

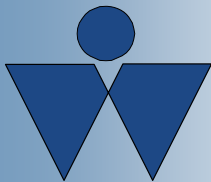


## Office of Inspector General Quality Control

### Quality Control Annual Report

#### SNAP Benefits

FY 2008



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*Completed: February 13, 2009*



Joe Manchin III  
Governor

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Martha Yeager Walker  
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***MEMORANDUM***

**Date:** February 13, 2009  
**To:** Molly Jordan, Inspector General  
**From:** Marilyn Trout, Director, Quality Control  
**Subject:** **SNAP Quality Control Report Fiscal Year 2008**

Attached is your copy of the SNAP report for Fiscal Year 2008. This report is intended to provide information for management and to help with West Virginia's corrective action program.

The error rate:	FY 2008	FY 2007
Sanction Error Rate	7.2%	9.1%
Agency Errors	41.2%	44.7%
Client Errors	58.8%	55.3%

Pending validation from USDA, it appears this error rate will exceed the national average. Fiscal penalties could result.

The four principal causes of errors were:

1. Earned Income - 39 percent of all errors.
2. Unearned Income (all types) - 17 percent of all errors.
3. Deductions - 18 percent of all errors.
4. Assets – 16 percent of all errors.

While the responsibility for corrective action is with the Office of Planning and Quality Improvement in the Bureau for Children and Families, Quality Control staff is available to discuss this report with interested individuals.

This report will be posted on the DHHR intranet at the Management Reports section. The address is: <http://intranet.wvdhhr.org>. If you have any questions or need more information, please call me at 558-0630.

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## **Executive Summary**

The Quality Control process is designed by the Food and Nutrition Service of the United States Department of Agriculture based on Federal Regulations. A statistically valid sampling plan and rigorous standards to ensure unbiased, impartial findings are included to support integrity in this process. The Division of Quality Control must follow these strict procedures. The FNS Regional Quality Control staff monitors our work by drawing a monthly sample combined with an annual, on-site management review.

For FY 2008, we completed 959 of the 1110 sampled SNAP cases for the year. The 151 cases not reviewed represent cases Not Subject to Review due to Oversampling, Cases Listed in Error, Disaster Cases, Cases Pending a Hearing, Intentional Program Violation Cases, Deceased Household Member; Household Moved out of State, Household Unable to be Interviewed. The graph on page 2 illustrates our sample distribution.

It is important to keep in mind the Quality Control data is a collection of facts drawn from these 959 cases and conclusions are most valid when applied on a **statewide basis only**.

For management information, findings for each county office can be found on pages 16 and 19. Findings for the regions can be found on page 17. Findings for the districts can be found on pages 18 and 20. The number of case samples for individual offices is small; therefore, the reliability of the data enables only general conclusions and trend identification. **It is important to note that the district offices share responsibility for case activity with the Customer Service Reporting Center.**

West Virginia's reported error rate for FY 2008 is 7.2 percent. This error rate is lower than the FNS validated 9.59 percent error rate reported for FY 2007. Based upon an annual SNAP issuance of \$303,212,942, we estimate that \$1,819,277 SNAP cases are in error for any given month.

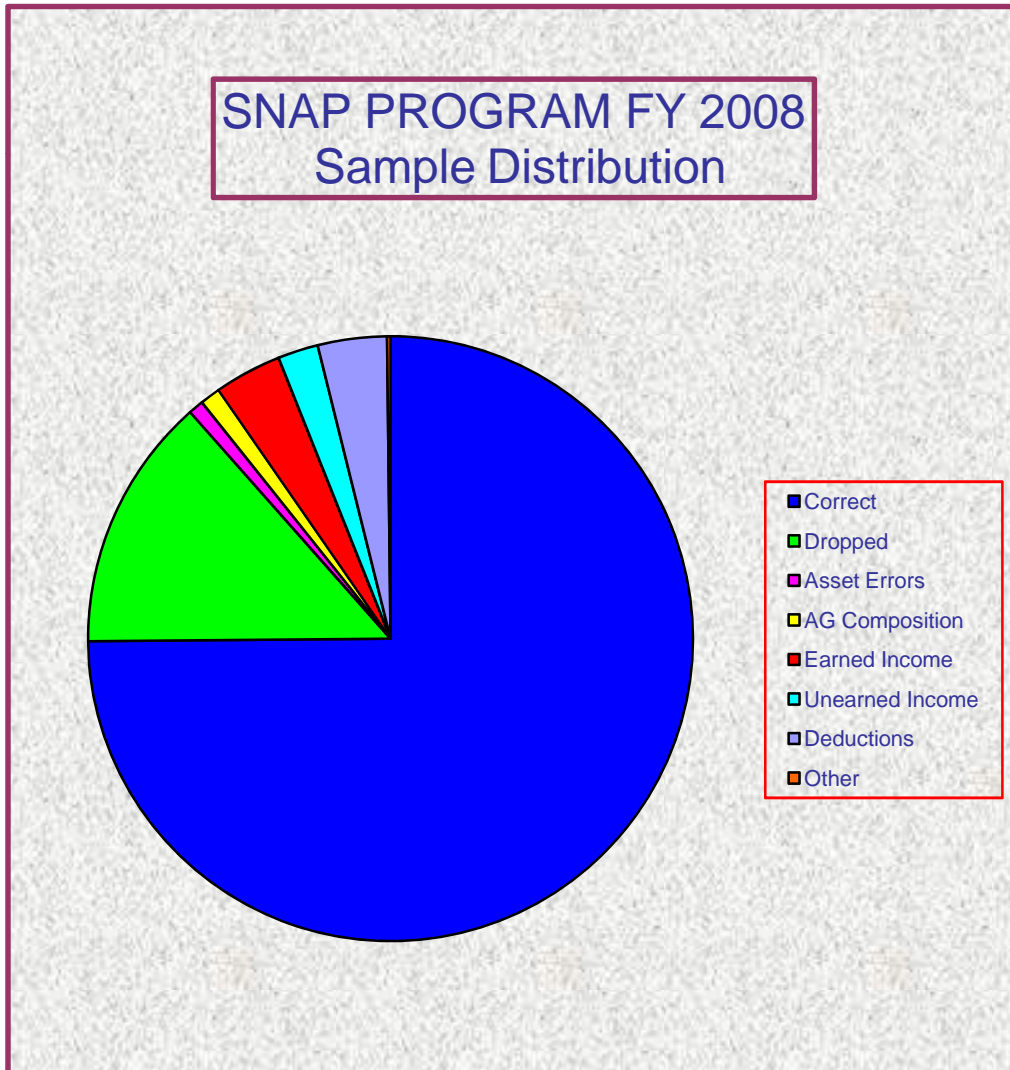
The official FY 2008 error rate will be finalized by the Federal Regional Office after Federal Quality Control reviews of our findings are completed. These will be published by USDA on or around June 30, 2008.

Corrective Action recommendations can be found on page 21 of this report. The final section of this report contains findings related to customer service performance measures.

**OFFICE OF INSPECTOR GENERAL - QUALITY CONTROL**  
**SNAP Program - FY 2008**

**Sample Distribution**

<b>Total Cases</b>	<b>1110</b>
<b>Correct</b>	<b>831</b>
<b>Dropped</b>	<b>151</b>
<b>Asset Errors</b>	<b>9</b>
<b>AG Composition</b>	<b>12</b>
<b>Earned Income</b>	<b>40</b>
<b>Unearned Income</b>	<b>24</b>
<b>Deductions</b>	<b>41</b>
<b>Other</b>	<b>2</b>



## **SNAP Sanction Data History**

The Mickey Leland Memorial Domestic Hunger Relief Act of 1989 governs all sanction liabilities determinations. Beginning FY 2003, the Farm Bill of 2002 established performance measures and bonuses. USDA pays \$48 million in performance bonuses to states that meet specific performance standards or targets. A bonus of \$24 million will be paid to 10 states based on payment accuracy. The 7 states with the lowest payment error rate and the 3 states with the most improved payment error rate share the bonus. The following is a summary of the active error rate since FY 2004.

For FY 2004, we reported an error rate of 6.2 percent prior to federal adjustment. The Federal Regional Office adjusted our error rate to 6.5 percent for this fiscal year. The national average was 5.7 percent.

