



Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

Audit Report

The Social Security Administration's Agreement with the Department of Agriculture on Supplemental Nutrition Assistance Program-related Services

012316 June 2025



Office of the Inspector General

SOCIAL SECURITY ADMINISTRATION

MEMORANDUM

Date: June 3, 2025

Refer to: 012316

To: Frank Bisignano
Commissioner

From: Michelle L. Anderson *Michelle L. Anderson*
Assistant Inspector General for Audit

Subject: The Social Security Administration's Agreement with the Department of Agriculture on Supplemental Nutrition Assistance Program-related Services

The attached final report presents the results of the Office of Audit's review. The objective was to determine whether the Social Security Administration complied with its agreement with the Department of Agriculture to perform Supplemental Nutrition Assistance Program-related services.

If you wish to discuss the final report, please contact Mark Searight, Deputy Assistant Inspector General for Audit.

Attachment

The Social Security Administration's Agreement with the Department of Agriculture on Supplemental Nutrition Assistance Program-related Services

012316



June 2025

Office of Audit Report Summary

Objective

The objective was to determine whether the Social Security Administration complied with its agreement with the Department of Agriculture (USDA) to perform Supplemental Nutrition Assistance Program (SNAP)-related services.

Background

SNAP is a Federal program that helps low-income individuals purchase food. SSA accepts SNAP applications and applications to recertify for SNAP benefits from Supplemental Security Income (SSI) applicants and recipients who live in pure SSI households. (A pure SSI household comprises an individual who is applying for, or is receiving, SSI and lives alone or lives in a household where everyone is applying for, or is receiving, SSI.)

A reimbursable agreement (Agreement) between USDA and SSA explains SNAP-related services that SSA must provide. These include informing SSI applicants of their rights to apply for SNAP, financial reporting, conducting a work-measurement study, providing SNAP training, and filing SNAP applications for interested applicants and recipients who live in pure SSI households.

We randomly sampled 125 individuals from 13,506 (from 1 of 20 segments of the SSI records), who had an initial claim and/or a redetermination from October 1, 2018, until September 30, 2022 who should have potentially, applied for SNAP benefits.

Results

SSA complied with 19 of 21 provisions in its Agreement with USDA. For example, SSA properly informed SSI applicants and recipients of the availability of the SNAP program.

However, not all cases we reviewed complied with the Agreement. SSA completed 40 percent of our sample cases appropriately, but 60 percent did not comply with the Agreement. We estimated approximately 162,080 individuals were possibly not offered the option of having their SNAP applications taken by SSA.

Although SSA provided its employees SNAP training (per the Agreement) and sent employees periodic reminders of their SNAP-related responsibilities, SSA employees incorrectly answered questions that led to a SNAP application not being started. For example, SSA employees incorrectly selected:

1. from a drop-down menu that an individual was not part of a pure SSI household when they appeared to be in a pure SSI household, or
2. "No" from a drop-down menu to collect an individual's SNAP information when it seemed they should have selected "Yes".

In both situations, SSA's Consolidated Claims Experience (CCE) application had no alert to warn the SSA employees that these selections from the drop-down menu could possibly be incorrect based on information in other sections of the CCE application.

In 83 percent of the sample cases that were not processed appropriately, the claimant or recipient was the only person listed as living in the household. Therefore, they were in a pure SSI household, and per the Agreement, SSA needed to offer to complete their SNAP application if applicable.

Recommendations

1. Implement a control in CCE to help ensure SSI claimants and recipients are given the option, where appropriate, to file a SNAP application with the SSA office when they are in a pure SSI household.
2. Review the SNAP training material and update, as needed, to emphasize the requirement for SSA employees to correctly record information in CCE.

SSA agreed with our recommendations.

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ABBREVIATIONS

CAP	Combined Application Projects
CCE	Consolidated Claims Experience
FY	Fiscal Year
POMS	Program Operations Manual System
Pub. L. No.	Public Law Number
SNAP	Supplemental Nutrition Assistance Program
SSA	Social Security Administration
SSI	Supplemental Security Income
SSR	Supplemental Security Record
USDA	United States Department of Agriculture

OBJECTIVE

The objective was to determine whether the Social Security Administration (SSA) complied with its agreement with the Department of Agriculture (USDA) to perform Supplemental Nutrition Assistance Program (SNAP)-related services.

