



# Wisconsin FoodShare Quality Control (FSQC)

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# Topics

- About FSQC
- Federal Oversight
- Federal Fiscal Year (FFY) 2015 and 2016



# About FSQC

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



# About FSQC

Approximately 175 cases randomly selected each month

- 100 active cases (eligible for FoodShare in the sample month)
- 75 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 or video interview with the casehead.
- Each active case review takes an average of 12 hours to complete.



# About FSQC

- Assistance from the local agencies in 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 2015

## October 2014–September 2015

- Wisconsin Active Error Rate: 4.05%
  - National Average: 3.09%
- Wisconsin CAPER: 27.02% (39<sup>th</sup>)
  - National Average: 22.23%



# FFY 2015 Active Errors Top 5 Error Types

Error Type	Error Amount	% of Error
Wages and Salaries	\$4699	57.5%
Utility Allowance	\$ 785	9.6%
Shelter Deduction	\$ 704	8.6%
Self-Employment	\$ 544	6.7%
Child Support Inc.	\$ 219	2.7%



# Examples of Error Causes

- **Earned Income**
  - Information not reported by member.
  - Reported income disregarded or not applied by agency.
- **Standard Utility Allowance and Shelter deduction**
  - Policy Incorrectly applied
  - Agency failed to follow up on inconsistent or incomplete information.
- **Self-employment**
  - Failure to add depreciation to net self-employment income



## FFY 2015 CAPER

- Negative Actions Reviewed – 692
- Invalid Actions (errors) – 187
- CAPER – 27.02%
- National Average 23.27%



# FFY 2015 Application Processing Timeliness

October 2014–September 2015

- 234 active cases measured for timeliness
  - FS application filed on or after 10/01/2014
- State-reported rate: **97.21%**



# FFY 2016

- With 11 months submitted
  - Active Error Rate 4.81%
  - CAPER Error Rate 18.90%
  - Application Timeliness 95.47%
  - FFY 16 Completion Rate of Quality Control Reviews 85.76%



# 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.