



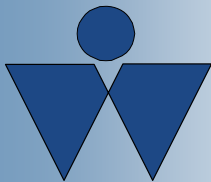
Office of Inspector General Quality Control

WV WORKS

Quality Control Annual Report

FY 2008

Completed: March 13, 2009



Marilyn Trout
Director

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Joe Manchin III
Governor

Martha Yeager Walker
Secretary

MEMORANDUM

Date: March 13, 2009
To: Molly Jordan, Inspector General
From: Marilyn Trout, Director
Division of Quality Control
Subject: **WV WORKS Quality Control Report FFY 2008**
<http://intranet.wvdhhr.org/reports.htm>

The WV WORKS Report for Federal Fiscal Year 2008 has been completed and is attached. Federal sanctions based on error rates no longer apply to public assistance programs beginning in FFY 1997. This report will provide information regarding **Quality Control** findings for purposes of assisting management staff in their **corrective action** planning. Since **corrective action** planning is necessary for all errors, the payment error rate is figured using Underpayments, as well as Overpayments, and Ineligible payments.

Our dollar error rate was:	This year	Last year
Payment Error Rate	4.68%	3.15%
Agency Payment Error Rate	27.8%	59.4%
Client Payment Error Rate	72.2%	40.6%

The four principal causes of payment errors were:

1. Unearned Income - 32.2%
2. Earned Income - 13.6%
3. Household Composition - 21.2%
4. Bank Accounts - 9.0%

Molly Jordan
WV WORKS Annual Report-Page 2
March 13, 2009

This report will be shared with appropriate staff. The responsibility for **corrective action** is with the Office of the Commissioner, Bureau for Children and Families, Planning and Quality Improvement. However, the *Office of Inspector General, Division of Quality Control* staff is available to discuss this report with interested individuals and provide any assistance possible.

If you have any questions or need more information, please let me know.

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Executive Summary

The Personal Responsibility and Work Opportunity Act Of 1996 (aka, Welfare Reform) removed the federal requirement for states to conduct a Quality Control program in the **WV WORKS** Program. Fiscal sanctions based on payment error rates no longer apply to this program beginning with FY 1997. Although not federally required, the agency made the decision to continue with payment accuracy reviews to help ensure the integrity of the **WV WORKS** Program.

Quality Control sampled 322 **WV WORKS** cases for this fiscal year (approximately 27 cases per month) and completed 286 cases totaling \$80,648 in paid benefits. The 36 cases not reviewed represent cases in which the families moved out of state or the client refused to cooperate.

It is important to keep in mind that Quality Control data is a collection of facts drawn from all 286 cases. **Statistical conclusions are most valid only when applied on a statewide basis.** With this in mind, findings for each county office can be found on page 9. Findings for the regions and districts can be found on pages 10 and 11. The county and district findings for the last three years can be found on pages 12 and 13. The number of case samples for individual offices is small; therefore, the reliability of the data enables only general conclusions and trend identification.

The state reported *Payment* error rate for FY 2008 is 4.68 percent. This error rate represents an increase from the 3.15 percent error rate reported for FY 2007. As indicated earlier, the federal **Quality Control** requirement has been removed as well as the sanctions associated with these requirements. However, it is important to identify the costs of the errors for Corrective Action Planning.

WV WORKS expenditures for FFY 2008:	\$31,085,863
<i>Payments in error (4.68%):</i>	\$ 1,454,818

Given the **WV WORKS** expenditures for FY 2008, we estimate the dollar amount of expenditures issued in error to be \$1,454,818. The analysis that follows takes a closer look at the type of errors, how they occur and how they might be prevented. Underpayments do not represent misspent funds, but they do indicate that mistakes have been made in the amount of payment to **WV WORKS** recipients. Therefore, underpayments are included in the error rate calculation. Ensuring that recipients receive the correct amount of benefits is one of the goals of Quality Control and Payment Accuracy.

Trends in the Payment Error Rate

The **WV WORKS** payment error rate increased from 3.15% for FY 2007 to 4.68% for FY 2008. The following table compares the leading error elements for FY 2008 to that of FY 2006 and FY 2007.

The *Average Annual Cost (AAC)* in the chart below is figured based on:

- (1) the 3-year Error Dollars of a particular Element (X);
- (2) the 3-year Total Amount Reviewed where Y equals \$232,756;
- (3) the 3-year Average Total Expenditure where Z equals \$34,338,879.

Ex: Step 1: X divided by Y = N (3-year Payment Error %)
 Step 2: Z multiplied by N = Average Annual Cost (AAC)

Element	Error Dollars			(X)	(AAC)	Element's 3yr % of Error Cost
	FY 06	FY 07	FY 08	Error Dollars 3 yr	Average Annual Cost	
Non-Financial	\$1,683	\$ 563	\$ 1,403	\$3,649	\$ 538,343	37.7%
Assets	\$ 301	\$ 0	\$ 340	\$ 641	\$ 94,568	6.6%
Earned Income	\$ 842	\$ 264	\$ 514	\$1,620	\$ 239,001	16.7%
Unearned Inc	\$ 786	\$ 921	\$ 1,214	\$2,921	\$ 430,940	30.2%
Computation	\$ 0	\$ 556	\$ 301	\$ 857	\$ 126,435	8.8%

Each element's 3-year Error Cost percentage is figured based on the Total Cost of Leading Errors (\$9,688) for FY 2006 - FY 2008. The graph on page 5 recaps the percentages as follows:

1. **Non-Financial** errors at **37.7%** are the largest contributor to our error rate for this time period. (\$3,649 ÷ \$9,688)
2. **Unearned Income** errors rank at **30.2%** as second largest contributor to our error rate for this time period. (\$2,921 ÷ \$9,688)
3. **Earned Income** errors rank third at **16.7%** in leading causes of errors for this time period. (\$1,620 ÷ \$9,688)
4. **Computation** errors at **8.8%** rank as the fourth leading cause of errors for this time period. (\$857 ÷ \$9,688)
5. **Asset** errors at **6.6%** rank fifth in leading causes of errors for this time period. (\$641 ÷ \$9,688)

◆ **Causes of Errors:**

The Agency was responsible for 28.6% of case errors and 27.8% of the error costs. Clients were responsible for 71.4% of case errors and 72.2% of the error costs. Intentional Misrepresentation of facts by Clients is attributed to 42.9% of these case errors and 46.6% of the error costs.

