method drop-down list.
- *RANDOM SAMPLING* – Each application has an equal chance of being selected. A statistically valid random sample is not required. The LEA must determine a selection interval by dividing the number of applications by the required sample size. You would need to choose "Alternate 1" or "Alternate 2" in the Sample Size Calculation Method drop-down list.
- *SAMPLE POOL* – The total number of applications approved as of October 1.
- *SAMPLE SIZE* – The number of applications subject to verification. The minimum and maximum sample size is 3 percent of the total.

- *OTHER SOURCE CATEGORICAL* – A patron is Other Source Categorical is they are foster, homeless, migrant, runaway, or participating in the Head Start or Even Start program.

Establishing the Sample Size

- QuikApps automatically determines the sample size based on the number of applications present in the system as of October 1st. For example, if there are 250 applications, the sample size would be determined by multiplying 250 by 3 percent, 250 x .03 = 7.5 and then rounding up to the next whole number, 8. Note that at least one application must be verified.

- With the exception of Verification for Cause, LEAs must not verify more or less than the standard sample size or the Alternate sample.

- Applications verified for cause are in addition to the required verification sample size.

    - Determining officials are strongly encouraged to contact the household to clarify any information that is unclear or questionable before entering the application and proceeding with verification for cause. If no contact is made the application must be accepted at face value.

    - FNS supports use of verification for cause where appropriate as a method for LEAs to address integrity concerns.

- If applications are submitted for “mixed households,” which include children who are eligible based on income and others based on Other Source Categorical Eligibility, these applications are subject to verification and are included in the sample pool.

Alternate Sample Sizes

LEAs that qualify may select one of the following sample sizes.

Alternate One – The sample size equals the lesser of:

- Three percent (3%) of all applications approved by the LEA for the school year as of October 1, selected at random, or:
- 3,000 applications approved by the LEA for the school year as of October 1, selected at random.

Alternate Two – The sample size equals the lesser of:

- 1,000 of all applications approved by the LEA as of October 1 of the school year, selected from error prone applications (standard selection in QuikApps); OR one (1) percent of all applications approved by the LEA as of October 1 of the school year, selected from error prone applications;

PLUS the lesser of:

- 500 applications approved by the LEA as of October 1 of the school year that provide a case number in lieu of income information or:
- One-half (½) of one percent (1%) of applications approved by the LEA as of October 1 of the school year that provide a case number in lieu of income information.

Verification Completion Deadlines

The LEA must complete the verification activities in this section **no later than November 15th** of each school year. However, the LEA may request an extension of the November 15th deadline in writing from their State agency. The "Complete Verification" process is a manual process that all districts must complete on or after November 15th.

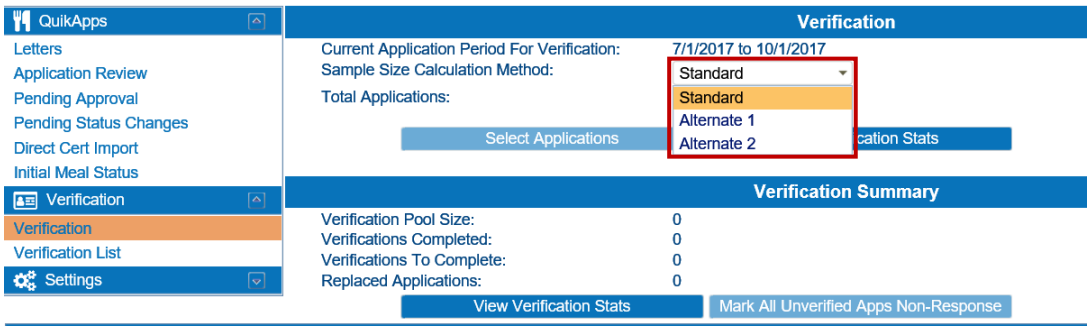
The State agency may approve, in writing, an extension up to December 15th of the current school year due to natural disaster, civil disorder, strike, or other circumstances that prevent the LEA from the timely completion of verification activities.

A request for an extension beyond December 15th must be submitted by the State agency to Food and Nutrition Service Regional Office (FNSRO) for approval.

Determining Pool Size and Selecting Applications

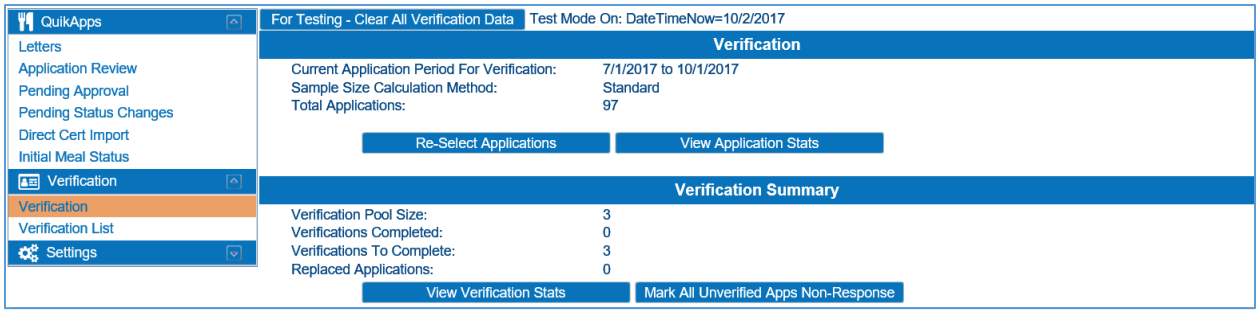
The QuikApps →Verification tab will allow you to manage and view information about the verification pool.