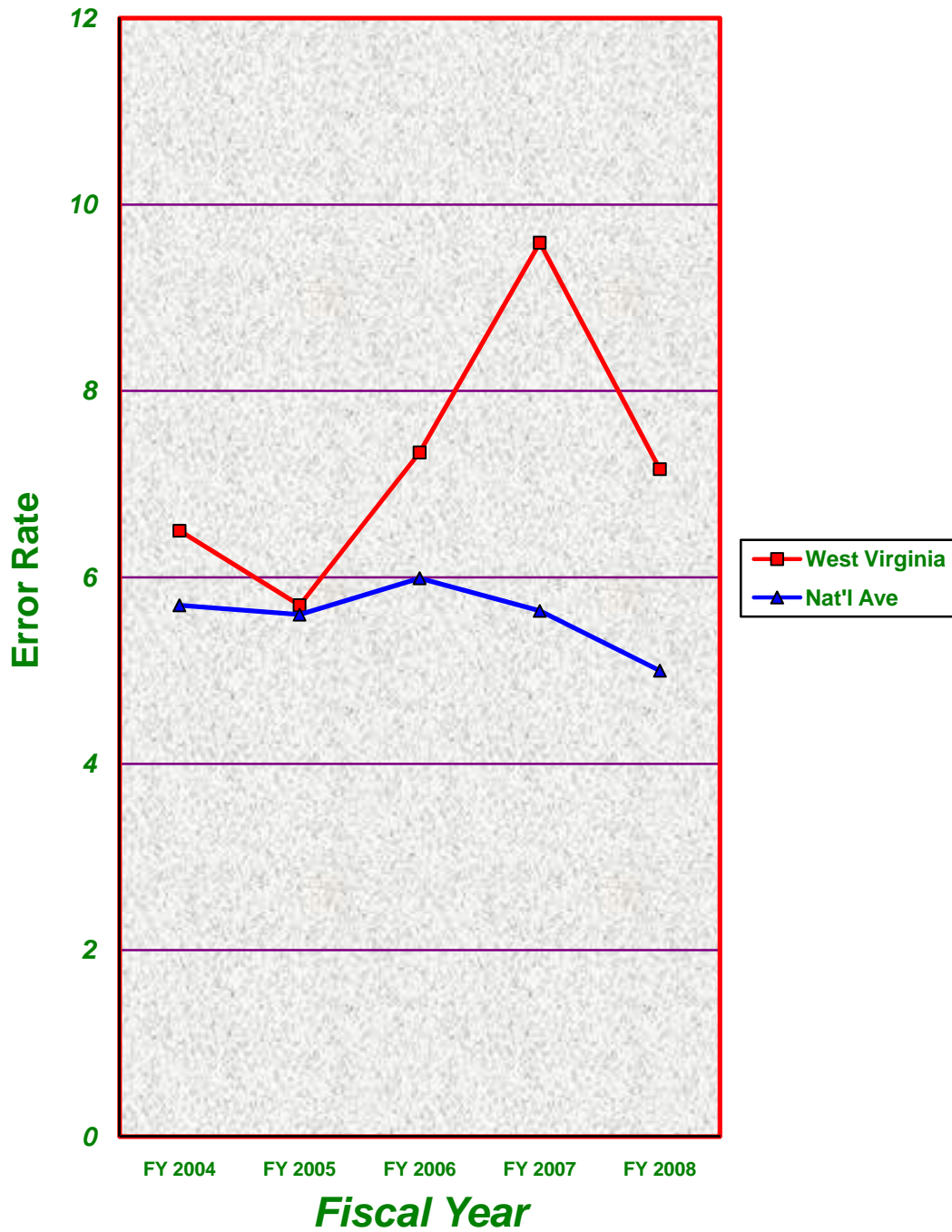
For FY 2005, we reported an error rate of 5.7 percent prior to federal adjustment. The Federal Regional Office adjusted our error rate to 5.9 percent for this fiscal year. The national average was 5.8 percent.

For FY 2006, we reported an error rate of 7.1 percent prior to federal adjustment. The Federal Regional Office adjusted our error rate to 7.34 percent for this fiscal year. The national average was 5.9 percent.

For FY 2007, we reported an error rate of 9.1 percent prior to federal adjustment. The Federal Regional Office adjusted our error rate to 9.59 percent for this fiscal year. The national average was 5.6 percent.

For FY 2008, we are reporting an error rate of 7.2 percent prior to federal adjustment. FNS staff in the Federal Regional Office has projected the national average to around 5 percent for this fiscal year. Given these statistics, West Virginia will likely be sanctioned for this fiscal year.

West Virginia SNAP Program  
Sanction Error Rate  
FY 2004 - 2008



Note: FY 2008 Error Rates have not been validated by FNS as of the date of this report.

## **Recent Trends in the Error Rate**

The FY 2008 SNAP sanction error rate decreased from 9.59 percent for FY 2007 to 7.2 percent as reported prior to federal adjustment. The following is a table of elements with the percent of all errors and annual costs for the last 3 years.

Element	FY06	FY07	FY08	3 yr. Total	Annual Cost
HH Comp. <sup>1</sup>	8.2	12.1	7.0	9.1	\$ 1,966,610
Medical Ded.	3.3	3.5	3.9	3.6	\$ 770,796
Shelter Ded.	8.7	14.2	13.3	12.1	\$ 2,607,739
SUA <sup>2</sup>	1.6	8.5	11.7	7.3	\$ 1,570,406
Child Support	0.8	2.1	1.6	1.5	\$ 324,166
Bank Accounts	7.7	3.5	6.3	5.8	\$ 1,260,647
Property	0.0	4.3	0.0	1.4	\$ 309,759
Earned Income	38.2	26.9	28.1	31.1	\$ 6,713,846
RSDI <sup>3</sup>	5.9	2.8	3.1	3.9	\$ 850,036
UCI <sup>4</sup>	4.2	0.7	5.5	3.5	\$ 749,185
Contributions	3.5	7.1	1.6	4.1	\$ 878,851
SSI <sup>5</sup>	3.6	1.4	4.7	3.2	\$ 698,759

The graph on page 6 shows the top five error elements over the last three years.

Earned income is the largest contributor to our error rate at 31.1% of all errors, which is an annual cost of \$6,713,846. Shelter Deduction is the next largest error element, followed by household composition and standard utility allowance.

<sup>1</sup> *Household Composition*

<sup>2</sup> *Standard Utility Allowance*

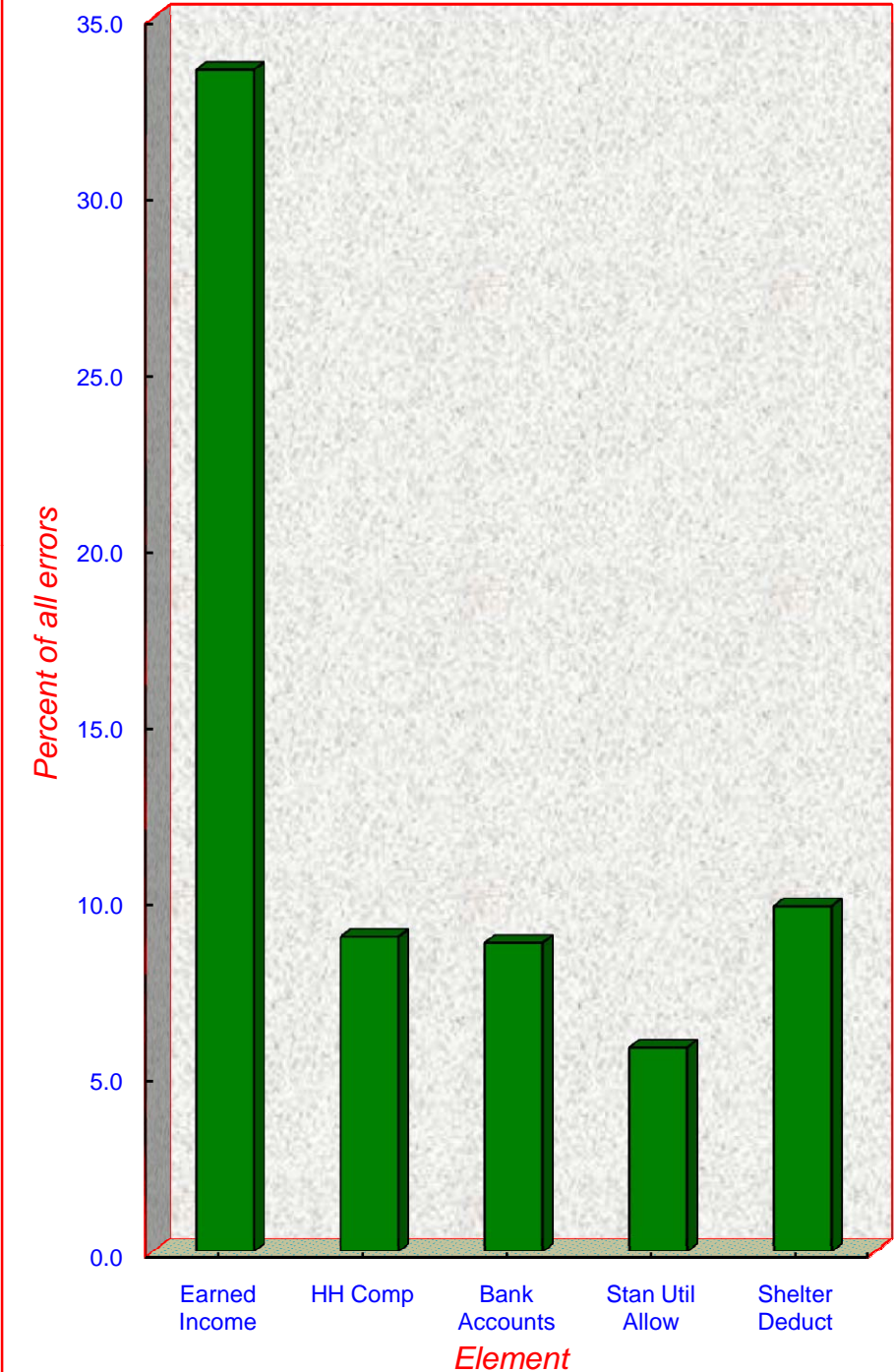
<sup>3</sup> *Retirement, Survivors and Disability Insurance*

<sup>4</sup> *Unemployment Compensation Insurance*

<sup>5</sup> *Supplemental Security Income*

OFFICE OF INSPECTOR GENERAL / QUALITY CONTROL

SNAP PROGRAM  
Leading Error Causes  
FY 2006 - 2008



## **Analysis of Quality Control Findings**

### ***Client and Agency Errors:***

For FY 2008 the ratio of case errors is 52.3 percent agency and 47.7 percent client. For dollar errors, the agency caused 41.2 percent and the client caused 58.8 percent.