◆ **When errors occur:**

Findings show 66.7% of the errors occurred during or persisted through the last case action (application or redetermination), while 33.3% of the errors were due to changes between eligibility determinations. This indicates a need for more thorough case actions.

The Agency was responsible for 28.6% of the errors during case actions, and 28.6% of the errors between case actions. Clients were responsible for 71.4% of the errors during case actions, and 71.4% of the errors between case actions. Client errors during case actions accounted for the largest percentage of all errors at 47.6%.

◆ **Miscellaneous:**

The graph on page 4 shows the case and payment error rates in West Virginia since FY 2002.

The graph on page 5 shows leading causes of errors for FFY 2006 - FFY 2008.

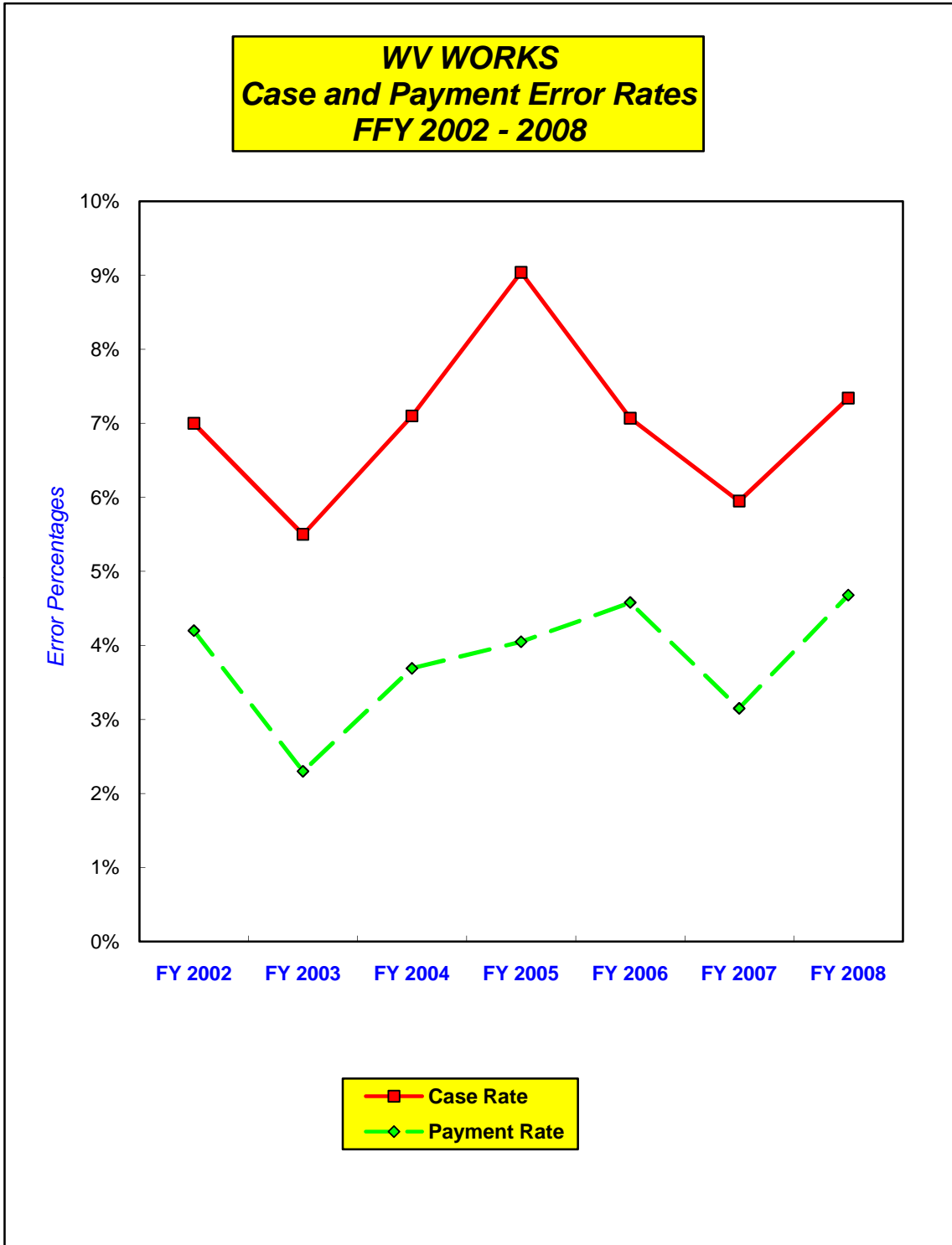
The graph on page 6 charts the error prone elements and the relation of Payment and Case percentages.

The pie charts on page 7 show Agency/Client errors for FY 2008.

