

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.

Table of Contents

Federal

- SNAP Timeliness: Slide 6
- SNAP Actives: Slide 7
- SNAP CAPERS: Slide 10
- Quality Control Errors: Slide 12
- NEARS Actives/Capers: Slide 13

Processing Status and Quantities/SNAP Timeliness

- Total Applications Received: Slide 14
- NEARS SNAP Timeliness: Slide 21

All Programs

- All Programs/Functions Accuracy: Slide 24

SNAP

- Accuracy: Slide 26

Child Care

- Accuracy: Slide 32

ADC

- Accuracy: Slide 36

LIHEAP

- Accuracy: Slide 42

AABD

- Accuracy: Slide 48

SSAD

- Accuracy: Slide 54

Focus Charts

- Most Cited Causals: Slide 58

Phone Observations

- Accuracy: Slide 63

NFOCUS

- Economic Assistance Upcoming NFOCUS Enhancements: Slide 68

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.

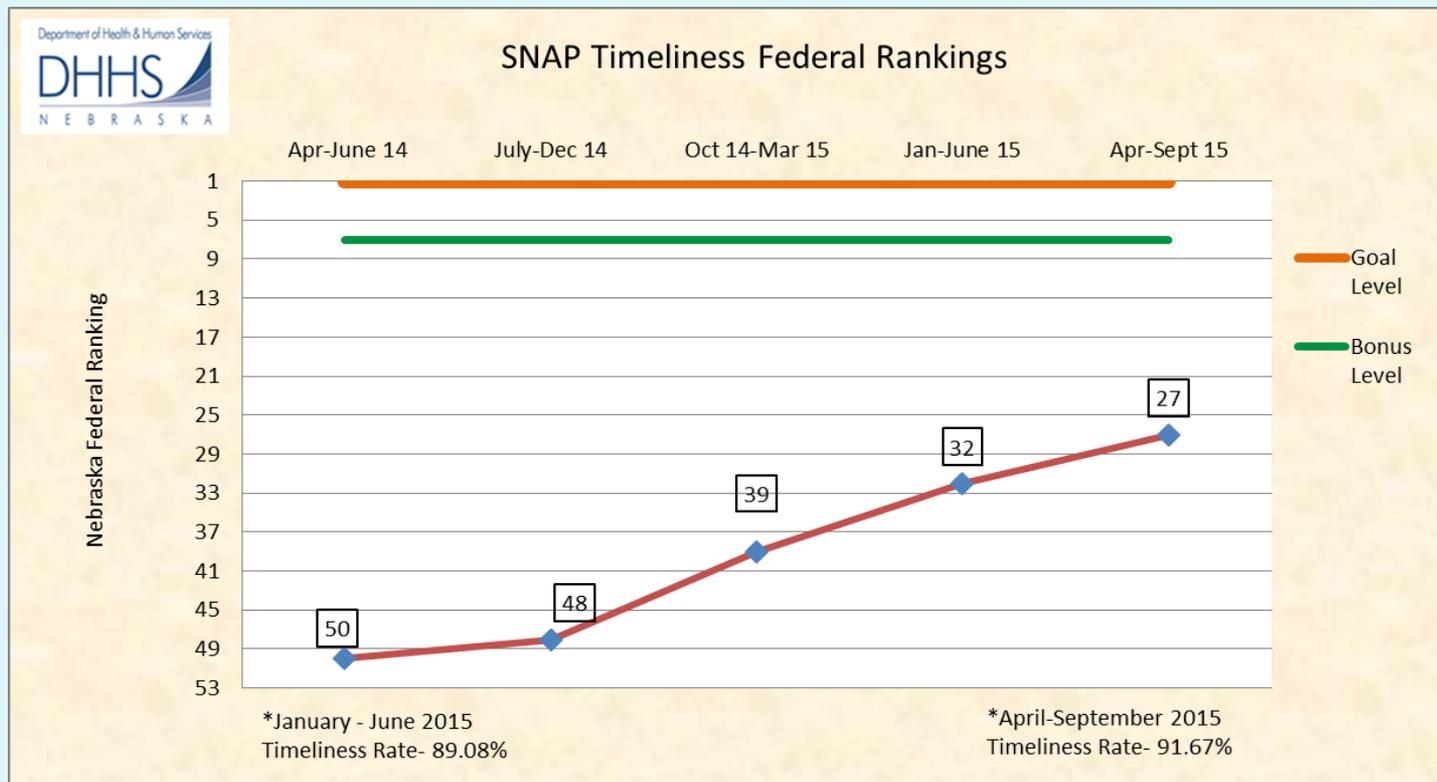
Program Accuracy Unit

- 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.

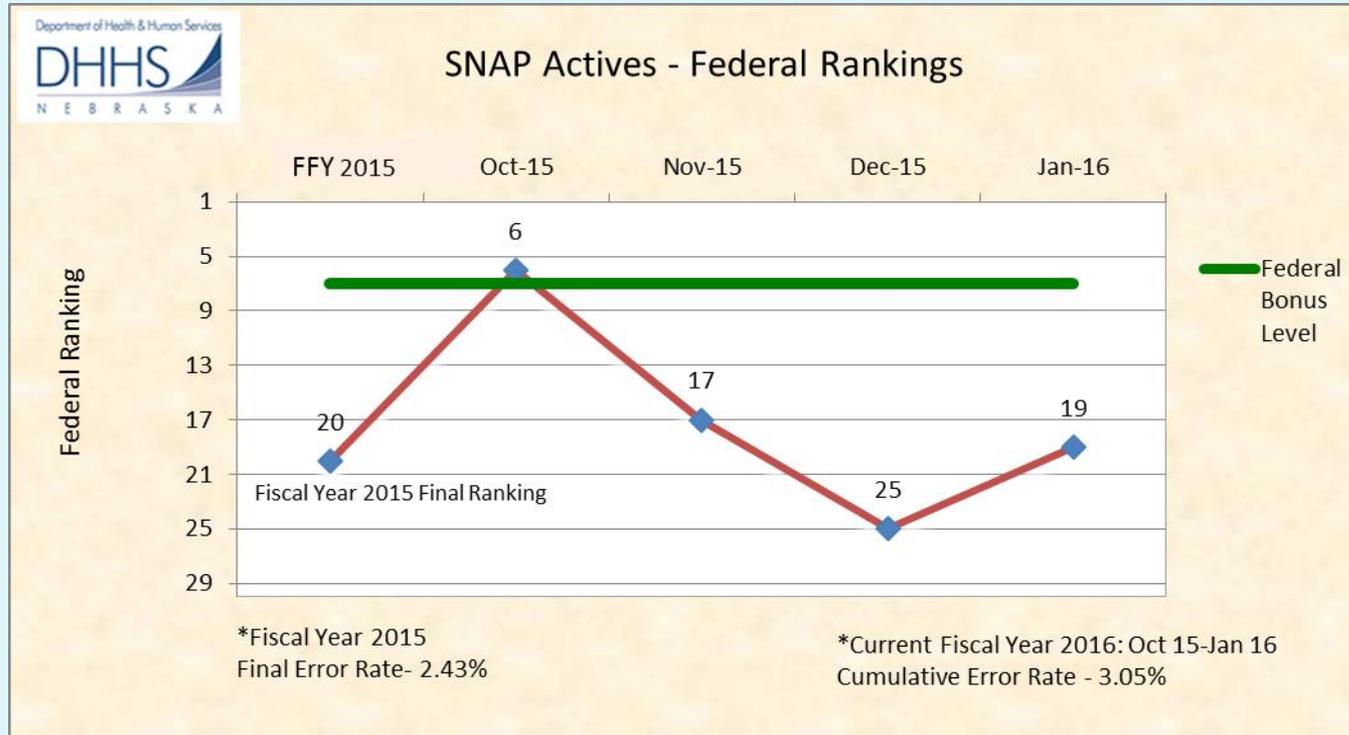


Current timeliness report period: April-September 2015

Most Current Information Updated: 02/2016.

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

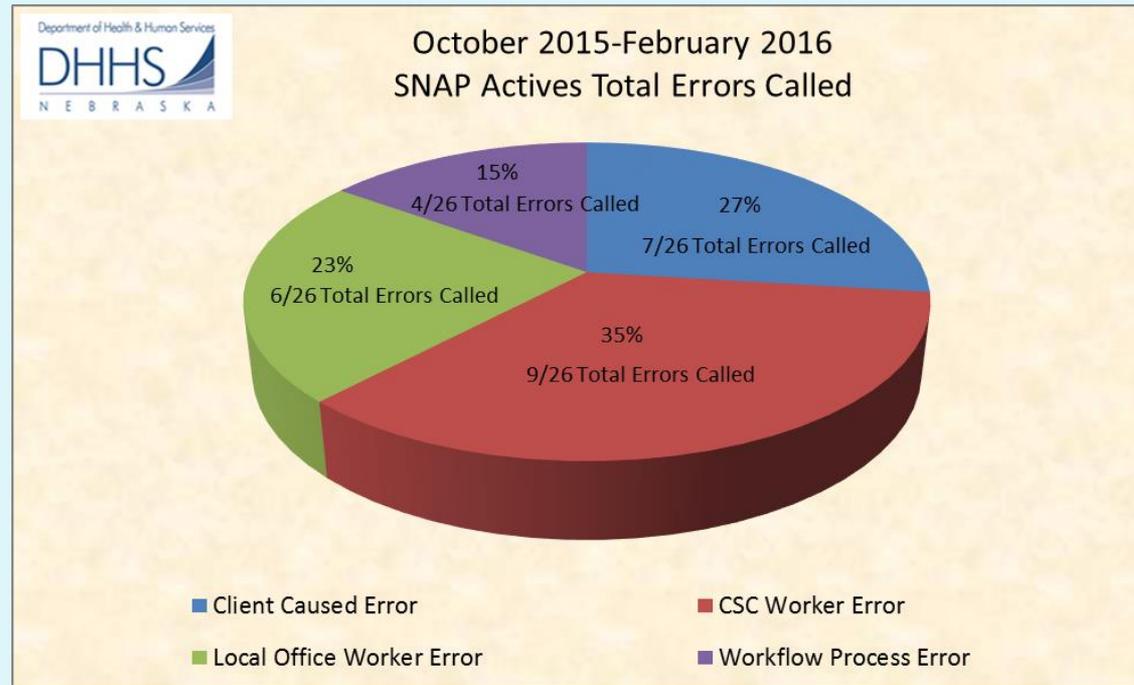
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing cumulative active error rankings for the federal fiscal year 2016.

Updated: 07/2016

Quality Control Active Errors



CSC Worker Errors

Household Composition Incorrect – 1
Income not updated/budgeted incorrectly – 4
Expenses not acted on/not updated/incorrect in budgets- 4

Client Caused Errors

Failed to report income – 5
Failed to report household composition change – 1
Incorrect shelter expense - 1

Local Office Worker Errors

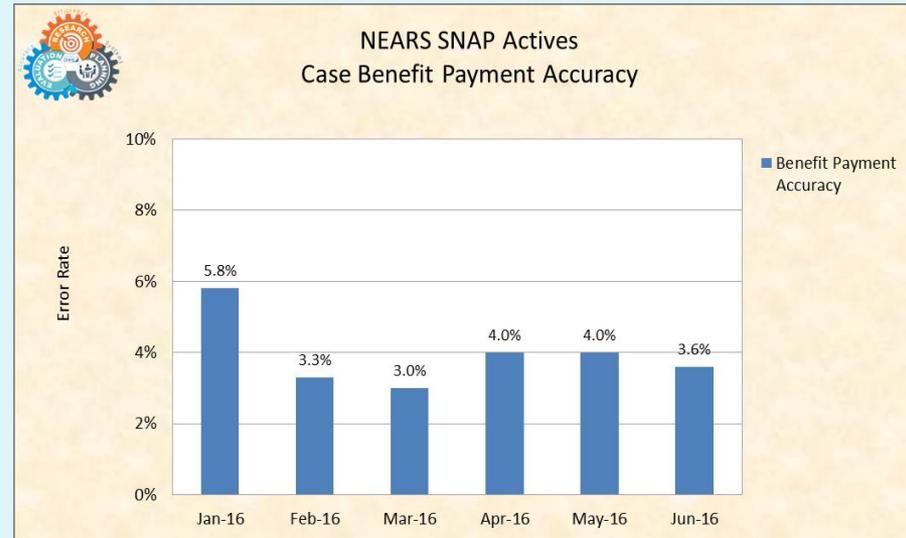
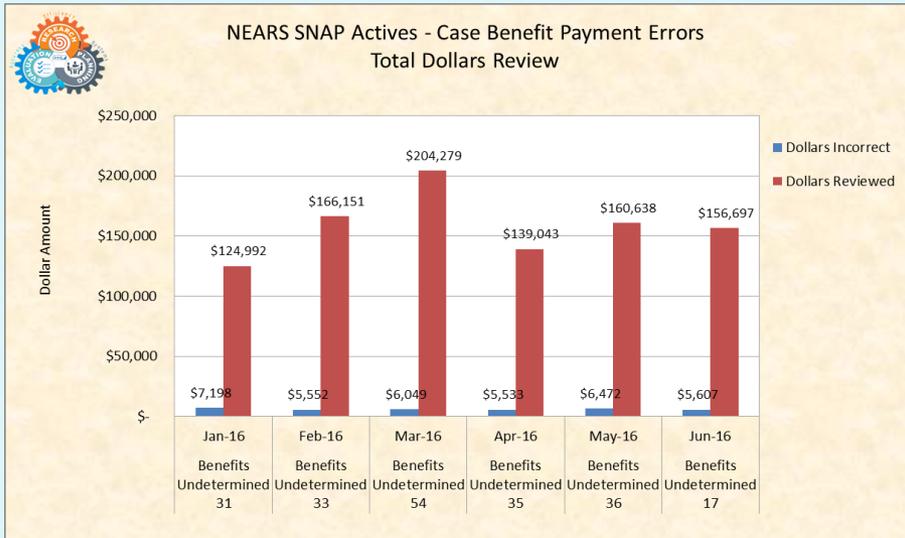
Income not updated/budgeted incorrectly – 2
Failure to remove FTC sanction – 1
Expenses not acted on/not updated/incorrect in budgets- 1
Household Composition Incorrect – 2

Workflow Process Errors

Agency delay in acting on work tasks/alerts - 4

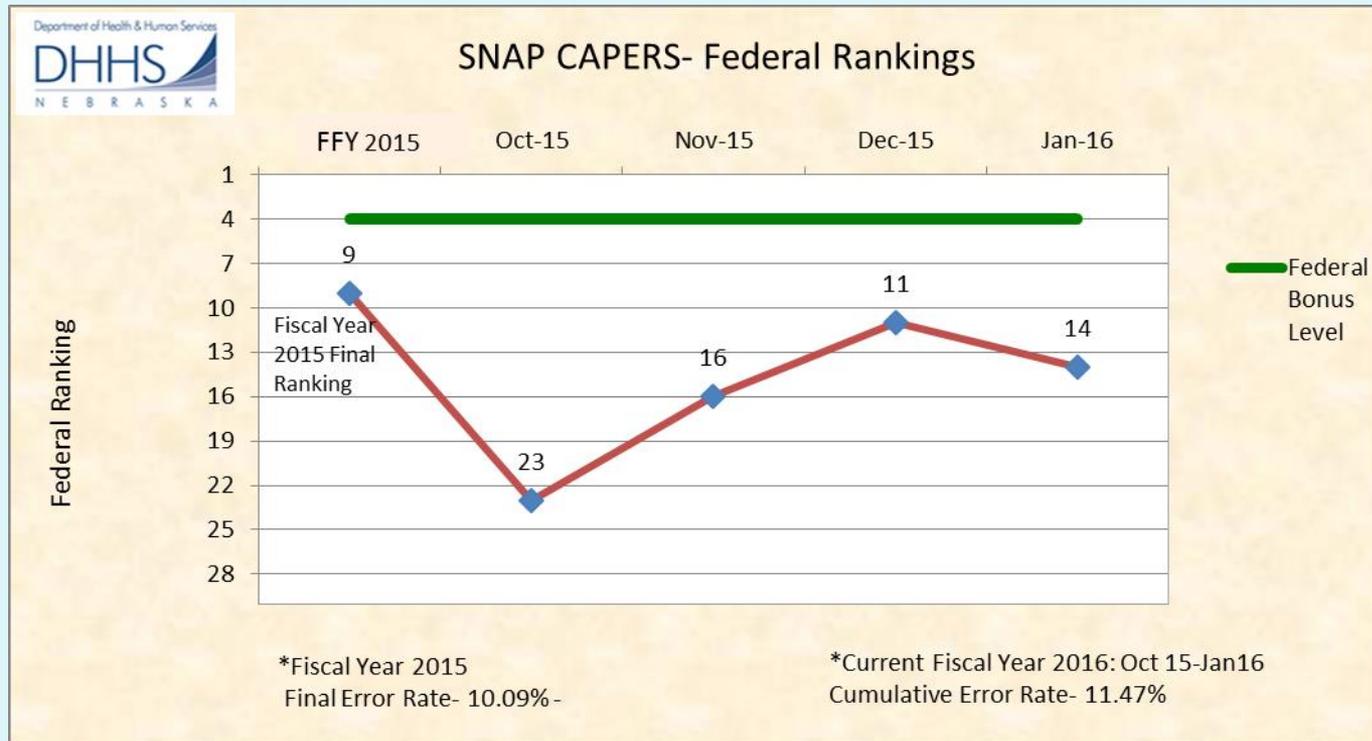
The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

