

STATE OF ALASKA  
DEPARTMENT OF HEALTH AND SOCIAL SERVICES  
DIVISION OF PUBLIC ASSISTANCE  
QUALITY ASSESSMENT UNIT

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# FOOD STAMP PROGRAM CORRECTIVE ACTION PLAN

**November 2003 Update**



**STATE OF ALASKA  
FOOD STAMP PROGRAM  
CORRECTIVE ACTION PLAN  
November 2003 Update**

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## 1. QUALITY CONTROL ACTIVE REVIEWS IN ALASKA

The Alaska Food Stamp Quality Control Active Review consists of an audit of the case file for accuracy of eligibility and payment criteria; contact with the head of household; and verification of information through collateral contacts. When possible, the contact with the head of household or representative is a personal interview. When impossible, the reviewer strives to complete the review through telephone and mail contacts.

Quality Assessment (QA) reviewers document errors found, and identify the apparent causes. The field managers complete the CAP#11 form, identifying the causal factors for each error finding, and develop corrective actions. The QA Program Officer provides additional analysis and works with policy and training staff to implement corrective actions related to clarification of policy and QA process.

DPA recognizes that we could have the greatest influence in reducing agency errors. Agency failure to act accounted for 60% of the FFY03 agency errors. (Agency failure to act on known information caused 31% and failure to verify was 13% of FFY03 errors.) Although corrective actions continued into FFY03, the state calculated payment error rate<sup>1</sup> is high at 14%.

### 1.1 Alaska Food Stamp Reinvestment Plans

The State of Alaska met its obligations under the FFY97, FFY98, FY99, and FFY01 Reinvestment Plans. DPA currently is waiting for approval of the FFY02 Plan. (The FFY99 Plan ended September 30, 2003.) Alaska Quality Assessment provides separate quarterly status reports to FNS on corrective actions implemented under the Reinvestment Plans.

### 1.2 State Agency Exchange Program

State Exchange funds paid for Alaska's staff to visit Arizona and Washington states. The purpose was to learn about the initiatives these states implemented to improve payment accuracy. A total of 10 staff members traveled to Washington or Arizona during the month of September. The staff returned to meet as a group and developed a plan

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<sup>1</sup> As of 10/21/03.

to develop and implement many of the initiatives employed by Washington, Arizona, or both.

### 1.3 Analysis of Quality Control FFY03 Statewide Reviews

The Quality Assessment (QA) Unit, using an automated computer program, randomly selected 388 reviews for the October 2002 through September 2003 review period. Of the 388 reviews, 18 were not-subject-to-review and 8 transmitted as incomplete, following the FNS 310 guidelines. The unit completed 319 active reviews<sup>2</sup>.

Of the 319 completed reviews, 234 were correct cases and 80 were found to be incorrect<sup>3</sup>.

The state calculated payment error rate is 14% for FFY03. This number reflects:

No Error	86%
Ineligible	5%
Over Payment	6%
Under Payment	3%

### 1.4 FFY03 Statewide Error Trends

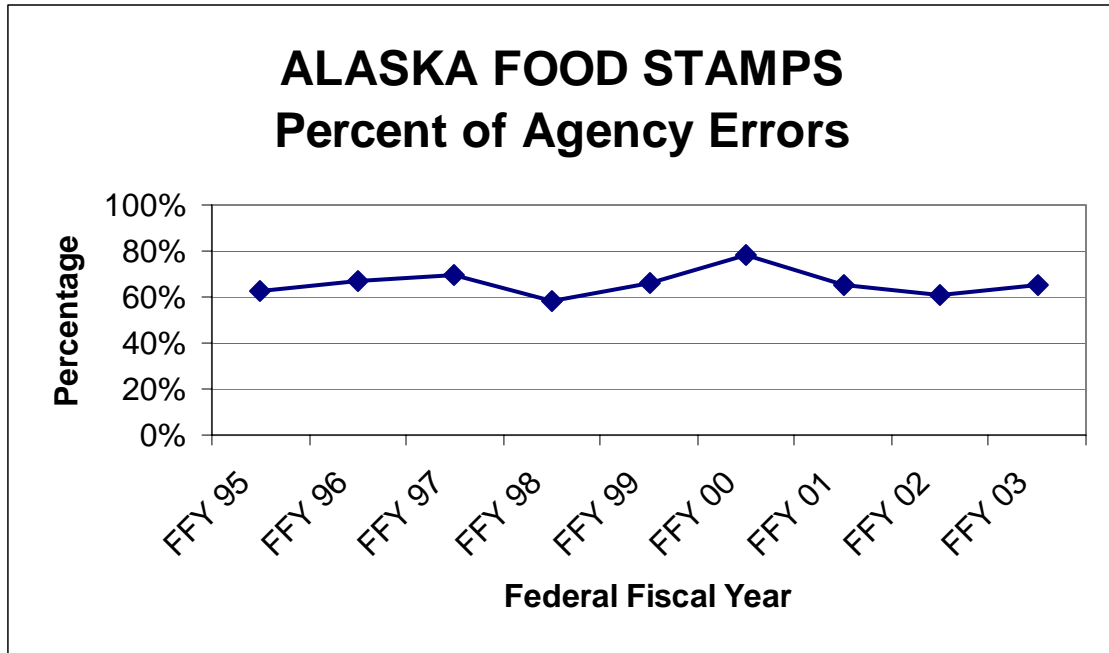
The FFY03 Sampling Plan required selection of at least 354 cases for review. The caseload increased in FFY02, resulting in a random selection of 388 cases for review.

The error trends continue to show the agency caused the majority (65%) of payment errors. Of all agency errors, 19% were misapplication of policies and 4% were math errors by the agency.

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<sup>2</sup> As of 10/21/03.

<sup>3</sup> Appendices A and B provide greater statistical detail.



Of all FFY03 reviews with payment errors, 28% had Temporary Assistance (22 of 80), including 5 Native Family Assistance cases. This is down from 53% in FFY02.

Of all payment errors, 11 reviews (14%) had Adult Public Assistance (APA) benefits, reflecting a growth trend seen in the Food Stamp – APA combination caseload over the past three years.

Of all reviews, QA referred 9% to the DPA Fraud Unit for follow up<sup>4</sup>. This reflects 26 cases compared to 24 in FFY02, and is a typical number of QA referrals. Of the 26 referrals, 4 were Alaska Temporary Assistance, and 3 were Native Family Assistance Program cases. Three were Adult Public Assistance cases.

Of the FFY03 reviews with errors, families with earned income (42 of 80) accounted for 53% of the errors. This is down from FFY02 at 60%.

Historically, Alaska's highest element in error has been wages and salary. In FFY03, the wages and salary element continued as the highest percentage of payment errors at 29%, however it is a declining percentage. It is interesting to note that this is the first year in three years that this error element does not reflect combination TANF and Food Stamp cases.

A profile of the case errors in this element follows:

<sup>4</sup> The field staff may have determined additional cases warranted a fraud referral. That number is unknown.

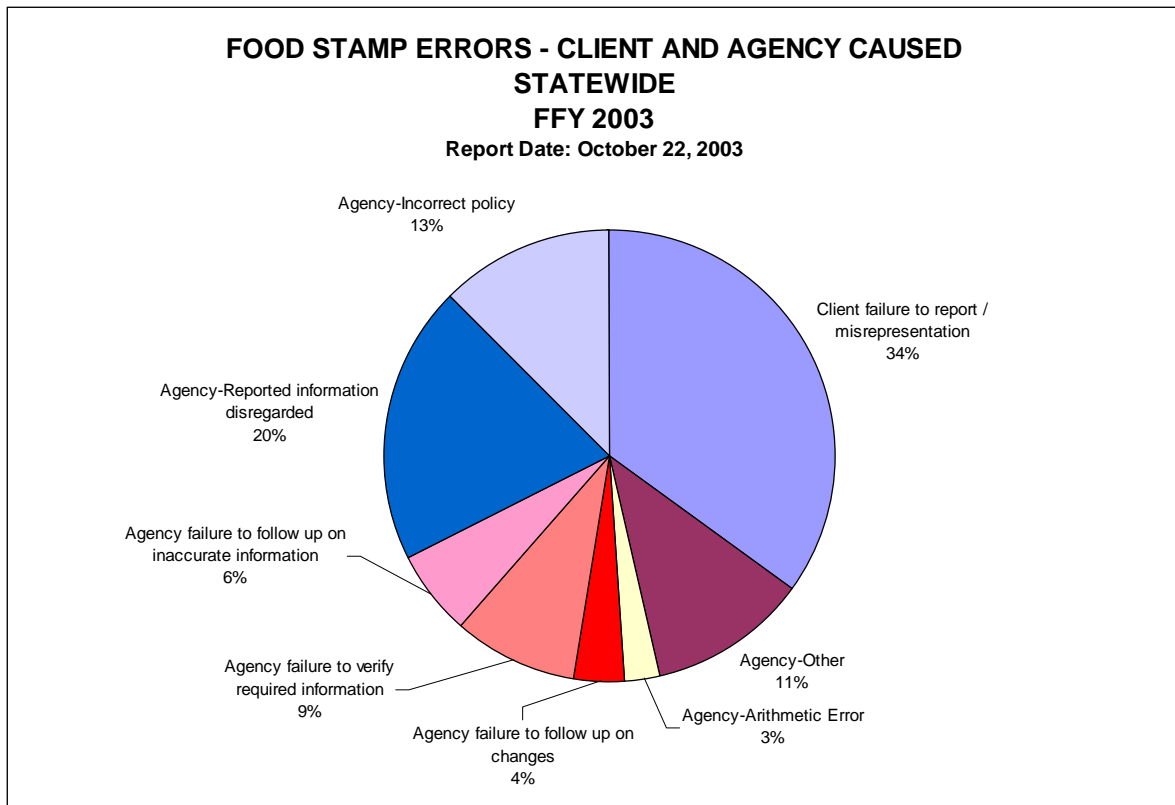
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Wage and Salary Errors of all case errors	29%
Wage and Salary Errors with TANF	0%
Wage and Salary Errors-Agency Caused	78%
Wage and Salary Errors-Agency Caused with TANF	0%
Wage and Salary Errors-Client Caused	22%
Wage and Salary Errors-Client Caused with TANF	0%

FFY03 saw a dramatic increase in agency caused earned income errors to 78%. The primary cause of these errors was failure to act on known information, including failing to verify reported information. Of the 23 earned income errors, 10 occurred during the months of April, May, and June, which are the months that many Food Stamp clients obtain seasonal employment.

In FFY03 there was a shift in the primary cause of errors to the agency failing to act on known information. In FFY02 the number one cause of case errors at 19% was incorrect application of policy, and specifically new policy in converting income for prospective budgeting. The second most common error (17%) in FFY02 was failure to act on known or reported information. Staff generally understood the averaging and converting income policies in FFY03, although a few related errors show early in the sample.

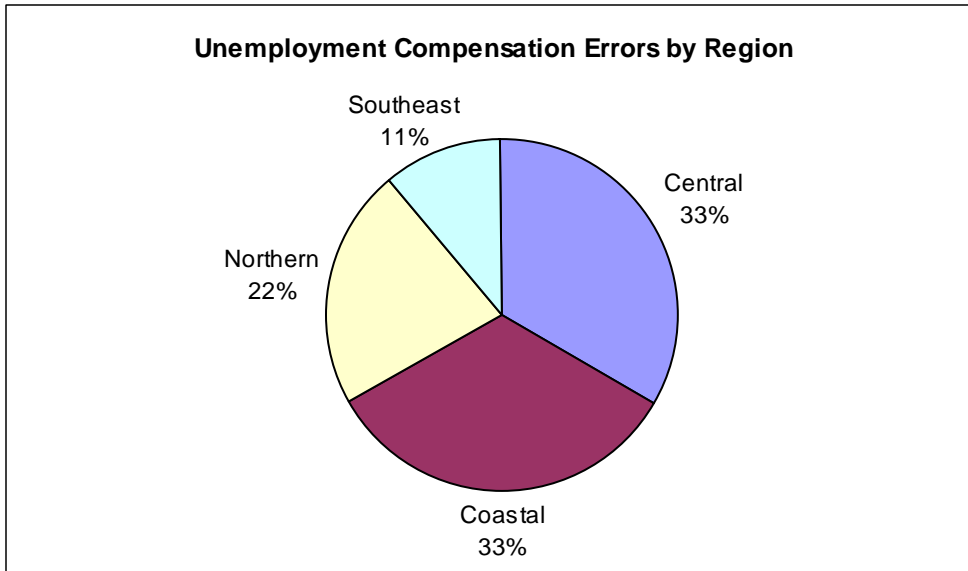
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QA reviewers found a few child support, household composition, and shelter errors in FFY03 in every region. Coastal region had 2 household composition errors related to disqualified alien and drug felon policies. Although the percentage of child support and shelter errors declined, the same types and causes seen in FFY02 were present in these elements for FFY03.

Of all errors, 11% were in the calculation of Unemployment Benefits (UIB) or anticipation of UIB changes. Of the 9 UIB errors, 5 occurred in the first few months of the new fiscal year. This likely reflects a change in seasonal employments, which typically winds down in September and October each year.

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SAQA did not find any resource errors in FFY99-01. FFY02 found a few resource errors, however, the clients intentionally hid bank accounts in FFY02. While it is notable that this is the second year with unreported bank accounts, 3 reviews in two regions do not provide enough information to identify trends.

The state-determined regional payment accuracy<sup>5</sup> rate follows:

	Payment Accuracy						
	<u>FFY97</u>	<u>FFY98</u>	<u>FFY99</u>	<u>FFY00</u>	<u>FFY01</u>	<u>FFY02</u>	<u>FY03<sup>6</sup></u>
Central	89.1%	88.7%	85.3%	92.2%	86.4%	87.8%	85.1%
Coastal	89.1%	87.9%	83.3%	96.2%	92.2%	91.2%	87.1%
Northern	95.8%	88.5%	83.6%	90.6%	92.8%	83.8%	84.1%
Southeast	94.8%	87.9%	78.0%	85.6%	95.8%	89.8%	84.8%
STATEWIDE	90.3%	88.2%	83.7%	93.4%	90.8%	89.2%	85.8%

Although it is not apparent in the chart above, Central and Northern regions' corrective action efforts, primarily case reading, caused an increase in their accuracy rate of nearly 5% each between May and October 2003.

### 1.5 Central Region Error Trends

CEN region has 5 offices, and there are multiple units within each office. The APA Unit has the lowest payment error rate at 11%. The Gambell office provides Food Stamp intake, and has the highest payment error rate

<sup>5</sup> Error Elements by office are in Appendix C.

<sup>6</sup> As of 10/21/03.