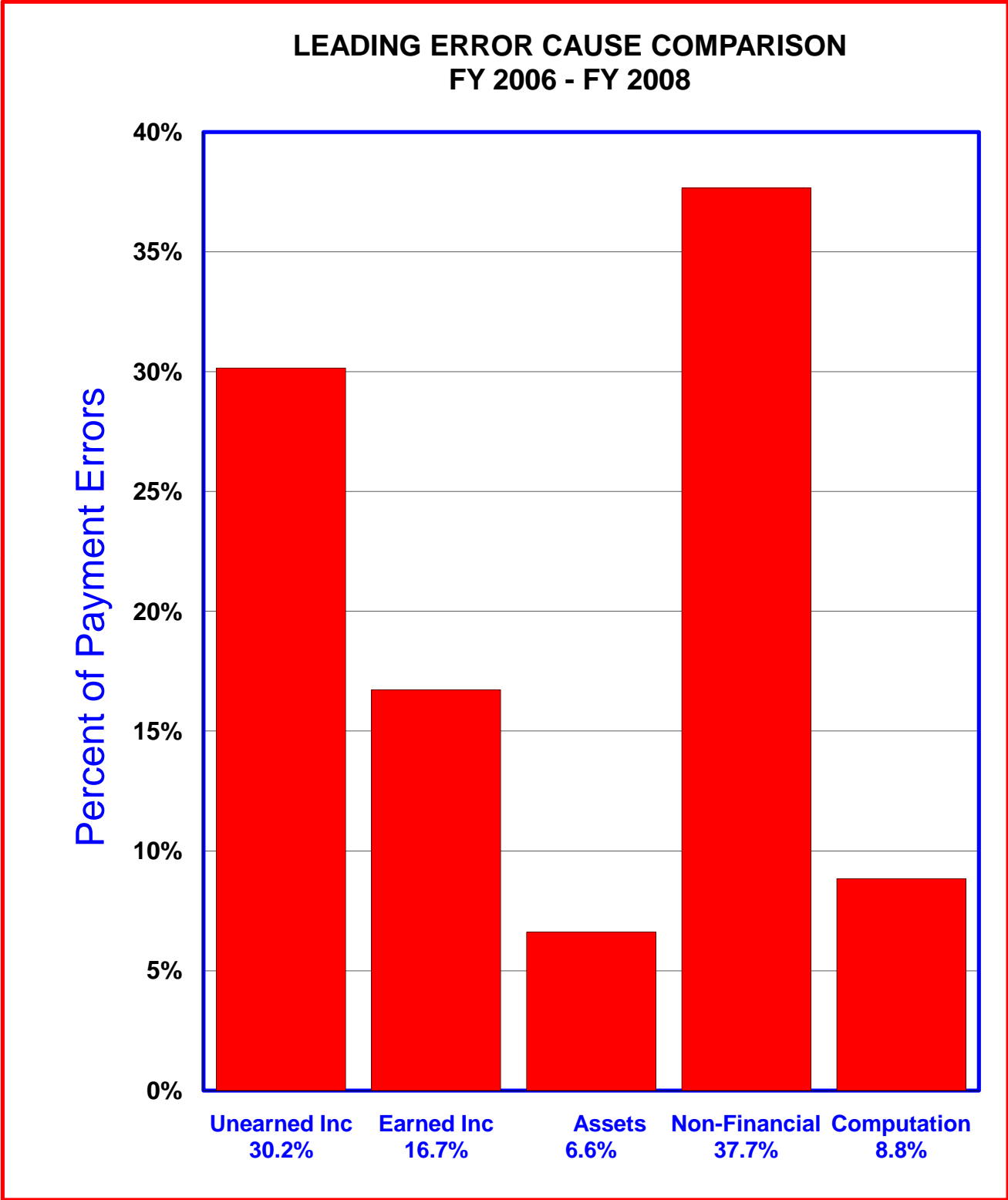
Quality Control findings for county, region, and districts can be found on pages 9 - 13. A map on page 8 shows the county payment error rates, by group, for FFY 2008.

Note: These county, region, and district statistics are provided for purposes of payment accuracy and are not intended to represent a valid county, region or district error rate. Quality Control error rate findings are accurate only when considered on a statewide basis for an entire Fiscal year.

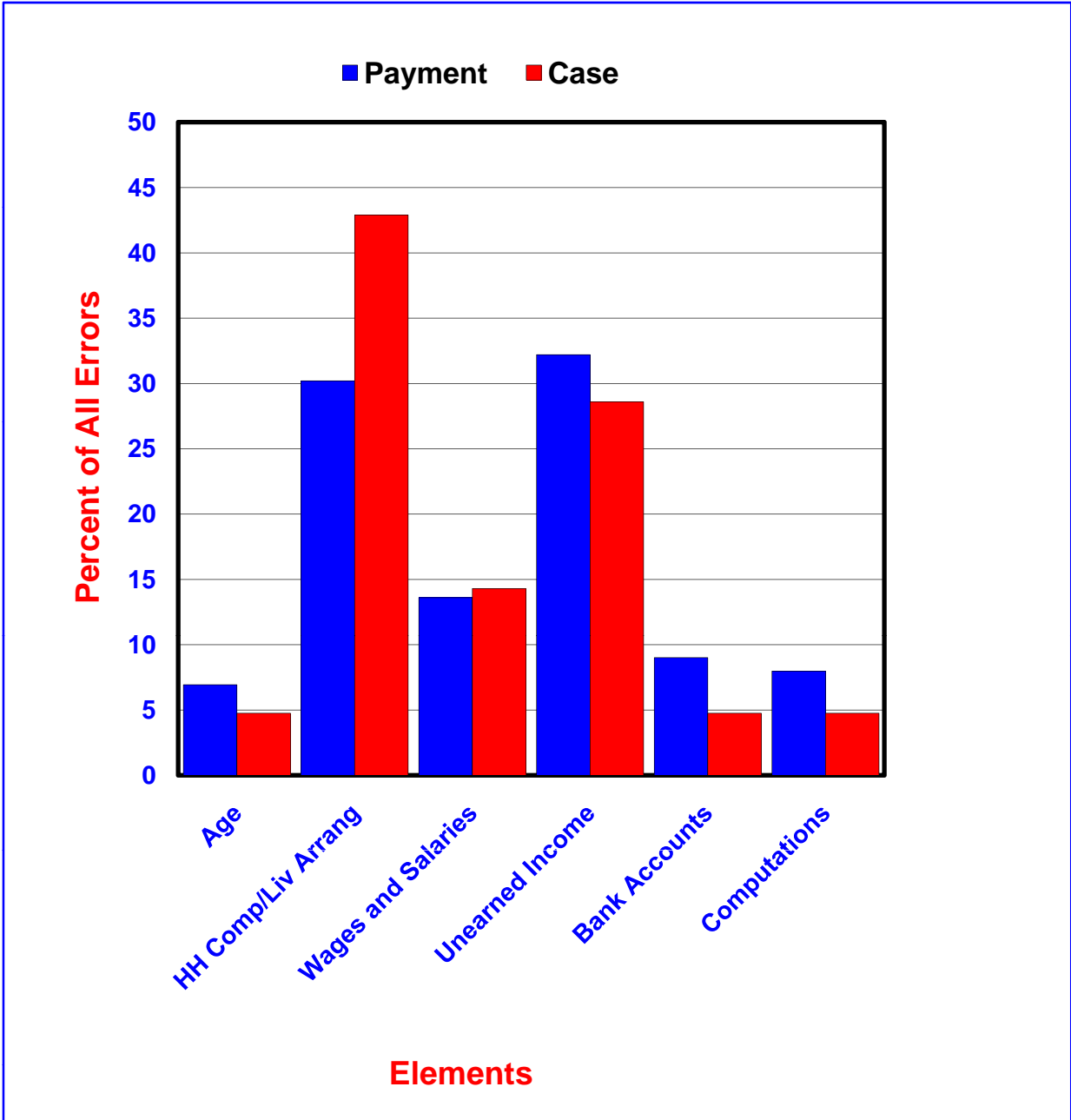
West Virginia Department of Health and Human Resources
Office of Inspector General
Quality Control Unit