SNAP Actives Payment Accuracy



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

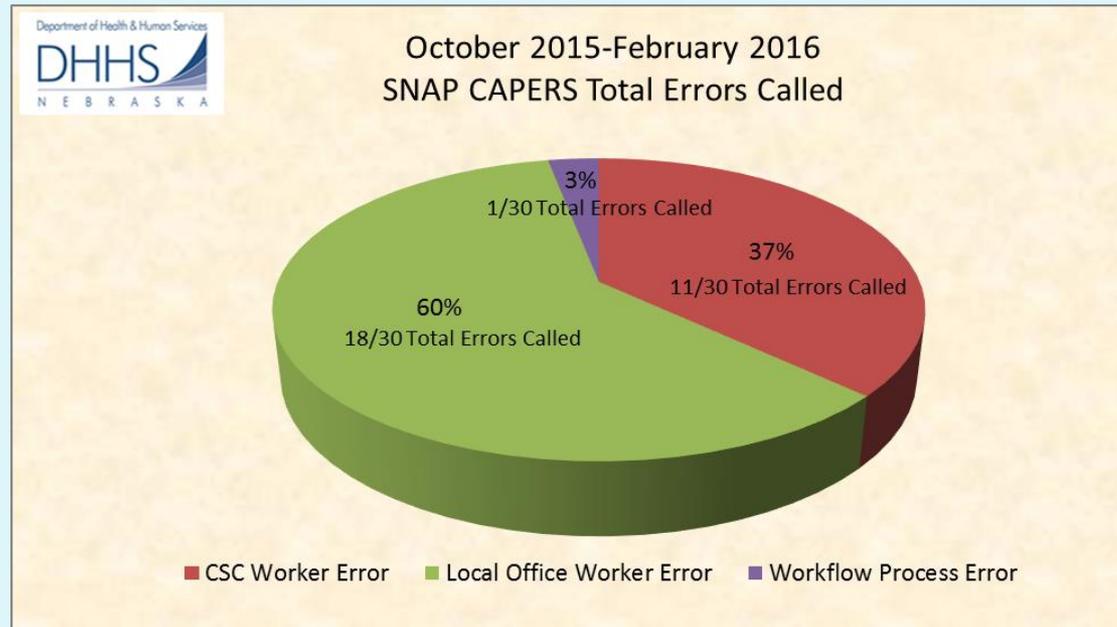
Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows cumulative capers error rankings for federal fiscal year 2016.

Updated: 07/2016

Quality Control Caper Errors



CSC Worker Errors

- Incorrect closure for FTP – 2
- Notice incorrect – VR comments incorrectly excluded – 2
- Notice incorrect – incorrect closure reason – 3
- Valid application incorrectly denied – 2
- Notice incorrect – sent to incorrect address – 1
- Expedited closing/processing incorrect – 1

Workflow Process Errors

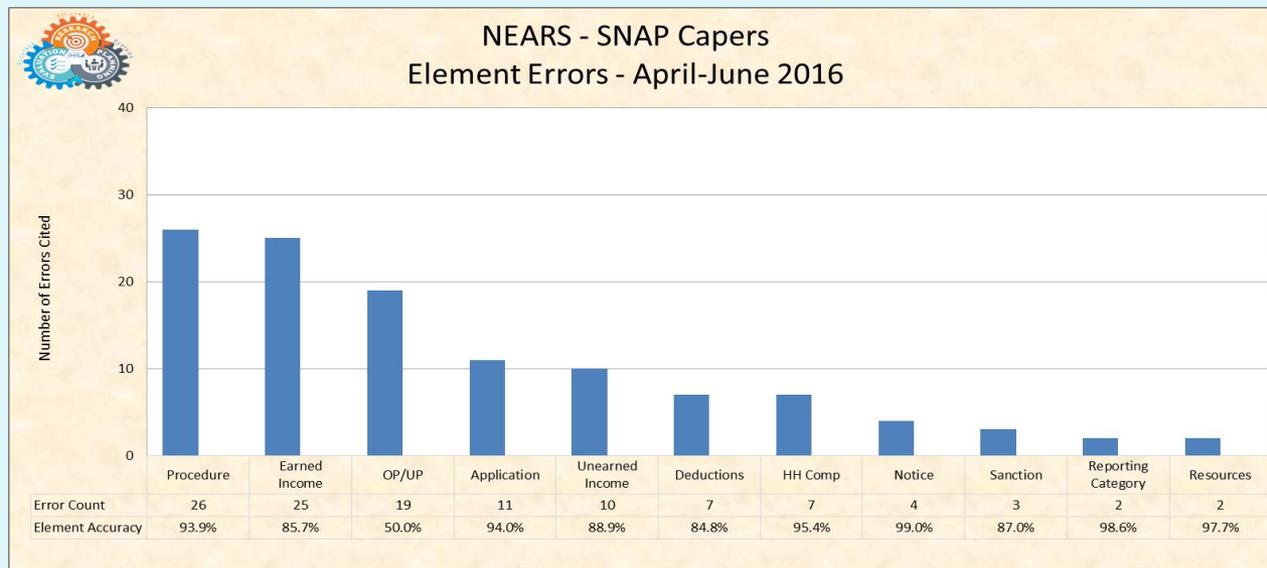
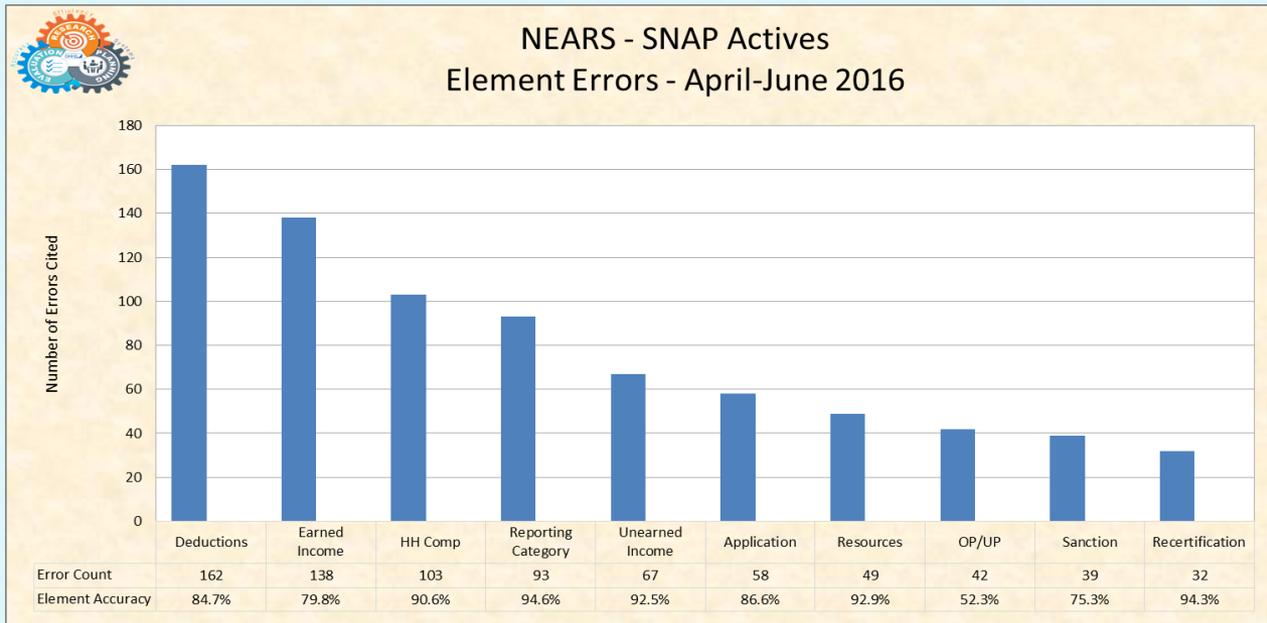
- Agency delay in acting on work tasks/alerts - 1

Local Office Worker Errors

- Notice incorrect – Untimely - 1
- Expedited closing/processing incorrect – 9
- Application denied for incorrect month - 1
- Notice incorrect – denial reason – 1
- Denial incorrect for over income – 1
- Notice incorrect – VR comments– 3
- Valid application incorrectly denied – 1
- Incorrect closure - 1

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

NEARS – SNAP Actives & Capers

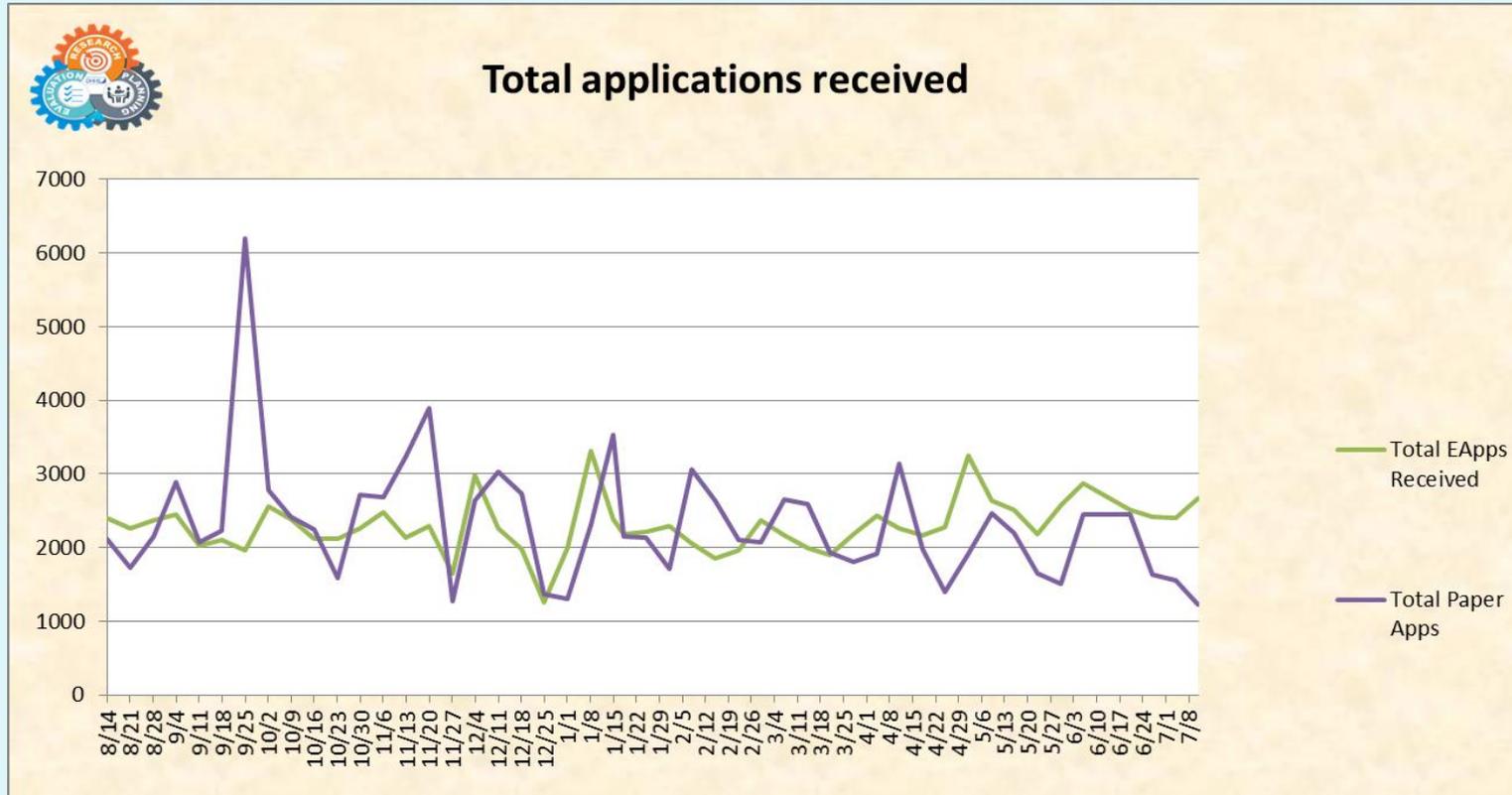


CHAPTER 3: STATE REPORTING

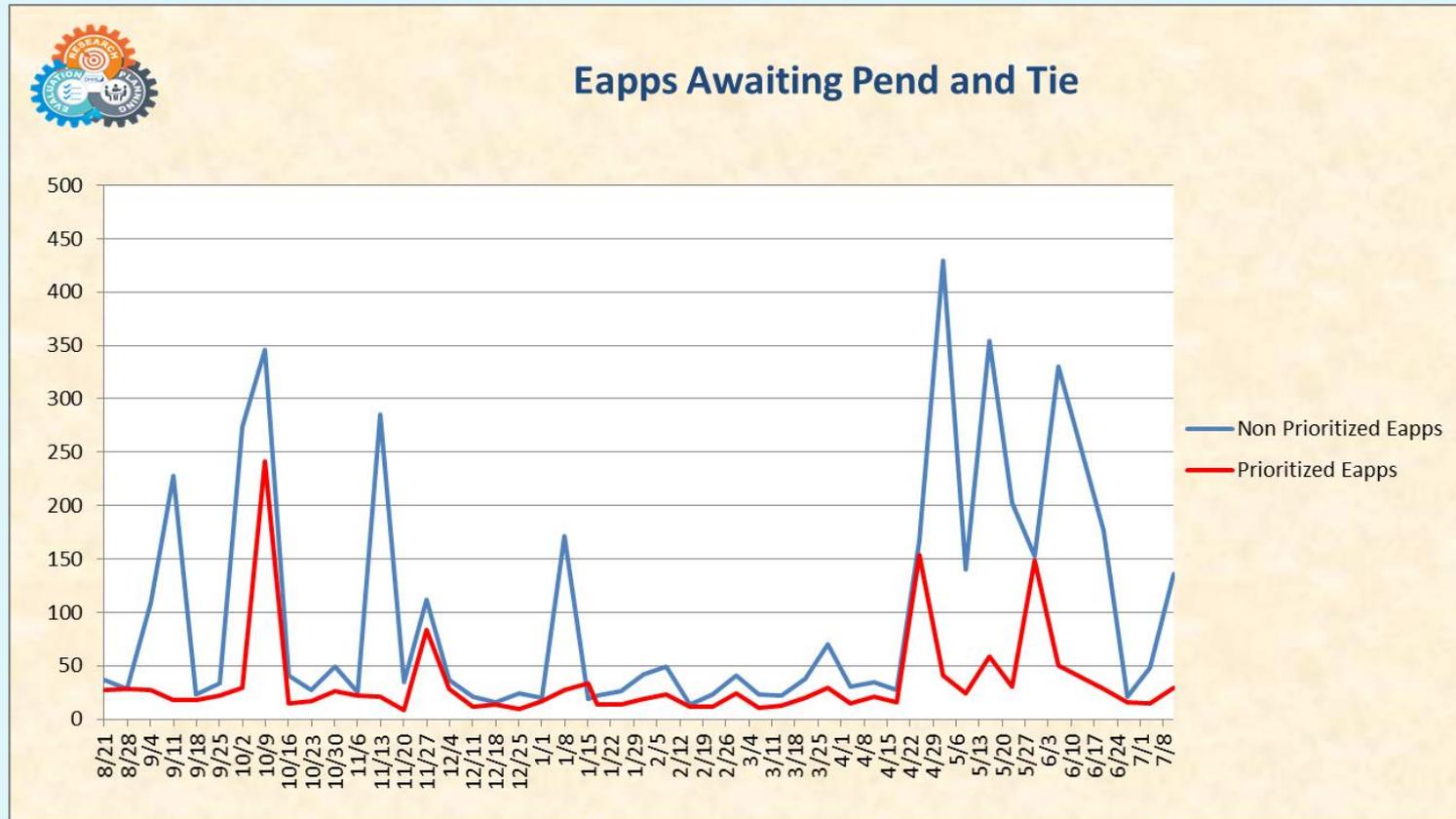
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

