



FFY 2004 FOOD STAMP PROGRAM QUALITY ASSESSMENT REPORT

**DIVISION OF PUBLIC ASSISTANCE
PROGRAM INTEGRITY & ANALYSIS**

**RESEARCH ANALYSIS UNIT
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January 15, 2005

**Food Stamp Year End Report
FFY 2004**

TABLE OF CONTENTS

QUALITY CONTROL BACKGROUND	1
ACTIVE AND NEGATIVE FOOD STAMP SAMPLE	1
ERROR REDUCTION STATUS	2
Alaska's Payment Error Rate.....	2
Alaska Regional and District Office Findings.....	3
FOOD STAMP ERRORS CAUSED BY AGENCY AND CLIENT.....	7
NEGATIVE ERROR RATE REPORT.....	11
APPENDIX I	12
Food Stamps	12
Sanction Tolerance/Liability.....	12
High Performance Bonuses.....	12
Payment Accuracy	12
Negative Error Rate	12
Participation Rate.....	12
Application Processing Timeliness.....	13
APPENDIX II.....	14
APPENDIX III	17
APPENDIX IV	30

Food Stamp Year End Report FFY 2004

QUALITY CONTROL BACKGROUND

Food Stamp Program benefits are fully funded by the U.S. Department of Agriculture, and Alaska shares the cost of operating the program. In 2004, Alaska's Food Stamp Program issued nearly \$65 million in food benefits. The program helps nearly 60,000 persons per month in 19,000 households.

The Food Stamp Program requires precise measurement of work quality. Monthly audits of sampled cases by the division's Quality Assessment staff determines if the correct benefit amount is issued to participating households. These findings result in an annual payment error rate for each state. These collectively determine the national food stamp payment error rate. States with a payment error rate above the national average are subject to financial penalties.

The quality control payment error rate includes overpayments, where a household receives more benefits than it should, and underpayments where the amount issued is too low. Payment errors are typically caused by participants not accurately reporting household circumstances and earnings, or by the state agency mistakenly figuring the monthly benefit amount. The state-determined error rate is simply the total benefit dollars issued in error divided by the total dollars issued to sampled cases.

ACTIVE AND NEGATIVE FOOD STAMP SAMPLE

The annual quality control sampling plan requires monthly review of the accuracy of our eligibility and benefit decisions on open food stamp cases. These reviews are called the "active" sample. Eligibility decisions to deny food stamp applications or to close an open case are also reviewed. These reviews comprise "negative" sample.

The Quality Assessment unit samples active and negative food stamp cases and using a stratified random sample to ensure statistical precision. The United States Department of Agriculture, Food and Nutrition Service (FNS) must approve the agency's Food Stamp Program quality control sampling plan each year.

Quality control data is not statistically valid until the completion of the full sample in September, the end federal fiscal year. Interim data compiled during the reporting period identifies error trends and monitors performance and corrective action initiatives. A Quality Assessment Review Committee meets monthly to review error findings and plan corrective actions to prevent errors. Alaska submits a Corrective Action Plan to FNS in May and November outlining corrective actions implemented to reduce the payment error rate.

FNS re-reviews approximately 54 percent of the active and 40 percent of the negative cases completed in the state's quality control sample. If they detect mistakes made in the state's review a "variance" is cited. Federal re-review findings are factored into the state's final regressed¹ Food Stamp Program payment error rate.

¹ The final error rate determined by FNS.

Food Stamp Year End Report

FFY 2004

ERROR REDUCTION STATUS

Alaska's final Food Stamp Program payment error rate for FFY 2003 was 13.9 percent - the highest in the nation. The division's "Better than Average" accuracy improvement campaign began on October 1, 2003, with an ambitious goal of achieving a payment error rate of less than 7 percent by September 2004. The state-estimated error rate for FFY 2004 stands at 6.7 percent. Work quality focus by the DPA staff, the "Better than Average" campaign, the institution of a Quality Assessment Review Committee to examine each error's cause, and progressive policy changes like simplified reporting all contributed to reduce the error rate. The 7.2 percentage point reduction from FFY 2003 to FFY 2004 is the largest improvement recorded by any state in the nation this year.²

Variations are the discrepancies between the state and federal re-review findings. Regression formulas applied to variations can significantly change the final error rate calculation. To date, in the FFY 2004 sample, Alaska has not received a single benefit amount variance on cases that FNS selected for re-review. This is a notable achievement by our Quality Assessment staff. If this trend continues, the regressed payment error rate will be near 6.7 percent. The State's final federal error rate figures and the national rate for FFY 2004 will be announced in June 2005.

Appendix I describes regulatory requirements for establishing federal Food Stamp Program quality control tolerance levels and fiscal sanction liabilities.

Alaska's Payment Error Rate

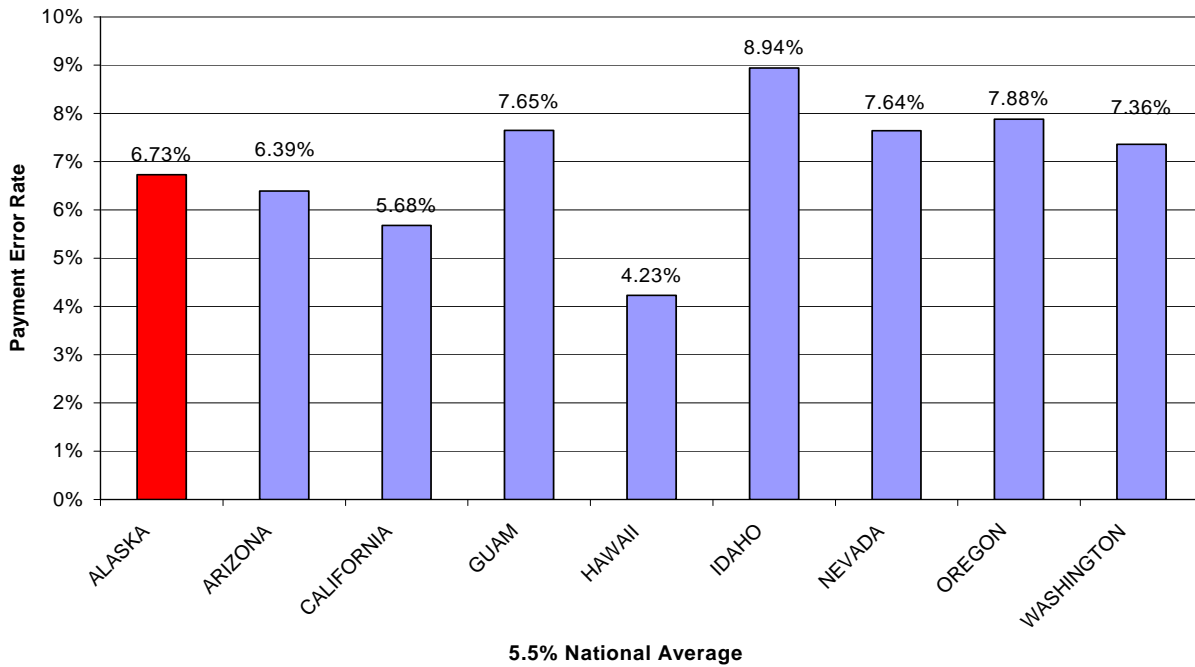
Table 1. summarizes Alaska's food stamp payment error rate for federal fiscal years 1995 – 2004 compared to the national average. The Alaska data for FFY 2004 are state findings and the national average is an estimate. **Table 2.** compares Alaska's estimated payment error rate to the other states and Guam in the Western FNS region. The error rates are state estimated error rates from October 2003 through August 2004. The estimated national error rate is 5.5 percent. The state rates do not include September 2004. None of the rates, including the national error rate are weighted.

Appendix II summarizes the FFY 2004 active food stamp cases in tables by month and by region and district office. **Appendix III** includes the "Synopsis of FFY 04 Food Stamp Errors".

² Based on 2004 estimates of state and national averages as of 1/12/2005.

