

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

FFY 2017
July Report

Sample Months: 10/2016 through 9/2017

BY SAMPLE MONTH	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total
CASES													
Sample Cases Selected	48	56	58	58	60	60							340
Cases Determined by Reviewers	48	56	58	58	60	60							340
Cases Pending	0	0	0	0	0	0							0
Total Cases Completed	35	44	44	46	51	46							266
Cases Not Subject to Review	6	5	2	6	3	8							30
Cases Not Completed	7	7	12	6	6	6							44
Total Cases Completed	35	44	44	46	51	46							266
Total Correct Cases	31	37	35	41	48	40							232
Total Error Cases	4	7	9	5	3	6							34
Total Ineligible Cases	1	1	2	0	0	0							4
Total Over Paid Cases	3	3	5	0	3	6							20
Total Under Paid Cases	0	3	2	5	0	0							10
Case Accuracy Rate	88.57%	84.09%	79.55%	89.13%	94.12%	86.96%							87.22%
Case Error Rate	11.43%	15.91%	20.45%	10.87%	5.88%	13.04%							12.78%
Percent of Error Cases Agency-Caused	75%	86%	67%	100%	67%	50%							74%
Percent of Error Cases Client-Caused	25%	14%	33%	0%	33%	50%							26%
Agency-Caused Case Error Rate	8.57%	13.64%	13.64%	10.87%	3.92%	6.52%							9.40%
Client-Caused Error Case Error Rate	2.86%	2.27%	6.82%	0.00%	1.96%	6.52%							3.38%
PAYMENTS													
Total Allotment Issued (\$)	\$11,604	\$17,661	\$14,297	\$24,005	\$17,135	\$19,467							\$104,169
Total Error Payments (\$)	\$1,129	\$767	\$2,120	\$604	\$539	\$967							\$6,126
Total Ineligible Payments (\$)	\$74	\$155	\$961	\$0	\$0	\$0							\$1,190
Total Over Paid Payments (\$)	\$1,055	\$309	\$813	\$0	\$539	\$967							\$3,683
Total Under Paid Payments (\$)	\$0	\$303	\$346	\$604	\$0	\$0							\$1,253
Payment Accuracy Rate (%)	90.27%	95.66%	85.17%	97.48%	96.85%	95.03%							94.12%
Payment Error Rate (%)	9.73%	4.34%	14.83%	2.52%	3.15%	4.97%							5.88%
Ineligible Error Rate (%)	0.64%	0.88%	6.72%	0.00%	0.00%	0.00%							1.14%
Over Paid Error Rate (%)	9.09%	1.75%	5.69%	0.00%	3.15%	4.97%							3.54%
Under Paid Error Rate (%)	0.00%	1.72%	2.42%	2.52%	0.00%	0.00%							1.20%
Agency-Caused Error Dollars (%)	76%	80%	51%	100%	43%	29%							60%
Client-Caused Error Dollars (%)	24%	20%	49%	0%	57%	71%							40%
Agency-Caused Payment Error Rate	7.39%	3.47%	7.55%	2.52%	1.34%	1.45%							3.52%
Client-Caused Error Payment Error Rate	2.34%	0.88%	7.27%	0.00%	1.80%	3.51%							2.36%

