

# Bulletin

January 31, 2008

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**

January 31, 2010

**FFY 2007 Food Support Program Management Evaluation (ME) Results Reported; FFY 2008 Management Evaluation Review Process Announced****TOPIC**

The Federal Fiscal Year (FFY) 2007 Management Evaluation (ME) results, and FFY 2008 ME review process.

**PURPOSE**

To inform counties of the FFY 2007 Food Support ME review results, and FFY 2008 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 for the last few years have remained the same and support 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 2006 had a PAI between 67.9 percent and 74.2 percent, and for the four most improved states the amount of change ranged from 4.44 percent and 6.31 percent. The most recent Minnesota Department of Human Services (DHS) data show Minnesota's average participation at roughly 42.4 percent. Even though Minnesota's program access index dropped, there has been an actual increase in the number of FS participants (FFY 2005 = 270,591 participants, FFY 2006 = 273,823 participants and for FFY 2007 = 279,287 participants). For a map showing county participation rates for FFY 2007, 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 2006 ranged from 95.83 percent to 98.82 percent.

As of August 2007, Quality Control (QC) data indicate Minnesota's timely processing rate was 89.8 percent. For FFY 2006 the rate was 92.6 percent, down from a high of 97.5 percent through December 2005.

FSME results showed expedited processing at 73.0 percent, compared to 71.7 percent for FFY 2006 and 73.5 percent for FFY 2005. Between FFY 2001 and FFY 2004 the percentage of correct expedited processing cases increased from 45.1 percent to 63.0 percent. See Attachment D. The FSME provides additional individualized data for counties to supplement quality control data. The benchmark for performance on these measures is 90 percent accuracy in processing cases within 30-day and expedited time frames.

**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 2006 ranged from 1.83 percent to 3.40 percent. The three states which received a bonus for the most improved rate showed improvement of between 4.02 percent and 4.64 percent. Minnesota's error rate for FFY 2006 was 7.56 percent. Minnesota did not meet its FFY 2006 goal of decreasing the error rate below 6 percent and just missed being in liability status for FFY 2006. Minnesota's reported error rate for the first 11 months of FFY 2007 is 6.6 percent. 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 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 (CMRs) (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.

**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 ranked number three in the nation for accuracy on this measure for the first 11 months of FFY 2007. However, the data are not all in for FFY 2007, so this rank is not guaranteed. See Attachment F.

## **DETAILED FINDINGS FROM FFY 2007 FSME**

### **Modified FFY 2007 FSME Reviews:**

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

### **Payment Accuracy:**

Based on data from August 2007, the following 12 counties manage roughly 47 percent of the state's FS cases and account for 53 percent of the FS and MFIP food errors: Anoka, Beltrami, Crow Wing, Hennepin, Kandiyohi, Mower, Olmsted, Polk, Rice, Stearns, Washington and Wright. During FFY 2007, DHS worked with these counties to improve their payment accuracy.

This consisted 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.

The following three counties manage roughly 26.1 percent of the state's FS cases and account for roughly 13.6 percent of the FS and MFIP food errors: Dakota, Ramsey and St. Louis. These three counties have managed to maintain a high FS payment accuracy rate. Given their FS/MFIP food success, DHS is conducting site visits to learn more about how they focus on payment accuracy to maintain low error rates.

Eight of the 15 counties listed above which were also scheduled for an FSME review had a non-site civil rights review.

The following 27 counties participated in modified FSME reviews: 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.

The modified FSME review included:

- Program Access, including an Agency Structure Questionnaire, advocate contacts, client surveys, application packet reviews and participation data reviews.
- 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.

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

Minnesota's average participation rate in the FS Program for FFY 2007 was 60 percent. Nine of the 27 counties reviewed were performing at or above the state average participation rate. See the Participation Map, Attachment C.

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>.

Nine of 27 counties reviewed adhered to all of the **required** customer service practices identified in Attachment G. The remaining 18 required improvement in one or more customer service areas.

- The most common deficiency was not providing applicants with a complete application packet - 13 counties (48%). One or more of the required forms was missing.
- The second most common deficiency was 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 - 7 counties (26%).
- Three counties (11%) did not schedule interviews for applicants who were not interviewed the same day they submitted their application.
- One county (4%) did not have applications available to all who requested one.
- One county (4%) did not inform clients of their responsibility to reschedule when they missed their initial interview.

Also see Attachments H-1 through H-5 (MERS Summaries).

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

- Total number of FS cases
- Number of client practices reviewed
- Number of client practices correct
- Number of expedited FS cases reviewed
- Percentage of expedited FS cases correct
- County FS participation rate
- Number of CMRs completed
- Number and average percentage of CMRs correct
- Total number of CAPs

### **Civil Rights Review:**

For each county, reviewers evaluated the civil rights complaint process, use of the non-discrimination statement, the display of required posters and comments from advocacy groups and found no apparent civil rights concerns. In addition, the reviewers checked the agencies' efforts to update the race code of "U" (Unable to Determine) on MAXIS for FS participants and determined that the "U" codes were updated to a more appropriate race code. See Attachment H-5 (Civil Rights).

The completed Civil Rights Questionnaire and comments from advocacy groups from each county were forwarded to the Office of Civil Rights at DHS for further review. Staff from that office contacts the county agency if they need additional information or there are concerns regarding any information.

**IEVS Processing:**

In FFY 2007, Income and Eligibility Verification System (IEVS) processing was not monitored as a part of the modified FSME review. However, Barb Martin, DHS IEVS Coordinator, continued with other methods of monitoring IEVS compliance. Since July 2005 Minnesota has met or exceeded the federal requirement of 80 percent timeliness compliance eight out of nine quarters. However, not all counties in the state have met the 80 percent requirement, which puts the state at risk of not being in compliance and possible sanction. Barb contacted counties which did not meet federal compliance to develop an agreed upon plan of action so that Minnesota stays in compliance. DHS requests that each county monitor MAXIS REPT/IEVC monthly and monitor INFOPAC Report FN750301 quarterly to stay on top of its IEVS activity and to avoid the potential of fiscal sanction. For additional information, see Attachment I.

