READ LIKE QC

PRESENTED BY:
Joni Hicks, Associate Director
Quality Control-Compliance Division

Spring BPRO Conference
Williamsburg, Virginia
April 30, 2026

HOT TOPICS

- QC REVIEW PROCESS
- WHAT'S NEW?
- QC DATA AND ALL THAT ANALYZING
- QC REPORTS WHERE ARE THEY AND WHAT DO THEY SAY?
- A+B+C= PAYMENT ERROR RATE
- WE NEED EACH OTHER

QC SAMPLING PROCESS

SAMPLING PLAN

- Pre-Approved by FNS every August
- Every State must submit
- Cannot be changed once approved without permission

SAMPLE PULL

- Based on Parameters/Intervals approved by FNS
- Is Random!
- Pulled in locality order via VaCMS
- Not every agency sampled every month

NOTIFICATION

- Agency notified via alert when case assigned to QC Reviewer in VaCMS
- Must notify QC if all files are not electronic

COMPLETION RATE

- QC samples 90-100 active cases monthly
- QC samples 80-90 negative cases monthly
- QC must complete 1,020 cases per year and only pulls 1,047

SNAP Random Starts* For FFY 2025

SNAP Positives FFY 2025	
Interval equals	5,019
Start	Random number generator (between 1-5,019)
October	226
November	3892
December	4402
January	2094
February	815
March	1579
April	4489
May	2870
June	20
July	4291
August	1698
September	3002

SNAP Negatives FFY 2025	
Interval equals	531
Start	Random number generator (between 1-531)
October	188
November	345
December	522
January	336
February	172
March	475
April	395
May	523
June	112
July	14
August	51
September	321

The QC Review Process

Normal

QC Review Process Post HR-1

Case Reviews

- ✓ SNAP case and any other programs currently receiving benefits
- ✓ Conduct system searches and submit known electronic verifications

Schedule Interviews

- ✓ HR-1 Mandates Face-to-Face
- ✓ Phone Interviews allowed when allotments < $100
- ✓ Virtual interviews allowed if criteria met

Secure Verifications

- ✓ Every element of eligibility and complete worksheet
- ✓ Positive and Negative Allegations
- ✓ Use likely conclusion on certain elements to avoid dropping a case

Error Determination

- ✓ Calculate sample month allotment
- ✓ Compare sample month to agency - issued allotment for sample month
- ✓ Allotments within $58 = correct case
- ✓ Difference of $59 or more means evaluate further

Calculate "Corrected EW"

- ✓ Evaluate each element to determine what should have been used for SM figures
- ✓ Include/exclude variances as appropriate
- ✓ Determine what sample month issuance should have been based on

"Lesser of Two Evils"

- ✓ Compare the SM and CEW allotments with EW issued allotment
- ✓ Whichever creates least dollar error is used in final determination

Date:

(Enter Name)
(Enter Address)

Dear

The Virginia Department of Social Services is required by federal law to conduct a random review of Supplemental Nutrition Assistance Program (SNAP) cases. Your SNAP case has been selected for review. Households are selected at random to ensure receipt of correct SNAP benefits.

***You have been scheduled for a virtual video conference on _____ at _____, at email address _____. You must contact QC Reviewer, (insert name and phone number here) by (Enter date) to provide/confirm your email address.

Virginia uses Microsoft Teams to conduct virtual interviews. We must have a valid email address to conduct this interview. **If you are unable to participate in a video conference interview you will need to contact me by the date above to reschedule or schedule an in-person interview at your local agency.**

Failure to cooperate with the review may result in termination of your SNAP benefits. Even if you are not receiving SNAP benefits at this time the review must be completed.

Sincerely,

Quality Control Reviewer
Phone:

