

**QUALITY ASSESSMENT SAMPLE  
ADULT PUBLIC ASSISTANCE ACCURACY  
OPEN CASES**

FFY 2017  
August Report  
Sample Months: October 2016 to March 2017

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
	#									
Juneau	20	4	0	4	100.0%	0.0%	\$0	\$1,087	100.0%	0.0%
Sitka	22	0	0	0			\$0	\$0		
Ketchikan	23	4	0	4	100.0%	0.0%	\$0	\$1,223	100.0%	0.0%
Bethel	51	1	1	2	50.0%	50.0%	\$1	\$363	99.7%	0.3%
<b>Southeast Region Total</b>		<b>9</b>	<b>1</b>	<b>10</b>	<b>90.0%</b>	<b>10.0%</b>	<b>\$1</b>	<b>\$2,673</b>	<b>100.0%</b>	<b>0.0%</b>
Fairbanks	41	19	0	19	100.0%	0.0%	\$0	\$4,826	100.0%	0.0%
Nome	46	0	0	0			\$0	\$0		
Kotzebue	47	0	0	0			\$0	\$0		
<b>Northern Region Total</b>		<b>19</b>	<b>0</b>	<b>19</b>	<b>100.0%</b>	<b>0.0%</b>	<b>\$0</b>	<b>\$4,826</b>	<b>100.0%</b>	<b>0.0%</b>
LTC, TEFRA, Waiver	70	14	0	14	100.0%	0.0%	\$0	\$3,060	100.0%	0.0%
Field Office 2	71	0	0	0			\$0	\$0		
Field Office 1	82	4	1	5	80.0%	20.0%	\$368	\$1,462	74.8%	25.2%
<b>Coastal Region Total</b>		<b>18</b>	<b>1</b>	<b>19</b>	<b>94.7%</b>	<b>5.3%</b>	<b>\$368</b>	<b>\$4,522</b>	<b>91.9%</b>	<b>8.1%</b>
Homer	75	0	0	0			\$0	\$0		
Kenai	76	10	1	11	90.9%	9.1%	\$196	\$2,524	92.2%	7.8%
Mat-Su	77	21	0	21	100.0%	0.0%	\$0	\$6,156	100.0%	0.0%
<b>Mat-Su Region Total</b>		<b>31</b>	<b>1</b>	<b>32</b>	<b>96.9%</b>	<b>3.1%</b>	<b>\$196</b>	<b>\$8,680</b>	<b>97.7%</b>	<b>2.3%</b>
Gambell	83	4	0	4	100.0%	0.0%	\$0	\$1,006	100.0%	0.0%
Muldoon	84	6	0	6	100.0%	0.0%	\$0	\$1,990	100.0%	0.0%
<b>Central Region Total</b>		<b>10</b>	<b>0</b>	<b>10</b>	<b>100.0%</b>	<b>0.0%</b>	<b>\$0</b>	<b>\$2,996</b>	<b>100.0%</b>	<b>0.0%</b>
<b>Alaska Overall</b>		<b>87</b>	<b>3</b>	<b>90</b>	<b>96.67%</b>	<b>3.33%</b>	<b>\$565</b>	<b>\$23,697</b>	<b>97.62%</b>	<b>2.38%</b>

