

FS NEGATIVE ERROR ANALYSIS- APRIL 2008

72 Cases Completed (drops excluded)

58 Correct Negatives (denials or terminations)

14 Cases incorrectly denied or terminated

19.44% Error Rate for April 2008

11.58% Cumulative Error Rate for FFY 2008 (Oct. 07- April 08)

WHERE:

There were eleven invalid negatives in Milwaukee and one each in Marinette, Rock and St. Croix counties.

ISSUE/CAUSE:

- Failure to remove pending FSET sanction when FSET became voluntary (041495, 041500)
- Failure to act timely on processing received SMRF there were other issues with these closures to including failing to request verification in writing, failing to act on received verification timely, not allowing shelter expense or closing the case for lack of verification (041509, 041519, 041529, 041621)
- TFS closing, a FTF review done for regular FS and all verification received timely, agency failed to process review and verification timely (041482)
- Failure to request verification in writing [041551, 041521, 041543]
- At the time of SMRF no change in Self employment was reported agency pended case for verification of self employment but failed to send request (041526)
- Agency did not accept first employment verification (which provided all the info needed) and then did not act timely on second set of verification they received (041507)
- Agency failed to act on the first application by either approving it or denying it, then the second application came in and the agency denied it

the same day not allowing 30 days for verification. Also the verification they wanted was never requested. (041624)

- Agency failed to finish processing review and received verification in a timely manner. (041581)

COMMENT:

Milwaukee has a major problem with processing things in a timely manner. This is a huge contributor to the negative error rate.

Failing to send the request for verification is a significant state- wide problem. The fact that the worker needs to remember to check the box on the verification request page in order for the verification to send out is very error prone. The check boxes should automatically default to “yes, send verification” to reduce this type of error.

Some agencies continue to request verification items such as self employment, and shelter expense at the time of SMRF. Unless a change is reported on those, no re-verification is to be done. A refresher on SMRF processing SMRF may be a good way of reducing SMRF errors.

JZ 08/20/08