

# 2025 ANNUAL REPORT

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## Quality Control Supplemental Nutrition Assistance Program

October 1, 2023-September  
30, 2024

Federal Fiscal Year 2024



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# MESSAGE FROM THE INSPECTOR GENERAL

Dear Citizens of West Virginia:

I am proud to present our Office of Inspector General's Federal Fiscal Year 2024 Annual Report which covers the Quality Control Division's activities for the period of October 1, 2023 through September 30, 2024. This report summarizes our major efforts to uphold the integrity of Department Human Services' benefit programs by impartially evaluating program benefit determinations as required by the Federal Government. The Quality Control Division is committed to fostering accountability, ensuring transparency, and promoting efficiency in all processes to ensure accuracy of benefit decisions, improve program operations, and reduce errors in determinations.

Some of our most significant accomplishments in our independent oversight of these various programs include:

- **Guarding taxpayers' dollars:** Due to noncooperation with the Quality Control review process, 135 assistance cases were sanctioned by loss of benefits until the recipient cooperated, resulting in actual savings of \$226,109.
- **Promoting integrity in government:** We referred 161 matters to the Investigations & Fraud Management Division for further investigation for suspected fraud, waste, and abuse.
- **Preventing fraud, waste, and abuse by providing oversight:** Through our sampling process we evaluated more than 1,046 active cases, statistically representing \$537,818.86 in SNAP issuance benefit dollars for accuracy.
- **Making government better:** We made monthly recommendations to help the West Virginia Department of Human Services identify areas for program improvement to facilitate compliance with regulations or to be more efficient or effective as part of the process to ensure the accuracy of benefit decisions, improves program operations, enhances customer service, and reduces errors in benefits granted.

I want to thank the Quality Control Division's staff for their passion for helping others, their commitment to excellence and specialized knowledge in serving the citizens of West Virginia. This annual report reflects their great work.

The Office of Inspector General and each of our nine divisions is here to serve as your independent watchdog to promote the good government you deserve. Public support and input is critical to our mission success.

Please feel free to contact us at anytime at [oig.wv.gov](https://oig.wv.gov).



Sincerely,

Ann Urling, Inspector General



# EXECUTIVE SUMMARY

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The Quality Control process was created and is regulated by the Food and Nutrition Service of the United States Department of Agriculture. Each state is responsible for maintaining sound administration of all facets of the Quality Control process. The integrity of the Quality Control process is outlined in the state's sampling plan, which is validated by the Food and Nutrition Service prior to the beginning of the fiscal year. The work of the State Quality Control is monitored by the Food and Nutrition Service Regional Quality Control staff. This is accomplished by a monthly re-review of state sampled cases combined with an annual management review. At the end of each fiscal year, the State Quality Control Division complies and reports their findings. The following represents such a report.

The purpose of the Quality Control process for active cases is to determine if households are eligible for and receiving the correct amount of Supplemental Nutrition Assistance Program benefits at a given point in time. Reviews of negative cases determine the correctness of the action to deny or terminate a household's benefits. Quality Control reviews are randomly selected by the state's eligibility computer system, PATH, monthly and assigned geographically to State Quality Control Reviewers.

For Federal Fiscal Year 2024, the Quality Control Division completed 811 of the 1,046 active Supplemental Nutrition Assistance Program cases sampled for the year. There were 211 cases dropped as "incomplete" due to failure or refusal to cooperate, and 24 cases dropped as "not subject to review".

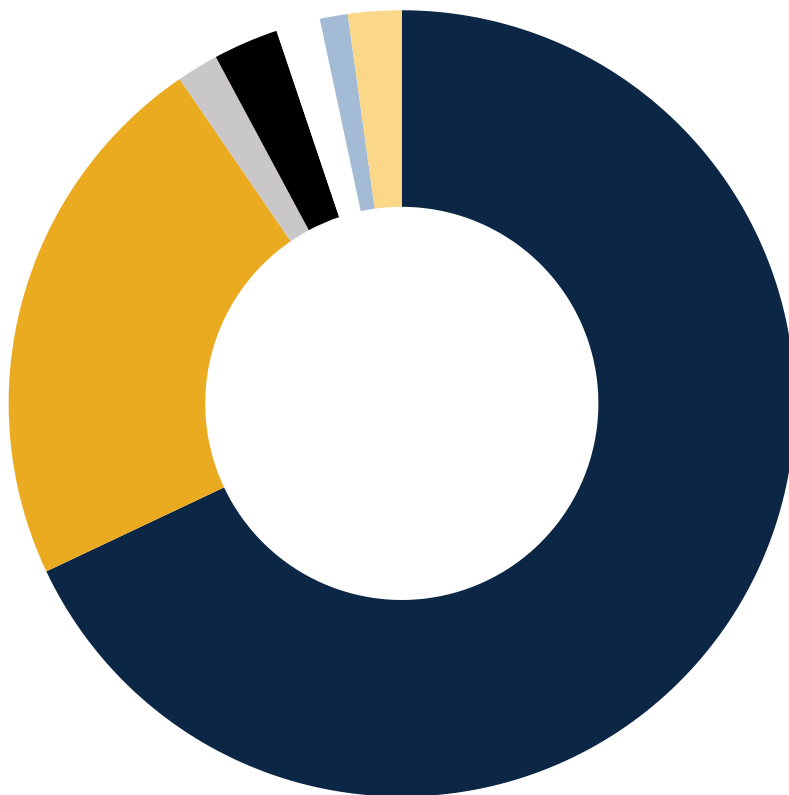
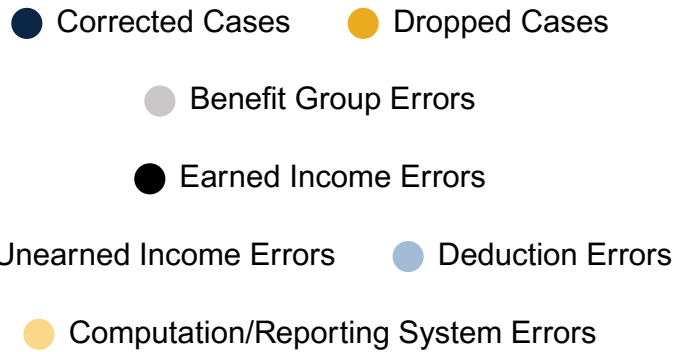
Quality Control Division data was collected from the 811 completed cases and conclusions are most valid when applied on a **statewide basis**. Information by county, district, and region is included solely for the purpose of payment accuracy. The number of cases sampled for individual offices is small; therefore, the reliability of the data enables only general conclusions and trend identification. It is important to note that the district offices and the customer service reporting center share responsibility for case activity for any particular district office.

West Virginia's error rate for Federal Fiscal Year 2024 is 9.43 percent, which is a decrease from the rate of 10.98 percent error rate for Federal Fiscal Year 2023. Based upon an annual Supplemental Nutrition Assistance Program issuance of \$573,818,861 for Federal Fiscal Year 2024, the Quality Control Division estimates that \$4,509,260 Supplemental Nutrition Assistance Program benefits are in error for any given month.





# FFY 2023 SAMPLE DISTRIBUTION



<b>TOTAL CASES</b>	<b>1046</b>
<b>Correct Cases</b>	<b>711</b>
<b>Dropped Cases</b>	<b>235</b>
<b>Benefit Group Errors</b>	<b>18</b>
<b>Earned Income Errors</b>	<b>28</b>
<b>Unearned Income Errors</b>	<b>19</b>
<b>Deduction Errors</b>	<b>12</b>
<b>Computation/Reporting System Errors</b>	<b>23</b>

# SNAP SANCTION DATA HISTORY



The Mickey Leland Memorial Domestic Hunger Relief Act of 1989 governs all sanction liability determinations. The Farm Bill of 2002 established performance measures and bonuses. The Act put in place a two-year liability system for excessive payment error rates. Under this system, a liability amount is established when, for the second or subsequent consecutive fiscal years, the lower confidence limit of a state's payment error rate exceeds 105 percent of the national performance measure for payment error rates. A state's payment error rate comes with an upper and lower confidence limit, which reflects the statistical uncertainty of the measurement. Six percent is the potential liability threshold provided in the Act. If a state's error rate is below six percent, no liability amount would be established. The following is a summary of the active error rate for West Virginia since Federal Fiscal Year 2019.

