



Food and Nutrition
Service

1320 Braddock Place
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DATE: February 3, 2022

SUBJECT: Updates to Food and Nutrition Service (FNS) Handbook 310, Supplemental Nutrition Assistance Program (SNAP) Quality Control (QC) Review Handbook QC Policy Memo: 22-02

TO: All SNAP State Agencies
All Regions

This memo transmits the October 2021 FNS Handbook 310 through QC Policy Memo 22-02. The procedures in this handbook are effective beginning with the October 2021 sample month. Changed pages are identified with footers, e.g., "1-14-21 (Change 1)".

The handbook reflects the following revisions:

- New hyperlinks throughout the document.
- Technical fixes, as identified in Attachment A – Page Change Control Chart.
- Revised Section 321 to allow any 90 days that include the full sample month to be used to determine non-participation.
- Updates Section 1433.1 with the name and contact information of the new arbitrator, Mary Kate Karagiorgos, and establishes email as the only method by which to submit arbitrations requests, more closely reflecting current standard practices.

State agencies with questions should contact their respective Regional Office representatives.

Sincerely,

Maribelle Balbes
Acting Director
Program Accountability and Administration Division

Attachment

ATTACHEMENT A- PAGE CHANGE CONTROL CHART

Remove Pages	Date of Change	Insert Pages	Date of Change	Correction
Chapter 1				
1-3	NA	1-3	2-3-22 (Change 1)	Section 130: Periods added to first two bullets in definition of Case Record -Certification Record.
1-4	NA	1-4	2-3-22 (Change 1)	Section 130: Updated Categorical Eligibility (CE) definition to remove SSN verification and corrected TANF acronym definition, to better match regulations and fix a typo, respectively. Although removed for CE cases, SSN verification is conducted as part of the IEVS match. This means BBCE household's will have their SSN verified while running IEVS. SSN still must be verified for CE cases that are CE due to GA benefits.
1-7	NA	1-7	2-3-22 (Change 1)	Section 130: Removed an extra comma from the definition of error threshold, second paragraph.
1-14	NA	1-14	2-3-22 (Change 1)	Section 154.2: Added "in" and commas into "resulting in treating cases..."in 1 st sentence of section.
1-15	NA	1-15	2-3-22 (Change 1)	Section 154.3: Reworded the first bullet for clarity.
1-20	NA	1-20	2-3-22 (Change 1)	Section 182: changed 380-1 to 245.
Chapter 3				
3-2	NA	3-2	2-3-22 (Change 1)	Section 321: Made a technical correction in paragraph four to remove ambiguous criteria for non-participation cases that are NSTR. This change

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Remove Pages	Date of Change	Insert Pages	Date of Change	Correction
				allows for any 90-day period that is consecutive and includes the sample month to be used for consideration in determining non-participation, addressing concerns that certain non-participating households would be included in the review process and bringing the provision closer to the intent of regulations at 7 CFR 274.2(h).
3-8	NA	3-8	2-3-22 (Change 1)	Section 337: Removed duplicative reference at the end of the section regarding possible verification sources.
Chapter 4				
4-1	NA	4-1	2-3-22 (Change 1)	Chapter 4: Corrected the title of Chapter 4 to Field Investigation.
4-2	NA	4-2	2-3-22 (Change 1)	Section 412: Changed “through the sample month’s issuance” to “through the sample month” in the first paragraph.
4-11	NA	4-11	2-3-22 (Change 1)	Section 440: Changed “Field Investigation” to “Field Investigations” in the first sentence.
4-12	NA	4-12	2-3-22 (Change 1)	Section 442.1: Moved second “Note” from the beginning of the section to the end of the section, on page 4-13. This page change deletes the note and moves up the sections below it.
4-13	NA	4-13	2-3-22 (Change 1)	Section 442.1: Second note from page 4-12 moved to end of section

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Remove Pages	Date of Change	Insert Pages	Date of Change	Correction
				442.1 This page change contains the moved note.
Chapter 7				
7-10	NA	7-10	2-3-22 (Change 1)	Section 722.3: Changed an “e” to standard font from incorrect font in the exception note.
7-12	NA	7-12	2-3-22 (Change 1)	Section 723.1: Changed an “e” to standard font from incorrect font in the exception note.
7-13	NA	7-13	2-3-22 (Change 1)	Section 723.1: Changed an “e” to standard font from incorrect font in the last paragraph before “New Household Members” begins.
7-22	NA	7-22	2-3-22 (Change 1)	Section 726.1: Changed “Chapter 622” to “Section 622” in the first paragraph (continued from prior page).
7-25	NA	7-25	2-3-22 (Change 1)	Section 726.2: Deleted duplicative text box (bottom, left box) and fixed other lines in the chart.
Chapter 8				
8-6	NA	8-6	2-3-22 (Change 1)	Section 832: One word, “contact” on the following page (8-7) was moved to 8-6 so that it is with the relevant section.
8-11	NA	8-11	2-3-22 (Change 1)	Section 843.1: Changed reference to Sections 844.2 and 844.3 to Sections 843.2 and 843.3.
8-14	NA	8-14	2-3-22 (Change 1)	Section 843.3: Changed reference to Section 844.1 to Section 843.1.
8-15	NA	8-15	2-3-22 (Change 1)	Section 843.3: Changed reference to Sections 844.1 and 844.2 to

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Remove Pages	Date of Change	Insert Pages	Date of Change	Correction
				Sections 843.1 and 843.2.
8-19	NA	8-19	2-3-22 (Change 1)	Section 846: Corrected first “Note” to say that “SSN is not considered deemed” instead of “SSN is also deemed.”
8-24	NA	8-24	2-3-22 (Change 1)	Section 850.1: Removed a plural “s” in exceptions at the bottom of the page, changed “case review” to “case record” in the provider determination section, and added a missing comma in the provider determination section.
8-33	NA	8-33	2-3-22 (Change 1)	Section 860.1: Removed erroneous statement about SSN needing to be verified for BBCE HHs and added a missing bullet for “Documentation that the SSN had been verified by another program participating in IEVS.”
Chapter 9				
9-8	NA	9-8	2-3-22 (Change 1)	Section 972: Changed to “or participating in the Housing Choice Voucher Program (Section 8)” instead of simply, “or Section 8” since that did not accurately reflect the formal title of the program.
9-9	NA	9-8	2-3-22 (Change 1)	Section 990: Moved the text “and tax records, as well as items mentioned under Section 970 and 980 above” from page 9-9 to 9-8. Page 9-9 was deleted as no text remained on that page.
Chapter 10				

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Remove Pages	Date of Change	Insert Pages	Date of Change	Correction
10-9	NA	10-9	2-3-22 (Change 1)	Section 1041: Removed an errant “to”.
Chapter 11				
11-2	NA	11-2	2-3-22 (Change 1)	Section 1112: Removed a duplicate paragraph.
11-8	NA	11-8	2-3-22 (Change 1)	Section 1140: Changed “minimum deduction amount” to “minimum deduction levels” per regulations.
Chapter 14				
14-5	NA	14-5	2-3-22 (Change 1)	Section 1433.1: Updated with the name of the new arbitrator and establishes email as the only method to request arbitration.
14-6	NA	14-6	2-3-22 (Change 1)	Section 1433.1: Removed extra contact information and repositioned paragraphs.