

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.