



Management Evaluation Review

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November 21, 2019



Agenda

- Purpose of Review
- 2019 Target Areas
- Methodology
- ABAWD
- Program Access/Customer Service and Timeliness
- EBT vault card review
- Common findings
- Recommendations
- 2020 Target Areas
- 2020 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)



2019 Management Evaluation Review

Large areas – 10 consortia & MilES reviewed annually

Tribal IM Agencies

- Reviewed triennially

Medium areas – None in WI





2019 Target & At-Risk Areas

- **FNS designated priority areas reviewed:**
 - ABAWDs tracking and policy compliance
- **State “at risk” area:**
 - Program access and customer service,
 - Recertification and application timeliness,
 - State quality control review data including active and case and procedure error rate (CAPER) data,
 - Electronic Benefit Transfer (EBT) storage, vault card issuance and security,
 - Civil rights posting compliance,
 - Agency training requirements, and
 - Security.



Methodology

- **Offsite:**
 - Website reviews
 - Customer, advocate, and staff surveys
 - CCA call reviews
 - Ghost calls
 - ABAWD case reviews
 - SNAP QCS and IMMR report data analysis
 - Vault card issuance compliance review
- **Onsite:**
 - Building observations (signage/brochures/handicap accessibility)
 - Entrance meeting
 - EBT card issuance and storage



ABAWD Policy and Processing

- 5-8 cases per county agency were reviewed
- Random pull from TLB Utilization IMMR report
- Elements reviewed:
 - Case comments
 - Documentation
 - Exemption status and ECF verification
 - Clocks



Program Access/Customer Service/Timeliness

- Adequacy of agency hours (35 per week)
- Front desk coverage
- Mandatory signage/Civil Rights postings (Administrative Memo 16-03)
- Availability of FoodShare brochures and publications
- CCA observations
- Consortia ghost calls
- ABAWD case reviews
- Case and procedural error rate data(CAPER)
- Timeliness benchmarks related to application and recertification processing (95 percent)
- Active error rate timeliness



EBT Vault & Permanent Card Review

- Current inventory and logs
- Timely log or attestation submissions to EBT Section
- Functional EBT equipment
- Separation of duties
- Security (logon IDs)
- Storage of permanent cards
- Vault card issuance compliance (Process Help 80.17.2)



Common Findings

- ABAWD clock adjustments
- Vault card instances
- Program file date (staff survey)



Recommendations

- Review ABAWD cases
- Share State QC error data with staff for training purposes
- Monitor vault card POS machine and card logs
- Review vault card issuances and policy



2020 Target and At-Risk Areas

- Priority areas:
 - Quality control (QC) Statistical Review
 - Household Reporting Requirements
- At Risk areas:
 - ABAWD policy and processing
 - Program access and customer service
 - Active and CAPER error data
 - Civil rights lobby and building compliance



2020 Planning

- Data collection tools:
 - Advocate, customer, and staff surveys (questions are specific to address the HH reporting requirements target area)
 - CCA call reviews
 - Ghost calls
 - State QC error data analysis
 - Building and lobby tour
 - ABAWD case file reviews
 - 25 case reviews to include terminations and SMRFs (HH reporting requirements)

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2020 Planning

- CCA, ghost calls, HH reporting requirements and ABAWD case file reviews (beginning in January)
- Entrance meeting (schedule waiting approval but tentative visits begin in March)
- Lobby and building observation
- Formal report
- Responses requested with documentation
- Follow-up to monitor ongoing compliance



2020 Tentative Schedule

- Menominee Tribe – 3/18/2020
- East Central – Manitowoc County - 4/1/20
- Bay Lake – Marinette County - 4/15/20
- Forest County Potawatomi – 4/16/20
- Moraine Lakes – Washington County – 5/6/20
- Western – Jackson County 5/21/20 Addt. Visit to Vernon and Clark counties
- Capital – Dane County - 6/10/20 Addt. Visit to Richland and Sheboygan counties
- Southern – Rock County - 6/11/20 Addt. Visit to Crawford County
- WKRP – Kenosha County - 7/1/20
- Red Cliff – 7/27/20
- Bad River – 7/29/20
- Northern – Wood County – 8/19/20 Addt. Visit to Ashland and Bayfield counties
- IM Central – Portage County – 8/20/20
- Great Rivers – Eau Claire County – 9/9/20 Addt. Visit to Douglas County
- MilES – 9/30/20 Addt. Visit to UMOS afternoon of 9/30/20

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Summary

- Reviews went very well with few corrective actions or recommendations.
- Continue to provide feedback for management evaluation review process improvements to:
(Judy.Johnson@dhs.wisconsin.gov or 920-448-5302)



Thank you!



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