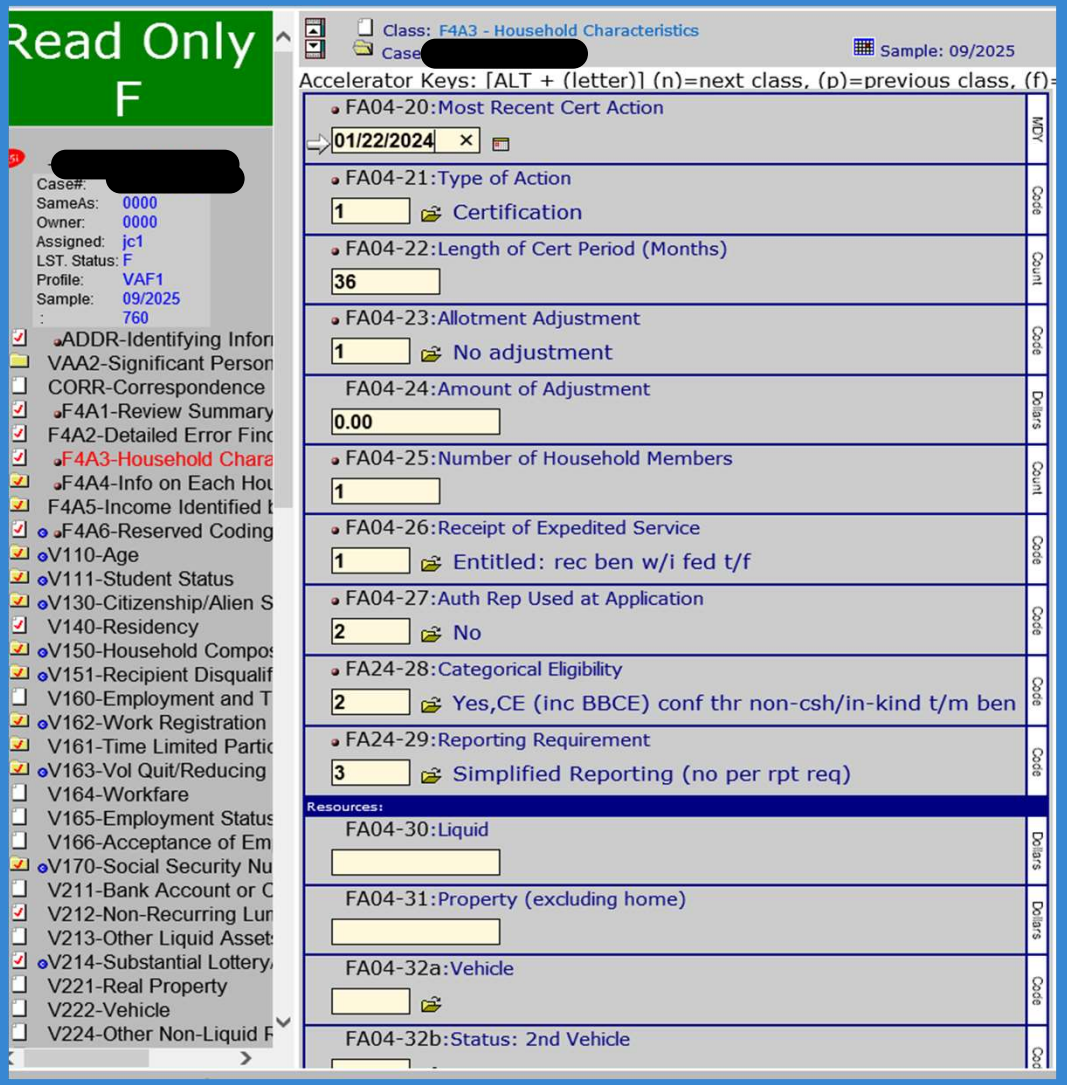
LIKELY CONCLUSIONS

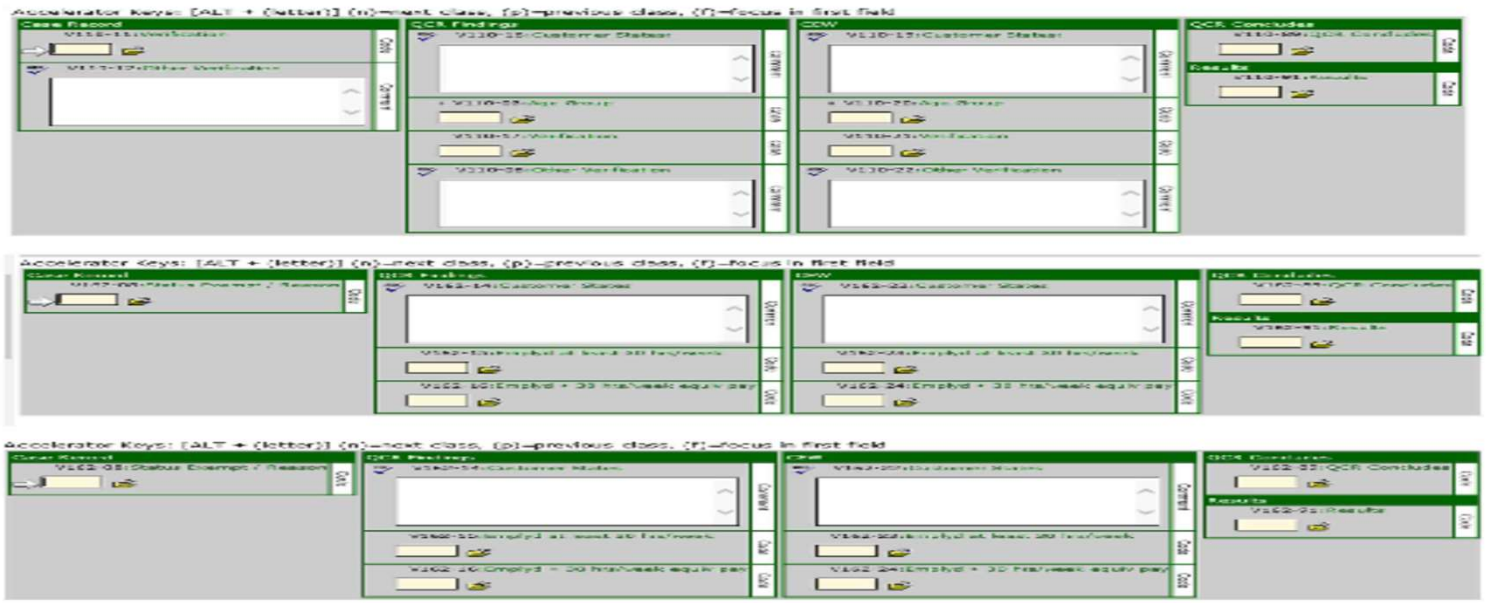
Note: A likely conclusion cannot be used to verify a bank account but can be used to verify the balance in the account.

Example:

- **The review date is 3/1/26**
- **The client reports a checking account, but the banking institution involved is one that will only verify the balance as of the date the balance is requested.**
- **The client has a bank statement for the period ending 2/26/26 showing a balance of $130.26.**
- **The client has a subsequent statement with a period beginning date of 2/27/26.**
- **The 2/27/26 statement shows no activity on the account except a deposit made on 3/3/26 in the amount of $950.**
- **QC would likely conclude that the balance as of the 3/1/26 review date was $130.26.**

Sample Q5i Input Screen




Accelerator Keys: [ALT + (letter)] (n)—next class, (p)—previous class, (f)—focus in first field
Case Record
QCR Finding
CCW
QCR Conclusion
Results
Accelerator Keys: [ALT + (letter)] (n)—next class, (p)—previous class, (f)—focus in first field
Case Record
QCR Finding
CCW
QCR Conclusion
Results
Accelerator Keys: [ALT + (letter)] (n)—next class, (p)—previous class, (f)—focus in first field
Case Record
QCR Finding
CCW
QCR Conclusion
Results

