

# CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

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**OUTCOME STATEMENT:** Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

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# Quality Control Unit Overview

- QC Unit is managed by Public Health
- QC reviews Active and Negative Findings
- QC Specialist review cases based on state and federal regulations
- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.
- A subsample of each month's cases are reviewed by FNS.
- SNAP actions that are reviewed by QC and the QC-PAS are:
  - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
  - SNAP Negative-are reviews of the processing status for which households were denied, suspended, or terminated.
  - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

# Program Accuracy Unit

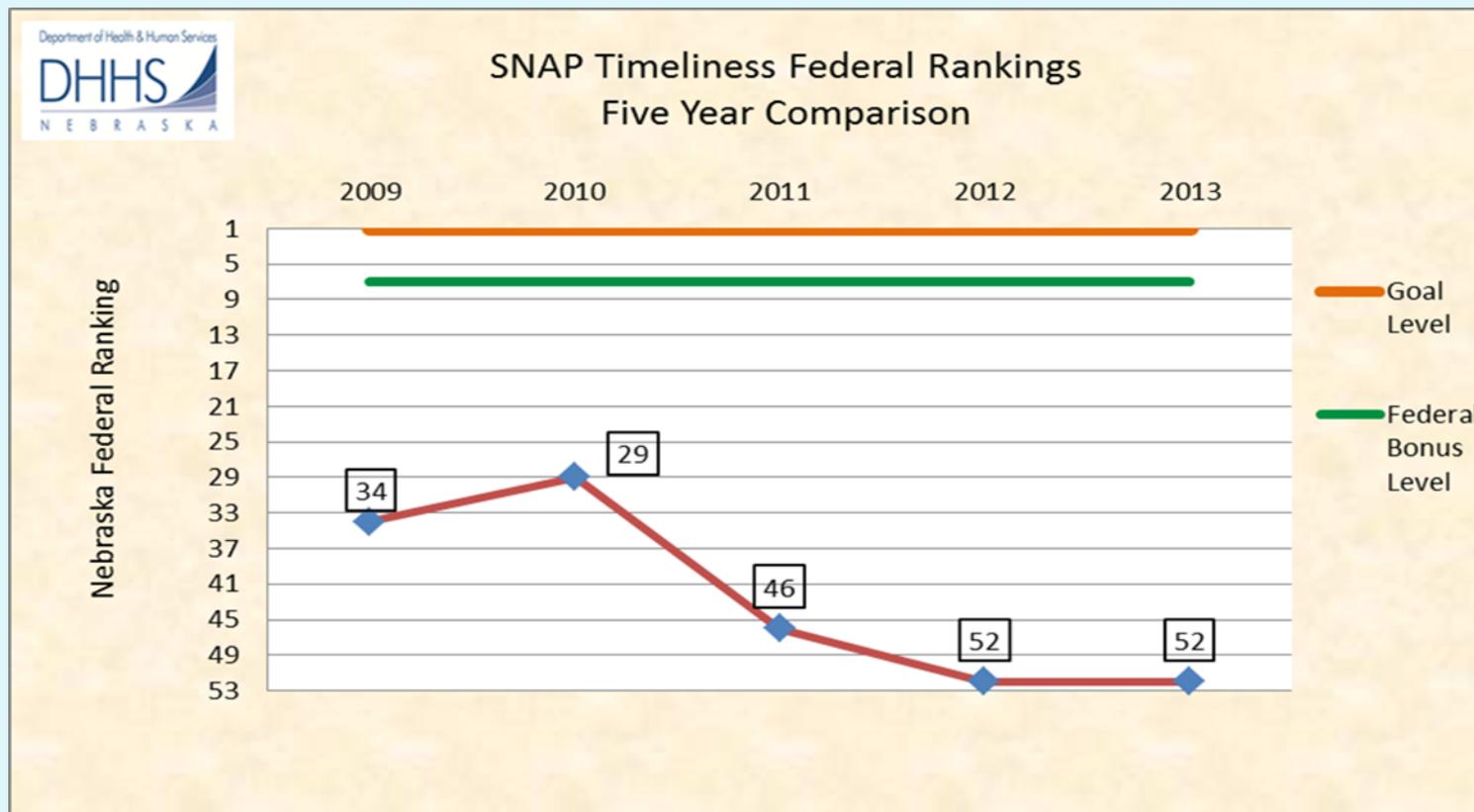
- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Tips of the week and Pride trainings that are shared with the field.
  - Pride Presentations will become topic specific focused based on findings in the CQI.
  - **The most current training materials are uploaded on Sharepoint under Training Tools by Topic.**
- Programs PAS review:
  - SNAP
  - SNAP Timeliness
  - Child Care
  - Aid to Dependent Children
  - Assistance to Aged, Blind, or Disabled Payment
  - Low-Income Home Energy Assistance Program
  - Social Services for Aged and Disabled
- PAS review the following Functions:
  - Interviewing
  - Processing
  - Change Management
  - Phone Observations

# CHAPTER 2: FEDERAL REPORTING

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Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

**Goal Statement:** SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.



The above chart: Shows a comparison of the timeliness rankings from 2009-2013.

Updated: 2/2014.

**Timeliness Rankings will start being released Quarterly.**

**Timeliness:** measured from application receipt date for when benefits are administered and in the customers hands.

## Active Findings

### Strengths/Accomplishments:

#### Staff Changes:

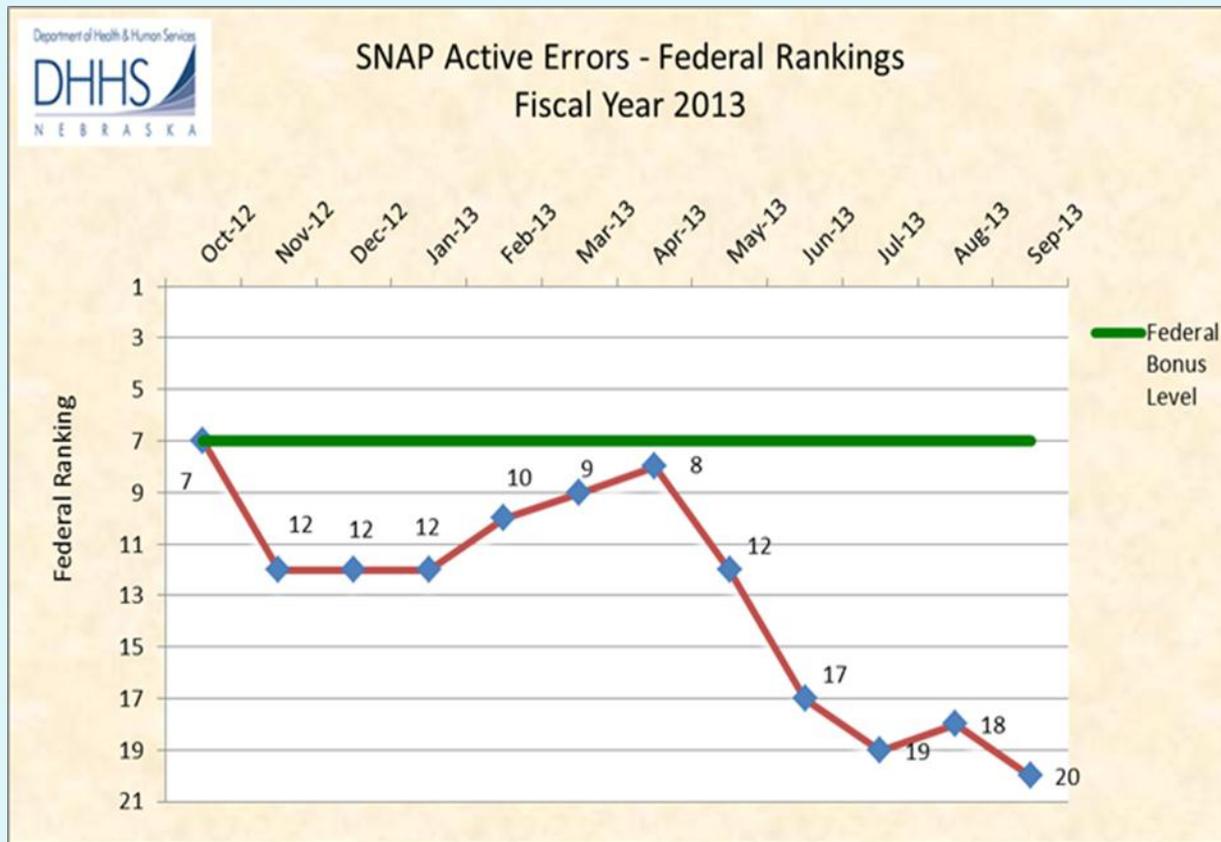
1. Created a Federal and Internal processing Score Card.

### Action Items:

1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.
3. SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPV's that have occurred in another state.
4. SCR 15280 will add a new closure reason for people who have been Disqualified from Another State.
5. SCR 14866 will create a prefilled EA Review/Recert applications.
6. SCR 15056 Verif request correspondence will be added to CBI.

### Barriers:

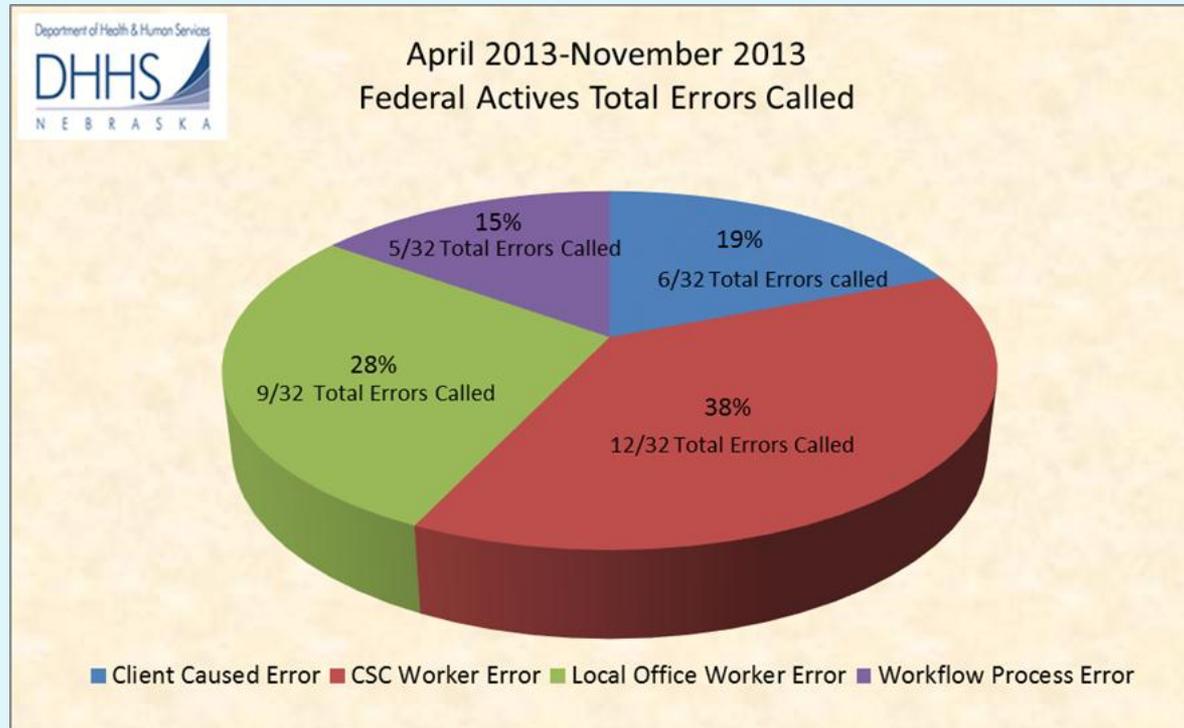
**Goal Statement:** The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 10/2012 to 09/2013.

Updated: 1/2014.

# Active Errors



The above chart: Represents where the Active Errors occurred.

## Negative Findings

### Strengths/Accomplishments:

#### Waivers:

- 10 Day Denial Wavier has been approved in which an application can be denied after 10 days if the Household fails to provide information.

#### Staff Changes:

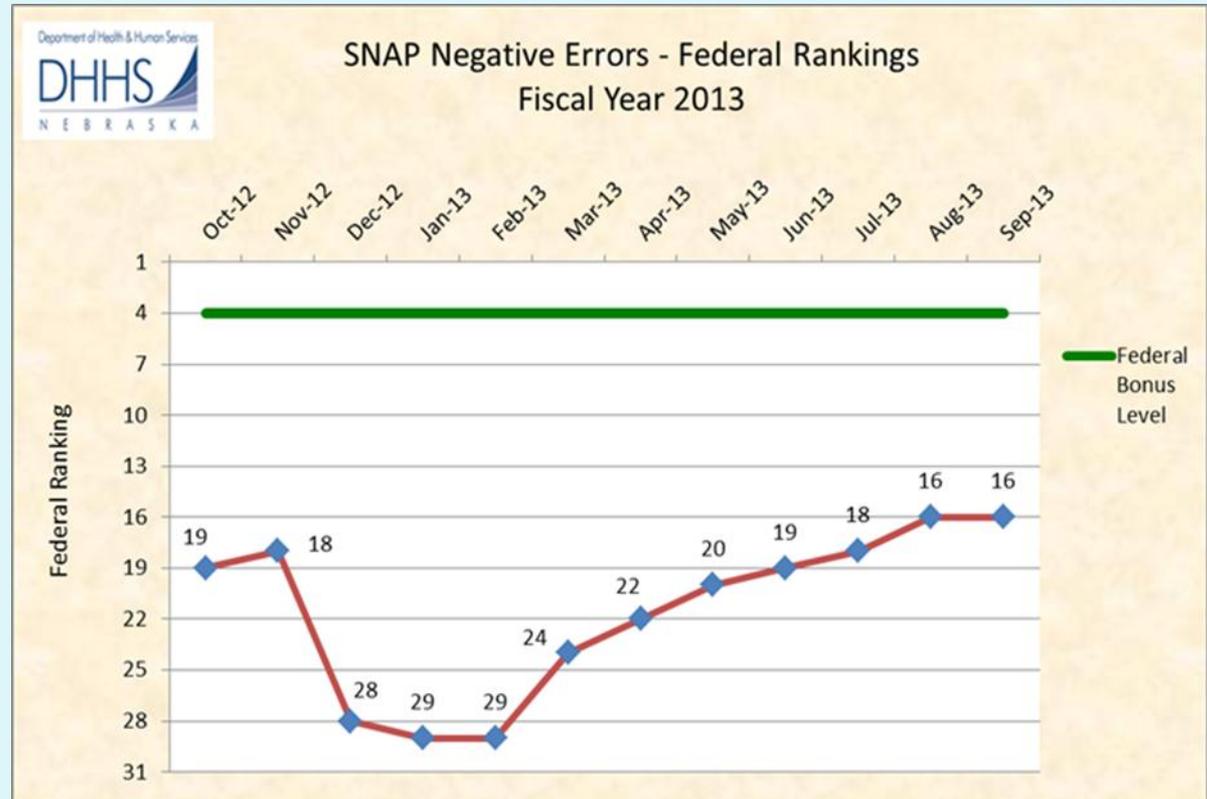
- Created a Federal and Internal processing Score Card.

### Action Items:

- SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
- SCR 14954 for July 13 will add a Death indicator on an SSA record.
- SCR 13516 for July 13 will give workers the ability to check to EDRS records for SNAP IPV's that have occurred in another state.

### Barriers:

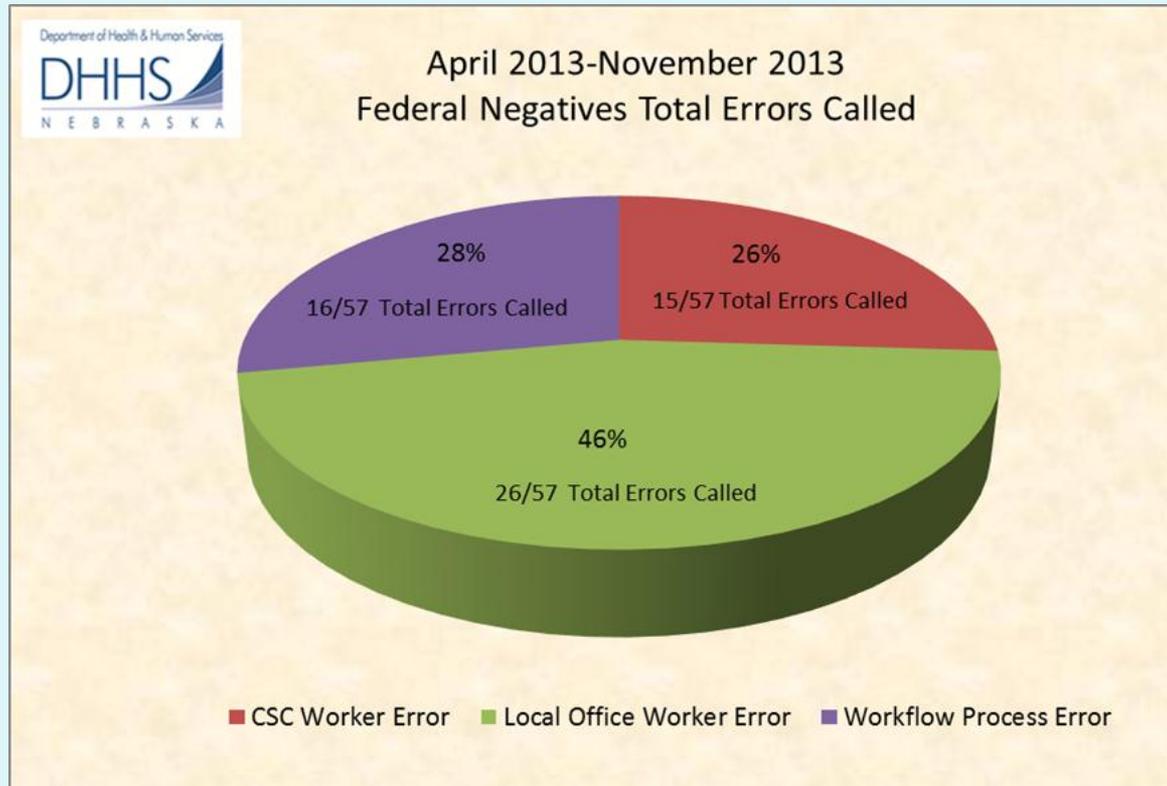
**Goal Statement:** The accuracy of SNAP Negative cases will move towards the goal of 100% correctness on the processing status for which households are denied, suspended, or terminated.



The above chart: Shows a comparison of Negative Error rankings for 10/2012 to 09/2013.

Updated: 2/2014.

# Negative Errors



The above chart: Represents where the Negative Errors occurred.

# CHAPTER 3: STATE REPORTING

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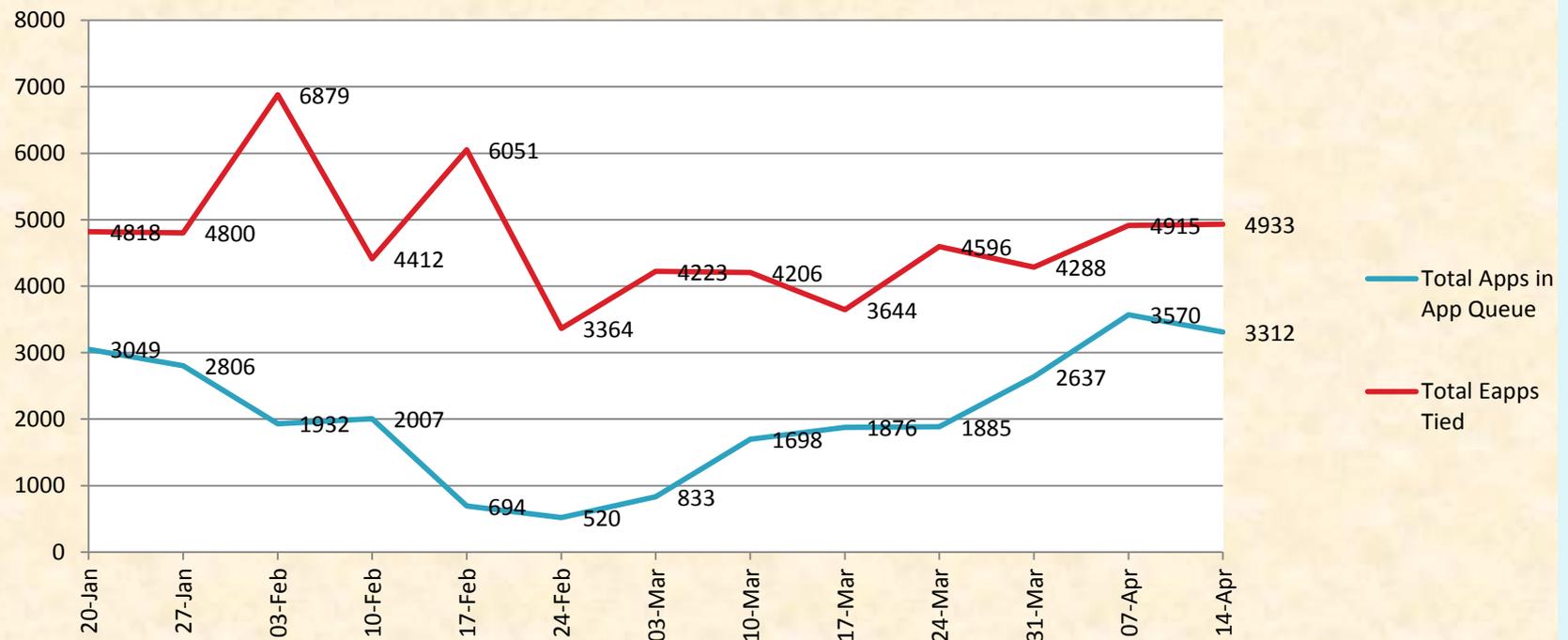
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

# Total Electronic Applications



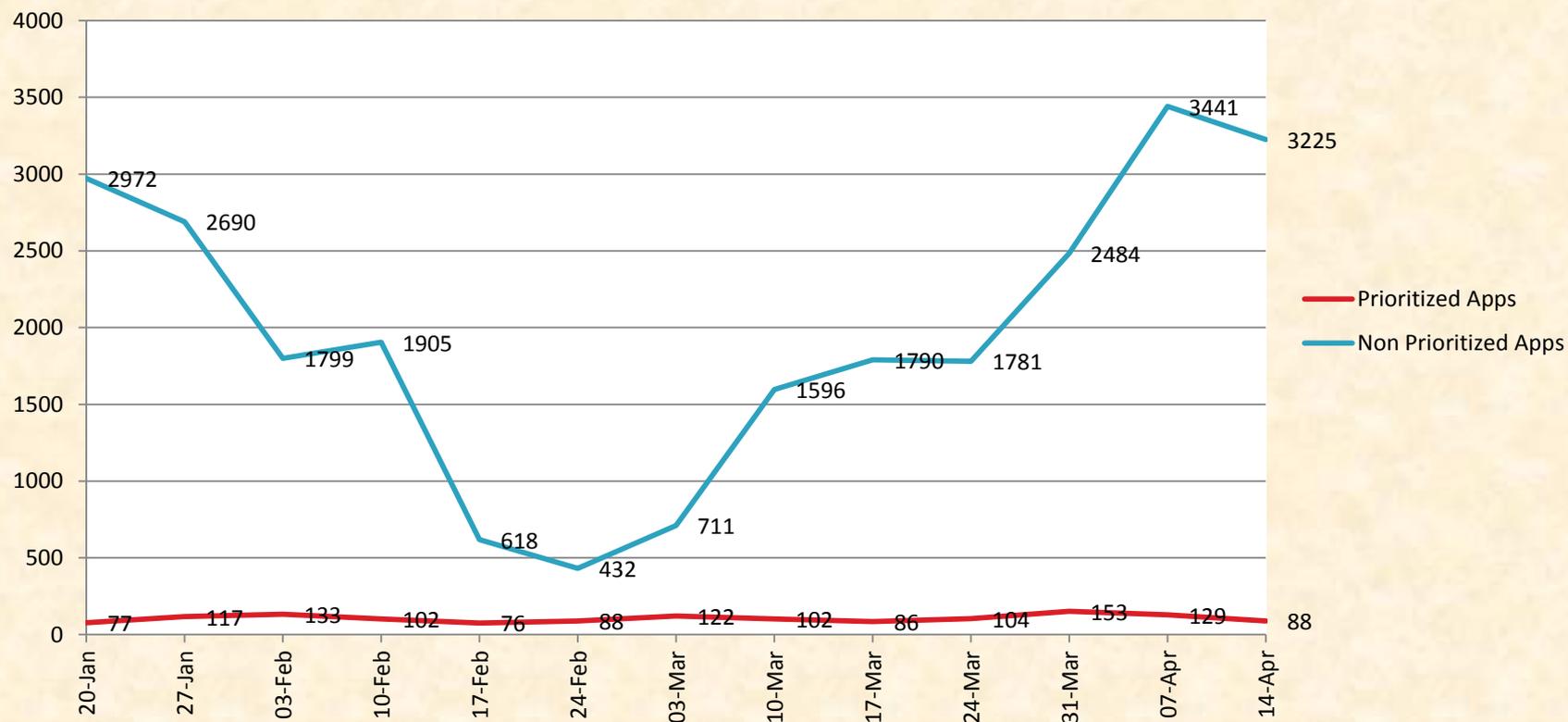
## Total Apps tied and apps needed to be tied



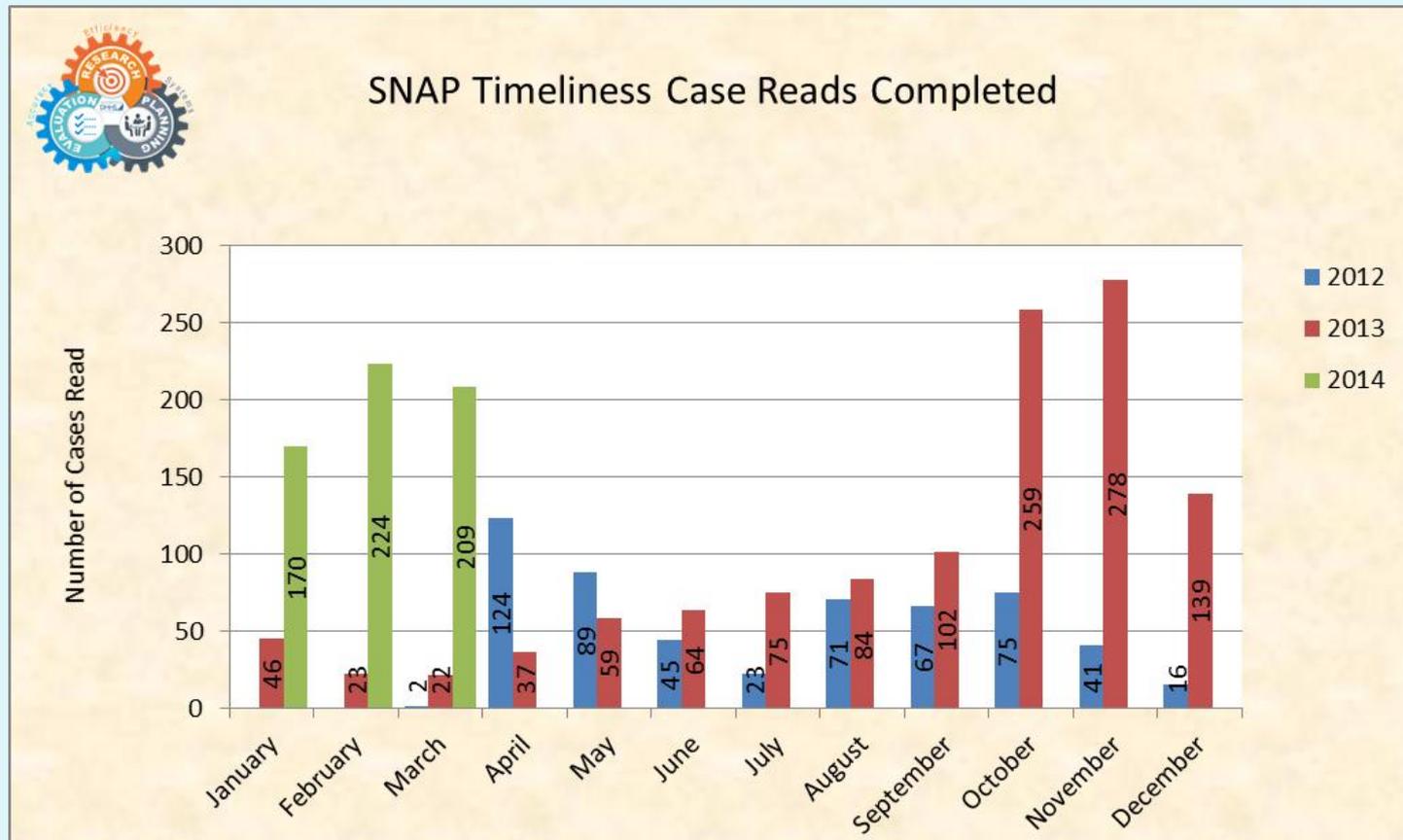
# Total Electronic Applications



## Apps Awaiting Pend and Tie



# SNAP Timeliness Case Reads



## SNAP: Timeliness

### Strengths/Accomplishments:

#### Waivers:

1. 10 Day Denial Wavier has been approved in which an application can be denied after 10 days if the Household fails to provide information.
2. Implemented Elderly Disabled Interview Waiver on January 1<sup>st</sup> 2014: which allows no interview for a completed application.

#### Staff Changes:

1. Application Management has hired 4 temporary staff.

#### Captivates Videos released:

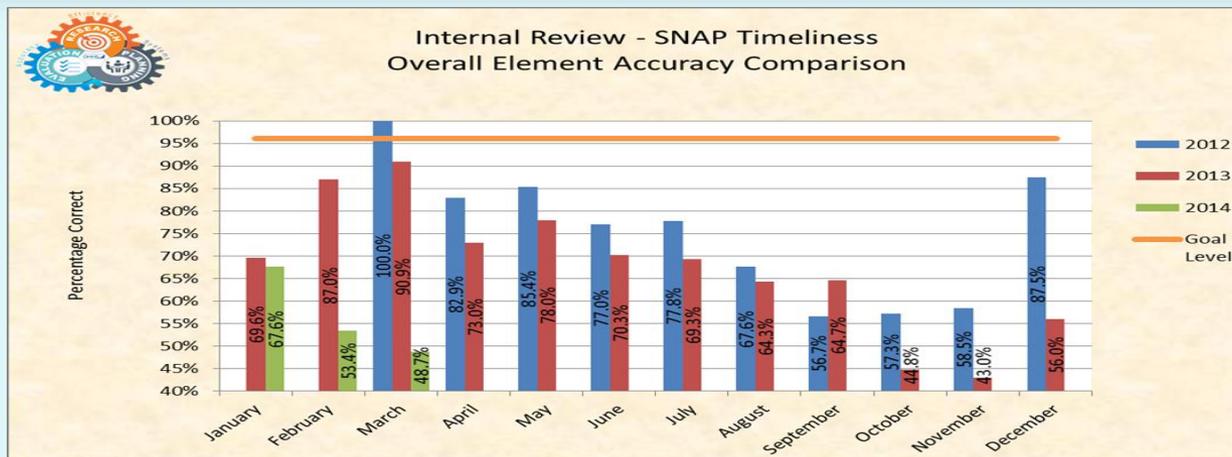
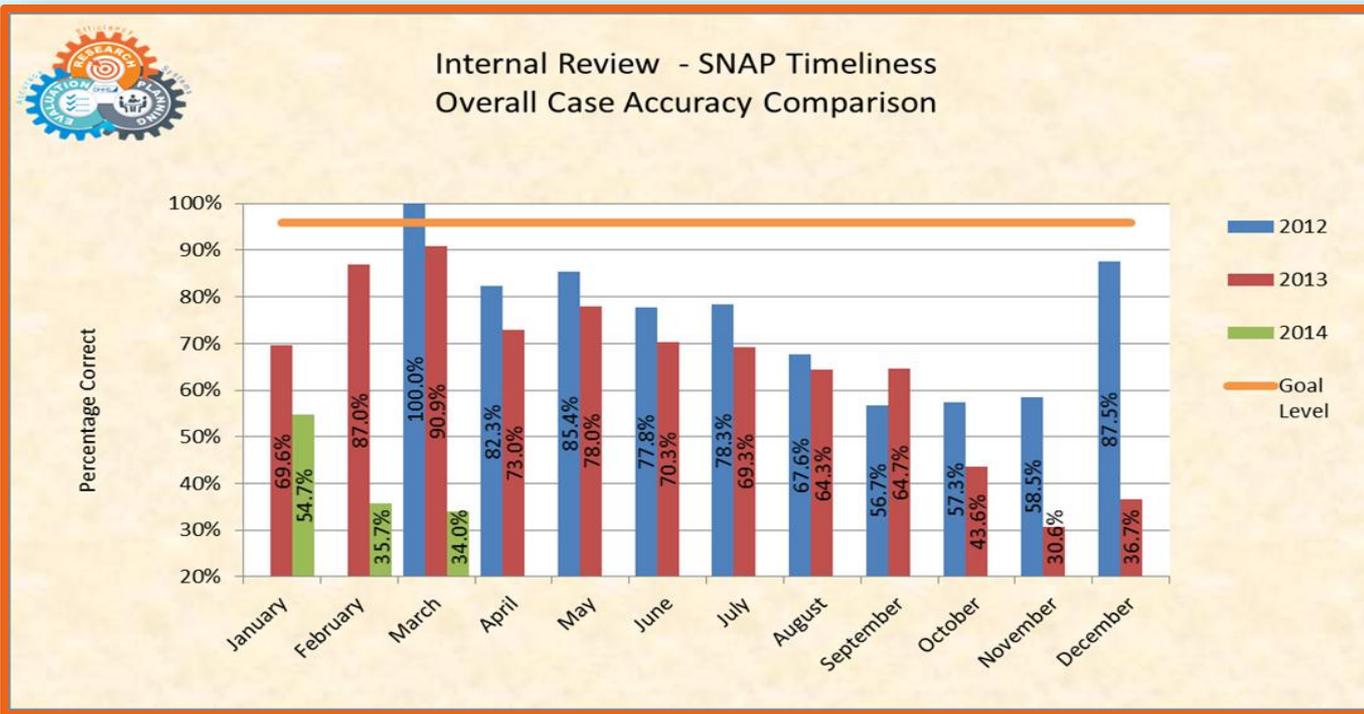
1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

### Action Items:

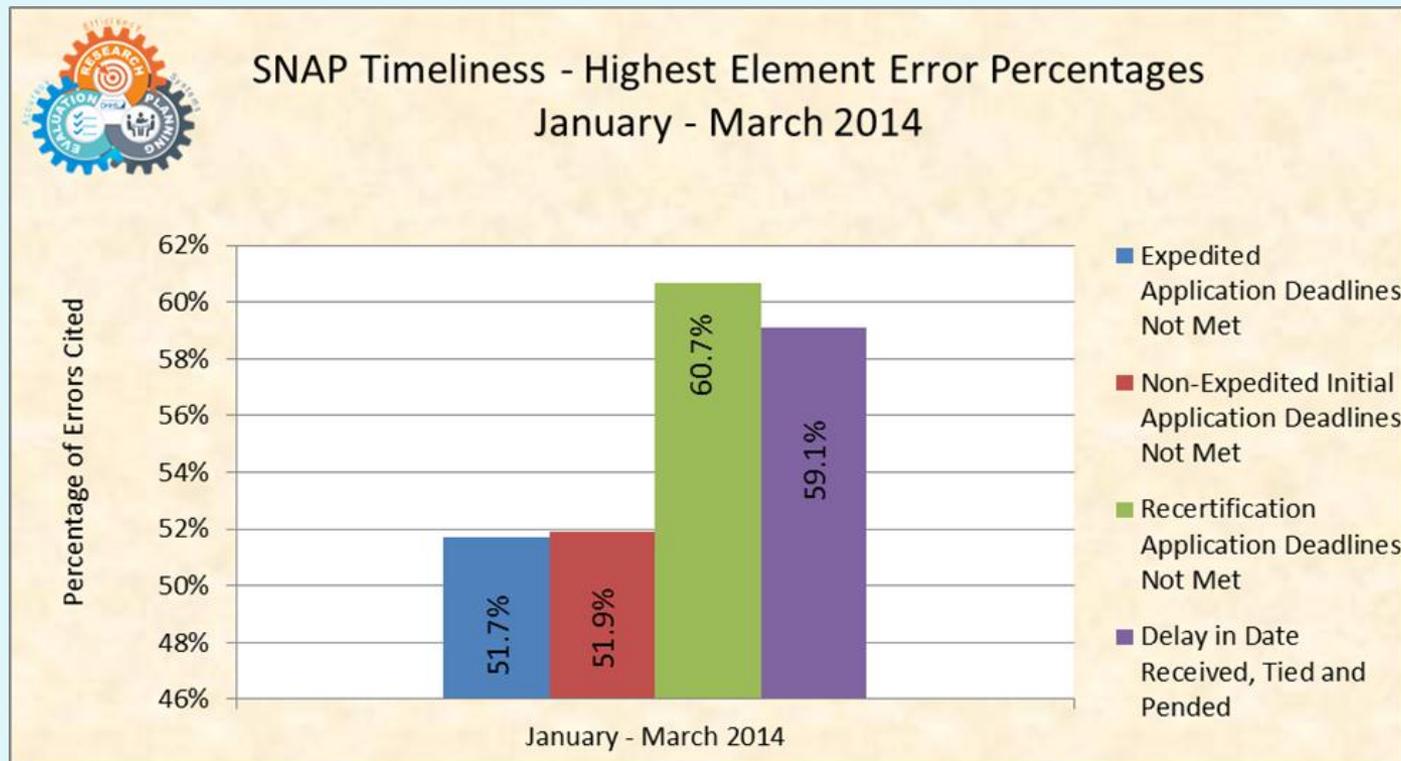
1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 15066 for July 13 will disallow change of payee and case name of SNAP program cases.
3. SCR 14999 will track the reasons an application was denied untimely.
4. SCZR 4134 for July will fix an edit that allowed a worker to set an expedited indicator in future months and disallowed editing it at the time of processing.
5. EBT card question on the E-App.

### Barriers:

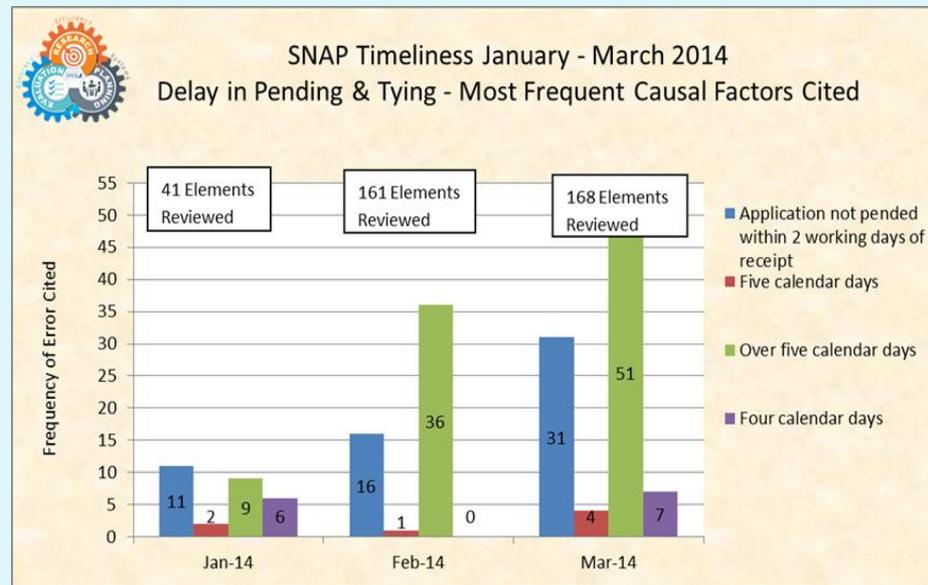
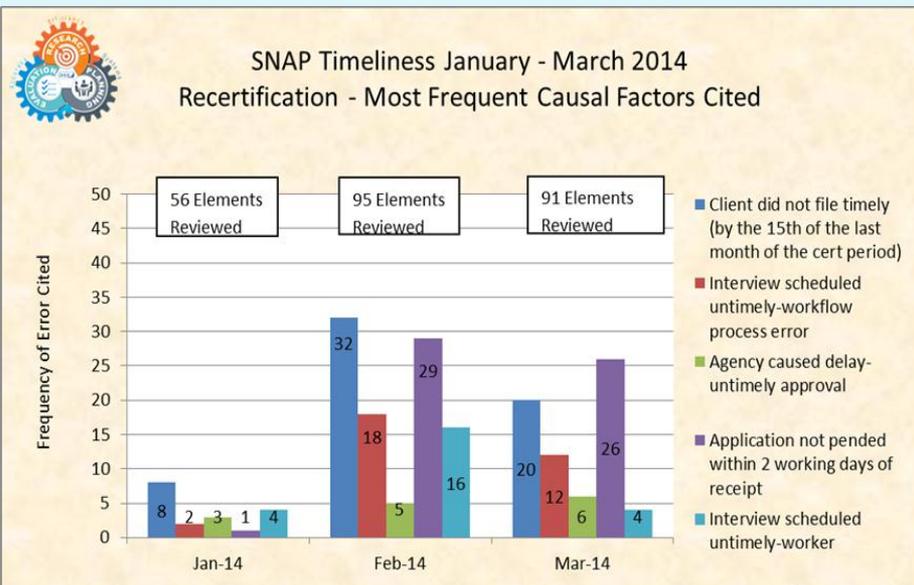
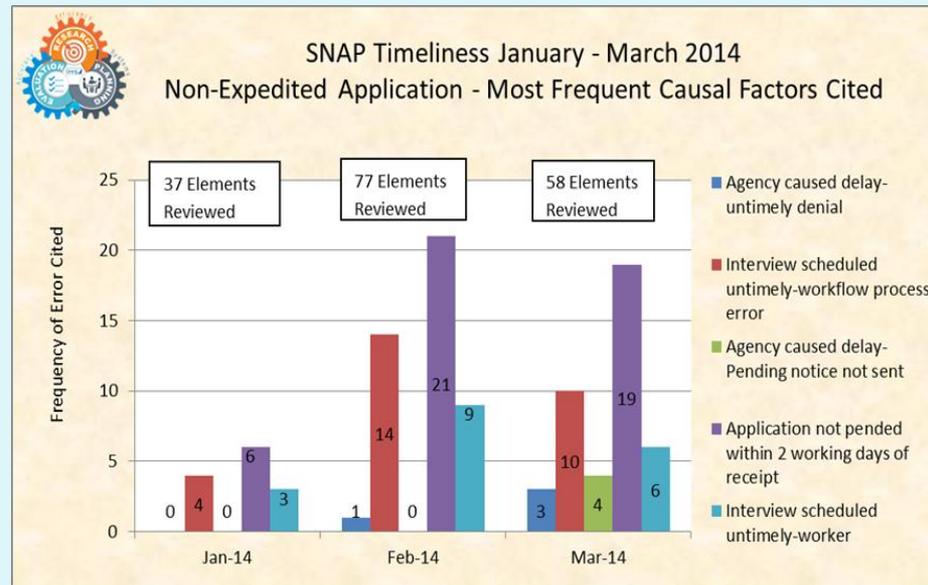
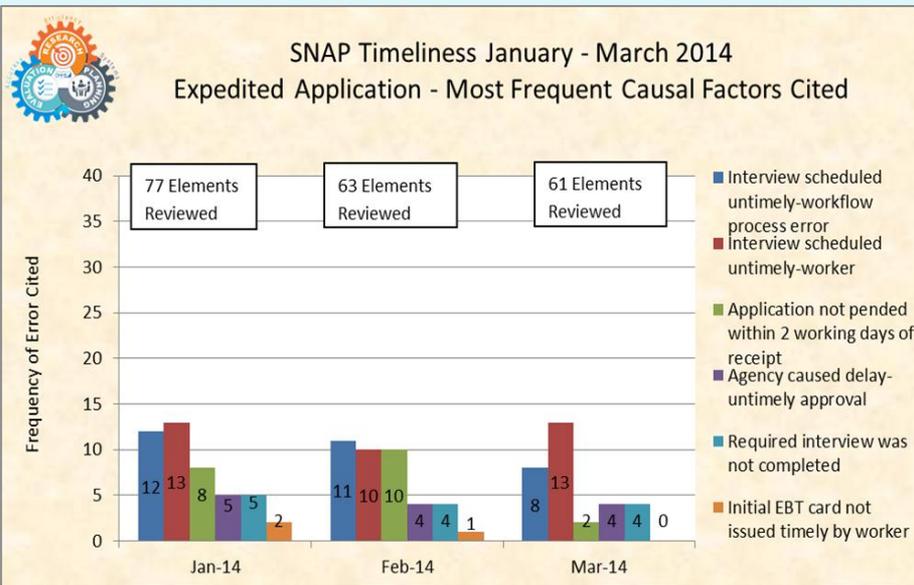
**Goal Statement:** The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.



