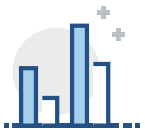


Supplemental Nutrition Assistance Program (SNAP) Accuracy Improvement Services

Agencies administering SNAP are tasked with the critical responsibility of providing resources to individuals and families in need. SNAP is one of the most heavily utilized public assistance programs across the country. Agencies administering SNAP must distribute benefits efficiently, accurately, and on time, despite any ongoing fiscal and programmatic challenges. Public Consulting Group (PCG) is a national leader in SNAP consulting services, and we specialize in SNAP accuracy improvement. Our experts have the tools to help agencies administering SNAP meet these challenges collaboratively, efficiently, and creatively.

Our Services



SNAP Data Analysis

- Independent review and analyses of SNAP quality control (QC) data transmitted to Food and Nutrition Service (FNS), analyzing each individual variance in a QC case
- Analyses of other SNAP accuracy data (e.g., from other case review units)
- Root cause analyses of SNAP errors
- Regression analyses of SNAP universe data to identify error-prone case characteristics



Case Review Program Design and Implementation

- Design and implementation of case review programs (pre- and post-authorization)
- Provision of independent case reviewers to conduct reviews and/or help support with establishing an internal case review unit



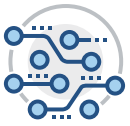
Corrective Action Planning

- Establishment of corrective action or quality improvement team, including defining roles and expectations
- Development and implementation of tools that aggregate SNAP QC error data and other available SNAP accuracy data to understand trends at individual and agency-wide levels
- Process development for corrective action and follow-up for SNAP errors (i.e., tracking errors, collecting feedback from eligibility workers and case supervisors)
- Guidance on how to best communicate error findings to field staff and leaders



Communications, Trainings, and Mindset

- SNAP policy trainings targeting the most error-prone areas
- Communications to support with accurate application of SNAP policy (e.g., job aids, desk guides, policy manual enhancements)
- Visuals, storytelling, and other methods to help field staff to adopt an “accuracy mindset” and understand the implications of SNAP inaccuracy for agencies and clients



Technology Planning

- Identification of potential system issues through in-depth error data analyses
- Implementation of National Accuracy Clearinghouse
- Brainstorming of potential system enhancements to promote accuracy (e.g., quality check screens, stop signs, etc.)
- Collaboration with technology vendors to understand the policy side of system enhancements and ensure accuracy in case processing
- Coaching and training to help staff successfully utilize systems to promote accuracy

Why PCG

PCG is a leading public sector management consulting and operations improvement firm with over 35 years of experience partnering with human services agencies to improve lives. Our team of SNAP experts includes former eligibility workers, QC reviewers, QC unit supervisors, and SNAP and Temporary Assistance for Needy Families (TANF) administrators.

National Leaders in SNAP Consulting

We have worked on SNAP projects in many states across the country including California, Iowa, Maine, Massachusetts, Michigan, Minnesota, North Carolina, and Rhode Island. Our work with several of these states and associated SNAP accuracy initiatives have contributed, to noticeable improvements in payment error rates and staff learning. Below are some highlights of our work:



Iowa: PCG led independent reviews of full fiscal years of SNAP QC data. Instead of identifying only the top error based on dollar amount, we analyzed every error to **determine root causes** beyond what is captured in traditional QC reporting. We then helped the client use these findings to inform targeted, data-driven interventions in the field that contributed to tangible improvements in the state’s SNAP payment error rate.



Rhode Island: PCG designed and implemented **automated pre- and post-authorization case review programs**. With each program type, we designed the tools to collect case review findings, share findings back with the field for correction, store data, and generate reports for leadership. We then transitioned the tools to the state when they were ready to lead the program.



Michigan: PCG designed and delivered a three-part **comprehensive training on SNAP policy** to promote accuracy in case processing. The SNAP training included important messaging on the impacts of inaccuracy on Michigan families and the agency in addition to a multitude of applied learning activities to increase engagement and learning. Analyses of pre- and post-test assessments indicated increased understanding and correct application of SNAP policy.

For more information about our SNAP accuracy improvement services, contact us today!

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