

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

**FFY 2010  
Final**

Sample Months: 10/2009 through 09/2010

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

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

**FFY 2008  
FINAL**

Sample Months: 10/2007 through 9/2008

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

# Quality Assessment Sample Food Stamp Accuracy Closed/Denied 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
<b>STATISTICS BY CASE:</b>													
<b>Total Sample Cases For Month</b>	50	49	22	19	19	20	21	23	23	25	25	24	<b>320</b>
<b>Cases Examined by QA Reviewers</b>	50	49	22	19	19	20	21	23	23	25	25	24	<b>320</b>
<b>Cases Not Subject to Review</b>	5	4	1	2	1	1	2	5	0	2	1	0	<b>24</b>
<b>Total Cases Completed</b>	45	45	21	17	18	19	19	18	23	23	24	24	<b>296</b>
<b>Total Correct Cases</b>	44	44	20	17	17	18	17	17	22	22	22	20	<b>280</b>
<b>Total Error Cases</b>	1	1	1	0	1	1	2	1	1	1	2	4	<b>16</b>
<b>Case Accuracy Rate (%)</b>	97.78	97.78	95.24	100.00	94.44	94.74	89.47	94.44	95.65	95.65	91.67	83.33	<b>94.59%</b>
<b>Case Error Rate (%)</b>	2.22	2.22	4.76	0.00	5.56	5.26	10.53	5.56	4.35	4.35	8.33	16.67	<b>5.41%</b>

Action Type of the Error Cases	DO #	Element Code	Nature Code
<b>Denied Cases</b>	23	150 Household Composition	8 Eligible persons with income excluded
	41	371 Combined Gross Income	31 Incorrect limit applied
	44	413 Application	66 Improper denial w/in 30 days for missing interview
	46	413 Application	66 Improper denial w/in 30 days for missing interview
	51	344 TANF, PA, or GA	34 Income included that should not have been
	51	413 Application	66 Improper denial w/in 30 days for missing interview
	55	415 Verification	80 No application or case record information to support
	55	415 Verification	80 No application or case record information to support
	70	413 Application	66 Improper denial w/in 30 days for missing interview
	77	413 Application	66 Improper denial w/in 30 days for missing interview
	84	530 Transitional Benefits	75 Eligible for transitional benefits.
<b>Terminated Cases</b>	41	416 Action Type	99 Other
	46	311 Wages and Salaries	34 Income included that should not have been
	77	415 Verification	80 No application or case record information to support
	82	414 Joint TANF/FS Processing	67 Improper termination when TANF was terminated
	83	416 Action Type	72 Improper termination for failure to meet reporting requirements
<b>Suspended Cases</b>	None		

## Quality Assessment Sample Food Stamp Accuracy Closed/Denied 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
<b>STATISTICS BY CASE:</b>													
<b>Total Sample Cases For Month</b>	73	27	21	22	21	23	21	23	26	25	26	25	<b>333</b>
<b>Cases Examined by QA Reviewers</b>	73	27	21	22	21	23	21	23	26	25	26	25	<b>333</b>
<b>Cases Not Subject to Review</b>	1	2	2	2	2	0	3	3	2	2	1	4	<b>24</b>
<b>Total Cases Completed</b>	72	25	19	20	19	23	18	20	24	23	25	21	<b>309</b>
<b>Total Correct Cases</b>	72	24	18	19	18	23	17	19	23	23	25	17	<b>298</b>
<b>Total Error Cases</b>	0	1	1	1	1	0	1	1	1	0	0	4	<b>11</b>
<b>Case Accuracy Rate (%)</b>	100.00	96.00	94.74	95.00	94.74	100.00	94.44	95.00	95.83	100.00	100.00	80.95	<b>96.44%</b>
<b>Case Error Rate (%)</b>	0.00	4.00	5.26	5.00	5.26	0.00	5.56	5.00	4.17	0.00	0.00	19.05	<b>3.56%</b>

Action Type of the Error Cases	DO #	Element Code	Nature Code
<b>Denied Cases</b>	41	163 Vol Quit	16 head hh did not vol quit
	41	371 Gross Income	0 unknown
	77	413 Application	66 Improper denial w/in 30 days for missed interview
	83	163 Vol Quit	16 head hh did not vol quit
	83	111 Student Status	1 eligible persons excluded
	84	211 Bank Acct or Cash	24 resource should have been excluded
	84	415 Verification	69 Improper denial prior to end of timeframe for verification
<b>Terminated Cases</b>	77	221 Real Property	24 resource should have been excluded
	77	311 Wages	34 income included/should not have been
	77	312 Self Employment	34 income included/should not have been
	83	372 Combined Net Income	30 does not exceed prescribed limit
<b>Suspended Cases</b>	None		