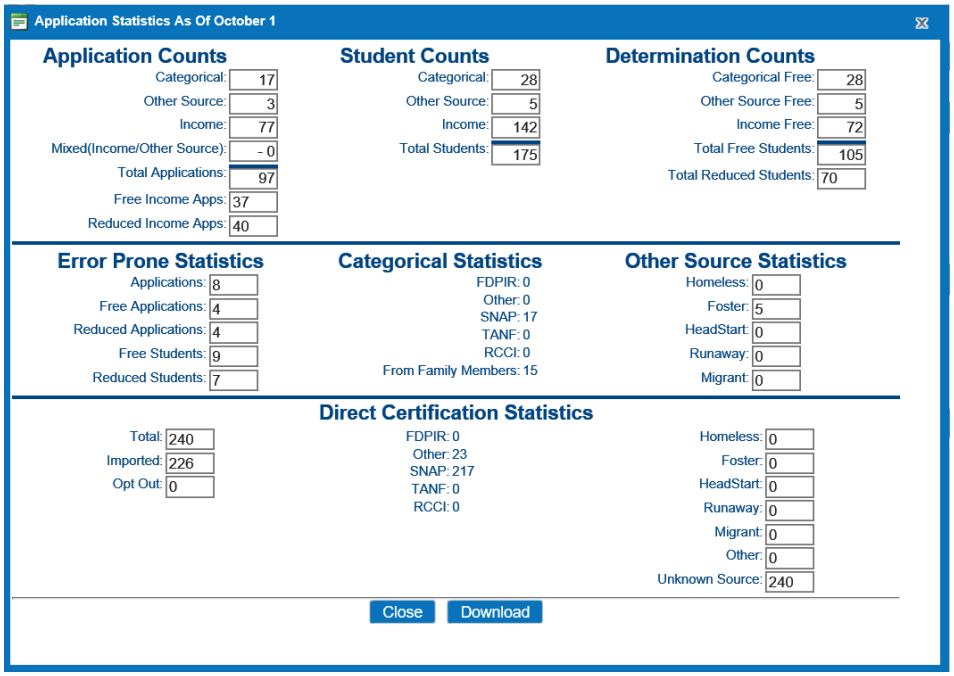
- The Sample Size Calculation Method drop-down allows you to select the desired method: Standard, Alternate 1, or Alternate 2 for the current year. Clicking Select Application calculates and displays the pool size and marks a random set of applications for verification.



- The pool size and information about the applications in verification will display on the screen. You can re-select the applications as long as you have not completed any verification steps.

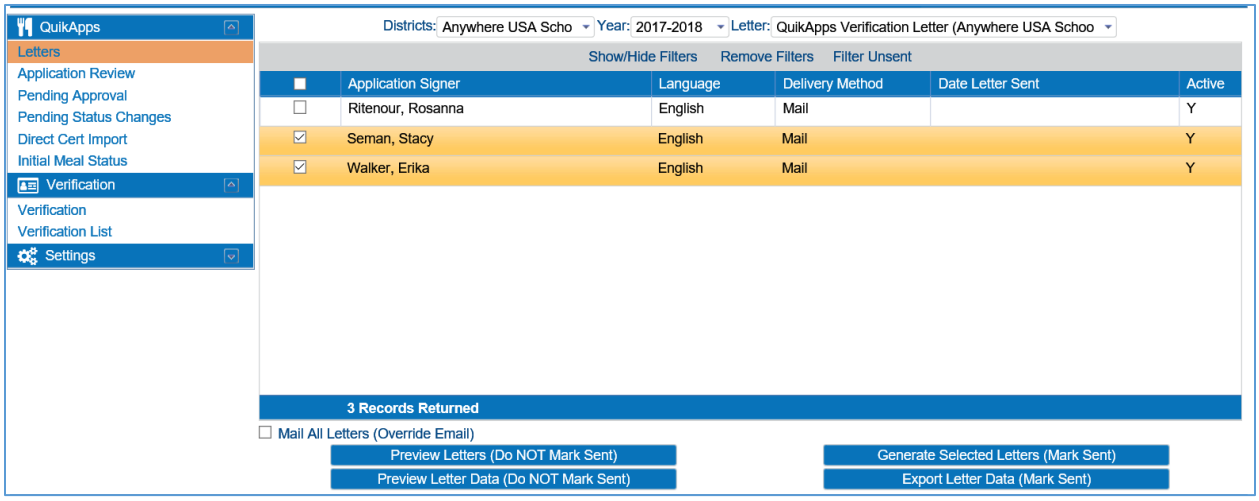
- Clicking "View Application Stats" shows information about the applications in the pool for the current verification cycle. Clicking "Download" allows you to export the data on the screen into Excel.





Sending Verification Letters

- To produce verification letters, go to QuikApps → Letters and select Verification Letter. Select the patrons that you want to produce letters for. *Note that verification letters cannot be emailed.*
    - Click "Preview Letters (Do NOT Mark Sent)" to see the actual letter that will be printed. This is only so that you can preview the letters.
    - Click "Preview Letter Data (Do NOT Mark Sent)" to download the letter data into Excel. This only so you can preview the letter data.
    - Click "Preview Letters (Mark Set)" to produce the letters and record that the letter was sent. You must do this when producing the final copy of the letter.
    - Click "Preview Letter Data (Mark Sent)" to download the letter data into Excel. The purpose for this option is to allow you to use mail merge to create your own letters. You must do this when producing the final copy of the letter data.

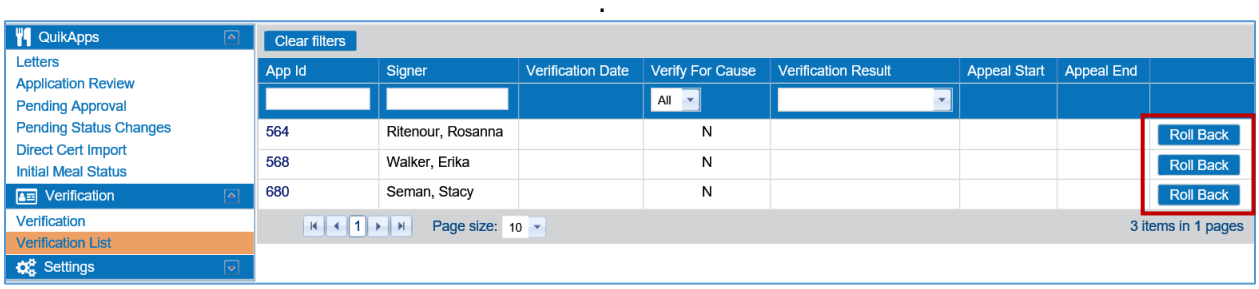


Completing the Verification Process

Verification List

The QuikApps →Verification List tab, allows you to view applications in verification and the status of each application.