**IRS Data Security:**

Overall, counties have achieved very good results in protecting sensitive material by ensuring that computer terminals are locked when workers leave their desks. Therefore, review of this area was not included in the modified 2007 FSME.

**Recipient Claims Management:**

For FFY 2007, the Program Integrity (PI) Section is completing claims reviews in coordination with the FSME review and again focusing on counties that have a large impact on claims outcomes. Claims management is being 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. During FFY 2006 and FFY 2007, 64.44 percent of Minnesota's claims caseload will have been reviewed.

The focus of the audit is to review county procedures for establishing and recovering claims for FS and MFIP-Food. PI staff looks 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):**

For the FFY 2007 FSNE review, DHS 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.

## **REVIEW PLAN FOR FFY 2008 FSME**

### **Counties to Be Reviewed for FFY 2008:**

Cottonwood, Douglas, Faribault, Fillmore, Goodhue, Hennepin, Kanabec, Lincoln, Lyon, Murray, Martin, Meeker, Mille Lacs, Morrison, Norman, Olmsted, Pennington, Pipestone, Pope, Ramsey, Renville, Rock, Roseau, Scott, Sherburne, Stearns, Waseca, Watonwan, Winona, and Wright.

### **Case File Reviews:**

ME staff will review 15 cases in small agencies, 25 in medium size agencies and 35 in large agencies for each case review area: Application Processing, Civil Rights, IRS and Electronic Benefit Transfer (EBT) Security, Language, Non-Citizens, Payment Accuracy and Program Access. Reviews will consist of both hard file and MAXIS evaluation. Samples will include FS and MFIP cases. For initial certifications, the review will include 30-day processing time frames as well as expedited time frames for approvals.

## **PROGRAM ACCESS**

### **Participation Data:**

Reviewers will share statewide and local FS and MFIP-Food participation data from a quarterly participation report provided by Minnesota's FS Outreach Initiative with county agencies.

### **Local Office Information:**

Review staff will contact directory assistance to determine how easy it is to obtain the agency's phone number. Staff will also make an anonymous phone call to the agency to determine how timely the phone is answered and how county staff answers questions about meeting food needs and/or applying for FS.

### **Interviews and Observation:**

- Reviewers will survey, interview, and observe appropriate agency staff, including receptionists, financial workers, screeners, supervisors, and administrators. Prior to the site visit the agency will complete and return an agency structure questionnaire.
- Reviewers will interview clients to learn about their experiences as applicants or recipients. Methods of interview may include in-person, phone, or mailed surveys.
- Staff will contact client service and advocacy groups in each project area prior to the site visit. The contact responses will provide information on barriers to participation, outreach activities, promising practices, and suggestions for operations improvement. Feedback based on the collateral contact responses will be shared at the exit conference and in the final report. Areas identified as needing corrective action will be addressed.
- As part of the ME site visit, reviewers will observe how the office works. Reviewers will observe the availability of FS applications, the steps people must take to apply, reception functions, the agency's screening process, waiting room resources and how clients are served. Observation times will include the end of the business day as well as various other times during the day.

**Inclusion of Program Access Issues:**

At the entrance and exit conferences the reviewer will:

- Stress the importance of FS Program access and customer service.
- Explain and discuss any problems and/or issues discovered during the review and stress the need for correction.

**PAYMENT ACCURACY**

Minnesota's current payment error rate is at 6.6 percent for FFY 2007 (October-August). Staff is involved in a collaborative payment error reduction effort with counties. We will continue to integrate error reduction activities in to the ME review for FFY 2008, including a requirement for counties to conduct a fixed number of targeted case reviews prior to the ME review. Reviewers will re-review some of these cases as part of the ME review.

Quality Enhancement Section (QES) staff will continue to have an important role in improving Minnesota's payment accuracy rate and will coordinate with the payment accuracy and CAP coordinators to gather additional county specific information prior to conducting the exit conference to ensure the reviewer has a complete picture of the county's payment accuracy status.

Also during the exit conference, reviewers will provide the past three years' QC data to counties, current data, and highlight the frequency and types of errors that occurred. They will also provide aggregate results of the reviews conducted in the counties to date to demonstrate the value of conducting targeted reviews.

**ELECTRONIC BENEFIT TRANSFER (EBT)**

The EBT review process will address system security including who has access to the system and the separation of duties. Additionally, the review will examine the security of stored EBT cards including blank unissued cards, returned cards and PINs. The questionnaire the agency completes prior to the site visit is the primary source of information on their EBT procedures. Reviewers will observe where cards are stored and EBT logs are kept in agencies.

**NON-CITIZEN CODING**

Reviewers will pull a sample of non-citizen cases to compare immigration documents with the information entered on MAXIS to insure that MAXIS is correctly coded and correct benefits are issued.

**Spoken and Written Language Preference:**

This review will look at the language preference coding on the sample of non-citizen cases to help insure that limited English proficiency (LEP) populations have meaningful access to DHS programs. It is important that this information is entered on MAXIS correctly to help county and state staff identify language needs. Reviewers will compare the spoken and written language preference indicated on the application form to the entries in MAXIS.



