

**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 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 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 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 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 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
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 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 STAMPS ACCURACY
OPEN CASES**

FFY 2007
Final

BY MONTH	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Total
STATISTICS BY CASE:													
Sample Cases Selected	31	31	35	35	37	40	40	39	39	38	37	37	439
Cases Determined by Reviewers	31	31	35	35	37	40	40	39	39	38	37	37	439
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	26	28	26	33	36	39	37	34	33	32	34	34	392
Cases Not Subject to Review	2	1	5	2	1	1	2	3	5	4	3	2	31
Cases Not Completed	3	2	4	0	0	0	1	2	1	2	0	1	16
Total Cases Completed	26	28	26	33	36	39	37	34	33	32	34	34	392
Total Correct Cases	20	22	23	30	32	36	34	34	29	26	29	33	348
Total Error Cases	6	6	3	3	4	3	3	0	4	6	5	1	44
Total Ineligible Cases	1	0	1	0	0	0	0	0	0	1	2	0	5
Total Over Paid Cases	1	4	2	3	1	1	1	0	3	4	2	1	23
Total Under Paid Cases	4	2	0	0	3	2	2	0	1	1	1	0	16
Case Accuracy Rate (%)	76.92	78.57	88.46	90.91	88.89	92.31	91.89	100.00	87.88	81.25	85.29	97.06	88.78%
Case Error Rate (%)	23.08	21.43	11.54	9.09	11.11	7.69	8.11	0.00	12.12	18.75	14.71	2.94	11.22%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$10,558	\$8,615	\$8,948	\$11,332	\$12,410	\$12,011	\$13,833	\$10,524	\$12,960	\$10,117	\$12,627	\$14,534	\$138,469
Total Error Payments (\$)	\$287	\$1,059	\$319	\$333	\$155	\$230	\$284	\$0	\$283	\$603	\$1,813	\$71	\$5,437
Total Ineligible Payments (\$)	\$10	\$0	\$118	\$0	\$0	\$0	\$0	\$0	\$0	\$10	\$1,146	\$0	\$1,284
Total Over Paid Payments (\$)	\$70	\$850	\$201	\$333	\$52	\$173	\$58	\$0	\$247	\$415	\$91	\$71	\$2,561
Total Under Paid Payments (\$)	\$207	\$209	\$0	\$0	\$103	\$57	\$226	\$0	\$36	\$178	\$576	\$0	\$1,592
Payment Accuracy Rate (%)	97.28%	87.71%	96.43%	97.06%	98.75%	98.09%	97.95%	100.00%	97.82%	94.04%	85.64%	99.51%	96.07%
Payment Error Rate (%)	2.72%	12.29%	3.57%	2.94%	1.25%	1.91%	2.05%	0.00%	2.18%	5.96%	14.36%	0.49%	3.93%
Ineligible Error Rate (%)	0.09%	0.00%	1.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.10%	9.08%	0.00%	0.93%
Over Paid Error Rate (%)	0.66%	9.87%	2.25%	2.94%	0.42%	1.44%	0.42%	0.00%	1.91%	4.10%	0.72%	0.49%	1.85%
Under Paid Error Rate (%)	1.96%	2.43%	0.00%	0.00%	0.83%	0.47%	1.63%	0.00%	0.28%	1.76%	4.56%	0.00%	1.15%
Agency Caused Error Cases (%)	83%	50%	67%	100%	100%	67%	100%		100%	67%	60%	100%	77%
Client Caused Error Cases (%)	17%	50%	33%	0%	0%	33%	0%		0%	33%	40%	0%	23%

