

2024 Management Evaluation Reviews

Statewide Results

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NOVEMBER 21, 2024

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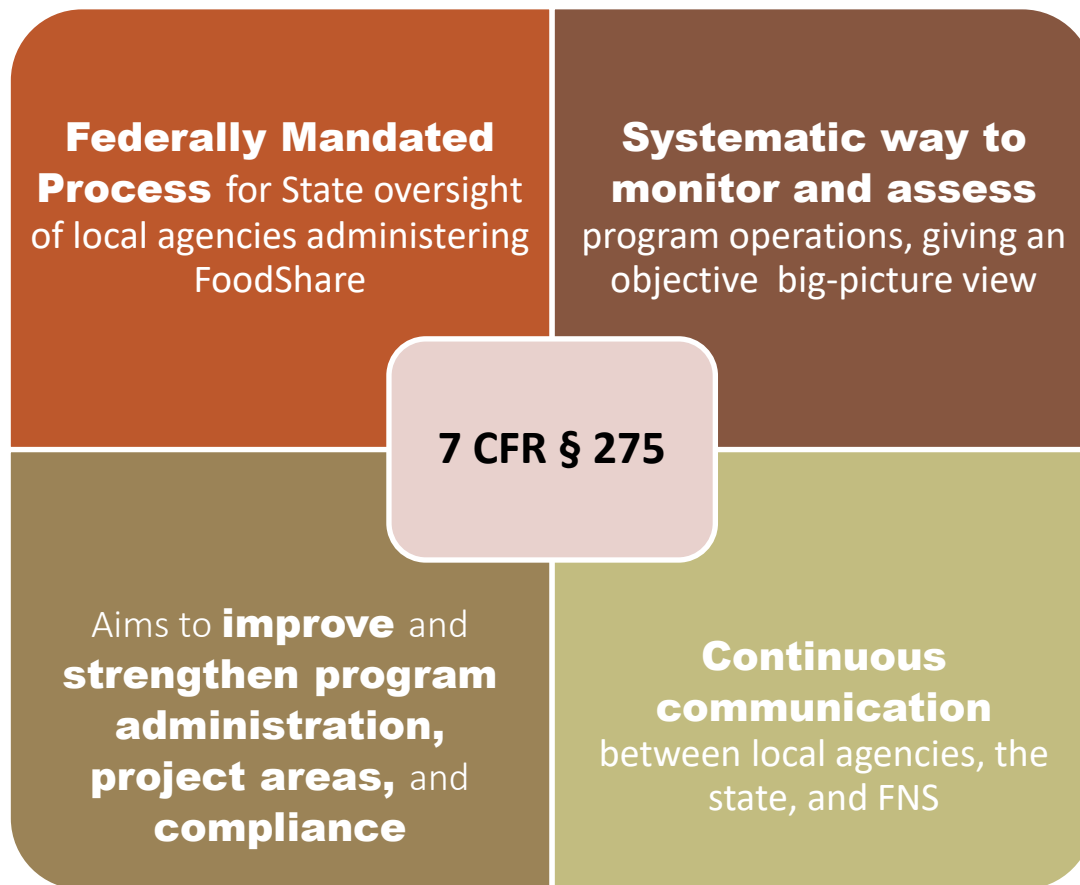
Management Evaluation Review (MER)

Overview:
Purpose and Scope,
Target Areas,
and
Methodology

SLIDES 3-6



Purpose & Scope of the Management Evaluation Review



Large Project Areas reviewed annually:

- 10 Consortia
- MiES

Medium Project Areas reviewed biennially:

- None in WI

Small Project Areas reviewed triennially

- 9 Tribal agencies



2024 Target and At-Risk Areas

**FNS designated
priority areas
reviewed**

- Certification Processes and Access
- Able-Bodied Adults Without Dependents (ABAWD) Time Limited Benefits (TLB's), and Work Requirements

**State At-risk
areas reviewed:**

- Unwinding of COVID-19 Policy Waivers
- Annual Mandatory IM Training

2024 Methodology & Areas Reviewed Statewide



Offsite

- 369 FS Certification case reviews
- SNAP and FSQC errors and data
- Survey Statewide Results:
 - 24,602 Customer responses
 - 1276 Staff responses
 - 134 Advocate responses
- 139 Anonymous calls
- 300 Call Quality Reviews (CQR's)
- Agency Website reviews, Training Records, and EBT card logs for 72 Counties and 3 Tribal Agencies