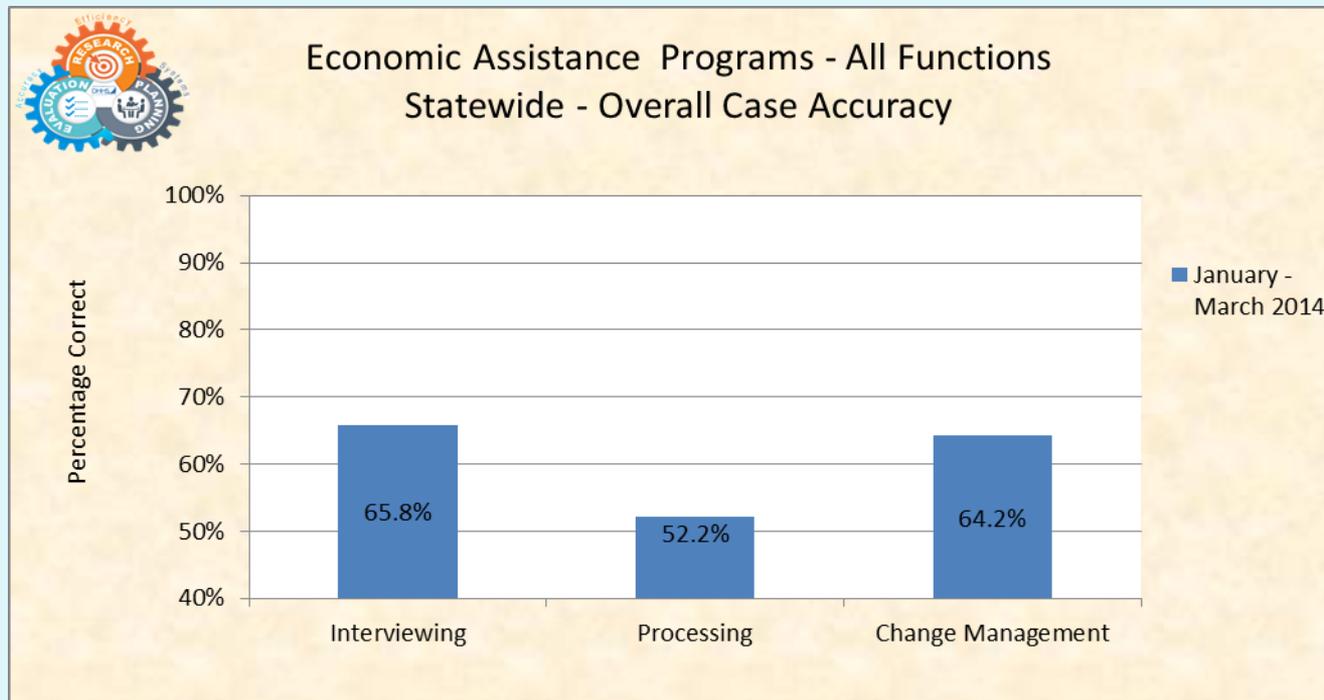
# SNAP: Timeliness



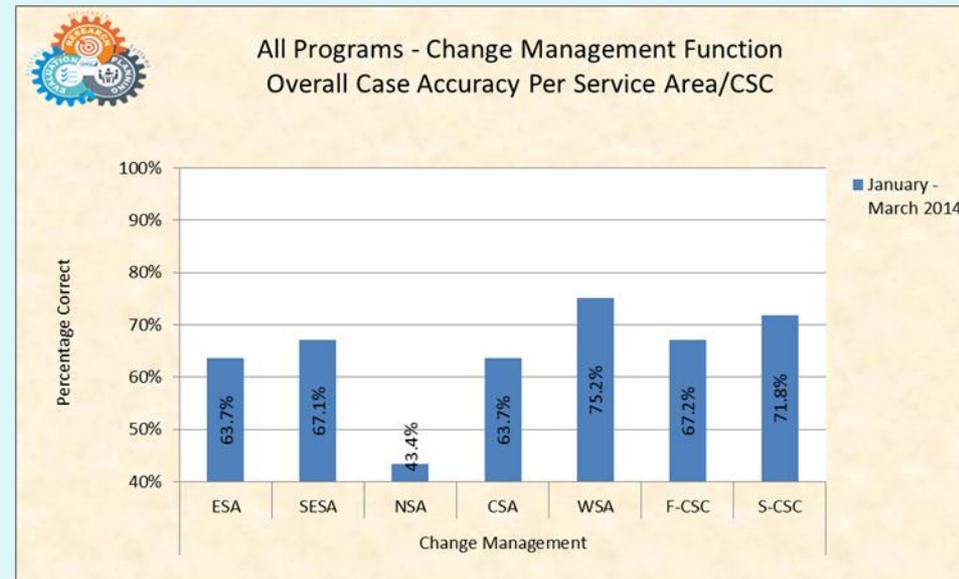
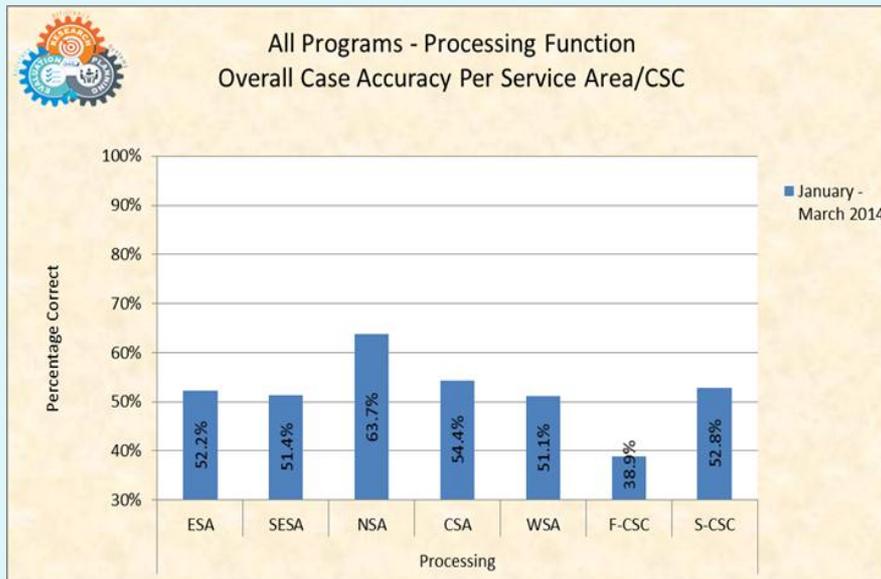
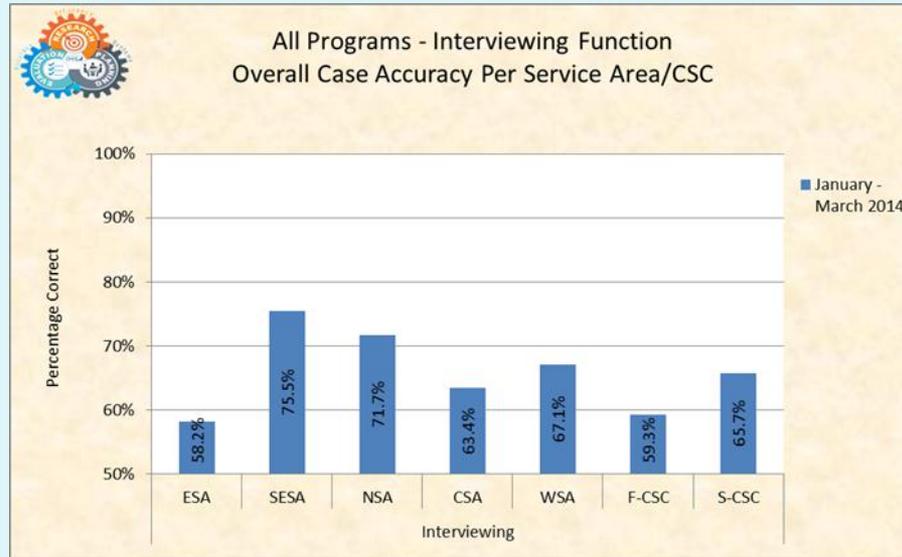
# SNAP: Timeliness



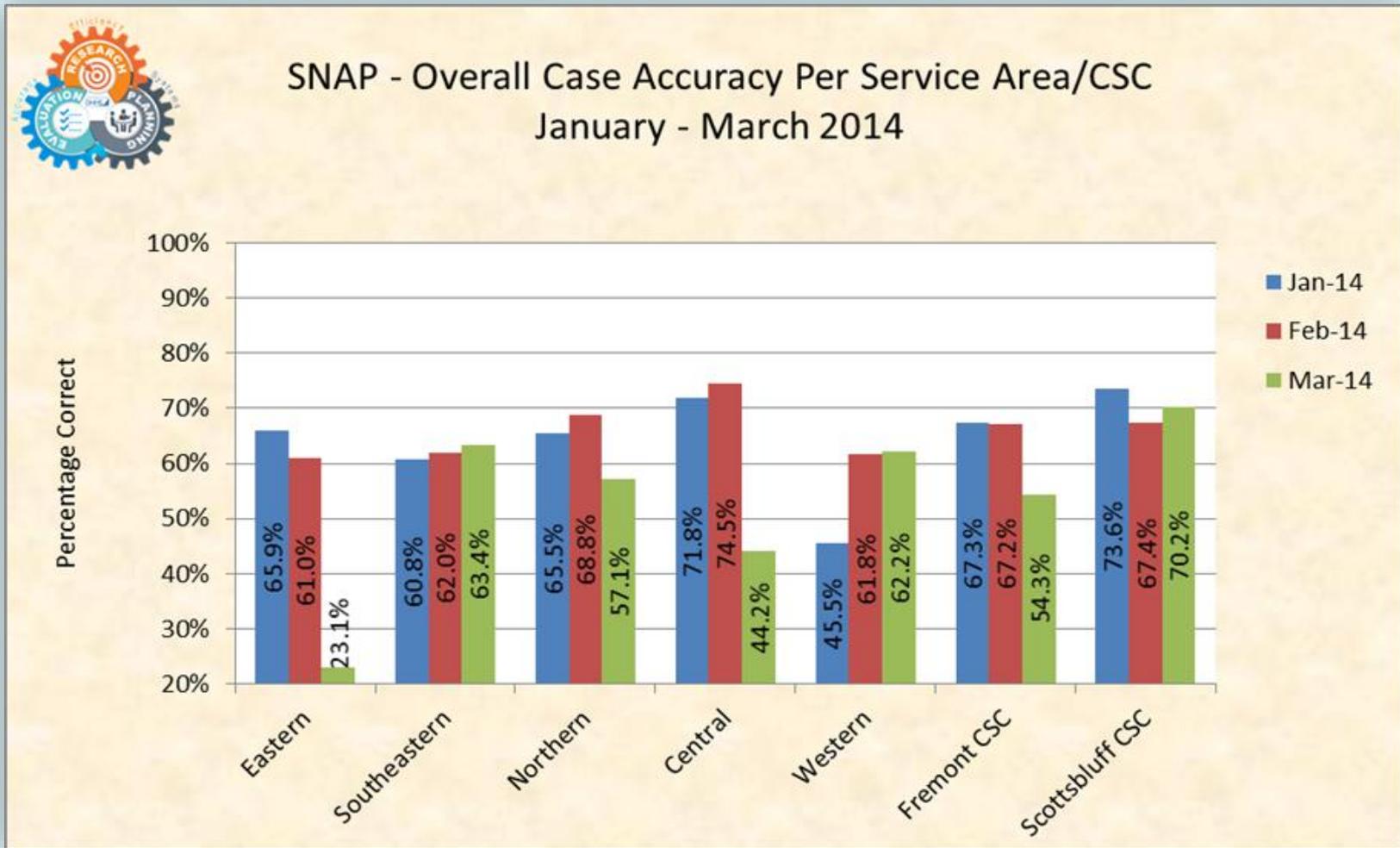
# All Programs Reviewed



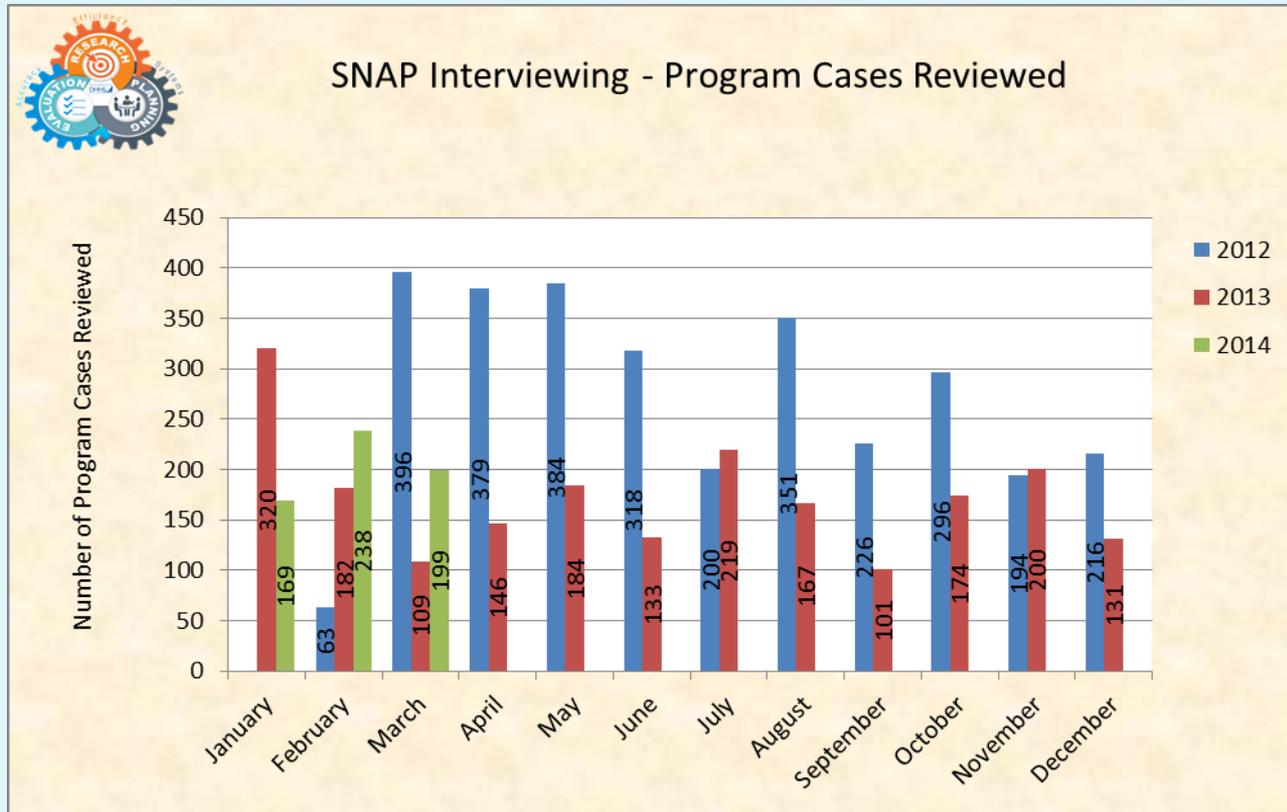
# All Programs Reviewed



# SNAP Accuracy



# SNAP Interviewing Program Case Reads



## SNAP: Interviewing

### Strengths/Accomplishments:

#### Waivers:

1. Implemented Elderly Disabled Interview Waiver on January 1<sup>st</sup> 2014: which allows no interview for a completed application.

#### Staff Changes:

1. Interviews are now being conducted in local offices.

#### Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

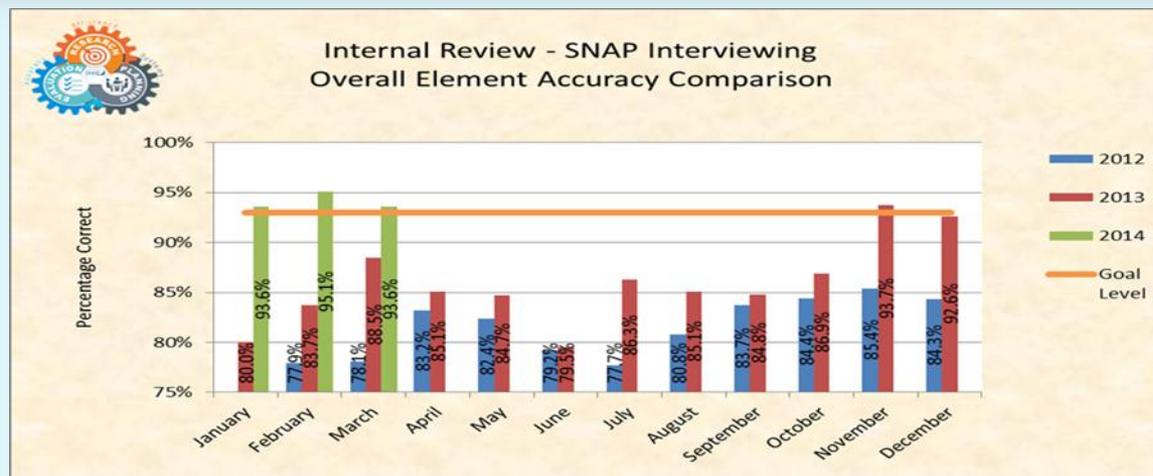
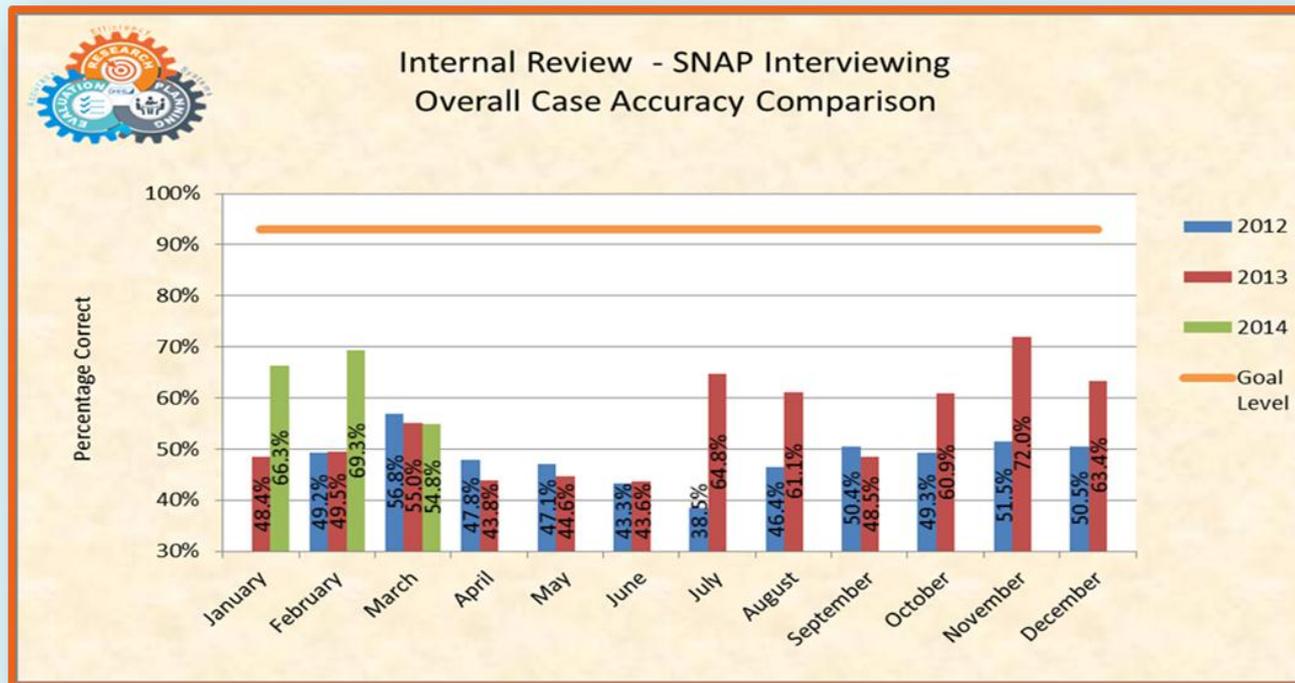
#### Tips of the Week released:

1. Elderly/Disabled Waiver: 3/5/2014
2. Child Support: 3/6/2014
3. Child Support II: 3/7/2014
4. SNAP Delayed Interview Process (non-expedited): 3/11/2014
5. Elderly/Disabled vs. SR Desk Review: 4/2/2014

### Action Items:

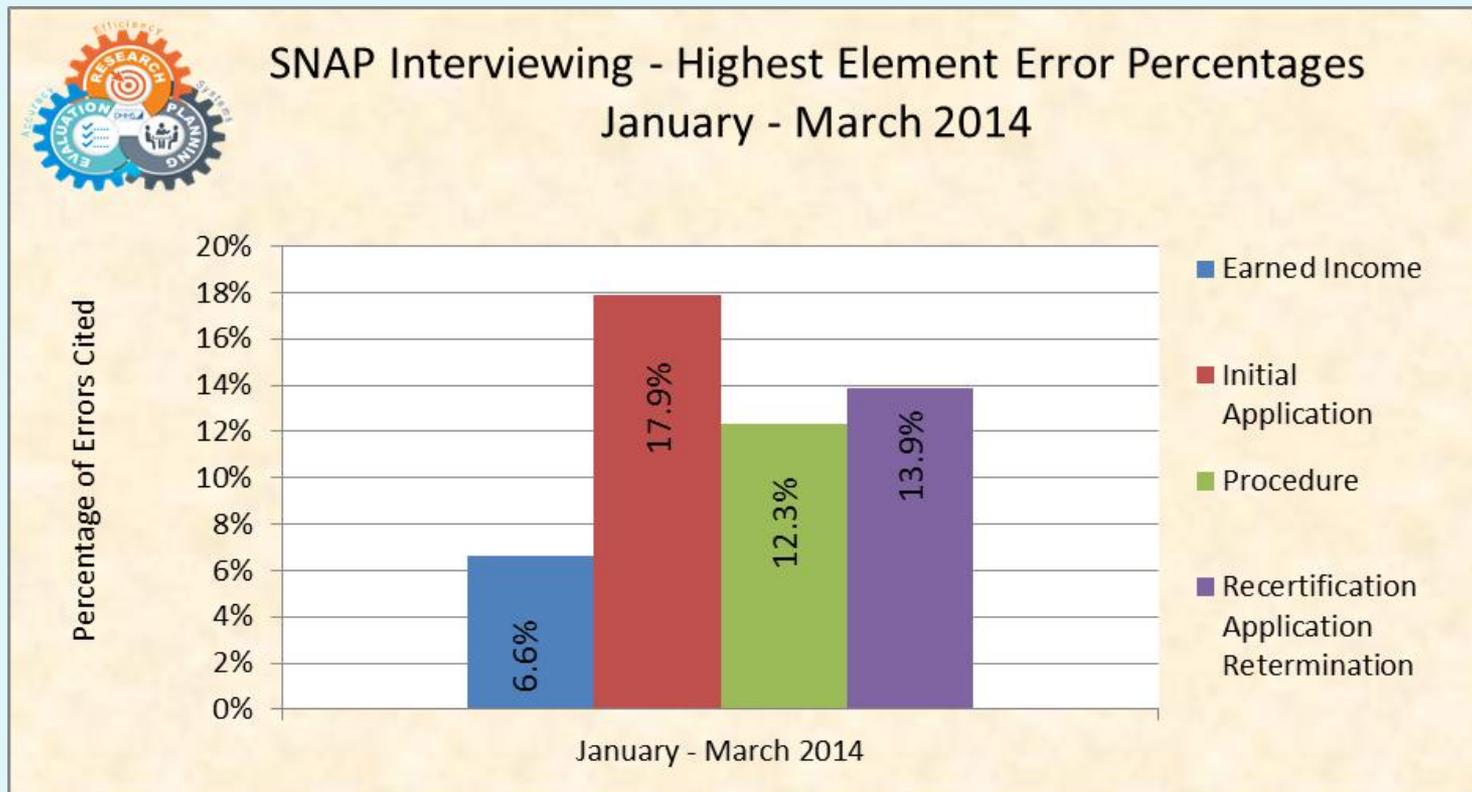
### Barriers:

**Goal Statement:** The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

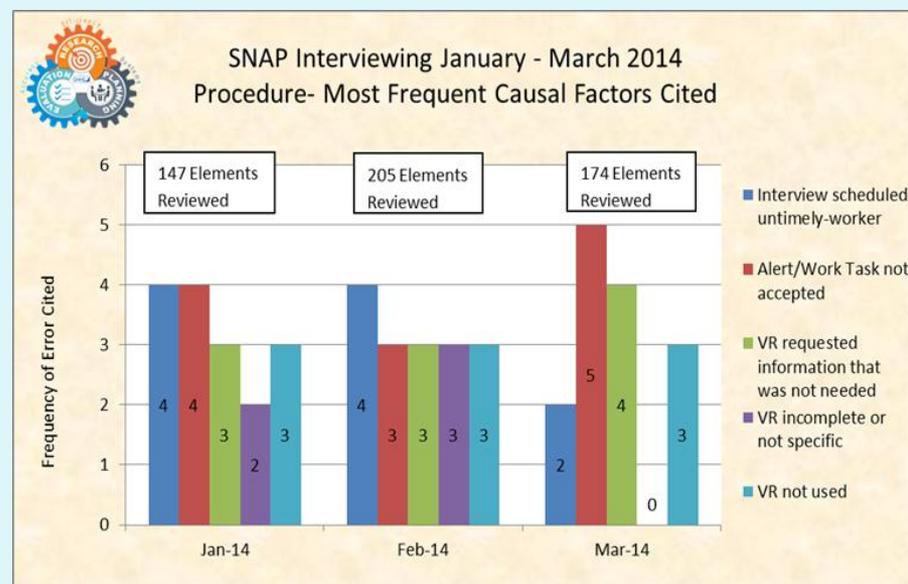
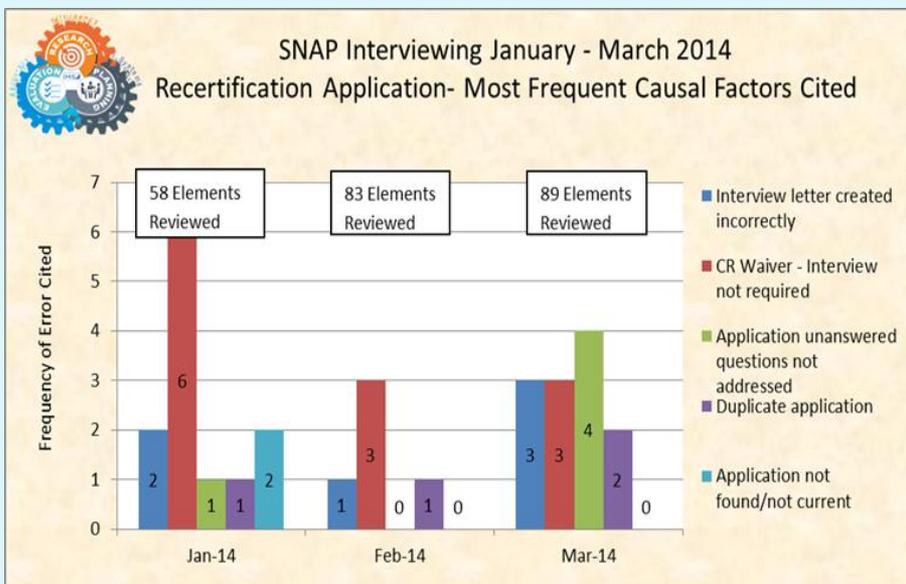
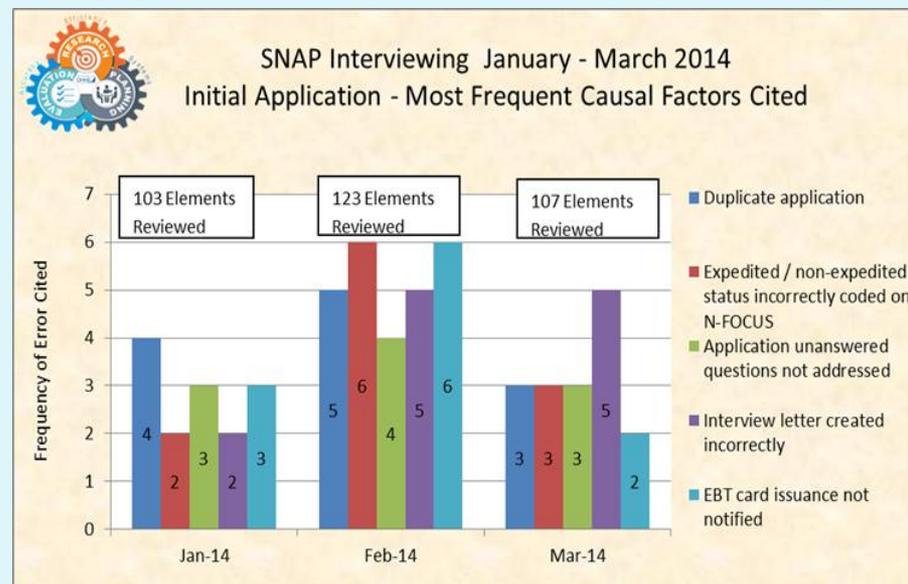
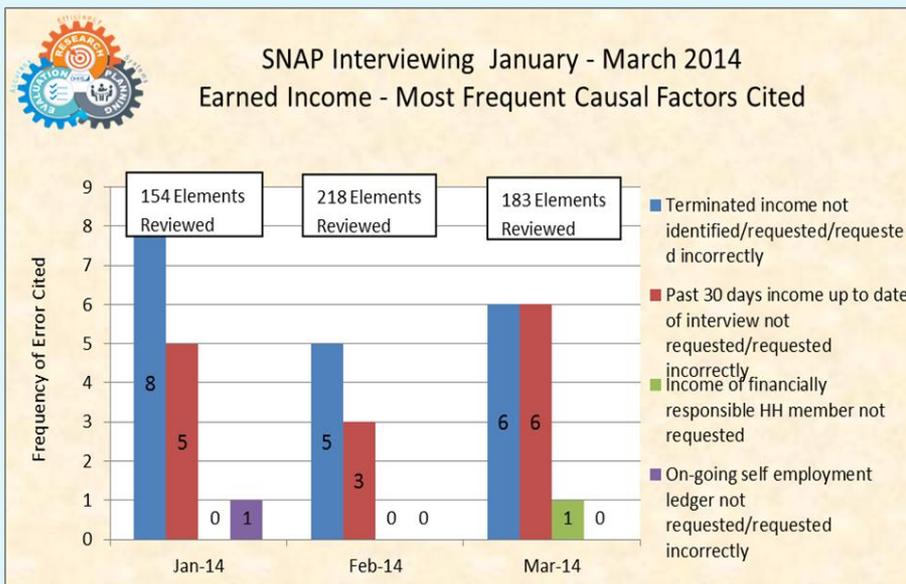


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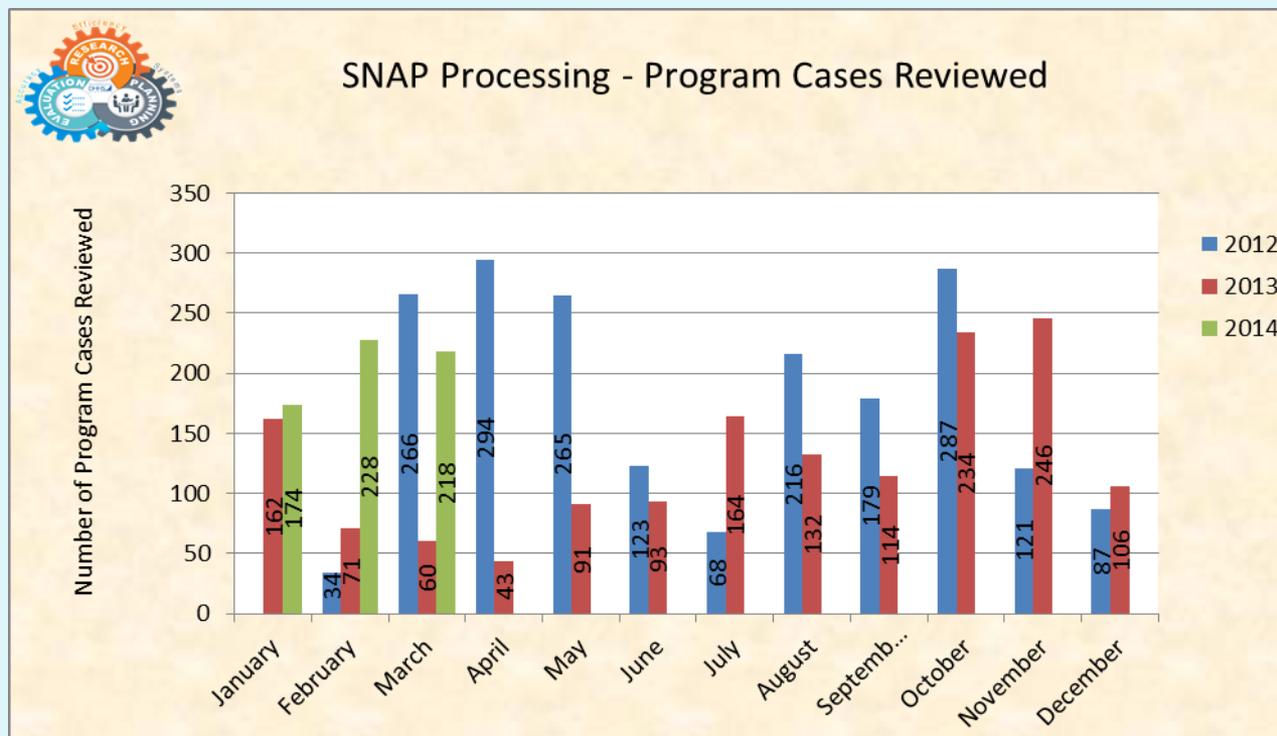
# SNAP: Interviewing



# SNAP: Interviewing



# SNAP Processing Program Case Reads



## SNAP: Processing

### Strengths/Accomplishments:

#### Waivers:

1. 10 Day Denial Wavier has been approved in which an application can be denied after 10 days if the Household fails to provide information.

#### Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014
3. SR Recert: 3/31/2014

#### Tips of the Week released:

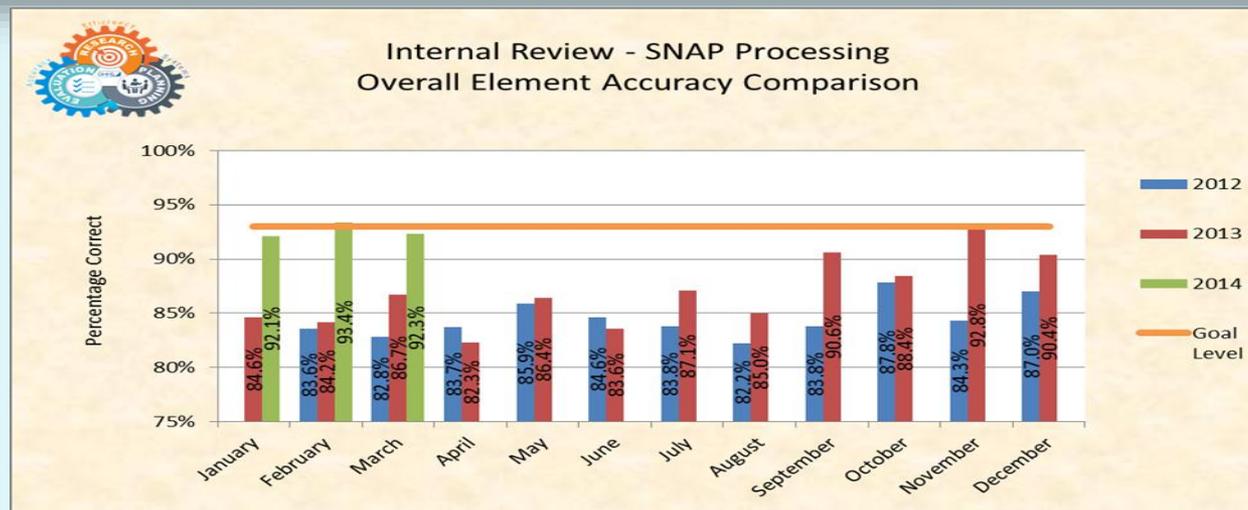
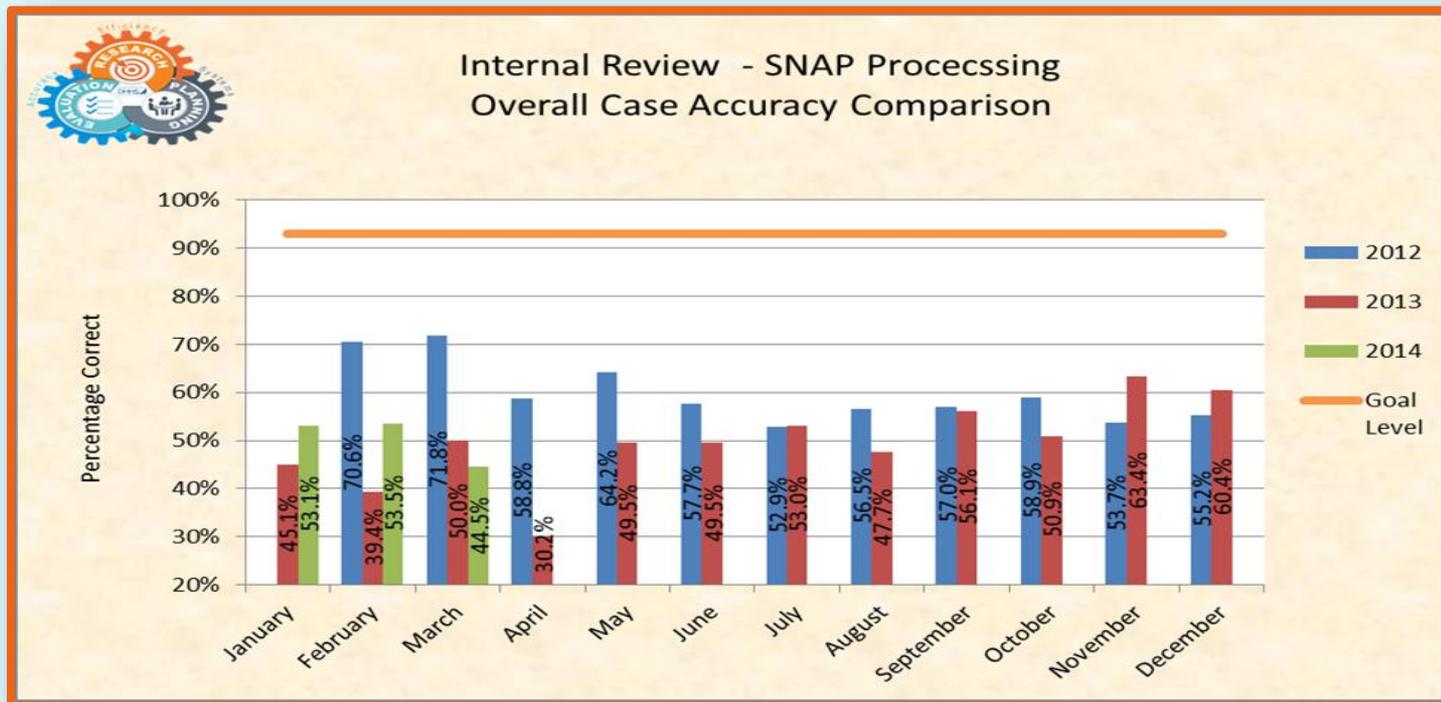
1. Elderly/Disabled Waiver 3/5/2014
2. Child Support 3/6/2014
3. Child Support II 3/7/2014
4. Elderly/Disabled vs. SR Desk Review 4/2/2014

### Action Items:

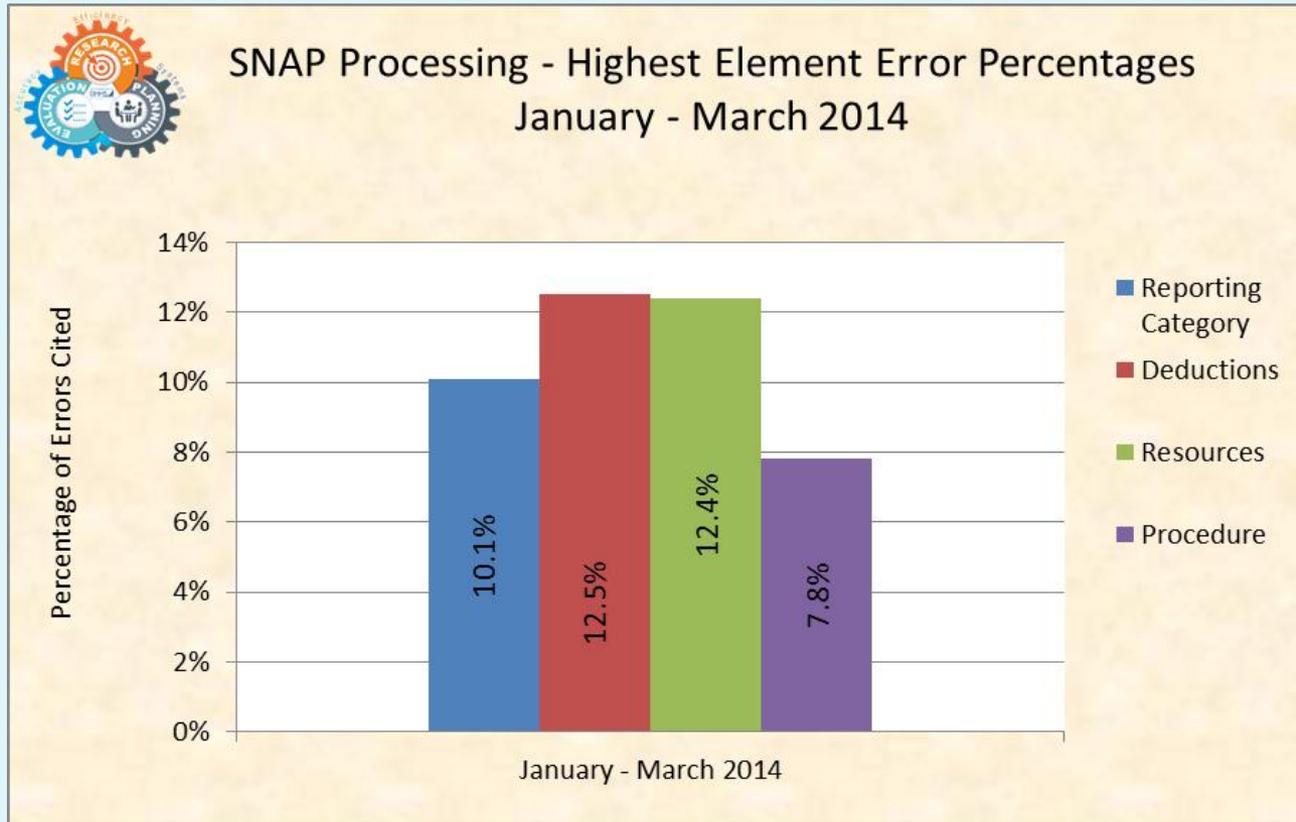
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

### Barriers:

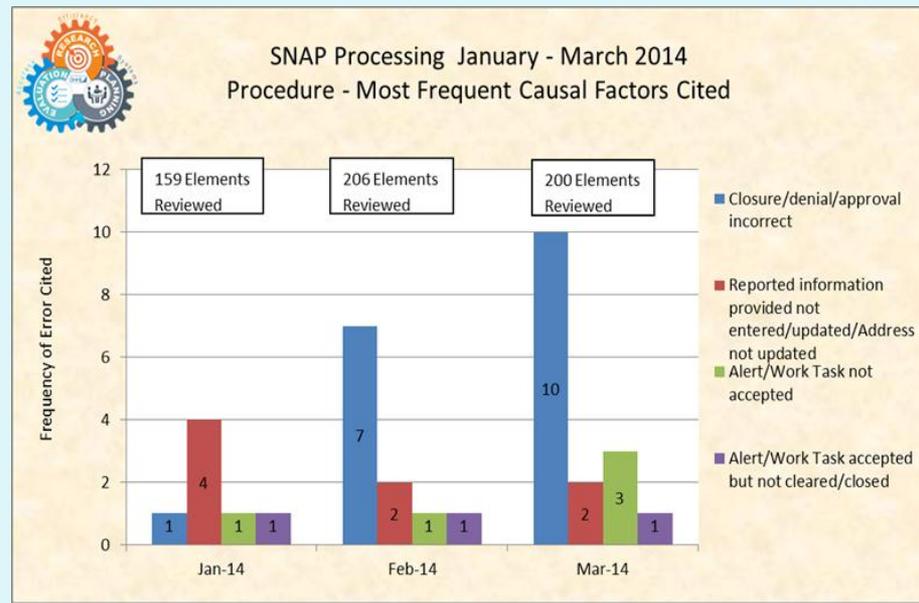
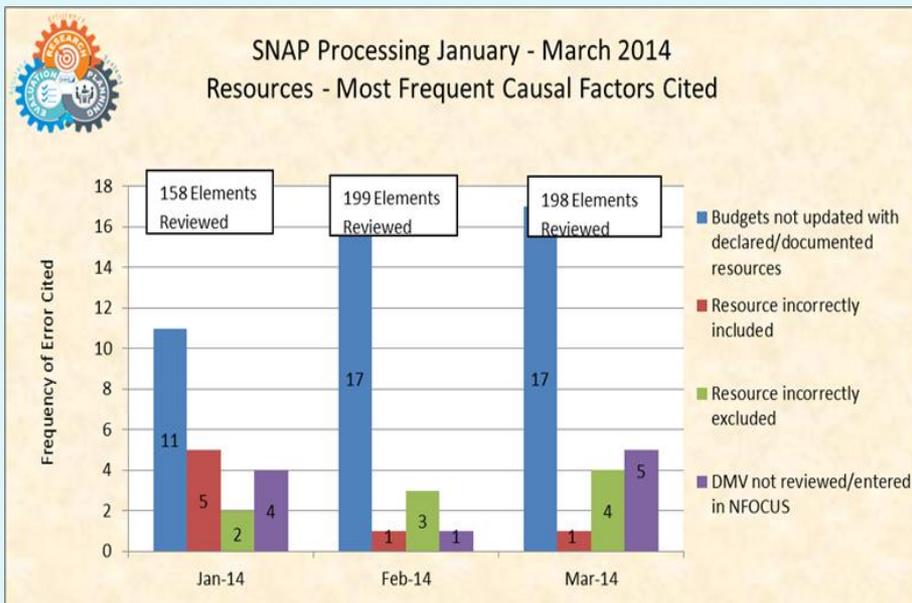
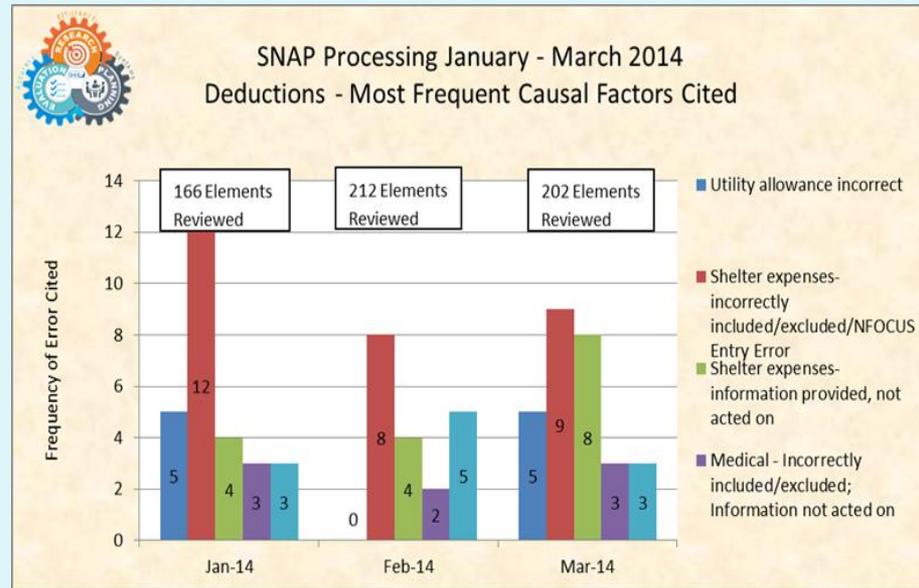
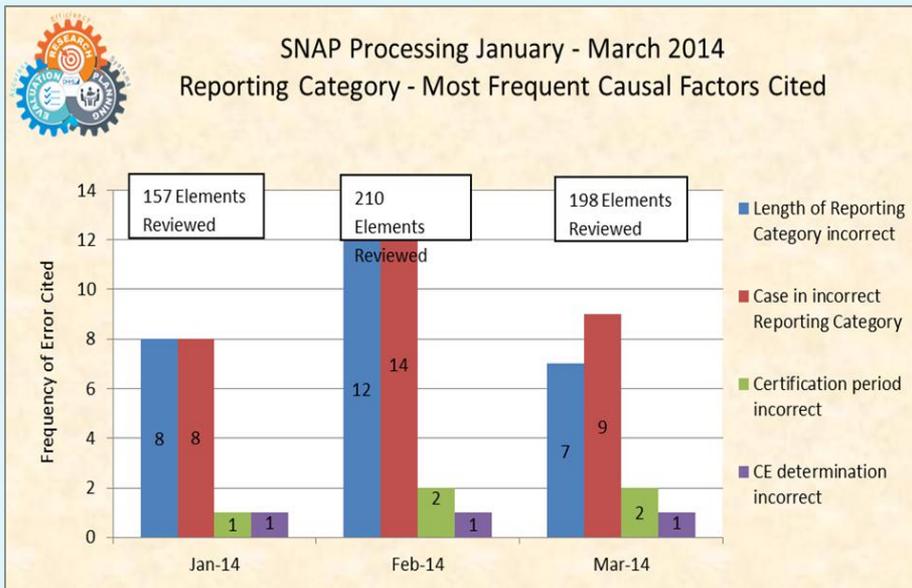
**Goal Statement:** The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



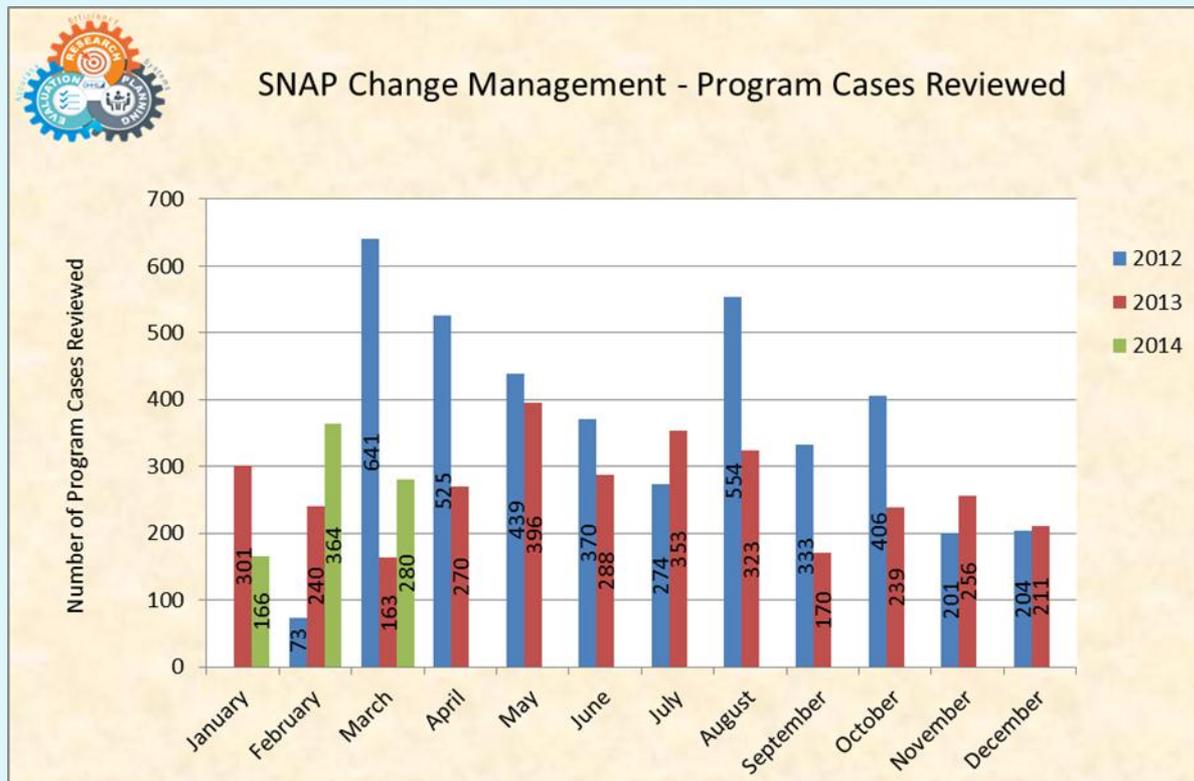
# SNAP: Processing



# SNAP: Processing



# SNAP Change Management Program Case Reads



## SNAP: Change Management

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week released:

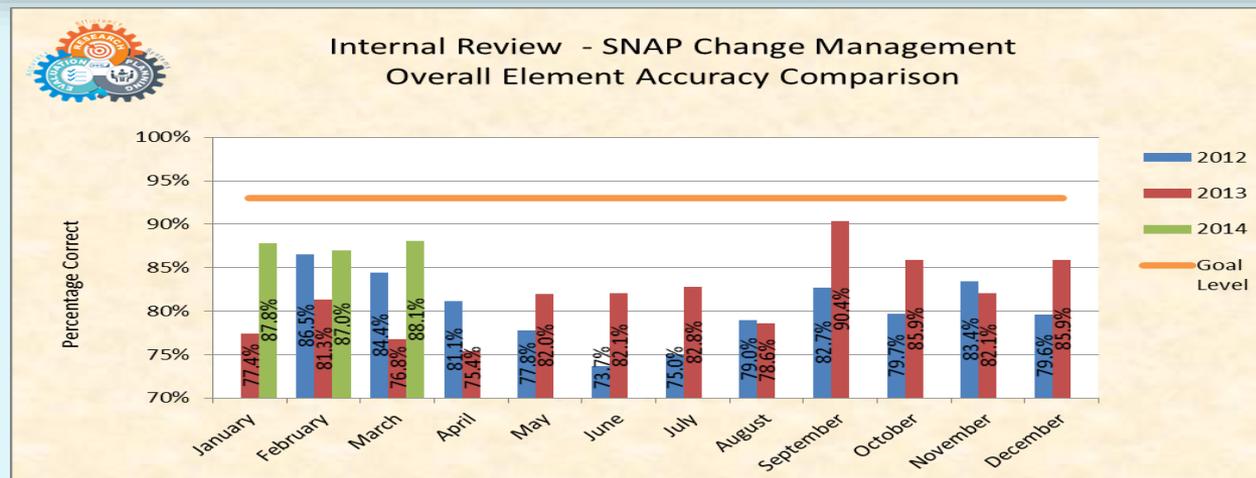
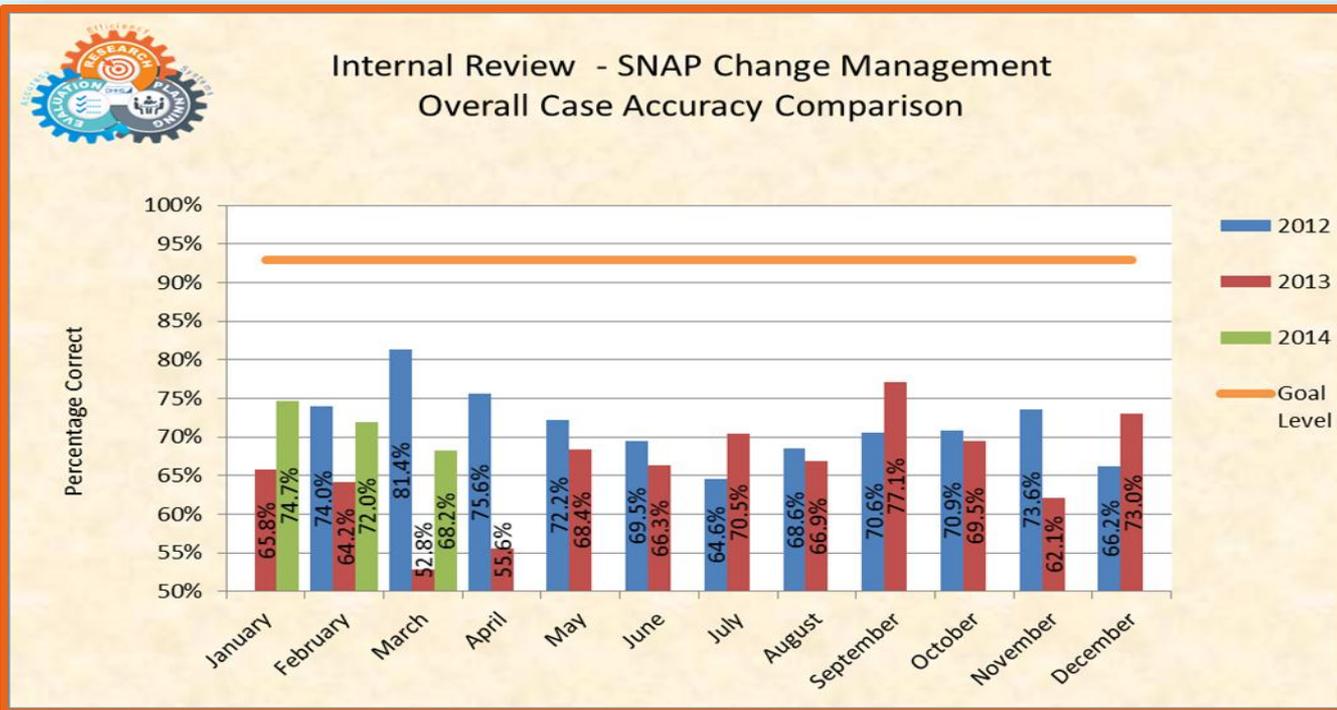
1. Elderly/Disabled Waiver: 3/5/2014
2. Child Support: 3/6/2014
3. Child Support II: 3/7/2014
4. Elderly/Disabled vs. SR Desk Review: 4/2/2014

### Action Items:

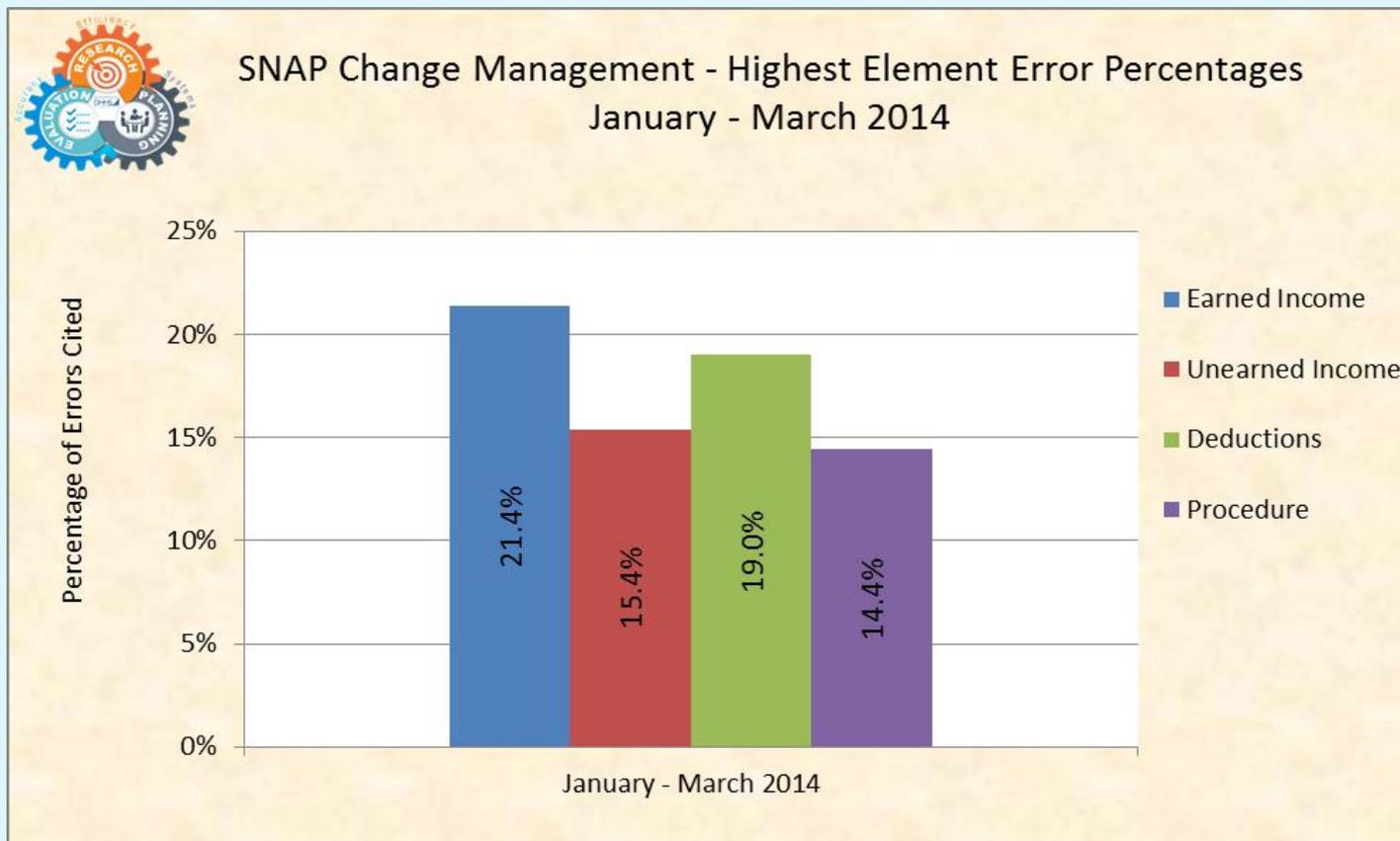
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

### Barriers:

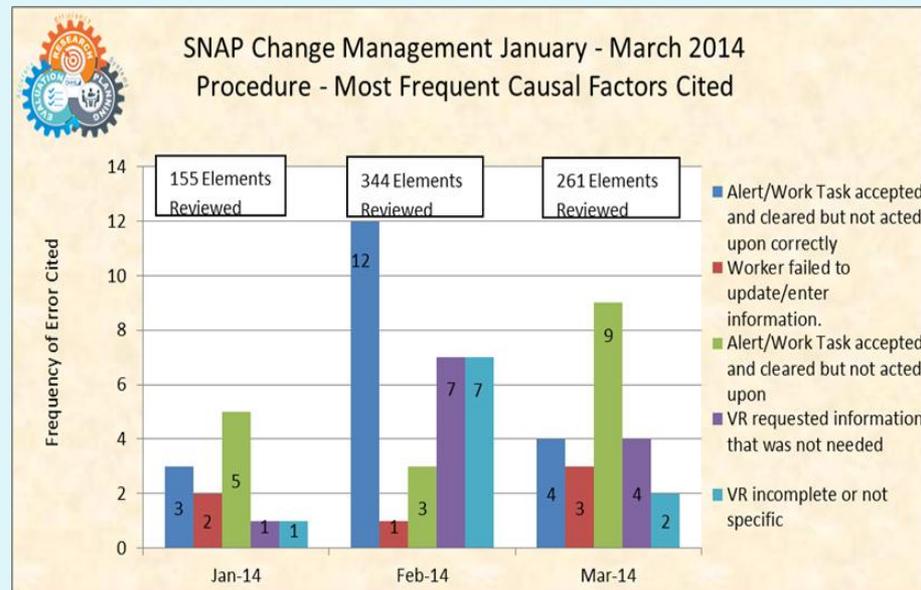
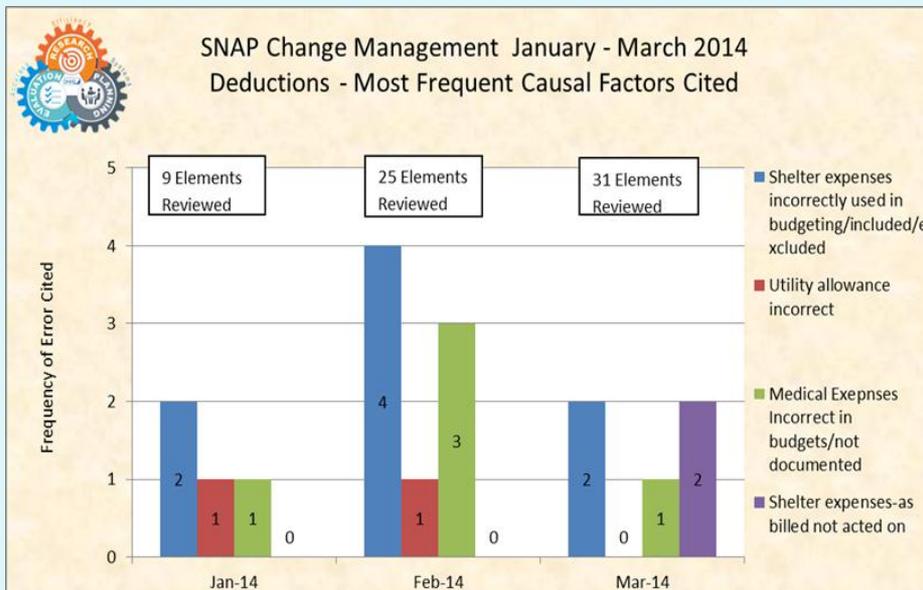
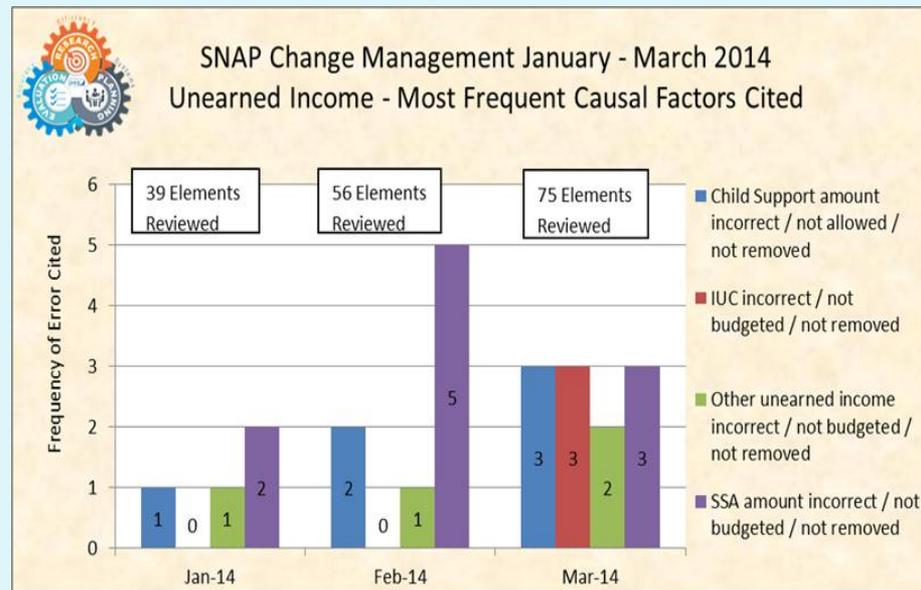
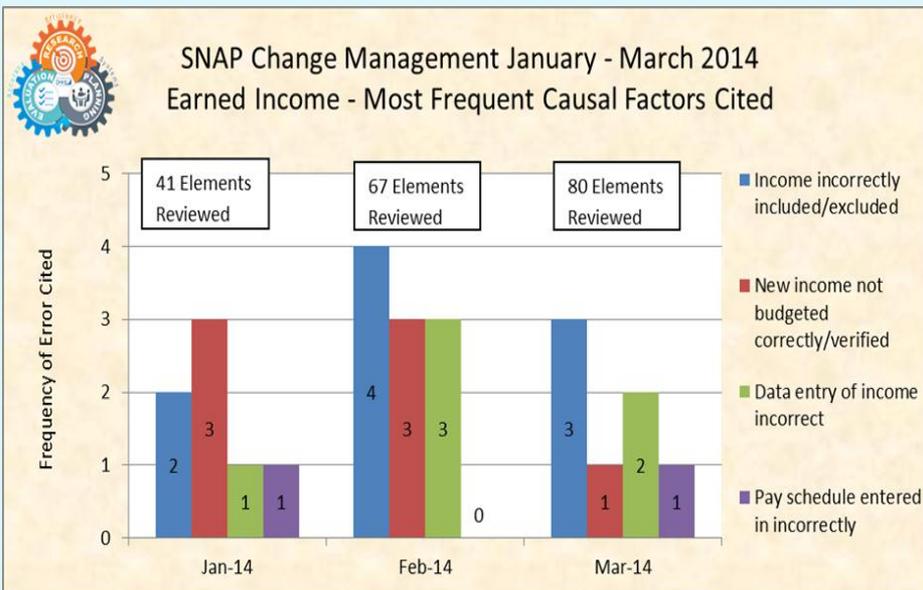
**Goal Statement:** The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



# SNAP: Change Management

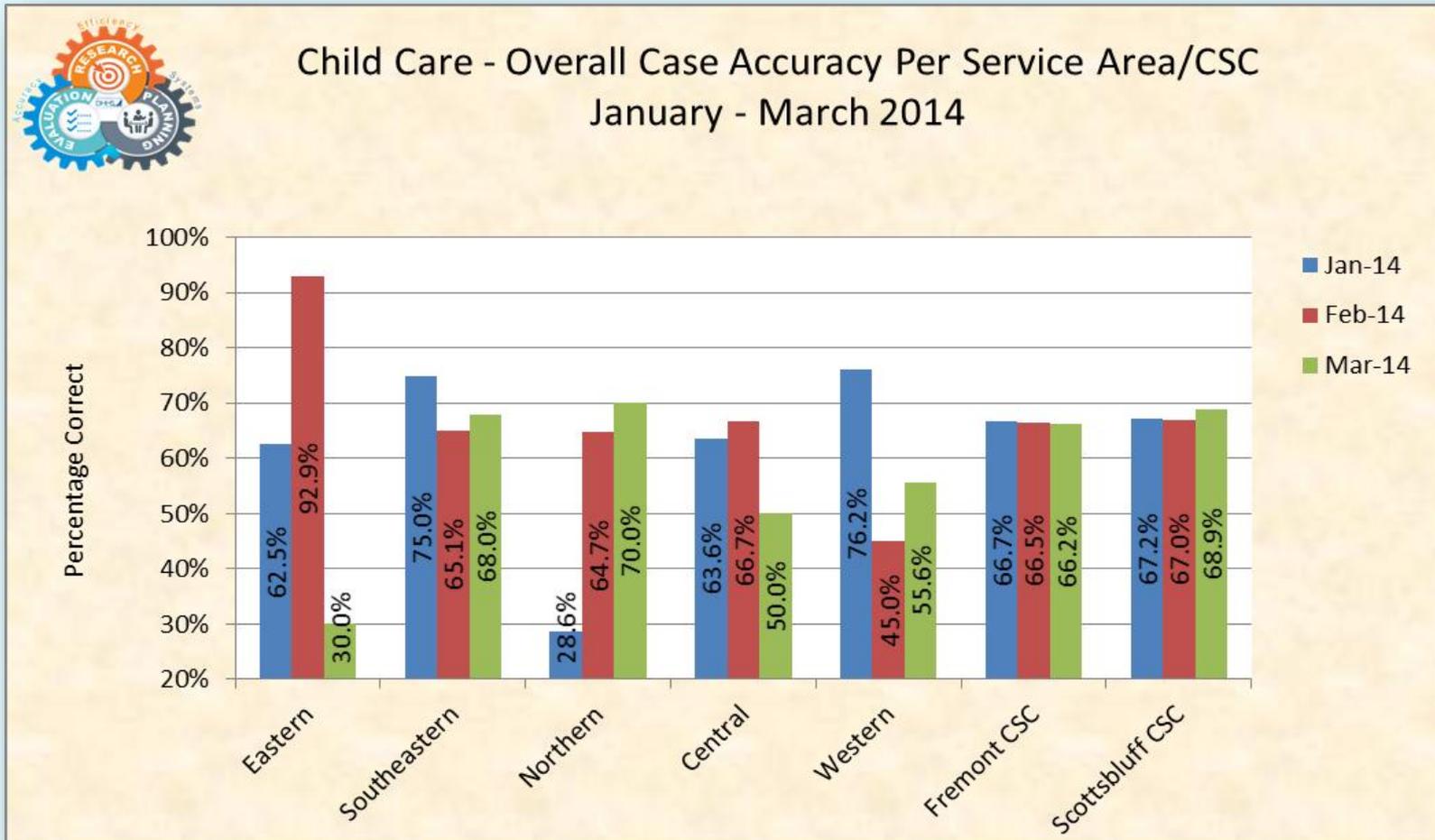


# SNAP: Change Management

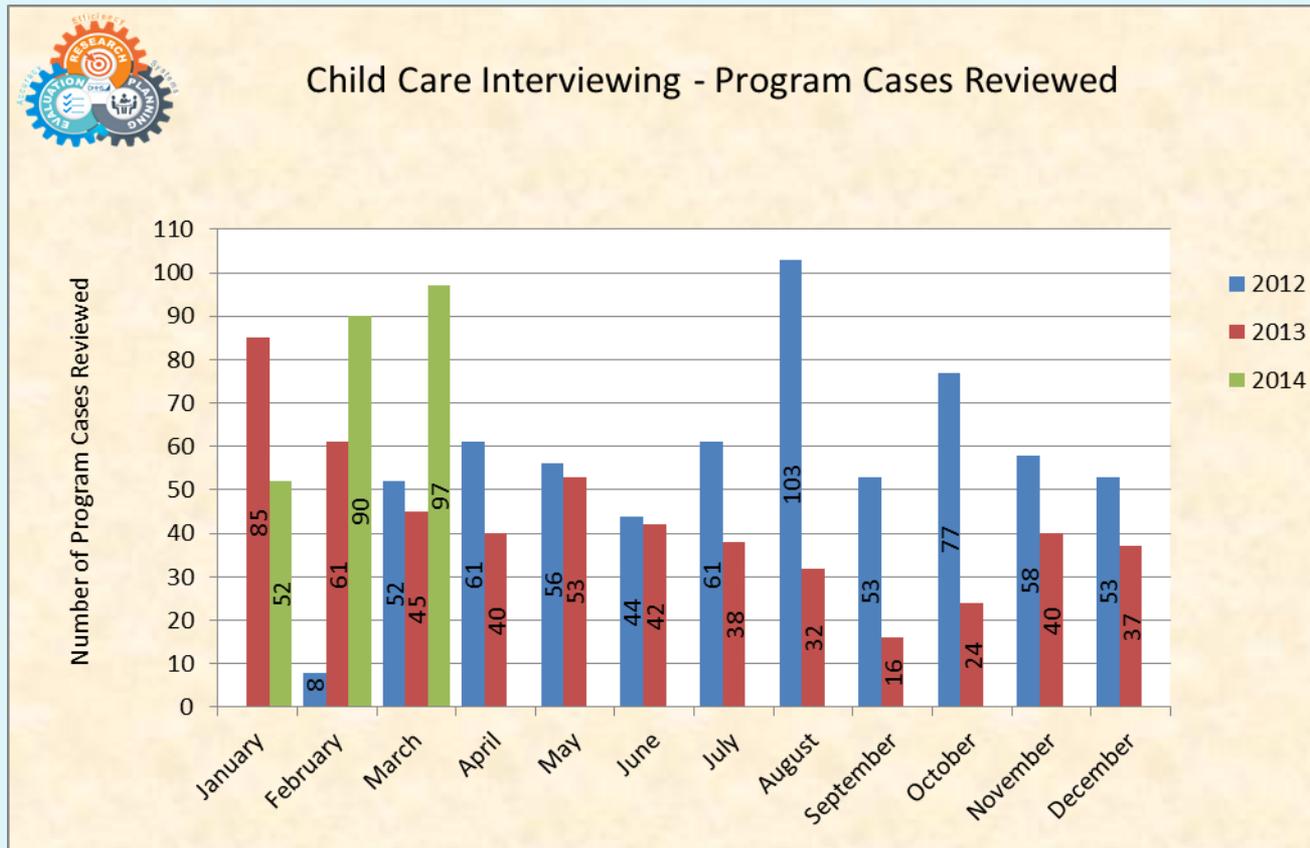


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# Child Care Accuracy



# Child Care Interviewing Program Case Reads



**Goal Statement:** The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.

### Child Care: Interviewing

**Strengths/Accomplishments:**

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

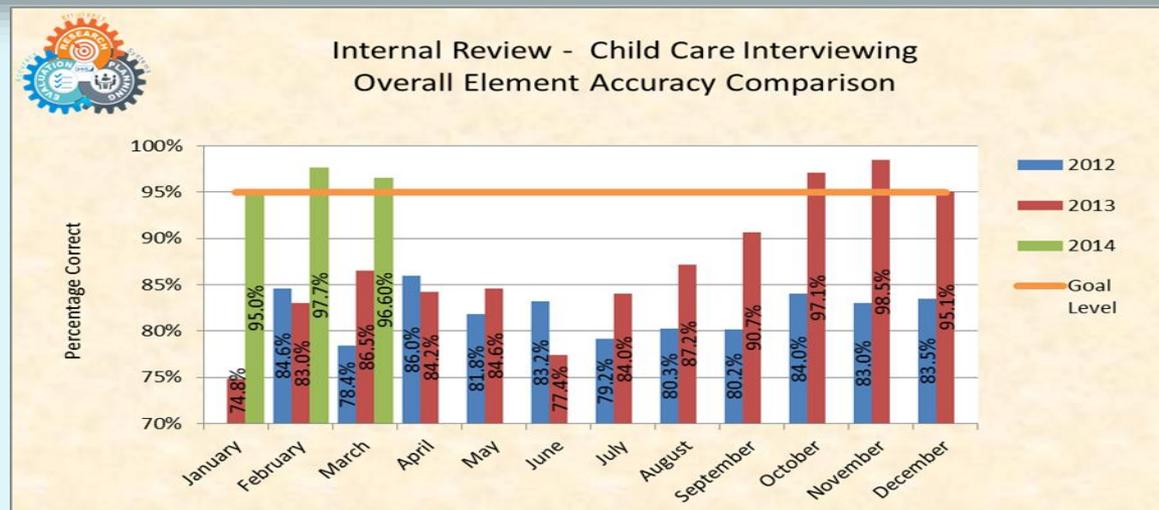
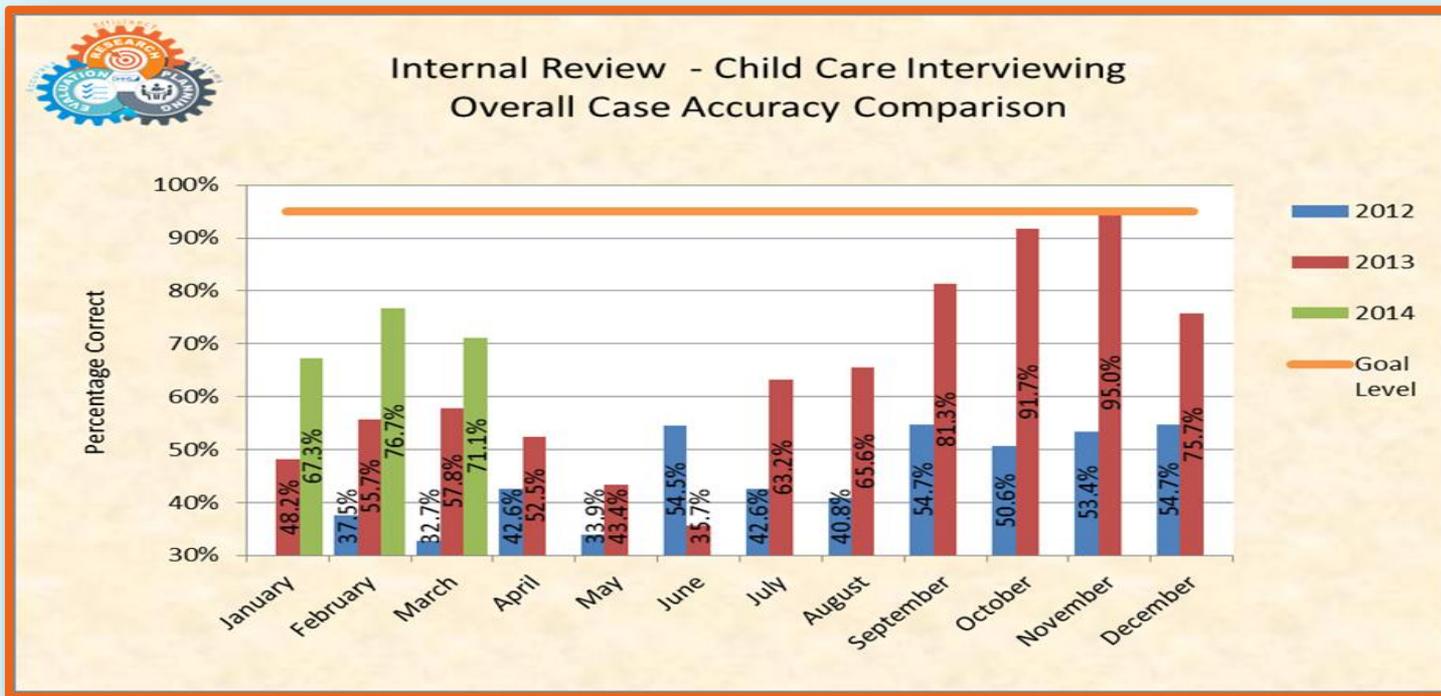
Tips of the Week Released:

1. ADC and CC  
Resources: 3/24/2014

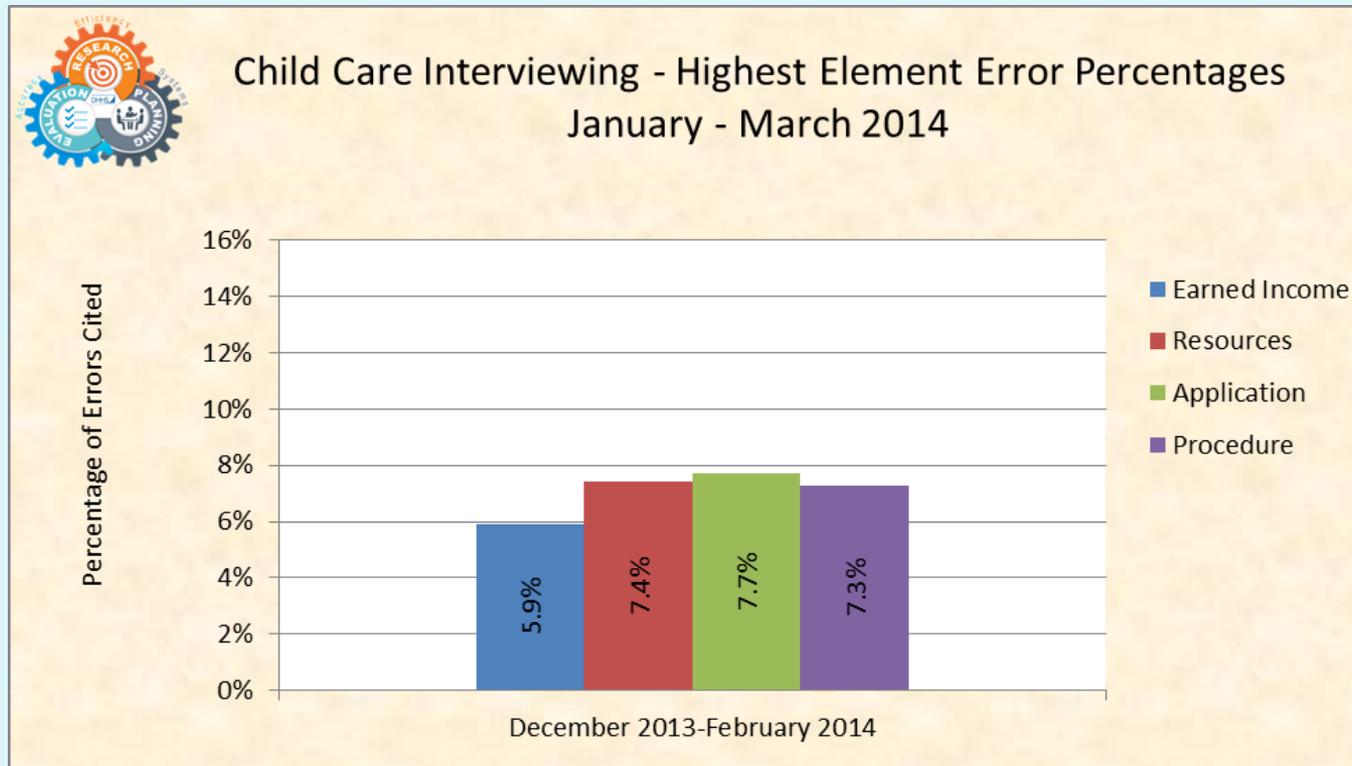
**Action Items:**

1. SCR 13158 for July 13 will list the most recent authorizations at the top of the list.
2. SCR 15370 will fix a bug with rescheduling interviews.

