



Supplemental Nutrition Assistance Program Quality Control Review

What is a Supplemental Nutrition Assistance Program (SNAP) quality control review?

A SNAP quality control review is a review of your SNAP case to make sure the eligibility worker who approved you for SNAP benefits did so correctly by following state and federal rules.

Quality control reviews are used by the Iowa Department of Health and Human Services (HHS) to confirm:

- The SNAP program is being run according to regulations.
- The information in your case file is accurate.
- You are getting the benefits you are eligible for.

Why was my case chosen?

Your SNAP case was randomly selected for review. It was not chosen because of anything you did or did not do. Iowa HHS selects approximately 85 cases each month for review.

Do I have to cooperate?

Federal law requires you to cooperate with this review. If you do not cooperate by attending an interview and providing any requested verifications, your SNAP benefits could be cancelled. In addition, you may be referred to the Iowa Department of Inspections and Appeals for investigation for willful misrepresentation which holds additional penalties as applicable in certain situations.

How does the SNAP quality control review process work?

The following are the main steps in the review process:

1. A quality control reviewer will contact you to set up an interview. The interview notice will be mailed to your mailing address with the date, time and location of your interview. The notice will also have a telephone number you can call to reschedule the interview or ask any questions.
2. As part of the interview, you will be asked questions about your case and may be asked to sign forms to help the reviewer obtain specific information such as bank statements, pay information, and household expenses to verify the information you gave your local office. These sources may be asked to give information, such as who lives in your home, proof of employment or earnings received, and rent and utility expenses.

Where can I get additional information on SNAP quality control?

<https://www.fns.usda.gov/snap/qc>

A quality control reviewer from Iowa HHS will contact you very soon. If you have questions prior to being contacted, you may send an email to becky.barcus@hhs.iowa.gov.