Food Stamp Year End Report FFY 2004

**Table 2. Western Region States Food Stamp QA Findings
FFY 2004 Payment Error Rates as of August 2004**



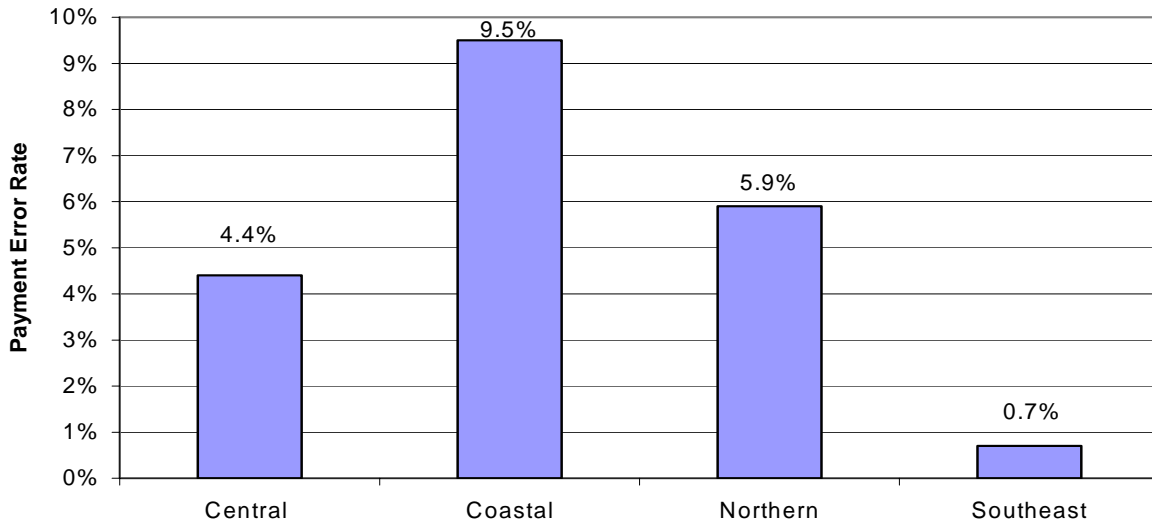
Alaska Regional and District Office Findings

Table 3. shows the Quality Assessment findings of the payment error rates of active reviews for each region.

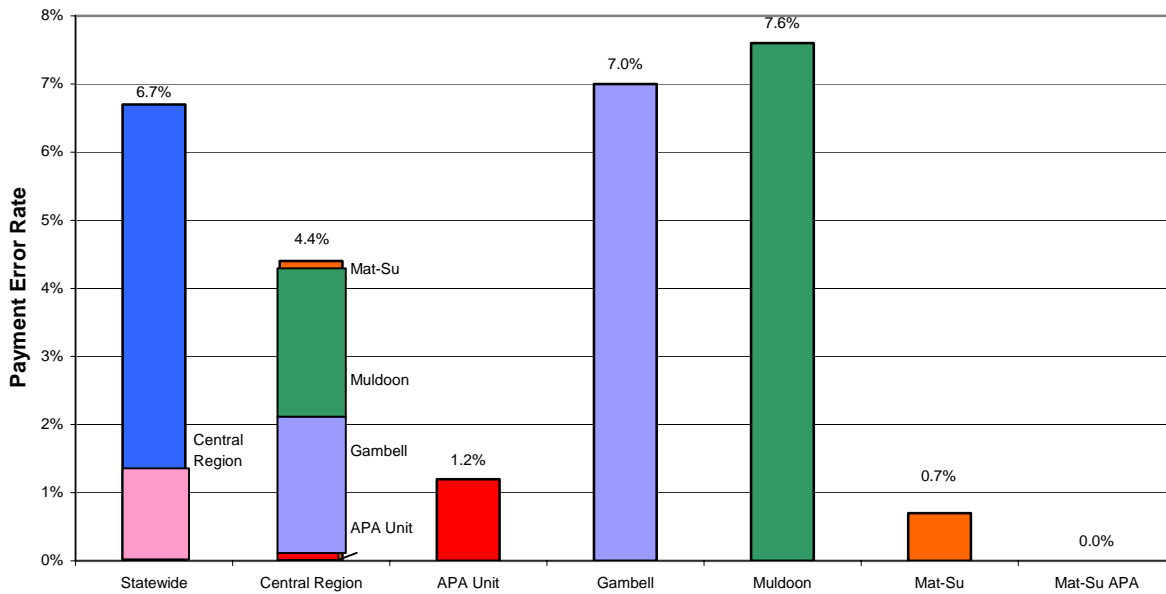
Table 4. through **Table 7.** show the payment error rate of each region and its various offices. The statewide bar shows the overall error rate, and relative influence of the region's errors on the statewide error rate. The second bar indicates region's payment error rate, and the relative influence of each district office's errors on the regional error rate. Each office is color coded.