	Eligibility Worker (1)	Final SAQC (2)	Corrected EW (3)	Sample Month (4)
Household Size	3	3	3	3
WAGES, SALARIES, OR OTHER INCOME FROM EMPLOYMENT				
Member : Source				
[redacted]	1,093.06	2,845.33	2,845.33	2,919.83
1: Total (inc line K from Self-emp sheet if applicable)	1,093.06	2,845.33	2,845.33	2,919.83
UNEARNED INCOME (Do not count excluded income)				
Member : Source				
[redacted]	390.00	390.00	390.00	390.00
2: Total unearned income	390.00	390.00	390.00	390.00
GROSS MONTHLY INCOME				
3: Line 1 + Line 2	1,483.06	3,235.33	3,235.33	3,309.83
4: Net loss from K if applicable				
5: Gross monthly income: Line 3 - Line 4	1,483.06	3,235.33	3,235.33	3,309.83
6: Child support exclusion				
7: Subtract line 6 from 5 (Gross Countable Income)	1,483.06	3,235.33	3,235.33	3,309.83
8: Gross income eligibility limit	4,441.00	4,441.00	4,441.00	4,441.00
DEDUCTIONS: (Other than shelter)				
9: 20% of line 1	218.61	569.07	569.07	583.97
10: Line 7 - Line 9	1,264.45	2,666.26	2,666.26	2,725.86
11: Standard Deduction	209.00	209.00	209.00	209.00
12: Line 10 - Line 11	1,055.45	2,457.26	2,457.26	2,516.86
13: Med. Exp. >$35 if aged/dis/blind HH mem				
14: Line 12 - Line 13	1,055.45	2,457.26	2,457.26	2,516.86
15: Dependant care costs (not to exceed limit)				
16: Line 14 - Line 15	1,055.45	2,457.26	2,457.26	2,516.86
17: Homeless shelter deduction				
18: Line 16 - Line 17	1,055.45	2,457.26	2,457.26	2,516.86
19: Line 18/2 - if shelter costs and no homeless ded		1,228.63	1,228.63	1,258.43
SHELTER COSTS				
Rent or mortgage		146.00	146.00	146.00

Food Stamp Program Quality Control Computation Worksheet (FY2026)

[redacted]

	Eligibility Worker (1)	Final SAQC (2)	Corrected EW (3)	Sample Month (4)
Taxes and insurance				
Total utility standard				
Telephone (basic rate)				
Electric				
Gas				
Oil				
Water and sewage				
Garbage and trash				
Installation of utilities				
Other				
20: Total shelter costs	.00	146.00	146.00	146.00
21: Amount from line 19		1,228.63	1,228.63	1,258.43
22: Line 20 - Line 21 (Excess shelter costs)				
23: Max Limit for shelter deduction if no Elderly/Disabled	744.00	744.00	744.00	744.00
NET MONTHLY INCOME				
24: Income after all deductions except shelter: line 18	1,055.45	2,457.26	2,457.26	2,516.86
25: If Elder/Dis mem - Line 22, If no - lesser of line 22/23				
26: Line 24 - line 25: Net Monthly Income	1,055.00	2,457.00	2,457.00	2,517.00
27: Net income eligibility limit	2,221.00	2,221.00	2,221.00	2,221.00
ALLOTMENT LEVEL				
28: Thrifty food plan for household size	785.00	785.00	785.00	785.00
29: 30% of line 26	317.00	738.00	738.00	756.00
30: Line 28 - line 29 or applying min. allotment	468.00	47.00	47.00	29.00

DEADLINES AND NOTIFICATIONS

QUALITY CONTROL
Total Processing Time = 115 Days

- QC Reviewer has approx. 45 days to complete and submit to supervisor
- QC Supervisor has approx. 25 days to review and submit to QC Specialist
- QC Specialist has approx. 25 days to review and submit to Data Analyst
- Data Analyst has approx. 20 days to key findings into federal system and transmit.

The Local Agency

- LDSS notified only after findings of QC reviews only after they are transmitted and reconciled with USDA
- This could take between 2-5 days
- Current notification is via email from Regional QC Supervisors to agencies in their regions
- Soon, notification will be done via the ACE (Accuracy Compliance and Evaluation) Power App

USDA-FNS

- After 10 days, QC transmissions become final and subject to re-review by FNS
- 40-50% of Active Reviews are reviewed by FNS
- 100% of all Incomplete or Dropped cases are reviewed by FNS

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
[redacted]	[redacted]	[redacted]
QC Supervisor/VDSS Field Office	QC Sample Month: 12/2025 QC Sample Selection Date 02/02/26	QC Review Number
[redacted]		[redacted]

ACTIVE CASE FINDINGS

Certification Period: 12/01/25 – 11/30/26 Agency Authorized Allotment: $298.00 **ERROR INFORMATION** Primary Error: 161 Time limited participation Error Dollar Amount: $298.00 Manual Reference: Volume 5 Part 15	**Case Correct** ☐ **Case Dropped** ☐	**Case in Error** X Under Issued ☐ Over Issued ☐ Ineligible X

NEGATIVE CASE FINDINGS

Denial ☐ Suspension ☐ Termination ☐	Valid ☐ Invalid ☐ Drop ☐

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

Error Analysis	X
Procedural Deficiency	X
Other Information	☐
Attachments	☐

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

CASE RECORD INFORMATION:

The client filed a recertification application on 11/05/25 for a household of one with no elderly or disabled household members. Household met Broad Based Categorically Eligibility (BBCE). The client claimed self-employment income. The recertification application was approved and assigned a certification period of 12/01/25-11/30/26. In VaCMS, the ABAWD clock was coded as E1 – meeting at least 20 hours a week. Household was found eligible for $298.00 in SNAP benefits with an Interim Report due in six months.

QC FINDINGS:

During the Quality Control interview, the client reported self-employment income. SVES inquiry verified the client was 41 years old and received no SSI or RDSI benefits. The client claimed no disabilities. Client is not homeless. Quality Control Reviewer determined the client met no exemptions from the work requirement provision. Case record documentation verified the client was not employed at least 20 hours per week. VaCMS was coded incorrectly. The recertification application should have been denied due to the ABAWD provision.

Work Requirement clock coded PM for 7/2025 however, the client received full month benefit and code should have been Y1.