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

FFY 2006 State Final
January 2007

BY MONTH	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Total
STATISTICS BY CASE:													
Sample Cases Selected	28	34	36	36	38	38	38	38	37	36	36	36	431
Cases Assigned to Reviewers	28	34	36	36	38	38	38	38	37	36	36	36	431
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	25	32	32	34	37	34	29	30	32	35	33	33	386
Cases Not Subject to Review	1	1	2	1	1	0	7	4	2	1	1	0	21
Cases Not Completed	2	1	2	1	0	4	2	4	3	0	2	3	24
Total Cases Completed & Transmitted	25	32	32	34	37	34	29	30	32	35	33	33	386
Total Correct Cases	22	28	26	31	33	29	25	27	28	31	31	30	341
Total Error Cases	3	4	6	3	4	5	4	3	4	4	2	3	45
Total Ineligible Cases	2	2	0	0	0	0	2	1	0	0	1	2	10
Total Over Paid Cases	1	2	4	1	3	4	1	2	3	2	1	1	25
Total Under Paid Cases	0	0	2	2	1	1	1	0	1	2	0	0	10
Case Accuracy Rate (%)	88.00	87.50	81.25	91.18	89.19	85.29	86.21	90.00	87.50	88.57	93.94	90.91	88.34%
Case Error Rate (%)	12.00	12.50	18.75	8.82	10.81	14.71	13.79	10.00	12.50	11.43	6.06	9.09	11.66%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$7,141	\$10,529	\$11,089	\$11,998	\$11,683	\$11,981	\$11,150	\$9,992	\$9,908	\$11,316	\$11,121	\$8,725	\$126,633
Total Error Payments (\$)	\$507	\$1,717	\$484	\$216	\$483	\$486	\$1,135	\$447	\$250	\$391	\$240	\$908	\$7,264
Total Ineligible Payments (\$)	\$446	\$1,141	\$0	\$0	\$0	\$0	\$1,036	\$199	\$0	\$0	\$167	\$831	\$3,820
Total Over Paid Payments (\$)	\$61	\$576	\$422	\$49	\$316	\$457	\$45	\$248	\$220	\$221	\$73	\$77	\$2,765
Total Under Paid Payments (\$)	\$0	\$0	\$62	\$167	\$167	\$29	\$54	\$0	\$30	\$170	\$0	\$0	\$679
Payment Accuracy Rate (%)	92.90%	83.69%	95.64%	98.20%	95.87%	95.94%	89.82%	95.53%	97.48%	96.54%	97.84%	89.59%	94.26%
Payment Error Rate (%)	7.10%	16.31%	4.36%	1.80%	4.13%	4.06%	10.18%	4.47%	2.52%	3.46%	2.16%	10.41%	5.74%
Ineligible Error Rate (%)	6.25%	10.84%	0.00%	0.00%	0.00%	0.00%	9.29%	1.99%	0.00%	0.00%	1.50%	9.52%	3.02%
Over Paid Error Rate (%)	0.85%	5.47%	3.81%	0.41%	2.70%	3.81%	0.40%	2.48%	2.22%	1.95%	0.66%	0.88%	2.18%
Under Paid Error Rate (%)	0.00%	0.00%	0.56%	1.39%	1.43%	0.24%	0.48%	0.00%	0.30%	1.50%	0.00%	0.00%	0.54%
Agency Caused Errors (%)	100%	75%	83%	100%	100%	100%	50%	67%	75%	100%	50%	33%	80.00%
Client Caused Errors (%)	0%	25%	17%	0%	0%	0%	50%	33%	25%	0%	50%	67%	20.00%

**QUALITY ASSESSMENT SAMPLE
FS ACCURACY
OPEN CASES**

FFY 2005
FINAL

	Oct-04	Nov-04	Dec-04	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Total
STATISTICS BY CASE:													
Sample Cases Selected	27	34	35	36	36	37	41	43	42	40	40	39	450
Cases Assigned to Reviewers	27	34	35	36	36	37	41	43	42	40	40	39	450
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	21	31	34	35	35	34	32	39	38	37	32	33	401
Cases Not Subject to Review	3	2	1	1	1	3	3	2	1	2	3	3	25
Cases Not Completed	3	1	0	0	0	0	6	2	3	1	5	3	24
Total Cases Completed & Transmitted	21	31	34	35	35	34	32	39	38	37	32	33	401
Total Correct Cases	17	26	33	32	31	31	28	34	32	33	30	25	352
Total Error Cases	4	5	1	3	4	3	4	5	6	4	2	8	49
Total Ineligible Cases	1	1	0	1	2	2	1	1	1	0	1	1	12
Total Over Paid Cases	3	2	1	2	1	0	1	4	5	3	1	4	27
Total Under Paid Cases	0	2	0	0	1	1	2	0	0	1	0	3	10
Case Accuracy Rate (%)	80.95	83.87	97.06	91.43	88.57	91.18	87.50	87.18	84.21	89.19	93.75	75.76	87.78%
Case Error Rate (%)	19.05	16.13	2.94	8.57	11.43	8.82	12.50	12.82	15.79	10.81	6.25	24.24	12.22%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$6,470	\$10,678	\$11,523	\$12,912	\$12,153	\$11,505	\$10,718	\$12,772	\$14,424	\$14,022	\$11,100	\$12,394	\$140,671
Total Error Payments (\$)	\$1,213	\$871	\$151	\$664	\$659	\$876	\$475	\$860	\$973	\$370	\$379	\$1,195	\$8,686
Total Ineligible Payments (\$)	\$101	\$356	\$0	\$320	\$356	\$741	\$130	\$310	\$402	\$0	\$125	\$465	\$3,306
Total Over Paid Payments (\$)	\$1,112	\$221	\$151	\$344	\$248	\$0	\$234	\$550	\$571	\$273	\$254	\$242	\$4,200
Total Under Paid Payments (\$)	\$0	\$294	\$0	\$0	\$55	\$135	\$111	\$0	\$0	\$97	\$0	\$488	\$1,180
Payment Accuracy Rate (%)	81.25%	91.84%	98.69%	94.86%	94.58%	92.39%	95.57%	93.27%	93.25%	97.36%	96.59%	90.36%	93.83%
Payment Error Rate (%)	18.75%	8.16%	1.31%	5.14%	5.42%	7.61%	4.43%	6.73%	6.75%	2.64%	3.41%	9.64%	6.17%
Ineligible Error Rate (%)	1.56%	3.33%	0.00%	2.48%	2.93%	6.44%	1.21%	2.43%	2.79%	0.00%	1.13%	3.75%	2.35%
Over Paid Error Rate (%)	17.19%	2.07%	1.31%	2.66%	2.04%	0.00%	2.18%	4.31%	3.96%	1.95%	2.29%	1.95%	2.99%
Under Paid Error Rate (%)	0.00%	2.75%	0.00%	0.00%	0.45%	1.17%	1.04%	0.00%	0.00%	0.69%	0.00%	3.94%	0.84%
Agency Caused Errors (%)	100%	100%	100%	33%	75%	33%	100%	75%	100%	100%	0%	100%	77.6%
Client Caused Errors (%)	0%	0%	0%	67%	25%	67%	0%	25%	0%	0%	100%	0%	22.4%