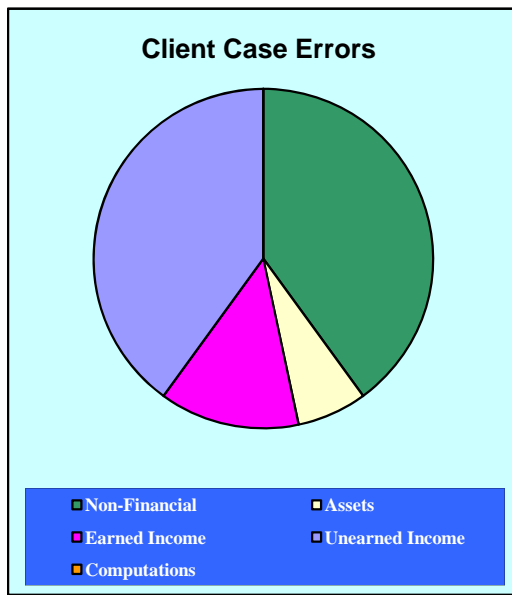
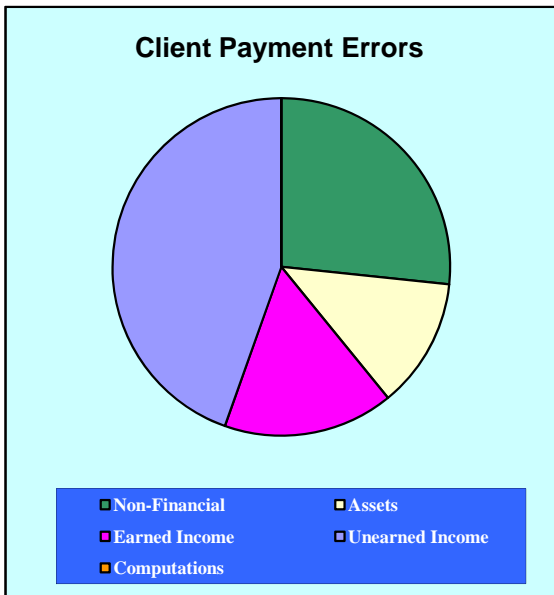
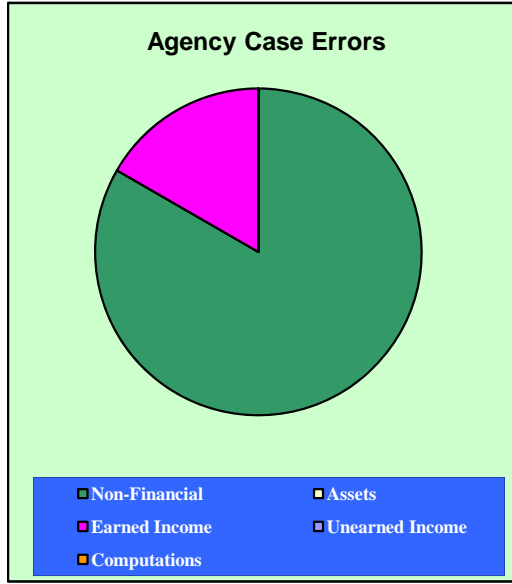
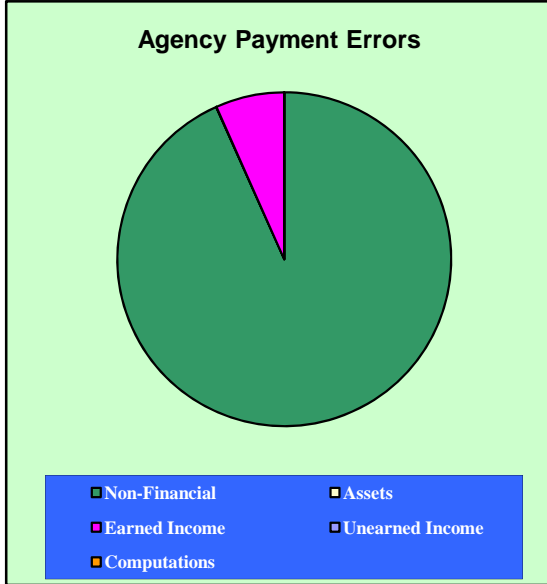
WV WORKS Leading Error Cause Comparison
Percent of Error Costs
FY2006 - FY2008



