



VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

PAYMENT ERROR RATE

Fall BPRO 2025

Ice Breaker



TED
IDEAS WORTH SPREADING

Ice Breaker



Ice Breaker



WHY DOES IT MATTER?

- ACCURACY



Payment Error Rate

Virginia:

Over payments: 9.54

Underpayments: 1.96

Total: 11.50

[SNAP Payment Error Rates | Food and Nutrition Service](#)

www.fns.usda.gov/snap/qc/per

**SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM: PAYMENT ERROR RATES
FISCAL YEAR 2024¹**

State/Territory	Over Payments	Under Payments	Payment Error Rates ²
ALABAMA	7.32	0.99	8.32
ALASKA	22.50	2.16	24.66
ARIZONA	7.56	1.28	8.84
ARKANSAS	7.97	1.59	9.56
CALIFORNIA	9.01	1.98	10.98
COLORADO	7.91	2.06	9.97
CONNECTICUT	8.61	1.65	10.25
DELAWARE	10.49	1.88	12.37
DISTRICT OF COLUMBIA	13.62	3.76	17.38
FLORIDA	13.05	2.08	15.13
GEORGIA	13.59	2.06	15.65
GUAM	7.88	1.84	9.72
HAWAII	5.87	0.80	6.68
IDAHO	3.02	0.57	3.59
ILLINOIS	10.64	0.93	11.56
INDIANA	7.42	2.10	9.52
IOWA	5.30	0.84	6.14
KANSAS	9.43	0.55	9.98
KENTUCKY	8.23	0.88	9.11
LOUISIANA	5.14	1.48	6.62
MAINE	8.57	1.68	10.26
MARYLAND	8.85	4.79	13.64
MASSACHUSETTS	13.03	1.07	14.10
MICHIGAN	8.03	1.50	9.53
MINNESOTA	6.32	2.66	8.98
MISSISSIPPI	8.93	1.76	10.69
MISSOURI	8.16	1.26	9.42
MONTANA	6.47	2.41	8.89
NEBRASKA	4.64	0.86	5.50
NEVADA	5.63	0.32	5.94
NEW HAMPSHIRE	4.52	3.05	7.57
NEW JERSEY	12.11	2.22	14.33
NEW MEXICO	13.07	1.54	14.61
NEW YORK	12.65	1.44	14.09
NORTH CAROLINA	8.11	2.10	10.21
NORTH DAKOTA	5.72	2.19	7.91
OHIO	7.67	1.34	9.01
OKLAHOMA	9.63	1.25	10.87
OREGON	12.66	1.40	14.06
PENNSYLVANIA	9.49	1.27	10.76
RHODE ISLAND	10.61	1.68	12.29
SOUTH CAROLINA	7.89	1.36	9.25
SOUTH DAKOTA	2.43	0.85	3.28
TENNESSEE	8.43	1.04	9.47
TEXAS	5.77	2.55	8.32
UTAH	5.09	0.65	5.74
VERMONT	4.74	0.39	5.13
VIRGIN ISLANDS	3.00	0.54	3.54
VIRGINIA	9.54	1.96	11.50
WASHINGTON	5.79	0.26	6.06
WEST VIRGINIA	8.57	0.86	9.43
WISCONSIN	3.81	0.66	4.47
WYOMING	3.27	1.85	5.12
UNITED STATES	9.26	1.67	10.93



¹ Pursuant to Section 16(c)(1)(A)(ii) of the Food and Nutrition Act of 2008, as amended, the Department set the QC tolerance threshold at \$37 for fiscal year (FY) 2014 and adjusts the threshold each year. For FY 2024, the tolerance threshold is \$56.

² Due to rounding, the payment error rate may not always equal the sum of the over payment and under payment error rate.

Dated: June 30, 2025

USDA is an equal opportunity provider, employer, and lender.

The payment error rate is critically important for the Supplemental Nutrition Assistance Program (SNAP) for several key reasons:

1. Ensures Program Integrity and Public Trust

- The payment error rate reflects how accurately states determine and issue SNAP benefits.**
- A low error rate shows the program is being run responsibly and helps maintain public confidence and legitimacy.**
- High error rates can create the perception of waste, fraud, or inefficiency—even if most errors are honest mistakes.**

2. Prevents Overpayments and Underpayments

- **Overpayments waste taxpayer money and may require costly collection efforts later.**
- **Underpayments mean eligible families don't get the full help they need, which undermines SNAP's mission to fight food insecurity.**
- **Accurate payments ensure the right benefits go to the right people at the right time.**

3. Affects State Accountability and Federal Funding

- **States are responsible for determining eligibility and calculating benefits.**
- **A high error rate may lead to corrective actions or financial penalties from the federal government.**
- **Accurate performance can qualify states for incentive bonuses and recognition.**

4. Supports Efficient Use of Resources

- **A low error rate reduces the administrative burden of:**
 - Recalculating cases
 - Handling appeals or hearings
 - Recovering improper payments
- **This allows staff to focus more on serving clients effectively and improving customer service.**

5. Protects Program from Cuts or Criticism

- **Congress and policymakers often review error rates when making funding decisions.**
- **High error rates may be used to justify budget cuts or stricter rules, which can harm the program and its recipients.**
- **Low error rates help defend SNAP from political attacks.**

The right benefits at the right time!

