



# 2021 Management Evaluation Reviews

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November 18, 2021



# Agenda

**3, 4 .....Federal Requirements & WI Project Areas**

**5, 6 .....MER 2021 Target Areas and Methodology**

**7 - 10 .....MER Results for Target and At-Risk Areas**

**11 .....Prior FFY Error Rates**

**12 - 14 ..... Survey Results**

**15, 16 ..... Summary and Recommendations**

**17 - 19.....MER Planning for 2022**



# Purpose Of Management Evaluation (ME) Review

**Federally Mandated Process** for State oversight of local agencies administering FoodShare

**Systematic way to monitor** and assess program operations

**7 CFR § 275**

Serves as a **basis for improving and strengthening** project areas

**Continuous communication** between local agencies, the state, and FNS



# 2021 ME Reviews – Project Areas

Large areas reviewed annually:

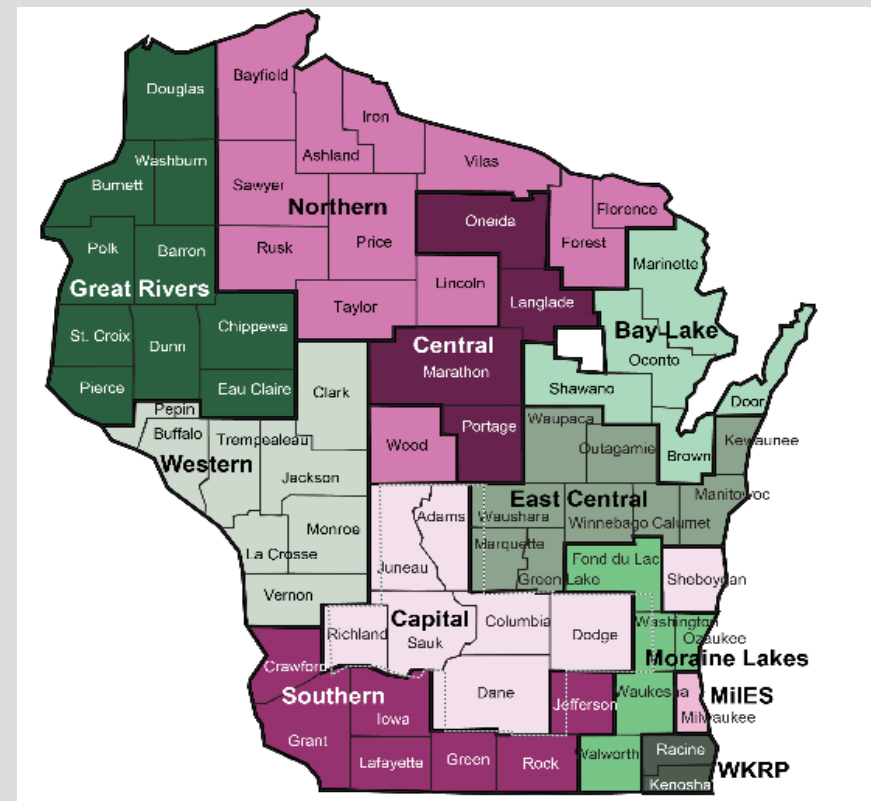
- 10 Consortia & MiES

Medium areas reviewed biennially:

- None in WI

Small areas reviewed triennially:

- Tribal IM Agencies





# 2021 Target and At Risk Areas

## FNS designated priority areas reviewed

- Initial Certification Processes and Access
- Household (HH) Reporting Requirements
- Customer Integrity

## State “at risk” areas reviewed:

- Program Access and Customer Service
- State Active and Case and Procedural Error Rates (CAPER)
- Annual Mandatory Training



# Methodology

- **Offsite:**
  - Application and Initial Certification case reviews
  - SNAP, QCS, and IMMR reports data analysis
  - Customer, advocate, and staff surveys
  - CCA / Contact Center Anywhere call reviews
  - Ghost calls
  - Website reviews
- **Onsite or Virtual:**
  - Building observations (signage / brochures / handicap accessibility)
  - Lobby and front desk observation
  - Entrance meeting