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

Total Applications Received



Electronic Applications to be Tied



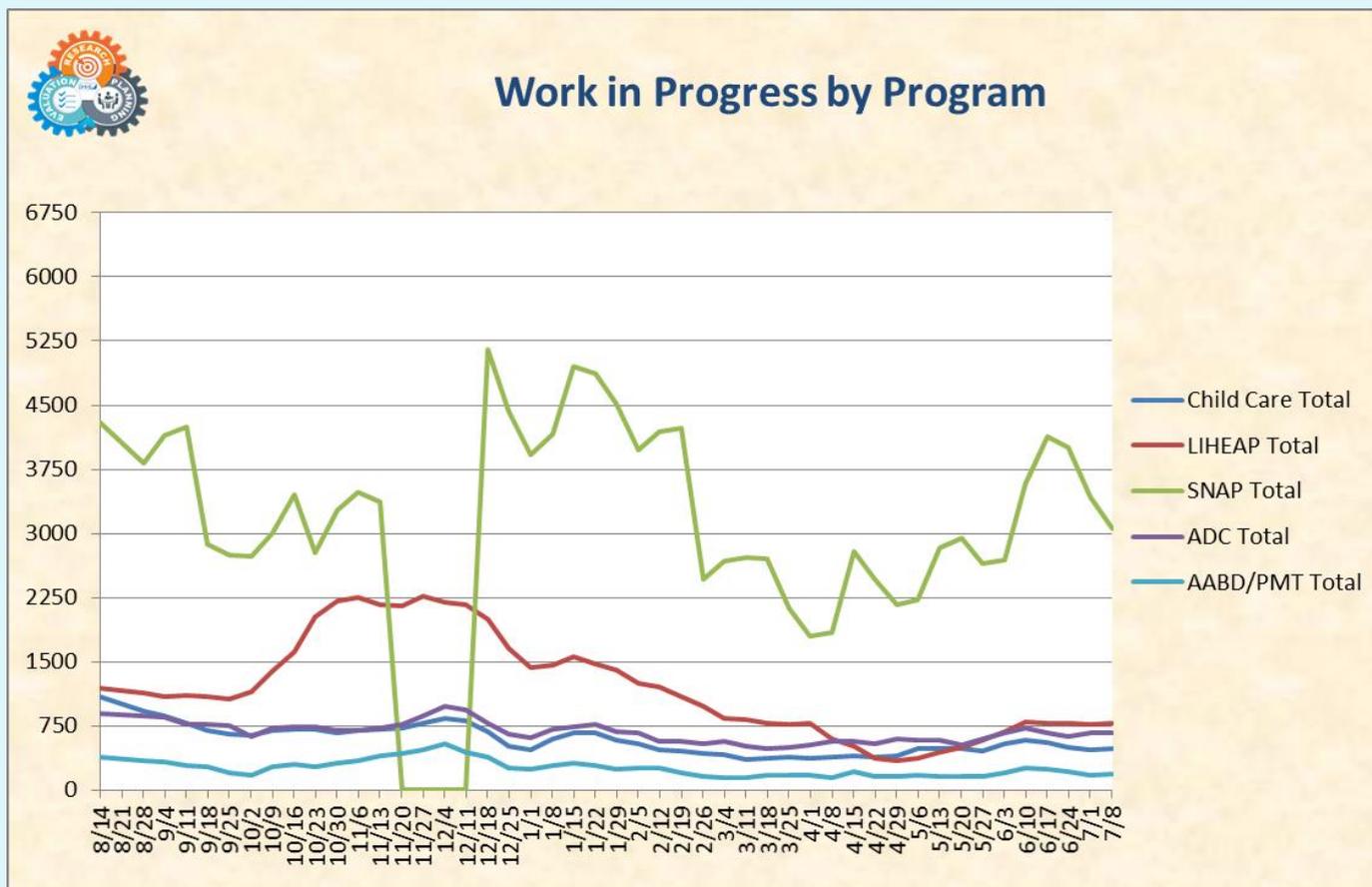
Total Work in Progress

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.



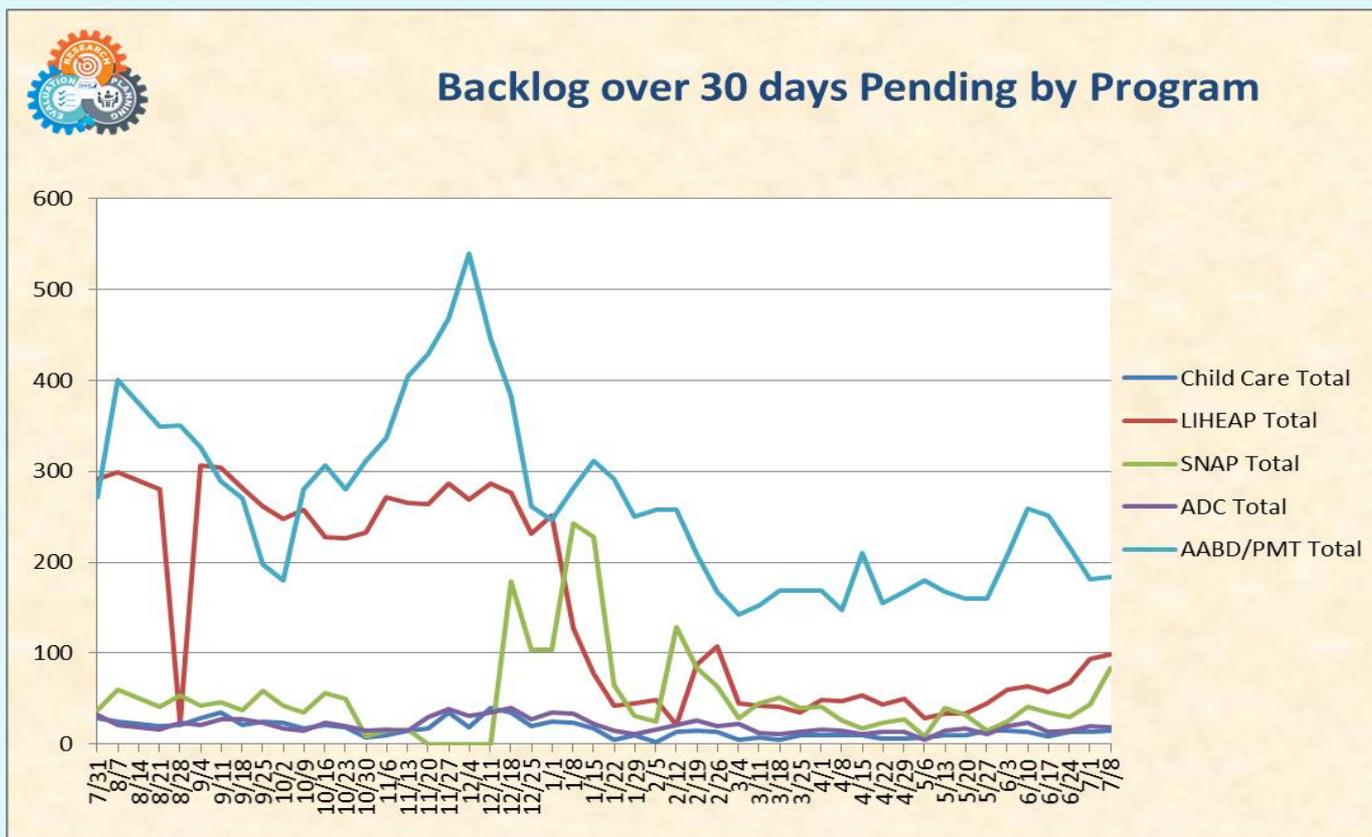
Work in Progress by Programs

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.



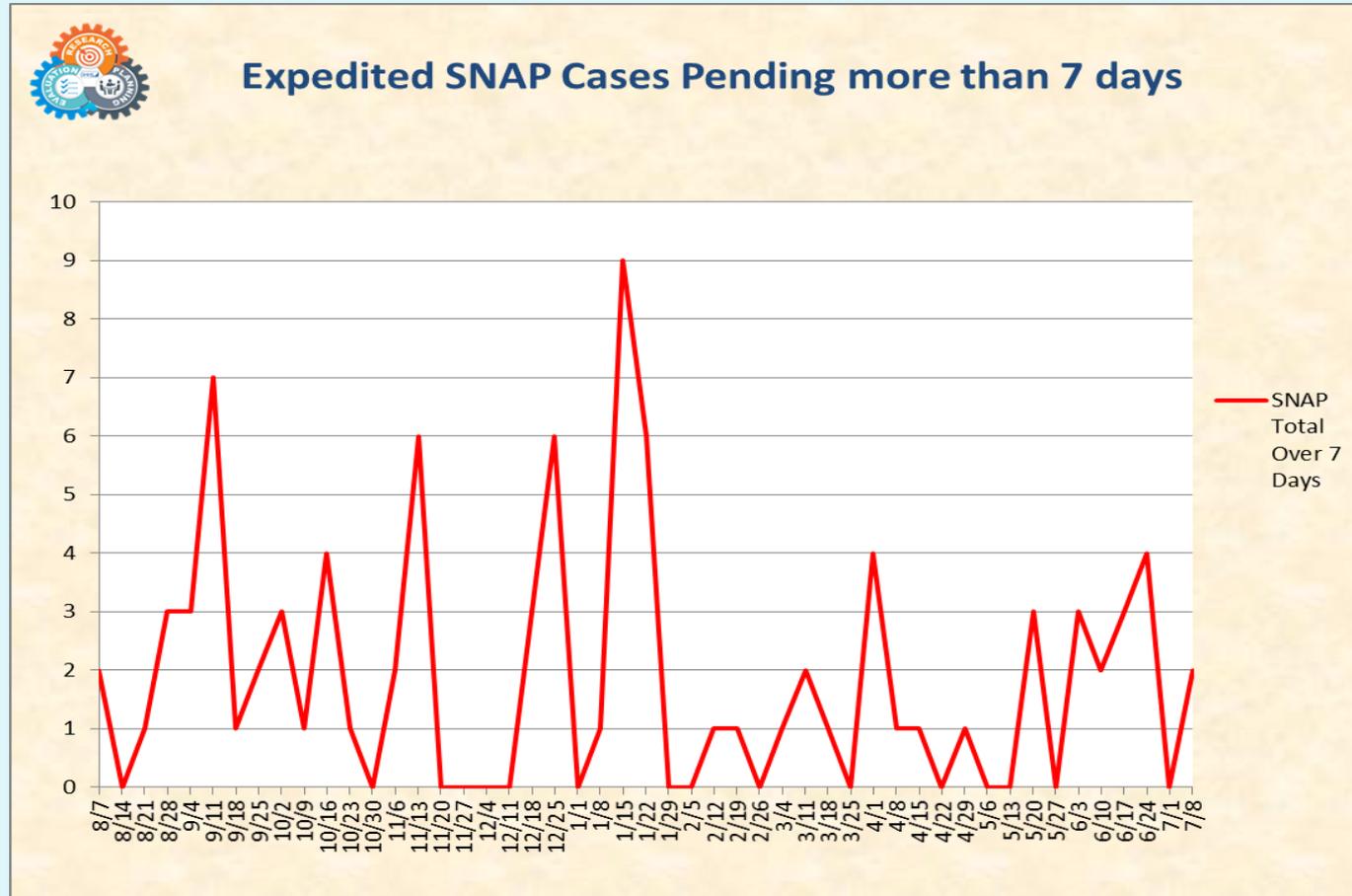
Backlog of Pending Program Cases over 30 days

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.

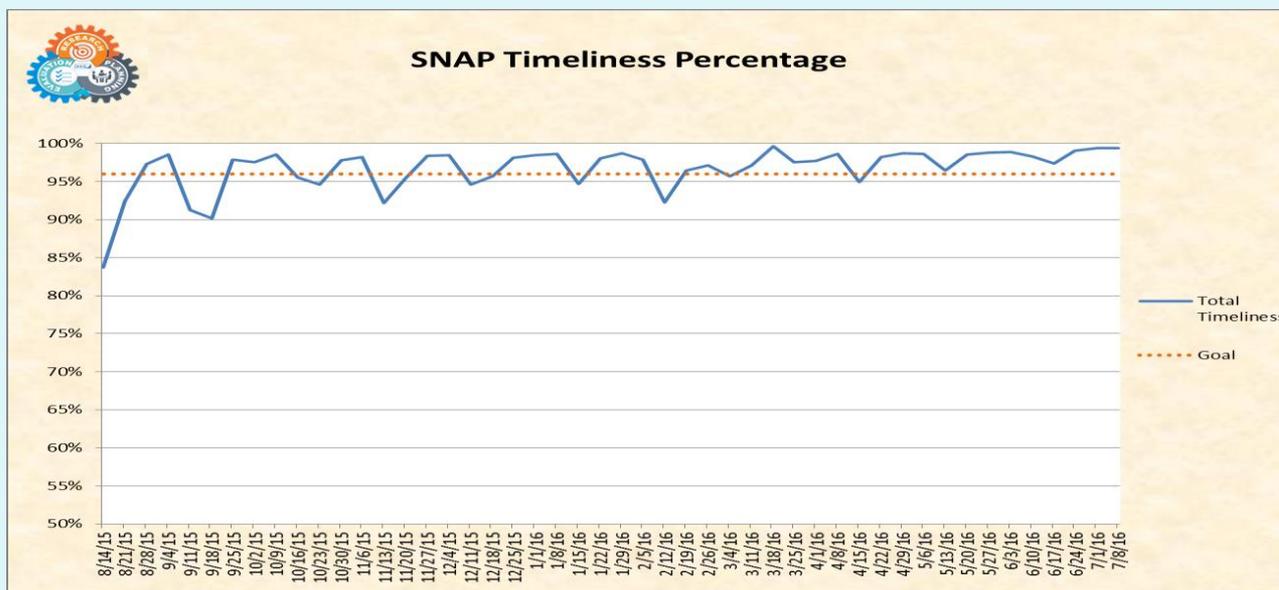
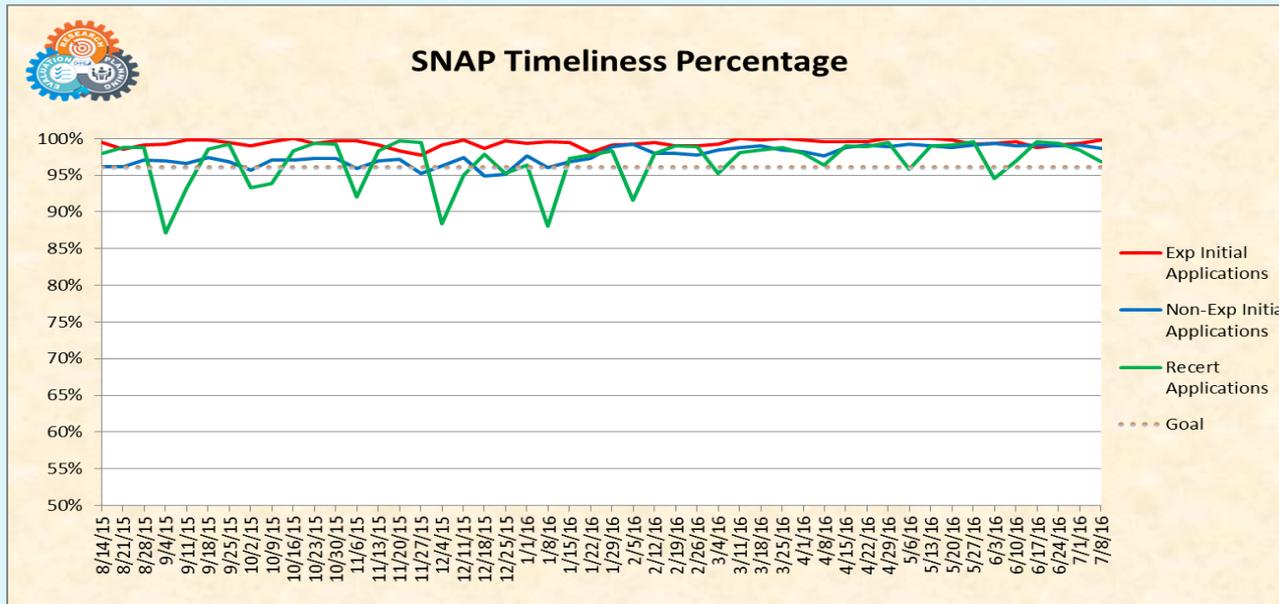


Backlog of Program Cases

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.