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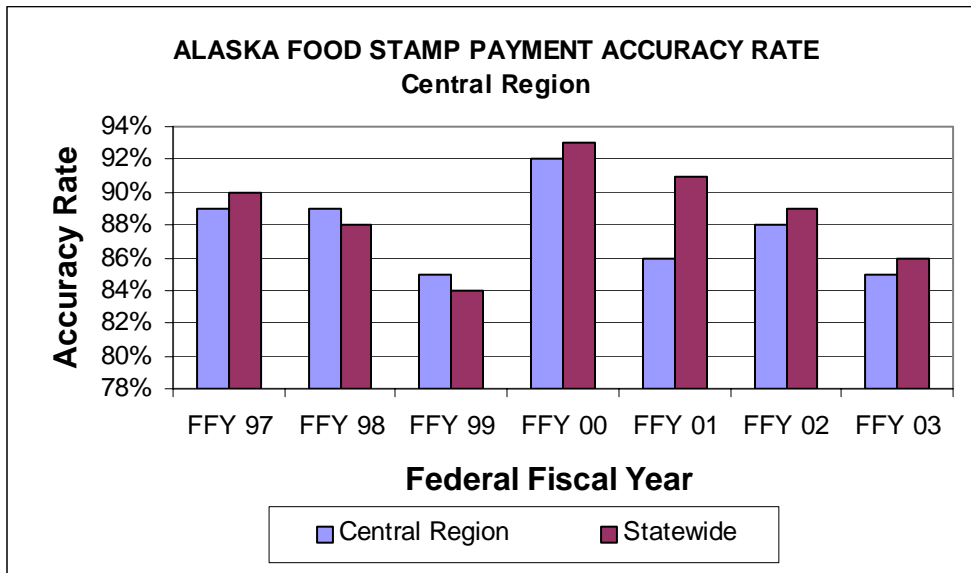
at 22%. Simplified reporting will help the CEN region's error rate; however errors made during intake will count under simplified reporting. Gambell and MatSu's error rates reflect a high percentage of intake errors.

The Muldoon statistics include the Eagle River office.

Central Region Errors  
 FFY03

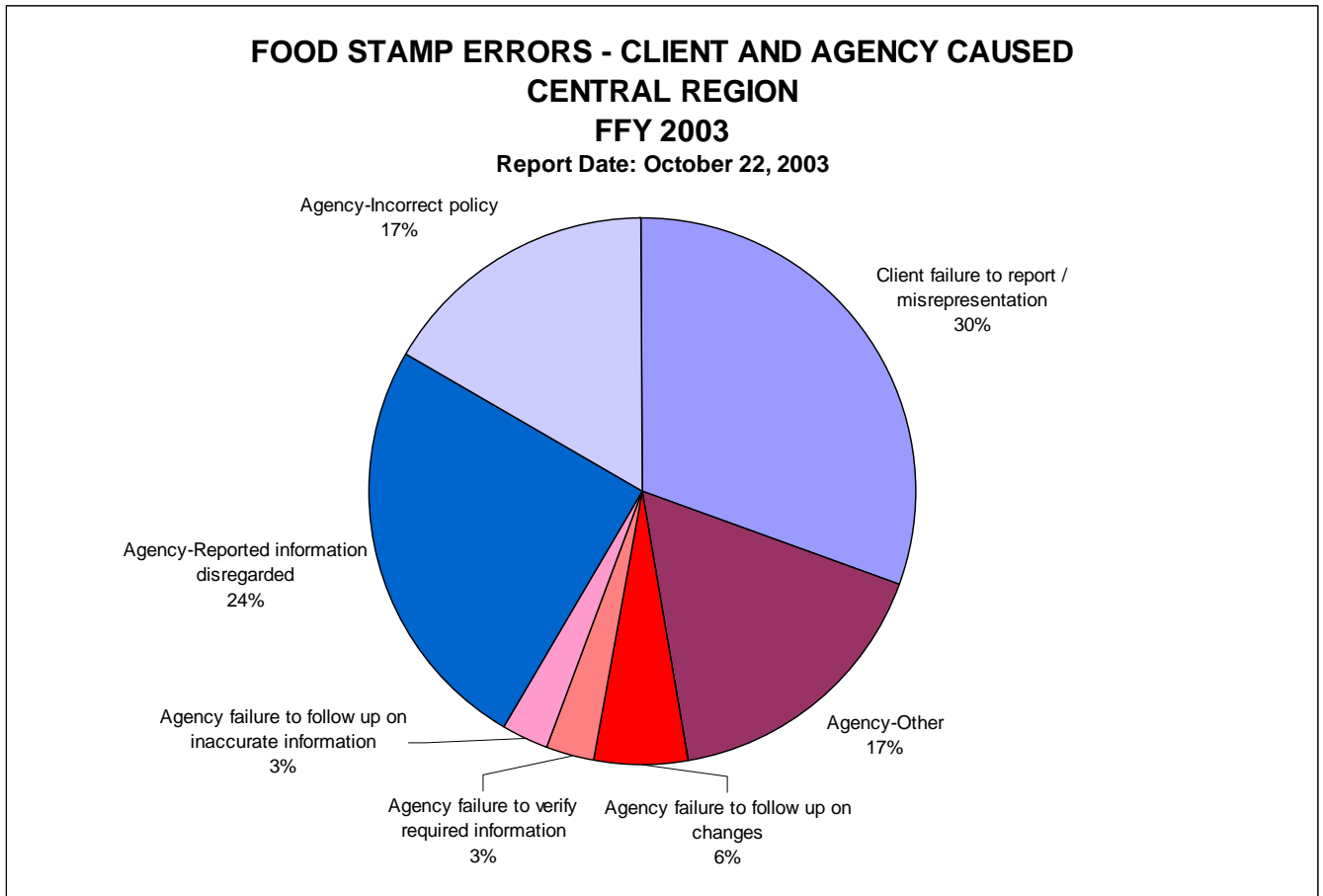
	Before Simplified		After Simplified	
	Errors	Fraud	Errors	Fraud
<b>APA</b>	5	1	5	0
<b>Gambell</b>	15	6	10	3
<b>Matsu</b>	11	2	7	1
<b>Muldoon</b>	5	2	3	1
<b>TOTAL</b>	36	11	22	5

QA sampled 138 cases in CEN region during FFY03, finding 36 with payment errors. This region typically has lower Food Stamp allotments, however the error reviews primarily had Food Stamp allotments greater than \$400. The median household size in CEN's error reviews is 4.



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Of the 36 errors, the agency caused 14 by failure to act on known information. The client failed to report information or changes on 15 reviews. The repeated agency errors were in policy application for averaging and converting income, shelter deductions, and household composition. Of the 36, mass change caused 1 error and 2 were data entry errors. The most common client error was in failure to report earned income, and the second most common was failure to report a change in UIB. SAQA referred 11 clients to the Fraud Unit.



CEN had 3 negative errors. The agency failed to give the client 10-days advance notice, incorrectly closed for failure to provide shelter verification, and on the third, denied the applicant when the agency incorrectly counted exempt resources. Of the 3 negative errors, 2 were made in the APA Unit.

APA Unit

QA sampled 24 cases in the APA Unit, finding 5 in error. All were agency errors and 1 had agency and client errors.

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Of the 5 error reviews, 3 had coupon allotments over \$100. No trends are obvious in the 5 error cases. The agency erred in initializing FS with a TA case and incorrectly coded an urban household as rural. The agency failed to act on 2 reported rent/address changes and 1 report of wages.

SAQA reviewed 12 cases for the APA Unit in the negative sample, and found 2 in error. In one case the agency misapplied policy by incorrectly closing for client failure to provide rent verification, and in the other the agency failed to allow the client an opportunity to provide needed verification.

Gambell

QA sampled 38 cases in Gambell, finding 15 in error. Of these, 9 were agency errors and 6 client errors; 8 of the 15 had multiple agency and/or client errors. Of the 15 error reviews, 9 had coupon allotments over \$200 and 8 of the 15 were over \$400. Of the error reviews, 10 had earned income in the household.

The agency caused 6 of 9 errors by failing to act on known information, and 5 of these involved reports of change in employment or rates of pay. The client errors primarily are in unearned income (UIB, child support, and student grants). Only in 1 review did the client fail to report wages. Of the error reviews, 8 appear to occur at intake.

SAQA reviewed 35 cases for Gambell in the negative sample, and found all to be correct.

MatSu

QA sampled 44 cases in MatSu, finding 11 in error. Of these, 7 were agency errors and 4 had multiple agency and/or client errors. Of the 11 error reviews, 10 had coupon allotments over \$200 and half of the 10 were over \$400. Four of the error reviews had earned income in the household.

The agency caused 5 of 7 errors by failing to act on known information. This is the only obvious trend. Of the 5 reviews, 2 were reported child support and 3 were reported increases in household composition. The child support appears to have been reported at certification. The 3 household composition changes would increase allotments, and the clients probably would report these changes under simplified reporting. Mass Change reportedly contributed to one \$249 agency error.

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SAQA reviewed 20 cases for MatSu in the negative sample, and found all to be correct.

Muldoon

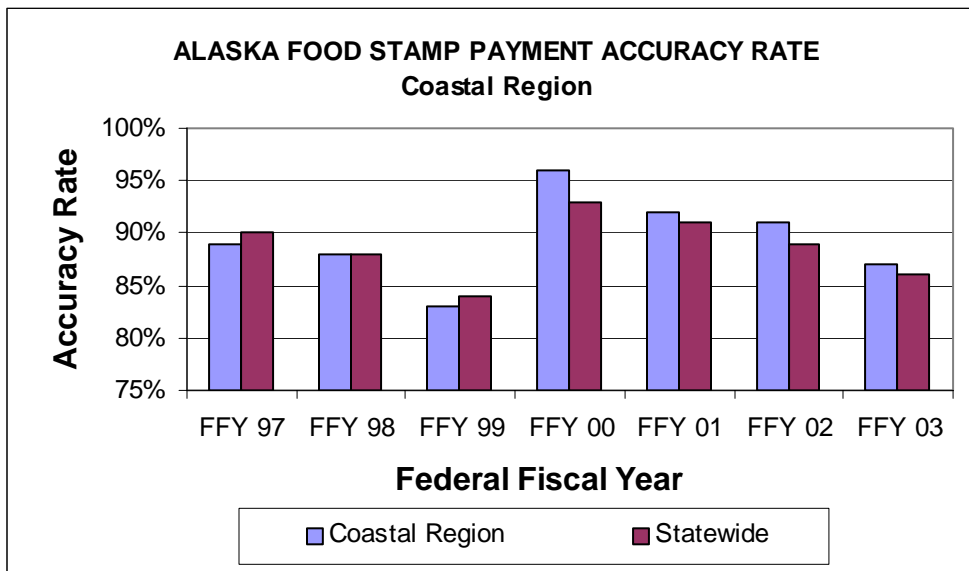
QA sampled 17 cases in Muldoon, finding 5 in error. Of these, 4 were agency errors, and 1 had multiple errors. Of the 5 error reviews, 4 had coupon allotments over \$400.

No trends were evident. The errors included incorrect coding on EIS, a conversion error, and incorrect counting of Temporary Assistance. It appears these errors would be countable under simplified reporting.

SAQA reviewed 13 cases for Muldoon in the negative sample, and found 12 to be correct. The one error occurred when the ET misapplied resource policy for a commercial fisherperson.

1.6 Coastal Region Error Trends

QA sampled 93 cases in COA during FFY03, finding 29 with payment errors. This region has higher than typical Food Stamp allotments, with allotments of \$400 or more in the error reviews and 9 of the 15 were greater than \$500. The median household size is 4. This indicates that countable income has not been included in the budget. Targeting coupon allotments or household size for case reading in COA might be more effective to detect errors than targeting earned income households.



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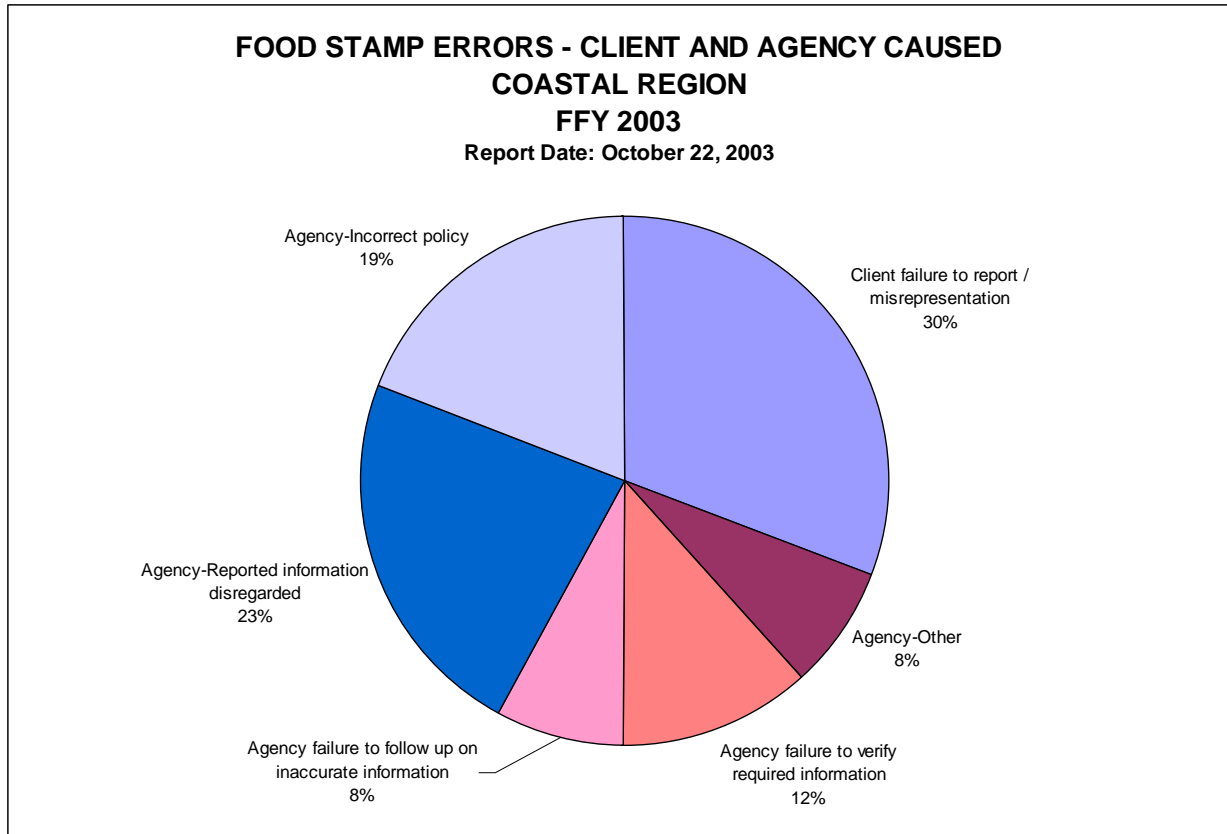
COA region has 5 units, and 4 of these are independent offices. Nome office has the lowest payment error rate at 8%. The highest unit, the COA Field Unit, provides case maintenance to the independent office of Kotzebue. During FFY02 Kotzebue also had a high payment error rate, and COA responded with a “clean sweep” case reading effort targeting all Kotzebue earned income cases.

Coastal Region Errors  
 FFY03

	Before Simplified		After Simplified	
	<b>Errors</b>	<b>Fraud</b>	<b>Errors</b>	<b>Fraud</b>
<b>Bethel</b>	9	4	5	1
<b>Field Unit</b>	8	3	2	3
<b>Kenai</b>	4	0	3	0
<b>Kotzebue</b>	4	1	4	0
<b>Nome</b>	2	0	2	0
<b>TOTAL</b>	28	8	16	4

In COA, client failure to report causes the majority of the errors in the active sample. Simplified reporting would have a positive impact in the COA region’s payment error rate.

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COA had 2 negative errors. No specific trends were noted. (Bethel and the COA Field Unit each had 1 error.)

Bethel

Bethel office had 9 error reviews. Of these, 6 had Food Stamp allotments over \$500, including 4 households with allotments over \$800. Bethel's median household size in error reviews is 4. In Bethel, half of the errors are client caused and half agency caused. Bethel's errors spread equally across the error elements for household composition, wages, and Native Temporary Assistance.

