

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

FFY 2016  
Final Report

Sample Months: 10/2015 through 9/2016

BY SAMPLE MONTH	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Total
<b>CASES</b>													
Sample Cases Selected	46	53	53	53	54	56	58	56	56	56	56	56	653
Cases Determined by Reviewers	46	53	53	53	54	56	58	56	56	56	56	56	653
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	37	40	41	46	46	46	41	44	45	48	47	46	527
Cases Not Subject to Review	2	0	4	2	3	0	5	6	7	4	5	4	42
Cases Not Completed	7	13	8	5	5	10	12	6	4	4	4	6	84
Total Cases Completed	37	40	41	46	46	46	41	44	45	48	47	46	527
Total Correct Cases	37	39	39	43	46	45	38	42	39	44	44	42	498
Total Error Cases	0	1	2	3	0	1	3	2	6	4	3	4	29
Total Ineligible Cases	0	0	0	0	0	0	0	0	1	0	0	0	1
Total Over Paid Cases	0	1	0	1	0	0	1	2	5	2	3	1	16
Total Under Paid Cases	0	0	2	2	0	1	2	0	0	2	0	3	12
Case Accuracy Rate	100.00%	97.50%	95.12%	93.48%	100.00%	97.83%	92.68%	95.45%	86.67%	91.67%	93.62%	91.30%	94.50%
Case Error Rate	0.00%	2.50%	4.88%	6.52%	0.00%	2.17%	7.32%	4.55%	13.33%	8.33%	6.38%	8.70%	5.50%
Percent of Error Cases Agency-Caused		100%	100%	100%		100%	100%	100%	83%	75%	33%	75%	83%
Percent of Error Cases Client-Caused		0%	0%	0%		0%	0%	0%	17%	25%	67%	25%	17%
Agency-Caused Case Error Rate		2.50%	4.88%	6.52%		2.17%	7.32%	4.55%	11.11%	6.25%	2.13%	6.52%	4.55%
Client-Caused Error Case Error Rate		0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	2.22%	2.08%	4.26%	2.17%	0.95%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$17,424	\$16,155	\$15,298	\$19,329	\$17,214	\$19,217	\$20,207	\$17,321	\$19,302	\$17,733	\$23,391	\$21,878	\$224,469
Total Error Payments (\$)	\$0	\$70	\$352	\$417	\$0	\$136	\$742	\$366	\$1,772	\$443	\$295	\$1,144	\$5,737
Total Ineligible Payments (\$)	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$237	\$0	\$0	\$0	\$237
Total Over Paid Payments (\$)	\$0	\$70	\$0	\$72	\$0	\$0	\$282	\$366	\$1,535	\$179	\$295	\$694	\$3,493
Total Under Paid Payments (\$)	\$0	\$0	\$352	\$345	\$0	\$136	\$460	\$0	\$0	\$264	\$0	\$450	\$2,007
Payment Accuracy Rate (%)	100.00%	99.57%	97.70%	97.84%	100.00%	99.29%	96.33%	97.89%	90.82%	97.50%	98.74%	94.77%	97.44%
Payment Error Rate (%)	0.00%	0.43%	2.30%	2.16%	0.00%	0.71%	3.67%	2.11%	9.18%	2.50%	1.26%	5.23%	2.56%
Ineligible Error Rate (%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	1.23%	0.00%	0.00%	0.00%	0.11%
Over Paid Error Rate (%)	0.00%	0.43%	0.00%	0.37%	0.00%	0.00%	1.40%	2.11%	7.95%	1.01%	1.26%	3.17%	1.56%
Under Paid Error Rate (%)	0.00%	0.00%	2.30%	1.78%	0.00%	0.71%	2.28%	0.00%	0.00%	1.49%	0.00%	2.06%	0.89%
Agency-Caused Error Dollars (%)		100%	100%	100%		100%	100%	100%	88%	89%	35%	80%	88%
Client-Caused Error Dollars (%)		0%	0%	0%		0%	0%	0%	12%	11%	65%	20%	12%
Agency-Caused Payment Error Rate		0.43%	2.30%	2.16%		0.71%	3.67%	2.11%	8.05%	2.22%	0.44%	4.18%	2.25%
Client-Caused Error Payment Error Rate		0.00%	0.00%	0.00%		0.00%	0.00%	0.00%	1.13%	0.28%	0.82%	1.05%	0.31%

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

**FFY 2016  
Final Report**

Sample Months: 10/2015 through 9/2016

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	31	2	33	93.94%	6.06%	\$375	\$9,401	96.01%	3.99%
Sitka	22	0	0	0			\$0	\$0		
Ketchikan	23	42	2	44	95.45%	4.55%	\$908	\$17,396	94.78%	5.22%
Bethel	51	32	4	36	88.89%	11.11%	\$770	\$37,275	97.93%	2.07%
<b>Southeast Region Total</b>		<b>105</b>	<b>8</b>	<b>113</b>	<b>92.92%</b>	<b>7.08%</b>	<b>\$2,053</b>	<b>\$64,072</b>	<b>96.80%</b>	<b>3.20%</b>
Fairbanks	41	94	4	98	95.92%	4.08%	\$781	\$44,854	98.26%	1.74%
Nome	46	17	2	19	89.47%	10.53%	\$331	\$13,063	97.47%	2.53%
Kotzebue	47	1	0	1	100.00%	0.00%	\$0	\$1,457	100.00%	0.00%
<b>Northern Region Total</b>		<b>112</b>	<b>6</b>	<b>118</b>	<b>94.92%</b>	<b>5.08%</b>	<b>\$1,112</b>	<b>\$59,374</b>	<b>98.13%</b>	<b>1.87%</b>
LTC, TEFRA, Waiver	70	9	1	10	90.00%	10.00%	\$70	\$878	92.03%	7.97%
Field Office 2	71	11	2	13	84.62%	15.38%	\$1,240	\$5,728	78.35%	21.65%
Field Office 1	82	32	2	34	94.12%	5.88%	\$263	\$15,458	98.30%	1.70%
<b>Coastal Region Total</b>		<b>52</b>	<b>5</b>	<b>57</b>	<b>91.23%</b>	<b>8.77%</b>	<b>\$1,573</b>	<b>\$22,064</b>	<b>92.87%</b>	<b>7.13%</b>
Homer	75	1	0	1	100.00%	0.00%	\$0	\$237	100.00%	0.00%
Kenai	76	66	2	68	97.06%	2.94%	\$373	\$24,644	98.49%	1.51%
Mat-Su	77	109	3	112	97.32%	2.68%	\$148	\$35,912	99.59%	0.41%
<b>Mat-Su Region Total</b>		<b>176</b>	<b>5</b>	<b>181</b>	<b>97.24%</b>	<b>2.76%</b>	<b>\$521</b>	<b>\$60,793</b>	<b>99.14%</b>	<b>0.86%</b>
Gambell	83	36	5	41	87.80%	12.20%	\$478	\$12,315	96.12%	3.88%
Muldoon	84	17	0	17	100.00%	0.00%	\$0	\$5,851	100.00%	0.00%
<b>Central Region Total</b>		<b>53</b>	<b>5</b>	<b>58</b>	<b>91.38%</b>	<b>8.62%</b>	<b>\$478</b>	<b>\$18,166</b>	<b>97.37%</b>	<b>2.63%</b>
<b>Alaska Overall</b>		<b>498</b>	<b>29</b>	<b>527</b>	<b>94.50%</b>	<b>5.50%</b>	<b>\$5,737</b>	<b>\$224,469</b>	<b>97.44%</b>	<b>2.56%</b>

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

**FFY 2016  
Final Report**  
Sample Months: 10/2015 through 9/2016

<b>BY MONTH</b>	<b>Oct-15</b>	<b>Nov-15</b>	<b>Dec-15</b>	<b>Jan-16</b>	<b>Feb-16</b>	<b>Mar-16</b>	<b>Apr-16</b>	<b>May-16</b>	<b>Jun-16</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>	<b>Total</b>
<b>Sample Cases Selected</b>	32	25	30	27	27	27	29	25	30	25	25	27	<b>329</b>
<b>Cases Determined by Reviewers</b>	32	25	30	27	27	27	29	25	30	25	25	27	<b>329</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	29	25	28	27	25	27	28	25	28	25	19	26	<b>312</b>
<b>Cases Not Subject to Review</b>	3	0	2	0	2	0	1	0	2	0	6	1	<b>17</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	29	25	28	27	25	27	28	25	28	25	19	26	<b>312</b>
<b>Total Correct Cases</b>	20	18	21	16	20	18	17	15	16	16	14	20	<b>211</b>
<b>Total Error Cases</b>	9	7	7	11	5	9	11	10	12	9	5	6	<b>101</b>
<b>Case Accuracy Rate</b>	68.97%	72.00%	75.00%	59.26%	80.00%	66.67%	60.71%	60.00%	57.14%	64.00%	73.68%	76.92%	<b>67.63%</b>
<b>Case Error Rate</b>	31.03%	28.00%	25.00%	40.74%	20.00%	33.33%	39.29%	40.00%	42.86%	36.00%	26.32%	23.08%	<b>32.37%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	21	14	18	22	15	25	20	23	20	16	10	14	<b>218</b>
<b>Terminated Cases</b>	8	10	9	5	9	2	8	2	6	9	9	12	<b>89</b>
<b>Suspended Cases</b>	0	1	1	0	1	0	0	0	2	0	0	0	<b>5</b>
<b>Total Cases Completed</b>	29	25	28	27	25	27	28	25	28	25	19	26	<b>312</b>
<b>Denied Error Cases</b>	7	5	6	11	3	9	9	9	11	8	4	5	<b>87</b>
<b>Terminated Error Cases</b>	2	1	0	0	1	0	2	1	1	1	1	1	<b>11</b>
<b>Suspended Error Cases</b>	0	1	1	0	1	0	0	0	0	0	0	0	<b>3</b>
<b>Total Error Cases</b>	9	7	7	11	5	9	11	10	12	9	5	6	<b>101</b>
<b>Denied Error Rate</b>	33.33%	35.71%	33.33%	50.00%	20.00%	36.00%	45.00%	39.13%	55.00%	50.00%	40.00%	35.71%	<b>39.91%</b>
<b>Terminated Error Rate</b>	25.00%	10.00%	0.00%	0.00%	11.11%	0.00%	25.00%	50.00%	16.67%	11.11%	11.11%	8.33%	<b>12.36%</b>
<b>Suspended Error Rate</b>		100.00%	100.00%		100.00%			0.00%					<b>60.00%</b>
<b>Combined Case Error Rate</b>	31.03%	28.00%	25.00%	40.74%	20.00%	33.33%	39.29%	40.00%	42.86%	36.00%	26.32%	23.08%	<b>32.37%</b>

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

**FFY 2016  
Final Report**

Sample Months: 10/2015 through 9/2016

<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	7	15	53.33%	46.67%
Sitka	22	0	0	0		
Ketchikan	23	12	7	19	63.16%	36.84%
Bethel	51	13	6	19	68.42%	31.58%
<b>Southeast Region Total</b>		<b>33</b>	<b>20</b>	<b>53</b>	<b>62.26%</b>	<b>37.74%</b>
Fairbanks	41	42	17	59	71.19%	28.81%
Nome	46	8	1	9	88.89%	11.11%
Kotzebue	47	0	0	0		
<b>Northern Region Total</b>		<b>50</b>	<b>18</b>	<b>68</b>	<b>73.53%</b>	<b>26.47%</b>
LTC, TEFRA, Waiver	70	1	3	4	25.00%	75.00%
Field Office 2	71	7	5	12	58.33%	41.67%
Field Office 1	82	14	14	28	50.00%	50.00%
<b>Coastal Region Total</b>		<b>22</b>	<b>22</b>	<b>44</b>	<b>50.00%</b>	<b>50.00%</b>
Homer	75	0	0	0		
Kenai	76	24	16	40	60.00%	40.00%
Mat-Su	77	43	14	57	75.44%	24.56%
<b>Mat-Su Region Total</b>		<b>67</b>	<b>30</b>	<b>97</b>	<b>69.07%</b>	<b>30.93%</b>
Gambell	83	30	9	39	76.92%	23.08%
Muldoon	84	9	2	11	81.82%	18.18%
<b>Central Region Total</b>		<b>39</b>	<b>11</b>	<b>50</b>	<b>78.00%</b>	<b>22.00%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>211</b>	<b>101</b>	<b>312</b>	<b>67.63%</b>	<b>32.37%</b>

