

FS Errors – IMAC July 17, 2008

1. Fiscal Year 2008 (Oct. 2007 through February 2008) – as of the end of February 2008 our Active error rate is **8.19% which is above the national average of 4.67% (unstratified 4.43%)** Wisconsin is ranked the 4th highest error rate in the nation right now.
2. The top areas of error are: *percentage of all errors from Oct. 2006 – Feb. 2008 based on dollar amounts
 - a. **Wages & salary at 50.7%**
 - i. Out of the 50.7%, 55.7% are APE errors
 - ii. Out of the 50.7%, 25.1% are Client errors
 - iii. Out of the 50.7 %, 7.6 % are CARES errors
 - b. **Shelter deductions at 9.9%**
 - i. Out of the 9.9%, 50.6% are APE errors
 - ii. Out of the 9.9%, 49.4 are Client errors
 - c. **Utility allowance at 5.3%**
 - i. Out of the 5.3%, 89.3% are APE errors
 - ii. Out of the 5.3%, 3.8% are Client errors
 - iii. Out of the 5.3%, 6.8% are Agency errors
 - d. **House hold composition at 5.3%**
 - i. Out of the 5.3%, 66.2% are Client errors
 - ii. Out of the 5.3%, 33.8% are APE errors
 - e. **Child support income at 4.6%**
 - i. Out of the 4.6%, 84.6% are APE errors
 - ii. Out of the 4.6%, 9.5% are CARES errors
 - iii. Out of the 4.6%, 5.9% are Client errors
3. The top reasons for these errors: *percentage of all errors from Oct. 2006 – Feb. 2008 based on dollar amounts
 - a. Agency failed to act on known/reported/verified info – 23.2%
 - b. Client failed to report – 10.6%
 - c. CARES system error – 6.9%

APEs are by far the greatest cause of all errors. We are finding that most APEs are occurring because the agencies are failing to act on known/reported/verified information. This is information reported by the client by SMRF, phone call, ACCESS reports, at application and reviews. Another reason is workers failing to act on cross matches or alerts.

Client errors are occurring as well. Clients are failing to report required information at application, review and SMRF. Most of the changes that are found in an ongoing case are due to EBD change reporting requirements not being followed by the client. Household composition has been found to be error prone at all stages of the cases' eligibility.

CARES errors are recorded by the Call Center, Policy staff and QC staff. These errors are researched and recommendations for changes are made. Some system changes require extensive amounts of programming changes. These system changes are then prioritized and worked on in their prioritized order.

Timeliness is a measurement of how timely applications are being processed. Our timeliness rate is at 22.72% untimely. Of those cases found to be untimely, 2/3 are expedited cases. We are finding that when a case is open and ongoing for another program and FS are requested, the FS applicant is not being screened for priority service. This is where a large part of the untimely rate is coming from for expedited FS. About 1/3 of the cases QC has found untimely were regular 30 day applications.

Our **Negative error rate** is at **8.88%** as of the end of February 2008. Invalid cases are found to be incorrectly denied (applications) or terminated (ongoing benefits). Failure to send verification requests, and failure to allow 10/30 days for verification have been found to issues. Break in Service is also causing agencies to delay the processing of SMRFs, changes, or entering of received verifications. Even if benefits are later supplemented to restore and re-open the case back to the first of the month, generally the benefits were not issued prior to the FSQC sample selection, QC is required to call these invalid closures. QC would like to encourage counties to issue the supplements as soon as possible versus holding off till the 10th of the month.

For FFY 2008 it appears we will fail to meet all of FNS's required measurements, for accuracy in active cases, negatives and application processing timeliness. The state will need to do corrective action in areas of timeliness, active and negative error rates and possibly other areas as well.