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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	18	2	20	90.00%	10.00%	\$528	\$5,135	89.72%	10.28%
Sitka	22	0	0	0			\$0	\$0		
Ketchikan	23	16	3	19	84.21%	15.79%	\$615	\$8,638	92.88%	7.12%
Bethel	51	14	4	18	77.78%	22.22%	\$712	\$13,320	94.65%	5.35%
Southeast Region Total		48	9	57	84.21%	15.79%	\$1,855	\$27,093	93.15%	6.85%
Fairbanks	41	37	3	40	92.50%	7.50%	\$278	\$14,472	98.08%	1.92%
Nome	46	5	2	7	71.43%	28.57%	\$415	\$4,868	91.47%	8.53%
Kotzebue	47	0	0	0			\$0	\$0		
Northern Region Total		42	5	47	89.36%	10.64%	\$693	\$19,340	96.42%	3.58%
LTC, TEFRA, Waiver	70	1	0	1	100.00%	0.00%	\$0	\$206	100.00%	0.00%
Field Office 2	71	3	0	3	100.00%	0.00%	\$0	\$902	100.00%	0.00%
Field Office 1	82	19	5	24	79.17%	20.83%	\$1,145	\$12,827	91.07%	8.93%
Coastal Region Total		23	5	28	82.14%	17.86%	\$1,145	\$13,935	91.78%	8.22%
Homer	75	0	0	0			\$0	\$0		
Kenai	76	29	4	33	87.88%	12.12%	\$576	\$13,786	95.82%	4.18%
Mat-Su	77	51	6	57	89.47%	10.53%	\$1,271	\$18,437	93.11%	6.89%
Mat-Su Region Total		80	10	90	88.89%	11.11%	\$1,847	\$32,223	94.27%	5.73%
Gambell	83	26	2	28	92.86%	7.14%	\$125	\$6,971	98.21%	1.79%
Muldoon	84	13	3	16	81.25%	18.75%	\$461	\$4,607	89.99%	10.01%
Central Region Total		39	5	44	88.64%	11.36%	\$586	\$11,578	94.94%	5.06%
Alaska Overall		232	34	266	87.22%	12.78%	\$6,126	\$104,169	94.12%	5.88%

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

**FFY 2017
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BY MONTH	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Total
Sample Cases Selected	26	29	27	26	24	27							159
Cases Determined by Reviewers	26	29	27	26	24	27							159
Cases Pending	0	0	0	0	0	0							0
Total Cases Completed	24	28	27	25	22	23							149
Cases Not Subject to Review	2	1	0	1	2	4							10
Cases Not Completed	0	0	0	0	0	0							0
Total Cases Completed	24	28	27	25	22	23							149
Total Correct Cases	14	14	13	14	17	14							86
Total Error Cases	10	14	14	11	5	9							63
Case Accuracy Rate	58.33%	50.00%	48.15%	56.00%	77.27%	60.87%							57.72%
Case Error Rate	41.67%	50.00%	51.85%	44.00%	22.73%	39.13%							42.28%
BY TYPE OF ACTION:													
Denied Cases	15	22	20	18	16	17							108
Terminated Cases	8	6	7	7	6	6							40
Suspended Cases	1	0	0	0	0	0							1
Total Cases Completed	24	28	27	25	22	23							149
Denied Error Cases	9	13	13	7	4	8							54
Terminated Error Cases	1	1	1	4	1	1							9
Suspended Error Cases	0	0	0	0	0	0							0
Total Error Cases	10	14	14	11	5	9							63
Denied Error Rate	60.00%	59.09%	65.00%	38.89%	25.00%	47.06%							50.00%
Terminated Error Rate	12.50%	16.67%	14.29%	57.14%	16.67%	16.67%							22.50%
Suspended Error Rate	0.00%												0.00%
Combined Case Error Rate	41.67%	50.00%	51.85%	44.00%	22.73%	39.13%							42.28%

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DENIED AND TERMINATED CASES**

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BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
Juneau	20	6	5	11	54.55%	45.45%
Sitka	22	0	0	0		
Ketchikan	23	7	3	10	70.00%	30.00%
Bethel	51	4	5	9	44.44%	55.56%
Southeast Region Total		17	13	30	56.67%	43.33%
Fairbanks	41	15	11	26	57.69%	42.31%
Nome	46	2	1	3	66.67%	33.33%
Kotzebue	47	0	0	0		
Northern Region Total		17	12	29	58.62%	41.38%
LTC, TEFRA, Waiver	70	2	0	2	100.00%	0.00%
Field Office 2	71	0	0	0		
Field Office 1	82	8	13	21	38.10%	61.90%
Coastal Region Total		10	13	23	43.48%	56.52%
Homer	75	0	0	0		
Kenai	76	7	10	17	41.18%	58.82%
Mat-Su	77	19	8	27	70.37%	29.63%
Mat-Su Region Total		26	18	44	59.09%	40.91%
Gambell	83	11	5	16	68.75%	31.25%
Muldoon	84	5	2	7	71.43%	28.57%
Central Region Total		16	7	23	69.57%	30.43%
Alaska State Total	ALL	86	63	149	57.72%	42.28%