## INITIAL CERTIFICATION PROCESSES, PROGRAM ACCESS, AND CUSTOMER SERVICE



### Common Findings:

*Very good policy  
knowledge and customer  
service, with few reminders  
needed*

- Virtual Tours of Lobby and Building
- Adequacy of agency hours and front desk coverage observed
- CCA calls reviewed (25 – 50)
- Consortia and Agency Ghost Calls conducted (5 – 25)
- Initial Certification Case Reviews (25 – 50)
- Active & CAPER Error Rate data
- Customer, Advocate, and Staff Surveys



## HOUSEHOLD REPORTING REQUIREMENTS



### Common findings:

*Reporting requirements explained often, but not always clear to customers*

- Staff surveys asked if the mandatory FS Reporting Requirements Script was read for all interviews
- Advocate, and Customer surveys asked if Customers are well informed of their Reporting Requirements
- 25 CCA Call Recordings reviewed for FS Script being read during FS interviews when necessary





## CUSTOMER INTEGRITY



### Common findings:

*Vault card practices have improved*

*More customer education can be done*

- EBT Edge Report of households with 4+ EBT Cards within 12 months as of Quarter 4 2020
- 12 Case sample pulled
- Cases reviewed for:
  - Vault Card issuance
  - Case comments
  - Questionable EBT transactions
- Requests for replacement cards referred to Quest Line
- Number of Households with 4+ EBT Cards issued being proportionate to caseload size

# ANNUAL MANDATORY TRAINING



## Common Findings:

*All attestations of  
training completion  
received*

Per DHS DMS Admin  
Memo 17-07, IM staff must:



- Complete 12+ hours of training annually, including the four courses below
- Email an attestation of completion by January 15<sup>th</sup> of the following year

**Intro to  
Civil Rights**

**One session of  
Cultural  
Competency**

**IM  
Refresher  
Training**

**SSA PII  
Training**



# Federal Fiscal Year (FFY) 2020 Active and CAPER Error Data



| Active Error Rate            |           | 742 Cases Sampled | CAPER Error Rate        | 513 Cases Sampled |
|------------------------------|-----------|-------------------|-------------------------|-------------------|
| Benefits Issued (per sample) |           | \$151,714         |                         |                   |
| Totals:                      | In Error: | Error Rate:       | Errors / Invalid Cases: | Error Rate:       |
| Cases:                       | 83        | 11.19%            | 144                     | 28.07%            |
| Payments:                    | \$11,104  | 7.32%             |                         |                   |

Top Error Elements:

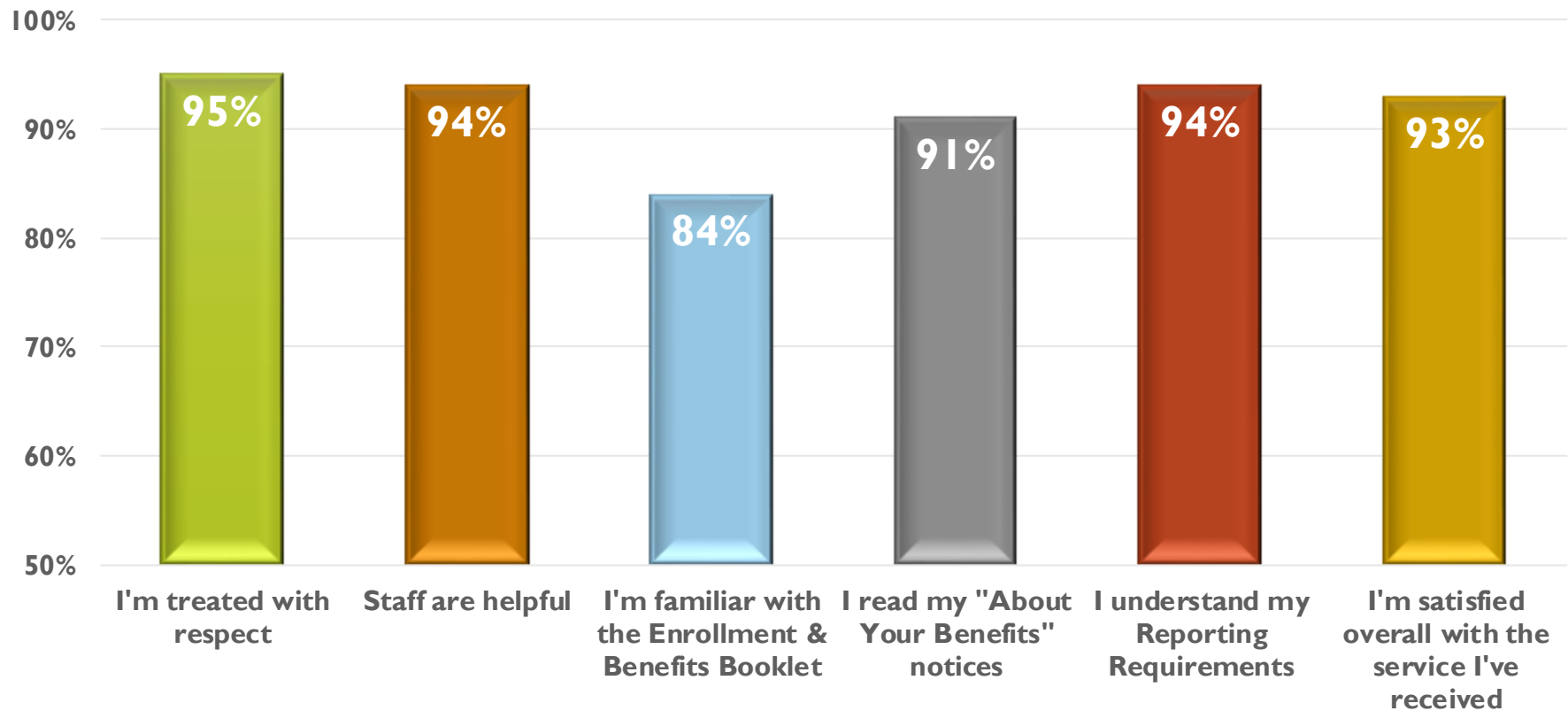
| Active Errors         | Error Dollars | % Total Dollars | CAPER Errors              | # of cases | % of errors |
|-----------------------|---------------|-----------------|---------------------------|------------|-------------|
| Wages & Salaries      | \$4689        | 42.23%          | Notices                   | 72         | 50%         |
| Household Composition | \$1943        | 17.50%          | Verification              | 32         | 22.22%      |
| Shelter Deduction     | \$1042        | 9.38%           | Wages & Salaries          | 17         | 11.81%      |
| Self-Employment       | \$456         | 4.11%           | Application               | 13         | 9.03%       |
| Medical Deductions    | \$456         | 4.11%           | Unemployment Compensation | 2          | 1.39%       |



