

FS NEGATIVE ERROR ANALYSIS

For September 2008

77 Cases Completed (drops excluded)

71 Correct Negatives (denials or terminations)

6 Cases incorrectly denied or terminated

7.79% Error Rate for August 2008

11.28% Cumulative Error Rate for full FFY 2008 (Oct. 07- Sept 08)

WHERE:

Three errors were in Milwaukee, one each in Brown, Dane Wood Counties.

ISSUE/CAUSE:

SMRF NOT PROCESSED ((3):

- A complete SMRF was in the agency but it was not processed. [042430]
- A SMRF was not processed as the agency was waiting for employment verification which they already had. [042347]
- A SMRF was not processed because shelter verification was not in, but policy says the FS group should get FS benefits if otherwise eligible, without the expense deduction. [042356]

ADDRESS VERIFICATION (1):

- When one letter was returned to the agency the case was closed for lack of address verification. FNS has ruled that another notice must go out requesting verification of address. Further, because our cases are categorically eligible, residence and residency are not questionable and that alone does not close a case. The agency should send a "request for contact" notice, which would be a valid termination reason if customer does not respond. [042480]

APPLICATION DENIED FOR NO INTERVIEW (1):

- Customer denied after missing interview. FNS requires a Notice of Missed Interview to be sent. [042492]

UNEARNED INCOME:

- Auto-populated SSI payment: customer received a large one time lump sum back payment of SSI which closed the case for zero benefits. System Problem. [042438]

MW 1/23/09