

10-01-16 SNAP ACCURACY REVIEW PROCESS
Statewide Targeted Reviews
8/8/16

Purpose: To support field staff in achieving accuracy through 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.

Provide technical assistance regarding policy clarification, correct coding and input to field staff.

Focused area: Earned income, which is the element that results in the highest error rate in Quality Control. Reviews will focus on high dollar cases (benefits of \$194 or more).

DEFINITION OF AN ERROR: A discrepancy or unexplained difference which exists between information on the FSMIS system screens, verification screens, case record, CAPI, EDMS or case narrative where there is a specific error or insufficient information to determine benefits accurately on the element of Earned Income.

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

DEFINITION OF FYI: For informational purposes, including use for positive feedback or information related to the Earned Income.

REVIEW ELEMENT:

► **Income:** Earned income. Income incorrectly calculated by \$25 or more, an incorrect entry on FSUP of \$25 or more, or omission of income of \$25 or more.

EXAMPLES AND KEY POINTS are available on the SNAP Staff Tools Website:
http://www.dhs.state.or.us/training/foodstamps/fs_newsletter/index.htm