

# Bulletin

April 2, 2007

Minnesota Department of Human Services □ P.O Box 64941 □ St. Paul, MN 55164-0941

**OF INTEREST TO**

- County Directors
- County Supervisors
- County Fiscal Supervisors
- County Financial Workers

**ACTION/DUE DATE**

Please read for information.

**EXPIRATION DATE**

This bulletin expires within two years or the issuance of a new FSME bulletin- whichever is earlier.

## **FFY 2006 Food Support Program Management Evaluation (ME) Results Reported; FFY 2007 Management Evaluation Review Process Announced**

**TOPIC**

The Federal Fiscal Year (FFY) 2006 ME results, and FFY 2007 ME review process.

**PURPOSE**

To inform counties of the FFY 2006 Food Support ME review results, and FFY 2007 review priorities.

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**SIGNED**

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## **BACKGROUND**

The main goals of the Food Support (FS) Program are to improve the nutrition of children and people with low income, and to improve stewardship of federal funds through effective and efficient administration of the FS Program. States, counties, localities and community organizations all play a role in achieving these goals.

The Food Support Management Evaluation (FSME) is required by federal regulation and is conducted to ensure that the FS Program is being administered as efficiently and effectively as possible. The FSME process can be a tool to help both states and counties identify service delivery issues and improve the FS Program access and delivery system. Regulations require county site visits using a schedule based on county caseload size. Counties are required to develop and submit Corrective Action Plans (CAPs) in review areas that do not meet or exceed performance standards.

Overall, review priorities from FFY 2005 have remained the same and supported improved performance on the four federal performance measures, which in turn, support the primary goals of the FS Program as indicated above. Many of the FSME review areas are directly tied to these performance measures:

- Program Access Index (PAI)
- Application Processing Timeliness Rate
- Payment Accuracy Rate
- Negative Error Rate

Detailed information on the FS performance bonus structure can be found on the GPO Access web site. Click on [High Performance Bonuses, 275.24](#) . Also see Attachments A and B.

## **PERFORMANCE MEASURES**

### **Program Access Index (PAI):**

The Program Access Index (PAI) measures the state's average number of FS participants over the course of a calendar year to the number of people with income below 125 percent of the official poverty line as determined by the Food and Nutrition Service using administrative data and American Community Survey data.

The four states which received a bonus on this measure for FFY 2005 had a PAI between 71.2 percent and 77.4 percent, and for the four most improved states, the improvement fell between 4.82 percent and 7.51 percent. The most recent DHS data shows Minnesota's average participation at 60 percent. See the section entitled "Food Support Program Access Analysis" for an explanation of how calculating program access has changed. For a map showing county participation rates for FFY 2006, see Attachment C.

**Application Processing Timeliness Rate:**

The Application Processing Timeliness Rate measures the state's ability to process applications within expedited and 30-day time frames. The six states with the best combined expedited and 30-day application processing timeliness rate in FFY 2005 ranged from 99.5 percent to 96.88 percent.

As of September 2006, QC data indicate Minnesota's timely processing rate was 92.6 percent. FSME results showed a combined processing rate of 84.8 percent, with 30-day processing at 97.9 percent and expedited processing at 71.7 percent. See Attachment D, Columns F and G. The FSME provides additional individualized data for counties to supplement quality control data. The benchmark for performance on these measures is 90 percent.

**Payment Accuracy Rate:**

The Payment Accuracy Rate measures how accurately the state manages benefits on active cases to ensure accuracy for customers and to help preserve public confidence in the program.

The error rate for the seven states which received a bonus for this measure for FFY 2005 ranged from 1.19 percent to 4.37 percent. The three states which received a bonus for the most improved rate showed improvement of between 4.33 percent and 4.90 percent. Minnesota's reported error rate for FFY 2006 is 7.37 percent. Minnesota did not meet its FFY 2006 goal of decreasing the error rate below 6 percent and may be assessed a liability for FFY 2006. The long term goal is to achieve an error rate in a competitive range for either the "best" or "most improved" categories. See Attachment E.

DHS quality control reviews over 1,000 cases per year and reports error findings monthly. Results can be found by clicking on this link to [Quality Control Accuracy Reports](#) on the DHS web site. In addition to using quality control data, DHS relies on counties to conduct Case Management Reviews (second party case reviews) to determine the type and nature of errors in their individual county, and devise corrective action strategies to improve their county error rate.

While not one of the most error prone categories, counties continue to struggle identifying non-citizen statuses and coding MAXIS accurately (62.9%). MAXIS is programmed to determine eligibility correctly if the correct status is identified and entered on the STAT/IMIG panel. Twenty of thirty counties required corrective action in this area in FFY 2006. The benchmark for performance on this measure is 90 percent.

**Negative Error Rate:**

The Negative Error Rate measures the extent to which counties reduce, terminate or deny benefits appropriately.

Based on state reported data, Minnesota is currently ranked number four in the nation for accuracy on this measure for FFY 2006. However, the data have not been certified for FFY 2006, so this rank is not guaranteed. See Attachment F.

The FFY 2006 FSME identified two areas that need improvement when MFIP and FS are denied: determining FS categorical eligibility (12.8% errors) and denying cases within 30 days (6.7% errors). This FSME also identified two areas that need improvement when MFIP is terminated: determining FS categorical eligibility (10.2% errors) and determining stand alone FS eligibility (3.2% errors).