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

FFY 2015  
Final Report

Sample Months: 10/2014 through 9/2015

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	29	0	29	100.00%	0.00%	\$0	\$8,821	100.00%	0.00%
Sitka	22	5	1	6	83.33%	16.67%	\$46	\$2,622	98.25%	1.75%
Ketchikan	23	48	0	48	100.00%	0.00%	\$0	\$19,509	100.00%	0.00%
Bethel	51	40	0	40	100.00%	0.00%	\$0	\$33,228	100.00%	0.00%
<b>Southeast Region Total</b>		<b>122</b>	<b>1</b>	<b>123</b>	<b>99.19%</b>	<b>0.81%</b>	<b>\$46</b>	<b>\$64,180</b>	<b>99.93%</b>	<b>0.07%</b>
Fairbanks	41	97	1	98	98.98%	1.02%	\$126	\$34,865	99.64%	0.36%
Nome	46	14	0	14	100.00%	0.00%	\$0	\$9,976	100.00%	0.00%
Kotzebue	47	4	0	4	100.00%	0.00%	\$0	\$2,214	100.00%	0.00%
<b>Northern Region Total</b>		<b>115</b>	<b>1</b>	<b>116</b>	<b>99.14%</b>	<b>0.86%</b>	<b>\$126</b>	<b>\$47,055</b>	<b>99.73%</b>	<b>0.27%</b>
LTC, TEFRA, Waiver	70	8	2	10	80.00%	20.00%	\$251	\$1,002	74.95%	25.05%
Field Office 2	71	11	1	12	91.67%	8.33%	\$153	\$5,699	97.32%	2.68%
Field Office 1	82	21	1	22	95.45%	4.55%	\$78	\$11,255	99.31%	0.69%
<b>Coastal Region Total</b>		<b>40</b>	<b>4</b>	<b>44</b>	<b>90.91%</b>	<b>9.09%</b>	<b>\$482</b>	<b>\$17,956</b>	<b>97.32%</b>	<b>2.68%</b>
Homer	75	4	0	4	100.00%	0.00%	\$0	\$1,084	100.00%	0.00%
Kenai	76	59	0	59	100.00%	0.00%	\$0	\$20,814	100.00%	0.00%
Mat-Su	77	124	3	127	97.64%	2.36%	\$273	\$37,204	99.27%	0.73%
Gambell	83	24	0	24	100.00%	0.00%	\$0	\$7,155	100.00%	0.00%
Muldoon	84	31	0	31	100.00%	0.00%	\$0	\$9,042	100.00%	0.00%
<b>Central Region Total</b>		<b>242</b>	<b>3</b>	<b>245</b>	<b>98.78%</b>	<b>1.22%</b>	<b>\$273</b>	<b>\$75,299</b>	<b>99.64%</b>	<b>0.36%</b>
<b>Alaska Overall</b>		<b>519</b>	<b>9</b>	<b>528</b>	<b>98.30%</b>	<b>1.70%</b>	<b>\$927</b>	<b>\$204,490</b>	<b>99.55%</b>	<b>0.45%</b>

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FFY 2015  
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<b>BY SAMPLE MONTH</b>	<b>Oct-14</b>	<b>Nov-14</b>	<b>Dec-14</b>	<b>Jan-15</b>	<b>Feb-15</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	<b>Total</b>
<b>CASES</b>													
Sample Cases Selected	45	52	52	52	53	53	54	56	56	55	54	54	<b>636</b>
Cases Determined by Reviewers	45	52	52	52	53	53	54	56	56	55	54	54	<b>636</b>
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Total Cases Completed	38	44	44	41	44	41	44	48	44	44	48	48	<b>528</b>
Cases Not Subject to Review	3	2	3	7	4	6	7	6	3	3	3	2	<b>49</b>
Cases Not Completed	4	6	5	4	5	6	3	2	9	8	3	4	<b>59</b>
Total Cases Completed	38	44	44	41	44	41	44	48	44	44	48	48	<b>528</b>
Total Correct Cases	37	44	42	41	43	39	43	47	44	44	48	47	<b>519</b>
Total Error Cases	1	0	2	0	1	2	1	1	0	0	0	1	<b>9</b>
Total Ineligible Cases	1	0	0	0	1	0	0	0	0	0	0	0	<b>2</b>
Total Over Paid Cases	0	0	2	0	0	1	0	1	0	0	0	0	<b>4</b>
Total Under Paid Cases	0	0	0	0	0	1	1	0	0	0	0	1	<b>3</b>
Case Accuracy Rate	97.37%	100.00%	95.45%	100.00%	97.73%	95.12%	97.73%	97.92%	100.00%	100.00%	100.00%	97.92%	<b>98.30%</b>
Case Error Rate	2.63%	0.00%	4.55%	0.00%	2.27%	4.88%	2.27%	2.08%	0.00%	0.00%	0.00%	2.08%	<b>1.70%</b>
Percent of Error Cases Agency-Caused	0%		100%		100%	50%	100%	100%				100%	<b>78%</b>
Percent of Error Cases Client-Caused	100%		0%		0%	50%	0%	0%				0%	<b>22%</b>
Agency-Caused Case Error Rate	0.00%		4.55%		2.27%	2.44%	2.27%	2.08%				2.08%	<b>1.33%</b>
Client-Caused Error Case Error Rate	2.63%		0.00%		0.00%	2.44%	0.00%	0.00%				0.00%	<b>0.38%</b>
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$14,682	\$16,958	\$15,557	\$16,156	\$18,509	\$18,522	\$16,599	\$16,787	\$17,295	\$18,002	\$16,809	\$18,614	<b>\$204,490</b>
Total Error Payments (\$)	\$212	\$0	\$279	\$0	\$18	\$124	\$42	\$209	\$0	\$0	\$0	\$43	<b>\$927</b>
Total Ineligible Payments (\$)	\$212	\$0	\$0	\$0	\$18	\$0	\$0	\$0	\$0	\$0	\$0	\$0	<b>\$230</b>
Total Over Paid Payments (\$)	\$0	\$0	\$279	\$0	\$0	\$78	\$0	\$209	\$0	\$0	\$0	\$0	<b>\$566</b>
Total Under Paid Payments (\$)	\$0	\$0	\$0	\$0	\$0	\$46	\$42	\$0	\$0	\$0	\$0	\$43	<b>\$131</b>
Payment Accuracy Rate (%)	98.56%	100.00%	98.21%	100.00%	99.90%	99.33%	99.75%	98.75%	100.00%	100.00%	100.00%	99.77%	<b>99.55%</b>
Payment Error Rate (%)	1.44%	0.00%	1.79%	0.00%	0.10%	0.67%	0.25%	1.25%	0.00%	0.00%	0.00%	0.23%	<b>0.45%</b>
Ineligible Error Rate (%)	1.44%	0.00%	0.00%	0.00%	0.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<b>0.11%</b>
Over Paid Error Rate (%)	0.00%	0.00%	1.79%	0.00%	0.00%	0.42%	0.00%	1.25%	0.00%	0.00%	0.00%	0.00%	<b>0.28%</b>
Under Paid Error Rate (%)	0.00%	0.00%	0.00%	0.00%	0.00%	0.25%	0.25%	0.00%	0.00%	0.00%	0.00%	0.23%	<b>0.06%</b>
Agency-Caused Error Dollars (%)	0%		100%		100%	37%	100%	100%				100%	<b>69%</b>
Client-Caused Error Dollars (%)	100%		0%		0%	63%	0%	0%				0%	<b>31%</b>
Agency-Caused Payment Error Rate	0.00%		1.79%		0.10%	0.25%	0.25%	1.25%				0.23%	<b>0.31%</b>
Client-Caused Error Payment Error Rate	1.44%		0.00%		0.00%	0.42%	0.00%	0.00%				0.00%	<b>0.14%</b>

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

**FFY 2015  
Final Report**

Sample Months: 10/2014 through 9/2015

<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	10	9	19	52.63%	47.37%
Sitka	22	1	1	2	50.00%	50.00%
Ketchikan	23	20	5	25	80.00%	20.00%
Bethel	51	12	9	21	57.14%	42.86%
<b>Southeast Region Total</b>		<b>43</b>	<b>24</b>	<b>67</b>	<b>64.18%</b>	<b>35.82%</b>
Fairbanks	41	33	33	66	50.00%	50.00%
Nome	46	7	2	9	77.78%	22.22%
Kotzebue	47	0	0	0		
<b>Northern Region Total</b>		<b>40</b>	<b>35</b>	<b>75</b>	<b>53.33%</b>	<b>46.67%</b>
LTC, TEFRA, Waiver	70	1	2	3	33.33%	66.67%
Field Office 2	71	9	7	16	56.25%	43.75%
Field Office 1	82	9	14	23	39.13%	60.87%
<b>Coastal Region Total</b>		<b>19</b>	<b>23</b>	<b>42</b>	<b>45.24%</b>	<b>54.76%</b>
Homer	75	0	0	0		
Kenai	76	30	6	36	83.33%	16.67%
Mat-Su	77	41	25	66	62.12%	37.88%
Gambell	83	13	16	29	44.83%	55.17%
Muldoon	84	16	6	22	72.73%	27.27%
<b>Central Region Total</b>		<b>100</b>	<b>53</b>	<b>153</b>	<b>65.36%</b>	<b>34.64%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>202</b>	<b>135</b>	<b>337</b>	<b>59.94%</b>	<b>40.06%</b>

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

**FFY 2015  
Final Report**

Sample Months: 10/2014 through 9/2015

<b>BY MONTH</b>	<b>Oct-14</b>	<b>Nov-14</b>	<b>Dec-14</b>	<b>Jan-15</b>	<b>Feb-15</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Jul-15</b>	<b>Aug-15</b>	<b>Sep-15</b>	<b>Total</b>
<b>Sample Cases Selected</b>	30	25	26	28	26	29	30	33	36	30	28	30	<b>351</b>
<b>Cases Determined by Reviewers</b>	30	25	26	28	26	29	30	33	36	30	28	30	<b>351</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	28	23	25	26	25	27	29	33	35	29	28	29	<b>337</b>
<b>Cases Not Subject to Review</b>	2	2	1	2	1	2	1	0	1	1	0	1	<b>14</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	28	23	25	26	25	27	29	33	35	29	28	29	<b>337</b>
<b>Total Correct Cases</b>	20	17	14	13	11	14	14	15	22	20	22	20	<b>202</b>
<b>Total Error Cases</b>	8	6	11	13	14	13	15	18	13	9	6	9	<b>135</b>
<b>Case Accuracy Rate</b>	71.43%	73.91%	56.00%	50.00%	44.00%	51.85%	48.28%	45.45%	62.86%	68.97%	78.57%	68.97%	<b>59.94%</b>
<b>Case Error Rate</b>	28.57%	26.09%	44.00%	50.00%	56.00%	48.15%	51.72%	54.55%	37.14%	31.03%	21.43%	31.03%	<b>40.06%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	19	13	19	20	19	22	17	24	25	21	20	16	<b>235</b>
<b>Terminated Cases</b>	9	9	6	6	6	5	12	9	9	8	8	13	<b>100</b>
<b>Suspended Cases</b>	0	1	0	0	0	0	0	0	1	0	0	0	<b>2</b>
<b>Total Cases Completed</b>	28	23	25	26	25	27	29	33	35	29	28	29	<b>337</b>
<b>Denied Error Cases</b>	7	6	9	13	14	13	10	15	12	8	5	6	<b>118</b>
<b>Terminated Error Cases</b>	1	0	2	0	0	0	5	3	0	1	1	3	<b>16</b>
<b>Suspended Error Cases</b>	0	0	0	0	0	0	0	0	1	0	0	0	<b>1</b>
<b>Total Error Cases</b>	8	6	11	13	14	13	15	18	13	9	6	9	<b>135</b>
<b>Denied Error Rate</b>	36.84%	46.15%	47.37%	65.00%	73.68%	59.09%	58.82%	62.50%	48.00%	38.10%	25.00%	37.50%	<b>50.21%</b>
<b>Terminated Error Rate</b>	11.11%	0.00%	33.33%	0.00%	0.00%	0.00%	41.67%	33.33%	0.00%	12.50%	12.50%	23.08%	<b>16.00%</b>
<b>Suspended Error Rate</b>		0.00%							100.00%				<b>50.00%</b>
<b>Combined Case Error Rate</b>	28.57%	26.09%	44.00%	50.00%	56.00%	48.15%	51.72%	54.55%	37.14%	31.03%	21.43%	31.03%	<b>40.06%</b>

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

**FFY 2014  
Final**

Sample Months: 10/2013 through 9/2014

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	38	0	38	100.00%	0.00%	\$0	\$9,626	100.00%	0.00%
Sitka	22	9	0	9	100.00%	0.00%	\$0	\$1,575	100.00%	0.00%
Juneau	20	25	0	25	100.00%	0.00%	\$0	\$4,619	100.00%	0.00%
<b>Southeast Region Total</b>		<b>72</b>	<b>0</b>	<b>72</b>	<b>100.00%</b>	<b>0.00%</b>	<b>\$0</b>	<b>\$15,820</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks	41	100	1	101	99.01%	0.99%	\$397	\$33,078	98.80%	1.20%
Nome	46	17	0	17	100.00%	0.00%	\$0	\$13,917	100.00%	0.00%
Kotzebue	47	1	0	1	100.00%	0.00%	\$0	\$1,098	100.00%	0.00%
<b>Northern Region Total</b>		<b>118</b>	<b>1</b>	<b>119</b>	<b>99.16%</b>	<b>0.84%</b>	<b>\$397</b>	<b>\$48,093</b>	<b>99.17%</b>	<b>0.83%</b>
Bethel	51	37	2	39	94.87%	5.13%	\$101	\$34,248	99.71%	0.29%
Field Office 1	82	29	1	30	96.67%	3.33%	\$36	\$15,835	99.77%	0.23%
Field Office 2	71	15	0	15	100.00%	0.00%	\$0	\$6,313	100.00%	0.00%
LTC, TEFRA, Waiver	70	12	0	12	100.00%	0.00%	\$0	\$1,923	100.00%	0.00%
Kenai	76	51	1	52	98.08%	1.92%	\$73	\$15,774	99.54%	0.46%
<b>Coastal Region Total</b>		<b>144</b>	<b>4</b>	<b>148</b>	<b>97.30%</b>	<b>2.70%</b>	<b>\$210</b>	<b>\$74,093</b>	<b>99.72%</b>	<b>0.28%</b>
Gambell	83	76	0	76	100.00%	0.00%	\$0	\$17,044	100.00%	0.00%
Muldoon	84	25	1	26	96.15%	3.85%	\$119	\$4,740	97.49%	2.51%
Mat-Su	77	131	5	136	96.32%	3.68%	\$943	\$43,523	97.83%	2.17%
<b>Central Region Total</b>		<b>232</b>	<b>6</b>	<b>238</b>	<b>97.48%</b>	<b>2.52%</b>	<b>\$1,062</b>	<b>\$65,307</b>	<b>98.37%</b>	<b>1.63%</b>
<b>Alaska Overall</b>		<b>566</b>	<b>11</b>	<b>577</b>	<b>98.09%</b>	<b>1.91%</b>	<b>\$1,669</b>	<b>\$203,313</b>	<b>99.18%</b>	<b>0.82%</b>

