

Website Information

About SNAP Quality Control

The SNAP Quality Control Unit in the Division of Accountability, Data and Research of the Department of Social Services (DSS) performs reviews for households receiving Supplemental Nutrition Assistance Program (SNAP) benefits. SNAP cases are reviewed to ensure that DSS follows all rules and regulations of the SNAP program when determining eligibility. The U.S. Department of Agriculture (USDA) Food & Nutrition Services (FNS) require all states to randomly select SNAP cases for review. The purpose of the review is to ensure that households are receiving the correct amount of assistance. The SNAP Quality Control Unit determines if the case was processed properly or if there are errors that need to be corrected. Findings are reported to FNS.

FAQS

Who completes the SNAP Quality Control Reviews?

These reviews are completed by a specialized team that are different from your regular county eligibility workers. They are in different areas of the state. A listing of Quality Control staff may be found on this website.

Why was my case selected?

Any household that receives SNAP benefits may be selected at random. This does not mean that you are in trouble or have done anything wrong. The purpose of the review is to make sure that you are receiving the correct amount of benefits.

What happens during a Quality Control interview?

The Quality Control Reviewer will send you an appointment for an interview. Our appointment letters do not look like the letters that you receive from the county office and may contain documents that you will need to have completed. During the interview, you will be asked questions about your household's situation pertaining to a specific month. You will be requested to provide information about your income, expenses and household situation for this specific month. If you need to reschedule your interview, contact the assigned Quality Control Reviewer listed on your appointment letter.

Do I have to participate in the review process?

Yes. Households selected for Quality Control reviews must cooperate with the review to continue receiving SNAP benefits. Households that do not cooperate with reviews will have their SNAP cases closed and will remain ineligible until they cooperate. In addition,

the Quality Control reviewer will attempt to complete the review without the household's cooperation if the household will not cooperate.

What happens if I do not cooperate?

Your case will close and the closure/sanction will last until the household cooperates or 125 days after the end of the Quality Control annual review period. This date will be located on a notice you will receive from Quality Control.

How will SNAP Quality Control contact me?

You may be contacted by a SNAP Quality Control Reviewer by phone, text, email and/or regular mail using the information you provided to the county office.