## **DETAILED FINDINGS FROM FFY 2006 FSME**

The following 29 counties and one tribe were reviewed in FFY 2006:

Aitkin, Becker, Benton, Blue Earth, Cass, Crow Wing, Hennepin, Houston, Jackson, Kittson, Lake of the Woods, Le Sueur, Marshall, Mower, Mahnomen, Mille Lacs Band of Ojibwe, Nicollet, Nobles, Olmsted, Polk, Ramsey, Rice, Steele, Stearns, Swift, Todd, Wabasha, Wadena, Wright, Yellow Medicine.

### **Food Support Program Access Analysis:**

Minnesota's average participation rate in the FS Program for FFY 2006 was 60 percent. For FFY 2006, USDA changed its source of poverty data for this measure. Instead of using census data, which is from 2000, the USDA began using a poverty survey called the American Community Survey (ACS) which measured the nation's poverty status in 2005. Because of the change in how state poverty rates are calculated, Minnesota's program access index dropped, despite an actual increase in the number of FS participants (FFY 2005 = 270,591 participants and FFY 2006 = 273,823 participants).

The FSME provides an opportunity for the DHS to review and provide feedback on agency policies and practices that may enhance or detract from access to the FS Program. For information on outreach initiatives from the Food and Nutrition Services, see <http://www.fns.usda.gov/fns/outreach.htm>. During the FFY 2006 reviews, quality enhancement reviewers conducted interviews with agency staff and customers, observed agency operations and application procedures, and reviewed case files for timely and accurate application processing, expedited service, and MFIP denials and terminations.

### **Program Access:**

Nine of 30 counties reviewed adhered to all of the **required** customer service practices identified in Attachment G. The remaining 23 required improvement in one or more customer service practices.

- The most common deficiency was not providing applicants with a complete application packet - 17 counties (56%).
- The second most common deficiency is maintaining a customer complaint file. Reviewers heard consistently that complaints were addressed; however, it was not clear how many agencies were able to identify customer service trends in their agency that may detract from program access, since complaints were not logged - 10 counties (33%).
- Eight counties (26%) did not clearly display the four required posters.
- Seven counties (23%) did not provide all-day application screenings.

- Six counties (20%) did not identify the applicant's needs and provide information as required during the initial contact.
- Four counties (13%) did not have workers available during all office hours to answer questions.
- Three counties (10%) did not inform clients of their responsibility to reschedule when they missed their initial interview.
- The following customer service deficiencies were identified in one or two counties: Have applications available to all who request one; accept applications with the minimum required information; forward applications to the county of residence on the same day received; schedule clients for an interview if not interviewed on the day of application; accommodate people with special needs; follow the county's Limited English Proficiency (LEP) plan; and provide help completing applications, if needed.

For detailed information about each county's performance in the specific areas listed below, see Attachment D:

- Monthly Average Active FS & MFIP Food Cases for CY 2006
- Total Number of Cases Reviewed
- Total Number of Corrective Action Plans (CAPs)
- Percent Non-Citizen Cases Correct
- Percent EBT Cases Correct
- Percent 30-Day Processing Cases Correct
- Percent Expedited Cases Correct
- Counties with IEVS CAPs
- Percent MFIP/FS Case Denials Correct
- Percent MFIP/FS Case Terminations Correct.

Attachment G also provides a checklist of **recommended** customer service practices. The areas of major concern were that many agencies:

- Were not performing at or above the state average participation rate.
- Did not clearly post hours of operation on the exterior of the building.
- Did not clearly indicate that applications for Food Support were available in the building.
- Did not have FS resources (brochures and posters) available and current.
- Did not have a locked drop box available for clients to use after hours.
- Did not provide training or tip sheets to help workers evaluate applications for expedited eligibility or categorical eligibility.
- Did not train staff to refer FS clients to nutritional education classes.

### **Civil Rights Review :**

During the FSME review, a sample of minority and non-minority cases were reviewed to determine if significant differences existed in case results in the following processing areas: thirty-day, expedited, and determination of FS on MFIP denials. Overall, review results did not indicate disparate treatment in case processing practices. The results were similar to results across the state.

**IEVS Processing:**

During the past year, counties continued to make progress in processing IEVS matches timely. For five consecutive quarters, Minnesota met federal compliance of having 80 of all IEVS matches resolved within 45 days of receipt of the match! This was a tremendous improvement since DHS and county staff began focusing attention on this area. We thank all of the counties contributing to reaching this goal! However, according to the most recent IEVS Timeliness Report (INFOPAC Report FN750301) for matches from 10/1/06 through 12/31/06, Minnesota fell short of federal compliance. The report indicates the state is resolving matches timely 79 percent of the time. DHS will be contacting each county whose IEVS processing fell below the 80 percent requirement.

Out of the 30 counties reviewed in 2006, only four counties did not meet the 80 percent federal compliance and were required to complete a Corrective Action Plan for this review area. This too is an improvement; in 2005, eight counties did not meet federal compliance in this review area. For counties with corrective action plans in this area for FFY 2006, see Attachment D, Column H.

