

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

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 CAPERS 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 CAPERS- are reviews of the processing status for which households were denied or terminated.
 - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

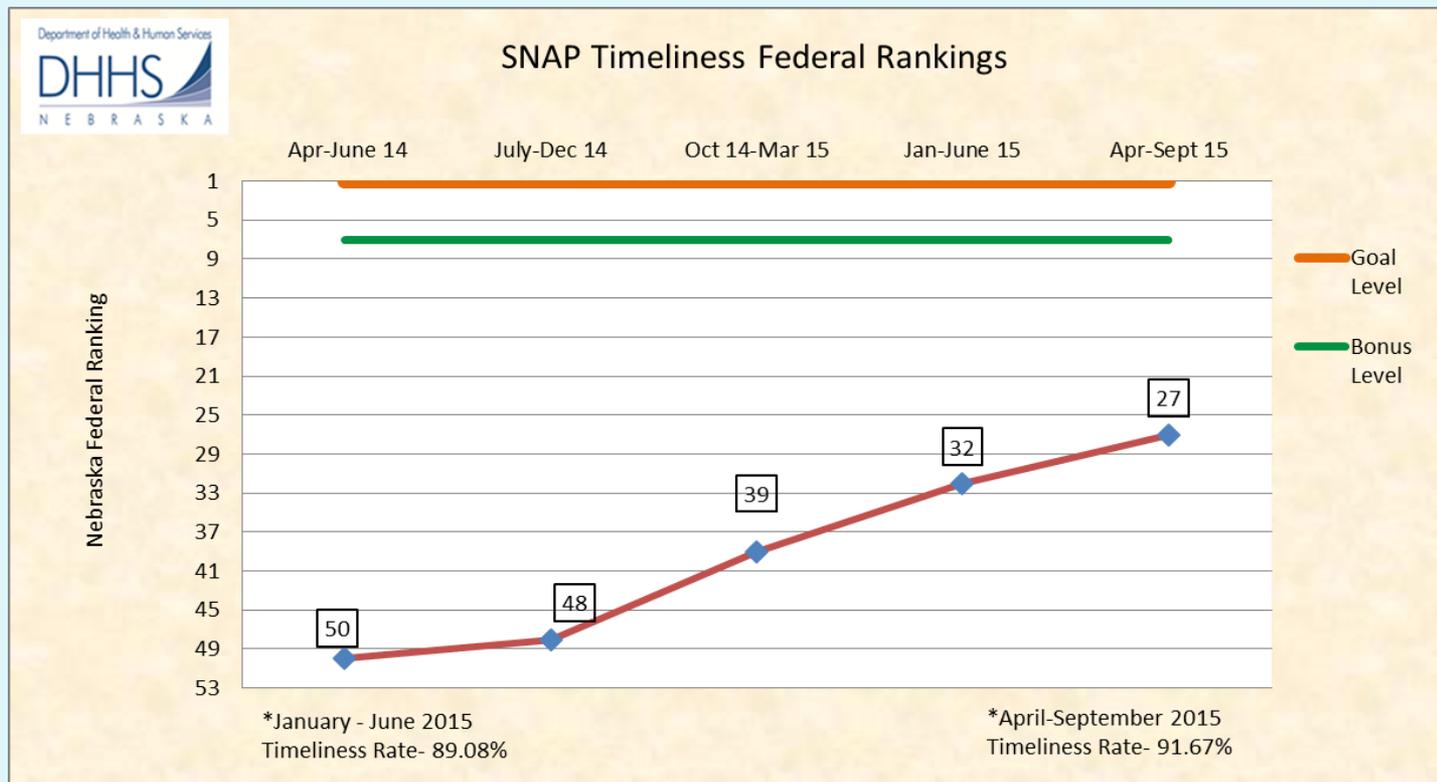
Program Accuracy Unit

- 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 Captivate Videos and Quizzes that are shared with the field.
 - **The most current training materials are uploaded on SharePoint under Training Tools by Topic.**
- PAS are now using the NEARS 3 v2.2 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
 - Supplemental Nutrition Assistance Program (SNAP)
 - SNAP Timeliness
 - Child Care
 - Aid to Dependent Children (ADC)
 - Assistance to Aged, Blind, or Disabled Payment (AABD)
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
 - Interviewing
 - Processing
 - Change Management
 - Phone Observations

CHAPTER 2: FEDERAL REPORTING

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.



Current timeliness report period: April-September 2015

Most Current Information Updated: 02/2016.

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

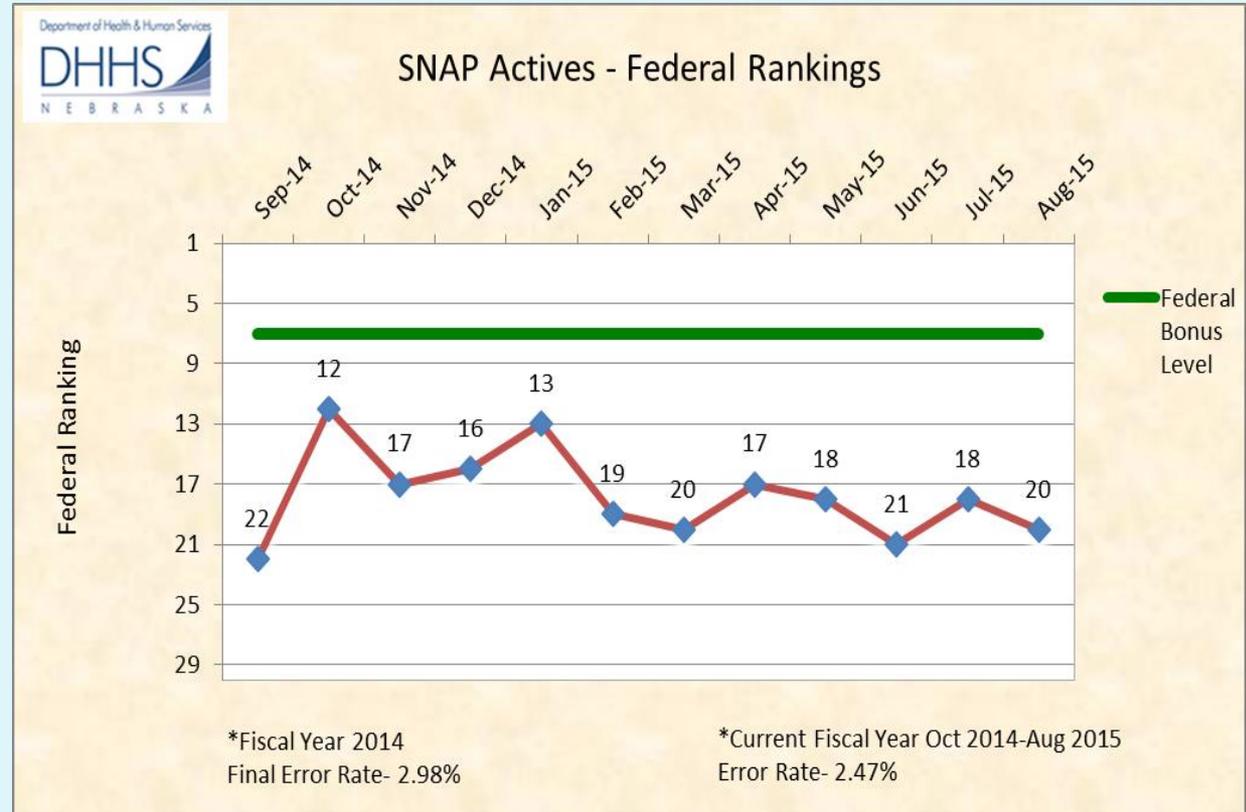
Active Findings

Strengths/Accomplishments:

Action Items:

Barriers:

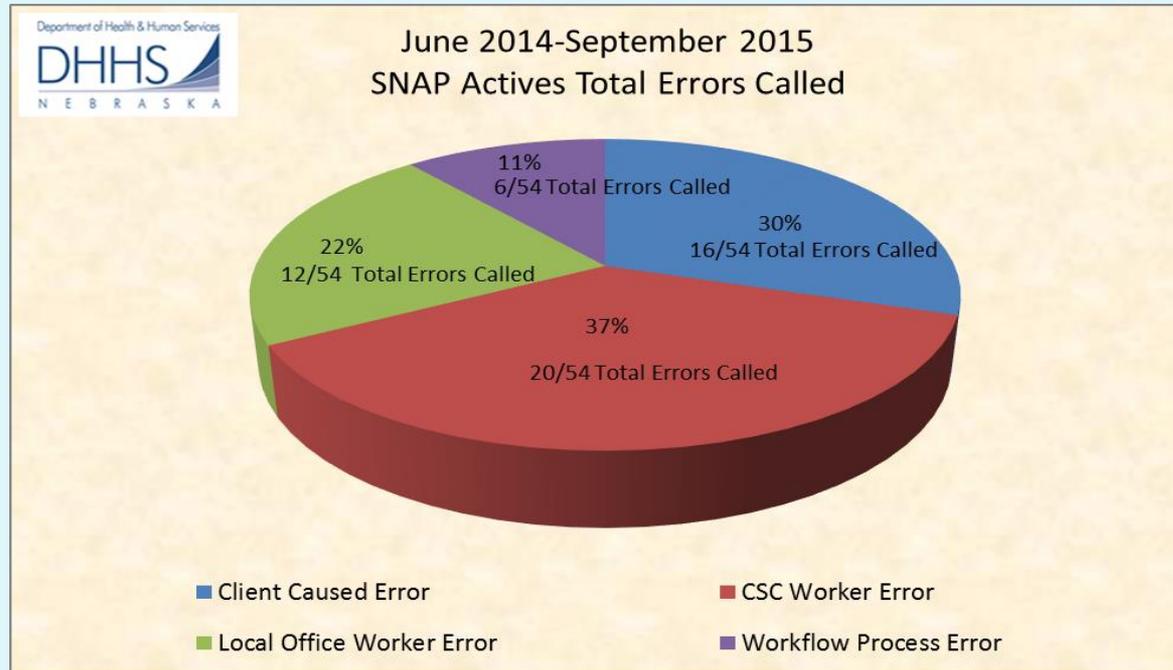
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 9/2014 to 8/2015.

Updated: 02/2016

Quality Control Active Errors



CSC Most Frequently Cited Errors

Household Composition Incorrect – 7

Income not updated/budgeted incorrectly – 6

Expenses not acted on/not updated/incorrect in budgets- 7

Local Office Most Frequently Cited Errors

Expenses not acted on/not updated/incorrect in budgets - 6

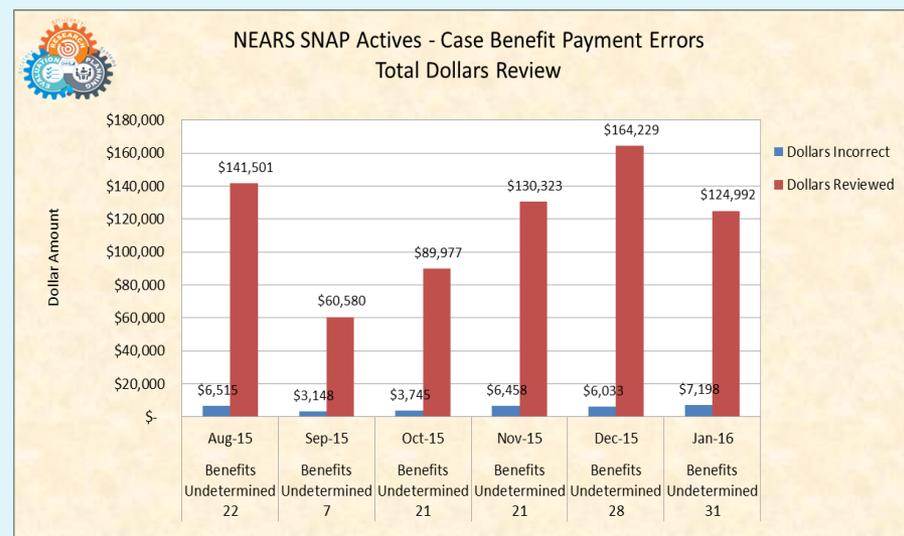
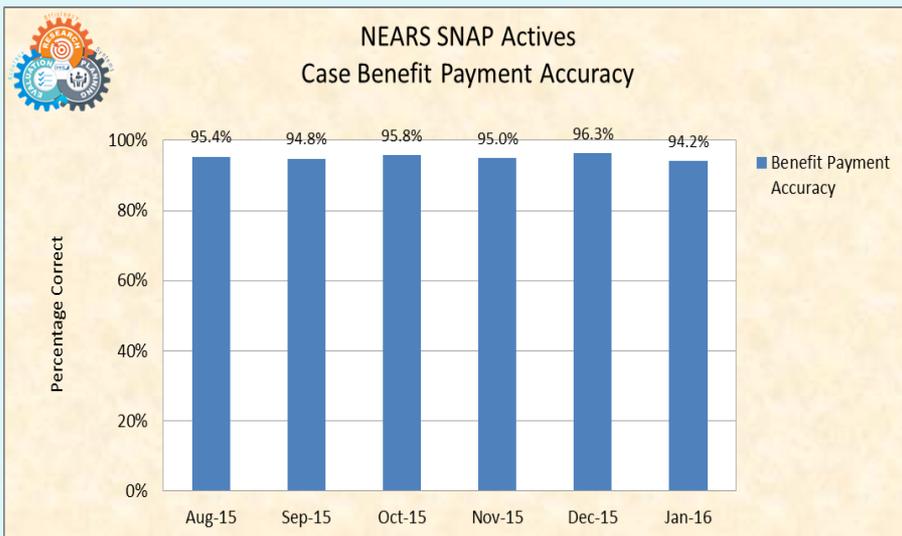
Incorrect reporting category – SNAP should be TBR - 1

Resources not updated/ HH exceeded ERP – 1

Income not updated/budgeted incorrectly – 6

The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

SNAP Actives Payment Accuracy



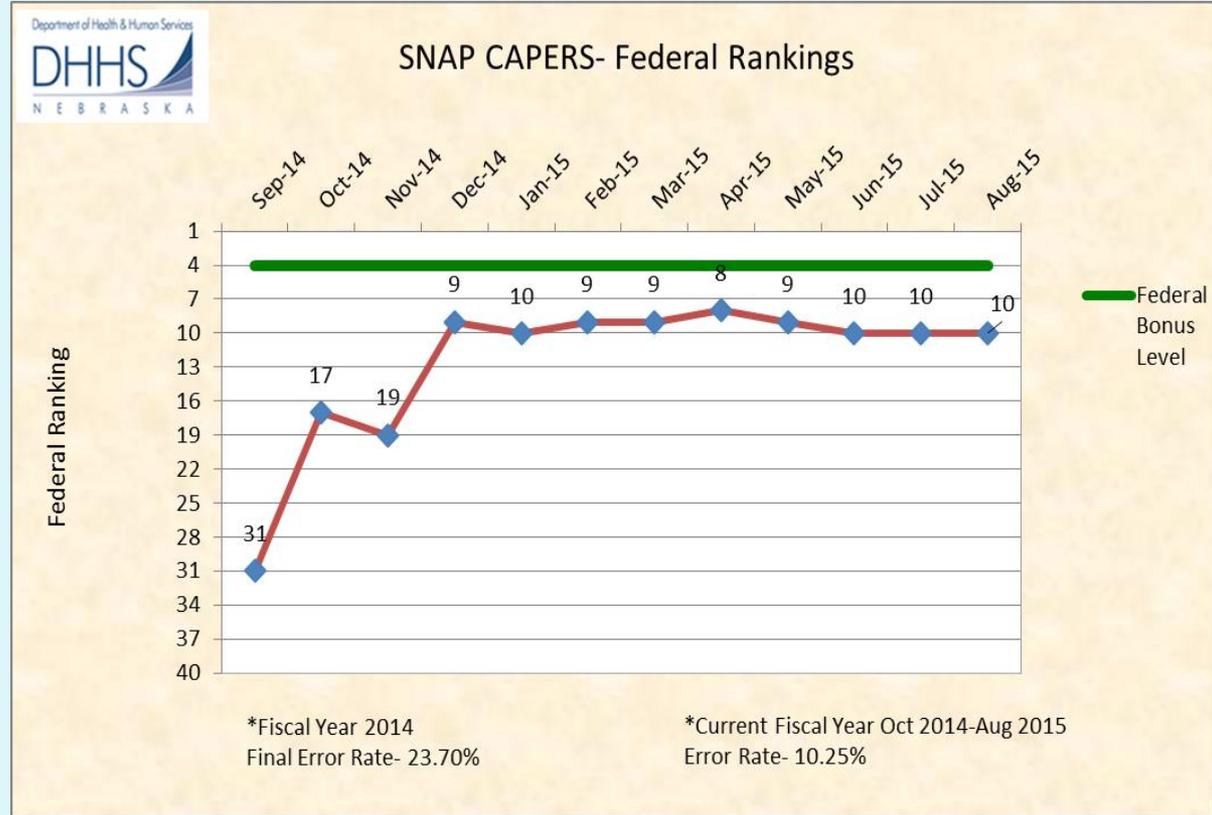
*NEARS SNAP cases coded as Active/Caper - 4/2015

CAPERS Findings

Strengths/Accomplishments:

Barriers:

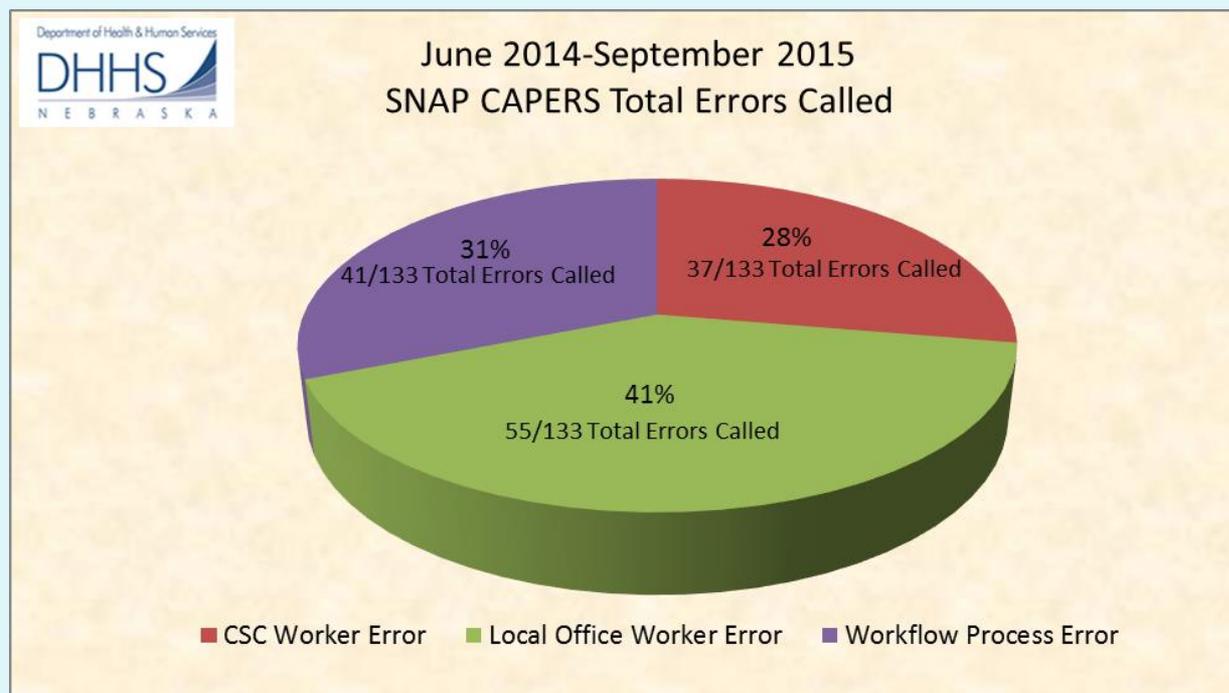
Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows a comparison of CAPERS rankings for 9/2014 to 8/2015.

Updated: 02/2016

Quality Control Caper Errors



CSC Most Frequently Cited Errors

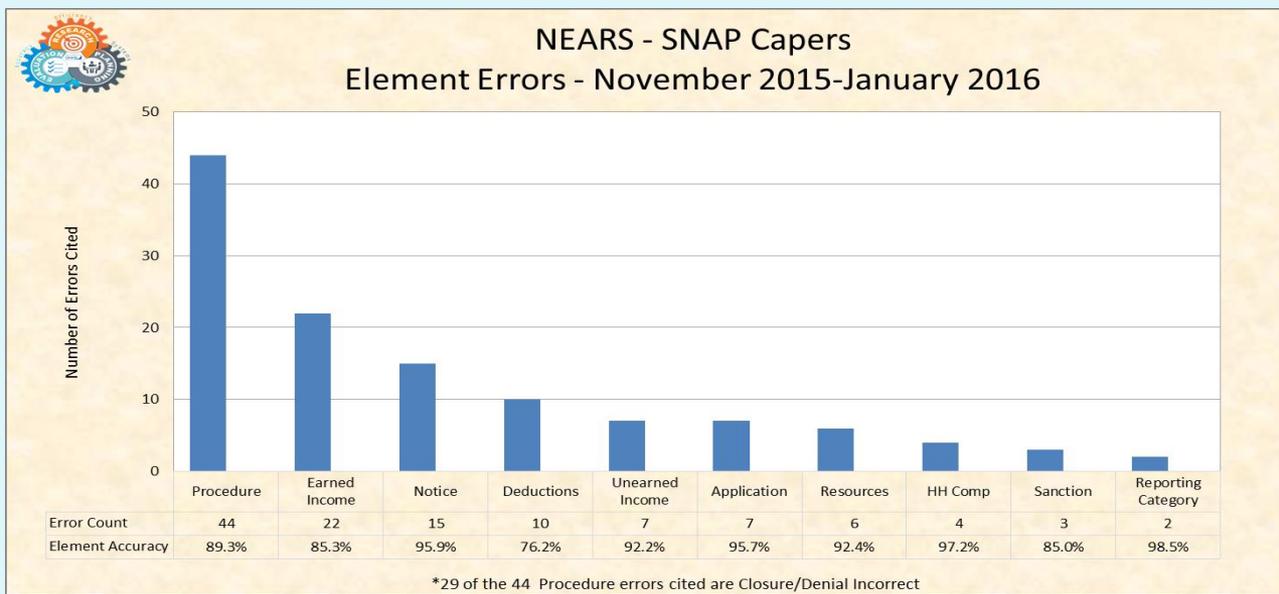
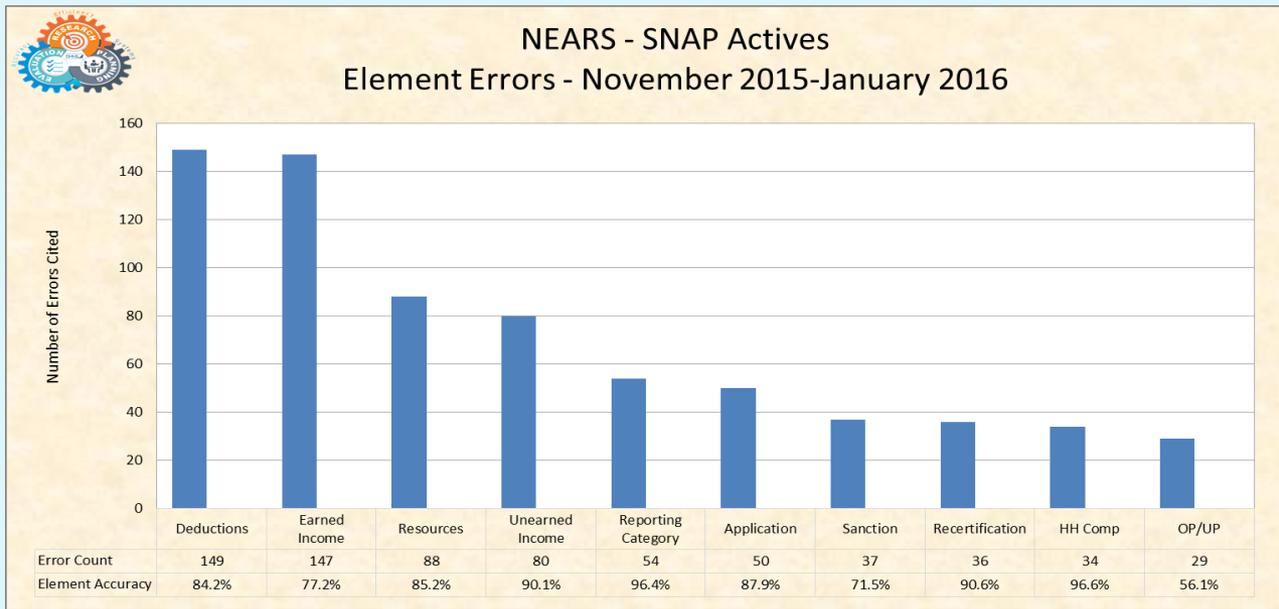
Notice incorrect – missing verifications not included in comments - 10
 Notice incorrect – closure/denial reason missing/incorrect - 11
 Incorrect denial for income exceeding standards - 9

Local Office Most Frequently Cited Errors

Case denied untimely after day 30 or 60 - 8
 Incorrect denial for income exceeding standards - 9
 Pending notice not sent – 5
 Notice missing/sent to incorrect address - 9

The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

NEARS – SNAP Actives & Capers

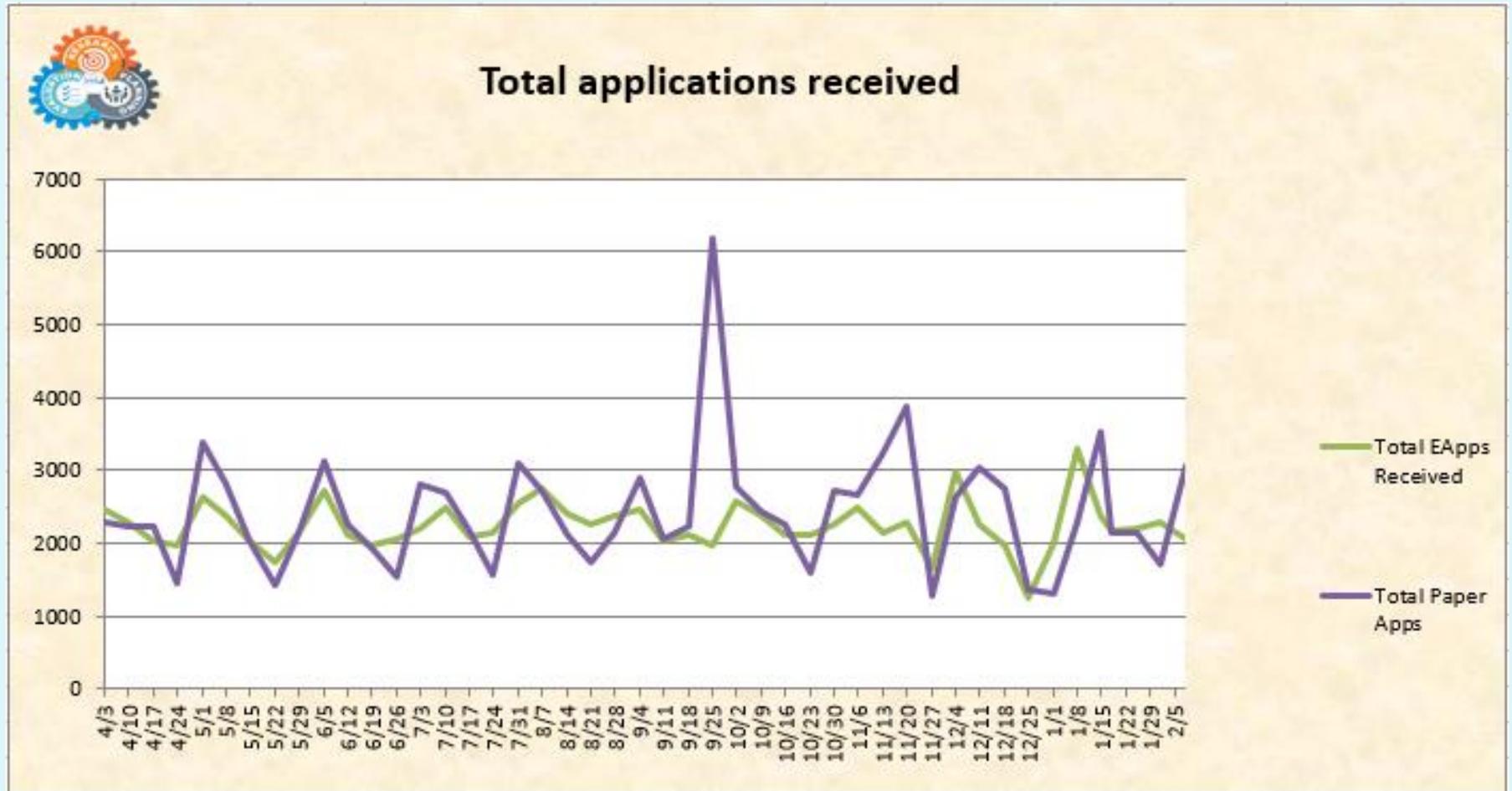


CHAPTER 3: STATE REPORTING

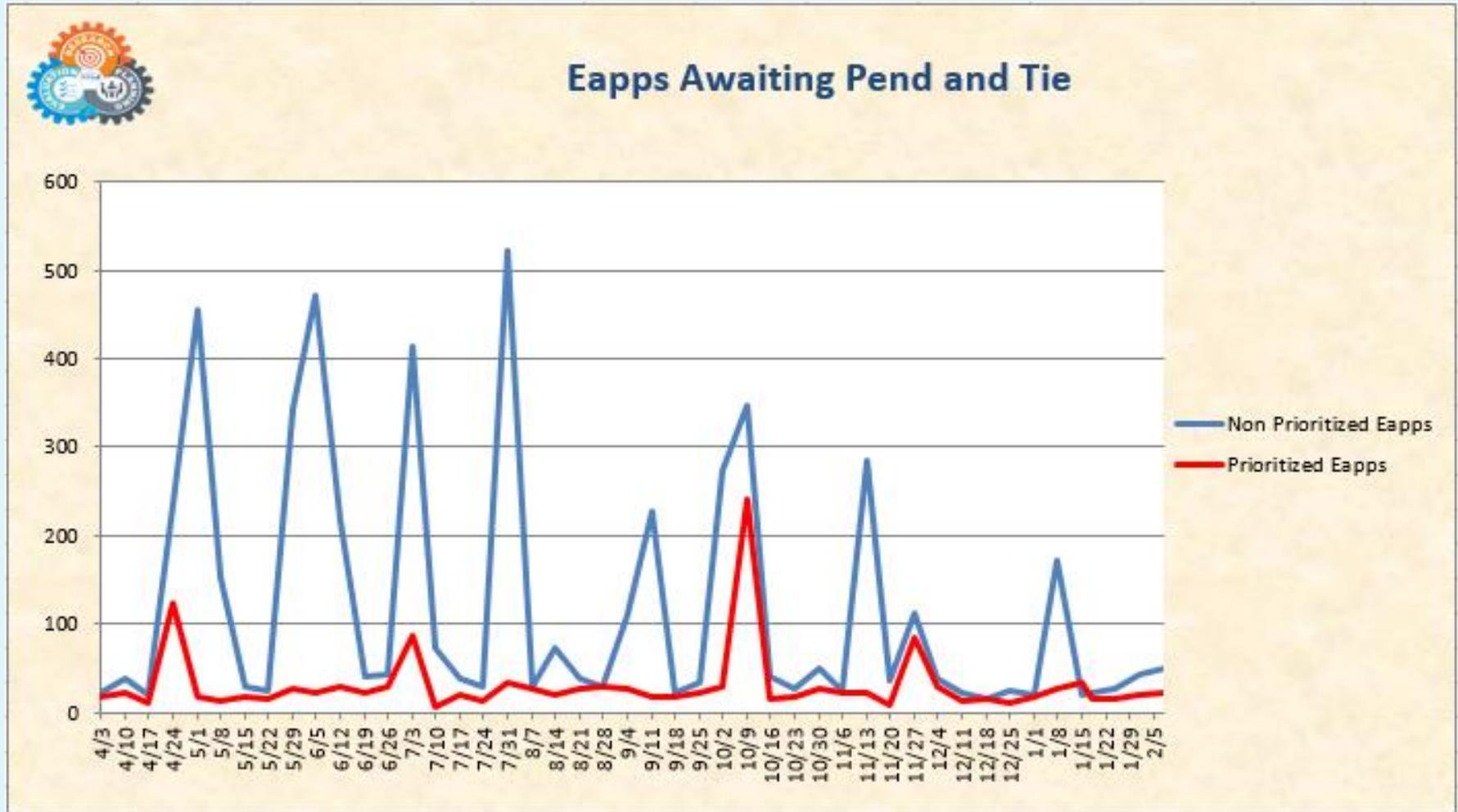
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