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

FFY 2014

Final

Sample Months: 10/2013 through 9/2014

<b>BY SAMPLE MONTH</b>	<b>Oct-13</b>	<b>Nov-13</b>	<b>Dec-13</b>	<b>Jan-14</b>	<b>Feb-14</b>	<b>Mar-14</b>	<b>Apr-14</b>	<b>May-14</b>	<b>Jun-14</b>	<b>Jul-14</b>	<b>Aug-14</b>	<b>Sep-14</b>	<b>Total</b>
<b>CASES</b>													
Sample Cases Selected	50	56	56	56	58	58	59	57	58	56	55	55	674
Cases Determined by Reviewers	50	56	56	56	58	58	59	57	58	56	55	55	674
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	37	44	47	49	53	54	53	53	53	44	44	46	577
Cases Not Subject to Review	6	5	3	4	2	2	2	2	3	6	7	5	47
Cases Not Completed	7	7	6	3	3	2	4	2	2	6	4	4	50
Total Cases Completed	37	44	47	49	53	54	53	53	53	44	44	46	577
Total Correct Cases	35	42	47	49	52	52	52	53	51	43	44	46	566
Total Error Cases	2	2	0	0	1	2	1	0	2	1	0	0	11
Total Ineligible Cases	1	1	0	0	0	0	0	0	0	0	0	0	2
Total Over Paid Cases	0	1	0	0	0	2	1	0	2	1	0	0	7
Total Under Paid Cases	1	0	0	0	1	0	0	0	0	0	0	0	2
Case Accuracy Rate	94.59%	95.45%	100.00%	100.00%	98.11%	96.30%	98.11%	100.00%	96.23%	97.73%	100.00%	100.00%	98.09%
Case Error Rate	5.41%	4.55%	0.00%	0.00%	1.89%	3.70%	1.89%	0.00%	3.77%	2.27%	0.00%	0.00%	1.91%
Percent of Error Cases Agency-Caused	50%	50%			100%	50%	0%		100%	100%			64%
Percent of Error Cases Client-Caused	50%	50%			0%	50%	100%		0%	0%			36%
Agency-Caused Case Error Rate	2.70%	2.27%			1.89%	1.85%	0.00%		3.77%	2.27%			1.21%
Client-Caused Error Case Error Rate	2.70%	2.27%			0.00%	1.85%	1.89%		0.00%	0.00%			0.69%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$14,661	\$13,316	\$15,896	\$23,168	\$17,488	\$18,548	\$15,628	\$17,984	\$18,741	\$18,259	\$16,431	\$13,193	\$203,313
Total Error Payments (\$)	\$436	\$77	\$0	\$0	\$177	\$662	\$72	\$0	\$172	\$73	\$0	\$0	\$1,669
Total Ineligible Payments (\$)	\$388	\$36	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$424
Total Over Paid Payments (\$)	\$0	\$41	\$0	\$0	\$0	\$662	\$72	\$0	\$172	\$73	\$0	\$0	\$1,020
Total Under Paid Payments (\$)	\$48	\$0	\$0	\$0	\$177	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$225
Payment Accuracy Rate (%)	97.03%	99.42%	100.00%	100.00%	98.99%	96.43%	99.54%	100.00%	99.08%	99.60%	100.00%	100.00%	99.18%
Payment Error Rate (%)	2.97%	0.58%	0.00%	0.00%	1.01%	3.57%	0.46%	0.00%	0.92%	0.40%	0.00%	0.00%	0.82%
Ineligible Error Rate (%)	2.65%	0.27%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.21%
Over Paid Error Rate (%)	0.00%	0.31%	0.00%	0.00%	0.00%	3.57%	0.46%	0.00%	0.92%	0.40%	0.00%	0.00%	0.50%
Under Paid Error Rate (%)	0.33%	0.00%	0.00%	0.00%	1.01%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.11%
Agency-Caused Error Dollars (%)	11%	47%			100%	40%	0%		100%	100%			46%
Client-Caused Error Dollars (%)	89%	53%			0%	60%	100%		0%	0%			54%
Agency-Caused Payment Error Rate	0.33%	0.27%			1.01%	1.43%	0.00%		0.92%	0.40%			0.38%
Client-Caused Error Payment Error Rate	2.65%	0.31%			0.00%	2.14%	0.46%		0.00%	0.00%			0.44%

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

**FFY 2014  
Final**

Sample Months: 10/2013 through 9/2014

<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>
Ketchikan	23	23	1	24	95.83%	4.17%
Sitka	22	4	1	5	80.00%	20.00%
Juneau	20	19	0	19	100.00%	0.00%
<b>Southeast Region Total</b>		<b>46</b>	<b>2</b>	<b>48</b>	<b>95.83%</b>	<b>4.17%</b>
Fairbanks	41	62	6	68	91.18%	8.82%
Nome	46	10	1	11	90.91%	9.09%
Kotzebue	47	0	0	0		
<b>Northern Region Total</b>		<b>72</b>	<b>7</b>	<b>79</b>	<b>91.14%</b>	<b>8.86%</b>
Bethel	51	24	4	28	85.71%	14.29%
Field Office 1	82	13	1	14	92.86%	7.14%
Field Office 2	71	6	2	8	75.00%	25.00%
LTC, TEFRA, Waiver	70	5	1	6	83.33%	16.67%
Kenai	76	34	8	42	80.95%	19.05%
<b>Coastal Region Total</b>		<b>82</b>	<b>16</b>	<b>98</b>	<b>83.67%</b>	<b>16.33%</b>
Anchorage - Gambell	83	53	11	64	82.81%	17.19%
Anchorage - Muldoon	84	15	2	17	88.24%	11.76%
Mat-Su	77	70	7	77	90.91%	9.09%
<b>Central Region Total</b>		<b>138</b>	<b>20</b>	<b>158</b>	<b>87.34%</b>	<b>12.66%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>338</b>	<b>45</b>	<b>383</b>	<b>88.25%</b>	<b>11.75%</b>

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

**FFY 2014  
Final**

Sample Months: 10/2013 through 9/2014

<b>BY MONTH</b>	<b>Oct-13</b>	<b>Nov-13</b>	<b>Dec-13</b>	<b>Jan-14</b>	<b>Feb-14</b>	<b>Mar-14</b>	<b>Apr-14</b>	<b>May-14</b>	<b>Jun-14</b>	<b>Jul-14</b>	<b>Aug-14</b>	<b>Sep-14</b>	<b>Total</b>
<b>Sample Cases Selected</b>	64	32	27	27	23	27	28	26	26	23	27	75	<b>405</b>
<b>Cases Determined by Reviewers</b>	64	32	27	27	23	27	28	26	26	23	27	75	<b>405</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	62	31	23	27	23	26	25	24	22	22	25	73	<b>383</b>
<b>Cases Not Subject to Review</b>	2	1	4	0	0	1	3	2	4	1	2	2	<b>22</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	62	31	23	27	23	26	25	24	22	22	25	73	<b>383</b>
<b>Total Correct Cases</b>	55	28	20	22	21	20	23	21	20	19	23	66	<b>338</b>
<b>Total Error Cases</b>	7	3	3	5	2	6	2	3	2	3	2	7	<b>45</b>
<b>Case Accuracy Rate</b>	88.71%	90.32%	86.96%	81.48%	91.30%	76.92%	92.00%	87.50%	90.91%	86.36%	92.00%	90.41%	<b>88.25%</b>
<b>Case Error Rate</b>	11.29%	9.68%	13.04%	18.52%	8.70%	23.08%	8.00%	12.50%	9.09%	13.64%	8.00%	9.59%	<b>11.75%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	20	15	18	20	15	18	15	16	15	16	10	20	<b>198</b>
<b>Terminated Cases</b>	18	12	4	7	8	8	10	8	7	6	15	11	<b>114</b>
<b>Suspended Cases</b>	24	4	1	0	0	0	0	0	0	0	0	42	<b>71</b>
<b>Total Cases Completed</b>	62	31	23	27	23	26	25	24	22	22	25	73	<b>383</b>
<b>Denied Error Cases</b>	7	1	2	5	2	4	2	2	2	3	2	7	<b>39</b>
<b>Terminated Error Cases</b>	0	1	0	0	0	2	0	1	0	0	0	0	<b>4</b>
<b>Suspended Error Cases</b>	0	1	1	0	0	0	0	0	0	0	0	0	<b>2</b>
<b>Total Error Cases</b>	7	3	3	5	2	6	2	3	2	3	2	7	<b>45</b>
<b>Denied Error Rate</b>	35.00%	6.67%	11.11%	25.00%	13.33%	22.22%	13.33%	12.50%	13.33%	18.75%	20.00%	35.00%	<b>19.70%</b>
<b>Terminated Error Rate</b>	0.00%	8.33%	0.00%	0.00%	0.00%	25.00%	0.00%	12.50%	0.00%	0.00%	0.00%	0.00%	<b>3.51%</b>
<b>Suspended Error Rate</b>	0.00%	25.00%	100.00%									0.00%	<b>2.82%</b>
<b>Combined Case Error Rate</b>	11.29%	9.68%	13.04%	18.52%	8.70%	23.08%	8.00%	12.50%	9.09%	13.64%	8.00%	9.59%	<b>11.75%</b>

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

**FFY 2013  
Final Report**

Sample Months: 10/2012 through 9/2013

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	49	0	49	100.00%	0.00%	\$0	\$15,263	100.00%	0.00%
Sitka	22	17	0	17	100.00%	0.00%	\$0	\$7,498	100.00%	0.00%
Juneau	20	16	0	16	100.00%	0.00%	\$0	\$3,213	100.00%	0.00%
<b>Southeast Region Total</b>		<b>82</b>	<b>0</b>	<b>82</b>	<b>100.00%</b>	<b>0.00%</b>	<b>\$0</b>	<b>\$25,974</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	117	2	119	98.32%	1.68%	\$292	\$57,293	99.49%	0.51%
Nome	46	17	0	17	100.00%	0.00%	\$0	\$15,691	100.00%	0.00%
NRO APA Unit	43	0	0	0			\$0	\$0		
<b>Northern Region Total</b>		<b>134</b>	<b>2</b>	<b>136</b>	<b>98.53%</b>	<b>1.47%</b>	<b>\$292</b>	<b>\$72,984</b>	<b>99.60%</b>	<b>0.40%</b>
Bethel	51	43	2	45	95.56%	4.44%	\$482	\$46,826	98.97%	1.03%
Field Office	82	30	0	30	100.00%	0.00%	\$0	\$12,283	100.00%	0.00%
LTC, TEFRA, Waiver	70	11	0	11	100.00%	0.00%	\$0	\$280	100.00%	0.00%
Kenai	76	59	0	59	100.00%	0.00%	\$0	\$17,355	100.00%	0.00%
<b>Coastal Region Total</b>		<b>143</b>	<b>2</b>	<b>145</b>	<b>98.62%</b>	<b>1.38%</b>	<b>\$482</b>	<b>\$76,744</b>	<b>99.37%</b>	<b>0.63%</b>
Gambell	83	85	2	87	97.70%	2.30%	\$387	\$29,350	98.68%	1.32%
Muldoon	84	30	1	31	96.77%	3.23%	\$543	\$10,149	94.65%	5.35%
Mat-Su	77	161	5	166	96.99%	3.01%	\$1,637	\$57,665	97.16%	2.84%
<b>Central Region Total</b>		<b>276</b>	<b>8</b>	<b>284</b>	<b>97.18%</b>	<b>2.82%</b>	<b>\$2,567</b>	<b>\$97,164</b>	<b>97.36%</b>	<b>2.64%</b>
<b>Alaska Overall</b>		<b>635</b>	<b>12</b>	<b>647</b>	<b>98.15%</b>	<b>1.85%</b>	<b>\$3,341</b>	<b>\$272,866</b>	<b>98.78%</b>	<b>1.22%</b>

