

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

**FFY 2018
February Report**

Sample Months: 10/2017 through 9/2018

| BY SAMPLE 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 |
|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|-----------|
| CASES | | | | | | | | | | | | | |
| Sample Cases Selected | 66 | 67 | 67 | 64 | 63 | 62 | 62 | 61 | 61 | 59 | 58 | 58 | 748 |
| Cases Determined by Reviewers | 66 | 67 | 67 | 64 | 63 | 62 | 62 | 61 | 61 | 59 | 58 | 58 | 748 |
| Cases Pending | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Cases Completed | 51 | 54 | 52 | 49 | 54 | 51 | 49 | 53 | 52 | 44 | 48 | 43 | 600 |
| Cases Not Subject to Review | 11 | 6 | 9 | 5 | 3 | 4 | 1 | 1 | 2 | 4 | 3 | 5 | 54 |
| Cases Not Completed | 4 | 7 | 6 | 10 | 6 | 7 | 12 | 7 | 7 | 11 | 7 | 10 | 94 |
| Total Cases Completed | 51 | 54 | 52 | 49 | 54 | 51 | 49 | 53 | 52 | 44 | 48 | 43 | 600 |
| Total Correct Cases | 39 | 47 | 50 | 48 | 48 | 41 | 44 | 46 | 44 | 42 | 43 | 36 | 528 |
| Total Error Cases | 12 | 7 | 2 | 1 | 6 | 10 | 5 | 7 | 8 | 2 | 5 | 7 | 72 |
| Total Ineligible Cases | 5 | 1 | 1 | 0 | 1 | 1 | 0 | 1 | 2 | 0 | 1 | 1 | 14 |
| Total Over Paid Cases | 4 | 3 | 1 | 0 | 2 | 4 | 4 | 3 | 6 | 2 | 4 | 5 | 38 |
| Total Under Paid Cases | 3 | 3 | 0 | 1 | 3 | 5 | 1 | 3 | 0 | 0 | 0 | 1 | 20 |
| Case Accuracy Rate | 76.47% | 87.04% | 96.15% | 97.96% | 88.89% | 80.39% | 89.80% | 86.79% | 84.62% | 95.45% | 89.58% | 83.72% | 88.00% |
| Case Error Rate | 23.53% | 12.96% | 3.85% | 2.04% | 11.11% | 19.61% | 10.20% | 13.21% | 15.38% | 4.55% | 10.42% | 16.28% | 12.00% |
| Percent of Error Cases Agency-Caused | 75% | 86% | 50% | 100% | 100% | 90% | 60% | 86% | 38% | 50% | 60% | 43% | 71% |
| Percent of Error Cases Client-Caused | 25% | 14% | 50% | 0% | 0% | 10% | 40% | 14% | 63% | 50% | 40% | 57% | 29% |
| Agency-Caused Case Error Rate | 17.65% | 11.11% | 1.92% | 2.04% | 11.11% | 17.65% | 6.12% | 11.32% | 5.77% | 2.27% | 6.25% | 6.98% | 8.50% |
| Client-Caused Error Case Error Rate | 5.88% | 1.85% | 1.92% | 0.00% | 0.00% | 1.96% | 4.08% | 1.89% | 9.62% | 2.27% | 4.17% | 9.30% | 3.50% |
| PAYMENTS | | | | | | | | | | | | | |
| Total Allotment Issued (\$) | \$17,248 | \$22,992 | \$17,358 | \$17,193 | \$19,192 | \$17,529 | \$17,410 | \$27,619 | \$20,082 | \$13,068 | \$19,918 | \$19,060 | \$228,669 |
| Total Error Payments (\$) | \$2,396 | \$1,596 | \$148 | \$141 | \$944 | \$2,087 | \$899 | \$1,702 | \$1,505 | \$273 | \$494 | \$1,047 | \$13,232 |
| Total Ineligible Payments (\$) | \$1,614 | \$454 | \$106 | \$0 | \$251 | \$230 | \$0 | \$422 | \$652 | \$0 | \$230 | \$230 | \$4,189 |
| Total Over Paid Payments (\$) | \$492 | \$589 | \$42 | \$0 | \$198 | \$527 | \$669 | \$1,033 | \$853 | \$273 | \$264 | \$687 | \$5,627 |
| Total Under Paid Payments (\$) | \$290 | \$553 | \$0 | \$141 | \$495 | \$1,330 | \$230 | \$247 | \$0 | \$0 | \$0 | \$130 | \$3,416 |
| Payment Accuracy Rate (%) | 86.11% | 93.06% | 99.15% | 99.18% | 95.08% | 88.09% | 94.84% | 93.84% | 92.51% | 97.91% | 97.52% | 94.51% | 94.21% |
| Payment Error Rate (%) | 13.89% | 6.94% | 0.85% | 0.82% | 4.92% | 11.91% | 5.16% | 6.16% | 7.49% | 2.09% | 2.48% | 5.49% | 5.79% |
| Ineligible Error Rate (%) | 9.36% | 1.97% | 0.61% | 0.00% | 1.31% | 1.31% | 0.00% | 1.53% | 3.25% | 0.00% | 1.15% | 1.21% | 1.83% |
| Over Paid Error Rate (%) | 2.85% | 2.56% | 0.24% | 0.00% | 1.03% | 3.01% | 3.84% | 3.74% | 4.25% | 2.09% | 1.33% | 3.60% | 2.46% |
| Under Paid Error Rate (%) | 1.68% | 2.41% | 0.00% | 0.82% | 2.58% | 7.59% | 1.32% | 0.89% | 0.00% | 0.00% | 0.00% | 0.68% | 1.49% |
| Agency-Caused Error Dollars (%) | 72% | 87% | 28% | 100% | 100% | 90% | 43% | 61% | 36% | 57% | 38% | 52% | 68% |
| Client-Caused Error Dollars (%) | 28% | 13% | 72% | 0% | 0% | 10% | 57% | 39% | 64% | 43% | 62% | 48% | 32% |
| Agency-Caused Payment Error Rate | 10.03% | 6.02% | 0.24% | 0.82% | 4.92% | 10.72% | 2.25% | 3.75% | 2.66% | 1.19% | 0.95% | 2.88% | 3.92% |
| Client-Caused Error Payment Error Rate | 3.86% | 0.92% | 0.61% | 0.00% | 0.00% | 1.19% | 2.92% | 2.42% | 4.83% | 0.90% | 1.53% | 2.61% | 1.86% |

