

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

FFY 2017
Final 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	62	62	63	65	68	70	730
Cases Determined by Reviewers	48	56	58	58	60	60	62	62	63	65	68	70	730
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	36	44	44	46	52	46	46	48	55	57	52	53	579
Cases Not Subject to Review	6	5	2	6	3	8	8	8	4	3	9	6	68
Cases Not Completed	6	7	12	6	5	6	8	6	4	5	7	11	83
Total Cases Completed	36	44	44	46	52	46	46	48	55	57	52	53	579
Total Correct Cases	32	37	35	41	49	40	40	43	47	45	46	46	501
Total Error Cases	4	7	9	5	3	6	6	5	8	12	6	7	78
Total Ineligible Cases	1	1	2	0	0	0	1	2	2	3	1	1	14
Total Over Paid Cases	3	3	5	0	3	6	2	2	4	6	3	4	41
Total Under Paid Cases	0	3	2	5	0	0	3	1	2	3	2	2	23
Case Accuracy Rate	88.89%	84.09%	79.55%	89.13%	94.23%	86.96%	86.96%	89.58%	85.45%	78.95%	88.46%	86.79%	86.53%
Case Error Rate	11.11%	15.91%	20.45%	10.87%	5.77%	13.04%	13.04%	10.42%	14.55%	21.05%	11.54%	13.21%	13.47%
Percent of Error Cases Agency-Caused	75%	86%	67%	100%	67%	50%	33%	80%	63%	75%	83%	86%	72%
Percent of Error Cases Client-Caused	25%	14%	33%	0%	33%	50%	67%	20%	38%	25%	17%	14%	28%
Agency-Caused Case Error Rate	8.33%	13.64%	13.64%	10.87%	3.85%	6.52%	4.35%	8.33%	9.09%	15.79%	9.62%	11.32%	9.67%
Client-Caused Error Case Error Rate	2.78%	2.27%	6.82%	0.00%	1.92%	6.52%	8.70%	2.08%	5.45%	5.26%	1.92%	1.89%	3.80%
PAYMENTS													
Total Allotment Issued (\$)	\$11,623	\$17,661	\$14,297	\$24,005	\$17,372	\$19,467	\$26,389	\$16,111	\$22,399	\$25,389	\$23,280	\$23,989	\$241,982
Total Error Payments (\$)	\$1,129	\$767	\$2,120	\$604	\$539	\$967	\$766	\$803	\$1,087	\$3,446	\$713	\$926	\$13,867
Total Ineligible Payments (\$)	\$74	\$155	\$961	\$0	\$0	\$0	\$204	\$550	\$295	\$1,631	\$181	\$237	\$4,288
Total Over Paid Payments (\$)	\$1,055	\$309	\$813	\$0	\$539	\$967	\$197	\$142	\$538	\$931	\$427	\$391	\$6,309
Total Under Paid Payments (\$)	\$0	\$303	\$346	\$604	\$0	\$0	\$365	\$111	\$254	\$884	\$105	\$298	\$3,270
Payment Accuracy Rate (%)	90.29%	95.66%	85.17%	97.48%	96.90%	95.03%	97.10%	95.02%	95.15%	86.43%	96.94%	96.14%	94.27%
Payment Error Rate (%)	9.71%	4.34%	14.83%	2.52%	3.10%	4.97%	2.90%	4.98%	4.85%	13.57%	3.06%	3.86%	5.73%
Ineligible Error Rate (%)	0.64%	0.88%	6.72%	0.00%	0.00%	0.00%	0.77%	3.41%	1.32%	6.42%	0.78%	0.99%	1.77%
Over Paid Error Rate (%)	9.08%	1.75%	5.69%	0.00%	3.10%	4.97%	0.75%	0.88%	2.40%	3.67%	1.83%	1.63%	2.61%
Under Paid Error Rate (%)	0.00%	1.72%	2.42%	2.52%	0.00%	0.00%	1.38%	0.69%	1.13%	3.48%	0.45%	1.24%	1.35%
Agency-Caused Error Dollars (%)	76%	80%	51%	100%	43%	29%	16%	94%	74%	57%	75%	74%	62%
Client-Caused Error Dollars (%)	24%	20%	49%	0%	57%	71%	84%	6%	26%	43%	25%	26%	38%
Agency-Caused Payment Error Rate	7.37%	3.47%	7.55%	2.52%	1.32%	1.45%	0.47%	4.69%	3.58%	7.75%	2.29%	2.87%	3.53%
Client-Caused Error Payment Error Rate	2.34%	0.88%	7.27%	0.00%	1.78%	3.51%	2.43%	0.30%	1.28%	5.82%	0.78%	0.99%	2.20%

