

2013 SNAP ACCURACY CASE REVIEW PROCESS

Statewide Targeted Reviews

(Updated 12-26-12)

Purpose: To provide a systematic case review process which promotes program knowledge and skill enhancement at the individual worker level, helps identify training needs, helps identify process strategies to improve accuracy and provides statistical data to assist managers and staff in accuracy improvement.

DEFINITION OF AN ERROR: A discrepancy or unexplained difference which exists between information on the FSMIS system screens, verification screens, case record, CAPI or case narrative where there is either a specific error or insufficient information to determine benefits accurately on one or more of the targeted review elements. Targeted review elements that could result in citing of an error for the SNAP program are: Household Composition, *Student Status*, Earned Income and Unearned Income.

DEFINITION OF AN ACTION: Though not meeting the criteria of an error, action may be needed for a targeted element.

DEFINITION OF FYI: For informational purposes including use for positive feedback. Also used for comments not related to targeted review elements.

EXAMPLES OF ERRORS:

► **Household Comp:** Incorrect household composition or incorrect benefit group; inclusion of ineligible household members in benefit group such as an ineligible non-citizen or an OFSET sanctioned client; missing SSN when an SSN (or request for SSN) is required by policy to determine eligibility, exclusion of eligible household members; actions to add or remove persons from the SNAP case not taken within required time frames; failing to address possible job quit from Oregon or a previous state if there is an indication of recent employment from the application, interview or available screens; failing to address potential out of state benefits when the client presents out of state identification or indicates on the application or in an interview that they recently moved to Oregon. Missing SNAP application will be cited as an error under the household composition field of the review tool until the app can be located. See “key points.”

(Note: Student errors will only be cited under the Student Status element. This will allow us to track student errors and causes more easily).

► **Student Status:** Inclusion of an ineligible student in the benefit group or exclusion of an eligible student in the benefit group.

► **Earned Income:** Income incorrectly calculated by \$25 or more; incorrect entry on FSUP of \$25 or more; omission of income such as tips and bonuses; omission of income from children not in school; omission of income from 18 year old household members; inclusion of exempt federal work study income; absence of pay verification (unless verified by phone and documented); not acting on reported income changes; failure to resolve conflicting income information from the application, interview, narration or system screens. Entering income under a wrong family member when benefits could be affected (e.g. IA and IPV situations), Incorrectly coding income type when it will cause the system to calculate incorrectly (e.g. SEN or EML instead of SEC).

► **Unearned Income:** Income incorrectly calculated by \$25 or more or incorrect entry on FSUP of \$25 or more; omission of income such as child support, social security, UC, adoption assistance, assistance from family/friends, etc.; absence of pay verification (unless verified by phone and documented); not acting on reported income changes; failure to resolve conflicting income information from the application, interview, narration or system screens.

EXAMPLES OF ACTIONS (errors will not be cited but action is needed):

►► Income entered under a wrong family member when it does not affect the benefit situation (e.g. on non-IA/IPV situations)

- ▶▶ If income was incorrectly calculated and a supplement may be necessary, the reviewer will note the existing overpayment on the review to reduce the risk of an incorrect supplement being issued. Entire supplement must be applied to an existing overpayment balance per AR-12-01.
- ▶▶ Income type incorrectly coded when it does not cause the system to calculate incorrectly (e.g. SEN coded as EML).
- ▶▶ Child support entered on adult rather than child or on wrong child will be cited as an action only.
- ▶▶ Incorrect Cat El coding.
- ▶▶ **Misc. SNAP Actions** - While errors will not be cited, cases will also be reviewed for the following: unsigned application, *missing or not verified SSN*, unexplained failure to code cases as SRS, unexplained failure to code a case NED if all adults are aged or disabled and have no earnings.

In an effort to focus on areas that are the most error prone and result in the highest benefit discrepancies, a number of common elements are not reviewed, or are reviewed as part of a broader element. These elements will remain on the review tool and are available for local or other reviews as they may occur. Elements not reviewed, or which are reviewed as part of a broader review element, include:

▶▶▶ Benefit Start Date ▶▶▶ Shelter Costs ▶▶▶ Utilities ▶▶▶ Citizenship Status ▶▶▶ Disqualification ▶▶▶ Resources ▶▶▶ Deductions

KEY POINTS:

- Narrating income: Because of Secretary of State audit findings related to income, there is an increased emphasis on narrating sources of income, income calculations and screens checked. See SS-IM-12-016 dtd 4/16/2012 and the *November 2012* edition of On Target. Errors will not be cited as long as the reviewer finds that the correct income was determined.
- Missing SNAP application will be cited as an error under the household composition field of the review tool. In this situation, the reviewer will review all targeted elements to the best of his/her ability using screens, TRACS, Oregon Access, the Work Number and the case file. If the application and related docs are found by the end of the review month, the reviewer will make every effort to re-review the case and remove errors if appropriate. (Growth in the number of On-line and scanned applications has significantly reduced the number of missing applications.) Any re-reviews must be completed by the 5th of the month after the scheduled review to be reflected on the end of month data run.
- Use of CAPI narration and income calculation features are highly recommended. Information already on the CAPI application need not be narrated except to address something that is questionable or contradicts other information on the case. Narration in CAPI need not be copied into TRACS. Note: Even though one goal of CAPI is to reduce the amount of narration, it remains essential to document information learned from speaking with the client and information to clear up contradictions and questionable situations.
- No narration on a paper or EDMS cert or re-cert will be cited as an error if the reviewer is unable to determine the basis of eligibility for any of the targeted review elements.
- Late actions or narrations made after the start of the review month will not be considered in the review.
- Cases transferred out of district after the review list is pulled will not be reviewed. All other cases on the list will be reviewed, including cases closed in the review month, with credit given to the branch where the case was assigned on the date the list was pulled.
- *Correct cases, errors and actions* will be cited to RACF of worker who took the eligibility action.
- Cases received from another district within 90 days prior to the review month, with no new actions taken, will have errors cited to RACF "HWTRANS."
- Non-concurs must be resolved by the 5th of the following month after the scheduled review to be reflected on the end of month data run.

CORRECTIVE ACTION: Corrective action should be taken as soon as possible but no later than 30 days following the date of review.