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

FFY 2013  
Final Report

Sample Months: 10/2012 through 9/2013

BY SAMPLE MONTH	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Total
<b>CASES</b>													
Sample Cases Selected	52	59	60	60	61	62	60	60	59	57	56	56	702
Cases Determined by Reviewers	52	59	60	60	61	62	60	60	59	57	56	56	702
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	49	57	57	57	58	58	54	55	54	51	50	47	647
Cases Not Subject to Review	1	0	1	1	3	1	1	1	4	3	4	4	24
Cases Not Completed	2	2	2	2	0	3	5	4	1	3	2	5	31
Total Cases Completed	49	57	57	57	58	58	54	55	54	51	50	47	647
Total Correct Cases	47	55	55	56	58	56	54	54	54	51	49	46	635
Total Error Cases	2	2	2	1	0	2	0	1	0	0	1	1	12
Total Ineligible Cases	1	0	1	0	0	1	0	1	0	0	0	1	5
Total Over Paid Cases	1	1	1	1	0	1	0	0	0	0	1	0	6
Total Under Paid Cases	0	1	0	0	0	0	0	0	0	0	0	0	1
Case Accuracy Rate	95.92%	96.49%	96.49%	98.25%	100.00%	96.55%	100.00%	98.18%	100.00%	100.00%	98.00%	97.87%	98.15%
Case Error Rate	4.08%	3.51%	3.51%	1.75%	0.00%	3.45%	0.00%	1.82%	0.00%	0.00%	2.00%	2.13%	1.85%
Percent of Error Cases Agency-Caused	100%	100%	50%	100%		100%		0%		100%	0%		75%
Percent of Error Cases Client-Caused	0%	0%	50%	0%		0%		100%		0%	100%		25%
Agency-Caused Case Error Rate	4.08%	3.51%	1.75%	1.75%		3.45%		0.00%		2.00%	0.00%		1.39%
Client-Caused Error Case Error Rate	0.00%	0.00%	1.75%	0.00%		0.00%		1.82%		0.00%	2.13%		0.46%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$19,929	\$21,638	\$26,477	\$22,984	\$20,994	\$23,874	\$19,881	\$21,115	\$23,928	\$23,794	\$27,346	\$20,906	\$272,866
Total Error Payments (\$)	\$857	\$364	\$315	\$90	\$0	\$809	\$0	\$435	\$0	\$0	\$232	\$239	\$3,341
Total Ineligible Payments (\$)	\$797	\$0	\$239	\$0	\$0	\$543	\$0	\$435	\$0	\$0	\$0	\$239	\$2,253
Total Over Paid Payments (\$)	\$60	\$216	\$76	\$90	\$0	\$266	\$0	\$0	\$0	\$0	\$232	\$0	\$940
Total Under Paid Payments (\$)	\$0	\$148	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$148
Payment Accuracy Rate (%)	95.70%	98.32%	98.81%	99.61%	100.00%	96.61%	100.00%	97.94%	100.00%	100.00%	99.15%	98.86%	98.78%
Payment Error Rate (%)	4.30%	1.68%	1.19%	0.39%	0.00%	3.39%	0.00%	2.06%	0.00%	0.00%	0.85%	1.14%	1.22%
Ineligible Error Rate (%)	4.00%	0.00%	0.90%	0.00%	0.00%	2.27%	0.00%	2.06%	0.00%	0.00%	0.00%	1.14%	0.83%
Over Paid Error Rate (%)	0.30%	1.00%	0.29%	0.39%	0.00%	1.11%	0.00%	0.00%	0.00%	0.00%	0.85%	0.00%	0.34%
Under Paid Error Rate (%)	0.00%	0.68%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.05%
Agency-Caused Error Dollars (%)	100%	100%	24%	100%		100%		0%		100%	0%		73%
Client-Caused Error Dollars (%)	0%	0%	76%	0%		0%		100%		0%	100%		27%
Agency-Caused Payment Error Rate	4.30%	1.68%	0.29%	0.39%		3.39%		0.00%		0.85%	0.00%		0.89%
Client-Caused Error Payment Error Rate	0.00%	0.00%	0.90%	0.00%		0.00%		2.06%		0.00%	1.14%		0.33%

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

FFY 2013  
Final Report

Sample Months: 10/2012 through 9/2013

<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>
Ketchikan	23	26	0	26	100.00%	0.00%
Sitka	22	7	0	7	100.00%	0.00%
Juneau	20	13	0	13	100.00%	0.00%
<b>Southeast Region Total</b>		<b>46</b>	<b>0</b>	<b>46</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	74	4	78	94.87%	5.13%
Nome	46	11	1	12	91.67%	8.33%
Fairbanks APA Unit	43	0	0	0		
<b>Northern Region Total</b>		<b>85</b>	<b>5</b>	<b>90</b>	<b>94.44%</b>	<b>5.56%</b>
Bethel	51	35	0	35	100.00%	0.00%
Field Office	82	19	3	22	86.36%	13.64%
LTC, TEFRA, Waiver	70	3	1	4	75.00%	25.00%
Kenai	76	39	2	41	95.12%	4.88%
<b>Coastal Region Total</b>		<b>96</b>	<b>6</b>	<b>102</b>	<b>94.12%</b>	<b>5.88%</b>
Anchorage - Gambell	83	77	16	93	82.80%	17.20%
Anchorage - Muldoon	84	10	0	10	100.00%	0.00%
Mat-Su	77	84	4	88	95.45%	4.55%
<b>Central Region Total</b>		<b>171</b>	<b>20</b>	<b>191</b>	<b>89.53%</b>	<b>10.47%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>398</b>	<b>31</b>	<b>429</b>	<b>92.77%</b>	<b>7.23%</b>

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

**FFY 2013  
Final Report**  
Sample Months: 10/2012 through 9/2013

<b>BY MONTH</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>	<b>Jul-13</b>	<b>Aug-13</b>	<b>Sep-13</b>	<b>Total</b>
<b>Sample Cases Selected</b>	60	35	29	31	27	30	29	31	32	32	31	75	<b>442</b>
<b>Cases Determined by Reviewers</b>	60	35	29	31	27	30	29	31	32	32	31	75	<b>442</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	58	34	27	31	27	28	27	31	32	31	29	74	<b>429</b>
<b>Cases Not Subject to Review</b>	2	1	2	0	0	2	2	0	0	1	2	1	<b>13</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	58	34	27	31	27	28	27	31	32	31	29	74	<b>429</b>
<b>Total Correct Cases</b>	50	29	26	27	27	28	27	30	32	28	22	72	<b>398</b>
<b>Total Error Cases</b>	8	5	1	4	0	0	0	1	0	3	7	2	<b>31</b>
<b>Case Accuracy Rate</b>	86.21%	85.29%	96.30%	87.10%	100.00%	100.00%	100.00%	96.77%	100.00%	90.32%	75.86%	97.30%	<b>92.77%</b>
<b>Case Error Rate</b>	13.79%	14.71%	3.70%	12.90%	0.00%	0.00%	0.00%	3.23%	0.00%	9.68%	24.14%	2.70%	<b>7.23%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	30	16	13	17	14	18	12	17	18	16	20	15	<b>206</b>
<b>Terminated Cases</b>	8	12	13	13	12	10	14	14	13	15	9	14	<b>147</b>
<b>Suspended Cases</b>	20	6	1	1	1	0	1	0	1	0	0	45	<b>76</b>
<b>Total Cases Completed</b>	58	34	27	31	27	28	27	31	32	31	29	74	<b>429</b>
<b>Denied Error Cases</b>	7	4	1	3	0	0	0	1	0	3	6	1	<b>26</b>
<b>Terminated Error Cases</b>	1	0	0	1	0	0	0	0	0	0	1	0	<b>3</b>
<b>Suspended Error Cases</b>	0	1	0	0	0	0	0	0	0	0	0	1	<b>2</b>
<b>Total Error Cases</b>	8	5	1	4	0	0	0	1	0	3	7	2	<b>31</b>
<b>Denied Error Rate</b>	23.33%	25.00%	7.69%	17.65%	0.00%	0.00%	0.00%	5.88%	0.00%	18.75%	30.00%	6.67%	<b>12.62%</b>
<b>Terminated Error Rate</b>	12.50%	0.00%	0.00%	7.69%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	<b>2.04%</b>
<b>Suspended Error Rate</b>	0.00%	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	2.22%	<b>2.63%</b>
<b>Combined Case Error Rate</b>	13.79%	14.71%	3.70%	12.90%	0.00%	0.00%	0.00%	3.23%	0.00%	9.68%	24.14%	2.70%	<b>7.23%</b>

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

**FFY 2012  
Final Report**

Sample Months: 10/2011 through 9/2012

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	56	1	57	98.25%	1.75%	\$415	\$19,691	97.89%	2.11%
Sitka	22	12	0	12	100.00%	0.00%	\$0	\$5,960	100.00%	0.00%
Juneau	20	12	0	12	100.00%	0.00%	\$0	\$2,512	100.00%	0.00%
<b>Southeast Region Total</b>		<b>80</b>	<b>1</b>	<b>81</b>	<b>98.77%</b>	<b>1.23%</b>	<b>\$415</b>	<b>\$28,163</b>	<b>98.53%</b>	<b>1.47%</b>
Fairbanks NSB	41	100	2	102	98.04%	1.96%	\$226	\$45,885	99.51%	0.49%
Nome	46	18	0	18	100.00%	0.00%	\$0	\$19,257	100.00%	0.00%
NRO APA Unit	43	2	0	2	100.00%	0.00%	\$0	\$569	100.00%	0.00%
<b>Northern Region Total</b>		<b>120</b>	<b>2</b>	<b>122</b>	<b>98.36%</b>	<b>1.64%</b>	<b>\$226</b>	<b>\$65,711</b>	<b>99.66%</b>	<b>0.34%</b>
Bethel	51	34	1	35	97.14%	2.86%	\$108	\$37,615	99.71%	0.29%
Field Office	82	22	1	23	95.65%	4.35%	\$211	\$12,510	98.31%	1.69%
LTC, TEFRA, Waiver	70	10	0	10	100.00%	0.00%	\$0	\$1,257	100.00%	0.00%
Kenai	76	55	0	55	100.00%	0.00%	\$0	\$17,746	100.00%	0.00%
<b>Coastal Region Total</b>		<b>121</b>	<b>2</b>	<b>123</b>	<b>98.37%</b>	<b>1.63%</b>	<b>\$319</b>	<b>\$69,128</b>	<b>99.54%</b>	<b>0.46%</b>
Gambell	83	97	5	102	95.10%	4.90%	\$790	\$27,959	97.17%	2.83%
Muldoon	84	82	1	83	98.80%	1.20%	\$183	\$31,232	99.41%	0.59%
Mat-Su	77	156	3	159	98.11%	1.89%	\$909	\$51,460	98.23%	1.77%
<b>Central Region Total</b>		<b>335</b>	<b>9</b>	<b>344</b>	<b>97.38%</b>	<b>2.62%</b>	<b>\$1,882</b>	<b>\$110,651</b>	<b>98.30%</b>	<b>1.70%</b>
<b>Alaska Overall</b>		<b>656</b>	<b>14</b>	<b>670</b>	<b>97.91%</b>	<b>2.09%</b>	<b>\$2,842</b>	<b>\$273,653</b>	<b>98.96%</b>	<b>1.04%</b>

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

FFY 2012  
Final Report

Sample Months: 10/2011 through 9/2012

BY SAMPLE MONTH	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Total
<b>CASES</b>													
Sample Cases Selected	49	58	58	60	61	61	63	62	62	59	60	60	713
Cases Determined by Reviewers	49	58	58	60	61	61	63	62	62	59	60	60	713
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	45	53	53	59	59	59	62	58	58	55	57	52	670
Cases Not Subject to Review	1	3	1	1	1	2	0	1	3	4	1	2	20
Cases Not Completed	3	2	4	0	1	0	1	3	1	0	2	6	23
Total Cases Completed	45	53	53	59	59	59	62	58	58	55	57	52	670
Total Correct Cases	45	53	52	58	57	56	60	57	57	54	56	51	656
Total Error Cases	0	0	1	1	2	3	2	1	1	1	1	1	14
Total Ineligible Cases	0	0	0	0	1	0	0	0	0	0	0	1	2
Total Over Paid Cases	0	0	1	1	0	2	1	1	1	0	1	0	8
Total Under Paid Cases	0	0	0	0	1	1	1	0	0	1	0	0	4
Case Accuracy Rate	100.00%	100.00%	98.11%	98.31%	96.61%	94.92%	96.77%	98.28%	98.28%	98.18%	98.25%	98.08%	97.91%
Case Error Rate	0.00%	0.00%	1.89%	1.69%	3.39%	5.08%	3.23%	1.72%	1.72%	1.82%	1.75%	1.92%	2.09%
Percent of Error Cases Agency-Caused			0%	100%	50%	67%	100%	100%	100%	100%	0%	0%	64%
Percent of Error Cases Client-Caused			100%	0%	50%	33%	0%	0%	0%	0%	100%	100%	36%
Agency-Caused Case Error Rate			0.00%	1.69%	1.69%	3.39%	3.23%	1.72%	1.72%	1.82%	0.00%	0.00%	1.34%
Client-Caused Error Case Error Rate			1.89%	0.00%	1.69%	1.69%	0.00%	0.00%	0.00%	0.00%	1.75%	1.92%	0.75%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$20,881	\$22,261	\$25,420	\$22,750	\$26,342	\$25,754	\$20,622	\$26,721	\$21,132	\$22,534	\$20,009	\$19,227	\$273,653
Total Error Payments (\$)	\$0	\$0	\$127	\$154	\$514	\$298	\$219	\$287	\$159	\$211	\$183	\$690	\$2,842
Total Ineligible Payments (\$)	\$0	\$0	\$0	\$0	\$415	\$0	\$0	\$0	\$0	\$0	\$0	\$690	\$1,105
Total Over Paid Payments (\$)	\$0	\$0	\$127	\$154	\$0	\$190	\$74	\$287	\$159	\$0	\$183	\$0	\$1,174
Total Under Paid Payments (\$)	\$0	\$0	\$0	\$0	\$99	\$108	\$145	\$0	\$0	\$211	\$0	\$0	\$563
Payment Accuracy Rate (%)	100.00%	100.00%	99.50%	99.32%	98.05%	98.84%	98.94%	98.93%	99.25%	99.06%	99.09%	96.41%	98.96%
Payment Error Rate (%)	0.00%	0.00%	0.50%	0.68%	1.95%	1.16%	1.06%	1.07%	0.75%	0.94%	0.91%	3.59%	1.04%
Ineligible Error Rate (%)	0.00%	0.00%	0.00%	0.00%	1.58%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.59%	0.40%
Over Paid Error Rate (%)	0.00%	0.00%	0.50%	0.68%	0.00%	0.74%	0.36%	1.07%	0.75%	0.00%	0.91%	0.00%	0.43%
Under Paid Error Rate (%)	0.00%	0.00%	0.00%	0.00%	0.38%	0.42%	0.70%	0.00%	0.00%	0.94%	0.00%	0.00%	0.21%
Agency-Caused Error Dollars (%)			0%	100%	19%	61%	100%	100%	100%	100%	0%	0%	46%
Client-Caused Error Dollars (%)			100%	0%	81%	39%	0%	0%	0%	0%	100%	100%	54%
Agency-Caused Payment Error Rate			0.00%	0.68%	0.38%	0.70%	1.06%	1.07%	0.75%	0.94%	0.00%	0.00%	0.48%
Client-Caused Error Payment Error Rate			0.50%	0.00%	1.58%	0.45%	0.00%	0.00%	0.00%	0.00%	0.91%	3.59%	0.56%

