

# Payment Integrity Scorecard

## Program or Activity

Food and Nutrition Service (FNS) Supplemental Nutrition Assistance Program (SNAP)

## Reporting Period

Q3 2024

## FY 2023 Overpayment Amount (\$M)\*

**\$7,478**

\*Estimate based a sampling time frame starting 10/2021 and ending 9/2022



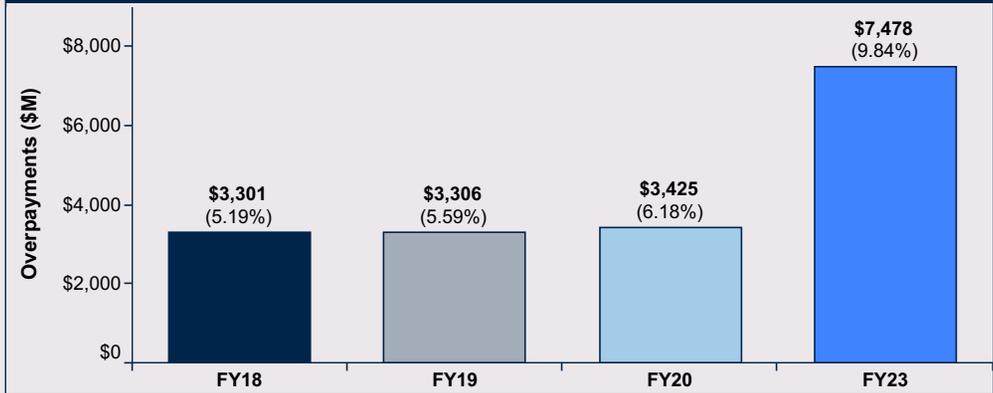
## United States Department of Agriculture

Food and Nutrition Service (FNS) Supplemental Nutrition Assistance Program (SNAP)

### Brief Program Description & summary of overpayment causes and barriers to prevention:

SNAP provides food benefits to low-income families to supplement their grocery budgets. It is the largest domestic nutrition assistance program. SNAP is a federal program administered by states (All 50 states, D.C., Guam, and the Virgin Islands). States are responsible for determining a SNAP applicant's eligibility and issuing benefits to eligible residents following federal requirements. Within those requirements, state agencies have flexibility to tailor the program to meet the needs of their residents through various policy options, waivers, and demonstration projects. As a result, corrective actions to address payment errors must originate in and be tailored to each individual state agency's circumstances/particular root cause of error.

## Historical Payment Rate and Amount (\$M) (Overpayment as Percentage of Total Outlays)



## Discussion of Actions Taken in the Preceding Quarter and Actions Planned in the Following Quarter to Prevent Overpayments

•To successfully introduce the new Keys to Payment Accuracy, a guidance document that provides best practices to states on how to improve payment accuracy, FNS began a series of webinars for FY 2024 targeted to regional office staff to discuss how to use the Keys when providing technical assistance to states as they develop their payment accuracy related corrective action plans. The first webinar, in Q3, focused on how to do a root cause analysis. The second webinar, in Q4, discussed using the root cause analysis to inform the corrective action planning. Regional offices are currently providing input on topics for the third webinar in the series, which will also occur in Q4. •Continued developing enhancements to the new National Accuracy Clearinghouse (NAC) to prevent issuance of SNAP benefits to individuals by more than one State agency simultaneously. Five States are now live in the system. FNS is supporting three States that are in the middle of NAC implementation projects and will begin working with three more States in September 2024 as they kick off their projects. •In September, FNS plans to award \$38 million in funding through a non-competitive grant to States to support electronic verification of SNAP applicant and recipient employment and earnings. In addition, FNS will continue to provide direct access to a commercial database of employment records to support State efforts to verify wage and salary data at the point of eligibility and benefit determination.

## Accomplishments in Reducing Overpayment

		Date
1	FNS published a new dashboard that is intended to serve as a tool for FNS staff to quickly review the latest key SNAP state performance metrics available and identify states that may require additional support, technical assistance, or monitoring.	Jun-24
2	FNS published two dashboards for state QC managers and staff to use to analyze causes of payment errors and trends over time and held two training sessions with both state and federal users.	Jun-24
3	On June 20, 2024, FNS updated the Keys to Payment Accuracy guide to states that provides best practices on issuing accurate benefits and held a series of webinars for state agencies in late June to provide an overview of the best practices in the Keys/a forum for discussion.	Jun-24

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Goals towards Reducing Overpayments	Status	ECD	Recovery Method	Brief Description of Plans to Recover Overpayments	Brief Description of Actions Taken to Recover Overpayments
1 Improve how SNAP state administering agencies collect and utilize data on improper payments to appropriately target corrective action.	On-Track	Sep-25	1 <b>Recovery Audit</b>	States are required to submit a plan to FNS that describes their recovery audit functions, and quarterly reports on recipient claims recoveries. FNS provides oversight and technical assistance to ensure states establish and collect claims as required by law.	FNS doesn't perform recovery activities at the federal level. FNS does provide oversight/technical assistance to states regarding referral, management, and recovery of overpayments. States establish claims/maintain an accounting system for monitoring claims/recoveries.
2 Provide more guidance to support state agencies in planning and implementing corrective actions to improve payment accuracy.	On-Track	Sep-25			

Amt(\$)	Root Cause of Overpayment	Root Cause Description	Mitigation Strategy	Brief Description of Mitigation Strategy and Anticipated Impact
<b>\$7,478M</b>	Overpayments outside the agency control that occurred because of a Failure to Access Data/Information Needed.	Improper payments are outside FNS control because SNAP benefits are processed/administered by states. States make decisions about how to administer SNAP amongst various policy options, waivers, and demonstration projects; directly determine eligibility; and provide benefits.	Training teaching a particular skill or type of behavior; refreshing on the proper processing methods.	FNS trains state agencies and provides tools needed to conduct an individualized root cause analysis and develop targeted corrective action plans. This allows each state agency to assess root causes and target corrective actions appropriately.