Objectives

The Walk-through

- Statistical data regarding SNAP error rates and shelter deductions
- 2\textsuperscript{nd} Party Case Reviews
- NC/PC Codes procedural policy
Federal Fiscal Year: October 1 – September 30

- 164 Errors, 56% Income related, 35% Deduction related, 9% procedural
- Less than 25% of errors due to Client Error
- Over 75% of errors due to agency error
Fiscal Year 2016 QC Error Data

- 30% related to Wages/Self-employment income
- 1 in 4 (25%) related to Shelter/Utility Deductions
- 62% specifically Shelter deductions
Cleaning house

2nd Party Case Reviews

- A great tool for attaining and maintaining high payment accuracy
- Internal Root Cause analysis
- Identify areas needing corrective action, i.e., policy clarification, refresher training, adjustments to office procedures, record keeping and internal system changes
Failure to act: Verification on file, but not reflected in budget; Information reported/verified on CAF, but not reflected in budget; Information known to agency but no action taken

See: Keys to Payment Accuracy on SNAP Resource page for other case review systems
NC/PC Code use on STAT/SHEL

Verify and allow the following IF an applicant/participant wants a deduction from their income for:

- Housing costs. Verify at application in order to allow the expense as a deduction. Open the case but do NOT allow the housing cost as a deduction if it is NOT verified after allowing 10 days to return requested verification.

During the certification period, verify changes whenever they occur. If a change which is not verified decreases benefits, budget the change and verify at recertification. If a change which is not verified increases benefits, do not budget the change.

At recertification, any change in housing costs needs to be verified to allow the expense as a deduction. Process the recertification but do NOT allow the housing cost as a deduction if it is NOT verified after allowing 10 days to return the requested verification.

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CM 0010.18.02 – Mandatory Verifications – SNAP
*The information can be reported by the client or other known methods, etc. via the CAF, verbally from the household, community partner, etc.

* The following steps ONLY apply if the new amount was NOT provided after allowing the household 10 days to provide the requested verification.
Do not budget the change = do not change the amount listed on STAT/SHEL, but change the verification code to PC.

***In both cases, the case should be taken through background and approved.***
If questionable information exists, follow proper procedures for verifying/clarifying. This also applies when the household has moved.
Change Reported

Request verification, allowing clients 10-days to return and CASE/NOTE

Verified within 10 days?

Yes

Budget the new expense the month following the month the change was reported and CASE/NOTE

No

Decrease in benefits

Increase in benefits

Budget the change and verify at the next recertification

Do not budget the change. Verify at the next recertification

CM0008.03 – Changes – Obtaining information
CM00010.18.02 – Mandatory Verifications - SNAP

* If verification is received during the certification period, update the verification field on STAT/SHEL to show the verification received, re-approve benefits and CASE/NOTE.

** If verification is received during the certification period, on STAT/SHEL enter the new shelter amount and update the verification field to show the verification received. Budget the change the month following the month the verification was received and CASE/NOTE.
Questions?
Thank you!

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