



2025 Management Evaluation Reviews

Statewide Results

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NOVEMBER 20, 2025

Agenda



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Management Evaluation Review (MER)

Overview:
Purpose and
Scope,
Target Areas,
and
Methodology

SLIDES 3-6



Purpose & Scope of the Management Evaluation 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 and policy knowledge

Continuous communication between local agencies, the state, and FNS

Large Project Areas reviewed annually:

- 10 Consortia
- MiES

Medium Project Areas reviewed biennially:

- None in WI

Small Project Areas reviewed triennially

- 9 Tribal agencies

2025 Target and At-Risk Areas



FNS
designated
priority areas
reviewed

- Certification Processes and Program Access
- Able-Bodied Adults Without Dependents (ABAWD) Time Limits and Work Requirements

State At-risk
areas
reviewed:

- Recipient Claims Management
- EBT and PIN Terminal Security
- Recipient Integrity

2025 Methodology & Areas Reviewed Statewide



Offsite

- 375 FS Certification case reviews
- SNAP and FSQC errors and data
- Survey Statewide Results:
 - 10,796 Customer responses
 - 847 Staff responses
 - 82 Advocate responses
- 74 Anonymous calls
- 300 Call Quality Reviews (CQR's)
- Agency Website reviews, Overpayment claims, Vault card reports and EBT card logs for 72 Counties and 3 Tribal Agencies



Onsite or Virtual

- 26 Lobby visit observations
 - Required signage
 - Brochures & resources
 - Building accessibility
 - Quest card processes
 - Front desk / customer service observations
- 14 Entrance Meetings conducted

ME Review Results –

Target and At-Risk Areas and Error Rates

SLIDES 7-12



Certification & Program Access

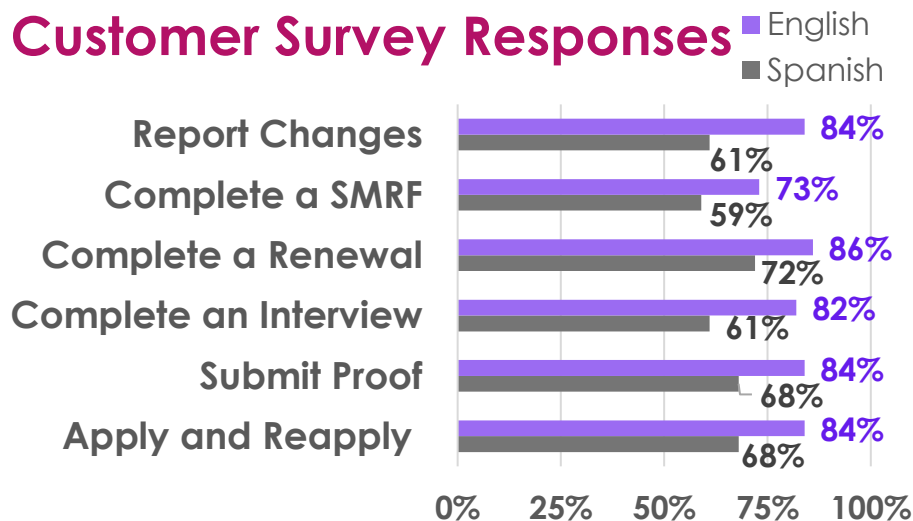
Reviewed: Survey responses, Anonymous Calls, FS Case reviews, Agency Lobbies & Websites



Statewide Findings:

- ✓ Most customers feel knowledgeable about certification actions
- ✓ Lobby services are being provided very well on a consistent basis
- ❑ Reminder to explain all 4 application options and filing date any time food insecurity is expressed
- ❑ Certification accuracy decreased slightly (90% in 2024)

Customer Survey Responses



Certification Case Accuracy

85%

- 317 Accurate Cases
- 58 Cases in need of Corrective Action

Application Methods restricted?

