

PART XXVI

SNAP QUALITY CONTROL

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SNAP Quality Control

A. Overview

The Quality Control (QC) Unit is responsible for the state's implementation of the SNAP Quality Control process as required by the U.S. Department of Agriculture (USDA). Each month, a random sample of households is selected for review from households that are receiving SNAP benefits (referred to as active or positive cases) and households for which participation was denied, suspended or terminated (referred to as closed or negative cases).

Reviews are conducted on active cases to determine if households are eligible and receiving the correct amount of SNAP benefits. The determination of whether the household received the correct benefit amount is made by comparing the eligibility data gathered during the review against the amount authorized on the master issuance file. Reviews of negative cases are conducted to determine whether the agency's decision to deny, suspend, or terminate the household was correct, as of the review date.

B. Review Findings

Regional QC staff forward findings for each case review to local departments of social services. QC staff forward error and variance findings to local departments via email and correct or incomplete findings via pouch. QC also forwards error and variance findings to the SNAP Unit via email. The email notification includes:

- 1) A cover letter summarizing the QC findings, also known as the Notification of QC Finding. Listed is the QC contact name and phone number, detailed non-concurrence action items and instructions, and other pertinent information.
- 2) The QC Findings Report identifying the error and the specific circumstances of the case including case record information, QC findings, and QC conclusion. Additional information contained therein is the case name and number, sample month, active or negative case findings, procedural problems, and noted attachments.
- 3) The SNAP Corrective Action Report (SCAR) for each error and variance case requires completion by the local department. The SCAR tracks BPS experience, action(s) taken for case resolution, proposed preventative measures, and request for action from the state in agency error reduction activities.

Sample forms are available at <https://fusion.dss.virginia.gov/bp/BP-Home/Performance-Improvement>.

C. Local Procedures upon Receipt of QC Findings

Listed below are the steps for a local agency to file a concurrence or non-concurrence to QC findings.

Responding to a QC Error or Variance Findings Report:

- The local department must respond, as appropriate, as instructed in the Notification of QC Error Finding letter. The local department may note its concurrence or disagreement with an error finding on the SCAR. The local department must forward the completed SCAR via email to the QC Regional Supervisor, SNAP Regional Practice Consultant, and the SNAP Corrective Action Coordinator. Errors cited by QC are attributed to the local department where the case was active during the sample month. Errors cited by QC are final and cannot be adjusted or changed.
- Local departments may disagree with QC error finding if they determine QC failed to follow SNAP policy applicable for the sample month reviewed. Local departments must document their disagreement on the SCAR. The completed SCAR must include documentation, written evidence or policy justification to support the disagreement with QC error findings.

Time Frame for Responding:

- The local department has ten (10) days from the email notification sent date to email the completed SCAR form disagreeing with the QC error finding. The local department must submit the SCAR to the QC Regional Supervisor, SNAP Regional Practice Consultant, and the SNAP Corrective Action Coordinator by the close of business on the tenth (10th) day.
- Failure to respond appropriately within the timeframe will default to concurrence with the error finding.

Resolution of a Disagreement:

The SNAP Error Committee will review the SCAR submitted by the local department along with any rebuttal evidence and supporting case documentation upon receipt. The SNAP Error Committee consists of the SNAP Corrective Action Coordinator, the QC Supervisor, Benefit Programs Training staff and other designated staff as needed. The SNAP Error Committee will provide a formal decision within 30 days.