



FFY 2007 ALASKA FOOD STAMP PROGRAM QUALITY ASSESSMENT REPORT

**Division Of Public Assistance
Program Integrity and Analysis Section**

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QUALITY CONTROL BACKGROUND

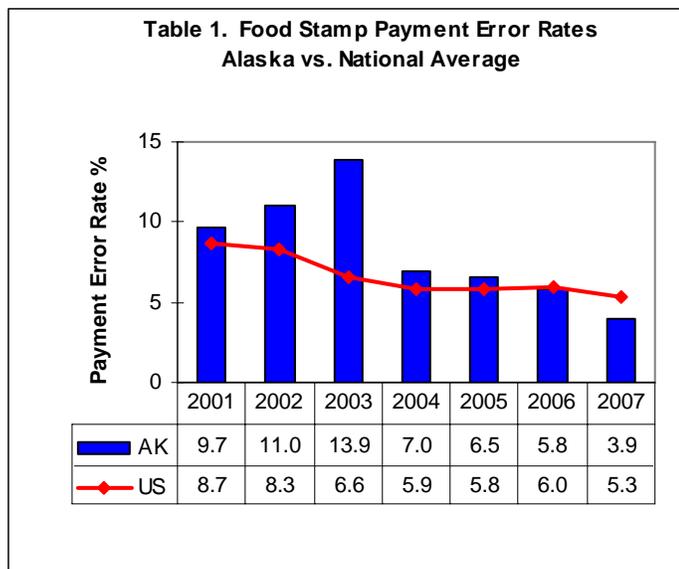
Food Stamp Program benefits are fully funded by the U.S. Department of Agriculture (USDA), and Alaska shares the cost of operating the program. The Alaska Department of Health and Social Services, Division of Public Assistance (DPA) delivers these program services statewide. In federal fiscal year (FFY) 2007, which covers October 2006 through September 2007, Alaska's Food Stamp Program issued over \$86 million in food stamp benefits. The program helped a monthly average of nearly 58,000 persons in over 21,000 households.

The Food Stamp Program requires precise measurement of work quality. Monthly audits of sampled cases by the Division's Quality Assessment (QA) staff determines if the correct benefit amount is issued to participating households. The state-determined payment error rate is calculated by dividing the total benefits issued in error by the total benefits issued in the sampled cases.

These findings result in an annual payment error rate for each state. Each state's error rate collectively determines the national Food Stamp Program payment error rate. States with an error rate above the national average may be subject to financial penalties.

The quality control payment error rate includes overpayments, where a household receives more benefits than it should, and underpayments where the amount issued is too low. Payment errors are typically caused when a state agency fails to determine the monthly benefit amount properly, or a participant does not accurately report household circumstances and earnings.

Table 1 summarizes Alaska's food stamp payment error rate for federal fiscal years 2001 to 2007 compared to the national average. Alaska data for FFY 2007 are state



findings and the national average is an estimate.

ACTIVE AND NEGATIVE SAMPLES

The annual quality control sampling plan requires monthly review of the accuracy of our eligibility and benefit decisions on open food stamp cases. These reviews are called the "active" sample.

Eligibility decisions to deny food stamp applications or terminate/suspend an existing case are also reviewed. These reviews comprise the "negative" sample.

The Quality Assessment unit randomly samples active and negative food stamp cases to ensure statistical precision. The USDA, Food and Nutrition Service (FNS) must approve Alaska's Food Stamp Program quality control sampling plan each year.

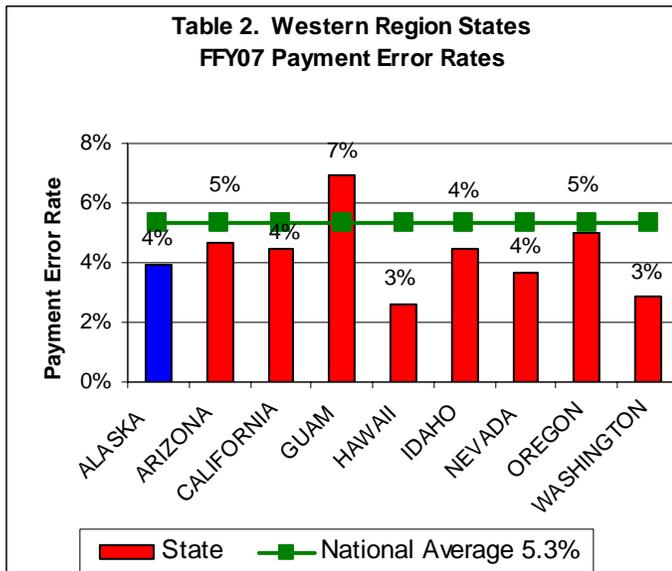
Quality control data is not statistically valid until the completion of the full sample through the end of the federal fiscal year. Interim data compiled during the reporting period identifies error trends and monitors performance and corrective action initiatives.

The Quality Assessment Review Committee (QARC) is the primary statewide forum for discussing food stamp errors, trends, and action steps for improvement in both active and negative cases. The benefits of this process include improving communication, identifying training needs, clarifying policies, and proposing automation enhancements needed to improve operating systems

Alaska submits a Corrective Action Plan to FNS each May and November outlining corrective actions implemented to reduce the payment error rate. The Corrective Action Plan is an overview of food stamp errors and the actions planned to remedy such errors and improve work quality.

ALASKA'S PAYMENT ERROR RATE

Alaska's state-determined payment error rate for FFY 2007 was 3.93 percent. Table 2 on page 4 compares Alaska's payment error rate to the other states and Guam in the Western FNS Region. The error rates are state-determined error rates for the Federal Fiscal Year 2007. The estimated national error rate is 5.3 percent. The weighted, regressed, and adjusted error rates will be released by FNS in June 2008.



FEDERAL REVIEWS

In FFY 2007 the Food and Nutrition Service re-reviewed 50 percent (194) of the active cases and 34 percent (101) of the negative cases completed in the Quality Assessment sample. If through the FNS reviews, the disposition (complete, not subject to review, or incomplete), the finding (correct, overpayment, underpayment, or ineligible), or the error amount in a case is found to be in error, the case is called a disagree. Disagrees between FNS and QA are factored into the State's final regressed Food Stamp Program payment error rate and can significantly change the final error rate calculation from that determined initially by the state. In FFY 2007, disagrees were cited by FNS in three active cases and two negative cases; however, none of the active cases disputed State findings only dispositions. Hence, there will be no regression adjustment to the final payment error rate for the active disagrees.

In addition, a completion rate adjustment can increase the payment error rate if less than 98 percent of the reviewable cases are completed. After subtracting the Not Subject to Review (NSTR) cases from the sample, if more than 2 percent of the remaining cases are Incomplete, then an adjustment is made. In FFY 2007 the Incomplete rate improved to 3.9 percent from 5.1 percent in FFY 2006; however, this still exceeds 2 percent threshold. In FFY 2006 the completion rate adjustment increased the payment error rate by less than 0.2 percent.

In the FFY 2006 sample, Alaska received total FNS adjustments that added 0.07 percent to our state-determined payment error rate for a final rate of 5.81 percent also known as the Combined Payment Error Rate (CPEP). Alaska's CPEP, and the national final rate for FFY 2007 will be announced in June 2008.

ALASKA REGIONAL FINDINGS

Table 3 shows Quality Assessment payment accuracy rates for open cases. The chart compares the rates for Alaska statewide, the DPA's four operational regions, and national accuracy rates for FFY 2004 through 2007. The chart includes the target accuracy rates for FFY 2008.

For FFY 2007, the Southeast, Coastal, and Central Regions all exceeded the national average of 94.7 percent with payment accuracies of 99.7 percent, 97.3 percent, and 94.8 percent, respectively.

