

Texas Workforce Commission

A Member of Texas Workforce Solutions

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April 22, 2024

Ms. Lisa McDaniel, Executive Director
Workforce Solutions North Texas
1501 Midwestern Parkway, Suite 101
Wichita Falls, Texas 76302

Audit Resolution Report

Dear Ms. McDaniel:

Workforce Solutions North Texas (Board) administers the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program. In Fiscal Year 2023, TWC conducted a monitoring review of this program and had one finding, as documented in Monitoring Report #23.03.0001. This letter is about the audit resolution of the finding, as outlined below:

Finding: Ensure SNAP E&T Program Requirements are Followed

The Board did not ensure the service provider followed SNAP E&T program guidelines and regulations for work activities. The following details were noted:

- In all seven (100 percent) applicable case files tested, when form H1822 ABAWD Work Requirement Verification was sent to HHSC to notify of an ABAWDs participation, the date of submittal was not documented in TWIST counselor notes.
- In three out of four (75 percent) applicable files tested, when form H1817 SNAP Information Transmittal was sent to HHSC to request a reconsideration of eligibility, the date of submittal was not documented in TWIST counselor notes. In addition, one case file, the reconsideration entered into TWIST Good Cause tab had the incorrect decision date listed.

Accurate and complete documentation to verify SNAP E&T work activities is necessary to support participant compliance with required hours of participation. Without strict adherence to SNAP E&T directives, there is limited assurance that federal and state funds are expended in accordance with statutory requirements.

Corrective Action Taken:

The Board has adequate controls in place to ensure SNAP E&T program requirements are followed and adhered to. This includes but not limited to monthly internal QA reviews of all SNAP cases and allowing staff time to make Counselor

Note corrections when needed, in order to ensure deficiencies are addressed timely and program requirements are met. In addition, both the Board and TWC's Workforce TA provided recent monitoring report of this area for the month of March, with significant improvement and acceptable error rates for each of the weaknesses identified. Lastly, the Board provided recent training documentation, along with agenda and sign-in sheet for this area.

Because the corrective actions taken adequately resolves the finding, TWC Monitoring Report #23.03.0001 is closed. We encourage the Board to continue its efforts in following and adhering to SNAP E&T program requirements and guidelines, as this area will be tested during subsequent monitoring reviews.

Thank you for your assistance on this matter. If you have any further questions, please contact Judy Ohn at (512) 354-9616 or judy.ohn@twc.texas.gov.

Sincerely,



Charles E. Ross, Jr.
Director, Division of Fraud Deterrence and Compliance Monitoring

cc: Kristin Little, Chair, Workforce Solutions North Texas

United States Department of Health and Human Services
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