WV WORKS Error Prone Elements: FFY 2008



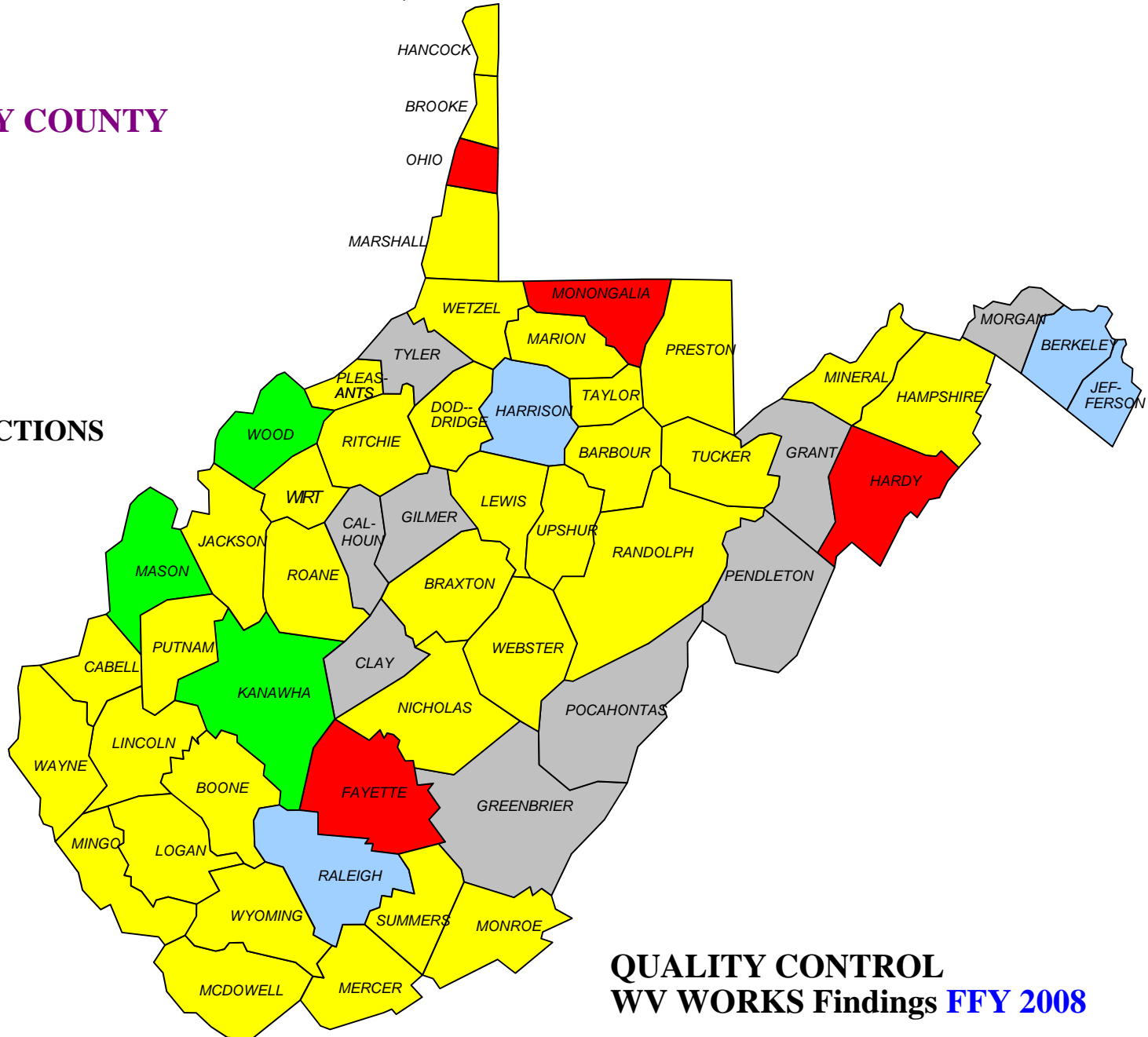
WV WORKS Agency Errors - Major Error Elements: FY 2008