**Barriers:**



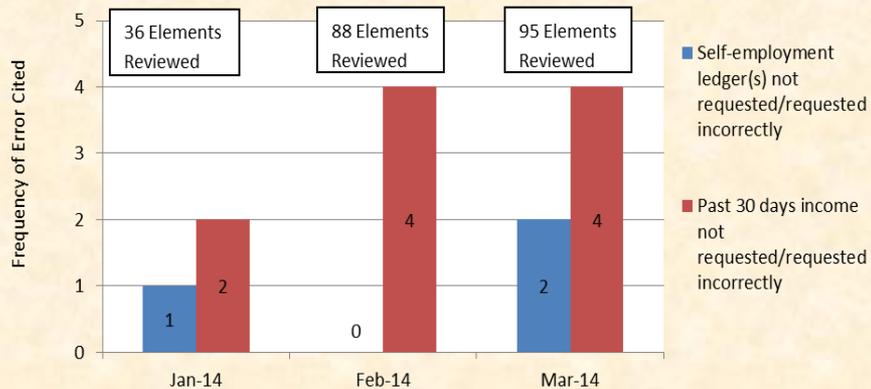
# Child Care: Interviewing



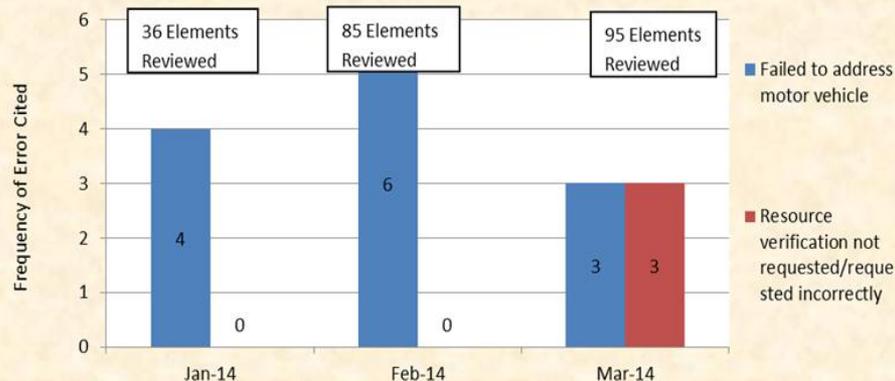
# Child Care: Interviewing



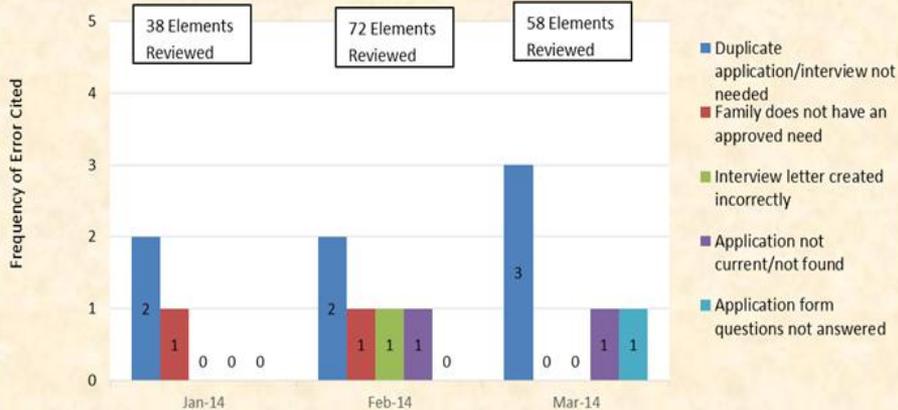
Child Care Interviewing January - March 2014  
Earned Income - Most Frequent Causal Factors Cited



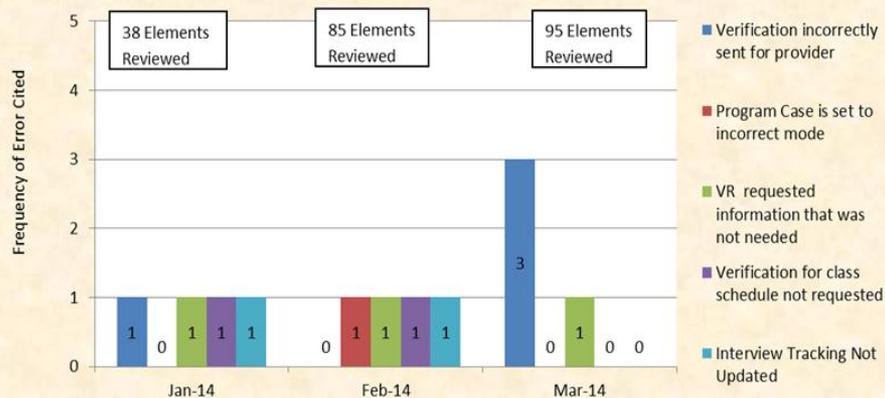
Child Care Interviewing December 2013-February 2014  
Resources - Most Frequent Causal Factors Cited



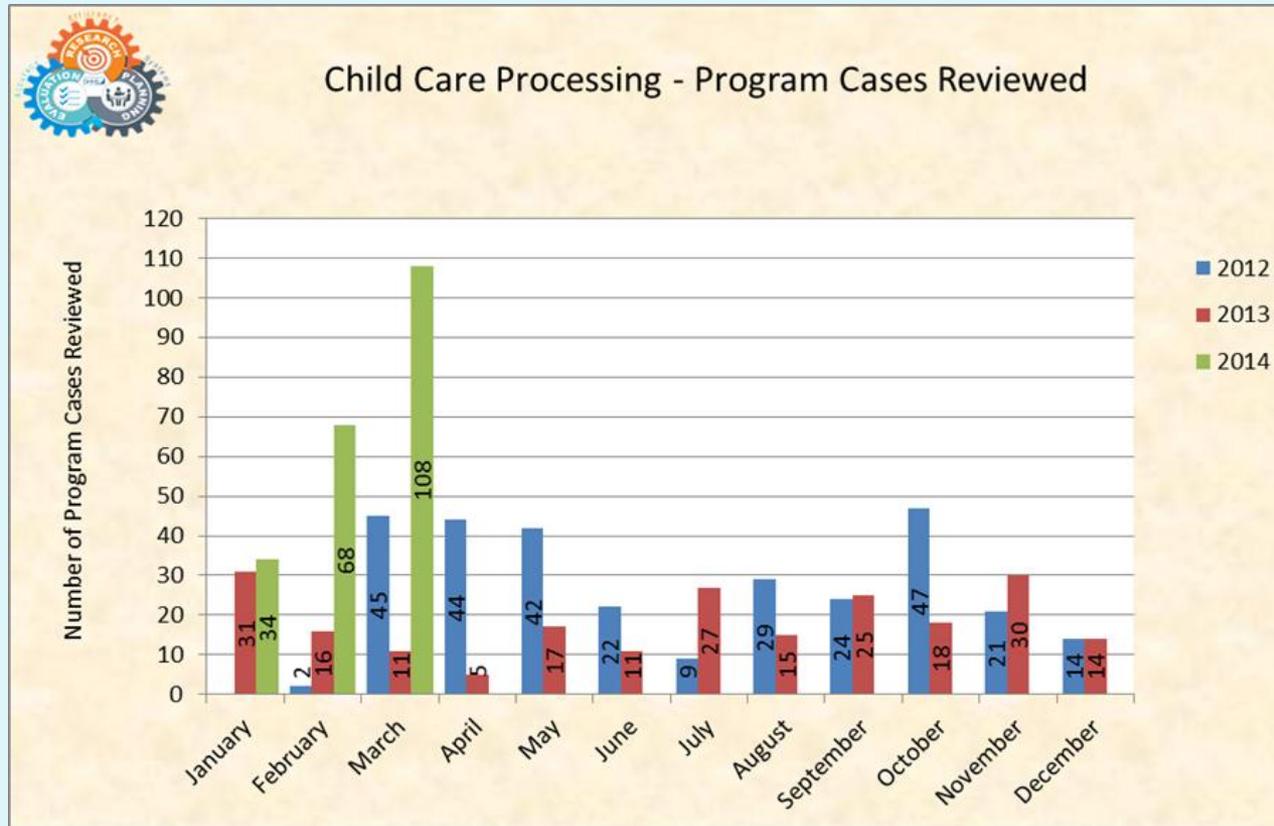
Child Care Interviewing December 2013-February 2014  
Application - Most Frequent Causal Factors Cited



Child Care Interviewing January - March 2014  
Procedure - Most Frequent Causal Factors Cited



# Child Care Processing Program Case Reads



## Child Care: Processing

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014
3. Child Care Authorizations: 3/06/2014
4. Updating a Child Care Authorization: 4/7/2014
5. Child Care non-participating: 4/14/2014

Tips of the Week Released:

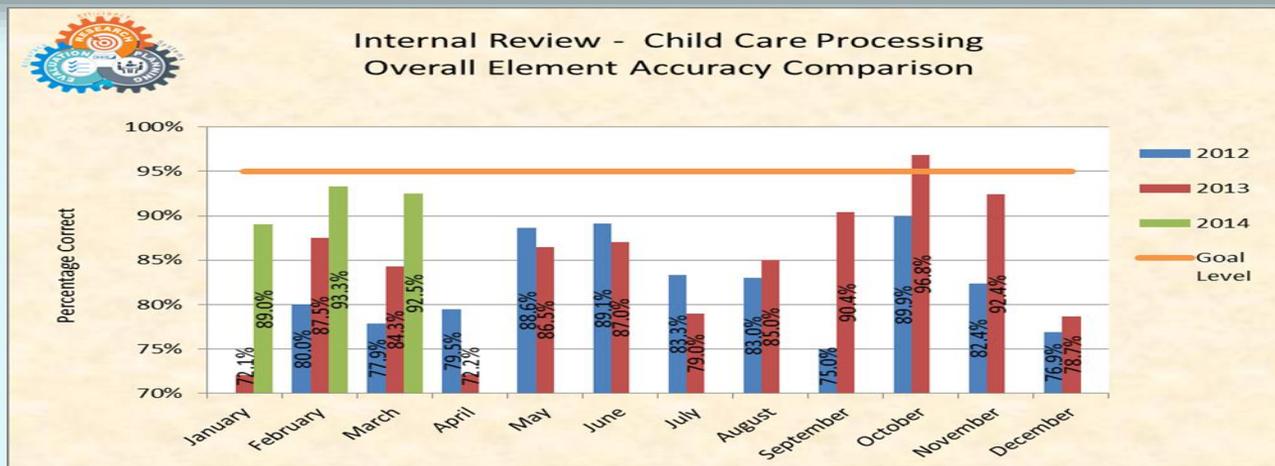
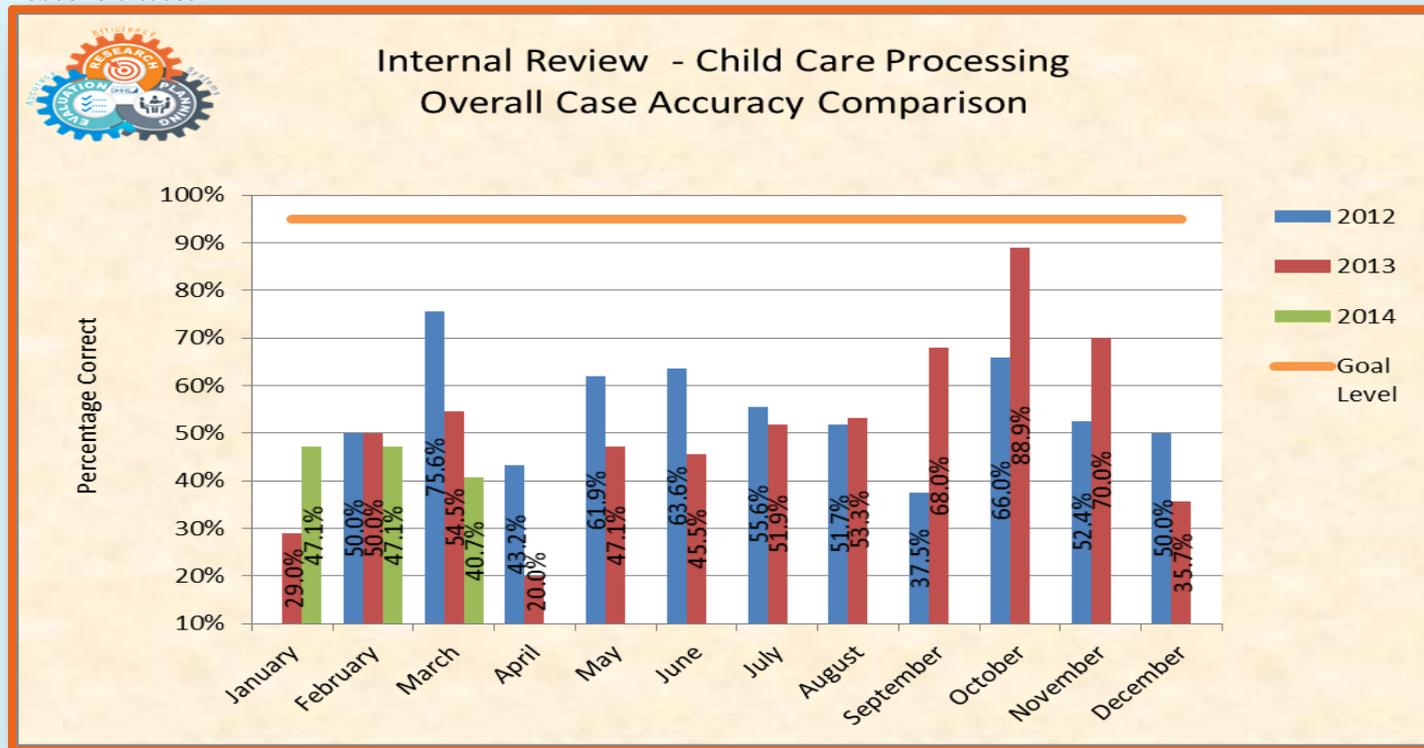
1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014
3. ADC and CC Resources: 3/24/2014

### Action Items:

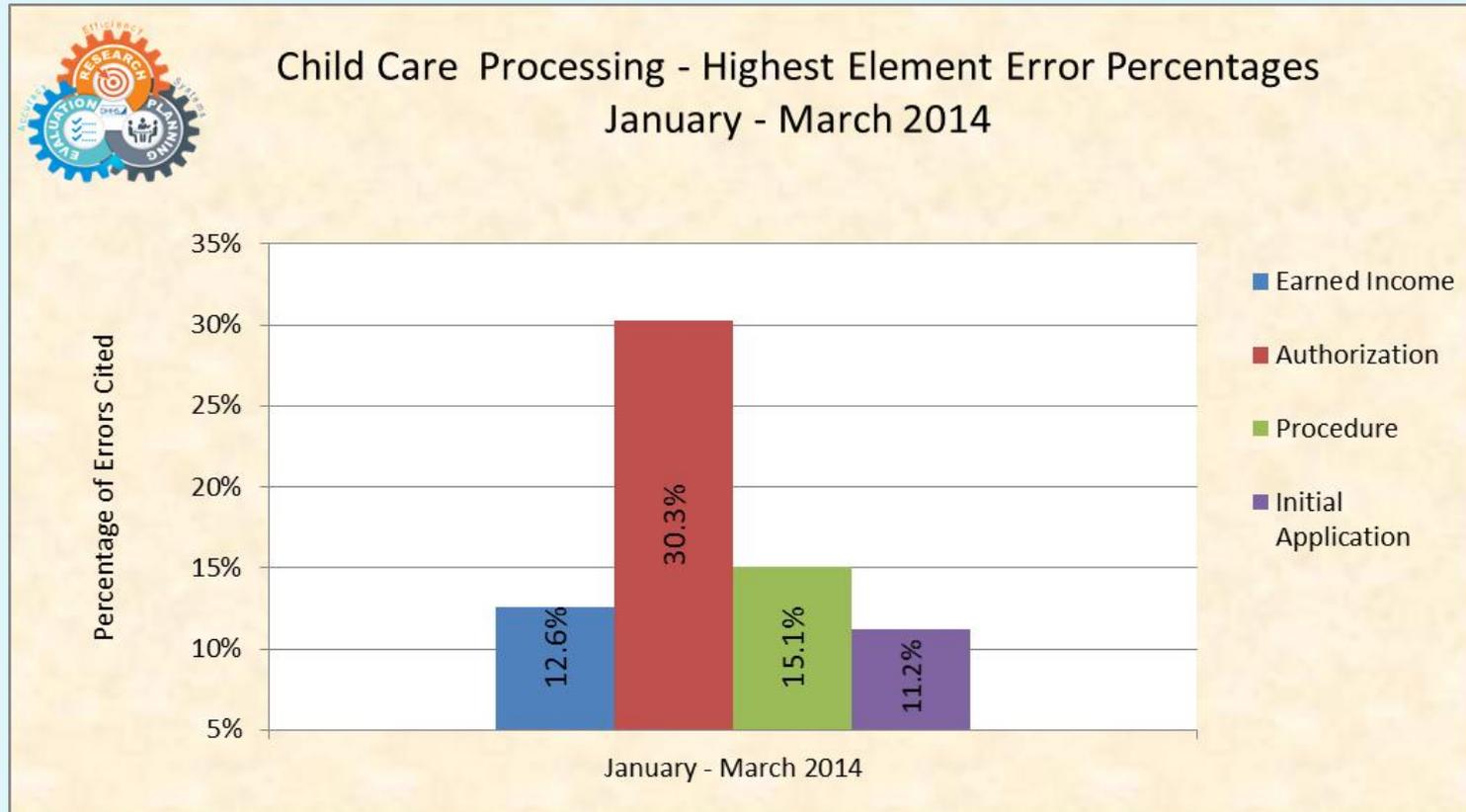
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.

### Barriers:

**Goal Statement:** The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



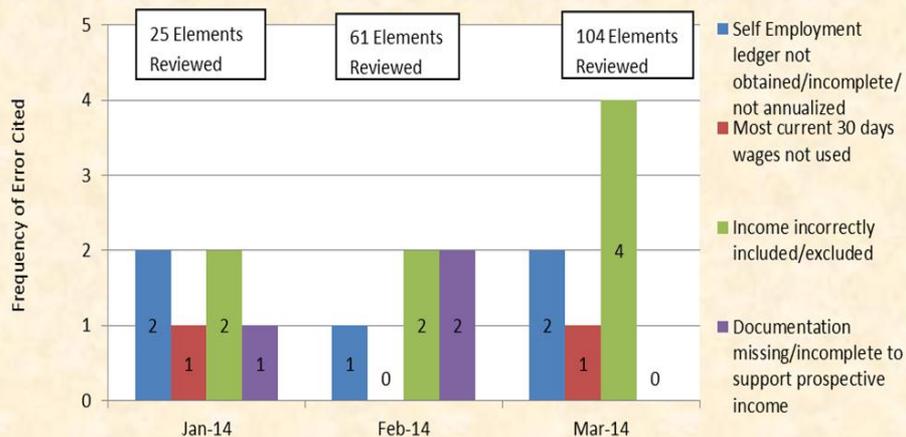
# Child Care: Processing



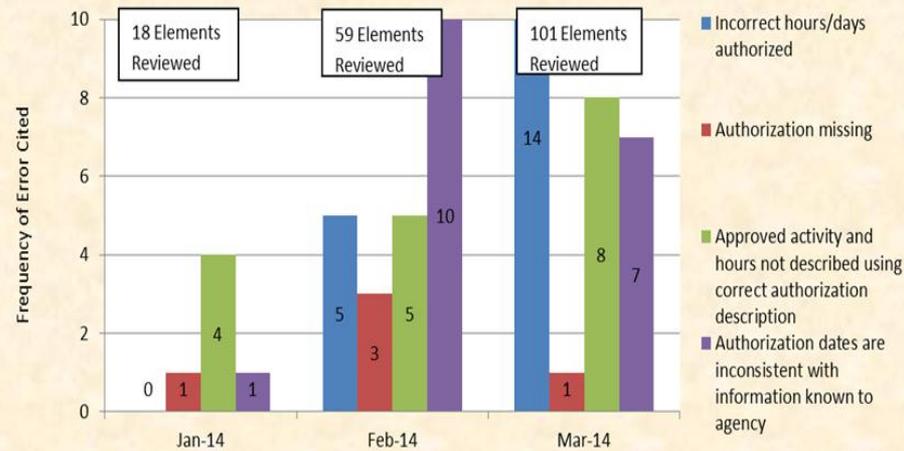
# Child Care: Processing



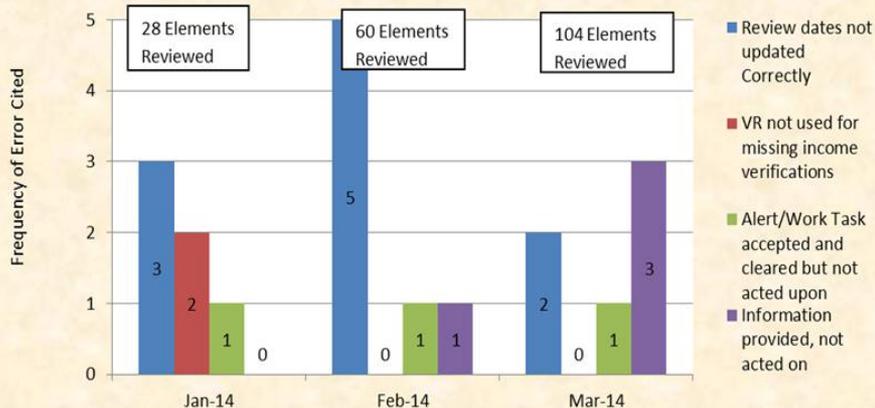
Child Care Processing January - March 2014  
Earned Income - Most Frequent Causal Factors Cited



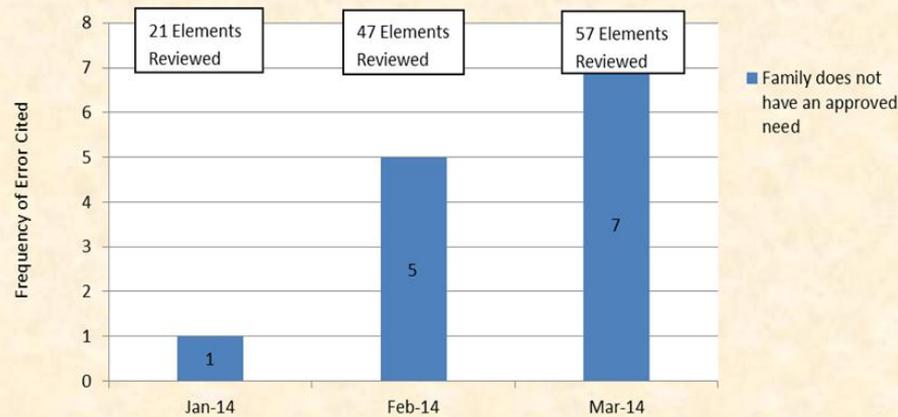
Child Care Processing January - March 2014  
Authorizations - Most Frequent Causal Factors Cited



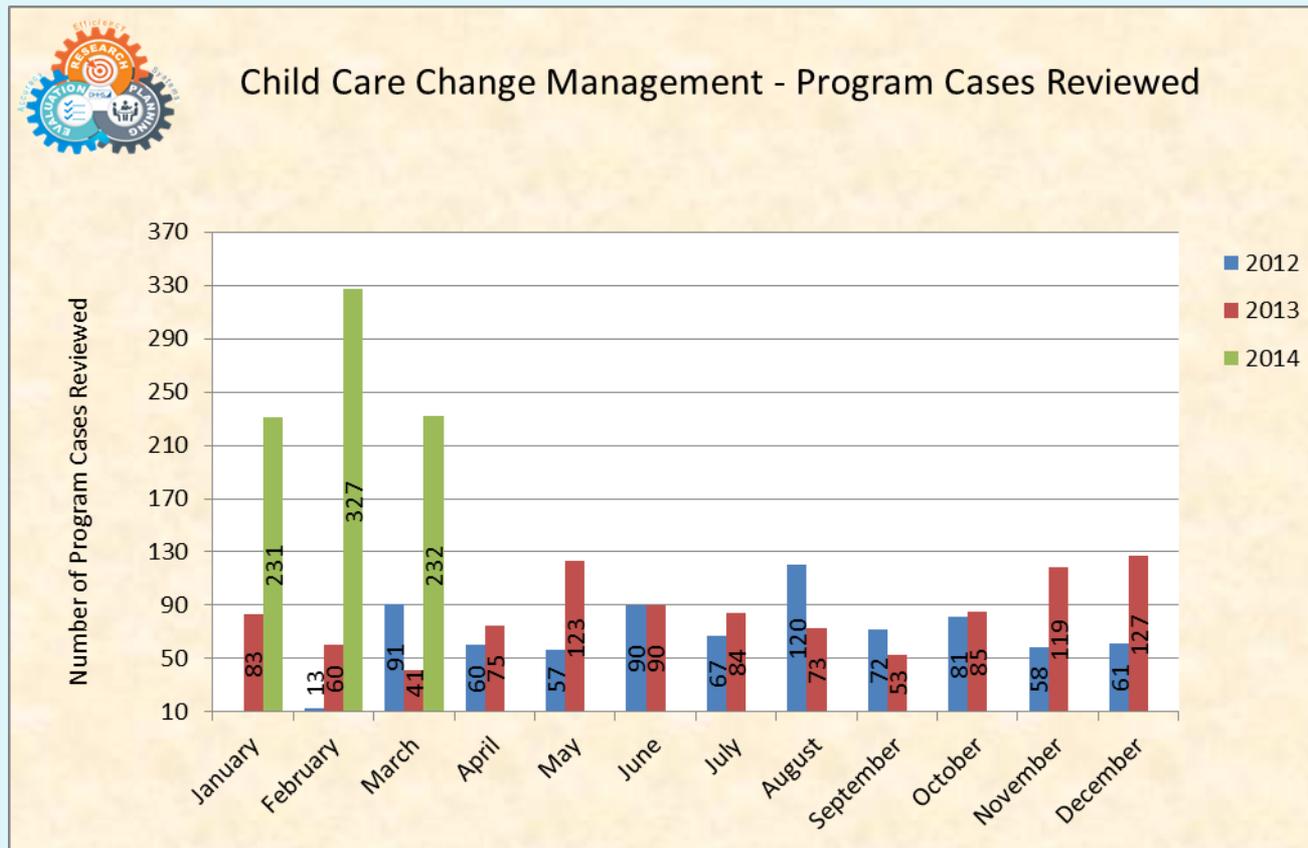
Child Care Processing January - March 2014  
Procedure - Most Frequent Causal Factors Cited



Child Care Processing January - March 2014  
Initial Application - Most Frequent Causal Factors Cited



# Child Care Change Management Program Case Reads



## Child Care: Change Management

### Strengths/Accomplishments:

Captivates Videos released:

- Using a PIN: 3/13/2014
- Address Search: 3/24/2014
- Child Care Authorizations: 3/06/2014
- Updating a Child Care Authorization: 4/7/2014
- Child Care non-participating: 4/14/2014

Tips of the Week Released:

- Child Support: 3/6/2014
- Child Support II: 3/7/2014
- ADC and CC Resources: 3/24/2014

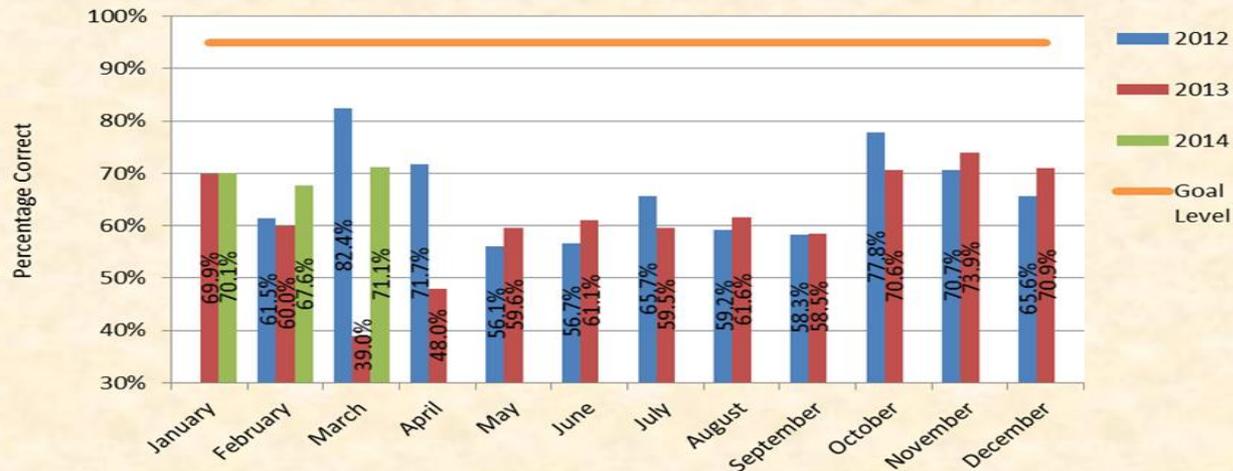
### Action Items:

- SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
- SCR 14954 for July 13 will add a Death indicator on an SSA record.

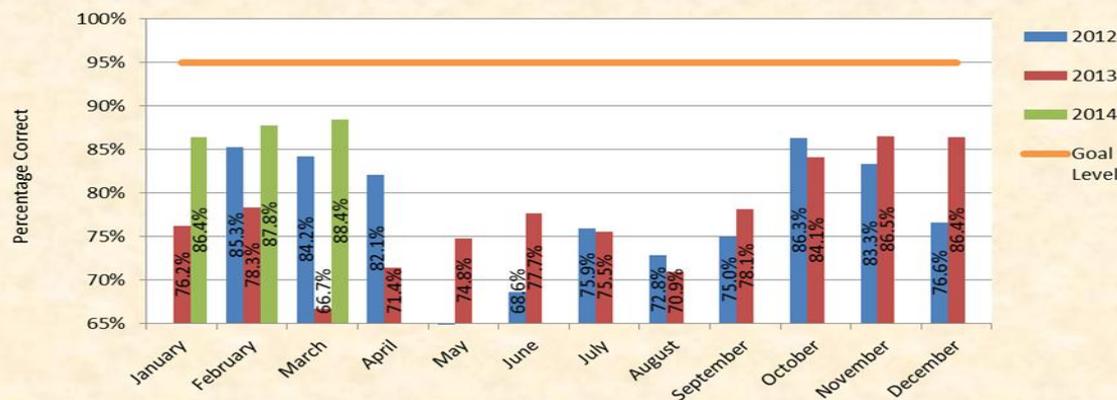
### Barriers:



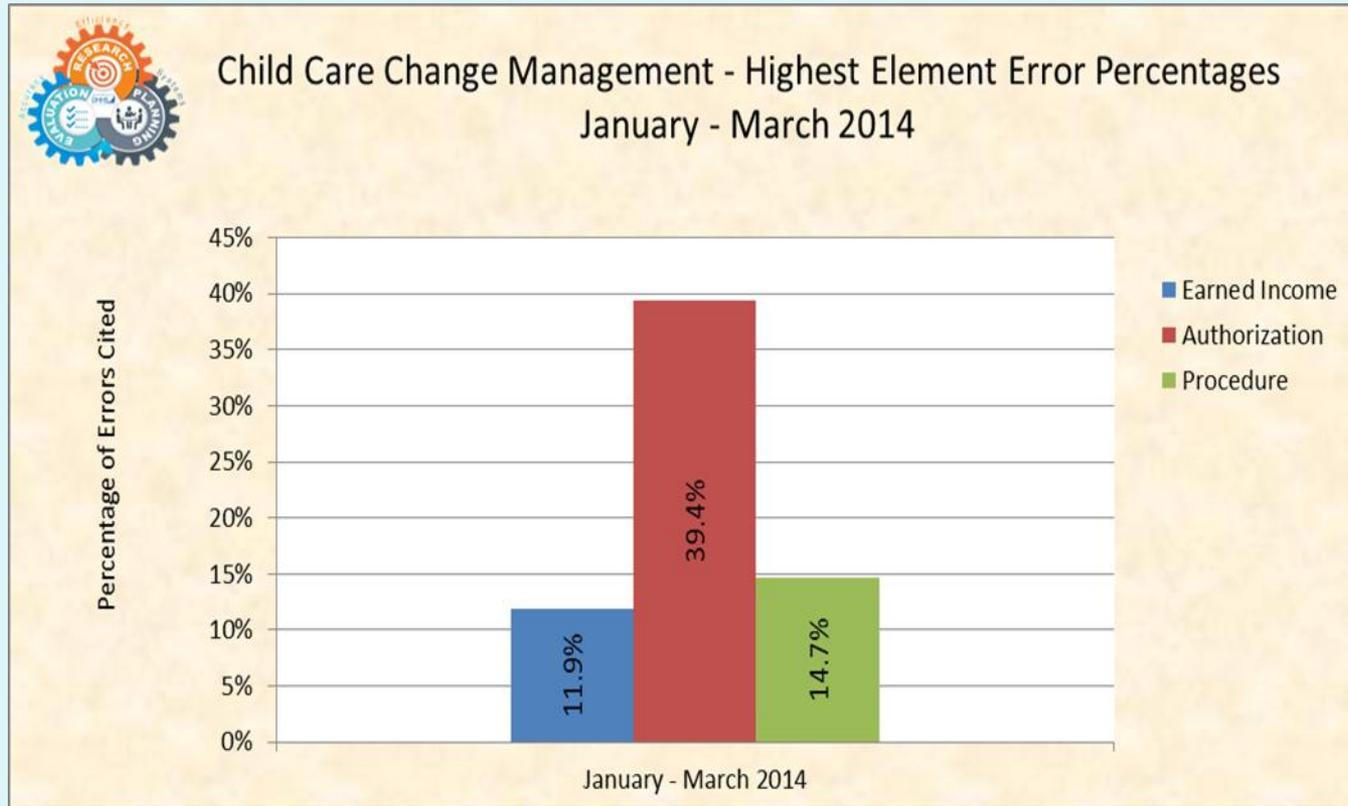
### Internal Review - Child Care Change Management Overall Case Accuracy Comparison



