



# 2022 Management Evaluation Reviews Statewide Results

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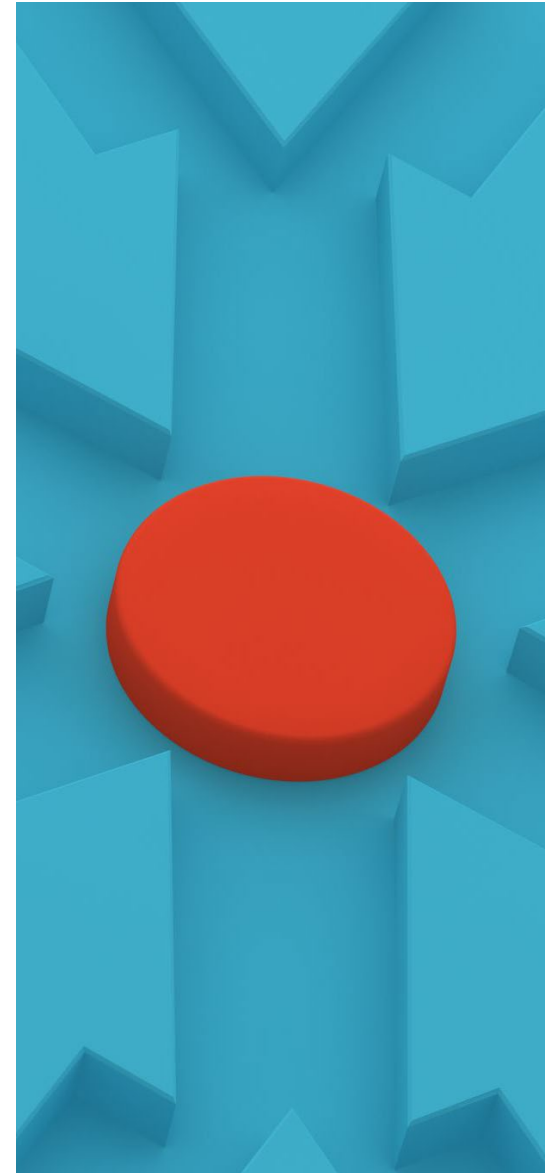


# Agenda

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- 3-5 | Overview of Federal MER Requirements
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- 8-13 | MER Results for Target and At-Risk Areas
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# Overview, Target Areas, and Methodology

Slides 3-7





# 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

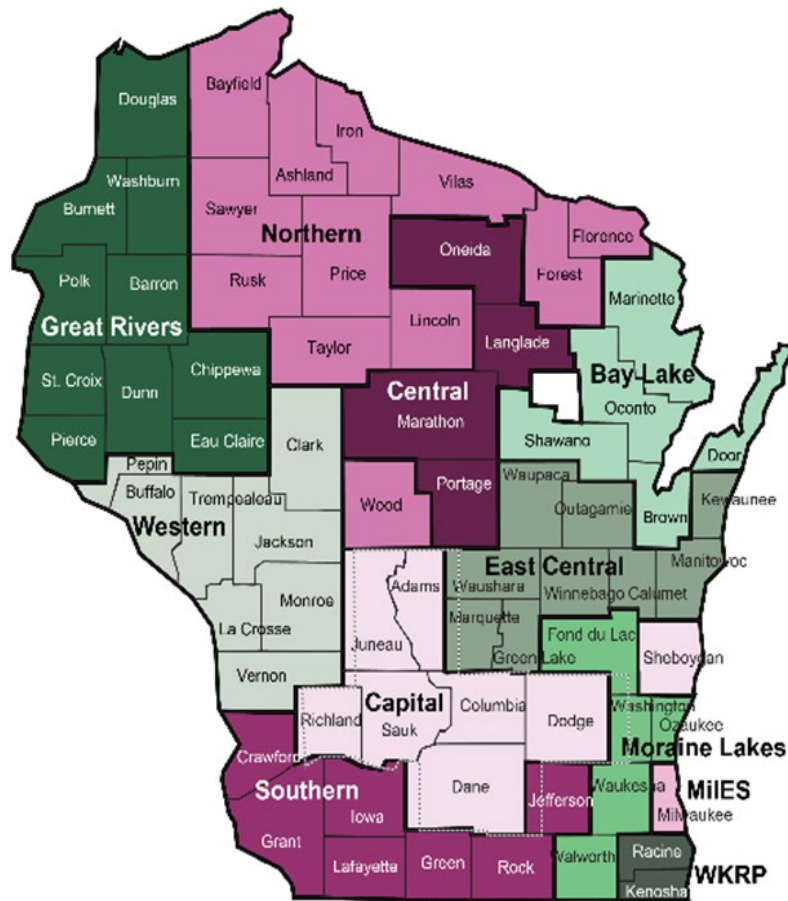
7 CFR § 275

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

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



# 2022 ME Reviews – Project Areas



Large areas reviewed annually:

- 10 Consortia
- MiES

Medium areas reviewed biennially:

- None in WI

Small areas reviewed triennially:

- 9 Tribal IM Agencies



# 2022 Target and At-Risk Areas

**FNS designated  
priority areas  
reviewed**

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

**State At-risk  
areas reviewed:**

- EBT Terminal System Security
- QC Statistical

# Methodology



## Offsite:

- Re-certification case reviews
- SNAP, QCS, and IMMR reports data analysis
- Customer, Advocate, and Staff surveys
- Claims Established Reports
- Ghost calls
- Website reviews