For agency errors, four factors of eligibility cause more errors than others:

1. Deductions, specifically Shelter Deduction and Standard Utility Allowance
2. Unearned Income
3. Earned Income
4. Non-Financial, specifically Household Composition

These four elements combine for 50% of all case and 40% of all dollar **agency-caused** errors. Please refer to the pie chart on page 9.

The largest percentage (14.9% of all error dollars) of agency errors occurred when the worker disregarded or did not act on known information. Incorrect application of policy accounted for 10.4% of all errors. Please refer to page 10 for more information about **agency-caused** errors.

For client errors, four factors of eligibility cause more errors than others:

1. Earned Income
2. Deductions, specifically Shelter Deduction and Standard Utility Allowance
3. Assets, specifically Bank Accounts
4. Non-Financial, specifically Household Composition

These four elements combine for 44% of all case and 55% of all dollar **client-caused** errors. Please refer to the pie chart on page 11.

The largest cause of client errors (33.9% of all error dollars) resulted from *Intentional* misrepresentation. *Unintentional* misrepresentation occurred in 24.8% of all errors. Please refer to page 12 for more information about **client-caused** errors.

### ***Basic Eligibility Requirements:***

The following eligibility factors contributed to 8.4 percent of all payment errors in this group. The largest elements are:

1. Household Composition
2. Employment and Training Programs

***Assets:***

The following eligibility factors contributed 16.3 percent of all payment errors. The two elements are:

1. Bank Accounts
2. Cash

***Income:***

This group of eligibility factors contributed 39.4 percent of all payment errors.

1. Wages and Salaries
2. Self-employment Income
3. Unemployment Compensation
4. Social Security Income (RSDI)

***Deductions:***

The following eligibility factors contributed 17.5 percent of all payment errors in this group.

1. Shelter Deduction
2. Standard Utility Allowance
3. Medical Deduction

***When errors occur and how they are discovered:***

Errors occurred more often during Recertification for benefits. This accounted for 63.6% of error dollars.

The majority (41.4 percent) of case errors are found during the recipient interview. Please refer to the chart on page 14 for more information about error discovery sources. The following suggestions are offered:

Over 25 percent of errors were found by looking at the case record (including Data Exchange). The Recipient Interview revealed 41.4 percent of errors. This indicates the need for objective *supervisory case reviews* as well as more thorough *client interviewing* asking open ended questions.

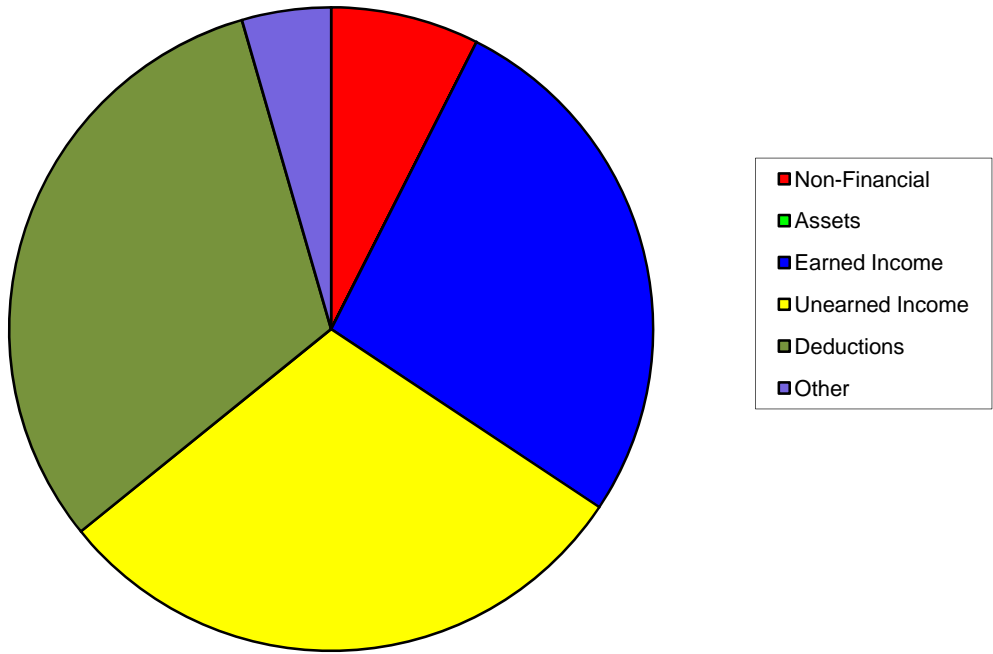
***Miscellaneous:***

The graph on page 13 displays the SNAP error prone elements for FY 2008.

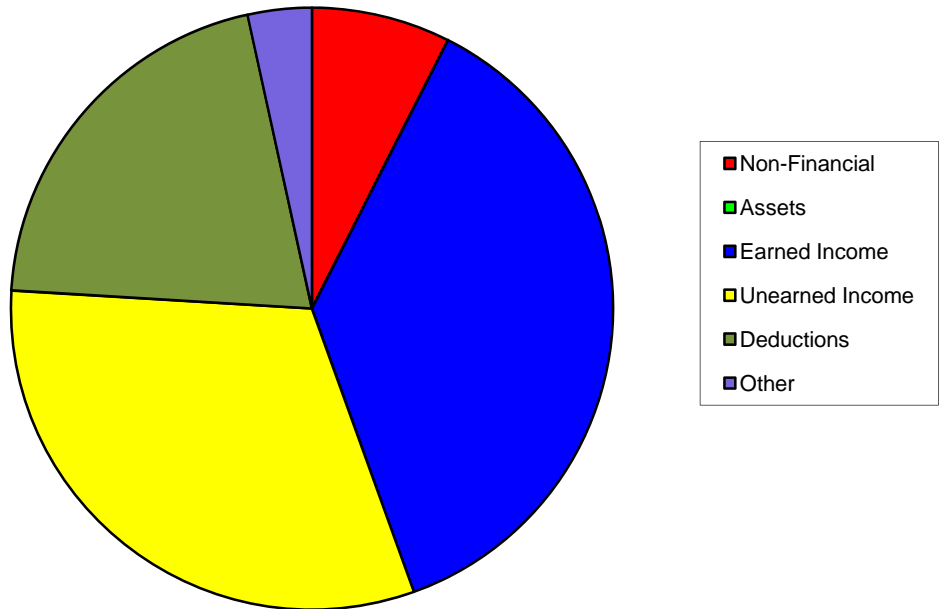
Findings for counties, districts and regions can be found on pages 16 to 20. The number of annual case samples for individual offices is small; therefore, the reliability of the data enables only general conclusions. It is suggested the three-year data may be used to increase the accuracy of these conclusions.