Onsite or Virtual

- 27 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





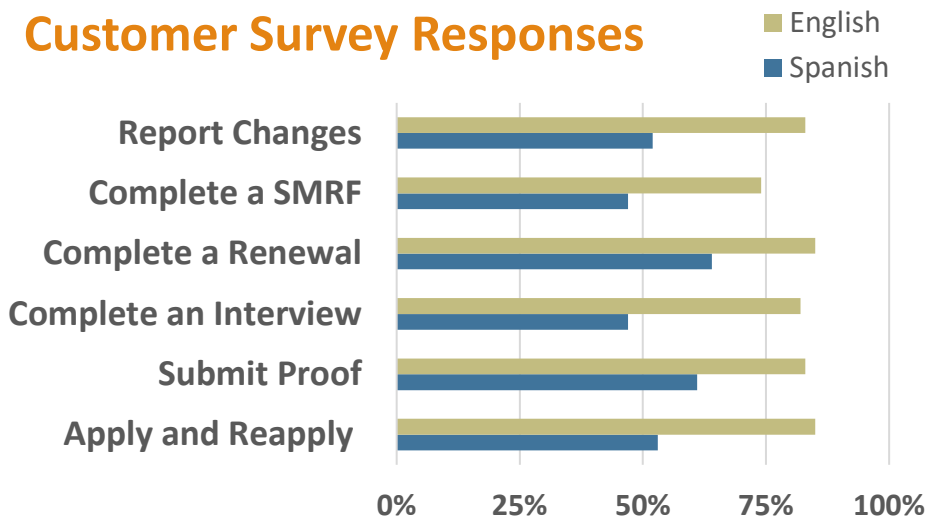
Certification & Program Access

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

Statewide Findings:

- ✓ Most customers feel knowledgeable about certification actions
- ✓ Certification accuracy improved
- ✓ 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
- ❑ Long call wait times were challenging for customers

Customer Survey Responses



Certification Case Accuracy

90%

- 332 Accurate Cases
- 37 Cases in need of Corrective Action

Application Methods restricted?

