

**Date Issued:** 5/15/2025

**Transmittal #:** OEP-PT-25-016

**Subject/Topic:** SNAP Data Checks in ONE

**Primary Audience:**  Eligibility  Leadership  
 Family Coach  LTSS Case Management  
 Support  Other:

**Effective Date:** 5/15/2025

**Transmittal Type:** Policy

**Impacted Area(s):**  New/Updated Policy/Rule  Policy Clarification  
 Reference Materials  ONE System update  
 Other:

**Reference Material(s):** N/A

### Updated information below

When processing a RFI for a pended application that had an interview prior to 05/15/2025, if a conflict is prompted, resolve the conflict with a case note from the SNAP Data Conflict Summary screen. Case note: 'RFI was processed and clarification not available'.

Applications with an interview date on 5/15/25 and forward, follow guidance in the [SNAP Data Checks](#) Eligibility Guide.

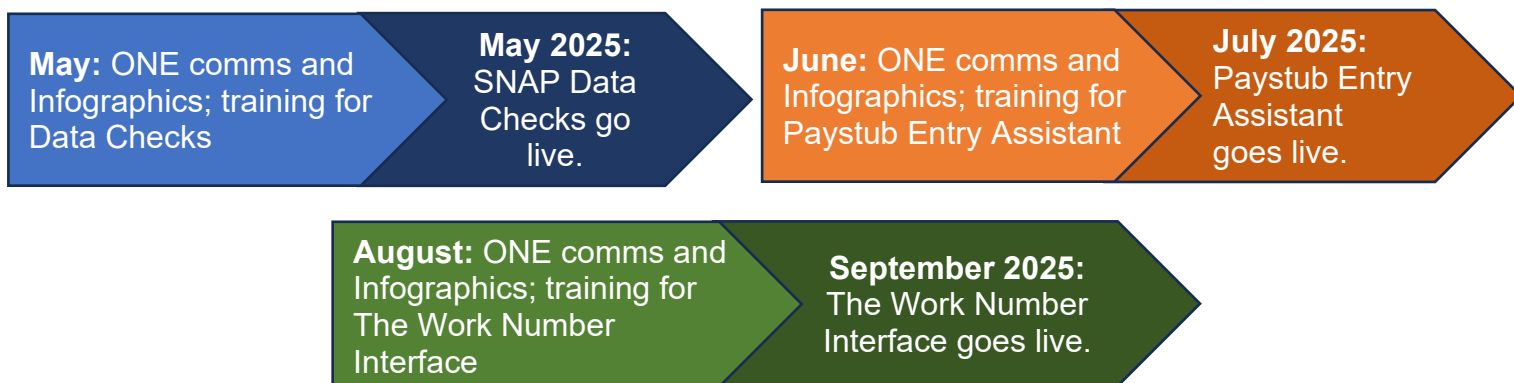
### Summary:

Oregon received a financial penalty from the Food and Nutrition Service (FNS) due to inaccurate benefit issuances during Federal Fiscal Year 2023 (FFY 2023). In response, Oregon chose to invest half of the penalty to improve accuracy. Three of the investments include new enhancements in ONE that will make it easy to spot and address potential discrepancies before they could turn into overpayments and Quality Control (QC) errors. These are long-term, permanent changes in ONE.

The new investments include:

- 1: May 2025 SNAP Data Checks:** On-screen reminders will highlight potential discrepancies to correct. The data checks apply to the SNAP program only.
- 2: July 2025 Pay Stub Entry Assistant:** Paystub information provided through the ONE Online Portal will be automatically imported into ONE, supporting accurate data entry, and reducing the time it takes to process applications and act on changes. This tool will be available for all programs.
- 3: September 2025 The Work Number Interface:** is being added to ONE to help reduce accuracy errors related to manual entry. The interface will be available for use by all programs.

### Implementation Timeline:

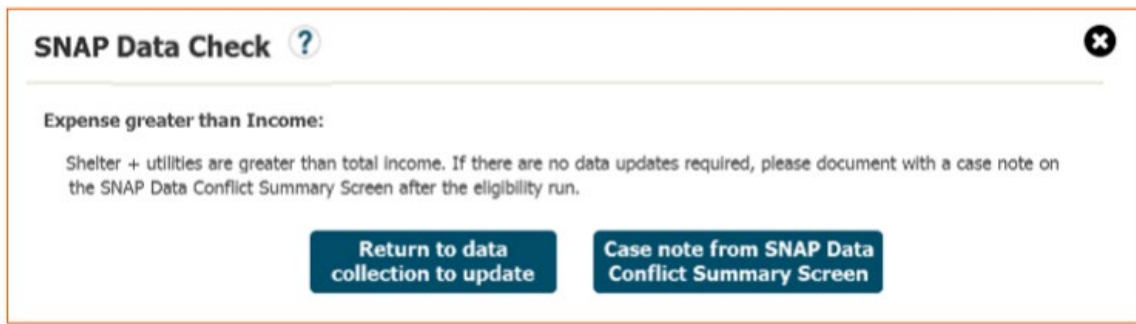


This transmittal covers change one in more detail below. Separate transmittals will be released for the additional two changes closer to launch.

