

The SNAP Committee Meeting met September 15, 2020 at 10am virtually. We had 100 members present for the meeting, and some that were not able to join due to limits on the zoom meeting. Michele Thomas, SNAP Program Manager provided the information below to the committee.

- Payment accuracy – 10.52% payment errors, this is not good. Negative (CAPER) 34.65% this is not good. The CAPER error rate is 9% lower, this is due to changes in VaCMS
  - VA goal is 3%, country is 7%
  - Being in sanction is difficult, this comes down to getting every case correct
  - We need to change how we approach our work
  - The state is looking at as much support
  - Excelling in timeliness – due to QC or court order
  - VA has to pay money back to FNS/feds; and some funds spent to improve the program and the state has to state how this will improve the program and justify how this will help
  - Documentation –this tells the story of the case; we are lacking in documentation. Documentation supports your decision made. Whatever you are doing –excluding income tell me why, at a minimum Part III tells you about questionable, if I list \$300 for shelter expense, and you enter \$500 document why.
- QC-able to suspend reviews; currently 10.64% Positive error, 40.74% - CAPER
- QC-excellent communication, we are not maximizing on all of our data – Rushmore real time data. Supervisors reporting 18,000 documentation errors – this information is coming from Rushmore
- BIG 20 meeting 10/6/2020; will meet quarterly
- Payment Accuracy coming November 2020-dates have not been finalized
- Reformatting FUSION page – over the course of several months will little by little make improvements
- Updating reference guides and tools – to ensure information is clear
- Targeting case review sheets – trying to get information to Rushmore by the later part of October or November. This is on the radar; these things do not move quickly
- Restaurant Program –this is for limited households: elderly and disabled (BIG D), homeless to use SNAP at restaurants. Meals must be at discounted prices, restaurants must be in area accessible to targeted population. Outreach planning is in the works, looking at January 2021 to offer this. Information will be sent from VaCMS to EPPIC EBT
- Rushmore mandatory in the coming year, COVID has put things behind. Mandatory for the BIG20. Strongly suggesting use Rushmore. Training for agencies if need
- Document coming out how to enter shelter in VaCMS
- SNAP Interview Waiver –renewals adult HH member are elderly or disabled with no earned income. Approved also for 50% of the rest of the interviews for recertification.
- Emergency allotments issued for September 2020

Next committee meeting Tuesday, December 8<sup>th</sup> 2020 at 10am, if you have topics you want discussed at the meeting please email Carolyn Harlow, [Carolyn.harlow@dss.virginia.gov](mailto:Carolyn.harlow@dss.virginia.gov).