ANALYSIS OF ERRORS ON FOOD STAMP ACTIVE CASES

FFY 04: OCTOBER 2003 through SEPTEMBER 2004

REPORT DATE: December 22, 2004

FFY 2004

FINAL

BY MONTH	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Total
STATISTICS BY CASE:													
Sample Cases Selected	7	30	31	33	34	35	37	36	35	33	34	34	379
Cases Assigned to Reviewers	7	30	31	33	34	35	37	36	35	33	34	34	379
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	5	28	26	29	33	33	30	31	29	30	29	29	332
Cases Not Subject to Review	2	2	5	4	1	2	3	3	4	2	4	4	36
Cases Not Completed	0	0	0	0	0	0	4	2	2	1	1	1	11
Total Cases Completed & Transmitted	5	28	26	29	33	33	30	31	29	30	29	29	332
Total Correct Cases	5	23	22	25	30	29	27	31	21	27	27	21	288
Total Error Cases	0	5	4	4	3	4	3	0	8	3	2	8	44
Total Ineligible Cases	0	0	0	1	0	0	0	0	1	0	1	1	4
Total Over Paid Cases	0	4	2	2	2	3	3	0	4	1	0	4	25
Total Under Paid Cases	0	1	2	1	1	1	0	0	3	2	1	3	15
Case Accuracy Rate (%)	100.00	82.14	84.62	86.21	90.91	87.88	90.00	100.00	72.41	90.00	93.10	72.41	86.75%
Case Error Rate (%)	0.00	17.86	15.38	13.79	9.09	12.12	10.00	0.00	27.59	10.00	6.90	27.59	13.25%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$1,096	\$7,052	\$6,609	\$8,767	\$12,771	\$11,497	\$11,383	\$8,153	\$12,062	\$10,149	\$8,826	\$9,959	\$108,324
Total Error Payments (\$)	\$0	\$947	\$413	\$669	\$394	\$369	\$192	\$0	\$2,701	\$596	\$416	\$576	\$7,273
Total Ineligible Payments (\$)	\$0	\$0	\$0	\$322	\$0	\$0	\$0	\$0	\$1,214	\$0	\$219	\$138	\$1,893
Total Over Paid Payments (\$)	\$0	\$915	\$113	\$300	\$330	\$284	\$192	\$0	\$864	\$121	\$0	\$200	\$3,319
Total Under Paid Payments (\$)	\$0	\$32	\$300	\$47	\$64	\$85	\$0	\$0	\$623	\$475	\$197	\$238	\$2,061
Payment Accuracy Rate (%)	100.00%	86.57%	93.75%	92.37%	96.91%	96.79%	98.31%	100.00%	77.61%	94.13%	95.29%	94.22%	93.29%
Payment Error Rate (%)	0.00%	13.43%	6.25%	7.63%	3.09%	3.21%	1.69%	0.00%	22.39%	5.87%	4.71%	5.78%	6.71%
Ineligible Error Rate (%)	0.00%	0.00%	0.00%	3.67%	0.00%	0.00%	0.00%	0.00%	10.06%	0.00%	2.48%	1.39%	1.75%
Over Paid Error Rate (%)	0.00%	12.98%	1.71%	3.42%	2.58%	2.47%	1.69%	0.00%	7.16%	1.19%	0.00%	2.01%	3.06%
Under Paid Error Rate (%)	0.00%	0.45%	4.54%	0.54%	0.50%	0.74%	0.00%	0.00%	5.16%	4.68%	2.23%	2.39%	1.90%
Agency Caused Errors (%)	0%	100%	50%	50%	67%	75%	67%	0%	75%	100%	100%	100%	79.5%
Client Caused Errors (%)	0%	0%	50%	50%	33%	25%	33%	0%	25%	0%	0%	0%	20.5%
Native Family Assist. Program Participants*	1					1							2