## Food Stamp Closure Accuracy 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
<b>Statistics By Case:</b>													
Sample Cases Selected	194	31	23	20	21	23	20	20	23	25	24	21	445
Cases Completed by QA Reviewers	194	31	23	20	21	23	20	20	23	25	24	21	445
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases Not Subject to Review	1	3	3	1	2	1	1	3	1	0	5	1	22
<b>Total Cases Completed</b>	193	28	20	19	19	22	19	17	22	25	19	20	423
<b>Total Correct Cases</b>	193	27	19	19	18	21	18	16	20	23	19	19	412
<b>Total Error Cases</b>	0	1	1	0	1	1	1	1	2	2	0	1	11
Case Accuracy Rate (%)	100.00	96.43	95.00	100.00	94.74	95.45	94.74	94.12	90.91	92.00	100.00	95.00	97.40%
Case Error Rate (%)	0.00	3.57	5.00	0.00	5.26	4.55	5.26	5.88	9.09	8.00	0.00	5.00	2.60%
<b>Errors</b>													
	DO #	Error Element				Nature Code							
<b>Denied Cases</b>	51	150 Household Composition				6 Entitled to separate status							
	71	150 Household Composition				8 Eligible person with income excluded							
	71	372 Combined Net Income				30 Does not exceed prescribed limit							
	20	520 Arithmetic Computation				61 Allotment incorrectly computed							
<b>Terminated Cases</b>	83	111 Student Status				1 Eligible person excluded							
	70	211 Bank Accounts or Cash on Hand				24 Resource should have been excluded							
	83	311 Wages & Salaries				36 Conversion incorrectly applied							
	70	333 SSI				34 Income included that should not have been							
	23	334 Unemployment Compensation				34 Income included that should not have been							
	83	414 Joint TANF/FS Processing				67 Improper termination when TANF was terminated							
	83	511 Rent & Utilities not verified				Case to remain open without deduction							

FS

## Food Stamp Closure Accuracy 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
<b>Statistics By Case:</b>													
Sample Cases Selected	26	21	23	20	21	19	23	23	25	27	27	26	281
Cases Completed by QA Reviewers	26	21	23	20	21	19	23	23	25	27	27	26	281
Cases Pending	0	0	0	0	0	0	0	0	0	0	0	0	0
Cases Not Subject to Review	3	2	1	2	1	3	3	1	1	1	0	5	23
<b>Total Cases Completed</b>	<b>23</b>	<b>19</b>	<b>22</b>	<b>18</b>	<b>20</b>	<b>16</b>	<b>20</b>	<b>22</b>	<b>24</b>	<b>26</b>	<b>27</b>	<b>21</b>	<b>258</b>
<b>Total Correct Cases</b>	<b>23</b>	<b>19</b>	<b>20</b>	<b>18</b>	<b>19</b>	<b>16</b>	<b>20</b>	<b>20</b>	<b>23</b>	<b>26</b>	<b>27</b>	<b>19</b>	<b>250</b>
<b>Total Error Cases</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>8</b>
Case Accuracy Rate (%)	100.00	100.00	90.91	100.00	95.00	100.00	100.00	90.91	95.83	100.00	100.00	90.48	96.90%
Case Error Rate (%)	0.00	0.00	9.09	0.00	5.00	0.00	0.00	9.09	4.17	0.00	0.00	9.52	3.10%
<b>Errors</b>													
	DO #	Error Element				Nature Code							
<b>Denied Cases</b>	84	222	Vehicles			27			Resource should have been excluded				
	43	415	Verification			99			Improper denial				
	41	511	Other			99			Data entry mistake on address				
<b>Terminated Cases</b>	51	170	Social Security Number			18			Eligible person disqualified				
	71	311	Wages & Salaries			34			Income should not have been included				
	70	311	Wages & Salaries			39			Employment changed from unemployed to employed				
	71	415	Verification			80			No application or info to support denial/term/suspension				
	71	416	Action Type			72			Improper term/susp for failure to meet reporting requirement				

FS