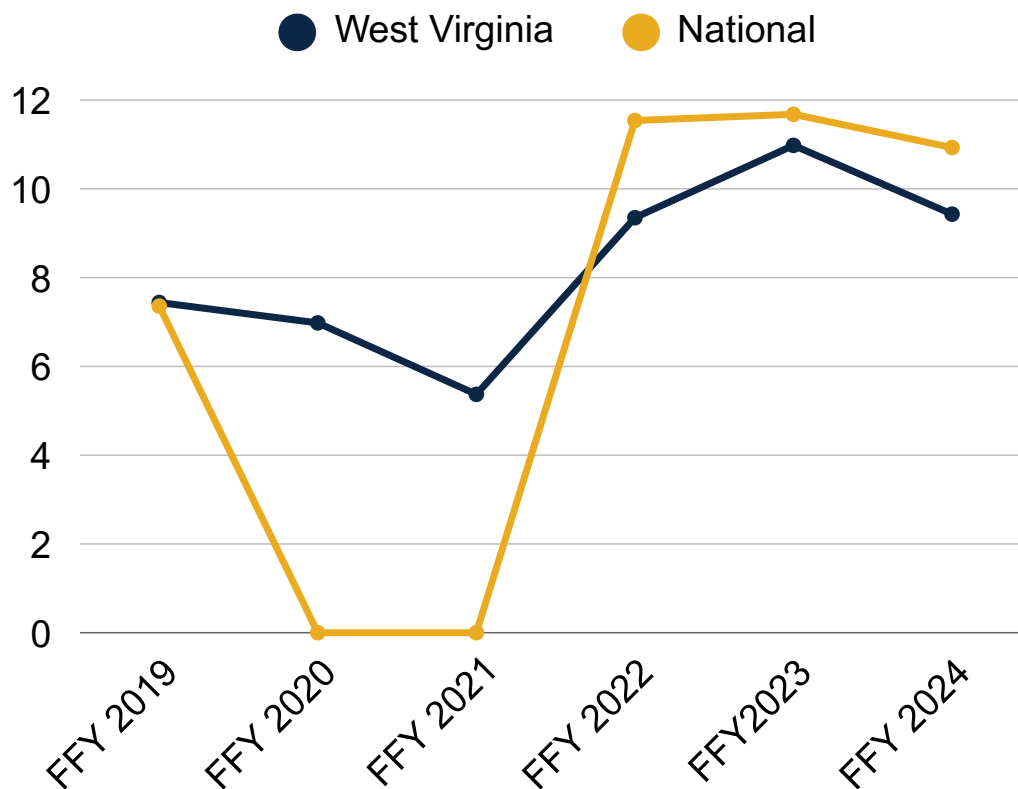
- For Federal Fiscal Year 2019, the Quality Control Division reported an error rate of 6.92 percent; the federal adjusted rate was 7.44 percent. The national average was 7.36 percent. The state's error rate was above the six percent threshold, but the state was not placed in a sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance measure by 105 percent.
- For Federal Fiscal Year 2020, the Quality Control Division reported an error rate of 6.98 percent; the Food and Nutrition Service did not validate this rate for any state or establish a Federal Fiscal Year 2020 national error rate based on the country-wide suspension of normal quality control practices due to the COVID-19 Pandemic.
- For Federal Fiscal Year 2021, the Quality Control Division opted into the quality control suspension waiver that allowed all states to decide how to conduct Quality Control reviews until June 30, 2021, due to the COVID-19 Pandemic. The Quality Control Division reduced the SNAP monthly caseload to around 60 percent of the usual sample size per month until returning to full sample numbers on July 1, 2021. Because of this, yearly numbers reported are lower than typically required. The Quality Control Division reported an error rate of 5.37 percent; the Food and Nutrition Service did not validate this rate for any state or establish a Federal Fiscal Year 2021 national error rate based on the country-wide suspension of normal quality control practices.
- For Federal Fiscal Year 2022, the Quality Control Division reported an error rate of 9.25 percent; the federal adjusted rate was 9.35 percent. The national average was 11.54 percent. The state's error rate was above the six percent liability threshold, but the state was not placed in sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance rate.
- For Federal Fiscal Year 2023, the Quality Control Division reported an error rate of 10.33 percent; the federal adjusted rate was 10.98 percent. The national average was 11.68 percent. The state's error rate was above the six percent liability threshold, but the state was not placed in sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance rate.

# SNAP SANCTION DATA HISTORY



- For Federal Fiscal Year 2024, the Quality Control Division reported an error rate of 9.88 percent; the federal adjusted rate was 9.43 percent. The national average was 10.93 percent. The state's error rate was above the six percent liability threshold, but the state was not placed in sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance rate.

**SNAP Sanction Error Rate**  
**Federal Fiscal Year 2019 - Federal Fiscal Year 2024**



# RECENT TRENDS IN THE ERROR RATE



The Supplemental Nutrition Assistance Program sanction error rate decreased from 10.98 percent for Federal Fiscal Year 2023 to 9.43 percent for Federal Fiscal Year 2024. The following is a table of elements with the percentage of errors and annual costs for the last three years.

Element	FFY 2022	FFY 2023	FFY 2024	3-Year Average	Average Annual Cost
Household Composition	5.13%	9.66%	8.62%	7.8%	\$6,242,211
Child Support Income*	1.92%	0.79%	0.00%	0.9%	\$720,255
Shelter Deduction	6.49%	2.76%	3.66%	4.3%	\$3,441,219
Standard Utility Allowance	2.62%	1.47%	1.55%	1.9%	\$1,520,539
Work Registration	6.58%	1.98%	2.30%	3.6%	\$2,881,020
Other Unearned Income*	2.98%	2.13%	3.95%	3.0%	\$2,400,850
Time Limited Participation (ABAWD)	0.00%	0.42%	6.19%	2.1%	\$1,680,595
Earned Income	25.16%	29.04%	19.88%	24.7%	\$19,767,001
Social Security (RSDI)	2.94%	4.78%	12.26%	6.7%	\$5,361,899
Unemployment Compensation*	0.71%	0.00%	1.11%	0.6%	\$480,170
Contributions*	2.27%	1.25%	0.77%	1.4%	\$1,120,397
Supplemental Social Security (SSI)*	2.16%	0.63%	0.76%	1.2%	\$960,340
Computations	17.99%	8.12%	0.55%	9.3%	\$7,442,636
Reporting Systems (Certification Period Errors)	21.64%	36.10%	36.57%	31.4%	\$25,128,900

- Reporting systems (certification period errors) is the largest contributor to the error rate at 31.4 percent of all errors, with an average annual cost of \$25,128,900.
- Earned income is the largest contributor to the error rate at 24.7 percent of all errors, with an average annual cost of \$19,767,001.
- \*Unearned income is the third largest error element at 13.8 percent of all errors with an average annual cost of \$11,043,911. Unearned income includes child support income, other unearned income, unemployment compensation, contributions, and supplemental social security.

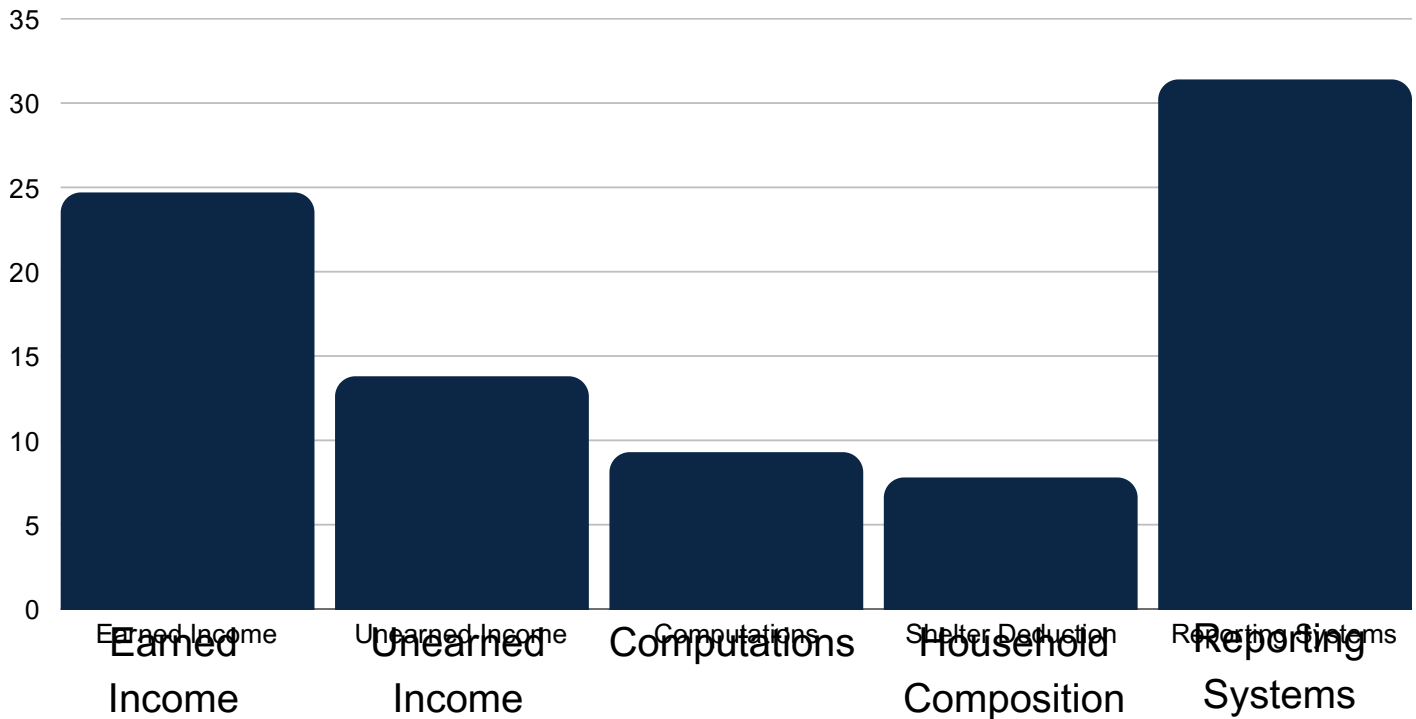
These three combined elements make up 69.9% of all errors for this three-year time period.

Note: The average annual cost is an estimation based on the average three-year percentage multiplied by the average three-year error costs of \$80,028,345 from Federal Fiscal Year 2022-2024,

# RECENT TRENDS IN THE ERROR RATE



**SNAP Leading Error Causes**  
**Federal Fiscal Year 2022 - Federal Fiscal Year 2024**



# ANALYSIS OF FINDINGS FOR ACTIVE REVIEWS



## **Client and Agency Errors**

For Federal Fiscal Year 2024, the ratio of case errors is as follows:

- Case Errors - 64.0% Agency and 36.0% Client
- Payment Errors - 66.0% Agency and 34.0% Client

The four factors of eligibility causing the most agency cited errors are:

1. Reporting Systems (Certification Period Errors)
2. Earned Income
3. Unearned Income
4. Household Composition

Policy incorrectly applied was the largest cause of all agency error payments at 19.79% of total payment errors. Information disregarded or not acted on accounted for 11.15% of total payment errors.

The three factors of eligibility causing the most client cited errors are:

1. Earned Income
2. Unearned Income
3. Household Composition

Information not reported (non-fraud) was the largest cause of all agency errors at 15.45 percent of total payment errors. Information withheld (fraud) accounted for 11.15 percent of total payment errors.