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

FFY 2012  
Final Report

Sample Months: 10/2011 through 9/2012

<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>
Ketchikan	23	23	4	27	85.19%	14.81%
Sitka	22	8	1	9	88.89%	11.11%
Juneau	20	6	0	6	100.00%	0.00%
<b>Southeast Region Total</b>		<b>37</b>	<b>5</b>	<b>42</b>	<b>88.10%</b>	<b>11.90%</b>
Fairbanks NSB	41	64	4	68	94.12%	5.88%
Nome	46	8	0	8	100.00%	0.00%
Fairbanks APA Unit	43	0	0	0		
<b>Northern Region Total</b>		<b>72</b>	<b>4</b>	<b>76</b>	<b>94.74%</b>	<b>5.26%</b>
Bethel	51	28	1	29	96.55%	3.45%
Field Office	82	16	3	19	84.21%	15.79%
LTC, TEFRA, Waiver	70	3	0	3	100.00%	0.00%
Kenai	76	36	1	37	97.30%	2.70%
<b>Coastal Region Total</b>		<b>83</b>	<b>5</b>	<b>88</b>	<b>94.32%</b>	<b>5.68%</b>
Anchorage - Gambell	83	70	6	76	92.11%	7.89%
Anchorage - Muldoon	84	40	4	44	90.91%	9.09%
Mat-Su	77	73	4	77	94.81%	5.19%
<b>Central Region Total</b>		<b>183</b>	<b>14</b>	<b>197</b>	<b>92.89%</b>	<b>7.11%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>375</b>	<b>28</b>	<b>403</b>	<b>93.05%</b>	<b>6.95%</b>

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

**FFY 2012  
Final Report**  
Sample Months: 10/2011 through 9/2012

<b>BY MONTH</b>	<b>Oct-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>Jan-12</b>	<b>Feb-12</b>	<b>Mar-12</b>	<b>Apr-12</b>	<b>May-12</b>	<b>Jun-12</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Total</b>
<b>Sample Cases Selected</b>	55	31	28	25	28	30	27	30	30	31	37	66	<b>418</b>
<b>Cases Determined by Reviewers</b>	55	31	28	25	28	30	27	30	30	31	37	66	<b>418</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	52	28	28	24	26	30	26	29	29	30	36	65	<b>403</b>
<b>Cases Not Subject to Review</b>	3	3	0	1	2	0	1	1	1	1	1	1	<b>15</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	52	28	28	24	26	30	26	29	29	30	36	65	<b>403</b>
<b>Total Correct Cases</b>	48	27	28	23	26	28	22	27	27	25	32	62	<b>375</b>
<b>Total Error Cases</b>	4	1	0	1	0	2	4	2	2	5	4	3	<b>28</b>
<b>Case Accuracy Rate</b>	92.31%	96.43%	100.00%	95.83%	100.00%	93.33%	84.62%	93.10%	93.10%	83.33%	88.89%	95.38%	<b>93.05%</b>
<b>Case Error Rate</b>	7.69%	3.57%	0.00%	4.17%	0.00%	6.67%	15.38%	6.90%	6.90%	16.67%	11.11%	4.62%	<b>6.95%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	19	21	17	15	15	22	17	23	16	22	22	20	<b>229</b>
<b>Terminated Cases</b>	12	7	11	9	11	8	9	5	13	8	13	13	<b>119</b>
<b>Suspended Cases</b>	21	0	0	0	0	0	0	1	0	0	1	32	<b>55</b>
<b>Total Cases Completed</b>	52	28	28	24	26	30	26	29	29	30	36	65	<b>403</b>
<b>Denied Error Cases</b>	2	1	0	1	0	2	3	2	1	5	2	1	<b>20</b>
<b>Terminated Error Cases</b>	1	0	0	0	0	0	1	0	1	0	2	0	<b>5</b>
<b>Suspended Error Cases</b>	1	0	0	0	0	0	0	0	0	0	0	2	<b>3</b>
<b>Total Error Cases</b>	4	1	0	1	0	2	4	2	2	5	4	3	<b>28</b>
<b>Denied Error Rate</b>	10.53%	4.76%	0.00%	6.67%	0.00%	9.09%	17.65%	8.70%	6.25%	22.73%	9.09%	5.00%	<b>8.73%</b>
<b>Terminated Error Rate</b>	8.33%	0.00%	0.00%	0.00%	0.00%	0.00%	11.11%	0.00%	7.69%	0.00%	15.38%	0.00%	<b>4.20%</b>
<b>Suspended Error Rate</b>	4.76%							0.00%		0.00%	6.25%		<b>5.45%</b>
<b>Combined Case Error Rate</b>	7.69%	3.57%	0.00%	4.17%	0.00%	6.67%	15.38%	6.90%	6.90%	16.67%	11.11%	4.62%	<b>6.95%</b>

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

FFY 2011  
Final

Sample Months: 10/2010 through 09/2011

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	56	1	57	98.25%	1.75%	\$19	\$19,533	99.90%	0.10%
Sitka	22	13	0	13	100.00%	0.00%	\$0	\$3,543	100.00%	0.00%
Juneau	20	9	0	9	100.00%	0.00%	\$0	\$1,574	100.00%	0.00%
<b>Southeast Region Total</b>		<b>78</b>	<b>1</b>	<b>79</b>	<b>98.73%</b>	<b>1.27%</b>	<b>\$19</b>	<b>\$24,650</b>	<b>99.92%</b>	<b>0.08%</b>
Fairbanks NSB	41	65	1	66	98.48%	1.52%	\$81	\$29,096	99.72%	0.28%
Fairbanks Rural	44	6	0	6	100.00%	0.00%	\$0	\$4,503	100.00%	0.00%
NRO APA Unit	43	7	1	8	87.50%	12.50%	\$27	\$2,529	98.93%	1.07%
<b>Northern Region Total</b>		<b>78</b>	<b>2</b>	<b>80</b>	<b>97.50%</b>	<b>2.50%</b>	<b>\$108</b>	<b>\$36,128</b>	<b>99.70%</b>	<b>0.30%</b>
Bethel	51	41	2	43	95.35%	4.65%	\$171	\$47,113	99.64%	0.36%
Field Office	82	22	1	23	95.65%	4.35%	\$37	\$13,046	99.72%	0.28%
LTC, TEFRA, Waiver	70	17	1	18	94.44%	5.56%	\$65	\$1,921	96.62%	3.38%
Kenai	76	41	1	42	97.62%	2.38%	\$93	\$13,431	99.31%	0.69%
Nome	46	16	1	17	94.12%	5.88%	\$32	\$15,244	99.79%	0.21%
<b>Coastal Region Total</b>		<b>137</b>	<b>6</b>	<b>143</b>	<b>95.80%</b>	<b>4.20%</b>	<b>\$398</b>	<b>\$90,755</b>	<b>99.56%</b>	<b>0.44%</b>
APA Unit	71	0	0	0			\$0	\$0		
Gambell	83	95	8	103	92.23%	7.77%	\$814	\$32,705	97.51%	2.49%
Muldoon	84	61	2	63	96.83%	3.17%	\$86	\$20,259	99.58%	0.42%
Mat-Su	77	146	6	152	96.05%	3.95%	\$345	\$53,215	99.35%	0.65%
Mat-Su APA	78	0	0	0			\$0	\$0		
<b>Central Region Total</b>		<b>302</b>	<b>16</b>	<b>318</b>	<b>94.97%</b>	<b>5.03%</b>	<b>\$1,245</b>	<b>\$106,179</b>	<b>98.83%</b>	<b>1.17%</b>
<b>Alaska Overall</b>		<b>595</b>	<b>25</b>	<b>620</b>	<b>95.97%</b>	<b>4.03%</b>	<b>\$1,770</b>	<b>\$257,712</b>	<b>99.31%</b>	<b>0.69%</b>

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

FFY 2011

Final

Sample Months: 10/2010 through 09/2011

<b>BY SAMPLE MONTH</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-11</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Total</b>
<b>CASES</b>													
Sample Cases Selected	43	52	53	56	56	58	58	59	59	59	59	59	671
Cases Determined by Reviewers	43	52	53	56	56	58	58	59	59	59	59	59	671
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total Cases Completed</b>	<b>36</b>	<b>46</b>	<b>51</b>	<b>53</b>	<b>54</b>	<b>54</b>	<b>50</b>	<b>57</b>	<b>52</b>	<b>54</b>	<b>58</b>	<b>55</b>	<b>620</b>
Cases Not Subject to Review	2	2	1	2	2	2	4	2	3	2	1	3	26
Cases Not Completed	5	4	1	1	0	2	4	0	4	3	0	1	25
<b>Total Cases Completed</b>	<b>36</b>	<b>46</b>	<b>51</b>	<b>53</b>	<b>54</b>	<b>54</b>	<b>50</b>	<b>57</b>	<b>52</b>	<b>54</b>	<b>58</b>	<b>55</b>	<b>620</b>
Total Correct Cases	33	45	50	49	51	49	47	55	50	54	58	54	595
Total Error Cases	3	1	1	4	3	5	3	2	2	0	0	1	25
Total Ineligible Cases	2	1	0	1	0	1	0	0	0	0	0	0	5
Total Over Paid Cases	1	0	0	2	1	3	2	1	1	0	0	1	12
Total Under Paid Cases	0	0	1	1	2	1	1	1	1	0	0	0	8
Case Accuracy Rate	91.67%	97.83%	98.04%	92.45%	94.44%	90.74%	94.00%	96.49%	96.15%	100.00%	100.00%	98.18%	95.97%
Case Error Rate	8.33%	2.17%	1.96%	7.55%	5.56%	9.26%	6.00%	3.51%	3.85%	0.00%	0.00%	1.82%	4.03%
Percent of Error Cases Agency-Caused	100%	0%	100%	100%	100%	100%	100%	100%	100%			100%	96%
Percent of Error Cases Client-Caused	0%	100%	0%	0%	0%	0%	0%	0%	0%			0%	4%
Agency-Caused Case Error Rate	8.33%	0.00%	1.96%	7.55%	5.56%	9.26%	6.00%	3.51%	3.85%			1.82%	3.87%
Client-Caused Error Case Error Rate	0.00%	2.17%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	0.16%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$17,455	\$17,994	\$20,196	\$22,060	\$23,165	\$24,410	\$25,198	\$22,697	\$22,644	\$19,306	\$22,549	\$20,038	\$257,712
Total Error Payments (\$)	\$315	\$77	\$52	\$375	\$202	\$193	\$195	\$84	\$196	\$0	\$0	\$81	\$1,770
Total Ineligible Payments (\$)	\$95	\$77	\$0	\$19	\$0	\$19	\$0	\$0	\$0	\$0	\$0	\$0	\$210
Total Over Paid Payments (\$)	\$220	\$0	\$0	\$309	\$27	\$137	\$164	\$45	\$76	\$0	\$0	\$81	\$1,059
Total Under Paid Payments (\$)	\$0	\$0	\$52	\$47	\$175	\$37	\$31	\$39	\$120	\$0	\$0	\$0	\$501
Payment Accuracy Rate (%)	98.20%	99.57%	99.74%	98.30%	99.13%	99.21%	99.23%	99.63%	99.13%	100.00%	100.00%	99.60%	99.31%
Payment Error Rate (%)	1.80%	0.43%	0.26%	1.70%	0.87%	0.79%	0.77%	0.37%	0.87%	0.00%	0.00%	0.40%	0.69%
Ineligible Error Rate (%)	0.54%	0.43%	0.00%	0.09%	0.00%	0.08%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.08%
Over Paid Error Rate (%)	1.26%	0.00%	0.00%	1.40%	0.12%	0.56%	0.65%	0.20%	0.34%	0.00%	0.00%	0.40%	0.41%
Under Paid Error Rate (%)	0.00%	0.00%	0.26%	0.21%	0.76%	0.15%	0.12%	0.17%	0.53%	0.00%	0.00%	0.00%	0.19%
Agency-Caused Error Dollars (%)	100%	0%	100%	100%	100%	100%	100%	100%	100%			100%	96%
Client-Caused Error Dollars (%)	0%	100%	0%	0%	0%	0%	0%	0%	0%			0%	4%
Agency-Caused Payment Error Rate	1.80%	0.00%	0.26%	1.70%	0.87%	0.79%	0.77%	0.37%	0.87%			0.40%	0.66%
Client-Caused Error Payment Error Rate	0.00%	0.43%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	0.03%