## Onsite or Virtual

- Building observations (signage / brochures / handicap accessibility)
- Lobby and front desk observation
- Entrance Meeting

# MER Results for Target and At-Risk Areas

Slides 8-13







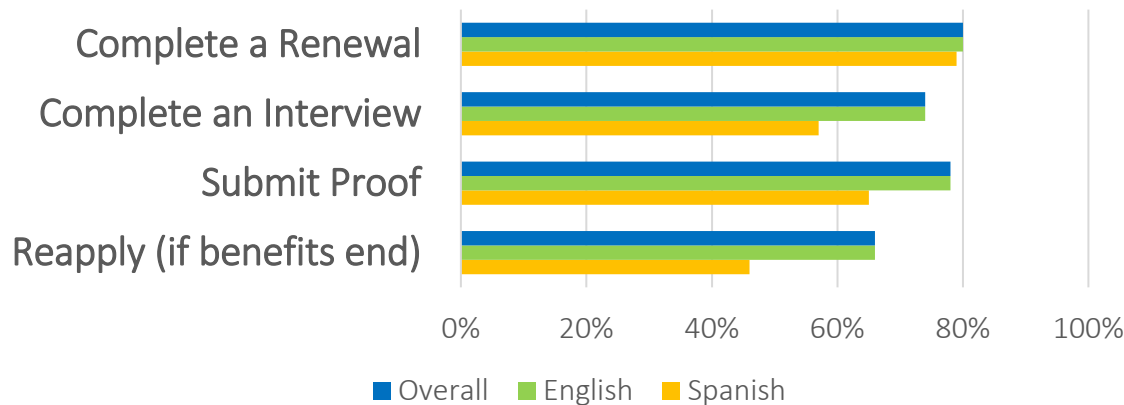
## Elements Reviewed and Results

### Recertification Case Accuracy



- Accurate Cases
- Cases with Corrective Action Errors
- Cases with non-Corrective Action Errors

### Customer Survey Results



Recertification  
Processes and  
Program Access

### Overall Findings:

*Great accuracy and  
policy knowledge*

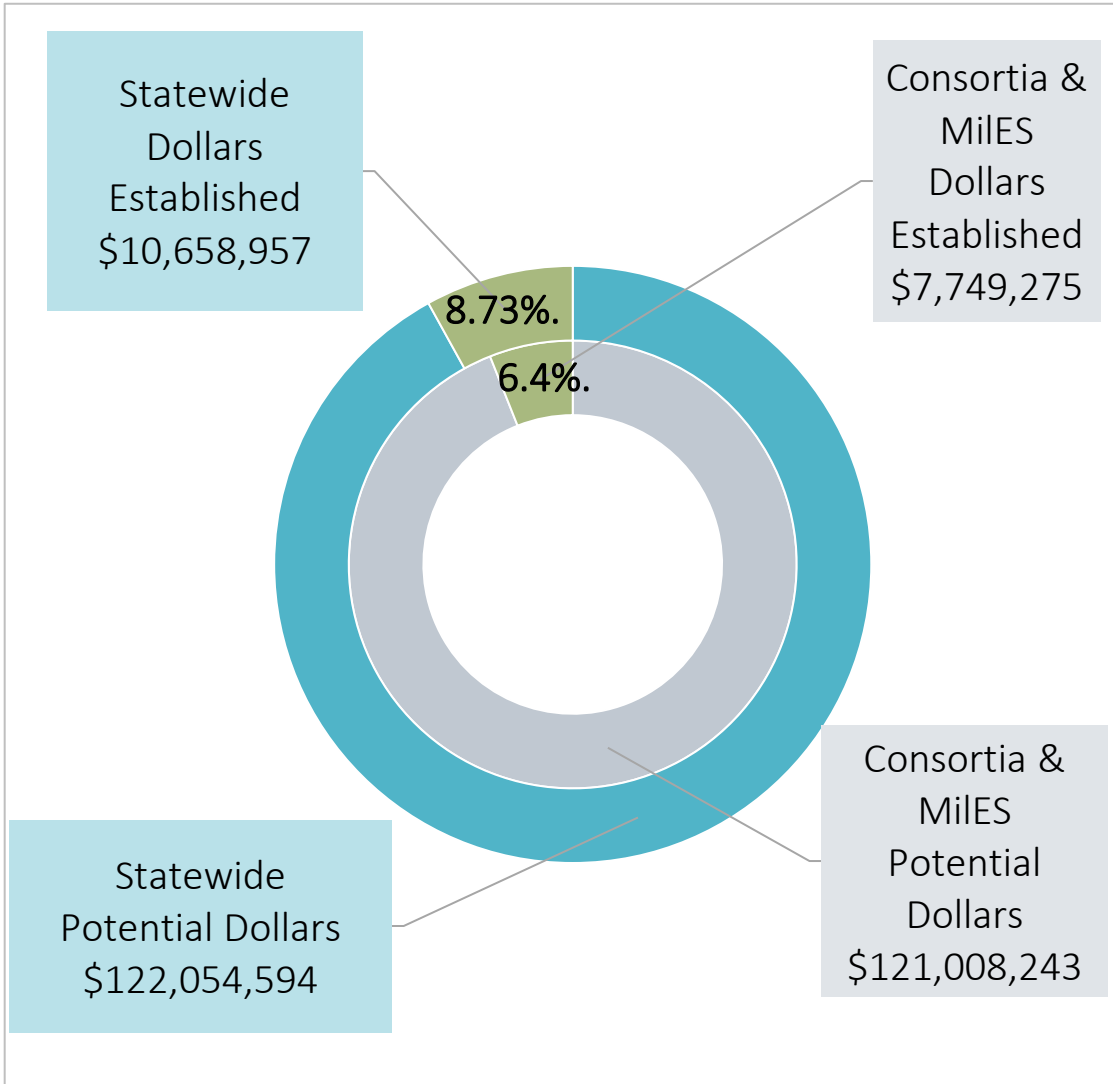
*Most customers feel  
knowledgeable, but  
some help needed*

