Management Evaluation Review

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Agenda

- Purpose of Review
- 2018 Service Areas
- 2018 Priority Areas
- Methodology
- Final State-wide Statistics
- Common findings
- Recommendations
- 2019 Planning

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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)

2018 Service Areas

Local IM Agencies

- Bay Lake – Oconto
- Capital – Columbia
- East Central IM Partnership – Calumet
- Great Rivers – Barron
- IM Central – Marathon
- Milwaukee (MilES)
- Moraine Lakes – Walworth
- Northern – Price
- Southern – Jefferson
- Western – Trempeleau
- WKRP – Kenosha

Tribal IM Agencies

- Lac du Flambeau and Stockbridge-Munsee

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2018 Priority 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 postings compliance,
  - ○ Agency training requirements, and
  - ○ Security compliance.

Methodology

- **Offsite:**
  - Website reviews
  - Customer, advocate, and staff surveys
  - CCA call reviews
  - 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 area and process review

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ABAWD Policy and Processing

- 5 cases per county agency were reviewed
- Random pull from TLB Utilization IMMR report
- Elements reviewed:
    - Case comments
    - Documentation
    - Exemption status
    - 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)
- Civil Rights complaint process
- 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

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EBT Vault & Permanent Card Process

- Current inventory and log review
- Timely log submissions to EBT Section
- Functional EBT equipment
- Separation of duties
- Security (logon IDs)
- Storage of permanent cards
- Vault card issuance compliance

Final State-wide Statistics

- Surveys:
  - Customer –638 received (7% average)
  - Advocate – 136 received
  - Staff – 720 received
  - Every county/tribal website reviewed

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Final State-wide Statistics (cont.)

- CCA Observations:
  - 113 completed (7% of 2017 staffing data)
- ABAWD case reviews:
  - 461 reviews completed
  - Random sample (included exempt, non-exempt, FS ineligible statuses)
- Vault card instances reviewed from 3rd and 4th quarter 2017 and 1st quarter 2018
  - Comparison of 2016/17 and 2017/18 data

Common Findings

- ABAWD clock adjustments
- Vault card instances

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Recommendations

- Regularly meet with advocates
- Continue to review CCA calls
- 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 establish a consistent process

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2019 Priority Areas

- Priority areas:
  - Program access and customer service;
  - ABAWD policy and processing;
  - Application/Recertification timeliness;
  - Civil Rights lobby and building compliance; and
  - EBT Administrative Terminal System Security and vault card compliance.

- Data collection tools:
  - Website reviews
  - Advocate, customer, and staff surveys
  - Agency ghost calls
  - State QC error data analysis
  - Building and lobby tour
  - ABAWD case file reviews/CCA observations

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What to Expect for 2019

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

2019 Entrance meeting location and dates

Consortia/Tribal Agency	County	Dates*
Oneida Nation	Tribal Agency	2/12/19
Bay Lake	Brown County	2/21/19
East Central	Winnebago County (addt visit to Green Lake County)	3/12/19
IM Central	Oneida County	4/02/19
Sokaogon	Tribal Agency	4/02/19
Southern	Lafayette County (addt visits to Grant and Crawford Counties)	4/23/19

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2019 Entrance meeting location and dates (cont.)

Consortia	County	Date
Western	Vernon County	4/24/19
Capital	Dodge County (addt visit to Richland County)	5/14/19
Moraine Lakes	Fond du Lac County (addt visit to Washington County)	5/28/19
WKRP	Racine County Burlington location	6/11/19
Great Rivers	Washburn County (addt visit to Douglas County)	7/16/19
Northern	Rusk County (addt visits to Taylor, Lincoln and Sawyer Counties)	7/17/19
MilES	Milwaukee County	8/20/19
Lac Courte Oreilles	Tribal Agency	9/9/19

Summary

- Each consortium is unique and has an array of challenges.

- 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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