Quality Check Screen
(Pre-Certification Review Screen)

The Quality Check Screen, also known as the pre-certification review screen, automatically alerts staff to discrepancies in client-reported data prior to certification to strengthen program integrity and fair client outcomes.

Aids in addressing SNAP PER Error Drivers

Client Reporting Errors

Processing Errors

Lead Points of Contact

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SOLUTION

The **Quality Check (QC) Screen** automatically reviews case data during data collection, flagging common reporting errors for the caseworker to address. Examples of flagged discrepancies include:

- *Expenses reported that are greater than the total earned income*

- *Household is unsheltered, but utility/shelter expense reported*

- *Elderly or disability status is reported without medical expense details*

- *Disability status is reported without unearned income (e.g., RSDI)*

When a discrepancy is flagged, the caseworker must resolve it by entering additional details in the data collection screen or providing an explanation in the case notes.
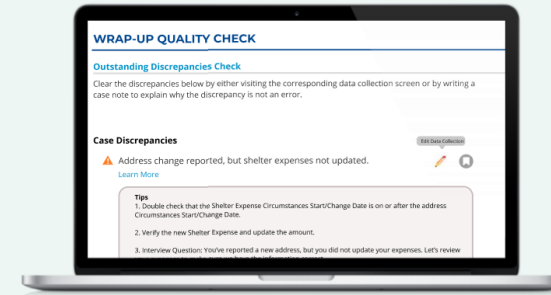

WRAP-UP QUALITY CHECK

Outstanding Discrepancies Check
Clear the discrepancies below by either visiting the corresponding data collection screen or by writing a case note to explain why the discrepancy is not an error.

Case Discrepancies | Edit Data Collection

⚠ Address change reported, but shelter expenses not updated.
Learn More

Tips
1. Double check that the Shelter Expense Circumstances Start/Change Date is on or after the address Circumstances Start/Change Date.
2. Verify the new Shelter Expense and update the amount.
3. Interview Question: You've reported a new address, but you did not update your expenses. Let's review

Diagram for illustration only

IMPACT

- **Improves payment accuracy** by identifying data discrepancies and prompting caseworkers to resolve them, minimizing underpayments and overpayments. This helps SNAP participants receive the correct benefit amounts.

- **Streamlines caseworker workflows** by automating error detection and resolution, reducing both manual effort and processing time for SNAP benefit administration.

KEY FEATURES

Automated QC Checks
The system automatically scans each case for common data entry errors and proactively alerts caseworkers to identified issues prior to certification.

Caseworker Review Prompts
Integrated prompts require caseworkers to review and address flagged discrepancies prior to eligibility processing, with built-in case note tracking to support comprehensive documentation and resolution workflows.

Tips & Tricks
Contextual guidance and recommended interview questions are displayed for each identified discrepancy, empowering users with actionable insights to efficiently resolve issues within the workflow.

METRICS

Of all SNAP discrepancies flagged on the QC Screen,

25% of cases were resolved through a Data Collection update before authorization.

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