OFFICE OF INSPECTOR GENERAL / QUALITY CONTROL

**Agency Case Errors**



**Agency Dollar Errors**

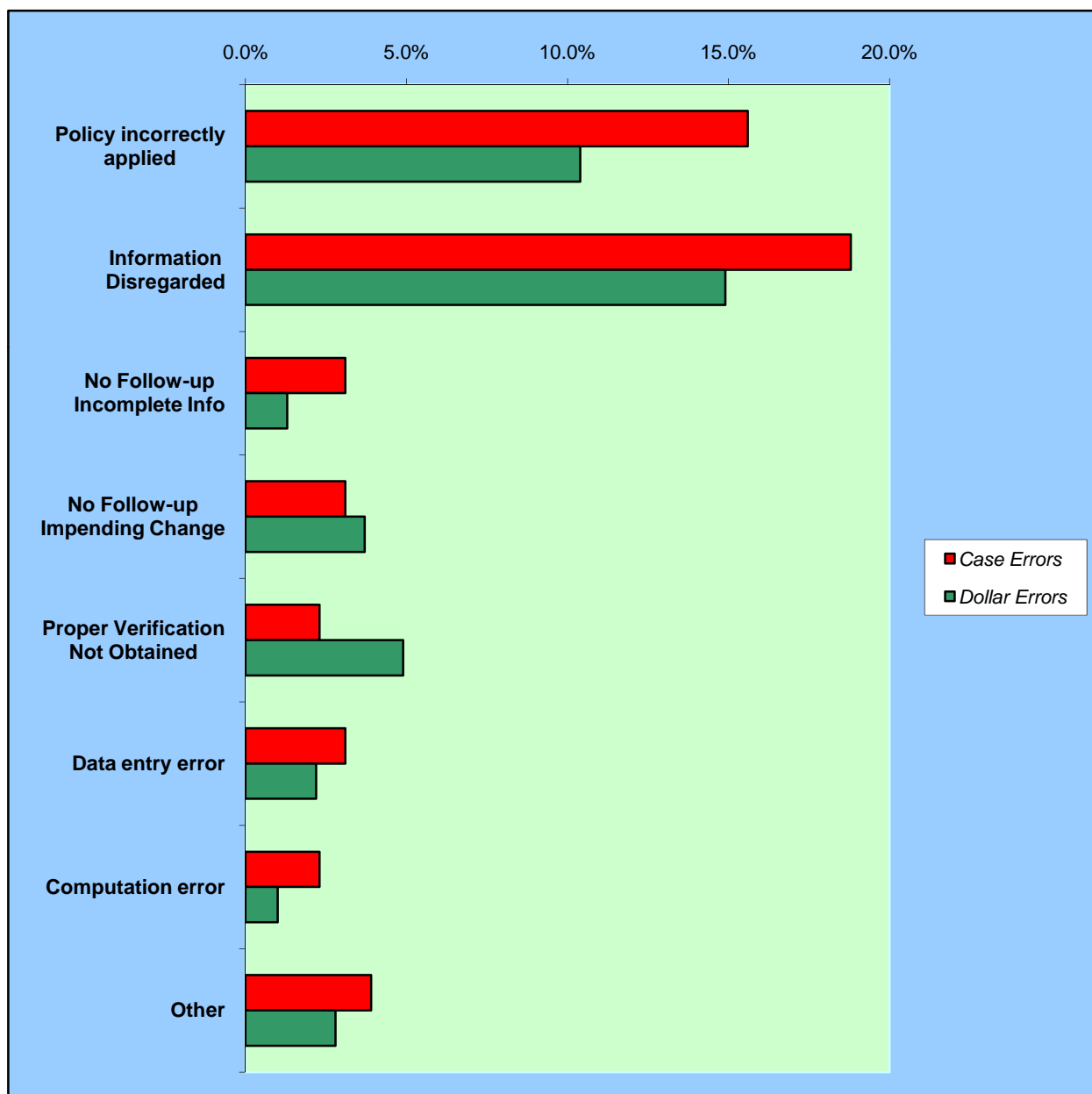


OFFICE OF INSPECTOR GENERAL - QUALITY CONTROL

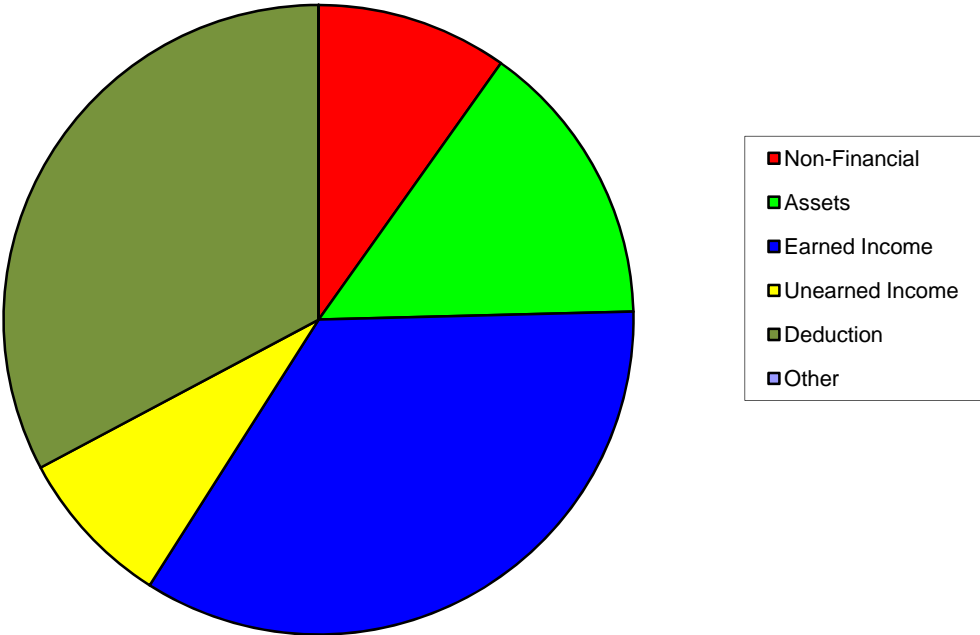
SNAP Program - FY 2008

Agency Caused Errors

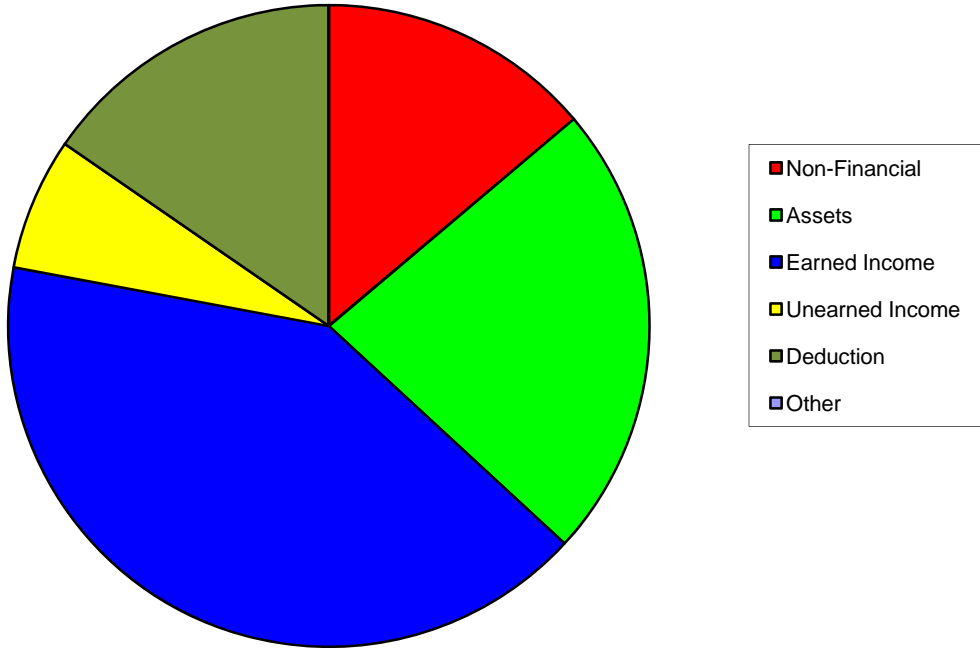
CAUSE	% of Error Cases	% of Error Dollars
Policy incorrectly applied	15.6%	10.4%
Information Disregarded	18.8%	14.9%
No Follow-up Incomplete Info	3.1%	1.3%
No Follow-up Impending Change	3.1%	3.7%
Proper Verification Not Obtained	2.3%	4.9%
Data entry error	3.1%	2.2%
Computation error	2.3%	1.0%
Other	3.9%	2.8%