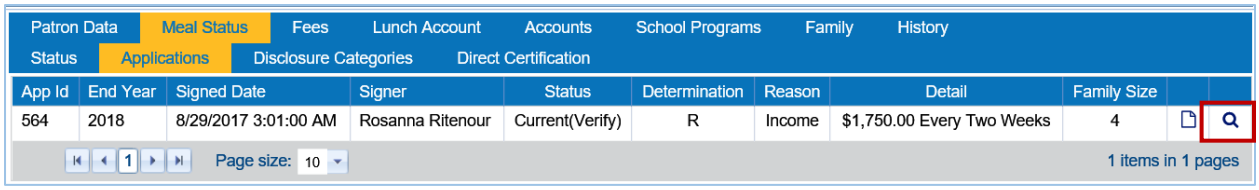
- Clicking the App ID will take you to the View Patron screen where you can select the application to begin the verification process.
- When the verification process is complete the Verification Date and Verification Result will be updated to reflect the outcome of the process.
- If the outcome is under appeal the Appeal Start date will populate. Once the Appeal has been processed the Appeal End date will be shown.
- If an error is made when ending verification, you can click Rollback and complete the process again.



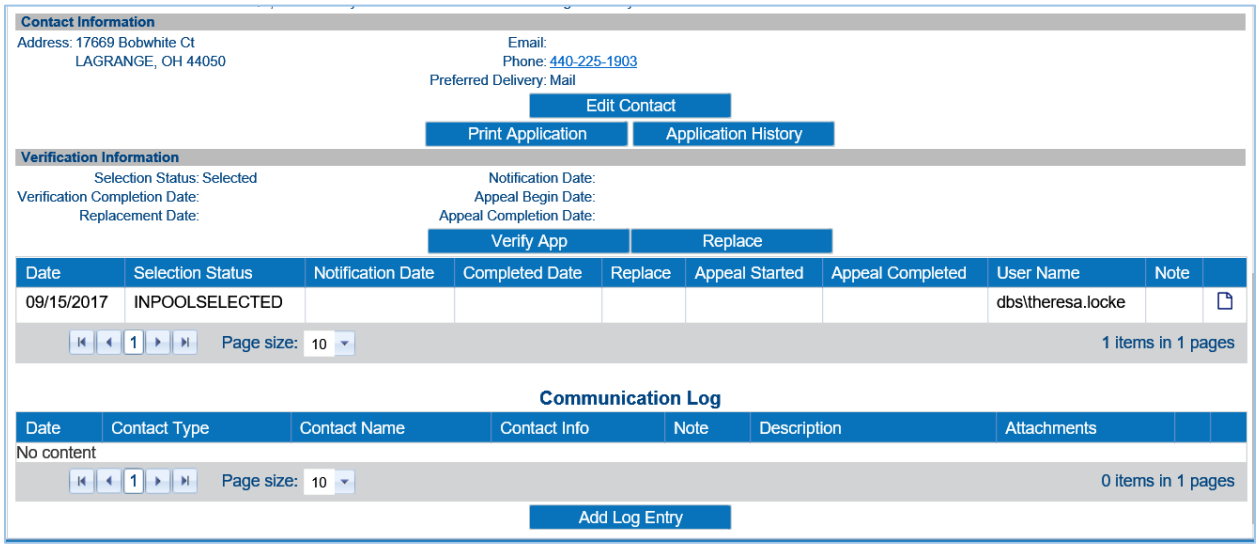
Verification Process Tools

QuikApps has several features to assist in the verification process.

To access the Verification Information area go to Patron View→Meal Status→Applications. Select the application marked Current(Verify) by clicking on the magnifying glass.

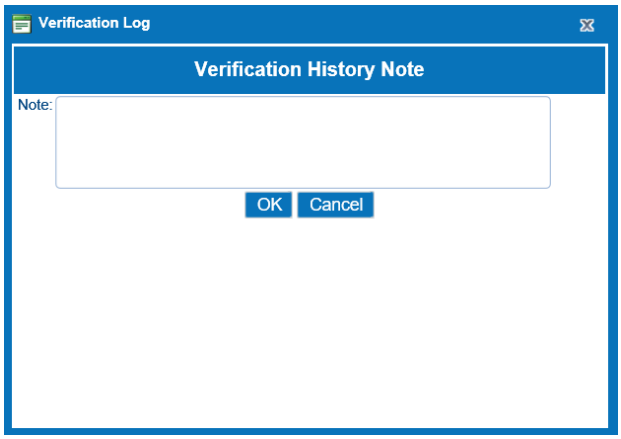


A new area will now be visible. This is where you will record your actions and complete the verification process. Each area in this section is described below.