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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	36	8	44	81.82%	18.18%	\$1,340	\$12,892	89.61%	10.39%
Sitka	22	0	0	0			\$0	\$0		
Ketchikan	23	32	6	38	84.21%	15.79%	\$1,065	\$16,878	93.69%	6.31%
Bethel	51	34	7	41	82.93%	17.07%	\$1,051	\$35,213	97.02%	2.98%
Southeast Region Total		102	21	123	82.93%	17.07%	\$3,456	\$64,983	94.68%	5.32%
Fairbanks	41	81	11	92	88.04%	11.96%	\$1,884	\$45,434	95.85%	4.15%
Nome	46	13	5	18	72.22%	27.78%	\$1,934	\$15,332	87.39%	12.61%
Kotzebue	47	0	0	0			\$0	\$0		
Northern Region Total		94	16	110	85.45%	14.55%	\$3,818	\$60,766	93.72%	6.28%
LTC, TEFRA, Waiver	70	7	0	7	100.00%	0.00%	\$0	\$666	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	46	10	56	82.14%	17.86%	\$1,881	\$24,749	92.40%	7.60%
Coastal Region Total		56	10	66	84.85%	15.15%	\$1,881	\$26,317	92.85%	7.15%
Homer	75	0	0	0			\$0	\$0		
Kenai	76	60	9	69	86.96%	13.04%	\$1,322	\$26,592	95.03%	4.97%
Mat-Su	77	104	11	115	90.43%	9.57%	\$1,990	\$36,397	94.53%	5.47%
Mat-Su Region Total		164	20	184	89.13%	10.87%	\$3,312	\$62,989	94.74%	5.26%
Gambell	83	56	6	62	90.32%	9.68%	\$723	\$15,601	95.37%	4.63%
Muldoon	84	29	5	34	85.29%	14.71%	\$677	\$11,326	94.02%	5.98%
Central Region Total		85	11	96	88.54%	11.46%	\$1,400	\$26,927	94.80%	5.20%
Alaska Overall		501	78	579	86.53%	13.47%	\$13,867	\$241,982	94.27%	5.73%

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

FFY 2017

Final Report

Sample Months: 10/2016 through 9/2017

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	26	29	34	28	29	27	332
Cases Determined by Reviewers	26	29	25	26	24	27	26	29	34	28	29	27	330
Cases Pending	0	0	2	0	0	0	0	0	0	0	0	0	2
Total Cases Completed	24	28	27	25	22	23	25	26	33	26	28	27	314
Cases Not Subject to Review	2	1	0	1	2	4	0	3	1	1	1	0	16
Cases Not Completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	24	28	27	25	22	23	25	26	33	26	28	27	314
Total Correct Cases	14	14	13	14	17	14	15	19	18	18	18	11	185
Total Error Cases	10	14	14	11	5	9	10	7	15	8	10	16	129
Case Accuracy Rate	58.33%	50.00%	48.15%	56.00%	77.27%	60.87%	60.00%	73.08%	54.55%	69.23%	64.29%	40.74%	58.92%
Case Error Rate	41.67%	50.00%	51.85%	44.00%	22.73%	39.13%	40.00%	26.92%	45.45%	30.77%	35.71%	59.26%	41.08%
BY TYPE OF ACTION:													
Denied Cases	15	22	20	18	16	17	15	12	22	15	13	14	199
Terminated Cases	8	6	7	7	6	6	10	14	11	11	15	12	113
Suspended Cases	1	0	0	0	0	0	0	0	0	0	0	1	2
Total Cases Completed	24	28	27	25	22	23	25	26	33	26	28	27	314
Denied Error Cases	9	13	13	7	4	8	10	3	12	3	5	10	97
Terminated Error Cases	1	1	1	4	1	1	0	4	3	5	5	5	31
Suspended Error Cases	0	0	0	0	0	0	0	0	0	0	0	1	1
Total Error Cases	10	14	14	11	5	9	10	7	15	8	10	16	129
Denied Error Rate	60.00%	59.09%	65.00%	38.89%	25.00%	47.06%	66.67%	25.00%	54.55%	20.00%	38.46%	71.43%	48.74%
Terminated Error Rate	12.50%	16.67%	14.29%	57.14%	16.67%	16.67%	0.00%	28.57%	27.27%	45.45%	33.33%	41.67%	27.43%
Suspended Error Rate	0.00%											100.00%	50.00%
Combined Case Error Rate	41.67%	50.00%	51.85%	44.00%	22.73%	39.13%	40.00%	26.92%	45.45%	30.77%	35.71%	59.26%	41.08%

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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	10	11	21	47.62%	52.38%
Sitka	22	0	0	0		
Ketchikan	23	14	5	19	73.68%	26.32%
Bethel	51	9	8	17	52.94%	47.06%
Southeast Region Total		33	24	57	57.89%	42.11%
Fairbanks	41	31	22	53	58.49%	41.51%
Nome	46	4	3	7	57.14%	42.86%
Kotzebue	47	0	0	0		
Northern Region Total		35	25	60	58.33%	41.67%
LTC, TEFRA, Waiver	70	5	1	6	83.33%	16.67%
Field Office 2	71	0	0	0		
Field Office 1	80 & 82	17	24	41	41.46%	58.54%
Coastal Region Total		22	25	47	46.81%	53.19%
Homer	75	0	0	0		
Kenai	76	16	18	34	47.06%	52.94%
Mat-Su	77	34	21	55	61.82%	38.18%
Mat-Su Region Total		50	39	89	56.18%	43.82%
Gambell	83	33	10	43	76.74%	23.26%
Muldoon	84	12	6	18	66.67%	33.33%
Central Region Total		45	16	61	73.77%	26.23%
Alaska State Total	ALL	185	129	314	58.92%	41.08%