

# Quality Control: The crop report

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# Did your garden grow???

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Common mistakes found within last years crop (cases) & tips to ensure your crop is market ready! Topics of discussion:

- The QC process
- Error Trends
- Incomplete reviews

# The QC review process

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- Reviewers are assigned cases every (sample) month.
- Once assigned, a thorough review of the case is completed in VaCMS.
  - **What did the client report at last application prior to the SM? Interim report (IR)?**
  - **Case narrative**
  - **Verifications**
  - **Timeliness**
- An interview is scheduled.
  - **Checklist is mailed requesting verifications.**

# QC process continued....

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- Case details are entered in Q5i (QC's system of record).
- Once the review is complete, the supervisor reviews the case for accuracy of findings.
- Specialist completes final review.
- Statistical analyst prepares for transmission.
- Findings sent to the local agency after transmission is completed.

# What is an error?

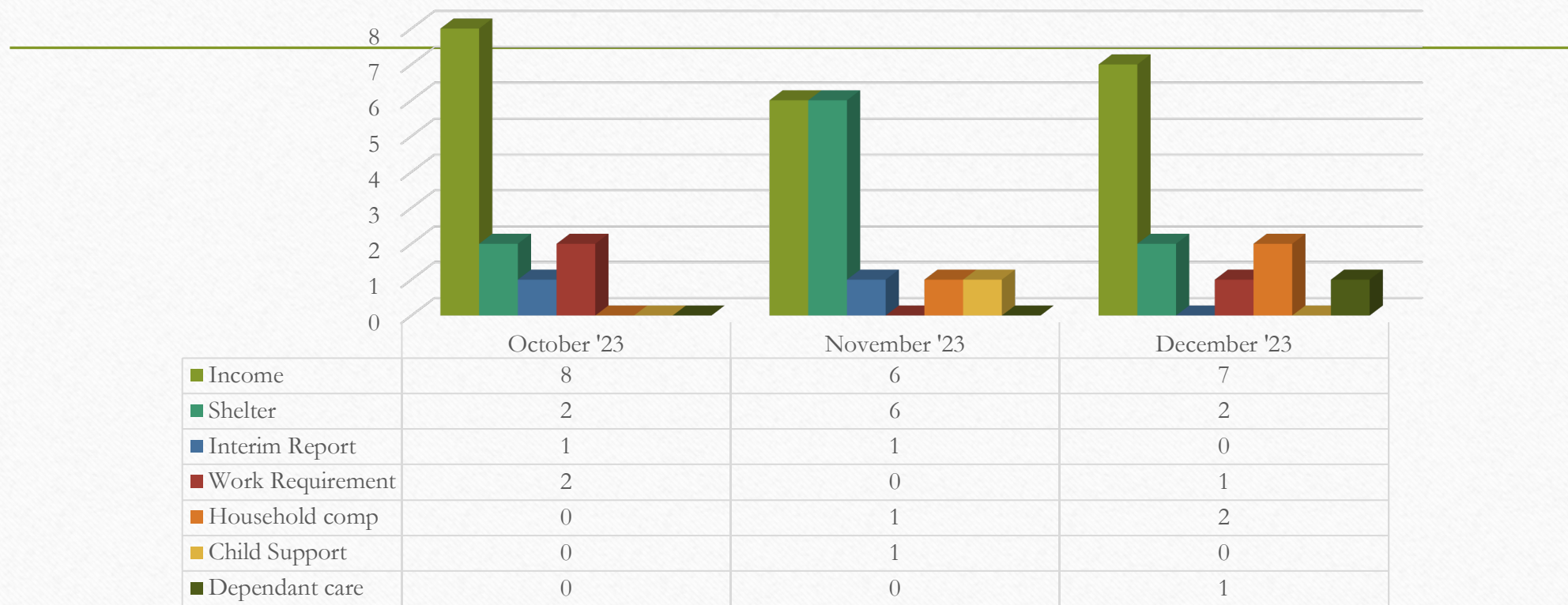
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The final QC allotment differs from the agency allotment greater than the current FFY threshold (\$56).

Case fails the eligibility test (ABAWD, ineligible student etc.)

# Quality Control Error Trends (Oct '23-Dec. '23)



# Income problem areas

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- Income incorrectly projected.
- Client over reporting requirement assigned the last time the agency authorized the case (BBCE).
- Earned/unearned income.
  - COLA updates not completed.
  - Client failed to report income.
  - Income reported/available but not acted on.
  - Unearned income being received but not counted on the SNAP case.
- Failure to remove income.
- Self employment income.

# Income Example

## ANALYSIS OF ERROR

### CASE RECORD INFORMATION:

Application was received on 01/09/23 for a household of three. Customer declared no income at the time of application. Customer opted for Utility Standard due to a heating and cooling expense. Application was approved and certified with a certification period of 01/09/23-12/31/23 based on earned income of \$1505.00 from Jason Odd Jobs and SUA expense for heating and cooling. Interim report was received on 06/01/23 and no changes were reported.

### QC FINDINGS:

QC finds the client had no income. The client reported at application that the household had no income and the agency failed to terminate the income entered in 2020 before processing the application therefore old wage income was being counted.

