Challenges to Achieving SNAP Payment Accuracy

- System workarounds are required when system and policy do not align
- Multiple manuals, guides, procedural references
- New worker training needs to be more robust
- Complex policies and procedures

Examples of resources available to Eligibility Workers in the areas with most payment errors of income and deductions (not including policy and procedural manuals)

Changes

Acting on Changes During the Certification Period Guide for SNAP – 48 pages
Acting on Changes During the Certification Period for SNAP Q&A – 16 pages
Acting on Prisoner and Death Matches for SNAP – 16 pages

Income

Child Support – 26-page guidebook
SNAP Anticipating Income resource – 83 pages
Self-Employment Guide – 20 pages
SNAP Student Guide (financial aid) – 21 pages
SNAP Substantial Lottery or Gambling Winnings Guide – 18 pages

Deductions

Shelter deductions: Error Eviction – 30 pages
Shelter Deduction and Rental Income Case Examples – 8 pages

Instructions for Processing Uncle Harry Food Support Shelter Deductions for Units with Elderly or Disabled Members – 4 pages
Mortgage Shelter Deduction Questions and Answers – 2 pages
Uncle Harry Food Support Shelter Deductions and Expedited SNAP – 34 pages
FMED Presentations (medical expenses) – 3 parts, total of 43 pages

