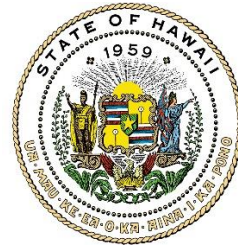


*MAHALO FOR YOUR HELP IN  
MAKING THE SNAP  
PROGRAM AS ACCURATE,  
EFFICIENT AND ERROR-FREE  
AS POSSIBLE!*

**SUPPLEMENTAL  
NUTRITION  
ASSISTANCE PROGRAM  
(SNAP)  
QUALITY CONTROL**



State of Hawaii

Department of Human Services

Management Services Office

Quality Control

1390 Miller Street

Honolulu, HI 96813

TEL: (808) 586-4991



## SUPPLEMENTAL NUTRITIONAL ASSISTANCE PROGRAM (SNAP)

SNAP, formerly Food Stamps, is intended to help low-income individuals and families obtain a more nutritious diet by supplementing their income with SNAP electronic benefits to purchase food. A SNAP household may consist of an individual or a group of individuals who live together and usually purchase, prepare and eat their food together.

### **SNAP QUALITY CONTROL**

The U.S. Department of Agriculture (USDA) Food & Nutrition Services (FNS) and State want to ensure that you are receiving the correct amount of assistance that you are entitled to. If your case was denied or closed FNS wants to ensure that that action was correct. The FNS requires the State Quality Control (QC) Office to randomly select SNAP cases for review. The QC Office reviews each case that is selected and reports the findings back to the State SNAP office and FNS.

### **RANDOM SELECTION**

Cases are selected on a random basis sort of like a lottery. This is NOT a fraud investigation.

### LENGTH OF INTERVIEW

If you are selected to be interviewed, it will only take around 45 minutes depending on your circumstances.

## HOME VISIT

If it's comfortable for you, a QC reviewer would prefer to meet you in your home. It would give us a better idea of your living situation. Also, any documents we might need are close at hand. If you prefer we can meet you at a mutually convenient location like the DHS Unit that has your case or a fast-food restaurant near your home.

## SCHEDULING AN INTERVIEW

If you are employed full-time and cannot get away from work, we can meet you during your lunch hour. However, we CANNOT meet you outside our normal business hours.

## ENCLOSED FORMS

You will find along with your appointment letter a few verification forms. You do not have to mail these in before your appointment, but if you can have them ready that would be a great help. Your QC reviewer can give you extra time to complete these forms especially if you have questions about them. For example, the DHS 215 form is needed to verify your household composition and your Hawaii residency. It needs to be filled out by someone not related and not living with you like a landlord, neighbor, friend, even the pastor of your church.

## AFTER THE INTERVIEW

If your QC reviewer has everything they need, then the review is over. If verifications are still needed, they will give you a self-addressed stamped envelope which you can use to mail the documents. If a reviewer finds that your SNAP benefits were incorrectly determined, a report will be sent to your local SNAP office so that the error can be immediately corrected. From here on any changes or questions you have regarding your case should be addressed to your regular Eligibility Worker.

## YOUR ASSISTANCE IS NEEDED

We need your help to complete your review. If you do not meet with us and provide the necessary information and verification you could risk being disqualified from the SNAP program.