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

FFY 2011  
Final

Sample Months: 10/2010 through 09/2011

<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>
Ketchikan	23	25	0	25	100.00%	0.00%
Sitka	22	6	0	6	100.00%	0.00%
Juneau	20	7	0	7	100.00%	0.00%
<b>Southeast Region Total</b>		<b>38</b>	<b>0</b>	<b>38</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	43	1	44	97.73%	2.27%
Fairbanks Rural	44	6	0	6	100.00%	0.00%
Fairbanks APA Unit	43	4	0	4	100.00%	0.00%
<b>Northern Region Total</b>		<b>53</b>	<b>1</b>	<b>54</b>	<b>98.15%</b>	<b>1.85%</b>
Bethel	51	28	3	31	90.32%	9.68%
Field Office	82	16	0	16	100.00%	0.00%
LTC, TEFRA, Waiver	70	6	0	6	100.00%	0.00%
Kenai	76	28	0	28	100.00%	0.00%
Nome	46	9	0	9	100.00%	0.00%
<b>Coastal Region Total</b>		<b>87</b>	<b>3</b>	<b>90</b>	<b>96.67%</b>	<b>3.33%</b>
APA Unit	71	0	0	0		
Anchorage - Gambell	83	85	0	85	100.00%	0.00%
Anchorage - Muldoon	84	36	0	36	100.00%	0.00%
Mat-Su	77	70	0	70	100.00%	0.00%
Mat-Su APA	78	0	0	0		
<b>Central Region Total</b>		<b>191</b>	<b>0</b>	<b>191</b>	<b>100.00%</b>	<b>0.00%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>369</b>	<b>4</b>	<b>373</b>	<b>98.93%</b>	<b>1.07%</b>

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

**FFY 2011  
Final**

Sample Months: 10/2010 through 09/2011

<b>BY MONTH</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-11</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Total</b>
<b>Sample Cases Selected</b>	99	30	25	26	24	25	23	25	27	27	32	29	<b>392</b>
<b>Cases Determined by Reviewers</b>	99	30	25	26	24	25	23	25	27	27	32	29	<b>392</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	99	28	21	25	24	23	23	22	24	26	29	29	<b>373</b>
<b>Cases Not Subject to Review</b>	0	2	4	1	0	2	0	3	3	1	3	0	<b>19</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	99	28	21	25	24	23	23	22	24	26	29	29	<b>373</b>
<b>Total Correct Cases</b>	99	28	19	24	24	23	23	22	24	25	29	29	<b>369</b>
<b>Total Error Cases</b>	0	0	2	1	0	0	0	0	0	1	0	0	<b>4</b>
<b>Case Accuracy Rate</b>	100.00%	100.00%	90.48%	96.00%	100.00%	100.00%	100.00%	100.00%	100.00%	96.15%	100.00%	100.00%	<b>98.93%</b>
<b>Case Error Rate</b>	0.00%	0.00%	9.52%	4.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.85%	0.00%	0.00%	<b>1.07%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	19	16	12	19	15	19	14	13	14	18	18	16	<b>193</b>
<b>Terminated Cases</b>	5	12	8	6	8	4	9	9	10	8	11	13	<b>103</b>
<b>Suspended Cases</b>	75	0	1	0	1	0	0	0	0	0	0	0	<b>77</b>
<b>Total Cases Completed</b>	99	28	21	25	24	23	23	22	24	26	29	29	<b>373</b>
<b>Denied Error Cases</b>	0	0	2	1	0	0	0	0	0	1	0	0	<b>4</b>
<b>Terminated Error Cases</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Suspended Error Cases</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Error Cases</b>	0	0	2	1	0	0	0	0	0	1	0	0	<b>4</b>
<b>Denied Error Rate</b>	0.00%	0.00%	16.67%	5.26%	0.00%	0.00%	0.00%	0.00%	0.00%	5.56%	0.00%	0.00%	<b>2.07%</b>
<b>Terminated Error Rate</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Suspended Error Rate</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Combined Case Error Rate</b>	0.00%	0.00%	9.52%	4.00%	0.00%	0.00%	0.00%	0.00%	0.00%	3.85%	0.00%	0.00%	<b>1.07%</b>

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

FFY 2010

Final

Sample Months: 10/2009 through 09/2010

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	38	0	38	100.00%	0.00%	\$0	\$13,723	100.00%	0.00%
Sitka	22	14	0	14	100.00%	0.00%	\$0	\$3,416	100.00%	0.00%
Juneau	20	17	0	17	100.00%	0.00%	\$0	\$3,479	100.00%	0.00%
<b>Southeast Region Total</b>		<b>69</b>	<b>0</b>	<b>69</b>	<b>100.00%</b>	<b>0.00%</b>	<b>\$0</b>	<b>\$20,618</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	32	1	33	96.97%	3.03%	\$32	\$13,420	99.76%	0.24%
Fairbanks Rural	44	25	0	25	100.00%	0.00%	\$0	\$14,857	100.00%	0.00%
NRO APA Unit	43	12	0	12	100.00%	0.00%	\$0	\$1,603	100.00%	0.00%
<b>Northern Region Total</b>		<b>69</b>	<b>1</b>	<b>70</b>	<b>98.57%</b>	<b>1.43%</b>	<b>\$32</b>	<b>\$29,880</b>	<b>99.89%</b>	<b>0.11%</b>
Bethel	51	32	0	32	100.00%	0.00%	\$0	\$36,219	100.00%	0.00%
Field Office	82	23	3	26	88.46%	11.54%	\$709	\$21,395	96.69%	3.31%
LTC, TEFRA, Waiver	70	15	1	16	93.75%	6.25%	\$45	\$6,881	99.35%	0.65%
Kenai	76	42	1	43	97.67%	2.33%	\$438	\$14,096	96.89%	3.11%
Nome	46	11	0	11	100.00%	0.00%	\$0	\$12,739	100.00%	0.00%
<b>Coastal Region Total</b>		<b>123</b>	<b>5</b>	<b>128</b>	<b>96.09%</b>	<b>3.91%</b>	<b>\$1,192</b>	<b>\$91,330</b>	<b>98.69%</b>	<b>1.31%</b>
APA Unit	71	7	1	8	87.50%	12.50%	\$19	\$967	98.04%	1.96%
Gambell	83	69	9	78	88.46%	11.54%	\$1,881	\$25,846	92.72%	7.28%
Muldoon	84	29	3	32	90.63%	9.38%	\$473	\$14,504	96.74%	3.26%
Mat-Su	77	119	3	122	97.54%	2.46%	\$283	\$41,445	99.32%	0.68%
Mat-Su APA	78	18	0	18	100.00%	0.00%	\$0	\$4,559	100.00%	0.00%
<b>Central Region Total</b>		<b>242</b>	<b>16</b>	<b>258</b>	<b>93.80%</b>	<b>6.20%</b>	<b>\$2,656</b>	<b>\$87,321</b>	<b>96.96%</b>	<b>3.04%</b>
<b>Alaska Overall</b>		<b>503</b>	<b>22</b>	<b>525</b>	<b>95.81%</b>	<b>4.19%</b>	<b>\$3,880</b>	<b>\$229,149</b>	<b>98.31%</b>	<b>1.69%</b>

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

FFY 2010

Final

Sample Months: 10/2009 through 09/2010

BY SAMPLE MONTH	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Total
<b>CASES</b>													
Sample Cases Selected	38	45	47	49	50	52	53	52	53	53	53	54	599
Cases Determined by Reviewers	38	45	47	49	50	52	53	52	53	53	53	54	599
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	34	43	41	45	49	47	50	40	44	45	43	44	525
Cases Not Subject to Review	3	0	2	1	0	2	1	0	3	4	2	5	23
Cases Not Completed	1	2	4	3	1	3	2	12	6	4	8	5	51
Total Cases Completed	34	43	41	45	49	47	50	40	44	45	43	44	525
Total Correct Cases	33	42	41	40	48	45	48	39	43	41	40	43	503
Total Error Cases	1	1	0	5	1	2	2	1	1	4	3	1	22
Total Ineligible Cases	1	0	0	1	0	1	0	0	0	0	0	0	3
Total Over Paid Cases	0	1	0	3	1	0	2	0	1	4	1	1	14
Total Under Paid Cases	0	0	0	1	0	1	0	1	0	0	2	0	5
Case Accuracy Rate	97.06%	97.67%	100.00%	88.89%	97.96%	95.74%	96.00%	97.50%	97.73%	91.11%	93.02%	97.73%	95.81%
Case Error Rate	2.94%	2.33%	0.00%	11.11%	2.04%	4.26%	4.00%	2.50%	2.27%	8.89%	6.98%	2.27%	4.19%
Percent of Error Cases Agency-Caused	100%	100%		80%	100%	50%	50%	100%	100%	75%	100%	100%	82%
Percent of Error Cases Client-Caused	0%	0%		20%	0%	50%	50%	0%	0%	25%	0%	0%	18%
Agency-Caused Case Error Rate	2.94%	2.33%		8.89%	2.04%	2.13%	2.00%	2.50%	2.27%	6.67%	6.98%	2.27%	3.43%
Client-Caused Error Case Error Rate	0.00%	0.00%		2.22%	0.00%	2.13%	2.00%	0.00%	0.00%	2.22%	0.00%	0.00%	0.76%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$11,374	\$18,044	\$17,255	\$17,587	\$18,775	\$21,649	\$18,662	\$17,679	\$20,974	\$26,276	\$23,202	\$17,672	\$229,149
Total Error Payments (\$)	\$19	\$136	\$0	\$1,148	\$43	\$464	\$133	\$132	\$182	\$1,073	\$431	\$119	\$3,880
Total Ineligible Payments (\$)	\$19	\$0	\$0	\$808	\$0	\$438	\$0	\$0	\$0	\$0	\$0	\$0	\$1,265
Total Over Paid Payments (\$)	\$0	\$136	\$0	\$314	\$43	\$0	\$133	\$0	\$182	\$1,073	\$312	\$119	\$2,312
Total Under Paid Payments (\$)	\$0	\$0	\$0	\$26	\$0	\$26	\$0	\$132	\$0	\$0	\$119	\$0	\$303
Payment Accuracy Rate (%)	99.83%	99.25%	100.00%	93.47%	99.77%	97.86%	99.29%	99.25%	99.13%	95.92%	98.14%	99.33%	98.31%
Payment Error Rate (%)	0.17%	0.75%	0.00%	6.53%	0.23%	2.14%	0.71%	0.75%	0.87%	4.08%	1.86%	0.67%	1.69%
Ineligible Error Rate (%)	0.17%	0.00%	0.00%	4.59%	0.00%	2.02%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.55%
Over Paid Error Rate (%)	0.00%	0.75%	0.00%	1.79%	0.23%	0.00%	0.71%	0.00%	0.87%	4.08%	1.34%	0.67%	1.01%
Under Paid Error Rate (%)	0.00%	0.00%	0.00%	0.15%	0.00%	0.12%	0.00%	0.75%	0.00%	0.00%	0.51%	0.00%	0.13%
Agency-Caused Error Dollars (%)	100%	100%		30%	100%	6%	76%	100%	100%	50%	100%	100%	53%
Client-Caused Error Dollars (%)	0%	0%		70%	0%	94%	24%	0%	0%	50%	0%	0%	47%
Agency-Caused Payment Error Rate	0.17%	0.75%		1.93%	0.23%	0.12%	0.54%	0.75%	0.87%	2.06%	1.86%	0.67%	0.90%
Client-Caused Error Payment Error Rate	0.00%	0.00%		4.59%	0.00%	2.02%	0.17%	0.00%	0.00%	2.02%	0.00%	0.00%	0.79%

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

FFY 2010  
Final

Sample Months: 10/2009 through 09/2010

<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>
Ketchikan	23	28	0	28	100.00%	0.00%
Sitka	22	9	0	9	100.00%	0.00%
Juneau	20	1	0	1	100.00%	0.00%
<b>Southeast Region Total</b>		<b>38</b>	<b>0</b>	<b>38</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	28	1	29	96.55%	3.45%
Fairbanks Rural	44	16	0	16	100.00%	0.00%
Fairbanks APA Unit	43	6	0	6	100.00%	0.00%
<b>Northern Region Total</b>		<b>50</b>	<b>1</b>	<b>51</b>	<b>98.04%</b>	<b>1.96%</b>
Bethel	51	32	1	33	96.97%	3.03%
Field Office	82	22	2	24	91.67%	8.33%
LTC, TEFRA, Waiver	70	10	0	10	100.00%	0.00%
Kenai	76	32	0	32	100.00%	0.00%
Nome	46	7	2	9	77.78%	22.22%
<b>Coastal Region Total</b>		<b>103</b>	<b>5</b>	<b>108</b>	<b>95.37%</b>	<b>4.63%</b>
APA Unit	71	6	0	6	100.00%	0.00%
Anchorage - Gambell	83	62	4	66	93.94%	6.06%
Anchorage - Muldoon	84	24	3	27	88.89%	11.11%
Mat-Su	77	66	2	68	97.06%	2.94%
Mat-Su APA	78	7	0	7	100.00%	0.00%
<b>Central Region Total</b>		<b>165</b>	<b>9</b>	<b>174</b>	<b>94.83%</b>	<b>5.17%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>356</b>	<b>15</b>	<b>371</b>	<b>95.96%</b>	<b>4.04%</b>