**Client Case Errors**

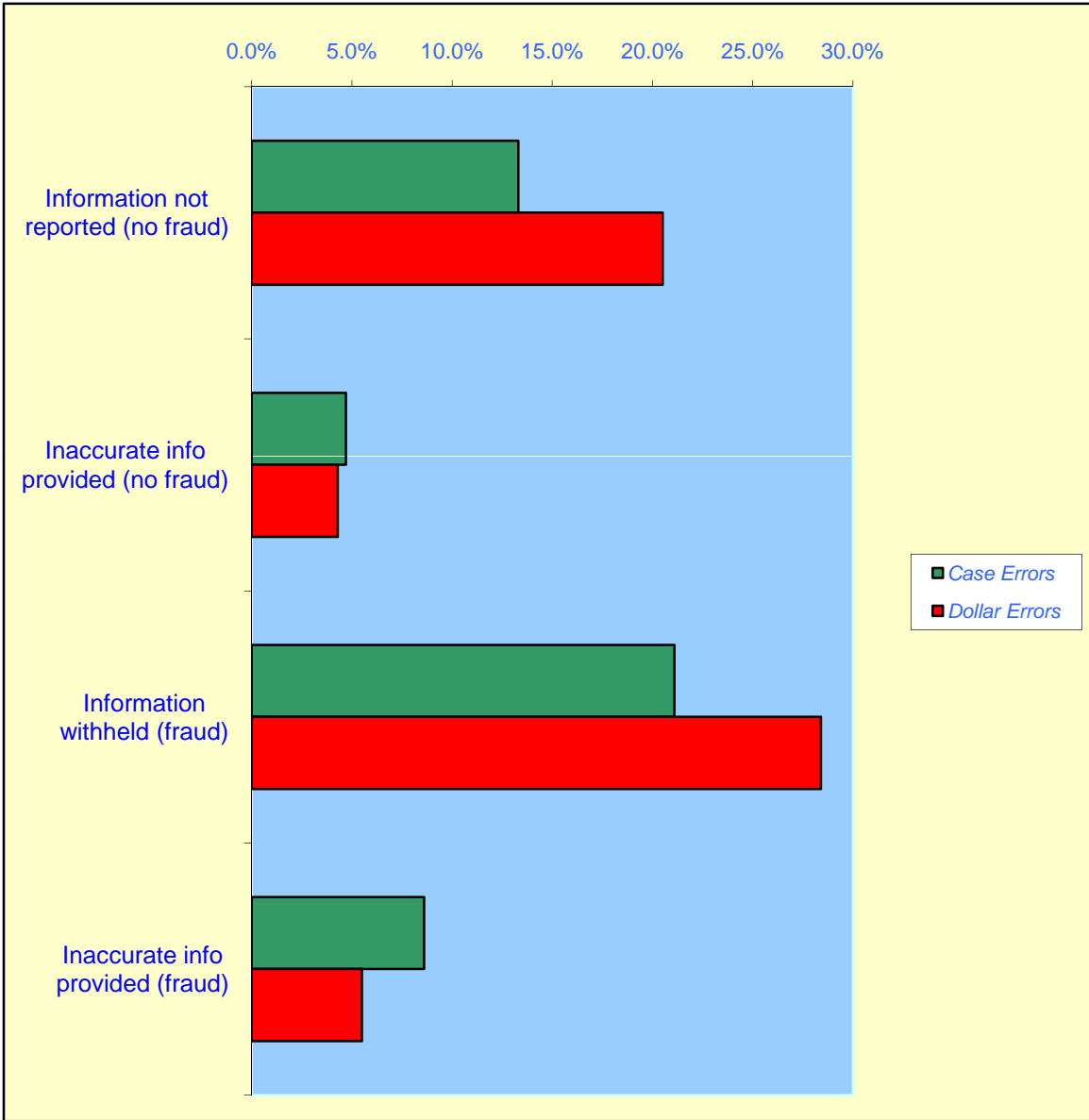


**Client Dollar Errors**

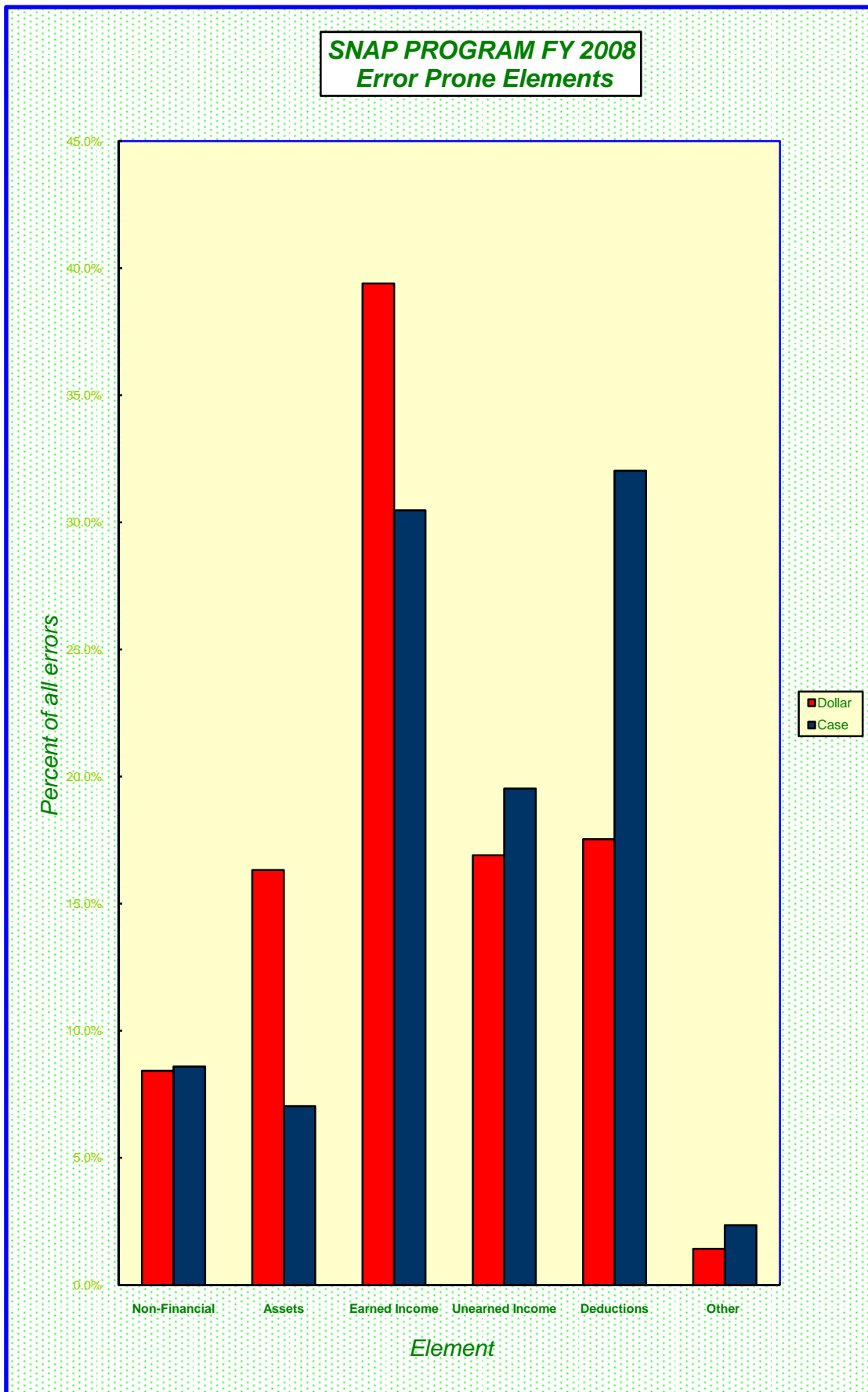


**OFFICE OF INSPECTOR GENERAL - QUALITY CONTROL**  
**SNAP Program - FY 2008**  
**Client Caused Errors**

CAUSE	% of Error Cases	% of Error Dollars
Information not reported (no fraud)	13.3%	20.5%
Inaccurate info provided (no fraud)	4.7%	4.3%
Information withheld (fraud)	21.1%	28.4%
Inaccurate info provided (fraud)	8.6%	5.5%



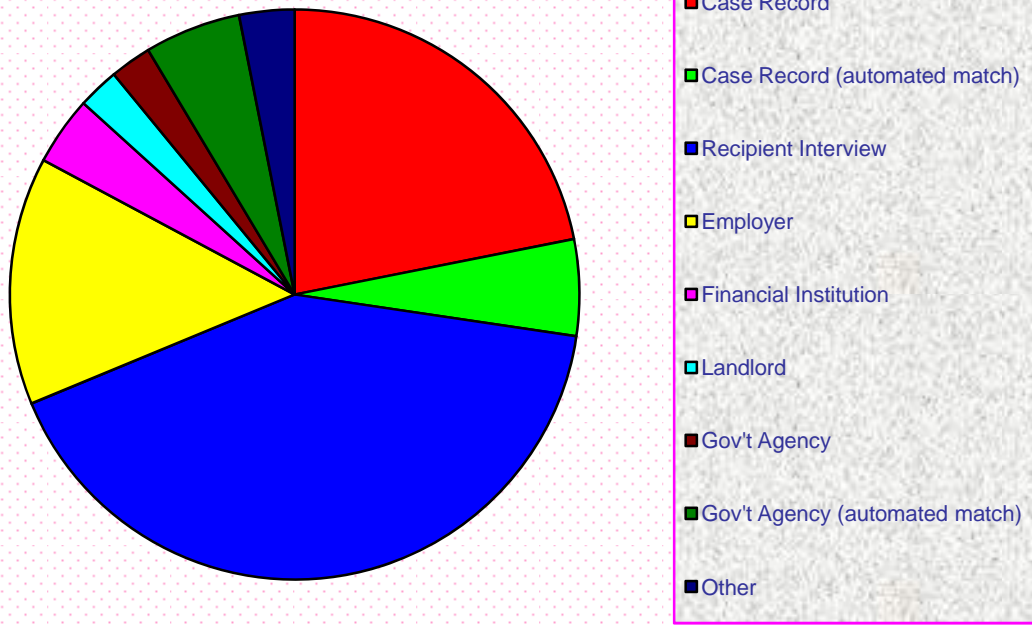
OFFICE OF INSPECTOR GENERAL / QUALITY CONTROL