OFFICE OF INSPECTOR GENERAL
DIVISION OF QUALITY CONTROL

ERROR RATE BY COUNTY

- 4% and UNDER
- 4.1% to 10%
- 10.1% to 15%
- OVER 15%
- NO CASE SELECTIONS



QUALITY CONTROL
WV WORKS Findings FFY 2008

WV WORKS Error Rates by County FY 2008

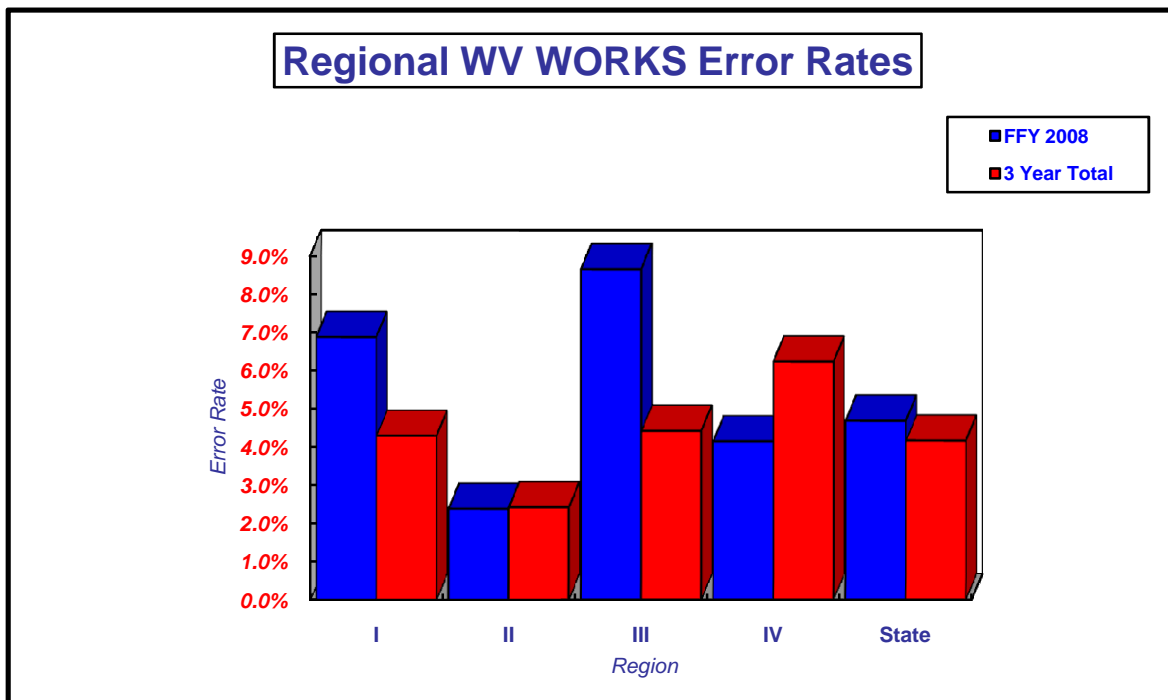
County	Cases	Case Errors	Case Error %	Payment	Error Payment	Payment Error %
01 Barbour	4	0	0.0%	\$1,087	\$0	0.0%
02 Berkeley	15	2	13.3%	\$4,193	\$563	13.4%
03 Boone	3	0	0.0%	\$864	\$0	0.0%
04 Braxton	3	0	0.0%	\$750	\$0	0.0%
05 Brooke	3	0	0.0%	\$724	\$0	0.0%
06 Cabell	26	1	3.8%	\$7,401	\$113	1.5%
07 Calhoun	0	0	----	\$0	\$0	----
08 Clay	0	0	----	\$0	\$0	----
09 Doddridge	2	0	0.0%	\$524	\$0	0.0%
10 Fayette	6	1	16.7%	\$1,969	\$301	15.3%
11 Gilmer	0	0	----	\$0	\$0	----
12 Grant	0	0	----	\$0	\$0	----
13 Greenbrier	0	0	----	\$0	\$0	----
14 Hampshire	2	0	0.0%	\$524	\$0	0.0%
15 Hancock	4	0	0.0%	\$1,116	\$0	0.0%
16 Hardy	2	1	50.0%	\$570	\$340	59.6%
17 Harrison	9	1	11.1%	\$2,679	\$314	11.7%
18 Jackson	2	0	0.0%	\$646	\$0	0.0%
19 Jefferson	7	1	14.3%	\$2,068	\$262	12.7%
20 Kanawha	33	4	12.1%	\$9,670	\$456	4.7%
21 Lewis	3	0	0.0%	\$825	\$0	0.0%
22 Lincoln	3	0	0.0%	\$786	\$0	0.0%
23 Logan	9	0	0.0%	\$2,329	\$0	0.0%
24 Marion	5	0	0.0%	\$1,522	\$0	0.0%
25 Marshall	6	0	0.0%	\$1,597	\$0	0.0%
26 Mason	6	1	16.7%	\$1,811	\$170	9.4%
27 Mercer	23	3	13.0%	\$6,370	\$244	3.8%
28 Mineral	4	0	0.0%	\$1,165	\$0	0.0%
29 Mingo	7	0	0.0%	\$1,995	\$0	0.0%
30 Monongalia	6	2	33.3%	\$1,697	\$290	17.1%
31 Monroe	2	0	0.0%	\$563	\$0	0.0%
32 Morgan	0	0	----	\$0	\$0	----
33 McDowell	14	0	0.0%	\$4,130	\$0	0.0%
34 Nicholas	1	0	0.0%	\$340	\$0	0.0%
35 Ohio	3	1	33.3%	\$825	\$301	36.5%
36 Pendleton	0	0	----	\$0	\$0	----
37 Pleasants	1	0	0.0%	\$120	\$0	0.0%
38 Pocahontas	0	0	----	\$0	\$0	----
39 Preston	2	0	0.0%	\$470	\$0	0.0%
40 Putnam	9	0	0.0%	\$2,195	\$0	0.0%
41 Raleigh	11	2	18.2%	\$3,109	\$379	12.2%
42 Randolph	3	0	0.0%	\$903	\$0	0.0%
43 Ritchie	1	0	0.0%	\$301	\$0	0.0%
44 Roane	2	0	0.0%	\$472	\$0	0.0%
45 Summers	8	0	0.0%	\$2,369	\$0	0.0%
46 Taylor	3	0	0.0%	\$1,022	\$0	0.0%
47 Tucker	2	0	0.0%	\$299	\$0	0.0%
48 Tyler	0	0	----	\$0	\$0	----
49 Upshur	1	0	0.0%	\$340	\$0	0.0%
50 Wayne	10	0	0.0%	\$2,971	\$0	0.0%
51 Webster	2	0	0.0%	\$418	\$0	0.0%
52 Wetzel	4	0	0.0%	\$1,087	\$0	0.0%
53 Wirt	1	0	0.0%	\$180	\$0	0.0%
54 Wood	5	1	20.0%	\$1,361	\$39	2.9%
55 Wyoming	8	0	0.0%	\$2,291	\$0	0.0%
Total	286	21	7.3%	\$80,648	\$3,772	4.7%

WV WORKS Error Rates by Region FFY 2008

Region	Cases	Case Errors	Case Error %	Payment	Error Payment	Payment Error %
I	50	5	10.0%	\$13,733	\$944	6.9%
II	110	6	5.5%	\$31,140	\$739	2.4%
III	48	4	8.3%	\$13,466	\$1,165	8.7%
IV	78	6	7.7%	\$22,309	\$924	4.1%
Total	286	21	7.3%	\$80,648	\$3,772	4.7%

WV WORKS Error Rates by Region FFY 2006-2008

Region	Cases	Case Errors	Case Error %	Payment	Error Payment	Payment Error %
I	165	12	7.3%	\$43,287	\$1,856	4.3%
II	308	15	4.9%	\$86,231	\$2,078	2.4%
III	135	8	5.9%	\$37,250	\$1,644	4.4%
IV	244	23	9.4%	\$65,988	\$4,110	6.2%
Total	852	58	6.8%	\$232,756	\$9,688	4.2%



