

FS NEGATIVE ERROR ANALYSIS for January 2008

79 Cases Completed (drops excluded)
70 Correct Negatives (denials or terminations)
9 Cases incorrectly denied or terminated

11.39% Error Rate for January 2008

8.39% Cumulative Error Rate for FFY 2008 (Oct. 07- Jan. 08)

WHERE:

There were five invalid negatives in Milwaukee and one each in Dane, Door, Juneau, and Racine counties.

ISSUE/CAUSE:

- **FS application:** This was an ACCESS application for BC and FS. When the agency was processing the BC they entered an SP code on the address which denied the FS prior to 30 days. (041144)
- **FS application/verification:** The agency did not allow 30 days for verification and denied the case early for failure to verify. (041133)
- **Change/verification:** PP's spouse died. Agency commented that they needed to re-verify income for the PP. Instead of requesting verification they entered "Not Requesting Benefits" and closed down the case. (041095)
- **SMRF & Verification:** They processed the SMRF and requested verification of a decrease in rent but did not allow 10 days. (041003)
- **SMRF & verification:** Child added to home per SMRF. The agency failed to request verification but closed the case instead. (041007)
- **SMRF & Break in Service:** Agency returned SMRF to customer for completion. When the SMRF came back in the 7th month the agency failed to apply the Break in Service policy to reopen the case. (041120)
- **Income & verification:** The customer reported loss of income and start of a new job. The agency failed to request verification of the job loss. The

agency continued to budget full income from the job that ended as well as full income from the new employment. (041122)

- **Verification:** The agency closed the case for failing to provide proof of mortgage. Even after the verification came in a few days late the agency failed to open the case. (041082)

JZ 05/23/08