**OFFICE OF INSPECTOR GENERAL - QUALITY CONTROL**  
**SNAP Program - FY 2008**  
**Error Discovery Source**

<b>Source</b>	<b>% of Case Errors</b>	<b>% of Dollar Errors</b>
Case Record	21.88%	17.10%
Case Record (automated match)	5.47%	3.25%
Recipient Interview	41.41%	39.38%
Employer	14.06%	15.77%
Financial Institution	3.91%	9.80%
Landlord	2.34%	1.28%
Gov't Agency	2.34%	4.48%
Gov't Agency (automated match)	5.47%	4.99%
Other	3.13%	3.95%
	100.0%	100.0%

**SNAP PROGRAM FY 2008**  
 Source of Discovery by QC Reviewer  
 (Chart based on case errors)

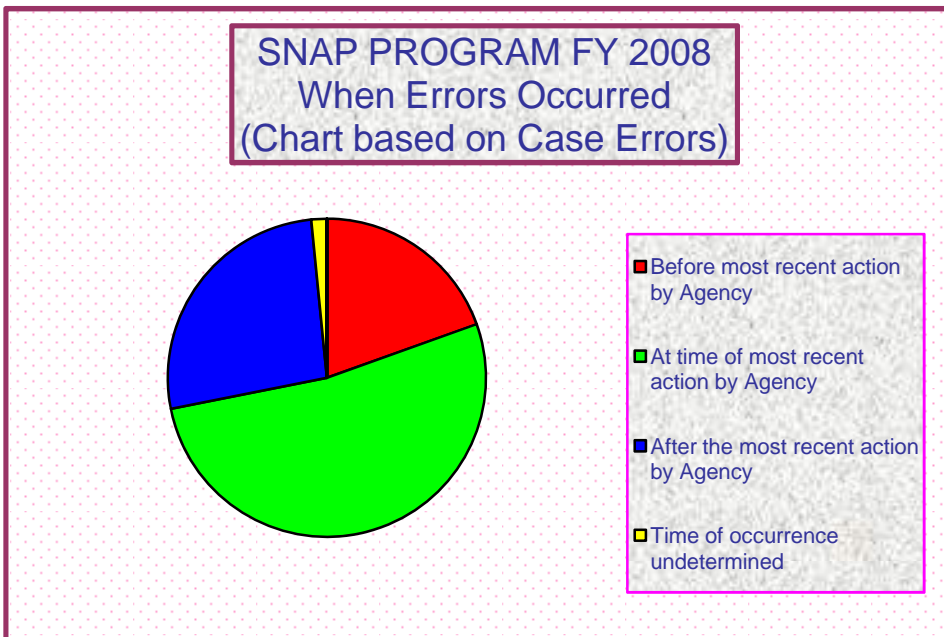
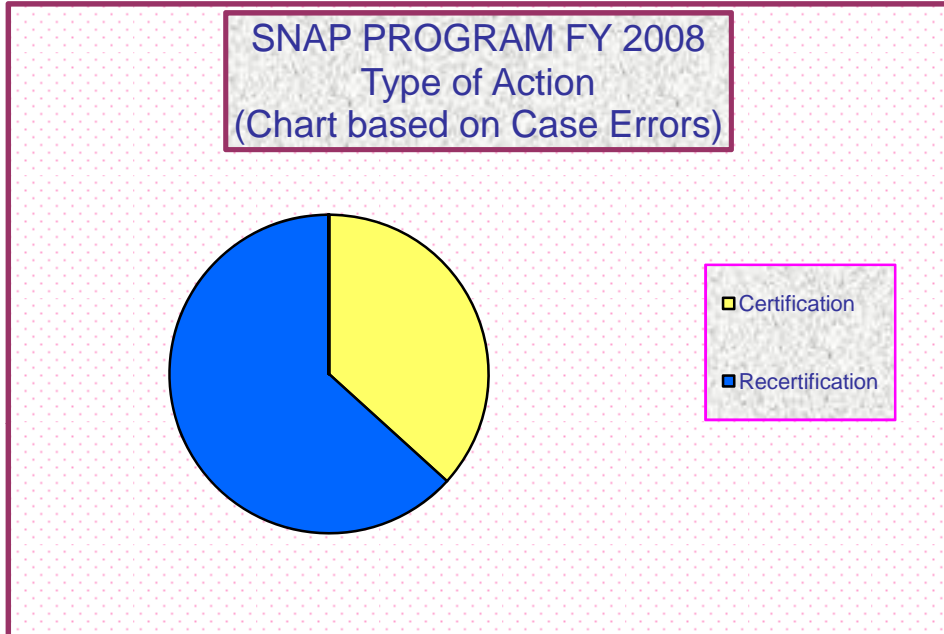


SNAP Program - FY 2008

Error Occurrence

**% of Error Cases**    **% of Error Dollars**

Certification	36.7%	36.4%
Recertification	63.3%	63.6%
Before most recent action by Agency	19.5%	22.5%
At time of most recent action by Agency	52.3%	54.3%
After the most recent action by Agency	26.6%	22.4%
Time of occurrence undetermined	1.6%	0.7%



### Quality Control Findings by County for FY 2008

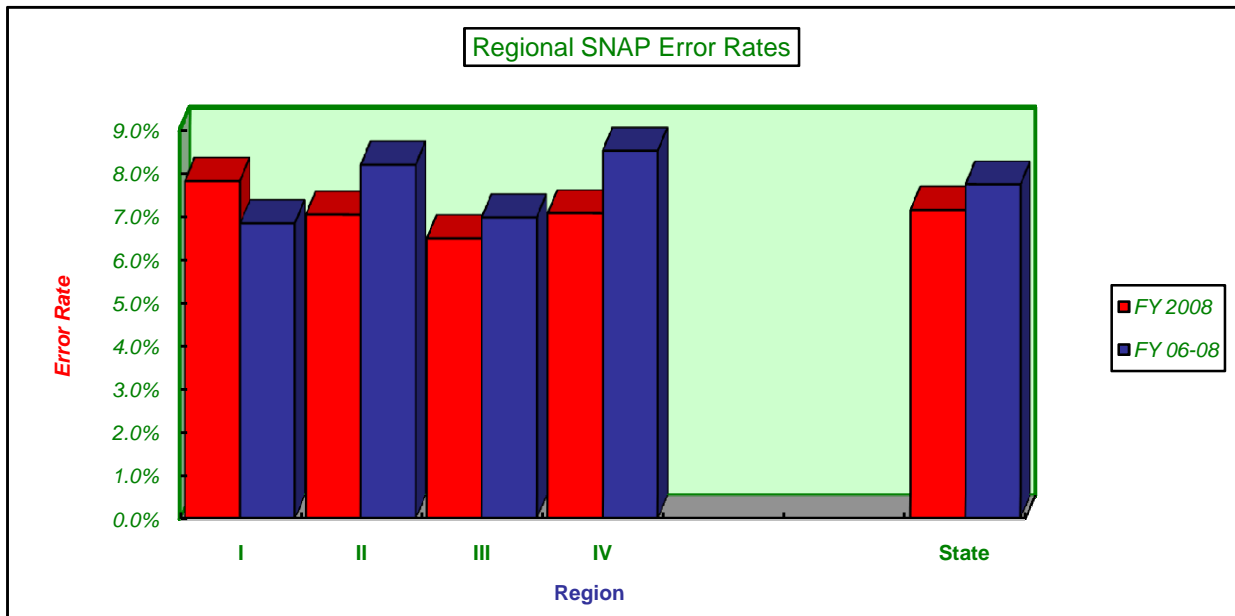
County	Cases	Case Errors	Case Err Rate	Allotment	Allot in Err	Allot Er Rate
01 Barbour	11	2	18.2%	\$2,210	\$74	3.3%
02 Berkeley	28	1	3.6%	\$4,421	\$53	1.2%
03 Boone	17	1	5.9%	\$2,830	\$98	3.5%
04 Braxton	10	2	20.0%	\$1,449	\$91	6.3%
05 Brooke	8	1	12.5%	\$750	\$28	3.7%
06 Cabell	53	7	13.2%	\$11,671	\$724	6.2%
07 Calhoun	4	1	25.0%	\$888	\$78	8.8%
08 Clay	9	2	22.2%	\$2,971	\$968	32.6%
09 Doddridge	4	2	50.0%	\$1,537	\$560	36.4%
10 Fayette	32	4	12.5%	\$6,080	\$603	9.9%
11 Gilmer	2	1	50.0%	\$279	\$117	41.9%
12 Grant	3	1	33.3%	\$595	\$36	6.1%
13 Greenbrier	15	0	0.0%	\$3,715	\$0	0.0%
14 Hampshire	8	2	25.0%	\$1,431	\$527	36.8%
15 Hancock	12	1	8.3%	\$3,382	\$33	1.0%
16 Hardy	6	1	16.7%	\$1,357	\$28	2.1%
17 Harrison	36	4	11.1%	\$8,818	\$625	7.1%
18 Jackson	15	0	0.0%	\$2,980	\$0	0.0%
19 Jefferson	10	0	0.0%	\$2,287	\$0	0.0%
20 Kanawha	93	18	19.4%	\$20,886	\$2,149	10.3%
21 Lewis	14	2	14.3%	\$2,663	\$340	12.8%
22 Lincoln	13	1	7.7%	\$3,204	\$51	1.6%
23 Logan	24	2	8.3%	\$5,196	\$212	4.1%
24 Marion	28	4	14.3%	\$5,280	\$798	15.1%
25 Marshall	17	3	17.6%	\$4,026	\$181	4.5%
26 Mason	23	3	13.0%	\$5,327	\$709	13.3%
27 Mercer	48	6	12.5%	\$9,351	\$423	4.5%
28 Mineral	9	1	11.1%	\$2,280	\$96	4.2%
29 Mingo	25	3	12.0%	\$4,822	\$178	3.7%
30 Monongalia	29	4	13.8%	\$5,284	\$192	3.6%
31 Monroe	6	1	16.7%	\$1,214	\$35	2.9%
32 Morgan	5	1	20.0%	\$1,506	\$53	3.5%
33 McDowell	29	2	6.9%	\$6,514	\$61	0.9%
34 Nicholas	15	1	6.7%	\$2,372	\$74	3.1%
35 Ohio	21	4	19.0%	\$4,423	\$591	13.4%
36 Pendleton	4	0	0.0%	\$1,094	\$0	0.0%
37 Pleasants	1	0	0.0%	\$88	\$0	0.0%
38 Pocahontas	6	1	16.7%	\$1,194	\$298	25.0%
39 Preston	13	2	15.4%	\$3,148	\$196	6.2%
40 Putnam	16	1	6.3%	\$2,829	\$41	1.4%
41 Raleigh	46	10	21.7%	\$10,023	\$713	7.1%
42 Randolph	16	2	12.5%	\$2,563	\$375	14.6%
43 Ritchie	4	0	0.0%	\$1,228	\$0	0.0%
44 Roane	9	1	11.1%	\$2,234	\$67	3.0%
45 Summers	16	1	6.3%	\$3,025	\$191	6.3%
46 Taylor	9	0	0.0%	\$2,405	\$0	0.0%
47 Tucker	3	0	0.0%	\$466	\$0	0.0%
48 Tyler	9	0	0.0%	\$2,086	\$0	0.0%
49 Upshur	13	2	15.4%	\$3,804	\$317	8.3%
50 Wayne	26	7	26.9%	\$4,478	\$455	10.2%
51 Webster	9	1	11.1%	\$2,184	\$136	6.2%
52 Wetzel	11	1	9.1%	\$1,500	\$48	3.2%
53 Wirt	2	0	0.0%	\$403	\$0	0.0%
54 Wood	47	9	19.1%	\$9,399	\$615	6.5%
55 Wyoming	17	1	5.9%	\$2,961	\$162	5.5%
<b>Totals</b>	<b>959</b>	<b>128</b>	<b>13.3%</b>	<b>\$201,111</b>	<b>\$14,400</b>	<b>7.2%</b>