68%

20%

12%

- No
- Somewhat
- Yes



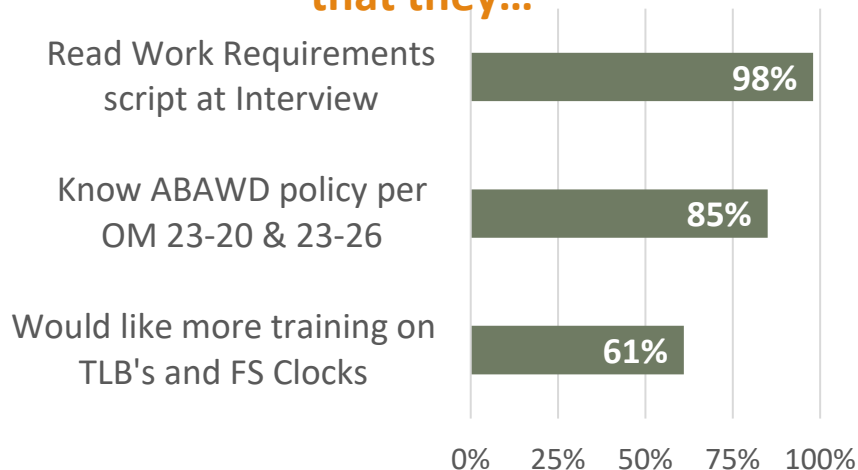
ABAWD TLBs & Work Requirements

Reviewed: Survey responses, CQRs, FS Case Reviews, Agency Lobbies & Websites

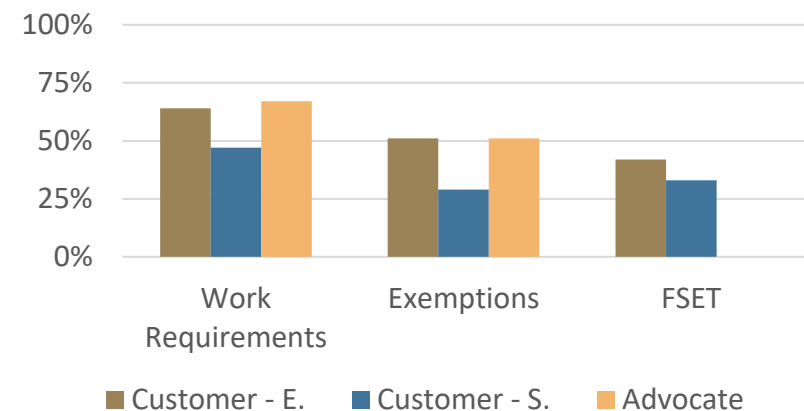
Statewide Findings:

- ✓ 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 requested additional training on TLB's and FS Clocks (per 2/2024 survey)

Staff Survey responses indicate that they...



Customer & Advocate awareness of:



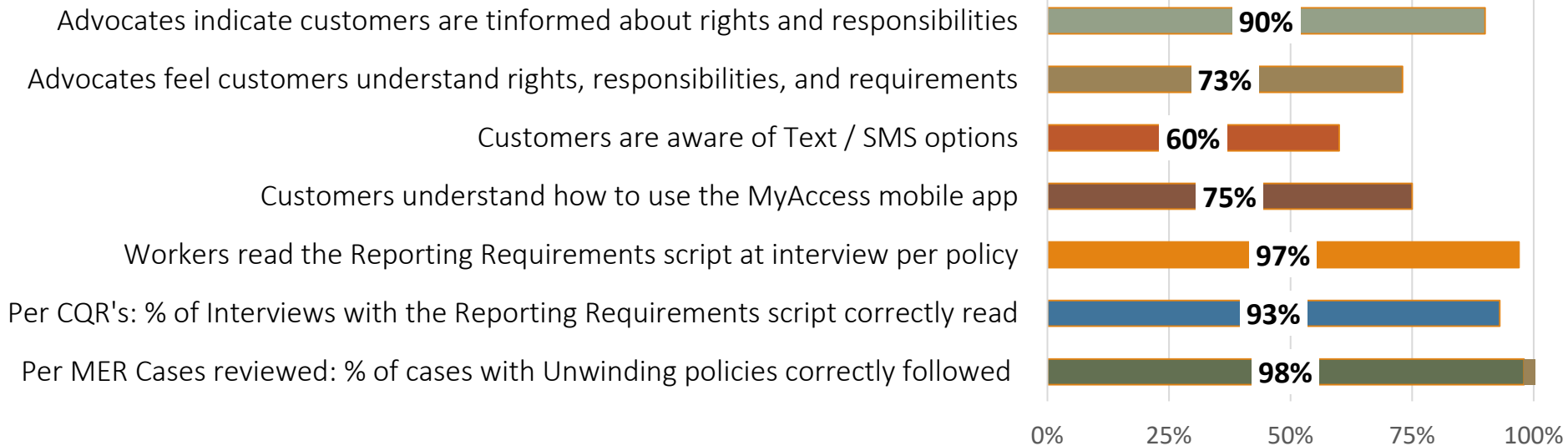


Covid-19 Unwinding

Reviewed: FS Case Reviews, CQRs, Survey responses , and FSQC Errors

Statewide Findings:

- ✓ *Most Staff feel knowledgeable about Covid-19 Unwinding policies*
- ✓ *Very few Covid-19 Unwinding errors found in Certification Cases and FSQC cases reviewed*
- ❑ *More customer education could help them transition back to regular policies*





Annual Mandatory IM Training

Reviewed: FS Case Reviews, Call Quality Reviews, Surveys, and DHS Training Records

Statewide Findings:

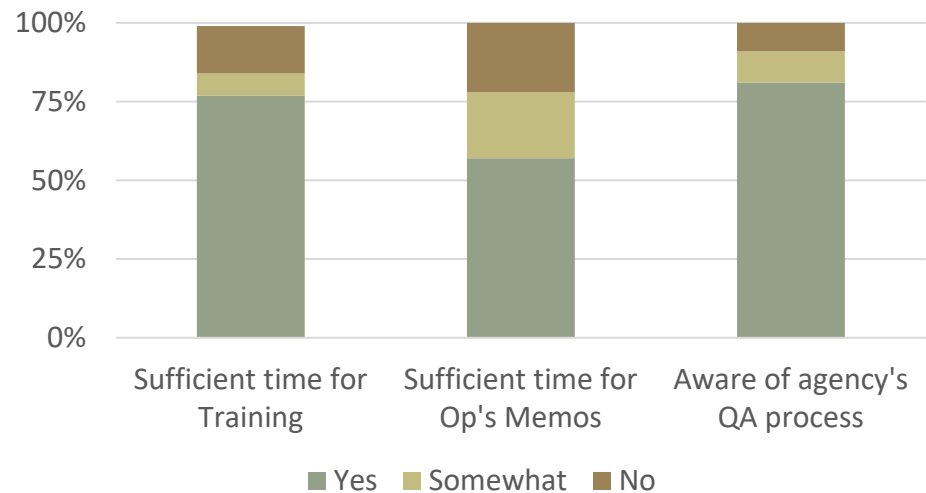
- ✓ All agencies were in compliance with Training Admin Memo 22-06
- ✓ Active Payment and CAPER Error rates were below tolerance thresholds
- ❑ Per Staff: More time to read & absorb Ops Memos and Training would be helpful

Most common errors, per Staff:

1. Earned Income
2. Insufficient Case Comments
3. Rushing / insufficient time for accuracy
4. Self-Employment Income
5. Not reviewing budgets / case work



Training per Staff Survey responses:





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

Active Errors	1142 Cases Sampled	\$353,072 Issued
In Error:	89 cases	\$17,581
Payment Error Rate:	4.98%	5.15% (Official rate)
Case Error Rate:	7.79%	

Top Five Active Errors:

Wages & Salaries	\$7,115	40.47%
Shelter Deduction	\$1,951	11.10%
Household Composition	\$1,508	8.58%
Other Unearned Income	\$1,071	6.09%
Standard Utility Allowance	\$1,018	5.79%

CAPER Errors	710 Cases Sampled
In Error:	146 Cases
CAPER Error rate:	20.56%
	21.84% (Official rate)

Top Five Caper Errors:

Verification	43 cases	29.45%
Wages and Salaries	37	25.34%
Notices	33	22.60%
Application	14	9.59%
Action Type	4	2.94%

Survey Results

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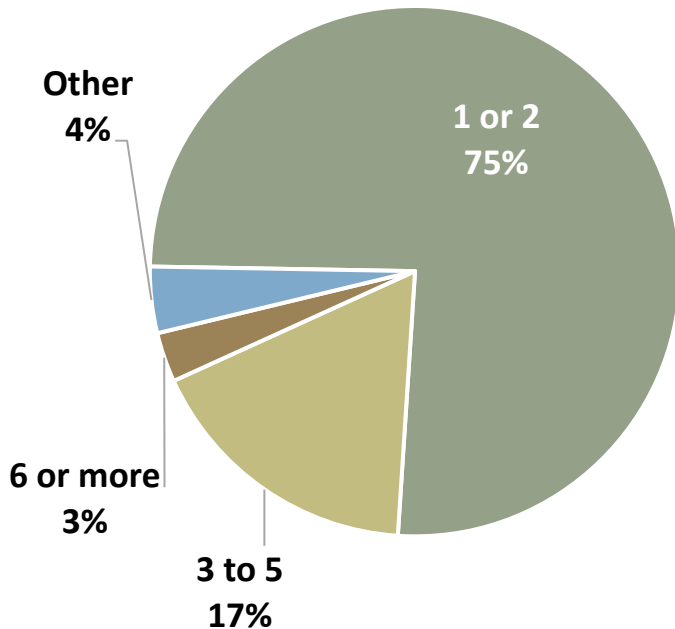