SAQA referred 4 of the 5 client caused errors to the Fraud Unit. Of the 4 fraud referrals, 2 had unreported wages, 2 had unreported household composition changes, 2 had unreported NFAP, and 1 unreported UIB. One fraud referral was an error that occurred at intake with a Fee Agent.

Seven of the 9 reviews had agency errors. Of the 7, SAQA found that the agency failed to verify reported income on 3 reviews and failed to act on a report of change for 2 reviews. SAQA found 1 error in coding shelter and 1 error in converting child support income.

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Bethel had 1 negative error for failure to correctly apply policy on when to include a child who did not have a social security number.

COA Field Units

The Field Unit had 8 error reviews; 7 of these were agency caused and 5 of the 8 had multiple errors. SAQA found that the agency failed to act on 2 of the agency errors and failed to verify reported information on 2 reviews. Of the 8 reviews, 6 had Food Stamp allotments over \$100, and 4 of the 6 had allotments over \$200.

Of the 8 error reviews, 6 had errors in the calculation and reporting of unemployment benefits. The trend shows that staff might not understand policy on when and how to anticipate changes in unemployment benefits. The workers' responses to most of these indicated the worker failed to process the alert for the UIB change. COA staff might not be setting appropriate certification periods that coincide with seasonal changes in employment, which in turn dramatically change earned and unearned incomes. Simplified reporting will impact this process and the need to anticipate changes.

COA Field Unit had 1 negative error in 14 cases sampled. The worker misapplied policy by disqualifying a client for citizenship despite the Certificate of Naturalization in the case record. It is notable that SAQA found 2 active error reviews caused by incorrectly identifying alien status, indicating a possible trend in misunderstanding citizenship/alien policies. (3 different workers caused similar errors.) The negative errors occurred October 2002 and the two active reviews in March 2003.

Kenai

The Kenai office had 4 reviews in error from a sample of 24. The client caused 1 of the errors. Incorrect EIS coding for shelter caused 1 agency error, and the agency misapplied policy in 2 other reviews (student caretaker and child support policies).

No trends are apparent in the sample of Kenai cases. The misapplied policies were in household composition for a student, anticipating UIB, and garnisheed child support. The Food Stamp allotments and household sizes did not reveal any trends; however all coupon allotments for these 4 error reviews were over \$100.

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SAQA reviewed 15 cases in the negative sample, and found all were correct.

Kotzebue

The Kotzebue office had 4 reviews in error from a sample of 8. Of the 4 errors, 3 had multiple errors. The client caused 2 of the errors, and the agency caused 2 errors. Of the 4 error cases, SAQA referred one client error to the Fraud Unit, however would not have made the referral under simplified reporting.

No trends are apparent in this small sample of Kotzebue cases. The misapplied policies were in household composition for drug felons, counting ending income, fluctuating income, and conversion of earned income. The Food Stamp allotments were large (over \$200), including 2 allotments over \$1000 each.

The agency failed to verify information on one review, causing an error. This is not a trend noted in the traditional QA sample, however recent case readings did find this to be a trend in the case reading sample of earned income cases. (The case reading sample found a tendency for intake in Kotzebue to accept client statement on income.)

SAQA reviewed 3 cases in the negative sample. All were correct.

Nome

The Nome office had 2 reviews in error from a sample of 9. Both cases had coupon allotments over \$700 and countable earned income. The misapplied policies were in anticipation of overtime income and calculation of paid child support. Both cases lacked sufficient verifications.

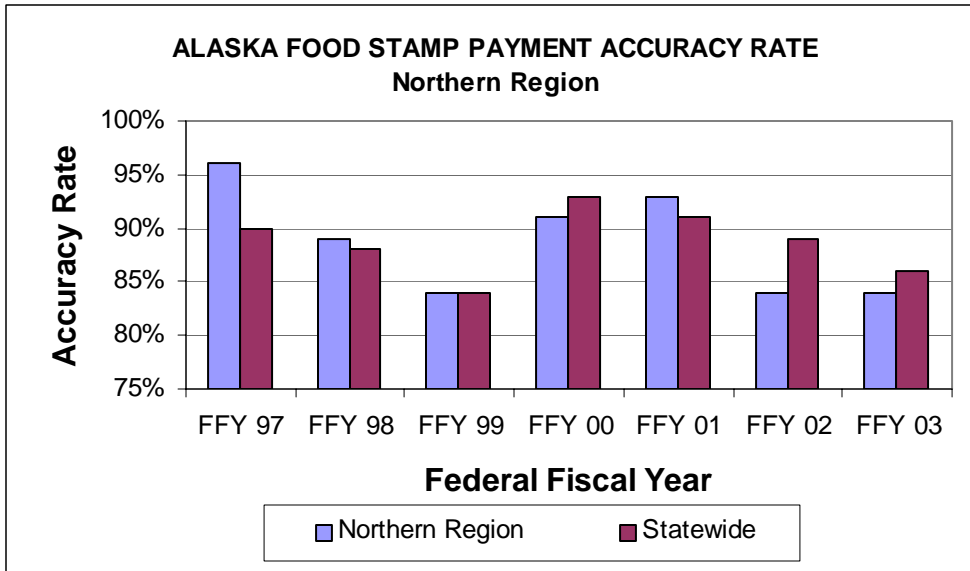
SAQA reviewed 8 cases in the negative sample. All were correct.

#### 1.7 Northern Region Error Trends

QA sampled 44 cases in NRO during FFY03, finding 11 with payment errors.



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Eight of the error reviews in NRO had allotments over \$200; and 5 of the reviews had allotments over \$400. The median household size in the NRO error reviews is 5. Two error reviews also had NFAP and three had TA. SAQA referred all 6 of the client failure to report reviews to the Fraud Unit.

The agency failed to act on 3 reviews, and the client failed to report on 6 reviews. Half of the reviews had more than one error, and 3 of those had both agency and client errors.

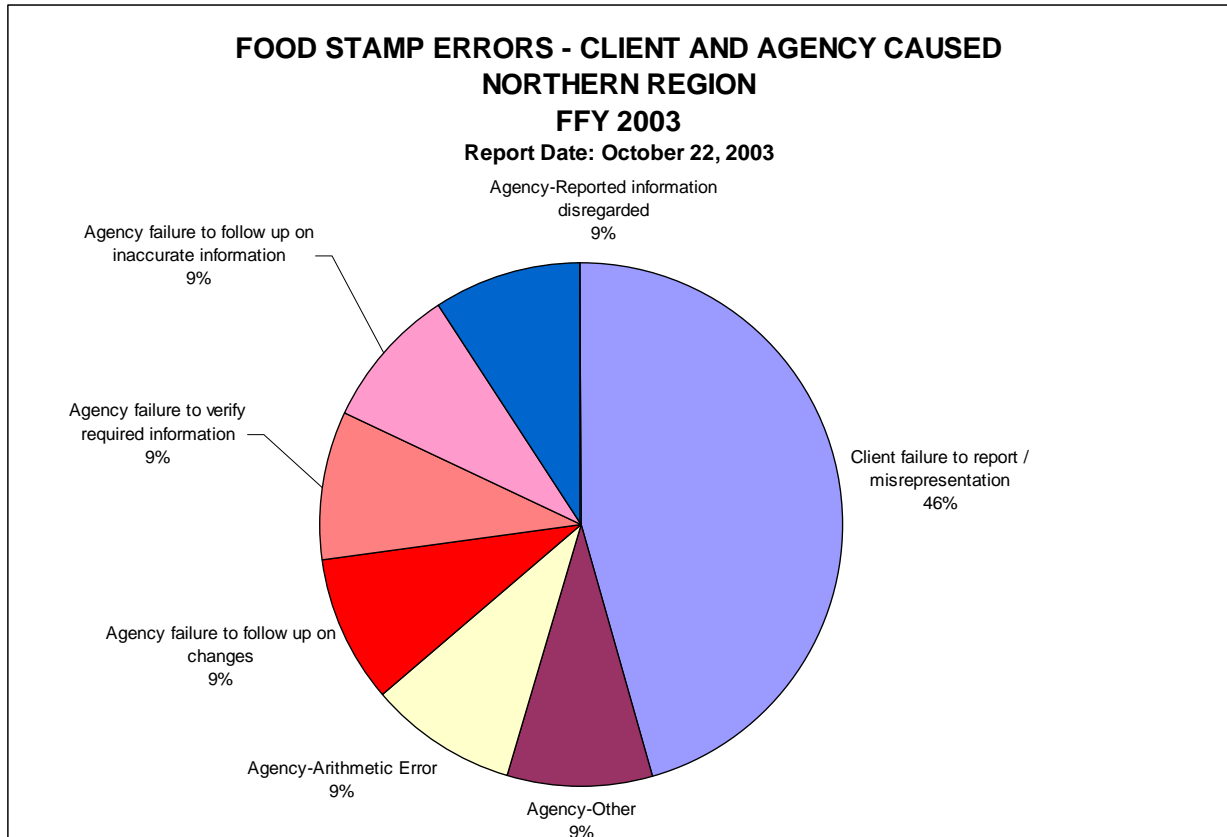
Northern Region Errors  
FFY03

	Before Simplified		After Simplified	
	Errors	Fraud	Errors	Fraud
<b>Fairbanks</b>	9	6	5	2
<b>Field Unit</b>	2	1	0	0
<b>TOTAL</b>	11	7	5	2

The errors in NRO scatter across child support, earned income, and unemployment. The agency made 1 household composition error and 1 shelter deduction error. Although there were 5 agency income errors, none reflected income averaging or conversion policy errors. Of the 12 error cases, 3 were military households. Two of the clients failed to correctly report military income. The agency incorrectly allowed a clothing deduction to military income for 1 household. The fact is that military households were prominent in errors found during an August case reading effort and 3

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of the 12 FFY03 errors were in military households. For NRO, military households appear to be error prone.



Most of the error reviews in the FFY03 sample had countable income, yet they also had large coupon allotments. Targeting coupon allotments over \$200 and/or household sizes over 4 for case reading might reduce the error risk.

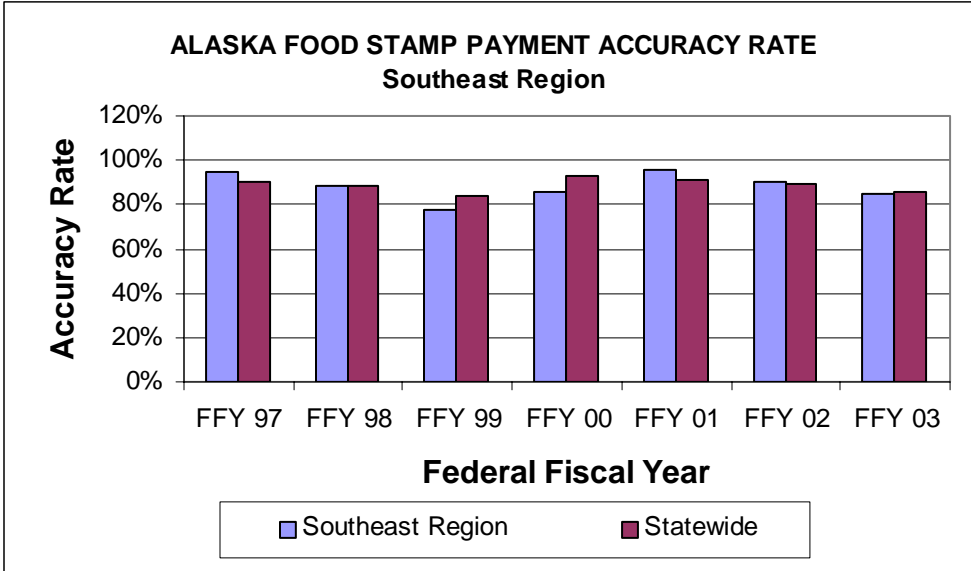
Of the 7 negative error reviews, 2 were in NRO. Both reflect agency errors. Although on one the agency failed to give client an opportunity to provide information and the other stated the client failed to provide information, the root cause on both cases was that the agency failed to apply information and verification provided by the clients and filed in the case records.

#### 1.8 Southeast Region Error Trends

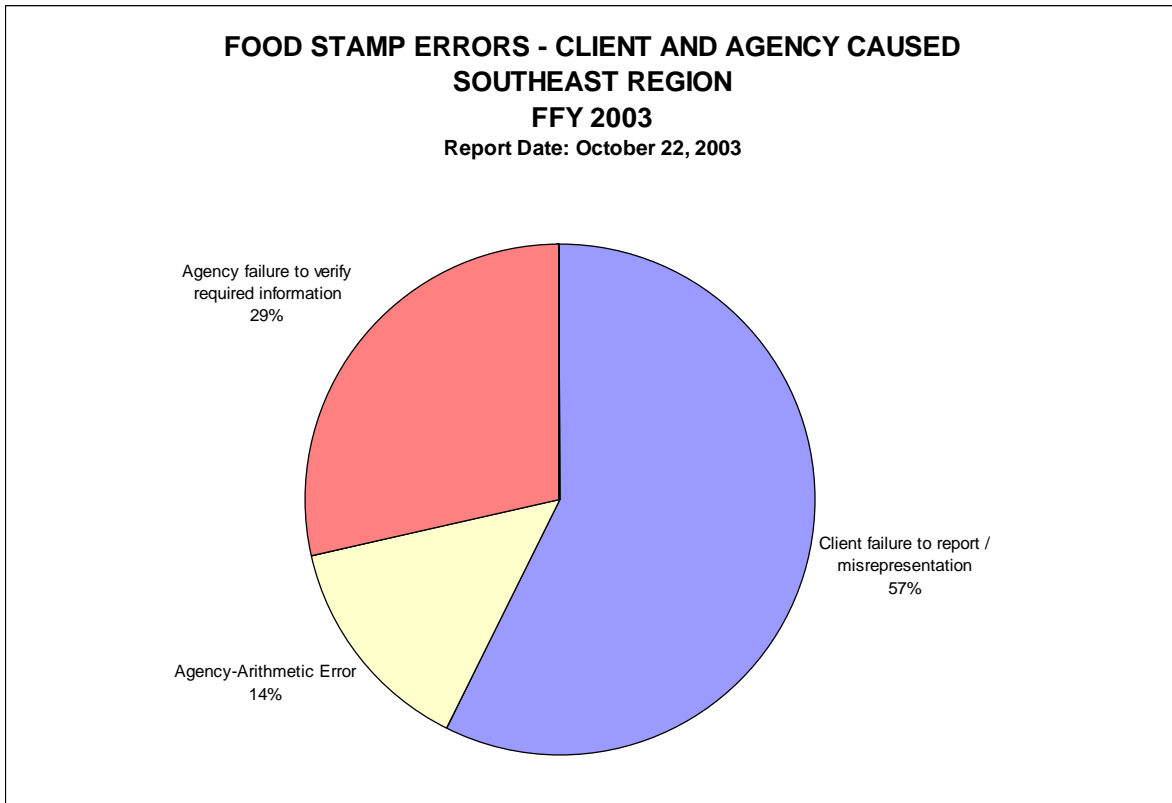
QA sampled 44 cases in SERO during FFY03, finding 7 with payment errors. The 7 errors occurred in 3 of the 4 SERO offices, without common trends. Six of the error reviews in SERO had allotments over \$200. The median household size in Southeast error reviews is 2 persons. Two of the reviews also had Adult Public Assistance and 3 had TANF benefits. The

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primary cause of errors in Southeast is the client failing to report changes. This is a typical shift when reducing agency errors.