Food Stamp Year End Report FFY 2004

Table 3. FFY 2004 Food Stamp QA Finding By Region

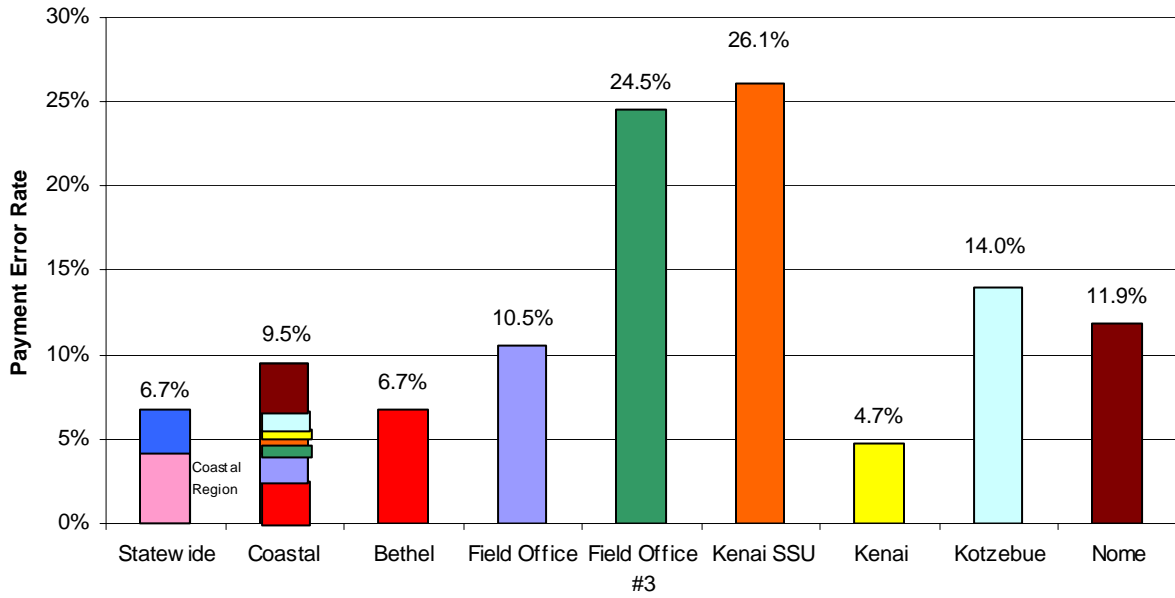


**Table 4. Food Stamp Payment Error Rate
Central Region**

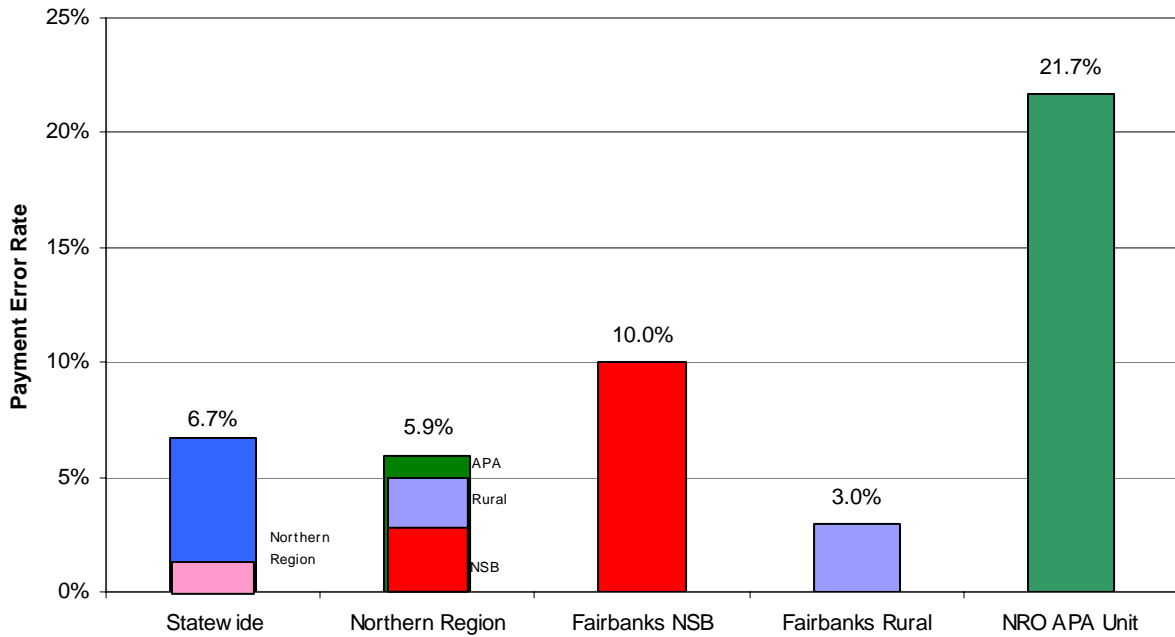


Food Stamp Year End Report FFY 2004

**Table 5. Food Stamp Payment Error Rate
Coastal Region**



**Table 6. Food Stamp Payment Error Rate
Northern Region**



Food Stamp Year End Report FFY 2004

**Table 7. Food Stamp Payment Error Rate
Southeast Region**

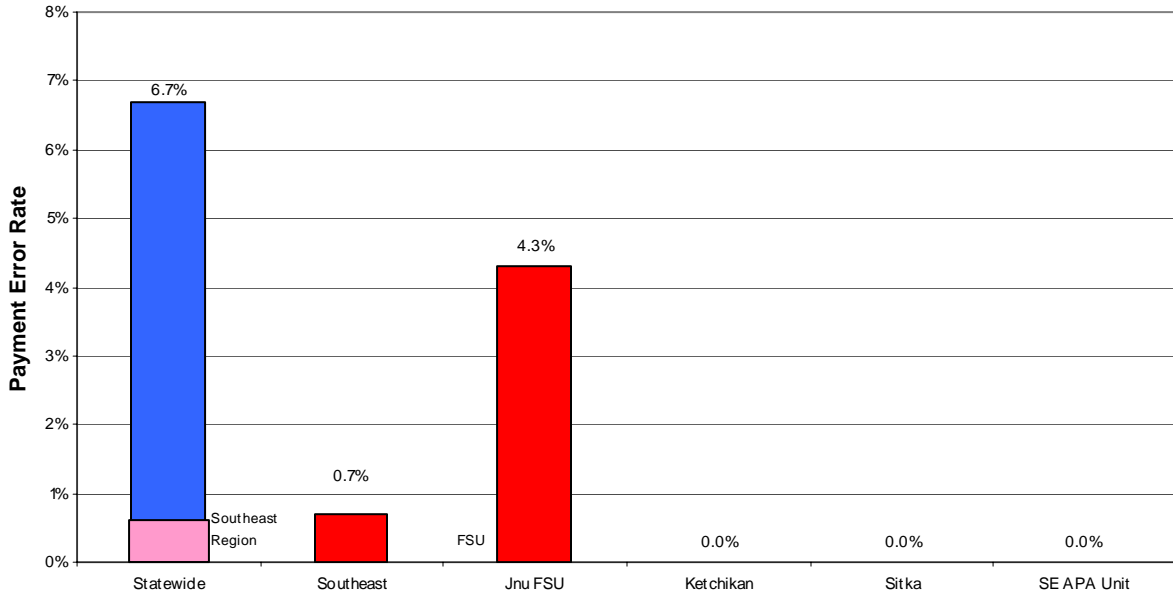
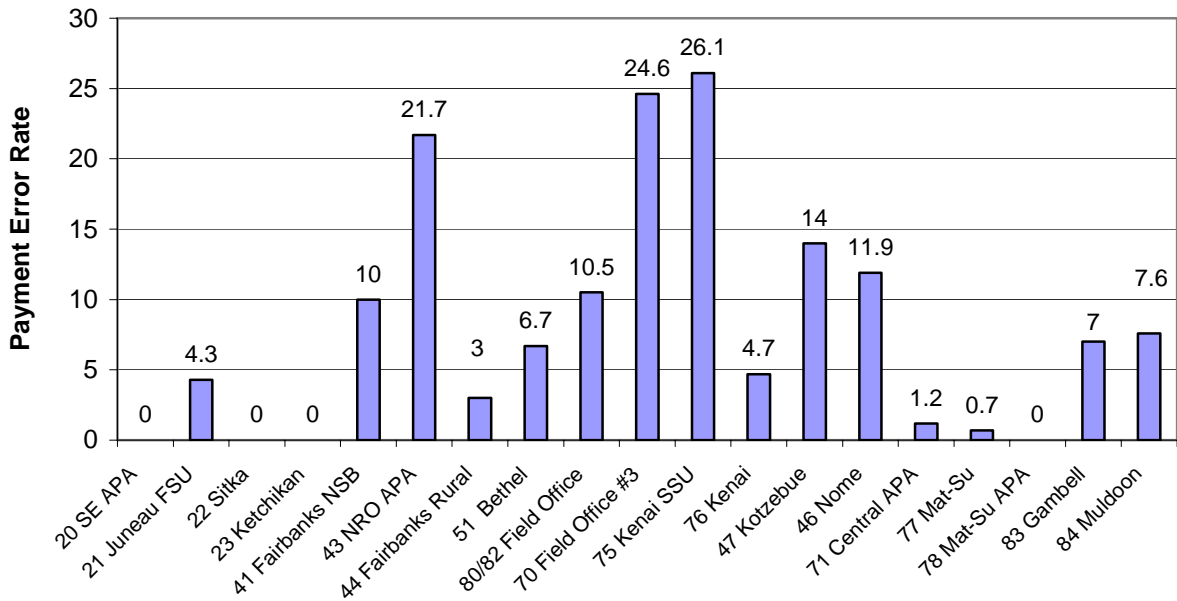


Table 8. shows the payment error rate by district office. A payment error rate equals the total dollar amount in error divided by the total allotment. If a district office has a small allotment and large errors, it can make the payment error rate large. This occurred in each of the offices with payment error rates over 21 percent.