**IRS Data Security:**

Overall, counties achieved very good results in protecting sensitive material by ensuring that computer terminals are locked when workers leave their desks. The 2006 FSME reported twenty-six agencies passed the IRS security review. Four agencies were cited for having left MAXIS up when the worker was away from his/her desk or for having monitors positioned so that they could be seen from outside the work area. In addition, county staff reported that passwords were not being shared.

**Electronic Benefit Transfer (EBT):**

For the 2006 FSME, reviewers examined cases to determine if agencies attempted to notify clients who have FS benefits scheduled to be moved off line (aged) when not accessed for 90 days. The notification should include information on when and how the clients can get their benefits reinstated. Of the 281 cases reviewed, 187 cases (63.9%) were found correct. See Attachment D, Column E.

As a result of these findings, MAXIS now generates a notice to currently active households informing them when benefits have aged 90 days (moved off line) and the process for replacing those benefits. MAXIS will also send a message to workers when households with aged (not yet expunged) benefits reapply for assistance.

State staff also reviewed expunged benefits to ensure that they were not expunged prior to 365 days. Of 77 cases reviewed, all 77 cases (100%) had benefits expunged timely.

In addition, reviewers conducted two special projects as part of the FFY 2006 FSME review:

- DHS staff selected a case sample from an Infopac report to determine if EBT cards were replaced by the agency within two business days after notification of lost or stolen card. A total of 1,066 reported lost and stolen cards were reviewed with 962 cards (90%) replaced within the two business day time frame.

- DHS staff reviewed a case sample to determine if Minnesota's EBT automated issuance schedule is being adhered to. Of 324 cases reviewed, all 324 cases (100%) were issued benefits according to the automated issuance schedule.

**Recipient Claims Management:**

For FFY 2006, the Program Integrity (PI) Section reviewed Hennepin County claims management. Because Hennepin County accounts for approximately 30 percent of total cash and food benefits, they have a large impact on all aspects of state performance, including recipient claims. Results of this review are still pending while Hennepin County reviews the draft report.

In addition to the county specific reviews, PI staff will continue to review claims on a statewide basis as part of the Treasury Offset Program. Over the past year, claims staff reviewed approximately 4,600 cases statewide. Counties are contacted when claims have errors and technical assistance is provided to correct the claim. In addition, staff will continue to review all MFIP and Food Support claims to make sure the correct people are coded as responsible for the claim.

**Food Stamp Nutrition Education Program (FSNE):**

For the FFY 2006 FSNE review, the department used review guides, surveys and observation to ensure that the required financial model of the FSNE review is followed and determined that the University of Minnesota Extension Service has a sound internal process of auditing the FSNE Program income and expenses to ensure financial integrity. Also, nutrition educators continue to reinforce the nutrition education goals contained in the state plan.

In addition, reviewers determined that the county agencies reviewed are informing FS applicants and recipients of opportunities to participate in FSNE services, and have increased coordination efforts between counties and food support nutrition education efforts.

**REVIEW PLAN FOR FFY 2007 FSME**

**Modified FFY 2007 FSME Reviews:**

Minnesota has received approval from FNS to modify its FFY 2007 FSME plan to help focus efforts on improving payment accuracy.

The following 16 counties manage roughly 74.5 percent of the state's FS cases and account for 72 percent of the FS and MFIP food errors: Anoka, Beltrami, Crow Wing, Dakota, Goodhue, Hennepin, Kandiyohi, Mower, Olmsted, Polk, Ramsey, Rice, St. Louis, Stearns, Washington and Wright. During FFY 2007, DHS will provide technical assistance to these counties to improve their payment accuracy. This will consist of meetings with county staff, completing targeted case reviews, providing reports and aiding in the development of corrective action plans (CAPs) specific to payment accuracy, with case reviews as a mandatory component. Eight of the 16 counties will also have a non-site civil rights review.

In addition, the following counties: Big Stone, Brown, Carlton, Carver, Chippewa, Chisago, Clay, Clearwater, Cook, Dodge, Freeborn, Grant, Hubbard, Isanti, Itasca, Koochiching, Lac Qui Parle, Lake, McLeod, Otter Tail, Pine, Red Lake, Redwood, Sibley, Stevens, Traverse and Wilkin will participate in modified FSME reviews consisting of:

- Program Access, including an Agency Structure Questionnaire, advocate contacts, client surveys, application packet reviews and participation data reviews.
- Application Processing, including a review of expedited case processing.
- Payment Accuracy, including providing the Case Management Review (CMR) form and establishing a CMR Plan, and reviewing three years of QC data.
- Civil Rights Review, including the Civil Rights Questionnaire, advocate contacts and “U” (Unable to Determine) Race Code Clean-up Plan and Report.
- A phone exit conference to discuss preliminary review findings, and provide information relevant to the review.

### **IEVS Processing:**

In FFY 2007, IEVS will not be monitored as a part of the FSME review process. However, Barb Martin, DHS IEVS Coordinator, will continue other methods of monitoring IEVS compliance. She will contact counties which do not meet federal compliance to develop an agreed upon plan of action so that Minnesota stays in compliance. Not all counties within the state have met federal compliance, which puts the state at risk of sanction. DHS requests that every county monitor MAXIS REPT/IEVC monthly and monitor INFOPAC Report FN750301 quarterly to stay on top of their county's IEVS activity and to avoid the potential of fiscal sanction.