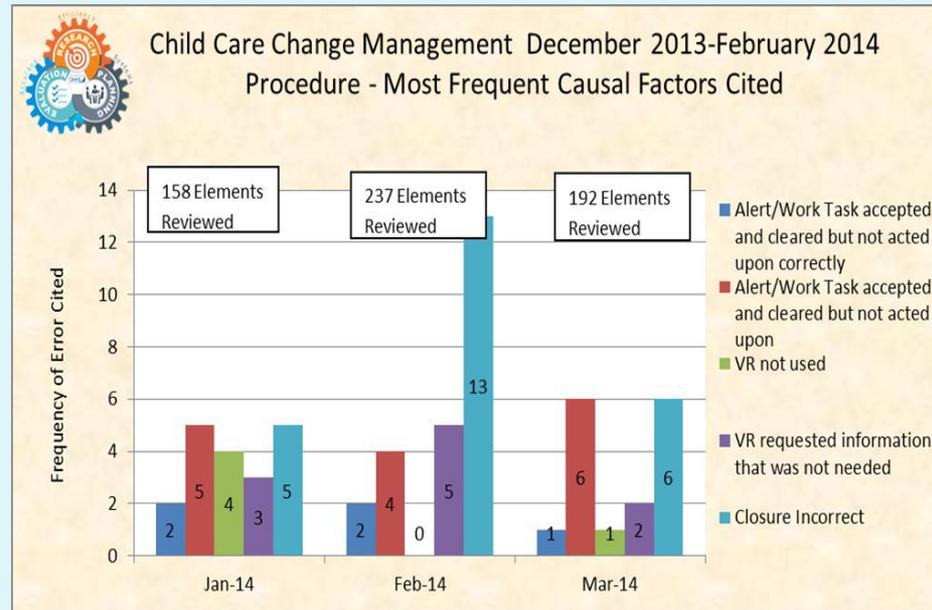
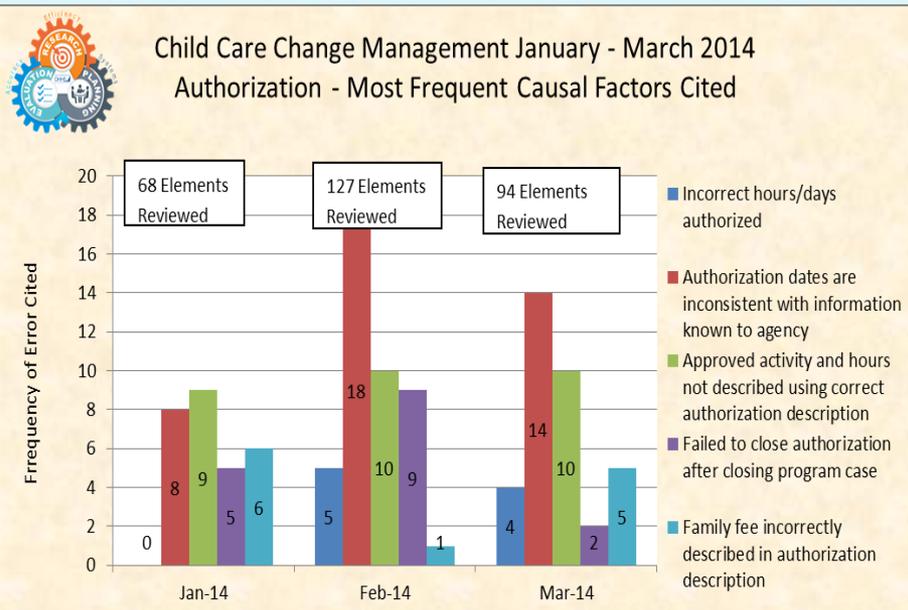
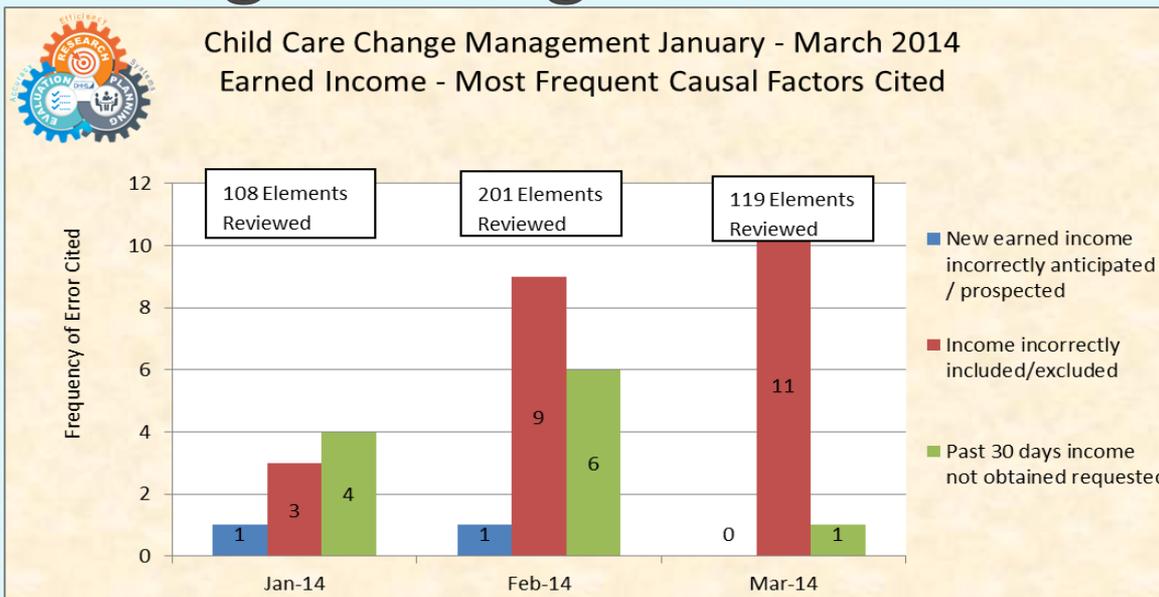
### Internal Review - Child Care Change Management Overall Element Accuracy Comparison



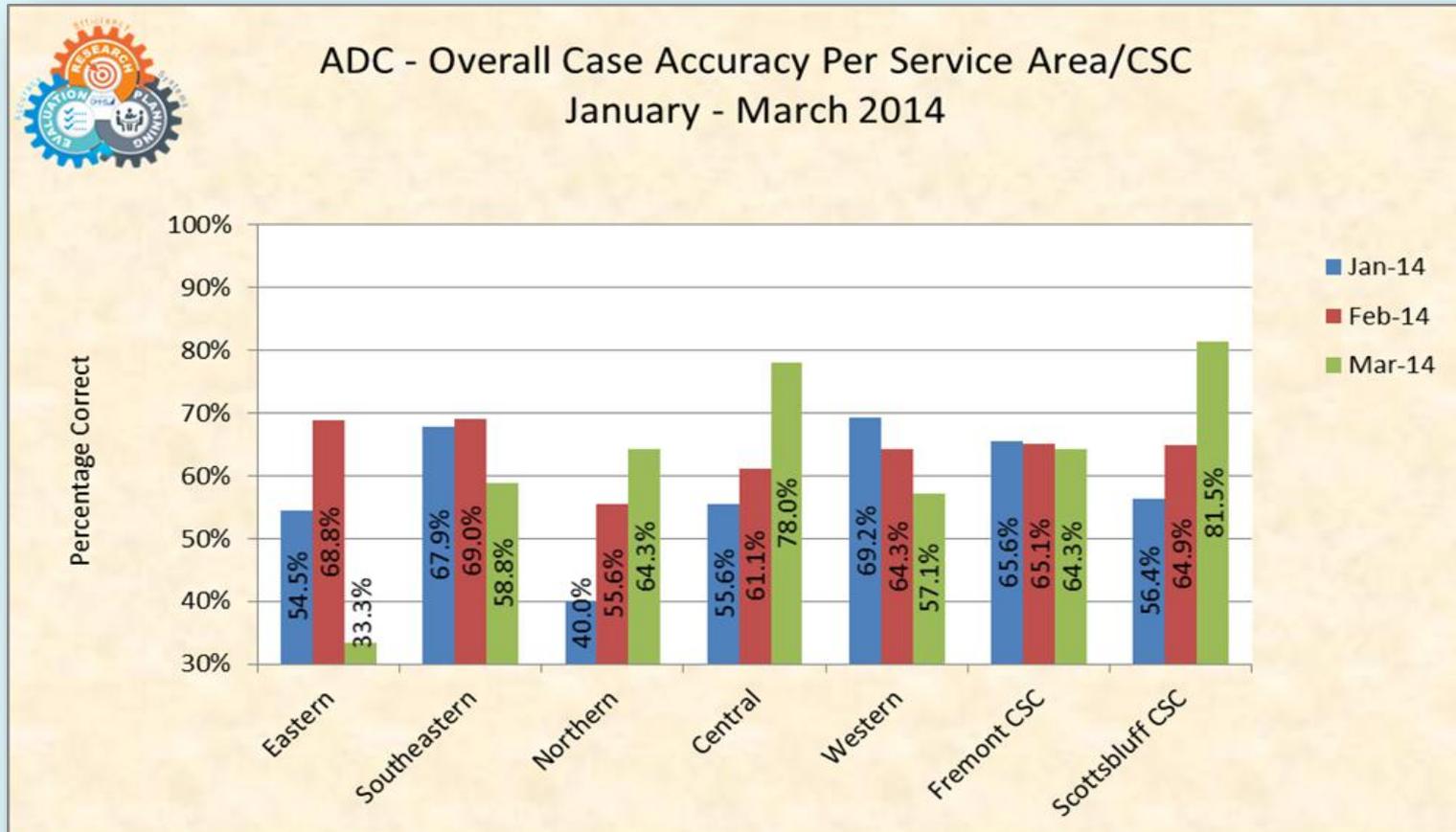
# Child Care: Change Management



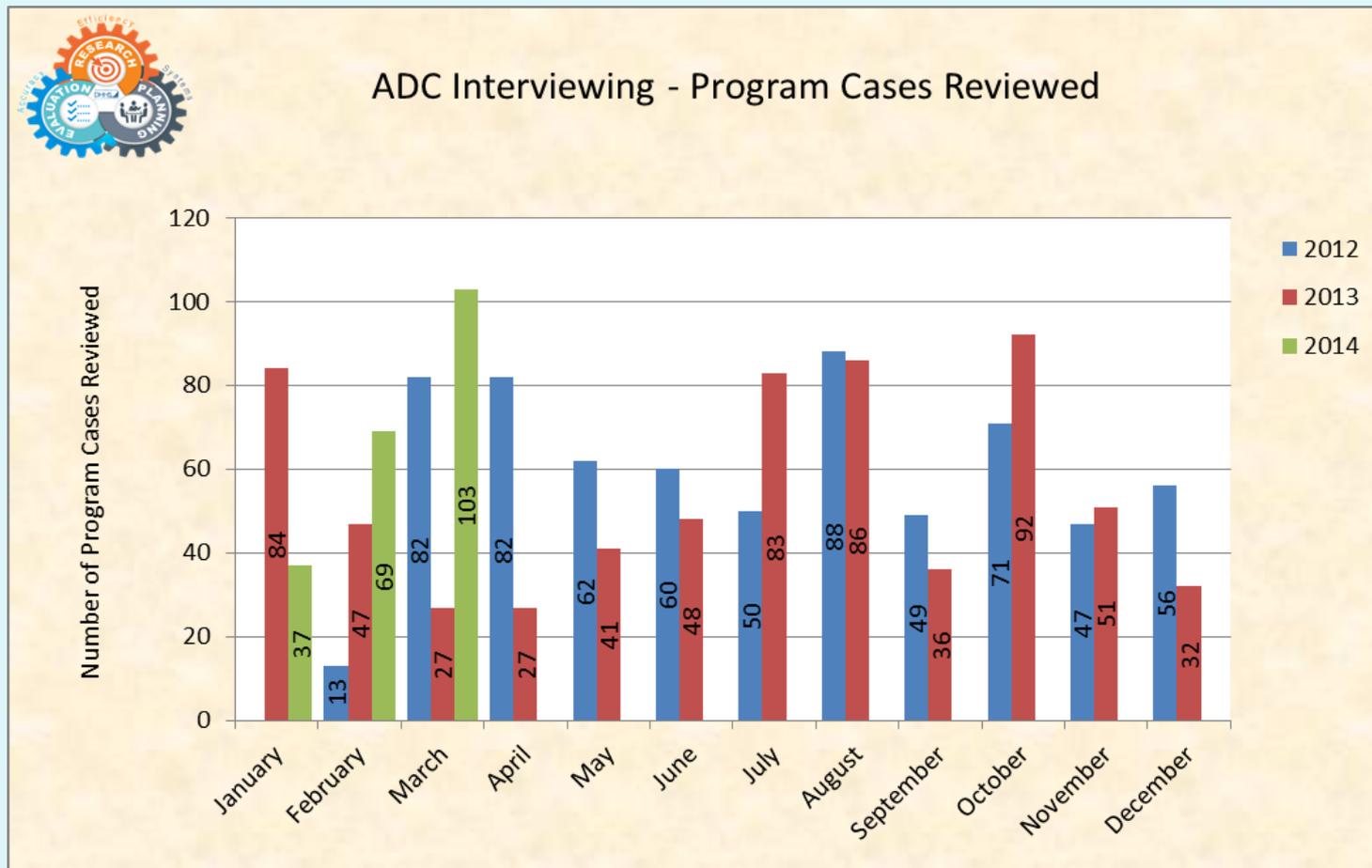
# Child Care: Change Management



# Aid to Dependent Children Accuracy



# Aid to Dependent Children Interviewing Program Case Reads



**Aid to Dependent Child :  
Interviewing**

**Strengths/Accomplishments:**

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

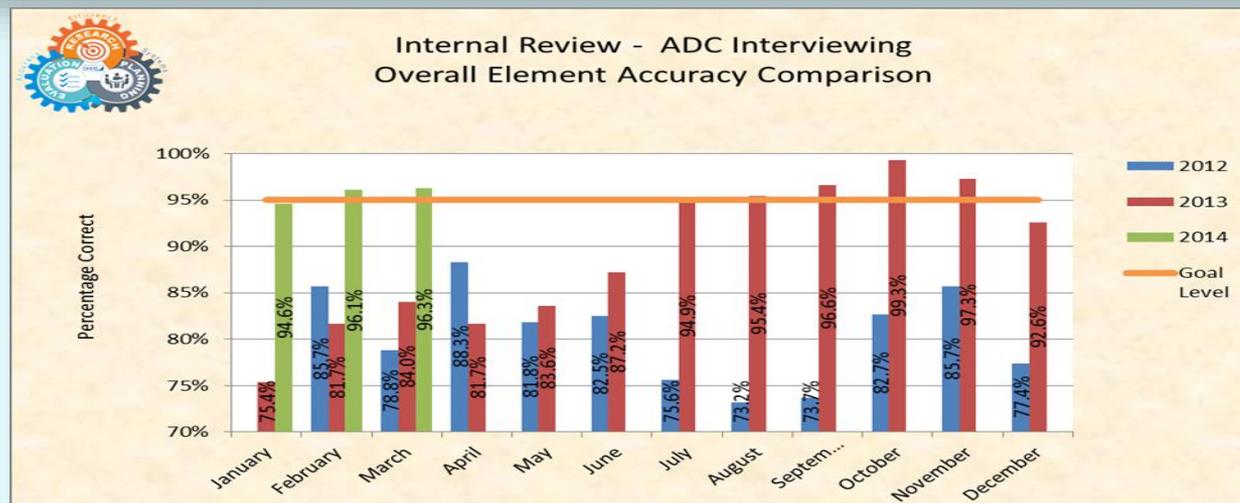
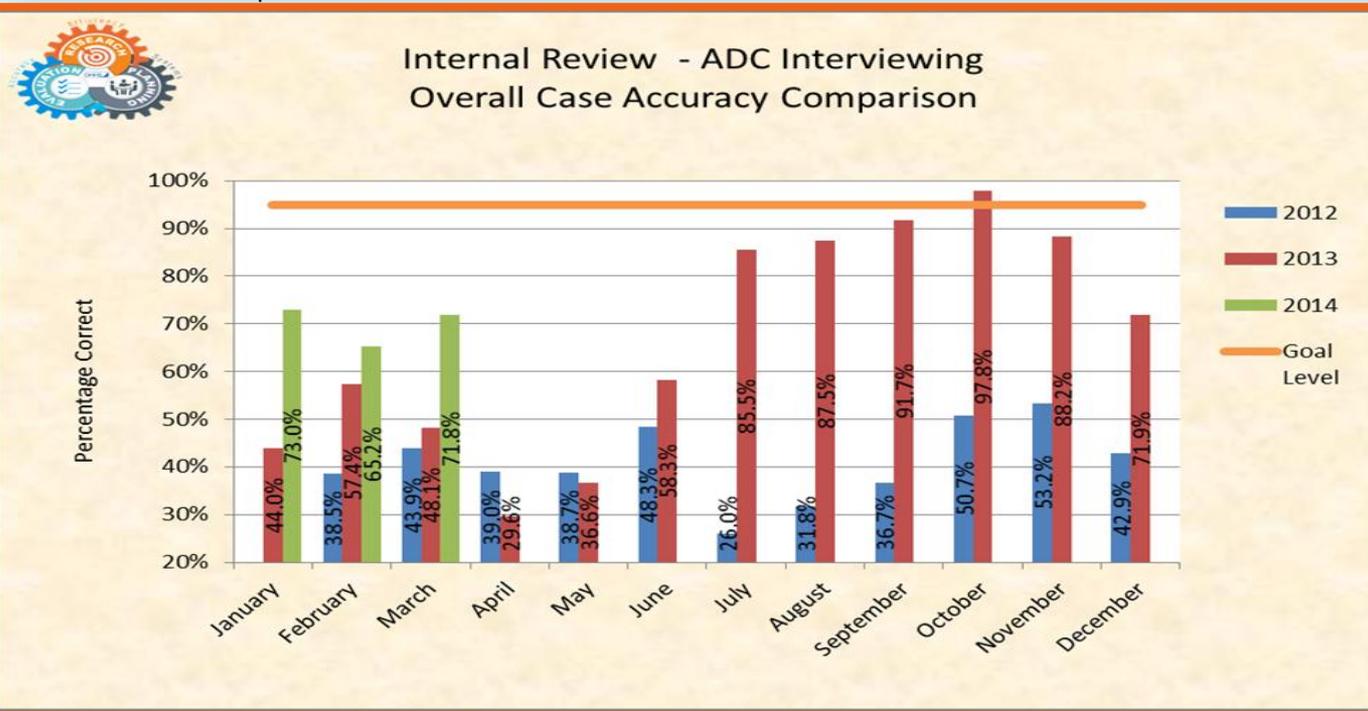
1. ADC and CC Resources 3/24/2014

**Action Items:**

1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15370 will fix a bug with rescheduling interviews.

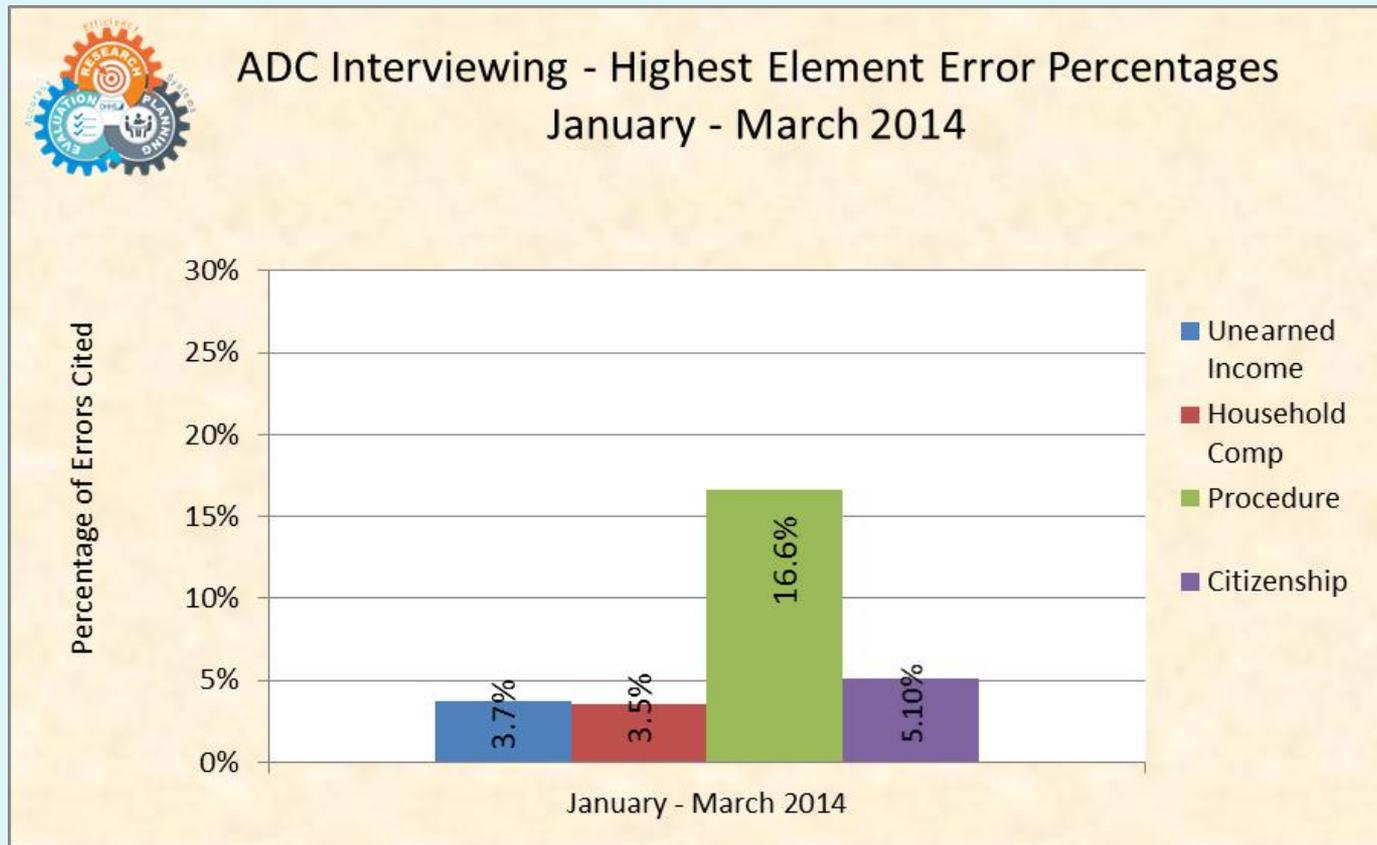
**Barriers:**

**Goal Statement:** The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



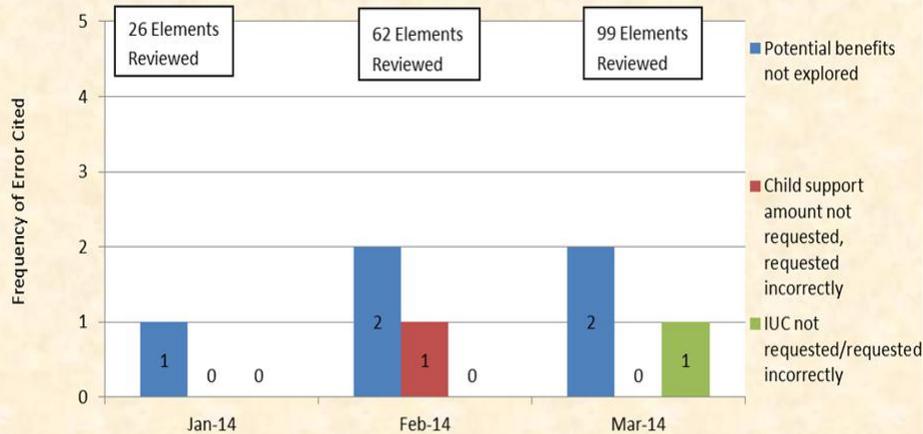
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# Aid to Dependent Children: Interviewing

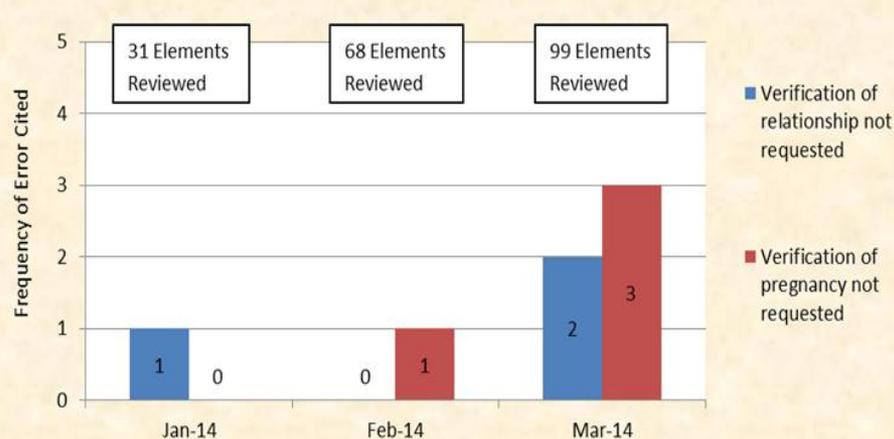


# Aid to Dependent Children: Interviewing

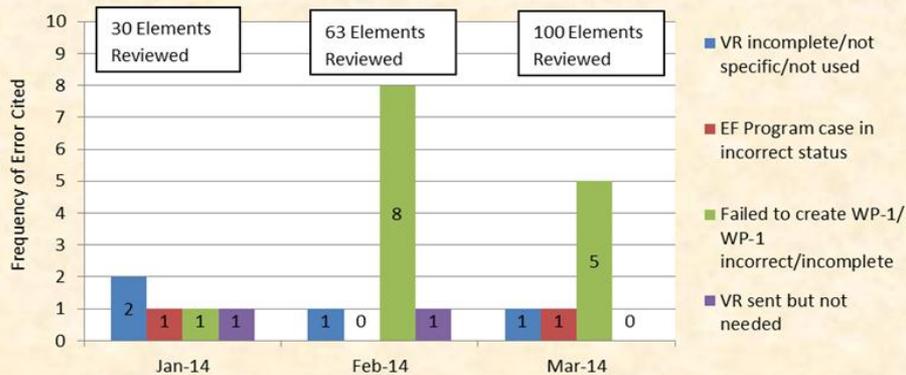
ADC Interviewing January - March 2014  
Unearned Income- Most Frequent Causal Factors Cited



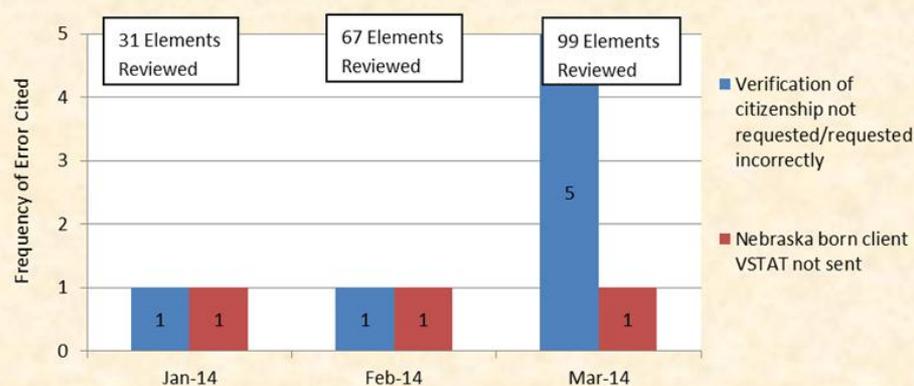
ADC Interviewing January - March 2014  
Household Comp - Most Frequent Causal Factors Cited



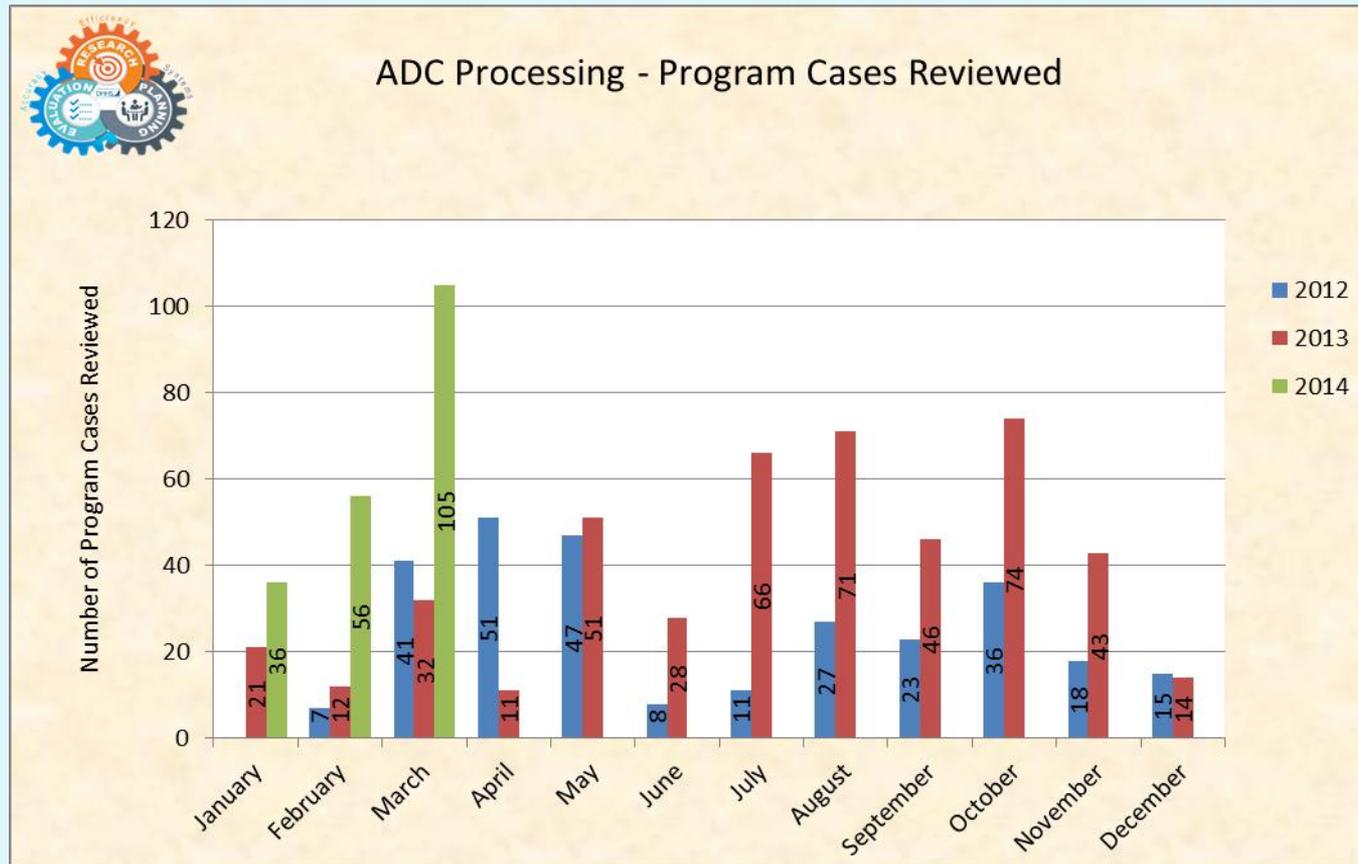
ADC Interviewing January - March 2014  
Procedure - Most Frequent Causal Factors Cited



ADC Interviewing January - March 2014  
Citizenship - Most Frequent Causal Factors Cited



# Aid to Dependent Children Processing Program Case Reads



## Aid to Dependent Child : Processing

### Strengths/Accomplishments:

#### Waivers:

1. Implemented SCR 13555 on September 29<sup>th</sup> 2013: certification periods are now set to 6 month reviews.

#### Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

#### Tips of the Week Released:

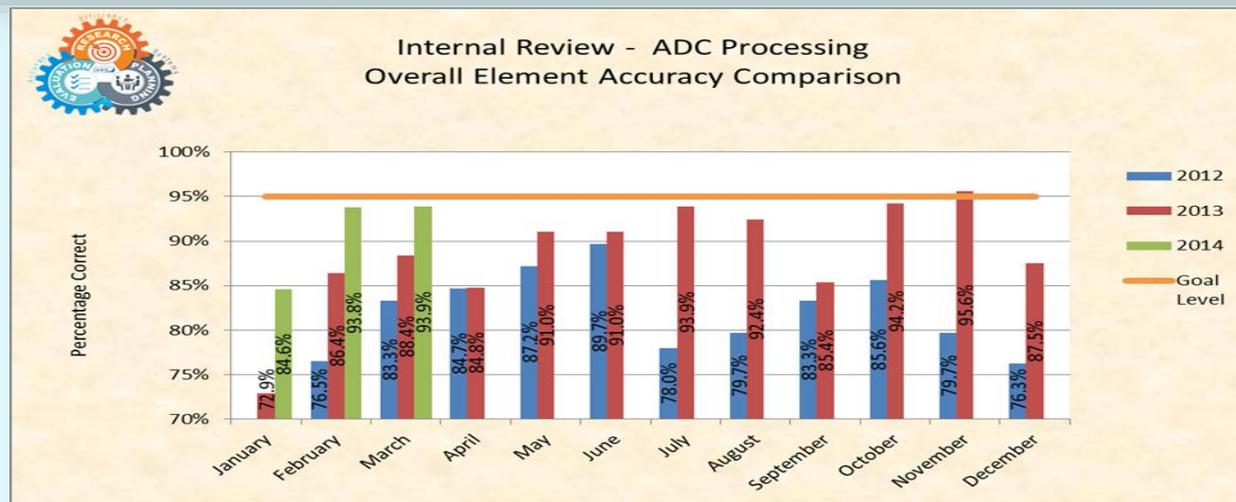
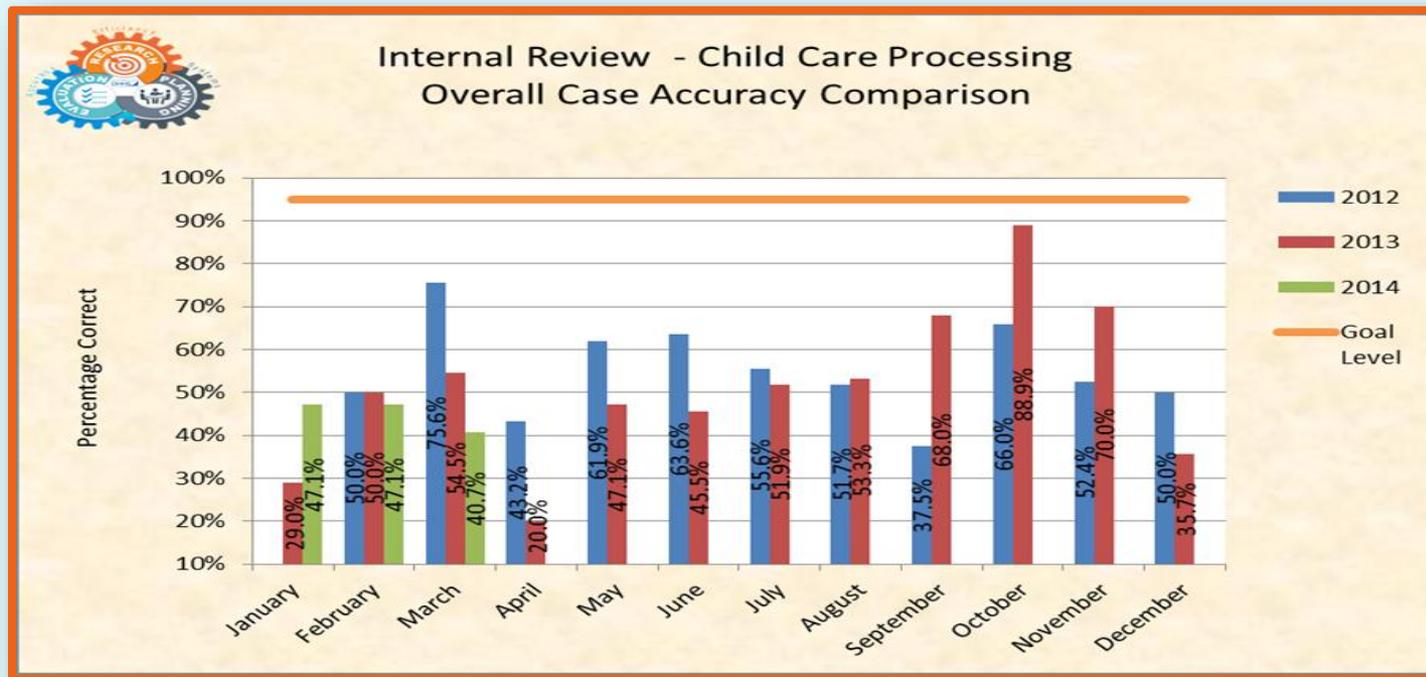
1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014
3. ADC and CC  
Resources: 3/24/2014
4. Combined budgeting:  
4/14/2014

### Action Items:

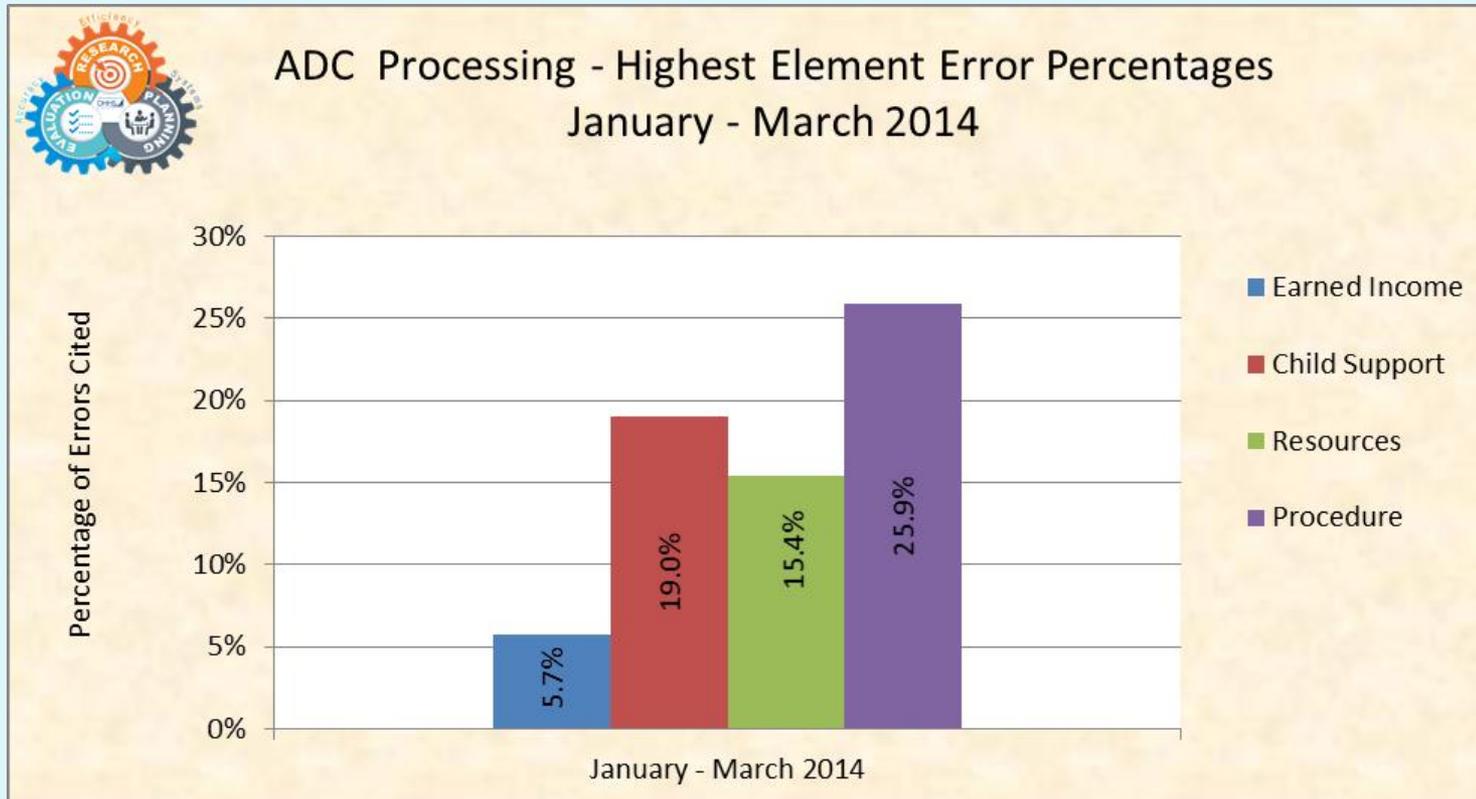
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.
4. SCR 15067 will correct deeming logic for payment only cases.
5. SCR 15322 Fix a failure path in budgeting logic to deny ADC.