Food Stamp Year End Report FFY 2004

Table 8. FFY 2004 Food Stamp QA findings By District Office



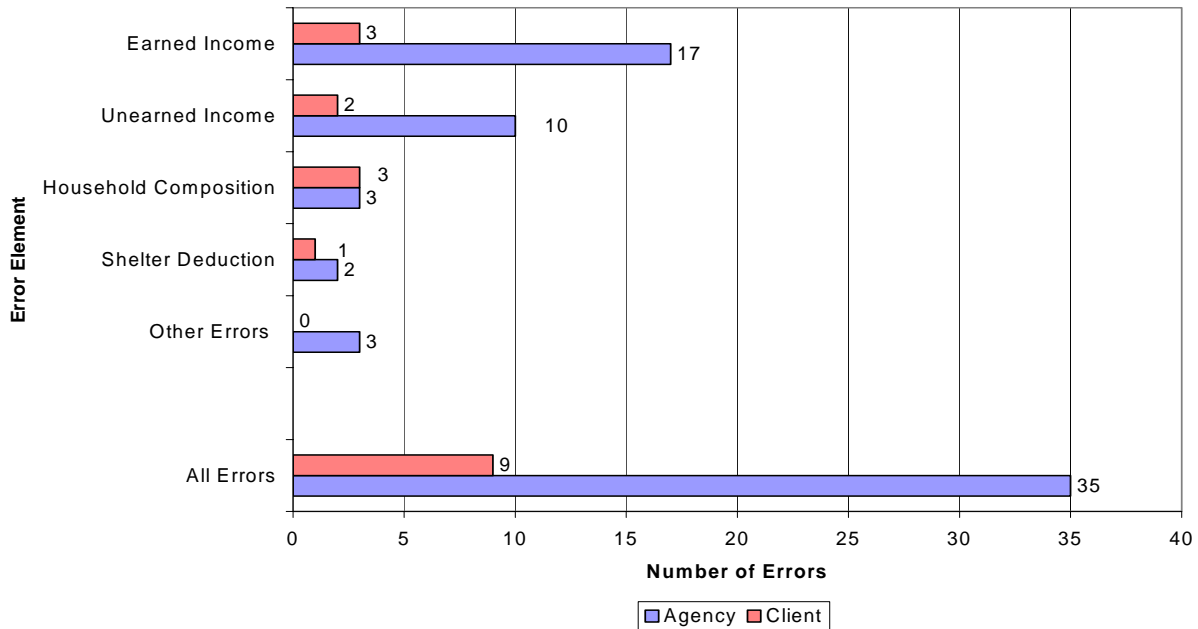
FOOD STAMP ERRORS CAUSED BY AGENCY AND CLIENT

Alaska implemented simplified reporting on January 1, 2004, to help reduce the food stamp payment error rate and reduce the change-reporting burden for clients and staff. We estimated that it would eliminate many of the client-caused errors. Although we cannot measure how many client-caused errors simplified reporting eliminated, we do know that these errors declined by 24 percent. Agency-caused errors accounted for 79.5 percent (35) of all errors. Eight (18.2%) errors involved client failure to report and one (2.3%) was client misrepresentation.

Table 9. shows the distribution of the errors by error element. Most payment errors (45.5% or 20 errors) involve earned income. The agency’s failure to act on available information accounted for 64.7 percent of the agency-caused errors.

Food Stamp Year End Report FFY 2004

**Table 9. FOOD STAMP ERRORS BY ERROR ELEMENT
STATEWIDE**

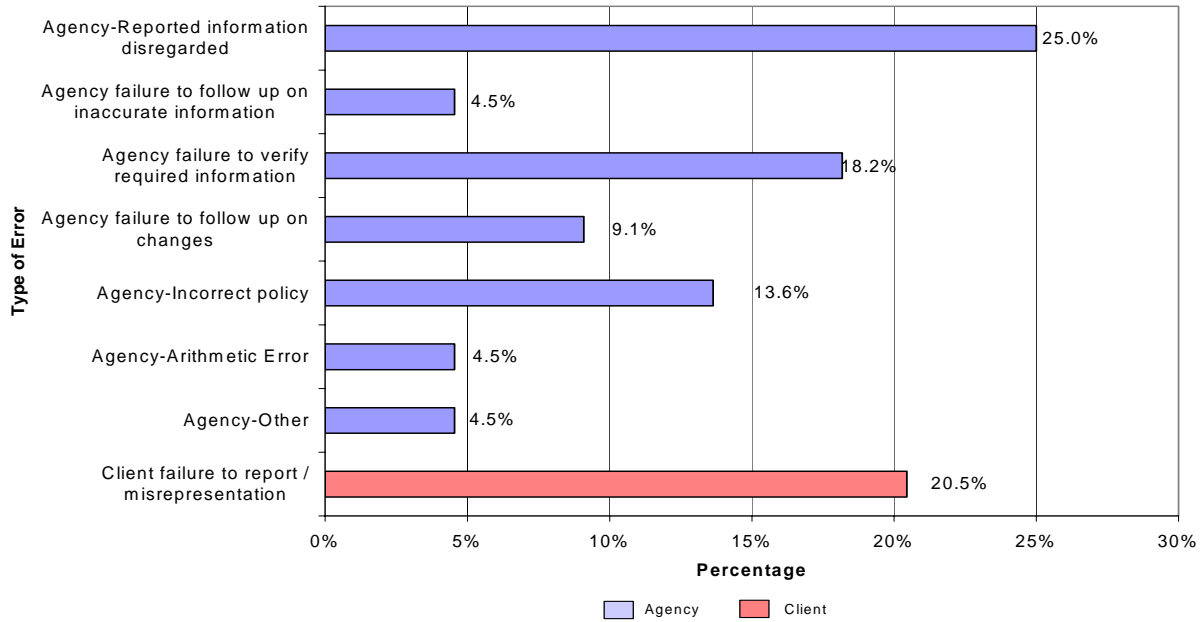


The Coastal region accounted for half (22) of all errors and half of these errors (11) were in earned income. Central region had 11 errors with seven in earned income. Three of these were client caused. The Northern region had 10 errors divided among seven error elements. The most common cause of error was agency failure to act. The Southeast region had one arithmetic error.

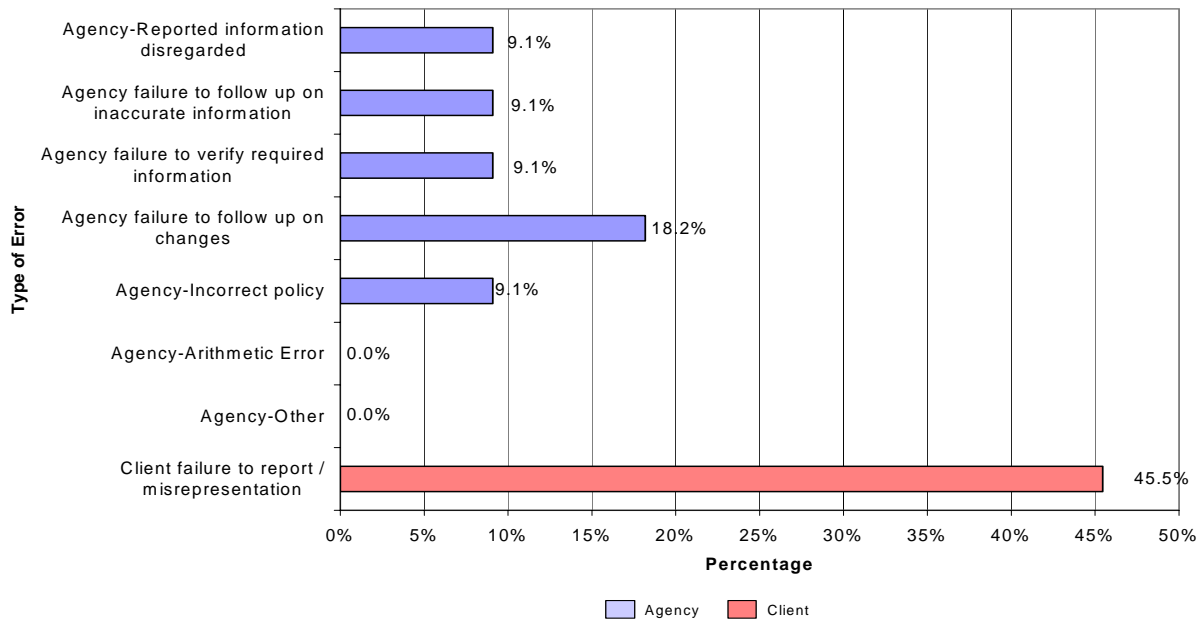
Tables 10 through 14 show agency and client errors by the type of error. The tables show the distribution of agency errors plus client errors. **Table 10.** represents all errors and the other tables each represent a region of the state. The Coastal region had no client errors and 22 agency errors in 100 cases. The Southeast region had one agency error in 47 cases. (See **Table 3** for regional error rates.)

