

**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%

**QUALITY ASSESSMENT SAMPLE
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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%

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

**FFY 2017
Final Report**

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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%

**QUALITY ASSESSMENT SAMPLE
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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
CASES													
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%
PAYMENTS													
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%

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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	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%
Southeast Region Total		105	8	113	92.92%	7.08%	\$2,053	\$64,072	96.80%	3.20%
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%
Northern Region Total		112	6	118	94.92%	5.08%	\$1,112	\$59,374	98.13%	1.87%
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%
Coastal Region Total		52	5	57	91.23%	8.77%	\$1,573	\$22,064	92.87%	7.13%
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%
Mat-Su Region Total		176	5	181	97.24%	2.76%	\$521	\$60,793	99.14%	0.86%
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%
Central Region Total		53	5	58	91.38%	8.62%	\$478	\$18,166	97.37%	2.63%
Alaska Overall		498	29	527	94.50%	5.50%	\$5,737	\$224,469	97.44%	2.56%

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

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BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		33	20	53	62.26%	37.74%
Fairbanks	41	42	17	59	71.19%	28.81%
Nome	46	8	1	9	88.89%	11.11%
Kotzebue	47	0	0	0		
Northern Region Total		50	18	68	73.53%	26.47%
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%
Coastal Region Total		22	22	44	50.00%	50.00%
Homer	75	0	0	0		
Kenai	76	24	16	40	60.00%	40.00%
Mat-Su	77	43	14	57	75.44%	24.56%
Mat-Su Region Total		67	30	97	69.07%	30.93%
Gambell	83	30	9	39	76.92%	23.08%
Muldoon	84	9	2	11	81.82%	18.18%
Central Region Total		39	11	50	78.00%	22.00%
Alaska State Total	ALL	211	101	312	67.63%	32.37%

**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%
Southeast Region Total		122	1	123	99.19%	0.81%	\$46	\$64,180	99.93%	0.07%
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%
Northern Region Total		115	1	116	99.14%	0.86%	\$126	\$47,055	99.73%	0.27%
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%
Coastal Region Total		40	4	44	90.91%	9.09%	\$482	\$17,956	97.32%	2.68%
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%
Central Region Total		242	3	245	98.78%	1.22%	\$273	\$75,299	99.64%	0.36%
Alaska Overall		519	9	528	98.30%	1.70%	\$927	\$204,490	99.55%	0.45%

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

**FFY 2015
Final Report**

Sample Months: 10/2014 through 9/2015

BY SAMPLE MONTH	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Total
CASES													
Sample Cases Selected	45	52	52	52	53	53	54	56	56	55	54	54	636
Cases Determined by Reviewers	45	52	52	52	53	53	54	56	56	55	54	54	636
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	38	44	44	41	44	41	44	48	44	44	48	48	528
Cases Not Subject to Review	3	2	3	7	4	6	7	6	3	3	3	2	49
Cases Not Completed	4	6	5	4	5	6	3	2	9	8	3	4	59
Total Cases Completed	38	44	44	41	44	41	44	48	44	44	48	48	528
Total Correct Cases	37	44	42	41	43	39	43	47	44	44	48	47	519
Total Error Cases	1	0	2	0	1	2	1	1	0	0	0	1	9
Total Ineligible Cases	1	0	0	0	1	0	0	0	0	0	0	0	2
Total Over Paid Cases	0	0	2	0	0	1	0	1	0	0	0	0	4
Total Under Paid Cases	0	0	0	0	0	1	1	0	0	0	0	1	3
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%	98.30%
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%	1.70%
Percent of Error Cases Agency-Caused	0%		100%		100%	50%	100%	100%				100%	78%
Percent of Error Cases Client-Caused	100%		0%		0%	50%	0%	0%				0%	22%
Agency-Caused Case Error Rate	0.00%		4.55%		2.27%	2.44%	2.27%	2.08%				2.08%	1.33%
Client-Caused Error Case Error Rate	2.63%		0.00%		0.00%	2.44%	0.00%	0.00%				0.00%	0.38%
PAYMENTS													
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	\$204,490
Total Error Payments (\$)	\$212	\$0	\$279	\$0	\$18	\$124	\$42	\$209	\$0	\$0	\$0	\$43	\$927
Total Ineligible Payments (\$)	\$212	\$0	\$0	\$0	\$18	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$230
Total Over Paid Payments (\$)	\$0	\$0	\$279	\$0	\$0	\$78	\$0	\$209	\$0	\$0	\$0	\$0	\$566
Total Under Paid Payments (\$)	\$0	\$0	\$0	\$0	\$0	\$46	\$42	\$0	\$0	\$0	\$0	\$43	\$131
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%	99.55%
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%	0.45%
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%	0.11%
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%	0.28%
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%	0.06%
Agency-Caused Error Dollars (%)	0%		100%		100%	37%	100%	100%				100%	69%
Client-Caused Error Dollars (%)	100%		0%		0%	63%	0%	0%				0%	31%
Agency-Caused Payment Error Rate	0.00%		1.79%		0.10%	0.25%	0.25%	1.25%				0.23%	0.31%
Client-Caused Error Payment Error Rate	1.44%		0.00%		0.00%	0.42%	0.00%	0.00%				0.00%	0.14%