72%

19%

9%

■ No ■ Somewhat ■ Yes

ABAWD Time Limits & Work Requirements

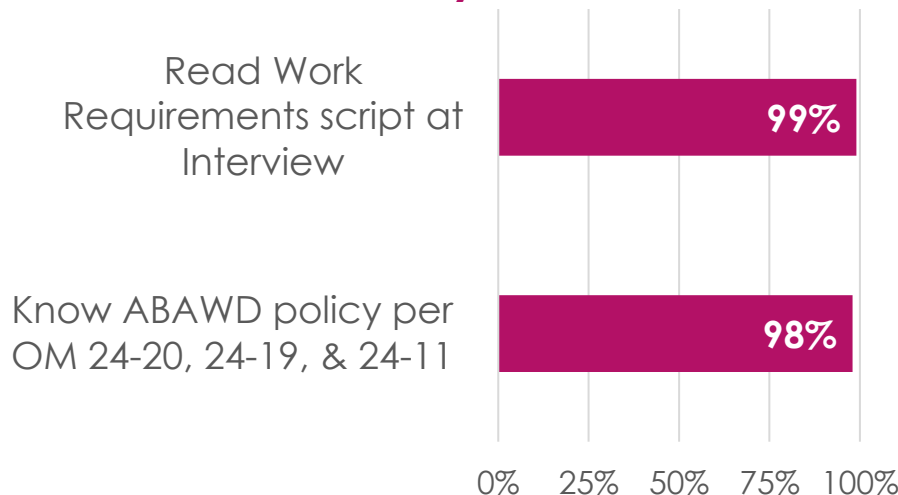
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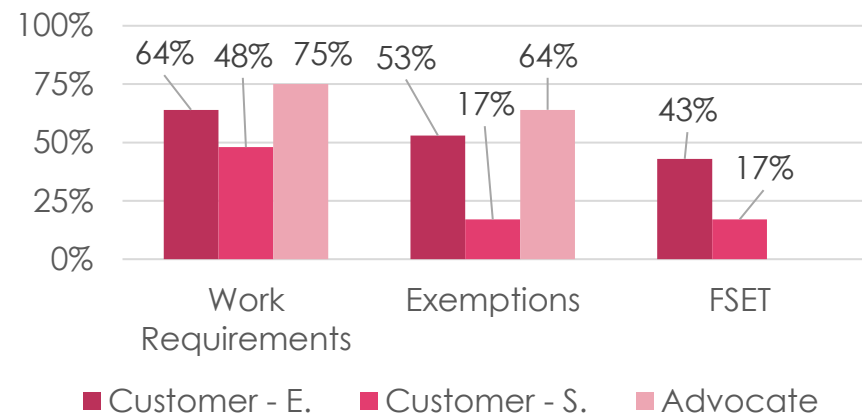
Statewide Findings:

- ✓ Most staff feel knowledgeable about current ABAWD policy
- ✓ Work Requirement scripts are being read consistently, per CQRs & Staff survey responses
- ❑ Customer and Advocate ABAWD knowledge & education could be improved

Staff Survey responses indicate that they...



Customer & Advocate awareness of:



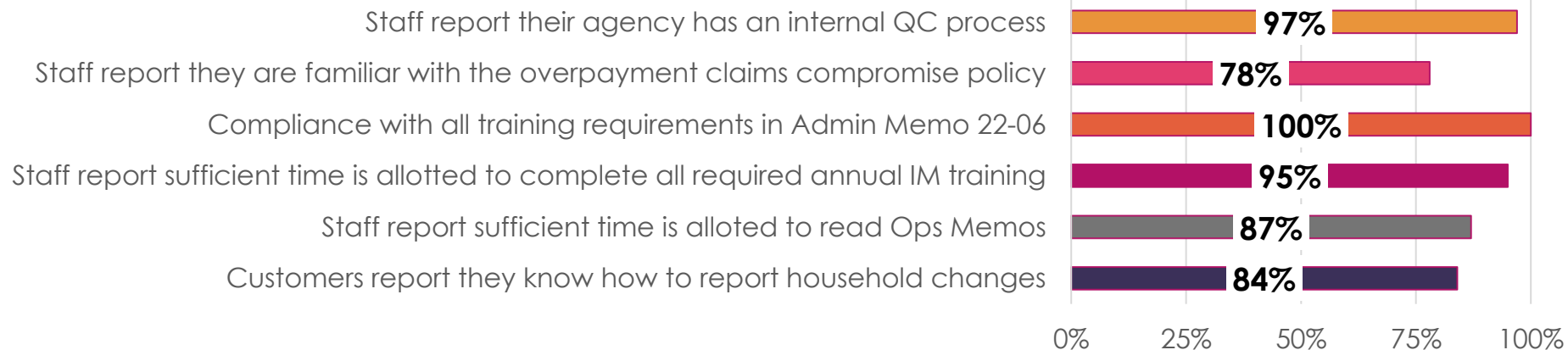
Recipient Claims Management

Reviewed: Staff and customer surveys, recipient claims, accurate case actions, and staff policy awareness and time to review Ops Memos



Statewide Findings:

- ✓ Most Staff indicate their agency has an internal process to check cases for accuracy.
- ✓ 84% of customers indicate that they know how to report changes.
- ❑ A FRAUD packet including all documentation used to determine an overpayment and scanned into ECF on one date would help in ease to locate all information pertinent to the overpayment.



EBT and PIN Terminal Security

Reviewed: Lobby Review, Website Review, 4+ EBT Card Report, Staff and Customer Surveys

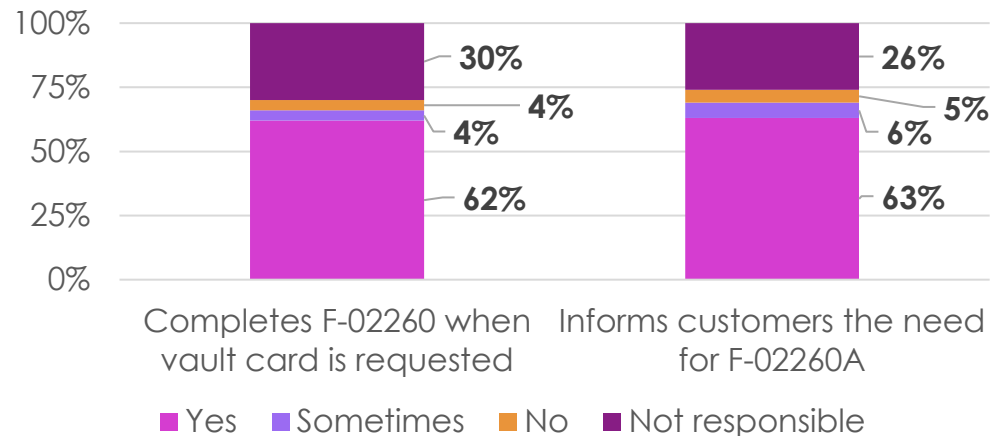


Statewide Findings:

- ✓ During lobby visits, EBT vault cards and PIN terminals were locked in a secure area with limited access.
- ✓ Required signage was posted in the lobby and visible to customers.
- ✓ Websites had the required language or a link to EBT/Quest information.