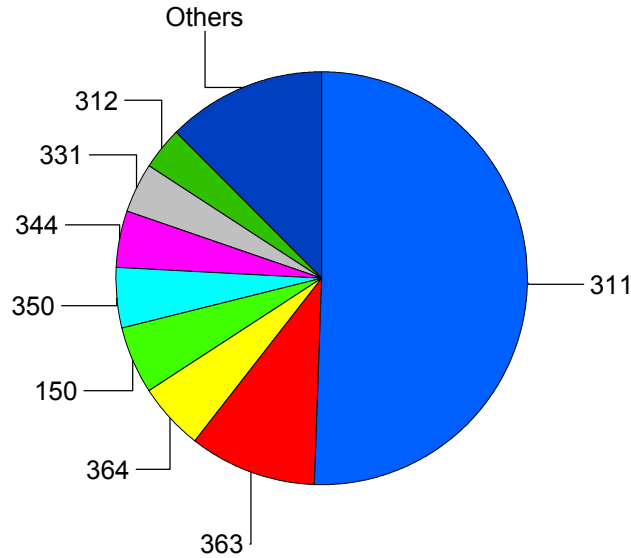
Food Stamp **Error By Element Amount**

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element		Amount of Errors	% of Errors
311	Wages and Salaries	\$8,643.00	50.7 %
363	Shelter Deduction	\$1,683.00	9.9 %
364	Standard Utility Allowance	\$910.00	5.3 %
150	Household Composition	\$899.00	5.3 %
350	Child Support Payments from Absent Parent	\$793.00	4.6 %
344	TANF, PA, or GA	\$764.00	4.5 %
311	RSDI Benefits	\$653.00	3.8 %
312	Self-Employment	\$591.00	3.5 %
346	Other Unearned Income	\$581.00	3.4 %
333	SSI and/or State SSI Supplement	\$357.00	2.1 %
365	Medical Deductions	\$268.00	1.6 %
334	Unemployment Compensation	\$228.00	1.3 %
160	Employment & Training Programs	\$162.00	0.9 %
366	Child Support Payment Deduction	\$146.00	0.9 %
111	Student Status	\$136.00	0.8 %
520	Arithmetic Computation	\$97.00	0.6 %
335	Workers Compensation	\$61.00	0.4 %
323	Dependant Care Deduction	\$45.00	0.3 %
530	Transitional Benefits	\$30.00	0.2 %

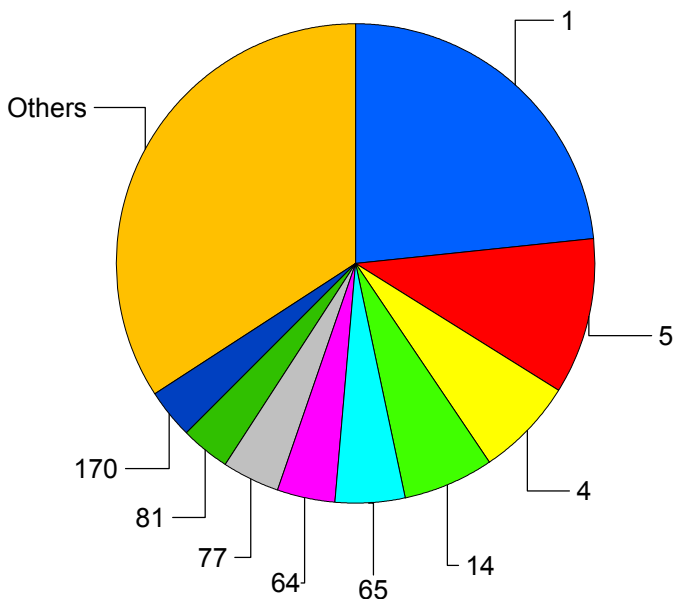
Food Stamp Error Amount By Cause

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Cause		Amount of Errors	% of Errors
1	Agency failed to act on known/reported and/or verified information	\$3,965	23.2%
5	Client failed to report	\$1,803	10.6%
4	CARES system error	\$1,172	6.9%
14	Agency failed to act on crossmatch/alert	\$1,040	6.1%
65	Agency failed to verify/update at recert. (review)	\$800	4.7%
64	Agency failed to verify reported change	\$663	3.9%
77	Client failed to report change	\$635	3.7%
81	Client failed to report household composition	\$595	3.5%
170	CARES failed to budget W-2	\$559	3.3%
61	Agency failed to verify most current 30 days of income	\$557	3.3%
3	Agency misapplied other policy	\$535	3.1%
6	Other - See error letter	\$516	3.0%
173	Client failed to report income that exceeds 130% FPL	\$500	2.9%
162	Agency failed to request necessary tax documents	\$493	2.9%
7	State error	\$318	1.9%
82	Client failed to report income source	\$303	1.8%
157	Agency failed to code pay frequency correctly on AFEI	\$240	1.4%
54	Agency failed to use correct LIHEAP info	\$237	1.4%
88	Client provided false/incomplete document	\$232	1.4%
22	Agency failed to convert correctly	\$195	1.1%
19	Agency failed to budget OT/prem. pay/commission	\$187	1.1%
31	Agency failed to correctly apply FS medical expense policy	\$169	1.0%
42	Agency failed to correctly follow application policy(No CAF/FTF)	\$147	0.9%
15	Agency failed to correctly apply dependent child policy	\$136	0.8%
43	Agency failed to document income estimate	\$134	0.8%