BACKGROUND

According to the USDA, “SNAP provides food benefits to low-income families to supplement their grocery budget so they can afford the nutritious food essential to health and well-being.”¹ SSA helps individuals and families complete applications and accepts SNAP applications. SSA also accepts applications to recertify for SNAP benefits from Supplemental Security Income (SSI) applicants and recipients who live in pure SSI households.² SSA and USDA entered into a memorandum of understanding and reimbursable agreement (Agreement)³ that contained 21 provisions with which SSA must comply, see Appendix A. For example, SSA was required to:

- Inform all SSI applicants and recipients who reside in a pure SSI household of their right to apply for SNAP benefits at an SSA or SNAP office.
- Screen all SSI applications upon redetermination for SNAP eligibility or SNAP application status.
- Assist in completing and accepting SNAP applications and recertifications from members of pure SSI households.
- Provide USDA with an agreement that covers the annual Fiscal Year (FY) estimate of costs and the estimated amounts due for the period.
- Consult with USDA before any change in the estimated costs for SNAP work.
- Provide USDA with quarterly reports of actual costs incurred in each FY, including appropriate supporting documentation.
- Train new SSA employees to process SNAP applications and provide regular refresher training for staff.

¹ USDA, SNAP, fns.usda.gov (last checked February 3, 2025).

² SSA administers the SSI program under Title XVI of the *Social Security Act*, 42 U.S.C. § 1381. SSI is a means-tested program that provides a minimum level of income to individuals who are aged, blind, or disabled and meet certain income and resource limits. A pure SSI household comprises of an individual who is applying for, or is receiving, SSI and lives alone or lives in a household where everyone is applying for, or is receiving, SSI. SSA, *POMS*, SI 01801.005 (December 29, 2023). 7 U.S.C. § 2020 (i)(1).

³ For the agreement covering FYs 2018-2022: *Memorandum of Understanding and Reimbursable Agreement Between the United States Department of Agriculture and the Social Security Administration for Services Related to the Supplemental Nutrition Assistance Program* RAUSDA 180001, USDA-SSA, October 5, 2017, Budget, Finance, Quality, and Management. For the agreement covering FYs 2023-2027: *Memorandum of Understanding and Reimbursable Agreement Between the United States Department of Agriculture and the Social Security Administration for Services Related to the Supplemental Nutrition Assistance Program*, RAUSDA 230001, USDA-SSA, November 3, 2022, Budget, Finance, and Management.

During an SSI initial claim or redetermination interview,⁴ SSA staff must ask specific questions to identify the individual's status for SNAP/SNAP recertification and pure SSI household, see Appendix B. Staff notes the responses in SSA's Consolidated Claims Experience (CCE) application;⁵ and, if the individual is not already receiving SNAP or received a recertification notice within the past 30 days and lives in a pure SSI household, staff offers to complete or accept the SNAP application or recertification. Staff should then send the completed application or recertification and supporting documentation to the local SNAP office within the timeframes specified in section III and IV of the Agreement. If the individual refuses to file for SNAP benefits through SSA, staff must document the reason for the refusal.⁶ In FY 2023, SSA employees screened 3.2 million cases for SNAP purposes.⁷

METHODOLOGY

We reviewed the Agreement and related documentation for SNAP. Additionally, we randomly sampled from 1 of the 20 Supplemental Security Record (SSR) segments⁸ to obtain a population of 13,506 individuals who had an initial claim, a redetermination, or both in the period October 1, 2018 through September 30, 2022 who should have potentially had the option to apply for SNAP benefits with the SSA office. We randomly sampled from this population to determine whether SSA handled the cases in accordance with the Agreement. See Appendix C for our methodology and Appendix D for our sampling results.

RESULTS

SSA complied with most of the provisions in its Agreement with USDA, see Appendix A. However, SSA could improve its process in screening all SSI applicants or recipients and offering to assist all members of pure SSI households with completing a SNAP application. Based on our review, we estimated approximately 162,080 individuals did not have their SNAP applications taken by SSA. This could have prevented these individuals from potentially receiving SNAP.⁹

Full Compliance

SSA fully complied with 19 of the 21 provisions, but did not fully comply with 2 provisions in the Agreement. For example, SSA:

⁴ SSA conducts redeterminations, which are reviews of SSI recipients' non-medical eligibility factors, such as income, resources, and living arrangements. SSA, *POMS*, SI 02305.001 A (September 5, 2019).

⁵ SSA uses its CCE application to retain documentation. SSA, *POMS*, GN 00301.286 B and D (January 15, 2025).

⁶ SSA, *POMS*, SI 01801.010 A.2 (June 21, 2024).