### Barriers:

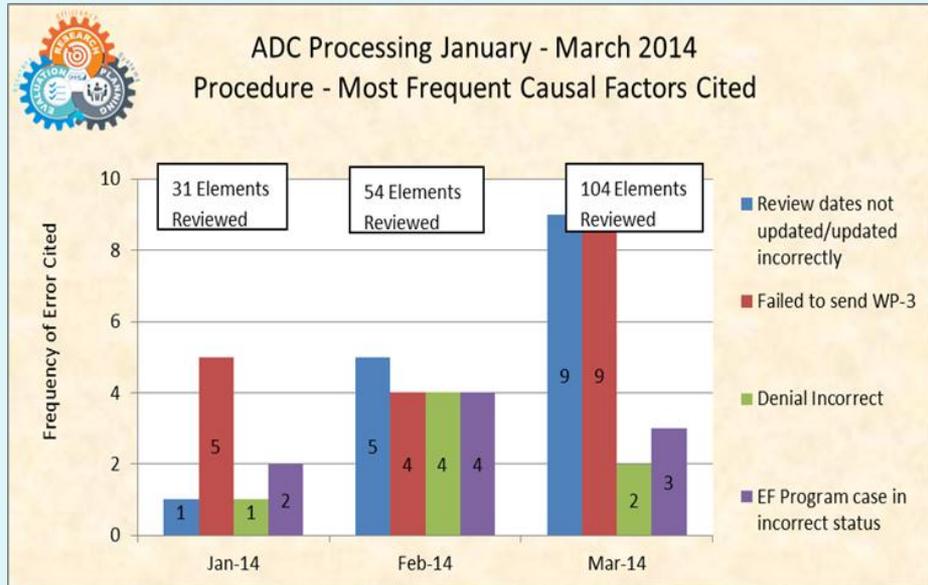
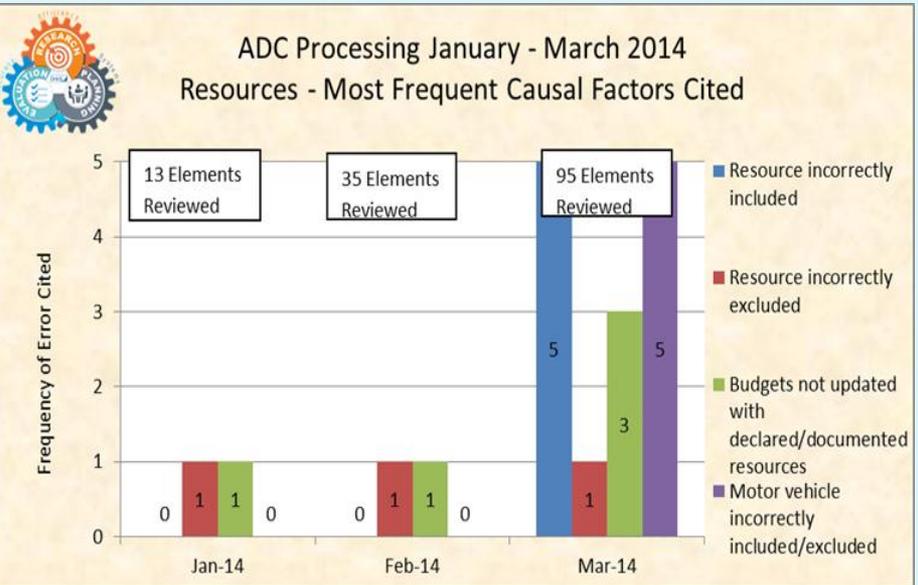
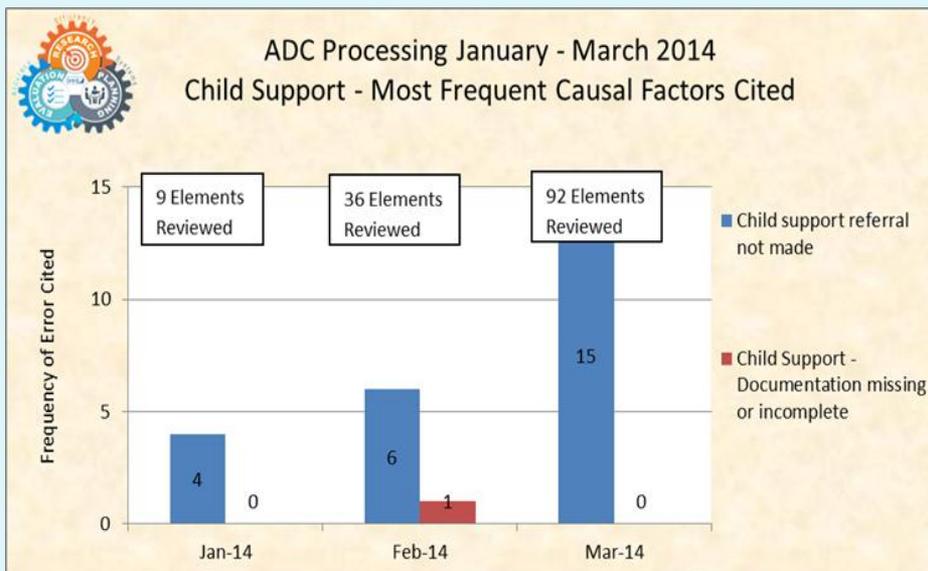
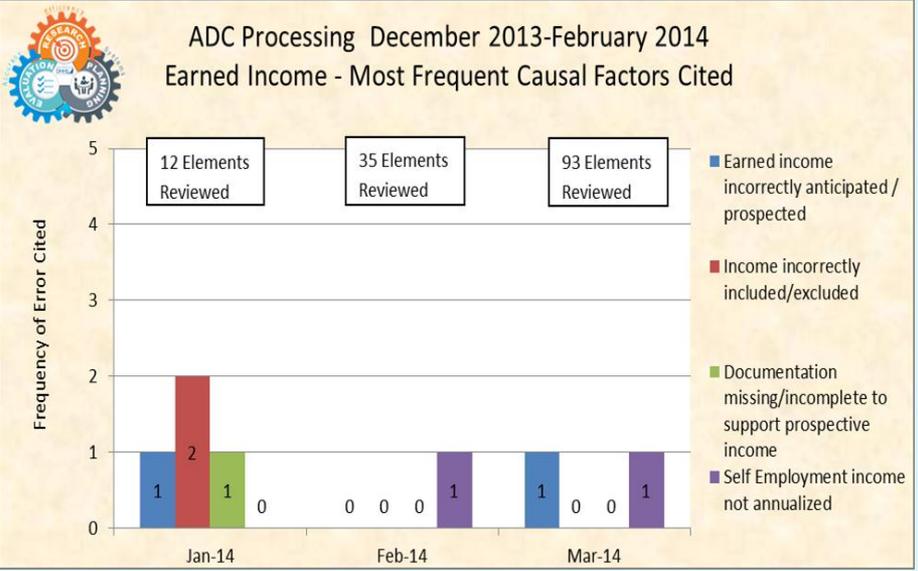
**Goal Statement:** The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



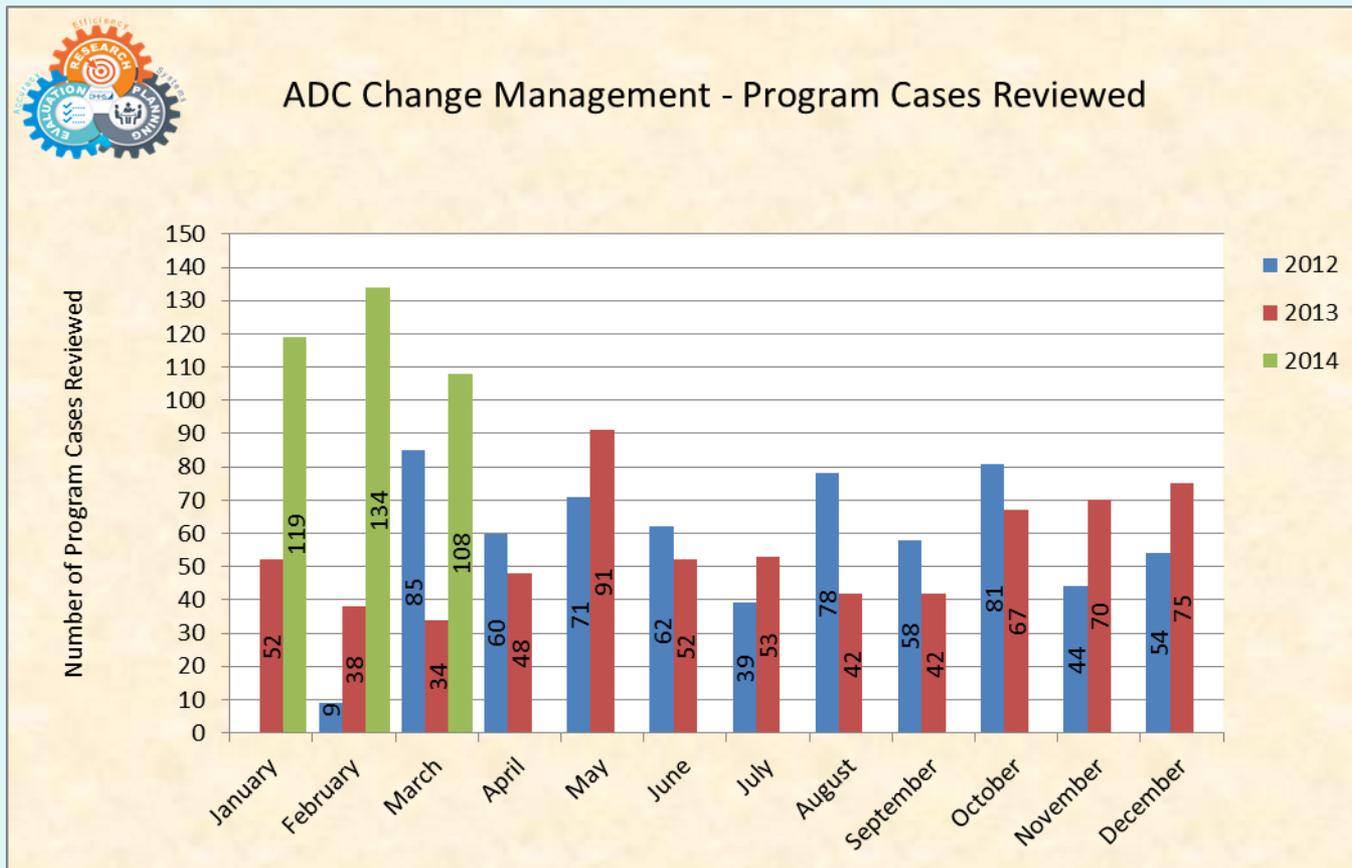
# Aid to Dependent Children: Processing



# Aid to Dependent Children: Processing



# Aid to Dependent Children Change Management Program Case Reads



## Aid to Dependent Child : Change Management

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

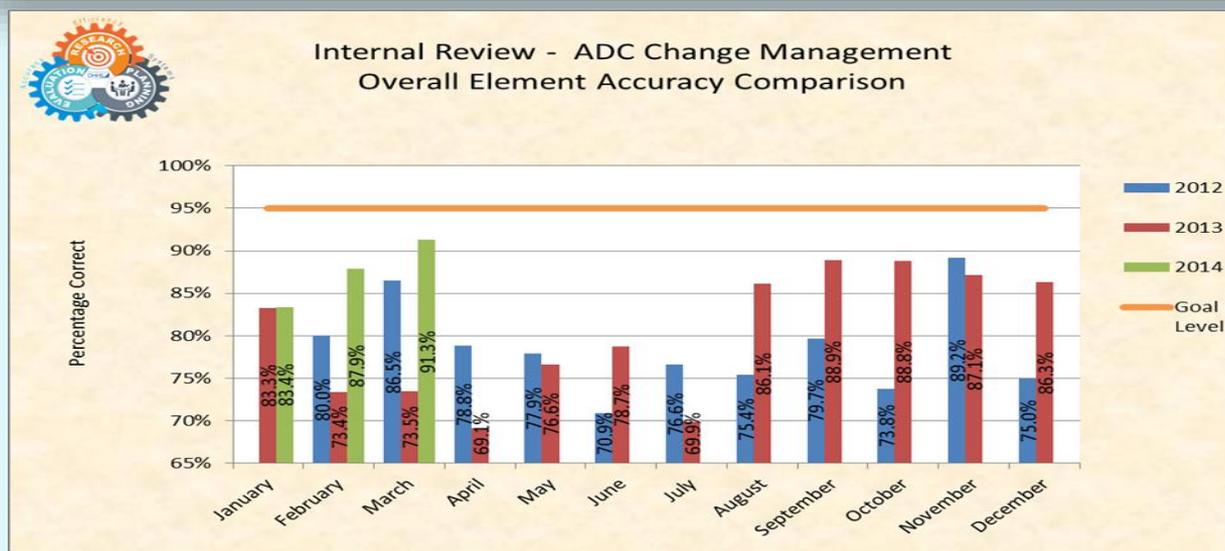
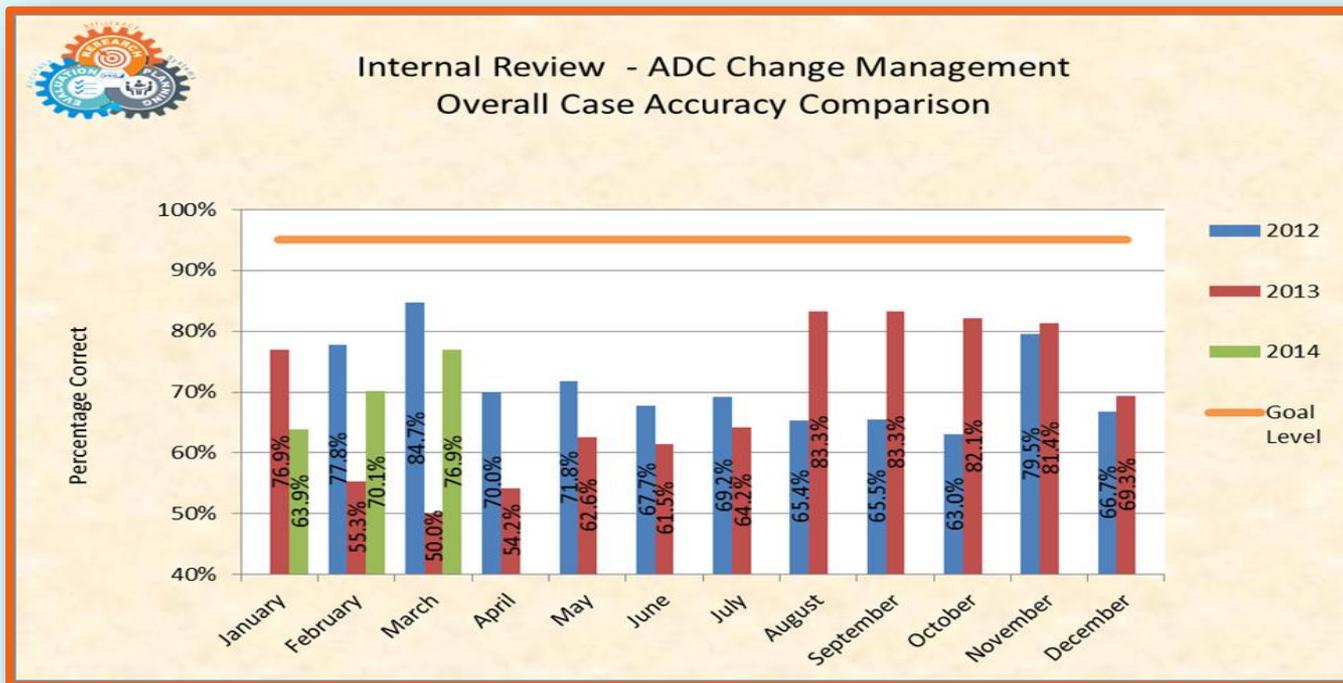
1. Child Support 3/6/2014
2. Child Support II 3/7/2014
3. ADC and CC Resources 3/24/2014
4. Combined budgeting: 4/14/2014

### Action Items:

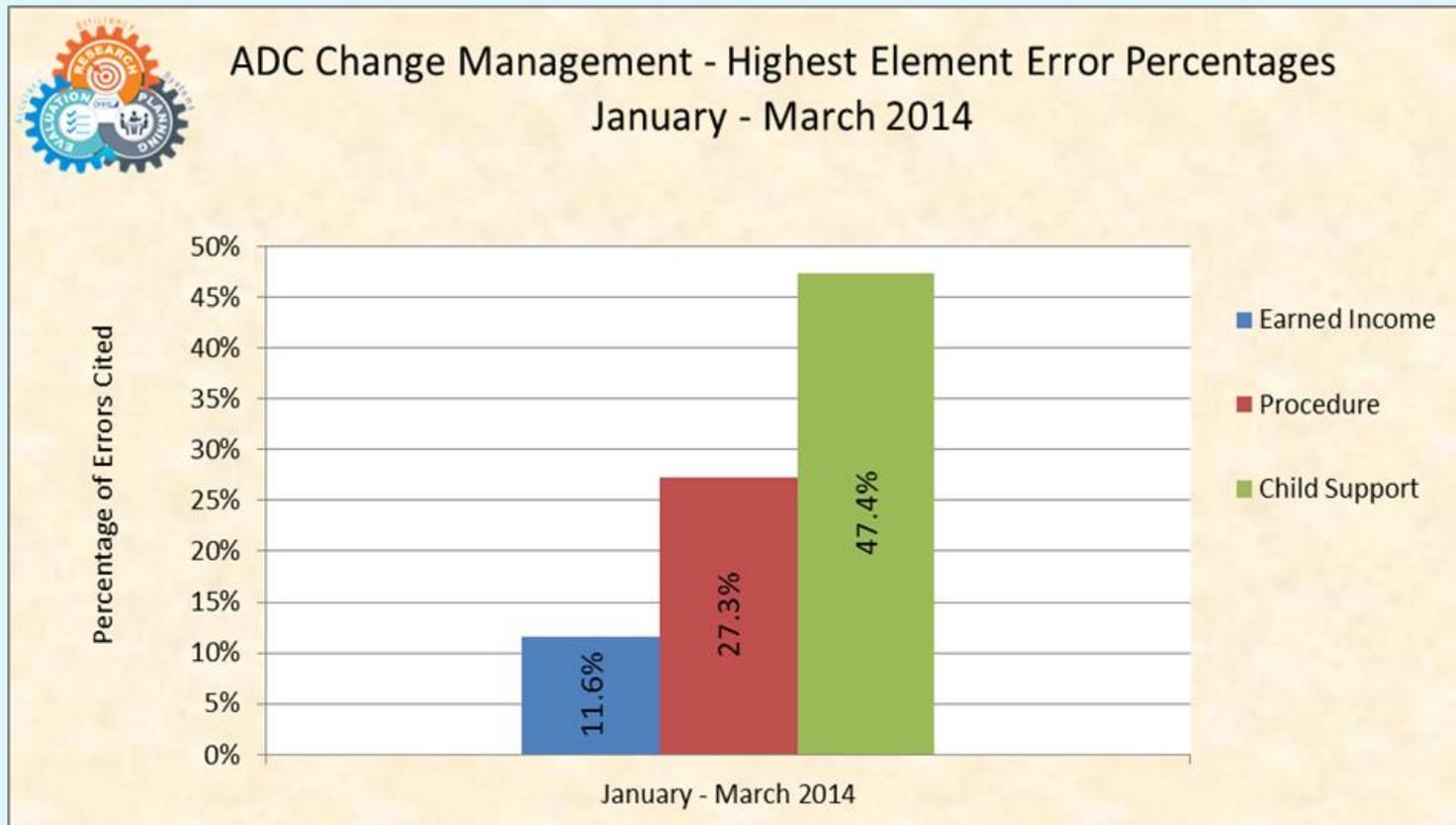
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

### Barriers:

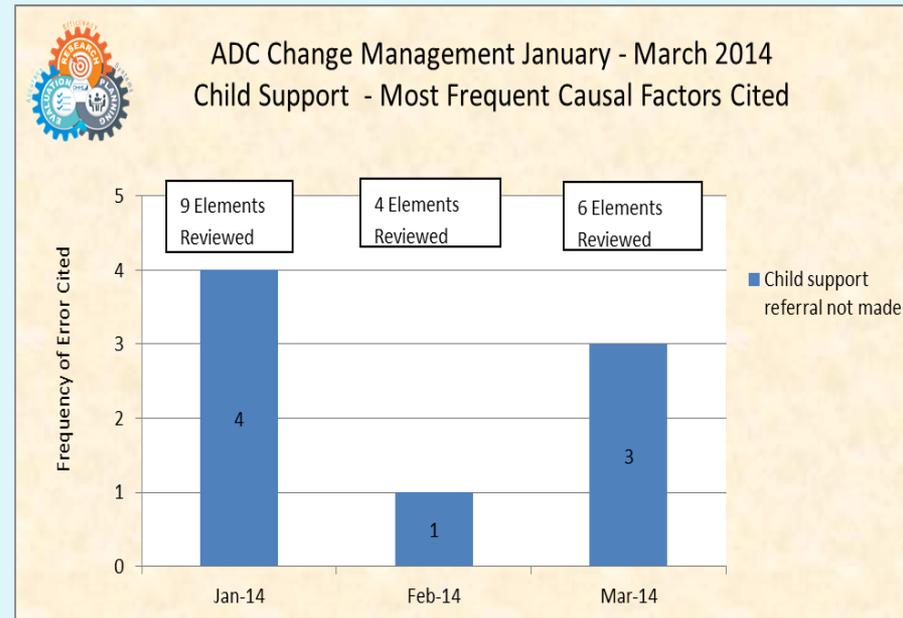
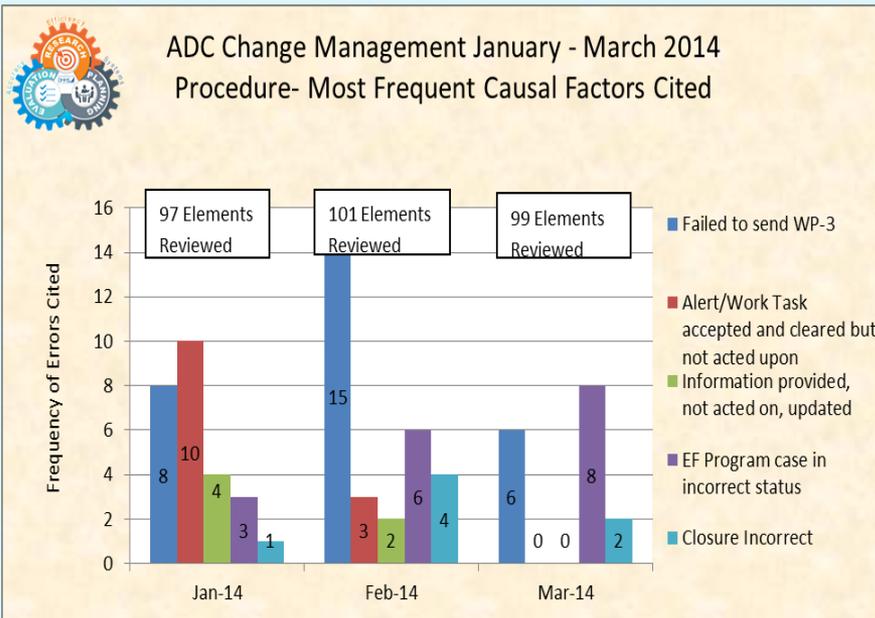
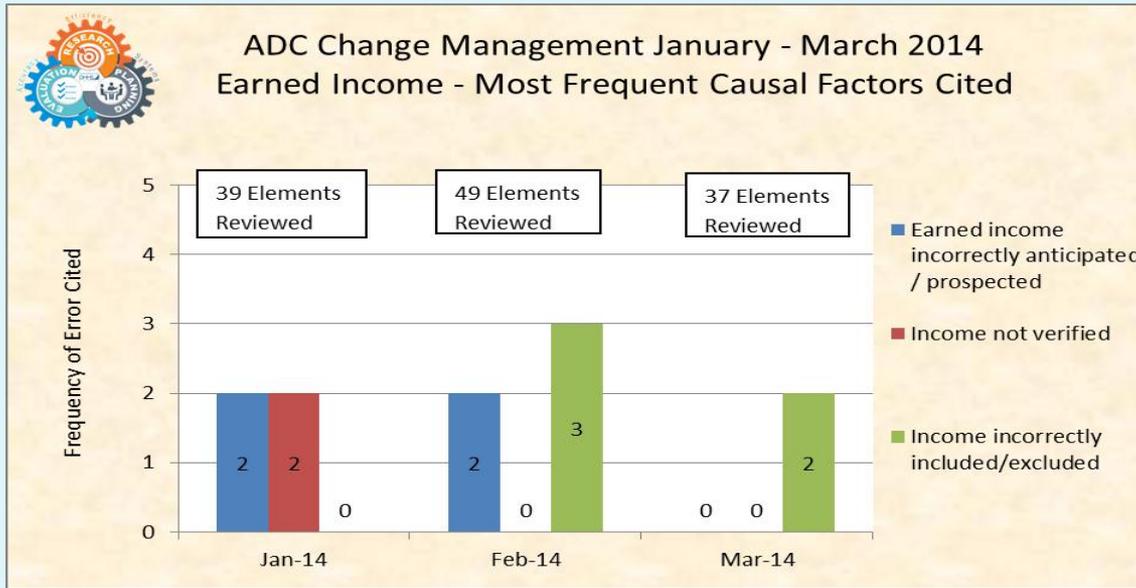
**Goal Statement:** The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



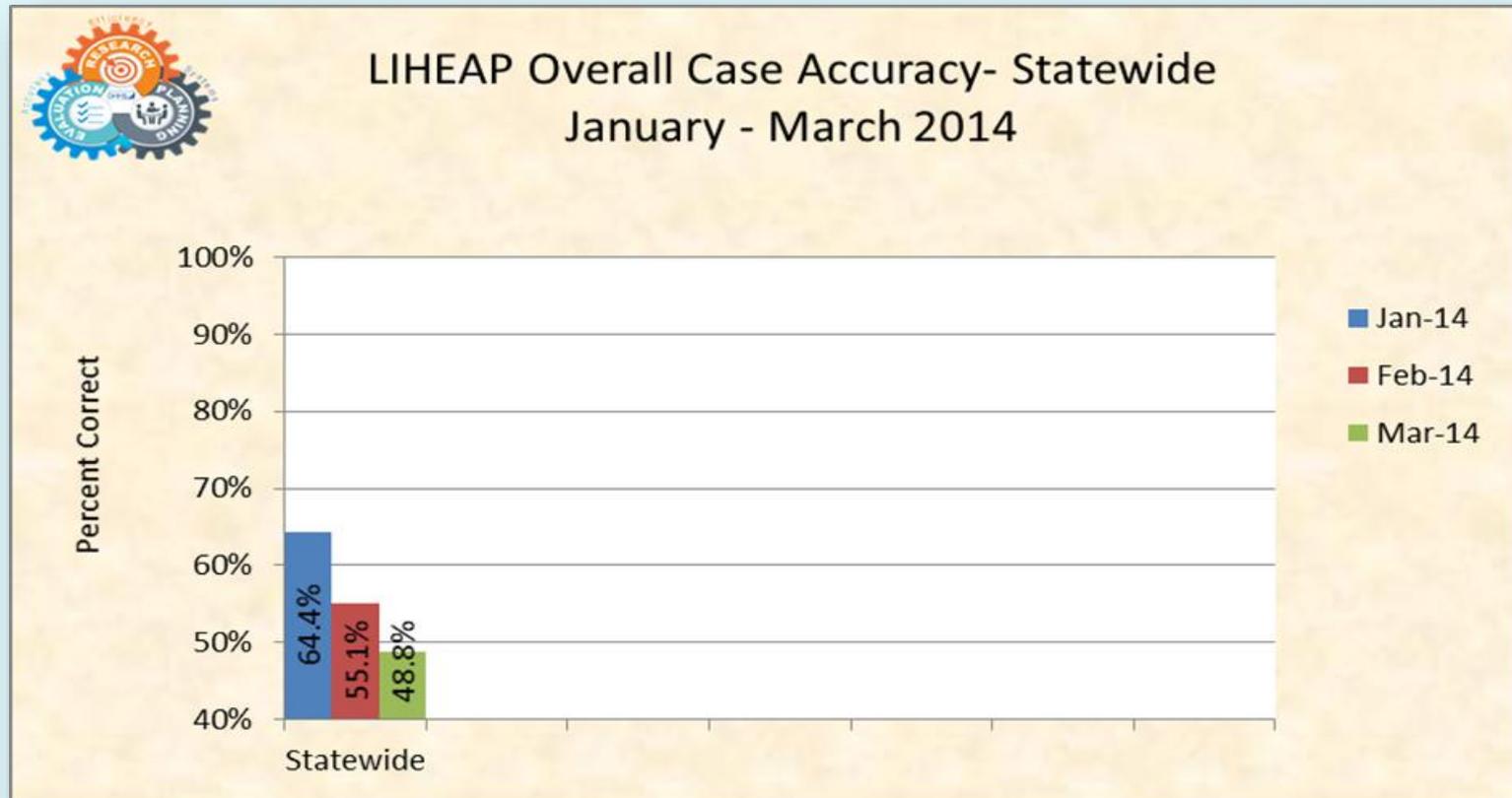
# Aid to Dependent Children: Change Management



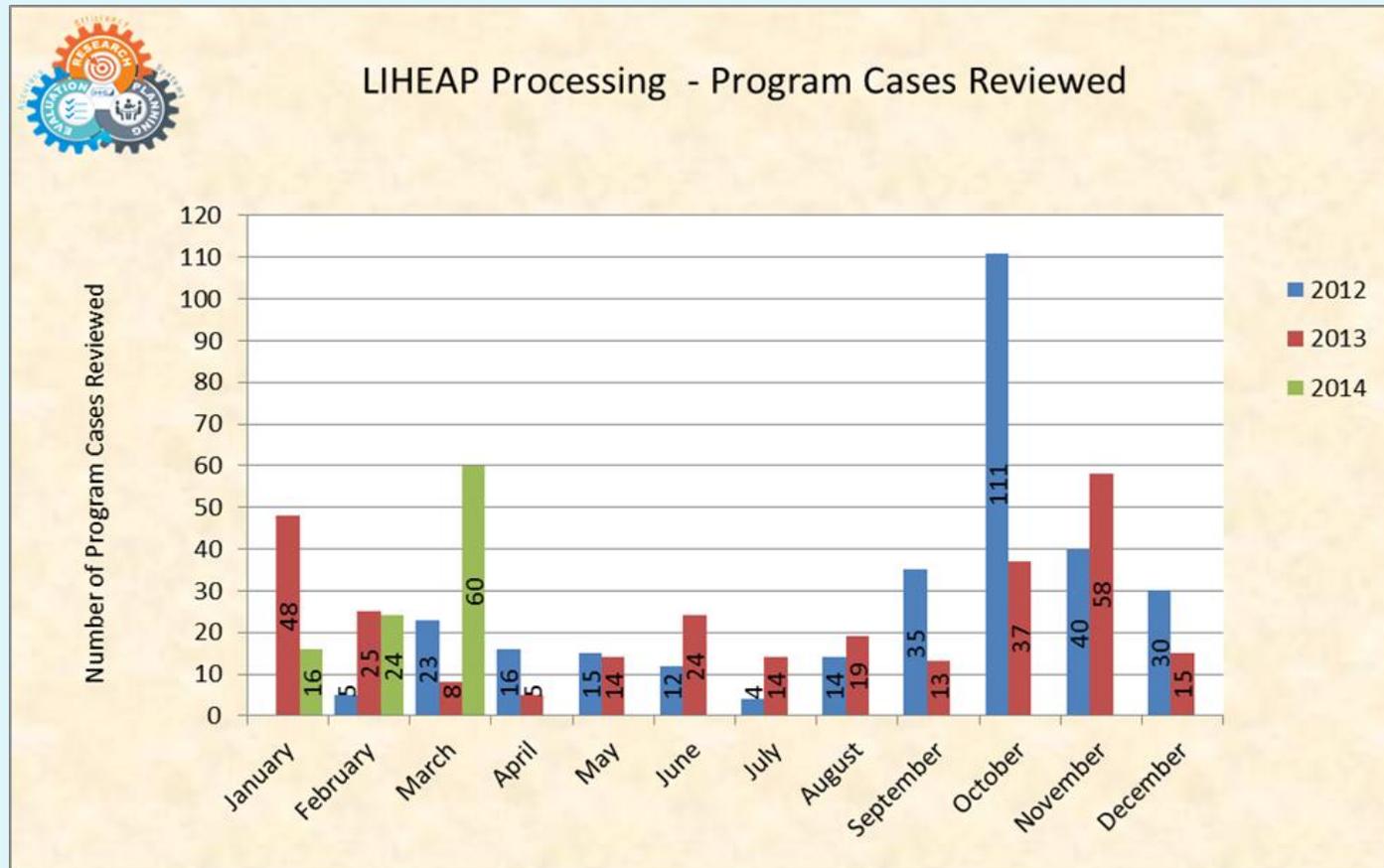
# Aid to Dependent Children: Change Management



# Low-Income Home Energy Assistance Program: Accuracy



# Low-Income Home Energy Assistance Program Processing Program Case Reads



## Low-Income Home Energy Assistance Program: Processing

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

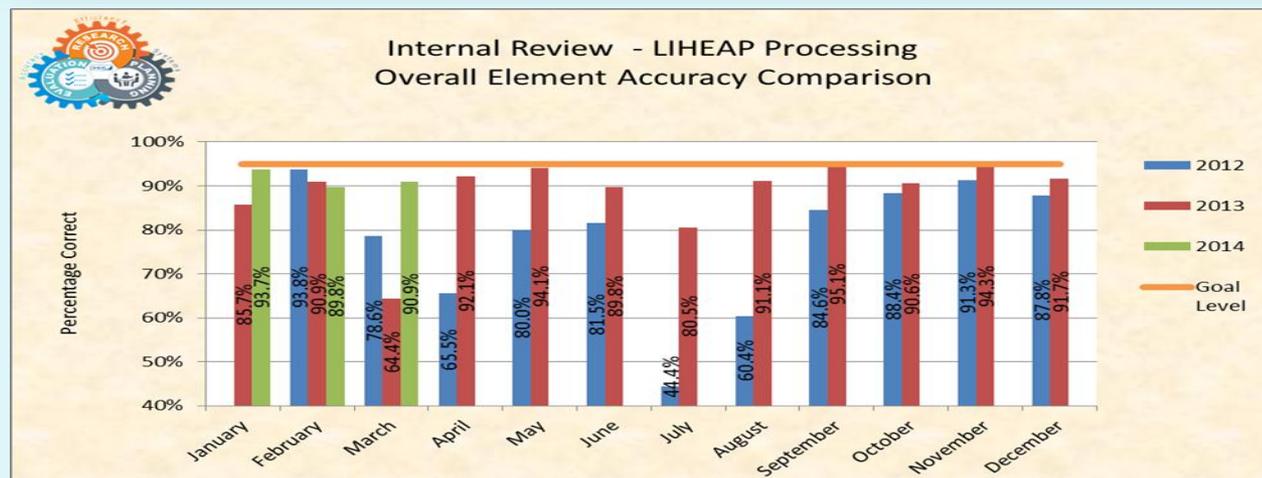
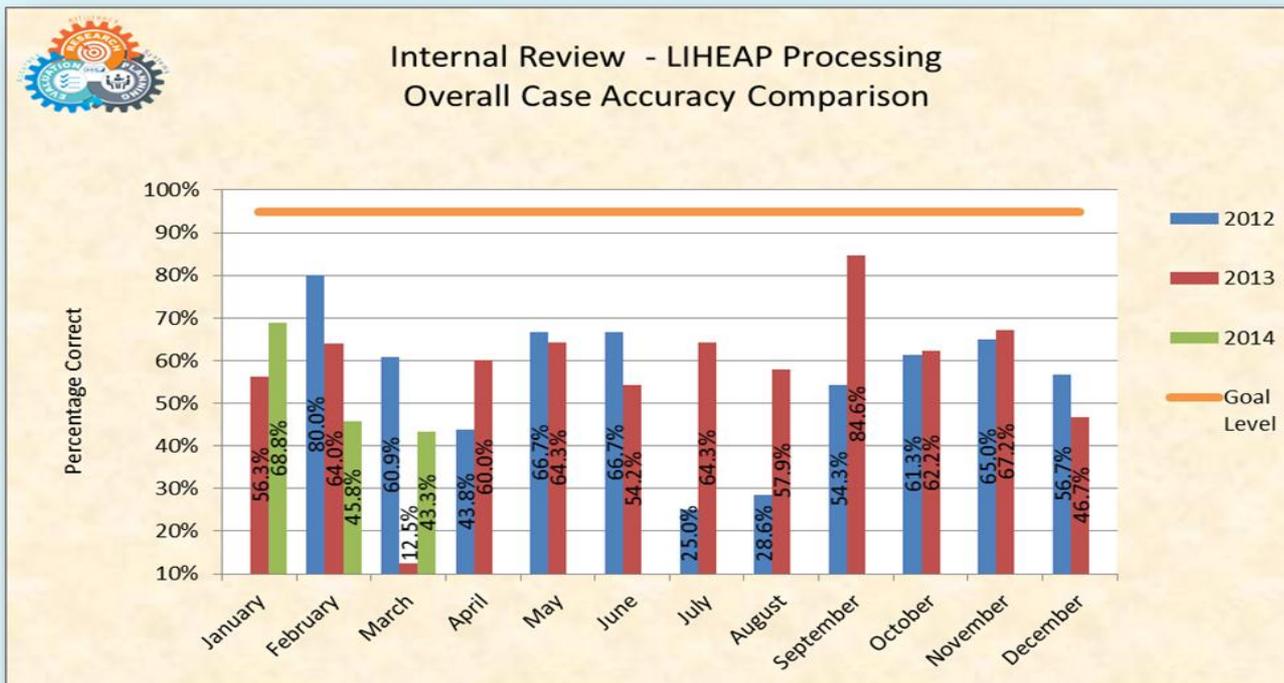
1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014

### Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.

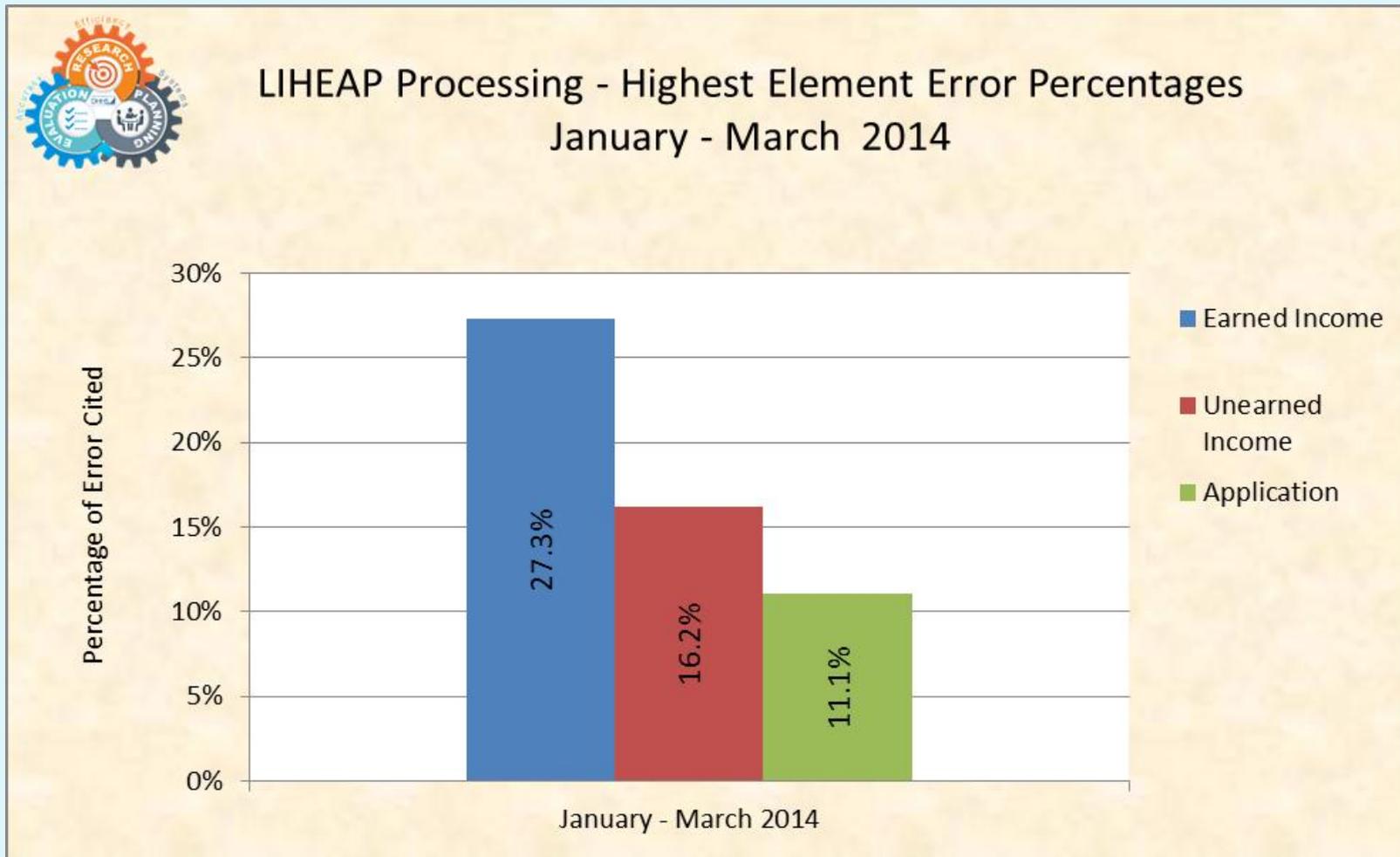
### Barriers:

**Goal Statement:** The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.

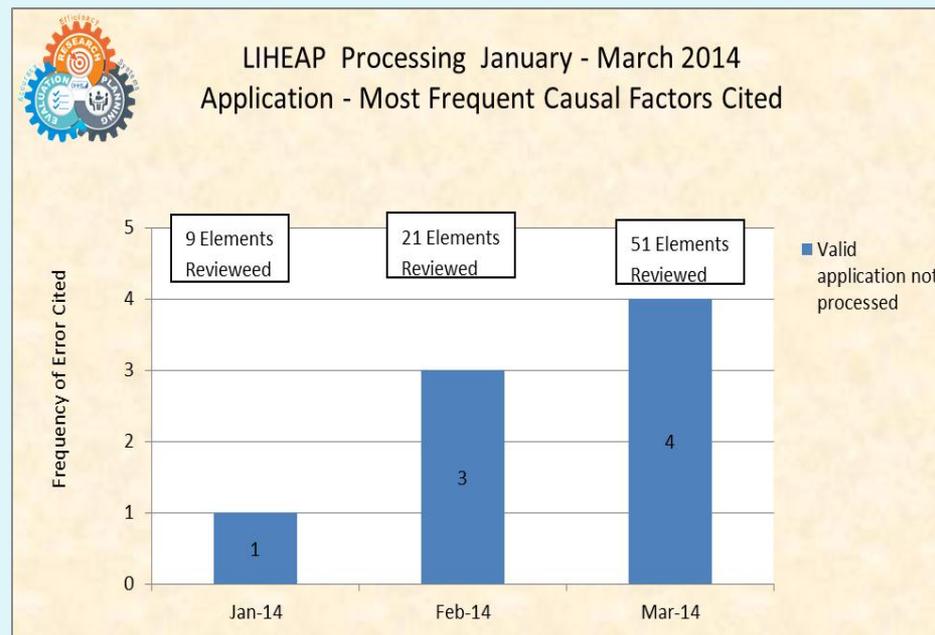
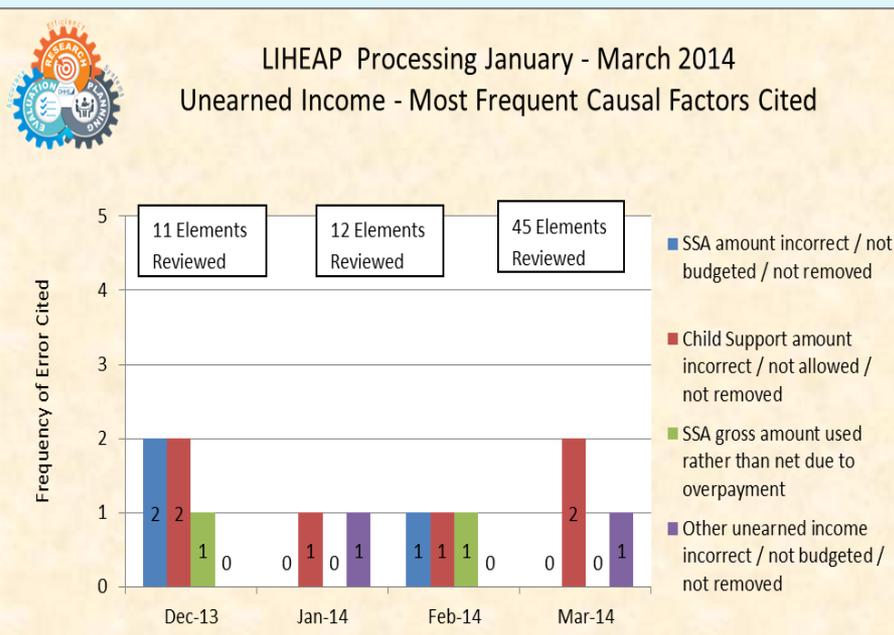
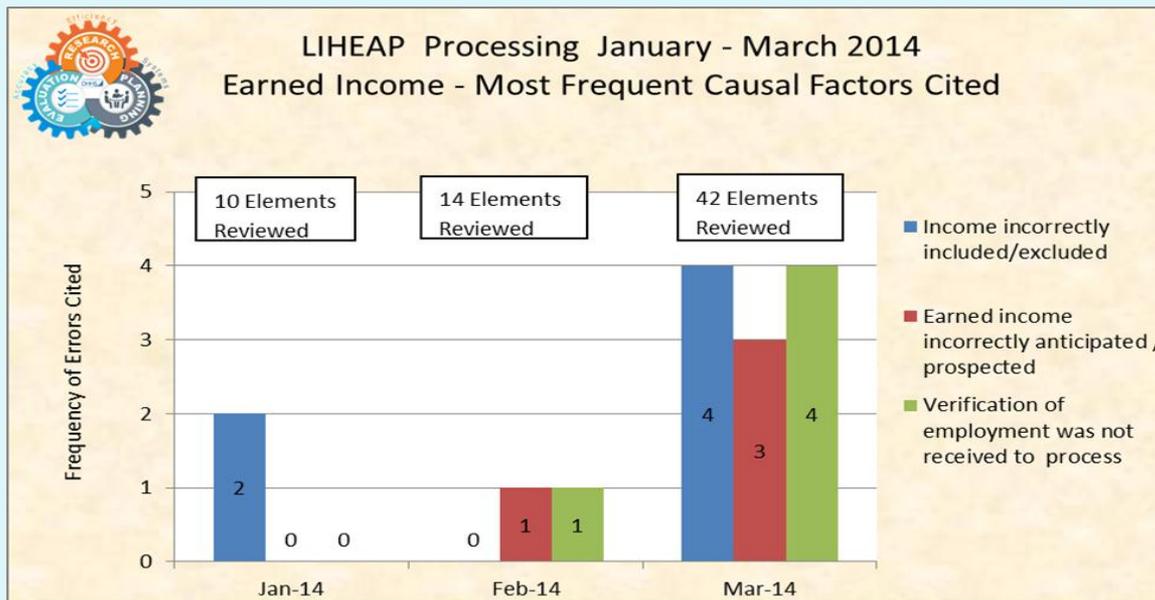


