

FS NEGATIVE ERROR ANALYSIS for March 2008

71 Cases Completed (drops excluded)
64 Correct Negatives (denials or terminations)
7 Cases incorrectly denied or terminated

9.86% Error Rate for March 2008

10.05% Cumulative Error Rate for FFY 2008 (Oct. 07- March. 08)

WHERE:

There were three invalid negatives in Milwaukee and one each in Brown, Manitowoc, Marathon, and Walworth counties.

ISSUE/CAUSE:

- **State Auto-populated info:** The State auto-populated an SSI lump sum back payment, putting the case over the net income limit. (041396)
- **Failure to act/process SMRF timely:** The agencies received the SMRFs on time but failed to act and process them in a timely manner. (041385) (041319)
- **Household comp:** PP's boyfriend reported that he was no longer living with the PP. The agency removed the PP from her own case instead of just the companion case. (041383)
- **SMRF & Verification:** Agency processed the SMRF but failed to send the request for verification of an increase in rent. Ten days later they closed the case for failing to verify the rent. (041459)
- **Income:** Agency incorrectly converted income that is received semi-monthly to income that is received bi-monthly, putting the case over the net income limit. (041315)
- **Verification/Change of Address:** Agency sent a request for address verification. The request came back that the address was unknown. The agency then closed the case. FNS says we need more than 1 piece of returned mail. (041406)

JZ 05/23/08