

# Group Living Arrangement (GLA) Observation Form

Country: \_\_\_\_\_ Reviewer Name: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Facility Address: \_\_\_\_\_ Review Date: \_\_\_\_\_

#	Observation	Compliance (Y/N/Q)	Comments, Discrepancies, or Issues:
<b>Facility Processes</b>			
1	How many residents does the GLA serve?		The GLA may serve no more than 16 residents.
2	How does the facility determine which participation level its residents will participate under?		
3	Does the facility utilize Authorized Representatives (ARs)? If so, are they designated in writing?		ARs must be designated in writing. Any GLA using Participation Level 2 and/or Participation Level 3 would have an AR. Compare the list of ARs that the GLA has on file to the list that the County has on file. They should match.
4	What are the facility's processes surrounding SNAP applications? (Who completes, how, etc.)		Facility must review household circumstances with the resident prior to applying on his/her behalf.
5	Describe the process after a resident leaves the facility. What correspondence happens between the facility and the County?		Resident's card will be given to the resident that is leaving, AR card will be mailed to SNAP office no later than end of month the resident leaves. Notify the County via the semi-monthly roster. Under no circumstances should benefits ever be pulled from client's card after client has left. Encourage facility to help client fill out a change report form prior to departing the facility.
6	Describe the process for swiping residents' EBT cards. When is it done/how much is taken?		For GLAs that use a POS device (this would be GLAs using Participation Level 3), two monthly swipes must occur: First swipe before the 16th of the month and second swipe after that date. Neither swipe shall be for more than half of the resident's current month's benefit.
<b>EBT Card Security</b>			
7	Does the AR have their own EBT card for each client?		Remember that AR's must use the alternate card to access the client's SNAP account and must have an Alternate Card for each resident they are an AR for. At no time will the AR use the client's own card to access the client's account.
8	Are EBT cards retained in a secured, centralized location? Are they kept separate from the PIN?		The EBT card and its respective PIN cannot be stored together. A client cannot be required to give the PIN for their own card to the facility. The facility should never know a client's PIN.
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<b>Facility Documentation</b>			
9	Does the facility retain proof of its certification?		The GLA must either: 1) Be certified by the Department of Agriculture, Food and Nutrition Service or 2) Be funded under Part B of Title XIX of the Public Health Service Act (42 U.S.C. 300x et seq.) and be approved by the Department of Public Health and Environment and the Department of Human Services under Section 1616(e) of the Social Security Act.
10	Does the facility submit a new "Facility AR Form" annually each January and whenever the AR changes?		Is the form received by the County in a timely manner?
11	(For facilities that use "Participation Level 3") Is the facility an FNS authorized retailer with a working/active Point of Sale (POS) device?		The County can review this in ebtEDGE using the facility's FNS # and review the information in transaction history to determine if the facility is completing their required swipes timely each month. If the GLA states that the POS device is not working properly, please have them call the number on the back of the machine. The County should also follow up with the State EBT Team at <a href="mailto:cdhs_ebt_policy@state.co.us">cdhs_ebt_policy@state.co.us</a> to inform them of the issue for tracking purposes.
12	Does the facility submit a timely roster to the County each month? Is it signed by a facility official?		Must be submitted monthly (by the 15th of each month for the previous month). Must be signed by a GLA official attesting to the roster's accuracy.
13	Are the rosters/records that were submitted to the County consistent with the records that are retained by the facility (reviewed on-site)?		Where are these records stored in the facility? Is access restricted to authorized personnel only (facility officials and AR's)?