## **Error Discovery**

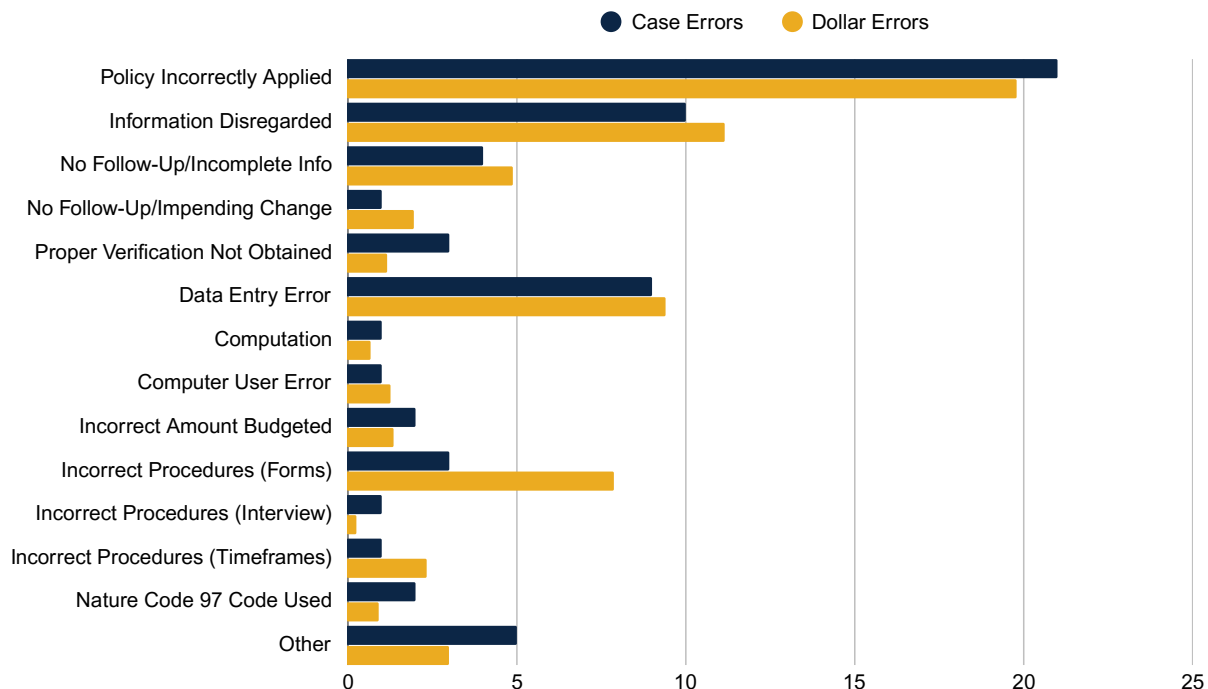
Most payment errors, accounting for 43 percent, were found during the case record review, which included the physical file as well as the electronic file. Payment errors discovered during the Quality Control interview of the recipient accounted for 35 percent of all payment errors. Discovery through the government automated match accounted for seven percent of the payment errors. Errors occurred more often after the time of the most recent agency action. This accounted for 54 percent of payment errors.



# AGENCY CAUSED ERRORS



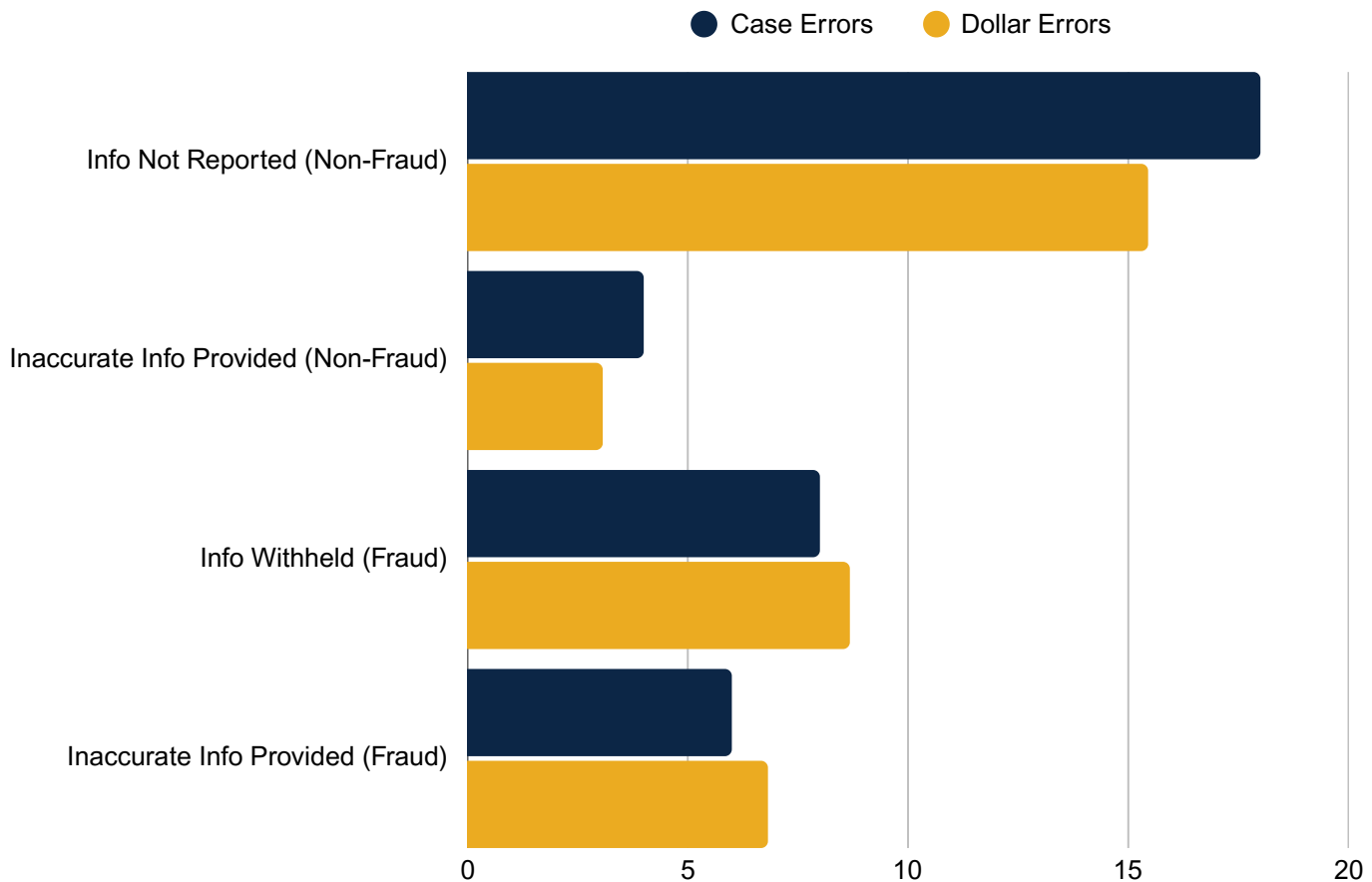
<u>CAUSE</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Policy Incorrectly Applied	21.00%	19.79%
Information Disregarded	10.00%	11.15%
No Follow-Up/Incomplete Info	4.00%	4.88%
No Follow-Up/Impending Change	1.00%	1.95%
Proper Verification Not Obtained	3.00%	1.16%
Data Entry Error	9.00%	9.40%
Computation	1.00%	0.67%
Computer User Error	1.00%	1.26%
Incorrect Amount Budgeted	2.00%	1.35%
Incorrect Procedures (Forms)	3.00%	7.87%
Incorrect Procedures (Interview)	1.00%	0.25%
Incorrect Procedures (Timeframes)	1.00%	2.33%
Nature Code 97 Code Used	2.00%	0.91%
Other	5.00%	2.99%
	<b>64.00%</b>	<b>66.0%</b>



# CLIENT CAUSED ERRORS



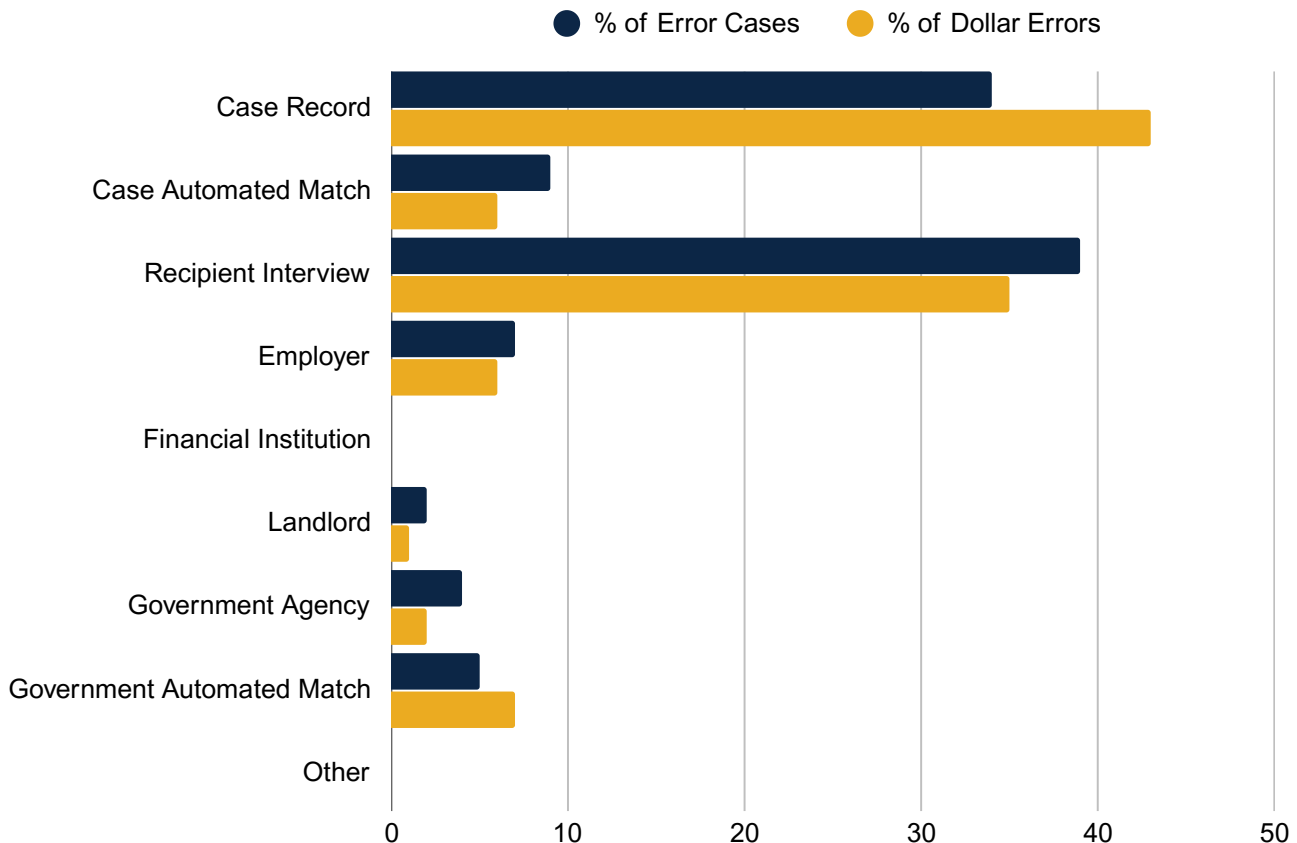
<u>CAUSE</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Info Not Reported (Non-Fraud)	18.00%	15.45%
Inaccurate Info Provided (Non-Fraud)	4.00%	3.07%
Info Withheld (Fraud)	8.00%	8.68%
Inaccurate Info Provided (Fraud)	6.00%	6.82%
	<b>36.0%</b>	<b>34.0%</b>