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

**FFY 2018
February Report**

Sample Months: 10/2017 through 9/2018

| District Office | | Case Accuracy | | | | | Payment Accuracy | | | |
|-------------------------------|---------------|---------------|-------------|-------------|---------------|---------------|------------------|------------------|---------------|--------------|
| Office Name | Office Number | Correct Cases | Error Cases | Total Cases | Accuracy Rate | Error Rate | Total Errors | Total Allotments | Accuracy Rate | Error Rate |
| Juneau | 20 | 28 | 4 | 32 | 87.50% | 12.50% | \$769 | \$6,983 | 88.99% | 11.01% |
| Sitka | 22 | 0 | 0 | 0 | | | \$0 | \$0 | | |
| Ketchikan | 23 | 30 | 4 | 34 | 88.24% | 11.76% | \$407 | \$10,861 | 96.25% | 3.75% |
| Bethel | 51 | 36 | 4 | 40 | 90.00% | 10.00% | \$637 | \$34,145 | 98.13% | 1.87% |
| Southeast Region Total | | 94 | 12 | 106 | 88.68% | 11.32% | \$1,813 | \$51,989 | 96.51% | 3.49% |
| Fairbanks | 41 | 87 | 9 | 96 | 90.63% | 9.38% | \$2,050 | \$38,519 | 94.68% | 5.32% |
| Nome | 46 | 13 | 4 | 17 | 76.47% | 23.53% | \$1,196 | \$14,032 | 91.48% | 8.52% |
| Kotzebue | 47 | 0 | 0 | 0 | | | \$0 | \$0 | | |
| Northern Region Total | | 100 | 13 | 113 | 88.50% | 11.50% | \$3,246 | \$52,551 | 93.82% | 6.18% |
| LTC, TEFRA, Waiver | 70 | 4 | 2 | 6 | 66.67% | 33.33% | \$189 | \$1,068 | 82.30% | 17.70% |
| Field Office 2 | 71 | 0 | 0 | 0 | | | \$0 | \$0 | | |
| Field Office 1 | 82 | 24 | 2 | 26 | 92.31% | 7.69% | \$151 | \$12,099 | 98.75% | 1.25% |
| Coastal Region Total | | 28 | 4 | 32 | 87.50% | 12.50% | \$340 | \$13,167 | 97.42% | 2.58% |
| Homer | 75 | 0 | 0 | 0 | | | \$0 | \$0 | | |
| Kenai | 76 | 59 | 11 | 70 | 84.29% | 15.71% | \$2,113 | \$27,287 | 92.26% | 7.74% |
| Mat-Su | 77 | 97 | 12 | 109 | 88.99% | 11.01% | \$1,867 | \$27,924 | 93.31% | 6.69% |
| Mat-Su Region Total | | 156 | 23 | 179 | 87.15% | 12.85% | \$3,980 | \$55,211 | 92.79% | 7.21% |
| | | | | | | | | | | |
| Gambell | 83 | 99 | 14 | 113 | 87.61% | 12.39% | \$2,572 | \$37,372 | 93.12% | 6.88% |
| Muldoon | 84 | 51 | 6 | 57 | 89.47% | 10.53% | \$1,281 | \$18,379 | 93.03% | 6.97% |
| Central Region Total | | 150 | 20 | 170 | 88.24% | 11.76% | \$3,853 | \$55,751 | 93.09% | 6.91% |
| | | | | | | | | | | |
| Alaska Overall | | 528 | 72 | 600 | 88.00% | 12.00% | \$13,232 | \$228,669 | 94.21% | 5.79% |

**QUALITY ASSESSMENT SAMPLE
FOOD STAMPS ACCURACY
DENIED, TERMINATED, AND SUSPENDED CASES**

**FFY 2018
February Report**
