



Management Evaluation Review

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Agenda

- Purpose of Review
- 2017 Service Areas
- 2017 Priority Areas
- Methodology
- Program Access and Customer Service
- Able-Bodied Adults without Dependents (ABAWD) Policy
- Electronic Benefits Transfer (EBT) Vault card process and permanent card storage requirements
- Final State-wide Statistics
- Recommendations
- 2018 Planning



Purpose of 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)



2017 Service Areas

Local IM Agencies

- Bay Lake – Door
- Capital – Sauk
- East Central IM Partnership – Marquette
- Great Rivers – Burnett and Polk
- IM Central – Langlade
- Milwaukee (MilES)
- Moraine Lakes – Ozaukee
- Northern – Sawyer and Florence
- Southern – Green
- Western – Monroe
- WKRP – Racine

Tribal IM Agencies

- Menominee, Red Cliff, Bad River, Forest County Potawatomi and Lac Courte Oreilles





2017 Priority Areas

- FNS designated priority areas reviewed:
 - Program access and customer service
 - Recertification timeliness
 - ABAWDs tracking and policy compliance
- State “at risk” area:
 - EBT vault card storage and issuance process



Methodology

- Offsite:
 - Website reviews
 - Customer, advocate, and staff surveys
 - CCA call reviews
 - Second-party review of ABAWD cases
- Onsite:
 - Building observations (signage/brochures)
 - Entrance meeting
 - EBT review



Program Access/Customer Service/Timeliness

- Adequacy of agency hours (35 per week)
- Mandatory signage (Administrative Memo 16-03)
- Availability of current versions of FoodShare applications, brochures, pamphlets, and posters
- Timeliness benchmarks related to recertification processing (95 percent)
- Case and procedural error rate data (CAPER)
- Active error rate data
- Call Center Anywhere observations
- ABAWD case reviews



ABAWD Policy and Processing

- ABAWD Policy and processing
 - Were exemptions explored and verified?
 - Was an exemption verification checklist mailed using correct verification fields in CARES Worker Web?
 - Was there enough documentation in the Electronic Case File and case comments to support case actions?
 - Was the TLB clock correct?



EBT Vault & Permanent Card Process

- Current inventory and log review
- Functional EBT equipment
- Separation of duties
- Security (logon IDs)
- Storage of Permanent cards
- Vault card issuance compliance



Final State-wide Statistics

- Surveys:
 - Customer – 8850 emailed with 594 returned (7% rate of return overall)
 - Advocate – 156 total received
 - Staff – 775 total received (staffing based on 2014 data)
 - Every county/tribal website reviewed



Final State-wide Statistics (cont.)

- CCA Observations:
 - 163 completed (10% of 2014 staffing data)
- ABAWD case reviews:
 - 648 reviews completed
 - Random sample (included exempt, non-exempt, FS ineligible statuses)
- Vault card instances reviewed from Q3, Q4 2016 and Q1, Q2 of 2017



Recommendations

- Develop a process to maintain current versions of brochures and pamphlets for lobby areas.
 - P-16063 – FoodShare Makes Wisconsin Healthier (2/2017)
 - F-16104 – Customer Service Feedback Form (10/2017)
 - P-01157(A) – Print your Access Summary (12/2015)
 - P-00102 – FoodShare Rights Poster (9/2016)
 - P-00417 – Ispeak (1/2014)
 - “And Justice for All” (12/2015)
- Implement CCA quality control reviews.
- Review ABAWD cases using the IMMR FSET region reports.
- Ensure pin pad terminal is logged off when not in use.
- Review vault card issuances and ensure cases are documented accordingly.



2018 Priority Areas

- **Priority areas:**
 - Program access and customer service
 - ABAWD policy and processing
 - Application/Recertification timeliness
- **Data collection tools:**
 - Website review
 - Advocate, customer, and staff surveys
 - Agency ghost calls
 - Building and lobby tour
 - ABAWD case file reviews/CCA observations



2018 At Risk Priority Areas

- EBT
- Civil Rights - signage and complaint process
- IM training – review of new requirement
- Security



What to Expect for 2018

- CCA and case file reviews (beginning in January)
- Entrance meeting
- Lobby and building observation
- Formal report provided with findings
- Responses requested with documentation
- Follow-up to monitor ongoing compliance



2018 Service Areas

Consortia/Tribal Agency	County	Dates*
Stockbridge-Munsee Tribe		3/6/18
Bay Lake	Oconto	3/13/18
East Central	Calumet (addt. visit to Kewaunee)	3/27/18
IM Central	Oneida	4/10/18
Lac du Flambeau Tribe		4/24/18
Western	Trempeleau	5/22/18



2018 Consortia Agency Visits (cont.)

Consortia	County	Date*
Southern	Jefferson	6/12/18
Moraine Lakes	Walworth	6/13/18
Capital	Columbia	6/26/18
Northern	Price (addt. visit to Rusk)	7/10/18
MiES	Milwaukee	7/31/18
Great Rivers	Washburn (addt. visit to Douglas)	8/21/18
WKRP	Racine (Burlington Office)	9/11/18



Summary

- Each consortium is unique and has varied challenges.
- Reviews went very well with few corrective actions or recommendations.
- Thank you for your continued efforts.
- Continue to provide feedback for management evaluation review process improvements to (Judy.Johnson@dhs.wisconsin.gov or 920-448-5302)



Questions?

