VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Cultivating Accuracy:
How Strong Review Practices Shape Hopeful SNAP Outcomes

Spring BPRO 2026 with Nikole Cox and Diana Clark

Welcome SNAP Team Members!

We recognize that your work is vitally important.

We understand that your work is complex, impactful and stressful.

We thank you for your service, dedication and professionalism.

Our Purpose Today

As a level-set, we will quickly review:

- The SNAP QC case review process
- How your LDSS receives error findings

Mostly, we will discuss:

- The SCAR and case correction process
- What happens next at your LDSS?

Top 5 Errors (So Far for FFY 2026)

Ranked by dollar amount

Wages and Salaries

Causes: Policy incorrectly applied, failure to verify required info, info not reported, incorrect info provided by client

Shelter Deduction

Causes: Policy incorrectly applied, failure to follow up on incomplete info, agency budgeted an incorrect amount

Time-limited Participation

Causes: Policy incorrectly applied

Household Composition

Cause: Data entry and/or coding error

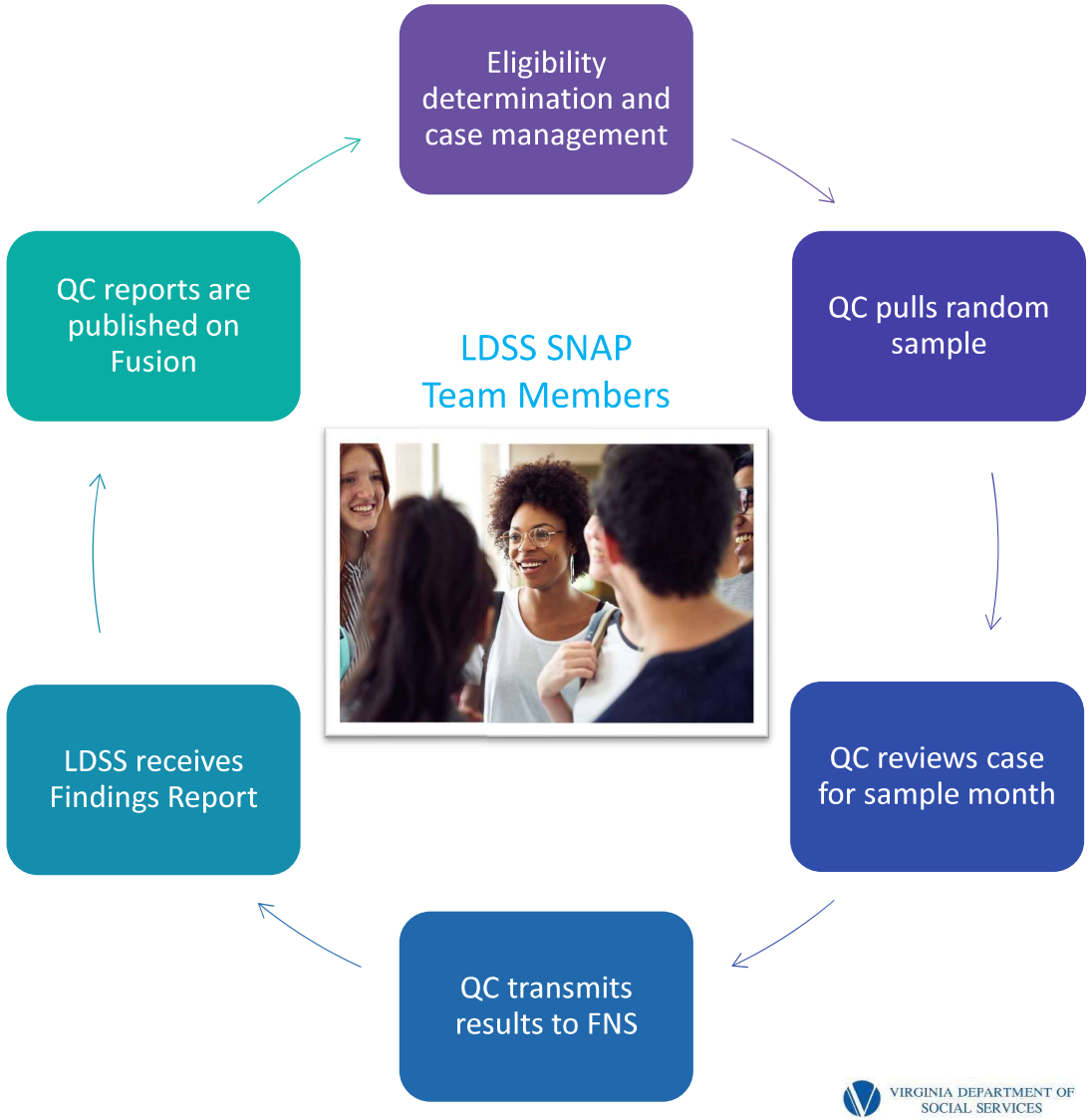
Medical Deductions

Causes: Reported info disregarded or not applied, incorrect info provided by client

Check out the Top Errors workshop here at BPRO and be sure to download the info from the website!

