

**[Supplemental Nutrition and Assistance Employment &
Training Program (SNAP E&T)]**

QUALITY ASSURANCE REPORT

PROGRAM YEAR 2016 -2017

Review Dates: February 20 – March 1, 2017

Region 01



CareerSource Escarosa

March 23, 2017

3670-2A North "L" Street Pensacola, Florida 32505

www.careersourceescarosa.com

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MONITORING EXIT SUMMARY

A quality assurance review of the Supplemental Nutrition and Assistance Employment & Training Program (SNAP E&T) has been completed. This program was monitored February 20 – March 1, 2017 as scheduled. A total of forty five (45) case files were reviewed during this period.

Overview of Potential Monitoring Results

(5) Findings are instances where noncompliance with requirements contained in federal or State laws, rules and regulations, administrative codes, State guidance or other documents are found and are considered to be higher risk issues that could potentially result in questioned costs and/or impact the integrity of program operations. Findings are expected to be responded to in the Corrective Action Plan (CAP).

(2) Other Noncompliance Issues are general noncompliance conditions that are considered low risk findings, but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.).

(0) Observations are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes. Observations are not expected to be responded to in the CAP.

(0) General Program Comments (GPC) are issues identified and corrected during the review or 10-day response period and do not potentially have an effect on performance reporting, data validation, or other qualifying performance or eligibility requirement. These issues are referenced in the report as general comments.

(0) Notable Program Practices are informative statements that highlight and recognize positive program processes and improvements.

Findings

Was a signed and dated Grievance/Complaint and EEO/Discrimination Form in the participant's case file?

- In 3 of the cases monitored, either a Grievance Form was missing or not signed by the client and the Career Advisor. Remarks from the CAP state, (1) a grievance form has been mailed to client to be signed and returned. Follow up letter mailed to client. (2) Grievance form mailed to client to be signed and returned. (3) Grievance signed and in the folder.
- Although this [policy](#) (AWI FG 00-004 rev 06/08/07) is currently being amended at the State level, a Grievance Form is still required to be in every SNAP clients file; dated and signed by the both the client and the Career Advisor and a copy given to the client for their records.
- Follow-up monitoring with these cases will continue.

Is there documentation in the case file to support the hours entered into the OSST system?

- In 2 of the cases monitored, the documented hours were found in the case file; however, the hours were never recorded in OSST. Remarks from the CAP state, hours have been entered December 2016, client was under Sanction in November, Sanction lifted in December 2016. Sanction request for January 2017 was initiated on 02/24/2017. *The other case in question was not commented on.*
- By documenting activity hours this validates every hour the client spent conducting assigned hours. No hours are justified if one or the other are missing, either from the clients file or in OSST.
- Follow-up monitoring with these cases will continue.

Other Noncompliance Issues

If the participant was engaged in a JS activity, did the job search last less than 366 consecutive days?

- In 2 of the cases monitored, the clients were assigned a Job Search activity for 366 days or more. Remarks from the Corrective Action Plan state, (1) Client's JS activity has been closed. New activity assigned, JS Training and Work Experience. (2) Client's JS activity has been closed. New activity assigned, JS Training and Work Experience.
- Career Advisors must insure that clients are not enrolled in Job Search for more than 365 days.
- Follow-up monitoring with these cases will continue.

Due to the influx of participants in the SNAP Program, management has found it necessary to shift personnel around and hire additional staff to better serve clients. Due to these changes, follow-up monitoring, training and guidance in this Department will continue.

The following links contain helpful information about the SNAP E&T program to provide staff with continued insight, guidance and training:

- **2017 SNAP E&T State Plan**

http://www.floridajobs.org/docs/default-source/2016-memoranda/memo_statesnap_et_planapproval_fedfy2017.pdf?sfvrsn=2

- **SNAP E&T Frequently Asked Questions**

http://www.floridajobs.org/docs/default-source/office-of-workforce-services/snap_faq.pdf?sfvrsn=12

- **SNAP E&T Participant Flow Chart**

http://www.floridajobs.org/docs/default-source/office-of-workforce-services/snap_participant_flow_la_decision.pdf?sfvrsn=2

- **SNAP E&T Alert Guidance**

<http://www.floridajobs.org/docs/default-source/office-of-workforce-services/copy-of-snap-alerts-guidance.xlsx?sfvrsn=2>

End of Report