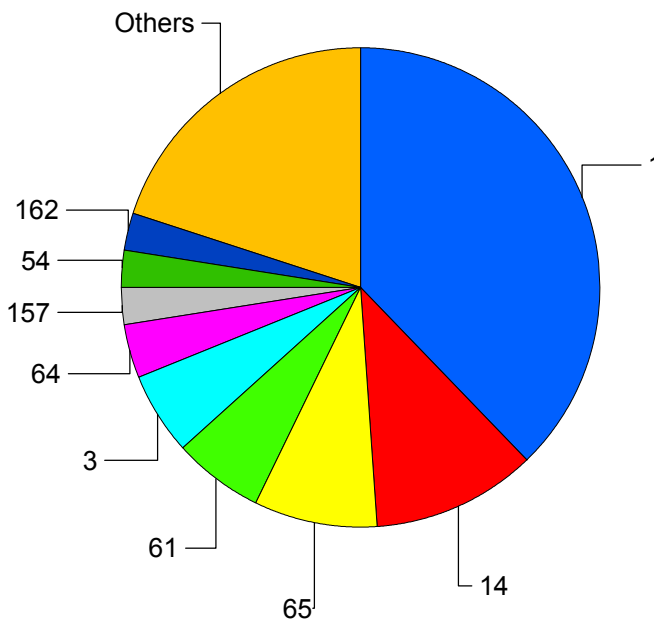
Food Stamp Error Amount By Cause

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: Agency Preventable



Cause		Amount of Errors	% of Errors
1	Agency failed to act on known/reported and/or verified information	\$3,540	37.7 %
14	Agency failed to act on crossmatch/alert	\$1,040	11.1 %
65	Agency failed to verify/update at recert. (review)	\$800	8.5 %
61	Agency failed to verify most current 30 days of income	\$557	5.9 %
3	Agency misapplied other policy	\$535	5.7 %
64	Agency failed to verify reported change	\$330	3.5 %
157	Agency failed to code pay frequency correctly on AFEI	\$240	2.6 %
54	Agency failed to use correct LIHEAP info	\$237	2.5 %
162	Agency failed to request necessary tax documents	\$229	2.4 %
22	Agency failed to convert correctly	\$195	2.1 %
19	Agency failed to budget OT/prem. pay/commission	\$187	2.0 %
31	Agency failed to correctly apply FS medical expense policy	\$169	1.8 %
42	Agency failed to correctly follow application policy(No CAF/FTF)	\$147	1.6 %
15	Agency failed to correctly apply dependent child policy	\$136	1.4 %
43	Agency failed to document income estimate	\$134	1.4 %
51	Agency failed to run SFED and/or confirm	\$124	1.3 %
68	Agency had math error	\$117	1.2 %
35	Agency failed to correctly apply purchase & prepare policy	\$115	1.2 %
6	Other - See error letter	\$106	1.1 %
52	Agency failed to subtract self-employment rent expense	\$95	1.0 %
70	Agency incorrectly budgeted arrearages	\$90	1.0 %
166	Agency failed to verify ALL utility expenses	\$90	1.0 %
168	Agency incorrectly incl/excluded checks when computing average	\$63	0.7 %
34	Agency failed to correctly apply proportionate share	\$40	0.4 %
164	Agency failed to use gross income	\$35	0.4 %