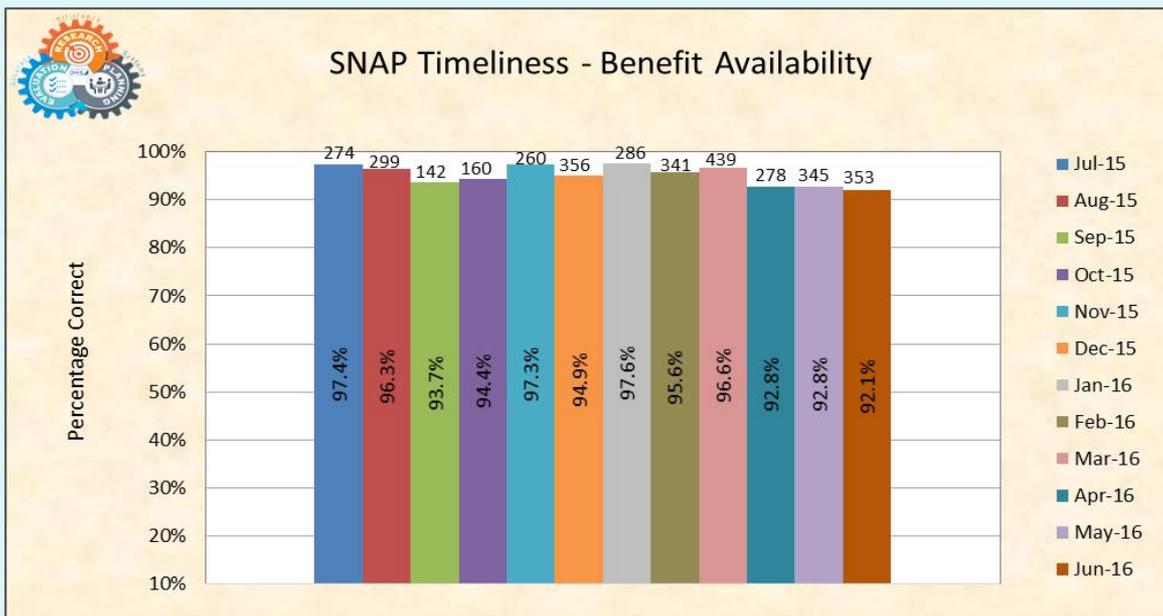
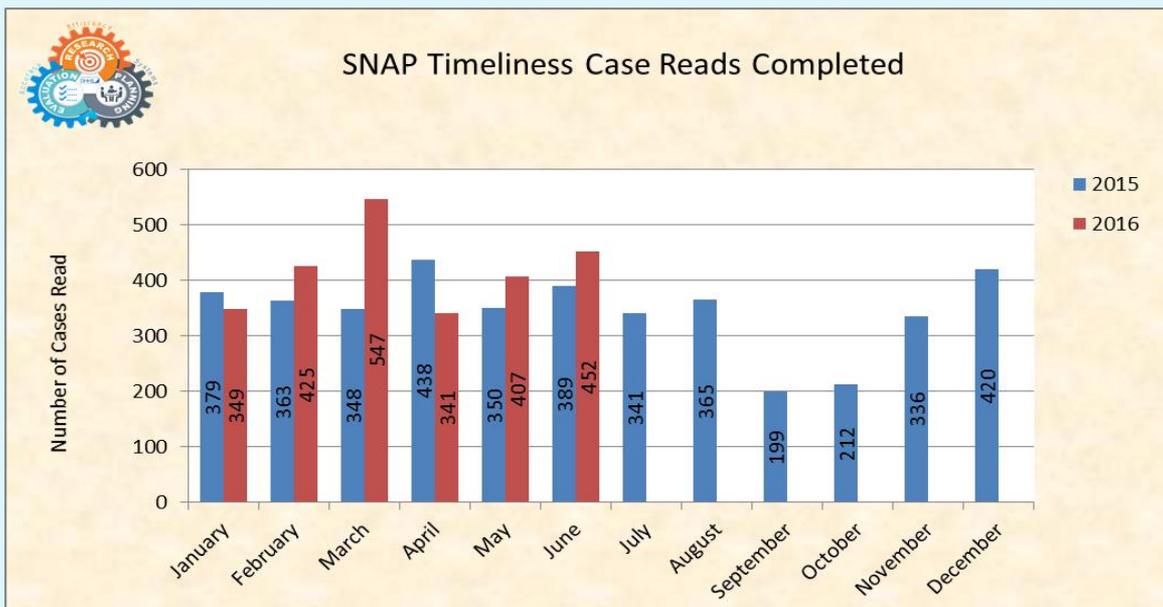


SNAP: Timeliness

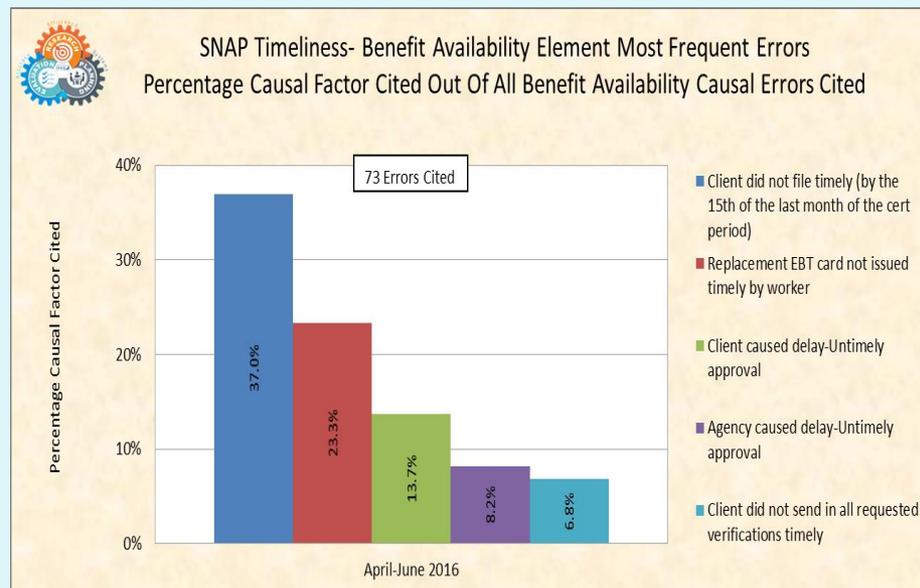
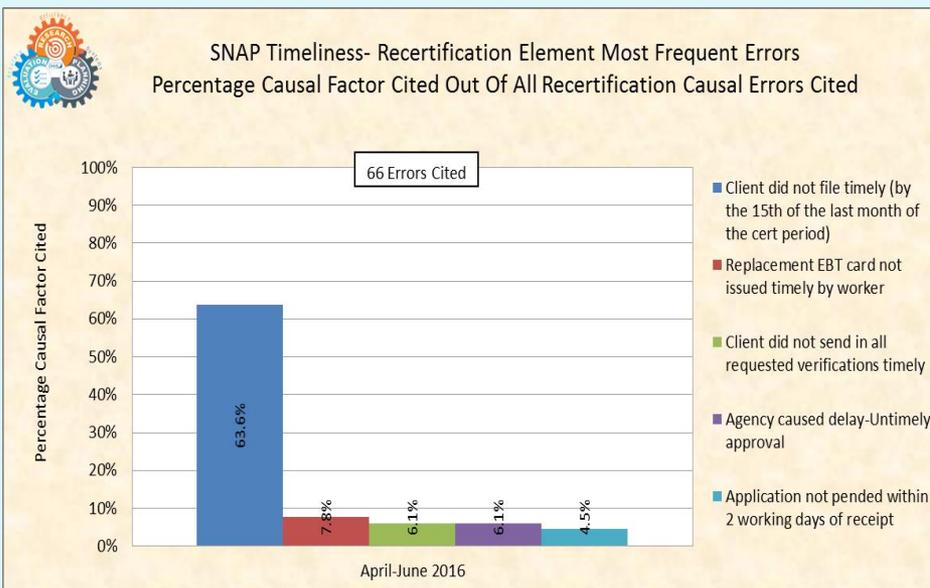
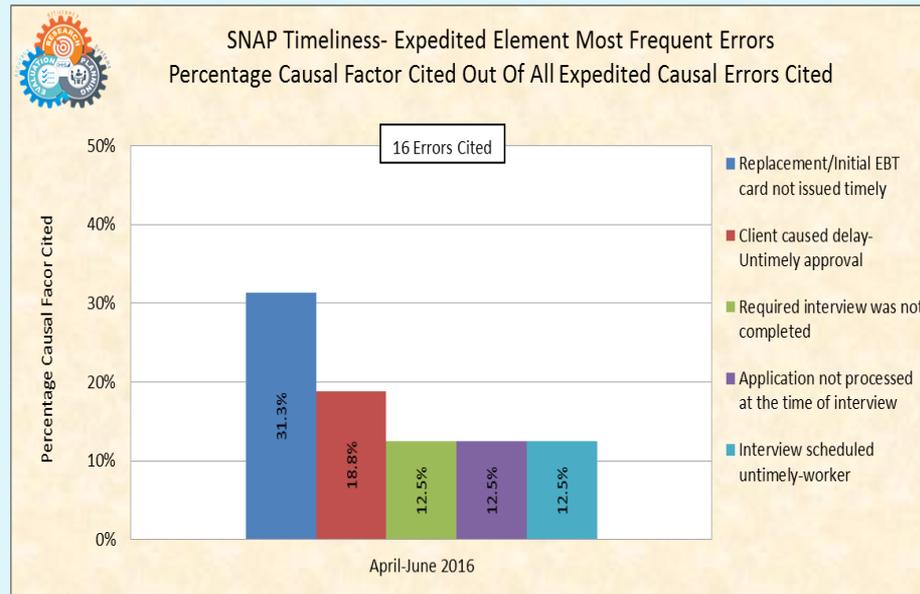
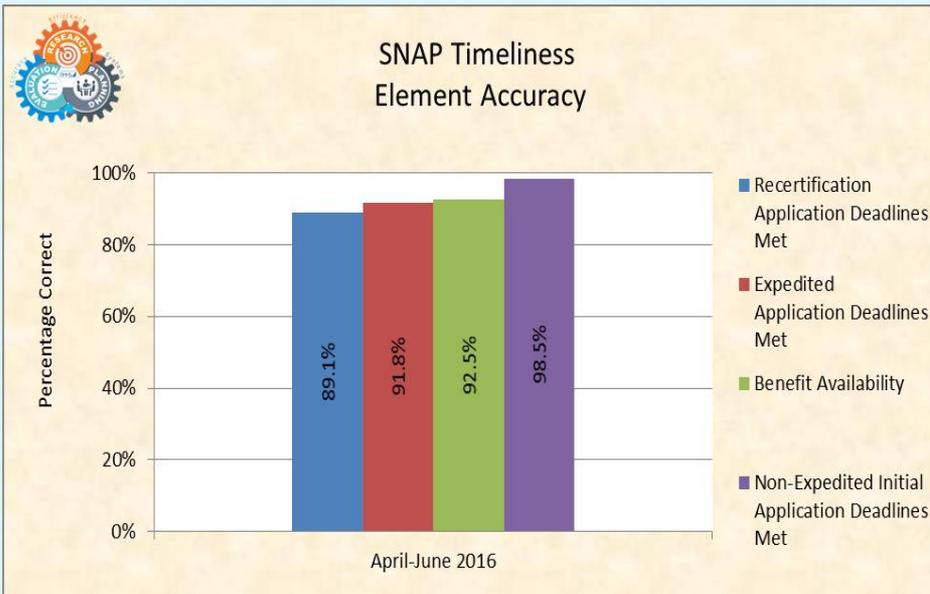


SNAP: Timeliness

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

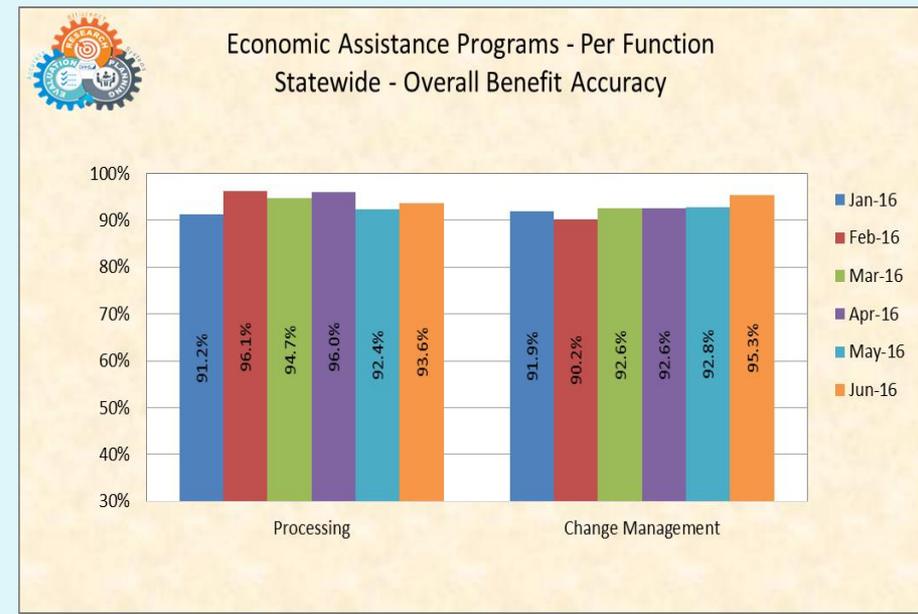
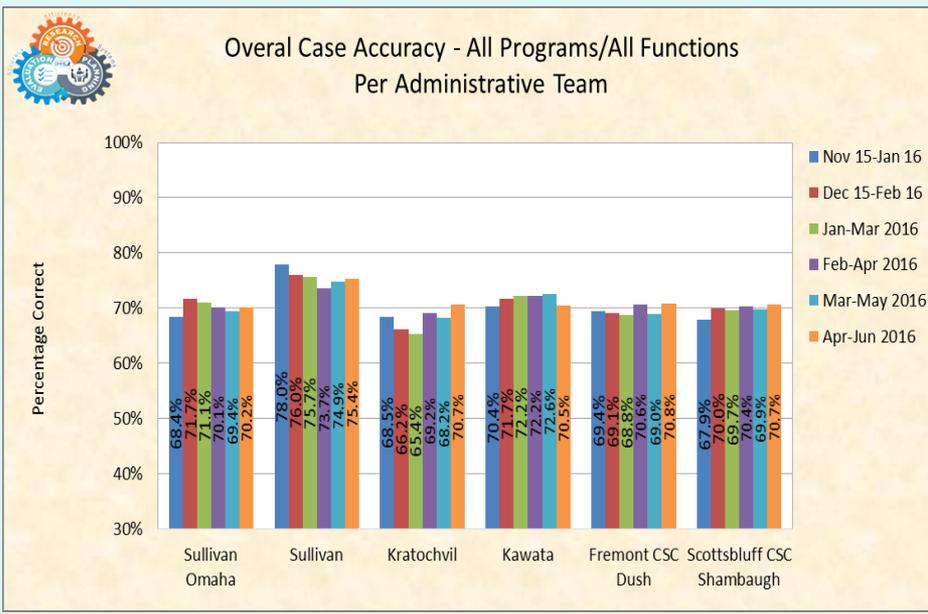
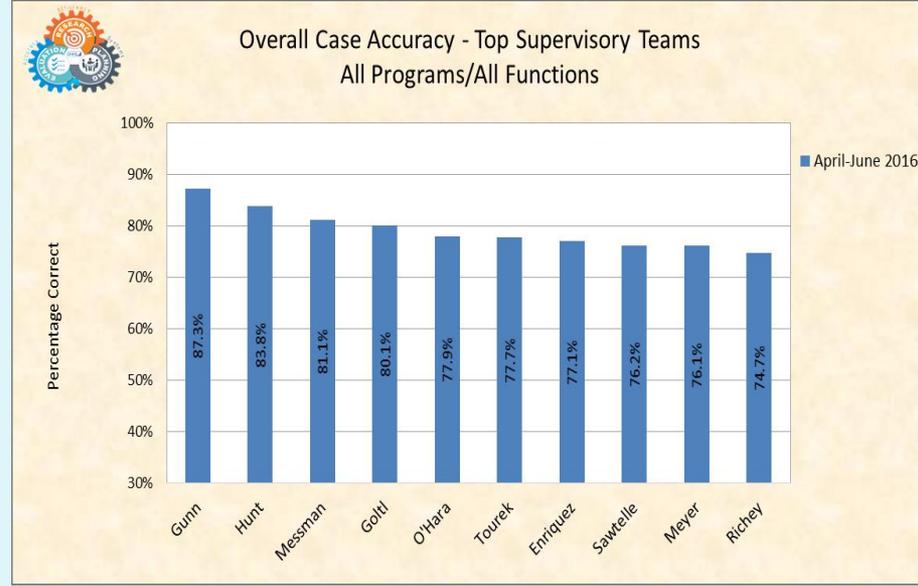
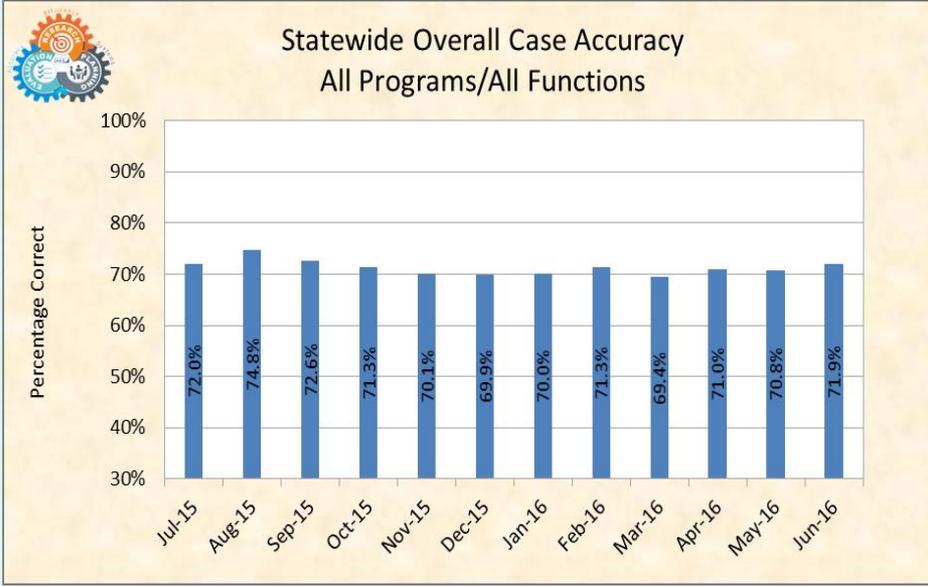