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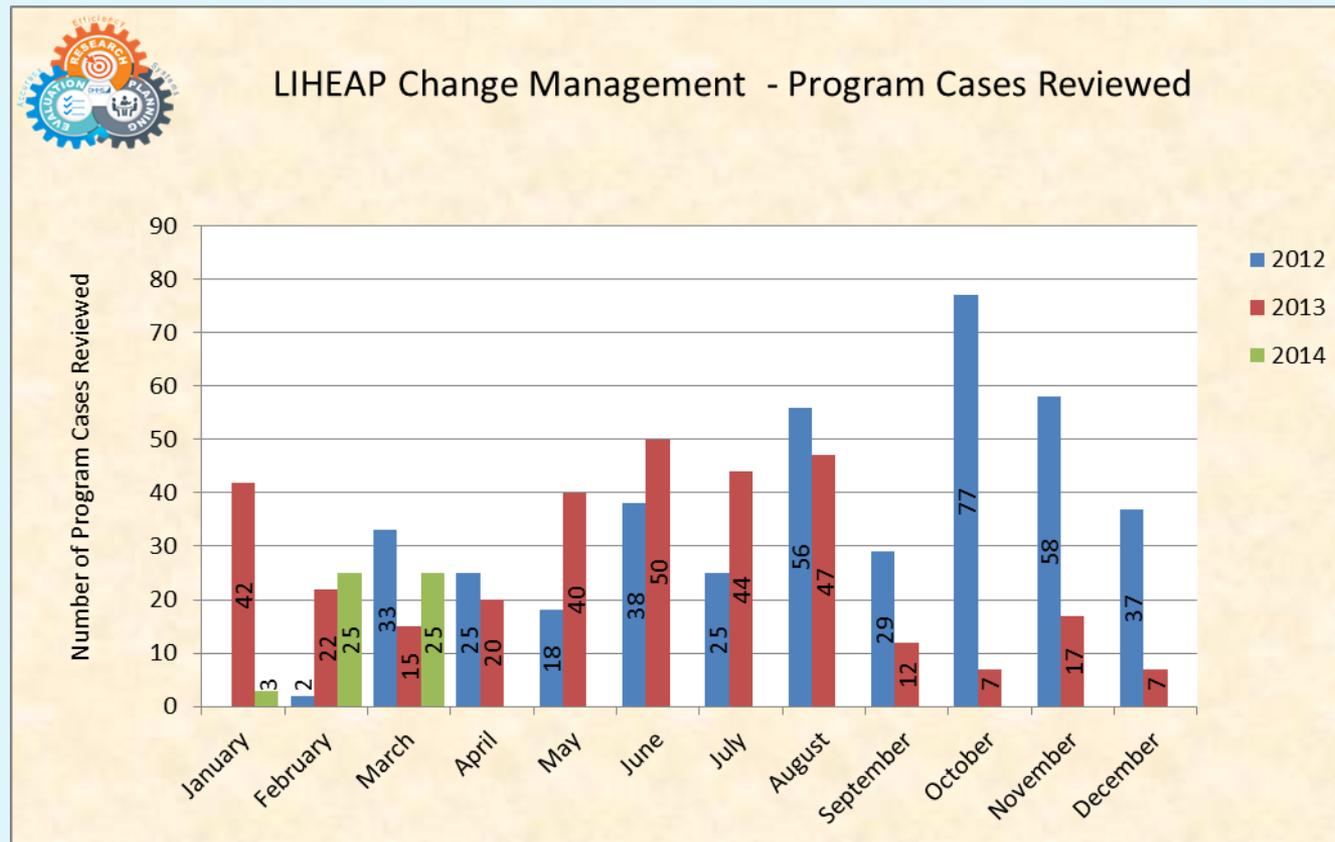
# Low-Income Home Energy Assistance Program: Processing



# Low-Income Home Energy Assistance Program: Processing



# Low-Income Home Energy Assistance Program Change Management Program Case Reads



## Low Income Energy Assistance Program: Change Management

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

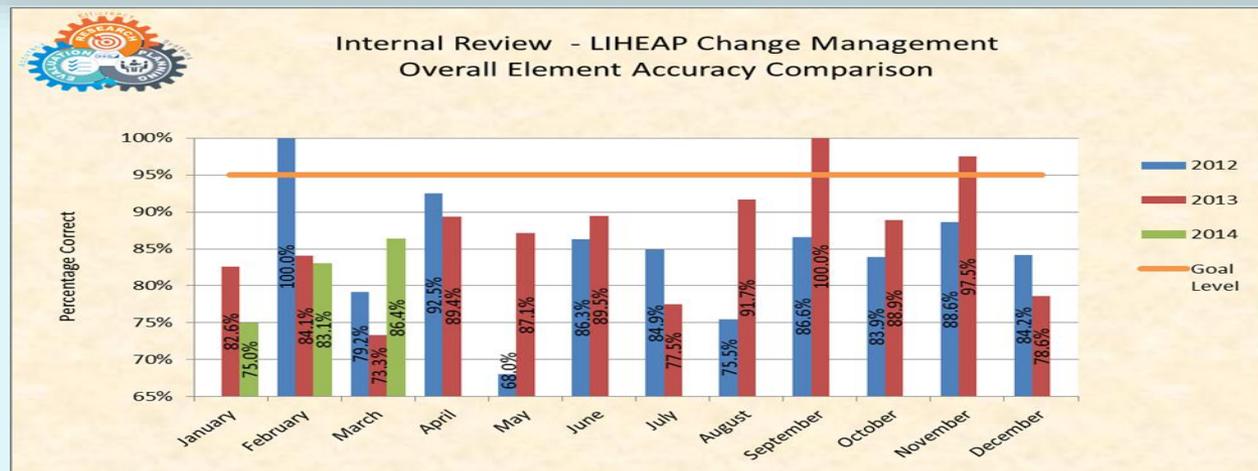
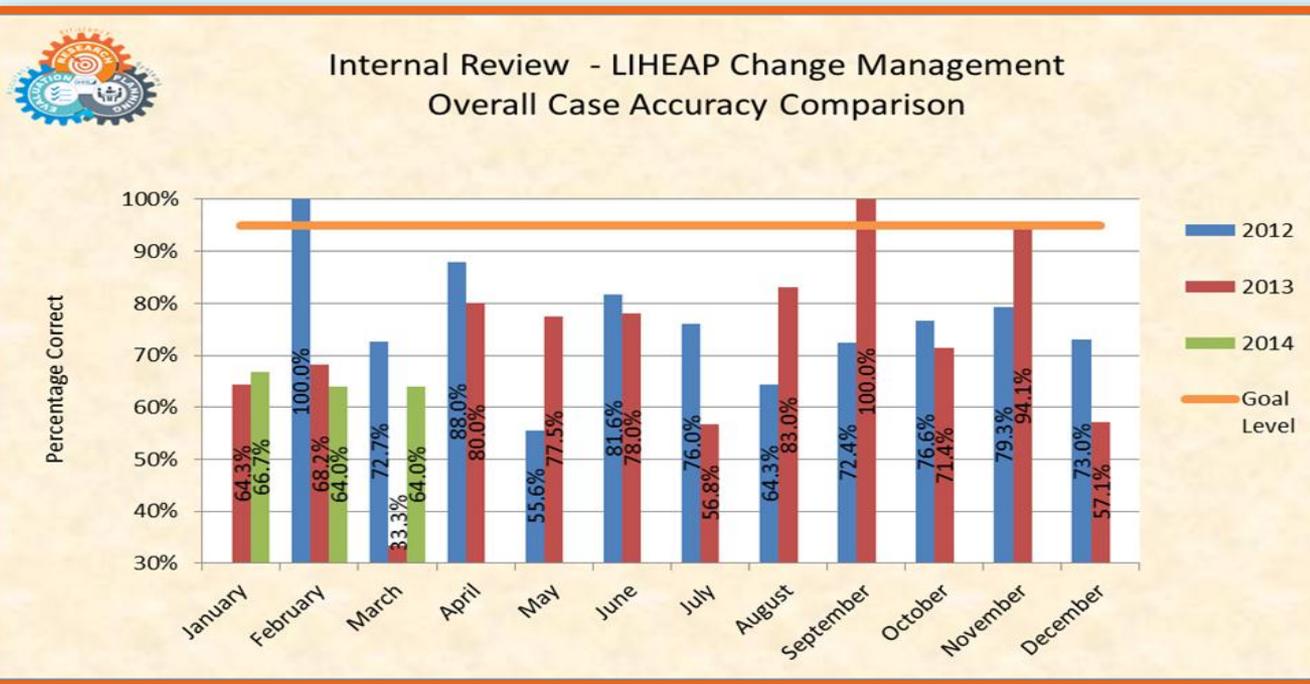
1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014

### Action Items:

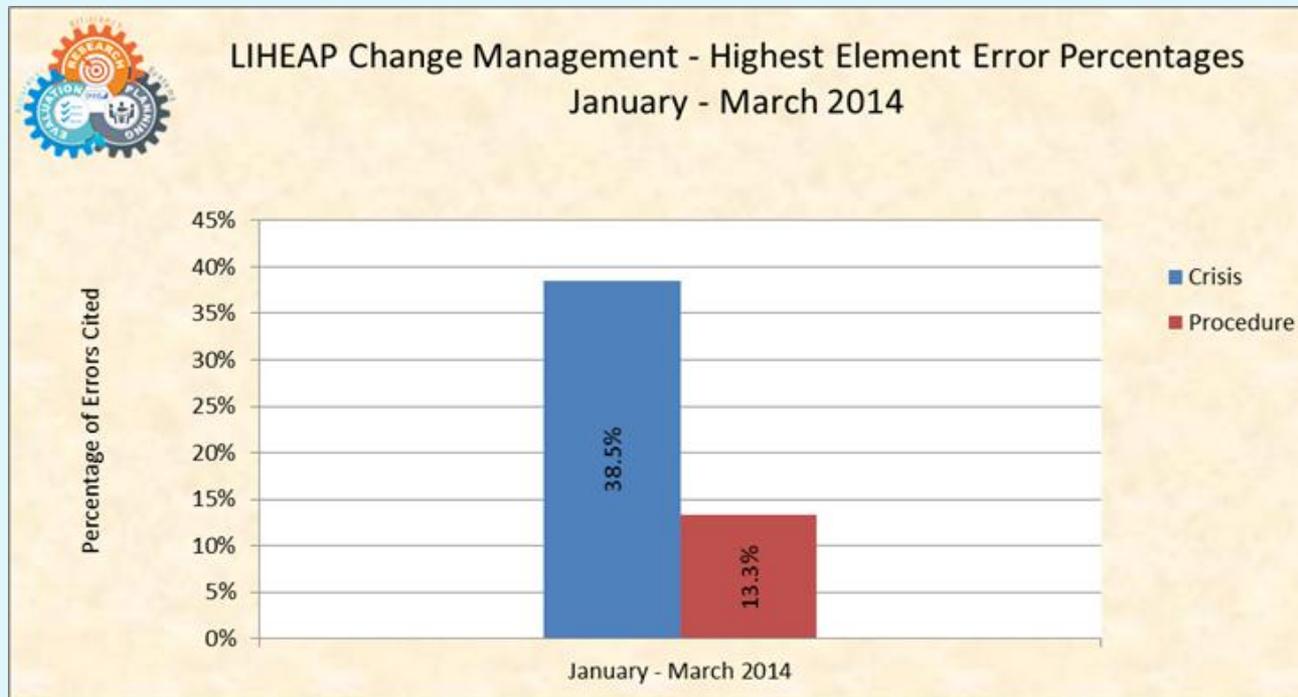
1. SCR 14744 will clean up budgets when crossing energy years.
2. SCR 13195 will add the account number to the benefit summary.
3. SCR 13914 will maintain an provider's history when name is updated.
4. SCR 13533, 14453 and 14744 will clean up various budget related issues.

### Barriers:

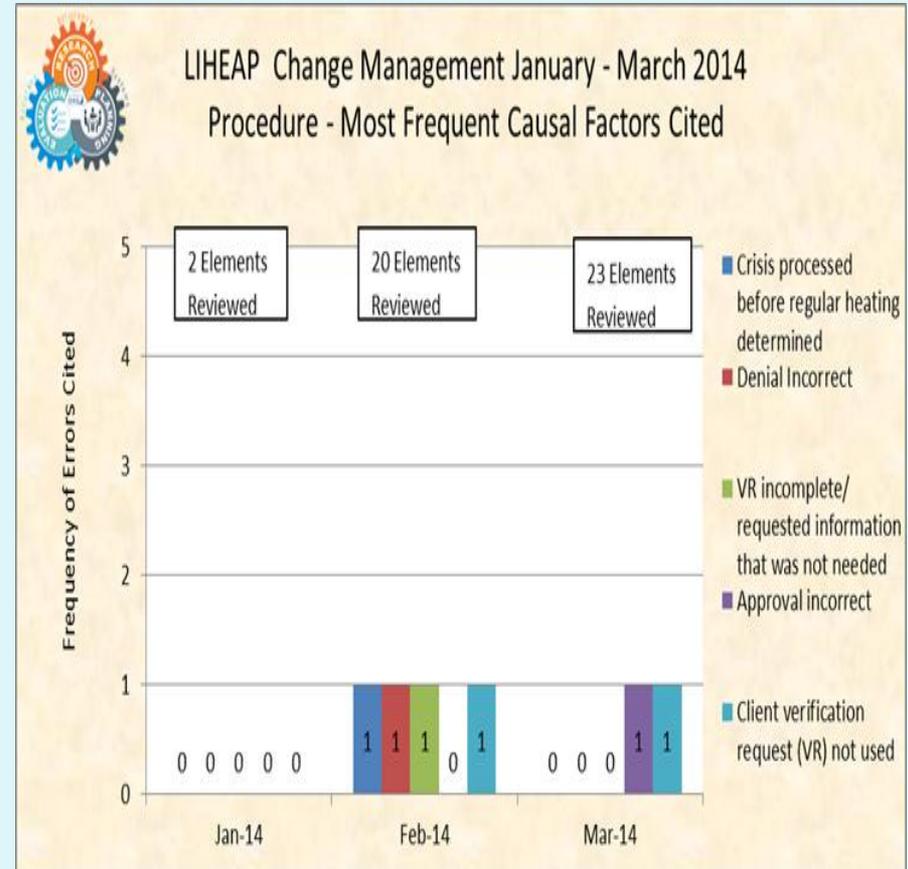
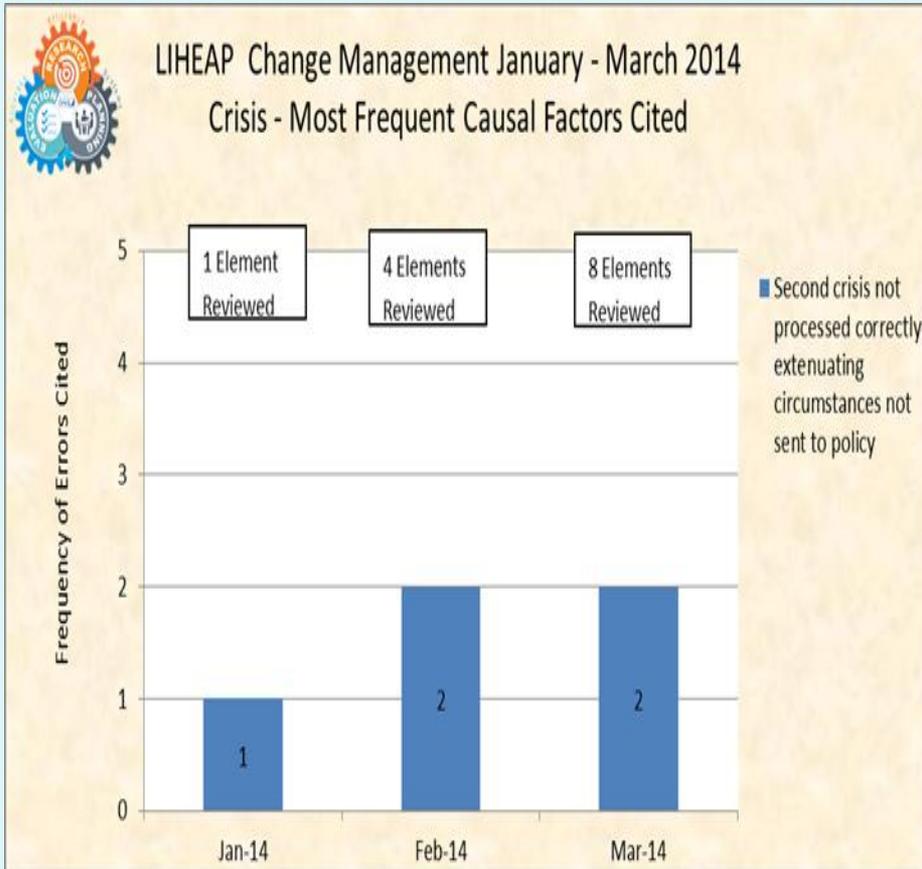
**Goal Statement:** Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



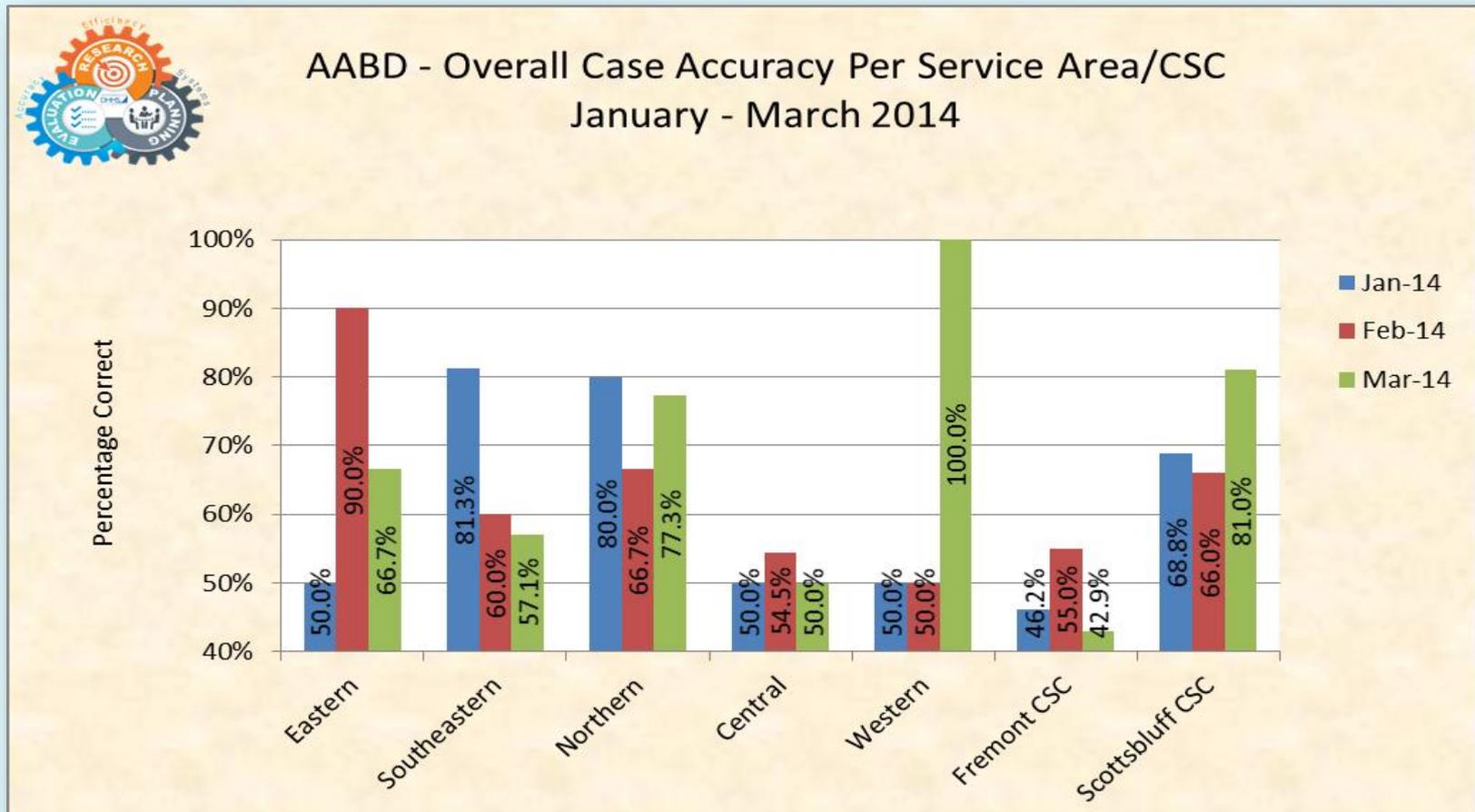
# Low-Income Home Energy Assistance Program: Change Management



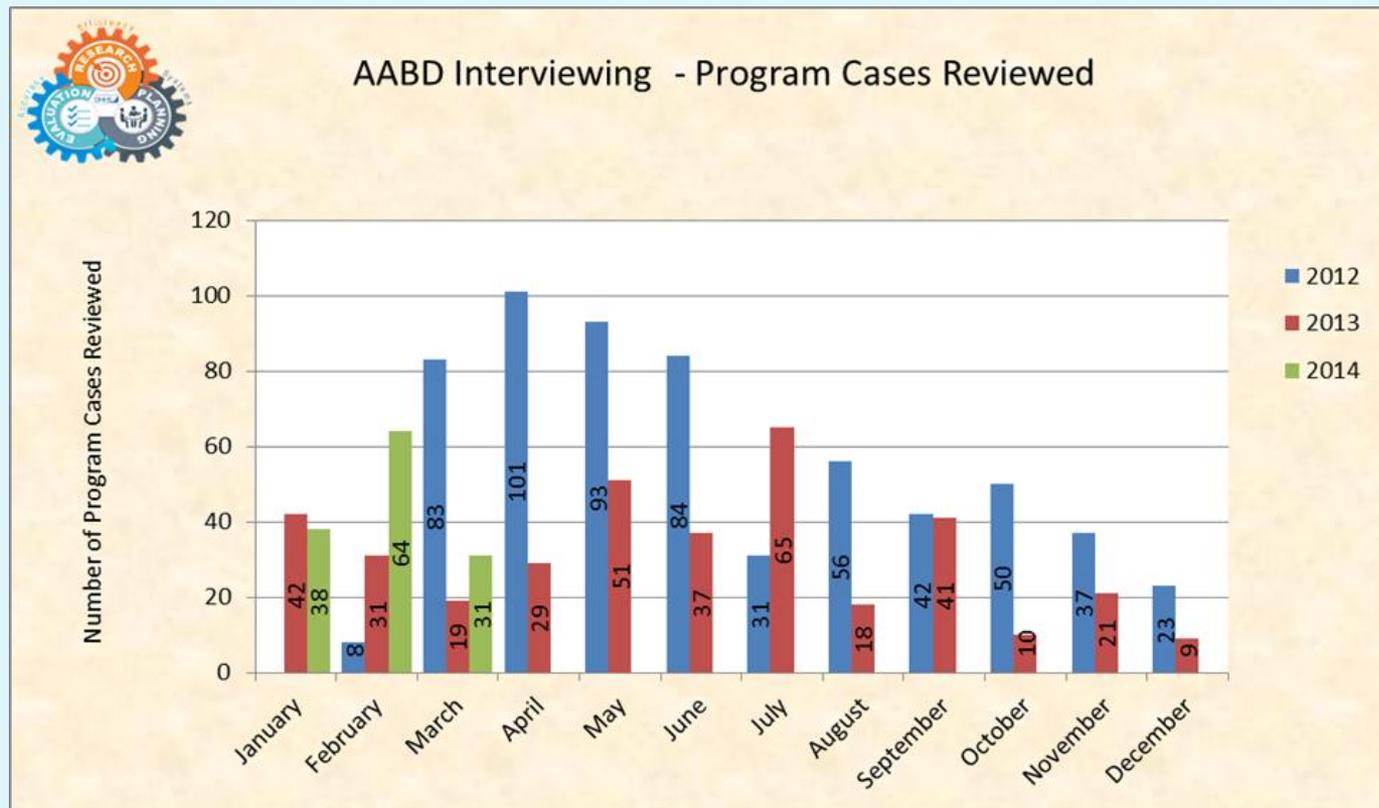
# Low-Income Home Energy Assistance Program: Change Management



# Assistance to the Aged, Blind, or Disabled Payment Accuracy



# Assistance to the Aged, Blind, or Disabled Payment Program Case Reads



## Assistance to the Aged, Blind, or Disabled Payment: Interviewing

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014

### Action Items:

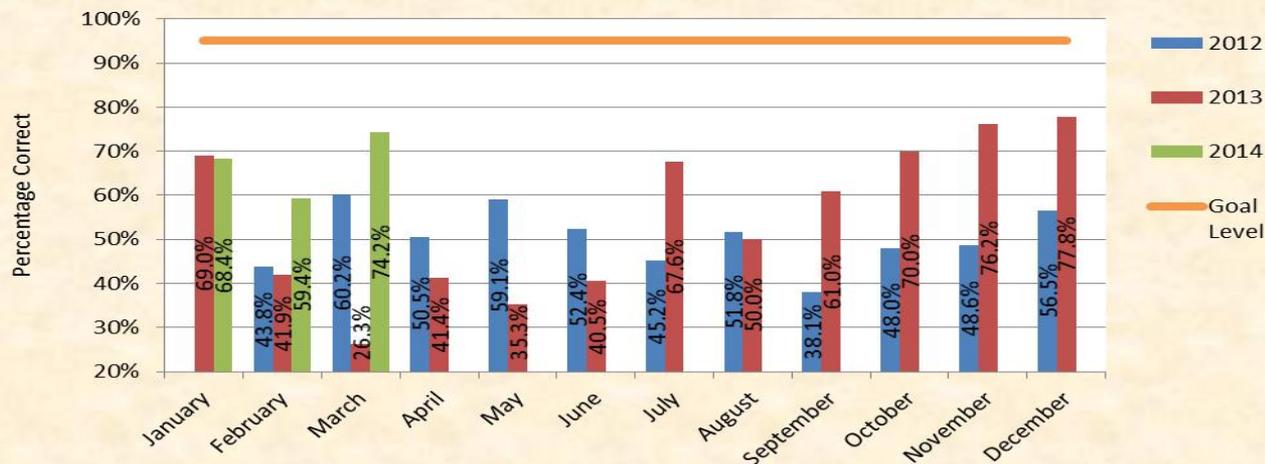
1. SCR 14866 will create a prefilled EA Review/Recert applications.
2. SCR 15056 Verif request correspondence will be added to CBI.
3. SCR 15370 will fix a bug with rescheduling interviews.

### Barriers:

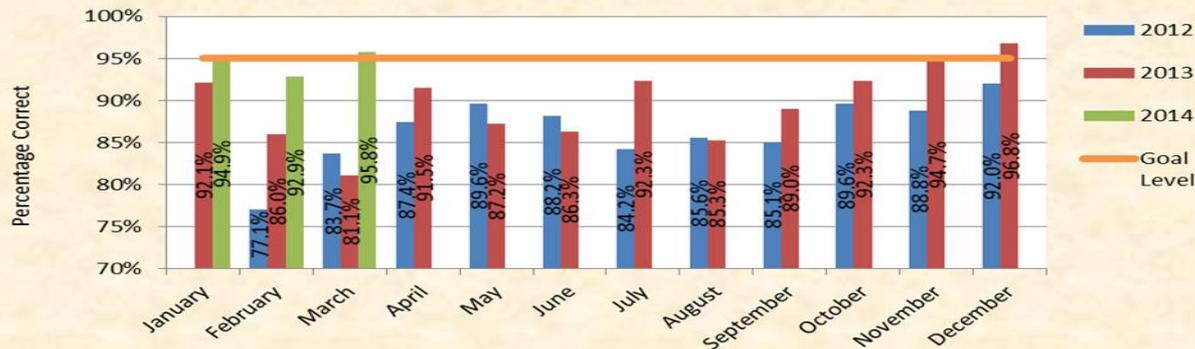
**Goal Statement:** The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



### Internal Review - AABD Interviewing Overall Case Accuracy Comparison

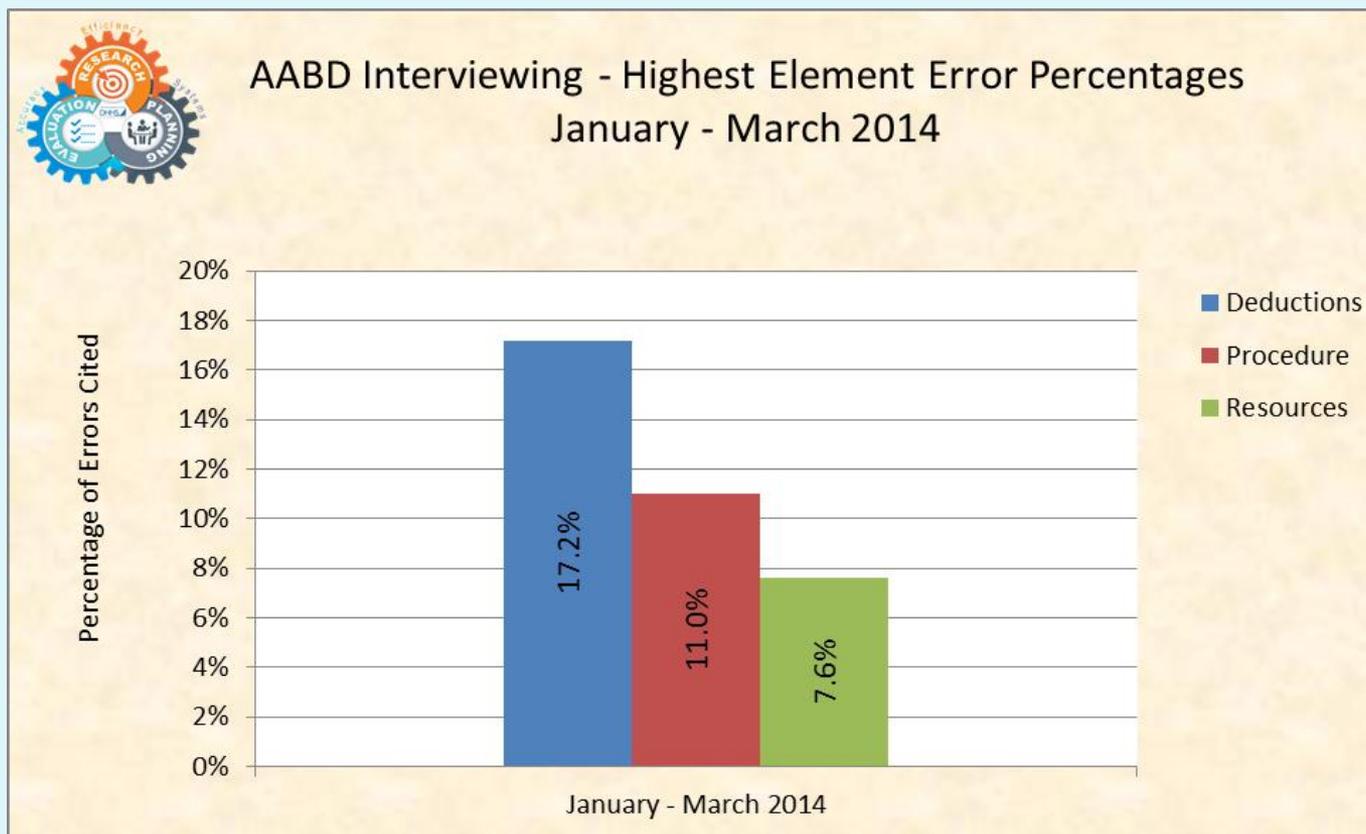


### Internal Review - AABD Interviewing Overall Element Accuracy Comparison

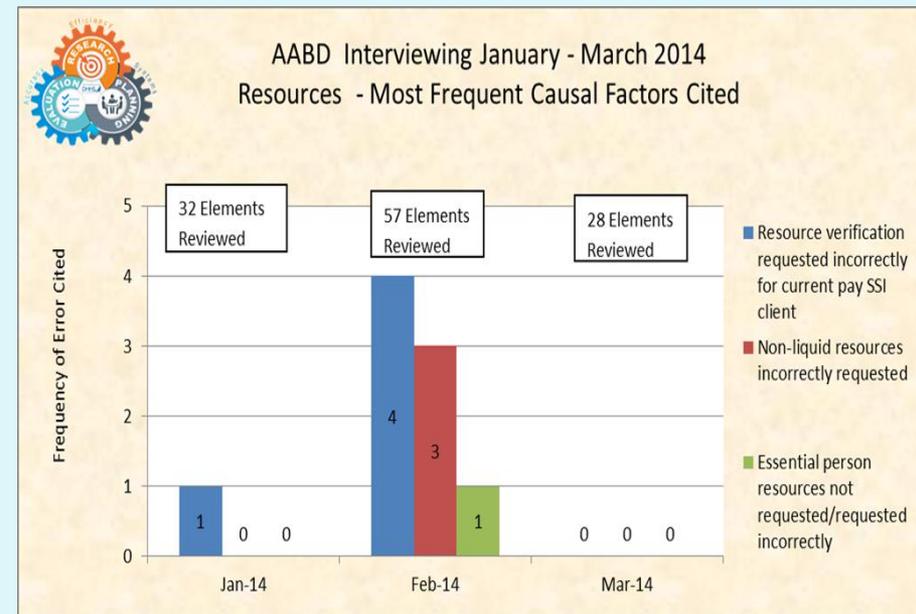
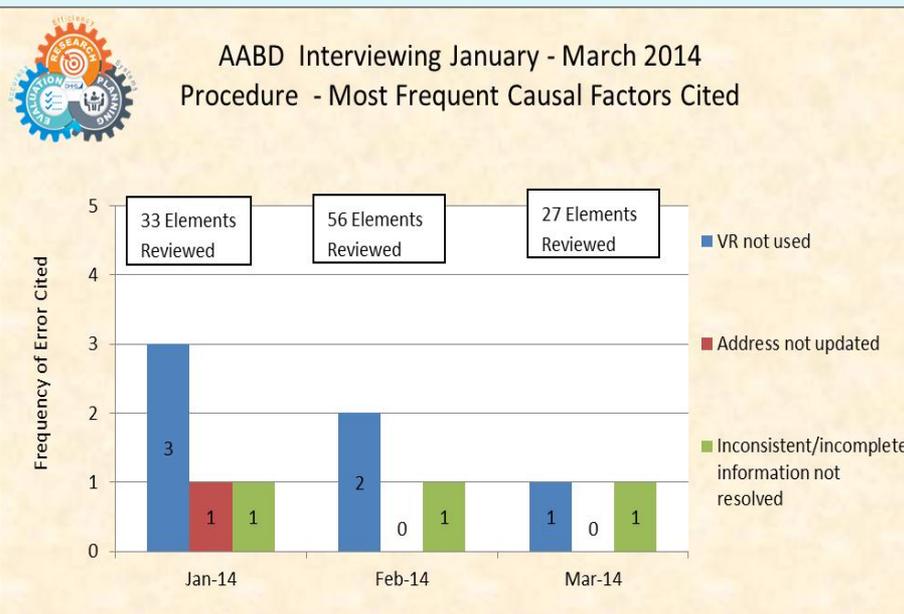
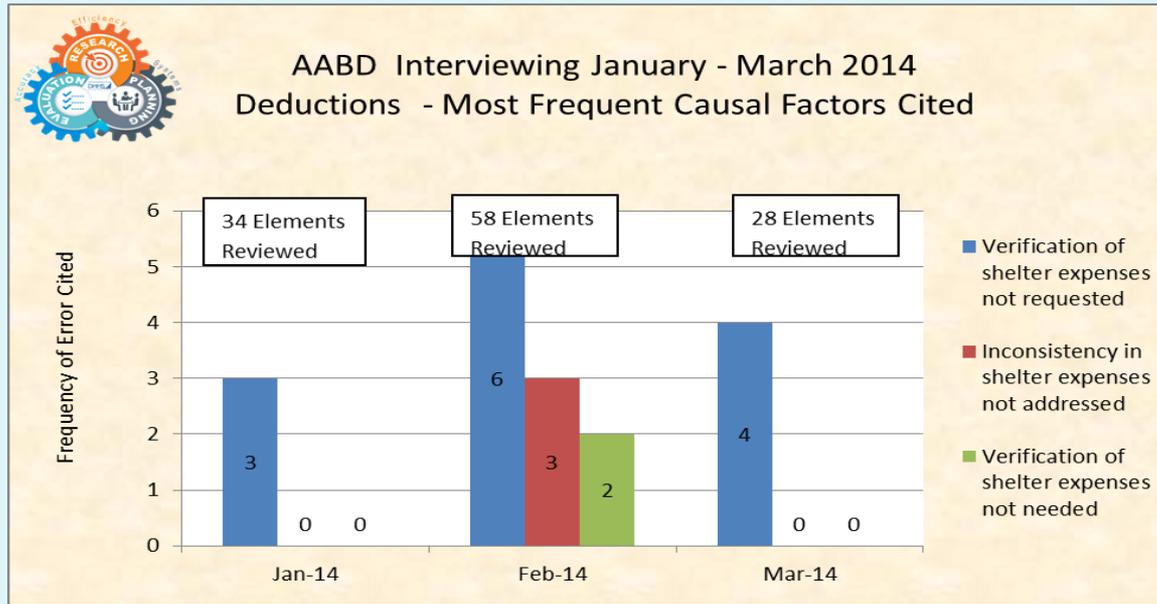


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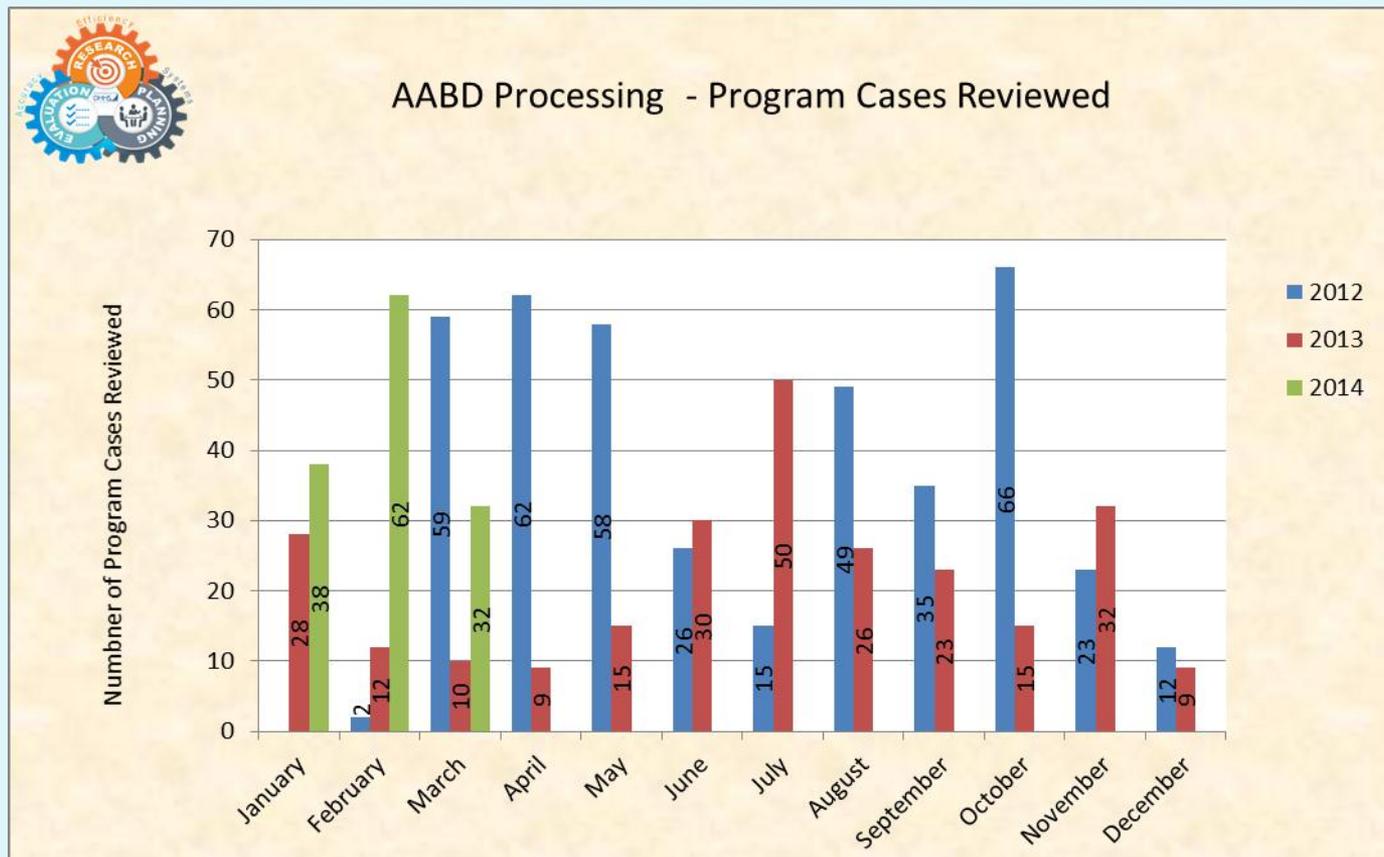
# Assistance to the Aged, Blind, or Disabled Payment: Interviewing



