



Alaska Department of Health and Social Services
Division of Public Assistance

**Supplemental Nutritional Assistance Program
Employment & Training**

Provider Monitoring Guide



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Contents

I. Introduction	2
A. Mission.....	2
B. Purpose	2
C. Service Standards.....	2
D. Grants and Provider Agreements	2
E. Provider Internal Quality Assurance Guidance	3
II. Monitoring Tools	3
A. SNAP E&T Case File Review Checklist	3
B. SNAP E&T Case File Review Checklist Roll-up	3
C. Provider Monthly Data Report	3
III. Conducting the On-Site Review	4
A. Purpose	4
B. Reviewer / Review Team	4
C. Schedule.....	4
D. Advance Preparation	4
E. Agenda	4
F. Entrance Interview.....	4
G. Exit Interview	4
H. Findings Report.....	5
I. Service Provider Findings Report Response	5
IV. Appendices	5

I. Introduction:

A. Mission

The mission of the Department of Health and Social Services is “to promote and protect the health and well-being of Alaskans”.

B. Purpose

The purpose of this Provider Monitoring Guide is to promote program and service delivery improvements that assist recipients of Alaska’s Supplemental Nutrition Assistance Program (SNAP) enrolled in Employment and Training (E&T) to become economically independent through gaining skills, training, and work experience that will increase their ability to obtain regular employment.

The SNAP Employment and Training program is authorized under 7 CFR Parts 271 and 273, Department of Agriculture, Food and Nutrition Service. The SNAP Employment & Training program provides opportunities to individuals receiving SNAP benefits who wish to improve their economic well-being. In Alaska, the SNAP Employment & Training Program is voluntary. The target audience includes SNAP recipients who are not currently receiving benefits under the Alaska Temporary Assistance Program (ATAP) who wish to increase their financial well-being for themselves and their families by increasing skills, increasing education, obtaining certified training related to in-demand occupations, or participating in job readiness and job search programs.

Division of Public Assistance is responsible for monitoring grants, contracts and provider agreements to ensure compliance with Federal and State requirements, standards and program targets. Monitoring is an on-going process. It encompasses a review of service delivery and monthly data reports.

C. Service Standards

Employment & Training service providers fully adhere to program requirements and standards as established by the USDA Food and Nutrition Service (FNS), contract and grant agreements, and State of Alaska guidance. Data-entry and reporting is required to be timely and accurate.

D. Grants and Provider Agreements

Division of Public Assistance utilizes grants and provider agreements to administer SNAP Employment & Training services throughout the state. Grants and provider agreements are established with entities whose focus is to help individuals gain skills, training, and work experience to increase their ability to obtain employment.

E. Provider Internal Quality Assurance Guidance

Service providers are encouraged to conduct internal reviews of services.

II. Monitoring Tools

Monitoring tools are designed to gauge compliance with grants and contract requirements, federal and state policy, data integrity, and support services expenditures. State reviewers will use the following tools during provider monitoring reviews:

- SNAP E&T Case File Review Checklist (Appendix A)
- SNAP E&T Case File Review Checklist Roll-up (Appendix B)
- Provider Monthly Data Report

A. SNAP E&T Case File Review Checklist

Individual case files are reviewed to determine whether the provider is adhering to service standards. A checklist is completed for each case reviewed. Areas of review include but are not limited to:

- E&T Eligibility & Case Management
- Service Plan
- Supervised Job Search Guidelines
- Job Retention
- Support Services
- Monthly Data Report

B. SNAP E&T Case File Review Checklist Roll-up

The amount of case reviews varies depending on the volume of clients the Provider services. The checklist roll-up is an at-a-glance dashboard of all case file review details and accuracy ratings based on errors cited versus correct case actions.

C. Provider Monthly Data Report

A review and analysis of the Monthly Data Report and/or the electronic case management system will be completed as part of the review process. Due to the amount of time associated, this may take place after the onsite review process occurs. It is designed to validate the service provider's reporting process by verifying the accuracy of information reported monthly.

III. Conducting the On-Site Review

A. Purpose

The on-site review is intended to be beneficial to for all parties involved. The review determines whether the service provider is working with SNAP E&T clients in compliance with their agreement, identify service delivery errors, and to set a foundation for improving the level of service where needed.

B. Reviewer/Review Team

Division of Public Assistance will designate personnel for on-site reviews.

C. Schedule

On-site reviews are scheduled in advance and confirmed in writing with the service provider. Most reviews are conducted semi-annually, but may be scheduled more often as determined by Division of Public Assistance.

D. Advance preparation

Prior to the site visit, DPA will provide the service provider a list of the case files identified through a random sample logarithm in Excel. The provider should pull hard copy files and place in a secure area where the reviewers will work from during the onsite review. No other preparation by the provider is needed.

E. Agenda

Division of Public Assistance works with the provider to develop an agenda for the review. This will allow reviewers to complete actions needed while minimizing the impact on service provider staff.

F. Entrance Interview

The purpose of the entrance interview is to make introductions of personnel and discuss review procedures. The provider will have an opportunity for questions and clarifications about the review process.

G. Exit Interview

At the conclusion of the review process, the reviewers meet with the provider management to conduct an exit interview. Checklists and the checklist roll-up will be provided for discussion. The provider is given an opportunity to comment on the review process and findings.

H. Findings Report

The SNAP E&T Client Case File Review Checklist is completed onsite for each of the cases under review. A checklist roll-up is also completed onsite which includes collective data from all checklists and an accuracy percentage rating. A copy of all case review checklists and the roll-up sheet will be made available to the provider during the exit interview. The same information will be sent to the provider via email as official correspondence listing any corrective actions requiring attention.

The Provider Monthly Data Report analysis results will be communicated separately from the case review findings report. The analysis may take additional time than allowed during the onsite visit.

I. Service Provider Findings Report Response

The Service Provider will provide a written response to Division of Public Assistance within 30 days of receipt of the final Findings Report. Within the response, providers are expected to agree or disagree with review results and respond to any corrective actions needing attention.

A separate response may be required by the provider in the event the Monthly Data Report needs additional validation and or correction.

IV. Appendices

Appendix A – SNAP E&T Case File Review Checklist

Appendix B – SNAP E&T Case File Review Checklist Roll-up