



SNAP QUALITY CONTROL REVIEW



What Is A SNAP Quality Control Review?

A review of your SNAP case to ensure your SNAP benefits have been determined correctly following State and Federal policies.



Why Is Quality Control Calling Me?

Your SNAP case was **randomly** selected for a quality control review by the case number. It was not selected because of anything you did or did not do.



Do I Have to Cooperate?

YES. Federal law states **you must cooperate**. If you do not submit the requested verifications or complete the interview, your SNAP case may be closed for the fiscal year or until you cooperate.



How Does the SNAP Quality Control Review Process Work?

1. A Quality Control Reviewer (QCR) will contact you to complete a phone interview.
2. You will be asked to provide verification of income, resources, expenses, and who lives in your household. The QCR will ask you to sign a written release of information form to assist you in obtaining verifications.



What Happens After the SNAP Quality Control Review?

The QCR will review all the information and determine if your SNAP benefits were issued correctly. You will not be contacted by the QCR with the results.

Further Explanation of the Review Process: [SNAP Quality Control | Food and Nutrition Service \(usda.gov\)](https://www.usda.gov/food-nutrition-service/snap-quality-control)

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