⁷ SSA, SNAP Report, Workloads and Costs Incurred, FY 2023, October through September.

⁸ The SSR is a file of all current and previously entitled SSI claimants. The SSR is divided into 20 equal segments that are separated based on the last 2 digits of the SSN. Because each segment contains similar characteristics, the characteristics of 1 segment are deemed to represent all 20 segments.

⁹ We did not contact USDA to determine whether individuals who did not have a SNAP application taken by SSA applied at the local USDA SNAP office.

- Completed a work measurement study to “. . . estimate the average time it takes for the [SSA] claims specialists in the field office to screen for SNAP in order for SSA’s operational component to estimate the total cost for the SNAP related services, which is then later reimbursed by the USDA”.¹⁰ The study found that, in 2023, SSA employees took an average of 1:16 minutes in non-Combined Application Project (CAP) States and 2:10 minutes in CAP States to complete the screening questions.
- Properly informed SSI applicants and recipients of the availability of benefits under SNAP, the availability of a SNAP application at the SSA office, and the ability to file a SNAP application at their local State SNAP agency.
- Provided SNAP application training for new employees and refresher training for SSA regional and field office supervisors and staff, as appropriate.
- Properly recorded quarterly accruals for receivables due from USDA to account for revenue earned during the FY. After each quarter, SSA submitted a bill to USDA and processed an Intragovernmental Payment and Collection action to collect the funds due from USDA. SSA provided USDA with detailed breakdowns of costs as outlined in the Agreement. From FYs 2018 through 2023, SSA employees worked 448 work years¹¹ screening and processing over 20 million records for SNAP purposes at a cost of \$75.8 million.

Partial Compliance

SSA did not fully comply with provisions of the Agreement to (1) screen all SSI applicants and recipients during initial claims and redeterminations and (2) offer to assist all members of pure SSI households with completing a SNAP application. SSA properly screened 50 (40 percent) of the 125 sampled individuals for SNAP purposes. SSA did not properly screen the remaining 75 individuals (60 percent). In 62 (83 percent) of the 75 cases that were not processed appropriately, the claimant or recipient was the only person listed as living in the household. Therefore, they were in a pure SSI household, and per the Agreement, SSA should have offered to complete the SNAP application for the individuals.

Human Error

SSA complied with the Agreement by providing its employees SNAP training and sending employees periodic reminders of their SNAP-related responsibilities. However, SSA employees entered incorrect information in CCE for 72 of the 125 sampled individuals (58 percent). Specifically, SSA employees incorrectly selected:

1. from a drop-down menu that an individual was not part of a pure SSI household when they appeared to be in a pure SSI household, or

¹⁰ SSA, *Estimation of Standard Time Values for the Supplemental Nutrition Assistance Program (SNAP)*, p. 3 (May 10, 2023).

¹¹ A work year is equal to 2,080 working hours.

2. “No” from a drop-down menu to collect an individual’s SNAP information when it seemed they should have selected “Yes”.¹²

In both situations, the CCE application did not have an alert to warn the SSA employees that these selections from the drop-down menu could possibly be incorrect based on information in other sections of the application. Examples follow.

- SSA did not satisfy its SNAP responsibilities for a claimant from Virginia because an SSA employee selected “No” when asked to collect the claimant’s SNAP information in the Benefit Leads screen.¹³ According to the Agreement,¹⁴ SSA employees are required to ask SNAP screening questions during an interview. If the claimant was not interested in applying for SNAP benefits, she could choose not to submit the application after an SSA employee has asked the SNAP questions and recorded the responses, not before. SSA reviewed the case and agreed the SSA employee should have selected “Yes” in the CCE application and asked the claimant the SNAP questions.
- SSA did not offer to take a SNAP application for a claimant from Florida because an SSA employee incorrectly filled out the claimant’s SNAP screening questions. The SNAP screening questions in the CCE application, which are generated after properly completing the Benefit Leads screen, listed the claimant as not being part of a pure SSI household, even though he was. The claimant’s status as living in a pure SSI household was recorded in other parts of the CCE application. When the SSA employee incorrectly entered in CCE that the claimant did not live in a pure SSI household,¹⁵ there was no alert to warn the SSA employee that this conflicted with information in other sections of CCE.

Expected Questions not Populated in Consolidated Claims Experience Application

For the remaining 3 of our 75 sampled individuals whose cases were not processed appropriately, the SNAP questions were not generated after the SSA employee selected “Yes” in CCE to collect this information. We sent the information to SSA, but the Agency could not

¹² Because the SSA employee selected “No” from the drop-down menu, the SNAP questions and application were not generated by CCE.