### Reviewed:

- 20K+ Survey results
- 300 Recertification cases



## Elements Reviewed and Results: Potential Dollars vs Established



## Recipient Claims / Treasury Offset Program (TOP)

### Overall Findings:

***Overpayment Claim  
processes are  
effective***

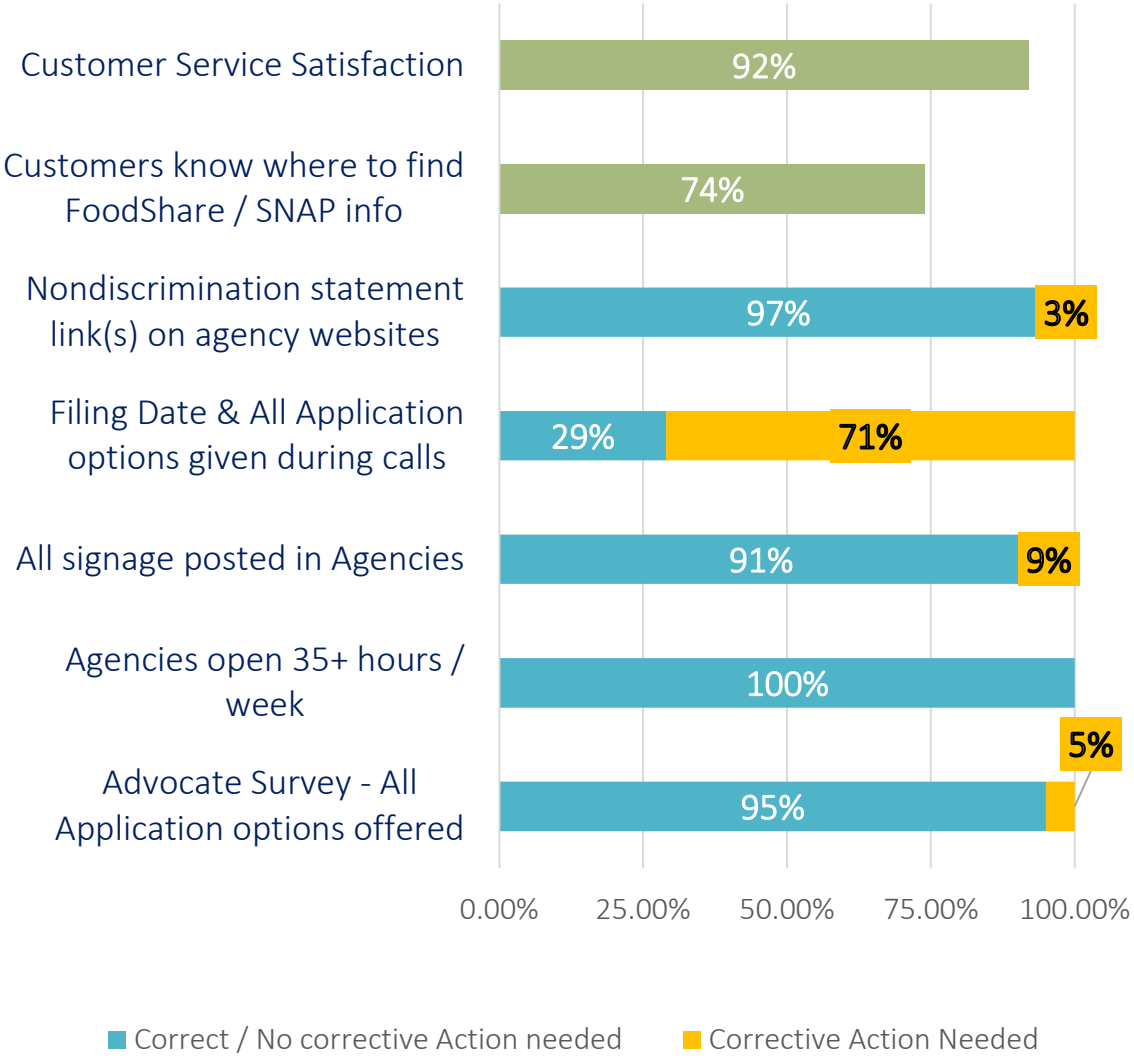
***Recommend more  
focus after PHE  
ends***

### Reviewed:

- FY2021 Claims Established
- 840 Staff surveys:
  - ✓ 89% process internally
  - ✓ 10% refer externally
  - ✓ 1% stated no process
- Agency focus likely impacted by PHE