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

Total Applications Received



Electronic Applications to be Tied



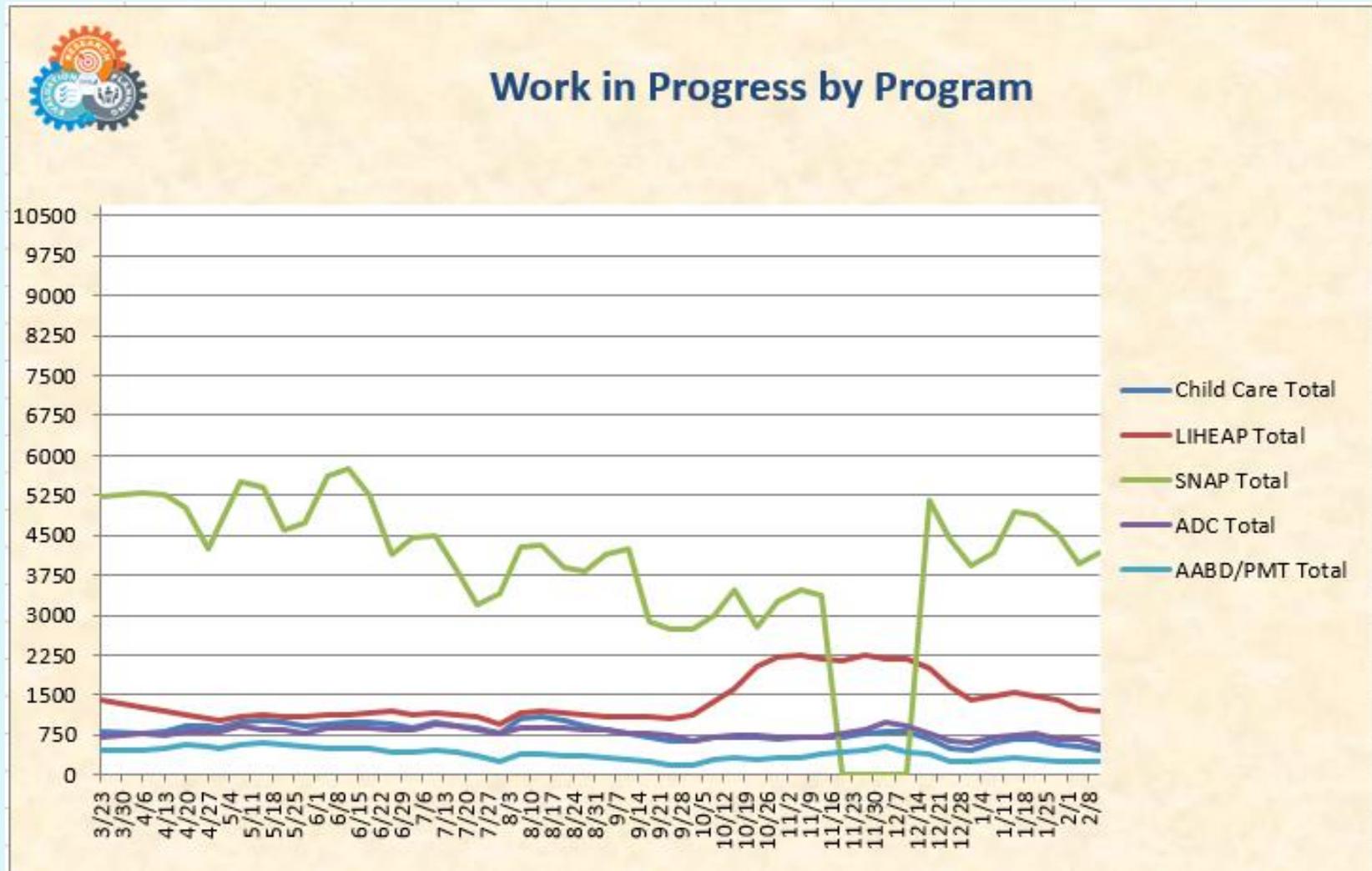
Total Work in Progress

Definition: Total Work in Progress is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.



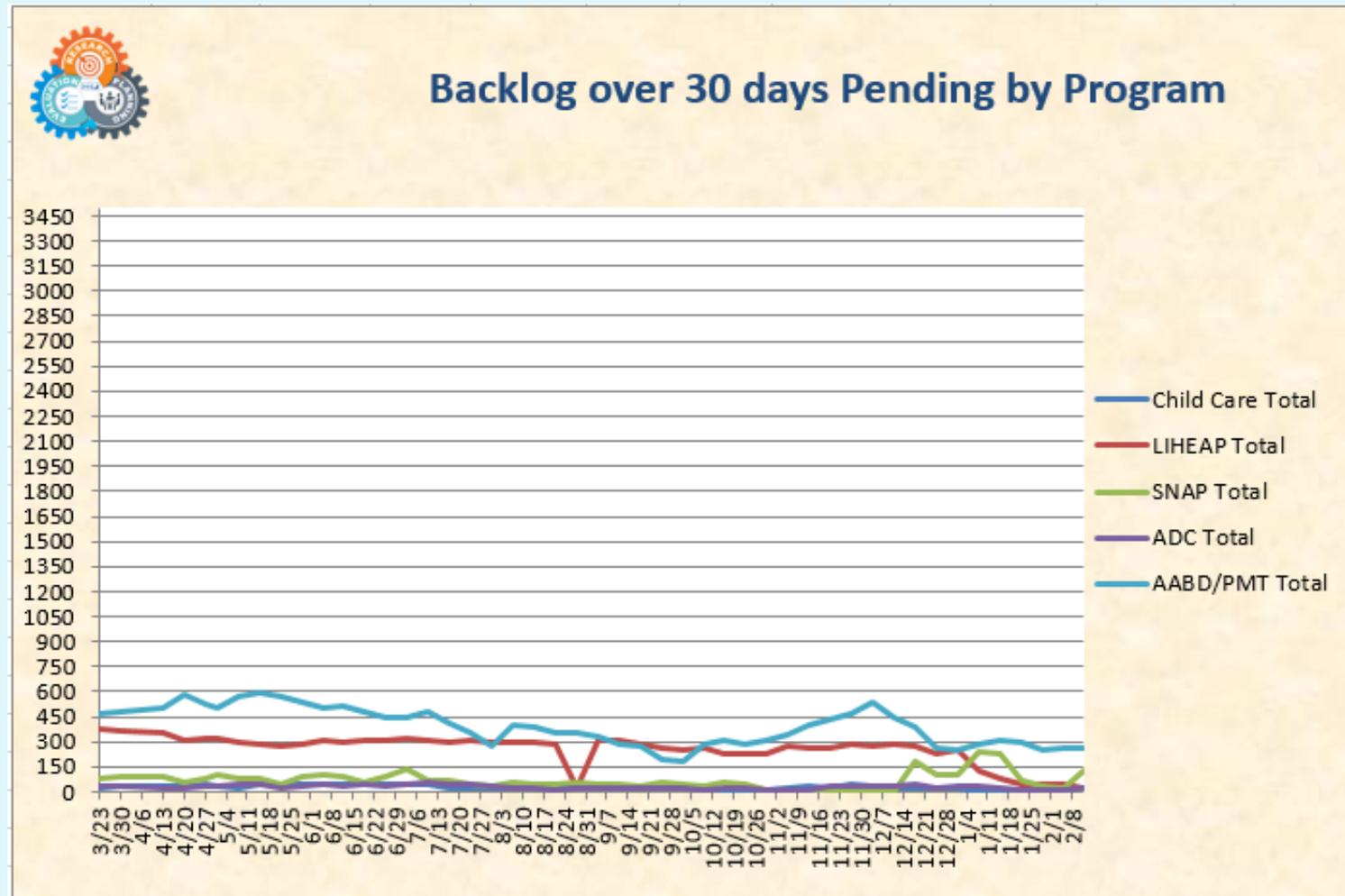
Work in Progress by Programs

Definition: Work in Progress by Programs is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.



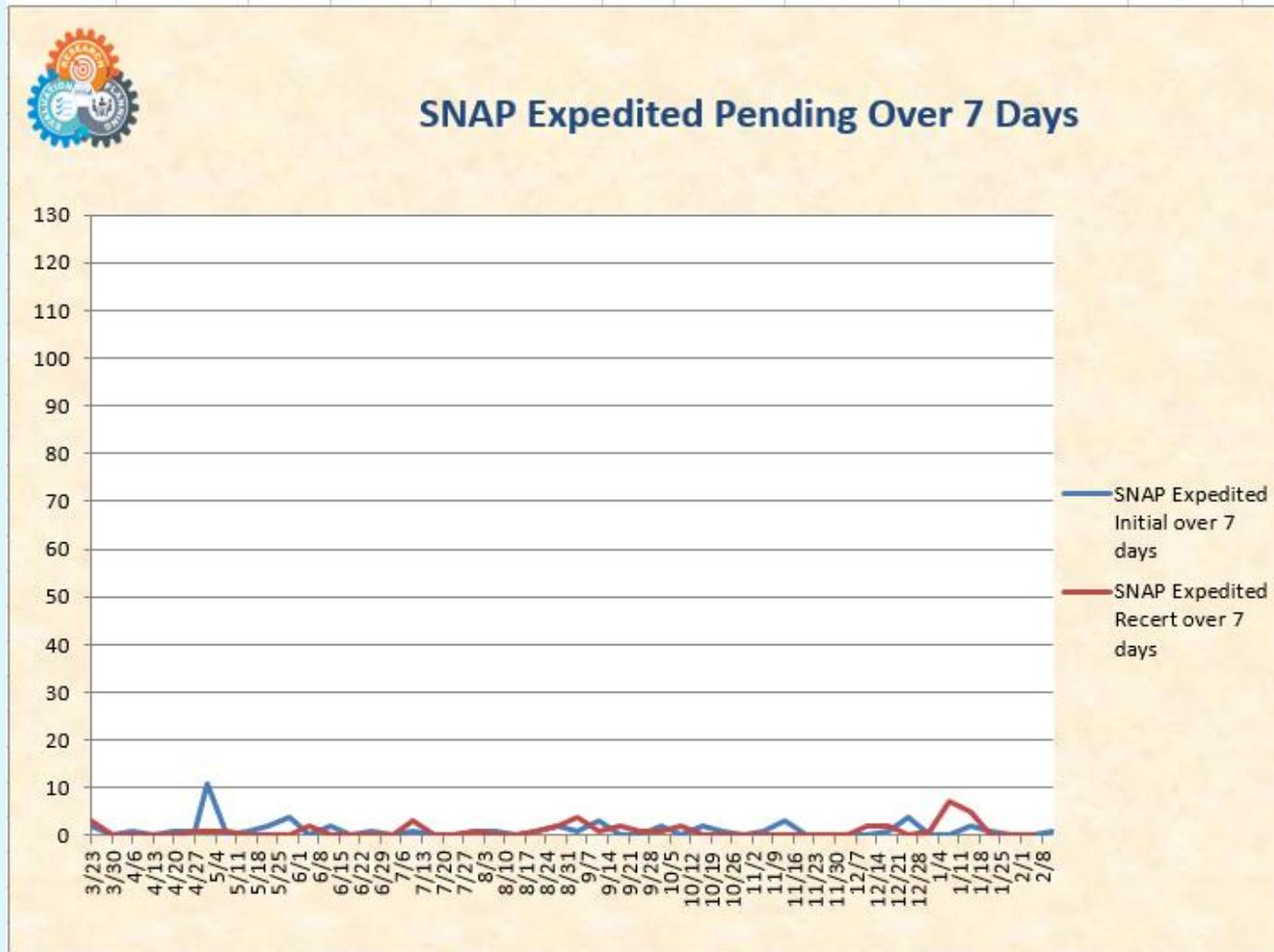
Backlog of Pending Program Cases over 30 days

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.



Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.

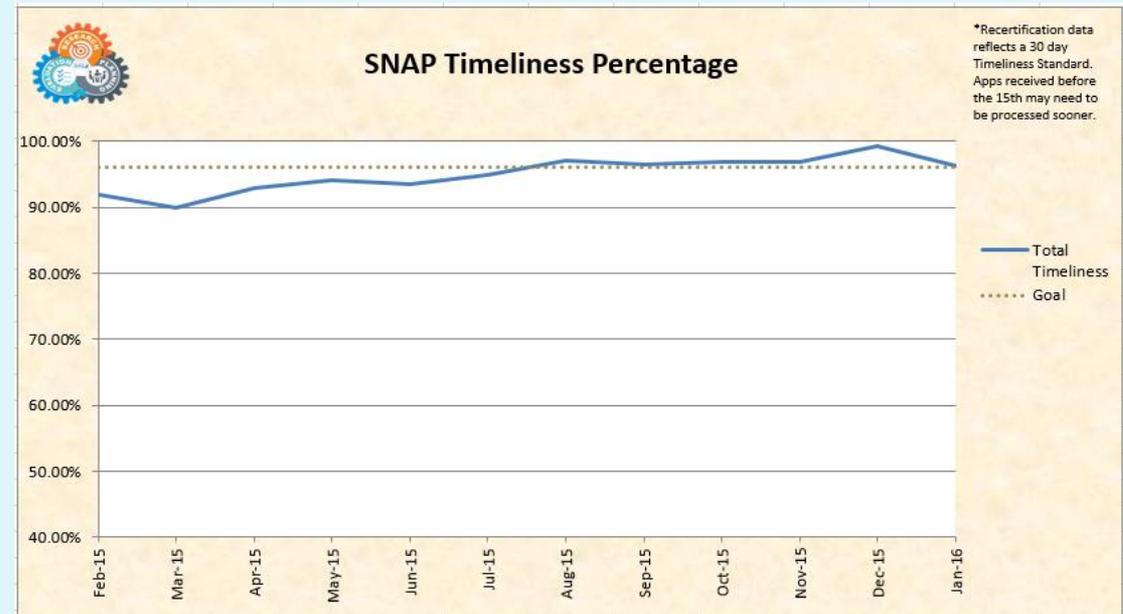
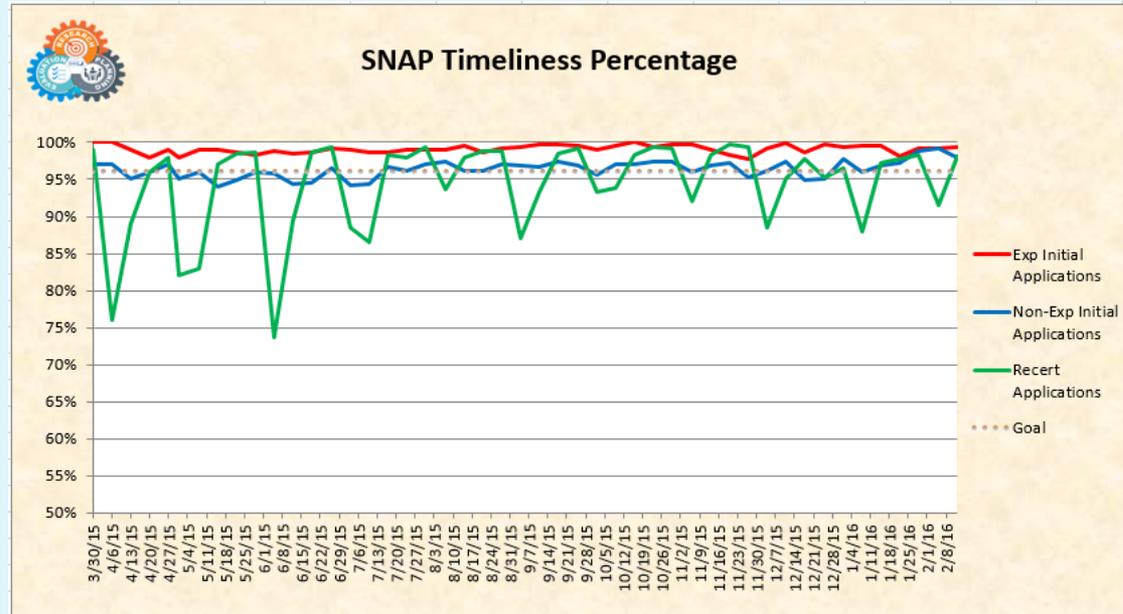


SNAP: Timeliness

Strengths/Accomplishments:

Action Items:

Barriers:



SNAP: Timeliness

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

SNAP: Timeliness

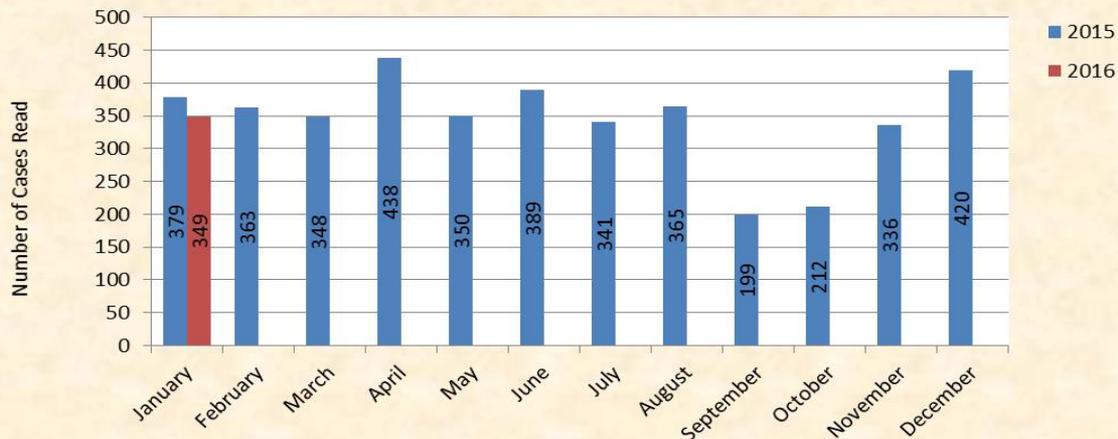
Strengths/Accomplishments:

Action Items:

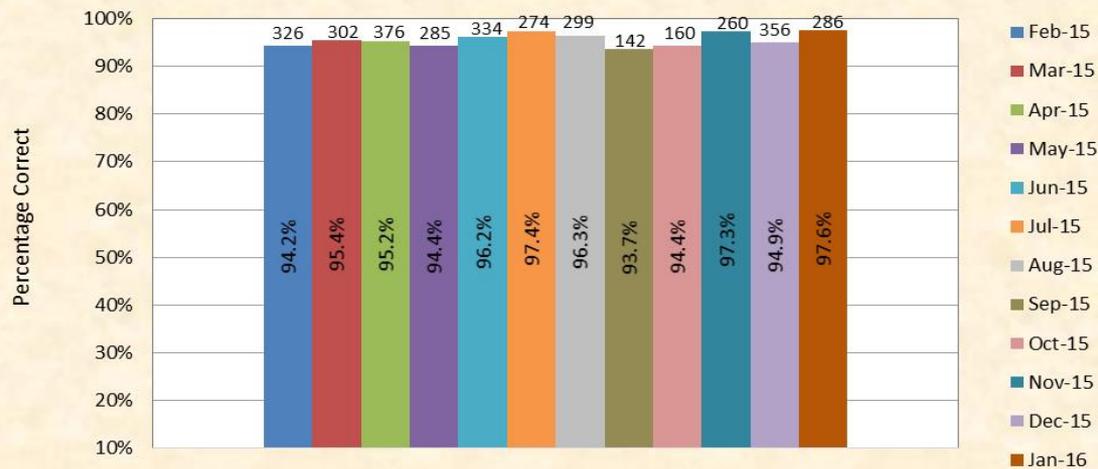
Barriers:



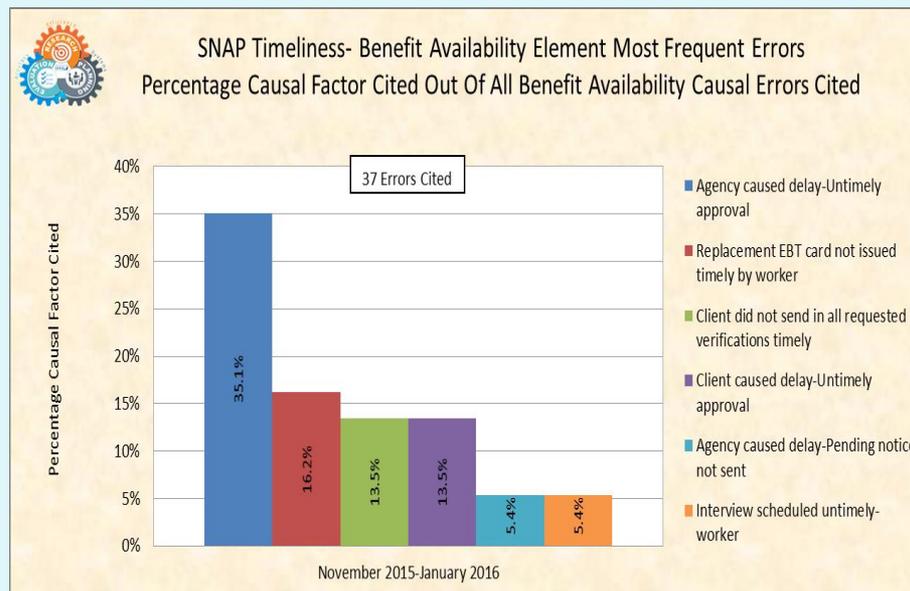
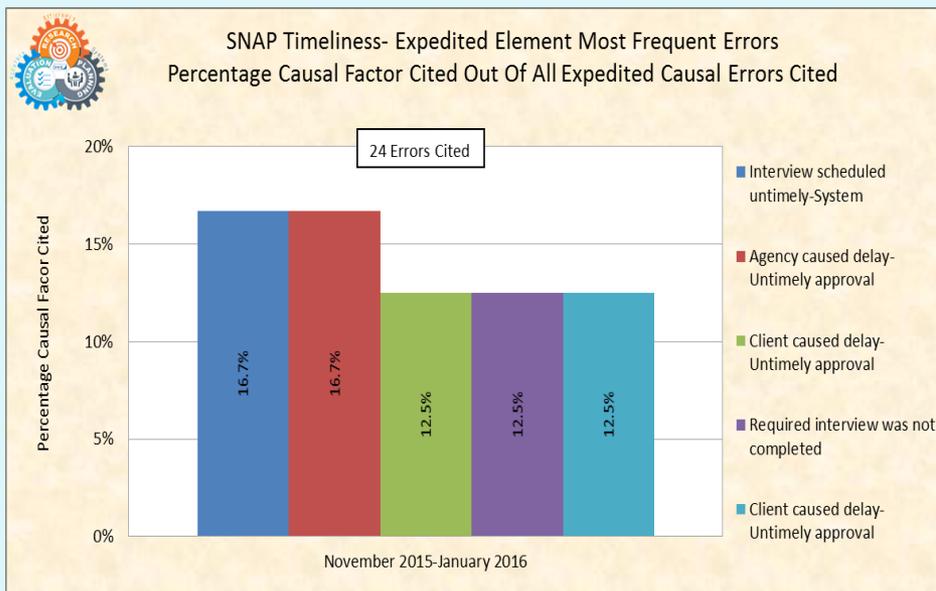
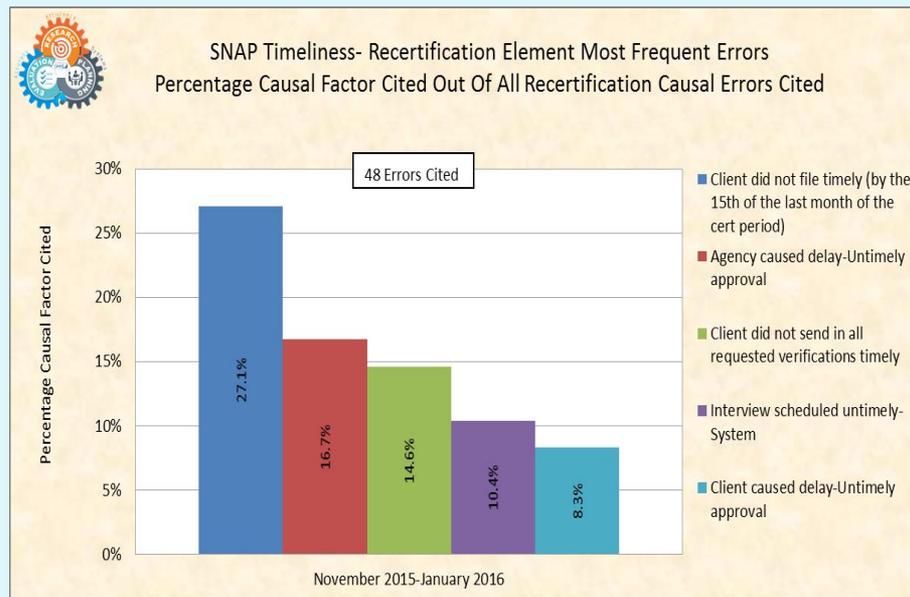
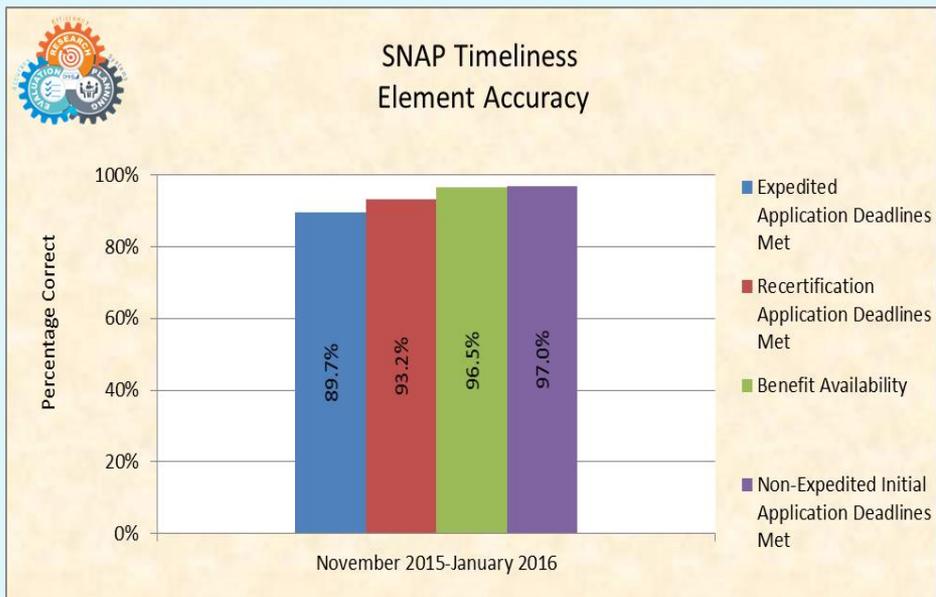
SNAP Timeliness Case Reads Completed



