VIRGINIA DEPARTMENT OF SOCIAL SERVICES

Management Evaluation (ME) Review

Together, we'll sow the seeds to provide the best service delivery to our citizens.

Management Evaluation

- Management Evaluation (ME) is responsible for conducting Supplemental Nutrition Assistance Program (SNAP) reviews in all local departments of social services, as required by the Code of Federal Regulations (7 CFR 275 Subpart B). The purpose of the review is to ensure that the SNAP program is operated in accordance with federal regulations and policies.

- The United States Department of Agriculture, Food and Nutrition Services (USDA/FNS) revises requirements of the Management Evaluation reviews annually. The Management Evaluation Plan is updated as needed to coincide with the new requirements.

How Often are Agencies Reviewed?

- **Reviews are conducted yearly for large agencies, every two years for medium size agencies or every three years for small agencies. The size of the agency or project area is determined by the number of participating households:**
  - Large - 25,000 or more participating households
  - Medium - 5,000 to 24,999 participating households
  - Small - less than 5,000 participating households
- **Project Areas**
  - Project areas are formed by combining two to three agencies based on participating households in the locality.
  - There is no change to the review of each agency other than the number of cases reviewed. Everything else remains the same.

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FFY2024
October 1 – September 30

What's in

What's new

What's out

What's the same?

- Virtual reviews
- Rushmore reviews

What's new?

- Program Access/Customer Service
- ABAWD
- SNAP E&T
- National Directory of New Hire (NDNH)
- Case Reviews have been reduced - approved applications, denials/withdrawals and claims
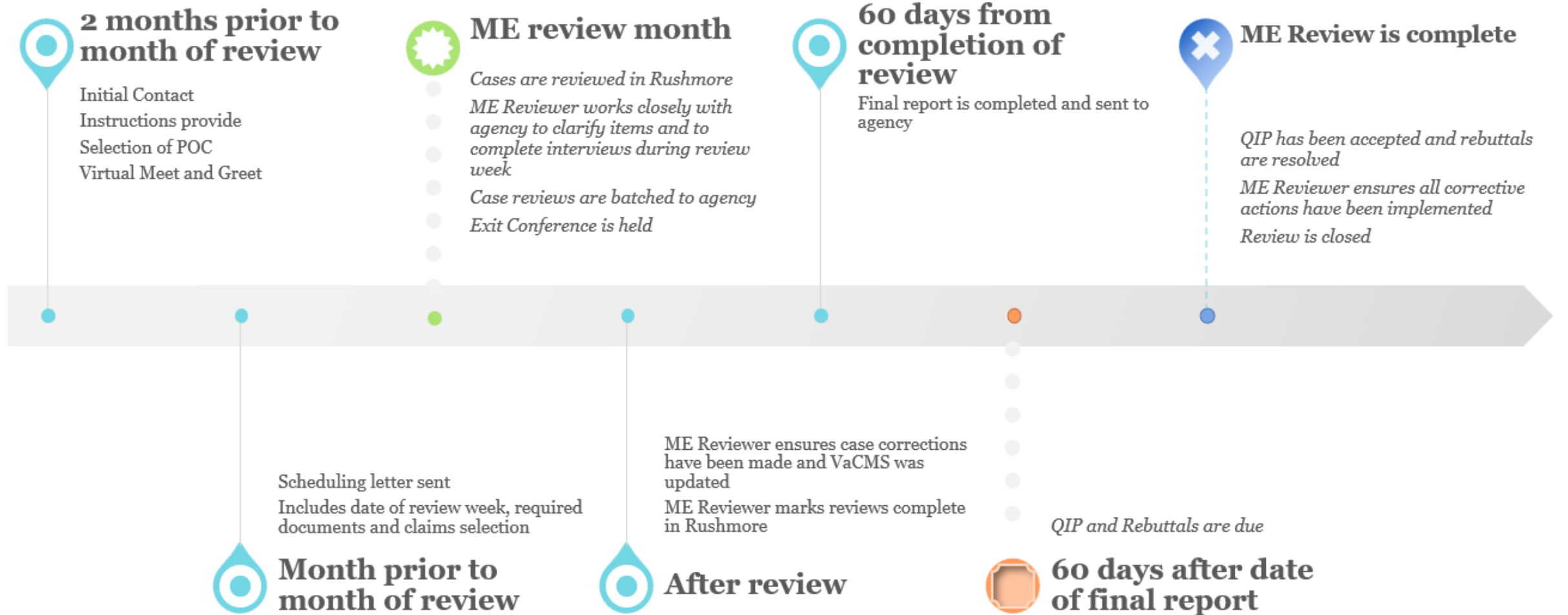- QIP Validations

What's out?

