Texas Workforce Commission
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February 4, 2021

Mr. David Setzer, Executive Director
Workforce Solutions for North Central Texas
P.O. Box 5888
Arlington, Texas 76005

Audit Resolution Report

Dear Mr. Setzer:

This letter is in regard to a finding identified in the Texas Workforce Commission (TWC) Monitoring Report #20.04.0001. This report included a review of the Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T) program administered by Workforce Solutions for North Central Texas (Board). This monitoring report identified the following finding that was referred to Audit Resolution for final disposition as outlined below:

Finding: Ensure Form H1822 is Submitted Within the Required Timeframe and Reconsideration Requests are Recorded into TWIST Good Cause Tab

The Board did not ensure the Service Provider consistently sent Form H1822 ABAWD E&T Work Requirement Verification to HHSC within two weeks of ABAWD's initial participation in SNAP E&T activities. In five of eight applicable case files tested (63 percent), documentation in the case file indicated that the form was submitted between three and 18 days late, or not submitted. Also, two of eight (25 percent) reconsideration requests were not entered into TWIST under the Good Cause tab.

Without strict adherence to SNAP directives, there is limited assurance that federal and state funds are expended in accordance with legislative requirements.

Corrective Actions Taken:

The Board has proper controls in place to ensure SNAP E&T program requirements are met. This includes but not limited to ongoing monthly compliance monitoring to ensure any issues identified are addressed and corrected promptly by the Service Provider. To ensure ongoing compliance, a plan was developed by the Service Provider which includes: best practice requirements for Talent Development Specialists (TDS) to ensure Form H1822 is submitted timely and reconsideration requests are entered correctly; weekly reports of active cases and supervisor validating TWIST entries. In addition, the Board provided most recent monitoring of this area with acceptable error rates for the weaknesses identified. Lastly, the Board

provided agendas and sign-in sheets for several training sessions conducted via Zoom from August 2020 through November 2020, for SNAP E&T. The corrective actions taken are sufficient to resolve this finding.

The corrective actions taken adequately resolves the finding and the TWC Monitoring Report #20.04.0001 is closed. We encourage the Board to continue its efforts in adhering to federal and state requirements and guidelines to ensure compliance with the SNAP E&T program. Thank you for your assistance on this matter. If you have any questions, please contact Judy Ohn at (512) 936-3040, or judy.ohn@twc.state.tx.us

Sincerely,

Judy Ohn for Charles E. Ross

Charles E. Ross, Jr., Deputy Director
Regulatory Integrity Division