

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

**FFY 2018
August Report**

Sample Months: October 2017 to May 2018

BY MONTH	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
STATISTICS BY CASE:													
Sample Cases Selected	15	15	15	15	15	15	15	15					120
Cases Determined	15	15	15	15	15	15	15	15					120
Cases Pending	0	0	0	0	0	0	0	0					0
Total Cases Completed	15	15	15	15	15	15	15	15					120
Cases Not Subject to Review	0	0	0	0	0	0	0	0					0
Cases Not Completed	0	0	0	0	0	0	0	0					0
Total Cases Completed	15	15	15	15	15	15	15	15					120
Total Correct Cases	14	15	13	14	14	12	13	15					110
Total Error Cases	1	0	2	1	1	3	2	0					10
Total Ineligible Cases	1	0	2	1	1	1	1	0					7
Total Over Paid Cases	0	0	0	0	0	1	0	0					1
Total Under Paid Cases	0	0	0	0	0	1	1	0					2
Case Accuracy Rate (%)	93.33	100.00	86.67	93.33	93.33	80.00	86.67	100.00					91.67%
Case Error Rate (%)	6.67	0.00	13.33	6.67	6.67	20.00	13.33	0.00					8.33%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$3,121	\$4,435	\$4,370	\$4,234	\$4,162	\$4,964	\$3,539	\$4,407					\$33,232
Total Error Payments (\$)	\$362	\$0	\$462	\$368	\$262	\$467	\$506	\$0					\$2,427
Total Ineligible Payments (\$)	\$362	\$0	\$462	\$368	\$262	\$362	\$402	\$0					\$2,218
Total Over Paid Payments (\$)	\$0	\$0	\$0	\$0	\$0	\$6	\$0	\$0					\$6
Total Under Paid Payments (\$)	\$0	\$0	\$0	\$0	\$0	\$99	\$104	\$0					\$203
Payment Accuracy Rate (%)	88.40%	100.00%	89.43%	91.31%	93.70%	90.59%	85.70%	100.00%					92.70%
Payment Error Rate (%)	11.60%	0.00%	10.57%	8.69%	6.30%	9.41%	14.30%	0.00%					7.30%
Ineligible Error Rate (%)	11.60%	0.00%	10.57%	8.69%	6.30%	7.29%	11.36%	0.00%					6.67%
Over Paid Error Rate (%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.12%	0.00%	0.00%					0.02%
Under Paid Error Rate (%)	0.00%	0.00%	0.00%	0.00%	0.00%	1.99%	2.94%	0.00%					0.61%
Agency Caused Case Errors (%)	0%		0%	0%	0%	67%	100%						40%
Client Caused Case Errors (%)	100%		100%	100%	100%	33%	0%						60%

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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	2	6	66.7%	33.3%	\$764	\$1,773	56.9%	43.1%
Sitka	22	0	0	0			\$0	\$0		
Ketchikan	23	9	0	9	100.0%	0.0%	\$0	\$2,770	100.0%	0.0%
Bethel	51	3	0	3	100.0%	0.0%	\$0	\$652	100.0%	0.0%
Southeast Region Total		16	2	18	88.9%	11.1%	\$764	\$5,195	85.3%	14.7%
Fairbanks	41	20	1	21	95.2%	4.8%	\$362	\$6,393	94.3%	5.7%
Nome	46	3	0	3	100.0%	0.0%	\$0	\$613	100.0%	0.0%
Kotzebue	47	0	0	0			\$0	\$0		
Northern Region Total		23	1	24	95.8%	4.2%	\$362	\$7,006	94.8%	5.2%
Long Term Care	70	10	3	13	76.9%	23.1%	\$472	\$3,884	87.8%	12.2%
Field Office 2	71	0	0	0			\$0	\$0		
Field Office 1	82	17	0	17	100.0%	0.0%	\$0	\$4,080	100.0%	0.0%
Coastal Region Total		27	3	30	90.0%	10.0%	\$472	\$7,964	94.1%	5.9%
Homer	75	0	0	0			\$0	\$0		
Kenai	76	12	2	14	85.7%	14.3%	\$199	\$3,651	94.5%	5.5%
Mat-Su	77	21	1	22	95.5%	4.5%	\$262	\$5,972	95.6%	4.4%
Mat-Su Region Total		33	3	36	91.7%	8.3%	\$461	\$9,623	95.2%	4.8%
Gambell	83	6	1	7	85.7%	14.3%	\$368	\$2,004	81.6%	18.4%
Muldoon	84	5	0	5	100.0%	0.0%	\$0	\$1,440	100.0%	0.0%
Central Region Total		11	1	12	91.7%	8.3%	\$368	\$3,444	89.3%	10.7%
Alaska Overall		110	10	120	91.67%	8.33%	\$2,427	\$33,232	92.70%	7.30%

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

**FFY 2018
August Report**

Sample Months: October 2017 to May 2018

BY MONTH	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Total
STATISTICS BY CASE:													
Total Sample Cases For Month	15	15	15	15	15	15	15	15					120
Cases Determined	15	15	15	15	15	15	15	15					120
Cases Pending	0	0	0	0	0	0	0	0					0
Cases Not Subject to Review	0	0	0	0	0	0	0	0					0
Total Cases Completed	15	15	15	15	15	15	15	15					120
Total Correct Cases	15	14	15	13	14	15	15	15					116
Total Error Cases	0	1	0	2	1	0	0	0					4
Case Accuracy Rate (%)	100.00	93.33	100.00	86.67	93.33	100.00	100.00	100.00					96.67%
Case Error Rate (%)	0.00	6.67	0.00	13.33	6.67	0.00	0.00	0.00					3.33%

