

FS NEGATIVE ERROR ANALYSIS for June 2008

72 Cases Completed (drops excluded)

65 Correct Negatives (denials or terminations)

7 Cases incorrectly denied or terminated

9.72% Error Rate for June 2008

11.76% Cumulative Error Rate for FFY 2008 (Oct. 07- June 08)

****This error rate will change slightly after we receive permission to re-transmit a change from invalid to valid....this is not reflected in the above numbers or error rates.**

WHERE:

Three errors were in Milwaukee, and 1 in each of the following counties; Oconto, Racine, Sawyer, Walworth (now a valid termination).

ISSUE/CAUSE:

- **Failure to act/process SMRF timely:** Milwaukee received the SMRFs on time but failed to act and process them in a timely manor. Additional issues with the SMRF processing: requiring new verification of an ongoing self employment income case; rent was not included in budget due to increase even though same source and pended for verification but request was not sent (041834, 041856,041862)
- **Verification:** Agency pended case for verification but failed to send the request for verification to the customer. (041914)
- **Income:** Agency failed to zero out wages after it had been verified, and then later failed to remove the person who had that income from the case when he left. (041884)
- **Shelter & Verification at the time EXP. Case was run:** The agency pended the case for verification of rental expense, but the case closed for lack of verification. (041922)
- **Income not updated:** This case was later changed to a Valid termination. Invalid was due to not updating all sources of income. Valid because

agency verified they used the income claimed during the interview and customer claimed no change in one of the sources. (041978)

JZ

10/30/08