¹³ SNAP questions are generated after an SSA employee completes the Benefit Leads screen in the CCE application. In the Benefit Leads screen, SSA employees are asked to answer “Yes” or “No” from a drop-down menu to collect a claimant’s SNAP information.

¹⁴ For the agreement covering FYs 2018-2022, see *Memorandum of Understanding and Reimbursable Agreement Between the United States Department of Agriculture and the Social Security Administration for Services Related to the Supplemental Nutrition Assistance Program*, RAUSDA 180001, USDA-SSA, sec. III.A, October 5, 2017, Budget, Finance, Quality, and Management. For the agreement covering FYs 2023-2027, see *Memorandum of Understanding and Reimbursable Agreement Between the United States Department of Agriculture and the Social Security Administration for Services Related to the Supplemental Nutrition Assistance Program*, RAUSDA 230001, USDA-SSA, sec. III.A, November 3, 2022, Budget, Finance, and Management.

¹⁵ On the application screen, the SSA employee wrote a note that the claimant was living in a pure SSI household, but they incorrectly selected “No” in the “All household members applying for are receiving SSI” field, when they should have selected “Yes” (The note was entered in the “Remarks” field in CCE. CCE does not check information written in the remarks field against the information entered/selected as part of the application. Of the 75 sample cases that were not processed appropriately, 10 included information in the remarks field). Because the claimant lived in a pure SSI household, he was eligible to have SSA take his SNAP application.

explain why the SNAP-related questions were not generated. SSA tried to recreate these errors but was unable to.

For example, a claimant from California requested his SNAP information be recorded. The SSA employee correctly entered “Yes” to collect SNAP information in the Benefit Leads screen, but the SNAP questions were not generated. Because the questions were not generated in CCE, SSA did not comply with the Agreement to (a) screen this SSI claimant and, if appropriate, (b) assist with completing a SNAP application.

CONCLUSION

SSA’s partial compliance with two provisions in the USDA Agreement for SNAP-related services may have adversely affected an estimated 162,080 SSI claimants or recipients. When SSA employees do not offer to help complete SNAP applications for SSI applicants and recipients who live in a pure SSI household, it is possible that they hinder these individuals from accessing nutritious food essential to their health and well-being.

RECOMMENDATION

1. Implement a control in CCE to help ensure SSI claimants and recipients are given the option, where appropriate, to file a SNAP application with the SSA office when they are in a pure SSI household.
2. Review the SNAP training material and update, as needed, to emphasize the requirement for SSA employees to correctly record information in CCE.

AGENCY COMMENTS

SSA agreed with our recommendations; see Appendix E.

APPENDICES

Appendix A – AGREEMENT COMPLIANCE MATRIX

The Social Security Administration (SSA) generally complied with the provisions found in Table A–1 related to the United States Department of Agriculture’s (USDA) Supplemental Nutrition Assistance Program (SNAP).¹

Table A–1: Social Security Administration’s Responsibilities under the Agreement with the United States Department of Agriculture for SNAP-related Services

#	Requirement under Section IV.A of the SSA-USDA Agreement for SNAP-related Services	Compliant
1	<p>SSA will inform all Supplemental Security Income (SSI) applicants and recipients residing in households consisting only of SSI applicants and recipients (i.e., pure SSI households) of:</p> <ul style="list-style-type: none"> • their right to apply for SNAP benefits at the SSA office without going to the State SNAP agency and • their right to apply with the applicable State SNAP agency if they choose to do so. <p>(FY 2018 and FY 2023 Agreement subsection 1)</p>	Yes
2	<p>SSA will screen all SSI applicants and recipients upon redetermination for SNAP eligibility or SNAP-application status.</p> <p>(FY 2018 and FY 2023 Agreement subsection 2)</p>	Yes
3	<p>SSA will assist in completing and accept SNAP applications from members of pure SSI households. Unless a standard Combined Application Project (CAP) applies to the State, SSA will use the State’s SNAP application form, or electronic equivalent, when applicable.</p> <p>A. Paper SNAP applications: If SSA completes a paper SNAP application during a telephone interview, SSA will mail the SNAP application to the claimant for signature for return to the SSA office or directly to the State SNAP agency. Within one working day after receipt of a signed paper application, SSA will forward the application to the appropriate State agency administering SNAP.</p> <p>B. Electronic SNAP applications: If SSA has an agreed upon electronic process in place with a particular State and the applicant consents to using the State’s electronic process, SSA will offer to complete a SNAP application from a member of a pure SSI household and submit it to the State electronically the same day it is completed.</p> <p>(FY 2018 and FY 2023 Agreement subsection 3)²</p>	Partial

¹ Memorandum of Understanding and Reimbursable Agreement Between the United States Department of Agriculture and the Social Security Administration for Services Related to the Supplemental Nutrition Assistance Program (RAUSDA 180001 covered FYs 2018-2022 and RAUSDA 230001 covered FYs 2023-2027).

