

SNAP QUALITY CONTROL REVIEW

What is a SNAP quality control review? A SNAP quality control review is a review of your SNAP case to make sure that the local office that approved you for SNAP benefits did so correctly by following the rules set by the state and federal government. The review is to make sure that you are getting the correct amount of benefits.

Why was my case picked? Your SNAP case was randomly selected. It was not picked because of anything you did or did not do.

Do I have to cooperate? Federal law states that you must cooperate with the quality control review. If you do not give the information requested and/or cooperate with the review, your SNAP case may be closed.

How does the SNAP quality control review process work? The following are the main steps in the SNAP quality control review process:

1. A quality control analyst will be assigned to look at your SNAP case. They will review the actions taken by the local office.
2. They will contact you to set up an interview. The interview notice will be mailed to your address with the date and time of the interview. It is important that your interview be completed in a timely manner. The notice will have a telephone number for you to call if you have any questions.
3. As part of the interview, you will be asked to provide answers to questions, provide information and sign a written release of information form. It is very important that any requested information be provided as soon as possible.

What happens after the SNAP quality control review? A decision will be made on whether you were issued the correct amount of SNAP benefits. If any error is found, you will be informed by your local office of any change in benefits. The results of your review will also be sent to the U.S. Department of Agriculture's Food and Nutrition Service.