Improving SNAP Payment Error Rates

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Louisiana’s SNAP Snapshot

- The Supplemental Nutrition Assistance Program (SNAP) is governed by USDA’s Food and Nutrition Service (FNS) and administered in our state by the **Louisiana Department of Health (LDH)**. The program moved from the Department of Children and Family Services to LDH in October 2025.

- The eligibility for and amount of SNAP benefits is determined primarily by household size and monthly income. In FY26, SNAP served an average of **357,281 households per month** (718,114 individuals) with an average payment of $378.32 per month.

- Roughly **14% of Louisiana’s population** is served by SNAP through more than 4,000 retailers. The benefits **are 100% federally funded today** and delivered electronically through a debit-style card known as the Louisiana Purchase card. Total benefits exceeded **$1.6 billion** in FY26.

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H.R.1 Prioritizes SNAP Payment Accuracy

- SNAP Quality Control (QC) measures payment error or improper payments (**both overpayments and underpayments**) that can occur when someone is certified who is not eligible or when the benefit amount is calculated incorrectly.
- H.R.1 requires states with a SNAP payment error rate of **6% or more** to contribute at least 5% of total SNAP benefits beginning FFY 2028 (100% funded federally today). That figure is estimated at **$80M** for the State of Louisiana. If error rates are **8% or more,** that number doubles to roughly **$160M.**
- For FFY25, Louisiana's error rate was **8.14%** compared to a national average of 10.62%, ranking Louisiana at #16.
- The state will use **FFY26 error rates** for our first calculation within these new guidelines, and that review period began October 1, 2025. As of the April 2026 cumulative figure for FFY26, Louisiana's state-determined rate for FFY26 was tentatively determined to be **7.78%.**
- **Like most states, Louisiana is taking significant action to reduce error rates below 6%.**

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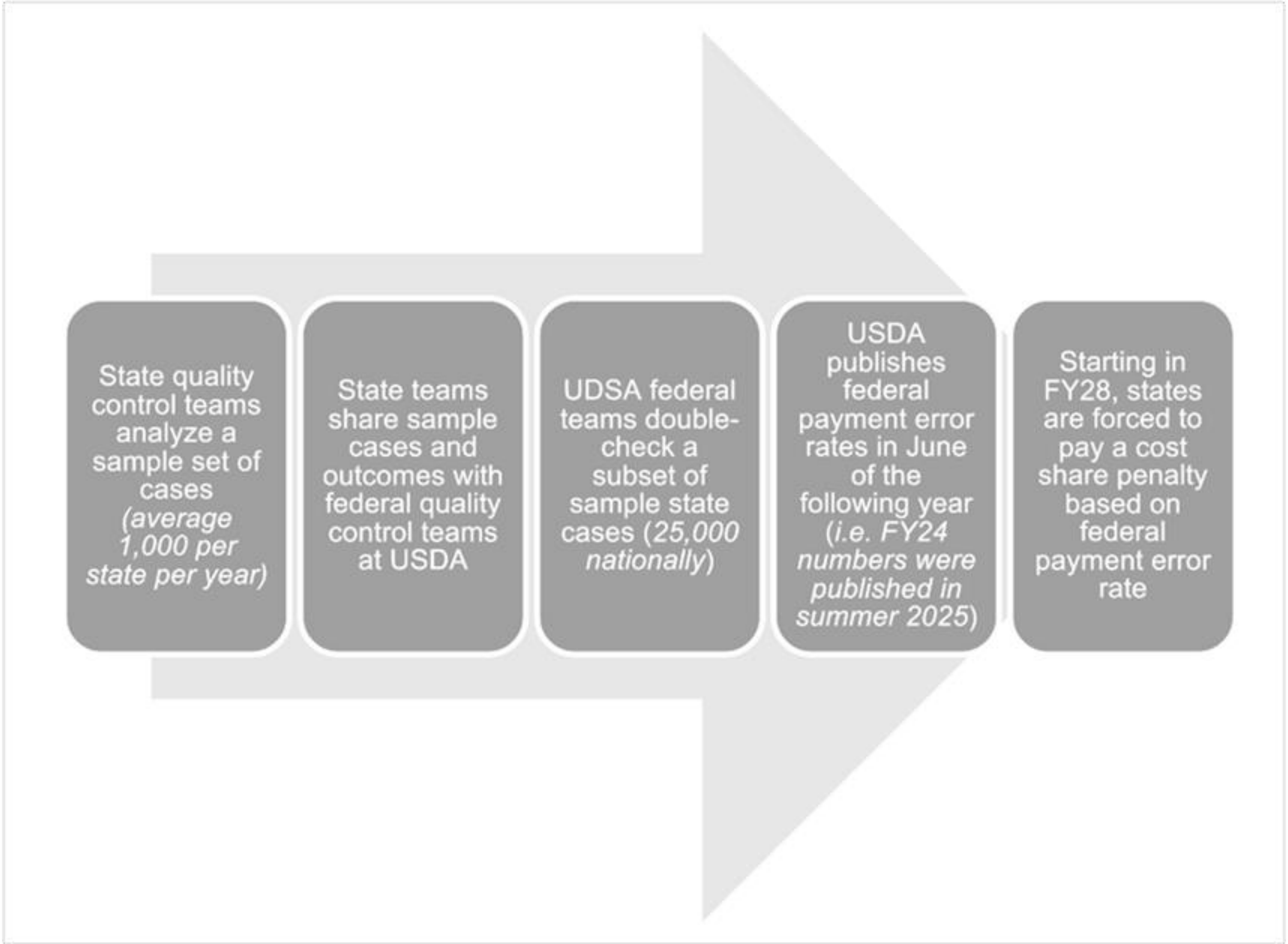
SNAP Quality Control Process