² The current FY 2023 Agreement added sections 3A and 3B.

#	Requirement under Section IV.A of the SSA-USDA Agreement for SNAP-related Services	Compliant
4	SSA will prescreen all SNAP applications for entitlement to expedited service on the day the application is received at the SSA office. If the applicant appears to be entitled to expedited service, will write "Expedited Processing" on the first page of the SNAP application. SSA will inform SNAP applicants who appear to meet the criteria for expedited service that benefits may be issued a few days sooner if they apply directly at the SNAP office. Alternatively, an applicant may get an application from SSA and take it to the SNAP office for screening an interview. (FY 2018 and FY 2023 Agreement subsection 4)	Yes
5	If SSA takes an SSI application or conducts an SSI redetermination on the telephone from a member of a pure SSI household, SSA will complete a SNAP application during the telephone interview. In these cases, SSA will mail the SNAP application to the claimant for signature for return to the SSA office or to the State agency. SSA will then forward any SNAP applications it receives to the State agency. (FY 2018 and FY 2023 Agreement subsection 5)	Partial
6	If an applicant completes a limited SSI application online, SSA may defer its responsibilities under this Agreement - such as those associated with possibly taking, helping to complete, and/or forwarding SNAP applications - until it has live contact, in person or by telephone, with the applicant. (FY 2018 and FY 2023 Agreement subsection 6)	Yes
7	SSA will review the list provided by USDA of SNAP State agencies that allow telephonic applications. To the extent feasible, by the start of FY 25, SSA will work with USDA and up to 5 State agencies where use of an electronic process as described in Paragraph IV.A.8 below is not feasible, to develop and implement a mutually agreeable process, under which SSA will assist SNAP applicants over the phone utilizing SSA's attestation process as described in [Social Security Ruling] SSR 04-1p (as needed) and submit the application to the applicable SNAP State agency. (FY 2023 Agreement subsection 7)	Yes
8	SSA will review the list of States interested in moving toward an electronic process for joint processing of SNAP applications and work with USDA and the State agencies to develop a mutually agreeable electronic process (e.g., online application) and a timeline for implementation of the process with up to 5 pilot State SNAP agencies. The timeline should reflect that, to the extent feasible, the new joint application process will be implemented by the start of FY 25. (FY 2023 Agreement subsection 8)	Yes
9	SSA will inform SSI recipients redetermined for SSI by mail of their right to file a SNAP application at the SSA office (if they are part of a pure SSI household) or at their local SNAP office and of their right to an out-of-office SNAP interview to be performed by the State agency if they are unable to appoint an authorized representative. (FY 2018 subsection 7 and FY 2023 Agreement subsection 9)	Yes
10	SSA will inform applicants for and recipients of social security benefits residing in households where not all members are applying for or receiving SSI of the availability of benefits under SNAP, the availability of a SNAP application at the SSA office, and the ability to file a SNAP application at their local State SNAP agency. (FY 2018 subsection 8 and FY 2023 Agreement subsection 10)	Yes