## **OTHER MONITORING REQUIREMENTS**

### **Civil Rights:**

The Civil Rights review will follow the instructions given in the November 8, 2005 issued FNS 113-1, section 8 – E(b) and includes:

- The agency completing and returning a questionnaire including questions regarding equal opportunities to participate, availability of program information to clients and community organizations, civil rights complaint procedures and civil rights training.
- Contacting advocacy groups asking them how they perceive counties perform in the areas of customer service and civil rights.
- Determining that the required posters are current and prominently displayed in the agency's office.
- Reviewing for accurate coding of race or ethnic origin.
- Determining that the nondiscrimination statement is included on printed materials distributed to the public and on web sites.
- Reviewing any civil rights complaints filed.
- Forwarding gathered information to the Equal Opportunity, Affirmative Action, & Civil Rights Division for their review and any necessary follow-up.

### **IEVS Processing:**

In FFY 2008, IEVS will not be monitored as a part of the FSME review process. However, Barb Martin, DHS IEVS Coordinator, will continue to monitor 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. As mentioned earlier, 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 2008, the PI Section will complete claims reviews in coordination with the FSME review and will again focus on counties that have a larger impact on statewide claims outcomes.

Claims management will be reviewed in Douglas, Scott, Sherburne, Stearns, Winona and Wright counties.

By focusing claims review on these six counties, DHS will have targeted 35.62 percent of the Food Support caseload. From FFY 2006 through FFY 2008, 65.63 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 2008, DHS will continue to review two project sites: a metro area site and an out-state site. These will be different agencies from those in the FFY 2007 review to ensure that the financial standards remain consistent.

**CORRECTIVE ACTION PLANS**

Agencies will continue to develop and submit Corrective Action Plans (CAPs) for all review areas needing improvement and to correct all discrepancies. The CAP will be due within 60 days from the date the final report is sent to the agency.

Prior to the site visit, ME staff will review the agency's most recent ME review file and notes by the DHS CAP coordinator regarding her last discussion with the county. Staff will also touch base with the DHS payment accuracy coordinator to learn if she has anything to add to the exit interview related to payment accuracy. Reviewers will share county review findings along with observations about past performance and suggestions for future improvement during the exit conference.

DHS will continue to monitor CAP progress, share tools, check in on and continue to promote the use of a second party review system, and exchange information on best practices. Follow up conversations with counties have been very productive to learn how counties develop, implement and monitor success of their plan, to learn about perceived barriers to conducting second party reviews, and to continue to promote the practice as a fundamental quality assurance tool.

**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 2006 FS Program High Performance Bonuses
- Attachment C: FFY 2007 County Participation Rates Map
- Attachment D: FFY 2007 ME Review County Totals, with Notes
- Attachment E: State Reported Active Cases Error Rates
- Attachment F: State Reported Negative Error Rates
- Attachment G: FFY 2007 Program Access Checklist
- Attachment H-1: FFY 2007 Required Client Service Practices Summary
- Attachment H-2: FFY 2007 Participation/Client Service Summary
- Attachment H-3: FFY 2007 Expedited Application Procession Summary
- Attachment H-4: FFY 2007 Quality Control Error Case Summary and  
Case Management Reviews/Second Party Reviews Summary
- Attachment H-5: FFY 2007 Civil Rights Summary
- Attachment I: IEVS Quarterly Timeliness Reports Summary

## **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.

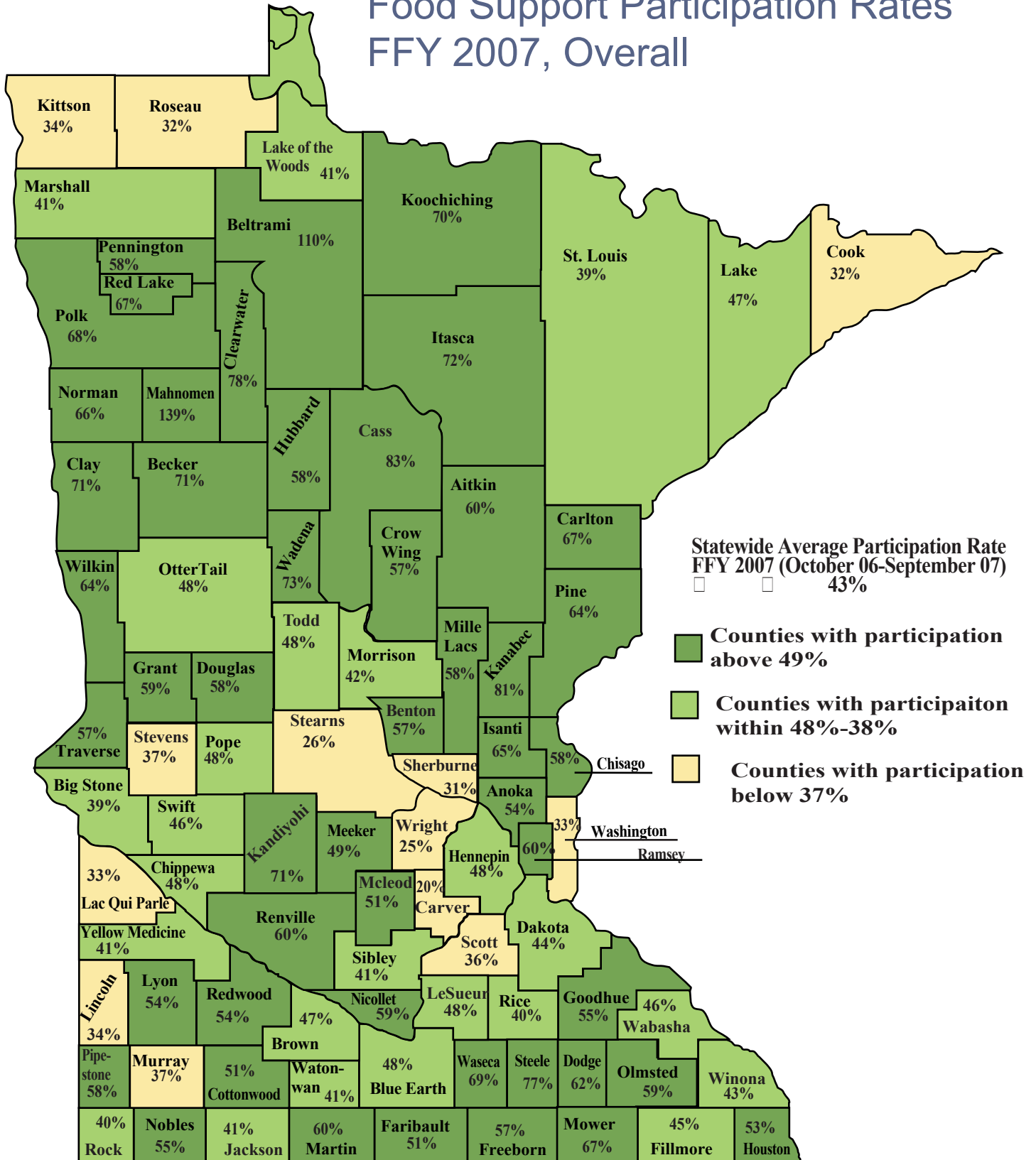
### **Negative Error Rate (Error rate for denials and terminations)**