Self-employment income verification shows the client worked 19 hours in the month of October 2025 and landlord's statement verifies client works 20 hours per month. QC determined the client's average hours as 11.4 per week which does not meet an exemption for Work Requirement. Correct ABAWD clock should be:

12/2024 PM
01/2025 S9
02/2025 S9
03/2025 S9
04/2025 E9
05/2025 E9
06/2025 Y1
07/2025 Y1
08/2025 Y1
09/2025 E9
10/2025 E9
11/2025 E9
12/2025 YX

QC CONCLUSION:

Quality Control concludes the household was ineligible for benefits.

Email Notifications Sent to Point of Contact (POC)

Quality Control Findings Report

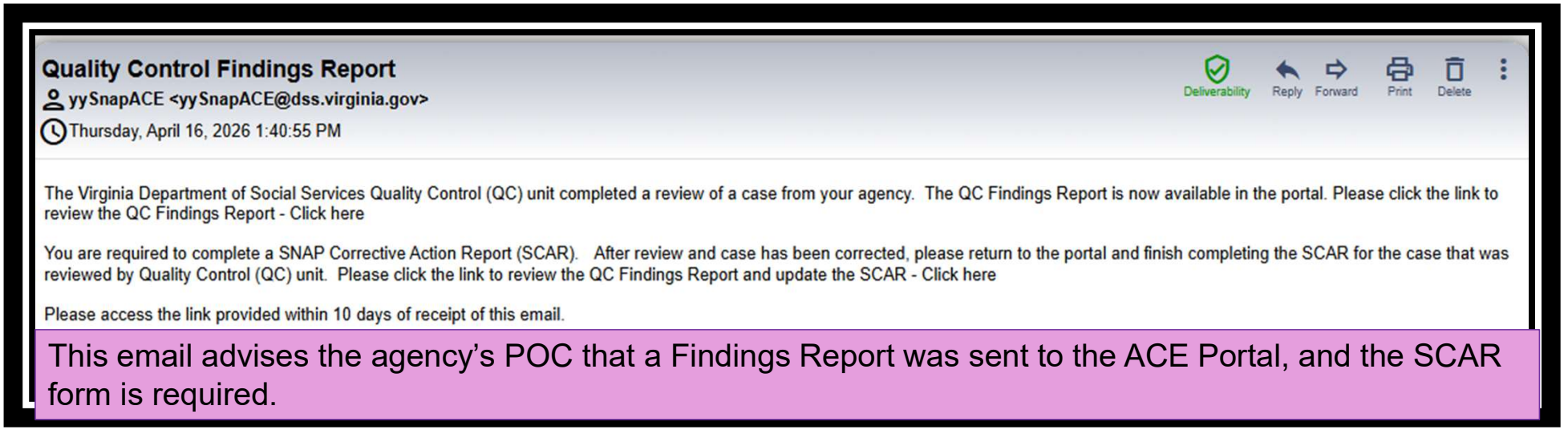
yySnapACE <yySnapACE@dss.virginia.gov>

Wednesday, April 15, 2026 10:56:39 AM

Deliverability Reply Forward Print Delete

The Virginia Department of Social Services Quality Control (QC) unit completed a review of a case from your agency. The QC Findings Report is now available in the portal. Please click the link to review the QC Findings Report - Click here

This email advises the agency contact that a Findings Report was sent to the ACE Portal



Quality Control Findings Report

yySnapACE <yySnapACE@dss.virginia.gov>

Thursday, April 16, 2026 1:40:55 PM

Deliverability Reply Forward Print Delete

The Virginia Department of Social Services Quality Control (QC) unit completed a review of a case from your agency. The QC Findings Report is now available in the portal. Please click the link to review the QC Findings Report - Click here

You are required to complete a SNAP Corrective Action Report (SCAR). After review and case has been corrected, please return to the portal and finish completing the SCAR for the case that was reviewed by Quality Control (QC) unit. Please click the link to review the QC Findings Report and update the SCAR - Click here

Please access the link provided within 10 days of receipt of this email.

This email advises the agency's POC that a Findings Report was sent to the ACE Portal, and the SCAR form is required.

QC SNAP WEB REPORTS

- 22 Reports Listed Today
- Archived Reports for FFY 2023-2025

- Monthly/Cumulative Analysis of Error Causes
- Monthly/Cumulative Errors Summary
- Monthly/Cumulative Top 10 Errors

FUSION

Where collaboration and creativity SPARK positive change

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QUALITY CONTROL

WELCOME TO QUALITY CONTROL

The Quality Control Team promotes and enhances accuracy, quality, efficiency and effectiveness in the implementation of DSS programs. We ensure eligible families receive benefits in the correct amount so as to maximize the resources available to families and individuals in need of assistance and promote the opportunity for families to become self-sufficient. This is done by:

- Assessing program performance in meeting outcomes
- Recommending best practices and administrative modifications based on findings
- Assisting with the implementation of recommendations
- Preventing errors through involvement in the state and federal policy planning process

Quality Control is responsible for the state's implementation of the federally mandated SNAP and Medicaid Quality Control programs. Staff sample and review approximately 3,500 cases per year. The team generates a number of scheduled and ad hoc reports each month based on these assessments. These identify trends and data for corrective action plans. The reports are posted on FUSION so that local agencies can discover areas of strengths, weaknesses and track their payment accuracy.