Four of the 7 had client caused errors for failure to report.



In 3 of the 4 reviews QA found unreported unearned income, and in 1 review the client failed to report a change in household composition.

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Southeast Region Errors  
FFY03

	Before Simplified		After Simplified	
	<b>Errors</b>	<b>Fraud</b>	<b>Errors</b>	<b>Fraud</b>
<b>APA Unit</b>	1	0	1	0
<b>Juneau</b>	2	1	1	0
<b>Ketchikan</b>	4	0	2	0
<b>Sitka</b>	0	0	0	0
<b>TOTAL</b>	7	1	4	0

Juneau

The Juneau office had 2 of the 7 errors in the region. Both were client errors; one unreported change in the UIB and one change in household composition.

SAQA reviewed 6 cases in the negative sample. All were correct.

Ketchikan

The Ketchikan office had 4 of the 7 errors in the region. Three were agency caused; 1 of these also had a client error for failure to report a change in Worker's Compensation. Of the 3 agency errors, 1 was caused by failure to act on a reported change in address. The other two agency errors appear to be incorrect entry of income information into the EIS.

SAQA reviewed 12 cases in the negative sample. All were correct.

SERO APA

The APA Office had 1 error. This agency error in a FS/APA combination case caused a \$10 ineligible case. This case has a protective payee in one region while the client resided in another region. Intake occurred in one region and the SERO APA Unit received it for maintenance. Household composition information should have been questioned at intake. QA discovered the household composition error during an interview with the payee; it was not evident in the case record.

SAQA reviewed 5 cases in the negative sample. All were correct.

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Sitka

QA reviewed 5 cases in Sitka with a 100% payment accuracy rate, and 4 cases in the negative sample. All were correct.

## 2. ANALYSIS OF QC NEGATIVE REVIEWS

### 2.1 Analysis of Quality Control FFY03 Statewide Reviews

The Food Stamp Quality Control Negative Review consists primarily of a desk audit of the case file for accuracy of the action to suspend, deny, or terminate benefits. If the eligibility determination cannot be supported by documentation in the file, the reviewer conducts an expanded field investigation using collateral contacts.

In FFY02, QA reviewers completed 210 negative reviews<sup>7</sup> out of 228 sampled. The statewide negative error rate is 3% (rounded). This is half of the FFY02 error rate, and more typical for Alaska when compared to FFY01 and FFY00.

Of the 210 cases, 7 have errors in three regions. Of these, in 4 reviews the agency failed to give the client an opportunity to provide needed information. That is the only noted trend.

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<sup>7</sup> Appendix D has more detail on the negative errors.

### 3. ANALYSIS OF QC FFY03 VARIANCES

The federal agency (FNSQC) selected for re-review 157 of the transmitted<sup>8</sup> FFY03 active cases for accuracy of the state's quality control findings. This is 56% of the transmitted reviews (157 of 281), and a typical sub-sample for Alaska. Of these, FNSQC's findings differed on 6, and SAQA successfully challenged 2 identified as incomplete reviews.

The 2 SAQA payment errors reflect a \$238 difference in FNSQC findings. Both incorrectly identified household members.

FNS re-reviewed 83 of 281 FFY03 negative cases. FNS' findings differed on 2 cases, and SAQA successfully challenged both.

Alaska SAQA Re-Reviews

	FFY96	FFY97	FFY98	FFY99	FFY00	FFY01	FFY02	FFY03
Total Variances	38	31	16	20	23	11	31	6
Incomplete Reviews	2	24	8	3	5	2	4	2
Dropped Reviews	2	1	4	3	8	0	2	0
Payment Errors	15	7	8	9	4	7	12	2
Incorrect <sup>9</sup> Negative	N/A	N/A	N/A	N/A	4	1	3	2
NSR	0	0	0	0	2	0	2	0
Arbitrated	0	6	1	5	0	2	6	0

<sup>8</sup> As of 10/7/03.

<sup>9</sup> FNS started re-review of negatives in FFY00.

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The following table details the variances and incomplete reviews found in FFY03 during the federal review process.

<b>Review #</b>	<b>Month</b>	<b>State Concur</b>	<b>Federal Reason</b>	<b>Amounts State/Fed</b>
45158	Nov 02	NO	NSTR invalid	
45145	Oct 02	NO	NSTR invalid	
31109	Oct 02	YES	HH comp incomplete	\$0/\$229
31213	Jan 03	YES	Incomplete income; no change	
31215	Jan 03	NO	HH comp incomplete	
31312	Apr 03	YES	HH comp incomplete	\$83/\$92
Strike thru means successful informal resolution or arbitration				



## APPENDIX A

Detailed Statistical Data on FFY03 QA Findings – Actives

## APPENDIX B

### Synopsis of FFY03 FS Errors - Actives

## APPENDIX C

Error Elements by District Office – FFY03

## APPENDIX D

Detailed Statistical Data on FFY03 QA Findings - Negatives

## APPENDIX E

### Corrective Actions

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Region: CENTRAL

Updated: 11/01/2003

Problem/Cause	Corrective Action	Outcomes	Who is Responsible?	Status
New workers developed poor case management practices that are error prone.	2 senior MatSu ET oversee training; require collaterals, no macros, no cut/paste in CANOs, CANO standard format required, no client statement accepted for verifs, practice standard notice language.	MATSU ERRORS DECLINED IN FFY03.	Pulczynski	On going.
	2 senior ET provide mentoring/OJT to new MatSu staff.		Pulczynski	Started 3/03
	Developed caseload organization tools: use of CASS screen, coding hard copy files for recert dates, etc.		Koffard/ Kunnuk	Done 3/03
Agency fails to act on reported earned income changes.	QA and CEN supervisors will case read all earned income cases.		Smith/ Horner	Started 08/03. Due 12/03.
APA/FS clients fail to bring in needed verifications.	Utilize a "check list" of items the client must bring in to complete the application process. Used in addition to mailing a notice of items needed.	APA Unit's error rate down to 11% in FFY03	Schroeder	Done 3/03
Case errors undetected in supervisory reviews.	Re-Review of all CEN supervisory reviews.		Lenda/Smith	Started 08/03 - on going
	Provide training to supervisors in CEN on policy and review process.		Lenda	

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Region: Chief of Field Services

Updated: 11/01/2003

Problem/Cause	CorrectiveAction	Outcomes	Who is responsible?	Status
Interfaces & alerts are cumbersome and might be generating more info than needed in pro-budgeting.	Assign task to gather interface material and begin Interface User Guide.  Initiate committee work to evaluate interfaces and related alerts; recommend updates where appropriate.		Rogers	Deleted. Task undertaken by Sys Ops.
Supervisory reviews fail to identify error trends.	Prepare supervisory staff for implementation of CATS for supervisory reviews.  Identify supervisory training needs thru re-review of supervisory reviews.		Rogers & Regional Managers  Rogers/ Lenda	Due 12/03  Started 08/03
Temporary staff needed to perform case reading.	In partnership with QA, place non-perm, contract, and QA staff in COA, CEN, and NRO for case reading.		Rogers/ Horner	Started 08/03 in COA, 10/03 in NRO and CEN.
Staffs fail to act on reported changes.	Research call center concept; make recommendation to director.		Rogers	Started 09/03

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Region: COASTAL

Updated: 11/01/2003

Problem/Cause	Corrective Action	Outcomes	Who is responsible?	Status
Staff statewide needs guidance in use of DOL and NSTAR Interfaces.	Provide existing interface material to COFS for possible "guide".	FFY03 - no errors misreading DOL data.	Lenda	Done
COA errors primarily occur at intake.	100% Preemptive Review of all FS cases in the Bethel, Kenai, Nome and Field Offices.		COA supervisors	Due 1/1/04
COA staff unable to manage caseloads; impacts application timeframes.	Develop "Tips for Effective Caseload Management" & train staff; share with regional CIT members.  Observe eligibility processes in Nome, Bethel, and Kenai; recommend basic techniques.	Application timeframes improved. # of Nome cases in error improved.	Lenda	Done 4/03  Done 4/03
COA has high number of self-employed fisher people, which is an error prone caseload.	Train all staff on self-employment fishing policies.	FFY03- no related errors.	Done	Done 3/03
COA reviews reveal some conversion errors.	Provide training in workshops to all caseworkers on conversion policies.		COA supervisors	Due 11/15/03
Supervisory reviews didn't catch intake errors.	Identify supervisor training needs through Re-Review of pre-emptive reviews. Goal is 10 cases on each reviewer.		Hulce/Harris	Due 1/1/04
Bethel staff continues to make processing errors.	Implement interactive reviews to train staff.		Lenda	Done 03/03
Earned income cases are error prone.	QA reviewers case read 100% of Kotzebue earned income cases.  FNS case reads COA earned income cases.		Hulce/ Horner  Horner	Done Aug-Oct 03.  Done 08/03



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Region: Director's Staff

Updated: 11/1/2003

Problem/Cause	CorrectiveAction	Who is responsible?	Status
Corrective action efforts do not correlate well with DPA's desired outcomes.	Hold a series of management meetings to develop a DPA Strategic Plan.  Publish Strategic Plan.	Lombardo	First meeting 10/10/03; second 11/18/03.  January 2004
Temporary staff needed to support case reading.	Contract or hire non-perm staff for case reading in Anchorage and Fairbanks through June 04.	Kreher/ Horner/ Rogers	First non-perm hired 11/03.

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Region: NORTHERN

Updated: 11/01/2003

Problem/Cause	Corrective Action	Outcomes	Who is responsible?	Status
Inadequate documentation does not support eligibility determination.	Staff training on standardized CANO format for all intake and recert applications.		NRO supervisors	Implement 11/03
Low awareness of error causes; corrective actions lack focus.	Regional CIT team meets monthly to review trends, share corrective actions, and tap into region's experts.  Interactive case reviews for all caseworkers.	NRO Payment Accuracy improved in FFY03.	Roberts  NRO supervisors	On going  Implement 11/03
Issues/solutions seldom go beyond unit or worker; all NRO do not benefit from the region's experts.	Regional CIT oversees regular broadcasts called "Hot Flashes" to share policy clarifications, tips, and solutions to issues.  Implement "topic of the month" 30 minute policy review training at monthly staff meeting.	FFY03 Accuracy improved.	S. Skinner	On going
Incorrect identification/coding of expedited applications causes processing to be out of timeframes.	Review policy and EIS coding with staff.  Targeted review of ES by supervisor prior to authorization.  Broadcast an ES "hot flash" to all NRO	Too soon to tell	NRO Supervisors	Done 10/03

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Problem/Cause	Corrective Action	Outcomes	Who is responsible?	Status
	staff on policy and correct coding.			
Staffs are making arithmetic errors when prospecting income.	All new workers use manual budget sheets prior to data entry on EIS.  Use a math problem during the interview process when hiring new workers.	No arithmetic errors in FFY03 sample.	S. Skinner  S. Skinner	On going
Misapplication of conversion and income averaging policies.	Train staff on applying policy to military income.  Standardize CANO format on reporting job changes.  FNS and QA case reading targets Earned Income cases.		NRO Quality Council  NRO Supervisors  Roberts/ Horner	Implement 11/03   Implemented 08/03 Due 12/03
Staff workloads are unmanageable, contributing to untimely and inaccurate casework.	Observe processes via interactive case reviews to identify processing inefficiencies and obsolete tasks.  Develop training materials and guidance on efficient workload management.		NRO Supervisors  NRO Quality Council members	Implement 12/03

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Region: Quality Assessment

Updated: 11/01/2003

Problem/Cause	CorrectiveAction	Outcomes	Who is responsible?	Status
QA reviewers contribute to payment error rate.	Implement a monthly review of all reviews with errors cited.  Implement random sampling of work by reviewers.		Horner  Reed	Started 9/03
Earned Income cases are error prone.	QA reviewers perform case reading on Earned Income cases in NRO, COA, and CEN.		Horner/ Rogers	Started 10/1/03
Cited errors go uncorrected.	QA Researcher will check to ensure ET processed changes.	Only 2 of the 80 were uncorrected.	Horner	Done 11/03

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Region: SOUTHEAST

Updated: 11/01/2003

Problem/Cause	Corrective Action	Outcomes	Who is responsible ?	Status
Inadequate documentation does not support eligibility determination.	Staff training using standard CANO format.  Supervisors give ETs feedback on quality of documentation.  Require hard copy verifications.	Improve documentation.	SERO Mgt Team	Implement 10/03
Low awareness of error causes; corrective action lack focus.	Regional CIT meets monthly to review trends, share corrective actions, and tap into region's experts.  Implement QA Lite reviews	Staff awareness will cause errors to decline.	SERO Mgt Team	Implement 10/03
Issues/solutions seldom go beyond unit or worker; all SERO do not benefit from the region's experts.	Regional CIT members will share best practices with their office.  Implement peer training at staff meetings monthly.	Staff awareness will cause errors to decline.	SERO Mgt Team	Implement 10/03  Implement 11/03
Incomplete Fee Agent apps were error prone and caused processing delays.	Centralized FA oversight to Sitka.  E-mails to all FA any clarifications and coaching so all agents know of issues.	ET staff report better quality applications. Processing times improved. No errors in FFY03 related to Fee Agent process.	Snapp	Done 11/02  Done; on going

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Problem/Cause	Corrective Action	Outcomes	Who is responsible ?	Status
	Provide training to all agents on new manual and DPA's expectations.			Done 05/03.
Clients Fail to Report Changes	Implement Regional Call-Back Project.  Better client education during intake and review interviews.	Clients will report appropriate changes.	Dawson  SERO Mgt Team	Implement 10/03
Workers fail to act on reported changes.	Work reviews from other caseloads.	Other worker may pick up on something the other worker missed.	SERO Mgt Team	Implemented 10/03

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Region: Systems Operations

Updated: 11/01/2003

Problem/Cause	CorrectiveAction	Outcomes	Who is responsible?	Status
Changes to income for parents with children on DKC Medicaid inadvertently changes countable FS income.	Working with Policy staffs to determine best system change to correct the problem.		Schoenborn	Sys Ops and Policy began researching solution 01/03.
Field Staff report CANOs overwritten by CMS workers lose valuable eligibility information needed for determining future benefits.	Sys Ops staff working with field staff to identify and resolve the problem.		Schoenborn	Reported to Sys Ops in 04/03. Research started.
Policy Manuals on Web difficult to search in their PDF format.	Exploring different software package to improve search ability.		Schoenborn	04/03 software options ready for field test.
Interfaces/Alerts became a cumbersome tool in error reduction.	Analyze current needs, then modify system to include proposed solutions.  Consult with Policy and COFS staff to develop team for solution.		Aaltonen, with COFS and policy.	Started culling obsolete alerts August 03.
Workers overlook client reports of change.	Design and implement a change tracking system.		Schoenborn	Design meeting 10/13/03.  Implementation due 12/03.
Mass Change caused payment error in FFY03 sample.	Analyze error and develop solution.		Aaltonen	Report to QARC due 11/19/03
Supervisory review tool lacks ability to summarize data and error trends.	Import CATS and TAR-CATS from the state of Arizona.		Nelson	Due 12/1/03

