

SNAP Payment Error Rate

Self-Sufficiency Programs

Oregon Eligibility Partnership

Presentation to the House Interim Committee on Early
Childhood and Human Services

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Agenda

- I. Oregon's Approach to Maximizing SNAP Participation and Overview
- II. Plan to Address Penalty
- III. What to Expect
- IV. Questions

**Supplemental
Nutrition Assistance
Program (SNAP)**



Oregon's Approach to Maximizing SNAP Participation



SNAP Overview



More than **700,000**
people in Oregon



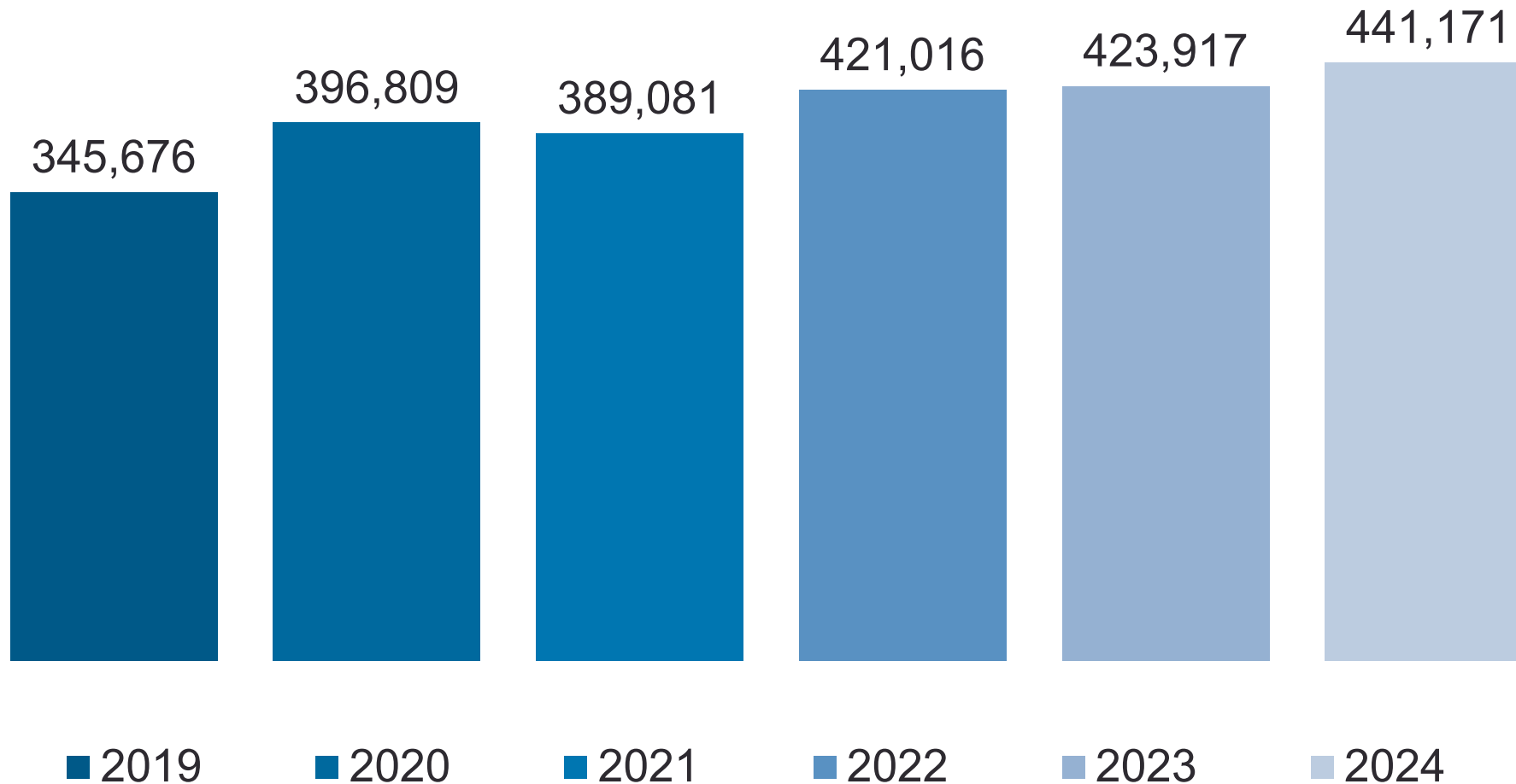
SNAP benefits pump about
\$1.6 billion into Oregon