Food Stamp Year End Report FFY 2004

**Table 10. Food Stamp Errors By Agency and Client Cause
Statewide**

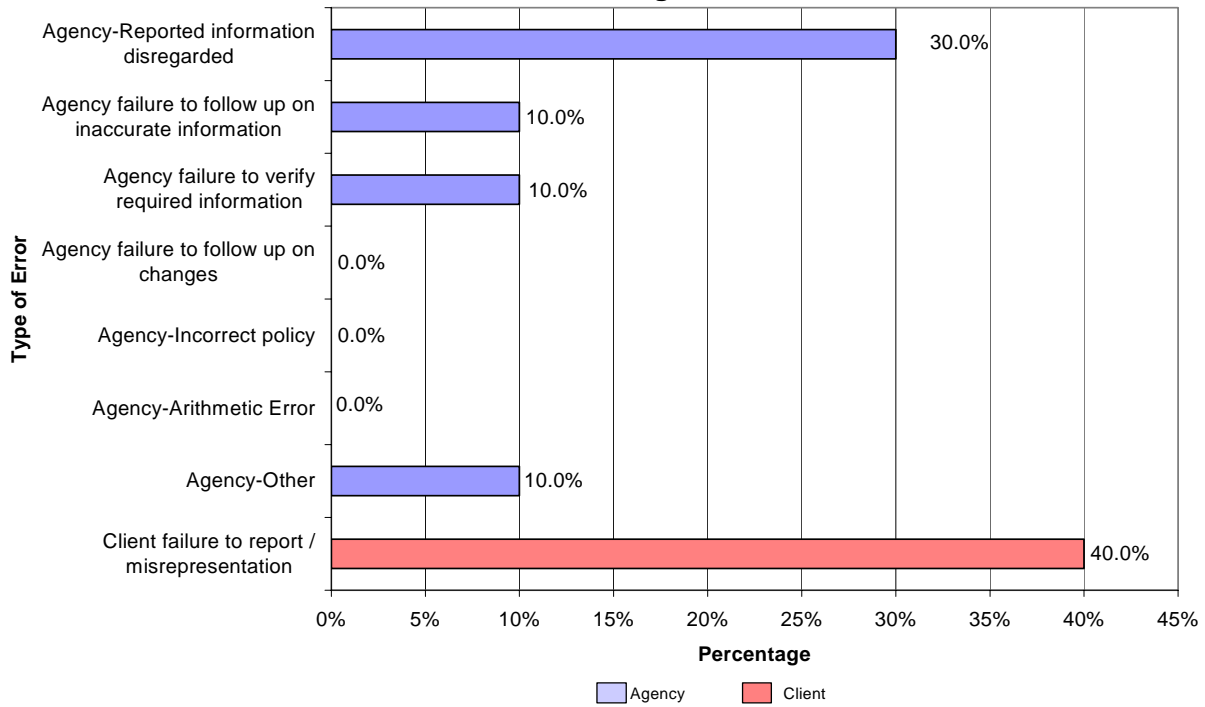


**Table 11. Food Stamp Errors By Agency and Client Cause
Central Region**

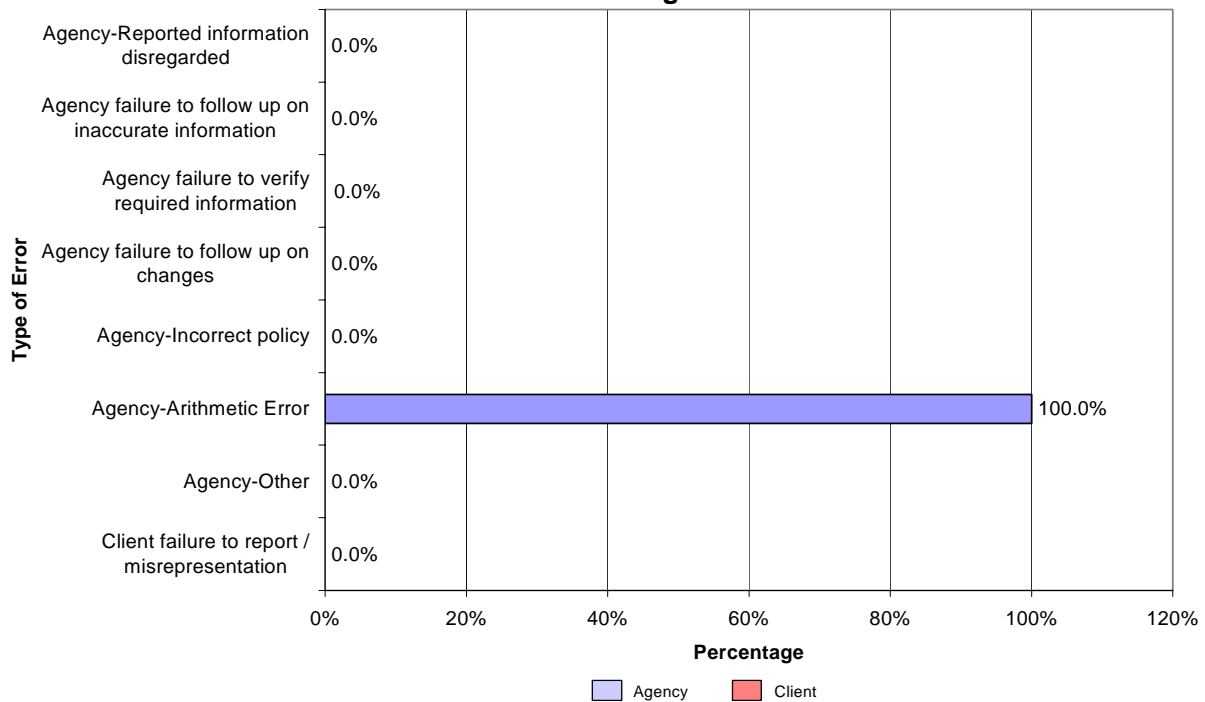


Food Stamp Year End Report FFY 2004

**Table 13. Food Stamp Errors By Agency and Client Cause
Northern Region**



**Table 14. Food Stamp Errors By Agency and Client Cause
Southeast Region**

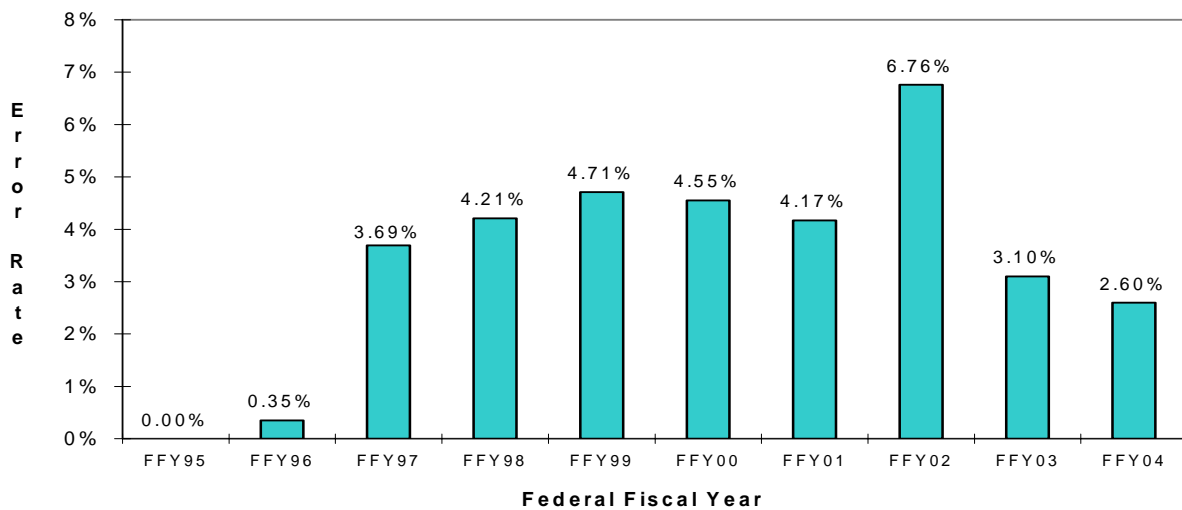


Food Stamp Year End Report FFY 2004

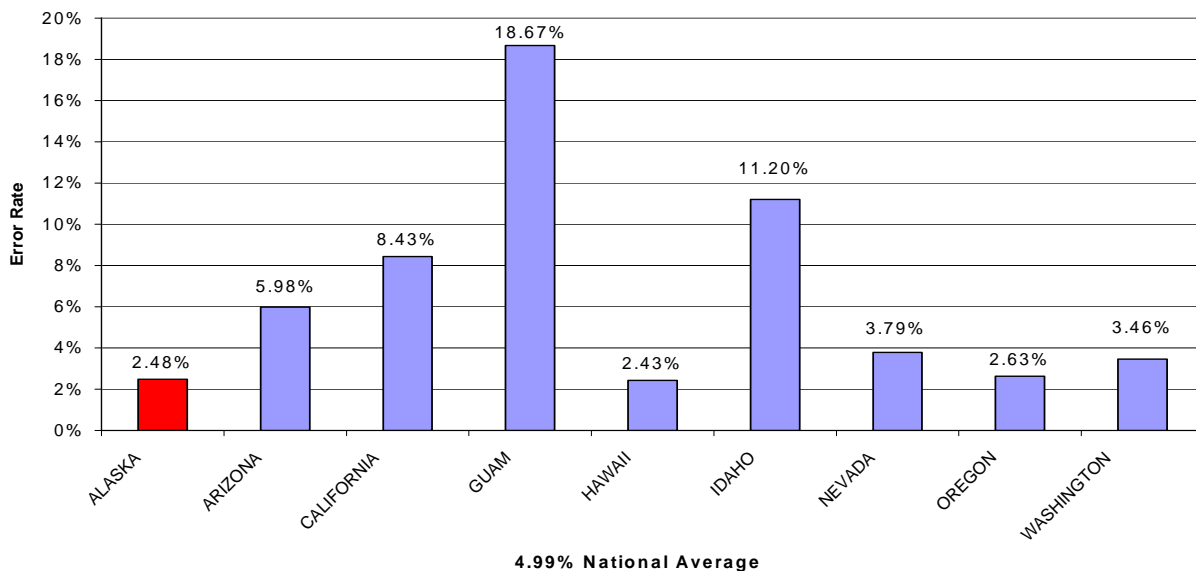
NEGATIVE ERROR RATE REPORT

In FFY 2004 QA reviewers completed 423 negative reviews of the 445 sampled. Of the 423 completed reviews, 11 contained errors. The statewide negative error rate is 2.6 percent (11 divided by 423). The Northern region has no errors in negative reviews, and all regions performed well. **Table 15.** shows the negative error rates from FFY 1995 through 2004. **Table 16.** compares Alaska's negative error rate to the other states and Guam in the FNS Western Region. The rates are as of August 2004, and do not include September. Alaska was far better than the estimated national negative error rate of 5.0 percent. **Appendix IV** summarizes the FFY 2004 Food Stamp Program negative sample findings in tables by month for region and district.

**Table 15. Negative Error Rate
FFY 1995 to FFY 2004**



**Table 16. Western Region States Food Stamp QA Findings
FFY 2004 Negative Error Rates as of August 2004**



Food Stamp Year End Report

FFY 2004

APPENDIX I

Food Stamps

Sanction Tolerance/Liability

The Farm Security and Rural Investment Act of 2002 has reformed the sanction tolerances for the Food Stamp Program. States that are over the national performance standard for two consecutive years are subject to formal penalty. The sanction tolerance now is 105 percent of the national average payment error rate for the federal fiscal year. There is no sanction liability if a state's payment error rate is six percent or less, regardless of the national average.

High Performance Bonuses

The Farm Security and Rural Investment Act of 2002 provided \$48M per year for performance bonuses to states. Performance measures for federal fiscal year 2004 High Performance Bonuses are identified below with the breakdown of their respective allocation for distribution.

Payment Accuracy

- \$24 million total
- Dividend among the seven states with the lowest and the three states with the most improved combined payment error rate
- Measured by quality control (QC) data

Negative Error Rate

- \$6 million total