SNAP Timeliness - Benefit Availability

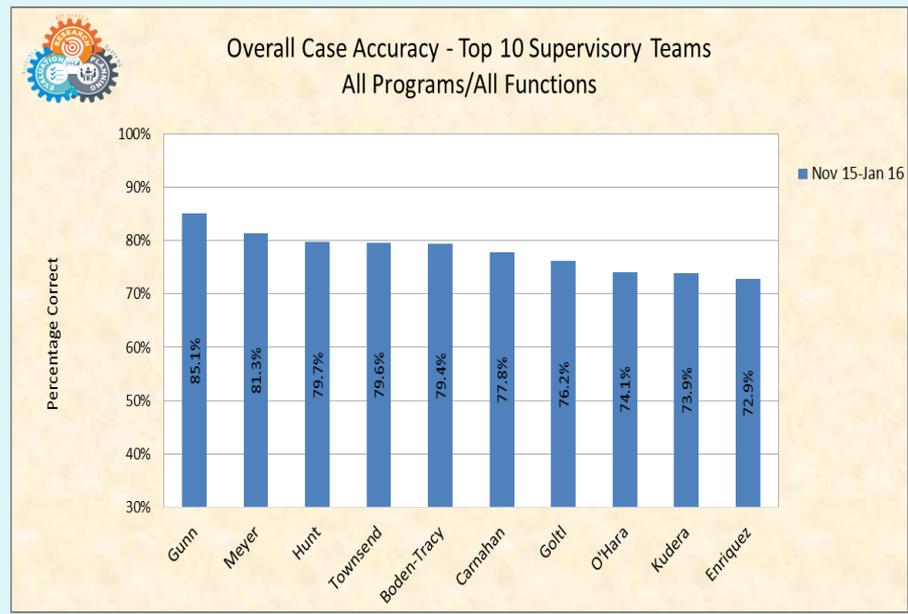
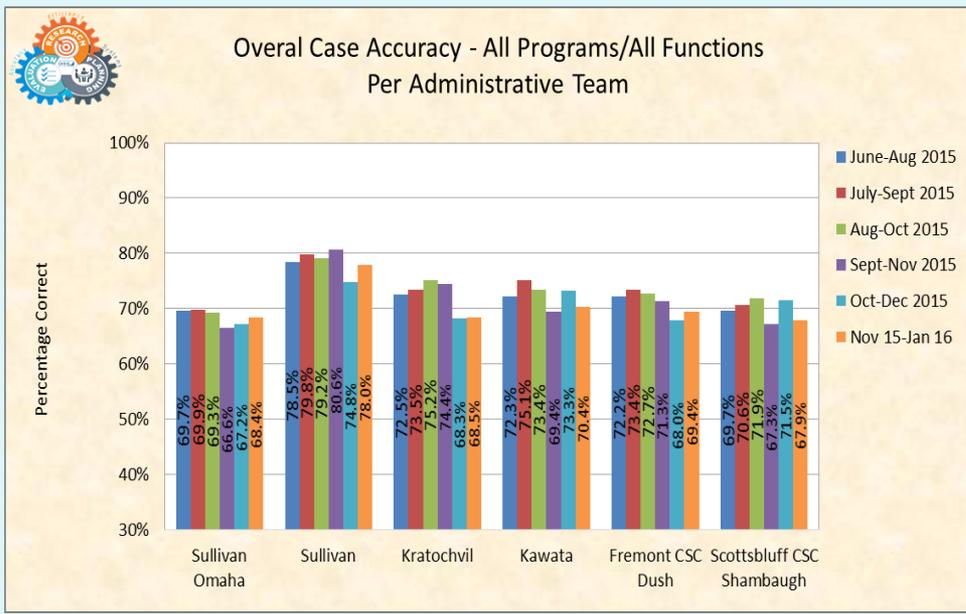
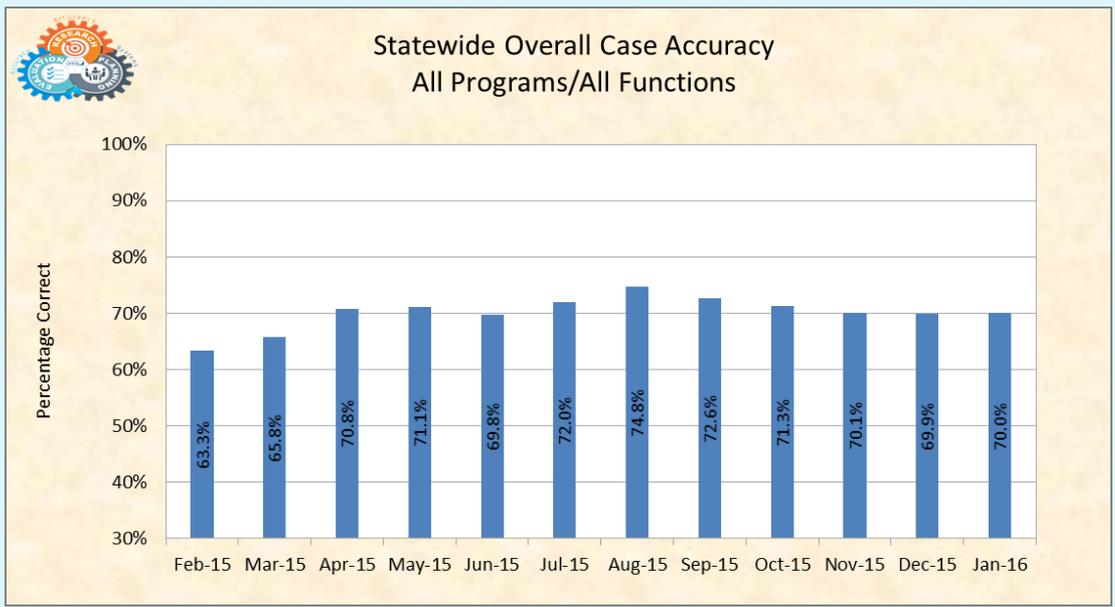


SNAP: Timeliness

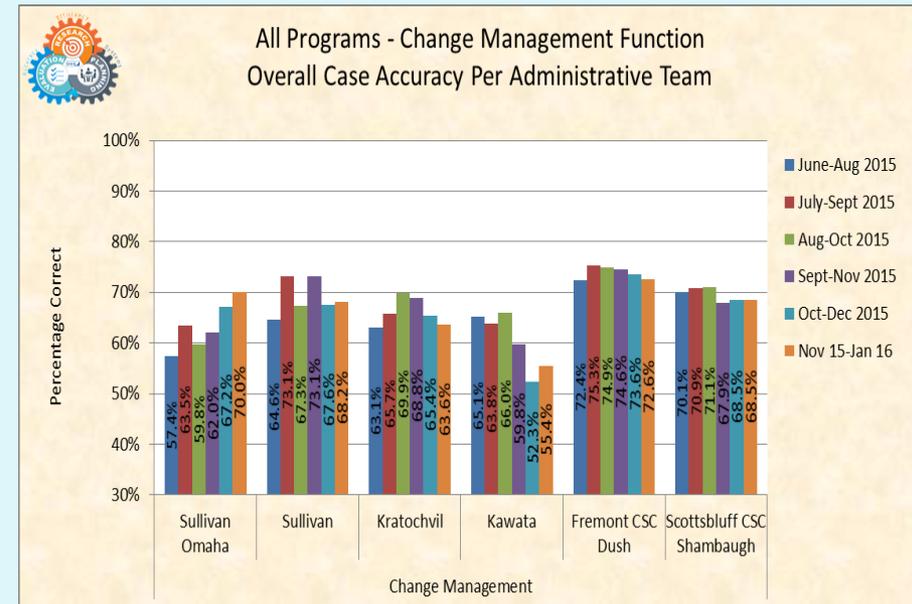
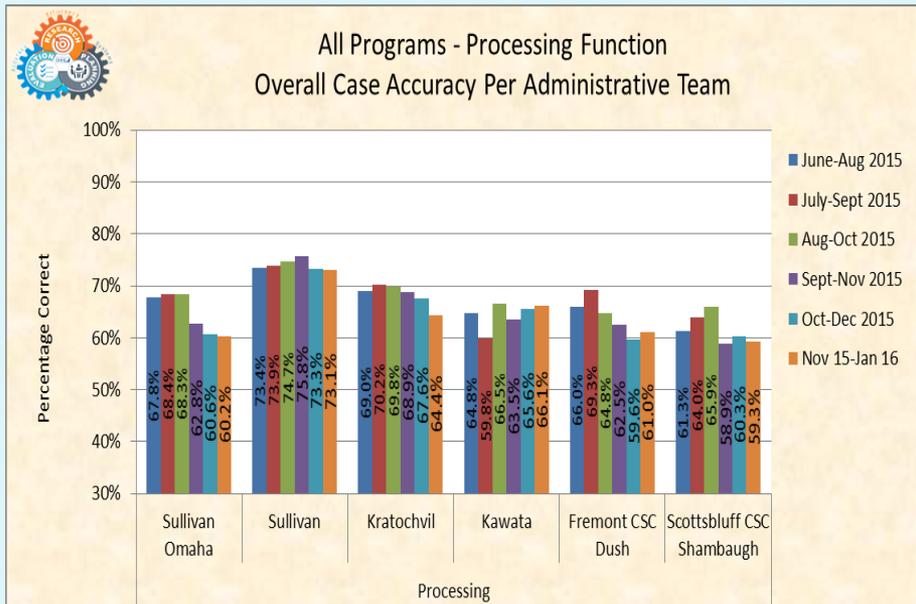
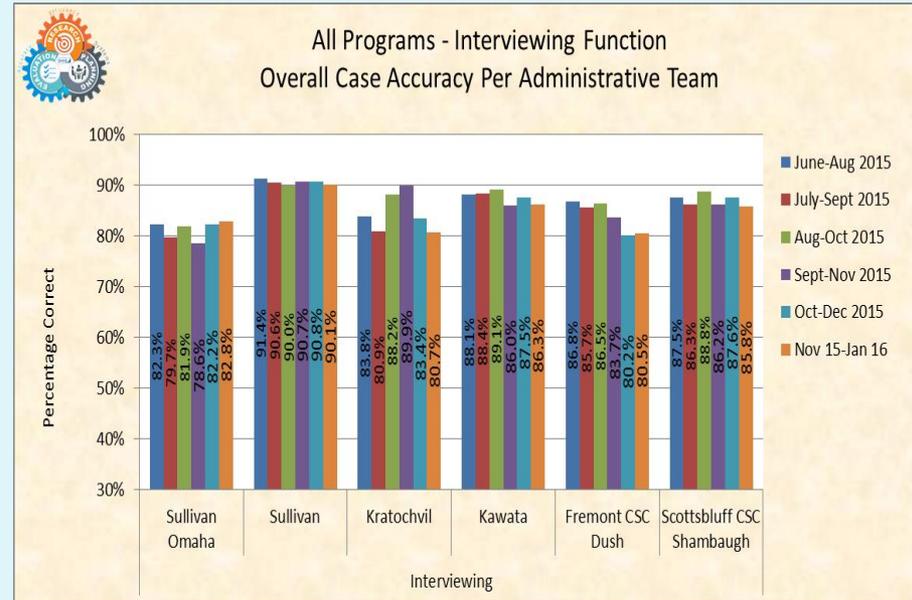
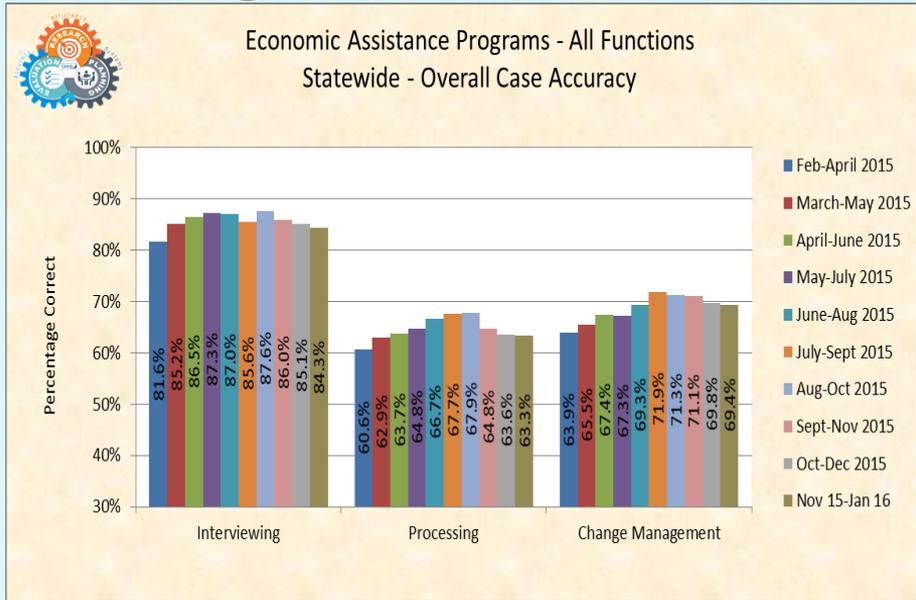


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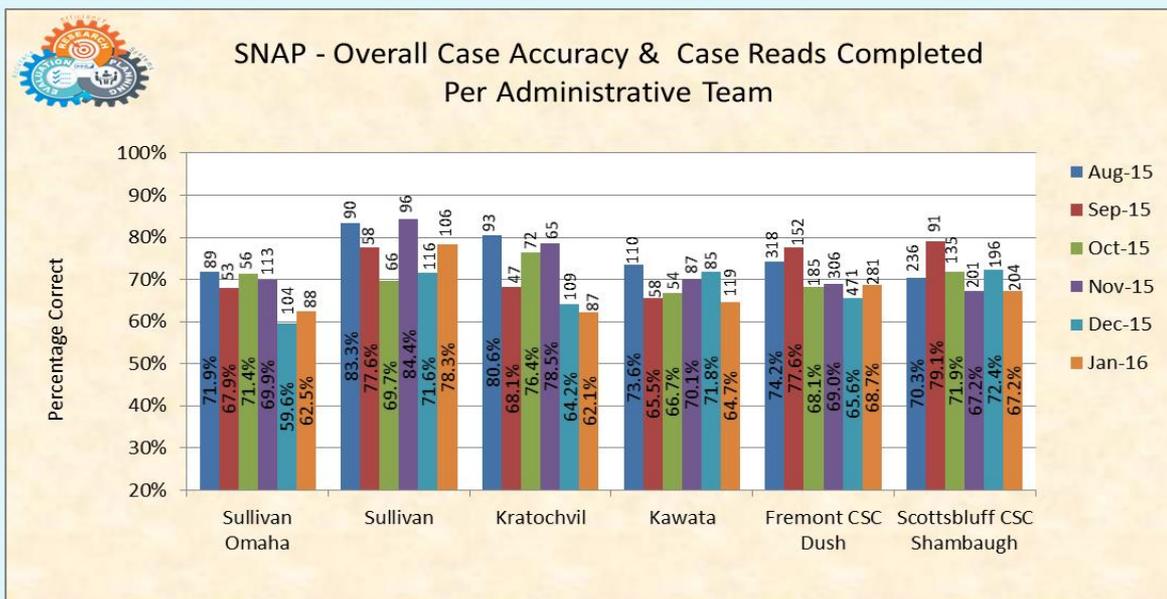
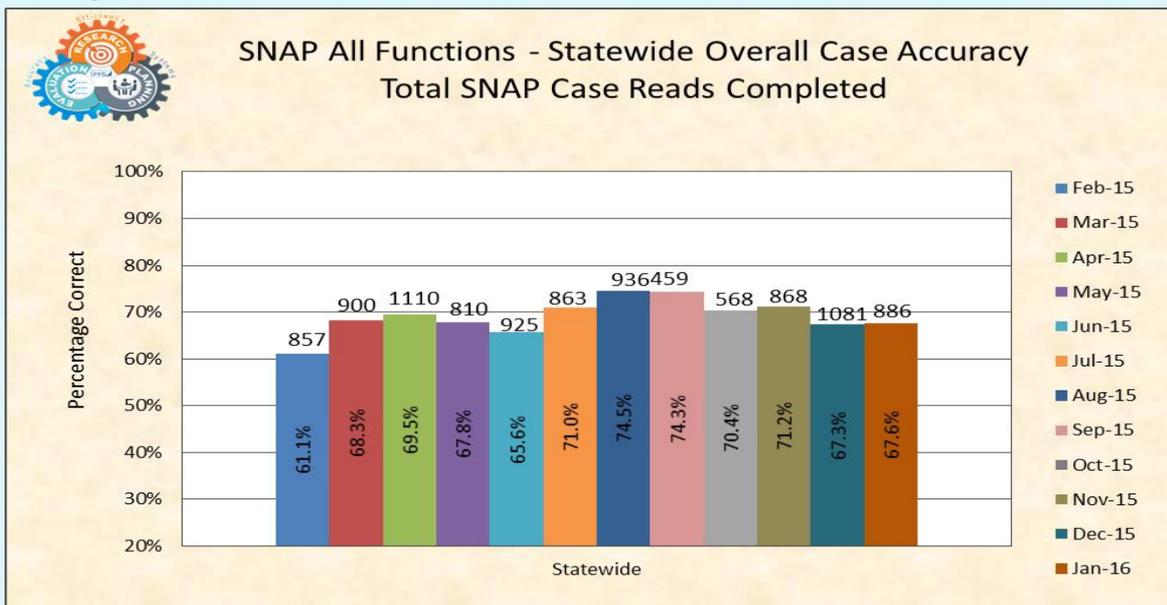
All Programs Reviewed



All Programs Reviewed



SNAP Accuracy



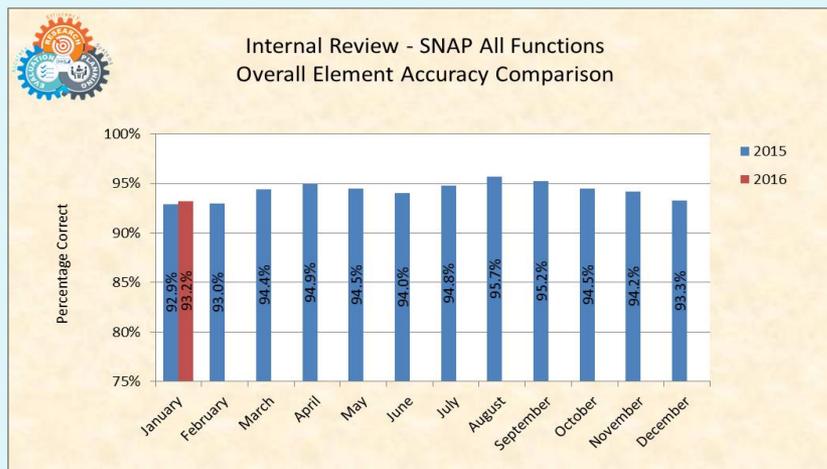
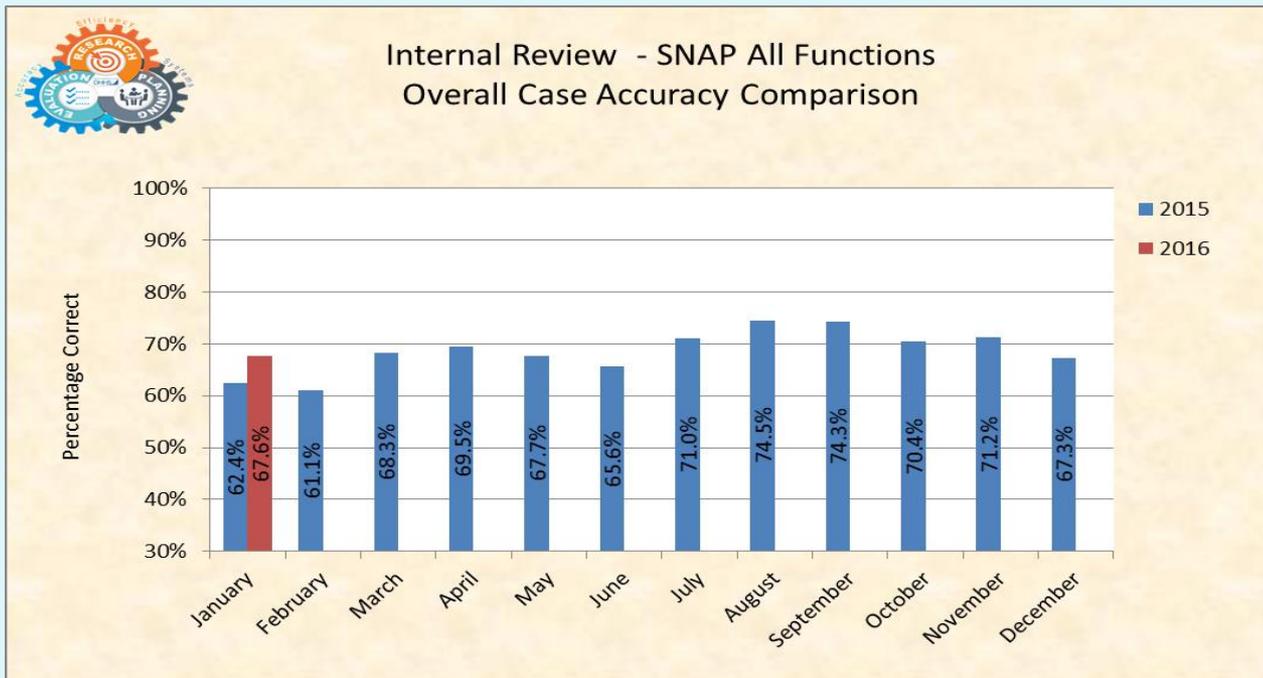
SNAP: All Functions

Strengths/Accomplishments:

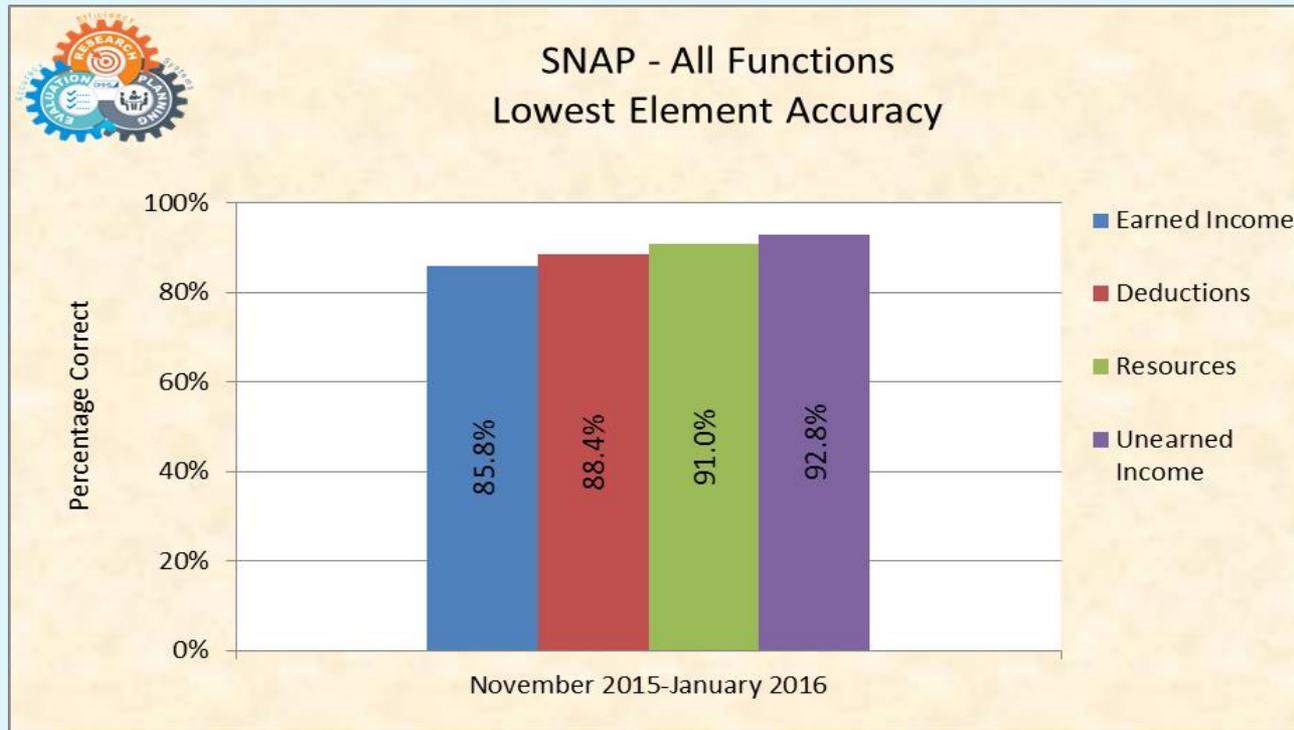
Action Items:

Barriers:

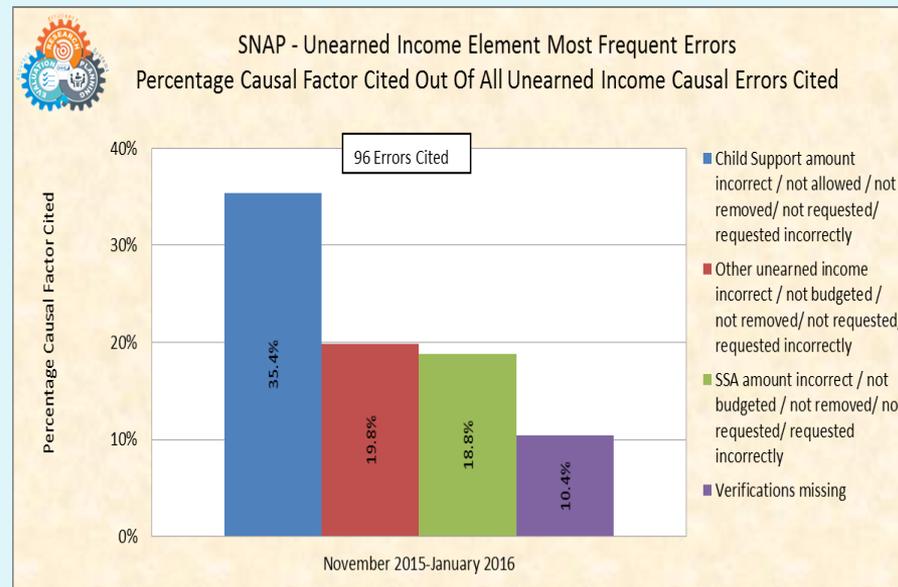
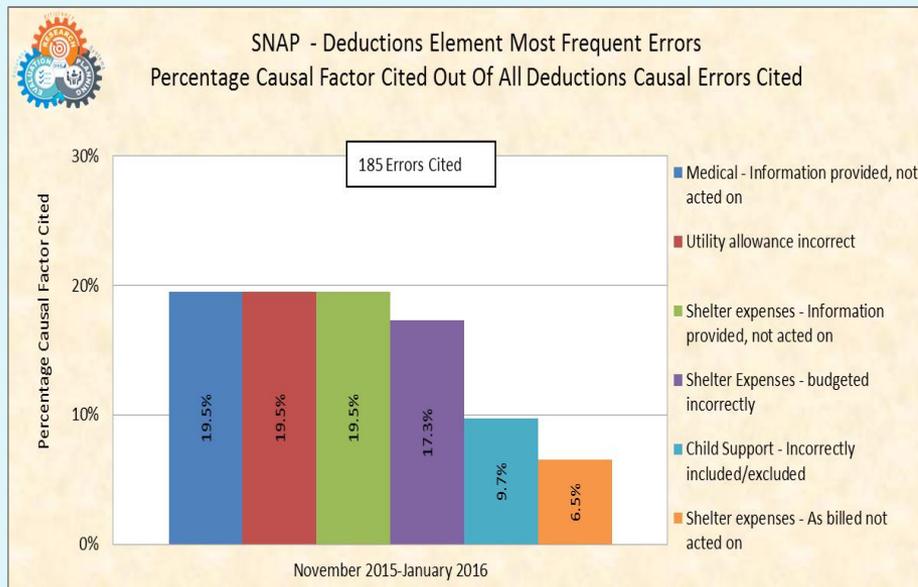
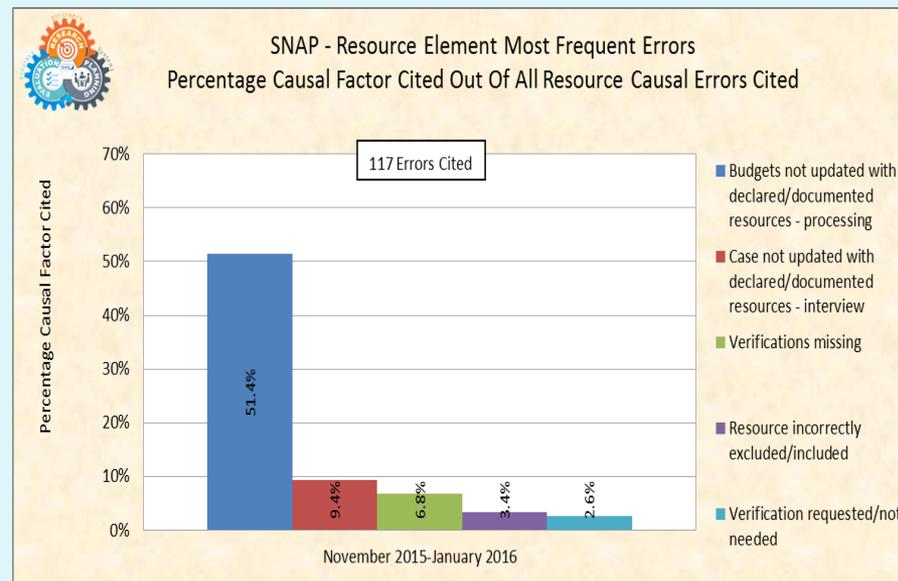
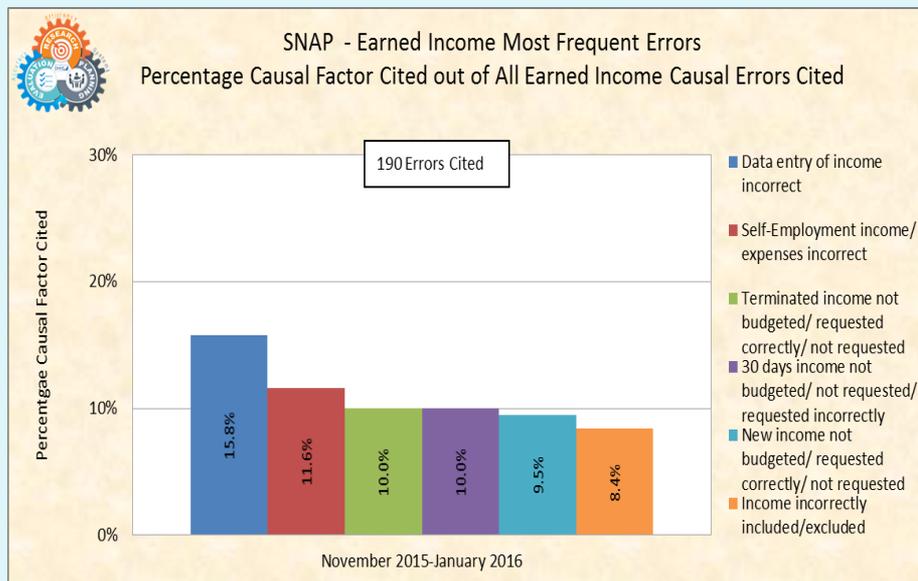
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