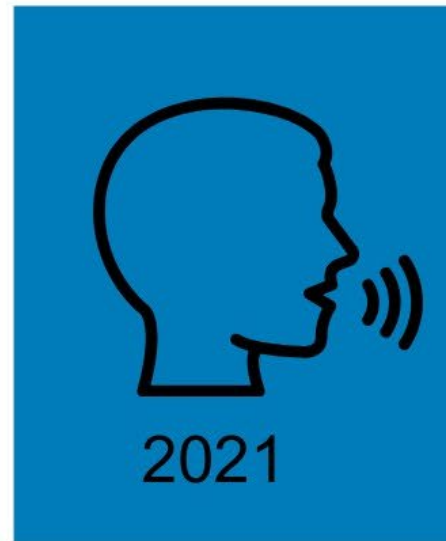
Provides essential support

Caseload Comparison 2019 to Present

September household caseloads

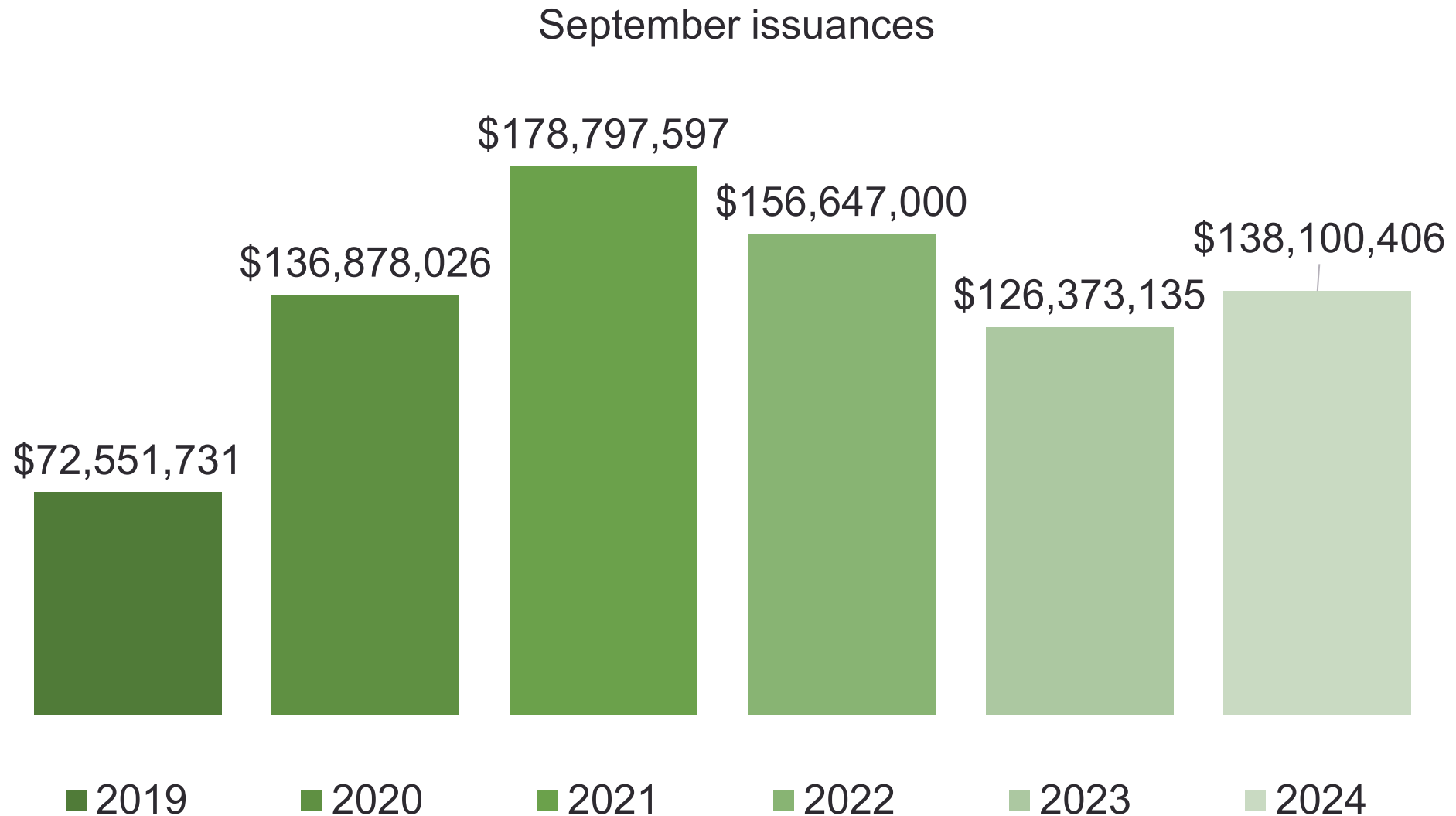


Events and SNAP Participation Rates



 Caseload

Benefits Issued Comparison 2019 to Present



SNAP Payment Error Rate



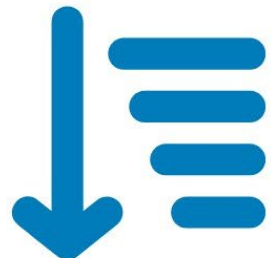
SNAP national error rate is set by USDA — federal fiscal year (FFY) 2023 **11.68 percent**



States above the average require a Corrective Action Plan, **Oregon rate was 16.76 percent**



Two consecutive years above the national average result in financial penalties



Oregon is trending in the right direction, **improving by 50 percent** from FFY 2022

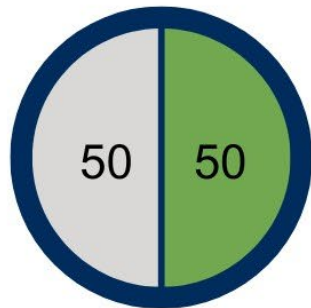
Options for States with High Second Year Payment Error Rate