#	Requirement under Section IV.A of the SSA-USDA Agreement for SNAP-related Services	Compliant
11	SSA will provide information supplied by State agencies to households screened and processed by SSA. (FY 2018 subsection 9 and FY 2023 Agreement subsection 11)	Yes
12	In accordance with SSA's legal authority, SSA will provide State agencies SSA Privacy Act-protected information to administer SNAP under the terms and conditions set forth in a Computer Matching and Privacy Protection Act Agreement and Information Exchange Agreement. (FY 2018 subsection 10 and FY 2023 Agreement subsection 12)	Yes
13	For each Fiscal Year that this Agreement is in effect, SSA will provide to USDA United States Government General Terms and Conditions (FS Form 7600A), which contains the annual FY estimate of costs and the estimated amounts due for the period covered by the FS Form 7600A as well as any other terms and conditions. ³ In addition to the FS Form 7600A, SSA will provide to USDA United States Order Form (FS Form 7600B), which identifies the specific Requesting Agency requirements and identifies the roles and responsibilities for both trading partners to ensure effective management of the Order and use of the related funds. Both parties must sign the FS Form 7600A and FS Form 7600B before the commencement of any service provided by SSA for that FY. (FY 2018 subsection 11 and FY 2023 Agreement subsection 13)	Yes
14	SSA will consult with USDA prior to any change in the estimated costs for SNAP work. If at any time SSA determines that actual costs will exceed the estimated cost as stated on the FS Form 7600A and FS Form 7600B, the SSA Project Coordinator must initiate an amended FS Form 7600A and FS Form 7600B reflecting the increase and obtain USDA agreement for the new estimated cost or terminate the project to prevent SSA from having to absorb the cost over-runs. (FY 2018 subsection 12 and FY 2023 Agreement subsection 14)	Yes
15	SSA will provide to USDA quarterly reports of actual costs incurred in each fiscal year, including appropriate supporting documentation. In addition to the quarterly reports, for all cases screened by SSA, the agency will provide USDA data reflecting the responses SSA receives to the SNAP screening questions. Data will be provided in aggregate and by State and include the following: <ul style="list-style-type: none"> • SNAP status (currently receiving, filed within the past 60 days, never worked, etc.). • Whether the SSI applicant or recipient received a SNAP recertification notice within the past 30 days. • Whether all household members are applying for or receiving SSI. • Whether the SSI applicant or recipient would like SSA to take a SNAP application for them today. No less than annually, SSA will provide to USDA data by State on the number of SSI applications and redeterminations completed in-person and by telephone. SSA will make available such other reports as are mutually agreed upon. (FY 2018 subsection 13 and FY 2023 Agreement subsection 15) ⁴	Yes

³ The FY 2018 Agreement used FS SSA 1235 form which was replaced in FY 2023 to FS Form 7600 A and FS Form 7600 B.

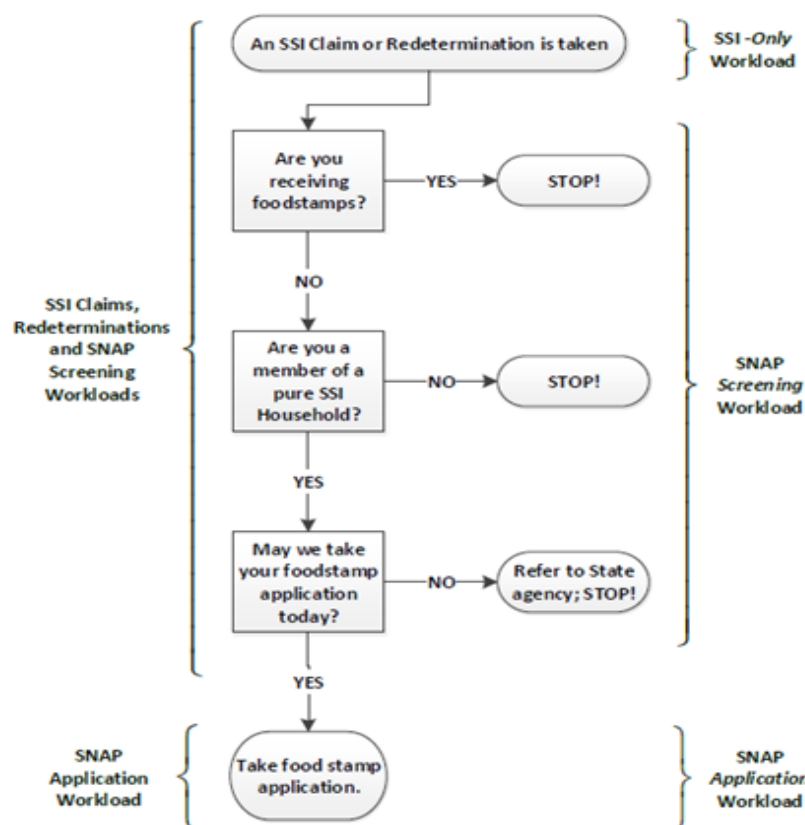
⁴ The current FY 2023 Agreement added the bullet points to the subsection.