- \$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.

## FY 2006 FOOD STAMP PROGRAM HIGH PERFORMANCE BONUSES

BEST PAYMENT ACCURACY				
State	Payment Error Rate (PER)			Bonus Amount
South Dakota	1.83			\$347,653
Virgin Islands	1.93			\$148,643
Missouri	2.59			\$3,234,784
Washington	2.59			\$2,913,859
Mississippi	2.61			\$1,986,833
North Carolina	2.83			\$4,021,638
Hawaii	3.40			\$567,407
National Average	5.99			
MOST IMPROVED PAYMENT ACCURACY				
State	FY 2005 PER	FY2006 PER	Change	Bonus Amount
Rhode Island	9.84	4.02	5.82	\$456,583
Idaho	8.34	4.64	3.70	\$484,888
New York	7.23	4.56	2.67	\$9,837,712
Total				\$24,000,000
BEST NEGATIVE ERROR RATE				
State	Rate			Bonus Amount
Vermont	0.00			\$268,010
Nebraska	0.00			\$466,639
Pennsylvania	0.27			\$3,651,458
South Dakota	0.76			\$270,011
Minnesota	1.08			\$999,092
National Average	8.02			
MOST IMPROVED NEGATIVE ERROR RATE				
State	FY 2005	FY2006	Change	Bonus Amount
Vermont	5.81	0.00	5.81	See above, “best”
Rhode Island	8.17	3.05	5.12	\$344,790
Total				\$6,000,000
BEST PROGRAM ACCESS INDEX				
State	Rate			Bonus Amount
Maine	74.2			\$683,692
Missouri	71.0			\$2,254,344
Tennessee	69.3			\$2,870,339
Oregon	67.9			\$1,695,473
MOST IMPROVED PROGRAM ACCESS INDEX				
State	FY 2005	FY2006	Change	Bonus Amount
Massachusetts	47.34	53.65	6.31	\$1,726,484
Mississippi	47.31	52.55	5.24	\$1,396,703
Vermont	52.20	57.01	4.81	\$268,193
Maryland	49.24	53.68	4.44	\$1,104,772
Total				\$12,000,000
BEST APPLICATION PROCESSING TIMELINESS RATE				
State	Rate			Bonus Amount
Massachusetts	98.82			\$1,290,453
Kentucky	97.68			\$1,449,389
South Dakota	97.22			\$224,571
West Virginia	96.74			\$719,588
North Carolina	96.66			\$2,072,590
New Hampshire	95.83			\$243,409
Total				\$6,000,000

# Minnesota Counties Food Support Participation Rates FFY 2007, Overall



Data used to calculate Food Support percentage rates:  
Census 2003 estimates and 2005 ACS Survey  
MAXIS, FFY 2007

FFY 2007 Management Evaluation (ME) Review Summary									
A	B	C	D	E	F	G	H	I	J
County	# of FS cases as of 9/07	# Required Practices	Number Correct?	# of Expedited Cases	% of Expedited Correct	Participation Rate	CMRs Complete?	# of CMRs Correct?	Total CAPS
Big Stone	114	10	10	7	85%	41%	12	9	2
Brown	389	10	9	20	100%	49%	10	9	1
Carlton	850	10	10	20	66%	65%	10	8	2
Carver	541	10	10	19	73%	55%	10	10	1
Chippewa	220	10	10	17	82%	46%	10	10	1
Chisago	726	10	6	20	90%	60%	10	7	5
Clay	1,514	10	9	30	87%	71%	10	10	2
Clearwater	373	10	8	20	75%	75%	10	10	3
Cook	70	10	10	14	42%	31%	13	6	3
Dodge	276	10	10	20	55%	54%	10	8	2
Freeborn	731	10	9	20	40%	59%	10	9	3
Grant	126	10	8	12	67%	60%	10	10	3
Hubbard	526	10	10	20	90%	58%	10	10	0
Isanti	638	10	10	20	55%	59%	10	7	2
Itasca	1,484	10	9	20	90%	64%	10	8	2
Koochiching	505	10	9	20	85%	68%	10	9	2
Lac Qui Parle	86	10	9	16	93%	36%	10	10	1
Lake	193	10	9	20	60%	48%	10	9	3
McLeod	492	10	9	20	55%	50%	10	10	2
Ottertail	1,206	10	9	20	80%	47%	20	20	2
Pine	861	10	8	20	75%	63%	10	9	4
Red Lake	120	10	9	17	94%	67%	10	10	1
Redwood	287	10	9	19	68%	55%	10	10	2
Sibley	225	10	10	20	55%	42%	10	10	1
Stevens	149	10	8	20	20%	33%	10	8	4
Traverse	89	10	9	19	95%	55%	10	10	1
Wilkin	155	10	9	20	95%	59%	10	10	1
<b>Totals</b>	<b>12,946</b>	<b>270</b>	<b>245</b>	<b>510</b>	<b>73.0%</b>	<b>54%</b>	<b>285</b>	<b>89.8%</b>	<b>56</b>

For additional information about each column, see Notes for Attachment D on the next page.