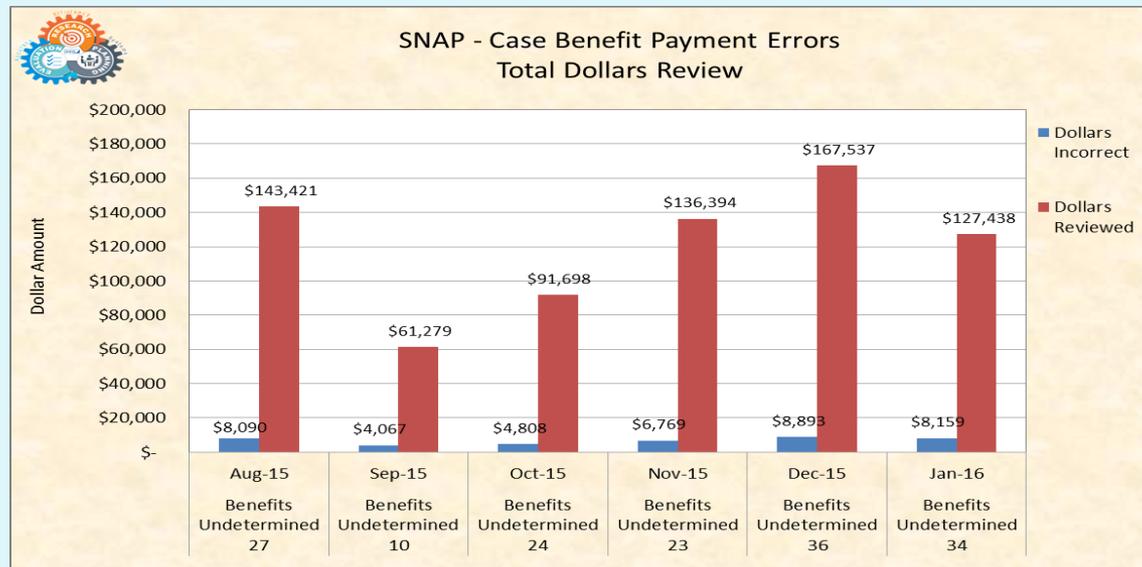
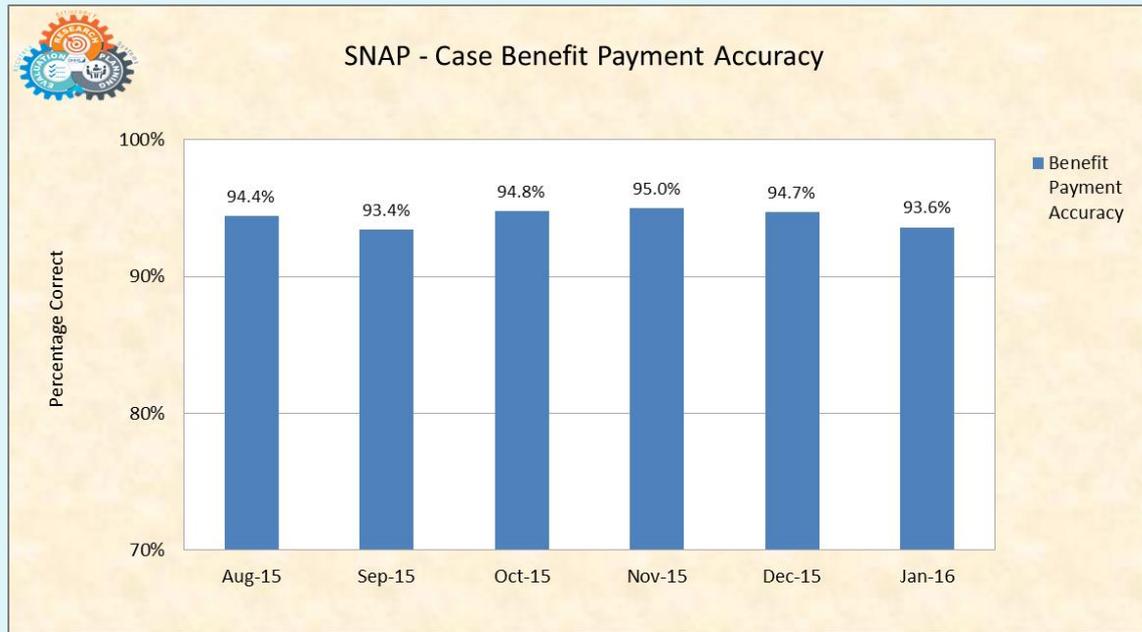
SNAP: All Functions – Element Errors



SNAP: All Functions – Causal Factors Cited

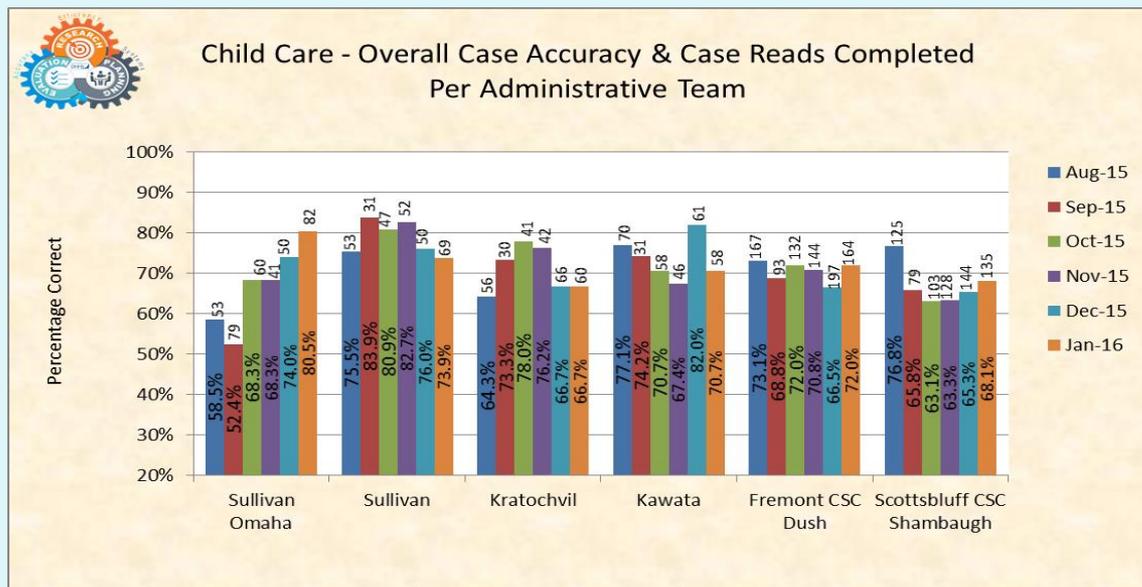
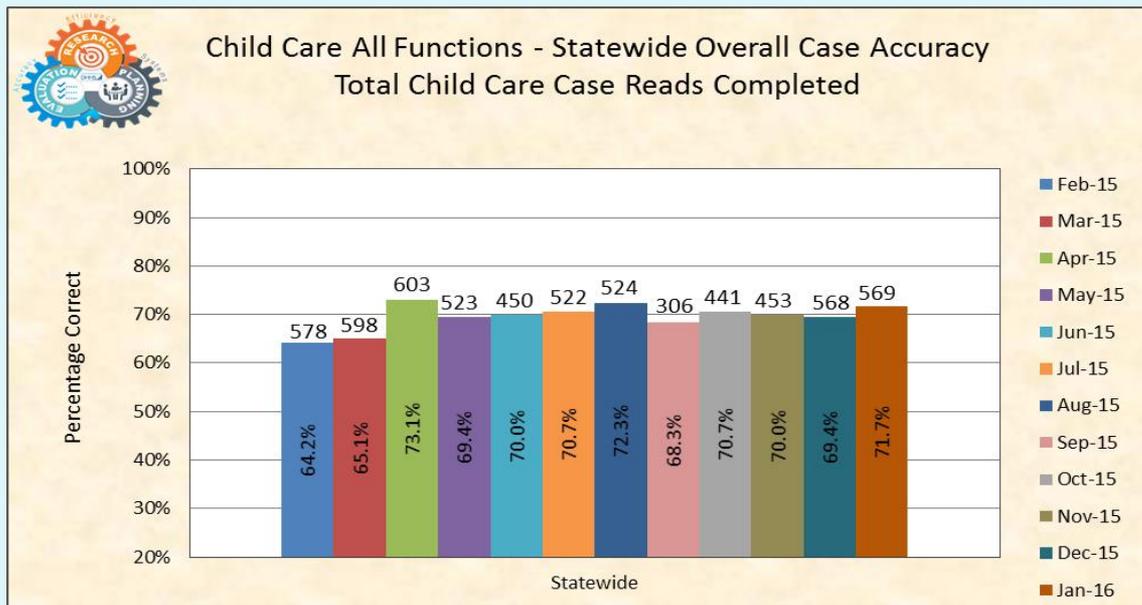


SNAP – Payment Accuracy



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Child Care Accuracy



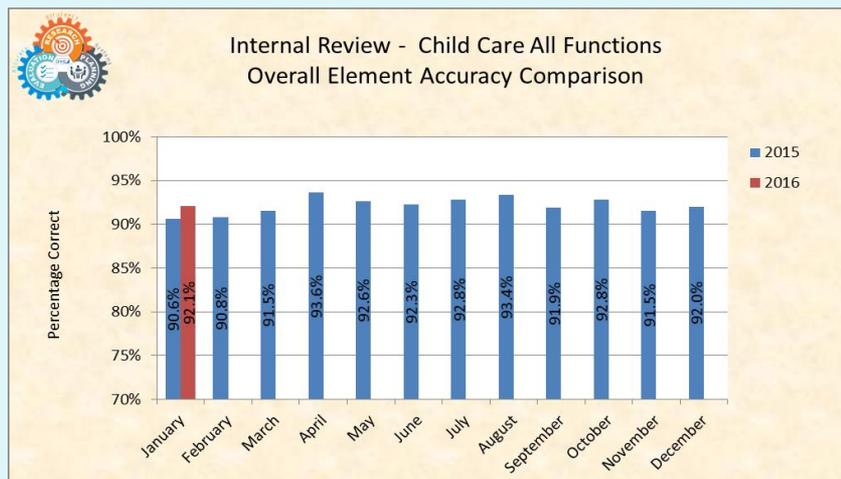
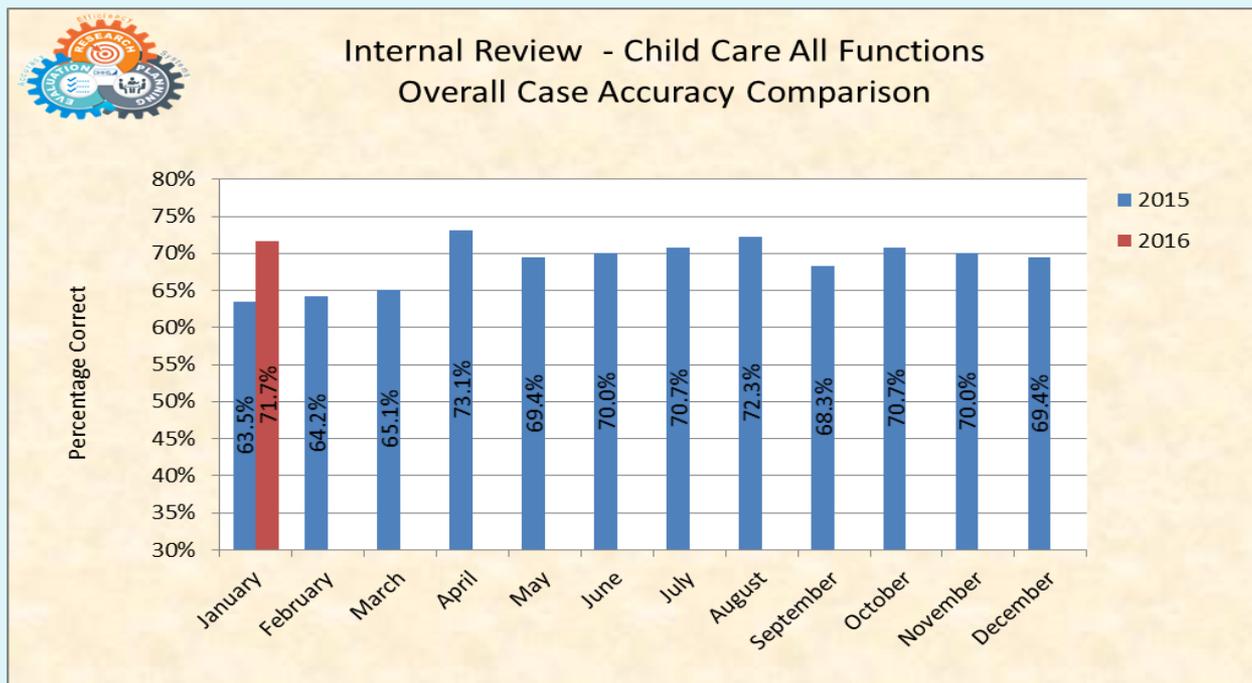
Child Care: All Functions

Strengths/Accomplishments:

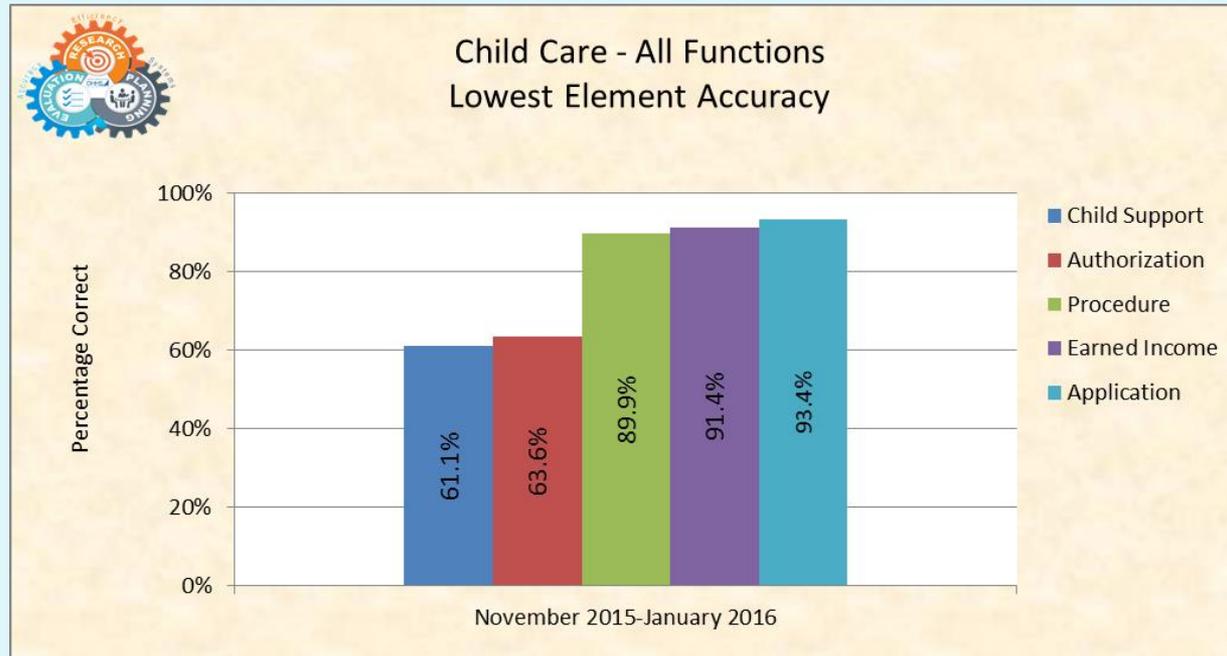
Action Items:

Barriers:

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

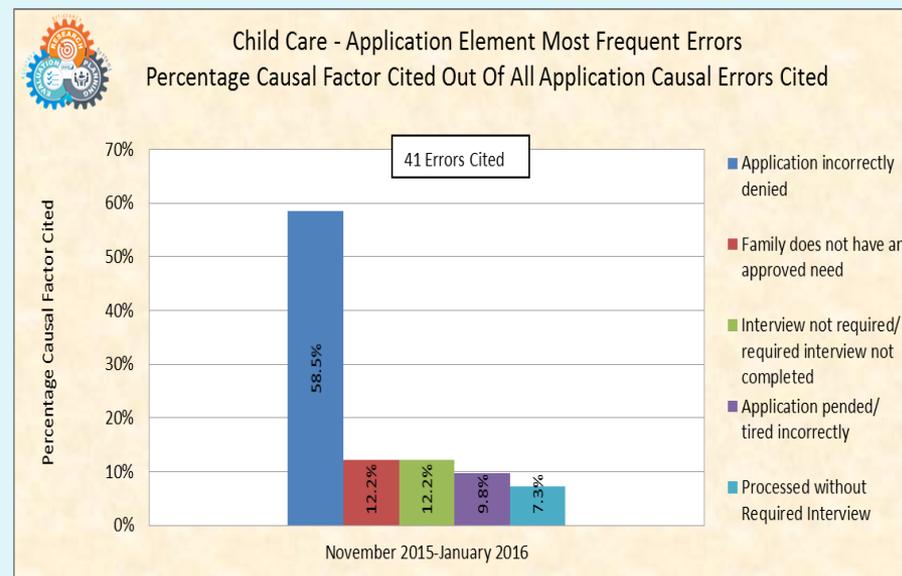
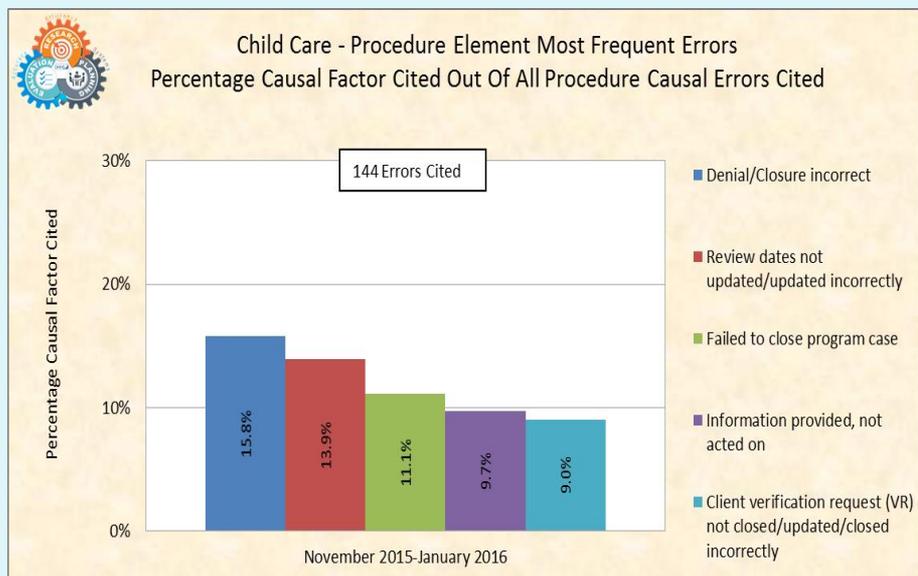
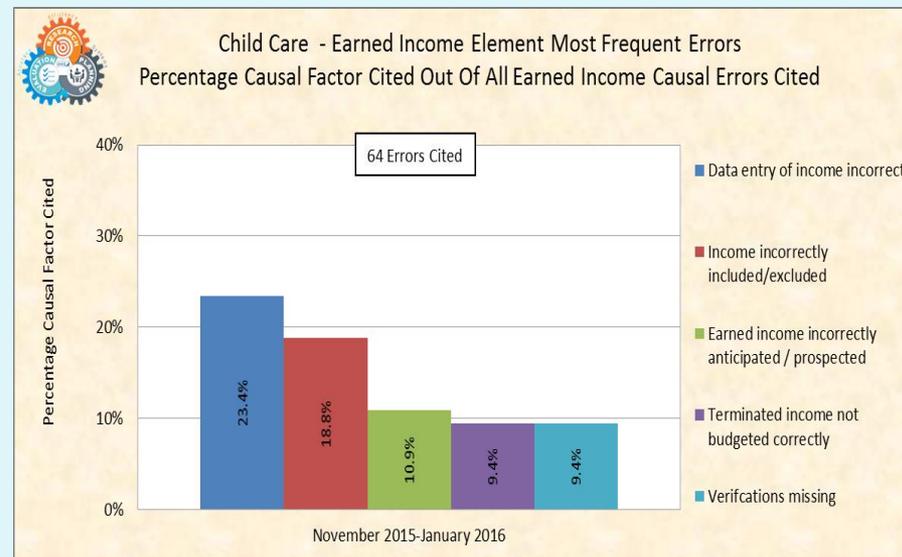
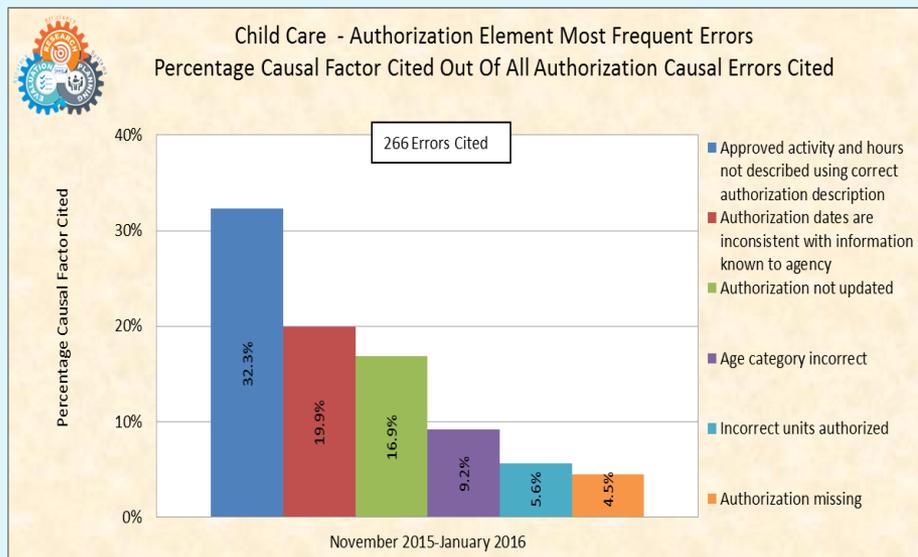


Child Care: All Functions – Element Errors

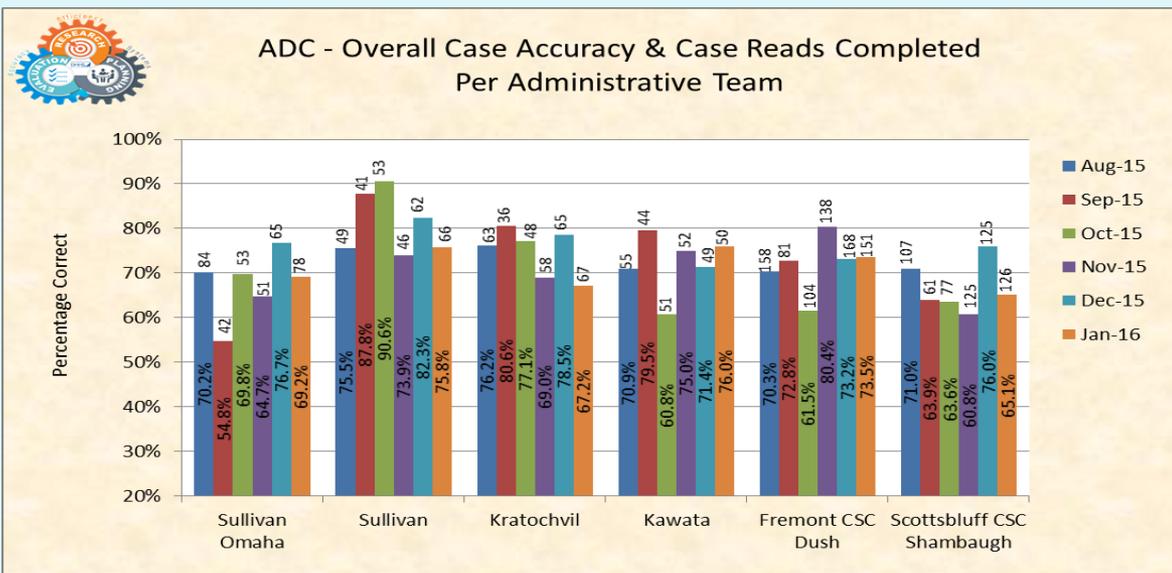
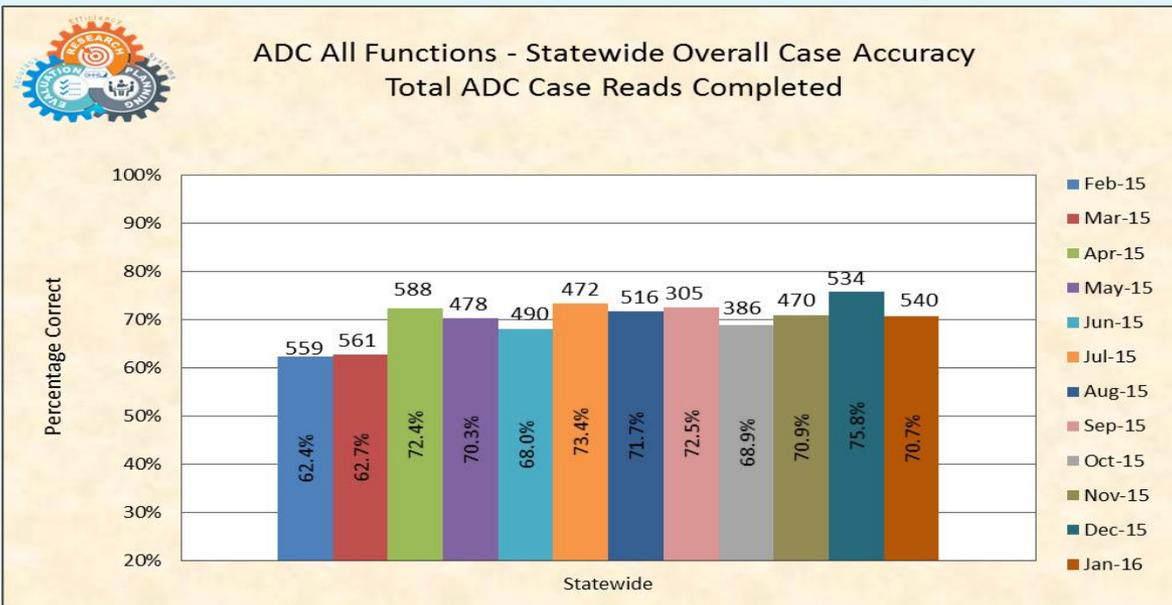


*NOTE: There is not a separate chart for the Child Support Element causal factor breakdown. There were 21 errors cited for Child Support Referral Not Made.