Customer Survey Results

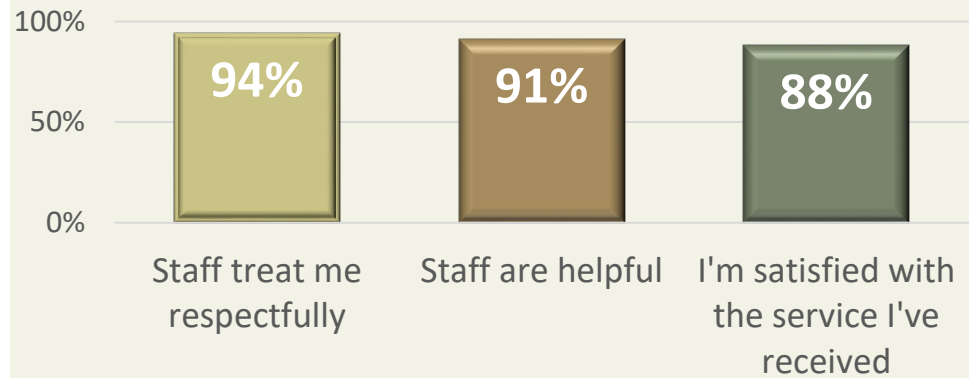
24,602 Responses



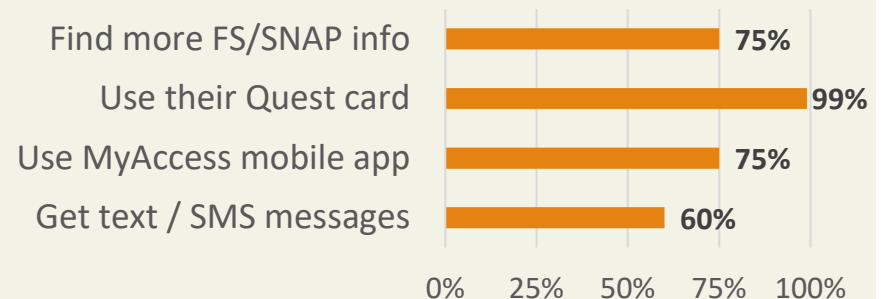
How often Customers speak with a worker about FoodShare per year:



Customer Service Satisfaction



Customers know how to:



Staff Survey Results

1276 Responses

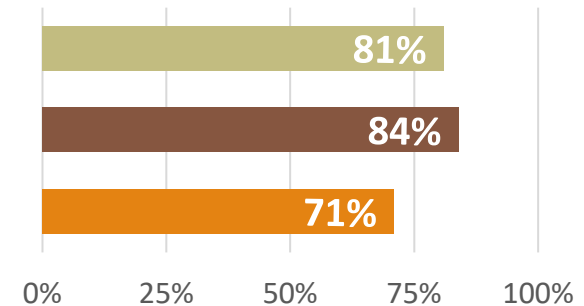


Staff indicate they:

Complete the Temporary Card Checklist F-02260 when issuing a card

Advise customers that Temporary Card Checklist F-02260A is needed

Provide additional info to customers during FS interviews



Additional Info shared at Interview:

- QUEST Card info & how to use card
- Local resources and food pantries
- Verification needed & due dates
- Other programs - FSET, WHEAP, etc.
- Allotment amounts & issuance dates
- Reporting requirements

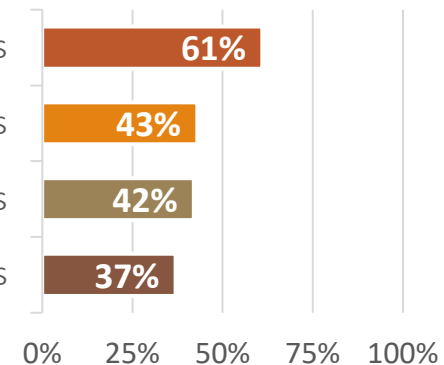
Most Requested Training:

Time Limited Benefits & FS Clocks

Health Care Renewals / CEEDs

Student Eligibility & Exemptions

FS Overpayments & IPVs

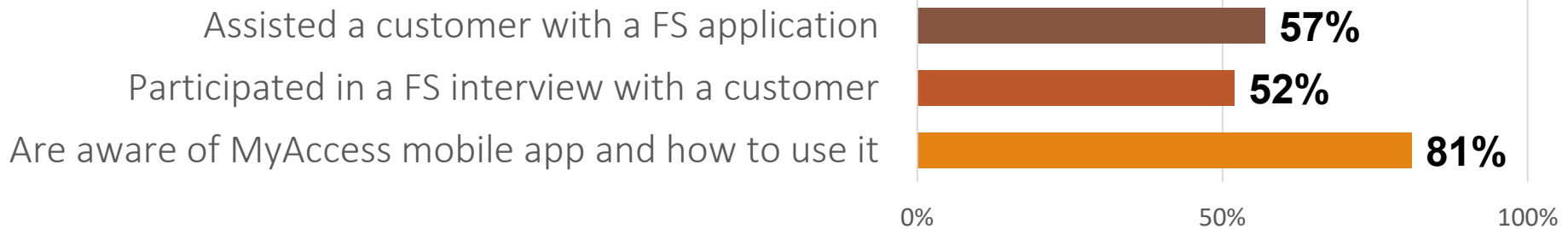


Advocate Survey Results

134 Responses



Advocates indicated they:



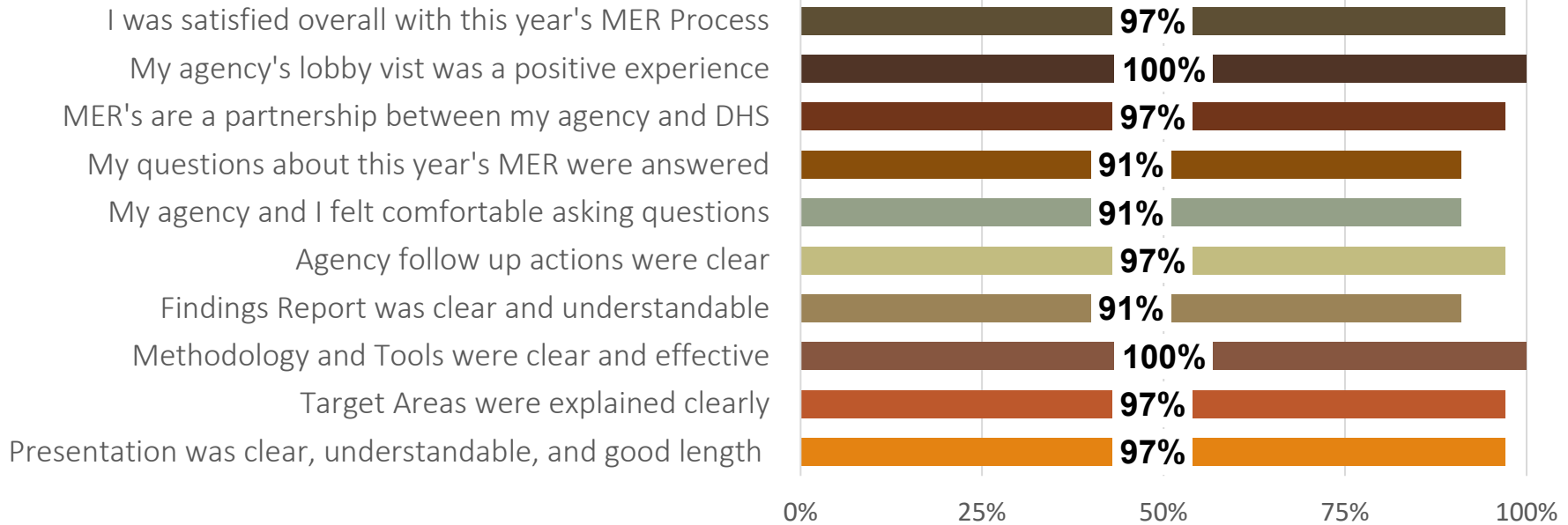
Advocate Suggestions & Feedback:

- These are some barriers to receiving and keeping benefits:
 - Long call wait times
 - Few/no in-person appointments available
 - Limited English Proficiency / Interpreter services accessibility
 - Access website not always available
 - “Pre-screening” by using limited info to give an estimated benefit amount
- Simplify & shorten notices – they’re overwhelming
- Explain TLB’s and FSET in a more simplified way
- Encourage customers to contact IM with questions
- Encourage use of text reminders
- Most workers are helpful, but more training would benefit both staff and customers
- IM does a nice job of gathering/relaying information
- Local ES is great!
- Thank you for all that you do 😊



MER Process – 2024 IM Survey Results

35 Responses



IM Agency Feedback:

What went well:

- ✓ Virtual meetings work well, but open to in-person
- ✓ Comfortable open meeting discussion
- ✓ Lobby visits went very well
- ✓ Positive feedback was much appreciated