Verification Activity

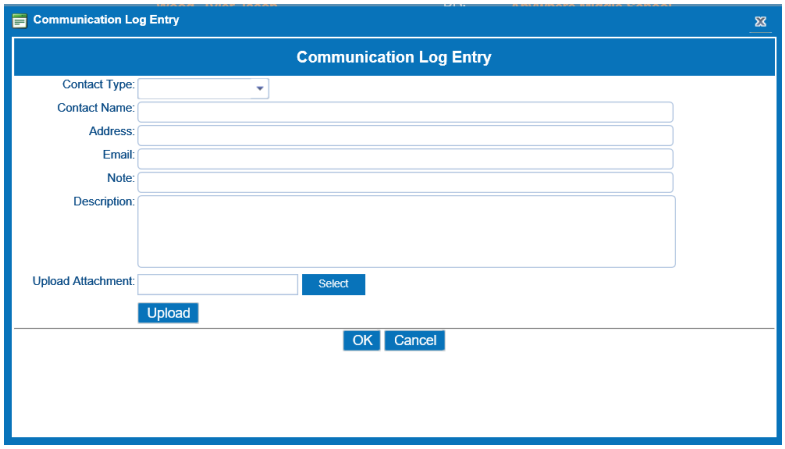
The table of verification activities automatically tracks system events such as selecting the application for verification, sending the verification letter, and completing the verification process. You can add notes to these events. Click the Note icon next to the verification event to enter or update a note. A portion of the note will then be viewable in the verification activity table.



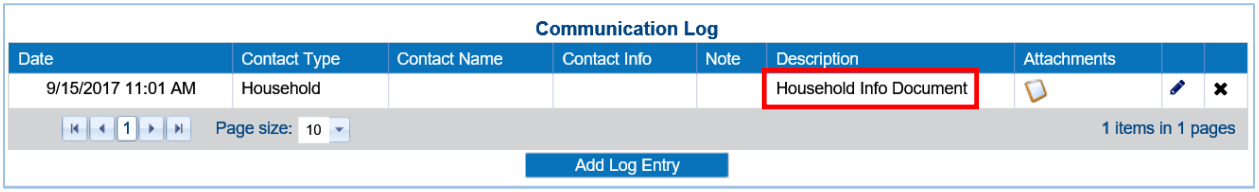
Communication Log

The communication Log area allows you to track your contact with the family, agencies, or collateral contacts. You can also attach documents to a communication log. Clicking Add Log Entry will allow you to create a new log.

- To upload a file click Select to locate the file, then upload to attach it to the log.
- You can enter only the information you need. Only the Note field is required.

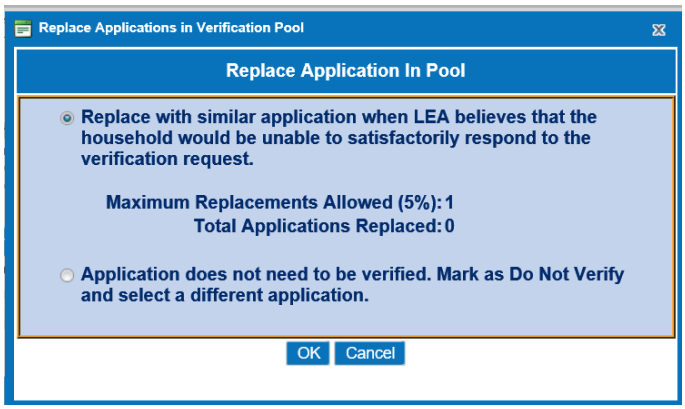


The log entry will show in the Communication Log. You can view, edit and delete the Communication Log entries.

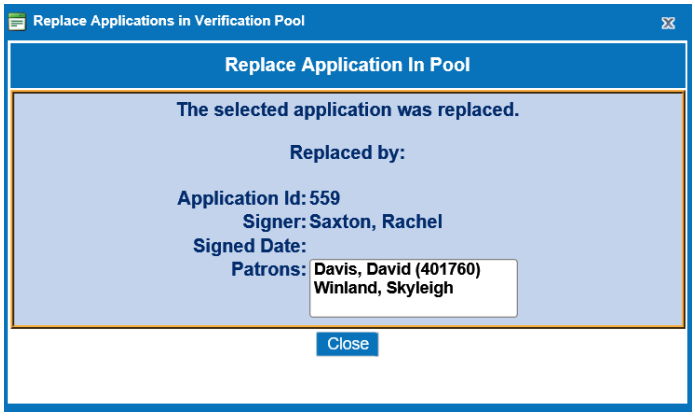


Replacing Applications

After completing the confirmation reviews, the LEA, on a case-by-case basis, can replace up to five (5) percent of applications selected. Applications may be replaced when the LEA believes that the household would be unable to satisfactorily respond to the verification request or if you believe that this application should not have been selected. This is done by clicking the “Replace” button. Once you indicate why the application is being replaced, QuikApps will automatically select an appropriate application and add it to the Verification List.



The application that is selected as the replacement will be shown. Be sure to return to QuikApps →Letters to produce the letter for the newly selected application. Once the application is replaced the App Status on the application table for the application you are replacing will be Current(Replaced). A Verification Activity entry will be added to the application. You can add a note as described above to further document why the application was replaced.



Completing Verification

To complete verification for the current app select the Verify App button in the Verification Information area. You will be presented with three options.

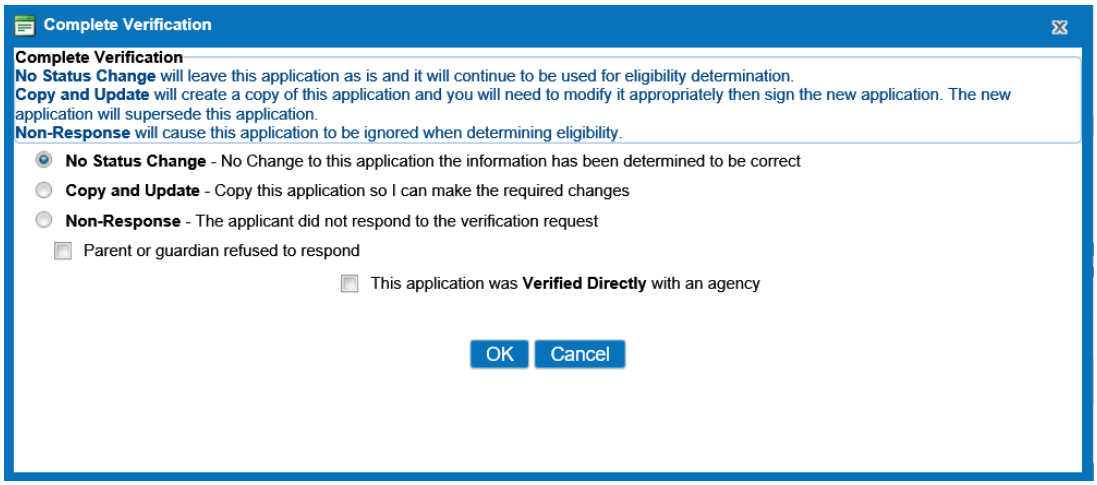
- No Status Change – Select this option if the application was verified and there is no change to the application. This will change the App Status to Current(Verified) and the application will remain in effect and will be used for meal status determination.