## **Notes for Attachment D**

- Column A: Counties included in the FFY 2007 ME Review.
- Column B: Number of Food Support cases per county as of September 2007.
- Column C: Number of client practices reviewed. Excellent customer service can play an extremely important role in program access. Ten customer service practices have been identified as necessary to enhance access, or remove barriers to the FSP. The list of practices can be found on Attachment G.
- Column D: Number of client practices correct. Those counties with one or more practices out of compliance are required to complete a Corrective Action Plan (CAP).
- Column E: Number of expedited Food Support cases reviewed. Households appearing eligible for expedited service must be offered an interview on the same day the application is filed. Also, benefits must be issued within 24 hours of the interview.
- Column F: Percentage of expedited Food Support cases correct. Those counties with less than 90% compliance must complete a CAP.
- Column G: County participation rate. The participation access index (PAI) is the ratio of FS participants to all people with income below 125% of federal poverty level. Currently the state participation rate is 42%. Counties with low participation rates are directed to the DHS FS Outreach coordinator for assistance in finding ways to improve the PAI.
- Column H: Number of Case Management Reviews (CMRs) completed. As part of the FSME review the agency completed CMRs on earned income cases. Earned income is the leading category of payment errors in Minnesota.
- Column I: Number of CMRs correct. Counties with any errors are required to complete a CAP.
- Column J: Total number of CAPs. This includes CAPS for all areas for each county.



# UNOFFICIAL RESULTS

Attachment E

## Active Reported Payment Error Rates

Report Run Date:

December 27, 2007

### STATE-REPORTED SUMMARY DATA

FY 2007

Cumulative

Oct-Aug.\*

Rank

State

SOUTH DAKOTA	1.37	1
MISSOURI	1.69	2
NEBRASKA	1.79	3
PENNSYLVANIA	2.05	4
NORTH CAROLINA	2.13	5
HAWAII	2.53	6
MISSISSIPPI	2.66	7
WASHINGTON	3.12	8
VIRGIN ISLANDS	3.15	9
NORTH DAKOTA	3.31	10
UTAH	3.52	11
FLORIDA	3.60	12
NEVADA	3.64	13
KANSAS	3.80	14
IDAHO	3.82	15
MASSACHUSETTS	3.84	16
NEW JERSEY	3.94	17
KENTUCKY	4.11	18
ALASKA	4.33	19
CALIFORNIA	4.40	20
ALABAMA	4.66	21
RHODE ISLAND	4.82	22
ARIZONA	4.91	23
OREGON	4.91	24
TENNESSEE	5.01	25
ILLINOIS	5.06	26
SOUTH CAROLINA	5.07	27
NEW YORK	5.21	28
NEW HAMPSHIRE	5.59	29
WISCONSIN	5.74	30
OKLAHOMA	5.82	31
VERMONT	5.97	32
IOWA	6.07	33
TEXAS	6.16	34
VIRGINIA	6.23	35
COLORADO	6.33	36
WYOMING	6.33	37
CONNECTICUT	6.37	38
MINNESOTA	6.61	39
GUAM	6.65	40
MONTANA	6.72	41
MARYLAND	6.88	42
LOUISIANA	6.92	43
INDIANA	6.99	44
ARKANSAS	7.30	45
NEW MEXICO	7.43	46
DIST. OF COL.	7.65	47
MICHIGAN	8.02	48
GEORGIA	8.14	49
OHIO	8.36	50
WEST VIRGINIA	9.15	51
DELAWARE	9.91	52
MAINE	10.57	53

Report Run Date:

December 27, 2007

FY 2006

Cumulative

Oct - Sep /2

FY 2007

Cumulative

Oct-Aug.\*

Change

State

FLORIDA	8.33	3.60	-4.73
ARIZONA	8.15	4.91	-3.24
KANSAS	6.30	3.80	-2.50
CALIFORNIA	6.05	4.40	-1.65
KENTUCKY	5.66	4.11	-1.55
ALASKA	5.74	4.33	-1.41
NEBRASKA	3.15	1.79	-1.36
OKLAHOMA	7.10	5.82	-1.28
PENNSYLVANIA	3.32	2.05	-1.27
DIST. OF COL.	8.75	7.65	-1.10
SOUTH CAROLINA	6.11	5.07	-1.04
IDAHO	4.65	3.82	-0.83
ILLINOIS	5.84	5.06	-0.78
HAWAII	3.29	2.53	-0.76
MINNESOTA	7.37	6.61	-0.76
NORTH CAROLINA	2.75	2.13	-0.62
UTAH	4.07	3.52	-0.55
GUAM	7.19	6.65	-0.54
MISSOURI	2.15	1.69	-0.46
NEW HAMPSHIRE	6.04	5.59	-0.45
SOUTH DAKOTA	1.79	1.37	-0.42
VIRGINIA	6.63	6.23	-0.40
IOWA	6.38	6.07	-0.31
WISCONSIN	6.05	5.74	-0.31
NORTH DAKOTA	3.60	3.31	-0.29
TENNESSEE	5.30	5.01	-0.29
COLORADO	6.60	6.33	-0.27
TEXAS	6.36	6.16	-0.20
OREGON	5.10	4.91	-0.19
NEVADA	3.63	3.64	0.01
MISSISSIPPI	2.51	2.66	0.15
ARKANSAS	7.09	7.30	0.21
MONTANA	6.34	6.72	0.38
MASSACHUSETTS	3.40	3.84	0.44
INDIANA	6.49	6.99	0.50
WASHINGTON	2.54	3.12	0.58
NEW JERSEY	3.28	3.94	0.66
MICHIGAN	7.28	8.02	0.74
NEW MEXICO	6.62	7.43	0.81
NEW YORK	4.31	5.21	0.90
VERMONT	5.05	5.97	0.92
WYOMING	5.39	6.33	0.94
CONNECTICUT	5.29	6.37	1.08
RHODE ISLAND	3.71	4.82	1.11
GEORGIA	7.01	8.14	1.13
ALABAMA	3.39	4.66	1.27
MAINE	9.28	10.57	1.29
VIRGIN ISLANDS	1.80	3.15	1.35
MARYLAND	5.49	6.88	1.39
OHIO	6.85	8.36	1.51
DELAWARE	7.92	9.91	1.99
WEST VIRGINIA	7.07	9.15	2.08
LOUISIANA		Katrina	n/a