SNAP QC Reviews Happen Every Month

- QC samples 90-100 active cases and 80-90 negative cases monthly
- When a case is sampled, LDSS is notified in VaCMS
- QC reviews VaCMS and full case record
- Interviews client and verifies every aspect of eligibility for sample month
- Compares their sample month allotment to agency-issued allotment
- If QC and agency differ by $59 or more, there is a payment error
- Results are transmitted to USDA Food & Nutrition Services
- LDSS receives Findings Report
- QC Reports are published on Fusion



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Group Activity & Brainstorming

Scenario: Your LDSS receives a QC Findings Report

Who received the report?

Who is informed?

What if there is no finding? Variance? payment error?

Who completes the SCAR, claim or BA?

How is information shared and used?

How are error trends examined and addressed?

How are case reviews planned and handled?

How does supervisor / mentor / peer coaching help prevent errors?

- Who received the report?
- Who is informed?
- What if there is no error? Variance? payment error?
- Who completes the SCAR, claim or BA?
- How is information shared and used?
- How are error trends examined and addressed?
- How are case reviews planned and handled?
- How does supervisor / mentor / peer coaching help prevent errors?

Current State

Chart your group's answers

Future State

Record your group's new ideas

Case Accuracy Review Committees

Purpose

- Understand where errors originate
- Prevent errors from recurring
- Review cases
- Identify root causes
- Strengthen internal processes
- Increase accuracy
- Encourage collaboration and teaming
- Promote better outcomes for clients and communities

QC Findings Report

Commonwealth of Virginia
Department of Social Services

Date Sent: _____

QUALITY CONTROL FINDINGS REPORT–SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP)

LDSS/Eligibility Caseload #	Case Name	Case Number
1		
QC Supervisor/VDSS Field Office T. Espinal / Central	QC Sample Month: 11/2025 QC Sample Selection Date: 2/6/26	QC Review Number 395

ACTIVE CASE FINDINGS

Certification Period: 8/1/25 – 7/31/27
Agency Authorized Allotment: $298
ERROR INFORMATION
Primary Error: Rent
Error Dollar Amount: $157
Manual Reference: Volume V, Part X

Case Correct ☐
Case Dropped ☐
Case in Error ☒
Under Issued ☐
Over Issued ☒
Ineligible ☐

NEGATIVE CASE FINDINGS

Denial ☐ Suspension ☐ Termination ☐

Valid ☐
Invalid ☐
Drop ☐

If checked, an additional page(s) with the indicated section(s) is attached:

Error Analysis ☒
Procedural Deficiency ☐
Other Information ☐
Attachments ☐

Note: Federal Regulations require that the local agency update cases to reflect Quality Control determinations.	HOME OFFICE USE ☐ AC ☐ AR ☐ s

Commonwealth of Virginia
Department of Social Services

Case Name	Case Number	QC Review Number

ANALYSIS OF ERROR

CASE RECORD INFORMATION: Notice of Expiration was sent on 6/17/25 notifying the household must file application by 7/15/25. The SNAP renewal was submitted on 6/26/25 for a household of 1 and the telephone interview was completed on 7/30/25. On the renewal, the client reported $1501 income, medical expenses (hospital $12000 plus, prescriptions $2484 monthly, $165 per doctor visit), no change to rent expenses of $800 and a heating/cooling expense of $150. The VaCMS case comments dated 7/30/25, states that the client's rent is $800, has heating/cooling expense, and has no medical expense.

The SNAP benefits were approved on 7/30/25 with certification period of 8/1/25 through 7/31/27 for 24 months. BBCE indicator was yes.

The VaCMS Income Eligibility screen shows $1501 $1141, total shelter expense of $1975, and Standard Deduction $208.

QC FINDINGS:
During the Quality Control interview the client reported a rent expense of $800 plus heating/cooling expense and that she does not have a medical expense. She reported she has an old medical expense from 2014 that has been with collections. Quality Control verified with the landlord that the client's rent has been $800 since 2017.

Quality Control finds that the total shelter expense of $1975 consisted of the following:

$1800 rent ($800 x 2) + $475 Standard Utility Allowance (SUA)

The household received LIHEAP 6/1/25, therefore qualified for the SUA.

QC CONCLUSION: Benefits have been over-issued since 8/1/25 due to the agency counting rent below.