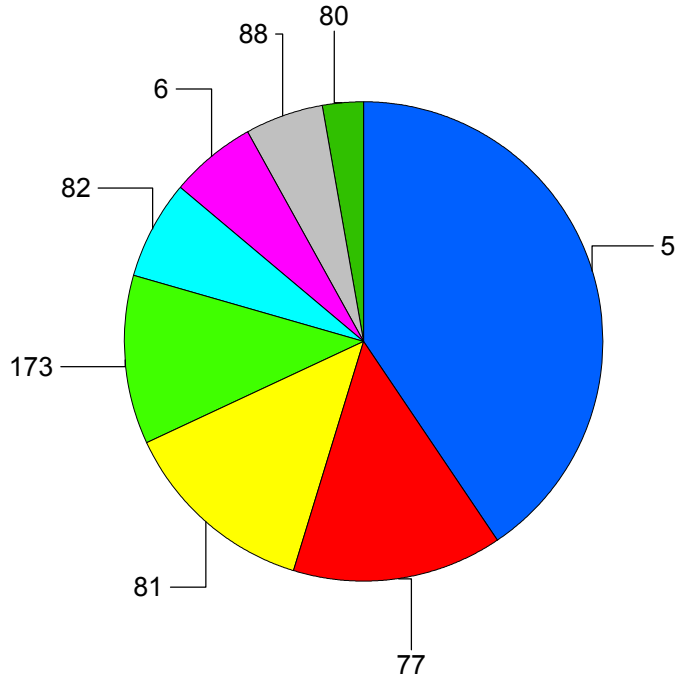
Food Stamp Error Amount By Cause

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: Client



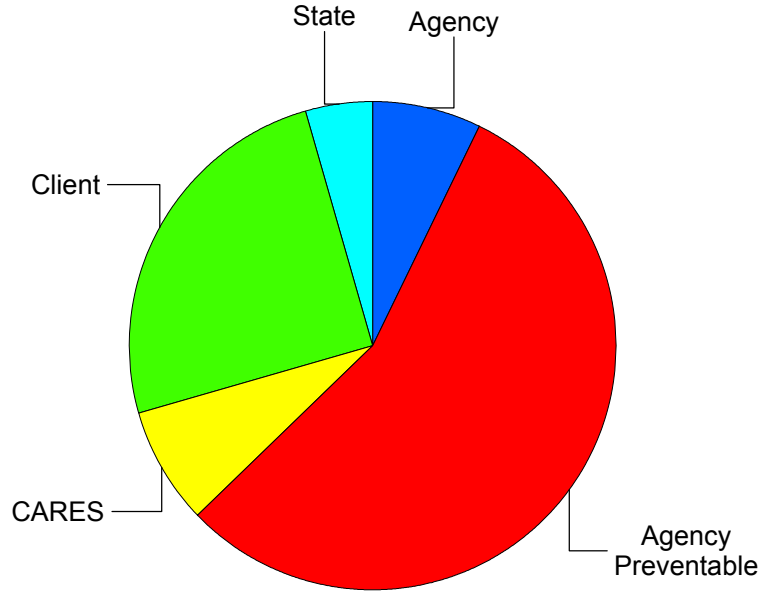
Cause		Amount of Errors	% of Errors
5	Client failed to report	\$1,803	40.5 %
77	Client failed to report change	\$635	14.3 %
81	Client failed to report household composition	\$595	13.4 %
173	Client failed to report income that exceeds 130% FPL	\$500	11.2 %
82	Client failed to report income source	\$303	6.8 %
6	Other - See error letter	\$254	5.7 %
88	Client provided false/incomplete document	\$232	5.2 %
80	Client failed to report enrollment/employed 16/17 year old	\$128	2.9 %

Errors by Error Type Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All



Element 311: Wages and Salaries

Error Type	% of Errors	Amount of Errors
Agency	7.2 %	\$623.00
Agency Preventable	55.7 %	\$4,812.00
CARES	7.6 %	\$659.00
Client	25.1 %	\$2,167.00
State	4.4 %	\$382.00

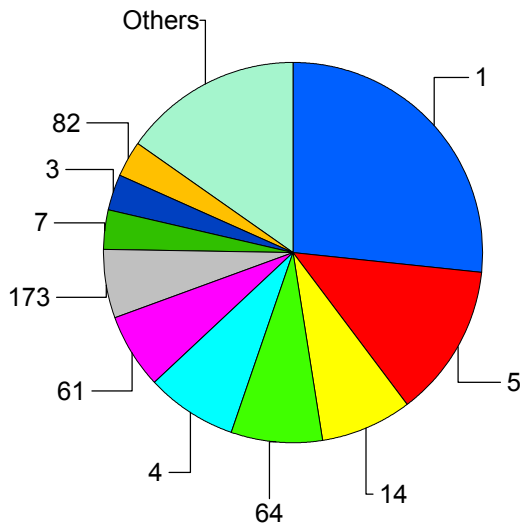
Food Stamp Error Cause By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 311: Wages and Salaries

Cause	Amount of Errors	% of Errors
1 Agency failed to act on known/reported and/or verified information	\$2,305.00	26.7 %
5 Client failed to report	\$1,140.00	13.2 %
14 Agency failed to act on crossmatch/alert	\$671.00	7.8 %
64 Agency failed to verify reported change	\$663.00	7.7 %
4 CARES system error	\$659.00	7.6 %
61 Agency failed to verify most current 30 days of income	\$557.00	6.4 %
173 Client failed to report income that exceeds 130% FPL	\$500.00	5.8 %
7 State error	\$288.00	3.3 %
3 Agency misapplied other policy	\$285.00	3.3 %
82 Client failed to report income source	\$253.00	2.9 %
6 Other - See error letter	\$240.00	2.8 %
157 Agency failed to code pay frequency correctly on AFEI	\$240.00	2.8 %
22 Agency failed to convert correctly	\$195.00	2.3 %
19 Agency failed to budget OT/prem. pay/commission	\$187.00	2.2 %
43 Agency failed to document income estimate	\$134.00	1.6 %
80 Client failed to report enrollment/employed 16/17 year old	\$128.00	1.5 %
65 Agency failed to verify/update at recert. (review)	\$99.00	1.1 %
68 Agency had math error	\$64.00	0.7 %
164 Agency failed to use gross income	\$35.00	0.4 %