The Coastal Region has a significant impact on the statewide accuracy rate because their food stamp issuance

ERROR REDUCTION STATUS

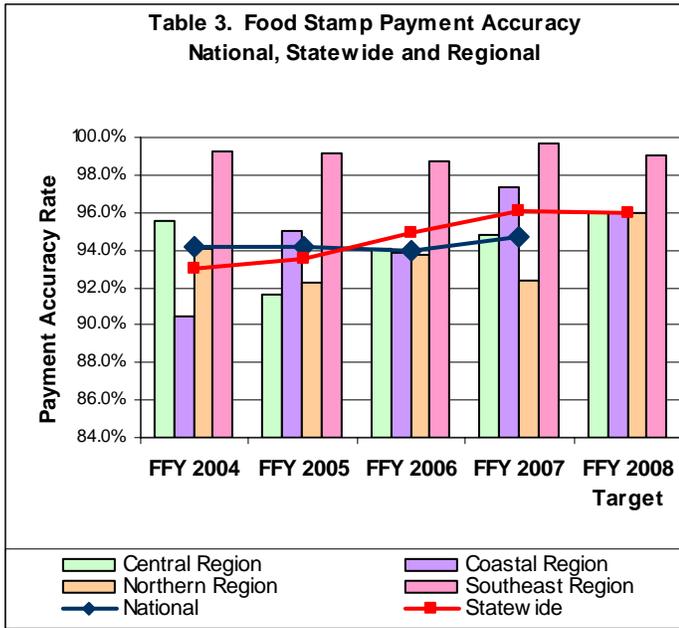
Alaska's final Food Stamp Program payment error rate for FFY 2003 was 13.88 percent - the highest in the nation. The Division's "Better than Average" accuracy improvement campaign began on October 1, 2003, with an ambitious goal of achieving a payment error rate of less than 7 percent by September 2004. The Division achieved the goal with an error rate of 6.96 percent which was the best improvement by any state and earned Alaska a performance bonus. Work quality focus by the DPA staff, the "Better than Average" campaign, the institution of a Quality Assessment Review Committee to examine each error's cause, and progressive policy changes like semi-annual reporting all contributed to reduce the error rate.

The goal for the FFY 2005 and 2006 "Better than Average" accuracy improvement campaigns was set at 6 percent. The years ended with error rates of 6.51 percent and 5.81 percent.

The campaign for FFY 2007 was "Give Me Five!" and aimed for a 5 percent error rate or less and a spot in the top 20 national ranking. Both were met with a 3.93 percent payment error rate and a national ranking of 15.

The fourth year of an improved payment error rate for Alaska coincides with four years of improved national ranking. The progression from FFY 2003 to FFY 2007 was 53rd, 42nd, 38th, 24th and 15th.

The new campaign for FFY 2008 is entitled "Rising Excellence!" and sets a goal of 96% payment accuracy, or a payment error rate of less than 4%.



represents 46 percent of the total sample benefit dollars, also called allotments. The Central Region accounts for 33 percent of the total; the Northern Region, 13 percent; and the Southeast Region, 9 percent.

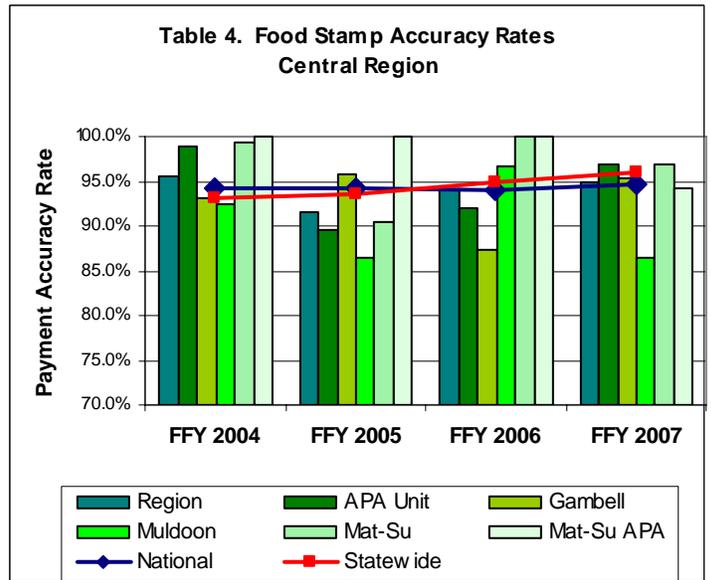
The state-determined payment accuracy rate for FFY 2007, 96.1 percent, is a 1.8 percent improvement over the state-determined rate for FFY 2006. The target payment accuracy rate for FFY 2008 has been set at 96 percent.

DISTRICT OFFICE PAYMENT ACCURACY

The payment accuracy rate is derived from the payment error rate. The payment error rate equals the total dollar amount in error divided by the total allotment. To find an accuracy rate, subtract the payment error rate from 100 percent.

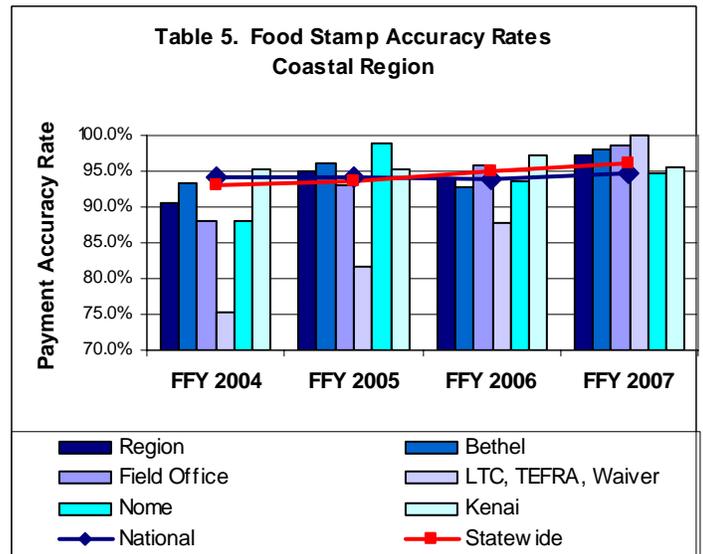
Table 4 through Table 7 show payment accuracy rates of the nation, state, and district offices by region for FFY 2004 through 2007. The nationwide accuracy rate is a dark blue line, the statewide rate is a red line, and the bar charts represent the regional and district offices yearly performance.

Payment accuracy in the Central Region, shown in Table 4, increased from 94.1 percent in FFY 2006 to 94.8 percent in FFY 2007. The Mat-Su and Anchorage APA district offices exceeded the national and statewide averages. The Gambell office improved from 87.4 percent in FFY 2006 to 95.3 percent in FFY 2007. In the FFY 2007 sample, the Mat-Su and Gambell offices processed 43 percent and 26 percent, respectively, of the Central Region allotments. The sustained high accuracy of the Mat-Su office and improvement of the Gambell office had a large impact on Alaska’s increased accuracy as together they represent 22 percent of statewide issuance in



the sample.

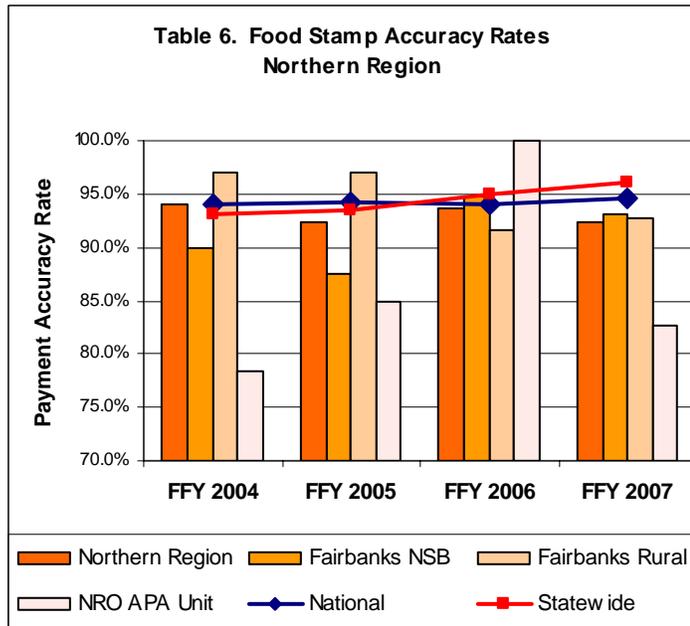
The Coastal Region payment accuracy in Table 5 went from 93.9 percent in FFY 2006 to 97.3 percent in FFY 2007. All of the Coastal offices exceeded the national average, and the Bethel, Field, and LTC/TEFRA/Waiver offices all exceeded the statewide average. In the chart, the Kotzebue office has been combined into the Field office for FFY 2004 through FFY 2006. The Bethel office worked nearly half, 47 percent, of the Coastal Region sample allotments, which is 22 percent of the State total, and improved from 92.8 percent in FFY 2006 to 98.1 percent in