ERROR ATTRIBUTION: AGENCY ☒ **CLIENT** ☐

Group Activity: Form your Case Accuracy Review Committee

- Assign Roles
  - Reviewer/SCAR
  - Note taker
  - Training
  - Impacted business process
  - Closer
- What does the findings report say?
  - No findings – Yay!
  - Variance
  - Payment Error
- What can you learn from the report?
  - Does the case need to be updated?
  - Business Process changed internally?
  - Training internally

Here Comes ACE

- ACE (Accuracy, Compliance, Evaluation) is a new digital platform, coming soon!
- Streamlines and automates how QC Findings Reports are shared with LDSS
- Will also serve as a repository for SCARS

Hopeful Outcomes

- Increasing payment accuracy means clients are better served
- Less corrections means less confusion for clients, and less work for BPS
- Reduced need for claims and Benefit Adjustments
- Goal is seamless service across Benefit Programs
- Delivering high-quality human services that help Virginians achieve safety, independence and overall well-being

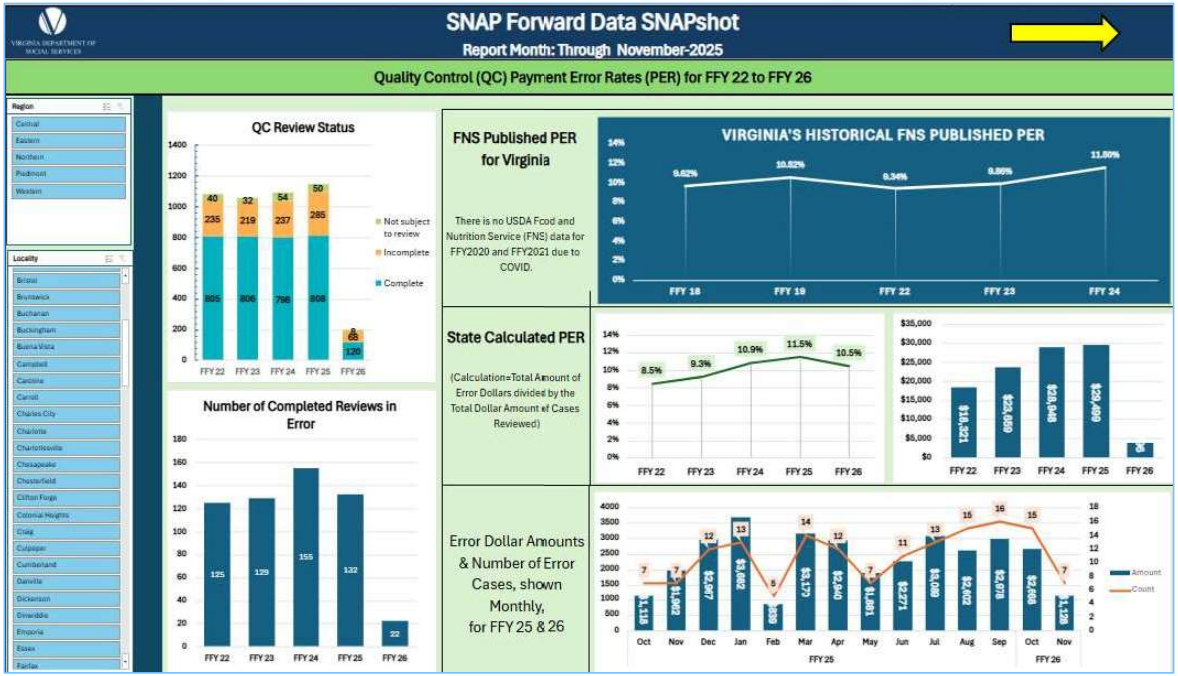
Rushmore: Case Reviews & Results

VDSS & LDSS internal case review platform for tracking and evaluation

- **State and Local case reviews (internal)**
- **Review case in VaCMS & DMIS; enter review in Rushmore**
  - Probationary or Regular
  - Full or Targeted
- **Every BPS should have at least 2 case actions reviewed each month**
- **Everyone should be using! For access: Complete the Rushmore section of the SAMS Request Form and follow instructions**

Resources

- **QC SNAP Reports on Fusion**
  (under Compliance)
- **SNAP Forward Fusion Page**
- **SNAP Forward Data SNAPshot**
- **Pro Tips**
- **SNAP Job Aids**
- **SNAP Training**
- **Regional Practice Consultant**



Engagement Opportunities

Meeting	Audience	Date/ Time	How to Join
SNAP Engagement Meeting	Managers, Supervisors, Lead Workers	May 20, 2 pm	By email invite to contacts provided by LDSS
MA/SNAP Monthly Check-in	Managers, Supervisors, Lead Workers, BPS	May 27, 10 am – 12 pm	Broadcast and BP listserv with registration links
Benefit Programs Directors Coffee Break	Directors, Assistant Directors	May 26, 2 pm	By email invite to LDSS Directors & ADs

Thank You SNAP Team Members!

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