

ACTIVE CASES
Analysis December 2007 QA Results for FoodShare

Sample Size 79 (drops excluded)

LOCATION	TOTAL SAMPLE ISSUANCE	# CASES	# ERRORS	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2008 ERROR RATE
STATEWIDE	\$16045.00	79	17	\$2,096.00	13.06%	8.3%
MILWAUKEE	5,914.00	27	5	996.00	16.84%	9.7%
BAL- STATE	10,131.00	52	12	1100.00	10.86%	7.3%

ERROR CAUSES BY TYPE:

13 Agency Preventable Errors (APE)
 2 Client Errors
 2 State /CARES Errors

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Milwaukee County had 5 of the 17 error cases. (29%) but Milwaukee had 48% of the dollars in error. The 12 other errors this month were one each in 12 different counties.

Earned Income (9):

- Agency failed to re-budget income when a change was reported. [040822]
- Agency incorrectly disregarded earned income as "in-kind" income at SMRF [040872]
- Agency failed to budget regularly received shift premium pay for a job. [040876]
- Failed to budget other categories of pay received regularly, which showed on the pay stubs. [040946]
- Agency failed to correctly budget what the pay verification showed. Disregarded the actual pay in last 30 days and did a different calculation with no explanation. [040915]
- Agency failed to budget earnings from an 18-yr-old high school student, at SMRF. [two cases: 040933 & 040959]
- Agency failed to act on overdue job verification and consequently did not budget the income. Same case: agency did not budget Child Support, coded as "unavailable." [040938]
- CARES failed to issue a SMRF, so nothing was updated at the correct time. The customer began a job that would have been reported on the SMRF. [040923]

Self-Employment (1):

- Agency incorrectly calculated Self-employment income [040921]

Unearned Income (2):

- Agency failed to budget Child Support [040819]
- Agency budgeted too much Child Support. CS had been budgeted for two children; when the worker updated the CS average they put it all under child's page and failed to remove the old figures from the second child. [040918]

Total Income (1):

- Client failed to report when total income went over 130% of Federal Poverty Level. [040827]

Shelter and Utilities (1):

- Agency budgeted incorrect utility allowance. Client reported phone expense but agency never requested verification of it and left an old "Not Verified" code there. [040866]

Medical Expenses (1):

- Agency failed request verification of a medical expense deduction. The medical insurance premium had been entered years ago and customer has not had the expense since 1996, but agency never required verification at reviews.[040836]

Household Composition (1):

- Agency failed to remove a person who had moved out of the home to attend school; customer reported it in June 2006. [040852]

Transitional FS (1):

- CARES failed to end TFS after 5 months. [040911]
- CARES failed to issue a SMRF, so nothing was updated at the correct time. The customer began a job that would have been reported on the SMRF. Consequently an over-issuance occurred. [040923]

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE? Five were made at application, five were at a review, and six occurred at reported change including SMRF. Two errors were made because the agency worker did not budget earnings from 18 year old high school students. As mentioned in a prior monthly analysis, there appears to be some confusion over the policy by workers. While it does not count for Medicaid it does for FS, and they are generally running eligibility for both programs simultaneously.

TRENDS OR RECOMMENDATIONS:

It was an unusually high error month for large and small counties alike. The high number of cases in error, plus some large dollar errors in some cases resulted in a 13% error rate.

BIGGEST "CONTRIBUTORS": The cases that caused the largest dollar errors for December:

Milwaukee County- \$426 Client Error:

While the reduced reporting waiver has greatly reduced our error rate by eliminating a lot things clients must report (other than at reviews and SMRFS) there is risk in the one thing they do have to report: total household income exceeding 130% of the FPL. While the client is reminded of that dollar threshold for reporting, it is difficult for them to interpret when they get a slight raise, change in average work hours, or trade one job for another. 040827]

Kenosha County- \$426 CARES Error:

CARES did not issue a SMRF and consequently income and expenses that are required to be recalculated prior to month seven were not. This came about because in October the case was closing for failure to verify information so it was correct that no SMRF would go out on a closed case. The case did close 10/31, but with the new Break In Service (BIS) policy when verification was received in the month following closure it was re-opened Nov 9th with the same 12 month cert period in place. The federal rules still require with interim reporting that a certification cannot exceed six months without an interim report. It appears the state should do some work to have the CARES logic read when a case is reopening after closure under BIS rule, that it cannot past month 7 without a SMRF in place. Or the items regularly verified at SMRF would then need to be verified without a SMRF in order to continue the FS issuance for the remainder of the certification period. [040923]

Milwaukee County- \$377 Agency Preventable Error:

Earned income: There was verification of a job leave of absence from 11/6 to 12/17. The customer's FS for December were based on getting a full month of work and pay which she did not. After the case was selected in the QC sample the agency did supplement the FS to account for the December reduced pay but it couldn't be reviewed as part of the issuance for December as it was issued too late.
mbw 04/24/2008