QC Contacts

SHORTCUTS

- QC UNIT Org Chart
- QC SNAP
- QC Medicaid
- QC SNAP Web Reports
- QC SNAP ARCHIVED Web Reports

Home Page

QUALITY CONTROL

(PAGE UNDER REVISION)

QC SNAP WEB REPORTS

FFY 26 Monthly Reports (Dec '25 Sample)

Analysis of Error Causes
Analysis of QC Error Causes
Analysis of When Error Occurred
Benefits Review Disposition List
Dispositions of Active Cases
Error Element Ranking By Error Cost

FFY 26 Cumulative Reports (Oct '25 - Sept '26 Samples)

Analysis of Error Causes
Analysis of QC Error Causes
Analysis of When Error Occurred
Benefits Review Disposition List
Dispositions of Active Cases
Error Element Ranking By Error Cost

December 2025

SNAP QC ANALYSIS OF ERROR CAUSES

	OVERPAYMENT				UNDERISSUANCE				OVERALL TOTALS			
	# of Cases	% Cases	Error Dollars	% of $ Errors	# of Cases	% Cases	Error Dollars	% of $ Errors	# of Cases	% Cases	Error Dollars	% of $ Errors
AGENCY CAUSED												
Information reported by a collateral contact inaccurate.												
Acted on incorrect Federal computer match information that was not required to be verified.												
Policy incorrectly applied.	3	33.33 %	$375	19.34 %	1	50.00 %	$186	75.00 %	4	36.36 %	$561	25.65 %
Reported information disregarded or not applied.	1	11.11 %	$298	15.37 %	1	50.00 %	$62	25.00 %	2	18.18 %	$360	16.46 %
Agency failed to follow up on inconsistent or incomplete information.												
Agency failed to follow up on impending changes.	1	11.11 %	$421	21.71 %	0	0.00 %	$0	0.00 %	1	9.09 %	$421	19.25 %
Agency failed to verify required information.												
Computer programming error.												
Data entry and/or coding error.												
Mass Change.												
Arithmetic computation.												
Computer user error.												
Agency budgeted an incorrect amount (Not a transposing or arithmetic error, agency budgeted incorrectly)												
Agency failed to follow recertification procedure related to notices/forms												
Agency failed to follow recertification procedure related to interviews												

Cumulative 10/25-12/25

SNAP QC ANALYSIS OF ERROR CAUSES

	OVERPAYMENT				UNDERISSUANCE				OVERALL TOTALS			
	# of Cases	% Cases	Error Dollars	% of $ Errors	# of Cases	% Cases	Error Dollars	% of $ Errors	# of Cases	% Cases	Error Dollars	% of $ Errors
AGENCY CAUSED												
Information reported by a collateral contact inaccurate.												
Acted on incorrect Federal computer match information that was not required to be verified.												
Policy incorrectly applied.	7	30.43 %	$1,011	21.04 %	3	30.00 %	$384	32.60 %	10	30.30 %	$1,395	23.32 %
Reported information disregarded or not applied.	2	8.70 %	$388	8.07 %	2	20.00 %	$125	10.61 %	4	12.12 %	$513	8.57 %
Agency failed to follow up on inconsistent or incomplete information.	0	0.00 %	$0	0.00 %	1	10.00 %	$186	15.79 %	1	3.03 %	$186	3.11 %
Agency failed to follow up on impending changes.	1	4.35 %	$421	8.76 %	0	0.00 %	$0	0.00 %	1	3.03 %	$421	7.04 %
Agency failed to verify required information.	1	4.35 %	$212	4.41 %	1	10.00 %	$92	7.81 %	2	6.06 %	$304	5.08 %
Computer programming error.												
Data entry and/or coding error.	0	0.00 %	$0	0.00 %	2	20.00 %	$321	27.25 %	2	6.06 %	$321	5.37 %
Mass Change.												
Arithmetic computation.												
Computer user error.												
Agency budgeted an incorrect amount (Not a transposing or arithmetic error, agency budgeted incorrectly)	0	0.00 %	$0	0.00 %	1	10.00 %	$70	5.94 %	1	3.03 %	$70	1.17 %
Agency failed to follow recertification procedure related to notices/forms												
Agency failed to follow recertification procedure related to interviews												

December 2025

SNAP Errors Summary for DECEMBER 2025

STATE TOTALS

Issuances:	$19,218.00	Cases Reviewed:	63
Err Dollars:	$2,187.00	Cases In Error:	11
Error Rate:	11.38%	Agency Errors:	8
		Client Errors:	3

04/28/26

NOTE: No Cases Outstanding for December 2025 - December 2025

CHESAPEAKE Cases Reviewed: 1

	Cause	Sample Month	Cert Mos	PA NPA	Element	Nature	Discovery	Occurence	Action	Finding	Err Amt	Issuance
26039639 AGENCY:	Other	12/2025	12	P	Household Composition	Other	Recipient Interview	At Most Recent	Cert	Over	$213	$939

Agency Errors: 1

Total Errors: 1 **$213** **$939**

DINWIDDIE Cases Reviewed: 2

	Cause	Sample Month	Cert Mos	PA NPA	Element	Nature	Discovery	Occurence	Action	Finding	Err Amt	Issuance
26039704 CLIENT:	Incorrect info given by client	12/2025	12	N	Dependent Care Deduction	Dedction should`nt hv been inc	Recipient Interview	Before Most Recent	Recert	Over	$456	$639

Client Errors: 1

Total Errors: 1 **$456** **$639**

Web Report #22

FAIRFAX Cases Reviewed: 3

	Cause	Sample Month	Cert Mos	PA NPA	Element	Nature	Discovery	Occurence	Action	Finding	Err Amt	Issuance
26039658 AGENCY:	Reptd info disregard/not appld	12/2025	12	N	Time Limited Participation	Ineligible person(s)	Other	At Most Recent	Recert	Ineilg	$298	$298

Cumulative 10/25-12/25

SNAP Errors Summary for October 2025 - December 2025

STATE TOTALS

Issuances:	$55,416.00	Cases Reviewed:	183
Err Dollars:	$5,983.00	Cases in Error:	33
Error Rate:	10.80%	Agency Errors:	25
		Client Errors:	8

04/28/26

NOTE: No Cases Outstanding for October 2025 - December 2025

ALEXANDRIA Cases Reviewed: 1

		Cause	Sample Month	Cert Mos	PA NPA	Element	Nature	Discovery	Occurence	Action	Finding	Err Amt	Issuance
26039482	AGENCY:	Policy Incorrectly applied	10/2025	36	N	Standard Utility Allowance	Deduction should have been Inc	Case rec: not from auto match	At Most Recent	Cert	Under	$73	$95