### **Recipient Claims Management:**

For FFY 2007, the PI Section will complete claims reviews in coordination with the FSME review and will again focus on counties that have a major impact on claims outcomes. Claims management will be reviewed in Anoka, Beltrami, Dakota, Kandiyohi, Ramsey and Washington counties.

By focusing claims review on these six counties, DHS will have targeted 35.62 percent of the Food Support caseload. Over FFY 2006 and FFY 2007 64.44 percent of Minnesota's claims caseload will have been reviewed.

The focus of the audit will be to review county procedures for establishing and recovering claims for FS and MFIP-Food. PI staff will look at:

- Trends in claim dollars established and recovered.
- Accuracy of claims established.
- Claims management.
- Identification of “best practices” that can be shared with other counties.

### **Food Stamp Nutrition Education Program (FSNE):**

In FFY 2007, the agency will continue to review two project sites: a metro area site and an out-state site. These will be different from those in the FFY 2006 review to ensure that the financial standards remain consistent.



**SPECIAL NEEDS**

This information is available in other forms to persons with disabilities by calling 651-431-3936, or contact us through the Minnesota Relay Service at 1-(800)-627-3529 (TTY) or 1-(877)-627-3848 (speech-to-speech relay service).

**ATTACHMENTS**

Attachment A: FS Performance Measures - High Performance Bonuses

Attachment B: FFY 2005 FS Program High Performance Bonuses

Attachment C: FFY 2006 County Participation Rates Map

Attachment D: FFY 2006 ME Review County Totals, with Notes

Attachment E: State Reported Active Cases Error Rates

Attachment F: State Reported Negative Error Rates

Attachment G: FFY 2006 Program Access Checklist

## **Performance Measures for the Food Support Program – High Performance Bonuses**

### **Program Access Rate**

- \$12 million total.
- Divided among the 4 states with the highest and the 4 states with the most improved program access rate.
- Measured by American Community Survey, census, and state administrative data. The numerator is the average monthly state participation as reported to FNS. The denominator is the number of people below the poverty line in each state.

### **Application Processing Timeliness Rate**

- \$6 million total.
- Divided among the 6 states with the highest percentage of timely processed applications.
- Measured by QC data. This measure is based on new applications certified during the measurement year. New applications that are processed outside the federal 30-day processing standard will be considered untimely for this measure. Exception: Cases that the State agency properly pended due to incomplete verification will not be counted towards this performance measure.

### **Payment Accuracy Rate (Active Case Error Rate)**

- \$24 million total.
- Divided among the 7 states with the lowest and the 3 states with the most improved combined payment error rate.
- Measured by quality control (QC) data.

### **Negative Error Rate (Error rate for denials and terminations)**

- \$6 million total.
- Divided among the 4 states with the lowest and the 2 states with the most improved negative error rate.
- Measured by QC data.

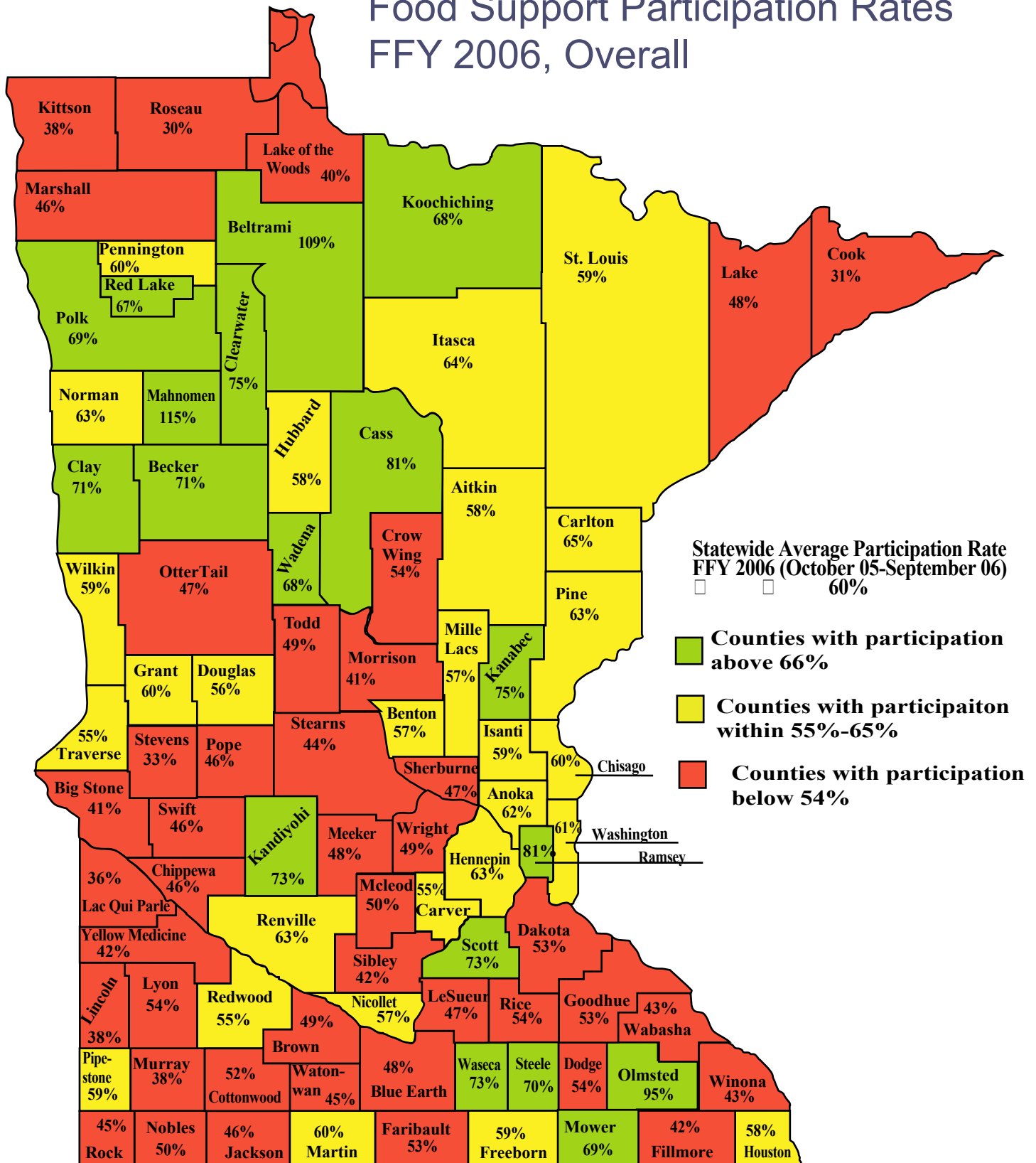
# FFY 2005 FS PROGRAM HIGH PERFORMANCE BONUSES

