


*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)

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**Background:**

On June 15<sup>th</sup>, 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 15<sup>th</sup>, 2022.

**Findings:**

On December 20<sup>th</sup>, 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 3<sup>rd</sup>, 2022, which they later received an extension for. On February 7<sup>th</sup>, 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
- EBT<sup>1</sup>
- EDRS<sup>2</sup>
- SVES<sup>3</sup>
- 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

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<sup>1</sup>EBT (Electronic Benefit Transfer)

<sup>2</sup> EDRS (Electronic Disqualified Recipient System)

<sup>3</sup> 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 8<sup>th</sup> 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](mailto: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