FFY 2007. The Bethel office consistently works cases with larger allotments than other offices in the state due to larger households in this rural area. FNS rules allow rural households in Alaska to receive increased allotments. Because the Coastal Region represents the largest share of the benefits in the sample and is the region with the largest accuracy im-

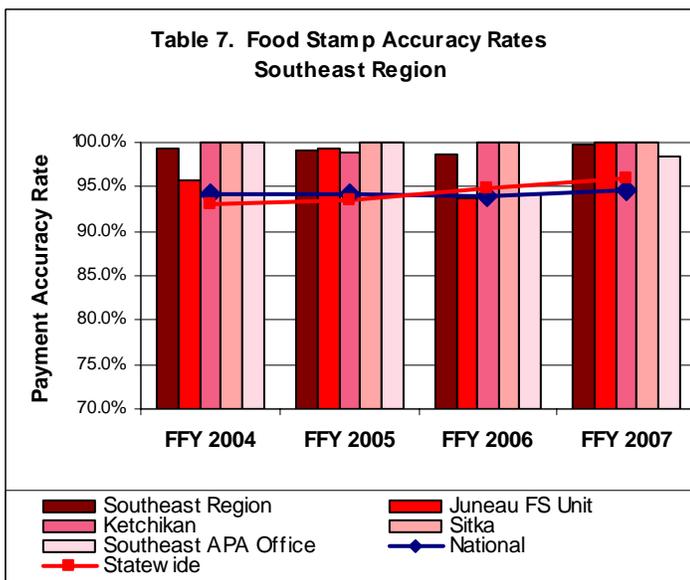
provement the State's accuracy has benefited greatly.

The Northern Region payment accuracy in Table 6 went from 93.7 to 92.3 percent. The Fairbanks NSB office proc-



essed 50 percent of the Northern Region allotments and had the highest accuracy in the Region at 93.1 percent.

The Southeast Region had the highest accuracy rate of the four regions at 99.7 percent in FFY 2007, an increase from the 98.7 percent in FFY 2006. The Sitka office continued a five year streak of 100 percent accuracy. The Ketchikan

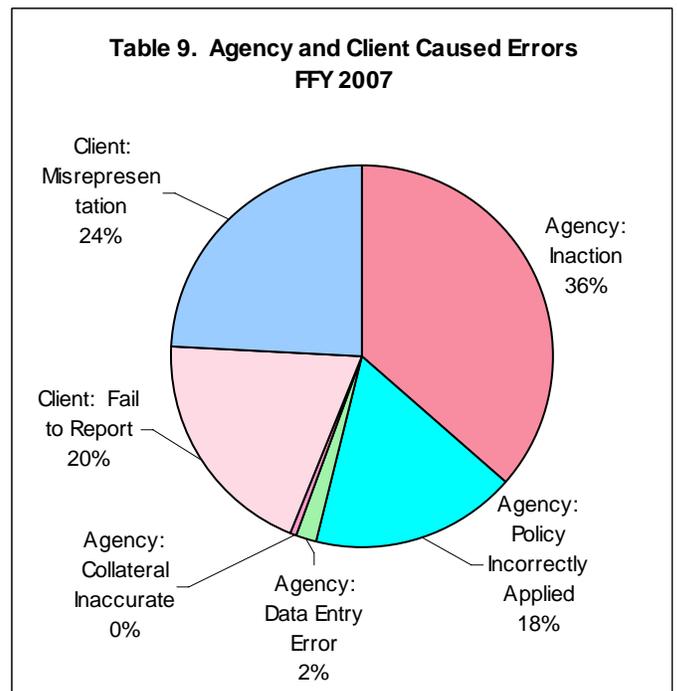
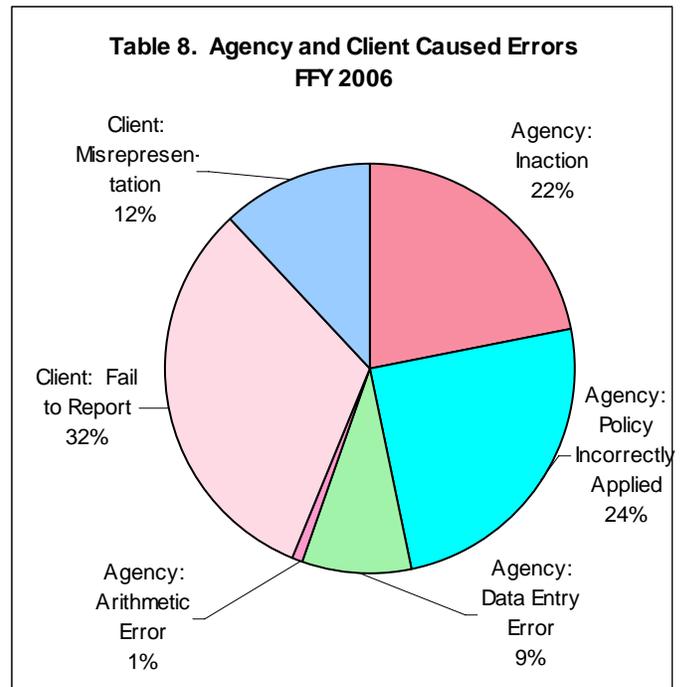


office, which also had 100 percent accuracy in FFY 2007, represents 53 percent of the Southeast Region allotment and 5 percent statewide.

ERROR CAUSES

Table 8 shows all the errors from the previous fiscal year,

FFY 2006, identified by their summarized cause. Agency-caused errors comprised 56 percent of the total dollars in error and client-caused errors were 44



percent.

Table 9 shows that in the most recent fiscal year, FFY 2007, agency-caused errors were again 56 percent of the sample dollars; however, the entire pie has shrunk from a 5.74 percent state-determined error rate in FFY 2006 to a 3.93 percent error rate in FFY 2007. The two largest categories, agency inaction and client misrepresentation, both saw increases over FFY 2006 and

represented 60 percent of all the error causes.