- Interims and Recertification case reviews

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Targets of the ME FFY2024

- **Initial Certification Process and Access**
  - Initial Applications: Approved and Denied/ Withdrawn
- **Able Bodied Adults without Dependents (ABAWD)**
- **SNAP E & T**
- **Program Access/Customer Service**
- **Civil Rights**
- **National Voter Registration Act of 1993 (NVRA)**
- **Program Integrity**
  - Recipient Claims – Treasury Offset Program (TOP)
  - Electronic Benefit Transfer
  - Data Matches
    - SVES
    - eDRS
    - NDNH

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ME Timeline

2 months prior to month of review

Initial Contact
Instructions provide
Selection of POC
Virtual Meet and Greet

ME review month

Cases are reviewed in Rushmore

ME Reviewer works closely with agency to clarify items and to complete interviews during review week

Case reviews are batched to agency

Exit Conference is held

60 days from completion of review

Final report is completed and sent to agency

ME Review is complete

QIP has been accepted and rebuttals are resolved

ME Reviewer ensures all corrective actions have been implemented

Review is closed

Scheduling letter sent
Includes date of review week, required documents and claims selection

Month prior to month of review

ME Reviewer ensures case corrections have been made and VaCMS was updated

ME Reviewer marks reviews complete in Rushmore

After review

QIP and Rebuttals are due

60 days after date of final report

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Entrance Meeting

- **Meet and Greet for the Reviewer and Agency Review Coordinator**

- **Introduction to the ME process**
  - Discuss the Target areas for the current FY
  - Gather agency information
    - Are you interviewing or are they being waived?
    - Name and contact information for other staff that we may need to meet with during the review.
    - Agency hours, any closures during the sample month
    - Review timeline (the journey we are embarking on)
  - Discuss dates and times for Exit Meeting

- **Agency Review Coordinator**
  - Important to meet deadlines
  - Communicate with ME Reviewer if/when unable to meet deadline or ANY questions arise.
  - Ensure all Rushmore and VaCMS comments are correct, and corrections (if possible) have been completed

Rushmore

- Ensure all workers and supervisors have access to Rushmore.

- ME Reviewer will add a comment under each of the review elements for any causal factor cited.

- Rushmore reviews will be "batched" to the agency. All case reviews with casual factors cited must be reviewed.

- Add agency response to "Review Action" tab in Rushmore.

- Check "Case Corrected" on Review Action tab; this action will notify the ME Reviewer of the agency response and return the review to the ME Reviewer's dashboard.

- Also, add a note to Case Comments in VaCMS

Rushmore: Main Review

Enter Case Review		Review ID: (new)		Review Date: 03/28/2024
Main Review	Review Elements	Program Specific/Other		Review Action

Reviewer: JONES, ROBIN S   **Type:** ME   **Reviewer Sup Last:** CLARK   **First Name:** DIANA   **Reviewer Locality:** Home Office

Review Month: **Review Class:**   **VACMS Number:**   **MA/Case #:**   **Case Last Name:**   **First Name:**

Worker Last Name: **First Name:**   **Supervisor Last Name:**   **First Name:**   **Locality:**

Point of Contact Last Name: **First Name:**

Program	Review Type	MC/CC Category

User Guide   Add   Edit   Delete   Cancel   Save   Print   Close

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Rushmore: Review Elements

rushmore.dss.virginia.gov/DSSCRS/CASEADDEDITJS.ASP

Enter Case Review	Review ID: 143726	Review Date: 1/16/2024

Main Review	Review Elements	Program Specific/Other	Review Action

	Element	Causal Factors	SNAP			
Open	Appl Expedite		N/R			
Open	Application-30 Day Proc		N/R			
Open	Appl Extend Pend		N/R			
Open	Denials and Withdrawals	Documentation incomplete, missing, or incorrect	Incorrect			
Open	ABAWD		N/R			
Open	SNAP E & T		N/R			
Open	Civil Rights		N/R			
Open	Voter Registration		Correct			
Open	Recipient Claims Management		N/R			
Open	SVES		N/R			
Open	eDRS		N/R			
Open	NDNH		N/R			

User Guide	Add	Edit	Delete	Cancel	Save	Print	Close

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Rushmore: Review Action

Rushmore: Approved Applications and Denials/Withdrawals

Causal Factors:

- Application date/Proration incorrect

- Screening not completed timely and/or correctly

- Interview not scheduled/conducted in a timely manner

- Case incorrectly processed (Exp)

- Incorrect verification(s) requested/verifications not requested

- Appropriate notices incorrect, not sent or not sent timely

- Action not completed timely and/or correctly

- Benefits not issued timely and/or correctly

- Insufficient Documentation

Rushmore: Claims

Causal Factors:

- Date of discovery incorrect
- Claim established untimely
- Claim period incorrect
- Claim not correctly calculated
- Incorrect verification(s) requested/verifications not requested
- Claim established in error Insufficient
- Documentation
- Appropriate notices incorrect, not sent or not sent timely
- Delinquent claim not referred to TOP

Rushmore: ABAWD

To determine compliance with ABAWD and work registration policy, the items evaluated for all household members subject to the work requirement and work registration, should include, but are not limited to, the following:

Causal Factors:

