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Number: SS-AR-04-004

Authorized Signature

Issue Date: 06/15/2004

Topic: **Self-Sufficiency Programs**

Due Date: 07/01/2004

Subject: TRACS Standardized Narration Template

Applies to (check all that apply):

☐ All DHS employees
☐ Area Agencies on Aging
☒ Children, Adults and Families
☐ County DD Program Managers

☐ County Mental Health Directors
☐ Health Services
☐ Seniors and People with Disabilities
☐ Other (please specify):

Action Required:

In order to promote consistency:

1) Line Managers are to review the guide with their staff. If possible, the guide should be reviewed before distribution of the revised 415F on July 1.

2) Branch offices ensure that all ad hoc templates for the application and re-application are deleted.

Reason for Action:

Please find attached to the email, the TRACS Standardized Narration Template and the Standardized Narration Template Guide.

As you know, the application workgroup had been monitoring the progress of the October 2003 implementation of the 415F and the TRACS Standardized Narration Template. A staff survey was conducted in December 2003 and January 2004. The survey results were reviewed by the application workgroup and it was decided to take those comments to the Food Stamp Accuracy Committee. A sub-committee of the Accuracy Committee was formed to review the TRACS Template and incorporate survey results that make it more worker-friendly and understandable. Members of the sub-committee included eligibility staff from both Self Sufficiency and SPD branches.

When the Accuracy Committee and the FS Steering Committee discussed the sub committee's work, it was decided to continue to use the TRACS Template rather than multiple versions. This decision was based in part on the Blitz results where it was found that 10% of the errors were "lack of narration." Findings from the Food Stamp Targeted reviews also show narration errors as a problem.

It was also decided that a TRACS Template Guide would be helpful for staff in providing consistency when using the TRACS Template. The guide is not something new. Most workers are already doing what it says. It is simply a tool to help workers enhance their narration skill. Staff who use the ACCESS System are more than welcome to use the Template Guide.

The guide starts with each element (e.g., PROGRAM APPLYING FOR:) used in the template that must be narrated, followed by an explanation on what needs to be narrated. The sample narration then follows in italics.

Central Office is working with the TRACS staff to make the appropriate changes in TRACS.

Thank you for your continued support of the TRACS Standardized Template. Consistent use of the Standardized Template is one more key strategy in our effort to reduce the FS error rate.

Field/Stakeholder review: ☐ Yes   ☒ No
   If yes, reviewed by:

If you have any questions about this action request, contact:

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