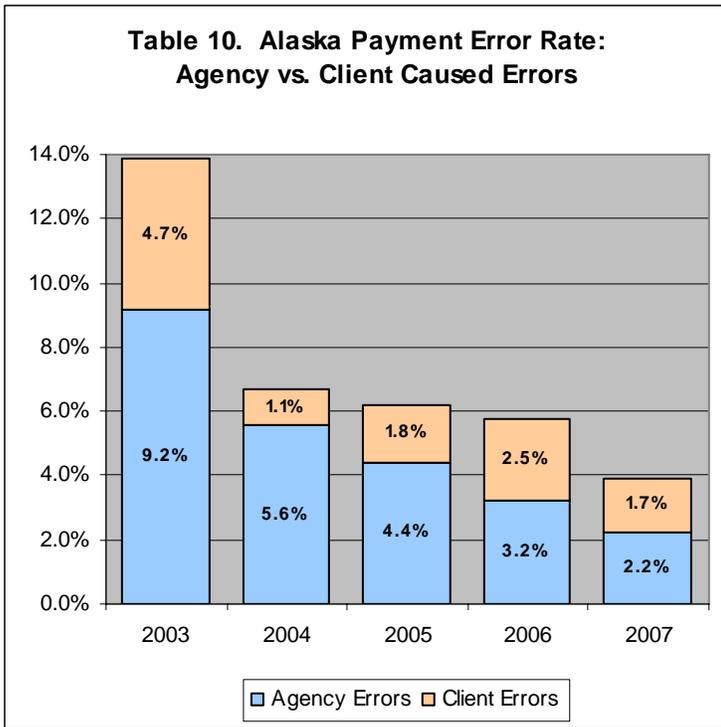
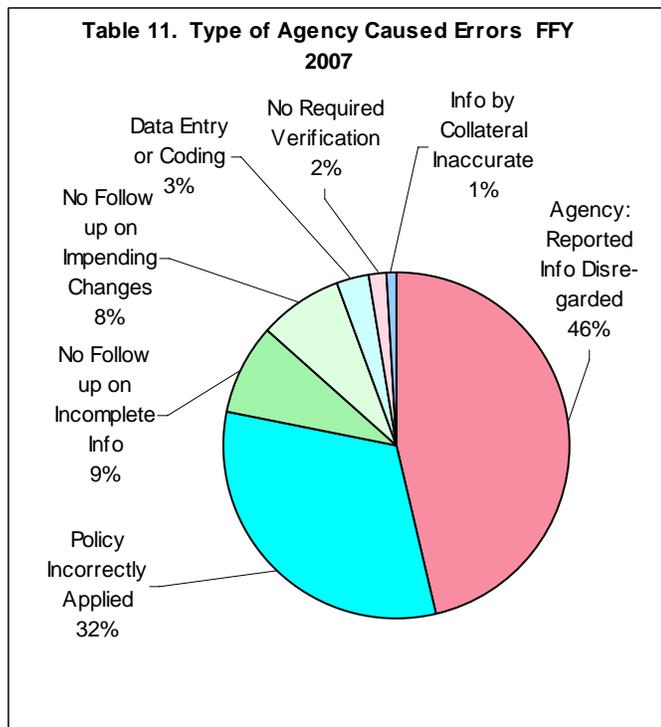


Table 10 looks at the state-determined payment error rate over the past five years broken down into agency and client-caused rates. The agency portion of the payment error rate has declined each of the last four years from 9.2% in FFY 2003 to only 2.2% in FFY 2007.



AGENCY ERRORS BY CAUSE AND ELEMENT

Table 11 is just the agency-caused error dollars with agency inaction broken down into three components: reported information disregarded, failure to follow up on inaccurate information, and failure to verify required information. The two causes of errors that resulted in 78 percent of the errors in terms of dollars were, one, when the agency disregarded information that was reported by the client or information that became known through some other source, and, two, when the agency used the wrong policy or incorrectly applied the policy.

In the FFY 2007 food stamp sample, \$5,437 were paid in error. Of this amount, \$3,050 involved cases with agency or a combination of agency and client-caused errors, with the remaining \$2,387 being only client-caused.

Table 12. FFY07 Agency-Caused Errors by Element Code

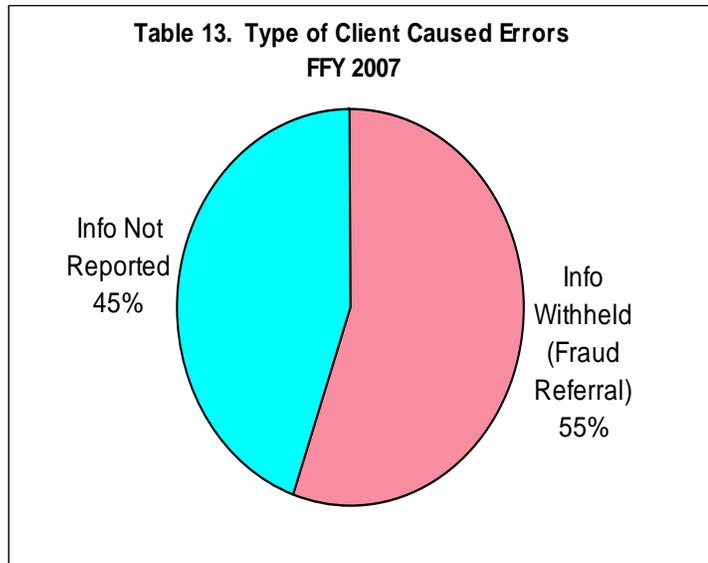
Error Element and Description	Number of Errors	Dollars in Error	% of Error Dollars
311 Wages and Salaries	6	\$1,002	33%
150 Household Composition	5	\$551	18%
344 TANF, PA, or GA	2	\$238	8%
363 Shelter Deduction	6	\$218	7%
364 Standard Utility Allowance	3	\$213	7%
350 Child Support Payments	4	\$205	7%
366 Child Support Payment Deduction	2	\$173	6%
151 Recipient Disqualified	1	\$137	4%
221 Real Property	1	\$118	4%
334 Unemployment Compensation	1	\$55	2%
331 RSDI Benefits	1	\$54	2%
346 Other Unearned Income	1	\$46	2%
323 Dependent Care Deductions	1	\$40	1%
Total	34	\$3,050	100%

Table 12 identifies all of the error elements for the agency-caused errors and is sorted with the element with the most dollars in error listed first as well as the percentage of the errors attributed to each element.

Wages and salaries errors represent a third of all agency-caused dollars in error, and has been consistently the most common type of error.

CLIENT ERRORS BY CAUSE AND ELEMENT

Table 13 is just the client-caused error dollars which are 44



percent of all the errors in the sample. More than half of the client-caused errors are when the client has withheld information. These cases have been referred to the Fraud Unit for an intentional program violation investigation.

Table 14 identifies all of the error elements for the client-caused errors and is sorted with the element with the most dollars in error listed first as well as the percentage of the

Table 14. FFY07 Client-Caused Errors by Element Code

Error Element and Description	Number of Errors	Dollars in Error	% of Error Dollars
211 Bank Accounts or Cash on Hand	2	\$1,146	48%
311 Wages and Salaries	5	\$1,009	42%
150 Household Composition	1	\$155	6%
363 Shelter Deduction	1	\$67	3%
331 RSDI Benefits	1	\$10	0%
Total	10	\$2,387	100%

error dollars attributed to each element.

Bank accounts and cash on hand errors represent almost half of all client-caused dollars in error.