BEST PAYMENT ERROR RATE				
STATE	RATE			AMOUNT
South Dakota	1.19			\$528,745
Virgin Islands	2.11			\$188,353
Washington	2.72			\$4,882,475
Nevada	2.86			\$1,146,492
North Carolina	2.97			\$6,648,522
North Dakota	3.59			\$460,933
Alabama	3.68			\$4,336,006
Massachusetts	3.88			\$3,458,588
Montana	4.05			\$759,304
Kansas	4.37			\$1,590,582
National Average	5.84			
MOST IMPROVED PAYMENT ERROR RATE				
	FY 04	FY05	Change	
Washington	7.62	2.72	4.90	See above.
Nevada	7.51	2.86	4.65	See above.
Alabama	8.01	3.68	4.33	See above.
Total best & most improved: \$24 million				
BEST NEGATIVE ERROR RATE				
Nebraska	0.20			\$1,063,944
South Dakota	0.27			\$533,894
Minnesota	0.59			\$2,500,737
Montana	0.73			\$767,222
National Average	6.91			
MOST IMPROVED NEGATIVE ERROR RATE				
	FY 04	FY05	Change	AMOUNT
Delaware	13.01	6.38	6.63	\$602,771
Vermont	10.26	5.81	4.45	\$531,432
Total best & most Improved: \$6 million				
BEST PROGRAM ACCESS INDEX				
Missouri	77.4			\$1,399,616
District of Columbia	72.9			\$293,222
Maine	72.3			\$440,475
Tennessee	71.2			\$1,729,032
MOST IMPROVED PROGRAM ACCESS INDEX				
	FY 2004	FY2005	Change	
Washington	46.02	53.53	7.51	\$1,192,325
Illinois	55.50	60.48	4.98	\$2,366,422
New York	48.57	53.53	4.96	\$4,088,410
Iowa	44.60	49.42	4.82	\$490,498
Total best & most improved: \$12 million				
BEST APPLICATION PROCESSING TIMELINESS RATE				
Massachusetts	99.50			\$1,092,542
North Carolina	97.80			\$2,035,244
District of Columbia	97.75			\$350,003
Kentucky	97.75			\$1,484,700
West Virginia	97.62			\$742,671
Montana	96.88			\$294,840
Total best application processing: \$6 million				
Total bonuses: \$48 million				

# Minnesota Counties

## Food Support Participation Rates

### FFY 2006, Overall



Data used to calculate Food Support percentage rates:  
Census 2003 estimates and 2005 ACS Survey  
MAXIS, FFY 2006