File an appeal with FNS



Pay the fine in full



50/50 settlement option

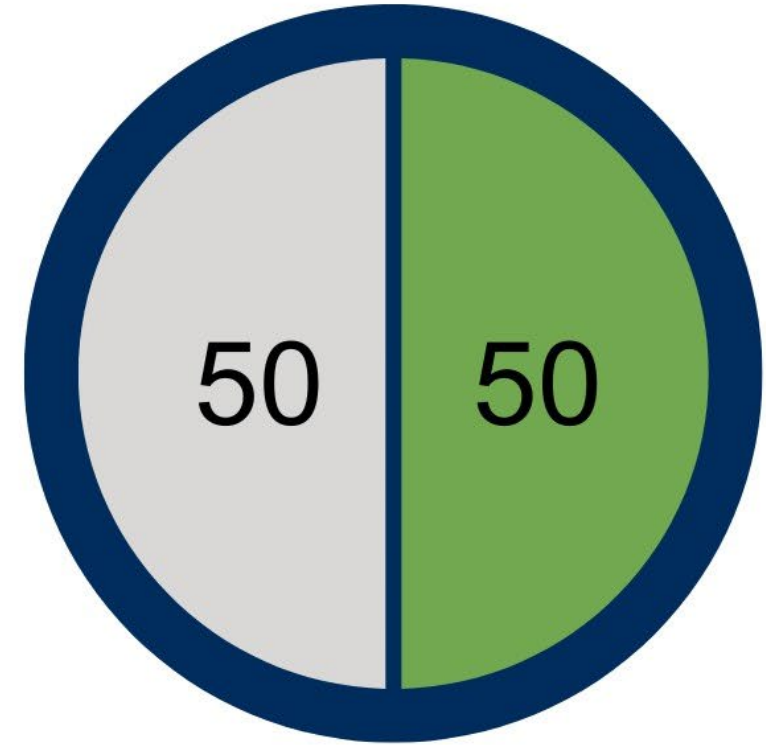
SNAP Payment Error Rate Penalty



\$15.7 million
total penalty



Errors are **not** fraud or misuse



50/50 Settlement Option
**\$7.8 million invest and
reserve**

Root Causes for Oregon's Payment Error Rate



Operations

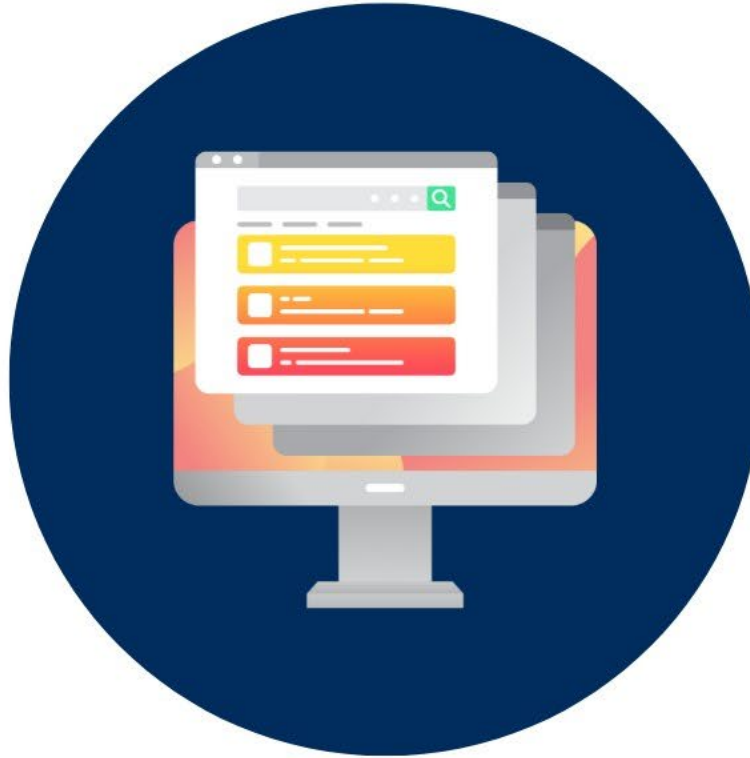


Regulations

Payment Error Rates are Not Fraud Rates



Worker makes an
incorrect eligibility
decision



Applicant doesn't report
a change



