

## SNAP Management Evaluation (ME) Review Corrective Action Plan (CAP) Sample Plan

Corrective Action Plans must be completed for each ME review area found to not meet requirements. The following is an example (expedited review area) of how to complete a SNAP ME CAP. Contact Barb Martin at [Barb.Martin@state.mn.us](mailto:Barb.Martin@state.mn.us) if you have any questions.

**Requirement:** Counties must identify individuals and families potentially eligible for expedited service, and timely conduct an interview, and issue benefits for SNAP and MFIP cases.

**Description of deficiencies:** Clients were not identified as possibly eligible to receive expedited service for SNAP and/or MFIP food. Clients were not offered an interview the same day they filed their application. Benefits were not issued within 5 days of the application..

County completes 1 through 4 below.

**1. Describe what caused the deficiency(ies) and how frequently it is occurring:**

Clients are not being screened consistently for possible expedited service when they file page 1 of their CAF. In some instances clients are scheduled for an interview at the next available appointment without anyone checking for possible expedited service. Benefits were not always made available within 5 days of the date of interview due to large workloads. The state reviewers found 4 out of 8 cases in error for no same day interview and found 3 out of 7 cases in error for benefits not being issued within 5 days of application.

**2. Describe the tasks and/or steps developed to resolve the deficiency, the position responsible for the activity, and the targeted completion date:**

Description of task/step	Position responsible	Target completion date
A) Train reception staff to check CAF for possible expedited service.	FAS	6/1/11
B) Use expedited service checklist provided by DHS as reminder.	FW	Immediately
C) Review expedited service policy in CM at unit meeting.	FAS and FW	6/15/11
D) Emphasize the importance of NOT using FIAT unless 100% necessary so MAXIS will calculate expedited service benefits correctly.	FAS	6/15/11

**3. As of this date, what actions have been taken to implement the agency's plan?**

- a. Training reception staff is scheduled for their upcoming unit meeting on 5/10/11.
- b. All FWs have been given Expedited Service Checklists which are posted in their work area.

- c. All CM sections pertinent to expedited service will be reviewed with FWs at the next scheduled unit meeting on 6/15/11.
- d. FAS sent email to all FWs related to appropriate and inappropriate use of FIAT. Discussion will follow at the next unit meeting on 6/15/11.

**1. Describe the agency's plan to monitor the implementation of the tasks/steps and completion dates:**

- a. Receptionist initials all applications dropped off or received in the mail indicating they were reviewed for expedited service.
- b. FW tracks cases processed for expedited service and submits names to FAS.
- c. Review SNAP/MFIP expedited service policy on a quarterly basis or until the 95% compliance rate is achieved.