



Wisconsin FoodShare Quality Control (FSQC)

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Topics

- About FSQC
- Federal Oversight
- Federal Fiscal Year (FFY) 2015



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 2015

October 2014 – March 2015

Wisconsin active error rate: 3.58 percent

– National average: 3.17 percent

● Wisconsin CAPER: 30.59 percent

– National average: 23.36 percent



FFY 2015 Active Errors - Top Five Error Types

Error Type	Error Amount	Percentage of Error
Wages and Salaries	\$2,455	57%
Shelter Deduction	\$858	20%
Self-Employment	\$505	12%
Other	\$486	11%



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 2015 CAPER

- October 2015 – April 2015
- Negative actions reviewed: 325
- Invalid actions (errors): 121
- CAPER: 30.63 percent



FFY 2015 CAPER: Agency Caused

- Sixty-seven agency caused errors
 - 15 - incorrect closure reason
 - 10 - untimely closure
 - 9 - failure to act on reported information
 - 7 - no interview
 - 3 - incorrect household composition
 - 3 - other



FFY 2015 CAPER: State Caused

- Fifty-four state caused errors
 - 31 – unclear notice of decision
 - 23 – late due to day 30 submission of verification to Central Document Processing Unit



FFY 2015 Application Processing Timeliness

- October 2014 – April 2015
- A total of 107 active cases measured for timeliness
 - FoodShare application filed on or after October 1, 2014
- State-reported rate: **96.40 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.