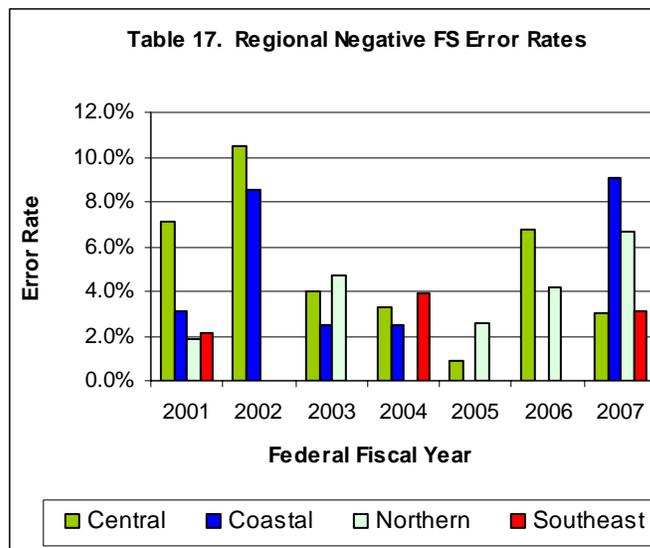
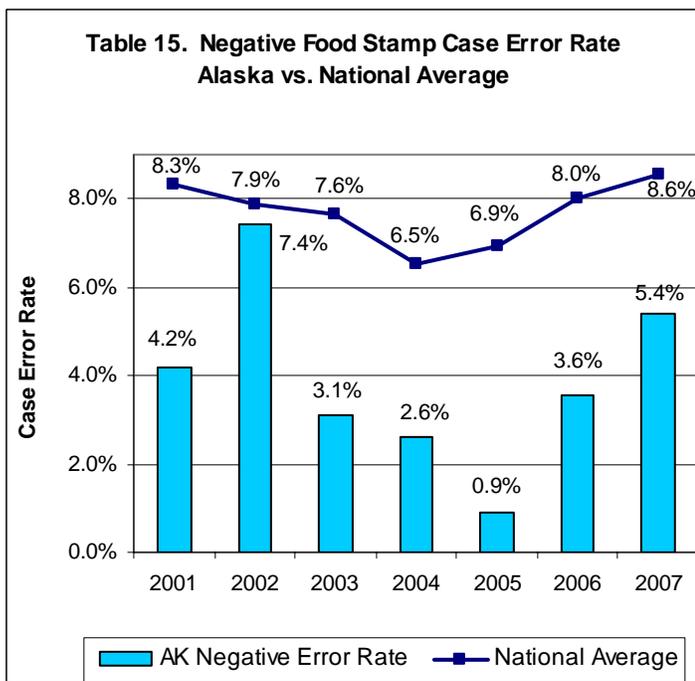
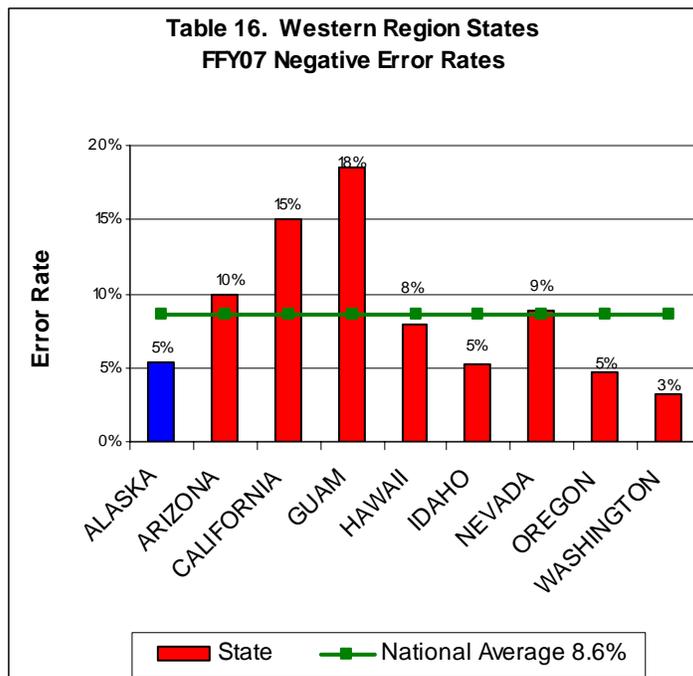
DENIED AND TERMINATED CASES

An additional food stamp sample is reviewed each year that contains denied, terminated, or suspended cases, also known as the negative sample. Quality Assessment reviewers completed 296 negative reviews with 16 identified as invalid denials or terminations. The state-wide negative error rate in FFY 2007 of 5.4 percent ranks Alaska twenty eighth nationally, but is well below the national average of 8.6 percent.

The negative error rate is a case error rate measurement. It is not based on miscalculated benefits like the active sample. Rather, it is a simple percentage of the number of negative sample cases found to be invalid divided by the total number of completed sample cases. Table 15 shows negative error rates from FFY 2001 through 2007. Alaska's negative error rate is consistently below the national average, but has been trending higher in the past two years.

Table 16 compares Alaska's negative error rate to the other states and Guam in the FNS Western Region.

Table 17 displays the negative food stamp error rates by region from FFY 2001 through 2007.



APPENDIX

**QUALITY ASSESSMENT SAMPLE
FOOD STAMPS ACCURACY
OPEN CASES**

FFY 2007
Final

BY MONTH	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Total
STATISTICS BY CASE:													
Sample Cases Selected	31	31	35	35	37	40	40	39	39	38	37	37	439
Cases Determined by Reviewers	31	31	35	35	37	40	40	39	39	38	37	37	439
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	26	28	26	33	36	39	37	34	33	32	34	34	392
Cases Not Subject to Review	2	1	5	2	1	1	2	3	5	4	3	2	31
Cases Not Completed	3	2	4	0	0	0	1	2	1	2	0	1	16
Total Cases Completed	26	28	26	33	36	39	37	34	33	32	34	34	392
Total Correct Cases	20	22	23	30	32	36	34	34	29	26	29	33	348
Total Error Cases	6	6	3	3	4	3	3	0	4	6	5	1	44
Total Ineligible Cases	1	0	1	0	0	0	0	0	0	1	2	0	5
Total Over Paid Cases	1	4	2	3	1	1	1	0	3	4	2	1	23
Total Under Paid Cases	4	2	0	0	3	2	2	0	1	1	1	0	16
Case Accuracy Rate (%)	76.92	78.57	88.46	90.91	88.89	92.31	91.89	100.00	87.88	81.25	85.29	97.06	88.78%
Case Error Rate (%)	23.08	21.43	11.54	9.09	11.11	7.69	8.11	0.00	12.12	18.75	14.71	2.94	11.22%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$10,558	\$8,615	\$8,948	\$11,332	\$12,410	\$12,011	\$13,833	\$10,524	\$12,960	\$10,117	\$12,627	\$14,534	\$138,469
Total Error Payments (\$)	\$287	\$1,059	\$319	\$333	\$155	\$230	\$284	\$0	\$283	\$603	\$1,813	\$71	\$5,437
Total Ineligible Payments (\$)	\$10	\$0	\$118	\$0	\$0	\$0	\$0	\$0	\$0	\$10	\$1,146	\$0	\$1,284
Total Over Paid Payments (\$)	\$70	\$850	\$201	\$333	\$52	\$173	\$58	\$0	\$247	\$415	\$91	\$71	\$2,561
Total Under Paid Payments (\$)	\$207	\$209	\$0	\$0	\$103	\$57	\$226	\$0	\$36	\$178	\$576	\$0	\$1,592
Payment Accuracy Rate (%)	97.28%	87.71%	96.43%	97.06%	98.75%	98.09%	97.95%	100.00%	97.82%	94.04%	85.64%	99.51%	96.07%
Payment Error Rate (%)	2.72%	12.29%	3.57%	2.94%	1.25%	1.91%	2.05%	0.00%	2.18%	5.96%	14.36%	0.49%	3.93%
Ineligible Error Rate (%)	0.09%	0.00%	1.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	9.08%	0.00%	0.93%
Over Paid Error Rate (%)	0.66%	9.87%	2.25%	2.94%	0.42%	1.44%	0.42%	0.00%	1.91%	4.10%	0.72%	0.49%	1.85%
Under Paid Error Rate (%)	1.96%	2.43%	0.00%	0.00%	0.83%	0.47%	1.63%	0.00%	0.28%	1.76%	4.56%	0.00%	1.15%
Agency Caused Error Cases (%)	83%	50%	67%	100%	100%	67%	100%		100%	67%	60%	100%	77%
Client Caused Error Cases (%)	17%	50%	33%	0%	0%	33%	0%		0%	33%	40%	0%	23%