- Replace – Select this option if the information on the application requires modification. A new application will be created, with the information from the original application copied so that you can quickly make the necessary modifications. Be sure to “sign” the new application. The App Status on the original application will be Rejected(New Status) and the newly created application will be Current. The new application will be used for meal status determination.

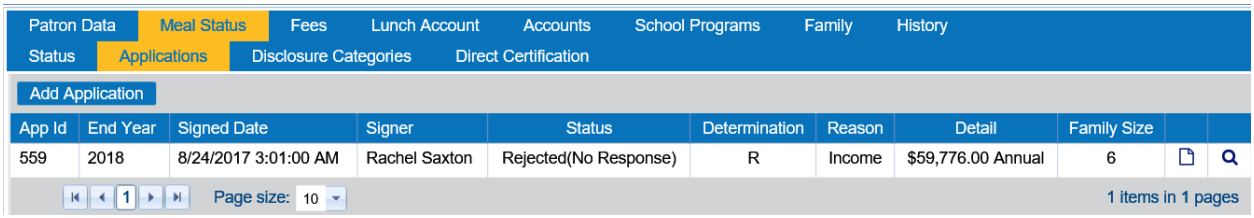
- Non-Response – Select this option if the family did not respond to the request for verification. The App Status will change to Rejected(No Response) and the application will no longer be used for meal status determination. Checking the box next to Parent or guardian refused to respond is for reporting purposes only, and is used to indicate that contact was made with the family but they refused to respond.

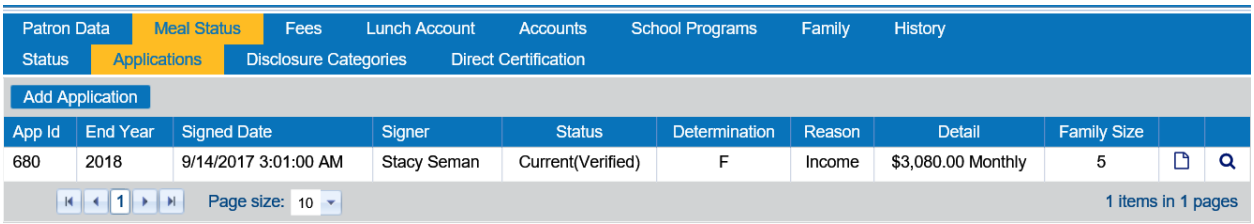
- The Verified Directly checkbox is to indicate that the verification was performed by a list from a Local Agency.

Applications marked Non-Response, or Replaced with a negative change in determination will be given the 10 day adverse action period.



Below are examples of what the App Status will look like for application marked Non-Response and Status Change.





Letters

Once verification is complete for an application and it results in an adverse action for the family you will need to go to QuikApps →Letters and generate the Status Change letters.

Show/Hide Filters Remove Filters Filter Unsent

☑	Application Signer	Verification Result	Change Type	Language	Delivery Method	Date Letter Sent	Date Signed	Date Verified	Active
☑	Saxton, Rachel	No Response	Adverse	English	Mail		8/24/2017 3:01:00 AM	9/15/2017 11:15:42 AM	Y
☑	Seman, Stacy	No Change	No Change	English	Mail		9/14/2017 3:01:00 AM	9/15/2017 11:17:09 AM	Y

2 Records Returned

☐ Mail All Letters (Override Email)

Preview Letters (Do NOT Mark Sent) | Generate Selected Letters (Mark Sent)

Preview Letter Data (Do NOT Mark Sent) | Export Letter Data (Mark Sent)

Verification and Verification List

The information on the QuikApps → Verification and QuikApps → Verification List tabs will update as you complete the verification process. You can review the status from these screens at any time in the process.

Verification

Current Application Period For Verification:	7/1/2017 to 10/1/2017
Sample Size Calculation Method:	Standard
Total Applications:	97

Re-Select Applications | View Application Stats

Verification Summary

Verification Pool Size:	3
Verifications Completed:	2
Verifications To Complete:	1
Replaced Applications:	1

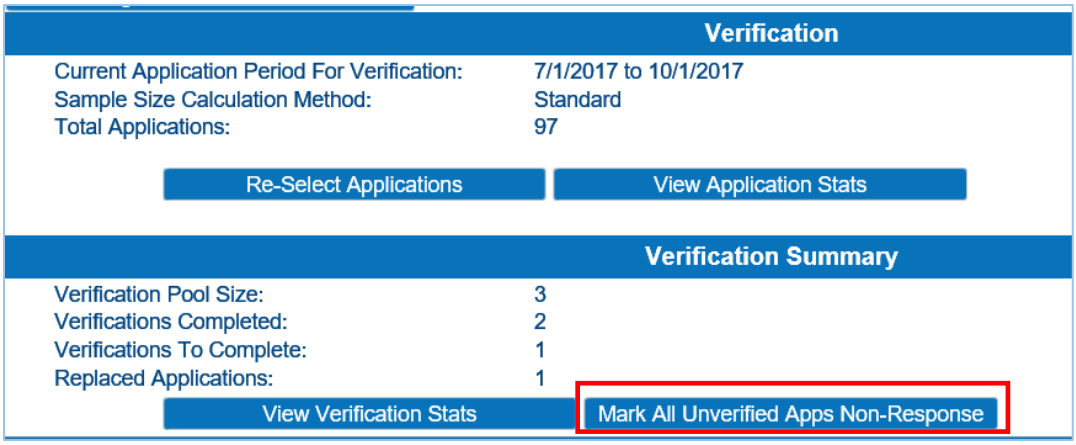
View Verification Stats | Mark All Unverified Apps Non-Response