ANALYSIS OF ERRORS ON FOOD STAMP ACTIVE CASES

FFY03: OCTOBER 2002 through SEPTEMBER 2003

REPORT DATE: December 23, 2003

FFY 2003

FINAL

BY MONTH	Oct-02	Nov-02	Dec-02	Jan-03	Feb-03	Mar-03	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Total
STATISTICS BY CASE:													
Sample Cases Selected	29	30	31	31	32	34	34	33	34	34	33	33	388
Cases Assigned to Reviewers	29	30	31	31	32	34	34	33	34	34	33	33	388
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Completed	26	26	29	28	29	34	34	30	32	32	26	26	352
Cases Not Subject to Review	2	4	1	3	2	0	0	1	1	2	3	2	21
Cases Not Completed	1	0	1	0	1	0	0	2	1	0	4	5	15
Total Cases Completed & Transmitted	26	26	29	28	29	34	34	30	32	32	26	26	352
Total Correct Cases	18	17	25	19	22	27	22	21	25	22	22	21	261
Total Error Cases	8	9	4	9	7	7	12	9	7	10	4	5	91
Total Ineligible Cases	2	2	1	2	1	2	4	1	0	0	0	0	15
Total Over Paid Cases	4	3	2	3	4	2	5	7	3	8	2	4	47
Total Under Paid Cases	2	4	1	4	2	3	3	1	4	2	2	1	29
Case Accuracy Rate (%)	69.23	65.38	86.21	67.86	75.86	79.41	64.71	70.00	78.13	68.75	84.62	80.77	74.15%
Case Error Rate (%)	30.77	34.62	13.79	32.14	24.14	20.59	35.29	30.00	21.88	31.25	15.38	19.23	25.85%
STATISTICS BY DOLLAR AMOUNTS:													
Total Allotment Issued (\$)	\$7,000	\$7,553	\$8,601	\$8,410	\$7,814	\$8,519	\$11,320	\$12,127	\$10,338	\$11,249	\$8,652	\$8,699	\$110,282
Total Error Payments (\$)	\$1,467	\$792	\$802	\$1,728	\$1,120	\$1,837	\$2,232	\$925	\$861	\$1,491	\$692	\$1,071	\$15,018
Total Ineligible Payments (\$)	\$746	\$256	\$393	\$279	\$226	\$1,192	\$1,292	\$49	\$0	\$0	\$0	\$0	\$4,433
Total Over Paid Payments (\$)	\$471	\$419	\$275	\$757	\$581	\$269	\$664	\$848	\$472	\$1,332	\$168	\$1,026	\$7,282
Total Under Paid Payments (\$)	\$250	\$117	\$134	\$692	\$313	\$376	\$276	\$28	\$389	\$159	\$524	\$45	\$3,303
Payment Accuracy Rate (%)	79.04%	89.51%	90.68%	79.45%	85.67%	78.44%	80.28%	92.37%	91.67%	86.75%	92.00%	87.69%	86.38%
Payment Error Rate (%)	20.96%	10.49%	9.32%	20.55%	14.33%	21.56%	19.72%	7.63%	8.33%	13.25%	8.00%	12.31%	13.62%
Ineligible Error Rate (%)	10.66%	3.39%	4.57%	3.32%	2.89%	13.99%	11.41%	0.40%	0.00%	0.00%	0.00%	0.00%	4.02%
Over Paid Error Rate (%)	6.73%	5.55%	3.20%	9.00%	7.44%	3.16%	5.87%	6.99%	4.57%	11.84%	1.94%	11.79%	6.60%
Under Paid Error Rate (%)	3.57%	1.55%	1.56%	8.23%	4.01%	4.41%	2.44%	0.23%	3.76%	1.41%	6.06%	0.52%	3.00%
Agency Caused Errors (%)	75%	88%	75%	56%	86%	86%	58%	78%	14%	60%	75%	60%	65.9%
Client Caused Errors (%)	25%	12%	25%	44%	14%	14%	42%	22%	86%	40%	25%	40%	34.1%
Native Family Assist. Program Participants*	1				1	1	1		1	2			7