SNAP: Timeliness

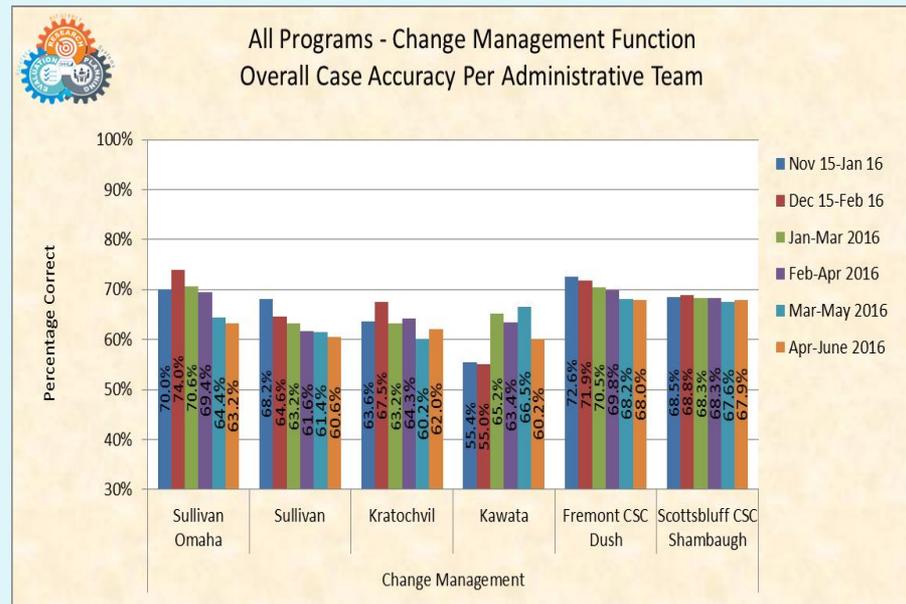
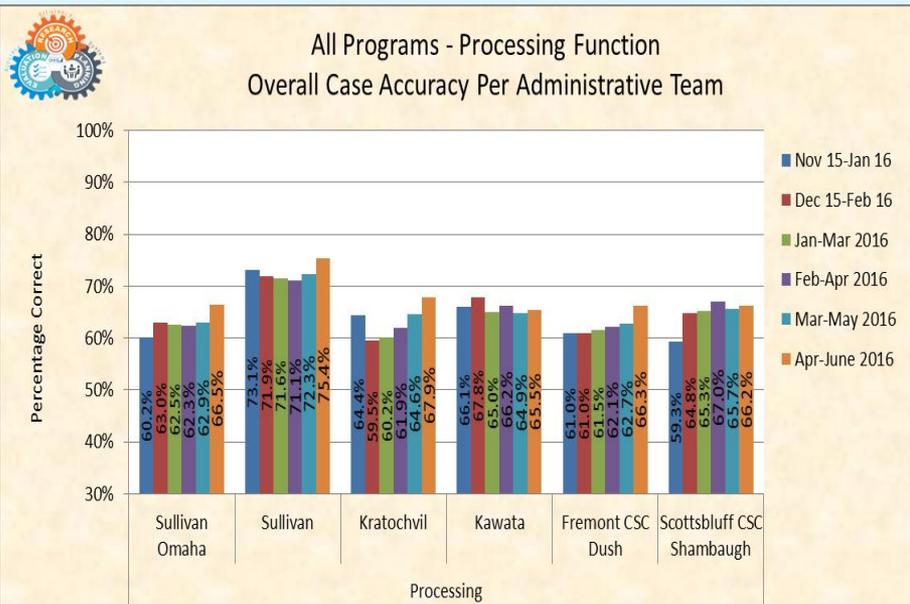
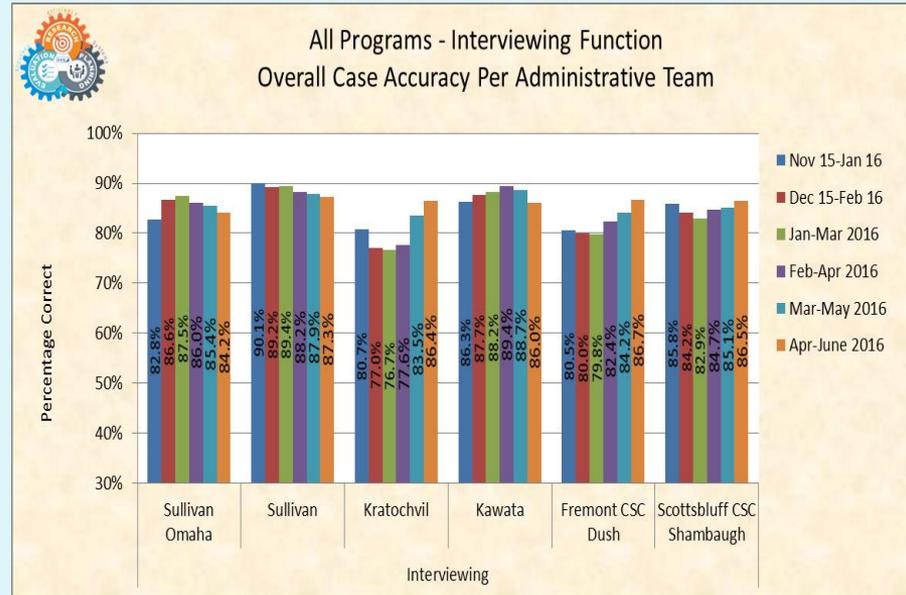
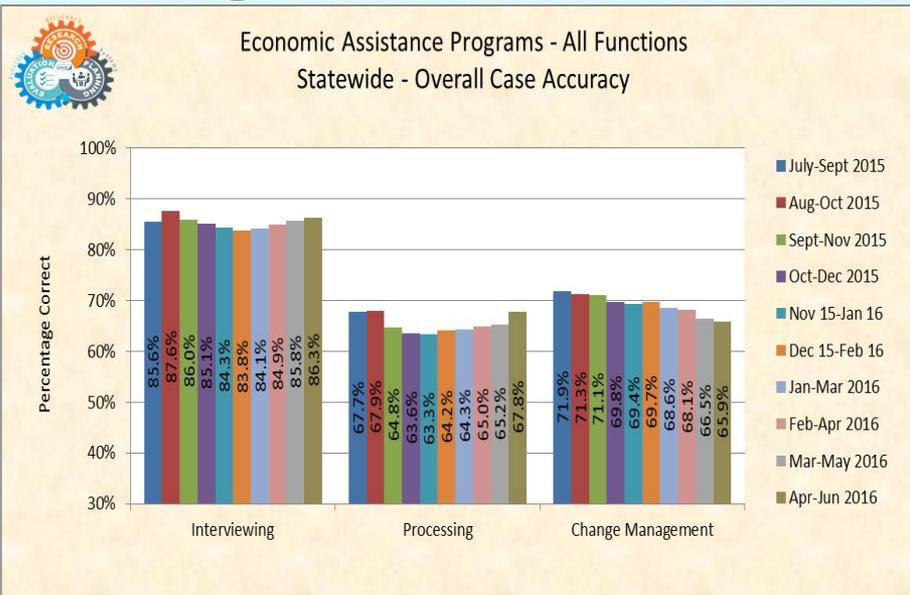


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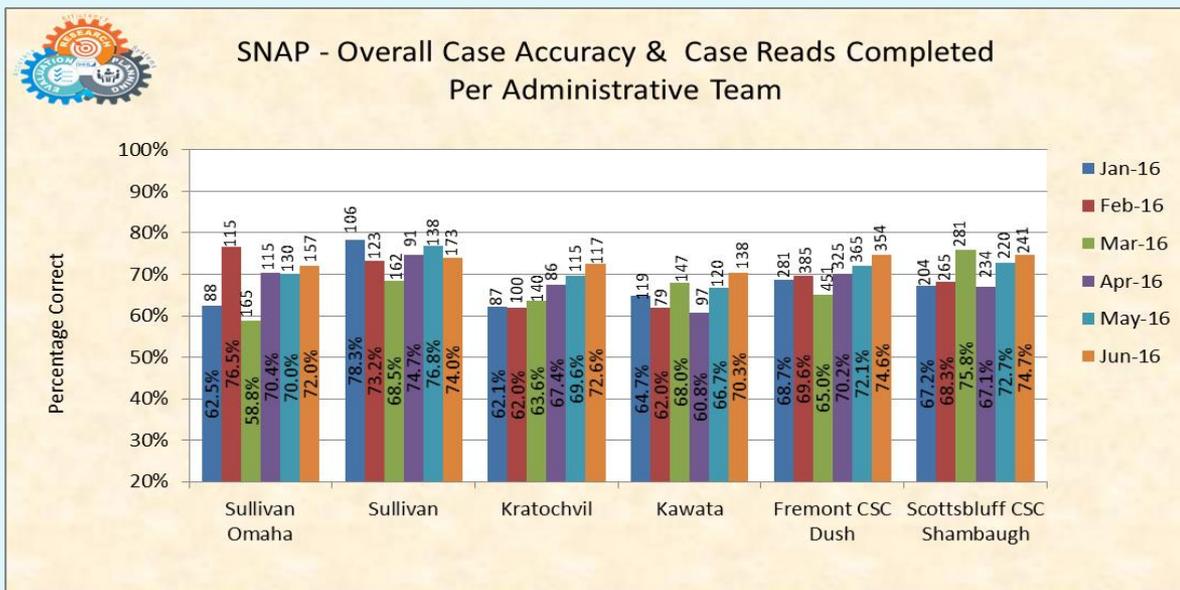
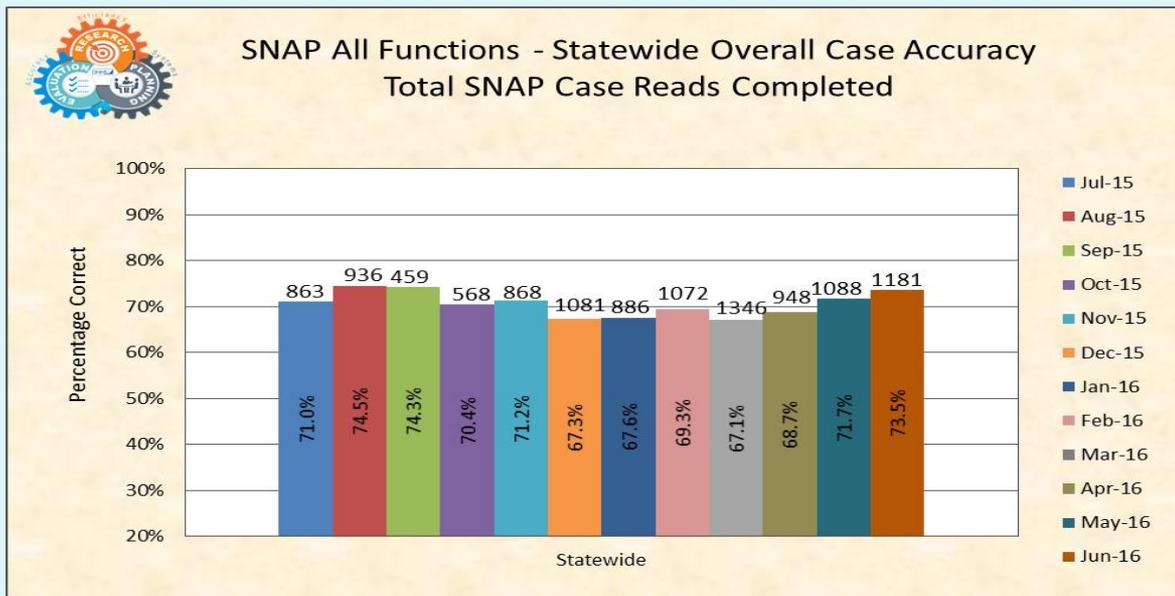
All Programs Reviewed



All Programs Reviewed

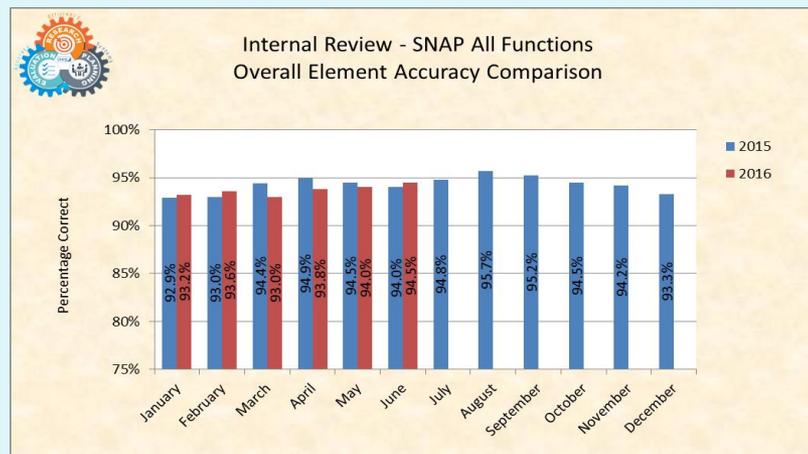
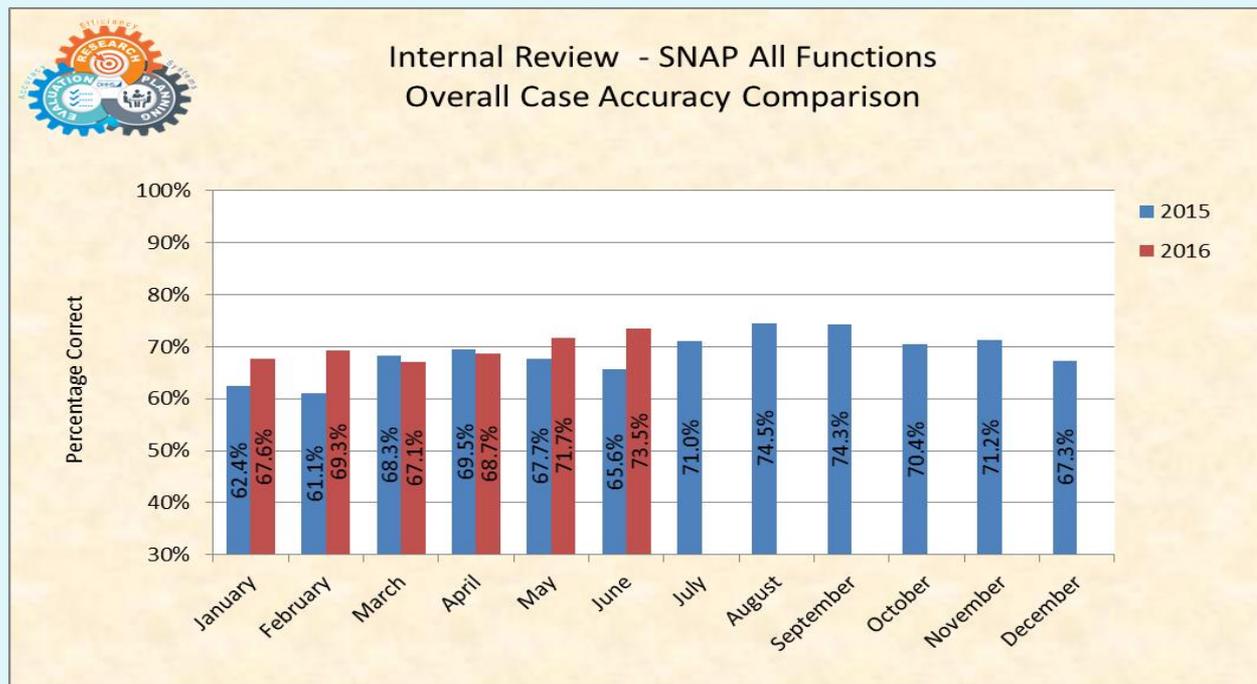