**Quality Control Findings by Region FY 2008**

Region	Cases	Case Errors	Case Err Rate	Allotment	Allot in Err	Sanc Er Rate
I	235	35	14.9%	\$49,371	\$3,866	7.8%
II	314	44	14.0%	\$66,457	\$4,684	7.0%
III	152	17	11.2%	\$32,230	\$2,095	6.5%
IV	258	32	12.4%	\$53,053	\$3,755	7.1%
<b>State</b>	<b>959</b>	<b>128</b>	<b>13.3%</b>	<b>\$201,111</b>	<b>\$14,400</b>	<b>7.2%</b>

**Quality Control Findings by Region FY 2006 - 2008**

Region	Cases	Case Errors	Case Err Rate	Allotment	Allot in Err	Sanc Er Rate
I	735	87	11.8%	\$147,827	\$10,122	6.8%
II	998	143	14.3%	\$197,331	\$16,191	8.2%
III	469	50	10.7%	\$92,751	\$6,479	7.0%
IV	774	118	15.2%	\$143,590	\$12,245	8.5%
<b>State</b>	<b>2976</b>	<b>398</b>	<b>13.4%</b>	<b>\$581,499</b>	<b>\$45,037</b>	<b>7.7%</b>



**SNAP Findings by District FY 2008**

District	Cases	Case Errors	Case Err Rate	Allotment	Allot in Err	Sanc Er Rate
<b>Region I</b>						
Bro/Han/Oh	41	6	14.6%	\$8,555	\$652	7.6%
Cal/Gil/Wt	8	2	25.0%	\$1,570	\$195	12.4%
Harrison	36	4	11.1%	\$8,818	\$625	7.1%
Mar/Mono	57	8	14.0%	\$10,564	\$990	9.4%
Plea/Rit/Dod	9	2	22.2%	\$2,853	\$560	19.6%
Tyl/Wet/Marsh	37	4	10.8%	\$7,612	\$229	3.0%
Wood	47	9	19.1%	\$9,399	\$615	6.5%
<b>Region II</b>						
Boone	17	1	5.9%	\$2,830	\$98	3.5%
Cabell	53	7	13.2%	\$11,671	\$724	6.2%
Mas/Jac/Roa	47	4	8.5%	\$10,541	\$776	7.4%
Kanawha	93	18	19.4%	\$20,886	\$2,149	10.3%
Lincoln	13	1	7.7%	\$3,204	\$51	1.6%
Logan	24	2	8.3%	\$5,196	\$212	4.1%
Mingo	25	3	12.0%	\$4,822	\$178	3.7%
Putnam	16	1	6.3%	\$2,829	\$41	1.4%
Wayne	26	7	26.9%	\$4,478	\$455	10.2%
<b>Region III</b>						
Bar/Tay/Pre	33	4	12.1%	\$7,763	\$270	3.5%
Ber/Jef/Mor	43	2	4.7%	\$8,214	\$106	1.3%
Gm/Hrd/Pen	13	2	15.4%	\$3,046	\$64	2.1%
Hamp/Min	17	3	17.6%	\$3,711	\$623	16.8%
Lew/Uphs	27	4	14.8%	\$6,467	\$657	10.2%
Ran/Tuck	19	2	10.5%	\$3,029	\$375	12.4%
<b>Region IV</b>						
Brax/Clay	19	4	21.1%	\$4,420	\$1,059	24.0%
Fayette	32	4	12.5%	\$6,080	\$603	9.9%
Su/Gr/Mn/Po	43	3	7.0%	\$9,148	\$524	5.7%
McDowell	29	2	6.9%	\$6,514	\$61	0.9%
Mercer	48	6	12.5%	\$9,351	\$423	4.5%
Nich/Web	24	2	8.3%	\$4,556	\$210	4.6%
Raleigh	46	10	21.7%	\$10,023	\$713	7.1%
Wyoming	17	1	5.9%	\$2,961	\$162	5.5%
<b>Totals</b>	<b>959</b>	<b>128</b>	<b>13.3%</b>	<b>\$201,111</b>	<b>\$14,400</b>	<b>7.2%</b>