Sample Months: 10/2017 through 9/2018

| 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 |
|-------------------------------|---------|--------|--------|--------|--------|--------|--------|--------|---------|--------|---------|--------|---------|
| Sample Cases Selected | 27 | 25 | 27 | 30 | 25 | 26 | 28 | 28 | 26 | 27 | 32 | 32 | 333 |
| Cases Determined by Reviewers | 27 | 25 | 27 | 30 | 25 | 26 | 28 | 28 | 26 | 27 | 32 | 32 | 333 |
| Cases Pending | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Cases Completed | 27 | 23 | 26 | 30 | 23 | 24 | 26 | 27 | 23 | 26 | 31 | 32 | 318 |
| Cases Not Subject to Review | 0 | 2 | 1 | 0 | 2 | 2 | 2 | 1 | 3 | 1 | 1 | 0 | 15 |
| Cases Not Completed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total Cases Completed | 27 | 23 | 26 | 30 | 23 | 24 | 26 | 27 | 23 | 26 | 31 | 32 | 318 |
| Total Correct Cases | 20 | 20 | 18 | 16 | 15 | 16 | 17 | 16 | 21 | 12 | 14 | 20 | 205 |
| Total Error Cases | 7 | 3 | 8 | 14 | 8 | 8 | 9 | 11 | 2 | 14 | 17 | 12 | 113 |
| Case Accuracy Rate | 74.07% | 86.96% | 69.23% | 53.33% | 65.22% | 66.67% | 65.38% | 59.26% | 91.30% | 46.15% | 45.16% | 62.50% | 64.47% |
| Case Error Rate | 25.93% | 13.04% | 30.77% | 46.67% | 34.78% | 33.33% | 34.62% | 40.74% | 8.70% | 53.85% | 54.84% | 37.50% | 35.53% |
| BY TYPE OF ACTION: | | | | | | | | | | | | | |
| Denied Cases | 13 | 14 | 13 | 22 | 18 | 17 | 21 | 18 | 12 | 20 | 23 | 24 | 215 |
| Terminated Cases | 13 | 9 | 13 | 8 | 5 | 7 | 5 | 9 | 10 | 6 | 7 | 8 | 100 |
| Suspended Cases | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 3 |
| Total Cases Completed | 27 | 23 | 26 | 30 | 23 | 24 | 26 | 27 | 23 | 26 | 31 | 32 | 318 |
| Denied Error Cases | 5 | 3 | 5 | 10 | 7 | 4 | 7 | 9 | 1 | 12 | 12 | 10 | 85 |
| Terminated Error Cases | 1 | 0 | 3 | 4 | 1 | 4 | 2 | 2 | 0 | 2 | 4 | 2 | 25 |
| Suspended Error Cases | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 3 |
| Total Error Cases | 7 | 3 | 8 | 14 | 8 | 8 | 9 | 11 | 2 | 14 | 17 | 12 | 113 |
| Denied Error Rate | 38.46% | 21.43% | 38.46% | 45.45% | 38.89% | 23.53% | 33.33% | 50.00% | 8.33% | 60.00% | 52.17% | 41.67% | 39.53% |
| Terminated Error Rate | 7.69% | 0.00% | 23.08% | 50.00% | 20.00% | 57.14% | 40.00% | 22.22% | 0.00% | 33.33% | 57.14% | 25.00% | 25.00% |
| Suspended Error Rate | 100.00% | | | | | | | | 100.00% | | 100.00% | | 100.00% |
| Combined Case Error Rate | 25.93% | 13.04% | 30.77% | 46.67% | 34.78% | 33.33% | 34.62% | 40.74% | 8.70% | 53.85% | 54.84% | 37.50% | 35.53% |