SNAP Accuracy

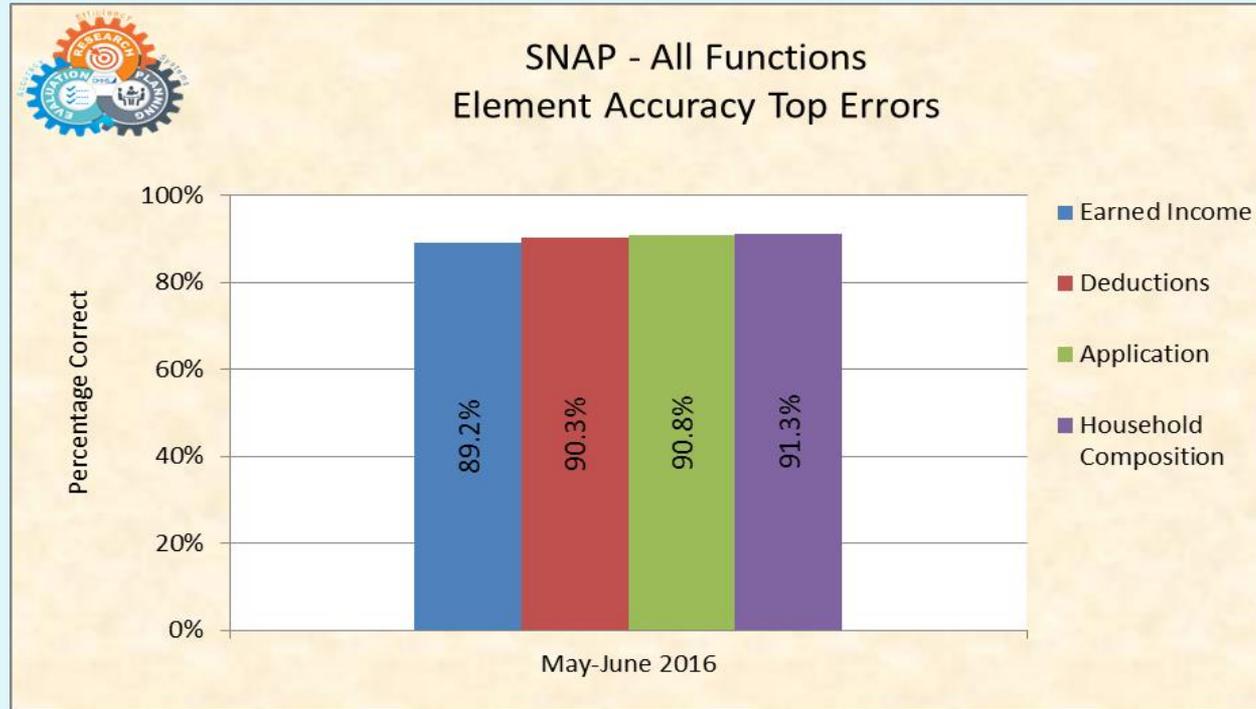


SNAP Accuracy

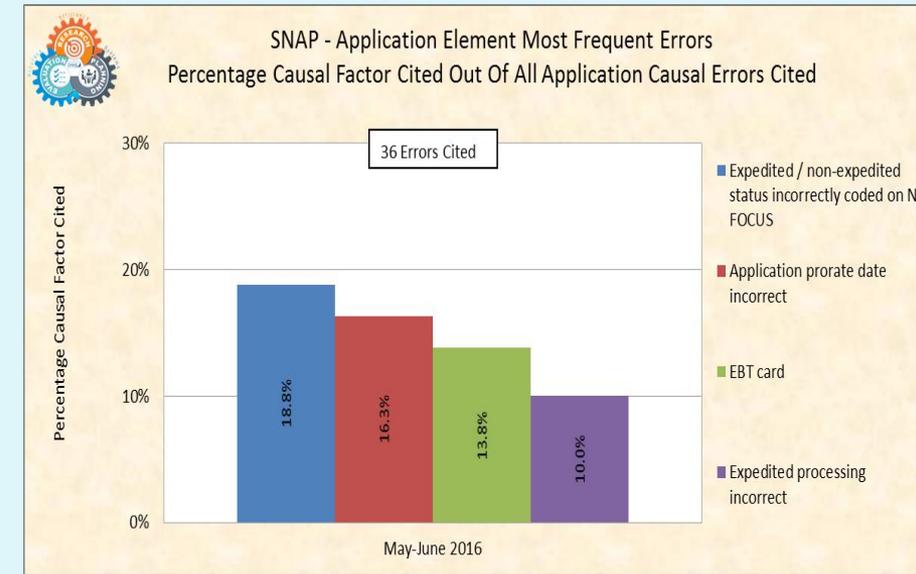
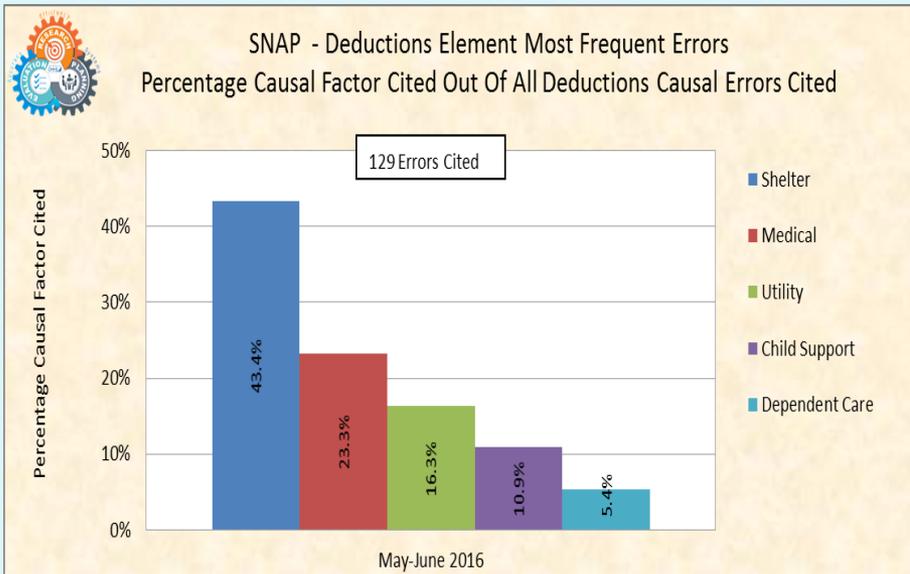
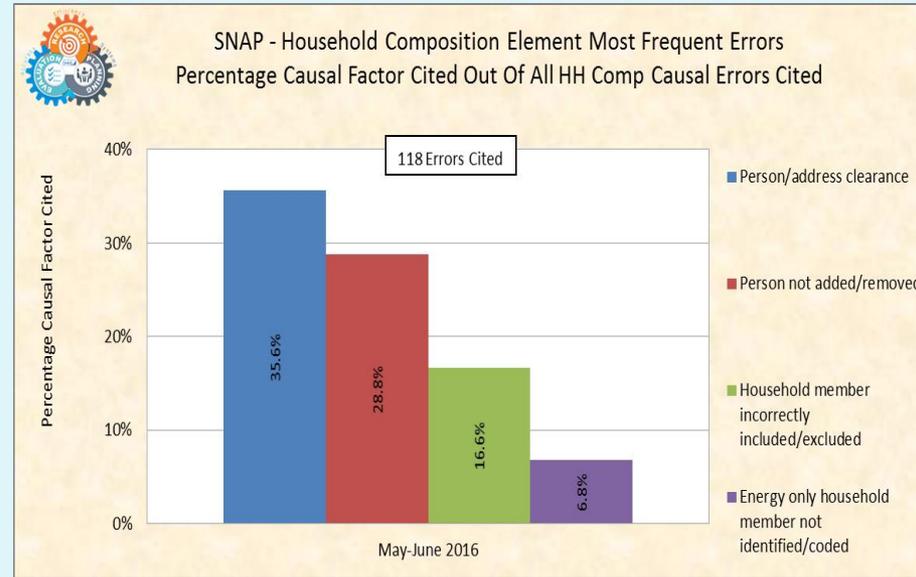
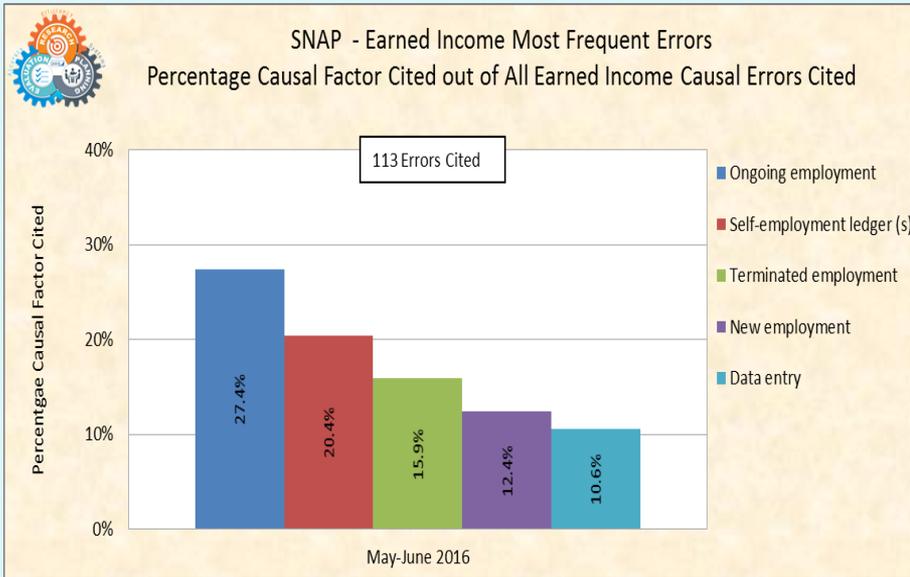
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



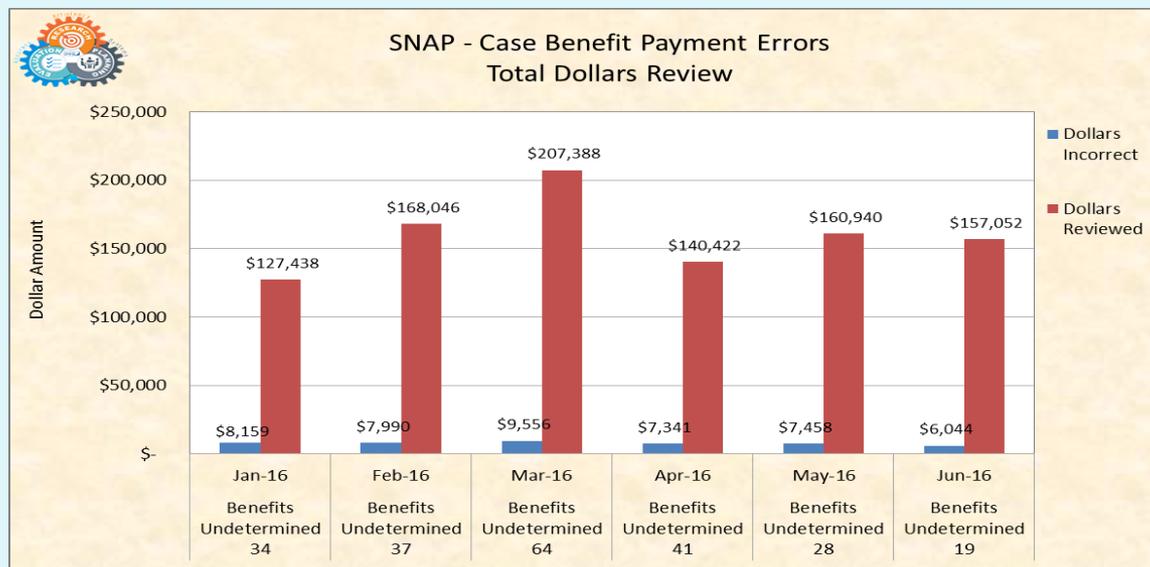
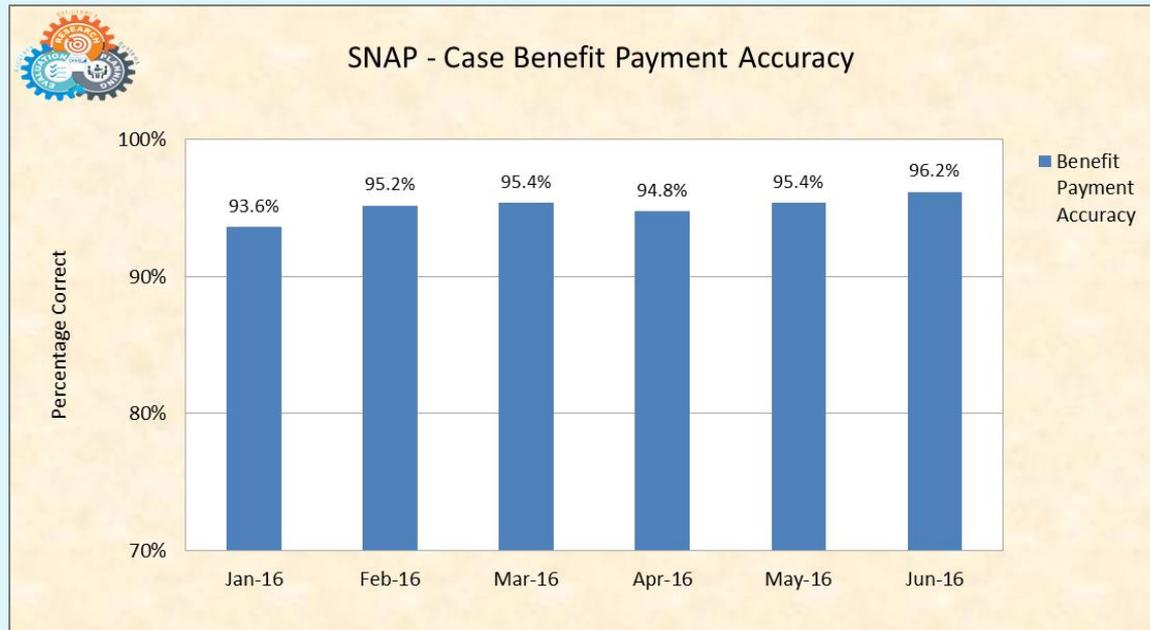
SNAP: All Functions – Element Errors