Agency Errors: 1

Total Errors: 1 **$73** **$95**

CARROLL Cases Reviewed: 2

		Cause	Sample Month	Cert Mos	PA NPA	Element	Nature	Discovery	Occurence	Action	Finding	Err Amt	Issuance
26039503	AGENCY:	Policy Incorrectly applied	10/2025	12	N	Wages and Salaries	More Inc received than budgetd	Case rec: Info from auto match	At Most Recent	Cert	Over	$121	$121

Agency Errors: 1

Total Errors: 1 **$121** **$121**

CHESAPEAKE Cases Reviewed: 3

		Cause	Sample Month	Cert Mos	PA NPA	Element	Nature	Discovery	Occurence	Action	Finding	Err Amt	Issuance
26039639	AGENCY:	Other	12/2025	12	P	Household	Other	Recipient	At Most Recent	Cert	Over	$213	$939

December 2025

TOP TEN ERROR ELEMENTS

Ranking # 1		Error Dollars	% of $ Errors	# of Cases	% of Cases
311 - Wages and Salaries					
	Before	$546	31.06 %	1	14.29 %
	At	$1,212	68.94 %	6	85.71 %
	After	$0	0.00 %	0	0.00 %
	Other	$0	0.00 %	0	0.00 %
	Total	**$1,758**	**100.00 %**	**7**	**100.00 %**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00 %	0	0.00 %
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00 %	0	0.00 %
10 - Policy incorrectly applied		$307	17.46 %	2	28.57 %
12 - Reported information disregarded or not applied		$0	0.00 %	0	0.00 %
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00 %	0	0.00 %
15 - Agency failed to follow up on impending changes		$421	23.95 %	1	14.29 %
16 - Agency failed to verify required information		$92	5.23 %	1	14.29 %
17 - Computer programming error		$0	0.00 %	0	0.00 %
18 - Data entry and/or coding error		$0	0.00 %	0	0.00 %
19 - Mass Change		$0	0.00 %	0	0.00 %
20 - Arithmetic computation		$0	0.00 %	0	0.00 %
21 - Computer user error		$0	0.00 %	0	0.00 %
22 - Agency Budgeted an incorrect amount		$0	0.00 %	0	0.00 %
23 - Agency failed to follow recertification procedure related to forms		$0	0.00 %	0	0.00 %
24 - Agency failed to follow recertification procedure related to interviews		$0	0.00 %	0	0.00 %
25 - Agency failed to follow recertification procedure related to timeframes		$0	0.00 %	0	0.00 %
26 - Item 13 (Nature) was coded as 97		$0	0.00 %	0	0.00 %
	Cause Sub Total	**$820**	**46.64 %**	**4**	**57.14 %**
Client Caused					
1 - Information not reported		$546	31.06 %	1	14.29 %
2 - Incomplete or incorrect information provided		$0	0.00 %	0	0.00 %
3 - Information withheld by client		$274	15.59 %	1	14.29 %
4 - Incorrect information provided by client		$118	6.71 %	1	14.29 %
	Cause Sub Total	**$938**	**53.36 %**	**3**	**42.86 %**
Not Specified					
Not Specified		$0	0.00 %	0	0.00 %
	Cause Sub Total	**$0**	**0.00 %**	**0**	**0.00 %**

Cumulative10/25 -12/25

TOP TEN ERROR ELEMENTS

Ranking # 1					
		Error Dollars	% of $ Errors	# of Cases	% of Cases
311 - Wages and Salaries					
	Before	$546	31.06 %	1	14.29 %
	At	$1,212	68.94 %	6	85.71 %
	After	$0	0.00 %	0	0.00 %
	Other	$0	0.00 %	0	0.00 %
	Total	**$1,758**	**100.00 %**	**7**	**100.00 %**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00 %	0	0.00 %
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00 %	0	0.00 %
10 - Policy incorrectly applied		$307	17.46 %	2	28.57 %
12 - Reported information disregarded or not applied		$0	0.00 %	0	0.00 %
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00 %	0	0.00 %
15 - Agency failed to follow up on impending changes		$421	23.95 %	1	14.29 %
16 - Agency failed to verify required information		$92	5.23 %	1	14.29 %
17 - Computer programming error		$0	0.00 %	0	0.00 %
18 - Data entry and/or coding error		$0	0.00 %	0	0.00 %
19 - Mass Change		$0	0.00 %	0	0.00 %
20 - Arithmetic computation		$0	0.00 %	0	0.00 %
21 - Computer user error		$0	0.00 %	0	0.00 %
22 - Agency Budgeted an incorrect amount		$0	0.00 %	0	0.00 %
23 - Agency failed to follow recertification procedure related to forms		$0	0.00 %	0	0.00 %
24 - Agency failed to follow recertification procedure related to interviews		$0	0.00 %	0	0.00 %
25 - Agency failed to follow recertification procedure related to timeframes		$0	0.00 %	0	0.00 %
26 - Item 13 (Nature) was coded as 97		$0	0.00 %	0	0.00 %
	Cause Sub Total	**$820**	**46.64 %**	**4**	**57.14 %**
Client Caused					
1 - Information not reported		$546	31.06 %	1	14.29 %
2 - Incomplete or incorrect information provided		$0	0.00 %	0	0.00 %
3 - Information withheld by client		$274	15.59 %	1	14.29 %
4 - Incorrect information provided by client		$118	6.71 %	1	14.29 %
	Cause Sub Total	**$938**	**53.36 %**	**3**	**42.86 %**
Not Specified					
Not Specified		$0	0.00 %	0	0.00 %
	Cause Sub Total	**$0**	**0.00 %**	**0**	**0.00 %**

FEDERAL FISCAL YEARS 2023-2025

NOTE: FFY 2020 - 2021 No Data Published Due to Waiver

FFY 2025 Reports

- Analysis of Error Causes
- Analysis of QC Error Causes
- Analysis of When Error Occurred
- Benefits Review Disposition List
- Dispositions of Active Cases
- Error Element Ranking by Error Cost
- Error Rate Report for Active Cases
- Internal Negative Errors
- Internal Positive Errors
- Localities by Error Summary
- Positive Error Summary
- QC Benefits Error Report
- QC Benefit Summary Statistics
- QC Reviews Completed by LAC
- Summary of Active Case Findings
- Summary of QC Reviews by County
- Top Ten Error Elements