# CUSTOMER SURVEY RESULTS

*30,275 Respondents in 2021*

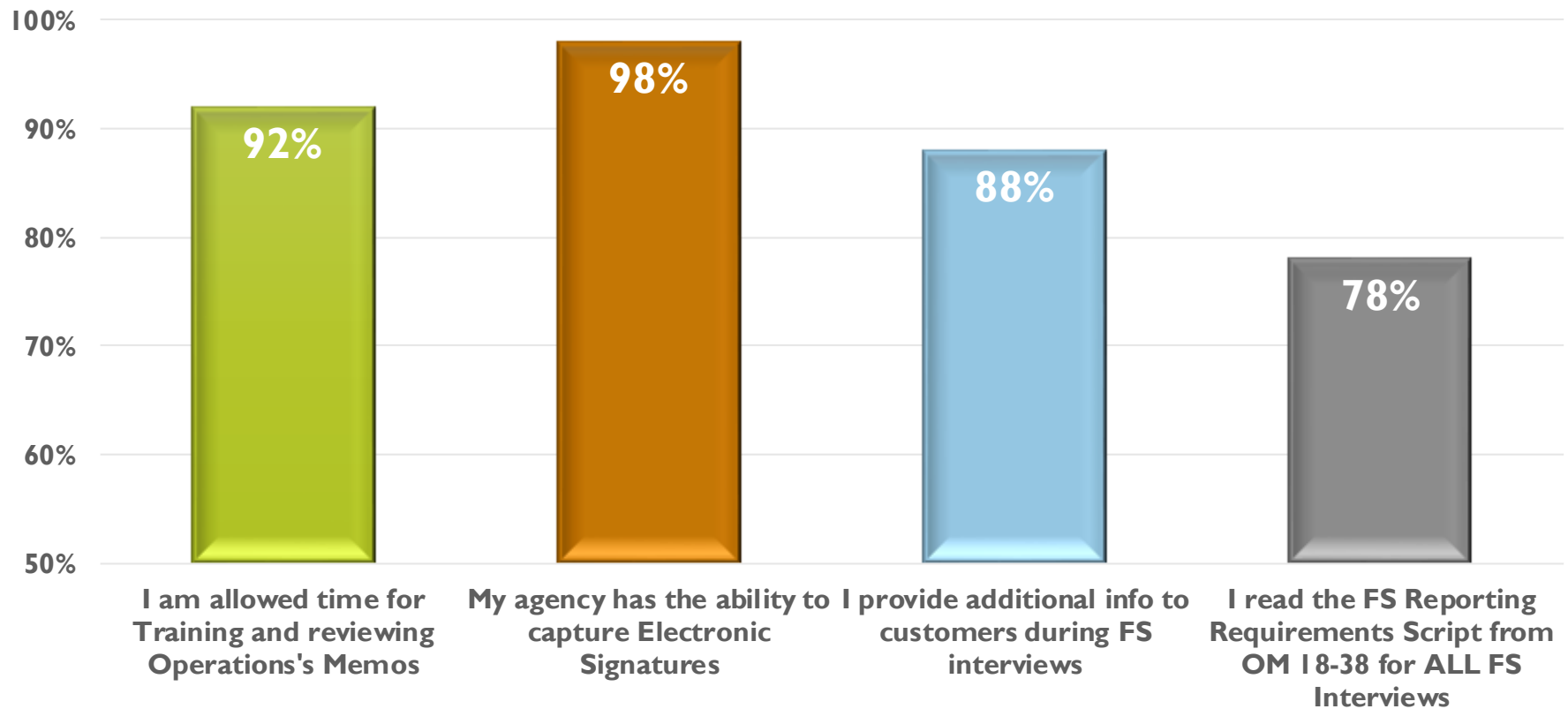
*(23,411 in 2020)*





# STAFF SURVEY RESULTS

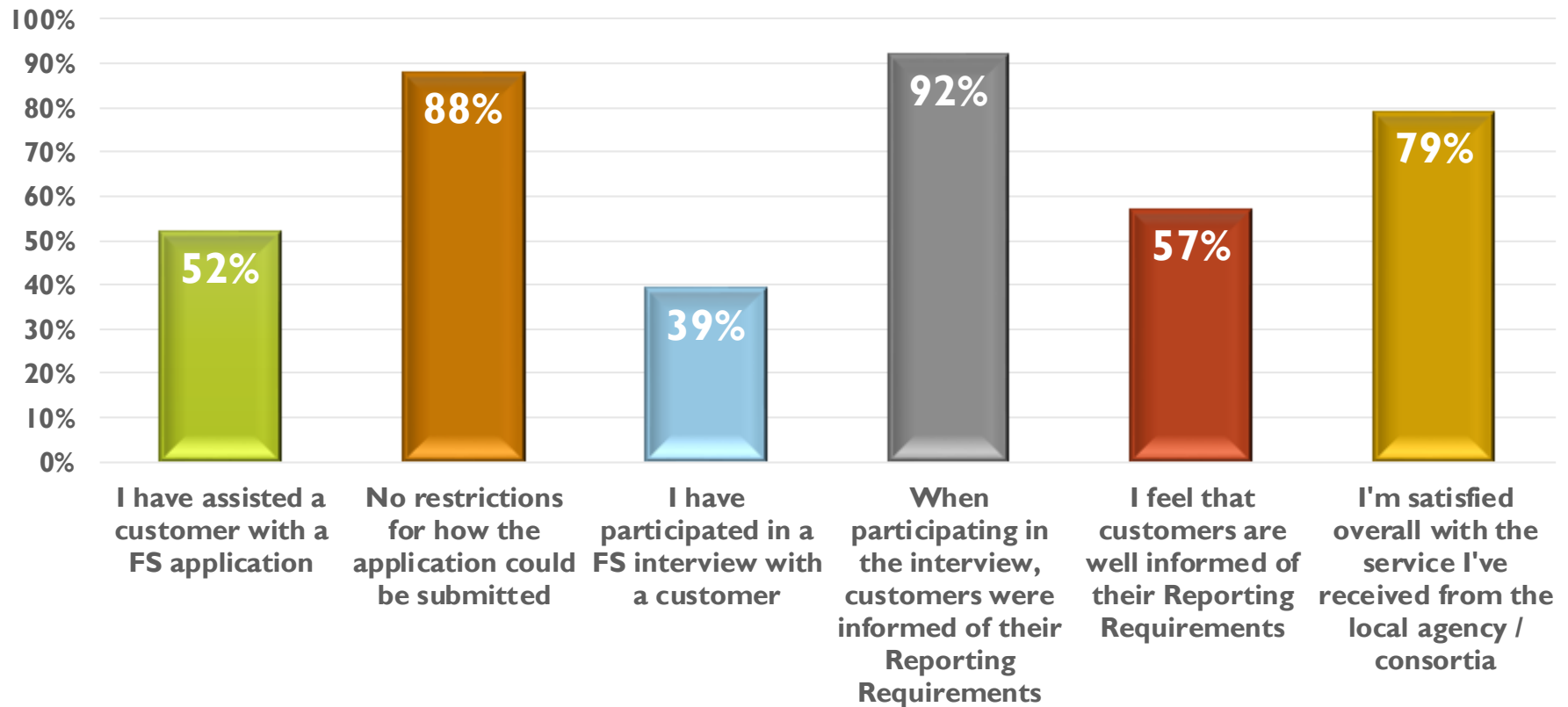
*940 Respondents  
(706 in 2020)*





# ADVOCATE SURVEY RESULTS

*132 Respondents*  
*(156 in 2020)*





# SUMMARY OF 2021 ME REVIEWS





# RECOMMENDATIONS

Review FS policy and reminders to explain importance of the **Filing Date** and **All Application Options** to customers

Ensure that the **FS Reporting Requirements script** is read during all interviews, per FS policy

**Share all QC Errors and data** with all staff and on a 1:1 basis.

**Plan time to read OM's and complete training** in needed areas

Always refer customers to the Quest Line first, and utilize the **Temporary Quest Card Issuance Checklist, form F-02260**

Develop an internal agency **Continuous Quality Improvement plan** and allow time for accuracy