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

FFY 2018
August Report

Sample Months: October 2017 to May 2018

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
Juneau	20	14	0	14	100.00%	0.00%
Sitka	22	0	0	0		
Ketchikan	23	4	0	4	100.00%	0.00%
Bethel	51	5	0	5	100.00%	0.00%
Southeast Region Total		23	0	23	100.00%	0.00%
Fairbanks NSB	41	17	0	17	100.00%	0.00%
Nome	46	2	0	2	100.00%	0.00%
Kotzebue	47	0	0	0		
Northern Region Total		19	0	19	100.00%	0.00%
Long Term Care	70	10	1	11	90.91%	9.09%
Field Office 2	71	0	0	0		
Field Office 1	82	11	1	12	91.67%	8.33%
Coastal Region Total		21	2	23	91.30%	8.70%
Homer	75	0	0	0		
Kenai	76	17	0	17	100.00%	0.00%
Mat-Su	77	25	2	27	92.59%	7.41%
Mat-Su Region Total		42	2	44	95.45%	4.55%
Anchorage - Gambell	83	6	0	6	100.00%	0.00%
Anchorage - Muldoon	84	5	0	5	100.00%	0.00%
Central Region Total		11	0	11	100.00%	0.00%
Alaska State Total	ALL	116	4	120	96.67%	3.33%

QUALITY ASSESSMENT SAMPLE ERRORS													
ADULT PUBLIC ASSISTANCE													
FFY 2018													
										(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	52009	10/1/2017	\$362.00	70	No	No	\$362.00	Ineligible	140	Residency	99	Not living in Alaska	Client
Active	52042	12/1/2017	\$100.00	76	No	No	\$100.00	Ineligible	140	Residency	99	Not living in Alaska	Client
Active	52043	12/1/2017	\$362.00	20	Yes	No	\$362.00	Ineligible	140	Residency	99	Not living in Alaska	Client
Active	52060	1/1/2018	\$368.00	83	Yes	No	\$368.00	Ineligible	140	Residency	99	Not living in Alaska	Client
Active	52070	2/1/2018	\$262.00	77	No	No	\$262.00	Ineligible	140	Residency	99	Not living in Alaska	Client
Active	52076	3/1/2018	\$362.00	41	Yes	No	\$362.00	Ineligible	100	App/Recert/Change Processing	10	Agency Applied Incorrect Policy	Agency
Active	52080	3/1/2018	\$1.00	76	No	No	\$99.00	Under Payment	346	Other Unearned Income	44	Less income received from this sources than	Agency
Active	52085	3/1/2018	\$368.00	70	Yes	No	\$6.00	Over Payment	331	RSDI Benefits (SSA)	35	Unreported source of income	Client
Active	52092	4/1/2018	\$177.00	70	No	No	\$104.00	Under Payment	100	App/Recert/Change Processing	12	Agency Disregarded Reported Information	Agency
Active	52097	4/1/2018	\$402.00	20	No	Yes	\$402.00	Ineligible	100	App/Recert/Change Processing	12	Agency Disregarded Reported Information	Agency
Negative	62024	11/1/2017	-	77	No	Yes	-	Invalid Negative Action	311	Wages and Salaries	32	Failed to consider or incorrectly considered income of an ineligible member.	Agency
Negative	62046	1/1/2018	-	82	Yes	No	-	Invalid Negative Action	211	Bank Accounts or Cash on Hand	24	Resources should have been excluded	Agency
Negative	62056	1/1/2018	-	70	Yes	No	-	Invalid Negative Action	211	Bank Accounts or Cash on Hand	24	Resources should have been excluded	Agency
Negative	62072	2/1/2018	-	77	Yes	No	-	Invalid Negative Action	333	SSI	35	Unreported source of income	Client

		QUALITY ASSESSMENT SAMPLE								FFY 2018	
		ADULT PUBLIC ASSISTANCE ACCURACY							August Report		
		SSI Clients and Couple Cases					Sample Months: October 2017 to May 2018				
Active Cases											
	Case Accuracy						Payment Accuracy				
	Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate		Total Errors	Total Allotments	Accuracy Rate	Error Rate	
SSI Client											
No	35	6	41	85.4%	14.6%		\$1,329	\$7,527	82.3%	17.7%	
Yes	75	4	79	94.9%	5.1%		\$1,098	\$25,705	95.7%	4.3%	
Total	110	10	120	91.7%	8.3%		\$2,427	\$33,232	92.7%	7.3%	
Couple Case											
No	95	9	104	91.3%	8.7%		\$2,025	\$29,376	93.1%	6.9%	
Yes	15	1	16	93.8%	6.3%		\$402	\$3,856	89.6%	10.4%	
Total	110	10	120	91.7%	8.3%		\$2,427	\$33,232	92.7%	7.3%	
Negative Cases											
	Case Accuracy										
	Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate						
SSI Client											
No	69	1	70	98.6%	1.4%						
Yes	47	3	50	94.0%	6.0%						
Total	116	4	120	96.7%	3.3%						
Couple Case											
No	100	3	103	97.1%	2.9%						
Yes	16	1	17	94.1%	5.9%						
Total	116	4	120	96.7%	3.3%						