# ERROR DISCOVERY SOURCE



<u>CAUSE</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Case Record	34%	43%
Case Automated Match	9%	6%
Recipient Interview	39%	35%
Employer	7%	6%
Financial Institution	0%	0%
Landlord	2%	1%
Government Agency	4%	2%
Government Automated Match	5%	7%
Other	0%	0%
	<b>100%</b>	<b>100%</b>

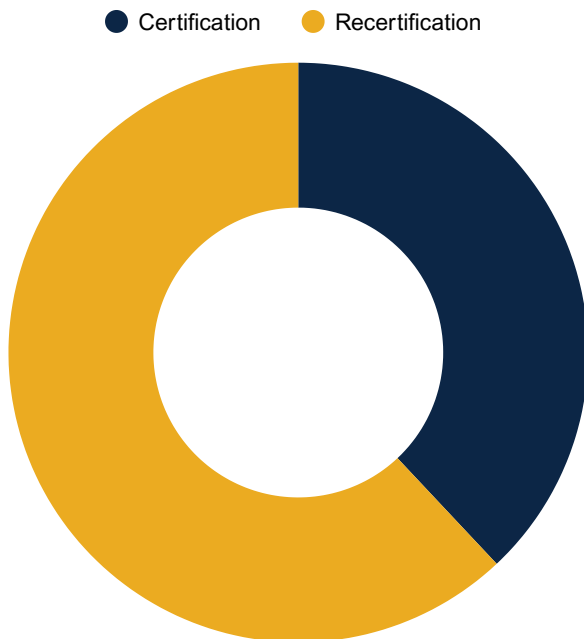


# ERROR OCCURRENCE

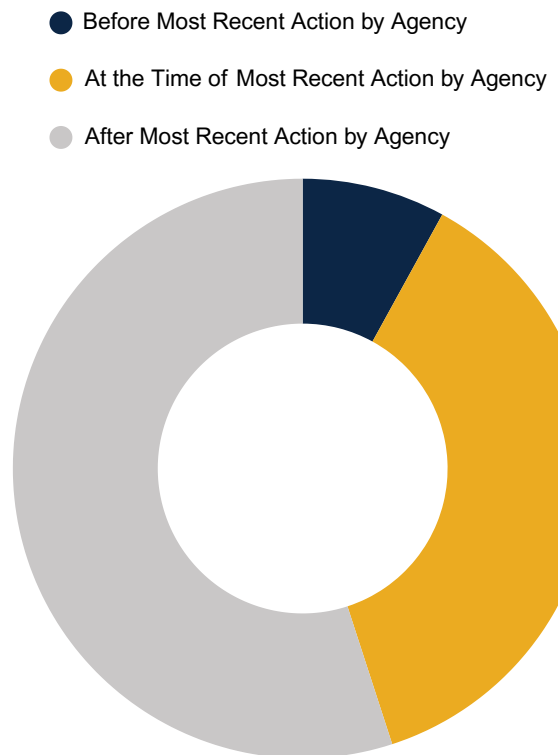


<u>Type of Action</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Certification	38%	38%
Recertification	62%	62%
<b><u>When Errors Occurred</u></b>		
Before Most Recent Action by Agency	8%	6%
At the Time of Most Recent Action by Agency	37%	40%
After Most Recent Action by Agency	55%	54%

**SNAP FFY 2024**  
**Type of Action**



**SNAP FFY 2024**  
**When Errors Occurred**



# FINDINGS BY COUNTY

FFY2024



County	Completed Cases	Case Errors	Allotment	Dollar Error	County Dollar %	Error Proportion Shared
01 Barbour	10	1	\$749	\$67	8.95%	0.03%
02 Berkeley	45	9	\$13,792	\$2,041	14.80%	0.88%
03 Boone	17	2	\$4,755	\$568	11.95%	0.24%
04 Braxton	6	0	\$1,269	\$0	0.00%	0.00%
06 Cabell	41	2	\$12,681	\$288	2.27%	0.12%
07 Calhoun	7	0	\$1,928	\$0	0.00%	0.00%
08 Clay	4	1	\$617	\$123	19.94%	0.05%
09 Doddridge	5	0	\$755	\$0	0.00%	0.00%
10 Fayette	22	2	\$4,613	\$354	7.67%	0.15%
11 Gilmer	2	0	\$525	\$0	0.00%	0.00%
12 Grant	8	2	\$3,429	\$1,513	44.12%	0.65%
13 Greenbrier	18	2	\$5,878	\$249	4.24%	0.11%
14 Hampshire	12	2	\$4,502	\$209	4.64%	0.09%
15 Hancock/Brk	13	1	\$2,435	\$119	4.89%	0.05%
16 Hardy	1	0	\$291	\$0	0.00%	0.00%
17 Harrison	30	4	\$10,943	\$541	4.94%	0.23%
18 Jackson	11	2	\$3,907	\$540	13.82%	0.23%
19 Jefferson	14	0	\$1,975	\$0	0.00%	0.00%
20 Kanawha	66	13	\$19,563	\$2,781	14.22%	1.19%
21 Lewis	13	1	\$4,213	\$129	3.06%	0.06%
22 Lincoln	14	1	\$5,115	\$973	19.02%	0.42%
23 Logan	26	4	\$8,673	\$1,390	16.03%	0.60%
24 Marion	23	6	\$6,751	\$1,556	23.05%	0.67%
25 Marshall	11	2	\$4,201	\$692	16.47%	0.30%
26 Mason	24	4	\$4,834	\$448	9.27%	0.19%
27 Mercer	45	4	\$11,522	\$217	1.88%	0.09%
28 Mineral	15	1	\$2,684	\$106	3.95%	0.05%
29 Mingo	18	3	\$4,360	\$471	10.80%	0.20%
30 Monongalia	16	0	\$4,121	\$0	0.00%	0.00%
31 Monroe	8	2	\$1,258	\$500	39.75%	0.21%
32 Morgan	11	0	\$2,638	\$0	0.00%	0.00%
33 McDowell	16	1	\$3,882	\$192	4.95%	0.08%
34 Nicholas	14	2	\$3,297	\$299	9.07%	0.13%
35 Ohio	12	3	\$3,819	\$320	8.38%	0.14%
36 Pendleton	1	0	\$98	\$0	0.00%	0.00%
37 Pleasants	5	1	\$2,375	\$419	17.64%	0.18%
38 Pocahontas	5	1	\$968	\$154	15.91%	0.07%
39 Preston	10	1	\$3,829	\$788	20.58%	0.34%
40 Putnam	15	1	\$5,661	\$452	7.98%	0.19%
41 Raleigh	40	3	\$12,554	\$1,660	13.22%	0.71%
42 Randolph	16	1	\$4,372	\$106	2.42%	0.05%
43 Ritchie	5	0	\$1,535	\$0	0.00%	0.00%
44 Roane	8	2	\$3,496	\$359	10.27%	0.15%
45 Summers	7	1	\$2,596	\$75	2.89%	0.03%
46 Taylor	9	2	\$2,267	\$199	8.78%	0.09%
47 Tucker	1	0	\$291	\$0	0.00%	0.00%
48 Tyler	5	0	\$1,825	\$0	0.00%	0.00%
49 Upshur	14	3	\$3,789	\$244	6.44%	0.10%
50 Wayne	17	0	\$4,698	\$0	0.00%	0.00%
51 Webster	7	0	\$1,277	\$0	0.00%	0.00%
52 Wetzel	6	2	\$2,589	\$790	30.51%	0.34%
53 Wirt	3	0	\$949	\$0	0.00%	0.00%
54 Wood	26	3	\$8,651	\$706	8.16%	0.30%
55 Wyoming	13	2	\$3,076	\$367	11.93%	0.16%
<b>TOTAL:</b>	<b>811</b>	<b>100</b>	<b>\$232,871</b>	<b>\$23,005</b>	<b>9.88%</b>	<b>9.88%</b>