#	Requirement under Section IV.A of the SSA-USDA Agreement for SNAP-related Services	Compliant
16	<p>SSA will conduct a special work measurement study during the first half of FY 23 and provide USDA with updated standard time values for SSI screening and CAP cases. SSA will conduct the study consistent with practices that provide for a statistically significant result by ensuring the size of the survey population and number of respondents is large enough to represent the population. The report will include the process and methodology on where and how data were obtained and will help SSA and USDA identify the standard time values for SSI screening and standard CAP cases for estimating the cost reimbursement for these services. The work measurement study conducted in FY 23 will be the only study conducted during the life of this Agreement, unless substantive policy or procedural changes are made, either by USDA or SSA. In such case, studies may be conducted at other times, as mutually agreed upon.</p> <p>(FY 2018 subsection 14 and FY 2023 Agreement subsection 16)</p>	Yes
17	<p>If the parties to this Agreement mutually agree, SSA will conduct studies other than those described in Paragraph 16, as requested by USDA.</p> <p>(FY 2018 subsection 15 and FY 2023 Agreement subsection 17)</p>	Yes
18	<p>SSA will ensure that processing of SNAP applications is provided as a part of new SSA employee training and will conduct regular refresher training for SSA regional and field office supervisors and staff, as appropriate.</p> <p>(FY 2018 subsection 16 and FY 2023 Agreement subsection 18)</p>	Yes
19	<p>With the approval of SSA, USDA and State agencies on a regular or as-needed basis will perform scheduled regional office and field office site reviews to assess the SNAP application process and to ensure that this Agreement is being implemented properly and that appropriate work is being performed on behalf of USDA.</p> <p>(FY 2018 subsection 17 and FY 2023 Agreement subsection 19)</p>	Yes
20	<p>SSA will review the online protective filing tool to identify opportunities to include information about SNAP.</p> <p>(FY 2023 Agreement subsection 20)</p>	Yes
21	<p>SSA will provide USDA with contact information for the SSA regional offices that should serve as the point of contact for each SNAP State agency. SSA will provide updated information no less than annually.</p> <p>(FY 2023 Agreement subsection 21)</p>	Yes

Appendix B – SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM PROCESSING FLOWCHART USED BY SOCIAL SECURITY ADMINISTRATION EMPLOYEES

Figure B–1 is a flowchart that outlines steps related to the Supplemental Nutrition Assistance Program (SNAP) that Social Security Administration (SSA) employees perform when they take a Supplemental Security Income (SSI) application or conduct an SSI redetermination.¹

Figure B–1: Flowchart of Screening an Application for SNAP



Source: SSA

¹ SSA conducts redeterminations, which are reviews of SSI recipients' non-medical eligibility factors, such as income, resources, and living arrangements. SSA, *POMS*, SI 02305.001 A (September 5, 2019).

Appendix C – SCOPE AND METHODOLOGY

To conduct our review, we:

- Reviewed the Agreement between the United States Department of Agriculture (USDA) and Social Security Administration (SSA) that covered Fiscal Years (FY) 2018 through 2022 and the updated Agreement for FYs 2023-2027.
- Compared the Agreement that was in effect during FYs 2018 through 2022 to the Agreement that covered FY 2023 and potentially the next 4 years to identify any changes.
- Reviewed applicable laws and regulations and SSA policies and procedures, related to the Supplemental Nutrition Assistance Program (SNAP).
- Randomly selected 1 of the 20 Supplemental Security Record (SSR) segments.
- Identified a population of 13,506 individuals, from the 1 segment, who had an initial claim, a redetermination, or both during the period October 1, 2018 through September 30, 2022 who should have potentially had the option to apply for SNAP benefits with the SSA office.
- Summarized the data by state, region, and field office to identify any anomalies. Different states may have different policies and procedures for processing SNAP application.¹
- Reviewed a random sample of cases from the population we identified, including SSR and Consolidated Claims Experience (CCE) data and determined whether the SNAP screen indicated SSA took a SNAP application.
- Determined why the CCE indicated a SNAP application was not taken and reviewed the case to determine whether the reason was documented in the application, as required.
- Determined whether SSA had a process in place to document when SSA sent applications to USDA.
- Obtained information from SSA's subject-matter experts about the process of taking SNAP applications, best practices, and variations in practices in different states.
- Reviewed quarterly reports provided to USDA of actual costs incurred in each FY (FYs 2018-2024), including supporting documentation.
- Reviewed documents related to the agreements covering reimbursable services SSA provided to USDA with estimated annual FY costs.
- Determined whether SSA received reimbursements from USDA in a timely manner for FYs 2018-2023.
- Reviewed the special work measurement studies that provide USDA with the standard time values for cases.
- Inquired about any special studies related to SNAP.