Policies followed for temporary Quest Card



Recipient Integrity

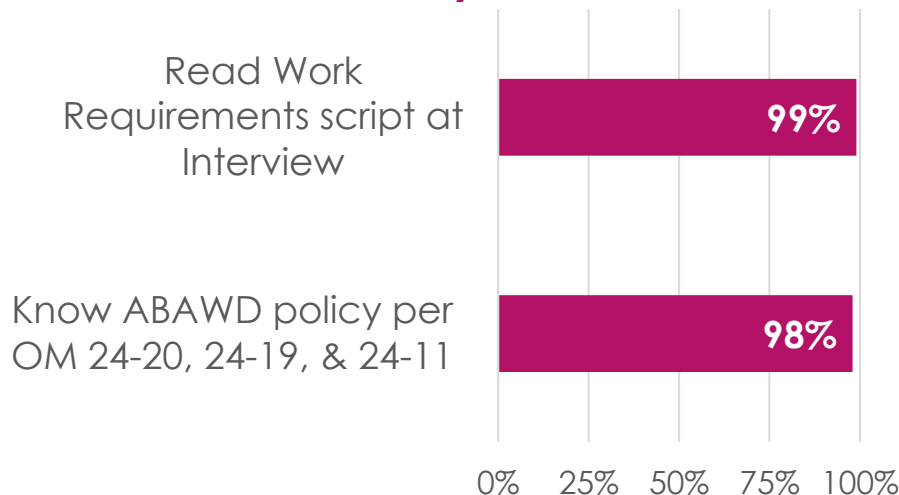
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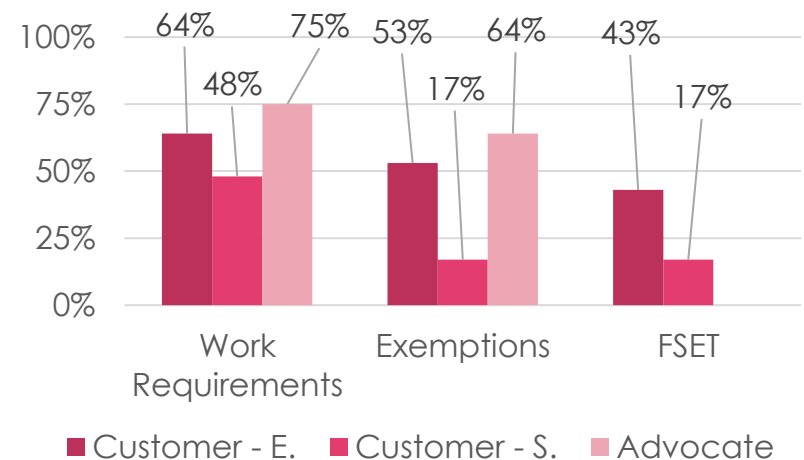
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Staff Survey responses indicate that they...



Customer & Advocate awareness of:



Active and CAPER Error Rates for 2025 MER's (10/2023 – 9/2024)



Wisconsin Active Errors	1059 Cases Reviewed	\$326,712 Issued
In Error:	89 cases	\$17,581
Payment Error Rate:	4.41%	4.47% (Official rate)
Case Error Rate:	7.18%	

Wisconsin CAPER Errors	765 Cases Reviewed
In Error:	125 Cases
CAPER Error rate:	16.34%
	18.14% (Official rate)

Top Five Active Errors:

Wages & Salaries	\$7,832	54.38%
Shelter Deduction	\$1,413	9.81%
Other Unearned Income	\$786	5.46%
Self-Employment	\$605	4.20%
Recipient Disqualification	\$582	4.04%

Top Five Caper Errors:

Verification	46 cases	36.80%
Notices	37 cases	29.60%
Wages & Salaries	21 cases	16.80%
Application	7 cases	5.60%
Student Status	4 cases	3.20%