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August Report

Sample Months: October 2016 to March 2017

<b>BY MONTH</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Total</b>
<b>STATISTICS BY CASE:</b>													
Sample Cases Selected	15	15	15	15	15	15							90
Cases Determined	15	15	15	15	15	15							90
Cases Pending	0	0	0	0	0	0							0
<b>Total Cases Completed</b>	15	15	15	15	15	15							90
Cases Not Subject to Review	0	0	0	0	0	0							0
Cases Not Completed	0	0	0	0	0	0							0
<b>Total Cases Completed</b>	15	15	15	15	15	15							90
<b>Total Correct Cases</b>	14	15	15	14	15	14							87
<b>Total Error Cases</b>	1	0	0	1	0	1							3
<b>Total Ineligible Cases</b>	1	0	0	1	0	1							3
<b>Total Over Paid Cases</b>	0	0	0	0	0	0							0
<b>Total Under Paid Cases</b>	0	0	0	0	0	0							0
<b>Case Accuracy Rate (%)</b>	93.33	100.00	100.00	93.33	100.00	93.33							96.67%
<b>Case Error Rate (%)</b>	6.67	0.00	0.00	6.67	0.00	6.67							3.33%
<b>STATISTICS BY DOLLAR AMOUNTS:</b>													
<b>Total Allotment Issued (\$)</b>	\$3,815	\$4,107	\$4,501	\$3,960	\$3,700	\$3,614							\$23,697
<b>Total Error Payments (\$)</b>	\$196	\$0	\$0	\$368	\$0	\$1							\$565
<b>Total Ineligible Payments (\$)</b>	\$196	\$0	\$0	\$368	\$0	\$1							\$565
<b>Total Over Paid Payments (\$)</b>	\$0	\$0	\$0	\$0	\$0	\$0							\$0
<b>Total Under Paid Payments (\$)</b>	\$0	\$0	\$0	\$0	\$0	\$0							\$0
<b>Payment Accuracy Rate (%)</b>	94.86%	100.00%	100.00%	90.71%	100.00%	99.97%							97.62%
<b>Payment Error Rate (%)</b>	5.14%	0.00%	0.00%	9.29%	0.00%	0.03%							2.38%
<b>Ineligible Error Rate (%)</b>	5.14%	0.00%	0.00%	9.29%	0.00%	0.03%							2.38%
<b>Over Paid Error Rate (%)</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
<b>Under Paid Error Rate (%)</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
<b>Agency Caused Case Errors (%)</b>	100%			100%		0%							67%
<b>Client Caused Case Errors (%)</b>	0%			0%		100%							33%

**QUALITY ASSESSMENT SAMPLE  
ADULT PUBLIC ASSISTANCE ACCURACY  
DENIED & TERMINATED CASES**

FFY 2017  
August Report

Sample Months: October 2016 to March 2017

<b>BY DISTRICT OFFICE</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	20	8	0	8	100.00%	0.00%
Sitka	22	0	0	0		
Ketchikan	23	2	0	2	100.00%	0.00%
Bethel	51	0	0	0		
<b>Southeast Region Total</b>		<b>10</b>	<b>0</b>	<b>10</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	11	1	12	91.67%	8.33%
Nome	46	1	0	1	100.00%	0.00%
Kotzebue	47	0	0	0		
<b>Northern Region Total</b>		<b>12</b>	<b>1</b>	<b>13</b>	<b>92.31%</b>	<b>7.69%</b>
LTC, TEFRA, Waiver	70	7	0	7	100.00%	0.00%
Field Office 2	71	0	0	0		
Field Office 1	82	2	1	3	66.67%	33.33%
<b>Coastal Region Total</b>		<b>9</b>	<b>1</b>	<b>10</b>	<b>90.00%</b>	<b>10.00%</b>
Homer	75		0	0		
Kenai	76	6	0	6	100.00%	0.00%
Mat-Su	77	13	1	14	92.86%	7.14%
<b>Mat-Su Region Total</b>		<b>19</b>	<b>1</b>	<b>20</b>	<b>95.00%</b>	<b>5.00%</b>
Anchorage - Gambell	83	2	0	2	100.00%	0.00%
Anchorage - Muldoon	84	5	0	5	100.00%	0.00%
<b>Central Region Total</b>		<b>7</b>	<b>0</b>	<b>7</b>	<b>100.00%</b>	<b>0.00%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>57</b>	<b>3</b>	<b>60</b>	<b>95.00%</b>	<b>5.00%</b>

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August Report**  
Sample Months: October 2016 to March 2017