¹ The Agreement described how SSA participated in Combined Application Projects (CAP) with certain states. CAP tests streamlined procedures for providing SNAP benefits to certain SSI recipients and uses increased automation, simplified calculations of allotments, and information already provided to the states via the automated State Data Exchange system. There are two types of CAPs: a standard CAP that includes simplified joint processing and a modified CAP that does not require coordination with SSA.

- Reviewed training material related to SNAP that was used by SSA.
- Surveyed field office managers regarding SNAP.

For the population we identified, we performed data reliability testing that included reviewing records from initial claim and redetermination files and matching information in the files such as claimants' names, dates of birth, and food stamp fields to the SSRs. Additionally, we tested the application dates in our SNAP application file and redetermination dates in our SNAP redetermination file to ensure these dates were from October 1, 2018, through September 30, 2022. Based on our data reliability testing, the data were reliable to meet our objective.

We assessed the significance of internal controls necessary to satisfy the audit objective. This included an assessment of the five internal control components, including control environment, risk assessment, control activities, information and communication, and monitoring. In addition, we reviewed the principles of internal controls associated with the audit objective. We identified the following components and principles as significant to the audit objective.

- Component 1: Control Environment
 - Principle 5: Enforce Accountability
- Component 3: Control Activities
 - Principle 10: Design Control Activities
- Component 4: Information and Communication
 - Principle 13: Use Quality Information

The principal entities audited were the Offices of Operations and the Chief Information Officer. We conducted our review from July 2024 through February 2025. We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

Appendix D – SAMPLING METHODOLOGY AND RESULTS

Sampling Methodology

We randomly selected 1 of the 20 Supplemental Security Record (SSR) segments and obtained a population of individuals who should have potentially been provided the opportunity to apply for Supplemental Nutrition Assistance Program (SNAP) benefits. We randomly sampled 125 from the 13,506 individuals in the 1 segment who had an initial claim, a redetermination, or both during the period October 1, 2018, through September 30, 2022. For each sampled individual, we reviewed the SSR and Consolidated Claims Experience data and determined whether the SNAP screen indicated SSA took a SNAP application.

Each sample item had an equal chance of being selected throughout the sampling process, and the selection of one item had no impact on the selection of other items. Therefore, we were guaranteed to choose a sample that represented the sampling frame, absent human biases, and ensured statistically valid conclusions and projections, for the entire sampling frame under review. Our sampling approach for this review ensures our reported projections are statistically sound and defensible. Results of our review are found in the tables below.

Table D–1: Sample Descriptions, Population, and Sample

Sample Description	Population for 1 Segment	Estimated Total Population (Population x 20 Segments) ¹	Sample
Individuals who should have potentially been provided the opportunity to apply for SNAP	13,506	270,120	125

Table D–2: Sample Results

Error Type	Number of Cases
Human Error	72
Expected Questions not Populated in the Consolidated Claims Experience Application	3
No Errors	50
Total	125

¹ The SSR is a file of all current and previously entitled SSI claimants and recipients. The SSR is divided into 20 equal segments that are separated based on the last 2 digits of the Social Security number. One segment represents 5 percent of the total population. Because each segment contains similar characteristics, the characteristics of 1 segment are representative of all 20 segments.

Table D–3: Statistical Projection of Claimants and Recipients Where SSA did not Follow Agreement for SNAP Related Services

Description	Recipients
Sample Results	75
Point Estimate for 1 Segment	8,104
Projection – Lower Limit for 1 Segment	7,065
Projection – Upper Limit for 1 Segment	9,094
Estimated Total (Point Estimate x 20 Segments)	162,080

Note: All projections are at the 90-percent confidence level.

Appendix E – AGENCY COMMENTS



SOCIAL SECURITY Office of the Commissioner

MEMORANDUM

Date: May 20, 2025

Refer To: TQA-1

To: Michelle L. Anderson
Inspector General

From: Chad Poist
Chief of Staff

Subject: Office of the Inspector General Draft Report, “The Social Security Administration’s Agreement with the Department of Agriculture on Supplemental Nutrition Assistance Program-related Services” (012316) -- INFORMATION

Thank you for the opportunity to review the draft report. We agree with the recommendations.

Please let me know if I can be of further assistance. You may direct staff inquiries to Amy Gao, Director of our Audit Liaison Staff, at (410) 966-1711.

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