

## GARWOOD BD OF ED-03901710 - Corrective Action Report

Section	Form subsection	Site Name	Question #	Due Date	Status
Certification and Benefit Issuance	Certification and Benefit Issuance		131		CAP Removed
<b>Corrective Action History</b>	CAP Removed Dianne Kennedy 02/12/2020 08:30 AM	CAP Removed			
	Flagged Dianne Kennedy 02/11/2020 09:50 AM	During the state agency review of selected denied applications, determination errors were found. Errors were recorded on the Other Eligibility Certification and Benefit Issuance Errors Worksheet (SFA-2). The SFA must record the corrective action and date corrected on the SFA-2. The completed SFA-2 must be uploaded in Documents within the required deadline. Explain, in detail, how the finding will be corrected and the measures taken to ensure that it will not reoccur in the future. Indicate the date of implementation.			
Group 2: CA Count (4)				03/11/2020	CAP Accepted
	<b>Section</b>	<b>Form subsection</b>	<b>Site</b>	<b>Question #</b>	
	Verification	Verification		208	
	Verification	Verification		207	
	Verification	Verification		211	
	Verification	Verification		215	
	CAP Accepted Dianne Kennedy 03/12/2020 10:27 AM	CAP Accepted			
	CAP Submitted JACKIE GROGAN 03/10/2020 02:55 PM	<ol style="list-style-type: none"> <li>On 2/11/20, when the finding was made, Ana Pfalzgraf completed the Verification Tracker. Ana will view the recorded verification webinar in SNEARS.</li> <li>On 2/11/20, Ana Pfalzgraf recorded on the Verification Tracker, the date of confirmation review, which was 11/11/19. Going forward, the Verification Tracker will be completed as soon as the review is complete &amp; date will be indicated on the verification tracker.</li> <li>On 2/11/20, a notification letter was sent to the applicant. We used the "We Must Check Your Application Letter". Going forward the notification letter will be sent immediately following the confirmation review.</li> <li>Confirmation review was completed before 11/15. Due to a change in Business Administrator position, the Verification Tracker and "We Have Checked Your Application Letter" were not completed before 11/15. They were completed on 2/11/20, immediately following the finding. On 2/11/20, the deadline of 11/15 was marked on the SFA's calendars to ensure that the process will be completed on time gong forward.</li> </ol>			

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<b>Corrective Action History</b>	Flagged Dianne Kennedy 03/03/2020 10:17 AM		<p>Verification was completed in SNEARS, however, there was no tracker to indicate that verification was completed. The SFA must complete the verification process according to guidelines established in The Eligibility Manual for School Meals. It is recommended that staff responsible for the verification process view the recorded Verification webinar available under the Training tab in SNEARS. Explain, in detail how the finding will be corrected and the measures taken to ensure that it will not reoccur in the future. Indicate the date of implementation. Describe in the CAP how this will be corrected.</p> <p>The Confirming Official must record on the Verification Tracker the date of the confirmation review. Explain, in detail how the finding will be corrected and the measures taken to ensure that it will not reoccur in the future. Indicate the date of implementation.</p> <p>There was no notification verification letter on file. It is highly suggested that the SFA use the "We Must Check Your Application Letter" (Form 236). Explain, in detail, the specific steps that will be taken to meet this verification requirement and measures taken to ensure that the finding will not reoccur in the future. Indicate the date of implementation.</p> <p>Verification was not completed. The SFA must complete the Verification Process which includes sending the "We Have Checked Your Application Letter" (Form 244) by the November 15th deadline. Explain, in detail, how the finding will be corrected and the measures taken to ensure that it will not reoccur in the future. Indicate the date of implementation.</p>	

Group 1: CA Count (2)				03/11/2020	CAP Accepted
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Section	Form subsection	Site	Question #
Certification and Benefit Issuance	Certification and Benefit Issuance		126
Certification and Benefit Issuance	Certification and Benefit Issuance		115

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Section	Form subsection	Site Name	Question #	Due Date	Status
Corrective Action History	CAP Accepted Dianne Kennedy 03/12/2020 10:28 AM				CAP Accepted
	CAP Submitted JACKIE GROGAN 03/10/2020 02:54 PM				<p>1. On 2/11/20, I immediately called the adult listed on the application with no SSN. The applicant confirmed that she does not have a SSN. I updated the application to reflect this on 2/11/20. Going forward, I will thoroughly review applications to be sure SSN field is filled out. If it is blank, I will call applicant to either supply SSN or confirm that they do not have one &amp; will update application immediately, before making any determination of benefits.</p> <p>2. On 2/11/20, I reached out to Realtime customer support regarding the MEL issue. They have advised me that our version of Realtime does not allow the Denied students to be pulled into the MEL report without also pulling all Paid students (even those who did not apply for benefits). Therefore, going forward, we will export the MEL to Excel and remove extra information (Paid students) in the csv format. On 3/10/20, the applications were numbered &amp; numbers were entered into Realtime. Correct determinations were entered as soon as the applications were received and determinations were made. Going forward, application numbers will be assigned immediately upon receipt of each application. Both application numbers &amp; determinations will be entered into Realtime as soon as determinations are made.</p>
	Flagged Dianne Kennedy 03/03/2020 10:17 AM				<p>Incomplete applications (No SSN) were found during the State Agency review of the selected applications. Errors were recorded on the Eligibility Certification and Benefit Issuance Worksheet (SFA-1.) The SFA must indicate the date of correction for all application errors. *****The number of Certification and Benefit Errors are greater or equal to 10%, therefore an Independent Review of applications must be completed for next school year. More details will be provided later in the school year regarding the process and expectations for the Independent Review.</p> <p>The current benefit issuance system (RealTime) does not transfer denied eligible student to the benefit issuance document (MEL). All applications must have an application number and must be recorded on the benefit issuance document with the correct determination. Explain, in detail, how the finding will be corrected and the measures taken to ensure that it will not reoccur in the future. Indicate the date of implementation.</p>