

**DEPARTMENT OF HEALTH SERVICES
DIVISION OF HEALTH CARE ACCESS AND ACCOUNTABILITY
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 12- 03

DATE: June 11, 2012

DISPOSAL DATE: Ongoing

RE: Management Evaluation
(ME) Review Process

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Brett Davis
Administrator
Division of Health Care Access and Accountability

PURPOSE:

The purpose of this Administrator's Memo is to inform the consortia of the changes to the Management Evaluation (ME) review process beginning with reviews conducted in May of 2012.

INTRODUCTION:

ME reviews are federally mandated to ensure that state agencies operate the FoodShare (FS) program in accordance with all state and federal regulations. The objectives are to provide a systematic method of monitoring and assessing program operations, provide a basis for improving and strengthening program operations, and providing a continuing flow of information between local agencies, the state, and Food and Nutrition Services (FNS). The frequency of ME reviews is based on agency FS caseload size. Agencies with fewer than 2,000 FS cases are reviewed every three years. Agencies with caseloads between 2000 and 14,999 are reviewed every two years, and agencies with caseloads of 15,000 or more are reviewed annually.

CURRENT PROCESS:

The ME process has historically included a review of an individual county or tribal agency based on caseload size. The review consists of various staff interviews and observations, customer and advocate interviews, directory assistance, such as calling 411 for contact information, local agency website reviews, anonymous calls to the local agency requesting FS information, and case file reviews.

NEW PROCESS:

With the state conversion to the consortia model, each consortium will be scheduled for an ME review annually, since all consortia have FS caseloads that exceed 15,000. Milwaukee (MilES) will continue to be reviewed annually and tribal agencies will be reviewed every 3 years.

The ME review will include the same elements as it has in the past, including staff interviews and observations, customer and advocate interviews, directory assistance and website reviews, calls to the local agency and Call Center, and case file reviews. Some elements will be reviewed at the local agency level and some will be reviewed at the consortium level, depending on the consortia's business model.

The agency level, or on-site review, will consist of staff interviews and observations, agency feedback, walk-in customer interviews, and anonymous calls to the local agency. The agency chosen for the on-site review will be based on various factors such as customer or advocate feedback, performance indicators, and/or the recommendation from the lead agency. For 2012, the lead agency of each consortium will be reviewed.

The consortium level, or off-site review, will include case file reviews, directory assistance, website reviews, advocate surveys, Call Center observations, and anonymous calls to the Call Center. Call Center observations will be conducted via review of CCA random recorded calls that are taken during the week of the ME review.

In addition, the consortium will not be required to complete the on-line survey that has been used in the past. Instead, a manager interview will be conducted immediately following the entrance conference. It is recommended that agency managers within each consortium participate in this discussion.

A final report of the ME review findings will be provided to the lead agency within approximately 60 days from the date of the review.

REGIONAL OFFICE CONTACT: DHS Area Administrators

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