NOTE: Official results will be announced in Spring, 2008.

# UNOFFICIAL RESULTS

Attachment F

## Reported Negative Error Rates

12/27/2007

### BY RANK

State	Oct- Aug.		Sample Months
	FY2007	Rank	
NEBRASKA	0.00	1	
SOUTH DAKOTA	0.28	2	
MINNESOTA	0.43	3	
ALABAMA	0.78	4	
NEW HAMPSHIRE	0.99	5	
VIRGIN ISLANDS	1.16	6	
VERMONT	1.49	7	
NORTH CAROLINA	1.56	8	
PENNSYLVANIA	1.67	9	
KANSAS	1.75	10	
MAINE	2.29	11	
MISSOURI	2.62	12	
MONTANA	2.70	13	
RHODE ISLAND	3.04	14	
MISSISSIPPI	3.14	15	
KENTUCKY	3.54	16	
WASHINGTON	3.56	17	
NEW JERSEY	3.67	18	
MASSACHUSETTS	3.76	19	
NORTH DAKOTA	4.17	20	
WEST VIRGINIA	4.19	21	
OKLAHOMA	4.32	22	
TENNESSEE	4.40	23	
ALASKA	4.41	24	
OREGON	4.66	25	
SOUTH CAROLINA	4.70	26	
IOWA	4.91	27	
UTAH	5.21	28	
LOUISIANA	5.57	29	
IDAHO	5.66	30	
CONNECTICUT	5.67	31	
INDIANA	6.06	32	
NEW YORK	6.30	33	
WYOMING	6.40	34	
ILLINOIS	6.66	35	
GEORGIA	7.32	36	
WISCONSIN	7.91	37	
FLORIDA	7.95	38	
HAWAII	7.98	39	
NEW MEXICO	8.53	40	
NEVADA	8.86	41	
VIRGINIA	9.35	42	
ARKANSAS	9.90	43	
ARIZONA	10.09	44	
OHIO	10.16	45	
COLORADO	12.25	46	
CALIFORNIA	15.41	47	
DELAWARE	15.69	48	
MARYLAND	16.02	49	
GUAM	16.51	50	
TEXAS	17.01	51	
DIST. OF COL.	19.70	52	
MICHIGAN	23.03	53	

## Reported Negative Error Rates

### IMPROVEMENT

State	FY2006	Oct- Aug.		
		FY2007	Change	
MAINE	16.83	2.29	-14.54	1
ILLINOIS	10.00	6.66	-3.34	2
KANSAS	4.35	1.75	-2.60	
ALABAMA	2.77	0.78	-1.99	
WEST VIRGINIA	5.97	4.19	-1.78	
WISCONSIN	9.49	7.91	-1.58	
VIRGIN ISLANDS	2.65	1.16	-1.49	
IDAHO	6.79	5.66	-1.13	
MISSOURI	3.71	2.62	-1.09	
NEW HAMPSHIRE	1.52	0.99	-0.53	
SOUTH DAKOTA	0.76	0.28	-0.48	
NORTH CAROLINA	1.97	1.56	-0.41	
WYOMING	6.47	6.40	-0.07	
MINNESOTA	0.49	0.43	-0.06	
RHODE ISLAND	3.05	3.04	-0.01	
NEBRASKA	0.00	0.00	0.00	
MISSISSIPPI	2.94	3.14	0.20	
INDIANA	5.74	6.06	0.32	
IOWA	4.53	4.91	0.38	
KENTUCKY	3.04	3.54	0.50	
OREGON	3.98	4.66	0.68	
COLORADO	11.52	12.25	0.73	
ALASKA	3.57	4.41	0.84	
NORTH DAKOTA	3.30	4.17	0.87	
NEW YORK	5.24	6.30	1.06	
MONTANA	1.41	2.70	1.29	
MASSACHUSETTS	2.36	3.76	1.40	
PENNSYLVANIA	0.27	1.67	1.40	
CONNECTICUT	4.20	5.67	1.47	
VERMONT	0.00	1.49	1.49	
WASHINGTON	1.93	3.56	1.63	
ARIZONA	8.43	10.09	1.66	
VIRGINIA	7.36	9.35	1.99	
UTAH	2.91	5.21	2.30	
NEW JERSEY	1.25	3.67	2.42	
OKLAHOMA	1.90	4.32	2.42	
TENNESSEE	1.96	4.40	2.44	
MARYLAND	13.49	16.02	2.53	
DELAWARE	12.98	15.69	2.71	
LOUISIANA	2.79	5.57	2.78	
GEORGIA	4.20	7.32	3.12	
CALIFORNIA	11.98	15.41	3.43	
SOUTH CAROLINA	1.18	4.70	3.52	
NEW MEXICO	4.92	8.53	3.61	
OHIO	6.47	10.16	3.69	
HAWAII	3.75	7.98	4.23	
MICHIGAN	18.47	23.03	4.56	
NEVADA	4.08	8.86	4.78	
GUAM	11.56	16.51	4.95	
FLORIDA	2.52	7.95	5.43	
TEXAS	11.44	17.01	5.57	
ARKANSAS	3.18	9.90	6.72	
DIST. OF COL.	11.50	19.70	8.20	

NOTE: Official results will be announced in Spring, 2008.

