

ACTIVE CASES
Analysis November 2007 QA Results for FoodShare

Sample Size 74 (drops excluded)

LOCATION	TOTAL SAMPLE ISSUANCE	# CASES	# ERRORS	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2008 ERROR RATE
STATEWIDE	\$12,894.00	74	6	\$726.00	5.63%	5.7%
MILWAUKEE	4,345.00	24	4	592.00	13.62%	6.1%
BAL- STATE	8,549.00	50	2	134.00	1.57%	5.3%

ERROR CAUSES BY TYPE:

5 Agency Preventable Errors (APE)
 1 State Error

OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:

Milwaukee County had 4 of the 6 error cases. Brown and Ozaukee Counties had one each.

Earned Income (1):

- Agency continued to budget earnings for a job that had been verified as ended. [040087]

Unearned Income (1):

- Agency failed to run eligibility after an alert was received that State SSI had ended. [040053]

Shelter and Utilities (1):

- Agency budgeted incorrect amount of verified rent. [040128]

Medical Expenses (1):

- Agency failed to budget a verified medical expense deduction. [040107]

FSET (1):

- Agency failed to enter an FSET sanction when an alert was received. [040062]

WHEN WERE THE AGENCY PREVENTABLE ERRORS MADE? One was made at application, five were at reported change.

TRENDS OR RECOMMENDATIONS:

Milwaukee County in particular continues to have errors due to failure to act on information coming into the agency via alerts or via communications with FSET staff.

BIGGEST “CONTRIBUTORS”: The cases that caused the largest dollar errors for November:

Milwaukee County- \$288 State Error: Client reported on 10/3/07 that her baby was born, She reported on 10/18 that she has been on maternity leave for some time, The auxiliary FS accounting for adding the child plus reduction in income were issued November 10th. The case was called in error by QC because the auxiliary was issued after the case was selected in the QC sample. The county refuted and referenced FS App. 6.1.3.3, which stated it must be issued by 10th of the month. FS policy staff pointed out FNS regulations that so state it. FNS QC however states that unless the auxiliary was issued within ten days of the verification completed it could be in error if not issued by the time the QC sample selection. Part of this is because otherwise it would open the door to allowing local agencies to review cases once selected by QC and to “fix” them by quickly issuing supplements, thus introducing bias into the QC process. Discuss is ongoing about possibly refining the appendix to state the auxiliaries should be done as soon as possible and within ten days of verification. QC notes that case comments in this case show that the agency had ample time to issue auxiliaries prior to when they did. An error was made when the child was not added to FS case early in October, and the Verification Center added late entry case comments on 11/9 referencing information verified about the job back on 10/25. Because of the current appendix, QC changed this to a state error, although quicker action by the agency could have prevented this. [040059]

Milwaukee County- \$162 Agency Preventable Error: The FS error occurred because the agency did not impose an FSET sanction. On 9/10/07 the FSET agency requested that the IM agency sanction the customer because he did not attend his FSET orientation on 9/4/07. The IM agency did not take any action. According to the case comments dated 11/6/07 the sanction was not imposed because it was not on WPNP. A query of WPNP does show the non-participation. Also there is no rule that this has to be listed there. Work Program Case comments and WPCH also record that an appointment was scheduled and that he was a no-show. [040062]

mbw 03/26/2008