### Quality Control Findings by County for FY 2006 - 2008

County	Cases	Case Errors	Case Err Rate	Allotment	Allot in Err	Sanc Er Rate
01 Barbour	35	5	14.3%	\$7,450	\$225	3.0%
02 Berkeley	74	5	6.8%	\$12,694	\$654	5.2%
03 Boone	54	3	5.6%	\$9,900	\$285	2.9%
04 Braxton	31	6	19.4%	\$5,801	\$480	8.3%
05 Brooke	22	1	4.5%	\$4,076	\$28	0.7%
06 Cabell	168	24	14.3%	\$32,228	\$2,444	7.6%
07 Calhoun	14	1	7.1%	\$2,347	\$78	3.3%
08 Clay	30	3	10.0%	\$7,280	\$1,052	14.5%
09 Doddridge	15	3	20.0%	\$2,551	\$627	24.6%
10 Fayette	101	19	18.8%	\$18,514	\$1,684	9.1%
11 Gilmer	10	2	20.0%	\$1,362	\$273	20.0%
12 Grant	14	2	14.3%	\$2,015	\$182	9.0%
13 Greenbrier	50	3	6.0%	\$9,967	\$505	5.1%
14 Hampshire	30	3	10.0%	\$6,050	\$580	9.6%
15 Hancock	35	2	5.7%	\$8,201	\$162	2.0%
16 Hardy	14	2	14.3%	\$2,466	\$436	17.7%
17 Harrison	120	14	11.7%	\$27,556	\$2,103	7.6%
18 Jackson	47	2	4.3%	\$8,833	\$179	2.0%
19 Jefferson	30	3	10.0%	\$7,469	\$583	7.8%
20 Kanawha	300	62	20.7%	\$63,878	\$7,767	12.2%
21 Lewis	39	5	12.8%	\$6,983	\$681	9.8%
22 Lincoln	47	2	4.3%	\$9,167	\$82	0.9%
23 Logan	89	10	11.2%	\$16,944	\$1,195	7.1%
24 Marion	89	9	10.1%	\$19,224	\$1,333	6.9%
25 Marshall	53	7	13.2%	\$12,719	\$841	6.6%
26 Mason	59	10	16.9%	\$14,668	\$1,460	10.0%
27 Mercer	130	21	16.2%	\$23,941	\$2,277	9.5%
28 Mineral	34	7	20.6%	\$6,191	\$734	11.9%
29 Mingo	71	7	9.9%	\$11,432	\$525	4.6%
30 Monongalia	80	6	7.5%	\$15,664	\$557	3.6%
31 Monroe	19	5	26.3%	\$3,621	\$289	8.0%
32 Morgan	18	4	22.2%	\$3,718	\$695	18.7%
33 McDowell	91	11	12.1%	\$15,154	\$826	5.5%
34 Nicholas	55	6	10.9%	\$9,916	\$629	6.3%
35 Ohio	66	5	7.6%	\$12,099	\$635	5.2%
36 Pendleton	8	1	12.5%	\$1,741	\$233	13.4%
37 Pleasants	6	1	16.7%	\$715	\$230	32.2%
38 Pocahontas	13	4	30.8%	\$2,839	\$806	28.4%
39 Preston	46	4	8.7%	\$10,013	\$241	2.4%
40 Putnam	48	6	12.5%	\$10,925	\$661	6.1%
41 Raleigh	128	24	18.8%	\$25,471	\$2,001	7.9%
42 Randolph	44	4	9.1%	\$7,119	\$510	7.2%
43 Ritchie	16	1	6.3%	\$3,834	\$32	0.8%
44 Roane	31	3	9.7%	\$6,074	\$228	3.8%
45 Summers	40	4	10.0%	\$6,760	\$784	11.6%
46 Taylor	26	0	0.0%	\$5,721	\$0	0.0%
47 Tucker	14	0	0.0%	\$2,586	\$0	0.0%
48 Tyler	20	2	10.0%	\$3,803	\$216	5.7%
49 Upshur	43	5	11.6%	\$10,535	\$725	6.9%
50 Wayne	84	14	16.7%	\$13,282	\$1,365	10.3%
51 Webster	24	4	16.7%	\$4,798	\$345	7.2%
52 Wetzel	32	3	9.4%	\$5,636	\$165	2.9%
53 Wirt	7	2	28.6%	\$965	\$343	35.5%
54 Wood	150	28	18.7%	\$27,075	\$2,499	9.2%
55 Wyoming	62	8	12.9%	\$9,528	\$567	6.0%
<b>Totals</b>	<b>2976</b>	<b>398</b>	<b>13.4%</b>	<b>\$581,499</b>	<b>\$45,037</b>	<b>7.7%</b>

**SNAP Findings by District FY 2006 - 2008**

District	Cases	Case Errors	Case Err Rate	Allotment	Allot in Err	Sanc Er Rate
<b>Region I</b>						
Bro/Han/Oh	123	8	6.5%	\$24,376	\$825	3.4%
Cal/Gi/Wt	31	5	16.1%	\$4,674	\$694	14.8%
Harrison	120	14	11.7%	\$27,556	\$2,103	7.6%
Mar/Mono	169	15	8.9%	\$34,888	\$1,890	5.4%
Plea/Rit/Dod	37	5	13.5%	\$7,100	\$889	12.5%
Tyl/Wet/Mar	105	12	11.4%	\$22,158	\$1,222	5.5%
Wood	150	28	18.7%	\$27,075	\$2,499	9.2%
<b>Region II</b>						
Boone	54	3	5.6%	\$9,900	\$285	2.9%
Cabell	168	24	14.3%	\$32,228	\$2,444	7.6%
Mas/Jack/Roa	137	15	10.9%	\$29,575	\$1,867	6.3%
Kanawha	300	62	20.7%	\$63,878	\$7,767	12.2%
Lincoln	47	2	4.3%	\$9,167	\$82	0.9%
Logan	89	10	11.2%	\$16,944	\$1,195	7.1%
Mingo	71	7	9.9%	\$11,432	\$525	4.6%
Putnam	48	6	12.5%	\$10,925	\$661	6.1%
Wayne	84	14	16.7%	\$13,282	\$1,365	10.3%
<b>Region III</b>						
Ba/Ta/Pr	107	9	8.4%	\$23,184	\$466	2.0%
Be/Jef/Mo	122	12	9.8%	\$23,881	\$1,932	8.1%
Gr/Hrd/Pe	36	5	13.9%	\$6,222	\$851	13.7%
Ham/Min	64	10	15.6%	\$12,241	\$1,314	10.7%
Lew/Uphs	82	10	12.2%	\$17,518	\$1,406	8.0%
Ran/Tuck	58	4	6.9%	\$9,705	\$510	5.3%
<b>Region IV</b>						
Brax/Clay	61	9	14.8%	\$13,081	\$1,532	11.7%
Fayette	101	19	18.8%	\$18,514	\$1,684	9.1%
Su/Gr/Mn/Po	122	16	13.1%	\$23,187	\$2,384	10.3%
McDowell	91	11	12.1%	\$15,154	\$826	5.5%
Mercer	130	21	16.2%	\$23,941	\$2,277	9.5%
Nich/Web	79	10	12.7%	\$14,714	\$974	6.6%
Raleigh	128	24	18.8%	\$25,471	\$2,001	7.9%
Wyoming	62	8	12.9%	\$9,528	\$567	6.0%
<b>Totals</b>	<b>2976</b>	<b>398</b>	<b>13.4%</b>	<b>\$581,499</b>	<b>\$45,037</b>	<b>7.7%</b>

## Corrective Action Strategies

As the Quality Control unit completes the activity on the sample cases and analyzes the data collected, we develop a list of corrective action *suggestions* we believe could help in reducing errors and improving payment accuracy in the SNAP Program. These suggestions are intended to assist with corrective action planning at all levels of management. Most of the suggestions are repeated from previous reports. The repetition of these suggestions serves as a reminder of error prone situations or as an emphasis of important information.

- ☛ Identification of training needs of workers, error findings would suggest:
  - (A) Training for verification standards and timeframe requirements.
  - (B) Review of reporting requirements for Limited Reporting cases.
  - (C) Careful use of RAPIDS in coding and follow up for Work-Arounds and override situations.
  - (D) Recording of determination of countable earned income (including comments on what income is determined not countable).
  - (E) Use of Data Exchange subsystem in RAPIDS.
  - (F) Review of *alerts* generated by RAPIDS.
  - (G) Review of RAPIDS budget screens prior to benefit confirmation.
  
- ☛ Supervisory review of cases, error findings would suggest review is needed for:
  - (A) Select cases using error-prone profiles in RAPIDS.
  - (B) Earned income cases - calculations and recordings by worker.
  - (C) Review of *alerts* generated by RAPIDS.
  - (D) Household composition.
  - (E) RSDI/SSI benefits, annual cost of living increase - use of RAPIDS exception reports.
  
- ☛ Provide root cause of error analysis to Payment Accuracy staff.
- ☛ Continue to explore procedures to identify and eliminate error prone cases.
- ☛ Minimize RAPIDS Work-Arounds.
- ☛ Improve communication between District offices and Customer Service Reporting Center.

## Performance Measures and Bonuses for FY 2008

Beginning FY 2003, the Farm Bill of 2002 established performance measures and bonuses. USDA pays \$48 million in performance bonuses to states that meet specific performance standards or targets. A bonus of \$24 million will be paid to 10 states based on payment accuracy. The 7 states with the lowest payment error rate and the 3 states with the most improved payment error rate share the bonus. In addition to bonus awards for payment accuracy, bonuses are awarded in the following customer service categories:

### *Negative Case Error Rate:*

A bonus of \$6 million will be paid to 6 states. The 4 states with the lowest negative error rate and the 2 states with the most improved negative error rate will share the bonus.

In West Virginia, our negative error rate for FY2008 is reported at 4.76%, prior to federal adjustment. We selected 778 cases, dropped 84 cases, found 661 correct cases, and identified 33 invalid negative actions. According to the latest information from USDA, West Virginia's negative error rate ranks 25th in the nation. This is down from 33<sup>rd</sup> in FY2007. The national average is estimated at around 9%.

### *Timeliness of Application Processing:*

A bonus of \$6 million will be paid to 6 states. The 6 states with the highest percentage of timely processed applications will share the bonus. West Virginia has been awarded this bonus as follows:

FY2003	\$979,960
FY2004	\$740,788
FY2005	\$742,671
FY2006	\$719,588
FY2007	\$579,403

The final determination for FY2008 will be made in the fall of 2009.

### *Participation Rate:*

A bonus of \$12 million will be paid to 8 states. The 4 states with the highest participation rate and the 4 states with the most improved participation rate will share the bonus. USDA calculates this rate using census data and the FNS-388 report. Quality Control data is not used to determine the participation rate. West Virginia shared in this bonus for FY 2007 with an award of \$1,059,591 for a 67.8% Participation Rate.

There is no current federal data available to predict our performance for FY 2008.