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

**FFY 2015
Final Report**

Sample Months: 10/2014 through 9/2015

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		43	24	67	64.18%	35.82%
Fairbanks	41	33	33	66	50.00%	50.00%
Nome	46	7	2	9	77.78%	22.22%
Kotzebue	47	0	0	0		
Northern Region Total		40	35	75	53.33%	46.67%
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%
Coastal Region Total		19	23	42	45.24%	54.76%
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%
Central Region Total		100	53	153	65.36%	34.64%
Alaska State Total	ALL	202	135	337	59.94%	40.06%

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

**FFY 2015
Final Report**

Sample Months: 10/2014 through 9/2015

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

**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%
Southeast Region Total		72	0	72	100.00%	0.00%	\$0	\$15,820	100.00%	0.00%
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%
Northern Region Total		118	1	119	99.16%	0.84%	\$397	\$48,093	99.17%	0.83%
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%
Coastal Region Total		144	4	148	97.30%	2.70%	\$210	\$74,093	99.72%	0.28%
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%
Central Region Total		232	6	238	97.48%	2.52%	\$1,062	\$65,307	98.37%	1.63%
Alaska Overall		566	11	577	98.09%	1.91%	\$1,669	\$203,313	99.18%	0.82%

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

FFY 2014

Final

Sample Months: 10/2013 through 9/2014

BY SAMPLE MONTH	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Total
CASES													
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%
PAYMENTS													
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

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		46	2	48	95.83%	4.17%
Fairbanks	41	62	6	68	91.18%	8.82%
Nome	46	10	1	11	90.91%	9.09%
Kotzebue	47	0	0	0		
Northern Region Total		72	7	79	91.14%	8.86%
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%
Coastal Region Total		82	16	98	83.67%	16.33%
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%
Central Region Total		138	20	158	87.34%	12.66%
Alaska State Total	ALL	338	45	383	88.25%	11.75%

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

**FFY 2014
Final**

Sample Months: 10/2013 through 9/2014

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

**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%
Southeast Region Total		82	0	82	100.00%	0.00%	\$0	\$25,974	100.00%	0.00%
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		
Northern Region Total		134	2	136	98.53%	1.47%	\$292	\$72,984	99.60%	0.40%
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%
Coastal Region Total		143	2	145	98.62%	1.38%	\$482	\$76,744	99.37%	0.63%
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%
Central Region Total		276	8	284	97.18%	2.82%	\$2,567	\$97,164	97.36%	2.64%
Alaska Overall		635	12	647	98.15%	1.85%	\$3,341	\$272,866	98.78%	1.22%

**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
CASES													
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%
PAYMENTS													
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

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		46	0	46	100.00%	0.00%
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		
Northern Region Total		85	5	90	94.44%	5.56%
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%
Coastal Region Total		96	6	102	94.12%	5.88%
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%
Central Region Total		171	20	191	89.53%	10.47%
Alaska State Total	ALL	398	31	429	92.77%	7.23%