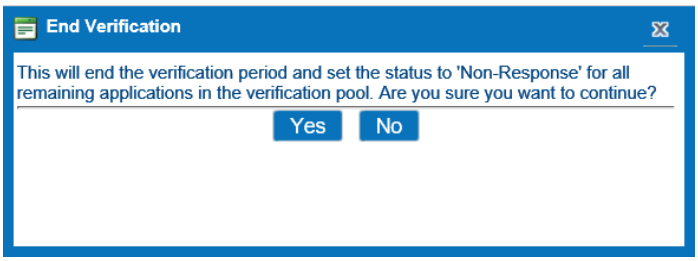
App Id	Signer	Verification Date	Verify For Cause	Verification Result	Appeal Start	Appeal End	
			All	All			
559	Saxton, Rachel	9/15/2017 11:15:42 AM	N	NONRESPONSE			Roll Back
568	Walker, Erika		N				Roll Back
680	Seman, Stacy	9/15/2017 11:17:09 AM	N	NOSTATUSCHANGE			Roll Back

1 Page size: 10 3 items in 1 pages

Mark All Unverified Applications Non-Response (Ending Verification)

On November 15th the Mark All Unverified Apps Non-Response button will be available on the QuikApps → Verification tab. Clicking this button will automatically mark all non-verified applications as Non-Response. This is for your convenience and does not have to be used to end the verification process. Note that you will need to produce letters for any applications that had not been verified previously.





Appeal Process

A household may appeal either the denial of benefits or the level of benefits for which it has been approved.

When a household appeals a reduction or termination of benefits within the 10 calendar day advance notice period, the LEA must continue to provide the benefits for which the child was originally approved until a final determination is made.

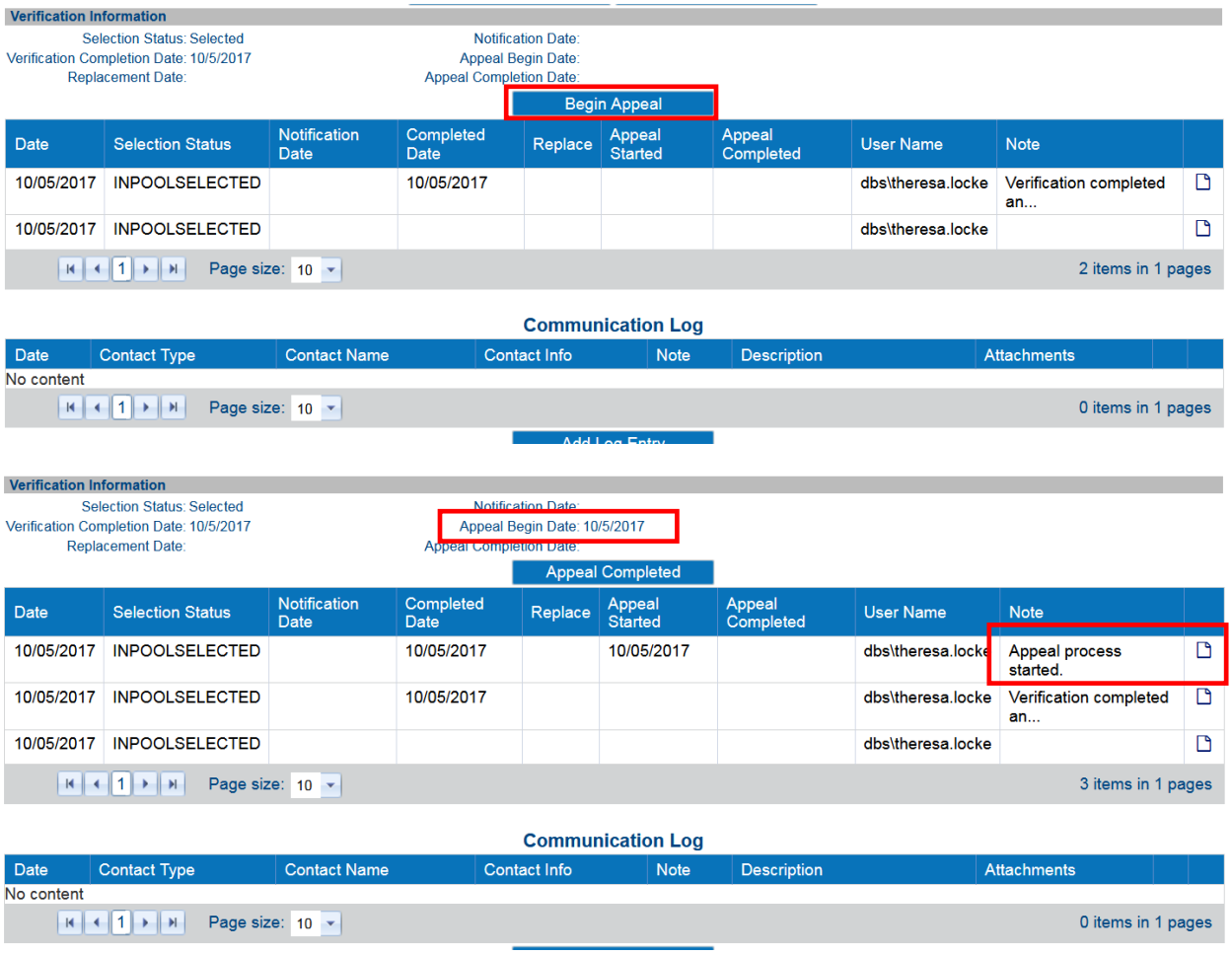
When a household does not appeal a reduction or termination of benefits during the 10 calendar day advance notice period or the hearing official rules that benefits must be reduced, the actual reduction or termination of benefits must take place no later than 10 operating days after the 10 calendar day advance notice period or 10 operating days after the decision by the hearing official.

