Office	Review Number	Sample Month	Program	Error	Error \$\$	Case corrections	Preventative Action	other info
Southeast								
20	39007	1/17	SNAP Active	Wages incorrectly budgeted. (processed by 083)	219	Issue the supplement went over this with ET II about issuing.	Huddle topic about Children under 18 who are still in high school still included in TA Case	
20	40763	1/17	SNAP Negative	RF 12/28/16 on Gen 72. 12/16 not processed. No notice.	0	Gen72 recd for AP/ME review that also marked FS request on 122816. ET had client complete Gen50c at interview on 010417 and then used bsd of 010117. Once CAPS is complete, ET will go back and consider 12/16 FS benefits and send notice.	Will remind staff via email/huddle of Policy regarding Request for Service and the corresponding bsd.	
23	40791	2/17	SNAP Negative	Invalid reason / unclear notice.	0	We recd a hand-written letter from a person not in the hh and not an auth rep asking to stop PI's benefits. No explanation was provided as to why. CANO just states closed based on residency and request, notice was similarly vague. When CAPS is complete, will investigate w/ET if this case should have closed and send appropriate notice	Will remind staff via email/huddle of Policy regarding case documentation and due process on notices.	
Northern								
41	38997	12/16	SNAP Active	SUD allowed for wood gathered by client.	80	DEMH will be corrected and Gen 95 completed.	Reminder to staff regarding wood SUD - household must purchase wood in order to allow deduction.	
41	40739	12/16	SNAP Negative	Timeliness.	0	No corrections needed at this time. Case has already been denied.	Continuing to follow BPR principles and utilize statewide VCC to pull interview schedules in.	
41	40741	12/16	SNAP Negative	Timeliness.	0	No corrections needed at this time. Case has already been denied.	Continuing to follow BPR principles and utilize statewide VCC to pull interview schedules in.	
41	40767	1/17	SNAP Negative	Timeliness.	0	No corrections needed at this time. Case has already been denied.	Continuing to follow BPR principles and utiliize statewide VCC to pull interview schedules in.	
41	22475	12/16	TANF Active	TCC ASAP Program eligible	821	TA case will be closed and referred to TCC. Also, TLIP will be updated.	Reminder to staff to check the list for ATAP service areas before processing TA cases.	
Coastal								
82	51459	1/17	APA Active	Resources & 5 year waiting period	368	Client will be refered to Fraud and case will be closed with adverse action.	Will do an individual coaching with ET and address it in stand-up meeting	

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MatSu								
76	40799	2/17	SNAP Negative	Unclear notices.	0	ET who did notices no longer works for DPA - RCR will send corrective notices.	During stand up meeting on 4/28-explain the importance of sending accurate notices as a reminder	
77	39000	12/16	SNAP Active	UIB	217	Update UIB and send O/P to Claims.	Discuss with ET and at team meetings the importance of reading the prior CANO, especially when processing a pended intake/recert.	
77	39059	1/17	SNAP Active	demh / ssi.	42	Will have ET contact mortgage holder and verify actual payment and modification of original mortgage contract. She will then correct case and issue underpayments.	During staff huddle on 4/28, remind ETs that an attempt to contact a collateral must be done at time of interview, if there is a change that needs to be verified and affects benefits. (& review BPR process)	
77	22447	11/16	TANF Active	Drug Felon no proof they met the requirements	369	Change PI to drug felon for TA and send O/P to Claims.	Remind ET and at team meetings the change to TA DF policy.	
Anchorage								
83	40786	1/17	SNAP Negative	Unclear notice.	0	Resend the Notice to include the benefit termination date	Reviewed with individual ET; Reviewed with staff at Huddle as a reminder that notices must meet "due process" which includes a benefit ending date for closures.	
84	40788	1/17	SNAP Negative	Timeliness.	0	None	State Wide backlog team starting the 24th to get the backlog caught up	
41	22478	12/16	TANF Active	HHC, CSSD & Child Care	233	Review revised (error #1 removed). Corrections will be made in Gambell office as follows: Gen 95 for case correction	Go over child support and child care in team huddle	QA changes - This error was increased to \$233 OP after the field disagreed with the HHC comp error and provided additional documents that were unavailable to QA staff but received by the Agency.