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

**FFY 2010  
Final**

Sample Months: 10/2009 through 09/2010

<b>BY MONTH</b>	<b>Oct-09</b>	<b>Nov-09</b>	<b>Dec-09</b>	<b>Jan-10</b>	<b>Feb-10</b>	<b>Mar-10</b>	<b>Apr-10</b>	<b>May-10</b>	<b>Jun-10</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Total</b>
<b>Sample Cases Selected</b>	92	33	27	26	24	24	26	27	29	30	28	29	<b>395</b>
<b>Cases Determined by Reviewers</b>	92	33	27	26	24	24	26	27	29	30	28	29	<b>395</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	91	32	25	21	22	19	22	27	28	30	27	27	<b>371</b>
<b>Cases Not Subject to Review</b>	1	1	2	5	2	5	4	0	1	0	1	2	<b>24</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	91	32	25	21	22	19	22	27	28	30	27	27	<b>371</b>
<b>Total Correct Cases</b>	90	32	24	19	22	17	21	26	25	29	26	25	<b>356</b>
<b>Total Error Cases</b>	1	0	1	2	0	2	1	1	3	1	1	2	<b>15</b>
<b>Case Accuracy Rate</b>	98.90%	100.00%	96.00%	90.48%	100.00%	89.47%	95.45%	96.30%	89.29%	96.67%	96.30%	92.59%	<b>95.96%</b>
<b>Case Error Rate</b>	1.10%	0.00%	4.00%	9.52%	0.00%	10.53%	4.55%	3.70%	10.71%	3.33%	3.70%	7.41%	<b>4.04%</b>
<b>BY TYPE OF ACTION:</b>													
<b>Denied Cases</b>	18	20	15	16	13	13	14	13	19	21	19	21	<b>202</b>
<b>Terminated Cases</b>	15	10	10	5	9	6	8	14	9	9	7	6	<b>108</b>
<b>Suspended Cases</b>	58	2	0	0	0	0	0	0	0	0	1	0	<b>61</b>
<b>Total Cases Completed</b>	91	32	25	21	22	19	22	27	28	30	27	27	<b>371</b>
<b>Denied Error Cases</b>	1	0	1	2	0	2	1	1	3	1	1	2	<b>15</b>
<b>Terminated Error Cases</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Suspended Error Cases</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Error Cases</b>	1	0	1	2	0	2	1	1	3	1	1	2	<b>15</b>
<b>Denied Error Rate</b>	5.56%	0.00%	6.67%	12.50%	0.00%	15.38%	7.14%	7.69%	15.79%	4.76%	5.26%	9.52%	<b>7.43%</b>
<b>Terminated Error Rate</b>	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	<b>0.00%</b>
<b>Suspended Error Rate</b>	0.00%	0.00%								0.00%			<b>0.00%</b>
<b>Combined Case Error Rate</b>	1.10%	0.00%	4.00%	9.52%	0.00%	10.53%	4.55%	3.70%	10.71%	3.33%	3.70%	7.41%	<b>4.04%</b>

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

FFY 2009

Final

Sample Months: 10/2008 through 9/2009

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	39	0	39	100.00%	0.00%	\$0	\$11,076	100.00%	0.00%
Sitka	22	10	0	10	100.00%	0.00%	\$0	\$3,580	100.00%	0.00%
Juneau	20	11	0	11	100.00%	0.00%	\$0	\$1,254	100.00%	0.00%
<b>Southeast Region Total</b>		<b>60</b>	<b>0</b>	<b>60</b>	<b>100.00%</b>	<b>0.00%</b>	<b>\$0</b>	<b>\$15,910</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	32	2	34	94.12%	5.88%	\$351	\$11,471	96.94%	3.06%
Fairbanks Rural	44	14	1	15	93.33%	6.67%	\$145	\$8,037	98.20%	1.80%
NRO APA Unit	43	15	0	15	100.00%	0.00%	\$0	\$3,573	100.00%	0.00%
<b>Northern Region Total</b>		<b>61</b>	<b>3</b>	<b>64</b>	<b>95.31%</b>	<b>4.69%</b>	<b>\$496</b>	<b>\$23,081</b>	<b>97.85%</b>	<b>2.15%</b>
Bethel	51	27	6	33	81.82%	18.18%	\$1,727	\$36,548	95.27%	4.73%
Field Office	82	22	2	24	91.67%	8.33%	\$240	\$16,468	98.54%	1.46%
LTC, TEFRA, Waiver	70	17	4	21	80.95%	19.05%	\$745	\$2,635	71.73%	28.27%
Kenai	76	32	1	33	96.97%	3.03%	\$83	\$10,690	99.22%	0.78%
Nome	46	12	2	14	85.71%	14.29%	\$778	\$12,885	93.96%	6.04%
<b>Coastal Region Total</b>		<b>110</b>	<b>15</b>	<b>125</b>	<b>88.00%</b>	<b>12.00%</b>	<b>\$3,573</b>	<b>\$79,226</b>	<b>95.49%</b>	<b>4.51%</b>
APA Unit	71	29	0	29	100.00%	0.00%	\$0	\$5,472	100.00%	0.00%
Gambell	83	35	9	44	79.55%	20.45%	\$1,610	\$14,678	89.03%	10.97%
Muldoon	84	30	3	33	90.91%	9.09%	\$404	\$10,266	96.06%	3.94%
Mat-Su	77	101	5	106	95.28%	4.72%	\$1,034	\$40,205	97.43%	2.57%
Mat-Su APA	78	22	0	22	100.00%	0.00%	\$0	\$2,971	100.00%	0.00%
<b>Central Region Total</b>		<b>217</b>	<b>17</b>	<b>234</b>	<b>92.74%</b>	<b>7.26%</b>	<b>\$3,048</b>	<b>\$73,592</b>	<b>95.86%</b>	<b>4.14%</b>
<b>Alaska Overall</b>		<b>448</b>	<b>35</b>	<b>483</b>	<b>92.75%</b>	<b>7.25%</b>	<b>\$7,117</b>	<b>\$191,809</b>	<b>96.29%</b>	<b>3.71%</b>

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

FFY 2009

Final

Sample Months: 10/2008 through 9/2009

BY SAMPLE MONTH	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Total
<b>CASES</b>													
Sample Cases Selected	35	38	39	41	43	44	46	46	47	46	46	48	519
Cases Determined by Reviewers	35	38	39	41	43	44	46	46	47	46	46	48	519
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	31	36	36	39	43	42	42	41	42	43	42	46	483
Cases Not Subject to Review	2	1	2	1	0	2	1	4	3	2	1	2	21
Cases Not Completed	2	1	1	1	0	0	3	1	2	1	3	0	15
Total Cases Completed	31	36	36	39	43	42	42	41	42	43	42	46	483
Total Correct Cases	26	31	33	34	38	39	37	41	40	43	40	46	448
Total Error Cases	5	5	3	5	5	3	5	0	2	0	2	0	35
Total Ineligible Cases	1	1	0	0	1	0	1	0	0	0	0	0	4
Total Over Paid Cases	3	3	3	2	3	0	2	0	0	0	1	0	17
Total Under Paid Cases	1	1	0	3	1	3	2	0	2	0	1	0	14
Case Accuracy Rate	83.87%	86.11%	91.67%	87.18%	88.37%	92.86%	88.10%	100.00%	95.24%	100.00%	95.24%	100.00%	92.75%
Case Error Rate	16.13%	13.89%	8.33%	12.82%	11.63%	7.14%	11.90%	0.00%	4.76%	0.00%	4.76%	0.00%	7.25%
Percent of Error Cases Agency-Caused	60%	80%	100%	60%	40%	100%	60%		100%		100%		71%
Percent of Error Cases Client-Caused	40%	20%	0%	40%	60%	0%	40%		0%		0%		29%
Agency-Caused Case Error Rate	9.68%	11.11%	8.33%	7.69%	4.65%	7.14%	7.14%		4.76%		4.76%		5.18%
Client-Caused Error Case Error Rate	6.45%	2.78%	0.00%	5.13%	6.98%	0.00%	4.76%		0.00%		0.00%		2.07%
<b>PAYMENTS</b>													
Total Allotment Issued (\$)	\$9,817	\$15,012	\$15,135	\$14,634	\$14,222	\$13,041	\$17,185	\$18,637	\$18,934	\$16,282	\$17,886	\$21,024	\$191,809
Total Error Payments (\$)	\$561	\$1,644	\$263	\$603	\$1,139	\$524	\$1,699	\$0	\$333	\$0	\$351	\$0	\$7,117
Total Ineligible Payments (\$)	\$210	\$426	\$0	\$0	\$210	\$0	\$974	\$0	\$0	\$0	\$0	\$0	\$1,820
Total Over Paid Payments (\$)	\$261	\$1,018	\$263	\$172	\$232	\$0	\$236	\$0	\$0	\$0	\$251	\$0	\$2,433
Total Under Paid Payments (\$)	\$90	\$200	\$0	\$431	\$697	\$524	\$489	\$0	\$333	\$0	\$100	\$0	\$2,864
Payment Accuracy Rate (%)	94.29%	89.05%	98.26%	95.88%	91.99%	95.98%	90.11%	100.00%	98.24%	100.00%	98.04%	100.00%	96.29%
Payment Error Rate (%)	5.71%	10.95%	1.74%	4.12%	8.01%	4.02%	9.89%	0.00%	1.76%	0.00%	1.96%	0.00%	3.71%
Ineligible Error Rate (%)	2.14%	2.84%	0.00%	0.00%	1.48%	0.00%	5.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.95%
Over Paid Error Rate (%)	2.66%	6.78%	1.74%	1.18%	1.63%	0.00%	1.37%	0.00%	0.00%	0.00%	1.40%	0.00%	1.27%
Under Paid Error Rate (%)	0.92%	1.33%	0.00%	2.95%	4.90%	4.02%	2.85%	0.00%	1.76%	0.00%	0.56%	0.00%	1.49%
Agency-Caused Error Dollars (%)	49%	78%	100%	32%	65%	100%	30%		100%		100%		63%
Client-Caused Error Dollars (%)	51%	22%	0%	68%	35%	0%	70%		0%		0%		37%
Agency-Caused Payment Error Rate	2.81%	8.58%	1.74%	1.30%	5.19%	4.02%	2.96%		1.76%		1.96%		2.33%
Client-Caused Error Payment Error Rate	2.90%	2.37%	0.00%	2.82%	2.82%	0.00%	6.92%		0.00%		0.00%		1.38%

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

FFY 2009  
Final

Sample Months: 10/2008 through 9/2009

<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>
Ketchikan	23	23	0	23	100.00%	0.00%
Sitka	22	4	0	4	100.00%	0.00%
Juneau	20	7	0	7	100.00%	0.00%
<b>Southeast Region Total</b>		<b>34</b>	<b>0</b>	<b>34</b>	<b>100.00%</b>	<b>0.00%</b>
Fairbanks NSB	41	23	2	25	92.00%	8.00%
Fairbanks Rural	44	11	1	12	91.67%	8.33%
Fairbanks APA Unit	43	5	0	5	100.00%	0.00%
<b>Northern Region Total</b>		<b>39</b>	<b>3</b>	<b>42</b>	<b>92.86%</b>	<b>7.14%</b>
Bethel	51	27	2	29	93.10%	6.90%
Field Office	82	20	3	23	86.96%	13.04%
LTC, TEFRA, Waiver	70	5	1	6	83.33%	16.67%
Kenai	76	27	0	27	100.00%	0.00%
Nome	46	10	1	11	90.91%	9.09%
<b>Coastal Region Total</b>		<b>89</b>	<b>7</b>	<b>96</b>	<b>92.71%</b>	<b>7.29%</b>
APA Unit	71	11	0	11	100.00%	0.00%
Anchorage - Gambell	83	38	5	43	88.37%	11.63%
Anchorage - Muldoon	84	25	4	29	86.21%	13.79%
Mat-Su	77	54	0	54	100.00%	0.00%
Mat-Su APA	78	3	1	4	75.00%	25.00%
<b>Central Region Total</b>		<b>131</b>	<b>10</b>	<b>141</b>	<b>92.91%</b>	<b>7.09%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>293</b>	<b>20</b>	<b>313</b>	<b>93.61%</b>	<b>6.39%</b>