Errors result in over or
under payments

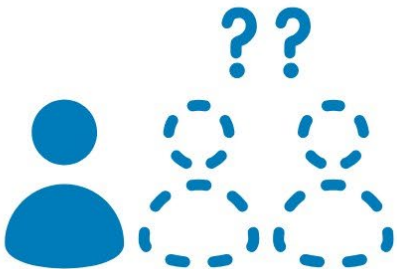
Contributing Operational Factors



Eligibility staffing is funded at 60 percent of required levels



ONE Eligibility system complexity



Limited lead worker availability

Connecting Foundational Principles to Key Performance Measures



Accuracy



Timeliness



Customer service

Plan to Address Penalty



Focus Areas of Oregon's New Investment Plan



System enhancements

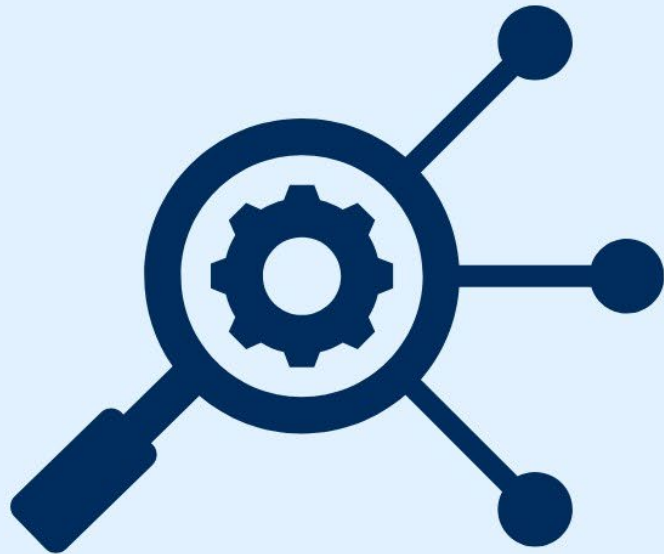


Training investments



Collaboration

