



United States  
Department of  
Agriculture

Food and  
Nutrition  
Service

3101 Park  
Center Drive

Alexandria, VA  
22302-1500

AUG 18 2011

**SUBJECT:** Supplemental Nutrition Assistance Program (SNAP) – Fiscal Year (FY) 2012 Target Areas for Management Evaluations (MEs)

**TO:** Regional Administrators  
All Regions

The purpose of this memo is to transmit national target areas and procedures for management evaluations (MEs) for fiscal year (FY) 2012. The national target areas were selected through a collaborative effort between the National Office and the Regional Offices (ROs). The Food and Nutrition Service (FNS) has identified four national target areas to be reviewed by the ROs and two national target areas to be reviewed by State agencies. In addition, FNS has identified five other program areas that ROs and State agencies should review on an at-risk basis, but at least once every 6 years.

**FY 2012 National Target Areas:**

Federal Target Areas:

1. Program access at the State agency level (including online application processing and initial and recertification application processing timeliness);
2. The State's ME system;
3. The State's quality control (QC) system (completion rates); and
4. Recipient integrity.

MEs for the Federal target areas must be performed in accordance with the approved schedule or on a more frequent basis if there is an identified risk. The approved schedule is as follows:

- The four largest States (California, Florida, New York, Texas) are reviewed annually;
- The next 18 largest States (Alabama, Arizona, Georgia, Illinois, Indiana, Kentucky, Louisiana, Massachusetts, Michigan, Mississippi, Missouri, North Carolina, Ohio, Oregon, Pennsylvania, South Carolina, Tennessee, Virginia, Washington) are reviewed every 2 years;
- The remaining 30 States are reviewed every 3 years.

State Target Areas:

1. Program Access
2. Recipient Integrity

MEs for the States target areas must be conducted in accordance with the following schedule or on a more frequent basis if there is an identified risk. State agencies may submit a plan that covers the 3 year review cycle and provide updates annually.

- In large project areas every year;
- In medium areas every 2 years; and
- In small project areas every 3 years.

**Federal and State At Risk Areas:**

ROs have the flexibility to review other areas on an at-risk basis but at a minimum every 6 years. In determining risk, the RO should take into consideration the time elapsed since an area has been reviewed, deficiencies identified at that time, and any recent changes to the program area. The RO does not need to include the reason a program area was not reviewed in the ME review report that is sent to State agencies.

The FY 2012 Federal and State at-risk review areas are:

1. Recipient Claims Management
2. Treasury Offset Program
3. Nutrition Education
4. Employment and Training (E&T)
5. Electronic Benefit Transfer

**Federal Procedures:**

ROs should note the following procedures for completing MEs in FY 2012.

- Reviews of a national target area or at risk program area may be conducted off-site if data is available at the RO to ensure an adequate review; however, local level site visits are required for State ME systems.
- To determine whether or not to perform an on-site review, ROs should refer to the ME review guides and consider changes in the past year that put the State agency at risk for compliance problems such as recent staffing cuts, personnel changes, reduced budgets, or policy changes.
- ROs should use the standardized ME review guides to review the specified program areas. More information concerning the review guide for quality control and recipient integrity are forthcoming.

- ROs are required to perform four local level program access reviews (PAR) per year. A full local level PAR using the review guide can be substituted for the required local level ME review.
- A shadow or follow-up review of a State's ME can be used as a PAR when the shadow review is augmented to meet the PAR guidelines or the follow-up review's focus is on program access and the PAR guide is used.

**Review Staff:**

If reviewers at the RO are not familiar with a target area, the RO may need to train reviewers to conduct the review or assign the review to other staff within the RO who have the expertise. For example, financial management staff may monitor and review the financial area of a target, information technology staff may monitor and review an automated function, or civil rights staff may review an overlapping client services target. It does not matter which staff conduct the review as long as the target and other areas are covered so problems are identified and corrected.

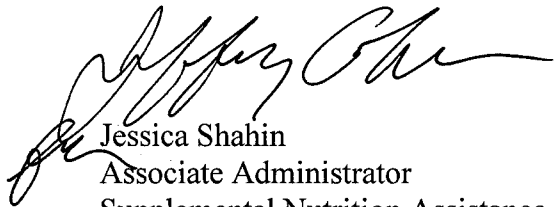
**Reports of RO Review Activity:**

The ROs are required to submit the following information related to their review activity:

- Review Schedule: Each RO must submit a schedule of review visits, including review type and coverage, to Moira Johnson, Chief, Program Design Branch, by January 1, 2012. Please include program access reviews (PARs) to local offices in this schedule and indicate which areas will not be reviewed in each State.
- Summary of Review Activities: Each RO must enter a summary of each completed ME and a year-end summary into the tracking tool located on the Partner Web. If the year-end summary is uploaded to the tool as an attachment, please use the attached reporting form. A summary of each completed local PAR must also be entered into the tracking tool. Contact Tim McCrosson at [tim.mccrosson@fns.usda.gov](mailto:tim.mccrosson@fns.usda.gov) for access to the tool. Summaries of all review activities must be completed and entered into the tool no later than November 30, 2012.

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We appreciate the effort made by you, your staff, and your State agency partners to ensure the integrity of and improve access to SNAP. If you have any questions or require assistance, please contact Moira Johnston at (703) 305-2515 or Harriet Kornegay at (703) 305-2501.

A handwritten signature in black ink, appearing to read 'Jessica Shahin', is written over the typed name.

Jessica Shahin  
Associate Administrator  
Supplemental Nutrition Assistance Program

Attachment

## SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

### Name of Region FY 2012 REVIEW SUMMARY REPORT

In fiscal year 2011, REGION NAME conducted four Management Evaluations. Below are summaries of those reviews, state specific compliance findings and required corrective actions.

**Name of State Agency**

Summary -- briefly summarize the results of the review

**State Agency 2**

Summary

**State Agency 3**

Summary

**State Agency 4**

Summary

**2012 MANAGEMENT EVALUATION - STATE**

<b>PROGRAM AREA</b>	<b>REGULATION CITATION</b>	<b>DEFICIENCY DESCRIPTION</b>	<b>CORRECTIVE ACTION</b>	<b>STATUS</b>
Program Access (State Level)	273.2(e)(2)	Regulations require etc... Our review found etc...	The SA must etc...	Open
Nutrition Education	275.4	Regulations state etc...	The SA must etc...	Closed