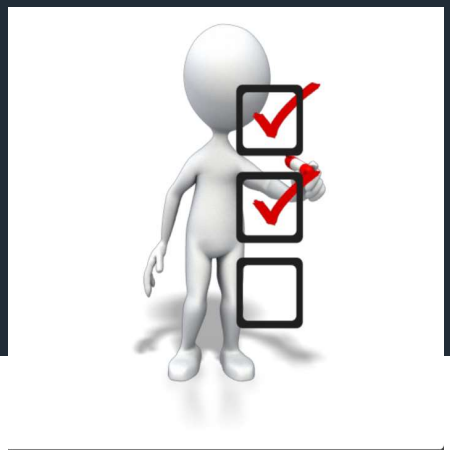
FFY 2024 Reports

- Agency Caused Dollar Errors
- Agency Element Cross Table
- Agency Error Elements
- Analysis of Error Causes
- Analysis of Quality Control Error Causes
- Analysis of When Error Occurred
- Benefits Review Disposition List
- Client Dollar Errors
- Client Element Cross Table
- Element Summary
- Error Dollars RO
- Error Element Ranking by Error Cost
- Error Rate Report for Active Cases
- Internal Negative Errors
- Internal Positive Errors
- Localities By Elements
- Localities Error Summary
- Negative Element Nature Summary
- Negative Summary RO
- Negatives With No Errors
- Negatives With No Errors RO
- Positive Error Summary
- Positive Summary RO
- Positives With No Errors
- Positives With No Errors RO
- QC Benefit Summary Statistics
- QC Benefits Error Report
- QC Reviews Completed by LAC
- Summary of QC Reviews by LAC
- Top Ten Error Elements

FFY 2023 Reports

- Agency Caused Dollar Errors
- Agency Element Crosstable
- Agency Error Elements
- Analysis of Error Causes
- Analysis of QC Error Causes
- Analysis of When Error Occurred
- Benefits Review Disposition List
- Client Dollar Errors
- Client Element Crosstable
- Element Summary
- Error Dollars RO
- Error Element Ranking By Error Cost
- Error Rate Report for Active Cases
- Internal Negative Errors
- Internal Positive Errors
- Localities by Error Summary
- Negative Element Nature Summary
- Negative Summary RO
- Negatives with No Errors
- Negatives with No Errors RO
- Positive Error Summary
- Positives with No Errors
- Positives with No Errors RO
- QC Benefits Error Report
- QC Benefits Summary Statistics
- QC Reviews Completed by LAC
- Summary of QC Reviews by County
- Top Ten Error Elements

ERROR RATE FACTORS



CASES REVIEWED AND SUBMITTED TIMELY BY QC

- QC must meet all federal transmission deadlines
- Each day a review is late, QC loses a day from their 20 days of arbitration

SUB-SAMPLED CASES BY USDA

- USDA must agree with QC's findings (correct/error) and error dollar amount.
- QC gets a $0 threshold
- A regression formula is applied to any disagreed amount
- A QC finding of "correct" changed to "ineligible" would be BAD!

PERCENTAGE OF INCOMPLETE CASES SUBJECT TO REVIEW

- USDA mandates a state complete 98% of all cases sampled in a given fiscal year
- A regression formula is applied and factored in for states that don't meet their percentage
- A Corrective Action Plan is required for all states with an incomplete rate that exceeds 5%

USDA Food and Nutrition Service
U.S. DEPARTMENT OF AGRICULTURE

LETTER SENT VIA ELECTRONIC MAIL, READ RECEIPT REQUIRED

March 12, 2026

Joni Hicks
Quality Control Associate Director
Compliance Division
Virginia Department of Social Services
5600 Cox Road,
Glen Allen, VA 23060

Re: Quality Control Review [redacted]
Sample Month – January 2025

Dear Ms. Joni Hicks:

Enclosed is a Federal re-review analysis sheet and pertinent documentation for the above-captioned review on which the federal and State determinations differ. If you agree with our determination, please sign the analysis sheet and return it to us. If you disagree with the federal determination, you may request formal arbitration. In accordance with 7 CFR 275.3(c)(4), you have a maximum of 20 calendar days or less from receipt of this letter to request formal arbitration, depending on whether the review was transmitted to the Federal database timely. The 20-day arbitration filing time period will be reduced by the number of days exceeding the required transmission time period.

You have 20 days from receipt of this letter to request formal arbitration for the above-captioned review. If the last day falls on a Saturday, Sunday, or Federal holiday the final day will be moved to the next working day. To request formal arbitration, you must email:

Mary Kate Karagiorgos

Email: sm.FN.QCArbitrations@USDA.gov

USDA-FNS REPORT OF FEDERAL QUALITY CONTROL REVIEW	QC REVIEW [redacted]	STATE: VA	CASE NAME [redacted]	
	STATE/ LOCAL AGENCY [redacted]	CASE NUMBER [redacted]	SAMPLE MO / YR 01/25	SAMPLE FRAME ☒ ACTIVE ☐ NEGATIVE

STATE FINDING - REVIEW SUMMARY		FEDERAL FINDING - REVIEW SUMMARY	
ACTIVE	NEGATIVE	ACTIVE	NEGATIVE
☐ 1. CORRECT	☐ 1. VALID	☐ 1. CORRECT	☐ 1. VALID
☐ 2. OVERISSUANCE	☐ 2. INVALID	☐ 2. OVERISSUANCE	☐ 2. INVALID
☐ 3. UNDERISSUANCE	OTHER ☐ 2. NSTR	☐ 3. UNDERISSUANCE	OTHER ☒ 2. NSTR
☐ 4. INELIGIBLE	☒ 3. NOT COMPLETED	☐ 4. INELIGIBLE	☐ 3. NOT COMPLETED
AMOUNT - COUPON ALLOTMENT: 0	ISSUED IN ERROR:	AMOUNT- COUPON ALLOTMENT: 0	ISSUED IN ERROR: 0

DESCRIPTION OF VARIANCES				DESCRIPTION OF VARIANCES			
ELEMENT	NATURE	AGENCY	TIME	ELEMENT	NATURE	AGENCY	TIME

FEDERAL FINDINGS : ☐ *AGREE* ☒ *DISAGREE* (POLICY REFERENCE(S): FNS 310 Section 321)

See page 2.

