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Governor

NEW YORK STATE
OFFICE OF TEMPORARY AND DISABILITY ASSISTANCE
40 NORTH PEARL STREET
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Brian J. Wing
Commissioner

Local Commissioners Memorandum

Section 1

Transmittal:	02 LCM 6
To:	Local District Commissioners
Issuing Division/Office:	Temporary Assistance
Date:	July 25, 2002
Subject:	Food Stamp Management Evaluation Procedures
Contact Person(s):	Paul Rickard at (518) 473-6354
Attachments:	Food Stamp Application Processing - Case File Review Document Food Stamp Application Processing - Interview/Observation Instrument
Attachment Available On – Line:	X

Section 2

I. Purpose

The purpose of this release is to modify the way that Food Stamp Management Evaluation (ME) Reviews are conducted in local districts outside of New York City.

II. Background

Program Access ME's are a portion of the annual report submitted by the Office of Temporary and Disability Assistance (OTDA) Division of Temporary Assistance (DTA) to the United States Department of Agriculture (USDA). In previous years, the OTDA required districts to retrieve a state-selected sample of 30 cases, pre-review these cases, provide time and space for State case reviewers and staff interviews, pre-complete an interview instrument, respond to individual case findings, and if indicated, submit a Corrective Action Plan (CAP) to address deficiencies.

III. Program Implications

OTDA is introducing the ME self-assessment process to simplify current administrative practices while allowing local districts to assess, evaluate and, when necessary, adjust their own management practices. Under USDA-approved procedures, districts will now be allowed to self-assess key areas of program access, using 25 cases currently under process and their own knowledge of internal processes. Completed forms will be sent to OTDA, and if indicated, a CAP will be submitted for areas identified as needing improvement.

All districts except for New York City will commence annual ME self-assessment in July of 2002. Completed findings on the attached forms will be returned to OTDA by August 30, 2002. Districts

will then provide their Corrective Action Plans to OTDA where they will be used for statewide program analysis.

REVIEW GUIDELINES

Districts will select 25 cases, including each of the following categories: temporary assistance (TA) case openings, denials, withdrawals and closings; and non-temporary assistance/food stamp (Non-TA/FS) case openings, denials, withdrawals and closings. Areas under review remain unchanged and will include application processing standards, provision of expedited services and separate determinations of food stamp eligibility. One recording form will be completed for each case and the reviewer may be either designated centrally or may be any supervisor who did not sign the original case action. In addition, each district will complete a structured Interview Guide to assess other pertinent areas of operation. The guide remains largely unchanged from prior years and should be sent to OTDA with the case review forms.

Copies of the review sheets, the interview/observation instrument, and the proposed CAP will be sent to:

New York State OTDA/DTA
Eastern Regional Team
40 North Pearl Street
Albany, NY 12243

CORRECTIVE ACTIONS

Although the sample reviewed by districts does not constitute a valid statistical sample, the review of FS processing in the several areas listed above will provide local managers with indications of those actions that were taken in error and how best to correct them. Districts experiencing significant errors in any of the review areas will submit a corrective action plan with the case review forms.

After reviewing local findings, the district will determine if administrative deficiencies are evident and submit a plan addressing how they are to be corrected. Plans may include remedies such as: topical training, communications improvements, recordkeeping changes, staff realignments or any other locally developed processes or resources required to improve the problem area. Districts should include dates by which activities are to be conducted.

STATE OVERSIGHT

The DTA will review the materials submitted and prepare a statewide ME report on program access to be submitted to USDA. In the first year of this process, DTA will visit 26 districts to review CAP progress and local evaluations. It is anticipated that the second year this modified review will require fewer ME's from districts and consequently fewer DTA re-reviews.

Issued By

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