Survey Results

SLIDES 14-19

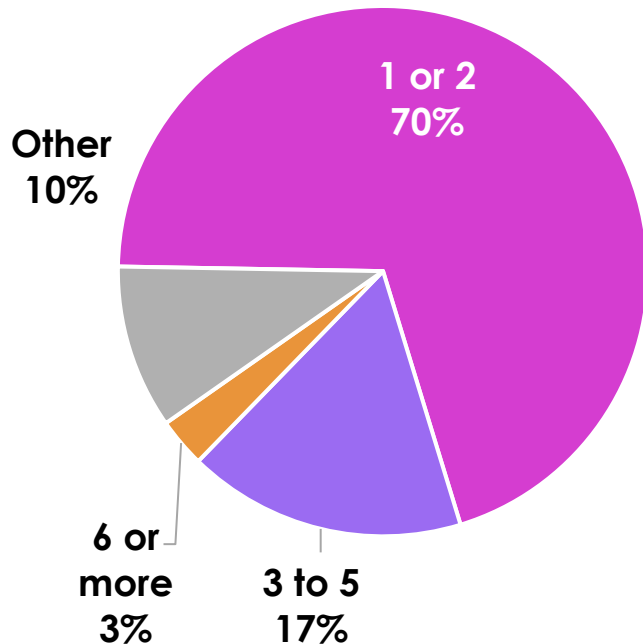


Customer Survey Results

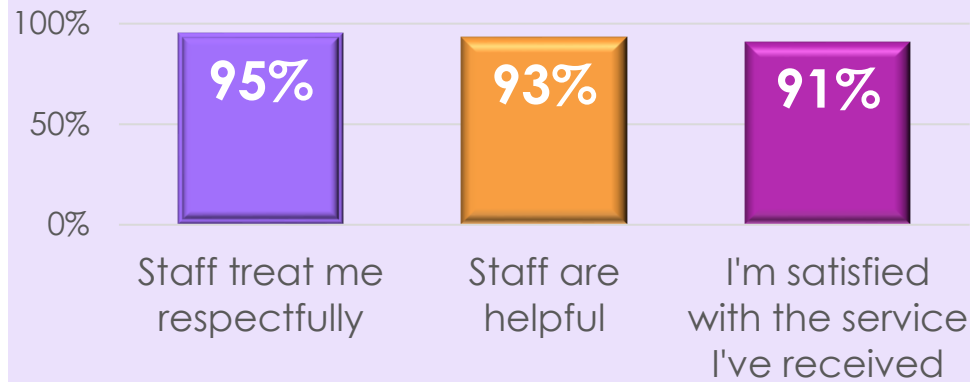
10,796 Responses



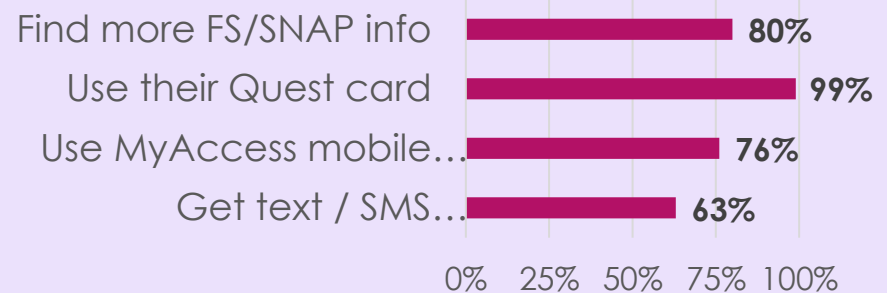
How often Customers speak with a worker about FoodShare per year:



Customer Service Satisfaction



Customers know how to:

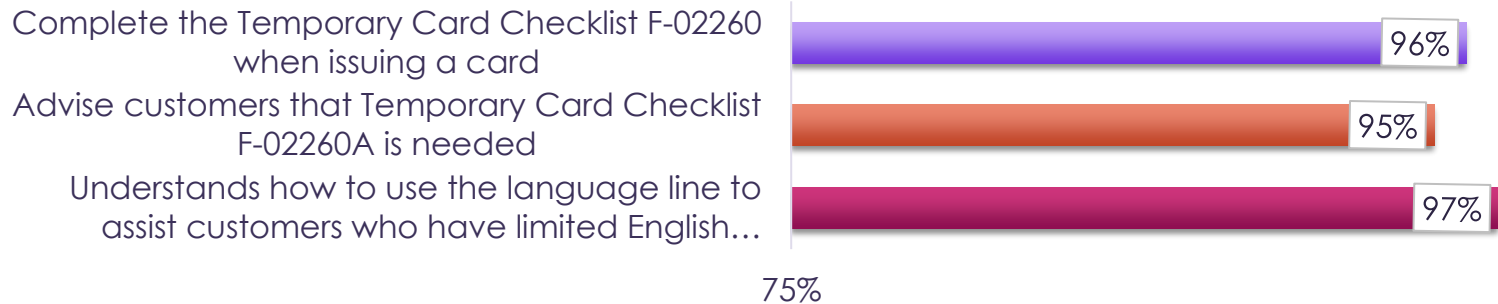


Staff Survey Results

847 Responses



Staff indicate they:



Top 10 most common errors, per staff

- | | |
|---|-------------------------------------|
| 1. Earned income | 6. One touch protocol not followed |
| 2. Insufficient case comments | 7. FEIN not entered into CWW |
| 3. Self-employment income | 8. Case comments not being reviewed |
| 4. Rushing/insufficient time to ensure accuracy | 9. Verification issues |
| 5. Not checking budgets or reviewing case work | 10. Begin dates |

Advocate Survey Results

82 Responses



Advocates indicated they:

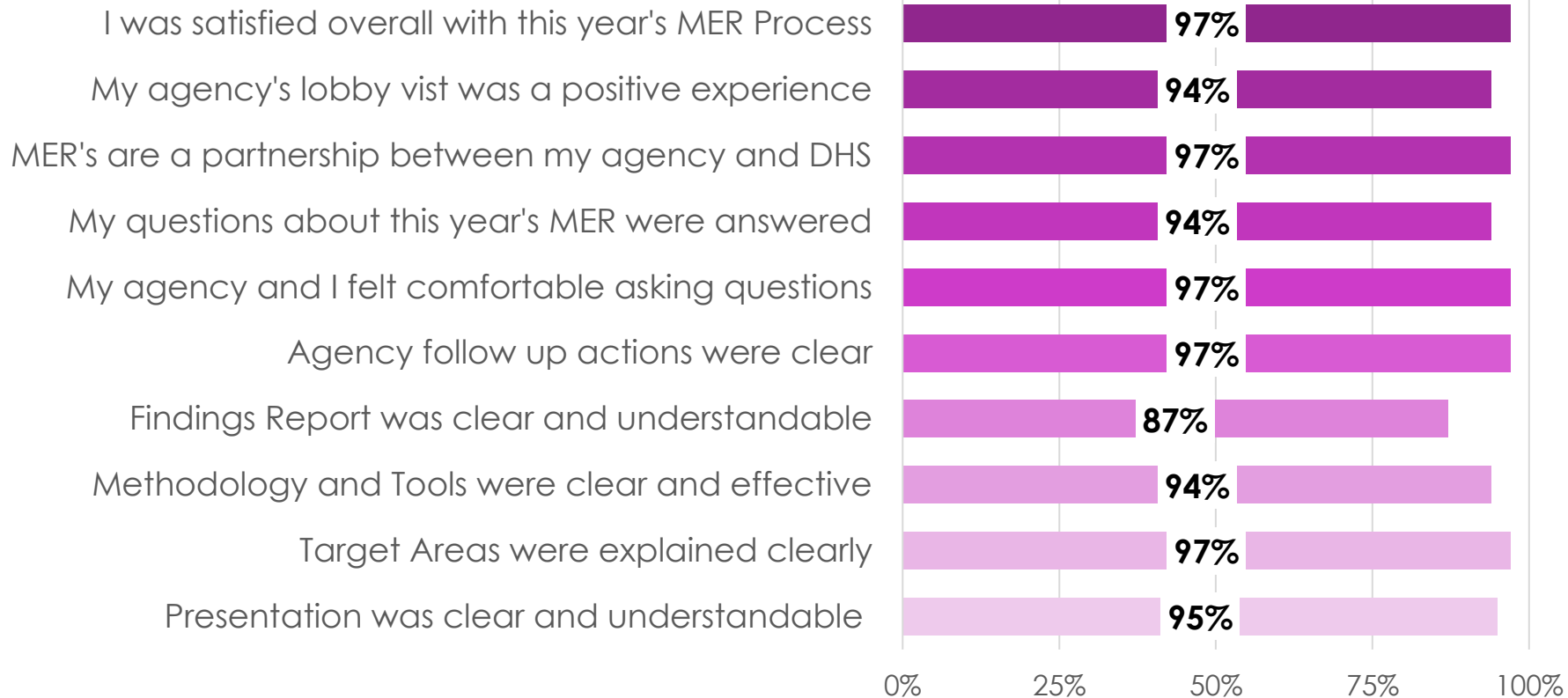


Advocate Suggestions and Feedback

- Application methods are being restricted in some instances
 - Customers are telling advocates that they are being told to apply online or given a paper application even though they are asking for an in-person appointment.
 - Some customers on the phone are being told to go on-line to complete their application and then to call back for the phone appointment.
 - Technical issues with ACCESS.
- The telephonic signature for elderly, disabled, and/or LEP is difficult to understand due to speed.
- Notices are still confusing – Use bullet points to emphasize what is needed.
 - Use bullet points to emphasize what is needed.
- Individuals get overwhelmed with the long process and amount of information given.
- Reporting requirements are hard to remember – maybe send a monthly text reminder to include change reporting requirements.

MER Process – 2025 IM Survey Results

36 Responses



Summary of 2025 ME Reviews and Planning for 2026 ME Reviews

SLIDES 19-24



Summary of 2025 ME Reviews



2025 MER Totals (Consortia & MiES):
- 41 Findings with Corrective Actions
- 8 Findings with Recommendations



Continue reading all necessary scripts during interviews to include reporting requirements and work requirements



Staff are kind, helpful, and patient per Customer and Advocate Survey responses, CQR's, and lobby visits.



- Reminder to explain the importance of setting the filing date
- Reminder to offer all four ways to apply for benefits



- Error Rates were good – Keep up the good work!
- Lobby observations, agency websites, CQRs, and FS Certification case reviews all improved



- Great Customer Service is being provided