The payment error rate is more than just a number—it's a vital measure of program performance. Keeping it low ensures that SNAP remains effective, trusted, and sustainable in helping millions of Americans afford food.



What is a payment error?

$$\text{Payment Error Rate} = \left(\frac{\text{Total Incorrect Payments}}{\text{Total SNAP Payments}} \right) \times 100\%$$

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) WHAT IS AN IMPROPER PAYMENT?

AN IMPROPER PAYMENT IN SNAP IS WHEN:



An ineligible household receives benefits.



An eligible household receives the wrong amount of benefits.



IMPROPER PAYMENTS CAN BE OVERPAYMENTS OR UNDERPAYMENTS.



Underpayments

Household certified for **less** benefits than they are entitled to



Overpayments

Household certified for **more** benefits than they are entitled to

IMPROPER PAYMENTS CAN RESULT FROM STATE AGENCY OR HOUSEHOLD ERRORS.



State Agencies

E.g., state agency misses a household update in their calculations or makes a data or processing error



Households

E.g., household does not know how to report a change in income or forgets to report an additional household member

FNS IS COMMITTED TO WORKING WITH STATES TO REDUCE IMPROPER PAYMENTS.

FNS Actions



Enhancing technical assistance.



Providing payment accuracy best practices.



Improving data analysis tools.



Clearly communicating reporting expectations.



Improving corrective actions plans.



Analyzing business processes for improvement.

Federal Fiscal Year 2025

- Where are we?

SNAP Errors Summary for October 2024 - April 2025

<u>STATE TOTALS</u>			
Issuances:	\$148,152.00	Cases Reviewed:	442
Err Dollars:	\$16,678.00	Cases in Error:	70
Error Rate:	11.26%	Agency Errors:	52
		Client Errors:	18

>K

State Initiatives

SNAP PRO TIP 2025

Scenario:
A SNAP application was received 12/2024 requesting assistance for the applicant and her minor son. She declared her monthly Social Security Income and her son's child support. The agency ran system browse for both household members and APCS returned no results.

Policy Clarification:
QC finds the agency failed to request additional information regarding the child support received and as a result the child support payment from Florida was not present on case.
Policy: PART XI INCOME

DON'T FORGET!

Request additional information regarding all income sources reported on application when verification is not present

NEED HELP?

SNAP FUSION Training Page:
Income Refresher Training

Find and Fix
Training
Policy Alignment
Engagement Meetings
ProTips
QC Checklists





What can
YOU do?

EVERY CASE MATTERS

Review Wrap Up

Review Documents

Discuss Income Fluctuations

Clarify Details

Expenses

HOW
YOU
CAN
HELP

Review Eligibility Summary

- Click date summary hyperlink

SNAP	02/01/2025 - 05/31/2025	1	\$ 210.00	Approved	Authorized	12/30/2024
SNAP	06/01/2025 - 09/30/2025	1	\$ 210.00	Approved	Authorized	05/28/2025
SNAP	10/01/2025 -	1	\$ 220.00	Approved	Authorized	09/04/2025

- Review each tab details

Summary | Notice Reasons | Resource | Income

SNAP EDG Summary ? ⓘ

Eligibility Summary

Summary Tab

Summary | Notice Reasons | Resource | Income

SNAP EDG Summary ?

Eligibility Summary

Case Name: [REDACTED] Case #: [REDACTED] Case Mode: Ongoing Case Status: Approved

EDG #: [REDACTED] Program/TOA: SNAP Eligibility Status: Certified Eligibility/Service Period: 10/01/2025-
 Eligibility Result: Approved Interim Report Date:
 Redetermination Date: 11/30/2025

EDG Information:

Eligibility Begin Date: 12/03/2024 Eligibility / Patient Pay End Date:

Non Financial: Pass Resource: N/A Financial: Pass Verification: Pass

Expedited(SNAP Only): NO 165% Income Test?: NO VaCAP: NO
 SNAP Category: NPA SNAP BBCE: YES
 SNAP ESAP: NO

	Name	Certified Group	Relationship	Participation Status	Sanction	SNAP Work Requirement Study
EDG	[REDACTED]	Y	Self	Eligible Adult	N	
Excluded	[REDACTED]		N	Mother	Excluded Adult	
			N	Grandmother (Including Great)	Excluded Adult	
			N	Grandfather (Including Great)	Excluded Adult	

Eligibility Summary

Resource Tab

Summary Notice Reasons **Resource** Income

SNAP Group Resource Eligibility ?

