



BPRO SNAP Meeting

Quarterly Error Analysis for the 1st Quarter of FFY2019

SNAP Unit

June 11, 2019

Objectives

2

- Overview of the Quality Control Review Process
- Overview of the Positive Error Rate (*PER*)
- Quarterly Error Analysis of the PER (*Statewide*)
- Emerging Error Trends for PER
 - Policy clarification and best practices to increase accuracy
- Overview of the Case and Procedural Error Rate (*CAPER*)
- Quarterly Error Analysis of the CAPER (*Statewide*)
- Emerging Error Trends for CAPER
 - Policy clarification and best practices to increase accuracy





QUALITY

CONTROL REVIEW



- Quality Control reviews over 3,500 cases statewide per year:
 - Error findings are reported to FNS monthly:
 - to ensure program integrity
 - maintain public support
 - to justify funding for SNAP



- ❑ The LDSS is required to cooperate with Quality Control
 - Provide case records when a case is requested for review
 - Complete and submit the SNAP Corrective Action Report:
 - Return the completed SCAR to your SNAP Regional Consultant & the SNAP Corrective Action Coordinator
 - A copy of the SCAR is located on the **SNAP Performance Improvement** page as well as the **QC SNAP** page, both accessible through FUSION

**If the local agency disagrees with a finding by Quality Control, please dispute the issue on the SNAP Corrective Action Report and provide supporting documentation for review*

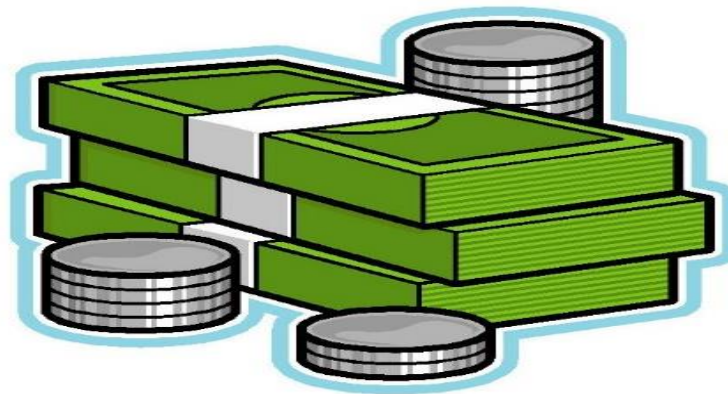


Positive Error Rate

6

QC reviews active cases to determine if the benefit issued for the sample month is correct *or* if an overpayment or underpayment that exceeds \$37 exists.

The Positive Error Rate is determined by dividing the total SNAP issuance amount by the error dollar amount cited by QC.



Positive Error Rate

7

- ❑ If the error dollar amount is \$37 or below, then the case is not cited as “**error**”, **BUT** it is noted as a “**variance**.” When this occurs the local agency is required to review the case **AND** establish a claim if an overpayment exists **OR** issue a supplement

- ❑ If the SNAP allotment is incorrect for the sample month, the QC analyst determines if the error was agency or client caused:
 - *Agency Caused Errors* normally are a result of the worker failing to take action on information reported by the household **or** failing to resolve questionable information
 - *Client Caused Errors* can result from the household withholding information **or** failing to report information



PER Rates FFY 2018

8

- ❑ Virginia was ranked **44th** in the nation for FFY 2018 *with a state reported PER rate of **9%***
- ❑ The top error elements were:
 - ✓ **Wages and salaries**
 - ✓ **Shelter Deductions**
 - ✓ **Standard Utility Allowance**
 - ✓ **Medical Standard**



PER Rate FFY2019

9

STATEWIDE TOTALS

SNAP Issuances	\$36,984
Error Dollars	\$4,033
Cases Reviewed	171
Cases in Error	34
Agency Caused	15
Client Caused	19
State Reported Payment Error Rate	10.90%



PER Rates FFY 2019

10

AGENCY CAUSED ERRORS	
Medical Deductions	3
Shelter Deduction	3
Child Support Received	2
Wages & Salaries	2
RSDI	2
Dependent Care Deduction	1
Other Government Benefits	1
TOTAL	15



PER Rates FFY 2019

11

CLIENT CAUSED ERRORS	
Wages & Salaries	7
Shelter Deduction	5
Bank Accounts	2
Other Government Income	2
Other Unearned Income	1
RSDI	1
Self Employment	1
TOTAL	19



