


City of Alexandria, Virginia

MEMORANDUM

DATE: AUGUST 8, 2023
TO: JIM PARAJON, CITY MANAGER
FROM: ROBERT SNYDER, CHIEF INTERNAL AUDITOR 
SUBJECT: DCHS SNAP MANAGEMENT EVALUATION (FS24-01)

Background:

On June 15th, 2022, the Virginia Department of Social Services (VDSS) contacted the Department of Community and Human Services (DCHS) and informed them of their intent to schedule a Supplemental Nutrition Assistance Program (SNAP) Management Evaluation (ME) remote visit for August 15th, 2022.

Findings:

On December 20th, 2022, VDSS sent their findings letter to the City with findings and requested that the Public Benefits Division issue a written response to the letter addressing all the areas of deficiency by February 3rd, 2022, which they later received an extension for. On February 7th, 2023, the Public Benefits Division issued the written response to the Management Evaluation letter received. It acknowledged that there were deficiencies in several areas including:

- **Initial Application – Expedite**
- **Initial Application – 30 days**
- **Initial Application – Extend Pend**
- **Denial and Withdrawal**
- **Interim Reports**
- **Recertification**
- **EBT¹**
- **EDRS²**
- **SVES³**
- **Recipient Claims**

City Response:

The Public Benefits Division also advised that they had completed Quality Improvement Plans (QIP) for the targeted areas and submitted them to VDSS. Among the QIP the most common sources of Deficiency were policy issues. For example, the deficiency “Initial

¹EBT (Electronic Benefit Transfer)

² EDRS (Electronic Disqualified Recipient System)

³ SVES (State Verification and Exchange System)

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Application/Extended pend” - occurred because there was a misinterpretation of Policy. The corrective action to this was to write more clearly written policies. Another source of the deficiencies was caused due to incorrect evaluations of work requirements. The corrective action to this deficiency was to include quality assurance steps in the process.

Conclusion:

On June 8th the Public Benefits Programs Chief again confirmed to us that they had submitted the response to VDSS and regarding approval of the plan they informed us that VDSS only makes follow-up contact when the submitted plan does not meet the required standard. They informed us that they have never received any such letter from VDSS. Based on the information from the email and the documentation provided to us by the Public Benefits Programs Chief we will move on to complete the project. Our review of this engagement will end effective the date of this memorandum. Please contact our office at internalaudit@alexandriava.gov should you have any questions.

Cc. Kendel Taylor, Interim Deputy City Manager/Director of Finance
Kate Garvey, Director Department of Community and Human Services