**QUALITY ASSESSMENT SAMPLE
FOOD STAMP ACCURACY
DENIED AND TERMINATED CASES**

**FFY 2018
February Report**

Sample Months: 10/2017 through 9/2018

| BY DISTRICT OFFICE | District Office Number | Correct Cases | Error Cases | Total Cases | Case Accuracy Rate | Case Error Rate |
|-------------------------------|---------------------------------------|--------------------------|------------------------|------------------------|-----------------------------------|--------------------------------|
| Central Office | 10 | 0 | 1 | 1 | 0.00% | 100.00% |
| Juneau | 20 | 14 | 5 | 19 | 73.68% | 26.32% |
| Sitka | 22 | 0 | 0 | 0 | | |
| Ketchikan | 23 | 9 | 11 | 20 | 45.00% | 55.00% |
| Bethel | 51 | 11 | 11 | 22 | 50.00% | 50.00% |
| Southeast Region Total | | 34 | 27 | 61 | 55.74% | 44.26% |
| Fairbanks | 41 | 36 | 18 | 54 | 66.67% | 33.33% |
| Nome | 46 | 2 | 2 | 4 | 50.00% | 50.00% |
| Kotzebue | 47 | 0 | 0 | 0 | | |
| Northern Region Total | | 38 | 20 | 58 | 65.52% | 34.48% |
| LTC, TEFRA, Waiver | 70 | 1 | 2 | 3 | 33.33% | 66.67% |
| Field Office 2 | 71 | 0 | 0 | 0 | | |
| Field Office 1 | 82 | 16 | 8 | 24 | 66.67% | 33.33% |
| Coastal Region Total | | 17 | 10 | 27 | 62.96% | 37.04% |
| Homer | 75 | 0 | 0 | 0 | | |
| Kenai | 76 | 25 | 12 | 37 | 67.57% | 32.43% |
| Mat-Su | 77 | 38 | 14 | 52 | 73.08% | 26.92% |
| Mat-Su Region Total | | 63 | 26 | 89 | 70.79% | 29.21% |
| Gambell | 83 | 37 | 20 | 57 | 64.91% | 35.09% |
| Muldoon | 84 | 16 | 9 | 25 | 64.00% | 36.00% |
| Central Region Total | | 53 | 29 | 82 | 64.63% | 35.37% |
| Alaska State Total | ALL | 205 | 113 | 318 | 64.47% | 35.53% |