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

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

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

**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%
Southeast Region Total		80	1	81	98.77%	1.23%	\$415	\$28,163	98.53%	1.47%
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%
Northern Region Total		120	2	122	98.36%	1.64%	\$226	\$65,711	99.66%	0.34%
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%
Coastal Region Total		121	2	123	98.37%	1.63%	\$319	\$69,128	99.54%	0.46%
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%
Central Region Total		335	9	344	97.38%	2.62%	\$1,882	\$110,651	98.30%	1.70%
Alaska Overall		656	14	670	97.91%	2.09%	\$2,842	\$273,653	98.96%	1.04%

**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
CASES													
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%
PAYMENTS													
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

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		37	5	42	88.10%	11.90%
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		
Northern Region Total		72	4	76	94.74%	5.26%
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%
Coastal Region Total		83	5	88	94.32%	5.68%
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%
Central Region Total		183	14	197	92.89%	7.11%
Alaska State Total	ALL	375	28	403	93.05%	6.95%

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

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

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

**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%
Southeast Region Total		78	1	79	98.73%	1.27%	\$19	\$24,650	99.92%	0.08%
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%
Northern Region Total		78	2	80	97.50%	2.50%	\$108	\$36,128	99.70%	0.30%
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%
Coastal Region Total		137	6	143	95.80%	4.20%	\$398	\$90,755	99.56%	0.44%
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		
Central Region Total		302	16	318	94.97%	5.03%	\$1,245	\$106,179	98.83%	1.17%
Alaska Overall		595	25	620	95.97%	4.03%	\$1,770	\$257,712	99.31%	0.69%

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

FFY 2011

Final

Sample Months: 10/2010 through 09/2011

BY SAMPLE MONTH	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Total
CASES													
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
Total Cases Completed	36	46	51	53	54	54	50	57	52	54	58	55	620
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
Total Cases Completed	36	46	51	53	54	54	50	57	52	54	58	55	620
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%
PAYMENTS													
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

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		38	0	38	100.00%	0.00%
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%
Northern Region Total		53	1	54	98.15%	1.85%
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%
Coastal Region Total		87	3	90	96.67%	3.33%
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		
Central Region Total		191	0	191	100.00%	0.00%
Alaska State Total	ALL	369	4	373	98.93%	1.07%

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

**FFY 2011
Final**

Sample Months: 10/2010 through 09/2011

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

**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%
Southeast Region Total		69	0	69	100.00%	0.00%	\$0	\$20,618	100.00%	0.00%
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%
Northern Region Total		69	1	70	98.57%	1.43%	\$32	\$29,880	99.89%	0.11%
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%
Coastal Region Total		123	5	128	96.09%	3.91%	\$1,192	\$91,330	98.69%	1.31%
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%
Central Region Total		242	16	258	93.80%	6.20%	\$2,656	\$87,321	96.96%	3.04%
Alaska Overall		503	22	525	95.81%	4.19%	\$3,880	\$229,149	98.31%	1.69%

**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
CASES													
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%
PAYMENTS													
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 **FFY 2010**
FOOD STAMP ACCURACY **Final**
DENIED AND TERMINATED CASES Sample Months: 10/2009 through 09/2010

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		38	0	38	100.00%	0.00%
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%
Northern Region Total		50	1	51	98.04%	1.96%
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%
Coastal Region Total		103	5	108	95.37%	4.63%
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%
Central Region Total		165	9	174	94.83%	5.17%
Alaska State Total	ALL	356	15	371	95.96%	4.04%

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

**FFY 2010
Final**

Sample Months: 10/2009 through 09/2010

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

**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%
Southeast Region Total		60	0	60	100.00%	0.00%	\$0	\$15,910	100.00%	0.00%
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%
Northern Region Total		61	3	64	95.31%	4.69%	\$496	\$23,081	97.85%	2.15%
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%
Coastal Region Total		110	15	125	88.00%	12.00%	\$3,573	\$79,226	95.49%	4.51%
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%
Central Region Total		217	17	234	92.74%	7.26%	\$3,048	\$73,592	95.86%	4.14%
Alaska Overall		448	35	483	92.75%	7.25%	\$7,117	\$191,809	96.29%	3.71%

