



Wisconsin FoodShare Quality Control (FSQC)

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Topics

- About FSQC
- Federal Oversight
- Federal Fiscal Year (FFY) 2013
- FFY 2014



About FSQC

- We have 16 FSQC reviewers located throughout the state, including two supervisors.
- We also have a research analyst, a data analyst and our Management Evaluation Review Coordinator in the FSQC section of the Bureau of Enrollment, Policy and Systems.



About FSQC

Approximately 180 cases randomly selected each month

- 90 active cases (eligible for Food Share in the sample month)
- 90 negative actions (denial or termination actions in the sample month)



About FSQC

- Any case in the active sample with an allotment of more than \$100 requires the Quality Control reviewer to conduct a face-to-face interview with the casehead.
- Each active case review takes an average of 12 hours to complete.



About FSQC

- Assistance from the local agencies in locating a household or providing accommodations to complete the QC interview is greatly appreciated.
- It is also helpful when Consortium Call Center staff assist customers who have questions about the legitimacy of the FSQC review of their case.



Federal Oversight

- The Code of Federal Regulations sets standards for state performance requirements in the administration of the Supplemental Nutrition Assistance Program (SNAP), called FoodShare in Wisconsin.
- Includes requirements for payment accuracy, case and procedural error rates (CAPER), and timely application processing as determined by QC findings.



Federal Oversight

- Requires Corrective Action Planning if the state is not meeting the performance requirements.
- A fiscal sanction may be imposed on a state if the payment accuracy rate for actives exceeds the federal tolerance level of 6% for two consecutive years.



Bonus Funding Awarded Annually by Food and Nutrition Service for:

- Best Payment Accuracy
- Most Improved Payment Accuracy
- Best CAPER
- Most Improved CAPER
- Best Program Access
- Most Improved Program Access
- Best Application Processing Timeliness Rate



FFY 2013

October 2012–September 2013

- Wisconsin Active Error Rate: 2.40%
 - National Average: 3.20%
- Wisconsin CAPER: 18.05%
 - National Average: 25.25%



FFY 2013 High Performance Awards: 100% Payment Accuracy

- Bay Lake: **100%** payment accuracy
 - Counties: Brown, Door, Marinette, Oconto, Shawano



FFY 2013 High Performance Awards: 100% Payment Accuracy

- Capital: **100%** payment accuracy
 - Counties: Adams, Columbia, Dane, Dodge, Juneau, Richland, Sauk



FFY 2013 High Performance Awards: 100% Payment Accuracy

- Northern: **100%** payment accuracy
 - Counties: Ashland, Bayfield, Florence, Forest, Iron, Lincoln, Price, Rusk, Sawyer, Taylor, Vilas, Wood



FFY 2013 High Performance Awards: Greater than 99% Payment Accuracy

- Moraine Lakes: **99.52%** payment accuracy
 - Counties: Fond du Lac, Ozaukee, Walworth, Washington, Waukesha



FFY 2013 High Performance Awards: Greater than 99% Payment Accuracy

- East Central: **99.03%** payment accuracy
 - Counties: Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Sheboygan, Waupaca, Waushara, Winnebago



FFY 2014 to Date

October 2013–March 2014

- Active Error Rate: 2.62%
 - National Average: 3.25%
- CAPER: 21.84%
 - National Average: 25.07%



Active Errors by Element 10/2013–4/2014

Error Element Description	Reported Error Amount
Arithmetic Computation	\$82.00
Child Support Payments from Absent Parent	\$286.00
Citizenship and Non-Citizen Status	\$138.00
Self-Employment	\$411.00
Shelter Deduction	\$391.00
SSI* and/or State SSI Supplement	\$81.00
TANF, PA or GA**	\$436.00
Wages and Salaries	\$1,416.00