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

FFY 2009

Final

Sample Months: 10/2008 through 9/2009

BY MONTH	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Total
Sample Cases Selected	51	27	25	22	24	24	24	25	28	28	29	30	337
Cases Determined by Reviewers	51	27	25	22	24	24	24	25	28	28	29	30	337
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	48	26	23	17	19	23	23	22	27	26	29	30	313
Cases Not Subject to Review	3	1	2	5	5	1	1	3	1	2	0	0	24
Cases Not Completed	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	48	26	23	17	19	23	23	22	27	26	29	30	313
Total Correct Cases	46	23	22	16	18	21	21	19	24	26	28	29	293
Total Error Cases	2	3	1	1	1	2	2	3	3	0	1	1	20
Case Accuracy Rate	95.83%	88.46%	95.65%	94.12%	94.74%	91.30%	91.30%	86.36%	88.89%	100.00%	96.55%	96.67%	93.61%
Case Error Rate	4.17%	11.54%	4.35%	5.88%	5.26%	8.70%	8.70%	13.64%	11.11%	0.00%	3.45%	3.33%	6.39%
<b>BY TYPE OF ACTION:</b>													
Denied Cases	13	14	13	13	13	16	15	13	20	19	14	18	181
Terminated Cases	8	8	10	4	5	7	8	9	7	7	14	12	99
Suspended Cases	27	4	0	0	1	0	0	0	0	0	1	0	33
Total Cases Completed	48	26	23	17	19	23	23	22	27	26	29	30	313
Denied Error Cases	0	2	1	1	1	1	2	2	3	0	1	1	15
Terminated Error Cases	0	1	0	0	0	1	0	1	0	0	0	0	3
Suspended Error Cases	2	0	0	0	0	0	0	0	0	0	0	0	2
Total Error Cases	2	3	1	1	1	2	2	3	3	0	1	1	20
Denied Error Rate	0.00%	14.29%	7.69%	7.69%	7.69%	6.25%	13.33%	15.38%	15.00%	0.00%	7.14%	5.56%	8.29%
Terminated Error Rate	0.00%	12.50%	0.00%	0.00%	0.00%	14.29%	0.00%	11.11%	0.00%	0.00%	0.00%	0.00%	3.03%
Suspended Error Rate	7.41%	0.00%			0.00%						0.00%		6.06%
Combined Case Error Rate	4.17%	11.54%	4.35%	5.88%	5.26%	8.70%	8.70%	13.64%	11.11%	0.00%	3.45%	3.33%	6.39%

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

**FFY 2008  
FINAL**

Sample Months: 10/2007 through 9/2008

District Office		Case Accuracy					Payment Accuracy			
		Correct Cases	Error Cases	Total Cases	Accuracy Rate	Error Rate	Total Errors	Total Allotments	Accuracy Rate	Error Rate
Ketchikan	23	26	3	29	89.66%	10.34%	\$613	\$8,435	92.73%	7.27%
Sitka	22	6	2	8	75.00%	25.00%	\$353	\$2,856	87.64%	12.36%
Juneau	20	16	1	17	94.12%	5.88%	\$186	\$2,342	92.06%	7.94%
<b>Southeast Region Total</b>		<b>48</b>	<b>6</b>	<b>54</b>	<b>88.89%</b>	<b>11.11%</b>	<b>\$1,152</b>	<b>\$13,633</b>	<b>91.55%</b>	<b>8.45%</b>
Fairbanks NSB	41	19	5	24	79.17%	20.83%	\$1,225	\$5,664	78.37%	21.63%
Fairbanks Rural	44	11	4	15	73.33%	26.67%	\$1,063	\$9,184	88.43%	11.57%
NRO APA Unit	43	12	2	14	85.71%	14.29%	\$173	\$878	80.30%	19.70%
<b>Northern Region Total</b>		<b>42</b>	<b>11</b>	<b>53</b>	<b>79.25%</b>	<b>20.75%</b>	<b>\$2,461</b>	<b>\$15,726</b>	<b>84.35%</b>	<b>15.65%</b>
Bethel	51	28	5	33	84.85%	15.15%	\$772	\$25,332	96.95%	3.05%
Field Office	82	17	2	19	89.47%	10.53%	\$803	\$8,899	90.98%	9.02%
LTC, TEFRA, Waiver	70	9	3	12	75.00%	25.00%	\$320	\$2,236	85.69%	14.31%
Kenai	76	17	6	23	73.91%	26.09%	\$745	\$6,480	88.50%	11.50%
Nome	46	10	2	12	83.33%	16.67%	\$288	\$9,399	96.94%	3.06%
<b>Coastal Region Total</b>		<b>81</b>	<b>18</b>	<b>99</b>	<b>81.82%</b>	<b>18.18%</b>	<b>\$2,928</b>	<b>\$52,346</b>	<b>94.41%</b>	<b>5.59%</b>
APA Unit	71	42	3	45	93.33%	6.67%	\$192	\$4,968	96.14%	3.86%
Gambell	83	33	7	40	82.50%	17.50%	\$592	\$12,645	95.32%	4.68%
Muldoon	84	26	9	35	74.29%	25.71%	\$1,732	\$10,853	84.04%	15.96%
Mat-Su	77	67	5	72	93.06%	6.94%	\$887	\$25,390	96.51%	3.49%
Mat-Su APA	78	16	2	18	88.89%	11.11%	\$272	\$2,848	90.45%	9.55%
<b>Central Region Total</b>		<b>184</b>	<b>26</b>	<b>210</b>	<b>87.62%</b>	<b>12.38%</b>	<b>\$3,675</b>	<b>\$56,704</b>	<b>93.52%</b>	<b>6.48%</b>
<b>Alaska Overall</b>		<b>355</b>	<b>61</b>	<b>416</b>	<b>85.34%</b>	<b>14.66%</b>	<b>\$10,216</b>	<b>\$138,409</b>	<b>92.62%</b>	<b>7.38%</b>

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

FFY 2008

FINAL

Sample Months: 10/2007 through 9/2008

<b>BY SAMPLE MONTH</b>	<b>Oct-07</b>	<b>Nov-07</b>	<b>Dec-07</b>	<b>Jan-08</b>	<b>Feb-08</b>	<b>Mar-08</b>	<b>Apr-08</b>	<b>May-08</b>	<b>Jun-08</b>	<b>Jul-08</b>	<b>Aug-08</b>	<b>Sep-08</b>	<b>Total</b>
<b>STATISTICS BY CASE:</b>													
Sample Cases Selected	32	33	36	37	39	40	40	41	41	40	40	37	<b>456</b>
Cases Determined by Reviewers	32	33	36	37	39	40	40	41	41	40	40	37	<b>456</b>
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
Total Cases Completed	29	30	29	35	35	36	38	39	37	37	36	35	<b>416</b>
Cases Not Subject to Review	3	2	7	0	2	1	2	2	2	1	1	2	<b>25</b>
Cases Not Completed	0	1	0	2	2	3	0	0	2	2	3	0	<b>15</b>
Total Cases Completed	29	30	29	35	35	36	38	39	37	37	36	35	<b>416</b>
Total Correct Cases	24	24	26	31	29	34	32	36	31	33	25	30	<b>355</b>
Total Error Cases	5	6	3	4	6	2	6	3	6	4	11	5	<b>61</b>
Total Ineligible Cases	0	2	2	0	1	0	2	0	2	0	3	1	<b>13</b>
Total Over Paid Cases	0	3	0	3	4	0	2	1	2	3	4	0	<b>22</b>
Total Under Paid Cases	5	1	1	1	1	2	2	2	2	1	4	4	<b>26</b>
Case Accuracy Rate (%)	82.76	80.00	89.66	88.57	82.86	94.44	84.21	92.31	83.78	89.19	69.44	85.71	<b>85.34%</b>
Case Error Rate (%)	17.24	20.00	10.34	11.43	17.14	5.56	15.79	7.69	16.22	10.81	30.56	14.29	<b>14.66%</b>
<b>STATISTICS BY DOLLAR AMOUNTS:</b>													
Total Allotment Issued (\$)	\$9,191	\$9,426	\$9,050	\$12,430	\$12,053	\$12,901	\$12,689	\$12,279	\$10,762	\$13,442	\$12,852	\$11,334	<b>\$138,409</b>
Total Error Payments (\$)	\$339	\$1,115	\$1,010	\$460	\$856	\$192	\$1,122	\$417	\$1,740	\$250	\$1,399	\$1,316	<b>\$10,216</b>
Total Ineligible Payments (\$)	\$0	\$450	\$910	\$0	\$153	\$0	\$516	\$0	\$810	\$0	\$804	\$510	<b>\$4,153</b>
Total Over Paid Payments (\$)	\$0	\$541	\$0	\$430	\$642	\$0	\$331	\$107	\$265	\$192	\$352	\$0	<b>\$2,860</b>
Total Under Paid Payments (\$)	\$339	\$124	\$100	\$30	\$61	\$192	\$275	\$310	\$665	\$58	\$243	\$806	<b>\$3,203</b>
Payment Accuracy Rate (%)	96.31%	88.17%	88.84%	96.30%	92.90%	98.51%	91.16%	96.60%	83.83%	98.14%	89.11%	88.39%	<b>92.62%</b>
Payment Error Rate (%)	3.69%	11.83%	11.16%	3.70%	7.10%	1.49%	8.84%	3.40%	16.17%	1.86%	10.89%	11.61%	<b>7.38%</b>
Ineligible Error Rate (%)	0.00%	4.77%	10.06%	0.00%	1.27%	0.00%	4.07%	0.00%	7.53%	0.00%	6.26%	4.50%	<b>3.00%</b>
Over Paid Error Rate (%)	0.00%	5.74%	0.00%	3.46%	5.33%	0.00%	2.61%	0.87%	2.46%	1.43%	2.74%	0.00%	<b>2.07%</b>
Under Paid Error Rate (%)	3.69%	1.32%	1.10%	0.24%	0.51%	1.49%	2.17%	2.52%	6.18%	0.43%	1.89%	7.11%	<b>2.31%</b>
Agency Caused Error Cases (%)	100%	50%	33%	100%	67%	100%	83%	67%	67%	75%	91%	100%	<b>79%</b>
Client Caused Error Cases (%)	0%	50%	67%	0%	33%	0%	17%	33%	33%	25%	9%	0%	<b>21%</b>

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

FFY 2008  
FINAL

Sample Months: 10/2007 through 9/2008

<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>
Ketchikan	23	15	1	16	93.75%	6.25%
Sitka	22	3	0	3	100.00%	0.00%
Juneau	20	11	3	14	78.57%	21.43%
<b>Southeast Region Total</b>		<b>29</b>	<b>4</b>	<b>33</b>	<b>87.88%</b>	<b>12.12%</b>
Fairbanks NSB	41	30	2	32	93.75%	6.25%
Fairbanks Rural	44	13	0	13	100.00%	0.00%
Fairbanks APA Unit	43	9	2	11	81.82%	18.18%
<b>Northern Region Total</b>		<b>52</b>	<b>4</b>	<b>56</b>	<b>92.86%</b>	<b>7.14%</b>
Bethel	51	32	2	34	94.12%	5.88%
Field Office	82	16	3	19	84.21%	15.79%
LTC, TEFRA, Waiver	70	7	0	7	100.00%	0.00%
Kenai	76	21	4	25	84.00%	16.00%
Nome	46	9	2	11	81.82%	18.18%
<b>Coastal Region Total</b>		<b>85</b>	<b>11</b>	<b>96</b>	<b>88.54%</b>	<b>11.46%</b>
APA Unit	71	18	0	18	100.00%	0.00%
Anchorage - Gambell	83	44	4	48	91.67%	8.33%
Anchorage - Muldoon	84	19	3	22	86.36%	13.64%
Mat-Su	77	55	1	56	98.21%	1.79%
Mat-Su APA	78	6	0	6	100.00%	0.00%
<b>Central Region Total</b>		<b>142</b>	<b>8</b>	<b>150</b>	<b>94.67%</b>	<b>5.33%</b>
<b>Alaska State Total</b>	<b>ALL</b>	<b>308</b>	<b>27</b>	<b>335</b>	<b>91.94%</b>	<b>8.06%</b>

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

**FFY 2008  
FINAL**

Sample Months: 10/2007 through 9/2008

<b>BY MONTH</b>	<b>Oct-07</b>	<b>Nov-07</b>	<b>Dec-07</b>	<b>Jan-08</b>	<b>Feb-08</b>	<b>Mar-08</b>	<b>Apr-08</b>	<b>May-08</b>	<b>Jun-08</b>	<b>Jul-08</b>	<b>Aug-08</b>	<b>Sep-08</b>	<b>Total</b>
<b>STATISTICS BY CASE:</b>													
<b>Sample Cases Selected</b>	58	52	23	22	21	20	22	23	23	26	25	45	<b>360</b>
<b>Cases Determined by Reviewers</b>	58	52	23	22	21	20	22	23	23	26	25	45	<b>360</b>
<b>Cases Pending</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	55	51	23	18	17	17	21	21	21	25	23	43	<b>335</b>
<b>Cases Not Subject to Review</b>	3	1	0	4	4	3	1	2	2	1	2	2	<b>25</b>
<b>Cases Not Completed</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Cases Completed</b>	55	51	23	18	17	17	21	21	21	25	23	43	<b>335</b>
<b>Total Correct Cases</b>	52	50	22	15	13	16	20	18	16	23	20	43	<b>308</b>
<b>Total Error Cases</b>	3	1	1	3	4	1	1	3	5	2	3	0	<b>27</b>
<b>Case Accuracy Rate (%)</b>	94.55	98.04	95.65	83.33	76.47	94.12	95.24	85.71	76.19	92.00	86.96	100.00	<b>91.94%</b>
<b>Case Error Rate (%)</b>	5.45	1.96	4.35	16.67	23.53	5.88	4.76	14.29	23.81	8.00	13.04	0.00	<b>8.06%</b>