Child Care: All Functions – Causal Factors Cited



Aid to Dependent Children Accuracy



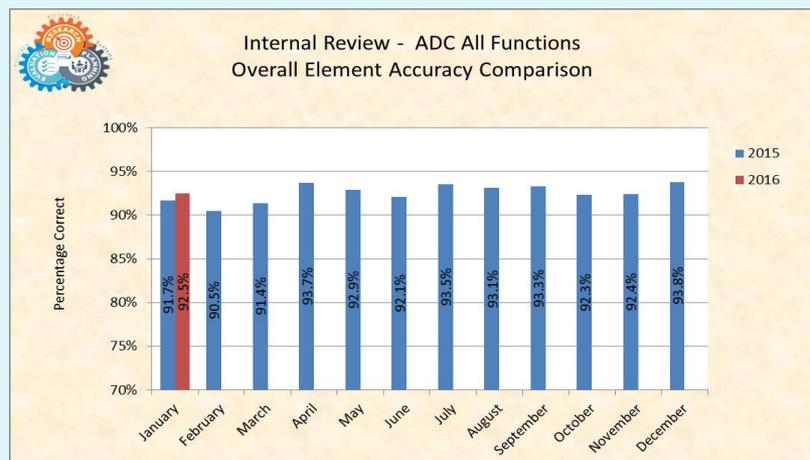
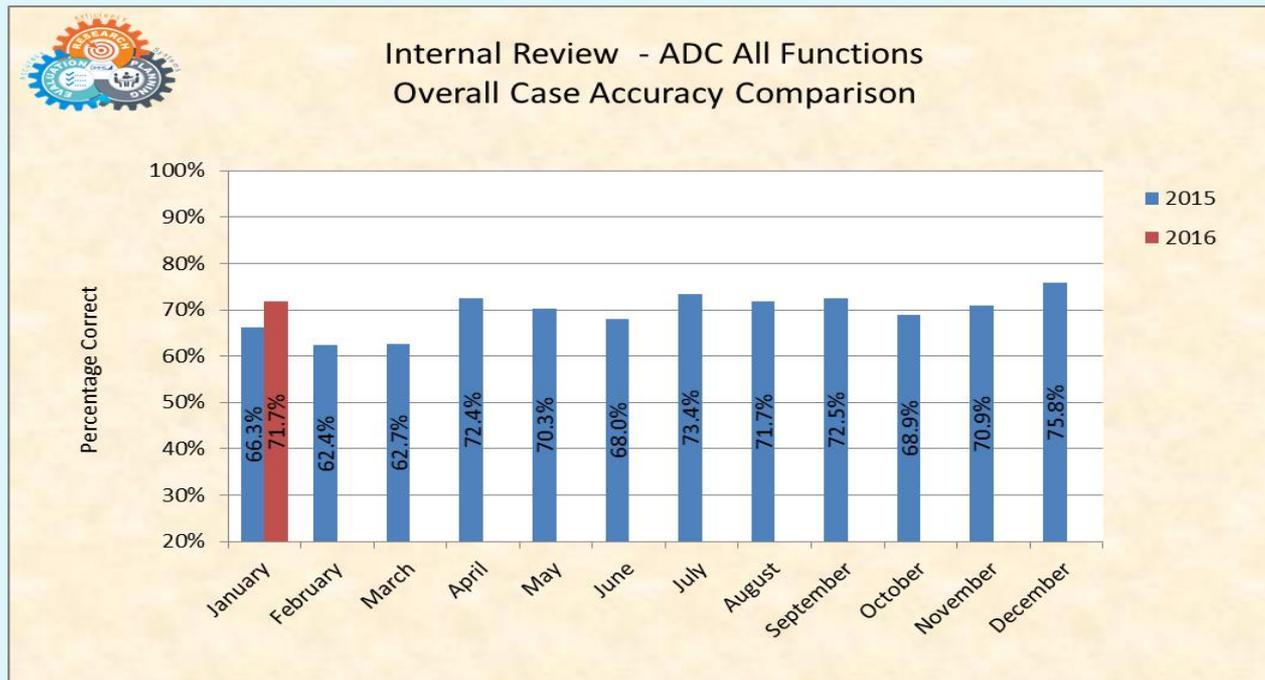
Aid to Dependent Child : All Functions

Strengths/Accomplishments:

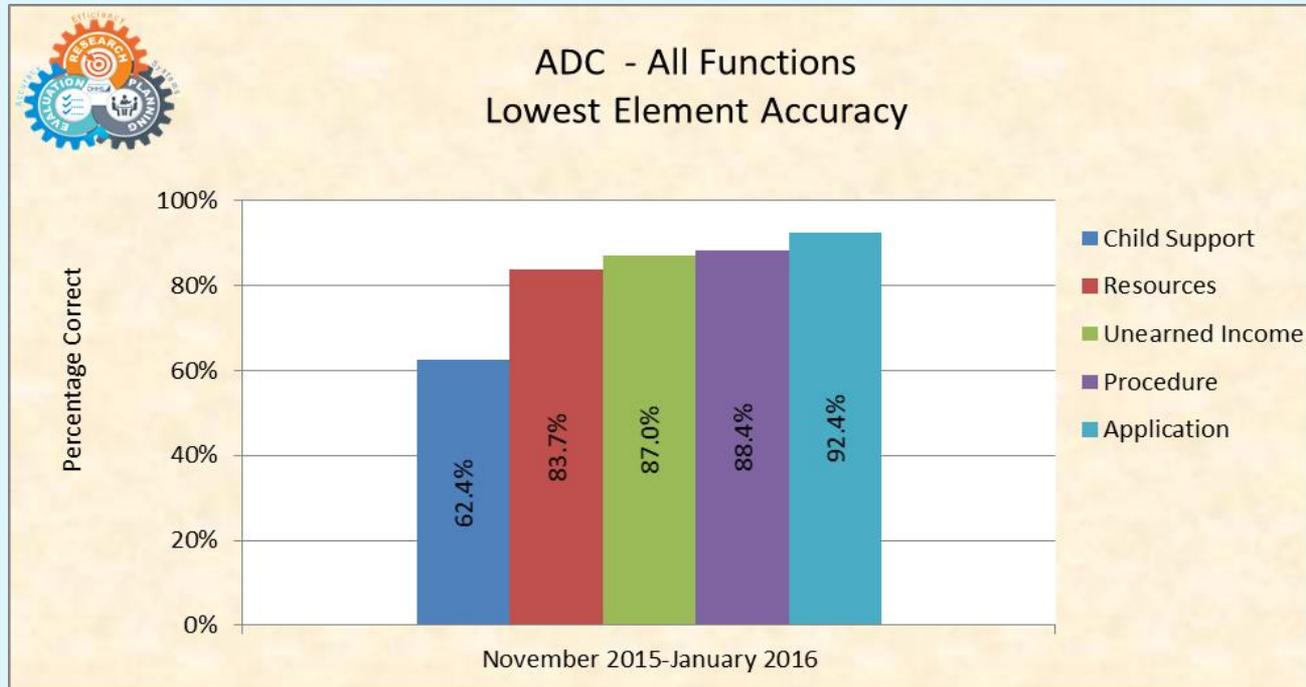
Action Items:

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.

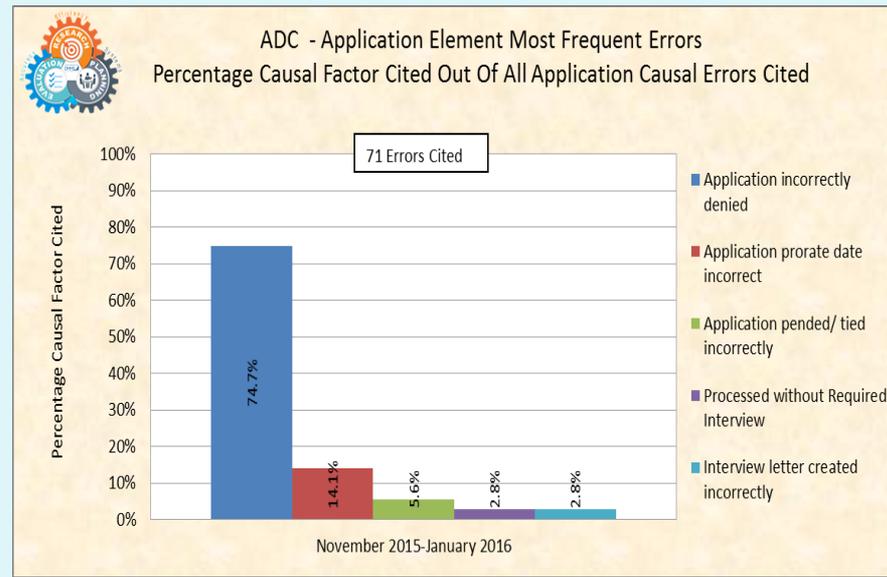
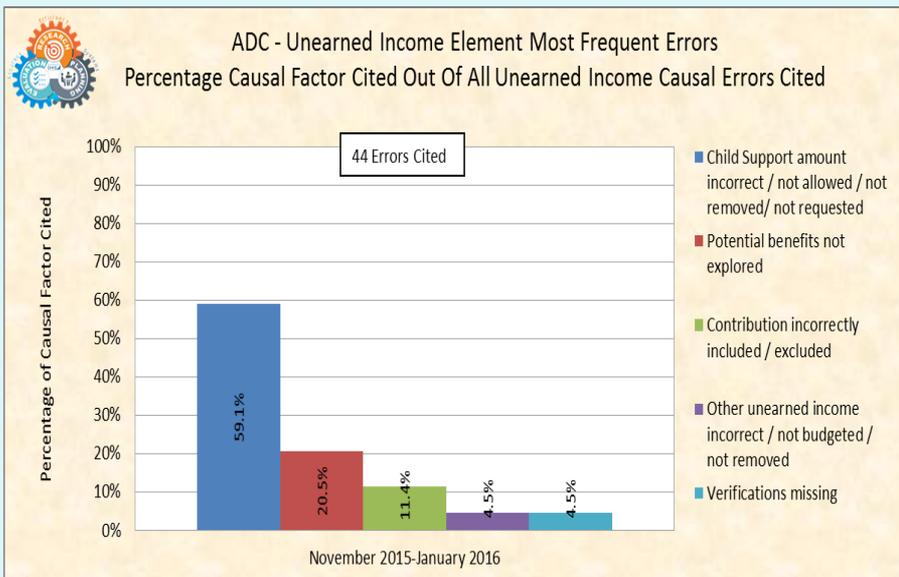
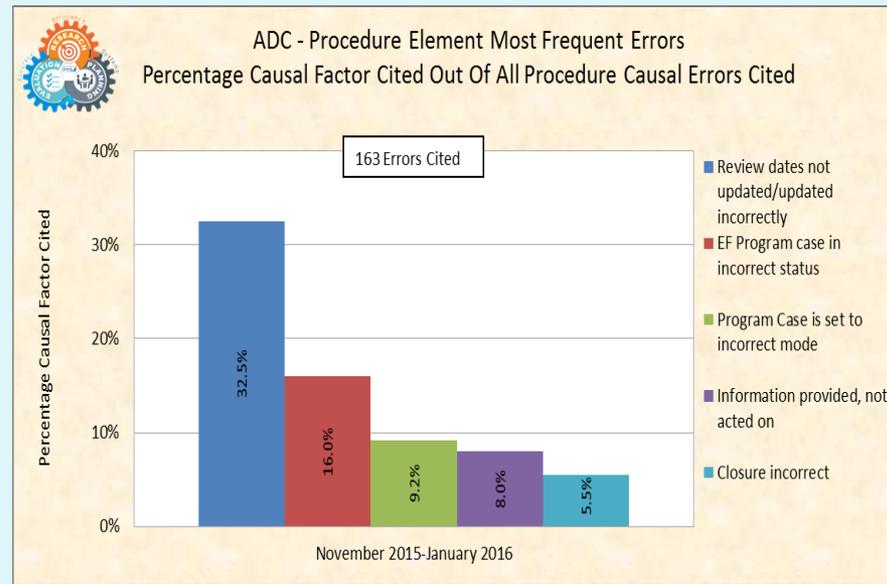
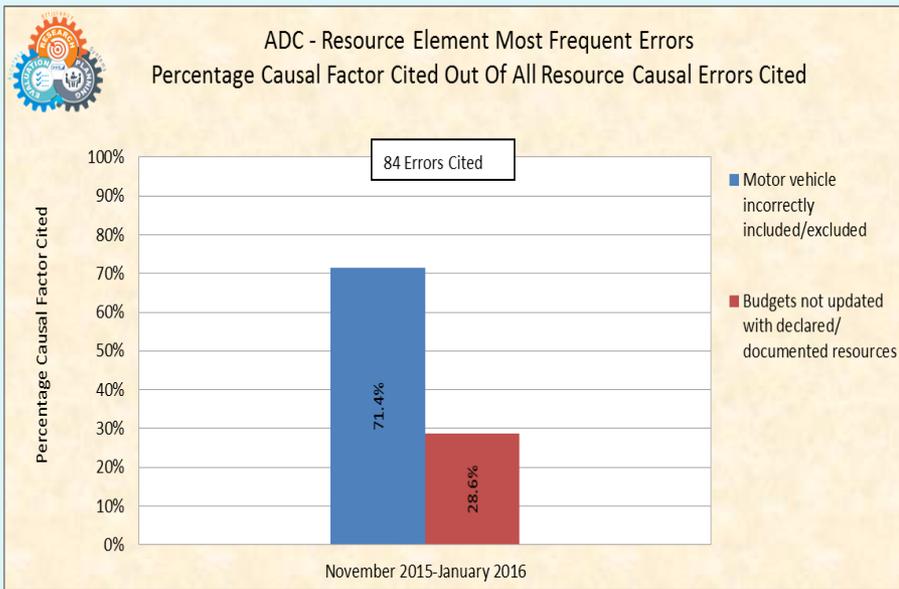


Aid to Dependent Children: All Functions - Element Errors

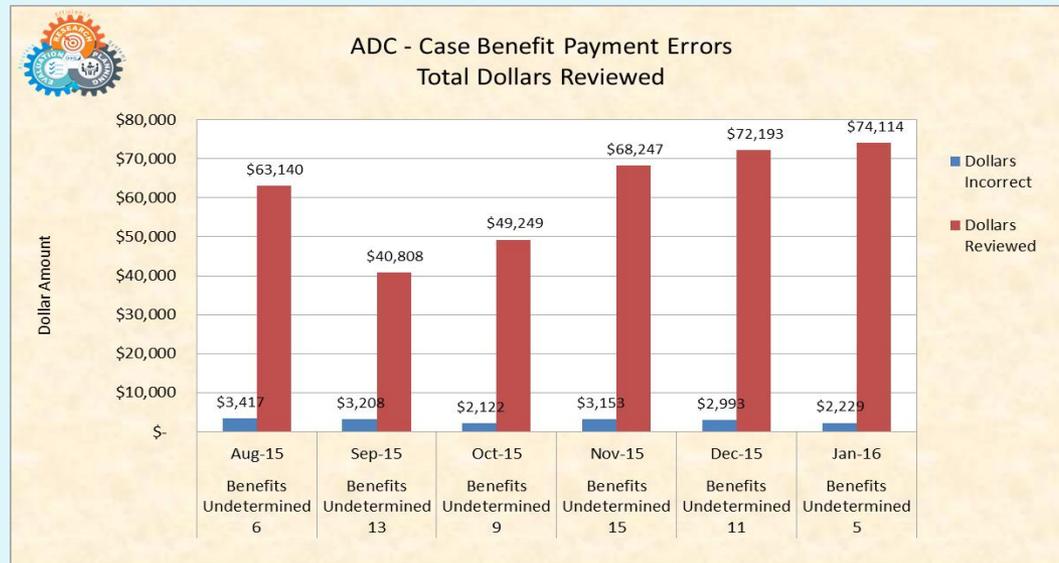
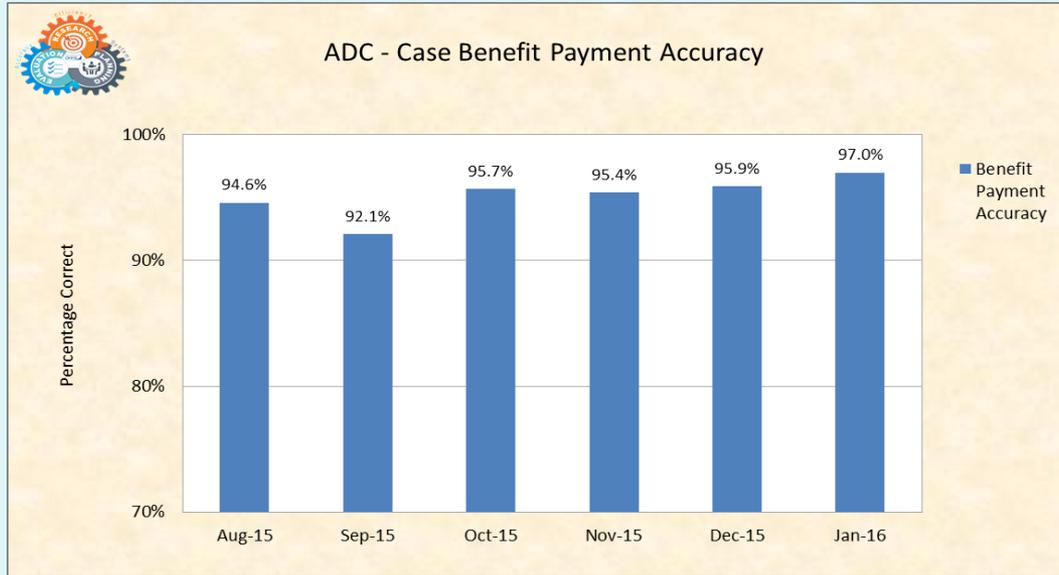


*NOTE: There is not a separate chart for the Child Support Element causal factor breakdown. There were 21 errors cited for Child Support Referral Not Made.

Aid to Dependent Children: All Functions – Causal Factors Cited

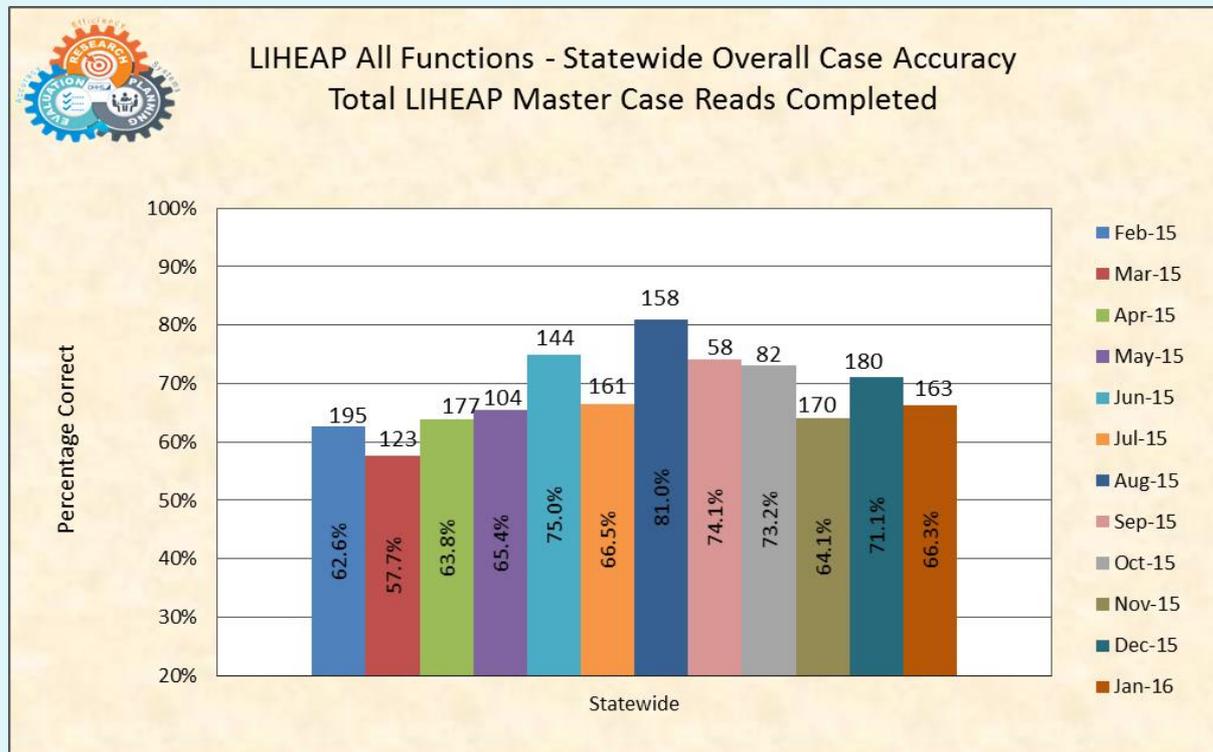


Aid to Dependent Children – Payment Accuracy



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Low-Income Home Energy Assistance: Accuracy



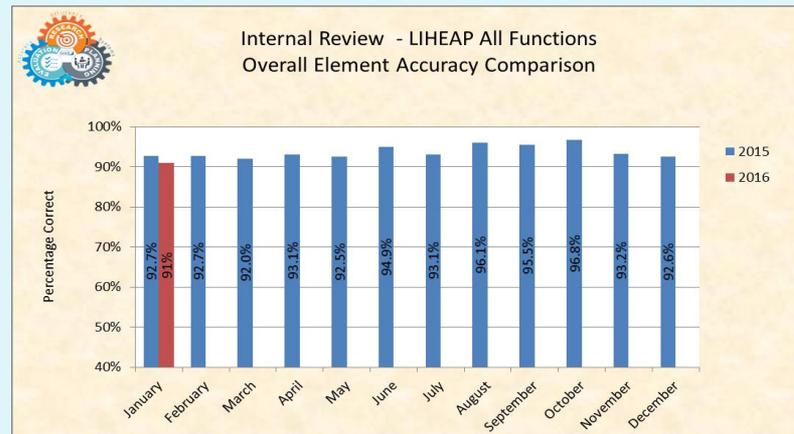
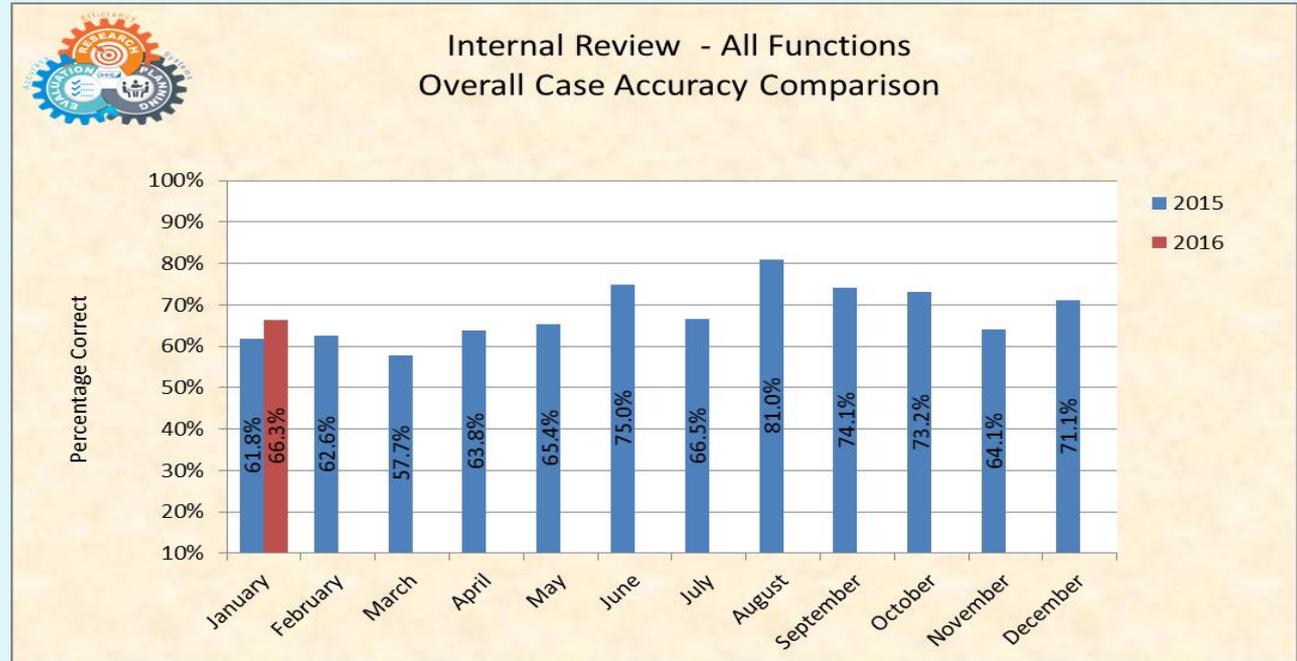
Low Income Home Energy Assistance Program: All Functions

Strengths/Accomplishments:

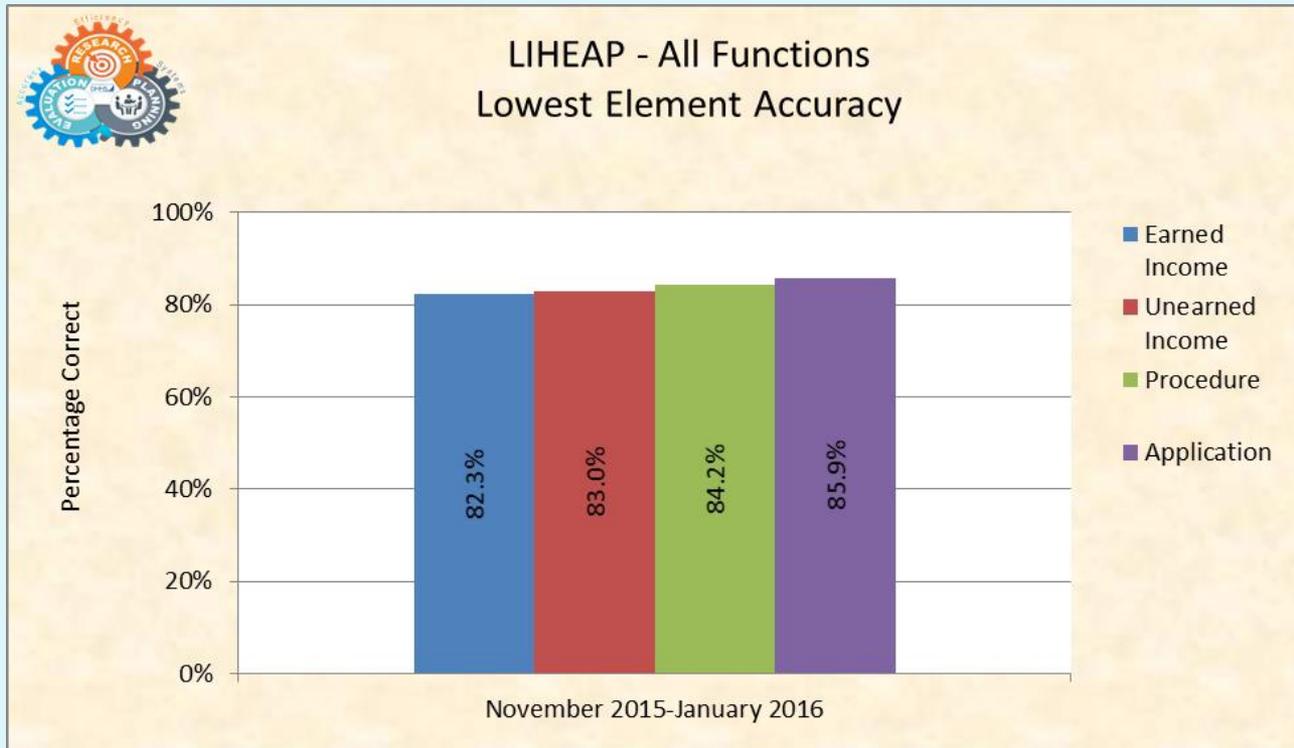
Action Items:

Barriers:

