

#  SNAP Management and Operational Process Review Tool

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| RWB: |  |  | DATE REVIEWED: |  |
| REVIEW COMPLETED BY: |  |  |  |  |
| STAFF INTERVIWED: |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **LOCAL OPERATING PROCEDURES** |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 1. Does the RWB have a local policy or procedure in place to administer the SNAP program?
 |  | [ ]  |  | [ ]  |  |       |
|  | 1. Does the policy or procedure include caseload size and performance benchmarks? (Obtain a copy)
 |  | [ ]  |  | [ ]  |  |       |
| .  |  **If no to any of the above questions, please**  **describe in comment section?** |  |  |  |  |  |      |
|  | **PERFORMANCE** |  |  |  |  |  |  |
|  | 1. How many staff positions are currently assigned to SNAP?
 |  |  |  |  |  |       |
|  | 1. Does it appear that the region is meeting its performance benchmark level(s) of 50 cases per FTE?
 |  | [ ]  |  | [ ]  |  |       |
|  | 1. If no, what outreach efforts (i.e., caseload and marketing strategies) are being used by the region to engage participants in SNAP?
 |  |  |  |  |  |       |
|  | **Internal Monitoring** |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 1. Does the RWB have written policies and

procedures in place? (Obtain a copy) If no, how does the RWB ensure that internal and external monitoring complies with federal and State provisions and other applicable laws?  |  | [ ]  |  | [ ]  |  |       |
|  | 1. Do policies, procedures or schedules specify when staff shall conduct monitoring? i.e., quarterly, semi annually, etc? **If yes, indicate time frame(s).**
 |  | [ ]  |  | [ ]  |  |       |
|  | 1. Have any tools been developed to conduct monitoring? (Request copy of tool)  **If no, what process is used to monitor?**
 |  | [ ]  |  | [ ]  |  |       |
|  | 1. Are reports written as a result of the monitoring reviews? (Obtain a copy)
 |  | [ ]  |  | [ ]  |  |       |
|  | 1. Are Preventive Corrective Action Plans (PCAPs) required and has any follow-up been conducted? (Obtain a copy)
 |  | [ ]  |  | [ ]  |  |       |
|  | **EMPLOYMENT RETENTION SERVICES** |  | **YES** |  | **NO** |  | **COMMENTS** |
|  | 1. If the region is operating an Employment Retention Services program, does the region have a policy and procedure in place to administer the program? If yes, please obtain a copy.
 |  | [ ]  |  | [ ]  |  |       |

Final 9/20/2012