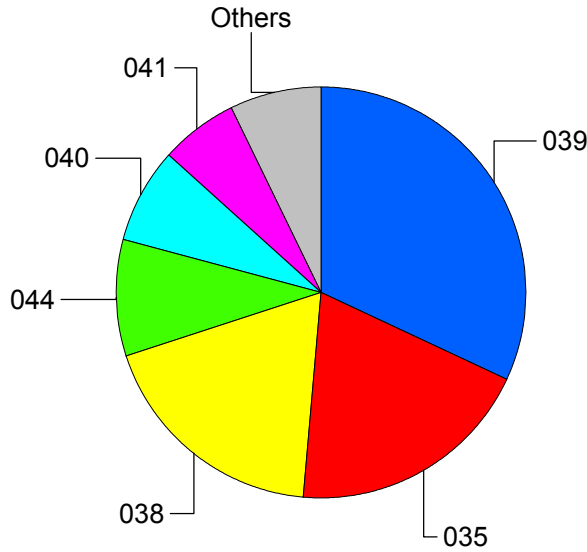
Food Stamp Error Nature By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 10/2008

County: All

Error Type: All



Element 311: Wages and Salaries

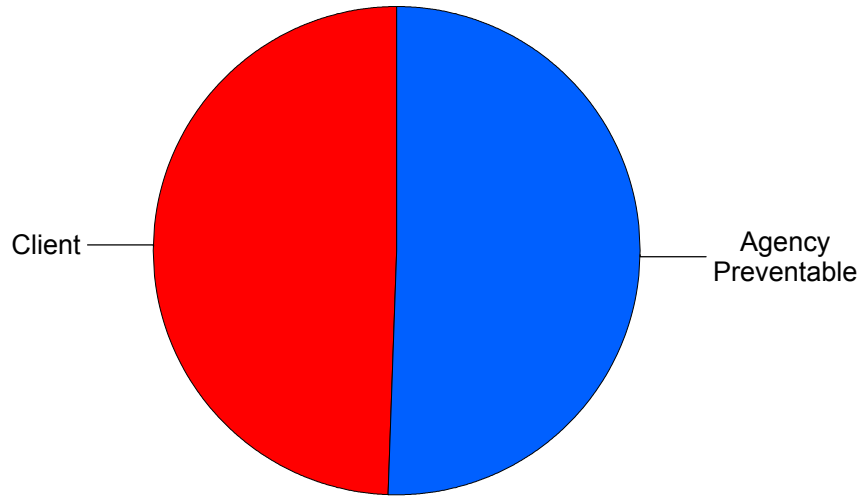
Nature Code		Amount Of Errors	% Of Errors
039	Employment status changed from unemployed to employed	\$2829.00	32.0 %
035	Unreported source of income (do not use for change in employment status)	\$1712.00	19.4 %
038	More income received form source than budgeted	\$1652.00	18.7 %
044	Less income received form source than budgeted	\$810.00	9.2 %
040	Employment status changed from employed to unemployed	\$656.00	7.4 %
041	Change only in amount of earnings	\$539.00	6.1 %
042	Conversion to monthly amount not used or incorrectly applied	\$446.00	5.0 %
032	Failed to consider or incorrectly considered income of an ineligible member	\$136.00	1.5 %
099	Other	\$66.00	0.7 %

Errors by Error Type Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All



Element 363: Shelter Deduction

Error Type	% of Errors	Amount of Errors
Agency Preventable	50.6 %	\$851.00
Client	49.4 %	\$832.00

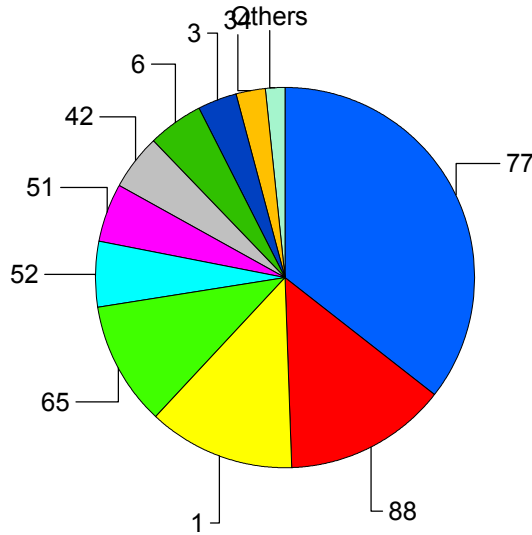
Food Stamp Error Cause By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 363: Shelter Deduction

