



State of Utah

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**Department of
Workforce Services**

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Date: January 17, 2013
To: Casey Erickson, Deputy Director
From: Greg Paras, Associate Director, Performance Review
Subject: Notification of Management Evaluation: Eligibility Services Division

This letter is to provide notification of the upcoming Supplemental Nutrition Assistance Program (SNAP) Management Evaluation for the Eligibility Services Division (ESD). The Food and Nutrition Service (FNS) has identified critical program areas to be monitored by State agencies for the successful operation of SNAP.

There are three State target areas for FY 2013 including:

- Program Access
- Recipient Integrity
- Civil Rights Compliance

With the creation of the ESD and statewide eligibility process, the emphasis of the review will be a comprehensive evaluation of the systems and processes to ensure compliance with target area requirements.

Subsequent onsite evaluation visits will be conducted at three Employment Centers statewide to assess processes for applications, interviews, and documentation handling.

Those Employment Centers will be Ogden, Richfield, and Cedar City. The onsite visits will occur March 11, 2013 through March 29, 2013. The specific dates will be coordinated with the applicable Service Areas.

This Management Evaluation will be conducted according to requirements of 7 CFR, Section 275.5, Subpart B - Management Evaluation Reviews. The purpose of the evaluation is to:

- Provide a systematic method of monitoring and assessing program operations that will measure compliance with provisions of state and federal regulations and policy.

- Provide a basis for states to improve and strengthen program operations by identifying and correcting deficiencies.
- Provide a continuing flow of information between states and FNS necessary to develop solutions to problems in program policy and procedures.

The evaluation team will conduct the review through a variety of methods including observation and assessment of the eligibility phone system, on-line application process, employment center functions, staff and community partner interviews, Program Review Team case review results, and other ESD operational data as applicable.

Again this year, representatives from the advocate agencies Utahns Against Hunger and Crossroads Urban Center will be participating on the onsite reviews. Their participation in this process satisfies the onsite monitoring requirements of the Eagle vs. Angus consent order.

Upon completion of the evaluation, any findings or recommendations will be included in a management report with subsequent corrective actions documented and provided to FNS.

If you have any questions, please contact me or Gary Kimber at gkimber@utah.gov or (801) 468-0045.

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