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Region: Training Unit

Updated: 11/01/2003

Problem/Cause	CorrectiveAction	Outcomes	Who is responsible?	Status
QA and ET staffs incorrectly identify disqualified hh members.	Work with policy to develop FS refresher training specific to identifying excluded hh members and apply related income policies		JoLynn Cagle	Due May 2003
Eligibility staff confuses penalty policies.	Work with policy to develop FS refresher training specific to applying the different program penalties.		JoLynn Cagle	Due May 2003
Staff unnecessarily research drug felon and fleeing felons, which robs time.	Clarify expectations on verifying info on drug felons and fleeing felons in FS refresher training.		JoLynn Cagle	Due May 2003
Staff fails to recognize data entry errors in the final FS budget process because they lack understanding of the mechanics of doing the budget.	Develop exercises for FS refresher training that use manually prepared budgets.		JoLynn Cagle	Due May 2003
Inconsistent use of CANO formats.	Provide CANO training during FS refresher training.		JoLynn Cagle	Due May 2003
Staff misapplies appropriate use of conversion factors to earned and unearned income.	Work with policy to develop an online training exercise to appropriately apply conversion factors.		Cagle	Due 11/03
Work with policy to develop an online training exercise to appropriately apply conversion factors.	Work with Field Services and System Operations to develop training for the Change Reporting Tracking System.  Work with policy to develop a FS training to initiate Simplified Reporting.		Celli-miller	Due 12/03  Due 03/04



## ANALYSIS OF ERRORS ON FOOD STAMP ACTIVE CASES

FFY03: OCTOBER 2002 through SEPTEMBER 2003

REPORT DATE: 11/10/2003

BY MONTH	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Total
<b>STATISTICS BY CASE:</b>													
Sample Cases Selected	29	30	31	31	32	34	34	33	34	34	33	33	388
Cases Assigned to Reviewers	29	30	31	31	32	34	34	33	34	33	23	9	353
Cases Pending	0	0	0	0	0	0	0	0	0	1	10	24	35
Total Cases Completed	26	26	29	28	29	34	34	30	32	31	19	7	325
Cases Not Subject to Review	2	4	1	3	2	0	0	1	1	2	1	2	19
Cases Not Completed	1	0	1	0	1	0	0	2	1	0	3	0	9
Total Cases Completed & Transmitted	26	26	29	28	29	34	34	30	32	31	19	7	325
Total Correct Cases	18	17	25	19	22	27	22	21	25	22	16	7	241
Total Error Cases	8	9	4	9	7	7	12	9	7	9	3	0	84
Total Ineligible Cases	2	2	1	2	1	2	4	1	0	0	1	0	16
Total Over Paid Cases	4	3	2	3	4	2	5	7	3	8	2	0	43
Total Under Paid Cases	2	4	1	4	2	3	3	1	4	1	0	0	25
Case Accuracy Rate (%)	69.23	65.38	86.21	67.86	75.86	79.41	64.71	70.00	78.13	70.97	84.21	100.00	74.15%
Case Error Rate (%)	30.77	34.62	13.79	32.14	24.14	20.59	35.29	30.00	21.88	29.03	15.79	0.00	25.85%
<b>STATISTICS BY DOLLAR AMOUNTS:</b>													
Total Allotment Issued (\$)	\$7,000	\$7,553	\$8,601	\$8,410	\$7,814	\$8,519	\$11,320	\$12,127	\$10,338	\$10,872	\$5,478	\$1,680	\$99,712
Total Error Payments (\$)	\$1,467	\$792	\$802	\$1,728	\$1,120	\$1,837	\$2,232	\$925	\$861	\$1,605	\$347	\$0	\$13,716
Total Ineligible Payments (\$)	\$746	\$256	\$393	\$279	\$226	\$1,192	\$1,292	\$49	\$0	\$0	\$169	\$0	\$4,602
Total Over Paid Payments (\$)	\$471	\$419	\$275	\$757	\$581	\$269	\$664	\$848	\$472	\$1,548	\$178	\$0	\$6,482
Total Under Paid Payments (\$)	\$250	\$117	\$134	\$692	\$313	\$376	\$276	\$28	\$389	\$57	\$0	\$0	\$2,632
Payment Accuracy Rate (%)	79.04%	89.51%	90.68%	79.45%	85.67%	78.44%	80.28%	92.37%	91.67%	85.24%	93.67%	100.00%	86.24%
Payment Error Rate (%)	20.96%	10.49%	9.32%	20.55%	14.33%	21.56%	19.72%	7.63%	8.33%	14.76%	6.33%	0.00%	13.76%
Ineligible Error Rate (%)	10.66%	3.39%	4.57%	3.32%	2.89%	13.99%	11.41%	0.40%	0.00%	0.00%	3.09%	0.00%	4.62%
Over Paid Error Rate (%)	6.73%	5.55%	3.20%	9.00%	7.44%	3.16%	5.87%	6.99%	4.57%	14.24%	3.25%	0.00%	6.50%
Under Paid Error Rate (%)	3.57%	1.55%	1.56%	8.23%	4.01%	4.41%	2.44%	0.23%	3.76%	0.52%	0.00%	0.00%	2.64%
Agency Caused Errors (%)	75%	88%	75%	56%	86%	86%	58%	78%	14%	50%	100%		65.0%
Client Caused Errors (%)	25%	12%	25%	44%	14%	14%	42%	22%	86%	50%	0%		35.0%
Native Family Assist. Program Participants*	1				1	1	1		1	2			7

# Synopsis of FFY03 FS Errors

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
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## Central

### 71 Central APA Unit

		<b>31141</b>	5100612	Nov-02	2	\$89	Agency	No	No	<p>1. ET would have updated the FS case when the TA case was opened and TA money counted in the FS eligibility determination.</p> <p>2. Case was corrected for December.</p>
1. Agency didn't re-initialize the Food Stamp case on EIS when the ATAP case was authorized. The FS case and ATAP case were on two different case numbers.										
2. TA										
		<b>31187</b>	5003512	Dec-02	2	\$41	Agency	No	No	<p>1. ET I with less than 1 year experience was unaware that Slana was outside the Anchorage area. Verify client's residence in the future.</p> <p>2. Case was rebudgeted and a claim determination has been submitted. Case closed. Client has moved out of state.</p>
1. Agency incorrectly coded household as living in a rural 1 area when he was actually living in Anchorage. Client was house sitting.										
2. No TA/APA										
		<b>31233</b>	5138555	Feb-03	2	\$32	Agency	No	No	<p>1. ET would have questioned the difference between the LL statement and the client statement on Gen 72 and HC verification of paid rent in file. TC to LL would have cleared up the issue.</p> <p>2. DEMH correct. Notice sent to client and Gen 95 done.</p>
1. Agency failed to act on client reported change in rent. Action was not taken within 10 days of report of change.										
2. TA										

\* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible  
05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31300</b>	5232622	Apr-03	2	\$61	Agency & Client	Yes	Yes	<p>1. Client to fully report. ET to slow down, more thoroughly examine and document the situation and actions taken.</p> <p>2. ET re-worked the case. Discussed events and how to CANO prospective income and to thoroughly examine reports of change.</p>
										<p>1. Agency failed to process a reported increase in client's hourly wage rate.</p> <p>2. Client failed to report returning to work in December.</p> <p>3. APA</p>
		<b>31403</b>	5430079	Jul-03	2	\$32	Agency	No	No	<p>1. Old rent and utilities deleted from DEMH screen until client provided verification of new rent amount. ET would have requested new rent amount.</p> <p>2. Already corrected.</p>
										<p>1. Agency failed to update the client's rent and utilities after she reported a move.</p> <p>2. APA</p>
<b>77</b>	<b>Mat-Su</b>									
		<b>31149</b>	5433689	Nov-02	3	\$46	Agency	No	No	<p>1. It's possible that a lower caseload could help prevent oversights. CW may have rushed through case in attempt to keep up with caseload demands.</p> <p>2. Correct DEMH screen on EIS.</p>
										<p>1. Agency miscalculated the property tax deduction, corrected for it for 10/02 but did not make the correction for 11/02 and subsequent months.</p> <p>2. No TA/APA</p>
		<b>31178</b>	5425754	Dec-02	3	\$134	Agency	No	No	<p>1. ET should have sent a letter requesting the information and provide the client with a due date.</p> <p>2. ET reviewed case from the month after the first report of change, November through January and authorized supplements.</p>
										<p>1. Agency failed to add newborn child to the household at the time the client reported the birth of the child.</p> <p>2. No TA/APA</p>

\* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible  
05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31208</b>	5408010	Jan-03	2	\$314	Client	No	Yes	1. If the client knew their case was in MatSu or Juneau, they could have directly contacted the ET thus had the opportunity to report the UIB as well as the worker would have received the alert. 2. Overpayments for Jan and Feb 2003.
										1. Client failed to report a move and a decrease in shelter expenses. 2. Client failed to report unemployment benefits and employment. 3. No TA/APA
		<b>31237</b>	5004528	Feb-03	3	\$120	Agency	No	No	1. Acting timely on the reported change of two new household members. 2. Caseworker sent a supplement to the household.
										1. Agency failed to act within 10 days of client's report of change. Client reported grandchildren moved into the household. 2. TA
		<b>31240</b>	5401282	Feb-03	2	\$249	Agency	No	No	1. Mass change would have applied correct income amounts for the annual budgeting. 2. EIS corrected and overpayment claims submitted.
										1. Mass change applied incorrect SSI amounts to the case which were used to budget benefits. 2. APA
		<b>31305</b>	5187390	Apr-03	2	\$111	Agency	No	No	1. Error started in January when a co-worker processed the current month benefits that had been incomplete by the on-going worker. 2. Case was rebudgeted with correct household composition and shelter deduction. Discussion was held with ETII and WDSI.
										1. Agency failed to remove a household member in a timely manner. 2. Agency failed to increase ATAP after recoupment ended. 3. Agency used an incorrect amount for a rental expense. 4. TA

\* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible

05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		31306	5320478	Apr-03	3	\$54	Client	Yes	No	1. CIT team created magnets and business cards that help explain types of changes. These are now being distributed and discussed at interviews to promote client reporting. 2. Review was discussed with worker that the case was assigned to at the time.
										1. Client failed to report an increase in wages. 2. No TA/APA
		31308	5447833	Apr-03	2	\$110	Client	Yes	Yes	1. Educating the client on the report of change requirements and asking more questions may lead to more disclosure.  2. Overpayment to be done for April.
										1. Client failed to report spouse's self-employment income. 2. Client failed to report her self-employment income. 3. No TA/APA
		31339	5107011	May-03	2	\$66	Agency	Yes	No	1. It's possible that if the case were not transitioned to a second worker, the initial intake worker could have caught this error.  2. Overpayments were done for the months of December 2002 through June 2003.
										1. Agency failed to include child support income that was reported and counted in prior months. 2. No TA/APA
		31342	5431559	May-03	2	\$57	Agency & Client	No	No	1. At initial Food Stamp interview, ET should have verified child support income with the State of Washington.  2. Have rebudgeted FS for 7/03 to correct payment. Also completed Fraud Report Form.
										1. Agency failed to include reported child support in household's budget. 2. Client failed to report that her mother no longer gave her money monthly. 3. No TA/APA

\* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible

05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31372</b>	5066363	Jun-03	2	\$131	Client	Yes	No	<p>1. Client did not contact the division to report that she was not receiving UIB as had been anticipated at the FS application interview.</p> <p>2. No TA/APA</p> <p>2. ET submitted fraud referral based on unreported changes - earnings and HH member changes.</p>
<b>83 Anchorage-Gambell</b>										
		<b>31122</b>	5299955	Oct-02	2	\$218	Agency	Yes	Yes	<p>1. Agency failed to follow-up on known information by not contacting the client or the employer to verify the client's return to work after maternity leave.</p> <p>2. No TA/APA</p> <p>2. Workers no longer with the agency. Need to have better communication between intake, processors and maintenance.</p>
		<b>31151</b>	5120879	Nov-02	4	\$169	Agency	Yes	No	<p>1. Agency failed to consider the client's report of a new job. Her new income was not processed in the review month.</p> <p>2. No TA/APA</p> <p>1. Agency following-up on reported change of employment.</p> <p>2. Caseworker will do redetermination of 11/02 benefits and send claim determination.</p>
		<b>31152</b>	5290792	Nov-02	2	\$51	Agency	Yes	No	<p>1. Agency failed to explain why he used the client's weekly work schedule to determine the estimated wages instead of using the actual pay history.</p> <p>2. No TA/APA</p> <p>1. Worker not rushing, taking more time to work individual cases.</p> <p>2. Worker rebudgeted case.</p>

\* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible



05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31182</b>	5375107	Dec-02	2	\$234	Agency	No	No	1. Acting timely on reports of change. ET was not able to work reports of change timely due to high case load.  2. Case has been closed. Notice F402 for penalty for non-cooperation was sent.
										1. Agency failed to act in a timely manner to client reported increase in Veteran's benefits. 2. TA
		<b>31212</b>	5351585	Jan-03	2	\$252	Client	No	Yes	1. Client reporting timely. Initializing and authorizing into the system month.  2. UIB had already been caught and corrected. Reminder at next team meeting that must initialize and authorize.
										1. Client failed to report unemployment benefits. 2. Agency entered the incorrect rent amount for the review month. 3. TA
		<b>31213</b>	5435590	Jan-03	3	\$270	Client	Yes	No	1. Client reporting change in household composition and change in address and rent.  2. Redetermination of benefits done and supplement not issued per FS ms 607-2.
										1. Client failed to report that a household member moved out of the household. 2. Client moved into a hotel and her rent increased. She failed to report the increase in rent. 3. APA
		<b>31252</b>	5430696	Feb-03	2	\$81	Agency	Yes	No	1. Use most current information available when provided by the client. Receiving ET to review CANOs and case file at time of receipt of case.  2. Reviewed budgeting procedures with supervisor. Reviewed reporting procedures with client.
										1. Agency did not use updated income information to calculate income in the budget. The new income determination resulted in an increase in benefits. 2. Client failed to report child support. 3. No TA/APA

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		31276	5050733	Mar-03	3	\$120	Client	No	Yes	<p>1. Inform client again of reporting requirements. Set an alert for ending UIB. Closer attention to detail.</p> <p>2. Removed UIB. Double check income screens.</p>
		31278	5403744	Mar-03	4	\$164	Agency	No	No	<p>1. Attention to detail. Better understanding from client and co-workers on income in households.</p> <p>2. Changed on EIS. Case closure. Sent Gen 95.</p>
		31286	5444634	Mar-03	2	\$27	Agency	Yes	No	<p>1. Earned income should have been prospected using conversion factor of 4.3.</p> <p>2. Corrected February, March and April 2003.</p>
		31311	5325694	Apr-03	3	\$94	Agency	Yes	No	<p>1. Spend more time reviewing case. Access CASS screen to review all information regarding income, resources and shelter costs prior to authorizing case.</p> <p>2. Removed TA coded next to individual household members. Counted total income received by PI for 4/03.</p>

1. Client failed to report an additional household member.
2. Agency correctly calculated UIB but entered to wrong amount into EIS.
3. No TA/APA

1. Agency failed to include a VA disability payment as income in the household's budget.
2. Agency failed to allow the increase in rent and the SUD.
3. No TA/APA

1. Agency incorrectly converted the spouse's earned income.
2. No TA/APA

1. Agency failed to remove the pro-rating of Temporary Assistance on the children.
2. Agency stopped counting earned income for household but PI never stopped working. Agency failed to verify employment.
3. TA