WV WORKS Findings by District FY 2008

District	Cases	Case Errors	Case Error %	Payment	Error Payment	Payment Error %
Region I						
Brooke/Hancock/Ohio	10	1	10.0%	\$2,665	\$301	11.3%
Calhoun/Gilmer/Wirt	1	0	0.0%	\$180	\$0	0.0%
Harrison	9	1	11.1%	\$2,679	\$314	11.7%
Marion/Monongalia	11	2	18.2%	\$3,219	\$290	9.0%
Ritchie/Pleasants/Doddridge	4	0	0.0%	\$945	\$0	0.0%
Tyler/Wetzel/Marshall	10	0	0.0%	\$2,684	\$0	0.0%
Wood	5	1	20.0%	\$1,361	\$39	2.9%
Region II						
Boone	3	0	0.0%	\$864	\$0	0.0%
Cabell	26	1	3.8%	\$7,401	\$113	1.5%
Jackson/Roane/Mason	10	1	10.0%	\$2,929	\$170	5.8%
Kanawha	33	4	12.1%	\$9,670	\$456	4.7%
Lincoln	3	0	0.0%	\$786	\$0	0.0%
Logan	9	0	0.0%	\$2,329	\$0	0.0%
Mingo	7	0	0.0%	\$1,995	\$0	0.0%
Putnam	9	0	0.0%	\$2,195	\$0	0.0%
Wayne	10	0	0.0%	\$2,971	\$0	0.0%
Region III						
Barbour/Taylor/Preston	9	0	0.0%	\$2,579	\$0	0.0%
Berkeley/Jefferson/Morgan	22	3	13.6%	\$6,261	\$825	13.2%
Grant/Hardy/Pendleton	2	1	50.0%	\$570	\$340	59.6%
Hampshire/Mineral	6	0	0.0%	\$1,689	\$0	0.0%
Lewis/Upshur	4	0	0.0%	\$1,165	\$0	0.0%
Randolph/Tucker	5	0	0.0%	\$1,202	\$0	0.0%
Region IV						
Braxton/Clay	3	0	0.0%	\$750	\$0	0.0%
Fayette	6	1	16.7%	\$1,969	\$301	15.3%
Grbr/Mon/Pocah/Summers	10	0	0.0%	\$2,932	\$0	0.0%
McDowell	14	0	0.0%	\$4,130	\$0	0.0%
Mercer	23	3	13.0%	\$6,370	\$244	3.8%
Nicholas/Webster	3	0	0.0%	\$758	\$0	0.0%
Raleigh	11	2	18.2%	\$3,109	\$379	12.2%
Wyoming	8	0	0.0%	\$2,291	\$0	0.0%
Totals	286	21	7.3%	\$80,648	\$3,772	4.7%

WV WORKS Error Rate by County FY 2006 -- 2008

County	Cases	Case Errors	Case Error %	Payment	Error Payment	Payment Error %
01 Barbour	7	0	0.0%	\$1,970	\$0	0.0%
02 Berkeley	41	3	7.3%	\$11,177	\$628	5.6%
03 Boone	18	1	5.6%	\$5,253	\$261	5.0%
04 Braxton	9	3	33.3%	\$2,635	\$866	32.9%
05 Brooke	9	0	0.0%	\$2,186	\$0	0.0%
06 Cabell	54	4	7.4%	\$15,189	\$328	2.2%
07 Calhoun	1	0	0.0%	\$315	\$0	0.0%
08 Clay	3	1	33.3%	\$786	\$96	12.2%
09 Doddridge	6	0	0.0%	\$1,608	\$0	0.0%
10 Fayette	24	3	12.5%	\$6,404	\$693	10.8%
11 Gilmer	1	0	0.0%	\$33	\$0	0.0%
12 Grant	1	0	0.0%	\$40	\$0	0.0%
13 Greenbrier	10	0	0.0%	\$2,650	\$0	0.0%
14 Hampshire	12	0	0.0%	\$3,422	\$0	0.0%
15 Hancock	16	0	0.0%	\$4,091	\$0	0.0%
16 Hardy	2	1	50.0%	\$570	\$340	59.6%
17 Harrison	23	3	13.0%	\$6,377	\$569	8.9%
18 Jackson	7	0	0.0%	\$1,836	\$0	0.0%
19 Jefferson	18	1	5.6%	\$5,055	\$262	5.2%
20 Kanawha	93	7	7.5%	\$26,436	\$896	3.4%
21 Lewis	8	0	0.0%	\$1,999	\$0	0.0%
22 Lincoln	14	0	0.0%	\$3,637	\$0	0.0%
23 Logan	23	0	0.0%	\$5,944	\$0	0.0%
24 Marion	16	0	0.0%	\$4,660	\$0	0.0%
25 Marshall	21	2	9.5%	\$5,906	\$524	8.9%
26 Mason	23	2	8.7%	\$6,902	\$470	6.8%
27 Mercer	58	7	12.1%	\$15,482	\$1,021	6.6%
28 Mineral	8	0	0.0%	\$2,122	\$0	0.0%
29 Mingo	26	1	3.8%	\$7,348	\$123	1.7%
30 Monongalia	12	2	16.7%	\$3,333	\$290	8.7%
31 Monroe	4	1	25.0%	\$978	\$169	17.3%
32 Morgan	6	1	16.7%	\$1,692	\$262	15.5%
33 McDowell	37	0	0.0%	\$10,380	\$0	0.0%
34 Nicholas	10	1	10.0%	\$2,616	\$39	1.5%
35 Ohio	11	1	9.1%	\$2,826	\$301	10.7%
36 Pendleton	1	0	0.0%	\$262	\$0	0.0%
37 Pleasants	3	0	0.0%	\$341	\$0	0.0%
38 Pocahontas	2	0	0.0%	\$524	\$0	0.0%
39 Preston	11	1	9.1%	\$3,363	\$76	2.3%
40 Putnam	16	0	0.0%	\$4,103	\$0	0.0%
41 Raleigh	35	5	14.3%	\$9,435	\$894	9.5%
42 Randolph	7	0	0.0%	\$2,038	\$0	0.0%
43 Ritchie	6	0	0.0%	\$1,870	\$0	0.0%
44 Roane	3	0	0.0%	\$698	\$0	0.0%
45 Summers	14	1	7.1%	\$4,078	\$70	1.7%
46 Taylor	5	1	20.0%	\$1,567	\$76	4.9%
47 Tucker	2	0	0.0%	\$299	\$0	0.0%
48 Tyler	2	0	0.0%	\$501	\$0	0.0%
49 Upshur	6	0	0.0%	\$1,674	\$0	0.0%
50 Wayne	31	0	0.0%	\$8,885	\$0	0.0%
51 Webster	7	0	0.0%	\$1,528	\$0	0.0%
52 Wetzel	12	0	0.0%	\$3,053	\$0	0.0%
53 Wirt	1	0	0.0%	\$180	\$0	0.0%
54 Wood	25	4	16.0%	\$6,007	\$172	2.9%
55 Wyoming	31	1	3.2%	\$8,492	\$262	3.1%
Total	852	58	6.8%	\$232,756	\$9,688	4.2%