# Elements Reviewed and Results



## SNAP-Ed, Program Access, and Customer Service

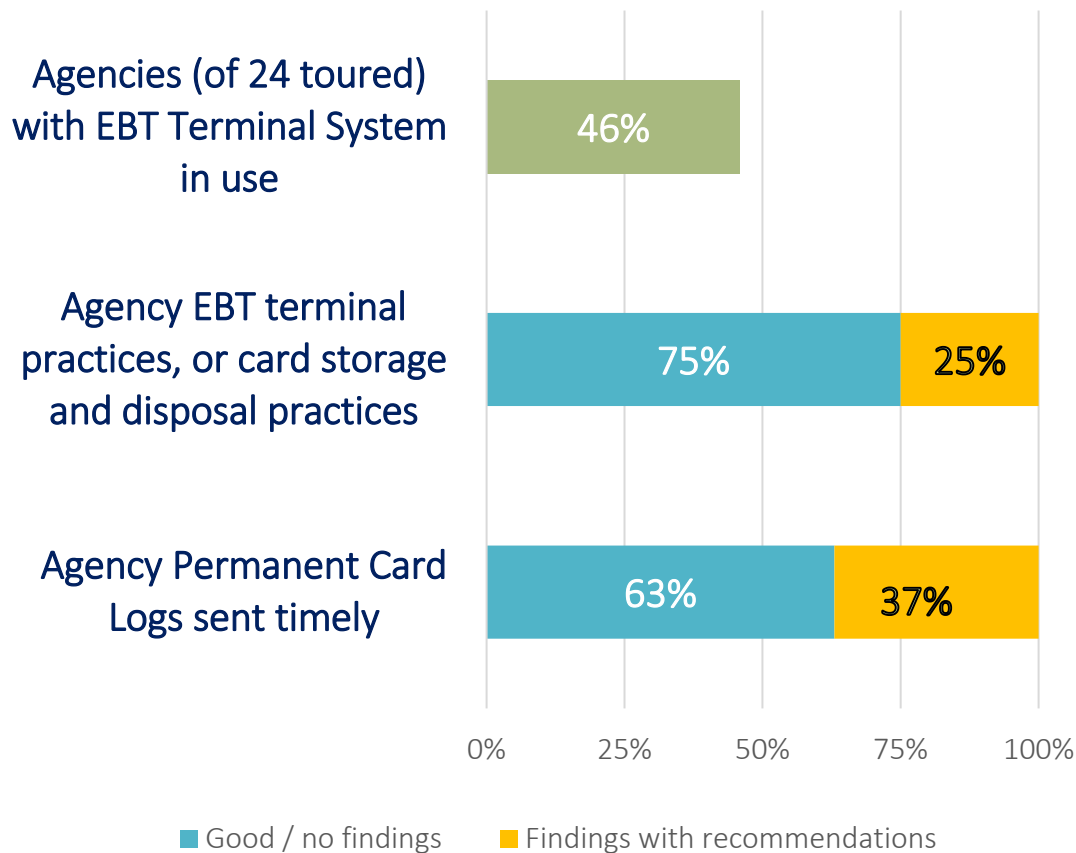
**Overall Findings:**  
*Agencies provide great info and customer service satisfaction, but some corrective actions*

### Reviewed:

- 71 Agency Websites
- 75 Anonymous Calls
- 24 Virtual Agency Tours
- 20K+ Customer Surveys
- 120 Advocate Surveys



## Elements Reviewed and Results



## EBT Terminal System Security

### Overall Findings:

***Good agency security practices and timely card logs, but a few reminders***

### Reviewed:

- 24 Virtual Agency Tours done
- DHS receipt of card logs for 71 counties



## Elements Reviewed and Results

Active Errors for MER: 223 Cases Sampled			CAPER Errors for MER: 224 Cases Sampled		
Benefits Issued (per sample)		\$53,223			
Totals:	In Error:	Error Rate:	Errors / Invalid Cases:	Error Rate:	
Cases:	29	12.95%	105	47.09%	
Payments:	\$4,982	9.36%			
Active Errors: Top Errors	Error Dollars	% Total Dollars	CAPER's: Top Errors	# of cases	% of errors
Wages & Salaries	\$3426	68.77%	Verification	47	44.76%
Unemployment Compensation	\$368	7.39%	Notices	40	38.10%
Household Composition	\$310	6.22%	Application	11	10.48%
Shelter Deduction	\$268	5.38%	Wages & Salaries	6	5.71%
Arithmetic Computation	\$247	4.96%	Student Status	1	0.95%