- Dividend among the four states with the lowest and the two states with the most improved negative error rate
- Measured by QC data

Participation Rate

- \$12 million total
- Divided among the four states with the highest and the four states with the most improved participation rate
- Measured by FNS using census data and average monthly state participation

Food Stamp Year End Report FFY 2004

Application Processing Timeliness

- \$6 million total
- Divided among the six states with the highest percentage of timely processed applications
- Measured by QC data using federal-processing standards

**Food Stamp Year End Report
FFY 2004**

APPENDIX II

Food Stamp Year End Report FFY 2004

ANALYSIS OF ERRORS ON FOOD STAMP ACTIVE CASES													
FFY 2004: OCTOBER 2003 THROUGH SEPTEMBER 2004													
Report Date: 12/31/2004													
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%

Food Stamp Year End Report FFY 2004

ANALYSIS OF ERRORS ON FOOD STAMP ACTIVE CASES

FFY 2004: OCTOBER 2003 THROUGH SEPTEMBER 2004

Report Date: 12/31/2004

BY DISTRICT	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate		Total Error Payments	Total Allotment Issued	Payment Accuracy Rate	Payment Error Rate
Jnu Family Support Unit	21	5	1	6	83.3%	16.7%		\$64	\$1,483	95.7%	4.3%
Ketchikan	23	24	0	24	100.0%	0.0%		\$0	\$5,662	100.0%	0.0%
Sitka	22	6	0	6	100.0%	0.0%		\$0	\$1,308	100.0%	0.0%
Southeast APA Office	20	11	0	11	100.0%	0.0%		\$0	\$778	100.0%	0.0%
Southeast Region Total		46	1	47	97.9%	2.1%		\$64	\$9,231	99.3%	0.7%
Fairbanks NSB	41	12	4	16	75.0%	25.0%		\$498	\$4,973	90.0%	10.0%
Fairbanks Rural	44	12	4	16	75.0%	25.0%		\$325	\$10,731	97.0%	3.0%
NRO APA Unit	43	7	2	9	77.8%	22.2%		\$153	\$704	78.3%	21.7%
Northern Region Total		31	10	41	75.6%	24.4%		\$976	\$16,408	94.1%	5.9%
Bethel	51	22	6	28	78.6%	21.4%		\$1,331	\$19,721	93.3%	6.7%
Field Office	80 & 82	10	5	15	66.7%	33.3%		\$693	\$6,607	89.5%	10.5%
Field Office #3	70	7	3	10	70.0%	30.0%		\$322	\$1,311	75.4%	24.6%
Kenai SSU	75	6	1	7	85.7%	14.3%		\$197	\$756	73.9%	26.1%
Kenai	76	18	2	20	90.0%	10.0%		\$296	\$6,297	95.3%	4.7%
Kotzebue	47	5	2	7	71.4%	28.6%		\$613	\$4,387	86.0%	14.0%
Nome	46	10	3	13	76.9%	23.1%		\$1,351	\$11,372	88.1%	11.9%
Coastal Region Total		78	22	100	78.0%	22.0%		\$4,803	\$50,451	90.5%	9.5%
APA Unit	71	36	1	37	97.3%	2.7%		\$35	\$3,003	98.8%	1.2%
Gambell	83	22	4	26	84.6%	15.4%		\$649	\$9,252	93.0%	7.0%
Muldoon	84	21	5	26	80.8%	19.2%		\$669	\$8,858	92.4%	7.6%
Mat-Su	77	52	1	53	98.1%	1.9%		\$77	\$10,787	99.3%	0.7%
Mat-Su APA	78	2	0	2	100.0%	0.0%		\$0	\$334	100.0%	0.0%
Central Region Total		133	11	144	92.4%	7.6%		\$1,430	\$32,234	95.6%	4.4%
Alaska State Total	ALL	288	44	332	86.7%	13.3%		\$7,273	\$108,324	93.3%	6.7%