# Assistance to the Aged, Blind, or Disabled Payment: Interviewing



# Assistance to the Aged, Blind, or Disabled Payment Processing Program Case Reads



**Assistance to the Aged,  
Blind, or Disabled  
Payment: Processing**

**Strengths/Accomplishments:**

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

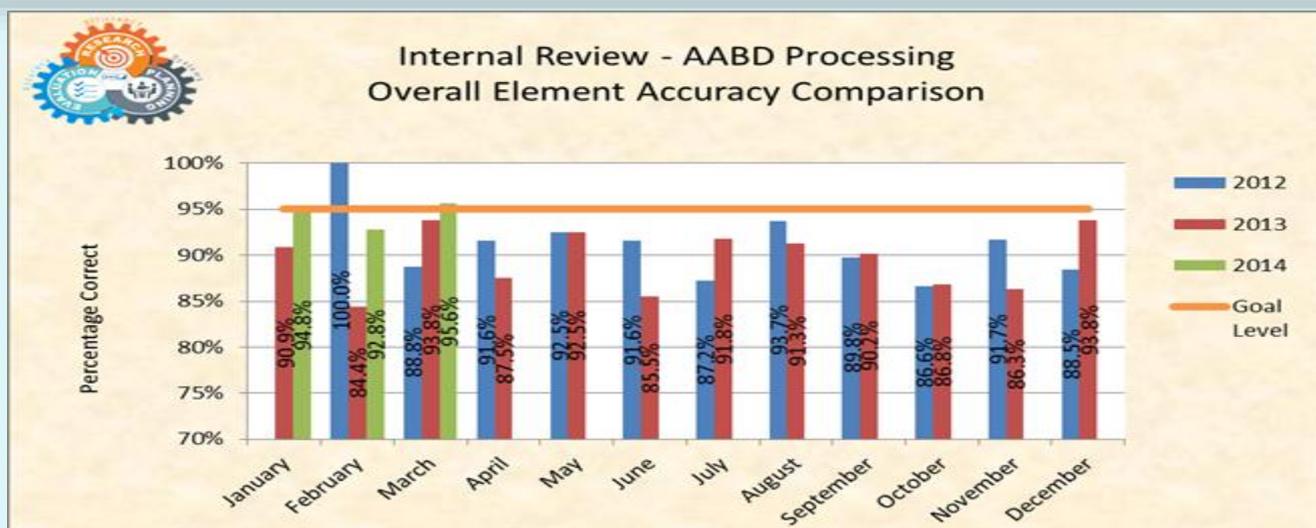
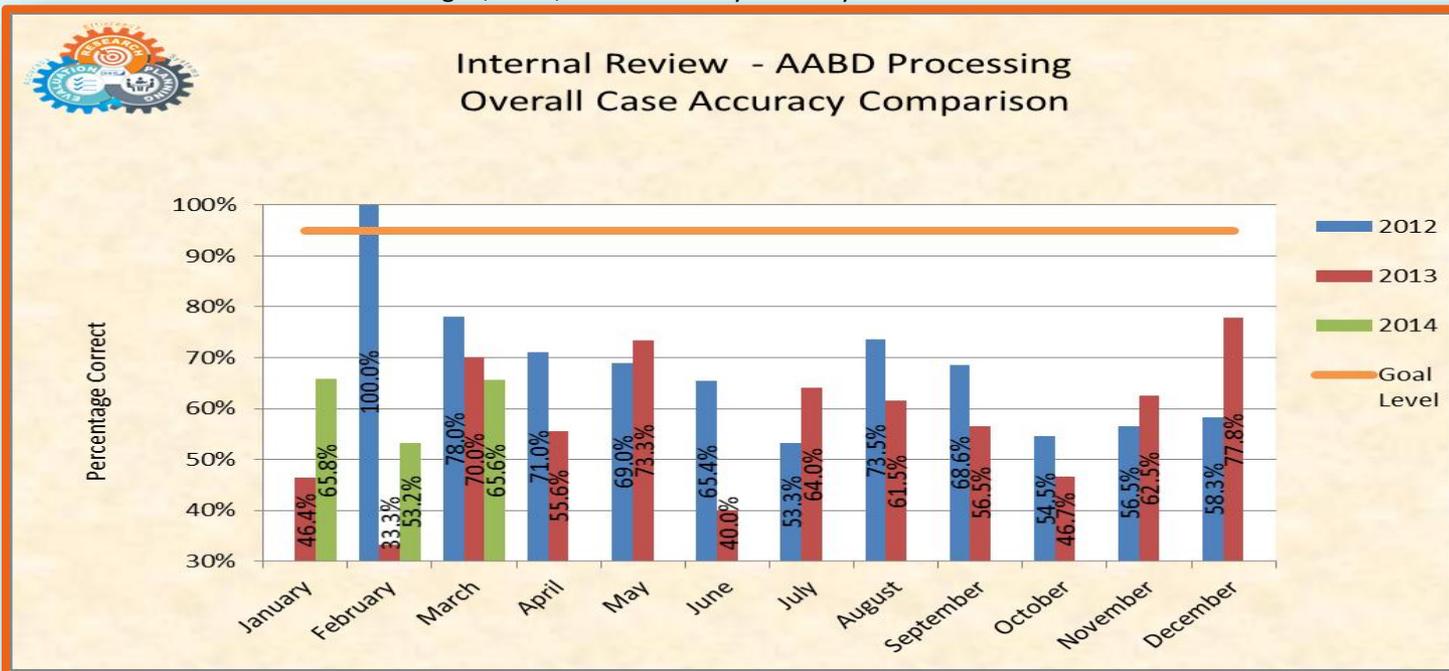
1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014
3. Combined budgeting: 4/14/2014

**Action Items:**

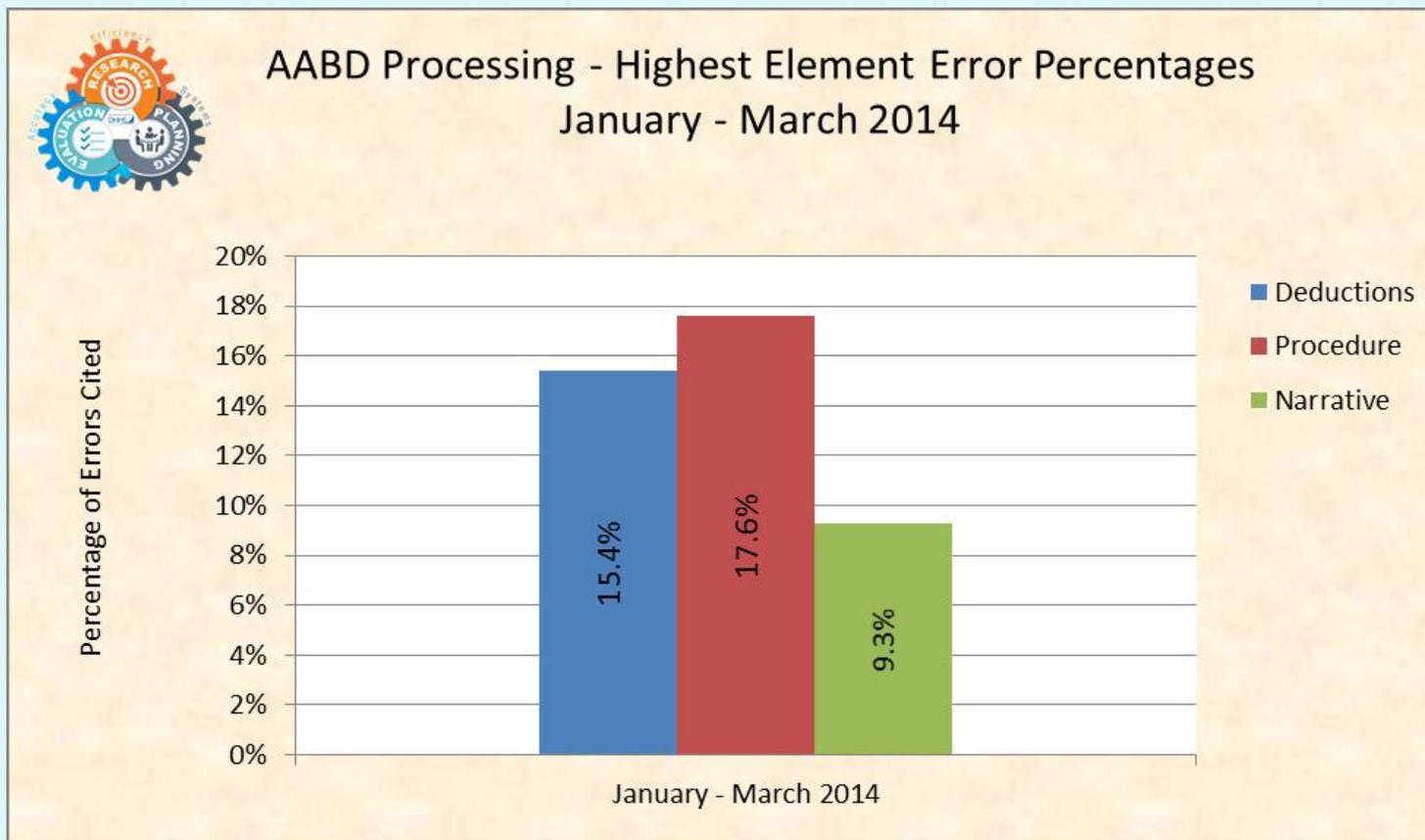
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.
4. SCR 15067 will correct deeming logic for payment only cases.

**Barriers:**

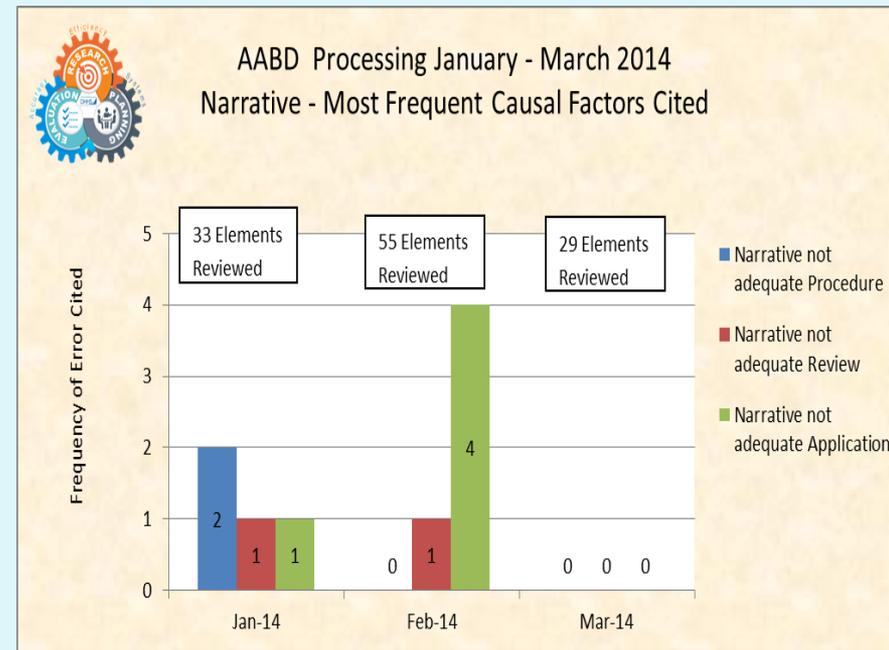
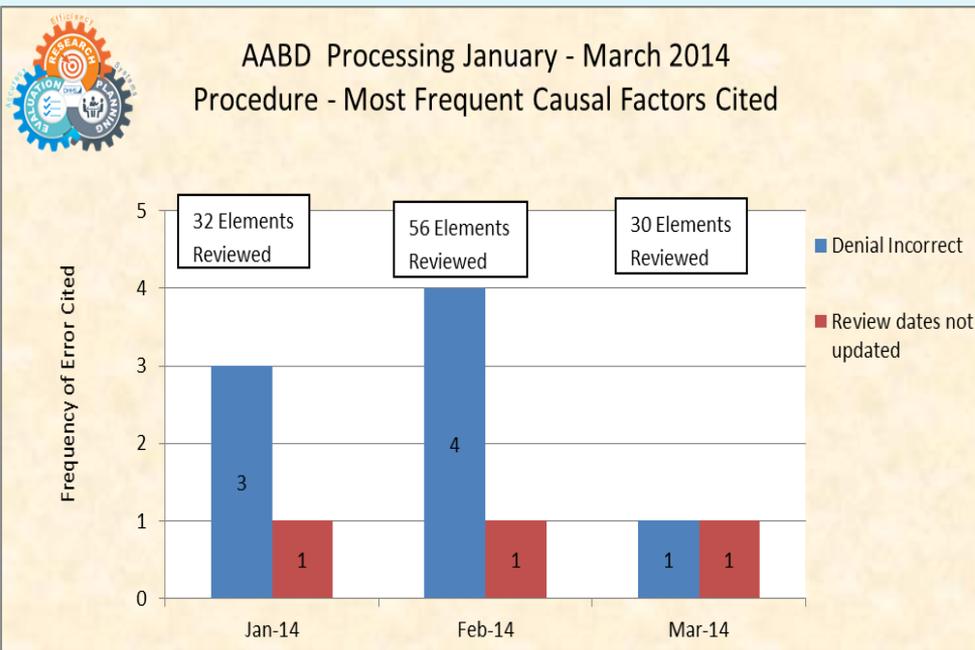
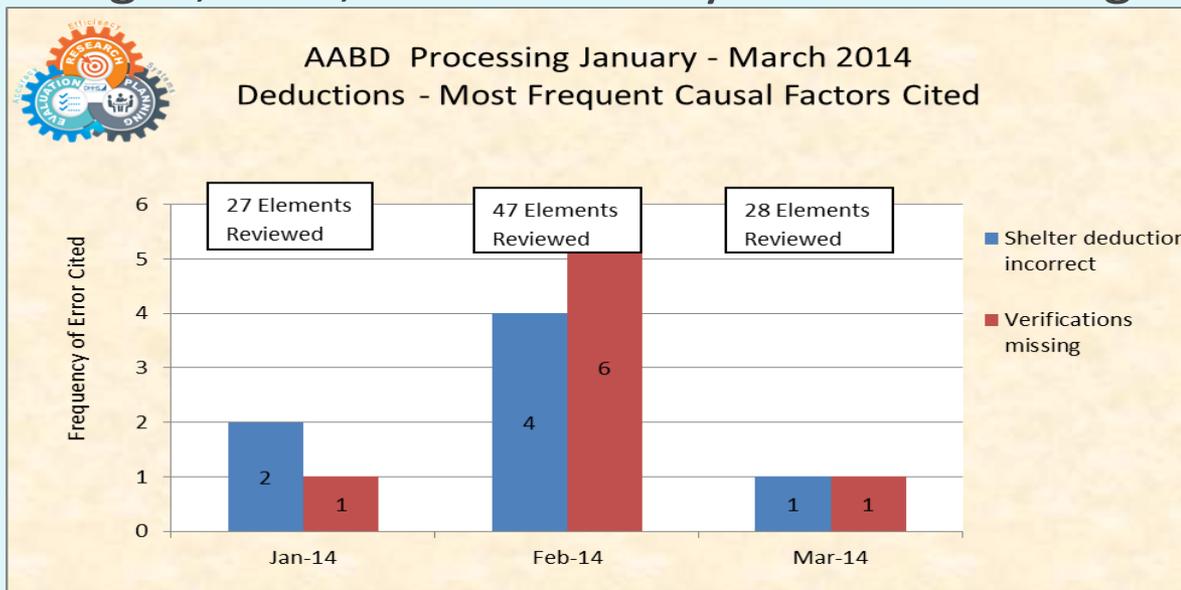
**Goal Statement:** The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



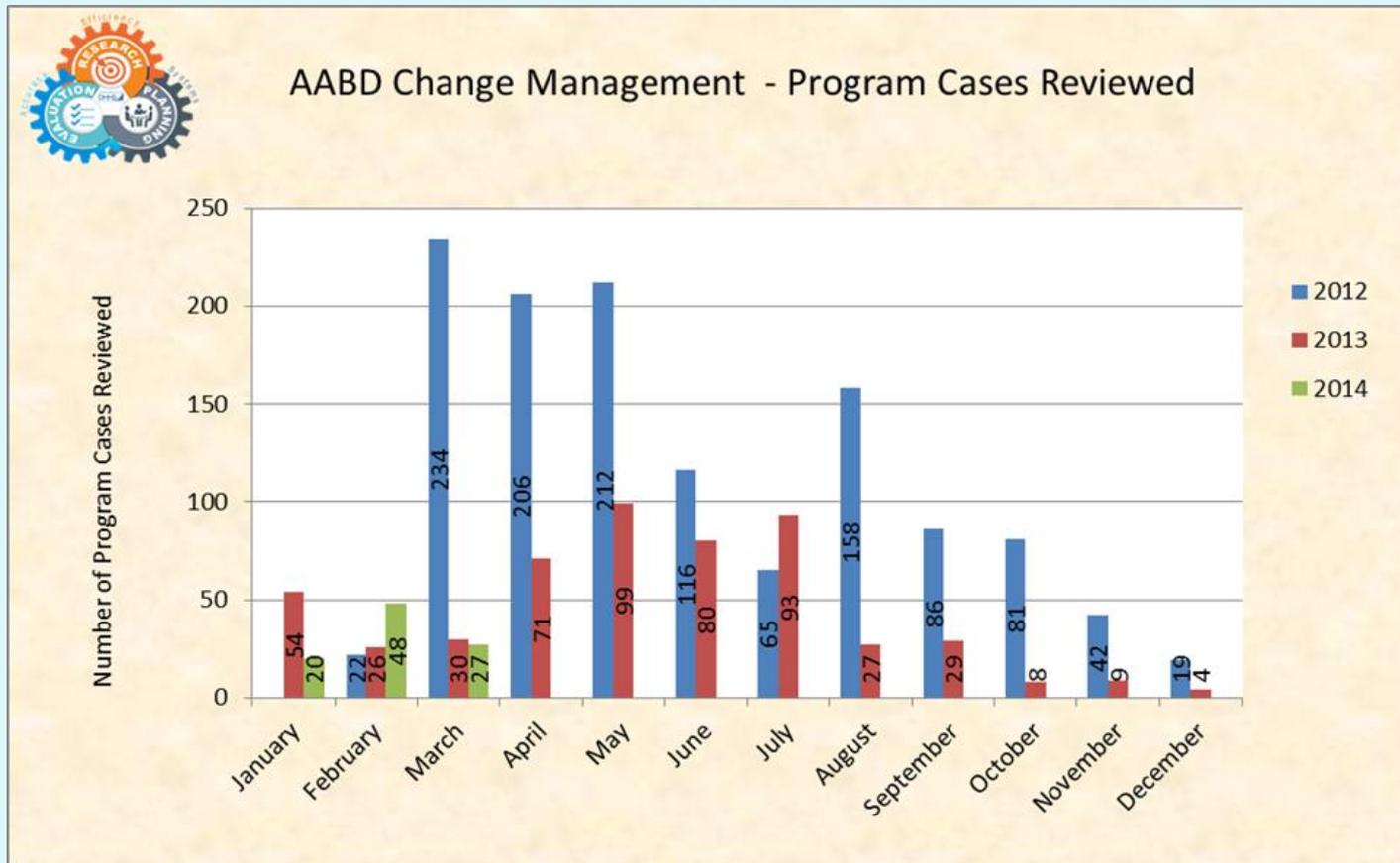
# Assistance to the Aged, Blind, or Disabled Payment: Processing



# Assistance to the Aged, Blind, or Disabled Payment: Processing



# Assistance to the Aged, Blind, or Disabled Payment Change Management Program Case Reads



## Assistance to the Aged, Blind, or Disabled Payment: Change Management

### Strengths/Accomplishments:

Captivates Videos released:

1. Using a PIN: 3/13/2014
2. Address Search: 3/24/2014

Tips of the Week Released:

1. Child Support: 3/6/2014
2. Child Support II: 3/7/2014
3. Combined budgeting: 4/14/2014

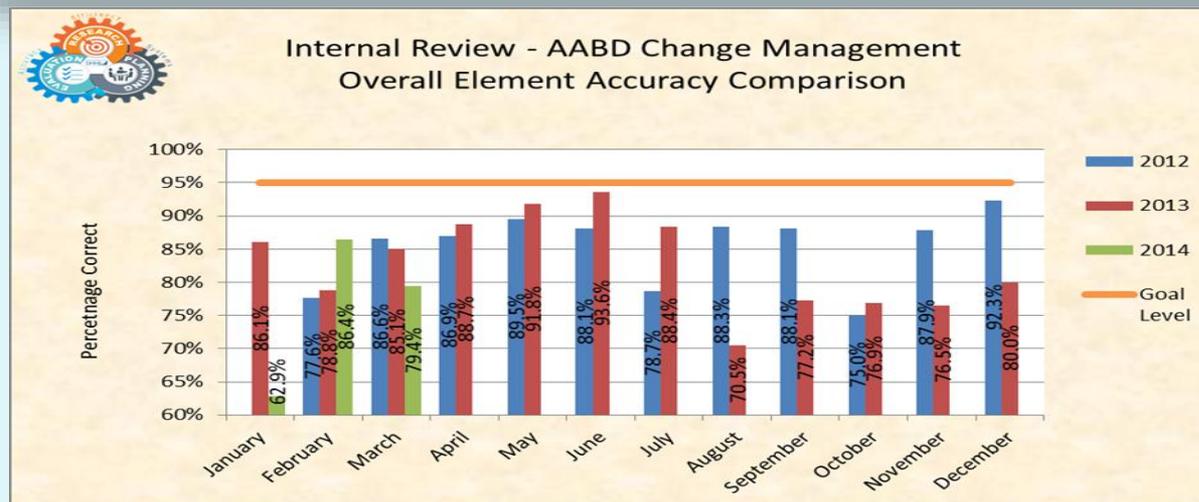
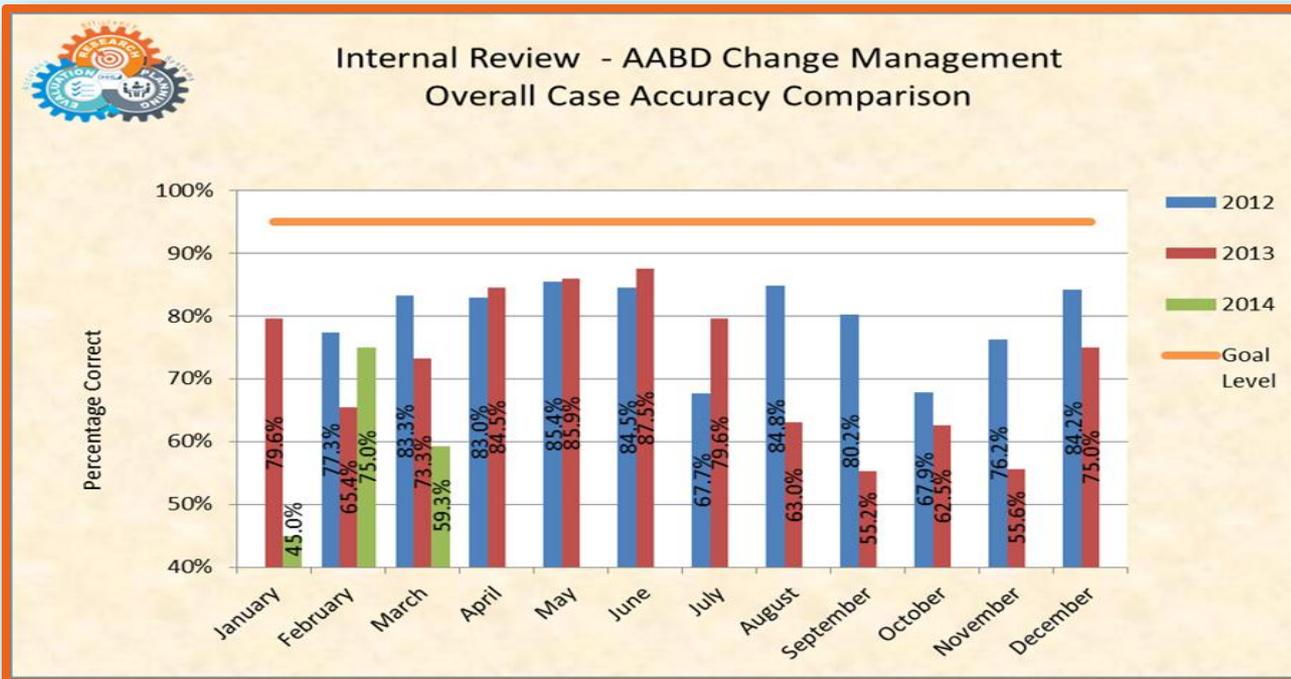
### Action Items:

1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

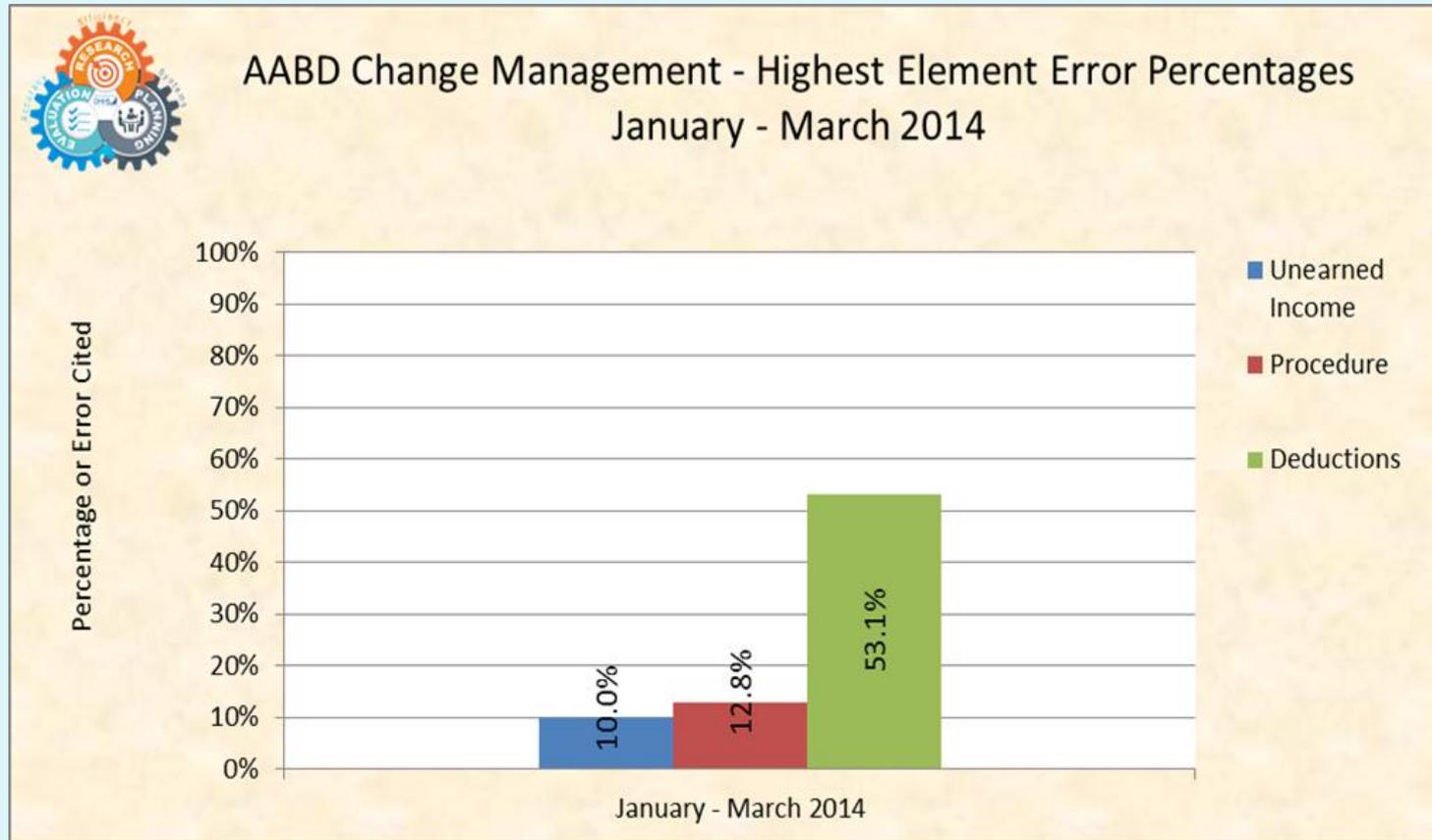
### Barriers:

### Barriers:

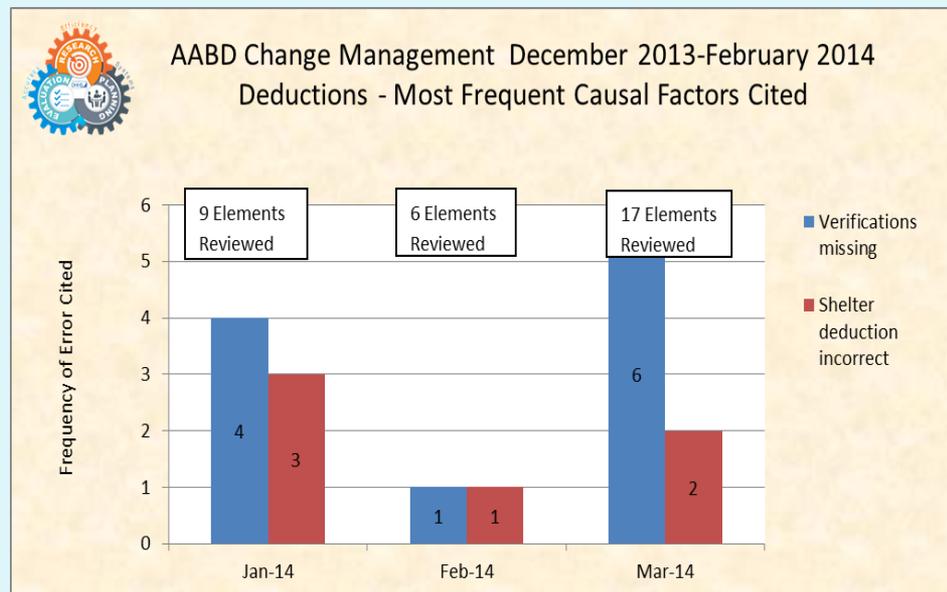
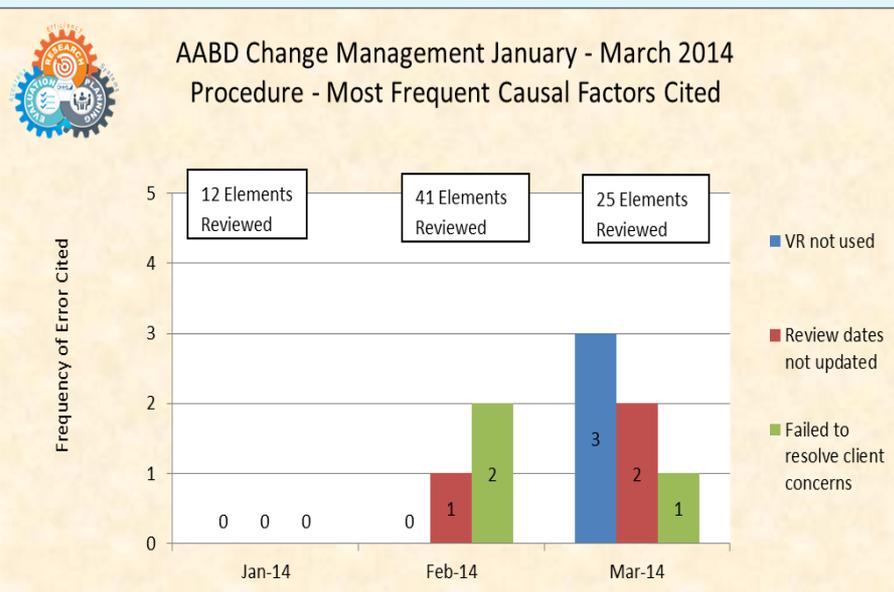
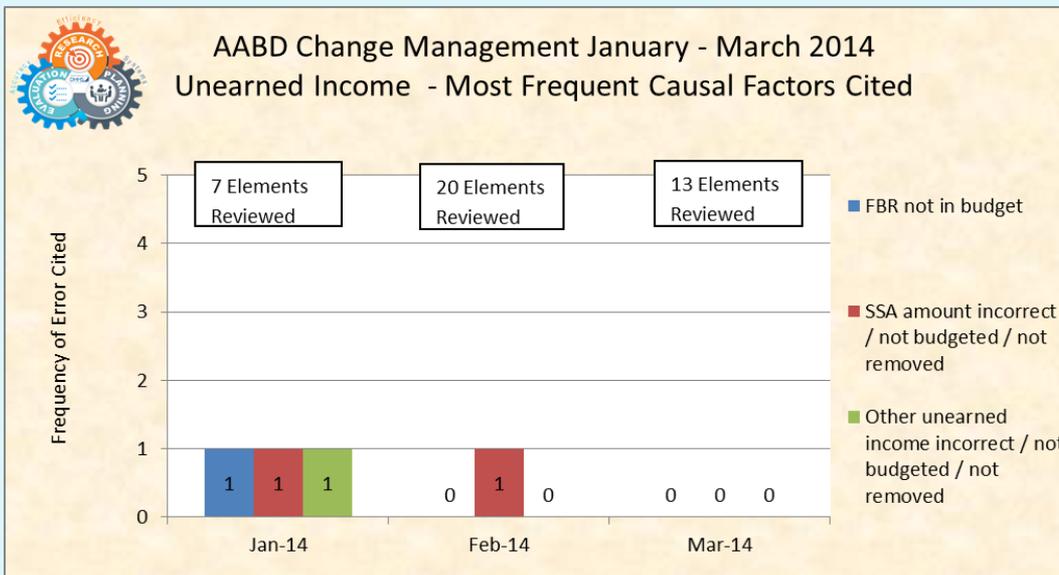
**Goal Statement:** The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



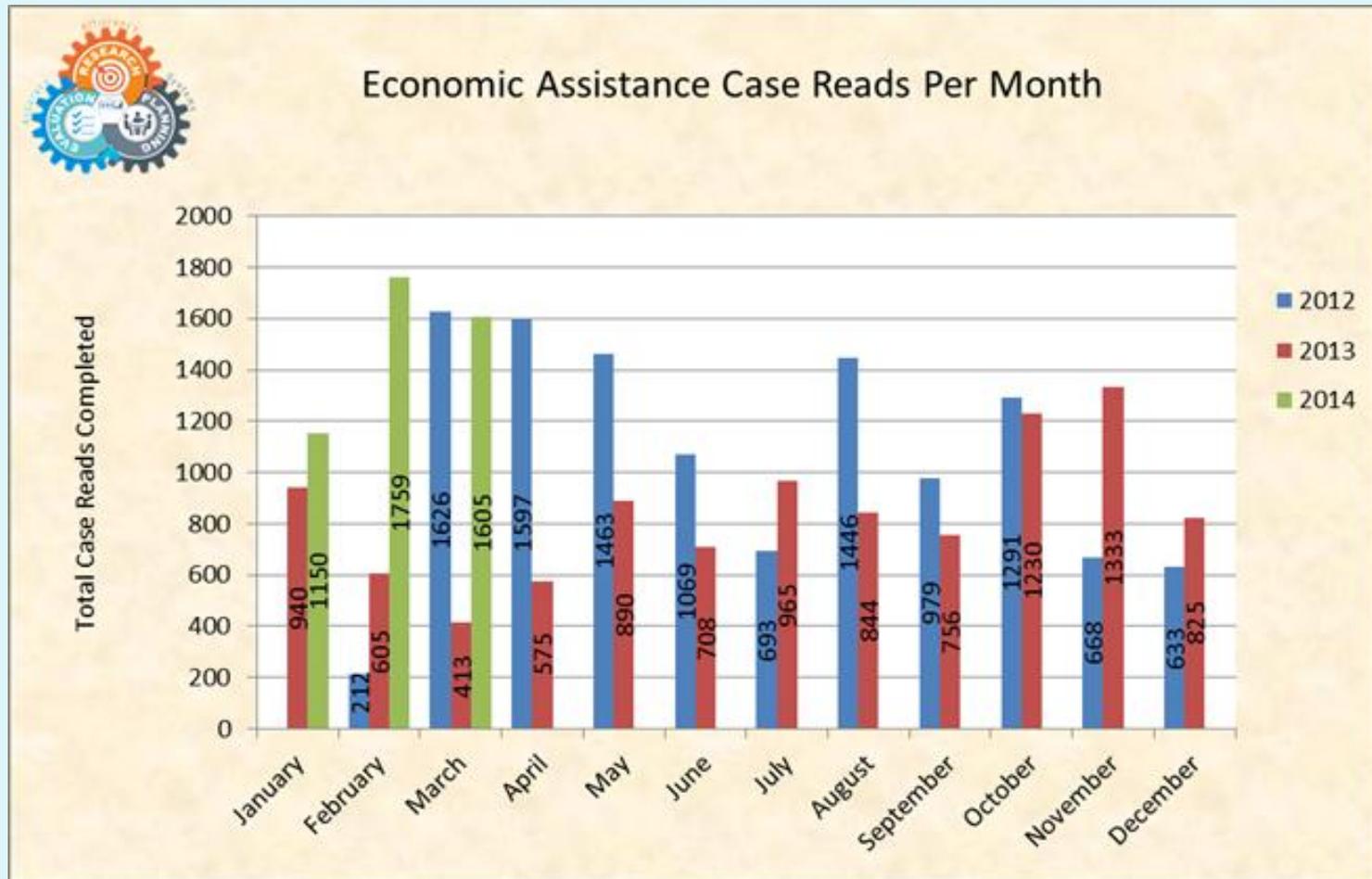
# Assistance to the Aged, Blind, or Disabled Payment: Change Management



# Assistance to the Aged, Blind, or Disabled Payment: Change Management



# Total Case Reviews Completed



# CHAPTER 5: WORKFORCE STABILITY

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Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

**Goal Statement:** Economic Assistance is well-qualified, trained, supervised and supported.

## SSW + SSW/T Vacancy Rate

### Strengths/Accomplishments:

### Action Items:

### Barriers:

Location	January			February			March 2014			April 2014		
	as of 1/2/2014			as of 2/3/2014			as of 3/3/2014			as of 4/1/2014		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA*	0	28	0.0%	1	28	3.6%	1	28	3.6%	1	28	3.6%
Eastern Service Area EA*	5	45	11.1%	6	45	13.3%	3	45	6.7%	3	45	6.7%
Northern Service Area EA*	1	23	4.3%	1	23	4.3%	1	23	4.3%	1	23	4.3%
Southeast Service Area EA*	0	33	0.0%	1	33	3.0%	1	33	3.0%	1	33	3.0%
Western Service Area EA*	0	20	0.0%	0	20	0.0%	1	20	5.0%	0	19	0.0%
<b>Local Office Total</b>	<b>6</b>	<b>149</b>	<b>4.0%</b>	<b>9</b>	<b>149</b>	<b>6.0%</b>	<b>7</b>	<b>149</b>	<b>4.7%</b>	<b>6</b>	<b>148</b>	<b>4.1%</b>
Fremont CSC	8	119	6.7%	4	119	3.4%	2	119	1.7%	5	119	4.2%
Scottsbluff CSC	3	82	3.7%	4	82	4.9%	1	82	1.2%	0	82	0.0%
<b>Customer Service Center Total</b>	<b>11</b>	<b>201</b>	<b>5.5%</b>	<b>8</b>	<b>201</b>	<b>4.0%</b>	<b>3</b>	<b>201</b>	<b>1.5%</b>	<b>5</b>	<b>201</b>	<b>2.5%</b>
<b>Total</b>	<b>17</b>	<b>350</b>	<b>4.9%</b>	<b>17</b>	<b>350</b>	<b>4.9%</b>	<b>10</b>	<b>350</b>	<b>2.9%</b>	<b>11</b>	<b>349</b>	<b>3.2%</b>

The above chart: Shows the percentage of vacancies throughout the service areas.