

Quality Assurance of SNAP Quality Control

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

Overview

The Supplemental Nutrition Assistance Program (SNAP) is our nation's most powerful tool to combat hunger and ensure all Americans have access to healthy, affordable groceries. Eligibility for SNAP is determined through a complex set of eligibility policies—policies that can vary by state and by household circumstances. Given this complexity, a rigorous quality control (QC) system is necessary to ensure benefits are issued to those who meet the eligibility criteria and the amounts are correctly calculated.

SNAP QC reviews are conducted in two tiers. At the state level, state QC Reviewers determine the accuracy of sampled cases by reinterviewing households; reviewing information in case files; consulting verification databases; and reviewing documentation from collateral contacts such as neighbors, banks, and employers. Federal QC reviewers (FQCRs) conduct a comprehensive, independent rereview of a sample of state cases

to verify findings. This QC review process is critical to ensuring the accuracy and reliability of QC estimates.

Insight is supporting the Food and Nutrition Service (FNS) in implementing quality assurance of the QC process to help FNS continually improve the accuracy of the states' eligibility and benefit determinations, determine whether improper payments occurred, and identify the consistency of data collection by FQCRs. Specifically for this work, Insight is—

- Reviewing electronic case assessment tools to assess how FQCRs are reviewing cases
- Identifying and assembling an expert team of quality assurance reviewers
- Conducting quality assurance of QC reviews of active cases and negative cases
- Assessing cases FQCRs previously reviewed by examining elements such as budget composition and documentation

Final reports and briefings will identify agency-wide and regionwide trends; challenges related to the review and determination of active, negative, and incomplete cases; similarities and differences among and within FNS Regional Offices; and best practices for the SNAP QC review processes.

Products

Quarterly and annual report, briefing materials

