

## **Performance Measures for the Food Support Program: High Performance Bonuses**

### **Program Access Rate**

- \$12 million total.
- Divided among the 4 states with the highest and the 4 states with the most improved program access rate.
- Measured by American Community Survey, census, and state administrative data. The numerator is the average monthly state participation as reported to FNS. The denominator is the number of people below the poverty line in each state.

### **Application Processing Timeliness Rate**

- \$6 million total.
- Divided among the 6 states with the highest percentage of timely processed applications.
- Measured by QC data. This measure is based on new applications certified during the measurement year. New applications that are processed outside the federal 30-day processing standard will be considered untimely for this measure. Exception: Cases that the State agency properly pended due to incomplete verification will not be counted towards this performance measure.

### **Payment Accuracy Rate (Active Case Error Rate)**

- \$24 million total.
- Divided among the 7 states with the lowest and the 3 states with the most improved combined payment error rate.
- Measured by quality control (QC) data.

### **Negative Error Rate (Error rate for denials and terminations)**

- \$6 million total.
- Divided among the 4 states with the lowest and the 2 states with the most improved negative error rate.
- Measured by QC data.