# 2022 MER PLANNING: TARGET AND AT RISK AREAS

## FNS designated priority areas reviewed

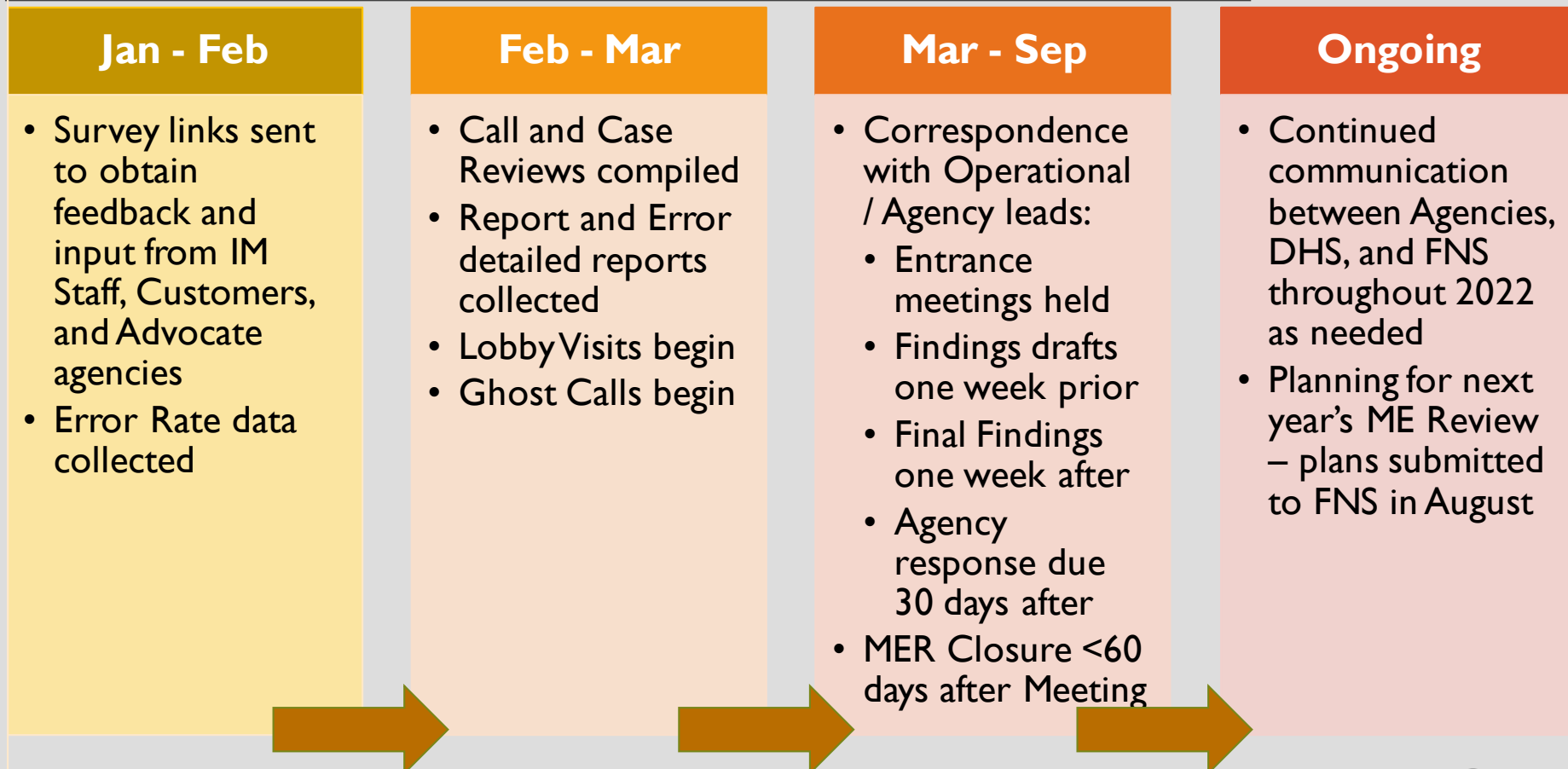
- Recertification Processes and Access
- Recipient Claims Management / Treasury Offset Program (TOP)
- SNAP-Ed

## State “at risk” areas reviewed:

- Electronic Benefit Transfer (EBT) Administrative Terminal System Security
- QC Statistical



# 2022 MER PLANNING: DATA COLLECTION TOOLS AND TIMEFRAMES



# 2022 MER PLANNING:

# TENTATIVE ENTRANCE MEETING SCHEDULE

|                            |             |
|----------------------------|-------------|
| <b>Lac Courte Oreilles</b> | <b>3/16</b> |
| <b>Lac du Flambeau</b>     | <b>3/25</b> |
| <b>Bay Lake</b>            | <b>4/6</b>  |
| <b>East Central</b>        | <b>4/20</b> |
| <b>Northern</b>            | <b>5/4</b>  |
| <b>Moraine Lakes</b>       | <b>5/18</b> |
| <b>IM Central</b>          | <b>6/1</b>  |
| <b>Western</b>             | <b>6/15</b> |
| <b>Capital</b>             | <b>6/29</b> |
| <b>MILES</b>               | <b>7/20</b> |
| <b>Southern</b>            | <b>8/3</b>  |
| <b>Great Rivers</b>        | <b>8/17</b> |
| <b>WKRP</b>                | <b>8/31</b> |
| <b>Sokaogon Chippewa</b>   | <b>9/9</b>  |



# THANK YOU!



Questions?

Concerns?

Suggestions??

Great! we ❤️ feedback!

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WE WANT TO HEAR

..... from .....

YOU