Key Goals of the New Investment Plan



Address Root Causes

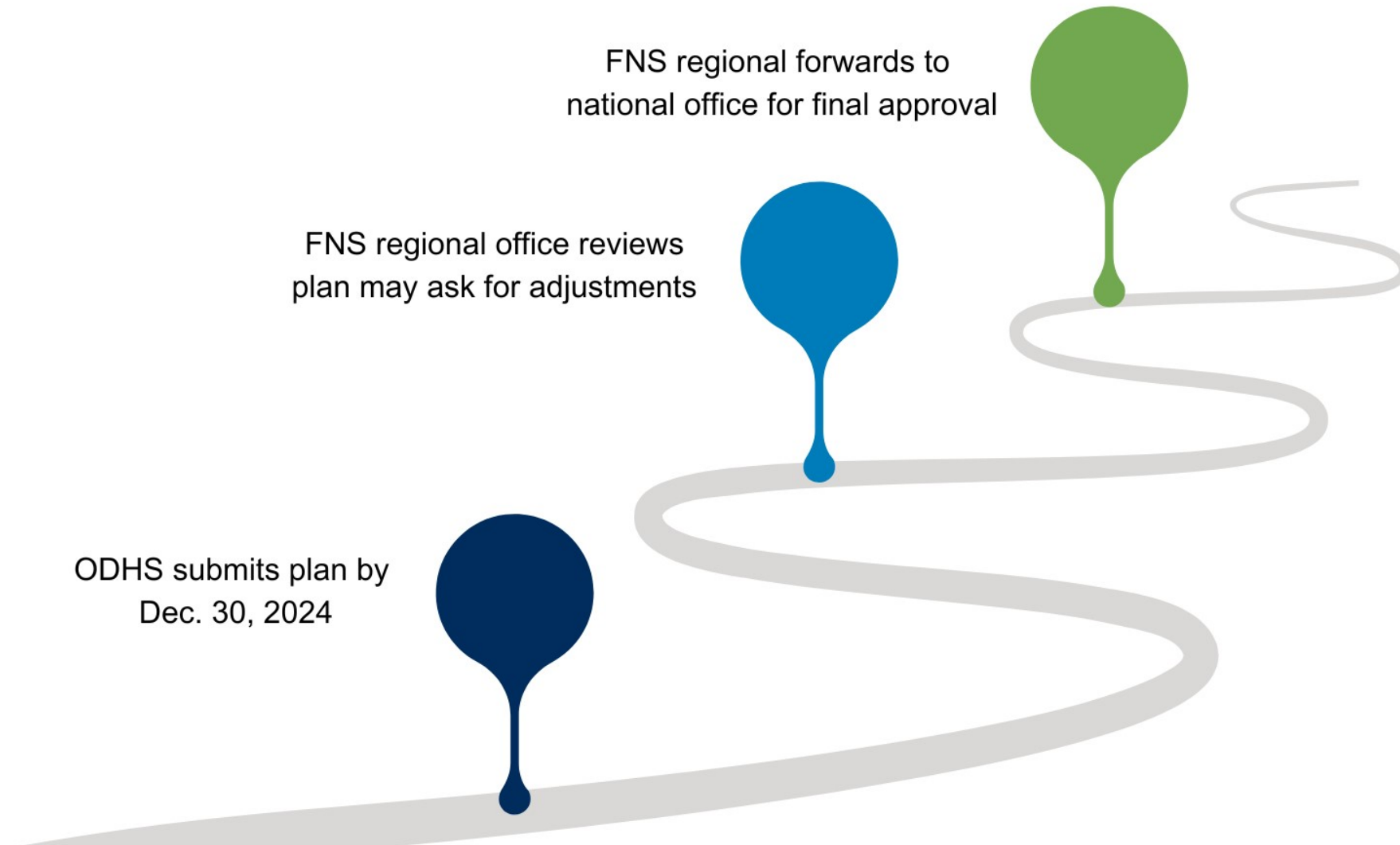


Enhance System and Training



Continued Collaboration

Key Points on Federal Plan Approval Process



What to Expect



Addressing the Challenges



Projected Outcomes

- Improving accuracy
- Penalty resolution
- System updates



Commitment to Excellence

- Balancing goals
- Staff and resources

Looking Ahead to FFY 2025



Audit-Informed Improvements



Concurrent Initiatives



Collaborative Commitment



Questions?

Thank you.

