

Jim Neely, Deputy Assistant Director
Children, Adults and Families

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Seniors and People with Disabilities

Authorized Signature

Number: SS-IM-04-037
Issue Date: 10/22/2004

Topic: Other

Subject: 2005 Food Stamp Management Evaluations

Applies to (check all that apply):

- | | |
|---|--|
| <input type="checkbox"/> All DHS employees | <input type="checkbox"/> County Mental Health Directors |
| <input checked="" type="checkbox"/> Area Agencies on Aging | <input type="checkbox"/> Health Services |
| <input checked="" type="checkbox"/> Children, Adults and Families | <input checked="" type="checkbox"/> Seniors and People with Disabilities |
| <input type="checkbox"/> County DD Program Managers | <input type="checkbox"/> Other (please specify): |

Message:

20 Self-sufficiency branches, 6 SPD-MSO-DSO offices, 2 AAA branches and Recipient Claims have been selected to participate next year in the annual Food Stamp Management Evaluation Reviews. Some of you have been selected in past years. Because only a few branches participate each year, we thought all branches might be interested in knowing what the 2005 review areas are. Attached you will find a copy of the letter we received from FNS about what they are requiring in the review.

DHS-Quality Control staff have developed the Review Plan. The goal is to design review items relative to our operating procedures, make the plan as uncomplicated and non-intrusive as possible, and provide a means to identify areas for improvement with the goal of ensuring program access and lowering the Food Stamp error rate. Branches from previous years have found these reviews a helpful and positive experience.

The office selection and schedule are as follows:

<u>CAF Branches</u>	<u>SPD/AAA Offices</u>	<u>Week of</u>	<u>Week of</u>
Salem Processing Ctr (2403)	McMinnville (3617)	1/10/05	5/9/05
McMinnville (3601)	Lebanon (2219)	1/10/05	5/9/05

Coos Bay (0601) Cottage Grove (2003)	Reedsport AAA (1015)	1/24/05 1/24/05	5/23/05
Metro Processing Ctr (1403) Tigard Processing Ctr (3404)	St.Helens MSO (0511) Tigard AAA (3415)	2/7/05 2/7/05	6/6/05 6/6/05
Ashland (1502) Medford Processing Center (1503) South Umpqua (1002)		2/28/05 2/28/05 2/28/05	6/20/05 6/20/05 6/20/05
Hood River (3302) East Portland (3501) East Portland Processing Center (1408) Milwaukie (0303)		3/14/05 3/14/05 3/14/05 3/14/05	7/11/05 7/11/05 7/11/05 7/11/05
Burns (1301) Prineville (1601) Redmond (0902)		3/28/05 3/28/05 3/28/05	7/25/05 7/25/05 7/25/05
Lebanon (2202) Corvallis (0201) Albany Processing Center (2203)	Eugene (2017)	4/11/05 4/11/05 4/11/05	8/8/05 8/8/05 8/8/05
Pendleton (3001)	La Grande MSO (3111) Hermiston MSO (3013)	4/25/05	8/29/05 8/29/05
Recipient Claims		9/21/05	

Each branch review takes one day to complete. Each branch selected will be visited twice, once for the Initial Review, and approximately four months later for the Re-review. The format for each review includes an entrance interview with the manager, case reviews, interview/observation with selected branch staff, and an exit interview to discuss the findings. Selected branches will be notified separately in advance of the visit to provide time to prepare.

If you have any questions, please contact Monte Burke at 503-945-6111.

If you have any questions about this information, contact:

Contact(s):	Please see above		
Phone:		Fax:	
E-mail:			