



Wisconsin FoodShare Quality Control (FSQC)

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Topics

- About FSQC
- Federal Oversight
- Federal Fiscal Year (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 160 cases randomly selected each month:

- About 90 active cases (eligible for FoodShare in the sample month)
- About 70 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 (QC) reviewer to conduct a face-to-face interview with the case head.
- 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 (CAPERs), 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 percent 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 2014

October 2013–September 2014

- Wisconsin active error rate: 2.48 percent
 - National average: 3.66 percent
- Wisconsin CAPER: 23.57 percent
 - National average: 25.48 percent



FFY 2014 Active Errors - Top Five Error Types

Error Type	Error Amount	Percentage of Error
Wages and Salaries	\$2,139	41.9%
Shelter Deduction	\$676	13.2%
Self-Employment	\$648	12.7%
W2 Income	\$434	8.5%
Child Support	\$339	6.6%



Examples of Error Causes

- Earned income
 - Incorrect pay frequency or conversion
 - Unreported employment (check wage matches at application, six-month report, and renewal)



Examples of Error Causes

- Shelter deduction
 - Client in subsidized housing and reports full rent amount
 - Incorrect utility standard allowed
- Self-employment
 - Failure to add depreciation to net self-employment income



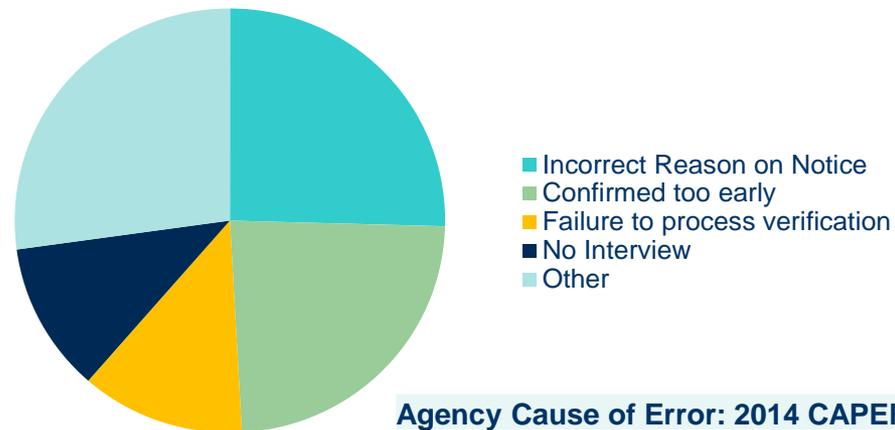
FFY 2014 CAPER

- Negative actions reviewed: 716
- Invalid actions (errors): 169
- CAPER: 23.6 percent



FFY 2014 CAPER: Agency Caused

Agency Cause of Error: 2014 CAPER

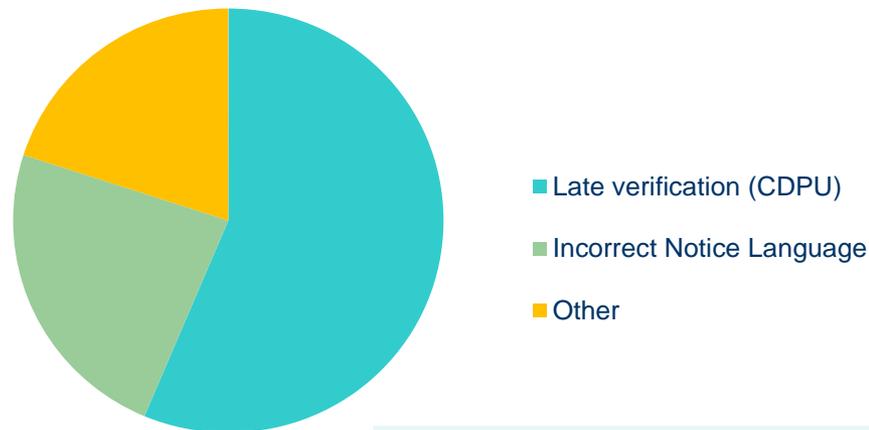


Agency Cause of Error: 2014 CAPER	Count	
Incorrect Reason on Notice	29	25.4%
Confirmed too early	27	23.7%
Failure to process verification	14	12.3%
No Interview	13	11.4%
Other	31	27.2%
total	114	



FFY 2014 CAPER: State Caused

State Cause of Error: 2014 CAPER



State Cause of Error: 2014 CAPER	Count	
Day 30 verification (CDPU)	31	56.4%
Incorrect Notice Language	13	23.6%
Other	11	20.0%
total	55	



FFY 2014 Application Processing Timeliness

- October 2013–September 2014
- A total of 234 active cases measured for timeliness
 - FoodShare application filed on or after October 1, 2013
- State-reported rate: **94.87 percent**



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.