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31312</b>	5430696	Apr-03	2	\$83	Agency & Client	Yes	No	<p>1. Use most current information available when provided by client. Intake ET set alert when receive information that may need follow-up.</p> <p>2. Reviewed budgeting procedures with ET. Reviewed reporting procedures with client.</p>
										<p>1. Agency failed to use the most current income information available to calculate average income for the household.</p> <p>2. Client failed to report receiving child support on her application.</p> <p>3. No TA/APA</p>
		<b>31318</b>	5116424	Apr-03	4	\$462	Client	Yes	Yes	<p>1. Household reporting all accounts with balances.</p> <p>2. Client will provide all statements to determine future benefit eligibility.</p>
										<p>1. Client failed to report bank accounts. Client exceeded resource limits.</p> <p>2. No TA/APA</p>
		<b>31345</b>	5215413	May-03	2	\$120	Client	No	Yes	<p>1. Client reporting truthfully. Greater investigation at the time of the interview.</p> <p>2. Claim determination filed.</p>
										<p>1. Client failed to report a student grant for dependents and living expenses.</p> <p>2. TA</p>
		<b>31411</b>	5032970	Jul-03	2	\$39	Agency & Client	Yes	Yes	<p>1. HH reporting changes. Agency completing collateral contacts with landlord/AHFC at time of recertification.</p> <p>2. Received employment information from employer. Removed unemployment benefits. Corrected rent amount on DEMH.</p>
										<p>1. Client failed to report spouse's employment in the recertification application.</p> <p>2. Client failed to report the end of spouse's unemployment benefits.</p> <p>3. Agency failed to verify rent amount.</p> <p>4. No TA/APA</p>

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
<b>84 Anchorage-Muldoon</b>										
		<b>31124</b>	5286644	Oct-02	4	\$455	Client	Yes	Yes	1. If client had provided information about bank accounts and sources of income, eligibility worker could have processed case accurately.  2. Fraud IPV is being submitted and request for information notice is being sent.
1. Client failed to report a credit union account that put the household over the resource limit. 2. No TA/APA										
		<b>31347</b>	1920743	May-03	3	\$28	Agency	Yes	No	1. Worker verifying that proper conversion factor is applied based on frequency of pay.  2. Processing worker is no longer with the agency. Forwarded case to current caseworker for corrections.
1. Agency failed to use the correct conversion factor when calculating earned income. 2. No TA/APA										
		<b>31349</b>	5414617	May-03	2	\$44	Agency	No	No	1. Contacting the employer to verify estimated hours per week client was scheduled to work and to get the gross pay before estimating income for 5/03.  2. Reworked 5/03 food stamps based on \$0 actual income. Corrected EAIN screen to \$0 income.
1. Agency did not count the TA supplement in the food stamp budget when calculating the food stamp supplement. 2. TA										
		<b>31387</b>	5418842	Jun-03	3	\$126	Agency	Yes	Yes	1. Removal of the ATAP amount on the UNIN. Request an updated work statement from the new job. Follow up on the change.  2. Issued underpayments. Obtained updated pay stubs and corrected the income.
1. Agency failed to process the client's increase in pay resulting in incorrect income appearing on the EAIN screen. 2. Agency failed to remove TANF benefits when they were no longer authorized. 3. No TA/APA										

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		31415	5356233	Jul-03	3	\$57	Agency	No	No	<p>1. Processing changes by sending a N020 to request documentation for the change and update of the DEMH screen.</p> <p>2. DEMH screen was coded correctly for 6/03 and 7/02 causing an underpayment. Client was issued the underpayment of \$114.</p>

1. Agency did not act on client reported changes in addresses and shelter costs.
2. TA

## Coastal

### 46 Nome

		31136	5097203	Nov-02	3	\$41	Agency	Yes	No
		31196	5019807	Jan-03	2	\$42	Agency	Yes	No

1. Agency has been counting SS SU for each of the four children but no social security for the client.
2. Agency used an incorrect formula to determine the child support deducted from the client's pay.
3. No TA/APA

1. Review child support information and follow up on interface checks.

2. Additional training on how to determine child support payments being deducted from payrolls. Reminders to follow-up on information provided and to conduct interface checks.

1. Agency failed to request verification of client's employment at recertification. Client anticipated working overtime every month.
2. No TA/APA

1. Worker should have requested copies of actual pay stubs at recertification as it was an ongoing job and we needed to see actual income.

2.

### 47 Kotzebue

		31107	5201089	Oct-02	4	\$291	Agency	Yes	No
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1. Agency failed to anticipate the last paycheck and continued to include the earned income in the budget.
2. Agency incorrectly calculated spouse's income.
3. No TA/APA

1. If client had reported the last paycheck and ending income.

2. Enter the actual income received and remove the ending income that was included on the case.

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05-Nov-03



Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31229</b>	5434884	Feb-03	2	\$219	Agency	No	No	1. Run Ingens to detect convicted drug felons. 2. Closed case.
		<b>31295</b>	5186624	Apr-03	3	\$128	Agency	Yes	No	1. If ET had made a case for using the work schedule in the case notes then the error could have been prevented. 2. Correct the month of April using the actual check stubs received.
		<b>31329</b>	5009491	May-03	2	\$446	Agency & Client	Yes	Yes	1. If ET had used the proper conversion method to anticipate income and had reviewed the household member listed on the FS recertification. 2. Corrections made to household members and prospective income as noted in review.
<b>51</b>	<b>Bethel</b>	<b>31108</b>	5055775	Oct-02	2	\$27	Client	Yes	Yes	1. Coaching of client. Better understanding by the ET of the conversion formulas and which one to use when computing child support income. 2. A claim determination will be completed when FS policy concurs with the review. Correct income information entered on EIS.

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31139</b>	5331001	Nov-02	2	\$30	Agency	Yes	No	1. The ET taking time to request verification of rental expense listed on the GEN 72.  2. The correct amount of rental expense is entered on the DEMH.
		<b>31199</b>	5373841	Jan-03	3	\$373	Agency	Yes	No	1. ET reviewing exempt income policy. Taking time to correct benefits for the review month. Coaching client to report changes.  2. Income was verified and correct coding on EIS to issue correct benefits for the review month. New job schedule was verified and entered on EIS.
		<b>31283</b>	5029771	Mar-03	4	\$1,028	Agency	Yes	No	1. ET requesting hard copy verification of all accounts in the household.  2. Coach the ET to ask follow-up questions on resource information when PFD spend-down is reported.
		<b>31297</b>	5263694	Apr-03	4	\$219	Client	Yes	Yes	1. The fee agent completing the check list with all household members listed. Use of ETAL to alert workers to household composition.  2. The case has been closed for excess resources.

- 1. Agency failed to verify a client reported rent amount on the recertification application.
- 2. APA

- 1. Agency included AmeriCorp income in the client's budget when it should have been excluded.
- 2. Agency failed to verify income sources. One of the client's income sources had ended prior to application.
- 3. Client failed to report income for her daughter.
- 4. Agency anticipated more social security income than the client actually received.
- 5. No TA/APA

- 1. Agency failed to follow-up on requesting total household resources after household was placed into PFD hold harmless.
- 2. No TA/APA

- 1. Client failed to report that he lives with his father and sister and that they purchase and prepare food together. The father's income puts the household over the gross and net income limits.
- 2. No TA/APA

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31365</b>	5393204	Jun-03	3	\$49	Agency & Client	No	Yes	<p>1. The client reporting changes. The ET acting in UIB alerts within 10 days. ET allowing the household to have the SUD.</p> <p>2. The correct income and household composition entered on EIS for the review month. A supplement will be issued.</p>
										<p>1. Client failed to report that a household member returned.</p> <p>2. Client failed to report unemployment benefits for a household member.</p> <p>3. Client failed to report TANF benefits.</p> <p>4. Agency listed the SUD under a household member who was not in the home so they were not receiving the allowable SUD in the budget.</p> <p>5. NFAP</p>
		<b>31397</b>	575498	Jul-03	2	\$156	Agency	No	No	<p>1. ET acting on the report of change within 10 days.</p> <p>2. A CD has been set up for the review month. ET has been instructed to act on reports of change timely.</p>
										<p>1. Agency failed to anticipate the AVCP native TANF benefits in the budget.</p> <p>2. NFAP</p>
		<b>31399</b>	5391621	Jul-03	2	\$124	Client	No	Yes	<p>1. Better understanding of reporting requirements by client. Have alert when NFAP shows a payment change of \$50 or more.</p> <p>2. A CD has been completed.</p>
										<p>1. Client failed to report that her AVCP Native TANF benefits increased.</p> <p>2. NFAP</p>
<b>70 Field Office # 3</b>										
		<b>31200</b>	5365590	Jan-03	4	\$269	Client	No	Yes	<p>1. Client following the 10 day reporting requirements.</p> <p>2. Closed the case.</p>
										<p>1. A household member did not report extended unemployment benefits when he learned of them or at recertification.</p> <p>2. APA</p>

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31217</b>	5007625	Jan-03	3	\$49	Agency	No	No	1. Reviewing income. Using correct utility costs on DEMH. 2. Review with ET.
		<b>31333</b>	5434304	May-03	4	\$49	Agency	Yes	No	1. Follow up on DOL information. 2. Reviewed with caseworker/unit.
		<b>31400</b>	5314002	Jul-03	2	\$341	Agency & Client	No	Yes	1. Client reporting the change in address. 2. Form Gen 95 issued for recoupment of over payment.
<b>76</b>	<b>Kenai</b>	<b>31114</b>	5261508	Oct-02	3	\$64	Agency	No	No	1. It appears to have been a concentration error. 2. Supplements are being processed.

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		31115	5432210	Oct-02	2	\$120	Agency	No	No	1. Code one parent out of the household per fs/ms 605-1.  2. One parent was coded out and the income was exempt. On-going in-house training regarding education and students is in order.
<p>1. Agency can allow only one of the adults in the household to be eligible for the caretaker exemption as a student. The other adult is treated as a non-household member.</p> <p>2. No TA/APA</p>										
		31269	5223558	Mar-03	3	\$212	Agency	Yes	No	1. Don't anticipate UIB due to possible job end penalty issue to be resolved. Remove TA income from initial month budget. Allow verified child support deduction. 2. Underpayment supplement will be issued.
<p>1. Agency should not have anticipated approval of PI's UIB.</p> <p>2. Agency prospected TA income for the review month. Benefit not issued until April 2003.</p> <p>3. Agency did not correctly credit client for child support garnished from UIB checks.</p> <p>4. No TA/APA</p>										
		31370	5026077	Jun-03	3	\$63	Client	No	No	1. No CAP #11 provided.
<p>1. Client failed to report child support ended.</p> <p>2. No TA/APA</p>										
<b>82 Field Office # 1</b>										
		31120	5347576	Oct-02	3	\$186	Agency	Yes	No	1. ET should have reviewed the case and documentation in casefile more carefully.  2. Redetermine case with the corrections made and claim submitted.
<p>1. Agency incorrectly recorded household members as ineligible aliens.</p> <p>2. Agency counted household member's half of the rent as income when it should have been considered an exempt vendor payment.</p> <p>3. Agency used only one quarter of earnings to determine income for the certification period. The agency did not take into consideration the fluctuation of earnings.</p> <p>4. Agency should have let EIS prorate the shelter expense to the household members. There is a data entry error.</p> <p>5. EIS did not compute October 2002 Food Stamps using the new FY budget. No TA/APA</p>										

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		31242	5355526	Feb-03	3	\$193	Agency	No	No	1. If ET received alert and would have checked the balance available on UIB for both household members.  2. Enter correct UIB figures and issue underpayment.
		31275	5145772	Mar-03	2	\$242	Agency	Yes	Yes	1. Act on report of change timely and use correct mortgage amount as listed on recert. Error on SEPA effected shelter, UIB and earned income amounts.  2. Have staff review alien policy and make sure all reports of change are acted on timely.
		31309	5379168	Apr-03	4	\$136	Agency	Yes	No	1. If ET would have acted timely on reports of change.  2. EIS will be corrected. All Eligibility Staff reminded about acting timely on reports of change.

## Northern

### 41 Fairbanks

		31104	5431985	Oct-02	2	\$106	Agency	Yes	Yes	1. ET should have slowed down and used actual income information available at the time this case was opened. Client should have reported timely.  2. Gen 95 was completed.
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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31133</b>	5270735	Nov-02	4	\$87	Agency	No	No	1. Case was transferred from WDS in 10/02 to a caseload whose worker was on vacation. During this time we implemented EOIP. 2. Gen 95
										1. Agency failed to act on client report that son was not with her during the school months making him ineligible as a household member. 2. Agency failed to act on client report that she had quit her job to attend college and no longer had earned income. 3. Agency failed to act on client's countable student loans. 4. Agency failed to act on client's reported child support. 5. No TA/APA
		<b>31163</b>	5347848	Dec-02	4	\$393	Client	Yes	Yes	1. Client report. 2. FS case is closed.
										1. Client failed to report a certificate of deposit for her son which was over the resource limit. 2. TA
		<b>31193</b>	5199872	Jan-03	2	\$149	Agency	No	No	1. Smaller caseloads. 2. GEN 95
										1. Agency failed to act on report from TCC ASAP that benefits were approved for the client so unearned income was not added to the case record. 2. NFAP
		<b>31225</b>	5335680	Feb-03	4	\$226	Client	Yes	Yes	1. Client's timely reporting. 2. GEN 95
										1. Client failed to report that she and her family moved in with her mother. They were not eligible as a separate household 2. Client's spouse received an unreported pay increase. 3. No TA/APA

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05-Nov-03



Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31258</b>	5374019	Mar-03	3	\$44	Agency	Yes	Yes	1. Less work.  2. Baby added and benefits issued in March for February and March benefits.
		<b>31291</b>	5325205	Apr-03	4	\$475	Agency	Yes	No	1. Gathering current pay information.  2. The team has gone over the regulations pertinent to collecting current information before processing applications and recertifications.
		<b>31350</b>	5431234	May-03	2	\$55	Agency	No	No	1. Greater attention to detail. Review of previous CANOs.  2. The case is now correct.
		<b>31358</b>	5151497	Jun-03	2	\$151	Client	Yes	Yes	1. Client timely reporting of changes.  2. Fraud referral completed and changes made to EIS.

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
<b>44 Fairbanks Field</b>										
		31135	5033190	Nov-02	2	\$113	Client	No	No	1. Greater attention to detail. Client reporting timely.  2. Case managers have been instructed to e-mail ETs with the reports of change that they receive from clients.
1. Client failed to report timely the death of her mother. 2. Agency allowed a rent deduction that the client was not entitled to. 3. TA										
		31293	5024855	Apr-03	2	\$299	Client	No	Yes	1. The client reporting the unearned income.  2. Gen 95
1. Client failed to report that the household had been receiving TANF-ASAP benefits since 12/02. 2. Client failed to report reinstatement of unemployment benefits in 01/03. 3. NFAP										

## Southeast

### 20 Southeast APA Office

		31190	5413162	Jan-03	4	\$10	Agency	No	No	1. This application was processed in another office and the new caseworker did not review the case when it was received in our office.  2. The food stamp case has been closed.
1. Client resides with his sister and she purchases and prepares food for him. Client does not qualify as a separate economic 2. APA										

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
<b>21 Juneau District</b>										
		31155	5118746	Nov-02	2	\$166	Client	No	No	1. Obtaining client's bank account deposit records back several months.
										1. Client failed to report the social security check the father of the client's grandchildren deposits into the client's savings account for his children's care. 2. APA
		31355	5338905	Jun-03	2	\$190	Client	Yes	Yes	2. Bank account records requested to allow proper determination to anticipate amount of SS SU income. Claims will be done for months in which this income was deposited. 1. Client reporting timely.
										1. Client failed to report that her two children had left the household. 2. TA
										2. Case closed. Fraud referral was completed by QA.
<b>23 Ketchikan</b>										
		31324	5427433	May-03	2	\$60	Agency	No	No	1. Client reporting she had moved. ET requesting verification of shelter costs at recertification.
										1. Agency failed to verify rent expenses for client. 2. TA
										2. ETs will send notices to clients requesting verification when not received.
		31357	5387527	Jun-03	3	\$151	Client	Yes	No	1. Better comprehension and cooperation by client of reporting requirements.
										1. Client failed to report she was no longer receiving unemployment benefits. 2. No TA/APA
										2. No supplements are issued for client-caused underpayments.