## **Customer Service Practices**

1. Are application packets complete and current?
2. Are applications available to all who request one?
3. Are potential applicants informed of their right to file, where to file and the importance of filing the application the same day; and are they offered an opportunity to pick up the application and file it the same day?
4. Are interviews scheduled for applicants who are not interviewed the same day they submit their application?
5. Are applicants informed of their responsibility to reschedule when they miss an initial interview?
6. Are applicants screened for expedited FS eligibility throughout all office hours?
7. Are workers available during all office hours to answer questions on programs, eligibility requirements and how to apply?
8. Are the needs of people with special circumstances: employed, elderly, disabled, ill, no transportation, etc. accommodated?
9. Does the agency follow its Limited English Proficiency (LEP) Plan?
10. Are non-civil rights complaints resolved and is a file kept and reviewed annually?

REQUIRED CLIENT SERVICE PRACTICES - FFY 2007			
DHS has identified ten client service practices that must be followed to help ensure clients have easy access to the Food Support Program (FSP) and/or receive benefits in a timely manner.			
27 COUNTY SUMMARY		Yes	No
Total number of required client service practices for each county:	10		
1. Are application packets complete and current? <i>CFR 273.2(b)(2), CFR 273.2(c)(5), CM 0005.03</i>		14	13
2. Are applications available to all who request one? <i>CFR 273.2(c)(2) &amp; (3)</i>		26	1
3. Are potential applicants informed of their right to file, where to file and the importance of filing the application the same day, and offered an opportunity to pick up the application and file it the same day? <i>CFR 273.2(c)(1) &amp; (2), CM 0005.03</i>		27	0
4. Are interviews scheduled for applicants who are not interviewed the same day they submit their application? <i>CFR 273.2(e)(3), CM 0005.12.12</i>		24	3
5. Are applicants informed of their responsibility to reschedule when an initial interview is missed? <i>CFR 273.2(e)(3), CM 0005.12.12</i>		26	1
6. Are applicants screened for expedited FS eligibility throughout all open business hours? <i>CFR 273.2(i)(2), CM 0004, 0005</i>		27	0
7. Are workers available during all office hours to answer questions on programs, eligibility requirements and how to apply? <i>CM 0005.03</i>		27	0
8. Are the needs of people with special circumstances - employed, elderly, disabled, ill, no transportation, etc accommodated? <i>FNS Instruction 113-1(Dated11/8/05), CM 0003.09</i>		27	0
9. Does the agency follow their Limited English Plan (LEP)? <i>OCR Guidance (2003), DHS bulletins #00-89-04 and #01-89-01. FNS Instruction 113-1, CM 0003.09</i>		27	0
10. Are non-civil rights complaints resolved, a file kept and reviewed annually? <i>CFR 271.6</i>		20	7
Average Required Client Service Practices per County		9.1	0.9
Required Compliance:	All 10 Customer Service Practices		
Practices where all counties reviewed are in Compliance:	10		
Total corrective actions required for this area:	25		

PARTICIPATION / CLIENT SERVICE - FFY 2007		
This section includes participation & client service information discovered during the review process that is not discussed other places in the report.		
27 COUNTY SUMMARY		Explanations
<b>Participation/Outreach</b>		<i>Information regarding participation and outreach efforts is included in this review as participation is a federal performance measure. Federal bonuses are awarded to the four states with the highest and the four states with the most improved participation</i>
<b>State Participation Rate:</b>	<b>60%</b>	
<b>Counties Below the State Participation Rate:</b>	<b>18</b>	
<b>Total Advocacy Contacts:</b>	<b>61</b>	<i>Advocacy Contacts include contact identification and a summary of any information provided regarding program access. See Civil Rights review section for information regarding civil rights.</i>
<b>Total Advocacy Responses:</b>	<b>60</b>	Generally comments were very positive. A couple advocates mentioned clients feeling that they were treated rudely or had to wait too long to be seen. Reviewers followed up with those counties.
<b>Client Service Rating</b>		<i>The client service rating is the result of asking clients to rate their experience with your agency. The scale used is 1(poor) - 5 (excellent).</i>
<b>Total number of clients surveyed:</b>	<b>104</b>	
<b>Average Client Service Rating:</b>	<b>3.7</b>	

<b>EXPEDITED APPLICATION PROCESSING - FFY 2007</b>					
<p>The purpose of this review is to determine the agency's performance on expedited processing of applications approved for benefits. Expedited processing households appearing eligible for expedited service must be offered an interview on the same day the application is filed. Additionally, benefits must be issued within 24 hours of the interview. Federal bonuses are awarded to the six states with the highest percent of timely processed applications.</p>					
<b>27 COUNTY SUMMARY</b>		<b>Process Correct</b>			
		<b>FS</b>		<b>MFIP</b>	
<b>Total cases reviewed for Expedited Processing</b>	<b>510</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
Were expedited interview and issuance time frames met?		225		118	
Delayed interviewed appropriate?		25	37	4	22
Delayed issuance appropriate?		4	26	1	14
Delayed interview and issuance appropriate?		1	19	0	10
<b>Expedited Processing Totals</b>		<b>255</b>	<b>82</b>	<b>123</b>	<b>50</b>
<b>Required Compliance:</b>	<b>90%</b>				
<b>Cases in Compliance:</b>	<b>74%</b>				