	<i>A</i>	<i>B</i>	<i>C</i>	<i>D</i>	<i>E</i>	<i>F</i>	<i>G</i>	<i>H</i>	<i>I</i>	<i>J</i>
2006 ME REVIEW COUNTIES	MONTHLY AVERAGE ACTIVE FS & MFIP FOOD CASES FOR CY 2006	TOTAL # OF CASES REVIEWED	TOTAL # CAPS	PERCENT NON-- CITIZEN CASES CORRECT	PERCENT EBT CASES CORRECT	PERCENT 30- DAY PROCESSING CASES CORRECT	PERCENT EXPEDITED CASES CORRECT	IEVS CAPS	PERCENT MFIP/FS CASE DENIALS CORRECT	PERCENT MFIP/FS CASE TERMINATIONS CORRECT
Aitkin	466	100	3	100%	50%	100%	87%		57%	81%
Becker	1,248	91	4	66%	60%	100%	85%		85%	87%
Benton	825	107	0	93%	100%	100%	100%		80%	100%
Blue Earth	1,253	116	3	88%	60%	100%	56%		66%	68%
Cass	1,201	92	6	0%	100%	100%	40%		75%	73%
Crow Wing	1,434	146	1	91%	100%	100%	92%		72%	91%
Hennepin	40,315	209	7	59%	60%	100%	72%		72%	57&
Houston	328	98	6	0%	60%	90%	43%		68%	87%
Jackson	172	102	4	42%	60%	100%	73%		62%	81%
Kittson	77	86	3	66%	100%	100%	86%		71%	62%
Lake of the Woods	66	43	6	50%	0%	100%	0%	Y	66%	72%
LeSueur	424	102	6	73%	80%	100%	60%		86%	81%
Mahnomen	388	94	8	50%	22%	100%	73%		81%	87%
Marshall	189	109	4	80%	100%	100%	100%		66%	81%
Mower	1,186	103	9	68%	0%	100%	57%		75%	81%
Nicollet	598	108	1	91%	100%	100%	93%		89%	87%
Nobles	474	105	6	57%	40%	100%	81%		87%	86%
Olmsted	3,304	152	6	90%	40%	100%	78%		76%	80%
Polk	1,113	107	5	38%	50%	100%	75%		46%	40%
Ramsey	23,913	90	3	78%	70%	NA	NA	Y	NA	NA
Rice	966	111	7	100%	66%	90%	43%	Y	56%	81%
Stearns	2,898	161	3	90%	80%	100%	91%		96%	98%
Steele	749	107	4	96%	60%	90%	18%	Y	50%	78%
Swift	234	95	3	67%	50%	100%	84%		81%	87%
Todd	665	92	2	NA	70%	100%	68%		75%	93%
Wabasha	288	102	5	43%	90%	80%	68%		50%	75%
Wadena	510	100	6	0%	70%	100%	75%		53%	81%
Wright	1,281	171	3	44%	88%	100%	96%		50%	69%
Yellow Medicine	188	95	4	40%	90%	90%	93%		62%	84%
Mille Lacs Band of Ojibwe	305	59	2	NA	0%	100%	93%		85%	100%
TOTALS	87,058	3,253	130	62.9%	63.9%	97.9%	71.7%	4	70.3%	78.3%

## Notes for Attachment D

- Column A:** The monthly average number of active Food Support and MFIP Food Portion cases for CY 2006 in the counties reviewed for FFY 2006.
- Column B:** The total number of cases reviewed in each county.
- Column C:** The total number of Corrective Action Plans (CAPs) for each county, including those for non-compliance with **required** customer service practices.
- Column D:** The percent of non-citizen cases correct for each county. Counties falling below 90 percent correct are required to have a CAP.
- Column E:** The percent of aged EBT cases which were handled correctly by notifying clients that their unaccessed benefits may be moved offline and how to reinstate them. NOTE: MAXIS now issues 30-day and 60-day DAIL messages to alert workers that benefits have not been accessed so that they can notify clients that their benefits will be expunged after 90 days.
- Column F:** The percent of cases processed timely within 30 days for each county. Counties falling below 90 percent correct for timely processing are required to have a CAP.
- Column G:** The percent of cases meeting expedited criteria which are interviewed the same day if requested and which have benefits issued within 24 hours for each county. Counties falling below 90 percent correct are required to have a CAP.
- Column H:** Counties which have a “Y” indicator have more than 20 percent of their IEVS matches not resolved timely and are required to have a CAP.
- Column I:** The percent of MFIP food portion and Food Support cases which were denied correctly. Counties falling below 90 percent correct are required to have a CAP.
- Column J:** The percent of MFIP food portion and Food Support cases which were terminated correctly. Counties falling below 90 percent correct are required to have a CAP.

## Active Reported Payment Error Rates

Report Run Date:

February 1, 2007

## STATE-REPORTED SUMMARY DATA

FY 2006

Cumulative

Oct.-Sept.\*

Rank

SOUTH DAKOTA	1.79	1
VIRGIN ISLANDS	1.80	2
MISSOURI	2.15	3
MISSISSIPPI	2.51	4
WASHINGTON	2.54	5
NORTH CAROLINA	2.75	6
NEBRASKA	3.15	7
NEW JERSEY	3.28	8
HAWAII	3.29	9
PENNSYLVANIA	3.32	10
ALABAMA	3.39	11
MASSACHUSETTS	3.40	12
NORTH DAKOTA	3.60	13
NEVADA	3.63	14
RHODE ISLAND	3.71	15
UTAH	4.07	16
NEW YORK	4.31	17
IDAHO	4.65	18
VERMONT	5.05	19
OREGON	5.10	20
CONNECTICUT	5.29	21
TENNESSEE	5.30	22
WYOMING	5.39	23
MARYLAND	5.49	24
KENTUCKY	5.66	25
ALASKA	5.74	26
ILLINOIS	5.84	27
NEW HAMPSHIRE	6.04	28
WISCONSIN	6.05	29
CALIFORNIA	6.05	30
SOUTH CAROLINA	6.11	31
KANSAS	6.30	32
MONTANA	6.34	33
TEXAS	6.36	34
IOWA	6.38	35
INDIANA	6.49	36
COLORADO	6.60	37
NEW MEXICO	6.62	38
VIRGINIA	6.63	39
OHIO	6.85	40
GEORGIA	7.01	41
WEST VIRGINIA	7.07	42
ARKANSAS	7.09	43
OKLAHOMA	7.10	44
GUAM	7.19	45
MICHIGAN	7.28	46
MINNESOTA	7.37	47
DELAWARE	7.92	48
ARIZONA	8.15	49
FLORIDA	8.33	50
DIST. OF COL.	8.75	51
MAINE	9.28	52

