

Challenges for SNAP State Agencies in Implementing Correction Action Plans

Client: U.S. Department of Agriculture, Food and Nutrition Service

Overview

State agencies implementing the Supplemental Nutrition Assistance Program (SNAP) on behalf of the Federal Government are responsible for ensuring taxpayer dollars are used appropriately. When state agencies fail to meet minimum standards for payment error rates (PERs), case and procedural error rate (CAPER), and Quality Control (QC) caseload completion, states must engage in corrective action planning to identify the root causes of the errors and develop and implement a remediation plan. The U.S. Department of Agriculture requires rigorous approaches to corrective action planning, yet state agencies have had varying success in effectively developing and implementing them.

This study seeks to identify best practices in corrective action plan (CAP) development and implementation and explore how state agencies develop and implement CAPs, including the barriers they face. Specifically, Insight is addressing the following study objectives:

- Describe the approaches the state agencies use to develop, implement, and monitor CAPs to address program deficiencies in PERs, CAPER, and QC case completion rates.
- Identify the policy and operational factors that challenge or aid the development and implementation of CAPs.



- Identify effective approaches to CAP development and implementation and recommendations for improving state agencies' abilities to conduct corrective action activities.

Nine case studies are being conducted among state agencies with varied success in CAP development using a comprehensive web survey and document review. These findings will be supplemented by in-depth interviews with subject matter experts in SNAP and other public assistance programs and a literature review to identify promising practices in CAP development.

Products

Final report