Households affected by a reduction or termination of benefits may reapply for benefits at any time during the school year. However, if benefits to a household have been terminated because of failure to complete the verification or verification for cause process and the household reapplies in the same school year, the household is required to submit income documentation or proof of participation in Assistance Programs at the time of reapplication. These are not considered new applications.

Beginning the Appeal Process

When the family contacts you, you can begin the appeal process by clicking the “Begin Appeal” button. A Verification Activity record will be added and you can add a note to the

activity. The appeal date will also be updated on the QuikApps → Verification List tab. You can also add Communication Log entries related to the appeal process.



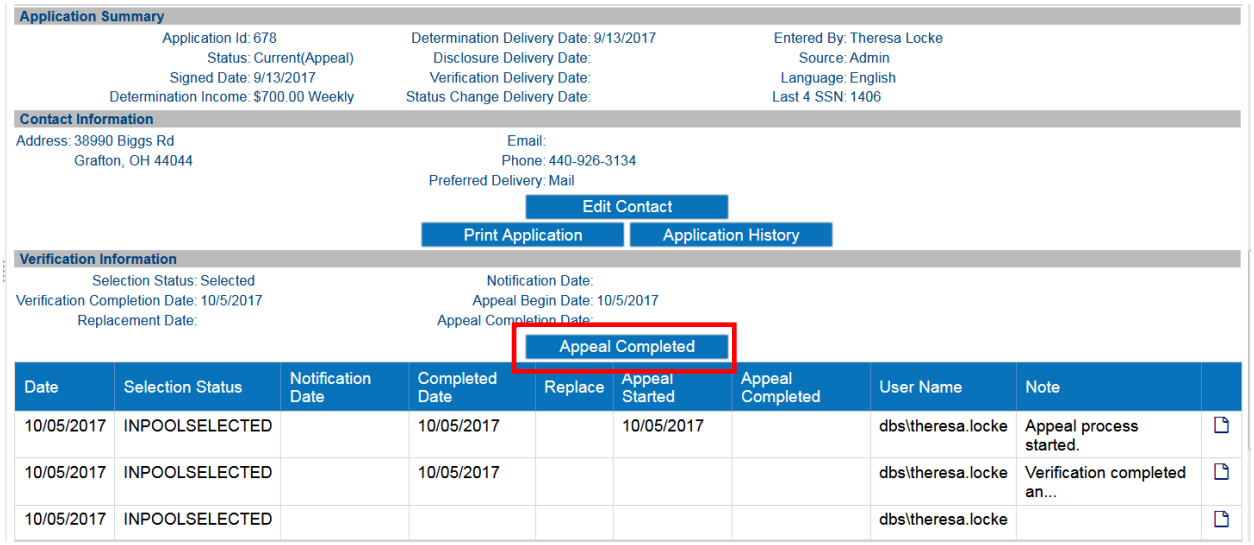
Ending the Appeal Process

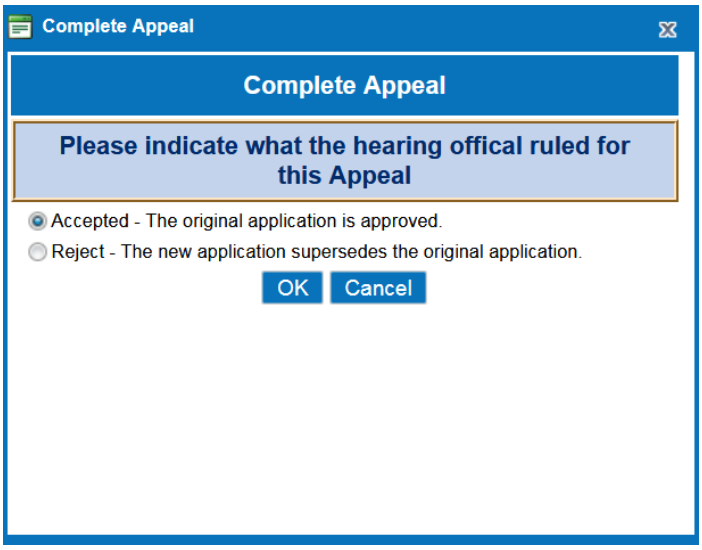
The hearing procedure in the LEA's free and reduced price policy statement must be followed. The hearing official must be an individual who is not connected with the approval or verification process. The household may request a school conference prior to a formal hearing. However, the conference must not prejudice a later appeal.

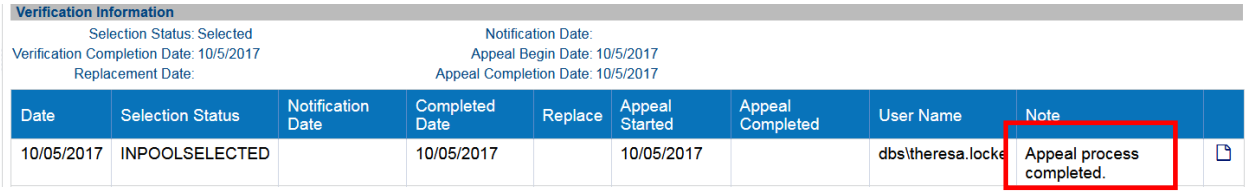
Once the hearing is complete you will click the End Appeal button. You will be prompted for the result of the appeal.

- Accepted – Selecting accepted indicates that the appeal was accepted and that the benefits should be stored.
- Reject – Selecting Reject indicates that the appeal was not successful and that the new determination should remain in effect.

A Verification Activity record will be added indicating the result and App Status for the applications will be updated and the appropriate meal status will be in effect.