### QC CONCLUSION:

The household was under issued benefits because the agency failed to remove income.

**ERROR ATTRIBUTION:** AGENCY  CLIENT



# Shelter problem areas

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- Client reported shelter that was not acted on.
- More/less shelter allowed than entitled to.
  - Using old shelter amounts.
  - No shelter reported at application/Renewal/Interim report but counted on the case.
- Mass change updates not applied.

# Shelter Example

## ANALYSIS OF ERROR

### CASE RECORD INFORMATION:

On 8/24/22, a renewal application for the customer was submitted by his authorized representative, [REDACTED]. It declared the customer as disabled and reported \$914 in SSI, \$700 for rent, and a responsibility for a heating/cooling expense. The Standard Utility Allowance (SUA) was given by the agency. System shows the SUA was prorated due to there being 2 households in the dwelling.

On 9/28/22, the renewal application was processed and given a certification period of 10/1/2022 – 9/30/24.

On 8/24/23, the Interim Report (IR) was submitted. IR stated rent was \$700 and the customer declared \$0 expense for electric, gas/oil and other. On 9/23/23, when the IR was processed, the prorated SUA amount was still given.

### QC FINDINGS:

Quality Control (QC) received a Verification of Rental Responsibility form completed by the customer's landlord, [REDACTED], who is also his authorized representative. The form stated that in 8/2023 the customer's rent was \$700 and he had no excess utilities.

On 12/20/23, QC spoke to [REDACTED] and she explained the information she wrote on the form. She stated that in 8/2023, when the customer's IR was submitted, his rent was \$700 and the rent included all utilities. In addition, she wrote \$0 in the excess utility question, to inform he had no utility expense in 8/2023.

QC determines that at IR, it was reported, the customer no longer had a utility expense. Therefore, the SUA should have been removed when the IR was processed.

### QC CONCLUSION:

There was an over issuance of benefits at IR because reported information was disregarded.

**ERROR ATTRIBUTION:** AGENCY  CLIENT

# Mandatory report missing

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- Agency failed to send Interim Report (IR).
  - The case is ineligible.
  - QC will not review the case; The entire allotment is an error.
    - i.e: Benefit amount issued by agency was \$291, the entire \$291 is called an error.

# Work Requirement

- QC determines if client still meets exemption from case record.
- If exemption is no longer met, QC will determine if other exemptions are met.
- Ineligible ABAWDS are coded as ineligible.
  - The entire allotment is an error.

# Household composition

- Ineligible aliens.
- Clients in a non-FNS approved rehab facility.
- Members incorrectly attached to the case.
- All members required to be included were not.



Cracks in the soil (Drop reviews)

# What are drops?

- QC is unable to obtain all verifications to complete our process.
- The client refuses (sanction) or fails to cooperate.
- Does not meet Not Subject to Review (NSTR) criteria.
  - Moved out of state, Fraud, deceased etc.
- Must complete a Corrective Action Plan (CAP) if the incomplete rate is over 5% of cases subject to review

# Drop rate from FFY '23

Active Incomplete Case Drop Rate (3's) FY23													
	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	
<b>Total Cases</b>	86	87	87	88	86	89	89	89	89	89	89	89	
<b># Dropped</b>	13	14	17	15	15	16	12	23	25	22	29	18	
<b>State Drop Rate</b>	15.12%	16.09%	19.54%	17.0%	17.4%	18.0%	13.5%	25.8%	28.1%	24.7%	32.6%	20.2%	2



# Drop rates FFY '24: Oct '23-Dec '23

	Oct-23	Nov-23	Dec-23
Total Cases	88	88	88
# Dropped	20	16	15
State Drop Rate	22.73%	18.18%	17.05%

# How can you help with drops?

- Inform the client their case may be reviewed by QC.
- Sanction cases for refusal to cooperate.

If the client calls back after sanction, please remind them to contact to QC.

- Scan all verifications into DMIS, including paper applications.
- Act on changes timely! Update contact information including authorized representatives.
- DOCUMENT, DOCUMENT, DOCUMENT!

A background image showing a person in a light blue shirt watering a garden with a hose. The person's hands are visible, holding the hose. The garden has various green plants and a dark mulch bed. The image is slightly faded to allow text to be read.

# Watering the garden

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What Fertilizer (documentation) & watering (case support) is necessary to ensure your crops (cases) flourish!

# Documentation

- Why certain pays were/were not used.
- Questionable information & how it was resolved.
- Why certain expenses were or were not allowed.
  - **If the expense was declared on the application, why was the deduction not allowed.**
- All members who are in the household.
- Ineligible alien status.
- Student status.
- ABAWD exemptions.

# Case Support

- Make sure pays are accurately projected; Double check projections.
  - **Make sure deductions are being counted towards the allotment (if applicable).**
- Scan all verifications to DMIS.
- Update contact information.
- Act on changes timely.
- Look over all applications in detail and address all income/deductions reported.
- **DOCUMENT, DOCUMENT, DOCUMENT!**

# Questions?