LOUISIANA

Katrina\_1

n/a

1/ no Oct-Dec data

Report Run Date:

February 1, 2007

FY 2005

Cumulative

Oct - Sep /2

FY 2006

Cumulative

Oct.-Sept.\*

Change

RHODE ISLAND	9.21	3.71	-5.50
IDAHO	8.23	4.65	-3.58
MISSOURI	4.73	2.15	-2.58
HAWAII	5.47	3.29	-2.18
OHIO	8.51	6.85	-1.66
NEW YORK	5.96	4.31	-1.65
WYOMING	6.84	5.39	-1.45
CONNECTICUT	6.47	5.29	-1.18
PENNSYLVANIA	4.31	3.32	-0.99
NEBRASKA	4.03	3.15	-0.88
OREGON	5.94	5.10	-0.84
NEW JERSEY	3.93	3.28	-0.65
WASHINGTON	3.05	2.54	-0.51
TENNESSEE	5.75	5.30	-0.45
ALABAMA	3.83	3.39	-0.44
ALASKA	6.18	5.74	-0.44
VERMONT	5.38	5.05	-0.33
VIRGIN ISLANDS	2.11	1.80	-0.31
MASSACHUSETTS	3.69	3.40	-0.29
OKLAHOMA	7.39	7.10	-0.29
UTAH	4.27	4.07	-0.20
COLORADO	6.77	6.60	-0.17
NORTH CAROLINA	2.89	2.75	-0.14
MINNESOTA	7.36	7.37	0.01
INDIANA	6.44	6.49	0.05
NORTH DAKOTA	3.55	3.60	0.05
MARYLAND	5.42	5.49	0.07
CALIFORNIA	5.86	6.05	0.19
NEW HAMPSHIRE	5.85	6.04	0.19
MICHIGAN	7.05	7.28	0.23
ILLINOIS	5.41	5.84	0.43
ARIZONA	7.68	8.15	0.47
SOUTH DAKOTA	1.17	1.79	0.62
WISCONSIN	5.38	6.05	0.67
NEW MEXICO	5.89	6.62	0.73
SOUTH CAROLINA	5.33	6.11	0.78
GUAM	6.22	7.19	0.97
KANSAS	5.31	6.30	0.99
VIRGINIA	5.59	6.63	1.04
IOWA	5.29	6.38	1.09
FLORIDA	7.14	8.33	1.19
NEVADA	2.43	3.63	1.20
WEST VIRGINIA	5.69	7.07	1.38
DIST. OF COL.	7.32	8.75	1.43
KENTUCKY	4.20	5.66	1.46
TEXAS	4.81	6.36	1.55
DELAWARE	6.32	7.92	1.60
ARKANSAS	5.38	7.09	1.71
MAINE	7.27	9.28	2.01
GEORGIA	4.52	7.01	2.49
MONTANA	3.68	6.34	2.66

LOUISIANA

Katrina

n/a

MISSISSIPPI

Katrina

n/a

Reported Negative Error Rates /1

2/1/2007

**BY RANK**

State	Oct- Sept.		Sample Months
	FY2006	Rank	
NEBRASKA	0.00	1	
VERMONT	0.00	2	
PENNSYLVANIA	0.27	3	
NOTE: Official results will be announced in Spring, 2007.			
SOUTH DAKOTA	0.76	5	
NEW JERSEY	0.87	6	
SOUTH CAROLINA	1.18	7	
MONTANA	1.41	8	
NEW HAMPSHIRE	1.52	9	
OKLAHOMA	1.90	10	
WASHINGTON	1.92	11	
TENNESSEE	1.96	12	
NORTH CAROLINA	1.97	13	
MASSACHUSETTS	2.36	14	
FLORIDA	2.52	15	
UTAH	2.63	16	
VIRGIN ISLANDS	2.65	17	
ALABAMA	2.77	18	
LOUISIANA	2.79	19	
MISSISSIPPI	2.94	20	
KENTUCKY	2.94	21	
RHODE ISLAND	3.04	22	
ARKANSAS	3.18	23	
NORTH DAKOTA	3.30	24	
ALASKA	3.56	25	
MISSOURI	3.73	26	
HAWAII	3.75	27	
OREGON	3.90	28	
NEVADA	4.08	29	
GEORGIA	4.20	30	
CONNECTICUT	4.20	31	
KANSAS	4.35	32	
IOWA	4.54	33	
NEW MEXICO	5.03	34	
NEW YORK	5.09	35	
INDIANA	5.75	36	
WEST VIRGINIA	6.00	37	
OHIO	6.35	38	
WYOMING	6.47	39	
IDAHO	6.84	40	
VIRGINIA	7.38	41	
ARIZONA	8.62	42	
WISCONSIN	9.38	43	
ILLINOIS	10.01	44	
CALIFORNIA	10.64	45	
TEXAS	11.44	46	
DIST. OF COL.	11.50	47	
GUAM	11.56	48	
COLORADO	11.58	49	
DELAWARE	13.29	50	
MARYLAND	13.45	51	
MAINE	13.70	52	
MICHIGAN	18.47	53	