- All applicable exemptions entered/coded in VaCMS
- 36-month clock begin date
- ABAWD status code on 36-month clock and work registration status
- Correct certification period

National Voter Registration Act (NVRA) of 1993

Ensuring that local departments of social services are complying with the NVRA which requires them to offer customers the opportunity to apply to register to vote at initial application, at each review of eligibility, and any time a change of address is reported

Causal Factors:

- Voter Registration Request not acted on
- Data Entry Error

Rushmore: SVES – System Match

Ten of the initial approved applications will be monitored for SVES match. If the case does not contain SVES match documentation or documentation that the match was addressed the case will be considered incorrect

Causal Factors:

- Inquiry not completed or untimely

- Prison or Death match not addressed

- Prison or Death match not independently verified

- Prison or Death match request for contact not mailed

- Ineligibility – overpayment referral not completed

Rushmore: eDRS –System Match

Ten of the initial approved applications will be reviewed for eDRS match.

If the eDRS indicates that the household member is disqualified, the Reviewer will determine if the LDSS instituted a secondary form of verification.

If the record does not contain eDRS match documentation the case will be considered incorrect.

Causal Factors:

- Inquiry not completed or untimely

- Match – Secondary verification not instituted

- Match - Overpayment referral not completed

- eDRS system not updated, not updated correctly

Rushmore: National Directory of New Hires Match

Ten of the approved applications will be reviewed for NDNH match.

The NDNH run must be documented regardless of a match.

If no documentation addressing NDNH is found the case will be considered incorrect.

If NDNH match is not addressed the case will be considered incorrect.

Broadcast dated 12/08/22 "National Directory of New Hires" states:

Eligibility staff processing applications and recertifications for SNAP, are required to document results of the NDNH match to ensure that there is an audit trail so that any third-party reviewer can determine that cases were matched. Each case record has to be clearly documented that all adult household members were matched against NDNH at certification and recertification, including if no results were received.

Causal Factors:

- Match – Not addressed
- Match – Secondary verification for instituted

Rushmore: SNAP E & T

Five SNAP E & T cases will be selected from the active participants enrolled in SNAP E & T at the time of the review month. If the agency has less than 5 active participants, the reviewer is to select all to be reviewed.

Causal Factors:

- Participant is not an active SNAP recipient and/or is receiving TANF

- Appropriate notices incorrect, not sent or not sent timely

- Work registration rights and responsibilities not provided to participant

- Documentation incomplete, missing, or incorrect

- Participant was not tracked on the FNS 583 quarterly report

Target Areas Reviewed Outside of Rushmore

- **Civil Rights**

  Questionnaire – Limited English Proficiency Plan (LEP) -Lobby Posters - Training

- **Electronic Benefit Transfer**

  - Questionnaire – Photos of safe – EBT logs for sample month – meeting with Reviewer and EBT Coordinator

- **Program Access/Customer Service**

  - Questionnaire – Advocate Surveys – Customer Surveys – Blind Testing

- **National Voter Registration**

  - Voter Registration Signage and Applications – Annual Training

ME Exit Meeting

- Date and Time mutually agreed upon with the Director, Agency Review Coordinator and ME Reviewer.
- Informal discussion of the preliminary findings.
- Review of next steps to complete ME.

Note: feel free to invite staff you feel would benefit from attending

Final Steps to Completion...QIP

- **SNAP ME Findings Letter and supporting documents are due to the agency 60-days from date of the Exit Meeting.**

- **Quality Improvement Plan (QIP) and ME Rebuttal Instruction will be provided with Findings email.**
  - QIPs are due to your ME Reviewer 60-days from date of Findings Letter.
  - Findings Letter will list areas reviewed outside of Rushmore found to be out of compliance and require a QIP.
  - Rushmore Causal Factor Summary will be provided with Findings information to be used in developing the case review QIPs.
  - Ensure all QIP activities are measurable, quantifiable and verifiable.
  - An Acceptance Letter will be sent to the agency when all QIPs are provided, and requirements are met.

Final Steps continued...Validation

- **Validation of QIPs - USDA is requiring for all reviews**

  - Request for Validation letter will be sent to agency approximately 30-days after QIPs are accepted.

  - Acceptable validation documentation could include, but not limited to the following..

    - Training materials/presentations, sign in sheets
    - Desk tools developed as a result of ME Findings
    - Unit meeting agenda/sign in sheet if conducting training
    - Case monitoring – be specific – the number of cases per worker per month, etc.

  - Validation information is due to ME Reviewer 14-days from date of request

  - When is the ME COMPLETE?

    - When all validation information is provided and accepted!

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How can you help us??

- Ask questions when things are not clear.

- Respond to requests timely.

- Review Rushmore to ensure workers/supervisors have access.

- Complete Rushmore reviews, response and corrections timely.

- Submit QIPs and Validations timely.

Note: Please double check your documents prior to submission. Documents should not be typed in all caps and should be free of spelling errors.

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Thank you for giving us to opportunity to share the ME Process

Management Evaluation Team

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Questions???