## QC Statistical

### Overall Findings:

***No corrective actions.***

***Policy changes and agency internal QA should decrease errors***

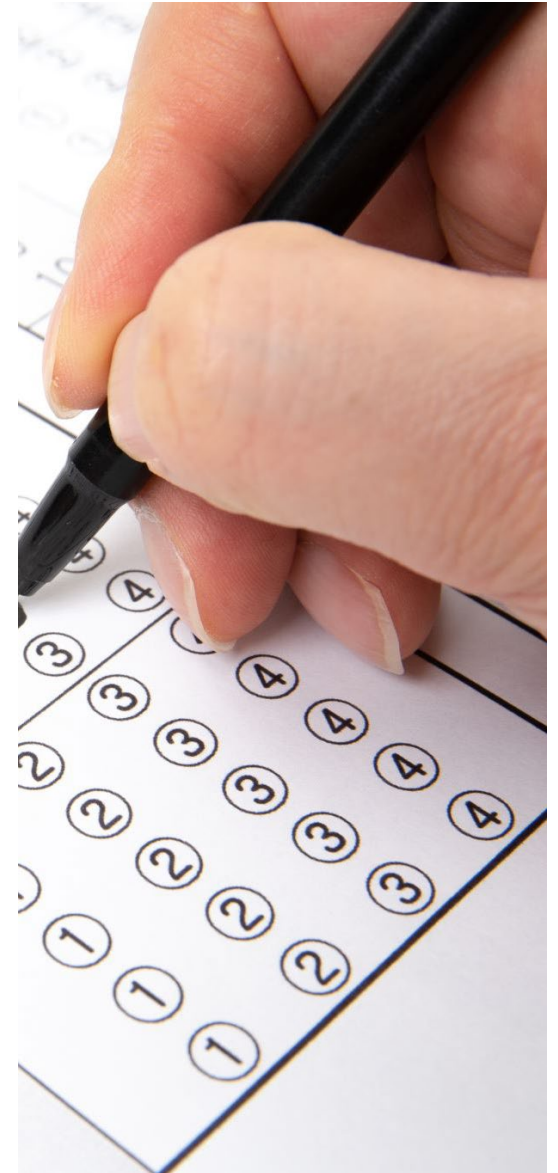
### Reviewed:

- QC sampled cases and error letters
- Top Errors Found / Error trends

# Survey Results

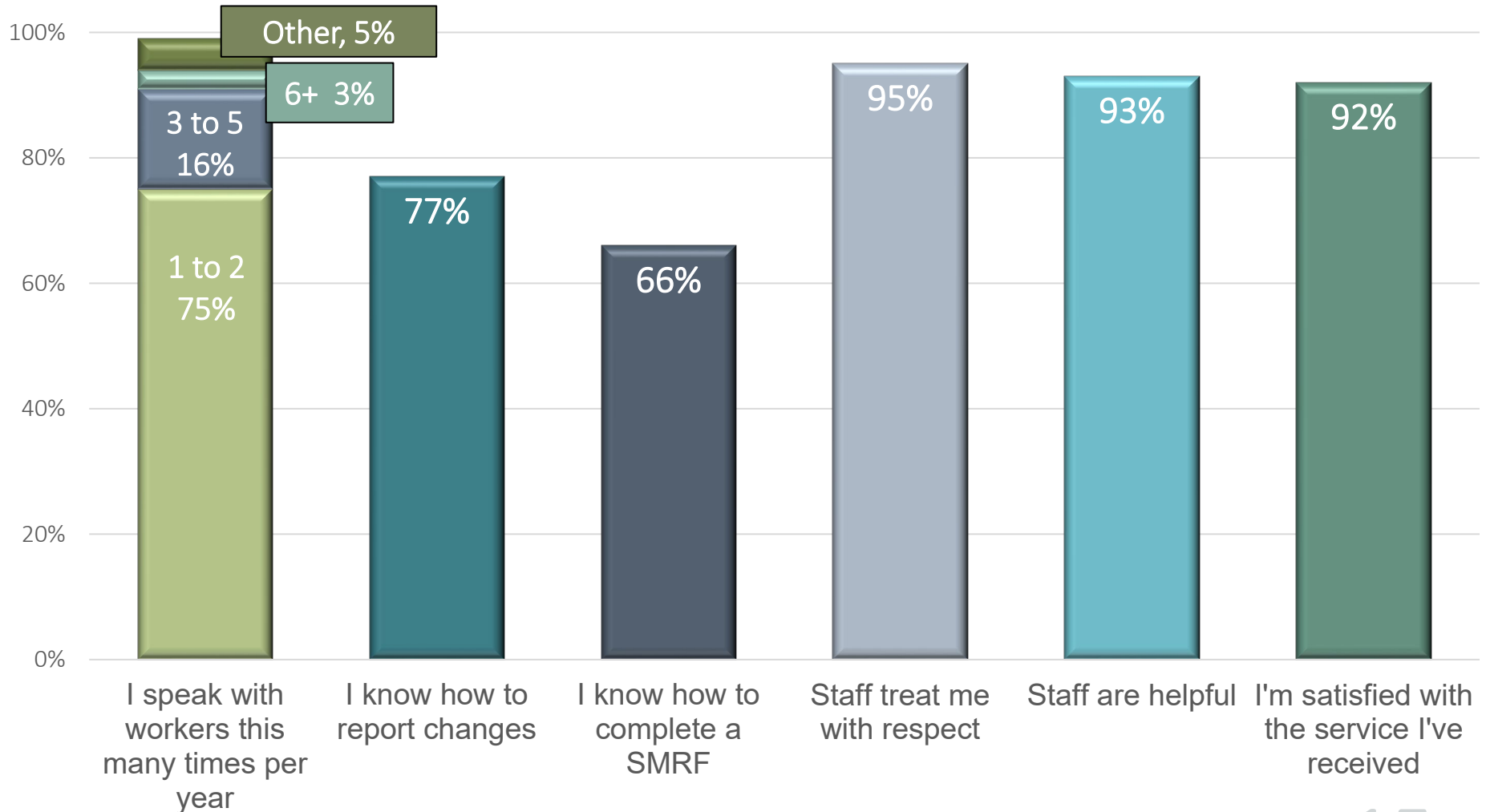
Consortia, MilES and Tribal Agencies

Slides 14-17



# Customer Survey Results

21052 Responses

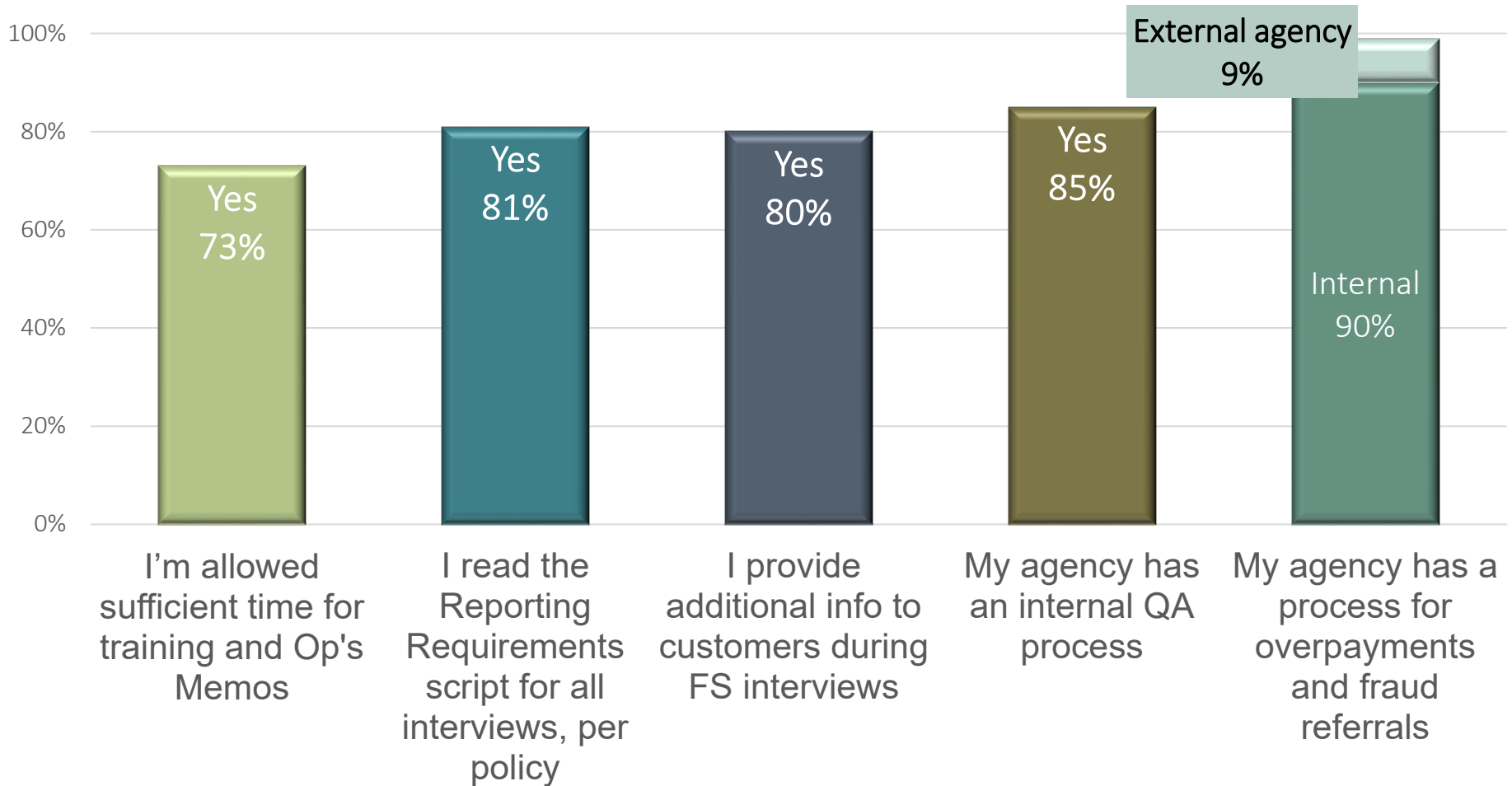


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PROTECTING AND PROMOTING THE HEALTH AND SAFETY OF THE PEOPLE OF WISCONSIN