**Food Stamp Year End Report
FFY 2004**

APPENDIX III

Food Stamp Year End Report FFY 2004

Synopsis of FFY04 FS Errors

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
Central										
71 Central APA Unit										
		31537	5372633	Dec-03	2	\$35	Agency	No	No	1. Educate field about reverse mortgages.
<p>1. Agency allowed a mortgage payment when the client actually had no mortgage expense. A reverse mortgage was set up to make the payment from equity on the home.</p> <p>2. APA</p>										
77 Mat-Su										
		31644	5384591	Mar-04	2	\$77	Agency	Yes	No	1. Review with staff importance of reviewing a case with a worker when passing a case.
<p>1. Agency failed to anticipate client's return to work after maternity leave.</p> <p>2. No TA/APA</p>										
83 Anchorage-Gambell										
		31515	5203644	Nov-03	2	\$284	Agency & Client	Yes	Yes	1. Train staff to require current pay verification at recertification. QA recommends fraud referral.
<p>1. Agency failed to verify NR's income at recertification.</p> <p>2. Client failed to report income for a household member.</p> <p>3. TA</p>										

* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible
19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31579	5450614	Jan-04	2	\$146	Client	Yes	Yes	1. QA recommended fraud referral.
										1. Client failed to report earned income of a child after he turned 18. 2. No TA/APA
		31789	5050241	Jul-04	2	\$121	Agency & Client	Yes	Yes	1. Error might have been caught if CANO had been read before processing. Work on process for transferring files and remind staff to always read last CANO.
										1. Client failed to report employment. 2. Agency failed to allow taxes and insurance on a mobile home. 3. No TA/APA
		31857	5113614	Sep-04	3	\$98	Agency	Yes	No	1. This was a transfer case and should have been reviewed. An alert could have been set for the ending UIB.
										1. Agency documented in a 6/28 CANO that UIB was ending in July but failed to take action in August to allow for ending UIB. 2. TA
84 Anchorage-Muldoon										
		31518	5405701	Nov-03	2	\$62	Agency	Yes	No	
										1. Agency used the wrong figure on the work statement to determine household income. 2. No TA/APA

* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible
19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31582	5461740	Jan-04	4	\$322	Client	Yes	Yes	1. QA recommends fraud referral.
										<ol style="list-style-type: none"> 1. Client failed to report earned income from the start of a job. 2. No TA/APA
		31651	5400779	Mar-04	2	\$117	Client	No	No	
										<ol style="list-style-type: none"> 1. Client reported \$725 rent when he actually paid \$185. 2. TA
		31694	5473040	Apr-04	2	\$32	Client	No	Yes	1. Clarify section 8 housing and be alert for clients who seem to be living above their means (SLAM).
										<ol style="list-style-type: none"> 1. Client failed to report her 18 year old son as a household member. 2. Client failed to report at certification that she was no longer working. 3. SSI benefits were not included in the Food Stamp budget for a household member who was not listed on the client's recertification application. 4. APA benefits were not included in the Food Stamp budget for a household member who was not listed on the client's recertification application. 5. TA
		31758	5086898	Jun-04	2	\$136	Client	Yes	Yes	1. QA recommends fraud referral.
										<ol style="list-style-type: none"> 1. Client failed to report her income increased. 2. TA

* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible
19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
Coastal										
46 Nome										
		31563	5036742	Jan-04	2	\$47	Agency	Yes	No	1. Discussed error with caseworker.
										1. Agency entered incorrect amount of income on EAIN screen. 2. No TA/APA
		31653	5033685	Mar-04	2	\$90	Agency & Client	Yes	Yes	1. QA recommends fraud referral.
										1. Client failed to report her son had left the household. 2. Agency averaged and incorrectly converted pay checks to determine prospective income. 3. Agency anticipated UIB beyond November when none was to be received. 4. TA
		31739	5127243	Jun-04	4	\$1,214	Agency & Client	Yes	Yes	1. Staff training on INGENS.
										1. Agency failed to verify ownership of son's house. PI failed to list the property on an application dated 3/8/04. 2. APA
47 Kotzebue										
		31502	5400883	Nov-03	3	\$32	Agency	Yes	No	1. Staff training with caseworker on income conversion and coding of self-employment.
										1. Agency did not accurately count self-employment income. Agency had information available at time of certification to anticipate income but did not use it. 2. TA

* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible
19-Jan-05

Page 4 of 12

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31740	5396656	Jun-04	2	\$581	Agency & Client	Yes	Yes	1. QA recommends fraud referral. 1. Client failed to report at re-certification that his girlfriend was employed. 2. Agency failed to anticipate child support income from CSED. Client reported at re-certification that his girlfriend was receiving this income. 3. Agency allowed \$509 rent when client reported \$35. 4. No TA/APA
51	Bethel									
		31503	5161406	Nov-03	2	\$421	Agency	Yes	No	1. Worker confused FS & ME change reporting requirements. Didn't understand 10-10-10 and recertification. 1. Agency failed to act when client reported a household member moved out. 2. Agency failed to act on client reported receipt of child support. 3. Agency failed to act on client reported change in UIB. 4. Agency failed to act on client report of change in job. 5. No TA/APA
		31533	5144337	Dec-03	3	\$178	Agency	No	No	1. Verify client's statements and expenses. Policy plans manual changes to give directions for verification. 1. Agency failed to verify client's statement of SS SU benefits for her sister. No indication that SSA was contacted to verify correct benefit amount. 2. Agency did not request proof of shelter expenses at recertification and no shelter expenses were allowed. 3. No TA/APA
		31670	5370845	Apr-04	2	\$97	Agency	Yes	No	1. Agency did not anticipate the irregular nature of child support payments received by the client. 2. No TA/APA

* 2 = Over Payment, 3 = Under Payment, 4 = Ineligible
19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31741	5083099	Jun-04	3	\$273	Agency	Yes	No	1. LIHEAP households always receive the SUD.
										<ol style="list-style-type: none"> 1. Agency coded child out apparently for lack of a birth certificate. Birth certificate had been applied for in the hospital. 2. Agency should not have anticipated the seasonal fishing income for the 2004 season. 3. Agency did not allow utility expenses. The household received an Energy Assistance grant and is eligible for the Standard Utility allowance. 4. No TA/APA
		31742	5311349	Jun-04	3	\$319	Agency	Yes	No	1. Client called about unprocessed changes but they were not done until 7/20.
										<ol style="list-style-type: none"> 1. Agency failed to take action on a client report of a job quit so the income was not removed from EIS and FS benefits were not increased. 2. No TA/APA
		31843	5150241	Sep-04	2	\$43	Agency	Yes	No	1. If worker must contact the employer, all questions about wages and hours should be answered.
										<ol style="list-style-type: none"> 1. Agency contacted employer on 4/21 to verify 4/04 pay and did not receive all available information. Client had received a pay raise on 4/16l she was not required to report under semiannual reporting. 2. No TA/APA

70 Field Office # 3

		31567	5460858	Jan-04	2	\$154	Agency & Client	Yes	No	
										<ol style="list-style-type: none"> 1. Client failed to report he had to quit his job for health reasons. 2. Agency did not list reported SS RE benefits on EIS. Medicaid and APA were denied on 11/26/03 after receipt of benefits but no action was taken on the FS benefit. 3. Client failed to report receipt of the Alaska Senior Assistance benefit. 4. No TA/APA

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19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31777	5043058	Jul-04	3	\$30	Agency	No	No	
										<ol style="list-style-type: none"> 1. Agency failed to allow rent deduction. Client had reported his rent. 2. APA
		31845	5338885	Sep-04	4	\$138	Agency	No	No	1. Remind / train workers that at recertification they must use screen sequence and insure they return to SEPA screen.
										<ol style="list-style-type: none"> 1. Agency failed to act on client report that their granddaughter had moved out of the household. 2. No TA/APA
75 Kenai SSU										
		31830	5137342	Aug-04	3	\$197	Agency	No	No	1. Information overlooked.
										<ol style="list-style-type: none"> 1. Agency process the recertification in August with the SSI and APA income included when both had been closed earlier. 2. No TA/APA
76 Kenai										
		31620	5456887	Feb-04	2	\$255	Agency	Yes	No	
										<ol style="list-style-type: none"> 1. Agency used the wrong number of work days in the pay period for the PI. 2. Agency failed to verify rent. PI correctly stated rent but landlord gave another amount. AHFC should have been contacted for verification. 3. Agency failed to verify child care deductions. 4. No TA/APA