SNAP: All Functions – Causal Factors Cited

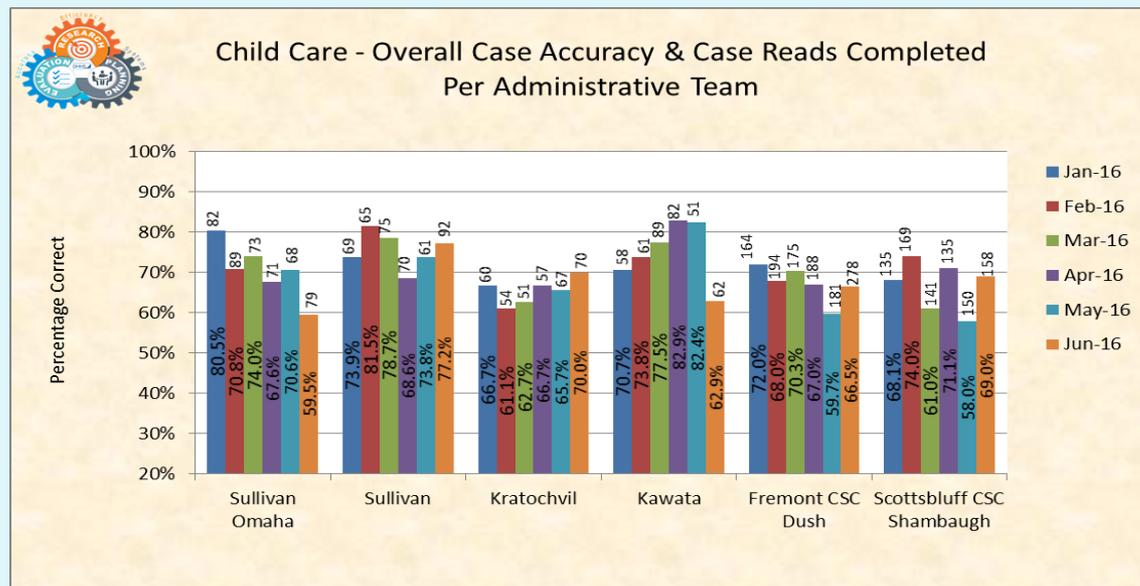
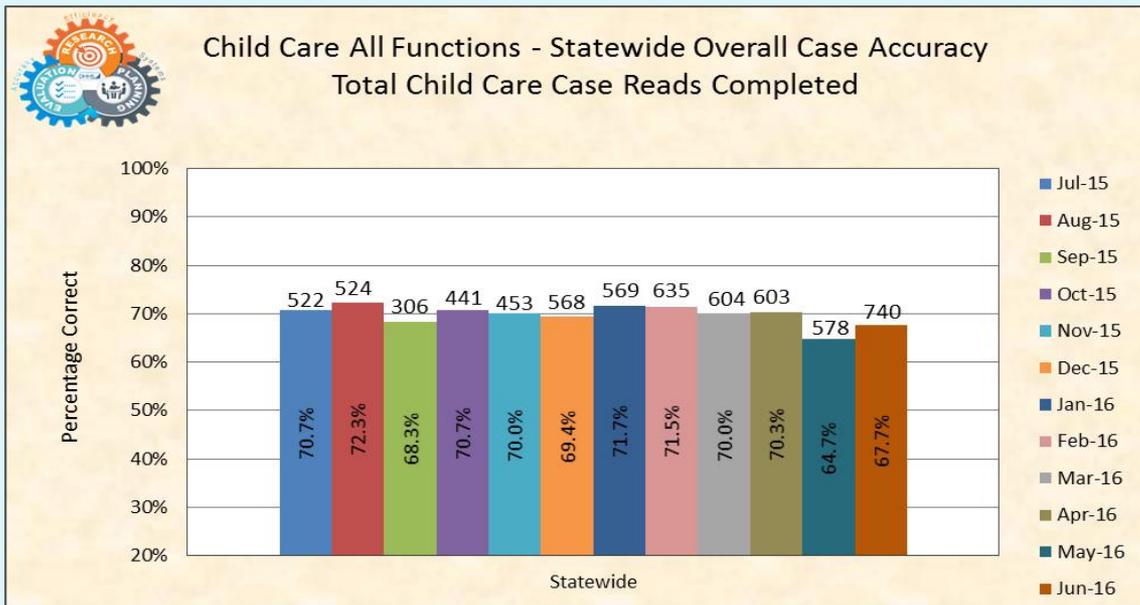


SNAP – Payment Accuracy



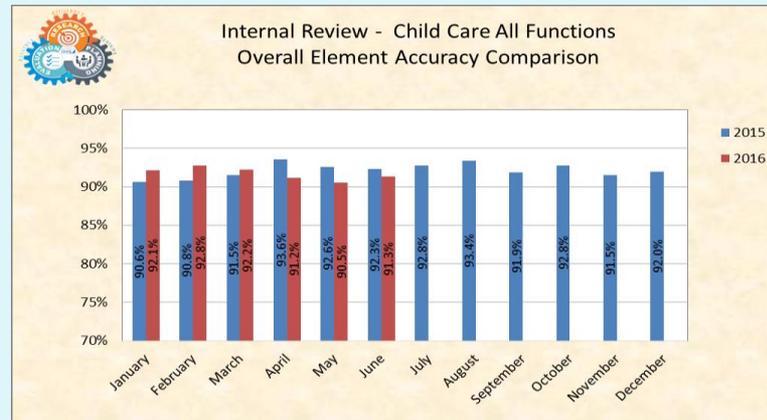
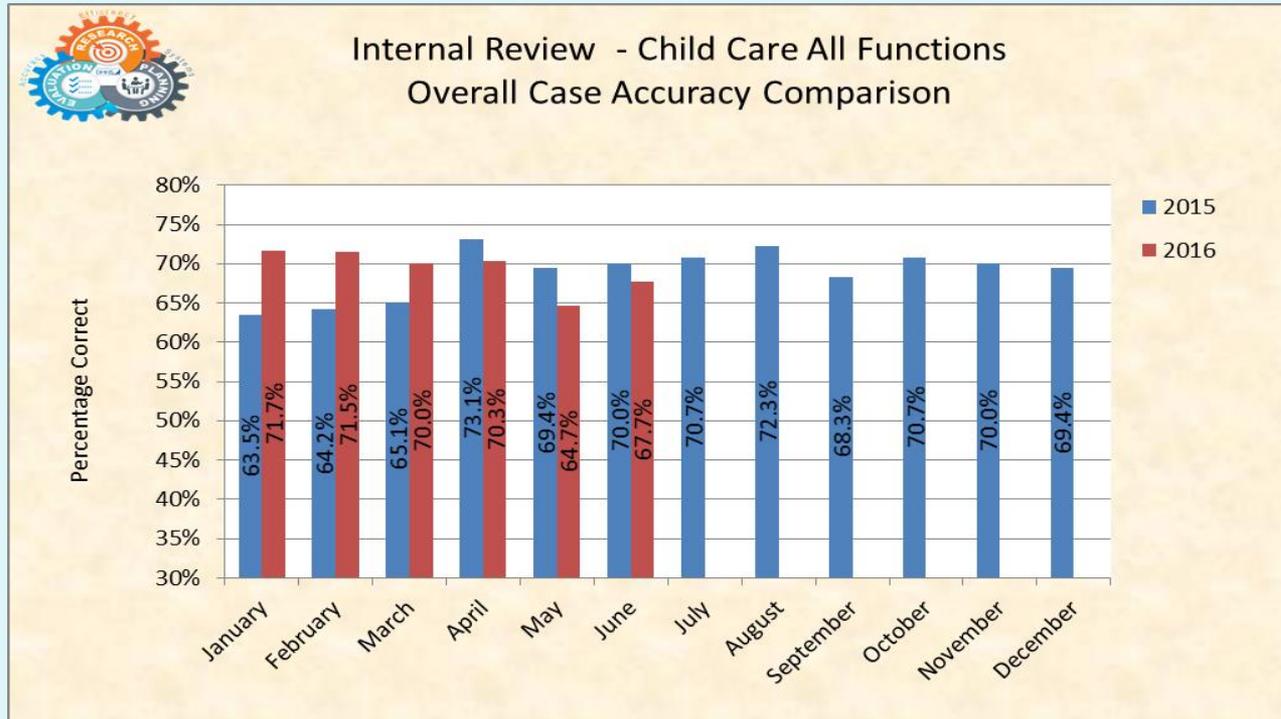
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Child Care Accuracy

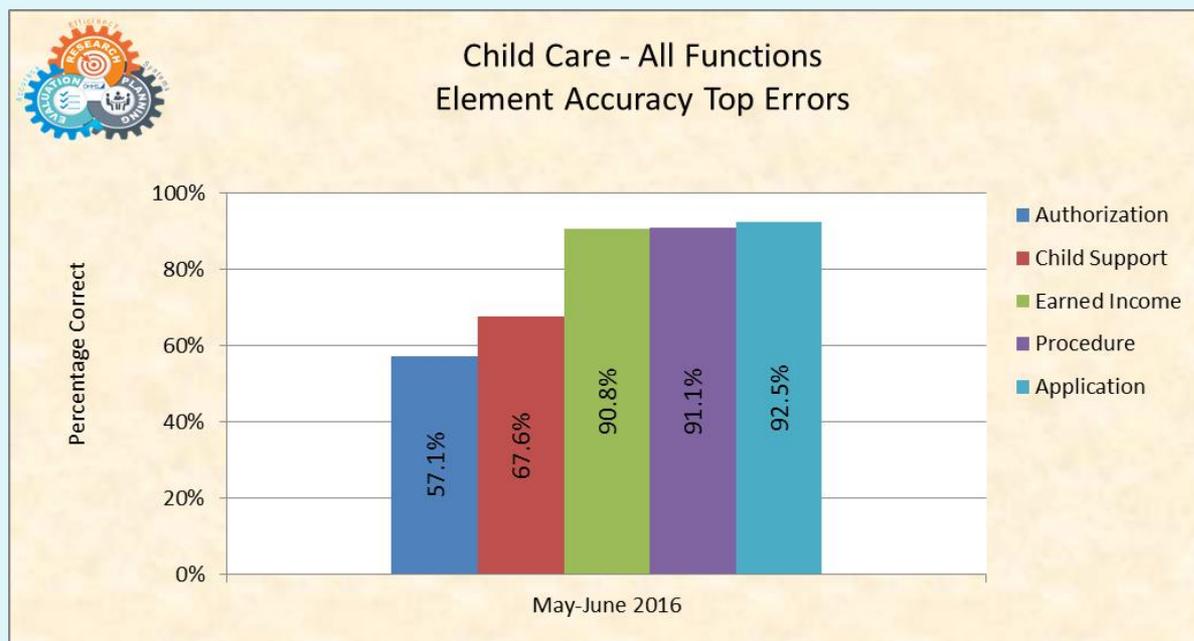


Child Care Accuracy

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

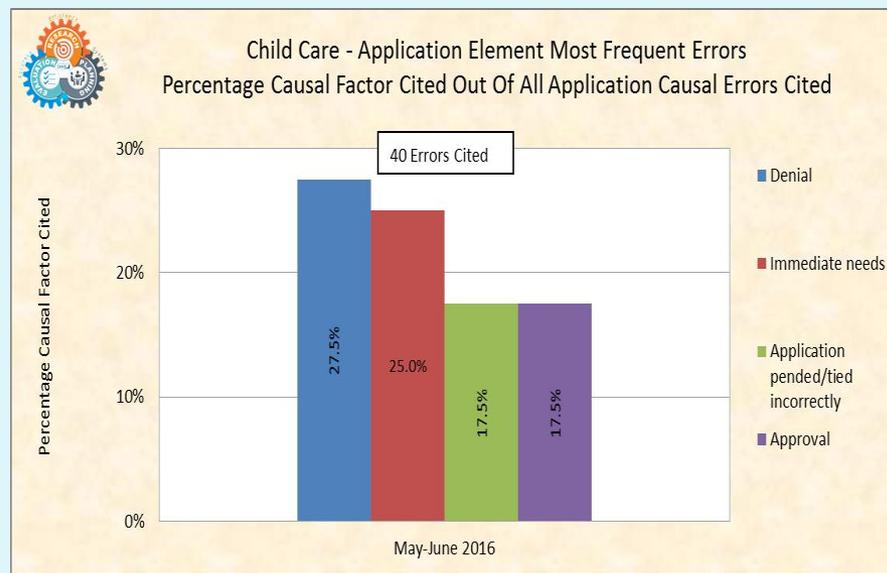
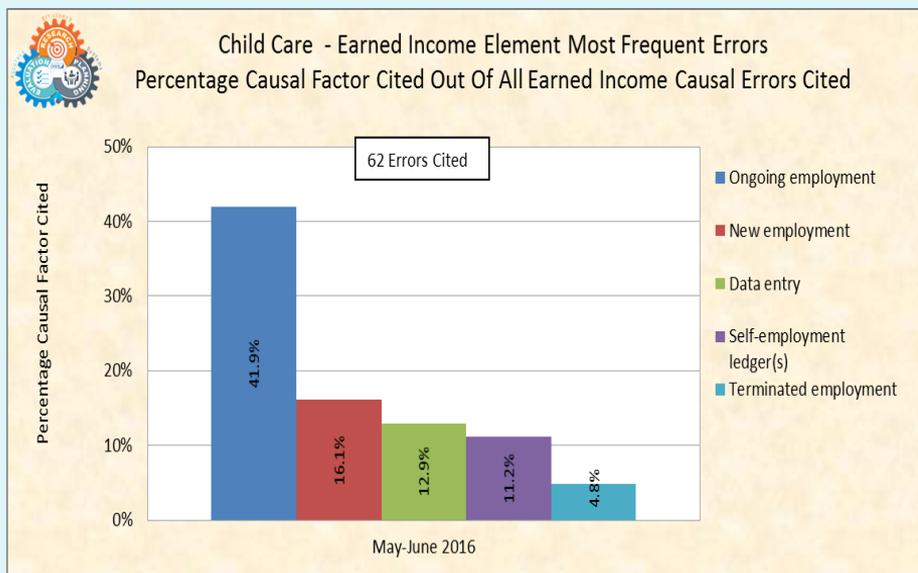
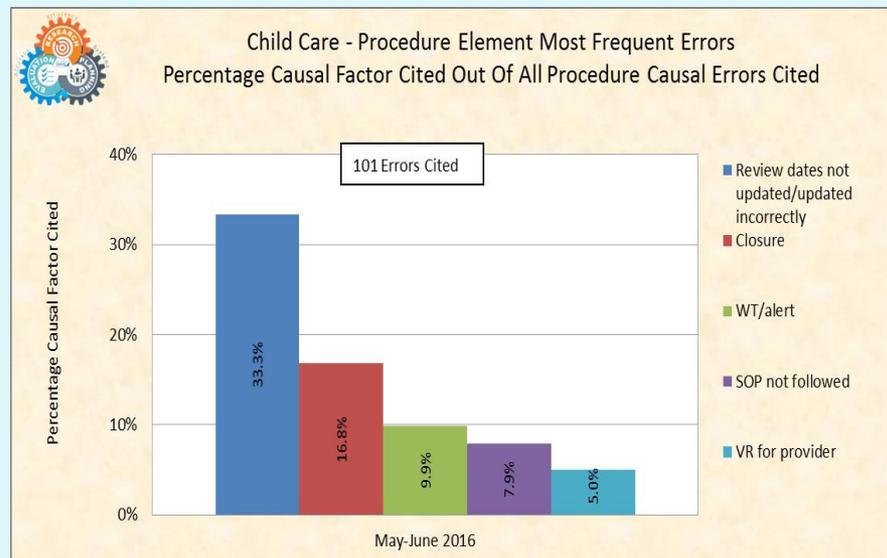
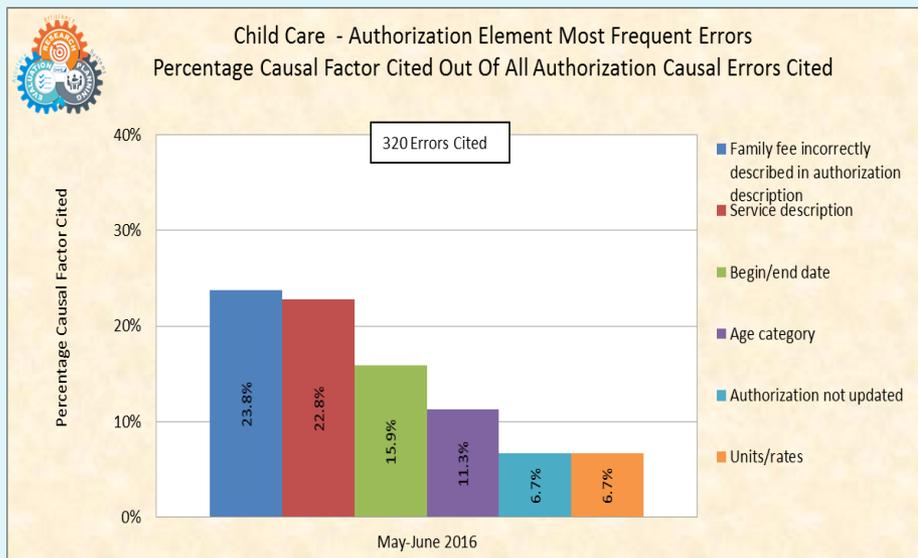