# Staff Survey Results

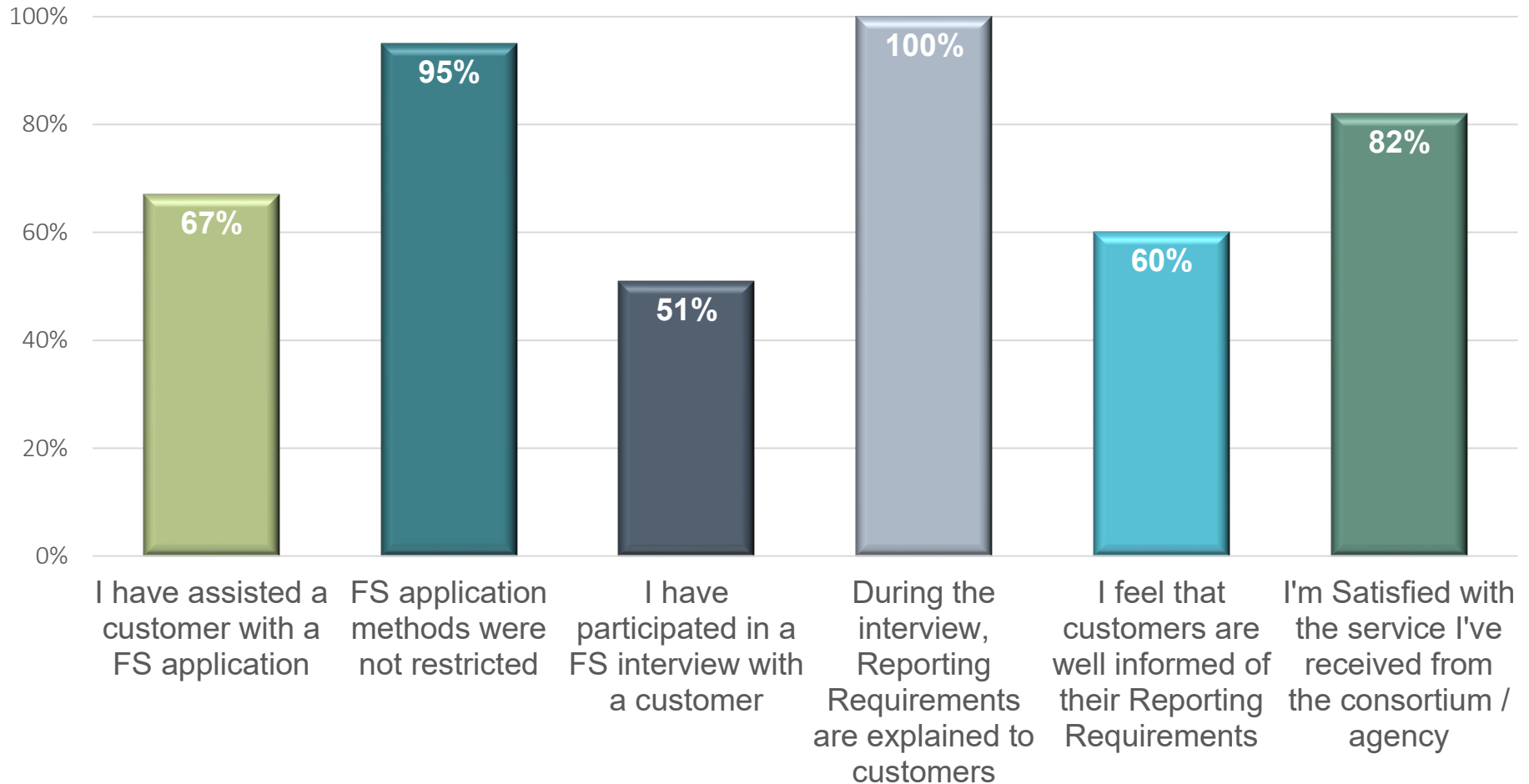
840 Responses





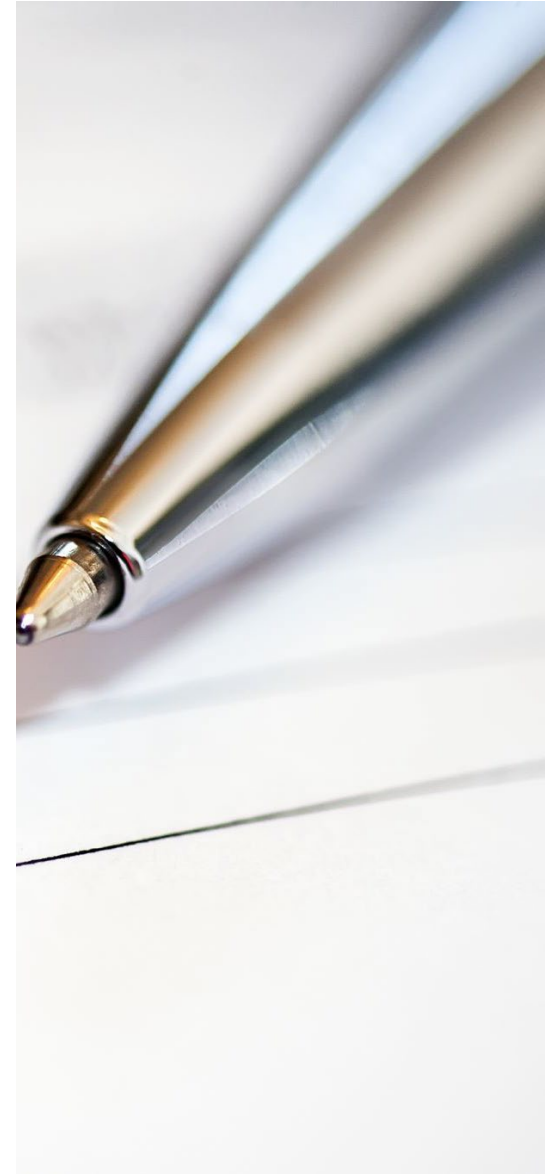
# Advocate Survey Results

120 Responses



# Summary, Recommendations, and 2023 Planning

Slides 18-22





For the 11 Consortia and Miles MER's:  
Only 17 Findings with Corrective Actions and  
39 Findings with Recommendations



Customer and Advocate survey responses  
indicate staff are very knowledgeable,  
respectful, kind, and helpful



Agency observations, agency websites, and  
recertification case accuracy were excellent



IM Staff have consistently provided great  
customer service and program access  
throughout the public health emergency.