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05-Nov-03

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Field Response: 1. What would have prevented the error? 2. What actions were taken to correct the error?
		<b>31391</b>	5332512	Jul-03	2	\$254	Agency & Client	No	No	1. Timely reporting of Worker's Comp by client.  2. ET will complete/submit a GEN 95 to claims for over payment.
		<b>31417</b>	5004081	Jul-03	2	\$224	Agency	Yes	No	1. ET failed to verify with employer client's work schedule.  2. ET will be more careful on examining pay verification and verifying wage info through employer. Improve cano on income decisions.

1. Client did not report timely the receipt of her Workman's Compensation every two weeks.
2. Agency correctly anticipated receipt of child support in the initial month of eligibility but did not consider it in the following months.
3. TA

1. Agency incorrectly reviewed income verification at the time of certification. Agency assumed client was paid every two weeks when client was actually paid every week.
2. No TA/APA

\* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible  
05-Nov-03

# Food Stamp Error Element Report by District - FFY 03

*District Name Sample Month Review Number Element Description*

*Responsibility Description*

*1. What would have prevented the error?*

*2. What actions were taken to correct the error?*

*Anchorage-Gambell*

Oct-02 31122 Wages and Salaries  
1. Follow up on information. Intake worker setting an alert for the maintenance worker. Beginning of new process.  
Error Amount: \$218 Allotment: \$443

Agency Fail to follow up on changes  
2. Workers no longer with the agency. Need to have better communication between intake, processors and maintenance.

Nov-02 31151 Wages and Salaries  
1. Agency following-up on reported change of employment.  
Error Amount: \$169 Allotment: \$169

Agency Reported information disregarded or not applied  
2. Caseworker will do redetermination of 11/02 benefits and send claim determination.

Nov-02 31152 Wages and Salaries  
1. Worker not rushing, taking more time to work individual cases.  
Error Amount: \$51 Allotment: \$173

Agency Other  
2. Worker rebudgeted case.

Dec-02 31182 Veterans Benefits  
1. Acting timely on reports of change. ET was not able to work reports of change timely due to high case load.  
Error Amount: \$234 Allotment: \$234

Agency Reported information disregarded or not applied  
2. Case has been closed. Notice F402 for penalty for non-cooperation was sent.

Jan-03 31213 Household Composition  
1. Client reporting change in household composition and change in address and rent.  
Error Amount: \$270 Allotment: \$39

Client Fail to report  
2. Redetermination of benefits done and supplement not issued per FS ms 607-2.

Jan-03 31212 Unemployment Compensation  
1. Client reporting timely. Initializing and authorizing into the system month.  
Error Amount: \$252 Allotment: \$558

Client Fail to report  
2. UIB had already been caught and corrected. Reminder at next team meeting that must initialize and authorize.

<i>District Name</i>	<i>Sample Month</i>	<i>Review Number</i>	<i>Element Description</i>
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***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

Feb-03      31252      Wages and Salaries  
 1. Use most current information available when provided by the client. Receiving ET to review CANOs and case file at time of receipt of case.  
 Error Amount:    \$81                      Allotment:    \$443

Agency Incorrect policy  
 2. Reviewed budgeting procedures with supervisor. Reviewed reporting procedures with client.

Mar-03      31276      Household Composition  
 1. Inform client again of reporting requirements. Set an alert for ending UIB. Closer attention to detail.  
 Error Amount:    \$120                      Allotment:    \$663

Client Fail to report  
 2. Removed UIB. Double check income screens.

Mar-03      31286      Wages and Salaries  
 1. Earned income should have been prospected using conversion factor of 4.3.  
 Error Amount:    \$27                      Allotment:    \$29

Agency Incorrect policy  
 2. Corrected February, March and April 2003.

Mar-03      31278      Veterans Benefits  
 1. Attention to detail. Better understanding from client and co-workers on income in households.  
 Error Amount:    \$164                      Allotment:    \$164

Agency Reported information disregarded or not applied  
 2. Changed on EIS. Case closure. Sent Gen 95.

Apr-03      31312      Wages and Salaries  
 1. Use most current information available when provided by client. Intake ET set alert when receive information that may need follow-up.  
 Error Amount:    \$83                      Allotment:    \$443

Agency Incorrect policy  
 2. Reviewed budgeting procedures with ET. Reviewed reporting procedures with client.

Apr-03      31318      Bank Accounts or Cash on Hand  
 1. Household reporting all accounts with balances.  
 Error Amount:    \$462                      Allotment:    \$462

Client Fail to report  
 2. Client will provide all statements to determine future benefit eligibility.

Apr-03      31311      TANF, PA, or GA  
 1. Spend more time reviewing case. Access CASS screen to review all information regarding income, resources and shelter costs prior to authorizing case.  
 Error Amount:    \$94                      Allotment:    \$113

Agency Computer user error  
 2. Removed TA coded next to individual household members. Counted total income received by PI for 4/03.

***District Sample Review***  
***Name Month Number Element Description***

***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

May-03 31345 Educational Grants / Scholarships / Loans  
 1. Client reporting truthfully. Greater investigation at the time of the interview.

Client Misrepresentation by failing to report  
 2. Claim determination filed.

Error Amount: \$120 Allotment: \$575

Jul-03 31411 Wages and Salaries  
 1. HH reporting changes. Agency completing collateral contacts with landlord/AHFC at time of recertification.

Client Fail to report  
 2. Received employment information from employer. Removed unemployment benefits. Corrected rent amount on DEMH.

Error Amount: \$39 Allotment: \$681

***Anchorage-Muldoon***

Oct-02 31124 Bank Accounts or Cash on Hand  
 1. If client had provided information about bank accounts and sources of income, eligibility worker could have processed case accurately.

Client Fail to report  
 2. Fraud IPV is being submitted and request for information notice is being sent.

Error Amount: \$455 Allotment: \$455

May-03 31349 TANF, PA, or GA  
 1. Contacting the employer to verify estimated hours per week client was scheduled to work and to get the gross pay before estimating income for 5/03.

Agency Data entry and/or coding error  
 2. Reworked 5/03 food stamps based on \$0 actual income. Corrected EAIN screen to \$0 income.

Error Amount: \$44 Allotment: \$432

May-03 31347 Wages and Salaries  
 1. Worker verifying that proper conversion factor is applied based on frequency of pay.

Agency Incorrect policy  
 2. Processing worker is no longer with the agency. Forwarded case to current caseworker for corrections.

Error Amount: \$28 Allotment: \$258

Jun-03 31387 Wages and Salaries  
 1. Removal of the ATAP amount on the UNIN. Request an updated work statement from the new job. Follow up on the change.

Agency Reported information disregarded or not applied  
 2. Issued underpayments. Obtained updated pay stubs and corrected the income.

Error Amount: \$126 Allotment: \$543

Jul-03 31415 Shelter Deduction  
 1. Processing changes by sending a N020 to request documentation for the change and update of the DEMH screen.

Agency Fail to verify required information  
 2. DEMH screen was coded correctly for 6/03 and 7/02 causing an underpayment. Client was issued the underpayment of \$114.

Error Amount: \$57 Allotment: \$606

***District Sample Review  
Name Month Number Element Description***

***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

***Bethel***

Oct-02 31108 Wages and Salaries  
 1. Coaching of client. Better understanding by the ET of the conversion formulas and which one to use when computing child support income.  
 Error Amount: \$27 Allotment: \$975

Nov-02 31139 Shelter Deduction  
 1. The ET taking time to request verification of rental expense listed on the GEN 72.  
 Error Amount: \$30 Allotment: \$475

Jan-03 31199 Wages and Salaries  
 1. ET reviewing exempt income policy. Taking time to correct benefits for the review month. Coaching client to report changes.  
 Error Amount: \$373 Allotment: \$882

Mar-03 31283 Bank Accounts or Cash on Hand  
 1. ET requesting hard copy verification of all accounts in the household.  
 Error Amount: \$1,028 Allotment: \$1,028

Apr-03 31297 Household Composition  
 1. The fee agent completing the check list with all household members listed. Use of ETAL to alert workers to household composition.  
 Error Amount: \$219 Allotment: \$219

Jun-03 31365 Household Composition  
 1. The client reporting changes. The ET acting in UIB alerts within 10 days. ET allowing the household to have the SUD.  
 Error Amount: \$49 Allotment: \$688

Jul-03 31399 TANF, PA, or GA  
 1. Better understanding of reporting requirements by client. Have alert when NFAP shows a payment change of \$50 or more.  
 Error Amount: \$124 Allotment: \$818

Client Fail to report  
 2. A claim determination will be completed when FS policy concurs with the review. Correct income information entered on EIS.

Agency Reported information disregarded or not applied  
 2. The correct amount of rental expense is entered on the DEMH.

Agency Incorrect policy  
 2. Income was verified and correct coding on EIS to issue correct benefits for the review month. New job schedule was verified and

Agency Fail to verify required information  
 2. Coach the ET to ask follow-up questions on resource information when PFD spend-down is reported.

Client Misrepresentation by failing to report  
 2. The case has been closed for excess resources.

Client Fail to report  
 2. The correct income and household composition entered on EIS for the review month. A supplement will be issued.

Client Fail to report  
 2. A CD has been completed.



<i>District Name</i>	<i>Sample Month</i>	<i>Review Number</i>	<i>Element Description</i>
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***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

Jul-03      31397      TANF, PA, or GA  
 1. ET acting on the report of change within 10 days.  
 Error Amount:    \$156                      Allotment:    \$558

Agency Reported information disregarded or not applied  
 2. A CD has been set up for the review month. ET has been instructed to act on reports of change timely.

***Central APA Unit***

Nov-02      31141      TANF, PA, or GA  
 1. ET would have updated the FS case when the TA case was opened and TA money counted in the FS eligibility determination.  
 Error Amount:    \$89                      Allotment:    \$99

Agency Computer user error  
 2. Case was corrected for December.

Dec-02      31187      Household Composition  
 1. ET I with less than 1 year experience was unaware that Slana was outside the Anchorage area. Verify client's residence in the future.  
 Error Amount:    \$41                      Allotment:    \$151

Agency Incorrect policy  
 2. Case was rebudgeted and a claim determination has been submitted. Case closed. Client has moved out of state.

Feb-03      31233      Shelter Deduction  
 1. ET would have questioned the difference between the LL statement and the client statement on Gen 72 and HC verification of paid rent in file. TC to LL would have  
 Error Amount:    \$32                      Allotment:    \$103

Agency Reported information disregarded or not applied  
 2. DEMH correct. Notice sent to client and Gen 95 done.

Apr-03      31300      Wages and Salaries  
 1. Client to fully report. ET to slow down, more thoroughly examine and document the situation and actions taken.  
 Error Amount:    \$61                      Allotment:    \$460

Agency Reported information disregarded or not applied  
 2. ET re-worked the case. Discussed events and how to CANO prospective income and to thoroughly examine reports of change.

Jul-03      31403      Shelter Deduction  
 1. Old rent and utilities deleted from DEMH screen until client provided verification of new rent amount. ET would have requested new rent amount.  
 Error Amount:    \$32                      Allotment:    \$42

Agency Fail to follow up on inaccurate information  
 2. Already corrected.

<i>District Name</i>	<i>Sample Month</i>	<i>Review Number</i>	<i>Element Description</i>
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*Responsibility Description*

**1. What would have prevented the error?**

**2. What actions were taken to correct the error?**

*Fairbanks*

Oct-02 31104 Wages and Salaries  
 1. ET should have slowed down and used actual income information available at the time this case was opened. Client should have reported timely.  
 Error Amount: \$106 Allotment: \$165

Agency Arithmetic error  
 2. Gen 95 was completed.

Nov-02 31133 Household Composition  
 1. Case was transferred from WDS in 10/02 to a caseload whose worker was on vacation. During this time we implemented EOIP.  
 Error Amount: \$87 Allotment: \$87

Agency Fail to verify required information  
 2. Gen 95

Dec-02 31163 Bank Accounts or Cash on Hand  
 1. Client report.  
 Error Amount: \$393 Allotment: \$393

Client Misrepresentation by failing to report  
 2. FS case is closed.

Jan-03 31193 TANF, PA, or GA  
 1. Smaller caseloads.  
 Error Amount: \$149 Allotment: \$443

Agency Reported information disregarded or not applied  
 2. GEN 95

Feb-03 31225 Household Composition  
 1. Client's timely reporting.  
 Error Amount: \$226 Allotment: \$226

Client Fail to report  
 2. GEN 95

Mar-03 31258 Household Composition  
 1. Less work.  
 Error Amount: \$44 Allotment: \$62

Agency Fail to follow up on changes  
 2. Baby added and benefits issued in March for February and March benefits.

Apr-03 31291 Wages and Salaries  
 1. Gathering current pay information.  
 Error Amount: \$475 Allotment: \$475

Agency Fail to follow up on inaccurate information  
 2. The team has gone over the regulations pertinent to collecting current information before processing applications and recertifications.

<i>District Name</i>	<i>Sample Month</i>	<i>Review Number</i>	<i>Element Description</i>
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*Responsibility Description*

**1. What would have prevented the error?**

**2. What actions were taken to correct the error?**

May-03 31350 Unemployment Compensation  
 1. Greater attention to detail. Review of previous CANOs.

Agency Other  
 2. The case is now correct.

Error Amount: \$55 Allotment: \$232

Jun-03 31358 Wages and Salaries  
 1. Client timely reporting of changes.

Client Misrepresentation by failing to report  
 2. Fraud referral completed and changes made to EIS.

Error Amount: \$151 Allotment: \$589

*Fairbanks Field Office*

Nov-02 31135 Household Composition  
 1. Greater attention to detail. Client reporting timely.

Client Fail to report  
 2. Case managers have been instructed to e-mail ETs with the reports of change that they receive from clients.

Error Amount: \$113 Allotment: \$592

Apr-03 31293 Unemployment Compensation  
 1. The client reporting the unearned income.

Client Misrepresentation by failing to report  
 2. Gen 95

Error Amount: \$299 Allotment: \$1,038

*Field Office # 1*

Oct-02 31120 Household Composition  
 1. ET should have reviewed the case and documentation in casefile more carefully.

Agency Incorrect policy  
 2. Redetermine case with the corrections made and claim submitted.

Error Amount: \$186 Allotment: \$108

Feb-03 31242 Unemployment Compensation  
 1. If ET received alert and would have checked the balance available on UIB for both household members.

Agency Fail to verify required information  
 2. Enter correct UIB figures and issue underpayment.

Error Amount: \$193 Allotment: \$458

***District Sample Review  
Name Month Number Element Description***

***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

Mar-03 31275 Citizenship and Non-Citizenship Status  
 1. Act on report of change timely and use correct mortgage amount as listed on recert. Error on SEPA effected shelter, UIB and earned income amounts.  
 Error Amount: \$242 Allotment: \$265

Agency Fail to verify required information  
 2. Have staff review alien policy and make sure all reports of change are acted on timely.