**QUALITY ASSESSMENT SAMPLE
FOOD STAMP ACCURACY
OPEN CASES**

FFY 2007

Final

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Jnu Family Support Unit	21	3	0	3	100.00%	0.00%	\$0	\$795	100.00%	0.00%
Ketchikan	23	24	0	24	100.00%	0.00%	\$0	\$6,541	100.00%	0.00%
Sitka	22	9	0	9	100.00%	0.00%	\$0	\$2,719	100.00%	0.00%
Southeast APA Office	20	14	1	15	93.33%	6.67%	\$36	\$2,256	98.40%	1.60%
Southeast Region Total		50	1	51	98.04%	1.96%	\$36	\$12,311	99.71%	0.29%
Fairbanks NSB	41	24	2	26	92.31%	7.69%	\$626	\$9,095	93.12%	6.88%
Fairbanks Rural	44	15	1	16	93.75%	6.25%	\$576	\$7,889	92.70%	7.30%
NRO APA Unit	43	10	2	12	83.33%	16.67%	\$182	\$1,051	82.68%	17.32%
Northern Region Total		49	5	54	90.74%	9.26%	\$1,384	\$18,035	92.33%	7.67%
Bethel	51	29	6	35	82.86%	17.14%	\$567	\$29,873	98.10%	1.90%
Field Office	82	20	3	23	86.96%	13.04%	\$167	\$11,462	98.54%	1.46%
LTC, TEFRA, Waiver	70	13	0	13	100.00%	0.00%	\$0	\$2,792	100.00%	0.00%
Kenai	76	26	4	30	86.67%	13.33%	\$259	\$5,882	95.60%	4.40%
Nome	46	12	3	15	80.00%	20.00%	\$686	\$13,079	94.75%	5.25%
Coastal Region Total		100	16	116	86.21%	13.79%	\$1,679	\$63,088	97.34%	2.66%
APA Unit	71	36	3	39	92.31%	7.69%	\$183	\$5,847	96.87%	3.13%
Gambell	83	32	6	38	84.21%	15.79%	\$540	\$11,509	95.31%	4.69%
Muldoon	84	21	5	26	80.77%	19.23%	\$953	\$6,987	86.36%	13.64%
Mat-Su	77	49	6	55	89.09%	10.91%	\$595	\$19,527	96.95%	3.05%
Mat-Su APA	78	11	2	13	84.62%	15.38%	\$67	\$1,165	94.25%	5.75%
Central Region Total		149	22	171	87.13%	12.87%	\$2,338	\$45,035	94.81%	5.19%
Alaska Overall		348	44	392	88.78%	11.22%	\$5,437	\$138,469	96.07%	3.93%

Quality Assessment Food Stamp Sample Agency Error Cases

Four Quarters of Federal Fiscal Year 2007 (Sample Months October through September)

The agency case error rate is 8.7% (34 of 392 cases).

The agency payment error rate is 2.2% (\$3,050 of \$138,469 benefit dollars).

Sorted by District Office (See page two of the Appendix for District Office names).

Review Number	Sample Month	District Office	Most Recent Action	HH Size	Benefit Amount	Element Code	Primary Element Description	Cause Code	Primary Cause Description	Occurrence Month	Error Amount	Error Finding
33069	Jun-07	20	Recertification	6	\$253	311	Wages and Salaries	10	Policy Incorrectly Applied	Feb-07	\$36	Underissue
32816	Nov-06	41	Certification	6	\$964	150	Household Composition	12	Reported Info Disregarded	Oct-06	\$92	Overissue
32818	Nov-06	43	Recertification	1	\$10	344	TANF, PA, or GA	15	No Follow up on Impending Changes	Oct-06	\$154	Underissue
32957	Mar-07	43	Recertification	1	\$140	363	Shelter Deduction	10	Policy Incorrectly Applied	Jan-07	\$28	Underissue
33153	Aug-07	44	Recertification	10	\$719	311	Wages and Salaries	10	Policy Incorrectly Applied	Apr-07	\$576	Underissue
32756	Oct-06	46	Recertification	10	\$1,756	331	RSDI Benefits	16	No Required Verification	Aug-06	\$54	Underissue
32758	Oct-06	51	Certification	5	\$825	364	Standard Utility Allowance	14	No Follow up on Incomplete Info	May-06	\$29	Underissue
32809	Oct-06	51	Recertification	6	\$728	311	Wages and Salaries	10	Policy Incorrectly Applied	Oct-06	\$57	Underissue
32888	Jan-07	51	Certification	3	\$950	150	Household Composition	12	Reported Info Disregarded	Aug-06	\$202	Overissue
32933	Feb-07	51	Recertification	3	\$236	323	Dependent Care Deductions	12	Reported Info Disregarded	Dec-06	\$40	Underissue
33081	Jun-07	51	Certification	1	\$201	344	TANF, PA, or GA	15	No Follow up on Impending Changes	Apr-07	\$84	Overissue
32761	Oct-06	71	Recertification	1	\$10	150	Household Composition	10	Policy Incorrectly Applied	Oct-06	\$10	Ineligible
32840	Nov-06	71	Certification	1	\$60	334	Unemployment Compensation	10	Policy Incorrectly Applied	Nov-06	\$55	Underissue
32874	Dec-06	71	Certification	1	\$118	221	Real Property	12	Reported Info Disregarded	Dec-06	\$118	Ineligible
32893	Jan-07	76	Certification	6	\$677	363	Shelter Deduction	14	No Follow up on Incomplete Info	Dec-06	\$74	Overissue
33009	Apr-07	76	Recertification	2	\$313	350	Child Support Payments	18	Data Entry or Coding	Mar-07	\$58	Overissue
33163	Aug-07	76	Recertification	3	\$143	366	Child Support Payment Deduction	14	No Follow up on Incomplete Info	Apr-07	\$60	Overissue
32810	Oct-06	77	Certification	3	\$336	311	Wages and Salaries	14	No Follow up on Incomplete Info	Oct-06	\$70	Overissue
32932	Feb-07	77	Recertification	5	\$534	363	Shelter Deduction	18	Data Entry or Coding	Nov-06	\$30	Underissue
33012	Apr-07	77	Recertification	4	\$41	366	Child Support Payment Deduction	10	Policy Incorrectly Applied	Mar-07	\$113	Underissue
33127	Jul-07	77	Recertification	3	\$183	150	Household Composition	12	Reported Info Disregarded	Jun-07	\$178	Underissue
32900	Jan-07	78	Recertification	5	\$57	350	Child Support Payments	12	Reported Info Disregarded	Nov-05	\$57	Overissue
32876	Dec-06	82	Certification	5	\$392	346	Other Unearned Income	12	Reported Info Disregarded	Dec-06	\$46	Overissue
32937	Feb-07	82	Recertification	7	\$1,496	311	Wages and Salaries	12	Reported Info Disregarded	Nov-06	\$52	Overissue
33135	Jul-07	82	Recertification	2	\$522	150	Household Composition	12	Reported Info Disregarded	Apr-07	\$69	Overissue
32980	Mar-07	83	Recertification	3	\$346	363	Shelter Deduction	12	Reported Info Disregarded	Feb-07	\$29	Underissue
33028	Apr-07	83	Certification	1	\$172	364	Standard Utility Allowance	12	Reported Info Disregarded	Apr-07	\$113	Underissue
33098	Jun-07	83	Recertification	7	\$807	151	Recipient Disqualified	12	Reported Info Disregarded	Feb-07	\$137	Overissue
33136	Jul-07	83	Certification	3	\$293	350	Child Support Payments	10	Policy Incorrectly Applied	May-07	\$57	Overissue
33174	Aug-07	83	Certification	5	\$524	363	Shelter Deduction	14	No Follow up on Incomplete Info	Apr-07	\$31	Overissue
32947	Feb-07	84	Certification	5	\$231	350	Child Support Payments	10	Policy Incorrectly Applied	Feb-07	\$33	Underissue
33090	Jun-07	84	Certification	2	\$249	363	Shelter Deduction	7	Info by Collateral Inaccurate	Mar-07	\$26	Overissue
33138	Jul-07	84	Recertification	2	\$308	311	Wages and Salaries	12	Reported Info Disregarded	Jun-07	\$211	Overissue
33213	Sep-07	84	Recertification	3	\$205	364	Standard Utility Allowance	12	Reported Info Disregarded	Jul-07	\$71	Overissue
Total	34										\$3,050	

Agency Error Percentages

Four Quarters of FFY 2007 (October through September)

Error Cases Only

Sorted with largest percent of **error dollars** first.

