

SNAP Committee Meeting

12/07/2021

- Carolyn Harlow welcomed everyone to the meeting. Mentioned BPRO's 30th Anniversary coming up and hoping to have a face-to-face conference in May 2022.
- Michelle Thomas, SNAP Program Manager
 - Updates:
 - Waived SNAP interviews coming to an end on 12/31/2021
 - Interview waived since the waiver started is around 300 hundred million interviews
 - Average of 33 thousand a month
 - Been congratulated for keeping up good customer service and timeliness by FNS
 - Actively campaigning to allow these type of interviews after the PHE ends
 - SNAP Emergency Allotment Benefits
 - Over 70 million dollars are issued each month
 - Serving over 370 thousand SNAP households each month
 - State must submit a request to the USDA for approval each month
 - Will work on a "phase out" procedure when the benefits stop and hoping to get them expanded over a couple of months. Working to potentially send out letters to all households through the Public Affairs Department
 - May want to remind your customers that these are temporary emergency benefits
 - Elderly Simplified Application Process (ESAP)
 - Extended certification periods for elderly households with no earned income
 - Going live: 02/01/2022
 - VA Restaurant Meals Program
 - Coming closer to reality
 - Applications for restaurants pending with USDA
 - Hoping to go live April or May 2022
 - SNAP Corrective Action Report
 - Will be automated in the Salesforce platform
 - Submitted reports can be used to track trends and collect data
 - Will give ideas of training needs
 - SNAP Calc will be available as part of the new Salesforce platform, more information will be coming
 - Salesforce Platform
 - Sign on with certain access depending on your job title
 - Correction Action Report and SNAP Calc will be available
 - Will help collect data for home office and LDSS
 - Will not interface with VaCMS
 - SNAP ProTip Suite
 - Highlights QC errors and provides resolutions
 - Eight High Error Topics
 - 70 QC Control Errors Highlighted
 - Three VaCMS step-by-step User Guides
 - ProTip Modules available through COVLC
 - Quick review of Policy, Procedures and System Tools for:
 - Earned Income
 - Unearned Income
 - Household Composition
 - Medical Expenses
 - Shelter/Utility Expenses
 - Dependent Care Expenses

- Policy Desk Guides for Quick Reference
 - SNAP Basics Workshops I and II
 - Provided local staff an opportunity twice monthly for each topic with consultants on high error area
 - 90 minutes long
 - 150 participants
 - Basic I completed 04/30
 - Basic II completed 09/30
 - 11 workshop topics
 - Almost 12K workshop participants
 - 76.5% overall participation (Goal was 80%)
 - Presentations on SNAP Fusion Page
 - Case Accuracy
 - QC Reviews resumed 07/01/2021
 - Customer Service Pod—making videos for the customer to review about application processing, interims, changes and etc. (Will help client to hopefully understand the application/case process)
 - Support OUR Supervisors—safe place for supervisor trainings for them on policy, errors and more
 - ME (management evaluation) going into Rushmore—maybe 02/2022
 - Rushmore Training—more trainings to come, use as a reference tool and add smaller modules
 - Focus on Timeliness—updating AppTrak, will develop a AppTrak guide and a Desk Tool for Timeliness
- ❖ Hoping for all of this to be delivered by Fall 2022

Questions/Comments:

1. Student population policy: policy cannot be changed for students and regulations have not caught up with society changes
2. Desk Aid to help with the difference between ESAP and VaCAP
3. VEC Blackout—no ETA on when the system will be back up
4. Reinvestment Plan: Developing full length training on how to interview and how to document
5. After PHE—hoping that they will “refresh” all ABAWD clocks for everyone. Hoping to have this completed behind the scenes.
6. Michele is looking if the allotments can be increased for elderly households.
7. Discussion about the SNAP policy manual to be updated with more search capability and to have multiple chapters up (similar to Medicaid).

Future SNAP Meeting Dates:

March 9th

June 8th

September 14th

December 7th