USDA

United States Department of Agriculture

Food and
Nutrition
Service

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Braddock
Place

Alexandria
VA, 22314

Date: June 29, 2020
Subject: Supplemental Nutrition Assistance Program (SNAP) – Fiscal Year 2021 State
            Management Evaluation Target Areas
To: State SNAP Directors
            All Regions

Fiscal Year 2021 State SNAP Management Evaluation Target Areas
The Food and Nutrition Service (FNS) is targeting the areas of program operation listed in
the table below for State SNAP Agency Management Evaluations (ME) for the upcoming
Fiscal Year (FY). State SNAP agencies (States) are required to conduct MEs for the target
areas in the upcoming FY, as per 7 CFR 275.8.

State Target Area:	Applies to:
Initial Certification Processes and Access	All States
Household Reporting Requirements	All States
Employment and Training (E&T) Program	All States operating mandatory E&T programs
Use of Vendor/Private Staff in Call Centers[1]	States with FNS approval to use vendor/private staff to perform certain certification functions normally limited to State Agency Merit System Employees only.

More Information on the *Use of Vendor/Private Staff in Call Centers* Target Area:
This target area only applies to States that have requested and received FNS approval to use
vendor/private staff to perform any of the following certification functions:
- Screening for Eligibility
- Providing Application Assistance
- Answering Client Questions about Missing Information
- Pursuing Missing Information
- Providing Verification Guidance

To meet this target area, the State must conduct ME activities that evaluate its compliance
with the *Guidance for Use of Vendor/Private Staff in Call Centers: 2020 Update* and the
particular terms and conditions of the FNS approval letter provided to the State in response to
its request to use vendor/private staff for the applicable certification functions. At the State's
discretion, it may conduct these ME activities as a supplement to its review of initial
certification processes and access (the first FY 2021 target area listed). Upon completion of
these ME activities, the State is required to share an ME report related to its use of
vendor/private staff to its FNS Regional Office for review pursuant to 7 CFR 272.15(b)(4).

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[1] The *Guidance for Use of Vendor/Private Staff in Call Centers: 2020 Update* is available at:
https://www.fns.usda.gov/snap/non-merit-system-personnel-guidance-call-centers-2020-revision.

FY 2021 At-Risk Areas

States are expected to review the other areas of program operation on an at-risk basis. In determining risk, States should take into consideration the time elapsed since an area has been reviewed, deficiencies identified at that time, and any recent changes to the area. For FY 2021, FNS advises States to pay special attention to the areas listed below in considering risk and conducting MEs:

- Electronic Benefit Transfer (EBT) Administrative Terminal System Security
- QC Statistical
- Recipient Claims Management/Treasury Offset Program (TOP)
- Recipient Integrity
- SNAP Ed
- E&T Programs with Budgets of $15 Million or More
- ABAWDs

Scheduling Requirements

States shall conduct a review once every year for large project areas, once every 2 years for medium project areas, and once every 3 years for small project areas, unless an alternate schedule is approved by FNS, as per 275.5(b).

States are required to develop and submit their ME review schedule for the upcoming FY to their FNS Regional Office by August 1, as per 7 CFR 275.20. States may submit a schedule that covers a 3-year review cycle and provide updates to FNS annually. When conducting reviews, States are encouraged to use FNS review guides provided by your FNS Regional Office.

We appreciate your efforts to monitor and uphold your State's compliance with SNAP requirements, and look forward to working with you and your staff in the coming year. If you have any questions or require assistance, please contact your FNS Regional Office.

Sincerely,

Jessica Shahin
Associate Administrator
Supplemental Nutrition Assistance Program