

Office	Review Number	Sample Month	Program	Error	Error \$\$	Case corrections	Preventative Action	other info
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.