



Food and Nutrition Service

U.S. DEPARTMENT OF AGRICULTURE

DATE: August 1, 2024

SUBJECT: Supplemental Nutrition Assistance Program (SNAP) – Clarifications to Updated Guidance for Improving State Agency Application Processing Timeliness Rates: Standardizing the Escalation Process

TO: All SNAP State Agencies All Regions

This memo serves as notification that Food and Nutrition Service (FNS) updated the memorandum dated August 2, 2023, Guidance for Improving State Timeliness Rates and Standardizing the Escalation Process (Updated Guidance).

In response to State agency and Regional Office questions the Updated Guidance now contains clarification information regarding the State Agency Timeliness Data Protocol (the Protocol) for Application Processing Timeliness (APT). This includes:

- Changing 'State APT rate' to 'State calculated APT rates' when use of the Protocol is not a requirement,
- Adding 'Date of Certification' and correcting dates in the Example State Agency Data Pull table, and
- Adding 'Are all data elements present?' along with the appropriate data elements to *Tier one data validation*.

Please note, States agencies must still use the State Agency Timeliness Data Protocol to:

- Prove 95 percent or greater timeliness for the preceding six consecutive months rather than provide a Corrective Action Plan (CAP), or
- Show 95 percent or greater timeliness for six consecutive months to be released from their CAP in lieu of using FNS APT data.

State agencies with questions should contact their Regional Office representatives.

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