Responsibility	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
Agency Errors	34	77.3%	\$3,050	56.1%
Client Errors	10	22.7%	\$2,387	43.9%
	<u>44</u>	<u>100.0%</u>	<u>\$5,437</u>	<u>100.0%</u>

Only Agency Errors From Here On

District Office	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
44	1	2.9%	\$576	18.9%
51	5	14.7%	\$412	13.5%
77	4	11.8%	\$391	12.8%
83	5	14.7%	\$367	12.0%
84	4	11.8%	\$341	11.2%
76	3	8.8%	\$192	6.3%
71	3	8.8%	\$183	6.0%
43	2	5.9%	\$182	6.0%
82	3	8.8%	\$167	5.5%
41	1	2.9%	\$92	3.0%
78	1	2.9%	\$57	1.9%
46	1	2.9%	\$54	1.8%
20	1	2.9%	\$36	1.2%
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>

Recent Action	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
Recertification	20	58.8%	\$2,020	66.2%
Certification	14	41.2%	\$1,030	33.8%
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>

HH Size	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
3	8	23.5%	\$707	23.2%
10	2	5.9%	\$630	20.7%
1	7	20.6%	\$562	18.4%
2	4	11.8%	\$364	11.9%
6	4	11.8%	\$259	8.5%
5	6	17.6%	\$226	7.4%
7	2	5.9%	\$189	6.2%
4	1	2.9%	\$113	3.7%
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>

Agency Error Percentages (Continued)

Element	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
311	6	17.6%	\$1,002	32.9%	Wages and Salaries
150	5	14.7%	\$551	18.1%	Household Composition
344	2	5.9%	\$238	7.8%	TANF, PA, or GA
363	6	17.6%	\$218	7.1%	Shelter Deduction
364	3	8.8%	\$213	7.0%	Standard Utility Allowance
350	4	11.8%	\$205	6.7%	Child Support Payments
366	2	5.9%	\$173	5.7%	Child Support Payment Deduction
151	1	2.9%	\$137	4.5%	Recipient Disqualified
221	1	2.9%	\$118	3.9%	Real Property
334	1	2.9%	\$55	1.8%	Unemployment Compensation
331	1	2.9%	\$54	1.8%	RSDI Benefits
346	1	2.9%	\$46	1.5%	Other Unearned Income
323	1	2.9%	\$40	1.3%	Dependent Care Deductions
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>	
Cause	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
12	14	41.2%	\$1,415	46.4%	Reported Info Disregarded
10	9	26.5%	\$965	31.6%	Policy Incorrectly Applied
14	5	14.7%	\$264	8.7%	No Follow up on Incomplete Info
15	2	5.9%	\$238	7.8%	No Follow up on Impending Changes
18	2	5.9%	\$88	2.9%	Data Entry or Coding
16	1	2.9%	\$54	1.8%	No Required Verification
7	1	2.9%	\$26	0.9%	Info by Collateral Inaccurate
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>	
Occurrence	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
Apr-07	6	17.6%	\$933	30.6%	
Jun-07	2	5.9%	\$389	12.8%	
Oct-06	5	14.7%	\$383	12.6%	
Dec-06	4	11.8%	\$278	9.1%	
Aug-06	2	5.9%	\$256	8.4%	
Feb-07	4	11.8%	\$235	7.7%	
Mar-07	3	8.8%	\$197	6.5%	
Nov-06	3	8.8%	\$137	4.5%	
Jul-07	1	2.9%	\$71	2.3%	
Nov-05	1	2.9%	\$57	1.9%	
May-07	1	2.9%	\$57	1.9%	
May-06	1	2.9%	\$29	1.0%	
Jan-07	1	2.9%	\$28	0.9%	
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>	
Finding	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
Underissue	15	44.1%	\$1,525	50.0%	
Overissue	17	50.0%	\$1,397	45.8%	
Ineligible	2	5.9%	\$128	4.2%	
	<u>34</u>	<u>100.0%</u>	<u>\$3,050</u>	<u>100.0%</u>	

FFY 2007 Agency Errors: Element by Cause

Primary Cause Description							Grand Total	Percentage of Error Element
Data Entry or Coding	Info by Collateral Inaccurate	No Follow up on Impending Changes	No Follow up on Incomplete Info	No Required Verification	Policy Incorrectly Applied	Reported Info Disregarded		

CASES

Primary Element Description

Child Support Payment Deduction			1		1		2	6%	
Child Support Payments	1				2	1	4	12%	
Dependent Care Deductions						1	1	3%	
Household Composition					1	4	5	15%	
Other Unearned Income						1	1	3%	
Real Property						1	1	3%	
Recipient Disqualified						1	1	3%	
RSDI Benefits				1			1	3%	
Shelter Deduction	1	1	2		1	1	6	18%	
Standard Utility Allowance			1			2	3	9%	
TANF, PA, or GA			2				2	6%	
Unemployment Compensation					1		1	3%	
Wages and Salaries			1	1	3	2	6	18%	
Grand Total	2	1	2	5	1	9	14	34	100%
Percentage of Error Cause	6%	3%	6%	15%	3%	26%	41%	100%	

DOLLARS

Primary Element Description

Child Support Payment Deduction			\$60		\$113		\$173	6%	
Child Support Payments	\$58				\$90	\$57	\$205	7%	
Dependent Care Deductions						\$40	\$40	1%	
Household Composition					\$10	\$541	\$551	18%	
Other Unearned Income						\$46	\$46	2%	
Real Property						\$118	\$118	4%	
Recipient Disqualified						\$137	\$137	4%	
RSDI Benefits				\$54			\$54	2%	
Shelter Deduction	\$30	\$26	\$105		\$28	\$29	\$218	7%	
Standard Utility Allowance			\$29			\$184	\$213	7%	
TANF, PA, or GA			\$238				\$238	8%	
Unemployment Compensation					\$55		\$55	2%	
Wages and Salaries			\$70		\$669	\$263	\$1,002	33%	
Grand Total	\$88	\$26	\$238	\$264	\$54	\$965	\$1,415	\$3,050	100%
Percentage of Error Cause	3%	1%	8%	9%	2%	32%	46%	100%	

Quality Assessment Food Stamp Sample Client Error Cases

Four Quarters of Federal Fiscal Year 2007 (Sample Months October through September)

The client case error rate is 2.6% (10 of 392 cases).

The client payment error rate is 1.7% (\$2,387 of \$138,469 benefit dollars).

Sorted by District Office (See page two of the Appendix for District Office names).

Review Number	Sample Month	District Office	Most Recent Action	HH Size	Benefit Amount	Element Code	Primary Element Description	Cause Code	Primary Cause Description	Occurrence Month	Error Amount	Error Finding
33178	Aug-07	41	Recertification	6	\$534	211	Bank Accounts or Cash on Hand	3	Info Withheld (IPV Referral)	Aug-07	\$534	Ineligible
32820	Nov-06	46	Recertification	3	\$554	311	Wages and Salaries	1	Info Not Reported	Oct-06	\$554	Overissue
33116	Jul-07	46	Recertification	5	\$1,128	311	Wages and Salaries	1	Info Not Reported	Jun-07	\$78	Overissue
32853	Dec-06	51	Recertification	8	\$1,084	150	Household Composition	1	Info Not Reported	Oct-06	\$155	Overissue
32765	Oct-06	76	Certification	2	\$215	363	Shelter Deduction	1	Info Not Reported	Oct-06	\$67	Underissue
32830	Nov-06	77	Recertification	5	\$648	311	Wages and Salaries	1	Info Not Reported	Aug-06	\$39	Overissue
32841	Nov-06	77	Recertification	4	\$165	311	Wages and Salaries	1	Info Not Reported	Oct-06	\$165	Overissue
33133	Jul-07	78	Recertification	1	\$10	331	RSDI Benefits	1	Info Not Reported	Jul-07	\$10	Ineligible
32979	Mar-07	83	Certification	1	\$183	311	Wages and Salaries	3	Info Withheld (IPV Referral)	Oct-06	\$173	Overissue
33176	Aug-07	84	Recertification	4	\$612	211	Bank Accounts or Cash on Hand	3	Info Withheld (IPV Referral)	May-07	\$612	Ineligible
Total	10										\$2,387	

Client Error Percentages

Four Quarters of FFY 2007 (October through September)

Error Cases Only

Sorted with largest percent of **error dollars** first.