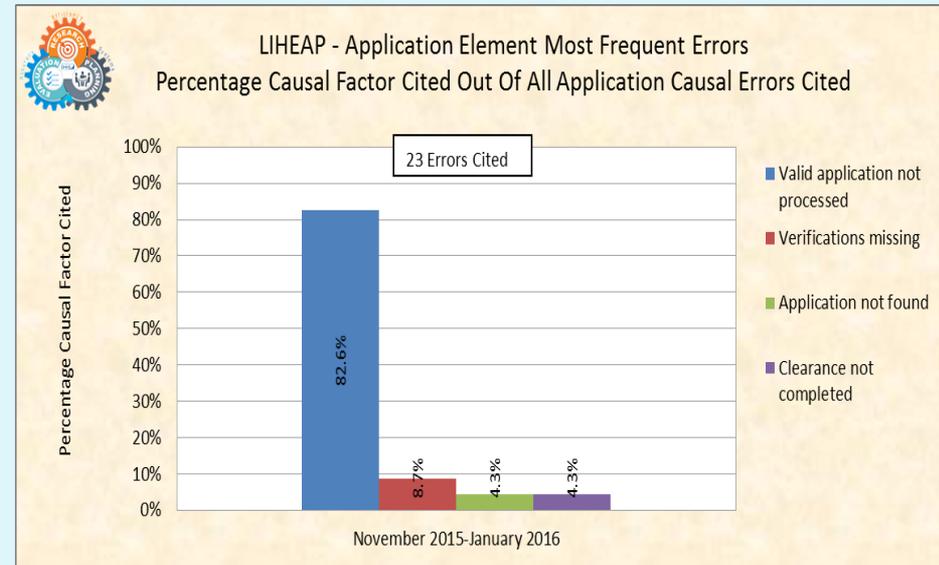
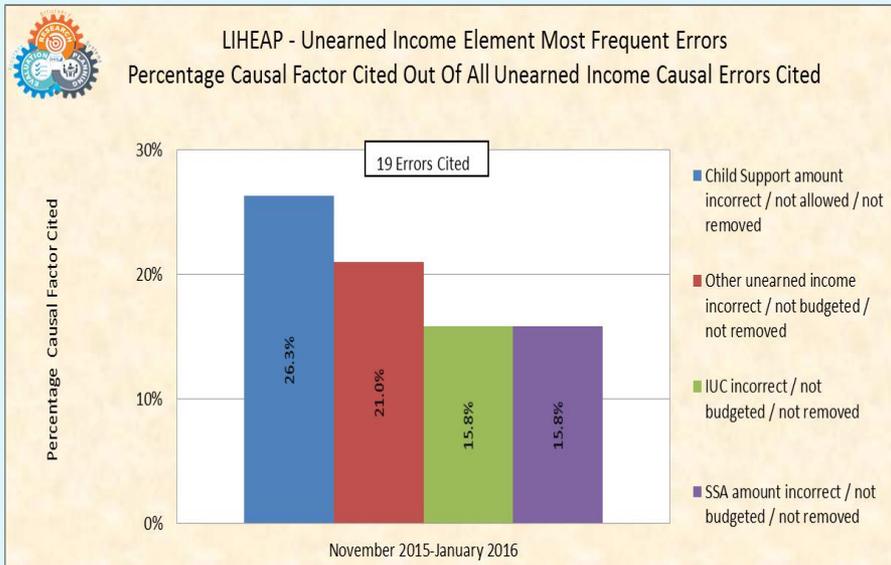
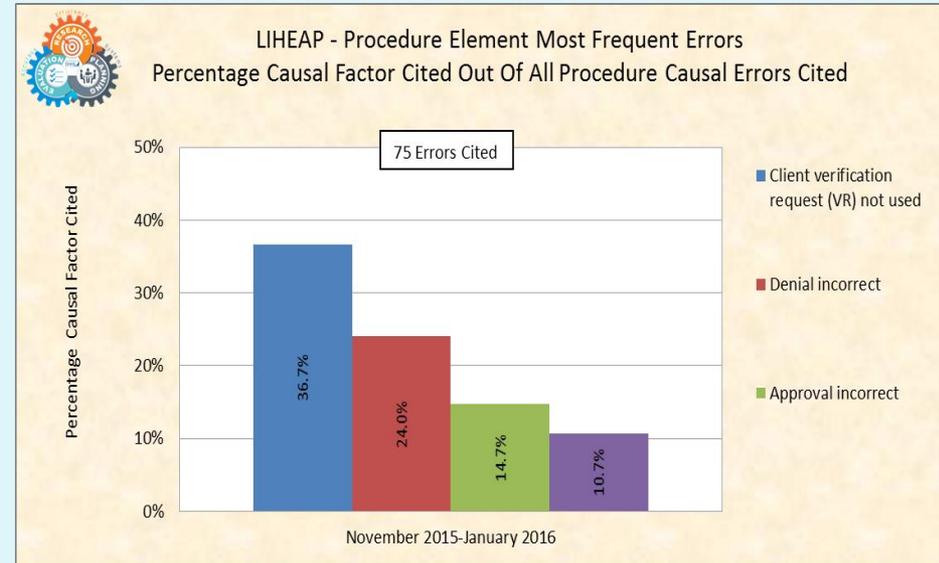
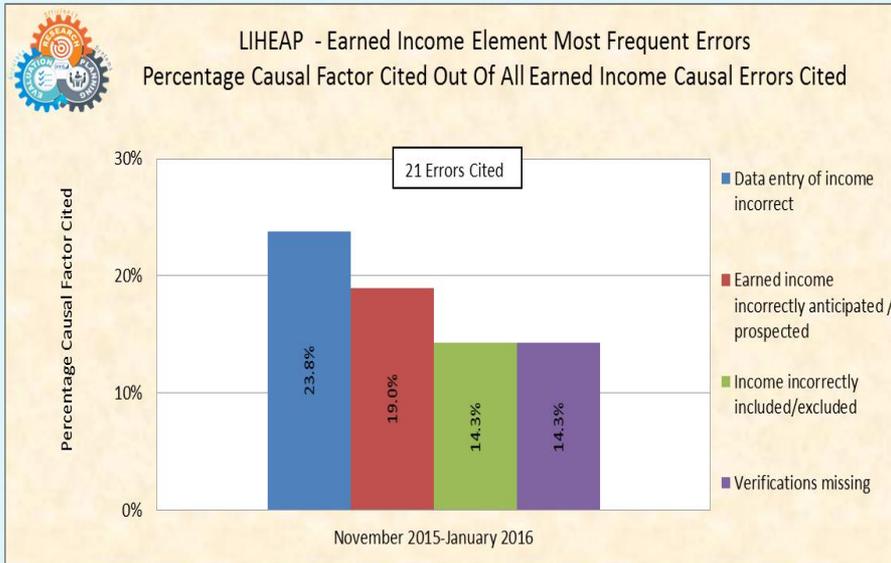
Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



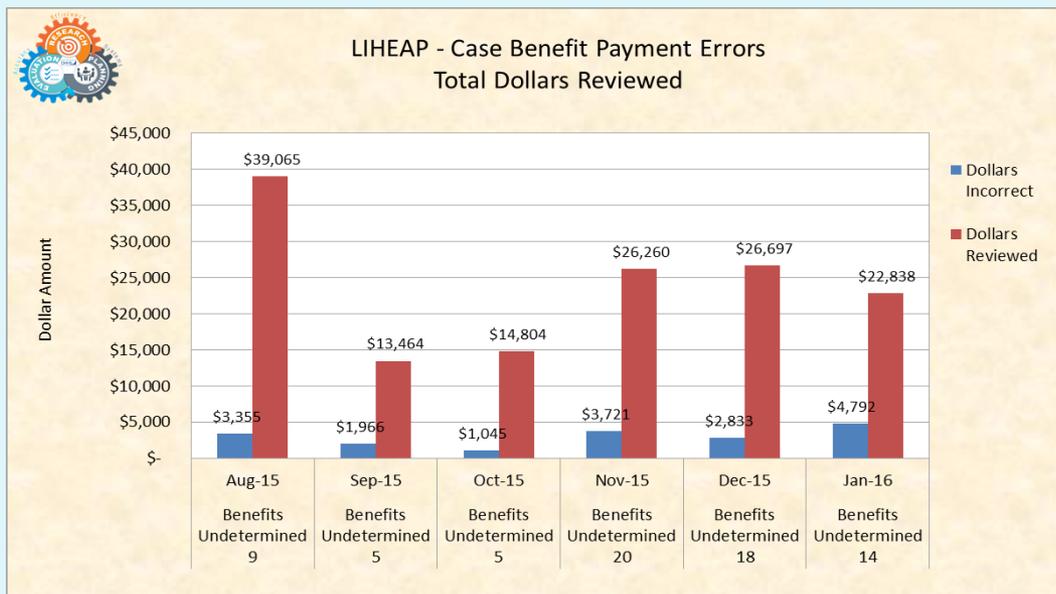
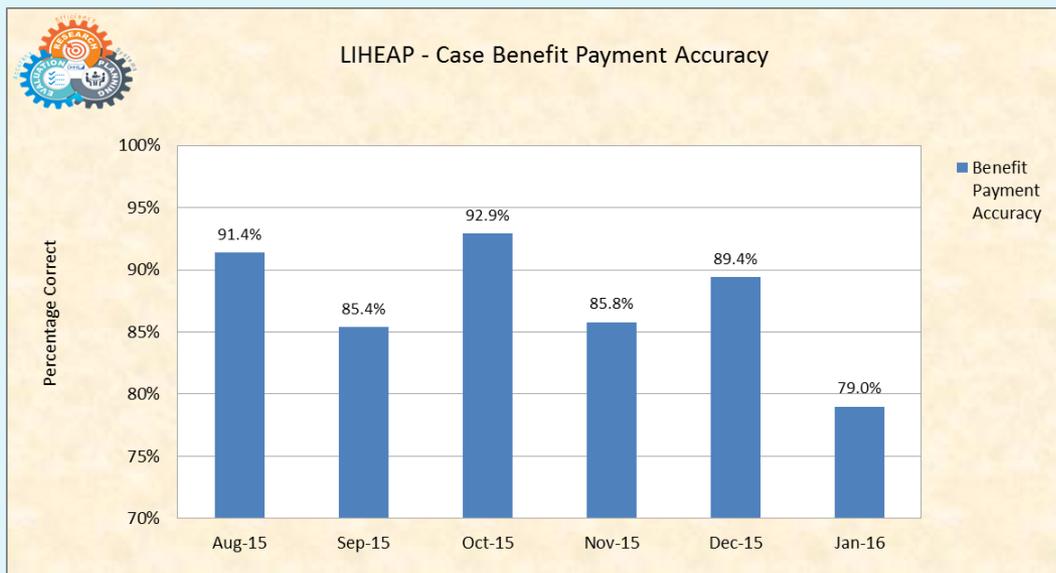
Low Income Home Energy Assistance: All Functions – Element Errors



Low-Income Home Energy Assistance: All Functions Causal Factor Errors

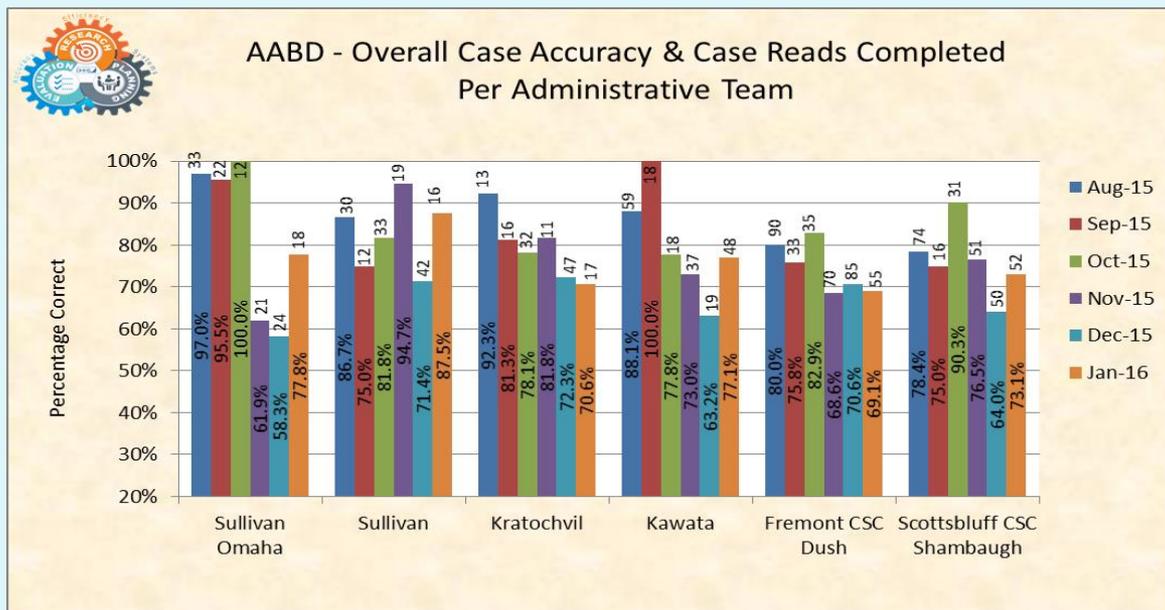
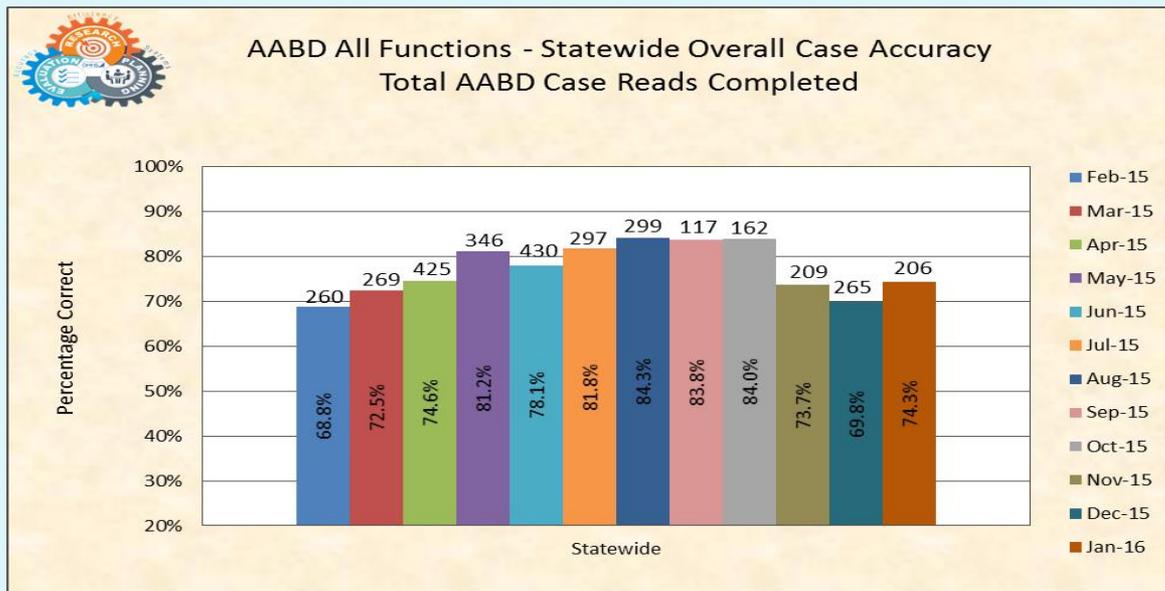


Low-Income Home Energy Assistance: Payment Accuracy



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Assistance to the Aged, Blind, or Disabled Accuracy



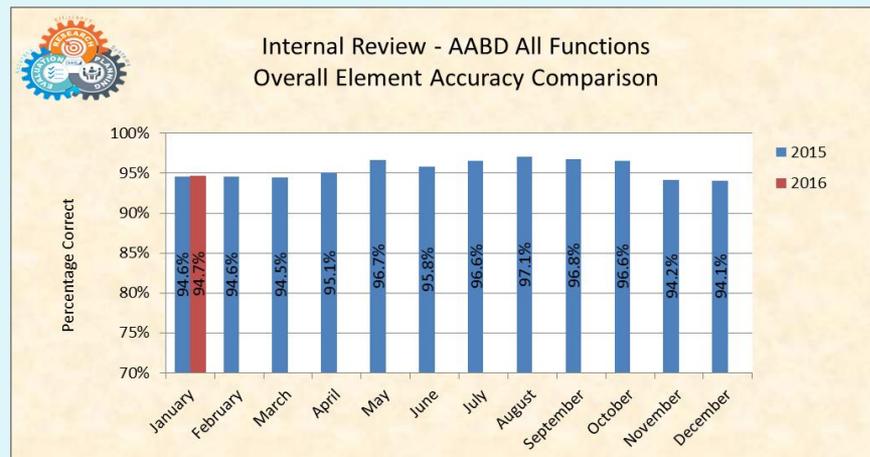
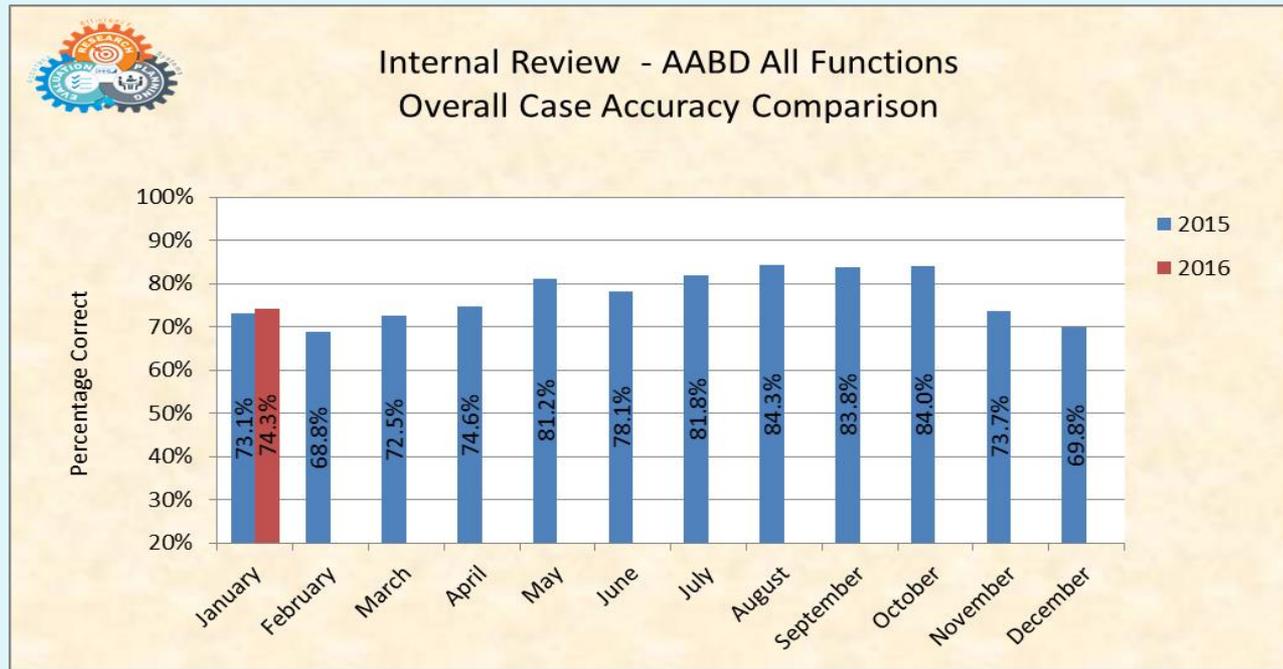
Assistance to the Aged, Blind, or Disabled Payment: All Functions

Strengths/Accomplishments:

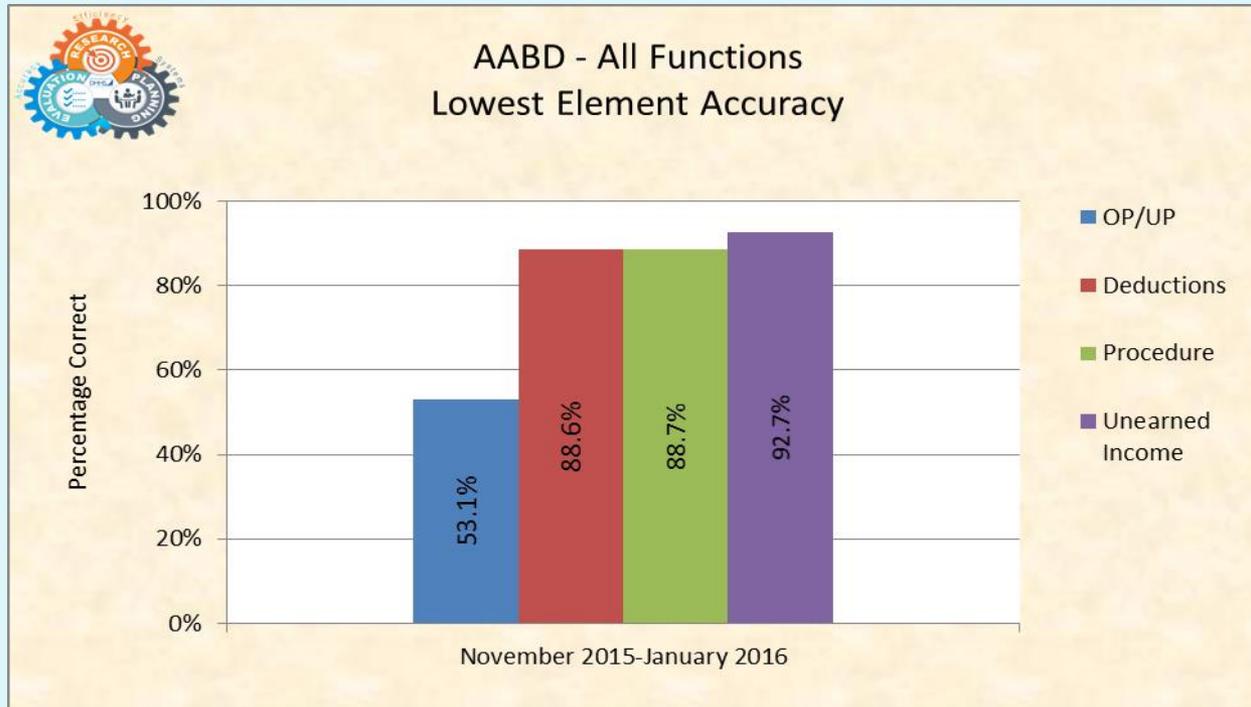
Action Items:

Barriers:

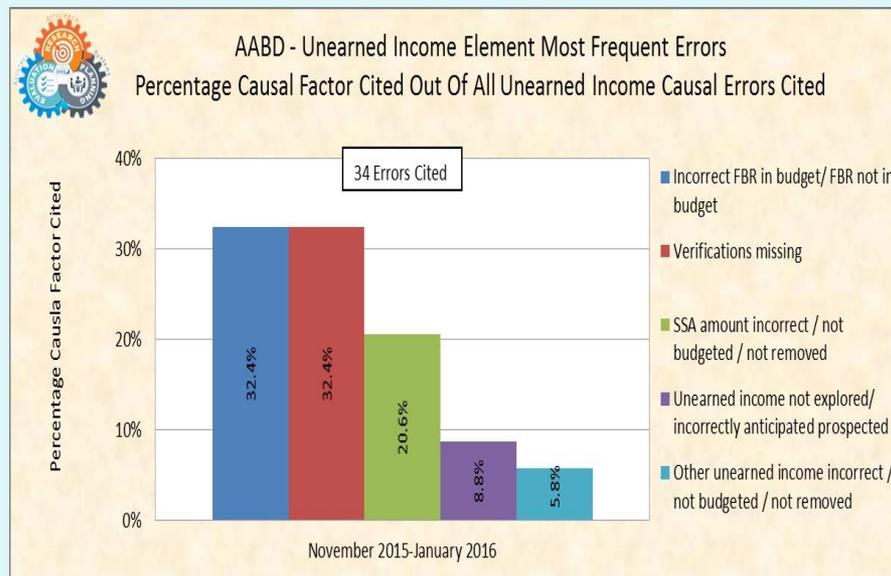
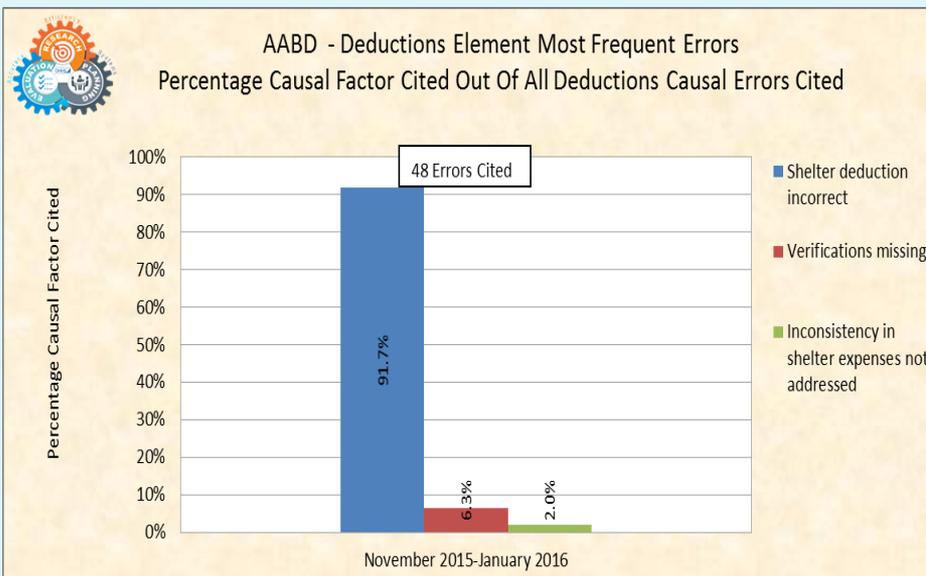
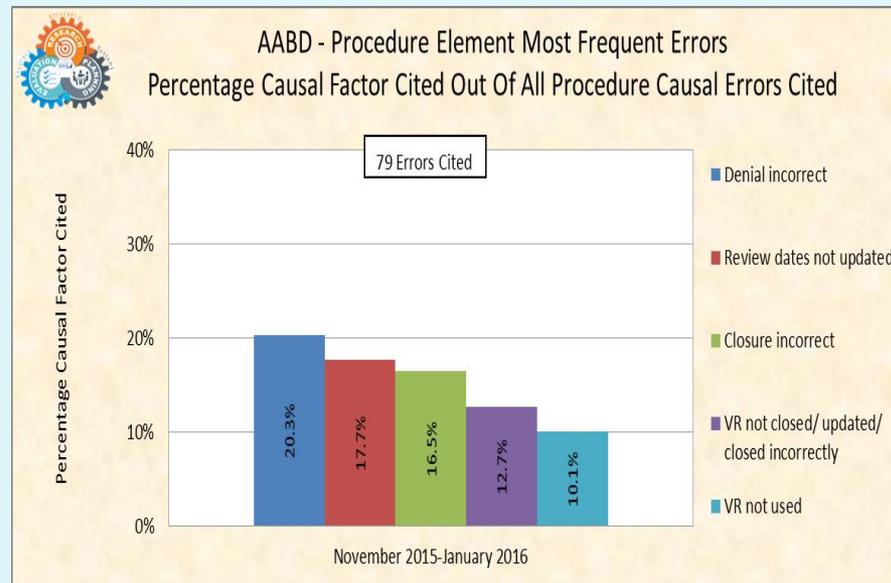
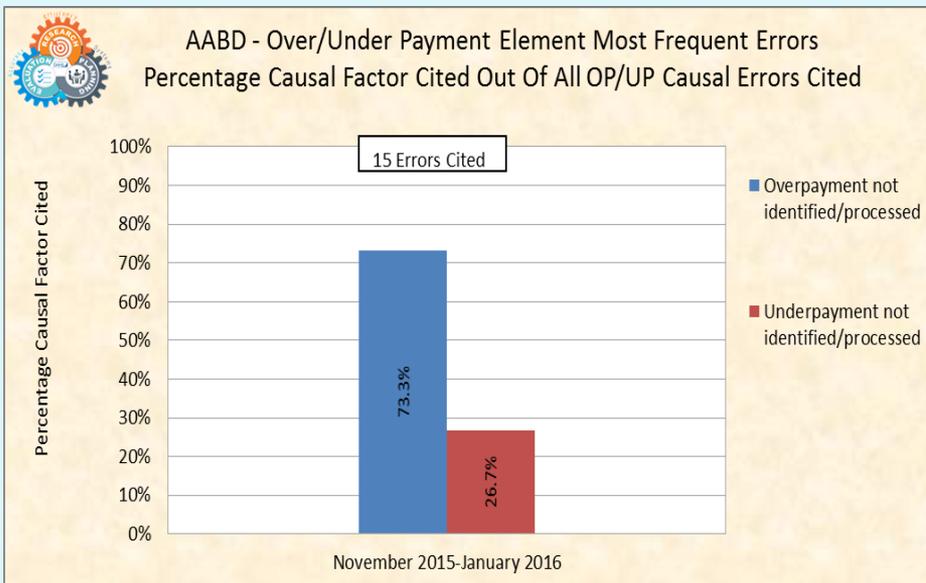
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