WV WORKS Findings by District FY2006 -- 2008

District	Cases	Case Errors	Case Error %	Payment	Error Payment	Payment Error %
Region I						
Brooke/Hancock/Ohio	36	1	2.8%	\$9,103	\$301	3.3%
Calhoun/Gilmer/Wirt	3	0	0.0%	\$528	\$0	0.0%
Harrison	23	3	13.0%	\$6,377	\$569	8.9%
Marion/Monongalia	28	2	7.1%	\$7,993	\$290	3.6%
Pleasants/Ritchie/Doddridge	15	0	0.0%	\$3,819	\$0	0.0%
Tyler/Wetzel/Marshall	35	2	5.7%	\$9,460	\$524	5.5%
Wood	25	4	16.0%	\$6,007	\$172	2.9%
Region II						
Boone	18	1	5.6%	\$5,253	\$261	5.0%
Cabell	54	4	7.4%	\$15,189	\$328	2.2%
Jackson/Roane/Mason	33	2	6.1%	\$9,436	\$470	5.0%
Kanawha	93	7	7.5%	\$26,436	\$896	3.4%
Lincoln	14	0	0.0%	\$3,637	\$0	0.0%
Logan	23	0	0.0%	\$5,944	\$0	0.0%
Mingo	26	1	3.8%	\$7,348	\$123	1.7%
Putnam	16	0	0.0%	\$4,103	\$0	0.0%
Wayne	31	0	0.0%	\$8,885	\$0	0.0%
Region III						
Barbour/Taylor/Preston	23	2	8.7%	\$6,900	\$152	2.2%
Berkeley/Jefferson/Morgan	65	5	7.7%	\$17,924	\$1,152	6.4%
Grant/Hardy/Pendleton	4	1	25.0%	\$872	\$340	39.0%
Hampshire/Mineral	20	0	0.0%	\$5,544	\$0	0.0%
Lewis/Upshur	14	0	0.0%	\$3,673	\$0	0.0%
Randolph/Tucker	9	0	0.0%	\$2,337	\$0	0.0%
Region IV						
Braxton/Clay	12	4	33.3%	\$3,421	\$962	28.1%
Fayette	24	3	12.5%	\$6,404	\$693	10.8%
Grbr/Mon/Pocah/Summers	30	2	6.7%	\$8,230	\$239	2.9%
McDowell	37	0	0.0%	\$10,380	\$0	0.0%
Mercer	58	7	12.1%	\$15,482	\$1,021	6.6%
Nicholas/Webster	17	1	5.9%	\$4,144	\$39	0.9%
Raleigh	35	5	14.3%	\$9,435	\$894	9.5%
Wyoming	31	1	3.2%	\$8,492	\$262	3.1%
Totals	852	58	6.8%	\$232,756	\$9,688	4.2%

Analysis of Quality Control Findings

◆ Cause of WV WORKS Errors

The following causes of errors were identified as Agency Errors and are important in management's corrective action planning:

Error Cause	% of total Agency Errors
Misapplied Policy	33.4%
Failure to Take Action	50%
Other	16.6%

Although client errors are sometimes unavoidable, causes of client errors are still important to review for purposes of management's corrective action planning.

Error Cause	% of total Client Errors
Unreported change	100%
Incorrect information reported	0%

Nine (9) of the fifteen (15) client errors were reported as Misrepresentation and referred to Investigations and Fraud Management (IFM).

◆ Discovery of WV WORKS Errors

The following chart provides information on how the QC Reviewer Discovered the WV WORKS error:

ELEMENT	% of Total Error Cases
Case Record	34%
Recipient Interview	31%
Collateral Resources	35%

◆ Error Characteristics for WORKS Errors

The following chart depicts case characteristics determined to be the most error prone for WV WORKS in FFY 2008:

CHARACTERISTIC	MOST ERROR PRONE
Type of Most Recent Action	Application
Time Since Most Recent Action	4 Months - 7 Months
Size of the Assistance Payment	\$300-\$399
Shelter Arrangement	Renting
Assistance Group	Child only Cases
Income in Budget Group	Earned Income

◆ Error Elements for WV WORKS Errors

The following chart defines the specifics of the elements in error which were reported for WORKS FY 2008:

ELEMENT	MOST ERROR PRONE
Basic Program Requirements	Household Composition
Earned Income	Wages and Salaries
Unearned Income	Social Security Benefits (RSDI)
Resources	Bank Accounts

Analysis of Quality Control Findings on Negative Cases

Quality Control conducts regular reviews on denied and terminated actions. For FY 2008, we selected 189 cases. We found 157 cases to be correct and we cited three (3) errors. The 29 cases not reviewed represent cases not subject to review. The three (3) errors cited are as follows:

QC REVIEW #	CAUSE OF ERROR
33561	Incorrect anticipation of earned income
31997	Incorrect anticipation of earned income
32424	No home visit before third sanction

Emphasis of Review Findings

As the **Division of Quality Control** analyzed the data collected, we compiled the information that was emphasized from our review findings. This information is listed below and is intended to assist with corrective action planning at all levels of management and serves as a reminder of error prone situations in the **WV WORKS** Program.

- Identification of training needs of workers, error findings emphasize the need for:
 - (a) Careful interviewing for Household Composition
 - (b) Careful interviewing for Sources of Income
 - (c) Anticipation and recording of determination of countable *income*
 - (d) Careful review of eligibility calculations prior to confirmation of benefits
 - (e) Use of case comments (CMCC & CMIC)
 - (f) Careful use of RAPIDS in coding and follow-up for work-around and override situations.

- Error findings emphasize the need for Supervisory review of cases for the following error prone elements:
 - (a) Household composition
 - (b) Earned income
 - (c) *Unearned income*
 - (d) *Arithmetic/calculations*
 - (e) Bank Accounts