Responsibility	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
Agency Errors	34	77.3%	\$3,050	56.1%
Client Errors	10	22.7%	\$2,387	43.9%
	44	100.0%	\$5,437	100.0%

Only Client Errors From Here On

District Office	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
46	2	20.0%	\$632	26.5%
84	1	10.0%	\$612	25.6%
41	1	10.0%	\$534	22.4%
77	2	20.0%	\$204	8.5%
83	1	10.0%	\$173	7.2%
51	1	10.0%	\$155	6.5%
76	1	10.0%	\$67	2.8%
78	1	10.0%	\$10	0.4%
	10	100.0%	\$2,387	100.0%

Recent Action	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
Recertification	8	80.0%	\$2,147	89.9%
Certification	2	20.0%	\$240	10.1%
	10	100.0%	\$2,387	100.0%

HH Size	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>
4	2	20.0%	\$777	32.6%
3	1	10.0%	\$554	23.2%
6	1	10.0%	\$534	22.4%
1	2	20.0%	\$183	7.7%
8	1	10.0%	\$155	6.5%
5	2	20.0%	\$117	4.9%
2	1	10.0%	\$67	2.8%
	10	100.0%	\$2,387	100.0%

Client Error Percentages (Continued)

Element	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
211	2	20.0%	\$1,146	48.0%	Bank Accounts or Cash on Hand
311	5	50.0%	\$1,009	42.3%	Wages and Salaries
150	1	10.0%	\$155	6.5%	Household Composition
363	1	10.0%	\$67	2.8%	Shelter Deduction
331	1	10.0%	\$10	0.4%	RSDI Benefits
	<u>10</u>	<u>100.0%</u>	<u>\$2,387</u>	<u>100.0%</u>	

Cause	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
3	3	30.0%	\$1,319	55.3%	Info Withheld (IPV Referral)
1	7	70.0%	\$1,068	44.7%	Info Not Reported
	<u>10</u>	<u>100.0%</u>	<u>\$2,387</u>	<u>100.0%</u>	

Occurrence	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
Oct-06	5	50.0%	\$1,114	46.7%	
May-07	1	10.0%	\$612	25.6%	
Aug-07	1	10.0%	\$534	22.4%	
Jun-07	1	10.0%	\$78	3.3%	
Aug-06	1	10.0%	\$39	1.6%	
Jul-07	1	10.0%	\$10	0.4%	
	<u>10</u>	<u>100.0%</u>	<u>\$2,387</u>	<u>100.0%</u>	

Finding	<u>Count</u>	<u>Percent</u>	<u>Dollars</u>	<u>Percent</u>	
Overissue	6	60.0%	\$1,164	48.8%	
Ineligible	3	30.0%	\$1,156	48.4%	
Underissue	1	10.0%	\$67	2.8%	
	<u>10</u>	<u>100.0%</u>	<u>\$2,387</u>	<u>100.0%</u>	

Quality Assessment Sample Food Stamp Accuracy Denied/Terminated Cases

FFY 2007
Final

BY MONTH	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Total
STATISTICS BY CASE:													
Total Sample Cases For Month	50	49	22	19	19	20	21	23	23	25	25	24	320
Cases Examined by QA Reviewers	50	49	22	19	19	20	21	23	23	25	25	24	320
Cases Not Subject to Review	5	4	1	2	1	1	2	5	0	2	1	0	24
Total Cases Completed	45	45	21	17	18	19	19	18	23	23	24	24	296
Total Correct Cases	44	44	20	17	17	18	17	17	22	22	22	20	280
Total Error Cases	1	1	1	0	1	1	2	1	1	1	2	4	16
Case Accuracy Rate (%)	97.78	97.78	95.24	100.00	94.44	94.74	89.47	94.44	95.65	95.65	91.67	83.33	94.59%
Case Error Rate (%)	2.22	2.22	4.76	0.00	5.56	5.26	10.53	5.56	4.35	4.35	8.33	16.67	5.41%

Quality Assessment Sample Food Stamp Accuracy Denied/Terminated Cases

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
Juneau	21	3	0	3	100.00%	0.00%
Ketchikan	23	19	1	20	95.00%	5.00%
Sitka	22	4	0	4	100.00%	0.00%
Southeast APA Unit (SERO)	20	5	0	5	100.00%	0.00%
Southeast Region Total		31	1	32	96.88%	3.13%
Fairbanks NSB	41	25	2	27	92.59%	7.41%
Fairbanks Rural	44	12	1	13	92.31%	7.69%
Fairbanks APA Unit	43	5	0	5	100.00%	0.00%
Northern Region Total		42	3	45	93.33%	6.67%
Bethel	51	25	2	27	92.59%	7.41%
Field Office	82&55	18	3	21	85.71%	14.29%
LTC, TEFRA, Waiver	70	4	1	5	80.00%	20.00%
Kenai	76	26	0	26	100.00%	0.00%
Nome	46	7	2	9	77.78%	22.22%
Coastal Region Total		80	8	88	90.91%	9.09%
APA Unit	71	14	0	14	100.00%	0.00%
Anchorage - Gambell	83	45	1	46	97.83%	2.17%
Anchorage - Muldoon	84	22	1	23	95.65%	4.35%
Mat-Su	77	42	2	44	95.45%	4.55%
Mat-Su APA	78	4	0	4	100.00%	0.00%
Central Region Total		127	4	131	96.95%	3.05%
Alaska State Total	ALL	280	16	296	94.59%	5.41%

**Quality Assessment Negative Food Stamp Sample Invalid Denials and Terminations
Four Quarters of Federal Fiscal Year 2007 (Sample Months October 2006 through September 2007)**

The case error rate is 5.4% (16 of 296 cases).

Sorted by District Office (See page two of the Appendix for District Office names).

Review Number	Sample Month	Distict Office	Action Type	Notice Requirements	Reason Code	ET Recorded Reason	Element Code	Error Description	Nature Code	Nature of Error Description
46498	Oct-06	23	Denied	Did Not Comply	99	Other	150	Household Composition	8	Eligible person income excluded
46677	Apr-07	41	Terminated	Complied	8	Failed to Provide Verification	416	Action Type	99	Other
46744	Jul-07	41	Denied	Complied	11	Gross Income Exceeds Max	371	combined Gross Income	31	Incorrect limit applied
46598	Dec-06	44	Denied	Did Not Comply	7	Missed Scheduled Interview	413	Application	66	Improper denial w/in 30 for missed interview
46639	Feb-07	46	Terminated	Complied	11	Gross Income Exceeds Max	311	Wages and Salaries	34	Income included that should not be
46796	Sep-07	46	Denied	Did Not Comply	7	Missed Scheduled Interview	413	Application	66	Improper denial w/in 30 for missed interview
46797	Sep-07	51	Denied	Complied	11	Gross Income Exceeds Max	344	TANF, PA, or GA	34	Income included that should not be
46798	Sep-07	51	Denied	Did Not Comply	7	Missed Scheduled Interview	413	Application	66	Improper denial w/in 30 for missed interview
46681	Apr-07	55	Denied	Did Not Comply	8	Failed to Provide Verification	415	Verification	80	No application or info to support action
46736	Jun-07	55	Denied	Complied	8	Failed to Provide Verification	415	Verification	80	No application or info to support action
46702	May-07	70	Denied	Did Not Comply	7	Missed Scheduled Interview	413	Application	66	Improper denial w/in 30 for missed interview
46573	Nov-06	77	Denied	Did Not Comply	8	Failed to Provide Verification	413	Application	66	Improper denial w/in 30 for missed interview
46775	Aug-07	77	Terminated	Complied	1	Institution not Authorized	415	Verification	80	No application or info to support action
46807	Sep-07	82	Terminated	Complied	11	Gross Income Exceeds Max	414	Joint TANF/FS Processing	67	Improper action when TANF denied/terminated
46669	Mar-07	83	Terminated	Did Not Comply	8	Failed to Provide Verification	416	Action Type	72	Improper temination for failure to report
46788	Aug-07	84	Denied	Complied	11	Gross Income Exceeds Max	530	Transitional Benefits	75	Eligible for transitional benefits