# FINDINGS BY COUNTY

FFY 2022 - 2024



County	Completed Cases	Case Errors	Allotment	Dollar Error	County Dollar %	Error Proportioned Shared
01 Barbour	31	6	\$7,969	\$1,463	18.4%	0.21%
02 Berkeley	114	20	\$32,587	\$4,881	15.0%	0.70%
03 Boone	51	15	\$12,786	\$3,258	25.5%	0.46%
04 Braxton	24	3	\$6,154	\$595	9.7%	0.08%
06 Cabell	131	19	\$34,606	\$3,081	8.9%	0.44%
07 Calhoun	20	0	\$3,839	\$0	0.0%	0.00%
08 Clay	22	8	\$5,174	\$2,478	47.9%	0.35%
09 Doddridge	13	1	\$3,749	\$181	4.8%	0.03%
10 Fayette	81	9	\$23,394	\$1,731	7.4%	0.25%
11 Gilmer	7	0	\$2,034	\$0	0.0%	0.00%
12 Grant	21	5	\$5,947	\$2,043	34.4%	0.29%
13 Greenbrier	57	4	\$15,177	\$510	3.4%	0.07%
14 Hampshire	35	7	\$9,751	\$902	9.3%	0.13%
15 Hancock/Brk	43	5	\$9,320	\$682	7.3%	0.10%
16 Hardy	14	3	\$4,469	\$1,027	23.0%	0.15%
17 Harrison	95	12	\$26,459	\$1,470	5.6%	0.21%
18 Jackson	30	4	\$7,489	\$1,445	19.3%	0.21%
19 Jefferson	43	5	\$9,179	\$719	7.8%	0.10%
20 Kanawha	234	44	\$64,245	\$9,214	14.3%	1.31%
21 Lewis	38	4	\$12,760	\$912	7.1%	0.13%
22 Lincoln	46	3	\$13,838	\$1,316	9.5%	0.19%
23 Logan	81	6	\$23,705	\$1,606	6.8%	0.23%
24 Marion	74	15	\$20,849	\$3,199	15.3%	0.46%
25 Marshall	35	4	\$9,868	\$937	9.5%	0.13%
26 Mason	43	10	\$10,486	\$1,718	16.4%	0.25%
27 Mercer	128	11	\$29,577	\$714	2.4%	0.10%
28 Mineral	38	2	\$8,968	\$187	2.1%	0.03%
29 Mingo	64	6	\$17,411	\$918	5.3%	0.13%
30 Monongalia	64	6	\$17,325	\$1,315	7.6%	0.19%
31 Monroe	19	2	\$4,629	\$500	10.8%	0.07%
32 Morgan	20	3	\$5,647	\$578	10.2%	0.08%
33 McDowell	60	6	\$15,657	\$850	5.4%	0.12%
34 Nicholas	49	7	\$9,565	\$1,075	11.2%	0.15%
35 Ohio	43	10	\$12,050	\$1,715	14.2%	0.24%
36 Pendleton	12	0	\$2,927	\$0	0.0%	0.00%
37 Pleasants	9	1	\$3,025	\$419	13.9%	0.06%
38 Pocahontas	17	2	\$2,688	\$407	15.1%	0.06%
39 Preston	35	4	\$9,531	\$1,060	11.1%	0.15%
40 Putnam	47	3	\$11,003	\$578	5.3%	0.08%
41 Raleigh	138	13	\$36,065	\$2,897	8.0%	0.41%
42 Randolph	47	4	\$14,214	\$755	5.3%	0.11%
43 Ritchie	20	0	\$5,150	\$0	0.0%	0.00%
44 Roane	24	5	\$7,033	\$1,142	16.2%	0.16%
45 Summers	23	1	\$6,248	\$75	1.2%	0.01%
46 Taylor	26	3	\$6,949	\$219	3.2%	0.03%
47 Tucker	6	0	\$978	\$0	0.0%	0.00%
48 Tyler	11	1	\$3,070	\$35	1.1%	0.00%
49 Upshur	48	12	\$14,948	\$2,562	17.1%	0.37%
50 Wayne	61	3	\$16,798	\$201	1.2%	0.03%
51 Webster	28	1	\$5,666	\$141	2.5%	0.02%
52 Wetzel	23	5	\$7,877	\$1,176	14.9%	0.17%
53 Wirt	7	1	\$2,042	\$131	6.4%	0.02%
54 Wood	114	15	\$36,080	\$3,125	8.7%	0.45%
55 Wyoming	46	5	\$11,882	\$805	6.8%	0.11%
<b>TOTAL:</b>	<b>2610</b>	<b>344</b>	<b>\$700,837</b>	<b>\$68,948</b>	<b>9.84%</b>	<b>9.84%</b>



# FINDINGS BY REGION

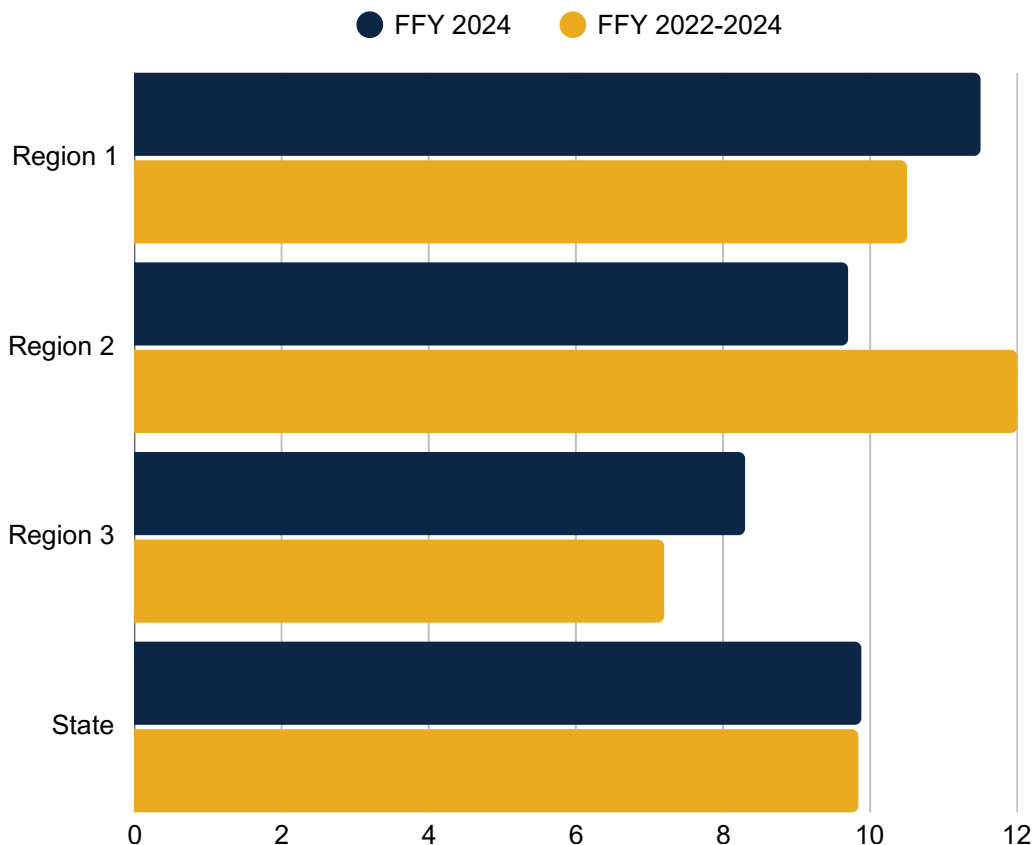


## Quality Control Findings by Region for Federal Fiscal Year 2024

Regions	Completed Cases	Case Errors	Allotment	Dollar Error	Region Error Percentage	Proportioned Share
Region I	284	38	\$82,266	\$9,466	11.5%	4.06%
Region II	251	37	\$72,080	\$6,984	9.7%	3.00%
Region III	276	25	\$78,525	\$6,555	8.3%	2.81%
State	811	100	\$232,871	\$23,005	9.88%	9.88%

## Quality Control Findings by Region for Federal Fiscal Year 2022 - 2024

Regions	Completed Cases	Case Errors	Allotment	Dollar Error	Region Error Percentage	Proportioned Share
Region I	872	122	\$237,858	\$24,963	10.5%	3.56%
Region II	828	125	\$221,012	\$26,533	12.0%	3.79%
Region III	910	97	\$241,967	\$17,452	7.2%	2.49%
State	2610	344	\$700,837	\$68,948	9.84%	9.84%





# FINDINGS FOR NEGATIVE CASE REVIEW



## **Negative Case and Procedure Error Rate (CAPER)**

Quality Control reviews of negative cases and procedures (CAPER) are primarily desk reviews conducted to determine whether the decision to deny or to terminate the household's Supplemental Nutrition Assistance Program benefit was correct and to determine if all procedures were properly followed.

For Federal Fiscal Year 2024, the Quality Control Division completed 714 of the 730 sampled cases. There were 16 cases dropped as "not subject to review" (NSTR). Of the 714 completed cases, 263 cases were identified as invalid negative actions, resulting in an increase in the CAPER rate from 28.12 percent reported for Federal Fiscal Year 2023 to 36.83 percent reported as the rate for Federal Fiscal Year 2024.

# ANALYSIS OF ERROR CAUSES



ERROR CAUSES	DENIALS		TERMINATIONS		SUSPENSIONS		OVERALL TOTAL	
	# Cases	% Cases	# Cases	% Cases	# Cases	% Cases	# Cases	% Cases
Policy incorrectly applied – no other codes applicable	51	35.66%	70	58.33%	0	0.00%	121	46.01%
Late denial agency failed to process the application timely	64	44.76%	0	0.00%	0	0.00%	64	24.33%
Improper termination or suspension for failure to meet reporting requirements	0	0.00%	12	10.00%	0	0.00%	12	4.56%
Improper Denial/Termination - failure to provide - household never notified of needed verification	4	2.80%	5	4.17%	0	0.00%	9	3.42%
Notice was not complete	1	0.70%	5	4.17%	0	0.00%	6	2.28%
Eligible person(s) disqualified	1	0.70%	5	4.17%	0	0.00%	6	2.28%
Failed to send notice of action	6	4.20%	0	0.00%	0	0.00%	6	2.28%
Improper Denial/Termination - failure to provide - verification was received or is in case file	2	1.40%	3	2.50%	0	0.00%	5	1.90%
Months incorrectly calculated	1	0.70%	3	2.50%	0	0.00%	4	1.52%
Improper denial - met ABAWD exemption	0	0.00%	4	3.33%	0	0.00%	4	1.52%
Notice reason does not match reason for action	2	1.40%	1	0.83%	0	0.00%	3	1.14%
Improper Denial/Termination - failure to provide - household not given at least 10 days to provide	0	0.00%	2	1.67%	0	0.00%	2	0.76%
Improper calculation - Income averaged incorrectly	1	0.70%	1	0.83%	0	0.00%	2	0.76%
Denial before the 30th day	2	1.40%	0	0.00%	0	0.00%	2	0.76%
Failed to provide expedited service to expedited eligible household	2	1.40%	0	0.00%	0	0.00%	2	0.76%

# ANALYSIS OF ERROR CAUSES



ERROR CAUSES	DENIALS		TERMINATIONS		SUSPENSIONS		OVERALL TOTAL	
	# Cases	% Cases	# Cases	% Cases	# Cases	% Cases	# Cases	% Cases
Improper denial prior to end of timeframe for providing verification	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Improper denial within 30-day period for missing interview(s)	1	0.70%	0	0.00%	0	0.00%	1	0.38%
Improper Denial/Termination - failure to provide - case should have been processed without the deduction	1	0.70%	0	0.00%	0	0.00%	1	0.38%
Improper Denial/Termination - failure to provide - for verification requested for another program	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Eligible person(s) excluded	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Failed to consider or incorrectly considered reported information	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Failed to process the reapplication timely (recertification application)	1	0.70%	0	0.00%	0	0.00%	1	0.38%
Agency failed to follow up on inconsistent or incomplete information	1	0.70%	0	0.00%	0	0.00%	1	0.38%
Agency failed to follow up on known and reported impending changes	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Computer programming error	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Conversion to monthly amount not used or incorrectly applied	1	0.70%	0	0.00%	0	0.00%	1	0.38%
Ineligible person(s) included	1	0.70%	0	0.00%	0	0.00%	1	0.38%
No application or case record information to support denial/termination/suspension	0	0.00%	1	0.83%	0	0.00%	1	0.38%
Notice not clearly understandable	0	0.00%	1	0.83%	0	0.00%	1	0.38%
<b>TOTAL</b>	<b>143</b>	<b>100%</b>	<b>120</b>	<b>100%</b>	<b>0</b>	<b>100%</b>	<b>263</b>	<b>100%</b>

# SNAP SAVINGS & CLAIM INFORMATION



## **Quality Control Case Sanction Savings**

The Food and Nutrition Service has mandated that all Supplemental Nutrition Assistance Program households that have been selected for Quality Control review and have refused to cooperate with Quality Control, must be sanctioned and have their Supplemental Nutrition Assistance Program benefits terminated. Per the Food and Nutrition Service Handbook 310, the Food and Nutrition Service has defined refusal to cooperate as the Supplemental Nutrition Assistance Program household having “the ability to take required actions that are necessary to complete the Quality Control review process but clearly demonstrates it will not take such actions.”