Cause	Amount of Errors	% of Errors
77 Client failed to report change	\$600.00	35.7 %
88 Client provided false/incomplete document	\$232.00	13.8 %
1 Agency failed to act on known/reported and/or verified information	\$209.00	12.4 %
65 Agency failed to verify/update at recert. (review)	\$177.00	10.5 %
52 Agency failed to subtract self-employment rent expense	\$95.00	5.6 %
51 Agency failed to run SFED and/or confirm	\$87.00	5.2 %
42 Agency failed to correctly follow application policy(No CAF/FTF)	\$79.00	4.7 %
6 Other - See error letter	\$77.00	4.6 %
3 Agency misapplied other policy	\$58.00	3.4 %
34 Agency failed to correctly apply proportionate share	\$40.00	2.4 %
154 Agency failed to budget correct, verified expenses	\$29.00	1.7 %

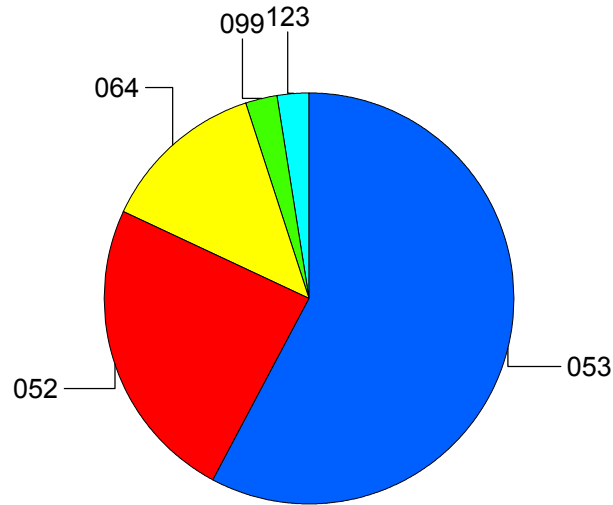
Food Stamp Error Nature By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 10/2008

County: All

Error Type: All



Element 363: Shelter Deduction

Nature Code		Amount Of Errors	% Of Errors
053	Deduction included that should not have been	\$972.00	57.8 %
052	Deduction that should have been included was not	\$406.00	24.1 %
064	Incorrect amount used resulting from change of residence	\$220.00	13.1 %
099	Other	\$45.00	2.7 %
123	Incorrectly prorated	\$40.00	2.4 %

Errors by Error Type Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All



Element 364: Standard Utility Allowance

Error Type	% of Errors	Amount of Errors
Agency	6.8 %	\$62.00
Agency Preventable	89.3 %	\$813.00
Client	3.8 %	\$35.00

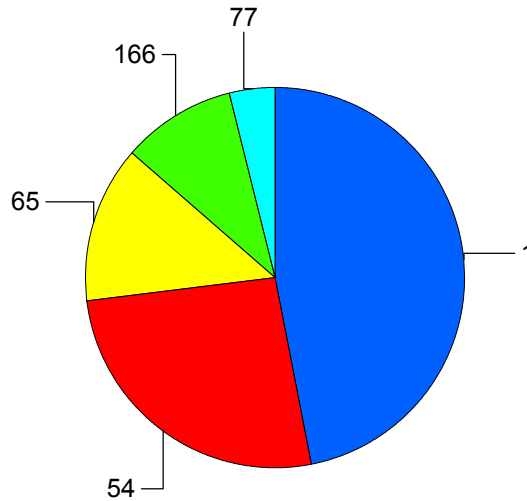
Food Stamp Error Cause By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 364: Standard Utility Allowance

Cause	Amount of Errors	% of Errors
1 Agency failed to act on known/reported and/or verified information	\$428.00	47.0 %
54 Agency failed to use correct LIHEAP info	\$237.00	26.0 %
65 Agency failed to verify/update at recert. (review)	\$120.00	13.2 %
166 Agency failed to verify ALL utility expenses	\$90.00	9.9 %
77 Client failed to report change	\$35.00	3.8 %

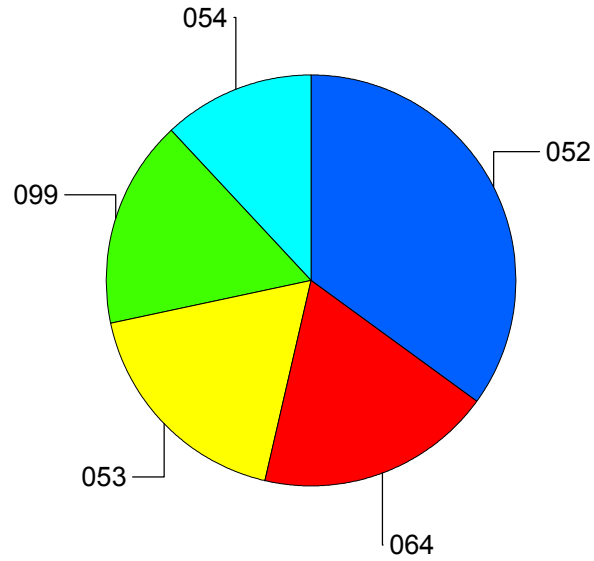
Food Stamp Error Nature By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 10/2008