Active Incomplete Case Drop Rate (3's) FFY26

FFY 26	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26	Apr-26	May-26	Jun-26	Jul-26	Aug-26	Sep-26		Total	Subsample	GRAND TOTAL
Total Cases	100	96												196	NA	196
# Dropped	35	33												68	NA	68
% State Drop Rate	35.00%	34.38%	######	######	#DIV/0!	######	######	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	AVG	34.69%	NA	34.69%

*Data Source - SNAP QCS

Active Incomplete Case Drop Rate (3's) FY25

FFY 25	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25		Total	Subsample	GRAND TOTAL
Total Cases	93	91	91	90	90	89	88	110	112	111	111	109		1185	NA	1185
# Dropped	22	20	16	21	30	26	24	32	24	37	36	33		321	NA	321
% State Drop Rate	23.66%	21.98%	17.58%	23.33%	33.33%	29.21%	27.27%	29.09%	21.43%	33.33%	32.43%	30.28%	AVG	27.09%	NA	27.09%

*Data Source - SNAP QCS

QC State Reported Error Rate = 9.28

Final (after re-reviews) Federal Reported Error Rate = 9.86

State	Official Fiscal Year 2023 Payment Error Rate	Fiscal Year 2023 Cumulative October through September/1	Fiscal Year 2024 Cumulative October through September/1
Connecticut	8.91	8.88	9.62
Maine	13.48	12.64	10.07
Massachusetts	9.86	9.07	13.47
New Hampshire	12.53	12.15	7.86
New York	12.68	12.37	13.62
Rhode Island	12.40	12.78	12.22
Vermont	3.45	3.44	5.17
Virgin Islands	10.29	10.67	3.33
Delaware	22.80	13.88	12.08
District of Columbia	20.26	19.49	17.49
Maryland	18.98	18.24	12.00
New Jersey	35.70	29.11	15.11
Pennsylvania	16.61	15.98	11.51
Virginia	9.86	9.28	10.86
West Virginia	10.98	10.23	10.56
Alabama	7.07	6.48	8.21
Florida	12.60	11.30	11.93
Georgia	12.07	12.62	15.29
Kentucky	7.27	7.27	9.10
Mississippi	10.15	9.04	10.32
North Carolina	9.72	9.49	9.52
South Carolina	22.57	21.65	8.00
Tennessee	12.56	12.13	9.14
Illinois	9.91	9.49	11.44
Indiana	10.46	9.77	9.27
Iowa	5.19	5.09	6.10
Michigan	10.72	10.36	10.22
Minnesota	6.40	6.96	8.25
Ohio	7.01	6.83	9.18
Wisconsin	5.15	4.98	4.41
Arizona	11.39	10.81	8.64
Arkansas	9.57	9.08	9.17
Louisiana	6.65	6.34	6.42
New Mexico	14.40	14.12	14.44
Oklahoma	10.64	10.44	11.22
Texas	6.70	6.18	7.65
Utah	5.09	5.02	6.01
Colorado	8.61	8.15	9.78
Kansas	12.07	11.87	10.11
Missouri	10.54	9.93	9.37
Montana	6.04	6.30	8.89
Nebraska	7.06	6.97	5.50
North Dakota	9.51	9.43	7.87
South Dakota	3.27	3.25	3.28
Wyoming	5.19	5.05	5.03
Alaska	60.37	59.53	24.06
California	13.40	12.52	10.21
Guam	18.01	10.76	8.08
Hawaii	20.94	20.42	7.46
Idaho	3.42	2.92	2.76
Nevada	6.71	5.41	5.65
Oregon	16.76	16.00	13.40
Washington	6.74	6.54	6.37
U.S. Total	11.68	11.02	10.41

1/ State rates are based on unweighted sample data as of January 27, 2025, for Fiscal Year 2024.
2/ U.S. Total is weighted by Fiscal Year 2023 active caseloads.

Report Date: January 31, 2025

HOW CAN YOU HELP?

QC CANNOT GUIDE OR ADVISE YOU ON HOW TO PROCESS CASES OR ANSWER POLICY QUESTIONS

WHEN WE PROVIDE ERROR INFORMATION, IT IS ONLY FOR OUR SAMPLE MONTH. YOU MUST DETERMINE ANY OTHER OVER/UNDER ISSUANCES WHEN CLAIMS ARE INVOLVED.

PLEASE REMEMBER TO TELL THE CLIENTS ABOUT QC AND WHAT TO EXPECT IN CASE THEIR CASE IS SAMPLED

MAKE THE MOST OF YOUR INTERVIEWS. ASK EXACTLY WHAT YOU NEED TO KNOW!

REVIEW PRIOR APPLICATIONS BEFORE YOU START YOUR WORK AND REVIEW YOUR WORK AFTER YOU FINISH YOUR MASTERPIECE

DOCUMENT

QC CONTACTS

CENTRAL REGION
TANYA ESPINAL
804-432-3933

EASTERN REGION
AISHA BRYANT
757-985-4949

NORTHERN REGION
SARA VRESICS
540-216-6723

PIEDMONT REGION
STACEY CRAFT
540-204-9652

WESTERN REGION
SUSAN DUNCAN
276-676-5645

MEDICAID
JENNIFER KESSLER
540-580-3918

THANK YOU!

PRESENTED BY:
Joni Hicks, Associate Director
Quality Control-Compliance Division

Spring BPRO Conference
Williamsburg, Virginia
April 30, 2026