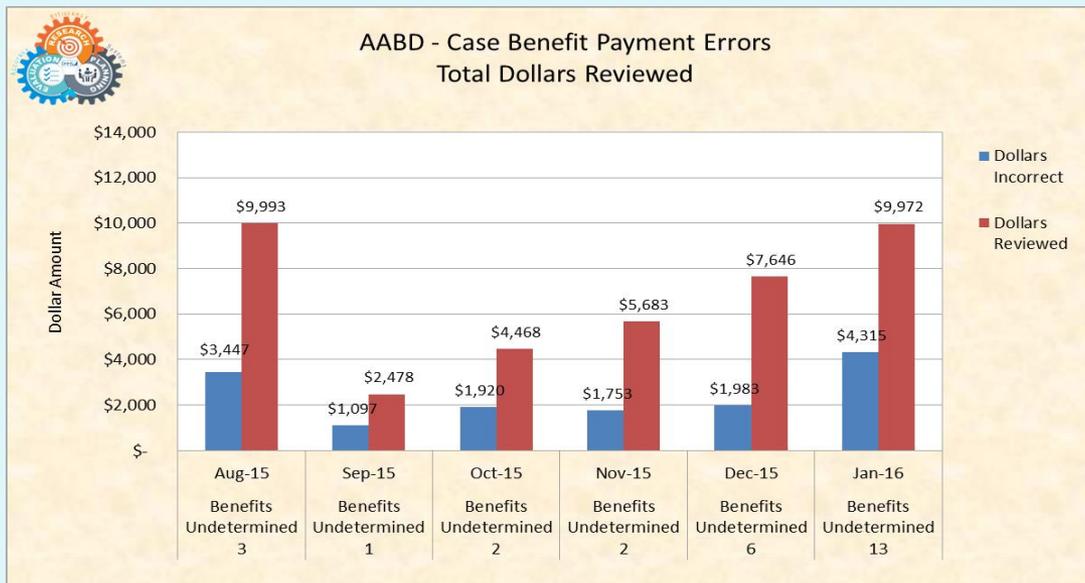
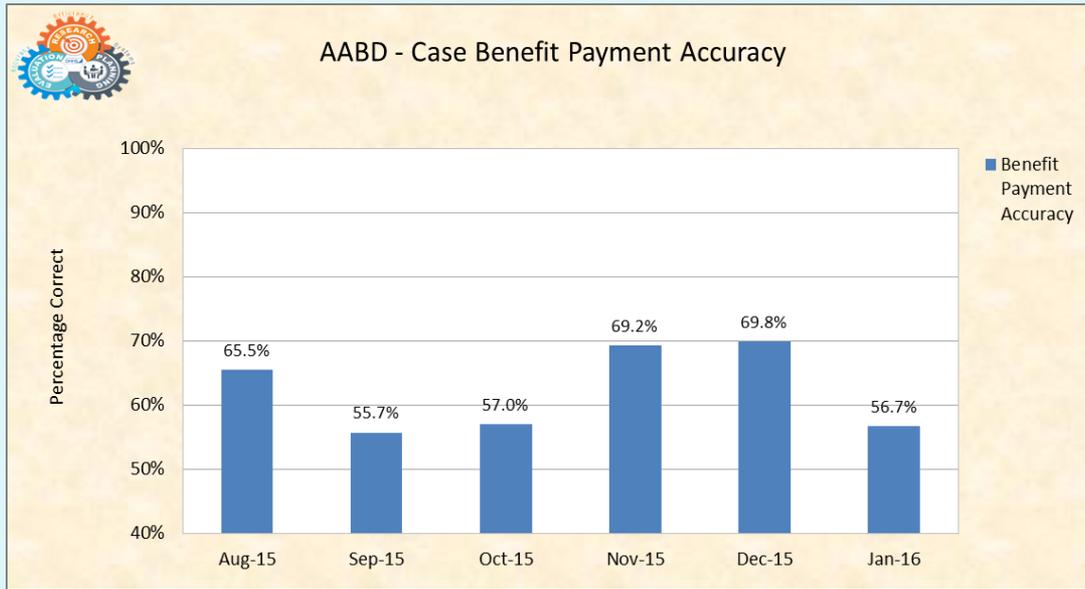
Assistance to the Aged, Blind, or Disabled: All Functions – Element Errors



Assistance to the Aged, Blind, or Disabled: All Functions - Causal Factor Cited

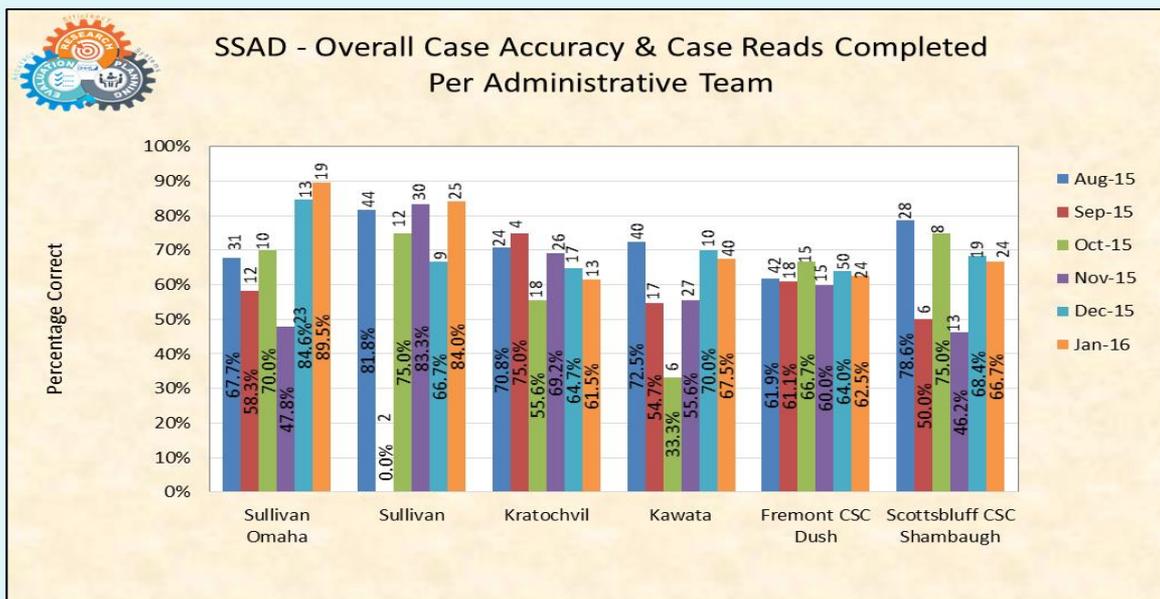
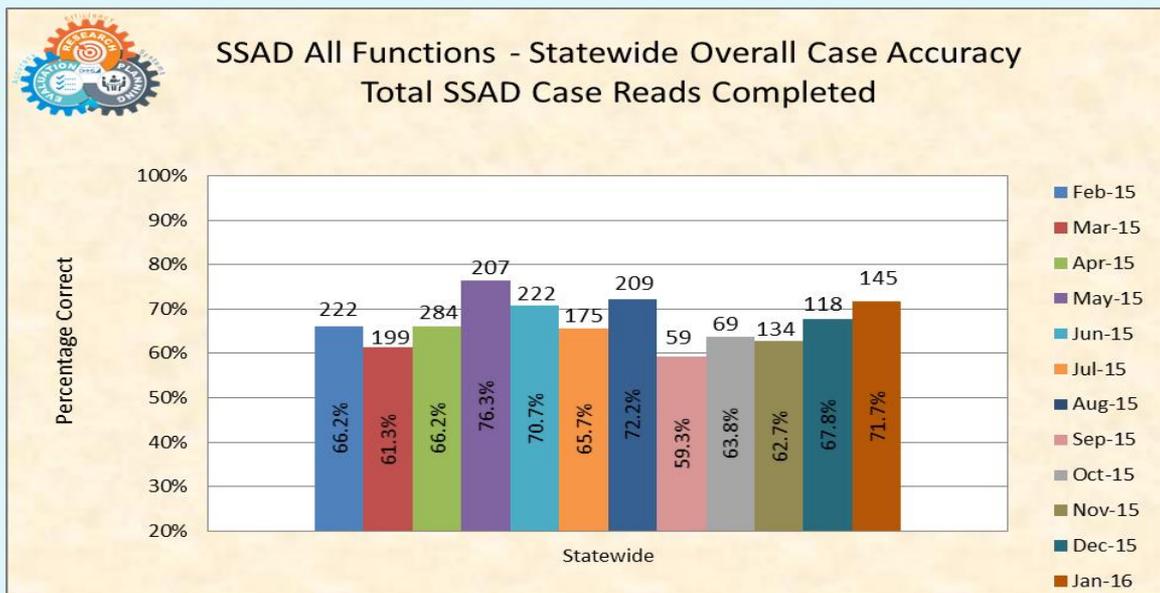


Assistance to the Aged, Blind, or Disabled: Payment Accuracy



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Social Services for Aged and Disabled Adults Accuracy



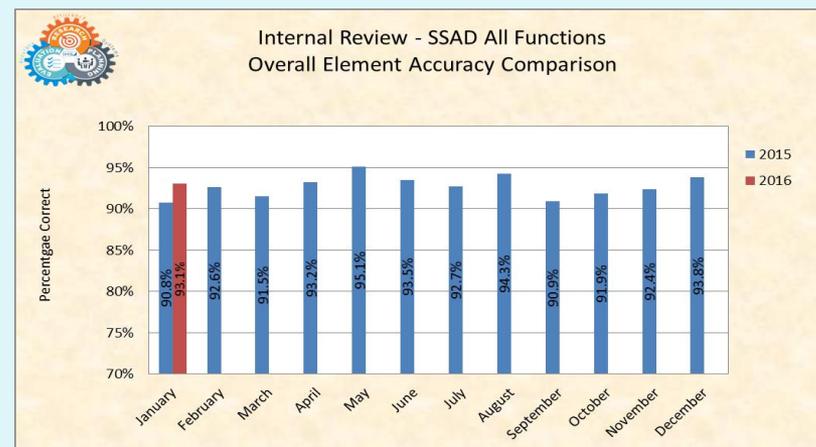
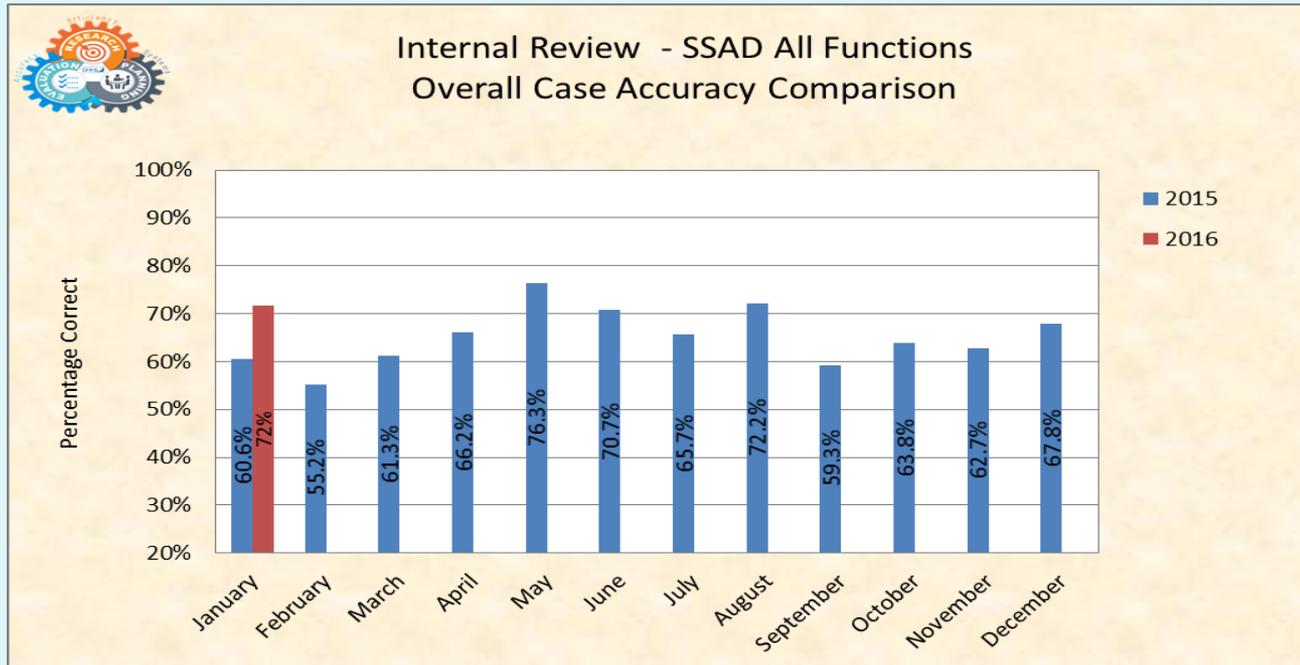
Social Services for Aged and Disabled Adults: Interviewing

Strengths/Accomplishments:

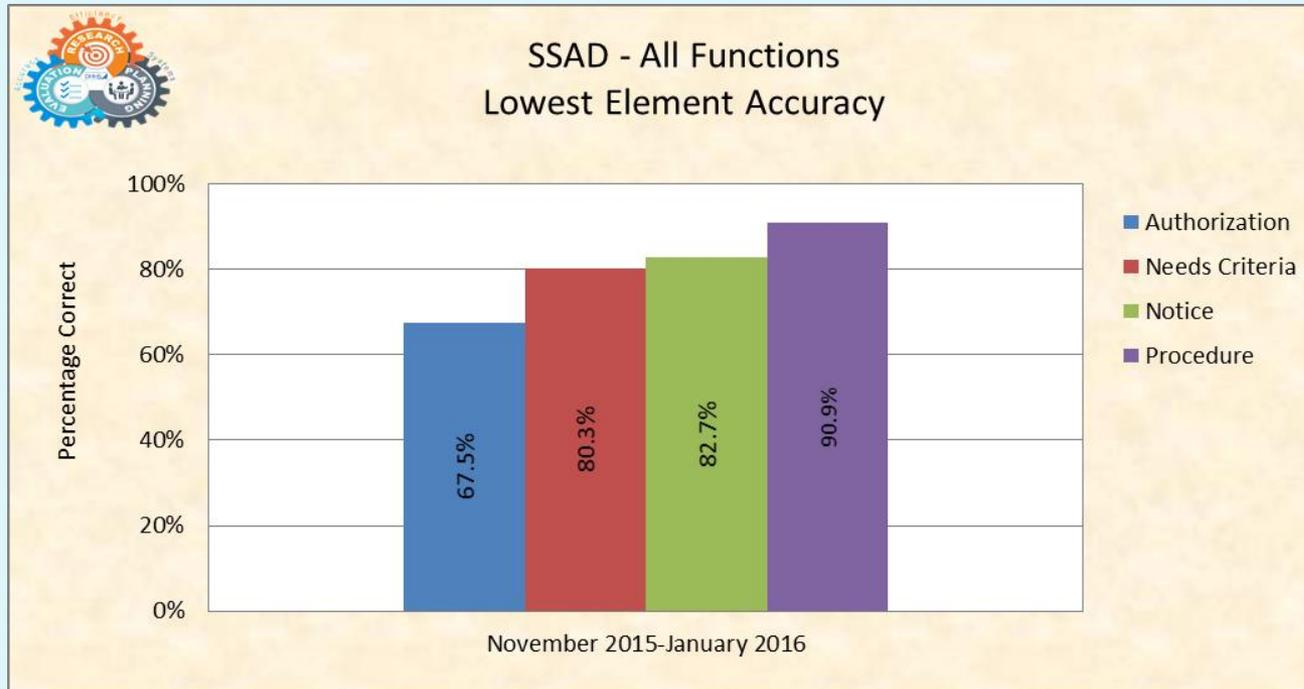
Action Items:

Barriers:

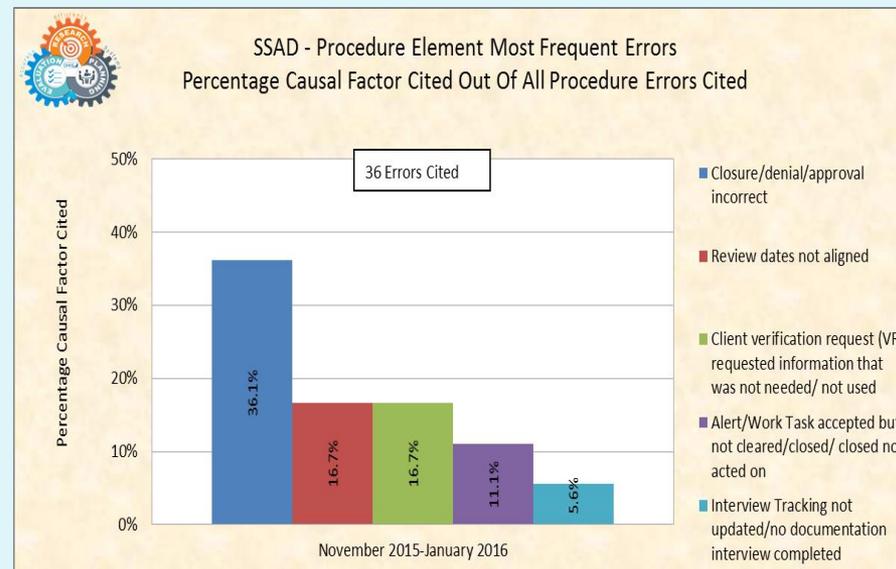
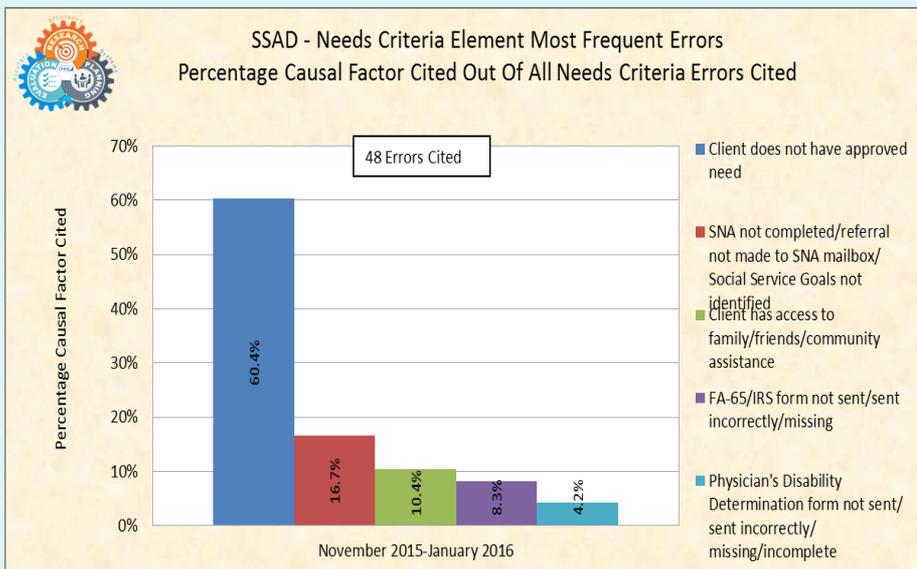
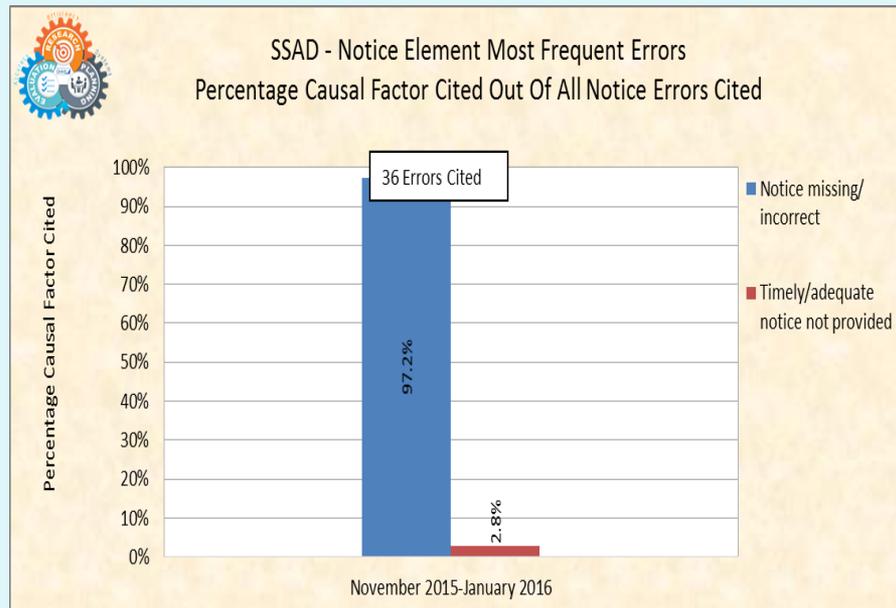
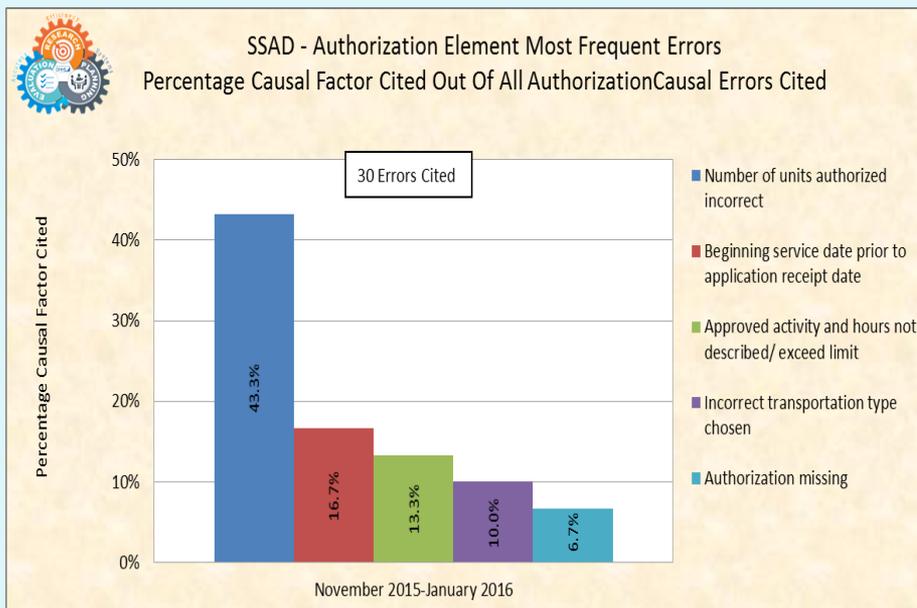
Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.



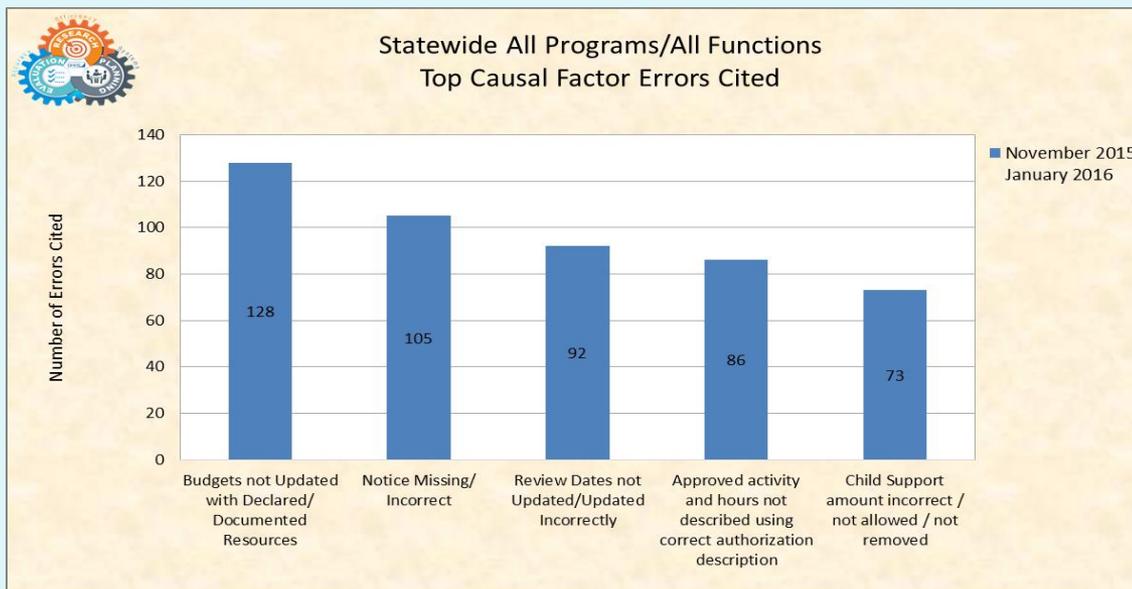
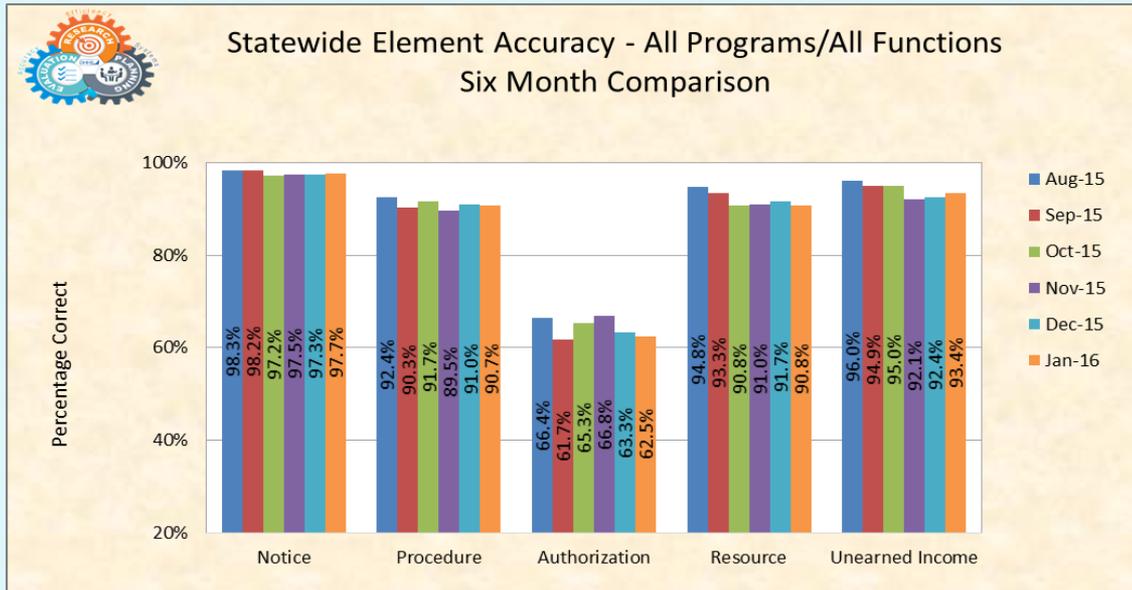
Social Services for Aged and Disabled Adults: All Functions - Element Errors



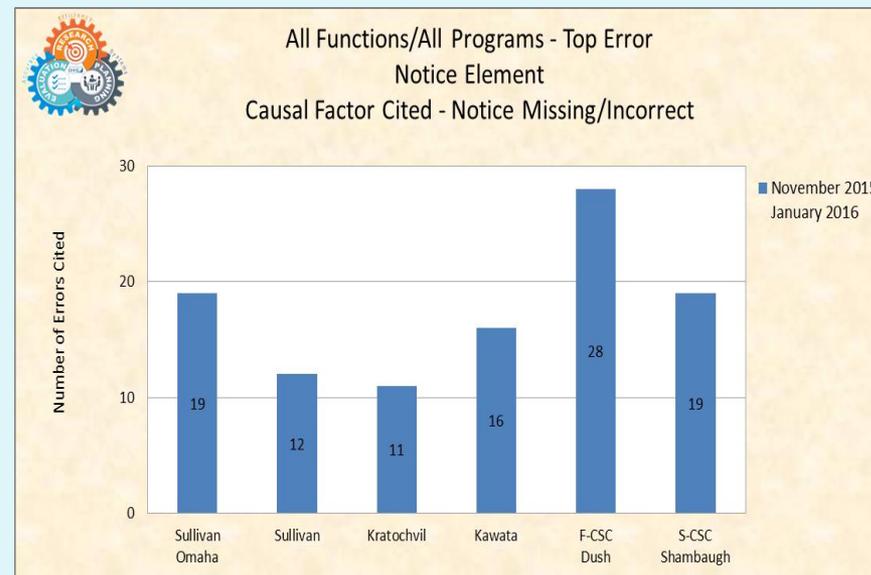
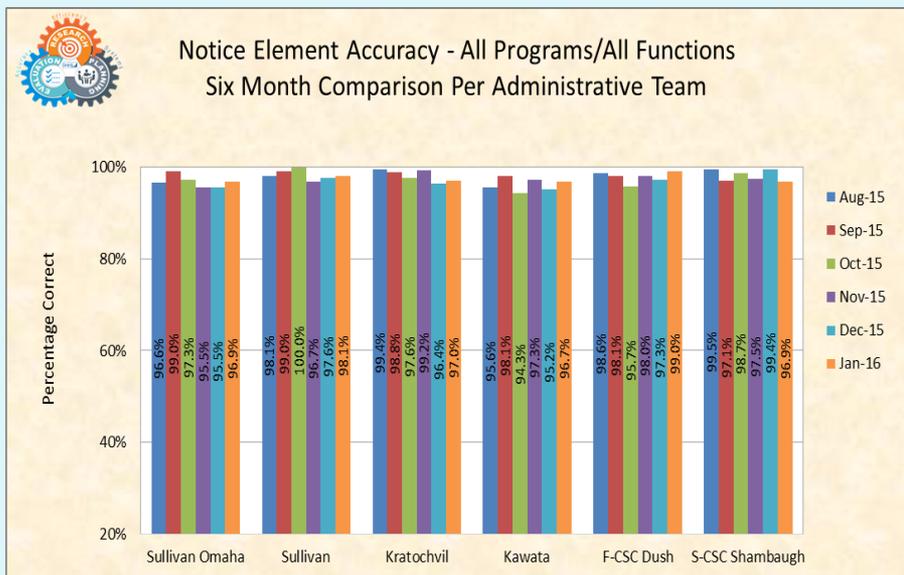
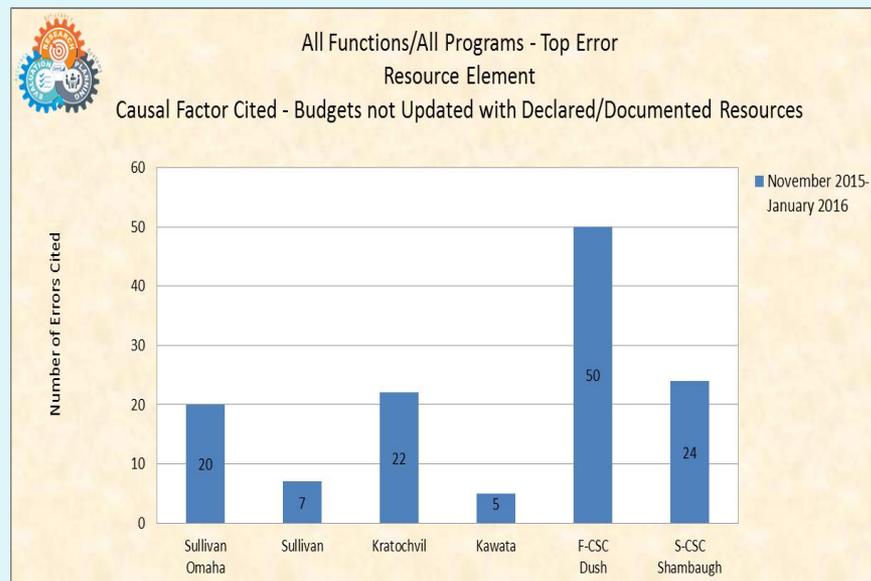
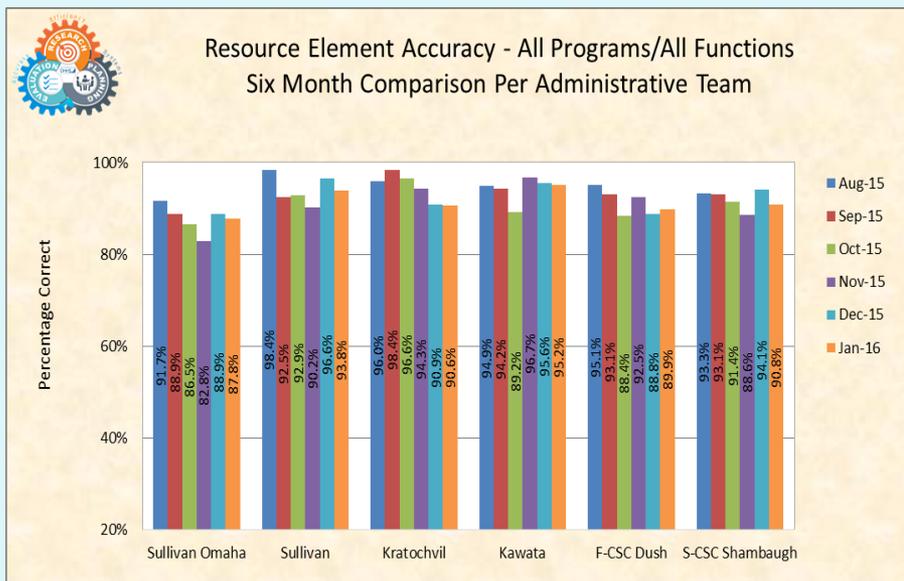
Social Services for Aged and Disabled Adults: All Functions - Causal Factors Cited