**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
CASES													
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%	100%	100%	100%	71%
Percent of Error Cases Client-Caused	40%	20%	0%	40%	60%	0%	40%	0%	0%	0%	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%	4.76%	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%	0.00%	0.00%	0.00%	2.07%
PAYMENTS													
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%	100%	100%	100%	63%
Client-Caused Error Dollars (%)	51%	22%	0%	68%	35%	0%	70%	0%	0%	0%	0%	0%	37%
Agency-Caused Payment Error Rate	2.81%	8.58%	1.74%	1.30%	5.19%	4.02%	2.96%	1.76%	1.76%	1.96%	1.96%	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%	0.00%	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

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		34	0	34	100.00%	0.00%
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%
Northern Region Total		39	3	42	92.86%	7.14%
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%
Coastal Region Total		89	7	96	92.71%	7.29%
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%
Central Region Total		131	10	141	92.91%	7.09%
Alaska State Total	ALL	293	20	313	93.61%	6.39%

**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%
BY TYPE OF ACTION:													
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%
Southeast Region Total		48	6	54	88.89%	11.11%	\$1,152	\$13,633	91.55%	8.45%
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%
Northern Region Total		42	11	53	79.25%	20.75%	\$2,461	\$15,726	84.35%	15.65%
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%
Coastal Region Total		81	18	99	81.82%	18.18%	\$2,928	\$52,346	94.41%	5.59%
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%
Central Region Total		184	26	210	87.62%	12.38%	\$3,675	\$56,704	93.52%	6.48%
Alaska Overall		355	61	416	85.34%	14.66%	\$10,216	\$138,409	92.62%	7.38%

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

FFY 2008

FINAL

Sample Months: 10/2007 through 9/2008

BY SAMPLE MONTH	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Total
STATISTICS BY CASE:													
Sample Cases Selected	32	33	36	37	39	40	40	41	41	40	40	37	456
Cases Determined by Reviewers	32	33	36	37	39	40	40	41	41	40	40	37	456
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	29	30	29	35	35	36	38	39	37	37	36	35	416
Cases Not Subject to Review	3	2	7	0	2	1	2	2	2	1	1	2	25
Cases Not Completed	0	1	0	2	2	3	0	0	2	2	3	0	15
Total Cases Completed	29	30	29	35	35	36	38	39	37	37	36	35	416
Total Correct Cases	24	24	26	31	29	34	32	36	31	33	25	30	355
Total Error Cases	5	6	3	4	6	2	6	3	6	4	11	5	61
Total Ineligible Cases	0	2	2	0	1	0	2	0	2	0	3	1	13
Total Over Paid Cases	0	3	0	3	4	0	2	1	2	3	4	0	22
Total Under Paid Cases	5	1	1	1	1	2	2	2	2	1	4	4	26
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	85.34%
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	14.66%
STATISTICS BY DOLLAR AMOUNTS:													
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	\$138,409
Total Error Payments (\$)	\$339	\$1,115	\$1,010	\$460	\$856	\$192	\$1,122	\$417	\$1,740	\$250	\$1,399	\$1,316	\$10,216
Total Ineligible Payments (\$)	\$0	\$450	\$910	\$0	\$153	\$0	\$516	\$0	\$810	\$0	\$804	\$510	\$4,153
Total Over Paid Payments (\$)	\$0	\$541	\$0	\$430	\$642	\$0	\$331	\$107	\$265	\$192	\$352	\$0	\$2,860
Total Under Paid Payments (\$)	\$339	\$124	\$100	\$30	\$61	\$192	\$275	\$310	\$665	\$58	\$243	\$806	\$3,203
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%	92.62%
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%	7.38%
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%	3.00%
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%	2.07%
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%	2.31%
Agency Caused Error Cases (%)	100%	50%	33%	100%	67%	100%	83%	67%	67%	75%	91%	100%	79%
Client Caused Error Cases (%)	0%	50%	67%	0%	33%	0%	17%	33%	33%	25%	9%	0%	21%

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

FFY 2008
FINAL

Sample Months: 10/2007 through 9/2008

BY DISTRICT OFFICE	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate
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%
Southeast Region Total		29	4	33	87.88%	12.12%
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%
Northern Region Total		52	4	56	92.86%	7.14%
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%
Coastal Region Total		85	11	96	88.54%	11.46%
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%
Central Region Total		142	8	150	94.67%	5.33%
Alaska State Total	ALL	308	27	335	91.94%	8.06%

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

**FFY 2008
FINAL**

Sample Months: 10/2007 through 9/2008

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