Reported Negative Error Rates /1

**IMPROVEMENT**

State	FY2005	Oct- Sept.		
		FY2006	Change	
MARYLAND	25.00	13.45	-11.55	1
GUAM	19.08	11.56	-7.52	2
VERMONT	4.87	0.00	-4.87	
UTAH	6.95	2.63	-4.32	
RHODE ISLAND	7.07	3.04	-4.03	
IDAHO	10.61	6.84	-3.77	
OKLAHOMA	5.29	1.90	-3.39	
TENNESSEE	5.26	1.96	-3.30	
NEVADA	5.60	4.08	-1.52	
ILLINOIS	11.49	10.01	-1.48	
COLORADO	12.97	11.58	-1.39	
ARKANSAS	4.43	3.18	-1.25	
KENTUCKY	4.15	2.94	-1.21	
NEW YORK	6.29	5.09	-1.20	
PENNSYLVANIA	1.43	0.27	-1.16	
VIRGINIA	8.44	7.38	-1.06	
MASSACHUSETTS	3.15	2.36	-0.79	
HAWAII	4.43	3.75	-0.68	
CALIFORNIA	11.20	10.64	-0.56	
GEORGIA	4.71	4.20	-0.51	
NEW HAMPSHIRE	1.91	1.52	-0.39	
OHIO	6.58	6.35	-0.23	
NEBRASKA	0.20	0.00	-0.20	
VIRGIN ISLANDS	2.67	2.65	-0.02	
SOUTH CAROLINA	1.02	1.18	0.16	
MISSOURI	3.50	3.73	0.23	
WASHINGTON	1.69	1.92	0.23	
NEW JERSEY	0.46	0.87	0.41	
ALABAMA	2.30	2.77	0.47	
SOUTH DAKOTA	0.27	0.76	0.49	
MINNESOTA	0.00	0.49	0.49	
FLORIDA	2.02	2.52	0.50	
NORTH CAROLINA	1.46	1.97	0.51	
KANSAS	3.76	4.35	0.59	
NEW MEXICO	4.01	5.03	1.02	
WEST VIRGINIA	4.83	6.00	1.17	
MONTANA	0.22	1.41	1.19	
ARIZONA	7.34	8.62	1.28	
CONNECTICUT	2.89	4.20	1.31	
INDIANA	4.18	5.75	1.57	
IOWA	2.93	4.54	1.61	
OREGON	2.17	3.90	1.73	
NORTH DAKOTA	0.74	3.30	2.56	
WYOMING	3.73	6.47	2.74	
ALASKA	0.79	3.56	2.77	
DIST. OF COL.	8.59	11.50	2.91	
WISCONSIN	6.33	9.38	3.05	
MICHIGAN	13.89	18.47	4.58	
TEXAS	6.46	11.44	4.98	
DELAWARE	6.38	13.29	6.91	
MAINE	1.45	13.70	12.25	
LOUISIANA	Katrina	2.79	n/a	
MISSISSIPPI	Katrina	2.94	n/a	



## **FFY 2006 Program Access / Customer Service Checklist**

### **Customer Service – Required Practices:**

1. Are application packets complete and current?
2. Are applications available to all who request one?
3. Are FS applications accepted with the minimum required information – name, address and signature?
4. Are “out of county” applications forwarded to the county of residence the same day received?
5. Does the agency have workers available during all office hours to answer questions about programs, eligibility requirements and how to apply?
6. Are clients screened for expedited service throughout the business day?
7. Are clients scheduled for an interview if not interviewed on the day they submit their application?
8. Does the agency accommodate the needs of people with special circumstances: working households, elderly, disabled, those without transportation, ill, etc.?
9. Does the agency follow its Limited English Plan (LEP) when working with LEP clients?
10. Does the agency identify client needs and provide resource referrals during initial contact as well as during screening/interview?
11. Does the agency provide help to complete applications if needed?
12. Are the four required posters up-to-date and displayed where they are easy to see?
13. Does the agency inform clients either verbally or by written notice of their responsibility to reschedule when they miss an initial interview? Is this action documented?
14. Are non-civil rights complaints resolved? Is a file kept and reviewed annually?

### **Customer Service – Recommended Practices:**

1. Is the agency performing at or above the state average participation rate?
2. Is the agency easy to access?
  - a. Were the address and phone number easily accessed?
    - Was information from directory assistance easily obtained and accurate? Was information contained on the agency website complete and accurate?
  - b. Are office operations identified and hours clearly posted?
    - Are hours posted on the exterior of the building?
    - Is it clear to the public that they can apply for FS in the building?
  - c. Is there transportation available for those who need it?
3. Are FS resources (brochures and posters) available and current?
4. Is FS participation being encouraged and are barriers minimized by:
  - a. Promoting outreach activities through presentations or multiple FS application locations?
  - b. Requiring minimal lengths of wait time before being seen?
  - c. Developing special initiatives?
  - d. Expecting courteous and professional staff behavior?
  - e. Providing staff coverage throughout the day?
  - f. Returning phone calls within 24 hours?
  - g. Having a locked drop box?
  - h. Providing training or cheat sheets to assist workers in determining the potential for Expedited FS or Categorical Eligibility?
  - i. Documenting as required?
  - j. Training staff to refer FS clients to nutritional education classes through UofM Extension Service?