



Ohio Administrative Code

Rule 5101:9-32-01 County SNAP payment error review process.

Effective: April 5, 2026

In accordance with section 5101.546 of the Revised Code, the Ohio department of job and family services (ODJFS) is to develop a methodology and technical system to determine supplemental nutritional assistance program (SNAP) payment error rates per county. This rule and its supplemental rule describe the methodology for determining a county agency's payment error rate and administrative standards county agencies will follow to ensure compliance with the SNAP rules for determining eligibility and benefit amounts.

(A) How is a county agency's payment error rate calculated?

- (1) ODJFS will establish the monthly number of cases to be reviewed by each county agency. The number will be published in a food assistance change transmittal letter available on the ODJFS website. Each month, ODJFS will select a random sample of cases from a county's caseload for review by the county agency. The random sample of cases reviewed by the county agency will form the basis of its payment error rate.
- (2) The county agency will conduct its review consistent with the mandates of this rule and its supplemental rule, as well as any guidance provided by ODJFS. Once complete, case review results are transmitted to ODJFS; and ODJFS may then complete a secondary review of the results.
- (3) The county's payment error rate is calculated by dividing the total amount of benefits determined to have been issued in error in the county-reviewed cases, by the total amount of SNAP benefits issued for those county-reviewed cases.
 - (a) The amount of benefits issued in error is the difference between the benefits that were authorized for the review month and the benefits that should have been authorized for the review month. This includes both overissuances (when the assistance group received more than it was entitled to receive) and underissuances (when the assistance group received less than it was entitled to receive).
 - (b) Errors below the annual threshold published by the food and nutrition service (FNS), within the United States department of agriculture, must be reported to ODJFS, but are not included in the rate calculation, unless the assistance group was completely ineligible for SNAP. In that case, the full amount is counted as an error regardless of the dollar value.

For federal fiscal year (FFY) 2026, the threshold is fifty-eight dollars. Beginning in FFY 2027, the rate will be published in a food assistance change transmittal letter.



5101:9-32-01

2

(B) What are the administrative standards that are to be followed when determining a county agency's payment error rate?

Each county agency will:

(1) Designate one or more individuals as a county payment error rate reviewer who is permitted to conduct and certify the results of case reviews on behalf of the county agency.

The reviewer will:

(a) Not be the individual who took an eligibility action on the case assigned for review. When staffing limitations prohibit such an assignment, the county agency shall ensure at least one other individual agrees with the results of the review prior to the results being certified to ODJFS.

(b) Have undergone training provided by ODJFS before conducting a review;

(c) Be authorized by the director or administrator of the county agency to submit and certify the results of a review to ODJFS; and

(d) On no less than a quarterly basis, provide the county agency director or administrator with updates on the county's payment error rate.

(2) Utilize the county payment error review system as directed by ODJFS, including making timely requests to provision and remove system access.

(3) When a case is found to be in error (regardless of amount), initiate either the restoration or claims processes described in Chapter 5101:4-8 of the Administrative Code.

(C) What county will be responsible for an error when the case has been transferred between counties?

(1) The county agency whose eligibility worker (EW) last saved and accepted (or should have saved and accepted) an eligibility determination and benefit calculation (EDBC) result in the Ohio benefits integrated eligibility system is responsible for the error. This is true regardless of why or when EDBC was last saved or accepted. In order to prevent itself from inheriting errors committed by other counties, it is critical that county agencies establish internal controls for thoroughly reviewing the case record when a case is transferred into the county pursuant to rule 5101:4-7-01.1 of the Administrative Code.



5101:9-32-01

3

- (2) ODJFS will provide the results of the review to that county within seven calendar days of certification of the results. The county found to be responsible will have fourteen calendar days to notify ODJFS if it either accepts responsibility for the error or request reconsideration by ODJFS.

(D) When will a county agency complete a corrective action plan?

Each county should maintain a county payment error rate below six per cent and is to administer the SNAP program consistent with federal and state laws and regulations.

- (1) On a quarterly basis, any county agency with a cumulative county error rate at or above six per cent for the FFY will enter into a corrective action plan and will have to update the plan quarterly.
- (2) ODJFS may mandate that a county agency enter into a corrective action plan when it finds that a county agency's reported results are not consistent with statewide trends in types or amounts of reported errors or the county agency is found to be applying policy in a manner that is not consistent with federal and state laws and regulations. At the discretion of the director, corrective action may include, but is not limited to:
 - (a) Mandatory training (asynchronous, virtual or in-person) for county agency staff;
 - (b) Mandatory root cause analysis for each deficiency and a plan of action for reducing errors;
 - (c) Ongoing engagement with ODJFS technical assistance staff, which may include on-site observation and independent case reviews.