

**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
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%