



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.

Quality control reviews are used by the Division of Family Resources (DFR) to check if:

- The SNAP program is being run according to regulations.
- Your local office handled your case correctly.
- The information in your case file is correct.
- You are getting the benefits you are eligible for.

Why was my case picked?

Your SNAP case was randomly selected for a quality control review. It was not picked because of anything you did or did not do. By reviewing randomly selected cases, the DFR can find out if your local office is running the SNAP program correctly.

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. If this happens, you will be informed for how long your 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 reviewer will be assigned to look at your SNAP case.
2. They will look to see what actions were taken by the local office.
3. They will then contact you to set up either an in person or telephone interview. The interview notice will be mailed to your home/ mailing address with the date, time and location of your interview. The notice will also have a telephone number for you to call to reschedule your interview, should it be necessary.

Note: It is very important that your interview be completed in a timely manner.

4. As part of the interview, you will be asked to provide answers to questions, provide verifications and sign a written release of information form. This form gives the reviewer permission to contact other sources (such as banks, employers, landlords and/ or utility companies) to verify the information you gave to your local office. These sources may be asked to give information, such as bank balances, proof of employment and/ or earnings received, and rent and/ or utility expenses. Note: It is very important that any requested information be provided as soon as possible.

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What happens after the SNAP quality control review?

Once your interview is completed and the reviewer has looked at all of the information from your case file, information you provided and information from other sources, a decision will be made on whether or not your SNAP benefits were issued correctly. If an error is found, you will be informed by your local office of any change in benefits.

You will also have the right to appeal any change in benefits. Appeal information will be included with your notice.

The results of your quality control review will also be sent to the U.S. Department of Agriculture's Food and Nutrition Service.

Will I have to do any other SNAP quality control reviews?

Federal quality control reviewers from the Food and Nutrition Service will re-review some of the

cases submitted to them by the state. If your case is randomly selected and you are contacted by a federal reviewer, **you are required** to cooperate with the federal reviewer.

Is my information confidential?

The information you give to a state or federal reviewer will only be used by those who manage assistance programs to determine eligibility and other staff members authorized by law.

Where can I get more information?

This fact sheet contains general information about SNAP quality control reviews. For more detailed information, please call the quality control reviewer at the number listed on your interview notice.

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(1) **Mail:**

US Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410

(2) **Fax:** (202) 690-7442; or

(3) **Email:** program.intake@usda.gov

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