QUALITY CONTROL (QC) ERROR CASE SUMMARY - FFY 2007							
Summary of QC results for 27 counties subject to FSME Review							
	Correct Cases	Incorrect Cases	Total Payments	Total Payment Errors	Combined Payment Error Rate for 27	State Payment Error Rate	National Payment Error Rate
<b>FFY 2005</b>							
For FFY 2005, QC reviewed <b>78</b> cases for 23 of the 27 counties in which ME Reviews were conducted for FFY 2007. Four counties; Big Stone, Stevens, Lac Qui Parle and Cook did not have cases selected for review	70	8	\$12,171	\$907	7.40%	7.60%	5.84%
<b>Combined QC Case Error rate for 27 counties in FFY 2005</b>	<b>10.20%</b>						
<b>FFY 2006</b>							
For FFY 2006, QC reviewed <b>95</b> cases for 21 of the 27 counties in which ME Reviews were conducted for FFY 2007. Six counties; Red Lake, Dodge, Sibley, Traverse, Lac Qui Parle and Cook did not have cases selected for review.	82	13	\$17,942	1,594	8.80%	7.56%	5.99%
<b>Combined QC Case Error rate for 27 counties in FFY 2006</b>	<b>8.60%</b>						
It is difficult to get a clear picture of a true error rate in most county agencies when so few cases are selected for QC review. For this reason the Food and Nutrition Service (FNS) and the Department of Human Services (DHS), strongly recommend second party case reviews to more accurately determine which areas in each individual agency are most error prone. Through a consistent second party review process and analysis of the results agencies can determine where to best focus corrective actions.							

CASE MANAGEMENT REVIEWS (CMRs)/SECOND PARTY CASE REVIEWS - FFY 2007	
27 COUNTY SUMMARY	
Total number of earned income CMRs completed :	285
Total number of earned income cases where no errors were found:	256
Number of earned income cases where errors were found:	29
<b>CMR Case Error Rate:</b>	<b>10.1%</b>
<b>Total number of Corrective Action Plans (CAPs) required for this review area:</b>	<b>13</b>
The purpose of requiring agencies to complete targeted case management reviews (CMRs) as part of the FFY 2007 ME review is to provide counties with more information on which errors are occurring in their respective counties, and gather feedback on the case review process and tools used to conduct case reviews to help improve the process.	

<b>CIVIL RIGHTS - FFY 2007</b>	
The purpose of this review is to help ensure the Food Support Program is made available to everyone and provided to all eligible individuals without regard to race, color, national origin, age, sex, disability, political beliefs or religion.	
<b>27 COUNTY SUMMARY</b>	
<b>Civil Rights Complaint Process:</b>	<i>Clients must be advised of their right to file a complaint, how to file a complaint and the complaint procedures.</i>
	<b>All counties complied.</b>
<b>Non-Discrimination statement:</b>	<i>All information materials and sources used by the local agency to inform the public about the food support</i>
	<b>All but one county complied.</b>
<b>Justice For All Poster:</b>	<i>Is the required poster displayed appropriately?</i>
	<b>All counties complied.</b>
<b>Advocacy Contacts:</b>	<i>Advocacy Contacts include contact identification and a summary of any information provided regarding civil rights. See the Review Information section for information regarding program access..</i>
	<b>60 advocacy agencies responded. There were no apparent civil rights concerns.</b>
<b>Race And Ethnic Coding Review:</b>	<i>The purpose of this review was to help ensure that the Race field on MAXIS is accurately coded.</i>
	<b>For the 27 counties reviewed there were 305 cases found with "U" codes. Of those 293 were changed to a more appropriate code.</b>
Civil Rights & AA/EEO review information was forwarded to the Office of Civil Rights (OCR) for their review. Any concerns other than the ones listed above are handled by the OCR.	



## IEVS Quarterly Timeliness Reports Summary

Attachment I

Report Date	Report Period	Total Matches	# of Matches Resolved Timely	% of Matches Resolved Timely	# of Matches Resolved Untimely	% of Matches Resolved Untimely	# of Unresolved Matches	% of Unresolved Matches
5/14/04	1/1/04 - 3/31/04	24,081	19,468	81%	2959	12%	1654	7%
8/14/04	4/1/04 - 6/30/04	25,424	19,609	77%	3961	16%	1854	7%
11/14/04	7/1/04 - 9/30/04	23,331	18,660	80%	3237	14%	1434	6%
2/14/05	10/01/04 - 12/31/04	24,626	18,754	76%	4347	18%	1525	6%
5/14/05	1/1/05 - 3/31/05	32,363	25,630	79%	4281	13%	2452	8%
8/14/05	4/1/05 - 6/30/06	28,231	21,461	76%	4318	15%	2452	9%
11/14/05	7/1/05 - 9/30/05	25,882	21,717	84%	2599	10%	1566	6%
2/14/06	10/1/05 - 12/31/05	27,938	23,055	83%	3495	12%	1388	5%
5/14/06	1/1/06 - 3/31/06	32,210	27,058	84%	3764	12%	1388	4%
8/14/06	4/1/06 - 6/30/06	39,968	32,836	82%	5188	13%	1944	5%
11/14/06	7/1/06 - 9/30/06	33,932	28,043	83%	4073	12%	1816	5%
2/14/07	10/01/06 - 12/31/06	34,310	27,135	79%	5298	15%	1877	6%
5/14/07	1/1/07 - 3/31/07	38,177	32,663	86%	3805	10%	1709	4%
8/14/07	4/1/07 - 6/30/07	30,434	26,590	87%	2622	9%	1222	4%
11/14/07	7/1/07 - 9/30/07	34,534	28,470	82%	4325	13%	1739	5%

Shaded numbers represent quarters Minnesota met IEVS Timeliness compliance of 80% or above