County: All

Error Type: All



Element 364: Standard Utility Allowance

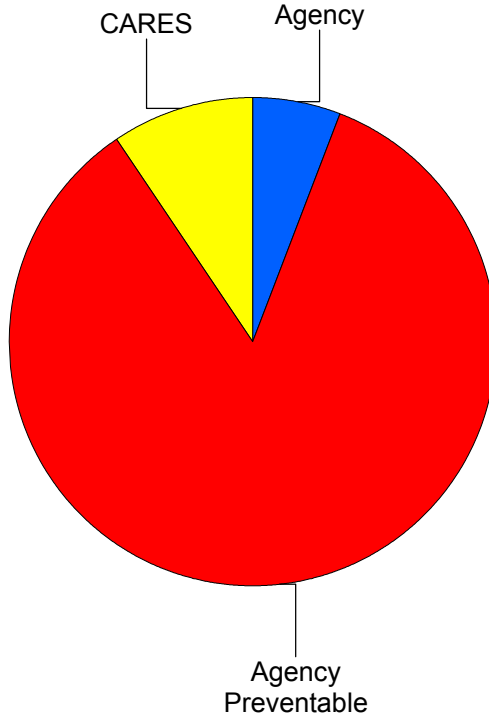
Nature Code		Amount Of Errors	% Of Errors
052	Deduction that should have been included was not	\$339.00	34.9 %
064	Incorrect amount used resulting from change of residence	\$182.00	18.8 %
053	Deduction included that should not have been	\$175.00	18.0 %
099	Other	\$158.00	16.3 %
054	Incorrect standard used (not from change household size)	\$116.00	12.0 %

Errors by Error Type Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All



Element 350: Child Support Payments from Absent Parent

Error Type	% of Errors	Amount of Errors
Agency	5.9 %	\$47.00
Agency Preventable	84.6 %	\$671.00
CARES	9.5 %	\$75.00

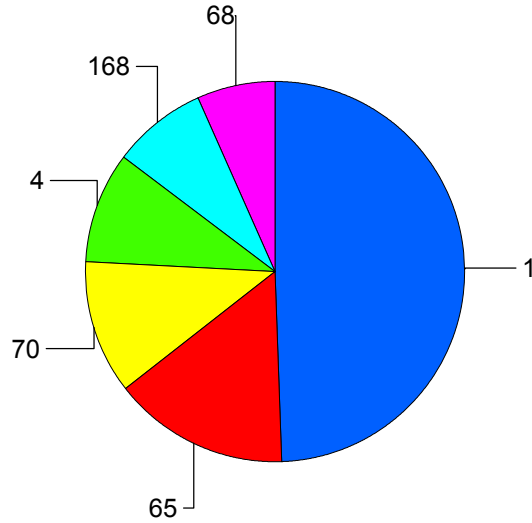
Food Stamp Error Cause By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 350: Child Support Payments from Absent Parent

Cause	Amount of Errors	% of Errors
1 Agency failed to act on known/reported and/or verified information	\$393.00	49.6 %
65 Agency failed to verify/update at recert. (review)	\$119.00	15.0 %
70 Agency incorrectly budgeted arrearages	\$90.00	11.3 %
4 CARES system error	\$75.00	9.5 %
168 Agency incorrectly incl/excluded checks when computing average	\$63.00	7.9 %
68 Agency had math error	\$53.00	6.7 %

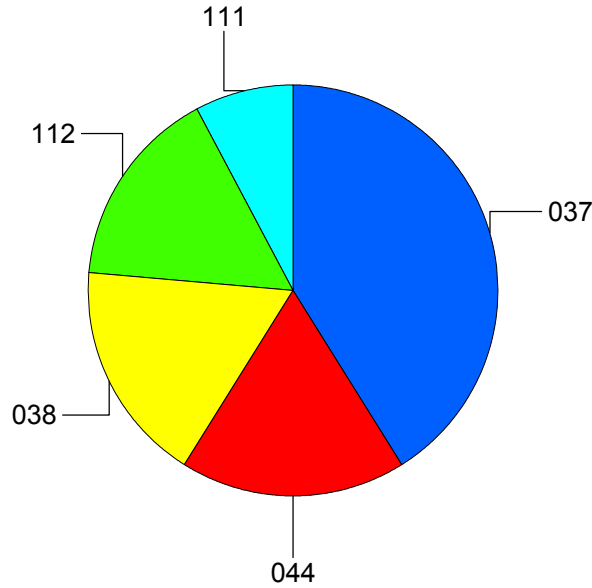
Food Stamp Error Nature By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 350: Child Support Payments from Absent Parent