Suggestions for future years:

- Advocate survey questions could be more clearly
- Lobby visit signage requirement questions could be worded better
- Clarify how cases are reviewed for MER

Summary of 2024 ME Reviews and Planning for 2025 ME Reviews

SLIDES 18-23





Summary of 2024 ME Reviews



2024 MER Totals (Consortia & MiES):

- 30 Findings with Corrective Actions
- 21 Findings with Recommendations



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

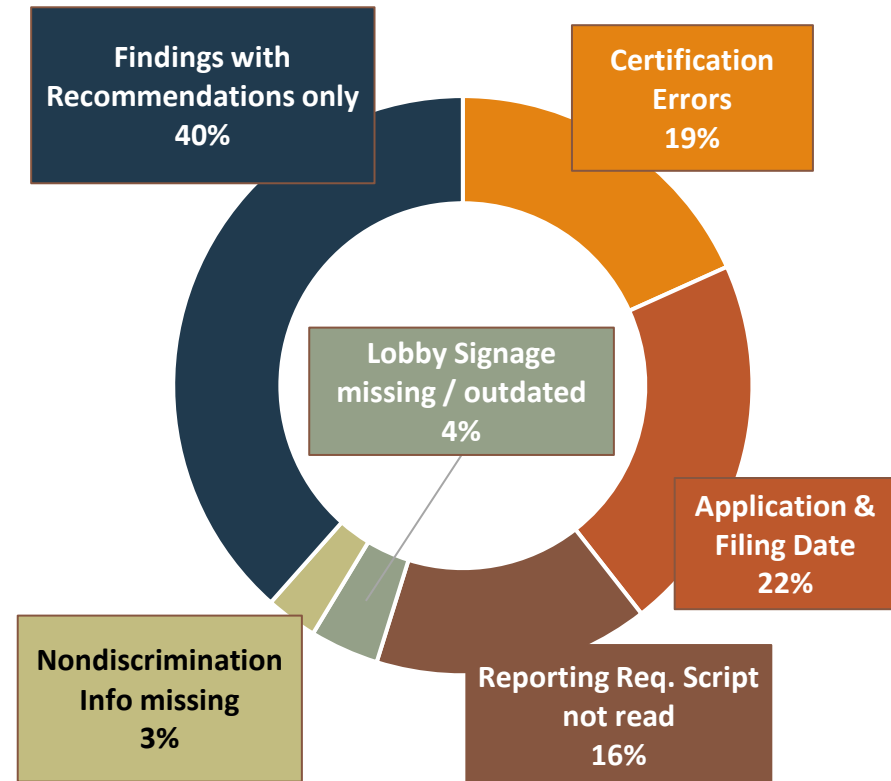


- Error Rates were excellent - *Great Job!*
- Lobby observations, agency websites, CQRs, and FS Certification case reviews all improved



IM Staff successfully navigated through Covid Unwinding while providing very accurate benefits and outstanding customer service!

2024 MER Findings & % of total:



2025 ME Review Planning: Tools & Timeframes



Dec 2024 -
Mar 2025

- Error Rate Data collected
- FSQC FY24 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 2025 –
Sep 2025

- 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

Autumn 2025 &
Ongoing

- Communication continues between IM agencies, DHS, and FNS throughout 2025, 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

2025 ME Review Planning: Entrance Meeting Dates



Lac Courte Oreilles Tribal Agency	March 12
Lac du Flambeau Tribal Agency	March 19
Bay Lake	April 2
East Central	April 16
Northern	April 30
Moraine Lakes	May 14
IM Central	May 29
Western	June 11
Capital	June 25
MILES	July 16
Southern	July 30
Great Rivers	August 13
WKRK	August 27
Sokaogon Chippewa Tribal Agency	September 10

2025 ME Review Planning: MER Target Areas



FNS Target Areas:

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

State At-Risk Areas:

- Recipient Claims Management
- EBT Card Practices & PIN Terminal Security
- Recipient Integrity



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, and feel free to complete the survey to share your input!

- Molly.Thomas1@dhs.Wisconsin.gov
- DHSFoodShareME@dhs.Wisconsin.gov
- [2024 Post-MER Survey for IM](#)
- 608.535.7316