Quality Control sanctions last until 115 days after the end of the Federal Fiscal Year or until the client cooperates with Quality Control, whichever is earlier. The application of Quality Control sanctions and termination of Supplemental Nutrition Assistance Program benefits results in fiscal savings for the State and Federal Government.

For Supplemental Nutrition Assistance Program cases selected for Quality Control review in Federal Fiscal Year 2024, the Quality Control Division requested the West Virginia Department of Human Services to sanction 135 Supplemental Nutrition Assistance Program cases. The Quality Control Division has tracked the savings of each sanctioned Supplemental Nutrition Assistance Program case from the beginning month of the sanction until the end month of the sanction. The sanctioned cases resulted in savings of \$226,109 in Supplemental Nutrition Assistance Program benefits for Federal Fiscal Year 2024.

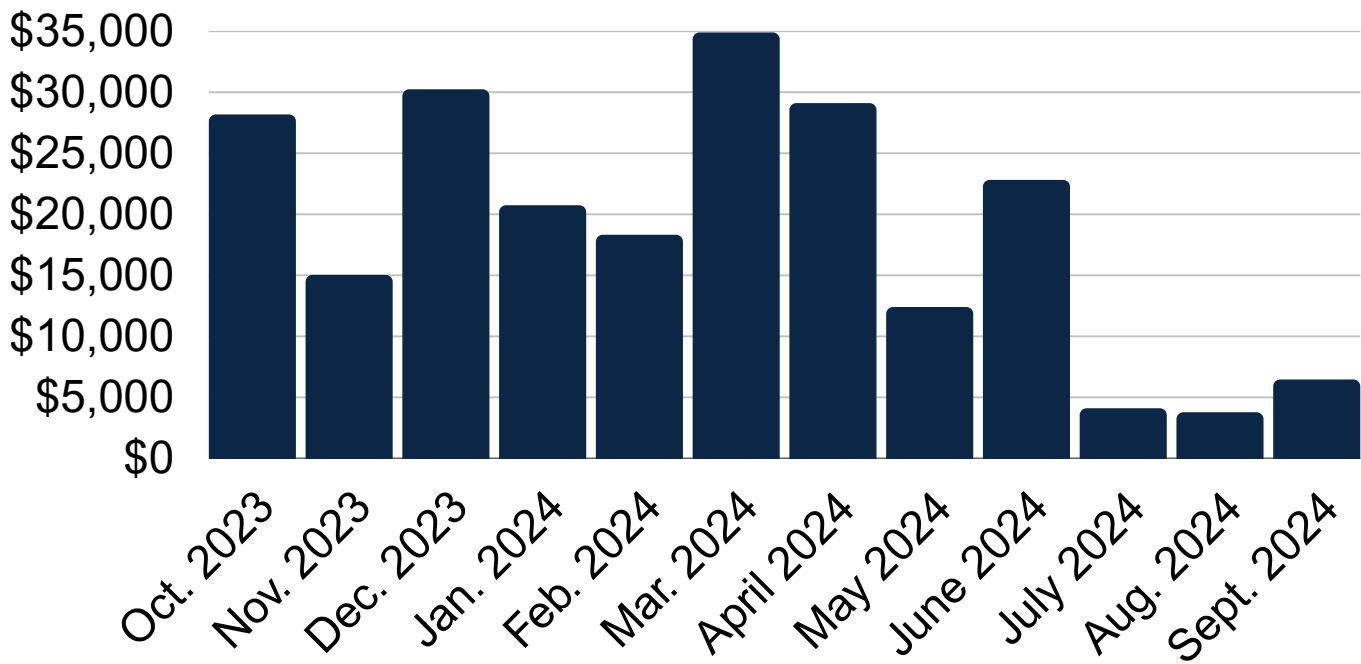


# SNAP SAVINGS & CLAIM INFORMATION



## Sanctioned SNAP Cases FFY2024 - Savings Determination

<u>MONTH</u>	<u>Actual Savings</u>	<u>Sanctioned Cases</u>
October 2023	\$28,182	7
November 2023	\$15,035	8
December 2023	\$30,244	21
January 2024	\$20,743	7
February 2024	\$18,323	13
March 2024	\$34,899	4
April 2024	\$29,110	9
May 2024	\$12,402	20
June 2024	\$22,819	8
July 2024	\$4,106	9
August 2024	\$3,781	10
September 2024	\$6,465	19
<b>TOTAL</b>	<b>\$226,109</b>	<b>135</b>



# SNAP SAVINGS & CLAIM INFORMATION



## **Claims Established by the Investigations and Fraud Management Division**

Each review conducted by the Quality Control Division found to have been overissued Supplemental Nutrition Assistance Program benefits is referred to the Investigations and Fraud Management Division of the Office of Inspector General. The Investigations and Fraud Management Division can establish repayment and fraud claims based on these referrals.

The Investigations and Fraud Management Division provided information to the Quality Control Division based on these referrals. From July 2022 to June 2024, the Investigations and Fraud Management Division established 161 claims based on the Quality Control Division referrals that total \$275,922.00 to be recouped. The Investigations and Fraud Management Division has recouped \$60,498.58 of this amount as of the time of this report.

The Investigations and Fraud Management Division has also found that six of the 161 claims were the result of Intentional Program Violation. These cases are further penalized from receiving Supplemental Nutrition Assistance Program benefits for a specific amount of time resulting in further savings in Supplemental Nutrition Assistance Program benefits.