- Lobbies toured had current signage
- Websites had current nondiscrimination info available
- Good customer resources were available



Continue to utilize an internal continuous quality improvement plan within each consortium.

2026 ME Review Planning: Tools & Timeframes



Dec 2025 -
Mar 2026

- Error Rate Data collected
- FSQC FY25 Error letters checked
- FS Certification case sample reviewed for specific elements
- Call Quality Reviews analyzed
- Agency lobby visits may be scheduled or begin
- Anonymous calls begin
- Surveys:
 - Agencies emailed to update staff and advocate survey contacts
 - Survey links sent out

Mar 2026 -
Sep 2026

- Entrance Meeting letters & Invite sent 30 days prior
- Findings draft & documents sent 1 week prior
- Entrance Meetings held
- Final Findings emailed 1 week after Meeting
- Agency response due 30 days after Meeting
- MER Closure within 60 days after Meeting
- MER process survey sent

Fall 2026 &
Ongoing

- Communication continues between IM agencies, DHS, and FNS throughout 2026, as needed
- Planning for next year's ME Reviews begins
- ME Review plans and tools to be used in upcoming year submitted to FNS in August / September

2026 ME Review Planning: Entrance Meeting Dates



Save the Date!



Forest County Potawatomi	March 11
Bad River	March 26
Bay Lake	April 8
East Central	April 22
Northern	May 6
Moraine Lakes	May 20
IM Central	June 3
Western	June 17
Capital	July 1
MiES	July 15
Southern	August 5
Great Rivers	August 19
WGRP	September 2
Menominee Tribal Agency	September 16

2026 ME Review Planning: MER Target Areas



FNS Target Areas:

- Certification Processes & Program Access
- ABAWD Time Limits & Work Requirements

Proposed State At-Risk Areas:

- SMRF Timeliness & Break in Service
- SNAP-Ed Educational Components
- Annual Mandatory Training

Thank you!



For your dedication and teamwork, for the exceptional and compassionate service you provide, and for being a lifeline and making a difference every day in the lives of those you serve –

Thank you for all that you do



Questions or Concerns?

We value your feedback!

Please contact me anytime with questions or suggestions for the MER process.

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