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DHS Awarded Bonus for Food Assistance Performance *Iowa Ranks 4th in Nation on Certain Measures*

(Des Moines, Iowa) – The Iowa Department of Human Services has been awarded a bonus of more than \$425,000 from the federal government for its performance administering the Food Assistance program.

Iowa will receive \$427,057 from the U.S. Department of Agriculture's Food and Nutrition Service for ranking fourth in the nation for the "case and procedural" error rate under the Supplemental Nutrition Assistance Program, or SNAP. This rate measures the accuracy and timeliness of the department's action in denying a Food Assistance application or terminating benefits, and adherence to procedure in notifying the client.

"Our procedural error rate was about three times lower than the national average," said DHS's Wendy Rickman, who administers the SNAP program in Iowa. "This bonus and 4th-in-the-nation ranking shows our agency is administering an efficient program and improving customer service by accurately imposing and clearly explaining negative actions."

Iowa's procedural error rate was 9.30 percent in FY14, compared to the national average of 26.30 percent. The federally-awarded bonus payment will be used for SNAP-related expenses such as actions to prevent fraud, waste and abuse and investments in technology to improve administration.

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

For more information contact Amy McCoy at amccoy@dhs.state.ia.us or 515-281-4848.