# SNAP SAVINGS & CLAIM INFORMATION



IFM Claims Based on Quality Control Referrals - 07/2022-06/2024

Program	Referral Source	Referral Date	Referral Period Begin Date	Referral Period End Date	Investigation Completion Date	Error Description	Claim Over Payment amount	Out Standing Balance
SNAP	QCR	2022-07-05	2021-06-01	2021-06-30	2022-08-10	Client Error	65.00	0.00
SNAP	QCR	2022-07-05	2022-02-01	2022-02-28	2022-08-11	Agent Error	835.00	0.00
SNAP	QCR	2022-07-05	2022-02-01	2022-02-28	2022-10-31	Agent Error	1.00	1.00
SNAP	QCR	2022-07-05	2021-11-01	2022-07-31	2022-08-30	Agent Error	2,250.00	1,950.00
SNAP	QCR	2022-07-05	2021-11-01	2022-05-31	2023-02-16	Client Error	1,313.00	0.00
SNAP	QCR	2022-08-16	2021-08-01	2022-04-30	2022-10-05	Agent Error	2,218.00	1,929.00
SNAP	QCR	2022-08-16	2022-03-01	2022-03-31	2022-10-06	Agent Error	345.00	0.00
SNAP	QCR	2022-08-16	2021-11-01	2022-10-31	2022-10-04	Agent Error	3,003.00	2,723.00
SNAP	QCR	2022-08-16	2022-03-01	2022-03-31	2022-11-10	Agent Error	1,035.00	0.00
SNAP	QCR	2022-08-30	2022-04-20	2022-05-31	2022-08-30	Client Error	436.00	0.87
SNAP	QCR	2022-08-31	2022-02-01	2022-04-30	2022-10-14	Client Error	1,578.00	1,192.80
SNAP	QCR	2022-08-31	2021-05-01	2021-10-31	2022-12-30	Agent Error	2,609.00	1,533.00
SNAP	QCR	2022-10-12	2021-11-01	2022-07-31	2023-02-27	Agent Error	5,922.00	2,882.00
SNAP	QCR	2022-10-12	2022-01-01	2022-09-30	2023-01-05	Agent Error	2,250.00	1,990.00
SNAP	QCR	2022-10-21	2022-01-01	2022-10-31	2022-10-21	Agent Error	3,101.00	0.00
SNAP	QCR	2022-10-21	2020-03-01	2020-11-13	2022-11-04	Client Error	1,617.00	746.26
SNAP	QCR	2022-10-21	2021-08-01	2022-06-30	2022-11-04	Client Error	2,839.00	931.47
SNAP	QCR	2022-11-10	2021-11-01	2022-07-31	2022-12-16	Agent Error	2,514.00	2,351.00
SNAP	QCR	2022-11-10	2022-06-01	2022-06-30	2022-12-30	Agent Error	345.00	0.00
SNAP	QCR	2022-11-10	2022-05-01	2022-08-31	2022-12-16	Agent Error	1,380.00	1,380.00
SNAP	QCR	2022-11-10	2021-11-01	2022-07-31	2023-02-10	Agent Error	2,569.00	1,996.00
SNAP	QCR	2022-11-10	2022-06-01	2022-06-30	2023-01-10	Agent Error	2,946.00	2,493.00
SNAP	QCR	2022-12-09	2022-07-01	2022-07-31	2023-02-21	Agent Error	3,105.00	3,105.00
SNAP	QCR	2022-12-09	2022-07-01	2022-07-31	2023-01-09	Agent Error	459.00	211.00
SNAP	QCR	2022-12-09	2021-04-01	2022-09-30	2023-02-15	Client Error	6,019.00	5,819.00
SNAP	QCR	2022-12-09	2022-06-01	2022-09-30	2023-01-17	Agent Error	1,931.00	0.00
SNAP	QCR	2023-01-05	2022-10-01	2022-12-31	2023-01-05	Client Error	2,817.00	2,532.00
SNAP	QCR	2023-01-05	2022-05-01	2022-09-30	2023-01-05	Client Error	4,960.00	3,749.00
SNAP	QCR	2023-01-11	2022-08-01	2022-08-31	2023-02-27	Client Error	1,358.00	0.00
SNAP	QCR	2023-01-11	2022-08-01	2022-08-31	2023-02-28	Agent Error	145.00	0.00
SNAP	QCR	2023-01-11	2022-01-01	2022-12-31	2023-03-29	Agent Error	7,943.00	7,158.00
SNAP	QCR	2023-01-11	2022-08-01	2022-08-31	2023-02-16	Agent Error	687.00	0.00
SNAP	QCR	2023-02-10	2022-09-02	2022-09-30	2023-03-03	Agent Error	2,132.00	2,132.00
SNAP	QCR	2023-02-10	2022-09-01	2022-09-30	2023-04-11	Agent Error	1,239.00	0.00
SNAP	QCR	2023-03-08	2021-08-11	2023-03-31	2023-07-11	Fraud	11,125.00	8,714.97
SNAP	QCR	2023-03-08	2022-03-01	2022-12-31	2023-04-10	Agent Error	3,543.00	2,958.00
SNAP	QCR	2023-03-08	2022-09-06	2022-12-31	2023-07-13	Agent Error	1,270.00	772.00
SNAP	QCR	2023-03-08	2022-07-01	2022-12-31	2023-07-17	Agent Error	6,324.00	5,614.00
SNAP	QCR	2023-03-08	2019-04-01	2019-08-31	2023-09-22	Fraud	2,170.00	2,170.00
SNAP	QCR	2023-03-08	2022-10-27	2023-04-30	2023-07-31	Client Error	2,011.00	684.12
SNAP	QCR	2023-03-16	2022-08-01	2022-10-31	2023-04-14	Client Error	1,434.00	641.56
SNAP	QCR	2023-03-29	2022-09-01	2022-09-30	2023-03-29	Agent Error	25.00	0.00
SNAP	QCR	2023-04-05	2022-05-01	2022-11-30	2023-10-10	Agent Error	3,327.00	3,052.00
SNAP	QCR	2023-04-05	2022-11-01	2022-11-30	2023-07-31	Agent Error	2,343.00	2,203.00
SNAP	QCR	2023-04-25	2021-06-01	2021-06-30	2023-05-24	Client Error	1.00	1.00
SNAP	QCR	2023-04-25	2022-05-01	2022-05-31	2023-05-25	Client Error	2.00	2.00
SNAP	QCR	2023-04-25	2021-04-01	2021-04-30	2023-05-24	Client Error	1.00	1.00
SNAP	QCR	2023-05-03	2022-01-01	2022-12-31	2023-08-11	Agent Error	2,861.00	2,861.00
SNAP	QCR	2023-05-03	2022-01-01	2022-12-31	2023-10-27	Agent Error	3,093.00	2,933.00
SNAP	QCR	2023-05-03	2022-12-01	2022-12-31	2023-06-08	Client Error	196.00	0.00
SNAP	QCR	2023-06-13	2023-01-01	2023-01-31	2024-01-25	Agent Error	10,336.00	9,767.00
SNAP	QCR	2023-06-13	2023-01-01	2023-01-31	2023-07-13	Agent Error	3,700.00	3,670.00
SNAP	QCR	2023-06-13	2022-02-17	2023-01-31	2023-09-27	Agent Error	2,946.00	2,946.00
SNAP	QCR	2023-07-17	2023-02-01	2023-02-28	2024-01-04	Client Error	281.00	0.00
SNAP	QCR	2023-07-17	2022-09-01	2023-05-31	2023-08-02	Client Error	4,745.00	3,495.00
SNAP	QCR	2023-07-17	2023-02-01	2023-02-28	2023-10-31	Agent Error	376.00	260.00
SNAP	QCR	2023-08-16	2023-03-01	2023-03-31	2023-09-27	Client Error	117.00	0.00
SNAP	QCR	2023-08-16	2023-02-01	2023-06-30	2023-11-15	Client Error	4,228.00	3,773.00
SNAP	QCR	2023-08-16	2023-03-01	2023-07-31	2024-02-27	Agent Error	225.00	95.00
SNAP	QCR	2023-08-16	2023-03-01	2023-03-31	2023-09-08	Client Error	47.00	0.00
SNAP	QCR	2023-08-16	2022-12-01	2023-08-31	2023-09-21	Client Error	2,915.00	2,620.00
SNAP	QCR	2023-08-16	2022-08-15	2023-05-31	2023-09-21	Client Error	1,974.00	856.37
SNAP	QCR	2023-08-16	2023-05-01	2023-10-31	2023-09-21	Agent Error	955.00	785.00



# SNAP SAVINGS & CLAIM INFORMATION



SNAP	QCR	2023-08-16	2023-03-01	2023-03-31	2023-09-21	Agent Error	4,733.00	4,222.00
SNAP	QCR	2023-08-16	2023-03-01	2023-03-31	2024-02-26	Agent Error	41.00	41.00
SNAP	QCR	2023-08-16	2023-03-01	2023-03-31	2024-03-05	Agent Error	37.00	37.00
SNAP	QCR	2023-08-16	2022-07-22	2022-07-31	2023-09-21	Client Error	250.00	0.00
SNAP	QCR	2023-09-11	2023-02-06	2023-05-31	2023-10-12	Agent Error	2,836.00	0.00
SNAP	QCR	2023-09-11	2023-03-01	2023-10-31	2023-10-11	Agent Error	106.00	0.00
SNAP	QCR	2023-09-11	2023-03-01	2023-05-31	2023-11-14	Agent Error	20.00	0.00
SNAP	QCR	2023-09-11	2023-04-01	2023-04-30	2023-10-24	Agent Error	30.00	0.00
SNAP	QCR	2023-09-11	2023-03-01	2023-03-31	2023-10-26	Client Error	238.00	0.00
SNAP	QCR	2023-09-11	2023-04-01	2023-09-30	2023-10-25	Agent Error	24.00	0.00
SNAP	QCR	2023-09-11	2022-12-01	2023-05-31	2024-04-11	Fraud	1,524.00	1,074.00
SNAP	QCR	2023-09-11	2023-04-01	2023-04-30	2023-12-11	Agent Error	345.00	0.00
SNAP	QCR	2023-09-11	2023-03-01	2023-08-31	2023-10-17	Agent Error	360.00	14.00
SNAP	QCR	2023-09-11	2023-04-01	2023-04-30	2024-03-18	Client Error	39.00	0.00
SNAP	QCR	2023-09-11	2023-04-01	2023-04-30	2024-03-27	Agent Error	516.00	0.00
SNAP	QCR	2023-09-21	2023-01-01	2023-01-31	2024-04-30	Agent Error	69.00	0.00
SNAP	QCR	2023-10-02	2023-05-01	2023-05-31	2023-11-30	Agent Error	192.00	0.00
SNAP	QCR	2023-10-02	2023-05-01	2023-05-31	2023-12-27	Fraud	2,320.00	1,613.00
SNAP	QCR	2023-10-02	2023-05-01	2023-05-31	2023-11-30	Agent Error	732.00	26.00
SNAP	QCR	2023-10-02	2023-05-01	2023-05-31	2023-12-06	Client Error	4,409.00	0.00
SNAP	QCR	2023-10-02	2023-01-10	2023-09-30	2024-03-19	Agent Error	1,020.00	713.00
SNAP	QCR	2023-10-02	2023-03-01	2024-02-29	2024-04-25	Client Error	540.00	366.00
SNAP	QCR	2023-10-02	2023-05-01	2023-05-31	2024-03-21	Agent Error	392.00	392.00
SNAP	QCR	2023-10-02	2023-05-01	2023-05-31	2024-04-24	Agent Error	1,464.00	1,259.00
SNAP	QCR	2023-10-12	2023-03-04	2023-06-04	2023-10-30	Agent Error	964.00	778.00
SNAP	QCR	2023-10-26	2023-04-01	2023-10-31	2023-10-26	Agent Error	755.00	0.00
SNAP	QCR	2023-10-26	2022-12-01	2023-10-31	2024-02-26	Agent Error	3,677.00	3,387.00
SNAP	QCR	2023-10-27	2023-04-01	2023-07-31	2023-11-16	Agent Error	416.00	416.00
SNAP	QCR	2023-10-30	2023-06-01	2023-08-31	2024-02-27	Agent Error	1,479.00	895.00
SNAP	QCR	2023-10-30	2021-02-10	2023-11-30	2023-11-14	Fraud	21,996.00	21,396.00
SNAP	QCR	2023-10-31	2023-04-01	2023-06-30	2024-03-21	Client Error	426.00	28.00
SNAP	QCR	2023-11-08	2023-06-01	2023-06-30	2024-01-22	Client Error	7,902.00	7,902.00
SNAP	QCR	2023-11-08	2023-06-01	2023-06-30	2023-12-26	Client Error	281.00	281.00
SNAP	QCR	2023-11-08	2023-04-01	2023-08-31	2024-02-29	Client Error	1,230.00	1,220.00
SNAP	QCR	2023-11-08	2023-06-01	2023-06-30	2024-01-29	Agent Error	221.00	221.00
SNAP	QCR	2023-11-08	2023-02-01	2023-08-30	2024-03-28	Client Error	203.00	0.00
SNAP	QCR	2023-11-08	2022-10-01	2022-10-31	2024-03-22	Client Error	25.00	0.00
SNAP	QCR	2023-11-08	2023-03-01	2023-07-31	2023-05-31	Agent Error	1,861.00	1,666.00
SNAP	QCR	2023-11-16	2022-10-01	2023-09-30	2023-11-20	Client Error	3,924.00	3,924.00
SNAP	QCR	2023-11-16	2022-09-01	2022-09-30	2023-11-16	Client Error	459.00	34.00
SNAP	QCR	2023-12-13	2023-04-01	2023-09-30	2024-03-18	Agent Error	36.00	0.00
SNAP	QCR	2023-12-13	2023-03-02	2023-08-31	2024-01-11	Client Error	1,418.00	1,388.00
SNAP	QCR	2023-12-13	2023-04-28	2023-12-31	2024-04-04	Agent Error	1,055.00	797.00
SNAP	QCR	2023-12-13	2023-07-01	2023-09-30	2024-01-29	Agent Error	1,084.00	1,084.00
SNAP	QCR	2023-12-13	2023-03-01	2023-07-31	2024-06-26	Agent Error	70.00	0.00
SNAP	QCR	2024-01-03	2021-07-01	2022-04-30	2024-01-05	Client Error	2,919.00	2,668.00
SNAP	QCR	2024-01-08	2023-01-01	2023-01-31	2024-01-08	Client Error	1,034.00	1,034.00
SNAP	QCR	2024-01-11	2022-12-01	2023-01-31	2024-01-11	Client Error	752.00	752.00
SNAP	QCR	2024-01-17	2023-08-01	2024-01-31	2024-04-05	Agent Error	1,726.00	1,726.00
SNAP	QCR	2024-01-17	2023-08-01	2023-08-31	2024-03-05	Client Error	215.00	0.00
SNAP	QCR	2024-01-17	2023-08-01	2023-08-31	2024-05-31	Agent Error	553.00	0.00
SNAP	QCR	2024-01-17	2023-08-01	2023-08-31	2024-03-11	Agent Error	180.00	0.00
SNAP	QCR	2024-01-17	2023-08-01	2023-08-31	2024-07-25	Agent Error	263.00	0.00
SNAP	QCR	2024-01-17	2023-05-01	2023-10-31	2024-04-04	Client Error	1,434.00	1,123.00
SNAP	QCR	2024-01-17	2023-06-01	2023-06-30	2024-06-10	Fraud	411.00	11.00
SNAP	QCR	2024-01-17	2023-08-01	2023-08-31	2024-08-30	Client Error	193.00	0.00
SNAP	QCR	2024-01-30	2023-07-01	2024-01-31	2024-02-28	Agent Error	790.00	670.00
SNAP	QCR	2024-01-30	2023-01-01	2023-12-31	2024-02-28	Agent Error	2,589.00	2,355.00
SNAP	QCR	2024-01-30	2023-08-01	2023-08-31	2024-02-28	Agent Error	512.00	512.00
SNAP	QCR	2024-02-07	2023-05-01	2023-10-31	2024-04-24	Agent Error	142.00	142.00
SNAP	QCR	2024-02-07	2023-02-01	2024-01-31	2024-05-17	Agent Error	1,259.00	1,169.00
SNAP	QCR	2024-02-07	2023-09-01	2023-09-30	2024-08-14	Client Error	1,464.00	1,177.00
SNAP	QCR	2024-02-07	2023-10-01	2024-01-31	2024-05-13	Client Error	68.00	0.00
SNAP	QCR	2024-02-07	2023-09-01	2023-09-30	2024-08-29	Agent Error	150.00	79.00
SNAP	QCR	2024-02-07	2023-06-01	2023-12-31	2024-03-18	Client Error	1,868.00	1,661.00
SNAP	QCR	2024-02-07	2023-02-01	2023-11-30	2024-07-30	Agent Error	6,319.00	5,880.00
SNAP	QCR	2024-03-07	2023-11-01	2023-12-31	2023-08-28	Agent Error	582.00	411.00
SNAP	QCR	2024-03-21	2023-08-01	2024-03-01	2024-03-21	Agent Error	21.00	21.00
SNAP	QCR	2024-03-22	2023-07-01	2023-07-31	2024-03-22	Client Error	134.00	134.00
SNAP	QCR	2024-04-01	2023-04-12	2024-03-31	2024-05-22	Agent Error	1,415.00	1,325.00

