APPENDIX A-4

SITE VISIT OBSERVATION PROTOCOL

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**Site Visit Observation Protocol**

**Evaluation of Demonstrations of Direct Certification with Medicaid for Free and Reduced-Price Meals (DCM-F/RP)**

|  |  |
| --- | --- |
| State:  | Date of Observation:  |
| Site Location:  | Observer:  |
| Activity Observed:  | Time/Duration of Activity:  |

A. Description of staff completing data process

|  | **Observations** |
| --- | --- |
| Job title of staff member(s) completing the process |  |
| Does the same person always complete this data process, or do other people in the [*State/district*] also complete it? |  |

B. Description of data process

|  | **Observations** |
| --- | --- |
| Objective of data process |  |
| Data sources used |  |
| How often data process is conducted |  |
| Length of time to complete data process |  |
| Description of how the data process is conducted |  |
| How does the DCM-F/RP process differ from direct certification with other programs? |  |
| How does the process for reduced-price meals differ from direct certification for free meals only? |  |
| What are the manual steps in the process? |  |
| What are the automated steps in the process? |  |

C. Assessments of data process

|  | **Assessments** |
| --- | --- |
| Are any aspects of the data process designed to prevent errors? |  |
| Do any aspects of the data process appear vulnerable to errors? |  |
| Are any aspects of the process designed to increase efficiency? |  |
| Do any aspects of the process seem unnecessary? |  |
| Other observations |  |