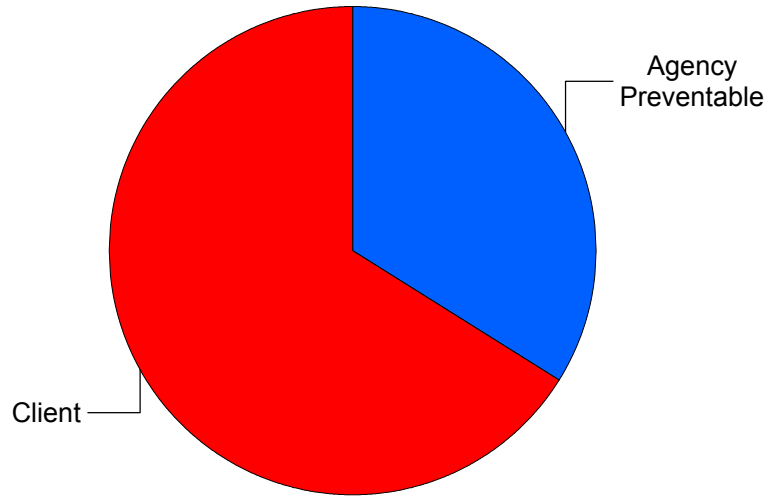
Nature Code	Amount Of Errors	% Of Errors
037 All income from source known but not included	\$325.00	41.0 %
044 Less income received form source than budgeted	\$143.00	18.0 %
038 More income received form source than budgeted	\$138.00	17.4 %
112 Retained child support payment(s) not considered or incorrectly applied	\$126.00	15.9 %
111 Child support payment(s) not considered or incorrectly applied for initial month(s)of eligibility	\$61.00	7.7 %

Errors by Error Type Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All



Element 150: Household Composition

Error Type	% of Errors	Amount of Errors
Agency Preventable	33.8 %	\$304.00
Client	66.2 %	\$595.00

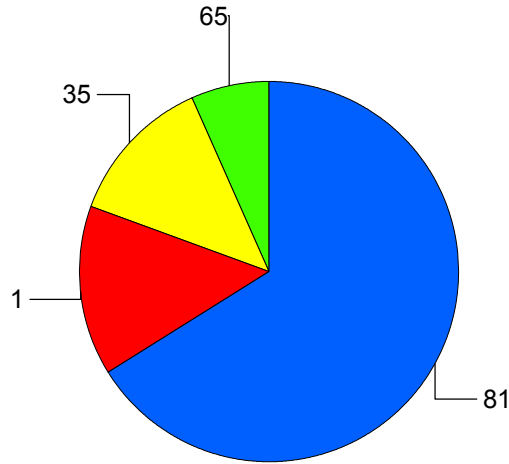
Food Stamp Error Cause By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 150: Household Composition

Cause	Amount of Errors	% of Errors
81 Client failed to report household composition	\$595.00	66.2 %
1 Agency failed to act on known/reported and/or verified information	\$128.00	14.2 %
35 Agency failed to correctly apply purchase & prepare policy	\$115.00	12.8 %
65 Agency failed to verify/update at recert. (review)	\$61.00	6.8 %

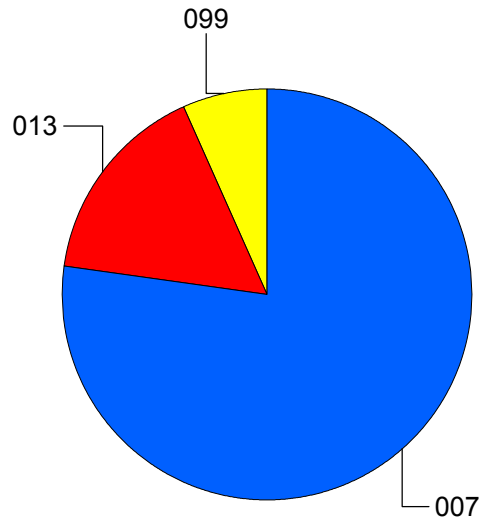
Food Stamp Error Nature By Element Amount

Quality Assurance Active Reviews

Review Period: From 10/2006 To 02/2008

County: All

Error Type: All



Element 150: Household Composition

Nature Code		Amount Of Errors	% Of Errors
007	Ineligible person(s) included	\$693.00	77.1 %
013	Eligible person(s) with income excluded	\$145.00	16.1 %
099	Other	\$61.00	6.8 %