# SNAP SAVINGS & CLAIM INFORMATION



SNAP	QCR	2024-04-01	2023-05-01	2023-10-31	2024-08-08	Client Error	1,599.00	1,529.00
SNAP	QCR	2024-04-01	2023-03-01	2023-06-30	2024-12-18	Client Error	316.00	286.00
SNAP	QCR	2024-04-01	2023-10-01	2023-10-31	2024-10-23	Agent Error	1,127.00	902.00
SNAP	QCR	2024-04-03	2023-07-01	2023-12-31	2024-06-07	Agent Error	2,829.00	2,544.00
SNAP	QCR	2024-04-15	2023-11-01	2023-12-31	2024-06-13	Agent Error	30.00	1.00
SNAP	QCR	2024-04-15	2023-08-01	2023-11-30	2024-05-15	Agent Error	2,116.00	1,842.00
SNAP	QCR	2024-04-15	2023-10-01	2024-04-30	2024-05-15	Agent Error	910.00	680.00
SNAP	QCR	2024-04-15	2023-11-15	2023-11-30	2024-06-21	Agent Error	155.00	0.00
SNAP	QCR	2024-04-15	2023-07-01	2023-12-30	2024-09-30	Agent Error	229.00	179.00
SNAP	QCR	2024-04-15	2023-11-01	2023-11-30	2024-05-29	Agent Error	62.00	0.00
SNAP	QCR	2024-04-15	2023-06-01	2023-11-30	2024-05-20	Client Error	2,272.00	2,033.00
SNAP	QCR	2024-04-15	2023-11-01	2023-11-30	2024-11-22	Agent Error	2,694.00	2,694.00
SNAP	QCR	2024-04-30	2023-03-01	2023-04-30	2024-04-30	Agent Error	166.00	0.00
SNAP	QCR	2024-05-09	2023-03-21	2024-05-31	2024-06-25	Agent Error	3,264.00	3,088.00
SNAP	QCR	2024-05-09	2023-09-01	2023-12-31	2024-06-24	Client Error	1,997.00	1,520.00
SNAP	QCR	2024-05-09	2023-11-01	2024-04-30	2024-10-21	Agent Error	1,658.00	1,542.00
SNAP	QCR	2024-05-09	2023-12-04	2023-12-31	2024-10-21	Client Error	843.00	722.00
SNAP	QCR	2024-05-09	2023-11-01	2023-12-31	2024-06-10	Client Error	582.00	582.00
SNAP	QCR	2024-05-15	2023-12-01	2024-04-30	2024-05-15	Agent Error	1,330.00	1,330.00
SNAP	QCR	2024-05-15	2023-06-28	2024-05-07	2024-05-15	Agent Error	2,072.00	2,072.00
SNAP	QCR	2024-05-30	2023-06-01	2023-08-31	2024-05-30	Client Error	6.00	0.00
SNAP	QCR	2024-05-30	2023-03-01	2023-05-31	2024-05-30	Client Error	6.00	0.00
SNAP	QCR	2024-06-13	2023-11-01	2024-01-31	2024-07-16	Agent Error	873.00	873.00
SNAP	QCR	2024-06-13	2023-09-05	2024-02-29	2024-07-29	Agent Error	1,334.00	1,317.00
SNAP	QCR	2024-06-13	2023-10-20	2024-03-31	2024-10-24	Agent Error	826.00	786.00
SNAP	QCR	2024-06-13	2023-03-01	2024-03-31	2024-08-21	Client Error	949.00	926.00
SNAP	QCR	2024-06-13	2023-08-02	2024-01-31	2024-10-24	Agent Error	348.00	271.00
SNAP	QCR	2024-06-14	2023-11-01	2024-03-31	2024-08-05	Agent Error	80.00	0.00
Totals							275,922.00	215,423.42

# RECOMMENDATIONS TO REDUCE SNAP ERROR RATES



Based on the work during this state fiscal year and contents of this report, the Inspector General makes the following recommendations:

## Recommendations for the Office of Inspector General

- **Enhance Income Verification Tools:** Provide the Investigations and Fraud Management Division with access to The Work Number for more reliable and comprehensive employment data. Current Equifax access is limited, resulting in less efficient investigations. Access to The Work Number would improve accuracy, reduce investigation timeframes, and enhance overall efficiency. The Office of Inspector General is actively seeking funding to implement this recommendation.
- **Expand Fraud Detection Capabilities:** Authorize the Investigations and Fraud Management Division to utilize advanced fraud detection software within the People's Access To Help (PATH) system to identify potentially fraudulent applications and prioritize high-value cases. The Office of Inspector General has applied for federal grant funding to support this initiative.
- **Strengthen Front-End Fraud Prevention Efforts:** Expand the Investigation and Fraud Management Division's front-end fraud detection and prevention efforts statewide to proactively identify and address household composition fraud during the application process. The Office of Inspector General is implementing internal operational changes to ensure regional coverage across all West Virginia counties.

## Recommendations for the West Virginia Department of Human Services

- **Strengthen Eligibility Review Processes & Case Interview Practices:** Require senior economic services staff to conduct secondary reviews of eligibility determinations and PRC-2 forms to ensure accuracy before case confirmation. Streamline workflows to maximize case reviews within the initial 10-day application period, allowing agency errors to be corrected before they impact the state's error rate. Direct staff to question applicants whose reported expenses exceed income, verify supporting documentation, and refer questionable cases to the Office of Inspector General/Investigations and Fraud Management Division. The Department has implemented some revisions to PRC-2 forms and is pursuing additional updates.
- **Ensure Timely Response to Data Alerts:** Require prompt action by economic services staff on system-generated alerts to prevent avoidable errors and ensure timely case updates.
- **Improve PATH System Performance & Vendor Accountability:** Address latency and outdated programming within the PATH system to enhance timeliness and accuracy of Quality Control reviews. Strengthen vendor accountability for overdue system changes (some more than two years old), require transparent reporting of billed hours and project progress, and ensure the Department maintains authority and control to independently implement critical corrections and notice updates.
- **Enhance Staff Training & Accountability:** Continuously assess and improve economic services staff training and ensure consistent application of policies and procedures. Implement accountability measures and targeted training to address recurring agency errors and improve case accuracy.
- **Modernize EBT Cards & Strengthen Fraud Prevention:** Collaborate with the vendor to upgrade Electronic Benefit Transfer (EBT) cards with enhanced security features such as embedded chips and fraud alerts. Require ID verification for transactions and enable on-site card issuance at county offices to improve efficiency and reduce processing errors.



# THANK YOU



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