General Information Memorandum

ISD-GI 17-39

TO: **ISD Employees**

FROM: **Mary Brogdon, Director, Income Support Division**

RE: **Case Review Guidelines**

DATE: **October 3, 2017**

Effective October 1st, 2017, in order to assist in meeting Performance Goals for Payment Accuracy (94%), Case Action and Procedural Error Rate (CAPER) (99%), and Application Processing Timeliness (95%); supervisors must complete the following reviews:

- 2 pre-disposition SNAP reviews using the matrix; - New approval
- 5 pre-disposition targeted SNAP approvals using the review elements outlined on the *Case Review Log;*
- 15 pre-disposition targeted SNAP renewals (recertifications or interim reports) using the review elements outlined on the *Case Review Log*;
- 2 pre-disposition targeted SNAP denials using the review elements outlined on the *Case Review Log*; and
- 10 LIHEAP reviews **per office** using the review elements outlined on the *Case Review Log.*

The Matrix will be used to complete the 2 pre-disposition SNAP reviews. The rest of the targeted reviews will be entered into the Case Review Log. The case review log will track targeted elements listed on the Element Key. There is not a separate form for the reviews. Each supervisor is responsible for reviewing the cases in error with staff.

The Matrix will be used to complete the 2 pre-disposition SNAP reviews. The rest of the targeted reviews will be entered on the *Case Review Log* located on the QIS shared drive for their office. The *Case Review Log* must be completed by the second business day of the following month. There is not a separate form for the reviews. Each supervisor is responsible for reviewing cases in error with staff.

Each office will have a Case Review Log for the entire office. The Matrix reviews will still be logged on the Tracking Log. Instructions on how to fill out the case review log are attached.

The County Director will monitor the *Case Review Log* to ensure that all required reviews are done monthly. If you have questions regarding this GI, please contact Shanita Harrison at shanita.harrison@state.nm.us

Instructions on how to fill out the Case Review Log:

1. Enter the total amount of supervisors in cell C1:

Total Supervisors in Office	0

2. Column A – Enter the date review is conducted
3. Column B – Enter the name of the reviewer
4. Column C – Enter the name of the worker being reviewed
5. Column D – Enter the case number being reviewed
6. Column E – Enter the type of SNAP review from the Type of Review list only. The Total will populate in the summary above. This will also populate the reviews per supervisor summary.

Total Supervisors in Office	0	Count of Type of Review	Type of Review
New Application per supervisor	#DIV/0!		0 N - New application
Denial/Closure per supervisor	#DIV/0!		0 D - Denial/Closure
Change Report per supervisor	#DIV/0!		0 C - Change Report
Renewals per supervisor	#DIV/0!		0 I - Interim Report
			0 R - Recertification

7. Column F – If a Medicaid Category of Eligibility was reviewed enter either "Error" or "No Error" from the drop down list in this column. The totals will populate in the summary above.

Mediciad Reviewed?	
Error	
No Error	

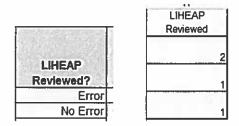| MA Reviewed	
Total Reviewed	0
Error	0
No Error	0

8. Column G – If a Cash Category of Eligibility was reviewed enter either "Error" or "No Error" from the drop down list in this column. The Totals will populate in the summary above.

Cash Reviewed?	
Error	
No Error	

Cash reviewed	
Total Reviewed	0
Error	0
No Error	0

9. Column H – If a LIHEAP application or case was reviewed enter either "Error" or "No Error" from the drop down list in this column. The Totals will populate in the summary above.

LIHEAP Reviewed?	
Error	
No Error	

LIHEAP Reviewed	
	2
	1
	1

10. In Column I – Enter the total dollar amount of the SNAP reviewed. In Column J – Enter the total amount of potential SNAP error for the review. This will populate in the summary above.

SNAP $Issued	$ in Error
$500.00	$30.00
$300.00	$0.00

SNAP Reveiwed	$ reviewed
Total FS Issuance	$800.00
Total in Error	$30.00
Current Error Rate	3.8%

11. In Column K – Enter the element in Error for the SNAP Review. Use the elements from the Element Key. Multiple elements can be listed, as well any others not listed can be identified in the comments section.

Element Key	
Barriers/Accomm	BA
Voter Registration	VR
Deductions/Expense	DE
Case Comments	CC
Household Comp	HH
Earned Income	EI
Unearned Income	UEI
Data Collection	DC

12. In Column L – enter any comments related to the review, including but not limited to any additional elements in error not listed on the key.