### Details for Change One: SNAP Data Checks

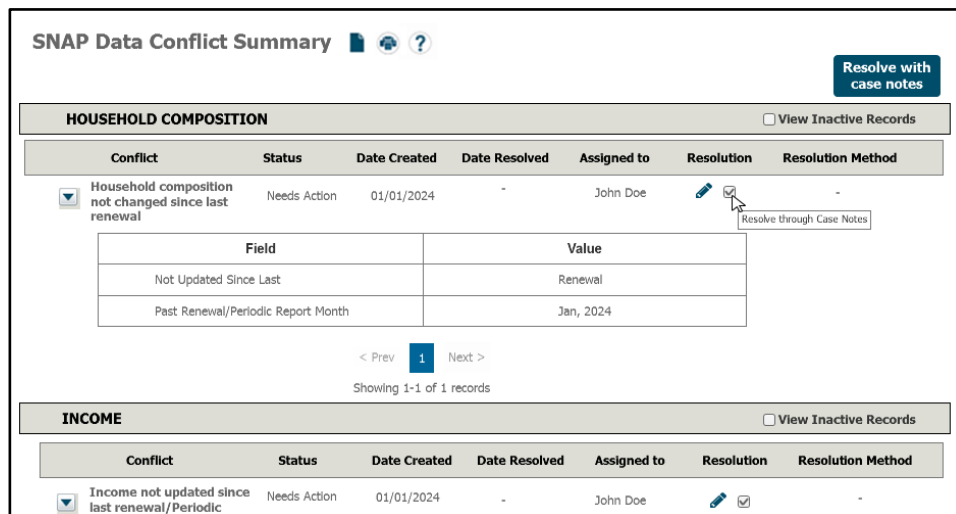
To help with real time error prevention for the top three SNAP error trend areas there will be new on-screen pop-ups in Worker Portal. Similarly, in the ONE Online Portal, banners will appear as reminders if there are potential errors arising out of conflicts with data being entered in screens.

**SNAP Data Checks** in Worker Portal can be resolved 'in the moment' by selecting a button that returns the worker to the appropriate data collection screen to resolve. These pop-ups are not a hard stop. See example below:



If the discrepancy is not resolved ‘in the moment’ in data collection, eligibility staff will have another opportunity to address it on a new screen called the **SNAP Data Conflict Summary** where case note prompts will be available for staff to edit as needed.

This screen will assist with accuracy by identifying common areas in ONE data collection that may lead to an error. It is not intended to cite errors. Staff will be unable to authorize SNAP until all conflicts on the screen are resolved either in data collection or in case notes. See example below:



**SNAP Data Checks will address the following discrepancies that resulted in high error rates during FFY 2023:**

- Expenses greater than income
- Reviewing shelter and utility expenses upon physical address update
- Updating when the individual paying shelter or utility costs is removed from the household
- Reviewing expenses during renewal
- Checking income not updated since the last renewal/periodic report
- Reviewing income not consistent with SSA interfaces
- Reviewing income pay frequency

- Reviewing household composition when a newborn added to a one-parent household
- Reviewing household composition if not changed since the last renewal
- Checking for missing signature

Both leadership and eligibility staff will have access to metrics with the addition of a **SNAP Data Conflict Insights Dashboard** to their homepage and be provided training on how to interpret the data shown.

## **Communication and Training Plan**

These changes were communicated at Line and Program Manager meetings in April 2025. An overview was provided in the [Lead Engagement meeting](#) on April 17 and a ONE Communication email went out on [this topic](#) in the ONE Weekly Update for April 29. SNAP Data Checks were also presented in the May 6, 2025 SNAP Chat.

**There will be separate trainings for branch managers, lead workers and eligibility staff** on all three updates, beginning with **SNAP Data Checks**. An eligibility guide (EG) with more detailed information will also be provided.

The SNAP Data Conflict Screen Training will be available for all Eligibility staff in Workday on May 7, 2025, after 1:00 pm PST.

### **Action requested:**

Discussion of this transmittal with staff and participation in trainings is highly encouraged. Please connect with your local change leaders for support and to share any feedback.

**Authorizing Signature:** Meorah Solar, SNAP Manager

### **Questions?**

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