- Medical Deductions (Part 10.A.5 and Part 13.B)
 - Medical Expenses reported by the household must be discussed, verified, and evaluated
 - There are known defects in VaCMS evaluating lump sum expenses and allowing the SMD when there is a Medicare Buy-In (Override should be used until an approved workaround is developed)
- Shelter Deductions (Part 10.A.4)
 - Send SNAP household's the ***Getting It Right the First Time*** brochure so can bring verification of shelter expenses to the interview to increase accuracy of info reported



- Reporting Requirements (Part 14.A)
 - Discuss reporting requirements with customer during interview
 - Use the Change Report* to discuss the difference between *change reporters* and *simplified reporters*

****Workers do not have to suppress the Change report because the current SNAP certification period will now automatically populate on the form as of June 1, 2019***



Case and Procedural Error Rate

14

QC reviews closed, denied, or suspended actions taken on SNAP cases for each sample month to determine if the negative action taken was valid or invalid.

A high CAPER rate is viewed as a potential customer service concern as it may be a barrier to potentially eligible households accessing the SNAP program.

The Case and Procedural Error Rate is determined by dividing the number of cases cited in error by the total cases reviewed.



Closed SNAP cases are reviewed to determine if:

- ✓ all the required actions were taken ***timely***;
- ✓ all required forms or notices are ***accurate*** and ***sent timely***

If the action to close the case is not taken timely or the notice is incorrect, then it is considered a CAPER error, even if the denial or termination is appropriate.



CAPER Rate: FFY 2018

16

- ❑ Virginia was ranked **46th** in the nation *for FFY 2018 with a CAPER rate of **43.84%***
- ❑ The top error elements identified are:
 - ✓ **Incorrect Notices**
 - ✓ **Timeliness Standards**
 - ✓ **Misapplication of Policy**



CAPER Rate FFY 2019

17

REGIONAL TOTALS (1st QTR)

Cases Reviewed	176
Cases in Error	57
Case Error Rate	32.39%

TOP THREE CITED CAUSES:

- ❑ Timeliness issues cited cause **23** times
- ❑ Policy issues cited cause **17** times
- ❑ Notice issues cited cause **17** times



CAPER Rate FFY 2019

18

TIMELINESS	
Application	9
Renewal	6
Interim Report	6
Changes	2
TOTAL	23



NOTICES

Notice of Action Incorrect or Not Sent	12
IR-RFA Failed to Specify Verification Needed	2
Request for Contact Not Sent	1
Notice of Expiration Wrong date (failure to act)	1
Notice of Action Not in Spanish	1
TOTAL	17



CAPER Rate: Central

20

POLICY	
Application Not Signed	3
Improper Withdrawal	2
Wages and Salaries	2
Medical Expenses	1
Unemployment	1
SSI	1
SNAP TB	1
Residency	1
System Inquiries Not Performed	1
Other (2 closures at IR/Renewal; 1 Closure <30 days)	4
TOTAL	17



- Improper Withdrawals (Part 2.B.4)
 - Applications **cannot** be withdrawn or denied once the certification interview has started OR a discussion of eligibility has occurred
 - Allow the case to die a “natural death”
- Refer to the ***SNAP Application Withdrawal Guide*** on the SNAP page for additional guidance on withdrawal policy and procedure for completing the action



- Applications (Part 2.E-F)
 - Workers **must** manually deny applications on day 60* for **agency-caused** delays
 - Workers **must** manually close expedited cases when post-poned verifications are not received timely
- Renewals (Part 4.C)
 - Renewal applications filed **timely** must be processed by the last day* of the certification period
 - Renewal applications filed after the 15th of the month must be processed within 30 days* of the application date

*If the date falls on a holiday, weekend, or agency closure, then close the case on the next business day. As a best practice, document the reason for the delay to prevent a QC error.



- The Interim Report Request for Action (IR-RFA) **must specify** the verifications needed (Part 14.C.2.c)
- The worker **must** review the Notice of Action (NOA) for accuracy
 - Suppress **all** incorrect NOA's
 - Send a manual NOA and upload to DMIS
 - Notify your Regional Consultant if the closure/denial reason is incorrect



Access the Quality Control page at this address:

<http://spark.dss.virginia.gov/divisions/bp/qa/fs/index.cgi>

select **QC SNAP** from the left navigation;

under the **Reports** heading;

select the following reports under FFY of your choice:

- Positive Error Summary RO
- Negative Summary RO
- Localities by Error Summary
- Top Ten Error Elements





QUESTIONS? Please Contact:

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