[Redacted] Case Mode: Ongoing Case Status: Approved

[Redacted] Program/TOA: SNAP Eligibility/Service Period: 10/01/2025-
Eligibility Result: Approved Eligibility Status: Certified
Redetermination Date: 11/30/2025 Interim Report Date:

Eligibility Summary

Liquid Assets	= \$	0.00
Total Countable Resources	= \$	0.00
Assistance/Family Unit Size	:	1
Resource Eligibility Limit	= \$	0.00
Resource Eligibility Result	:	Not Applicable

Eligibility Summary

Income Tab

Summary Notice Reasons Resource **Income**

SNAP Income Eligibility ?

Case Mode: Ongoing Case Status: Approved

Eligibility Result: Approved
Redetermination Date: 11/30/2025

Program/TOA: SNAP
Eligibility Status: Certified
Interim Report Date:

Eligibility/Service Period: 10/01/2025-

Eligibility Summary

Financial Test

Total Self Employment Income	\$	0.00
Total Earned Income	+ \$	0.00
Total Unearned Income	+ \$	1346.00
Child Support Payments	- \$	580.78
Total Gross Income	= \$	765.22
Budget Group Size	:	1
Gross Income Eligibility Limit	= \$	2608.00
Net Income Eligibility Limit	= \$	1305.00
Financial Eligibility Result	:	Pass

Income Tab

Deductions

Earned Income Deductions	\$	0.00
Standard Deductions	+ \$	209.00
Dependent Care Costs	+ \$	0.00
Medical Expenses	+ \$	0.00
Total Shelter Cost	= \$	575.00
Homeless Shelter Allowance	= \$	N/A
50% Adjusted Income	= \$	278.11
Excess Shelter Cost	+ \$	296.89
Total Deductions	= \$	505.89

Benefit Amount

Total Gross Income	\$	765.22
Total Deductions	- \$	505.89
Net Income	= \$	259.33
Benefit Amount	= \$	220.00
Recoupment Amount	- \$	0.00
Net Benefit Amount	= \$	220.00

Wrap Up/Examples

Deductions

Earned Income Deductions	\$	0.00
Standard Deductions	+ \$	204.00
Dependent Care Costs	+ \$	0.00
Medical Expenses	+ \$	0.00
Total Shelter Cost	= \$	799.00
Homeless Shelter Allowance	= \$	N/A
50% Adjusted Income	= \$	279.50
Excess Shelter Cost	+ \$	519.50
Total Deductions	= \$	723.50

Expenses (1)

Rent is 400 per month and this includes all utilities

Wrap Up

Financial Test

Total Self Employment Income	\$	0.00
Total Earned Income	+ \$	0.00
Total Unearned Income	+ \$	1371.00
Child Support Payments	- \$	0.00
Total Gross Income	= \$	1371.00
Budget Group Size	:	2
Gross Income Eligibility Limit	= \$	1984.00
Net Income Eligibility Limit	= \$	1526.00
Financial Eligibility Result	:	Pass

Deductions

Earned Income Deductions	\$	0.00
Standard Deductions	+ \$	193.00
Dependent Care Costs	+ \$	0.00
Medical Expenses	+ \$	200.00
Total Shelter Cost	= \$	669.00
Homeless Shelter Allowance	= \$	N/A
50% Adjusted Income	= \$	489.00
Excess Shelter Cost	+ \$	180.00
Total Deductions	= \$	573.00

Expenses (1)

Rent 300
Heat/cooling expense
declared and chose SUA
Client on buy in

Review documents / System Browsers

Welfare Agency Code	Category of Assistance Code	Black Lung Entitlement Code	Black Lung Payment Amount	Railroad Retirement Indicator	Dual Entitlement Number	Dual Entitlement BIC	Dual Entitlement Type	Dual Entitlement Status Code	Other Date of Entitlement	Cross Reference Code	Cross Reference Entitlement Number	Cross Reference BIC	MBC Type	MBC Date	MBC Amount
490	D		\$0.0		577745440	W	1	3	05/01/2024	O	577745440	W	C	12/01/2024	\$1239.0
										C			C	12/01/2023	\$1209.0
										C			C	12/01/2022	\$1171.0
										C			C	04/01/2022	\$1078.0
										C			C	12/01/2021	\$1078.0
										C			C	12/01/2020	\$1018.0
										C			C	05/01/2020	\$1005.0

Income (1)
...

