

FS NEGATIVE ERROR ANALYSIS For December 2008

54 Cases Completed (drops excluded)

52 Correct Negatives (denials or terminations)

2 Cases incorrectly denied or terminated

3.70% Error Rate for December 2008

2.19% Cumulative Error Rate for FFY 2009 (Oct. 08- Dec. 08)

Where:

One error was made in Milwaukee and one in Sheboygan.

Issue/Cause:

- **SMRF not received (1):**
A December 11 application was denied Dec. 15, and the reason given was a SMRF was overdue. That was the prior termination reason. Once FS closes and customer reapplies a SMRF is no longer needed. It is important that agency workers look at results when running eligibility before confirming and issuing or denying benefits. [Milwaukee County #9103617190-QA# 042989]
- When household members were added to a FS case, the members being added had previously been on FS and had been terminated 2/26/07 for failure to provide a birth certificate and pay stubs. The NV's in that case carried over into the case under review by QC. Again, it is important that agency workers look at results when they make an action (such as adding people to the case). It would be evident when running eligibility that the case is being terminated. [Sheboygan County #9126075997-QA # 042903].

MW 4/28/09