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19-Jan-05

Page 7 of 12

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31864	5446201	Sep-04	2	\$41	Agency	No	No	1. Remind staff to verify heating source. 1. Agency allowed SUD for electric heat when it was not the primary source of heat. The oil heat was included in the rent. 2. No TA/APA
80 Field Office # 2										
		31646	5464292	Mar-04	3	\$85	Agency	No	No	1. Discussed exempt income in staff meeting. Suggest asking client if they are a student. 1. Agency counted Title IV Work Study income that should have been exempt. 2. No TA/APA
		31754	5162819	Jun-04	2	\$54	Agency	Yes	No	1. Agency documented PI's employment but failed to enter earned income into EIS. 2. Agency failed to record client reported new rent amount. 3. No TA/APA
82 Field Office # 1										
		31755	5434748	Jun-04	3	\$31	Agency	No	No	1. Concern about cutting and pasting CANOs. It can cause errors. 1. Agency anticipated fishing wages based on client's statement and failed to verify with employer. 2. No TA/APA

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19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31788	5148762	Jul-04	3	\$445	Agency	No	No	1. Remind staff not to anticipate UIB unless the client receives it or DOL verifies the client will receive it on a specific date. UIB interface verifies UIB paid not potential payments.

1. Agency anticipated UIB for the client and spouse and they didn't apply for it. Both household members started employment in June.
2. No TA/APA

		31865	5095236	Sep-04	3	\$78	Agency	Yes	No	1. Agency redetermined wages after client submitted a paycheck showing the hourly increase but gave no indication of how the number of hours worked per month were determined other than a note in the CANO. 2. Agency documented a child moving into the household on 8/17 but did not add the child until December. 3. TA
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Northern

41 Fairbanks NSB

		31498	5136445	Nov-03	2	\$148	Agency	Yes	No	1. Researching break down of NRO process to get report of changes to caseworker.
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1. Agency failed to include SSI in the 11/03 budget. The client reported she would be getting SSI for her niece.
2. No TA/APA

		31736	5464885	Jun-04	2	\$93	Client	No	No	1. Ex-husband also failed to mention the daughter.
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1. Client failed to report at application that her daughter lives with her full time.
2. NFAP

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19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
		31804	5479317	Aug-04	4	\$219	Agency	Yes	No	1. Look at FSAD and question why income is so low. Will update LES "Help Sheet." Worker came from Mat-Su were military pay is rare.
1. Agency miscalculated military pay for the household. Household was over the gross and net income limits. No TA/APA										
		31837	5271389	Sep-04	2	\$38	Agency	Yes	No	1. Use NSTAR for all months when calculating an average child support amount and not a bank statement. Child support must be verified by the absent parent.
1. Agency used bank statement and NSTAR as verification for a child support payment and calculated an incorrect average. 2. No TA/APA										
43 Fairbanks APA Office										
		31529	5014039	Dec-03	2	\$78	Client	No	No	1. Caseworker should have questioned client about the SSI.
1. Client reported a reduced amount of SSI at re-certification that was received only in that month. Client failed to report change back to increased amount of SSI. 2. APA										
		31594	5014039	Feb-04	2	\$75	Client	No	No	1. Client reported a reduced amount of SSI at re-certification that was received only in that month. Client failed to report change back to increased amount of SSI. 2. APA

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Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
44 Fairbanks Rural										
		31530	5015527	Dec-03	3	\$122	Client	Yes	Yes	1. Field referred case to fraud.
<ol style="list-style-type: none"> 1. Client failed to report her daughter and her daughter's boyfriend moved into the household. The daughter brought income and UIB. 2. Client failed to report a pay raise. 3. No TA/APA 										
		31666	5340925	Apr-04	2	\$63	Agency	Yes	No	
<ol style="list-style-type: none"> 1. Agency failed to include client's Native TANF benefits in recertification and reauthorization of benefits. 2. NFAP 										
		31839	2144319	Sep-04	2	\$78	Agency	No	No	1. Cut and paste was used in the CANO.
<ol style="list-style-type: none"> 1. Agency failed to verify TCC/ASAP Native TANF payments. 2. Agency incorrectly recorded client's rent on the DEMH screen. Client reported correct rent amount. 3. NFAP 										
		31840	5451795	Sep-04	3	\$62	Agency & Client	No	No	1. Work with clerical staff to help them make the address correction since they usually change addresses. Include these instructions in a manual change.
<ol style="list-style-type: none"> 1. Client provided misleading information about the rent. 2. Agency failed to roll through the FSAD screen when an address change was made so the FS allotment was not changed from an Urban area to a Rural 1 area. 3. NFAP 										

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19-Jan-05

Food Stamp Year End Report FFY 2004

Region	District	Review Number	Case Number	Sample Month	Finding*	Error Amount	Responsibility	Earned Income	Fraud Referral	Corrective Action
Southeast										
21 Juneau Family Support Unit										
		31590	5391280	Feb-04	3	\$64	Agency	Yes	No	1. Training staff on using conversion factors. Workers need to explore questionable income situations like the ending bonus.
1. Agency failed to use the correct conversion factor to determine anticipated income. 2. TA										

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19-Jan-05

**Food Stamp Year End Report
FFY 2004**

APPENDIX IV

Food Stamp Year End Report FFY 2004

ANALYSIS OF ERROR ON FOOD STAMP NEGATIVE CASES

FFY 2004: OCTOBER 2003 THROUGH SEPTEMBER 2004

Report Date: 12/31/2004

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:													
Total Number of Cases Transmitted	194	31	23	20	21	23	20	20	23	25	24	21	445
Total Cases Completed	193	28	20	19	19	22	19	17	22	25	19	20	423
Cases Not Subject to Review	1	3	3	1	2	1	1	3	1	0	5	1	22
Total Cases Completed & Transmitted	193	28	20	19	19	22	19	17	22	25	19	20	423
Total Correct Cases	193	27	19	19	18	21	18	16	20	23	19	19	412
Total Error Cases	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%
Errors	DO #	Error Element				Nature Code							
Denied Cases	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							
Terminated Cases	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							

**Food Stamp Year End Report
FFY 2004**

ANALYSIS OF ERROR ON FOOD STAMP NEGATIVE CASES

FFY 2004: OCTOBER 2003 THROUGH SEPTEMBER 2004

Report Date: 12/31/2004

BY DISTRICT	District Office Number	Correct Cases	Error Cases	Total Cases	Case Accuracy Rate	Case Error Rate					
Juneau District Office	21	11	0	11	100.0%	0.0%					
Ketchikan	23	19	1	20	95.0%	5.0%					
Sitka	22	7	0	7	100.0%	0.0%					
Southeast APA Office	20	12	1	13	92.3%	7.7%					
Southeast Region Total		49	2	51	96.1%	3.9%					
Fairbanks NSB	41	35	0	35	100.0%	0.0%					
Fairbanks Rural	44	22	0	22	100.0%	0.0%					
Fairbanks APA Unit	43	10	0	10	100.0%	0.0%					
Northern Region Total		67	0	67	100.0%	0.0%					
Statewide Support Unit	24										
Bethel	51	40	1	41	97.6%	2.4%					
Field Office	80 & 82	17	0	17	100.0%	0.0%					
Field Office #3	70	12	2	14	85.7%	14.3%					
Kenai SSU	75	3	0	3	100.0%	0.0%					
Kenai	76	23	0	23	100.0%	0.0%					
Kotzebue	47	10	0	10	100.0%	0.0%					
Nome	46	13	0	13	100.0%	0.0%					
Coastal Region Total		118	3	121	97.5%	2.5%					
APA Unit	71	39	2	41	95.1%	4.9%					
Anchorage - Gambell	83	46	4	50	92.0%	8.0%					
Anchorage - Muldoon	84	32	0	32	100.0%	0.0%					
Mat-Su	77	60	0	60	100.0%	0.0%					
Mat-Su APA	78	1	0	1	100.0%	0.0%					
Central Region Total		178	6	184	96.7%	3.3%					
Alaska State Total	ALL	412	11	423	97.4%	2.6%					