

# Goal: Getting Payments Right

**Program or Activity**  
Supplemental Nutrition Assistance..

**Reporting Period**  
Q4 2019

**Change from Previous FY (\$M)**

**\$3,301M**

**USDA** Supplemental Nutrition Assistance Program

**Brief Program Description:**

SNAP is the largest domestic nutrition assistance program, serving around 40.3 million persons in Fiscal Year 2018, at an annual benefit cost of \$65.3 billion. SNAP is jointly administered by FNS and the 50 States, D.C., Guam, and the Virgin Islands



Key Milestones	Status	ECD
1 Finalize estimated cash loss estimation methodology	Completed	Oct-18
2 Identify estimated cash loss amount for FY 2018	Completed	Oct-18
3 Identify true root causes of cash loss	Completed	Oct-18
4 Develop mitigation strategies to get the payment right the first time	Completed	Jun-19
5 Evaluate the ROI of the mitigation strategy	On-Track	Oct-21
6 Determine which strategies have the best ROI to prevent cash loss	On-Track	Oct-21

Quarterly Progress Goals	Status	Notes	ECD
1 Q4 2019 Issue revisions to the FNS Handbook 315 to clarify policy and procedures for Federal reviews of State performance in order to improve quality and consistency.	Completed	FNS tracks and reports improper payments on an annual basis and as such establishes mitigation strategies and agency goals and priorities an annual basis as well. The goals stated here are our annual goals and priorities.	Aug-19
2 Q4 2019 Work closely with regional offices to quickly and adequately answer policy questions to best advise states on regulatory requirements and best practices regarding payment error measurement and mitigation.	Completed	N/A	Sep-19

Recent Accomplishments	Date
1 FNS conducted Program Integrity reviews to ensure States were properly administering SNAP benefits.	May-19
2 FNS issued National and State Payment Error Rates for FY2018. FNS established \$26.7 million in liabilities to states that were found to have a 95% statistical probability that their payment error rates exceed 105% of the national performance measure	Jul-19
3 FNS revised the Handbook 315 to clarify policy and procedures for Federal reviews of State performance in order to improve quality and consistency.	Sep-19

FY18 Amt(\$)	Root Cause	Root Cause Description	Mitigation Strategy	Anticipated Impact of Mitigation
\$1,774M	Other reason	Clients sometimes fail to provide accurate and/or timely information. This lack of, or inaccurately provided, information can result in client caused errors if the missing or inaccurate information impacts the client's SNAP benefit amount.	Regulations require States inform clients of what information about household income and other circumstances must be reported during the certification period to ensure they are getting the correct amount of benefits, and penalties for non-compliance.	An increase in payment accuracy and an overall reduction in payment errors.
\$1,527M	Administrative or process errors made by: state or local agency	An improper payment occurs when a participating household is certified for too much or too few benefits compared to the level for which they are eligible following SNAP regulations.	Program regulations require State agencies to analyze data to develop corrective action plans to reduce or eliminate program deficiencies. A State with a high error rate must conduct an analysis of its State data to identify/correct the errors.	An increase in payment accuracy and an overall reduction in payment errors

**Cash Loss** - Cash loss to the Government includes amounts that should not have been paid and in theory should/could be recovered.