Verification Reports

Verification Statistics (PDF Format Shown)

Verification Statistics

School Year Ending: 2018

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Printed On 9/15/2017

Applications In Pool:	3		
Verify For Cause Count:	0	**Directly Verified Count:**	0
Verify For Cause Students:	0	**Directly Verified Students:**	0

Income Applications In Verification	All Apps	Error Prone
Free App Count:	1	1
Free Student Count:	2	2
Reduced App Count:	2	2
Reduced Student Count:	4	4

Resulting Status	Original Source/Status		
	Categorical/Free	Income/Free	Income/Reduced
Free App Count:	0	1	0
Free Student Count:	0	2	0
Reduced App Count:	0	0	0
Reduced Student Count:	0	0	0
Denied App Count:	0	0	0
Denied Student Count:	0	0	0
No Response App Count:	0	0	1
No Response Student Count:	0	0	2

Verification Statistics

School Year Ending: 2018

Income Approved Status Changes	Apps	Students
No Change - Free:	1	2
No Change - Reduced:	0	0
Free to Free:	0	0
Free to Reduced:	0	0
Free to Denied:	0	0
Reduced to Free:	0	0
Reduced to Reduced:	0	0
Reduced to Denied:	0	0
Free to Denied - Failed to Respond:	0	0
Reduced to Denied - Failed to Respond:	1	2

Categorical Approved Status Changes	Apps	Students
No Change:	0	0
Free to Reduced:	0	0
Free to Denied:	0	0
Free to Denied - Failed To Respond:	0	0

School Year Ending: 2018

Categorical Statistics			
Application Count:	0	Wth FDPIR:	0
Student Count:	0	With Other:	0
With SNAP:	0	Extended:	0
With TANF:	0		

Other Source Statistics			
Application Count:	0	HeadStart Count	0
Student Count:	0	Runaway Count:	0
Homeless Count:	0	Migrant Count:	0
Foster Count:	0		

Direct Certification Statistic			
Total:	253	Other Total :	0
Import Total :	239	Homeless Total:	0
Opt Out Total :	0	Foster Total :	0
SNAP Total :	0	Headstart Total:	0
TANF Total :	0	Runaway Total:	0
FDPIR Total :	0	Migrant Total :	0
		Unknown Total:	253

Application Verification Status Report

Application Verification Status

School Year Ending: 2018

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Printed On 9/15/2017

District: (All Districts)

App Id	Signed Date	Signer Name	VFC	Replaced	Notify	Completed	Result	Reason	Appeal Start / End	Original Status
564	08/29/2017	Ritenour, Rosanna	N	09/15/2017			Verification Not Complete	Income	/	R

Student Number	Student Name	Grade	Lunch Status	School Name
349557	Wood, Tyler	7		Anywhere Middle School
310471	Langford, Racheal	10		Anywhere High School

App Id	Signed Date	Signer Name	VFC	Replaced	Notify	Completed	Result	Reason	Appeal Start / End	Original Status
559	08/24/2017	Saxton, Rachel	N		09/15/2017	09/15/2017	No Response	Income	/	R

Student Number	Student Name	Grade	Lunch Status	School Name
401756	Winland, Skyleigh	2	D	Anywhere USA Elementary
401760	Davis, David	5	D	Anywhere USA Elementary

App Id	Signed Date	Signer Name	VFC	Replaced	Notify	Completed	Result	Reason	Appeal Start / End	Original Status
680	09/14/2017	Seman, Stacy	N		09/15/2017	09/15/2017	No Change	Income	/	F

Student Number	Student Name	Grade	Lunch Status	School Name
342355	Batistella, Logan	8	F	Anywhere Middle School
361435	Dudziak, Jackson	6	F	Anywhere Middle School

Application Statistics at Verification

Application Statistics At Verification

Page 1 of 1
Printed On 9/15/2017

As Of October 1 - School Year Ending: 2017

Application Counts		Student Counts		Determination Counts	
Categorical:	17	Categorical:	28	Categorical Free:	28
Other Source:	3	Other Source:	5	Other Source Free:	5
Income:	77	Income:	142	Income Free:	72
Mixed (Income/Other Source):	-0	Total Students:	175	Total Free Students:	105
Total Applications:	97			Total Reduced Students:	70

Free Income Applications:	37
Reduced Income Applications:	40

Error Prone Statistics		Categorical Statistics		Other Source Statistics	
Applications:	8	FDPIR:	0	Homeless:	0
Free Applications:	4	Other:	0	Foster:	5
Reduced Applications:	4	SNAP:	17	HeadStart:	0
Free Students:	9	TANF:	0	Runaway:	0
Reduced Students:	7	RCCI:	0	Migrant:	0
		From Family Members:	15		

- Under Applications Reports, the As of Application Status Report should be used by those required to give statistics as of October 31.

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As Of Application Statistics

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Printed On 9/15/2017

Date Range: 7/1/2017 - 9/15/2017

Application Counts		Student Counts		Determination Counts	
Categorical:	17	Categorical:	28	Categorical Free:	28
Other Source:	3	Other Source:	5	Other Source Free:	5
Income:	92	Income:	167	Income Free:	72
Mixed(Income/Other Source):	-0	Total Students:	200	Total Free Students:	105
Total Applications:	112			Total Reduced Students:	66
				Total Denied Students:	29
Free Income Applications:	37				
Reduced Income Applications:	38				
Denied Income Applications:	17				
Principal Approved Applications:	0				

Error Prone Statistics		Categorical Statistics		Other Source Statistics	
Applications:	6	FDPIR:	0	Homeless:	0
Free Applications:	4	Other:	0	Foster:	5
Reduced Applications:	2	SNAP:	17	HeadStart:	0
Free Students:	9	TANF:	0	Runaway:	0
Reduced Students:	3	RCCI:	0	Migrant:	0
		From Family Members:	15		

Technical Support Contact Information

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