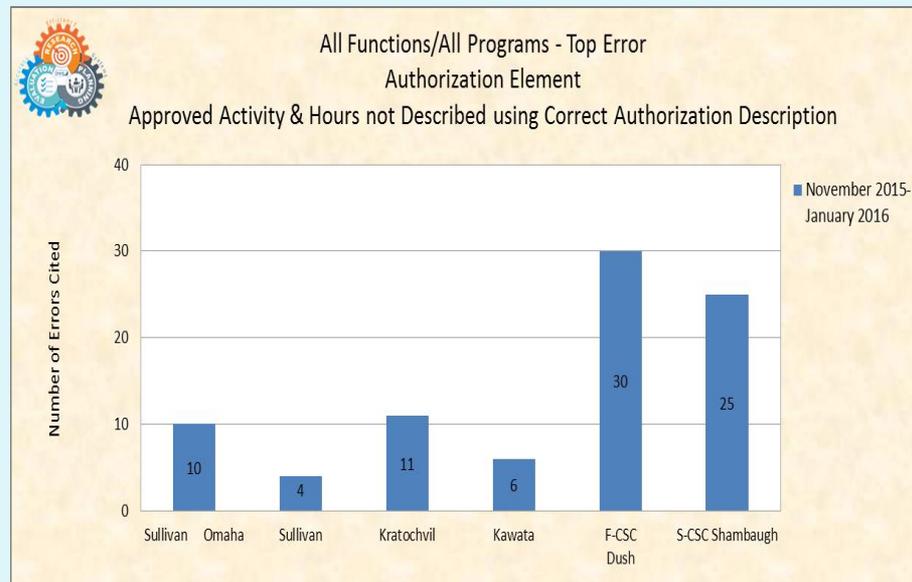
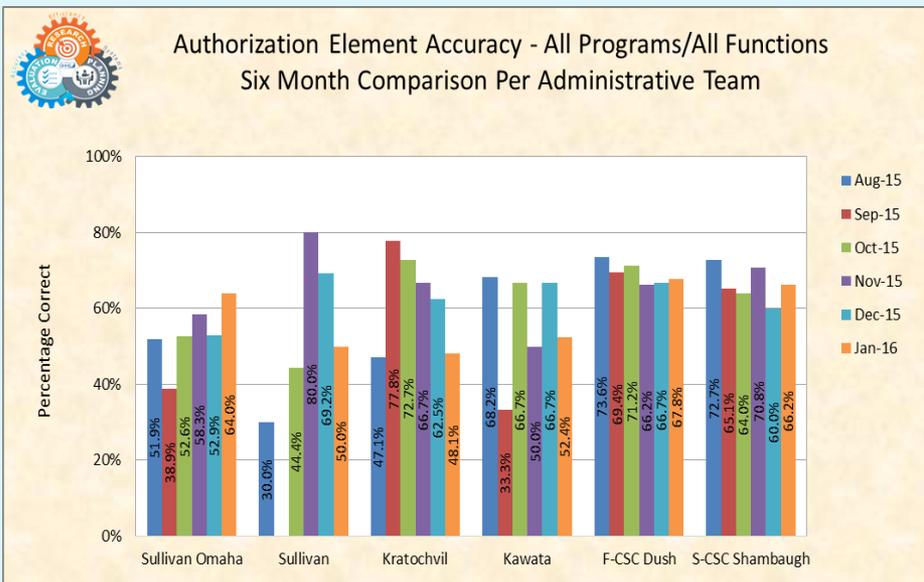
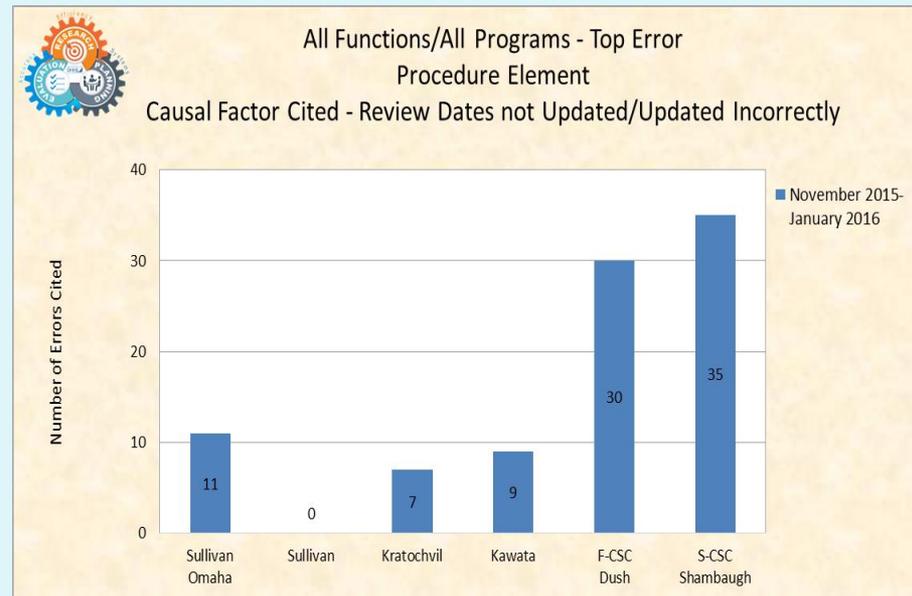
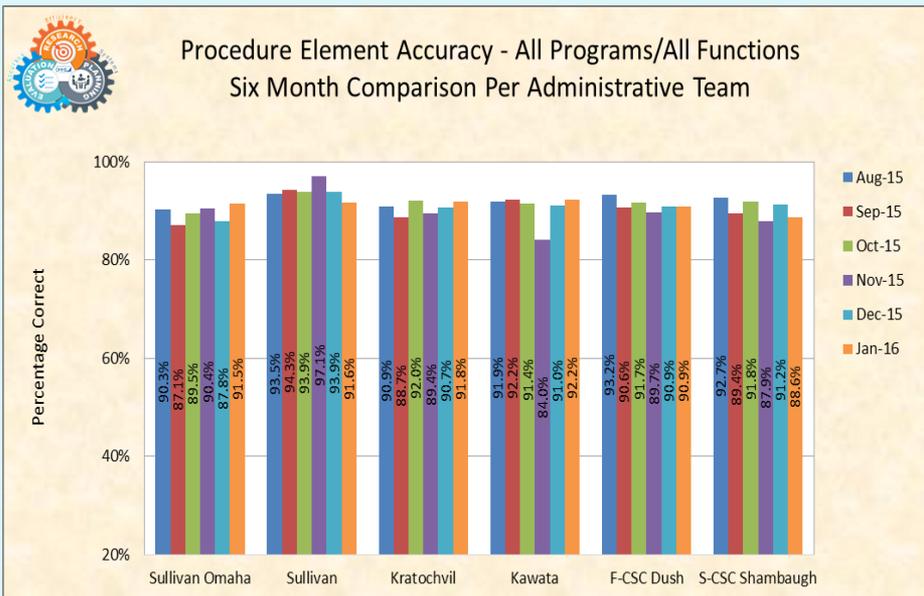
Focus on Key Errors



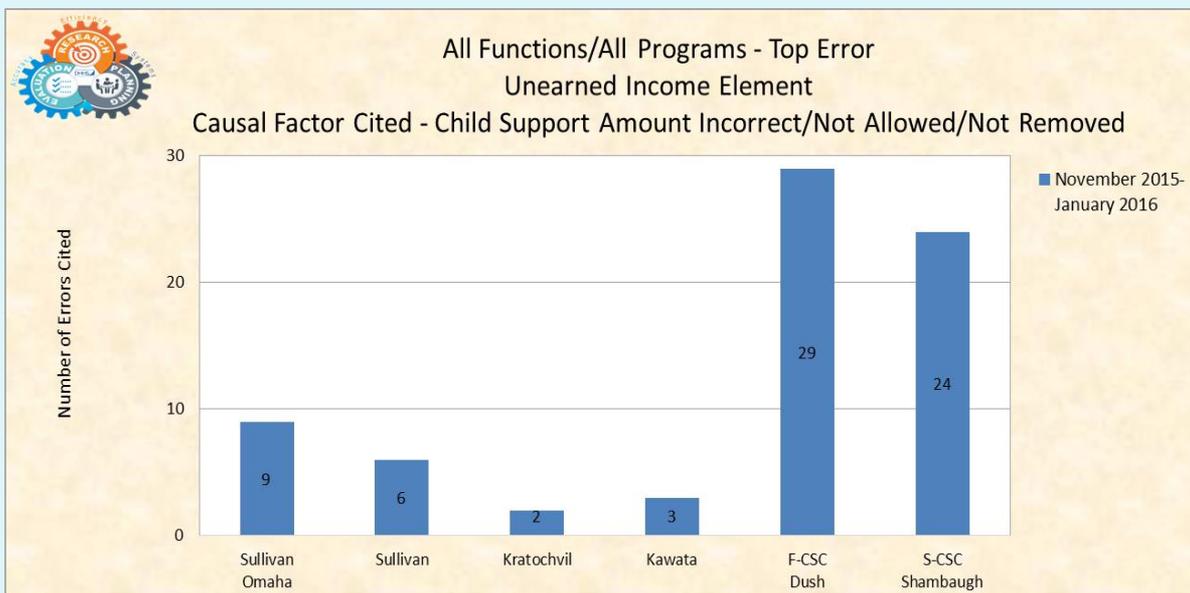
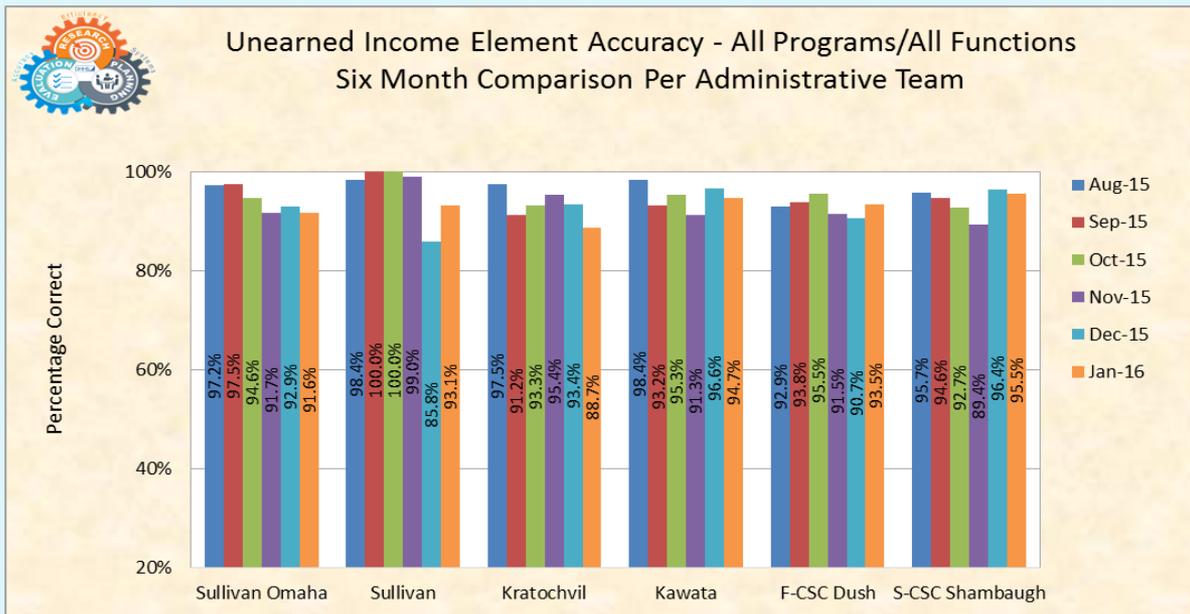
Focus on Key Errors



Focus on Key Errors



Focus on Key Errors



Total Case Reviews Completed



CHAPTER 4: PHONE OBSERVATION

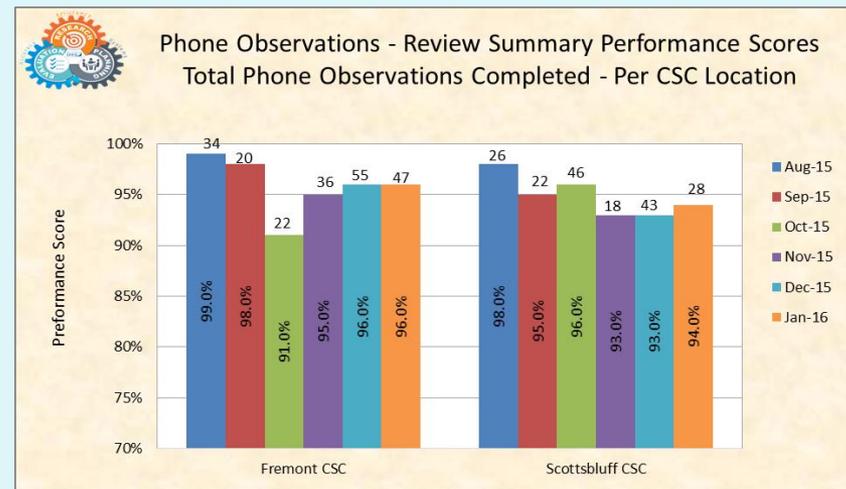
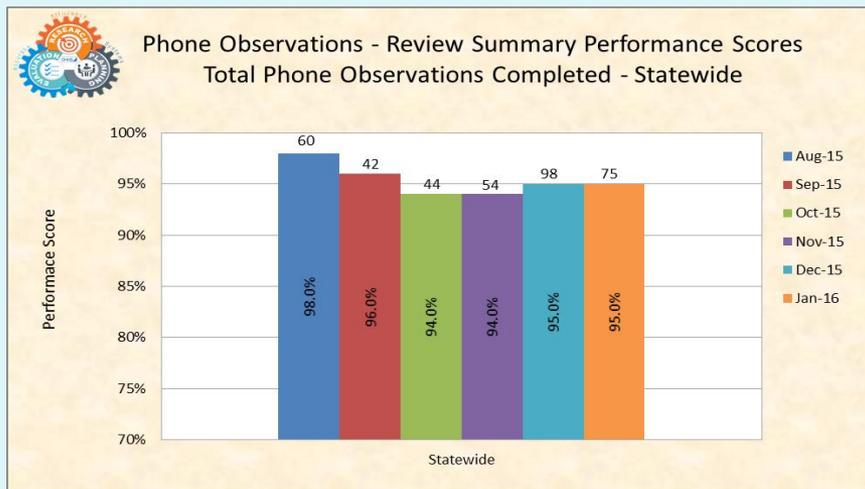
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive quality customer service.

Goal Statement: Continually review phone observations, then measure and report CFS processing performance.

Phone Observations

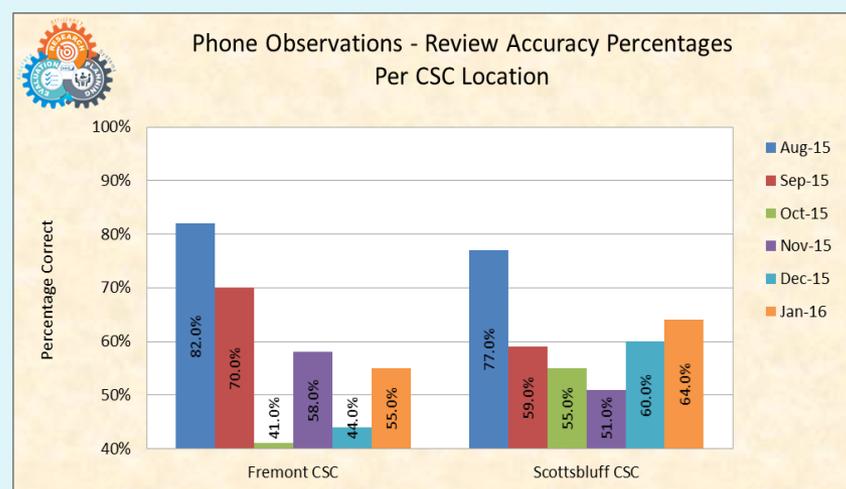
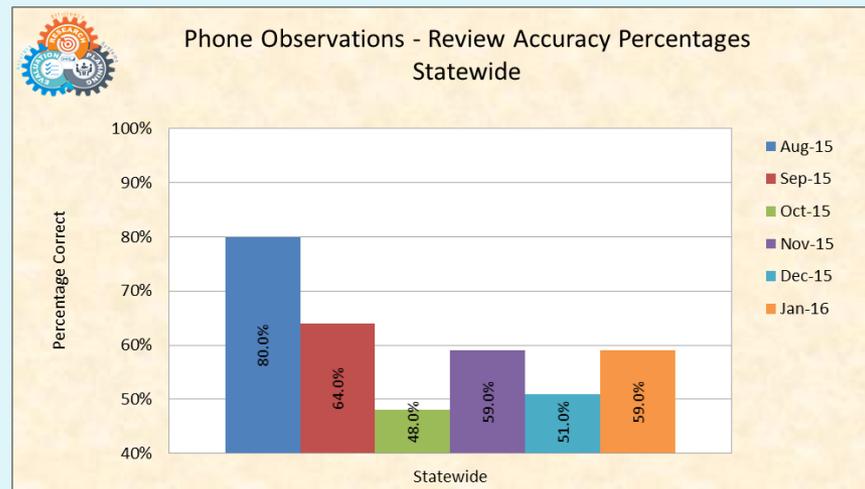
Review Summary

Report Description: Summarizes the number of reviews completed and the average overall score of the reviews.



Review Accuracy

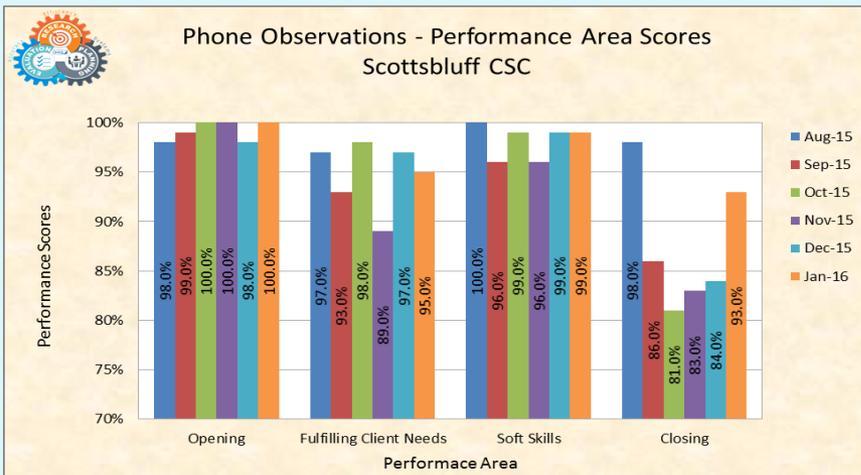
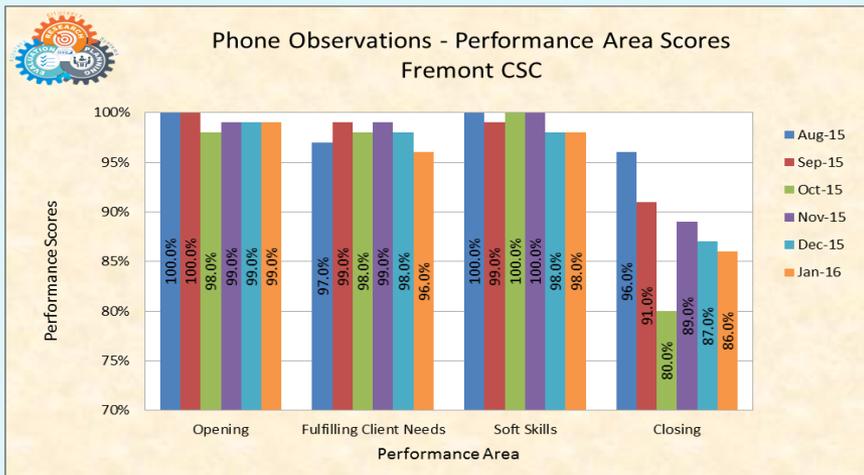
Report Description: Summarizes the number of reviews completed and the number and percent that are correct and incorrect



Phone Observations

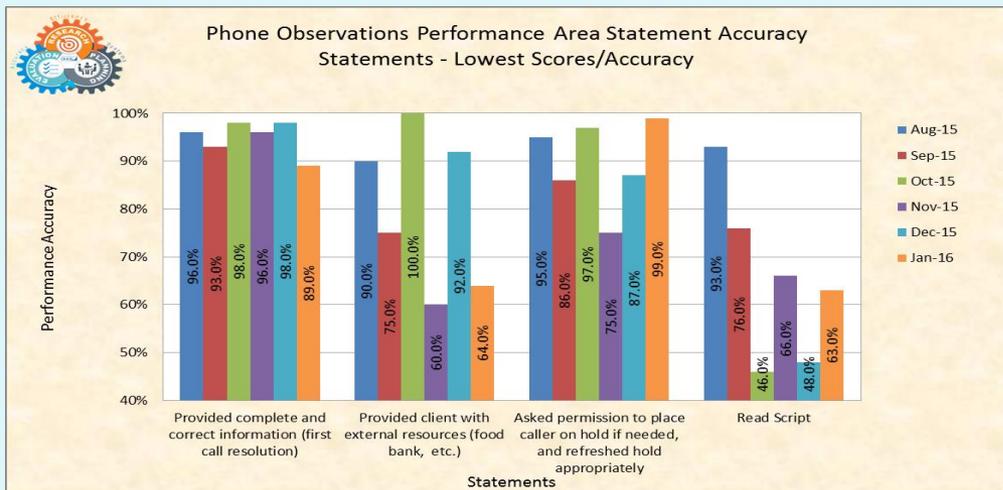
Performance Area Summary

Report Description: The report summarizes the number of reviews completed, the number of statements reviewed, and the score (possible points divided by points gained) for each office/staff person.



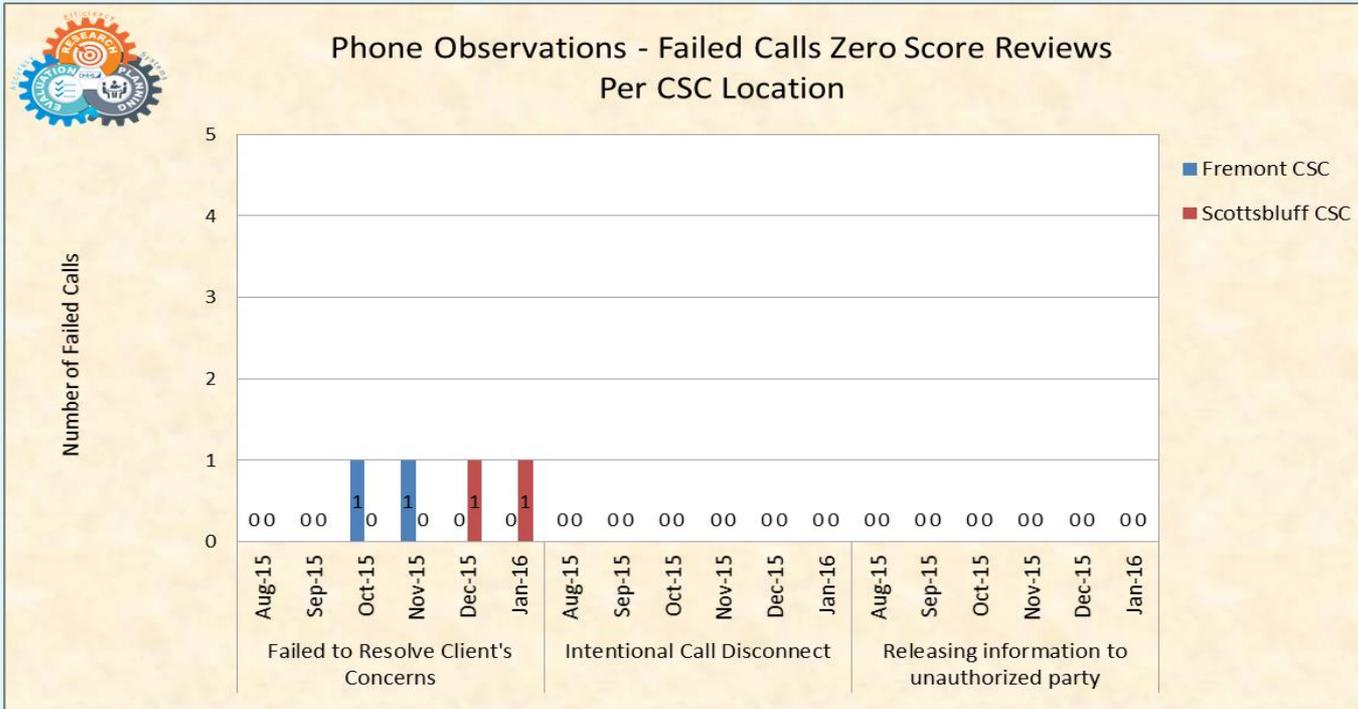
Statement Accuracy

Report Description: Summarizes the number of reviews completed, the number of statements reviewed, the number of statement answered yes (correct), and the number of statements answered no (incorrect) for each performance area and each question.



Phone Observations

Zero Score Reviews
Report Description: Zero Score Reviews, Failed Calls



CHAPTER 5: WORKFORCE STABILITY

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:

SSW + SSW/T	November 2015			December 2015			January 2016		
	as of 11/1/2015			as of 12/1/2015			as of 1/1/2016		
Location	Vacant	Total	Vacancy	Vacant	Total	Vacancy	Vacant	Total	Vacancy
Central Service Area EA*	0	27	0.0%	0	27	0.0%	1	29	3.4%
Eastern Service Area EA*	1	45	2.2%	1	45	2.2%	1	47	2.1%
Northern Service Area EA*	2	23	8.7%	0	23	0.0%	1	23	4.3%
Southeast Service Area EA*	5	35	14.3%	2	35	5.7%	2	36	5.6%
Western Service Area EA*	1	20	5.0%	1	20	5.0%	1	20	5.0%
Local Office Total	9	150	6.0%	4	150	2.7%	6	155	3.9%
Fremont CSC	2	129	1.6%	6	129	4.7%	11	129	8.5%
Scottsbluff CSC	11	89	12.4%	2	89	2.2%	3	89	3.4%
Customer Service Center Total	13	218	6.0%	8	218	3.7%	14	218	6.4%
Total	22	368	6.0%	12	368	3.3%	20	373	5.4%

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state.