Income reported on application \$1239

Discuss Income Fluctuations

Current Job Details - [REDACTED]	
Employer Details	
Employer Name	[REDACTED]
Employment Type	[REDACTED]
Employer Address	[REDACTED]
Employer Phone	[REDACTED]
Job Start Date	08/16/2016
Date of First Pay	08/30/2016
Reduced Hours in the Past 3 Months	Yes
How Often?	Every two weeks
Day of the Week Paid	Friday
Pay Details	

PAYS IN EV:

1/10/25	\$2695.21
1/24/25	\$1150.91
2/7/25	\$774.63
2/21/25	\$854.77

Discuss Income Fluctuations

September IR due 9/5; Received 8/29; Processed 9/12

5. Earned Income	
Wages, Salaries, Tips, Severance Pay and Commissions - \$ 792.30	
Have there been any changes in jobs for anyone in the household?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable
Has anyone started or stopped a job? If Yes, for whom? When? New Employer What is the new amount?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable If Yes, send proof.
Has the amount of income from a job changed by \$125 or more per month for anyone? If Yes, for whom? When? What is the new amount?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> Not Applicable If Yes, send proof.

Income (1)

Program: SNAP | [REDACTED]
 Created On: [REDACTED]

[REDACTED] income has increased at Starbucks, she gets paid bi-weekly; 7/14=992.50, 7/28=974.47.

	Hours Worked:	Gross Earnings:	Net Earnings:
9/8/25	42.14	\$715.15	\$635.08
8/25/25	49.91	\$852.45	\$755.00
8/23/25	0.0	\$791.56	\$731.00
8/11/25	41.57	\$697.18	\$619.37
7/28/25	56.3	\$974.47	\$861.48
7/14/25	56.33	\$992.50	\$877.11
6/30/25	48.08	\$825.13	\$652.75
6/16/25	25.58	\$430.56	\$385.09

Clarification / Documentation

- Student status
- Inconsistent information
- Zero income



Student Status

Person 2

Review the information here	Please correct or add information here
[REDACTED]	
Temporarily out of the home	Temporarily out of the home? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Program Requested	Program Requested: <input checked="" type="checkbox"/> SNAP <input type="checkbox"/> TANF <input type="checkbox"/> NONE <input type="checkbox"/> Relative/Kinship Care Support Maintenance
Relationship to you: Daughter <i>N/A</i>	
Social Security: On file	
Date of Birth: On file	
Race: Black or African American	
Hispanic: No	
Sex: Female	
Marital Status: Single-Never Married	
Citizenship: On File	
Allen Registration Number:	
Last Grade Finished: 10th Grade	
In School: Yes	
Veteran Status: No	
Living Arrangement: Private Residence	

RECEIVED
DEC 04 2014

Client aged 19

Case comments:

“Client’s daughter in college”

Inconsistent Information

Type of Housing Bill	Rent or Mortgage
Total Monthly Amount	\$500.00
Does someone else help this person to pay this bill?	No

RECEIPT No. 245304

[REDACTED] \$700.⁰⁰

DOLLARS

FOR RENT
 FOR _____

ACCT. PAID DUE

CASH
 CHECK
 MONEY ORDER
 CREDIT CARD

FROM _____ TO _____
BY *[Signature]*

A-2501
T-46820

CLIENT DECLARES RENT/MORTGAGE AT \$500, GAS AT \$289, AND PHONE AT \$90. CLIENT DECLARES SHE IS RESPONSIBLE FOR HEATING/COOLING BUT CHOSE TO USE ACTUAL. PHONE STANDARD GIVEN. CLIENT PAYS NO CHILD SUPPORT, DAYCARE, OR MEDICAL EXPENSES.

Zero Income

Employment Income Information - [REDACTED]	
Current/New Jobs	No
Self-Employment	No
Past Jobs	No
Change In Income	No

Employment Income Information - [REDACTED]	
Current/New Jobs	No
Self-Employment	No
Past Jobs	No
Change In Income	No

Housing Bills Details - [REDACTED]	
Type of Housing Bill	Rent or Mortgage
Total Monthly Amount	\$4.00
Does someone else help this person to pay this bill?	No

Housing Bills Details - [REDACTED]	
Type of Housing Bill	Other
Total Monthly Amount	
Does someone else help this person to pay this bill?	

Utility Bills Details - [REDACTED]	
Utility Type	Total Monthly Amount
Coal	\$0.00
Electricity	\$10.00
Gas	\$50.00
Installation	\$0.00
Kerosene	\$0.00
Other	\$0.00
Other	\$0.00
Other	\$0.00
Oil	\$0.00
Telephone	\$0.00
Water/Sewer	\$50.00
Garbage	\$0.00
Wood	\$0.00
Does someone else help this person to pay this bill?	No



Thank you for attending!