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DHS Awarded Bonus for Food Assistance Performance Iowa Ranks 3rd in Nation on Certain Measures

(Des Moines, Iowa) – The Iowa Department of Human Services has been awarded a bonus of more than \$850,000 from the federal government for its performance under the Food Assistance program, including ranking third in the nation on certain case-related measures.

Iowa will receive \$856,340 from the U.S. Department of Agriculture’s Food and Nutrition Service for achieving a low case and procedural error rate under the Supplemental Nutrition Assistance Program, or SNAP. This rate measures the accuracy of a state’s action in denying a Food Assistance application or terminating benefits, and the agency’s timeliness of that negative action and adherence to procedure in notifying the client.

“Our procedural error rate was three times lower than the national average, and was cut nearly in half from the previous year,” said DHS’s Wendy Rickman, who administers the SNAP program in Iowa. “This bonus and 3rd-in-the-nation ranking shows our agency is creating a more efficient program and improving customer service by clearly explaining and accurately imposing our actions.”

Iowa’s procedural error rate dropped to 8.36 percent in SFY13. The federally-awarded bonus payment will be used for SNAP-related expenses such as investments in technology, improvements in administration and actions to prevent fraud, waste and abuse.

“Our quality performance is paying off and these dollars will be reinvested in further improvements and program integrity efforts,” Rickman said.

Please visit our website at <http://dhs.iowa.gov/> for more information.

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