



FoodShare Management Evaluation Review

Sara Edmonds

Section Chief – FoodShare
Quality Control

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Purpose

FoodShare Management Evaluation Review

- Federally mandated to ensure state agencies operate in accordance with all state and federal regulations.
- Provides a systematic method of monitoring and assessing program operations.
- Provides basis for project areas to improve or strengthen.
- Provides a continuing flow of information between project areas, the state and Food and Nutrition Service (FNS).



Wisconsin Project Areas

- Ten Income Maintenance (IM) Consortia
- Milwaukee Enrollment Services (MiES)
Each consortium and MiES are considered large service areas and reviewed annually
- Eight tribal agencies
Tribes are reviewed on a triennial basis



Local Agencies Reviewed

1. Bay Lake Consortium – Door and Marinette Counties
2. Capital Consortium – Columbia and Dodge Counties
3. East Central Consortium – Calumet, Kewaunee and Waushara Counties
4. Great Rivers Consortium – Barron and Burnett Counties
5. Central Consortium – Langlade and Portage Counties
6. MilES – Milwaukee County
7. Moraine Lakes Consortium – Walworth County (federal audit 2014)
8. Northern Consortium – Lincoln and Taylor Counties
9. Southern Consortium – Iowa, Jefferson and Lafayette Counties
10. Western Consortium – Buffalo, Pepin and Trempealeau Counties
11. WKRP Consortium – Kenosha County



Tribal IM Agencies Reviewed

- Bad River Band of Lake Superior Tribe of Chippewa Indians
- Forest County Potawatomi Community
- Lac Courte Oreilles Band of Lake Superior Tribe of Chippewa Indians of Wisconsin
- Menominee Indian Tribe of Wisconsin



Priority Areas

FNS Designated Priority Areas

- Program access,
- Recipient integrity,
- FoodShare Employment and Training (FSET) referral process, and
- Case and Procedural Error Rate (CAPER)



Methodology

- Off Site
 - Website reviews
 - Customer and advocate surveys
 - Anonymous phone calls to call centers and agencies
 - Call Center Anywhere (CCA) call reviews
- On Site
 - Building observations (signage/brochures)
 - Staff interviews and observations



Program Access

- Adequacy of agency hours and locations
- Mandatory signage (“And Justice for All”)
- Availability of FoodShare (FS) applications and information on how to apply
 - Lobby
 - Agency phone calls
 - Staff interviews



Program Access

- Federal timeliness standards related to processing applications (95%)
 - Priority service/expedited issuance
 - Application processing
- Monitoring level of customer service
 - CCA observations
 - Customer and advocate surveys
 - Staff interviews related to program access (ways to apply)
 - Website reviews



Recipient Integrity

- Staff interviews - included questions related to fraud, agency fraud process and Office of the Inspector General (OIG) hotline
- Electronic Benefits Transfer (EBT) usage and monitoring
- Staff observations
 - Reporting requirements explained
 - Summary provided
 - Mandatory documents provided, i.e., change report form, summary



Case and Procedural Error Rate (CAPER)

- Review of terminations and denials for correctness and timeliness of negative case actions.
- Review of consortium CAPER error data.
- Identify trends or best practices at consortium level.



FSET Referral Process

- Staff Interviews
 - Is FSET explained?
 - How is the referral process handled?
- Staff Observations
 - Was customer appropriate for referral?
 - Was FSET explained?



Summary of Findings

- Setting file date not explained.
- Items needed to establish filing date and issue expedited benefits.
- All ways to apply not always provided.
- All questions not asked during interview.
- Non-discrimination statement updates.
- Lobby hours of operation not posted.



Recommendations

- Standard CCA greeting for consistency.
- Ongoing refresher training consortium-wide.
- Consortium-wide meetings, both staff and supervisory/management.
- “One-touch” philosophy.
- Continued use of CCA, ACCESS.wi.gov, Centralized Document Processing Unit.
- Investigative interviewing techniques review.



Summary

- Each consortium is unique and has a varied business model.
- Applause for strides made since inception of consortia model.
- Thank you for your continued efforts.
- Continue to bring information back to IMAC subcommittees for discussion.



Planning for 2015 FoodShare Management Evaluation Review

FNS designated priority areas

- Program access
- Employment and training programs
- Able-Bodied Adults Without Dependents
- EBT



Questions?