Apr-03 31309 Wages and Salaries  
 1. If ET would have acted timely on reports of change.  
 Error Amount: \$136 Allotment: \$136

Agency Reported information disregarded or not applied  
 2. EIS will be corrected. All Eligibility Staff reminded about acting timely on reports of change.

***Field Office # 3***

Jan-03 31217 TANF, PA, or GA  
 1. Reviewing income. Using correct utility costs on DEMH.  
 Error Amount: \$49 Allotment: \$82

Agency Data entry and/or coding error  
 2. Review with ET.

Jan-03 31200 Unemployment Compensation  
 1. Client following the 10 day reporting requirements.  
 Error Amount: \$269 Allotment: \$269

Client Fail to report  
 2. Closed the case.

May-03 31333 Wages and Salaries  
 1. Follow up on DOL information.  
 Error Amount: \$49 Allotment: \$49

Agency Fail to follow up on inaccurate information  
 2. Reviewed with caseworker/unit.

Jul-03 31400 Household Composition  
 1. Client reporting the change in address.  
 Error Amount: \$341 Allotment: \$351

Client Fail to report  
 2. Form Gen 95 issued for recoupment of over payment.

**District Sample Review**  
**Name Month Number Element Description**

**Responsibility Description**

**1. What would have prevented the error?**

**2. What actions were taken to correct the error?**

*Juneau District Office*

Nov-02 31155 Other Earned Income  
 1. Obtaining client's bank account deposit records back several months.

Error Amount: \$166 Allotment: \$255

Jun-03 31355 Household Composition  
 1. Client reporting timely.

Error Amount: \$190 Allotment: \$200

Client Misrepresentation by failing to report  
 2. Bank account records requested to allow proper determination to anticipate amount of SS SU income. Claims will be done for months in

Client Fail to report  
 2. Case closed. Fraud referral was completed by QA.

*Kenai*

Oct-02 31115 Student Status  
 1. Code one parent out of the household per fs/ms 605-1.

Error Amount: \$120 Allotment: \$262

Oct-02 31114 Standard Utility Allowance  
 1. It appears to have been a concentration error.

Error Amount: \$64 Allotment: \$401

Mar-03 31269 Unemployment Compensation  
 1. Don't anticipate UIB due to possible job end penalty issue to be resolved. Remove TA income from initial month budget. Allow verified child support

Error Amount: \$212 Allotment: \$177

Jun-03 31370 Child Support Payments Received from Absent Parent  
 1. No CAP #11 provided.

Error Amount: \$63 Allotment: \$577

Agency Incorrect policy  
 2. One parent was coded out and the income was exempt. On-going in-house training regarding education and students is in order.

Agency Reported information disregarded or not applied  
 2. Supplements are being processed.

Agency Incorrect policy  
 2. Underpayment supplement will be issued.

Client Fail to report

***District Sample Review***  
***Name Month Number Element Description***

***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

***Ketchikan***

May-03 31324 Shelter Deduction  
 1. Client reporting she had moved. ET requesting verification of shelter costs at recertification.  
 Error Amount: \$60 Allotment: \$239

Agency Fail to verify required information  
 2. ETs will send notices to clients requesting verification when not received.

Jun-03 31357 Unemployment Compensation  
 1. Better comprehension and cooperation by client of reporting requirements.  
 Error Amount: \$151 Allotment: \$244

Client Fail to report  
 2. No supplements are issued for client-caused underpayments.

Jul-03 31417 Wages and Salaries  
 1. ET failed to verify with employer client's work schedule.  
 Error Amount: \$224 Allotment: \$443

Agency Arithmetic error  
 2. ET will be more careful on examining pay verification and verifying wage info through employer. Improve cano on income decisions.

Jul-03 31391 Worker's Compensation  
 1. Timely reporting of Worker's Comp by client.  
 Error Amount: \$254 Allotment: \$264

Client Fail to report  
 2. ET will complete/submit a GEN 95 to claims for over payment.

***Kotzebue***

Oct-02 31107 Wages and Salaries  
 1. If client had reported the last paycheck and ending income.  
 Error Amount: \$291 Allotment: \$291

Agency Fail to follow up on inaccurate information  
 2. Enter the actual income received and remove the ending income that was included on the case.

Feb-03 31229 Recipient Disqualification  
 1. Run Ingens to detect convicted drug felons.  
 Error Amount: \$219 Allotment: \$481

Agency Reported information disregarded or not applied  
 2. Closed case.

<i>District Name</i>	<i>Sample Month</i>	<i>Review Number</i>	<i>Element Description</i>
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*Responsibility Description*

**1. What would have prevented the error?**

**2. What actions were taken to correct the error?**

Apr-03      31295      Wages and Salaries  
 1. If ET had made a case for using the work schedule in the case notes then the error could have been prevented.  
 Error Amount:    \$128                      Allotment:    \$1,131

Agency Incorrect policy  
 2. Correct the month of April using the actual check stubs received.

May-03      31329      Household Composition  
 1. If ET had used the proper conversion method to anticipate income and had reviewed the household member listed on the FS recertification.  
 Error Amount:    \$446                      Allotment:    \$1,546

Client Misrepresentation by incorrect or incomplete information  
 2. Corrections made to household members and prospective income as noted in review.

*Mat-Su*

Nov-02      31149      Shelter Deduction  
 1. It's possible that a lower caseload could help prevent oversights. CW may have rushed through case in attempt to keep up with caseload demands.  
 Error Amount:    \$46                              Allotment:    \$448

Agency Data entry and/or coding error  
 2. Correct DEMH screen on EIS.

Dec-02      31178      Household Composition  
 1. ET should have sent a letter requesting the information and provide the client with a due date.  
 Error Amount:    \$134                      Allotment:    \$309

Agency Fail to follow up on changes  
 2. ET reviewed case from the month after the first report of change, November through January and authorized supplements.

Jan-03      31208      Unemployment Compensation  
 1. If the client knew their case was in MatSu or Juneau, they could have directly contacted the ET thus had the opportunity to report the UIB as well as the worker  
 Error Amount:    \$314                      Allotment:    \$563

Client Misrepresentation by failing to report  
 2. Overpayments for Jan and Feb 2003.

Feb-03      31240      SSI and/or State SSI Supplement  
 1. Mass change would have applied correct income amounts for the annual budgeting.  
 Error Amount:    \$249                      Allotment:    \$259

Agency Mass change error  
 2. EIS corrected and overpayment claims submitted.

Feb-03      31237      Household Composition  
 1. Acting timely on the reported change of two new household members.  
 Error Amount:    \$120                      Allotment:    \$443

Agency Reported information disregarded or not applied  
 2. Caseworker sent a supplement to the household.

***District Sample Review  
Name Month Number Element Description***

***Responsibility Description***

***1. What would have prevented the error?***

***2. What actions were taken to correct the error?***

Apr-03 31306 Wages and Salaries  
 1. CIT team created magnets and business cards that help explain types of changes. These are now being distributed and discussed at interviews to promote changes. Error Amount: \$54 Allotment: \$255

Client Fail to report  
 2. Review was discussed with worker that the case was assigned to at the time.

Apr-03 31305 Household Composition  
 1. Error started in January when a co-worker processed the current month benefits that had been incomplete by the on-going worker. Error Amount: \$111 Allotment: \$396

Agency Reported information disregarded or not applied  
 2. Case was rebudgeted with correct household composition and shelter deduction. Discussion was held with ETII and WDSI.

Apr-03 31308 Self-Employment  
 1. Educating the client on the report of change requirements and asking more questions may lead to more disclosure. Error Amount: \$110 Allotment: \$441

Client Fail to report  
 2. Overpayment to be done for April.

May-03 31339 Child Support Payments Received from Absent Parent  
 1. It's possible that if the case were not transitioned to a second worker, the initial intake worker could have caught this error. Error Amount: \$66 Allotment: \$706

Agency Reported information disregarded or not applied  
 2. Overpayments were done for the months of December 2002 through June 2003.

May-03 31342 Child Support Payments Received from Absent Parent  
 1. At initial Food Stamp interview, ET should have verified child support income with the State of Washington. Error Amount: \$57 Allotment: \$443

Agency Fail to follow up on inaccurate information  
 2. Have rebudgeted FS for 7/03 to correct payment. Also completed Fraud Report Form.

Jun-03 31372 Unemployment Compensation  
 1. WDS could not have anticipated UIB and required the client to report according to reporting change rules. Error Amount: \$131 Allotment: \$235

Client Fail to report  
 2. ET submitted fraud referral based on unreported changes - earnings and HH member changes.

***None***

Nov-02 31136 Child Support Payment Deduction  
 1. Review child support information and follow up on interface checks. Error Amount: \$41 Allotment: \$786

Agency Reported information disregarded or not applied  
 2. Additional training on how to determine child support payments being deducted from payrolls. Reminders to follow-up on information



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***District Sample Review***  
***Name Month Number Element Description***

***Responsibility Description***

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***1. What would have prevented the error?***

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***2. What actions were taken to correct the error?***

Jan-03 31196 Wages and Salaries

Agency Other

1. Worker should have requested copies of actual pay stubs at recertification as it was an ongoing job and we needed to see actual income.

2.

Error Amount: \$42 Allotment: \$778

***Southeast APA Office***

Jan-03 31190 Household Composition

Agency Fail to verify required information

1. This application was processed in another office and the new caseworker did not review the case when it was received in our office.

2. The food stamp case has been closed.

Error Amount: \$10 Allotment: \$10

# Synopsis of Negative Food Stamp Errors – FFY 03

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Region	District	Review Number	Case Number	Review Month
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## **Central**

- |    |  |         |           |  |
|----|--|---------|-----------|--|
| 71 | 45295  | 5427308 | May 2003  |  |
| 1. | Agency failed to allow the client 10 days to provide information prior to case being closed.   |         |           |  |
| 84 | 45306  | 5377640 | May 2003  |  |
| 1. | Agency denied recertification due to boat and motor. Boat was last used for commercial fishing less than one year ago so it is exempt. |         |           |  |
| 71 | 45319  | 5299798 | June 2003 |  |
| 1. | Agency closed the case when client did not provide verification of increase in rent and utilities.                                     |         |           |  |

## **Coastal**

- |    |   |         |               |  |
|----|---|---------|---------------|--|
| 51 | 45228   | 5013068 | February 2003 |  |
| 1. | Agency did not include a child who did not have a social security number. Household was not given an opportunity to provide proof of application or notified of the requirement to apply for one. |         |               |  |
| 80 | 45255   | 5444703 | March 2003    |  |
| 1. | Agency denied the case because there were no eligible household members due to citizenship. However, the PI's Certificate of Naturalization shows he became a citizen on 7/28/2000.               |         |               |  |

## **Northern**

- |    |  |         |               |  |
|----|--|---------|---------------|--|
| 41 | 45182  | 5438894 | December 2002 |  |
| 1. | Agency failed to correct client's address on EIS so client was never notified in writing of closure and given the opportunity to respond to the notices as required.         |         |               |  |
| 43 | 45183  | 5437292 | December 2002 |  |
| 1. | Agency denied application for failure to provide "equity value of the 1994 Ford" but the client did provide enough information to determine the equity value of the vehicle. |         |               |  |

**ANALYSIS OF ERRORS ON FOOD STAMP NEGATIVE CASES**  
**FFY03: OCTOBER 2002 through SEPTEMBER 2003**

REPORT DATE: 11/10/2003

BY MONTH	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Total
<b>STATISTICS BY CASE:</b>													
Total Number of Cases Transmitted	26	21	23	20	21	19	23	23	25	27			228
Total Cases Completed	23	19	22	18	20	16	20	22	24	26			210
Cases Not Subject to Review	3	2	1	2	1	3	3	1	1	1			18
Total Cases Completed & Transmitted	23	19	22	18	20	16	20	22	24	26			210
Total Correct Cases	23	19	20	18	19	15	20	20	23	26			203
Total Error Cases	0	0	2	0	1	1	0	2	1	0			7
Case Accuracy Rate (%)	100.00	100.00	90.91	100.00	95.00	93.75	100.00	90.91	95.83	100.00			96.67%
Case Error Rate (%)	0.00	0.00	9.09	0.00	5.00	6.25	0.00	9.09	4.17	0.00			3.33%
<b>Errors</b>	<b>DO #</b>	<b>Error Element</b>				<b>Nature Code</b>							
<b>Denied Cases</b>	80	130	Citizenship & Non-Citizen			1	Eligible person excluded						
	84	222	Vehicles			27	Resource should have been excluded						
	43	415	Verification			99	Improper denial						
	41	511	Other			99	Data entry mistake on address						
<b>Terminated Cases</b>	51	170	Social Security Number			18	Eligible person disqualified						
	71	415	Verification			80	No application or info to support denial/term/suspension						
	71	416	Action Type			72	Improper term/susp for failure to meet reporting requirement						
<b>Suspended Cases</b>													

**ANALYSIS OF ERRORS ON FOOD STAMP NEGATIVE CASE REVIEWS**  
**FFY03: OCTOBER 2002 through SEPTEMBER 2003**

REPORT DATE: 11/10/2003

<b>BY DISTRICT</b>	<b>District Office Number</b>	<b>Correct Cases</b>	<b>Error Cases</b>	<b>Total Cases</b>	<b>Case Accuracy Rate</b>	<b>Case Error Rate</b>					
Juneau District Office	21	6	0	6	100.0%	0.0%					
Ketchikan	23	12	0	12	100.0%	0.0%					
Sitka	22	4	0	4	100.0%	0.0%					
Southeast APA Office	20	5	0	5	100.0%	0.0%					
<b>Southeast Region Total</b>		<b>27</b>	<b>0</b>	<b>27</b>	<b>100.0%</b>	<b>0.0%</b>					
Fairbanks	41	21	1	22	95.5%	4.5%					
Fairbanks FO	44	8	0	8	100.0%	0.0%					
NRO APA Unit	43	4	1	5	80.0%	20.0%					
<b>Northern Region Total</b>		<b>33</b>	<b>2</b>	<b>35</b>	<b>94.3%</b>	<b>5.7%</b>					
Statewide Support Unit	24										
Bethel	51	23	1	24	95.8%	4.2%					
Field Office #1	82	8	0	8	100.0%	0.0%					
Field Office #2	80	2	1	3	66.7%	33.3%					
Field Office #3	70	3	0	3	100.0%	0.0%					
Kenai SSU	55	1	0	1	100.0%	0.0%					
Kenai	76	15	0	15	100.0%	0.0%					
Kotzebue	47	3	0	3	100.0%	0.0%					
Nome	46	8	0	8	100.0%	0.0%					
Nome SSU	48										
<b>Coastal Region Total</b>		<b>63</b>	<b>2</b>	<b>65</b>	<b>96.9%</b>	<b>3.1%</b>					
APA Unit	71	12	2	14	85.7%	14.3%					
Anchorage - Gambell	83	35	0	35	100.0%	0.0%					
Anchorage - Muldoon	84	13	1	14	92.9%	7.1%					
Mat-Su	77	20	0	20	100.0%	0.0%					
<b>Central Region Total</b>		<b>80</b>	<b>3</b>	<b>83</b>	<b>96.4%</b>	<b>3.6%</b>					
<b>Alaska State Total</b>	<b>ALL</b>	<b>203</b>	<b>7</b>	<b>210</b>	<b>96.7%</b>	<b>3.3%</b>					