## Summary of 2022 MER

# Recommendations



## Review Policy

Review FS policy and all references in the Findings report with Staff

## Agency compliance

Periodically review agency websites and lobbies to ensure proper signage and forms accessibility. Add website links for Quest Card usage info, etc.

## Share QC Errors

Review and share all QC Errors and data with all staff, and on a 1:1 basis.

## Schedule time

Plan time to read OM's and complete training as needed  
Allow time for questions, re-checking budgets, and accurate case processing.

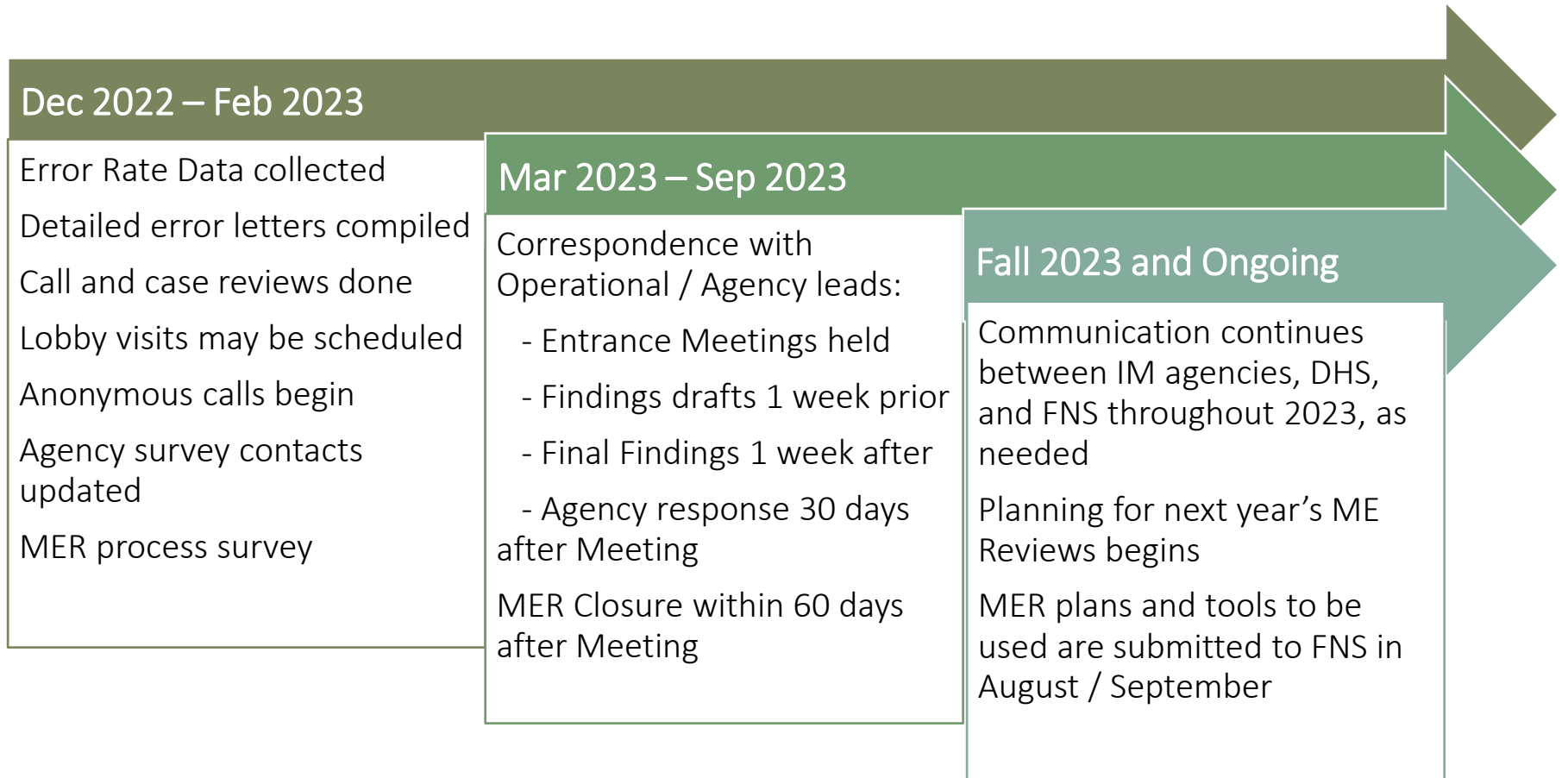
## Internal processes

Implement operationally sustainable internal processes for backend work such as card log submittal, overpayment processing, QA case checking, etc.

## Improvement plan

Develop and follow an internal agency Continuous Quality Improvement plan.

# 2023 MER Planning: Data collection tools and timeframes



# 2023 MER Planning:

## Tentative Entrance Meeting Schedule



2023 Entrance Meeting Schedule	
Forest County Potawatomi	3/15
Bad River	3/24
Bay Lake	4/5
East Central	4/19
Northern	5/3
Moraine Lakes	5/17
IM Central	5/31
Western	6/14
Capital	6/28
MilES	7/19
Southern	8/2
Great Rivers	8/16
WKRP	8/30
Menominee	9/8

11.17.2022



# Thank you

for your dedication and teamwork over  
the last year

*You make the difference!*

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## Questions or Concerns?

We value your feedback!

Please feel free to contact me with any questions or suggestions for the MER process, and please complete the survey to share your input!

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