



*Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance*

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**Online Guide Transmittal 2017-8
January 20, 2017**

To: Department of Transitional Assistance Staff

From:  **Sarah Stuart, Associate Commissioner for Program and Policy
Implementation**

 **Paul Sutliff, Assistant Commissioner for Field Operations**

Re: SNAP - Quality Control Compliance

Overview

The U.S. Department of Agriculture (USDA) developed the Quality Control (QC) process to track and measure errors in both eligibility and benefit determination for the Supplemental Nutrition Assistance Program (SNAP). States conduct monthly reviews of a sample of the active SNAP caseload to measure the validity of SNAP cases and benefit levels.

Over the past few years, Completion Rates for SNAP QC Reviews have declined. The Completion Rate is the percentage of the Review Sample that QC is able to review and bring to conclusion. Due to a lack of automation, many clients that have failed to cooperate with their scheduled QC Review have reapplied for benefits and have been approved for SNAP without being required to fulfill the requirements of the QC Review process.

With the implementation of BEACON Build 48.7, scheduled to be deployed on December 12, 2016, enhancements to BEACON will allow Quality Control staff to identify and track households that have failed to fulfill their QC Review. In addition, new hardcoding in BEACON will prevent these households from being reopened without Quality Control clearance.

Purpose

The purpose of this Online Guide transmittal is to advise staff of BEACON enhancements that will track and notify clients who have failed to cooperate with QC. Tracking and notification will be available even when cases close for a reason that is unrelated to their QC Review. These households would have been notified of the QC Review when the case was active but had failed to participate. BEACON changes to enhance the QC Completion Rate include:

- new language on the Verification Checklist and Pending Denial Notice to inform applicants who have an outstanding QC review of the requirement to contact Quality Control to fulfill review requirements.
- two new notices;
- a new page and view in BEACON for use by QC Staff to indicate that a household has failed to cooperate with their QC review; and
- hard coding in Interview Wrap up to prevent case from being reopened without QC Clearance.

**New Online
Guide Page**

Topic: SNAP
Book: Quality Control Compliance
Page: Quality Control Compliance

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email the DTA Mailbox.

Systems issues should be directed to the Systems Support Help Desk.