SNAP Benefit Cost-Sharing Timeline

- Year in which error rate is measured

FFY26
10/1/25-9/30/26

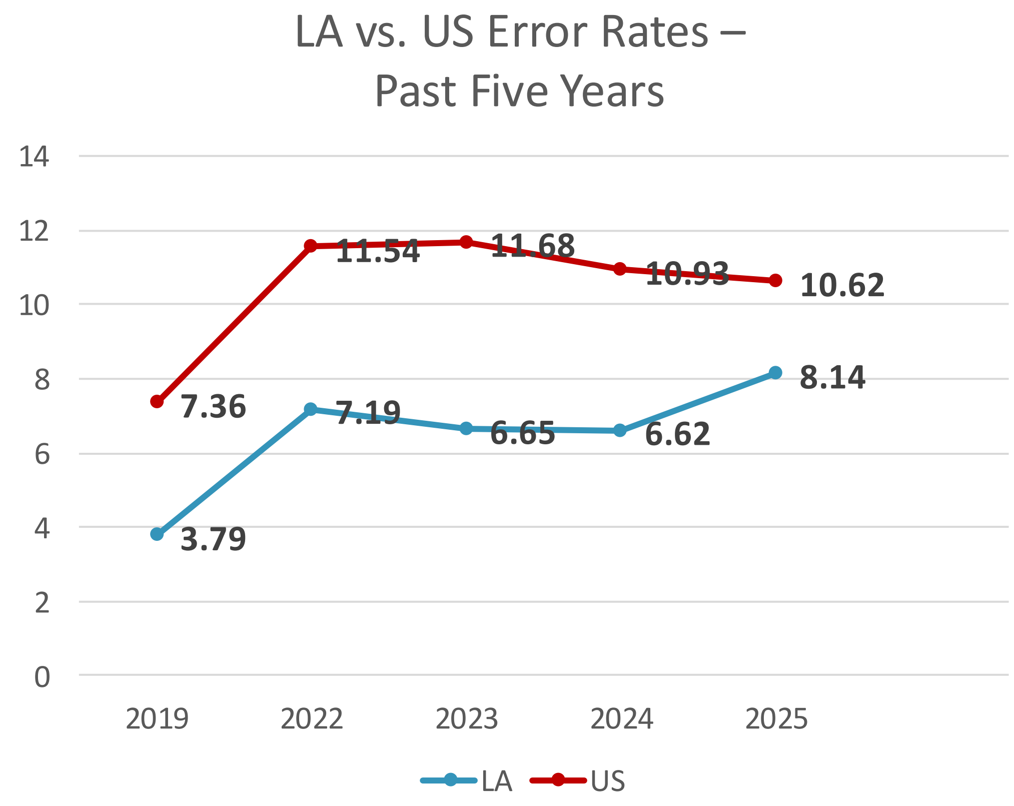
FFY28
(10/1/27-9/30/28)

- Year in which state must pay a portion of the benefits

- State fiscal year affected (9 months)