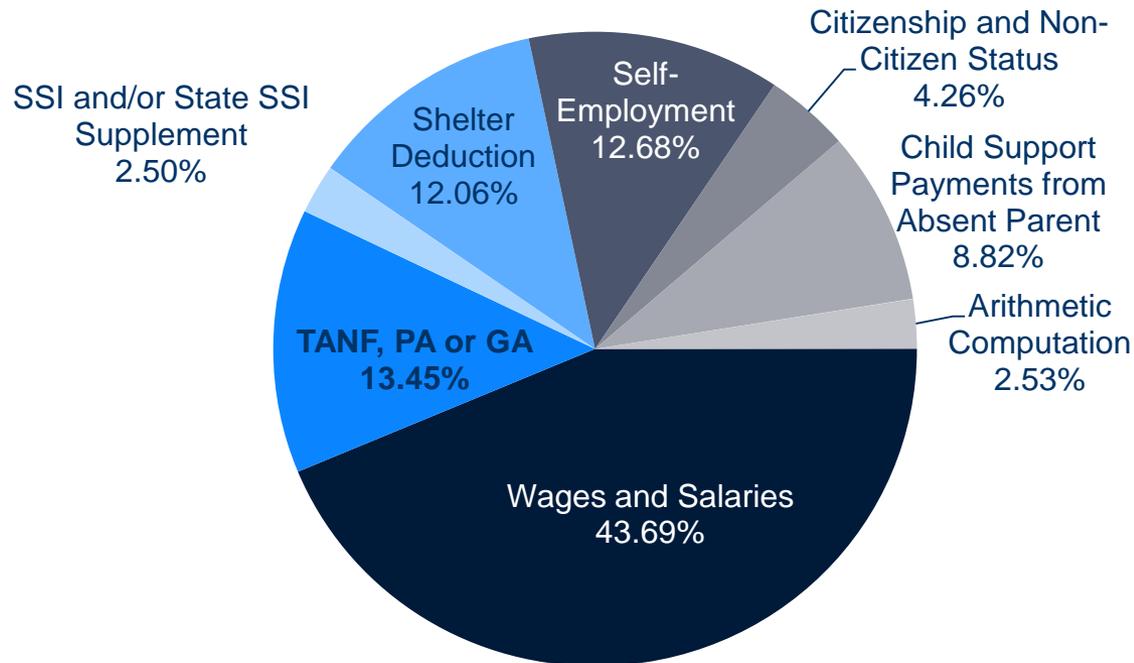
*Supplemental Security Income

**Temporary Assistance for Needy Families, Public Assistance or General Assistance

Protecting and promoting the health and safety of the people of Wisconsin

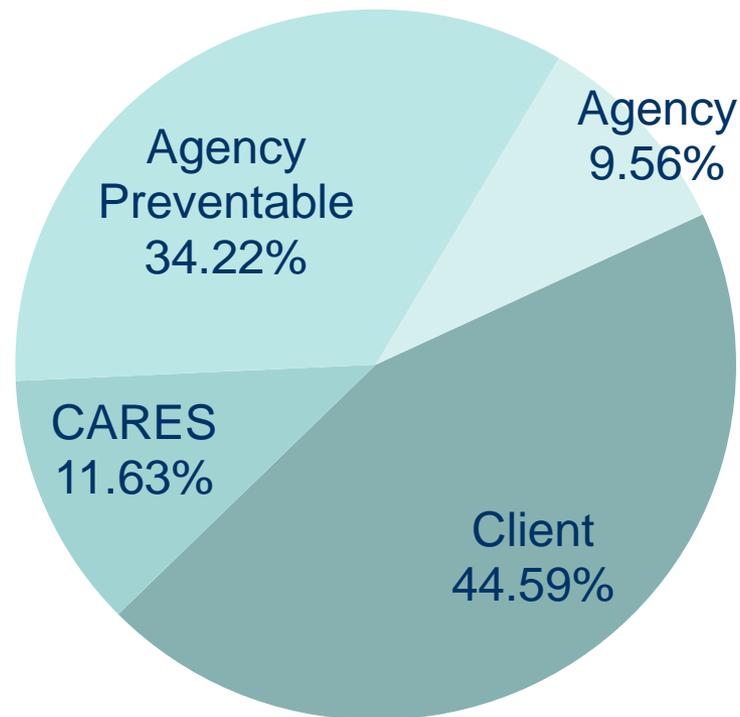


Active Errors by Element





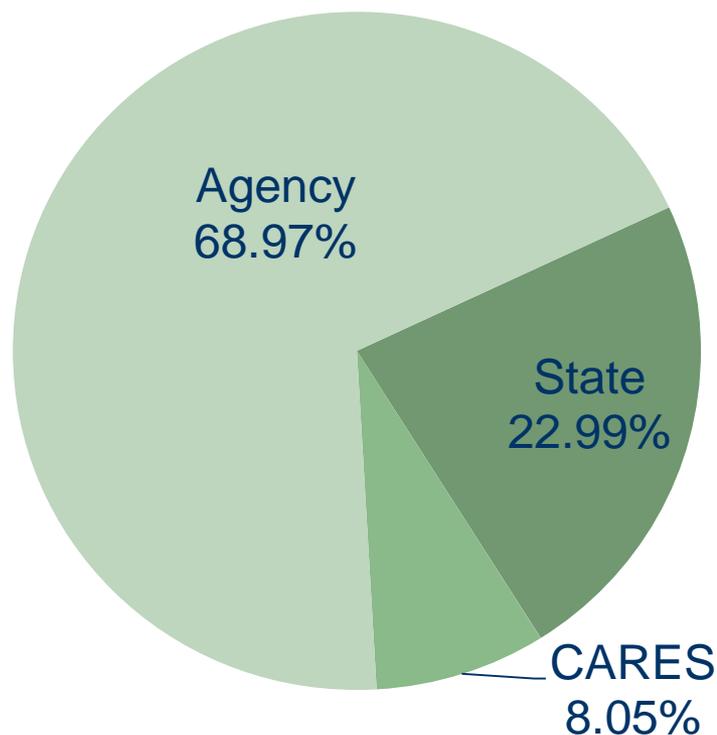
Active Errors by Cause 10/2013–4/2014





CAPER by Cause 10/2013–4/2014

Error Type	Count
Agency	60
CARES	7
State	20





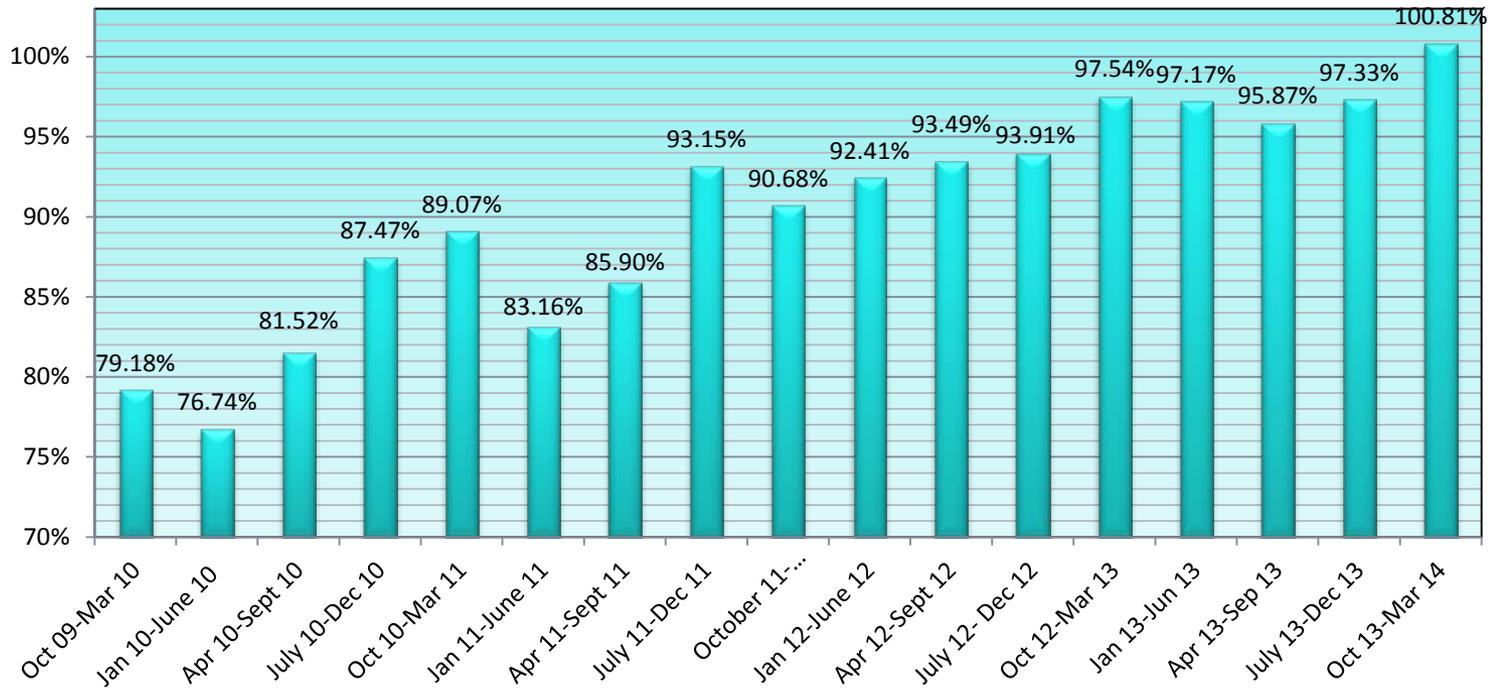
FFY 2014 Timeliness as Measured by FSQC

October 2013–March 2014

- 92 active cases measured for timeliness
 - FS application filed on or after 10/01/2013
- State-reported rate: **97.83%**
- Upper bound rate per Food and Nutrition Services: **100.81%**



Wisconsin Application Processing Timeliness Upper Bound Data





Thank You

DHS recognizes and appreciates the agency supervisors and eligibility workers who continue to demonstrate superior performance and diligence in the administration of the FoodShare program.