

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.	