<b>BY MONTH</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Jul-17</b>	<b>Aug-17</b>	<b>Sep-17</b>	<b>Total</b>
<b>STATISTICS BY CASE:</b>													
<b>Total Sample Cases For Month</b>	10	10	10	10	10	10							<b>60</b>
<b>Cases Determined</b>	10	10	10	10	10	10							<b>60</b>
<b>Cases Pending</b>	0	0	0	0	0	0							<b>0</b>
<b>Cases Not Subject to Review</b>	0	0	0	0	0	0							<b>0</b>
<b>Total Cases Completed</b>	10	10	10	10	10	10							<b>60</b>
<b>Total Correct Cases</b>	10	9	9	10	10	9							<b>57</b>
<b>Total Error Cases</b>	0	1	1	0	0	1							<b>3</b>
<b>Case Accuracy Rate (%)</b>	100.00	90.00	90.00	100.00	100.00	90.00							<b>95.00%</b>
<b>Case Error Rate (%)</b>	0.00	10.00	10.00	0.00	0.00	10.00							<b>5.00%</b>

QUALITY ASSESSMENT SAMPLE ERRORS													
ADULT PUBLIC ASSISTANCE													
FFY 2017													
										(sorted by)			
Review	Review	Sample	Benefit	District	SSI	Couple	Error	Error	Element	Nature			
Type	Number	Month	Amount	Office	Client	Case	Amount	Type	Code	Element Description	Code	Nature Description	Responsibility
Active	51404	Oct-16	\$196	76	Yes	Yes	\$196	Ineligible	150	Household Composition	7	Ineligible person included	Agency
Active	51459	Jan-17	\$368	82	No	No	\$368	Ineligible	221	Real Property	30	Resources should have been included	Agency
Active	51476	Mar-17	\$1	51	No	No	\$1	Ineligible	314	Other Earned Income	35	Unreported source of income	Client
Negative	61353	Nov-16	-	82	No	Yes	-	Invalid Negative Action	100	App/Recert/Change Processing	12	Agency Disregarded Reported Information	Agency
Negative	61369	Dec-16	-	77	No	No	-	Invalid Negative Action	311	Wages and Salaries	44	Less income received than budgeted	Agency
Negative	61394	Mar-17	-	41	No	No	-	Invalid Negative Action	100	App/Recert/Change Processing	12	Agency Disregarded Reported Information	Agency

QUALITY ASSESSMENT SAMPLE										FFY 2017
ADULT PUBLIC ASSISTANCE ACCURACY										August Report
SSI Clients and Couple Cases					Sample Months: October 2016 to March 2017					
<b>Active Cases</b>										
	Case Accuracy						Payment Accuracy			
SSI Client	Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate	
No	30	2	32	93.8%	6.3%	\$369	\$5,084	92.7%	7.3%	
Yes	57	1	58	98.3%	1.7%	\$196	\$18,613	98.9%	1.1%	
<b>Total</b>	<b>87</b>	<b>3</b>	<b>90</b>	<b>96.7%</b>	<b>3.3%</b>	<b>\$565</b>	<b>\$23,697</b>	<b>97.6%</b>	<b>2.4%</b>	
<b>Couple Case</b>										
No	78	2	80	97.5%	2.5%	\$369	\$21,549	98.3%	1.7%	
Yes	9	1	10	90.0%	10.0%	\$196	\$2,148	90.9%	9.1%	
<b>Total</b>	<b>87</b>	<b>3</b>	<b>90</b>	<b>96.7%</b>	<b>3.3%</b>	<b>\$565</b>	<b>\$23,697</b>	<b>97.6%</b>	<b>2.4%</b>	
<b>Negative Cases</b>										
	Case Accuracy									
SSI Client	Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate					
No	31	3	34	91.2%	8.8%					
Yes	26	0	26	100.0%	0.0%					
<b>Total</b>	<b>57</b>	<b>3</b>	<b>60</b>	<b>95.0%</b>	<b>5.0%</b>					
<b>Couple Case</b>										
No	51	2	53	96.2%	3.8%					
Yes	6	1	7	85.7%	14.3%					
<b>Total</b>	<b>57</b>	<b>3</b>	<b>60</b>	<b>95.0%</b>	<b>5.0%</b>					