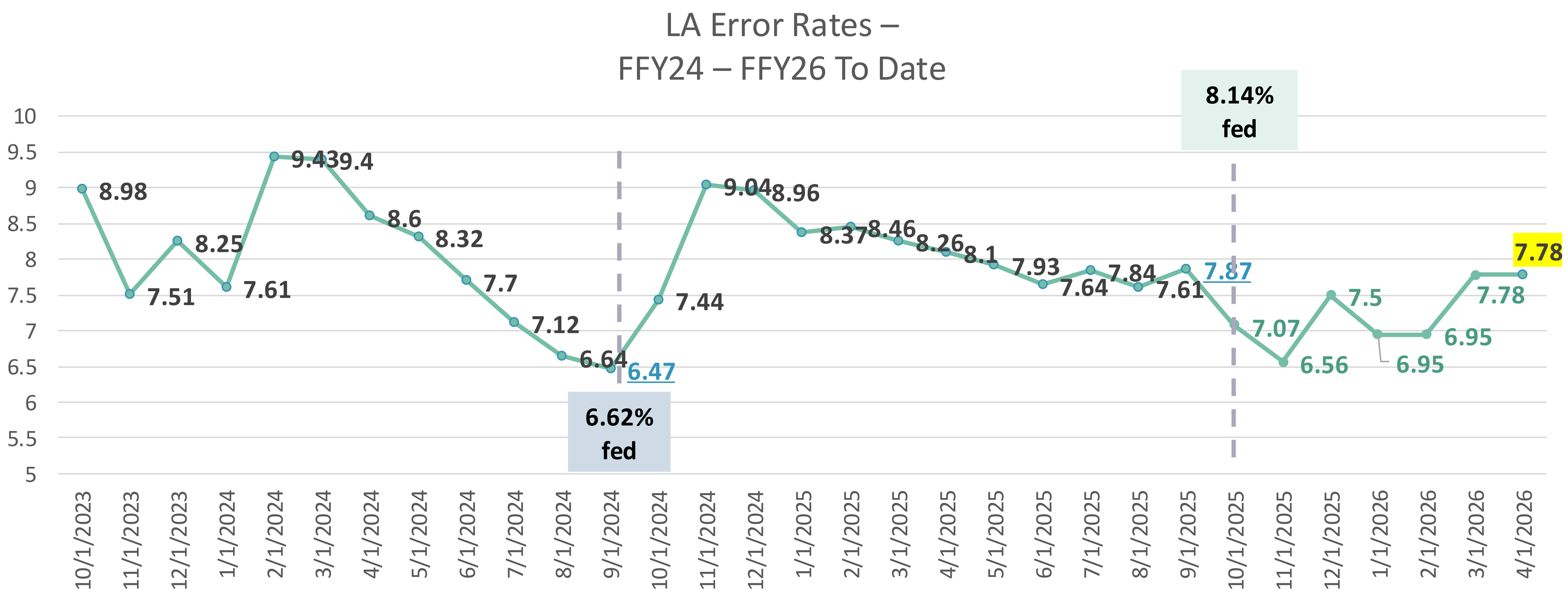
FFY28
10/1/27-9/30/28

How We Compare



Peer State	FY25 Error Rate
Alabama	9.51%
Arkansas	8.81%
Florida	12.97%
Georgia	15.21%
Kentucky	5.34%
Mississippi	9.51%
North Carolina	7.36%
South Carolina	8.80%
Tennessee	9.44%
Texas	9.34%

How We Trend



LA Error Rates –
FFY24 – FFY26 To Date
8.14% fed
6.62% fed
10
9.5
9
8.5
8
7.5
7
6.5
6
5.5
5
8.98
7.51
8.25
7.61
9.43
9.4
8.6
8.32
7.7
7.12
6.64
6.47
7.44
9.04
8.96
8.37
8.46
8.26
8.1
7.93
7.64
7.84
7.61
7.87
7.07
6.56
7.5
6.95
6.95
7.78
7.78
10/1/2023
11/1/2023
12/1/2023
1/1/2024
2/1/2024
3/1/2024
4/1/2024
5/1/2024
6/1/2024
7/1/2024
8/1/2024
9/1/2024
10/1/2024
11/1/2024
12/1/2024
1/1/2025
2/1/2025
3/1/2025
4/1/2025
5/1/2025
6/1/2025
7/1/2025
8/1/2025
9/1/2025
10/1/2025
11/1/2025
12/1/2025
1/1/2026
2/1/2026
3/1/2026
4/1/2026

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Where Are Errors Occurring?

1. Wages & Salaries (39%)
2. Household Composition (17%)
3. Shelter Verification (9%)

Almost half of the FFY25 error cases were due to **client errors** (45%) and **55% were the result of agency errors**.

Client errors include such factors as a failure to report information or changes, incomplete or incorrect information, or information withheld.

What Are Possible Root Causes of Errors Within the Agency's Control?

Staffing Shortages & High Caseloads

200 open positions in the SNAP program, largely in field offices

20% of analysts have been with the agency less than one year

High vacancy rate can be a result of hiring freezes, the end of telework, and market conditions.
High turnover can be a result of high caseload, extra duties, and multiple disasters.

Weakened Review System

A Case Management Review Team had been disbanded and was not in place when the program moved to LDH.

Timeliness is a historic priority, so case reviews by supervisors may occur after certification.

Lack of Key Verification Tools

No electronic verification tools for wages were in place when the unit moved to LDH.

Similarly, no verification of shelter expenses was required for determination.

Highlights of LDH Strategy to Reduce Error Rates

People

Process

Policy

Technology

Aggressive actions began in January 2026.

High Analyst Caseload → Fill Critical Field-Level Vacancies

Hiring 50+ Analysts By July 2026

Inadequate Checks Prior to Authorization → Establish a state Case Management Review Team

CRT in Place, Reviewed 23,000+ Earned Income Cases in Q1

High Analyst Turnover → Refresher Training of All Analysts

In-Person Trainings Conducted Statewide

Lack of Key Verification Tools → Re-establish an Equifax partnership to verify wages

Work Number live in LITE as of 3/12

Individual Performance → Offer a performance pay incentive

33 Received Incentive for Q1

Speed to Determination → Prioritize Payment Accuracy

Removed timeliness from CPM metrics for 2026

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