Child Care: All Functions – Element Errors

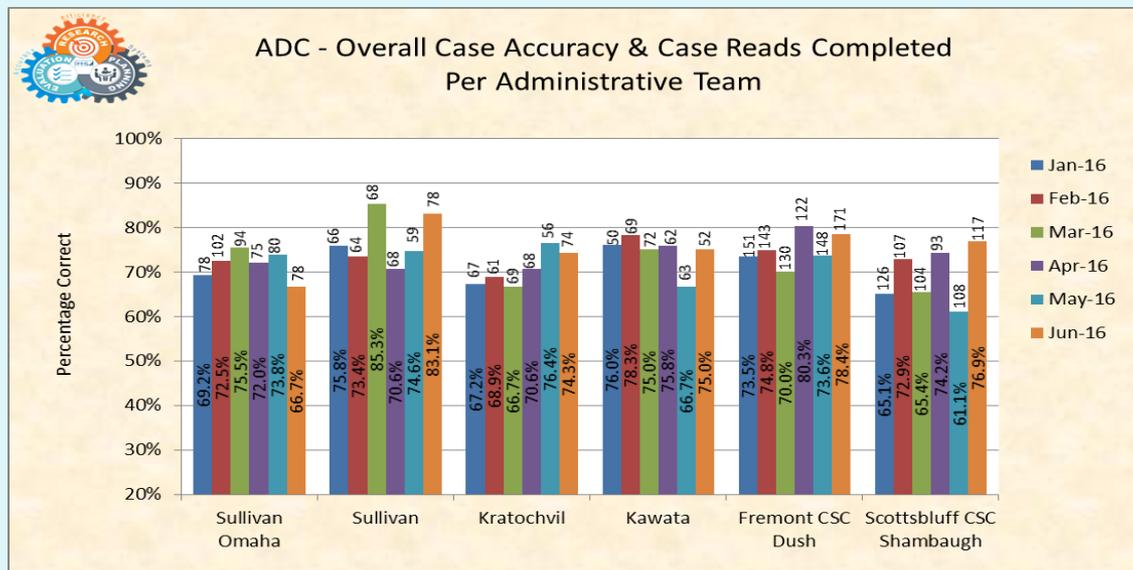
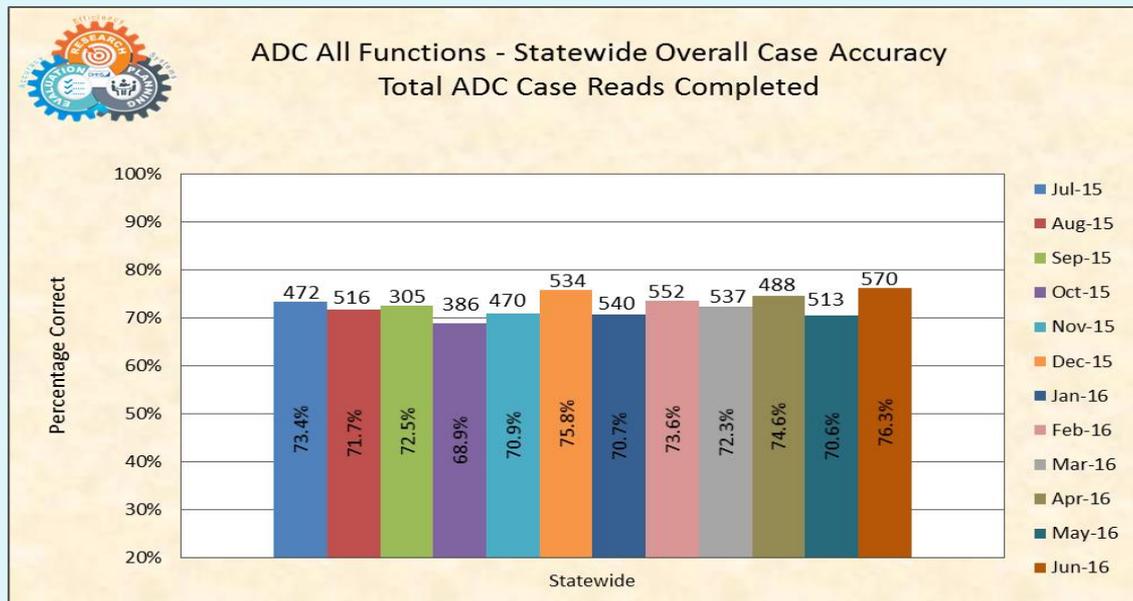


*NOTE: There is not a separate chart for the Child Support Element causal factor breakdown. There were 23 errors cited for Child Support Referral Not Made.

Child Care: All Functions – Causal Factors Cited

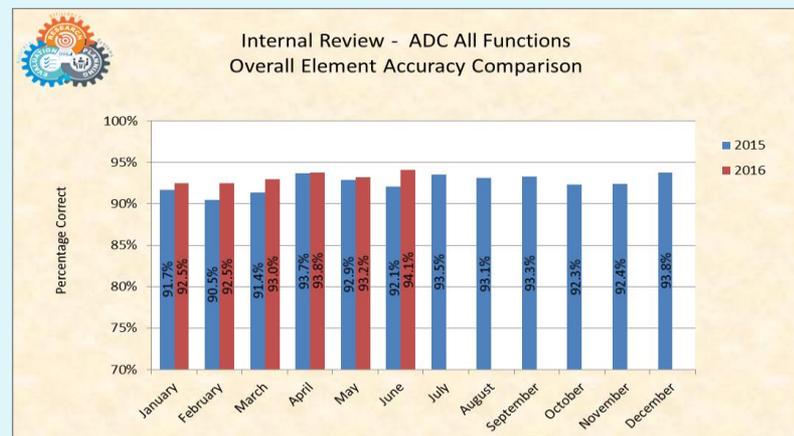
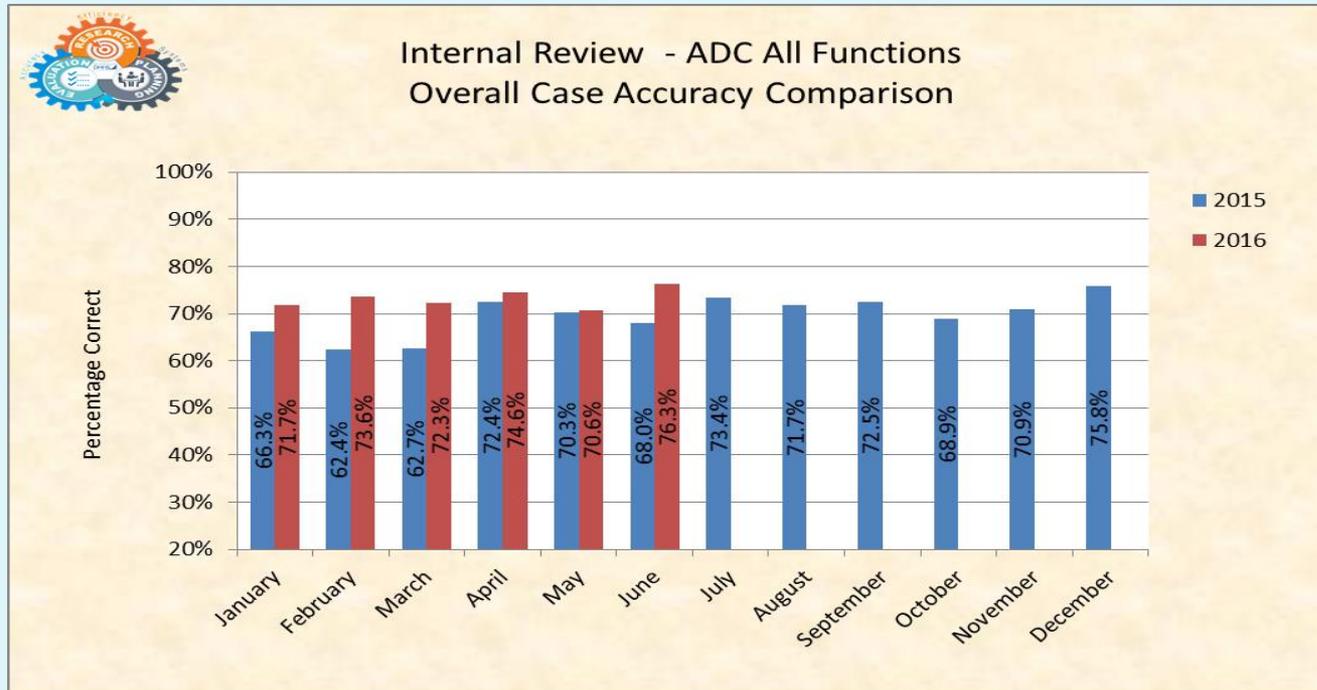


Aid to Dependent Children Accuracy

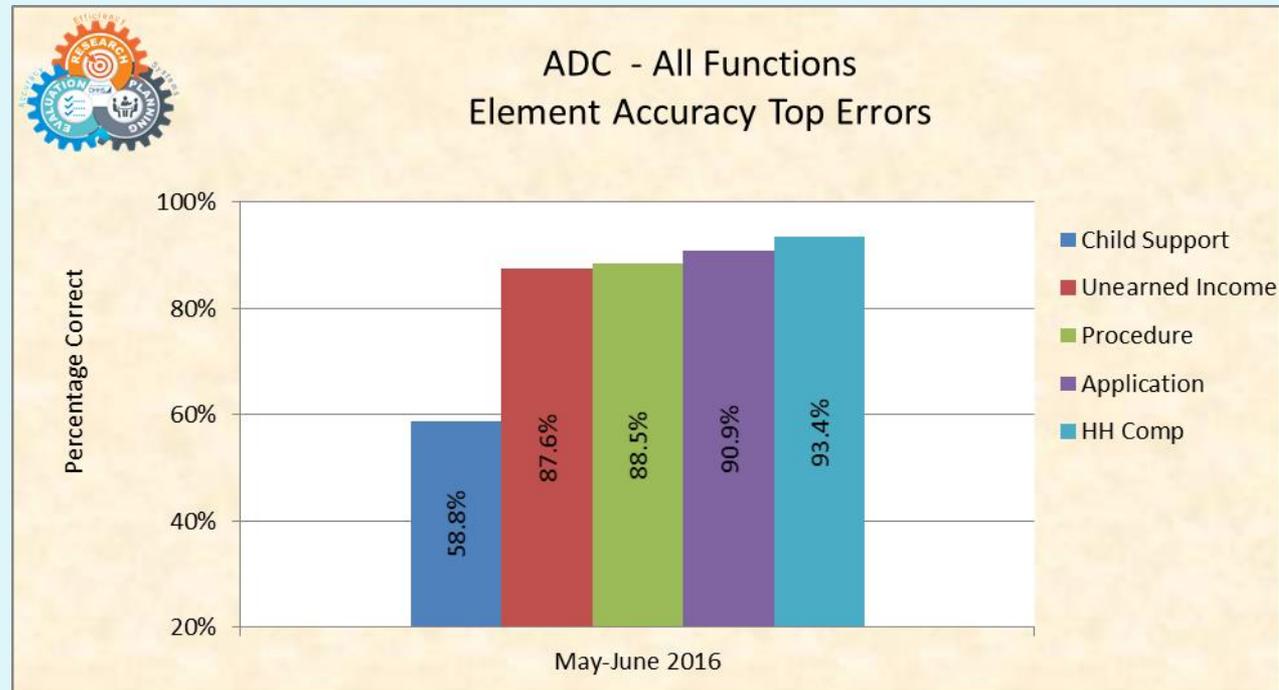


Aid to Dependent Children Accuracy

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.

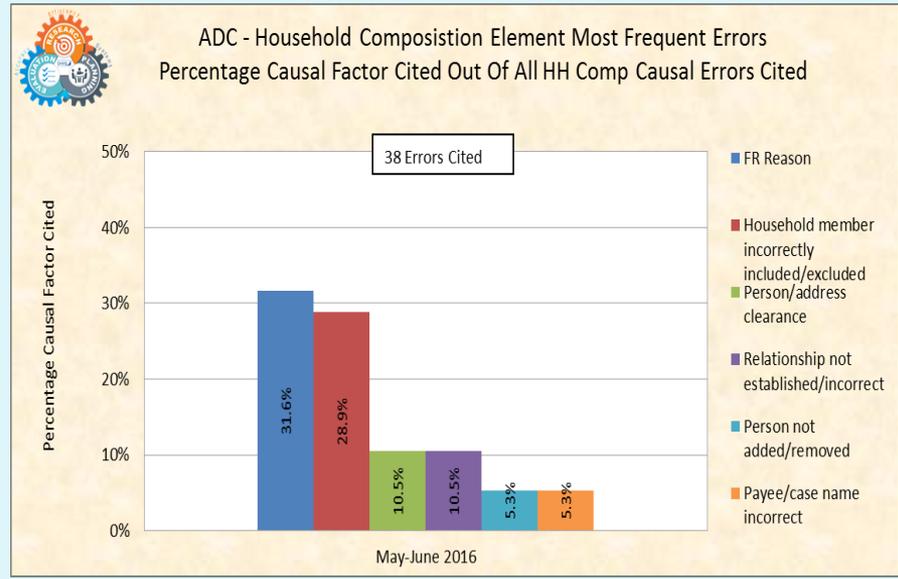
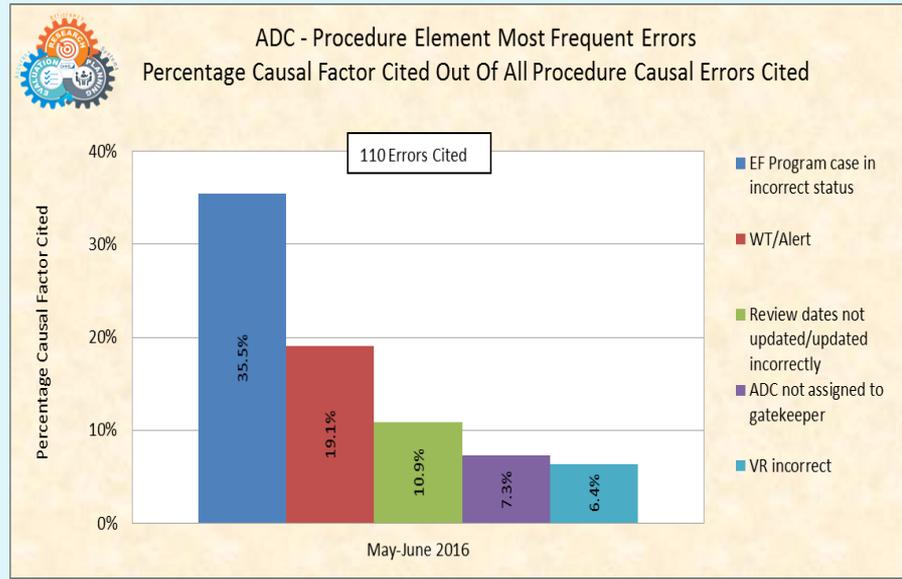
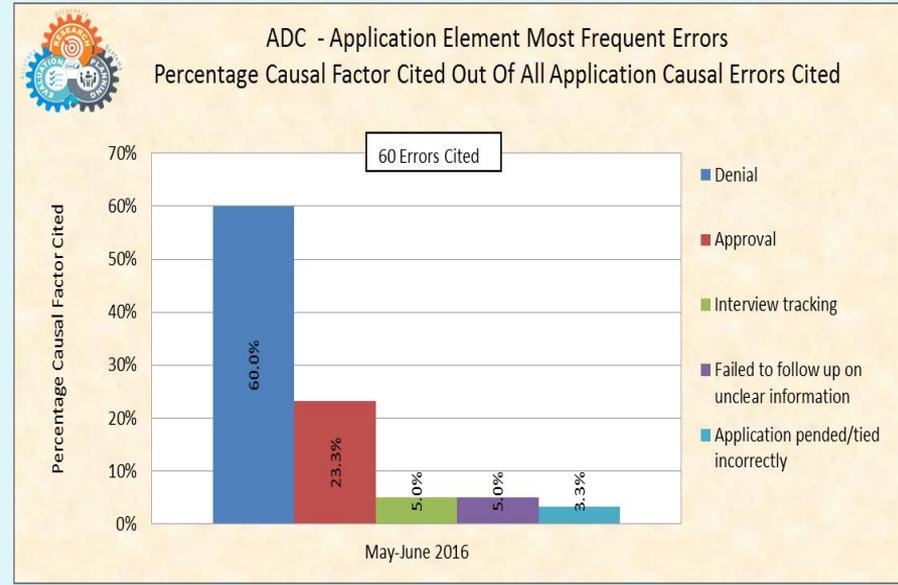
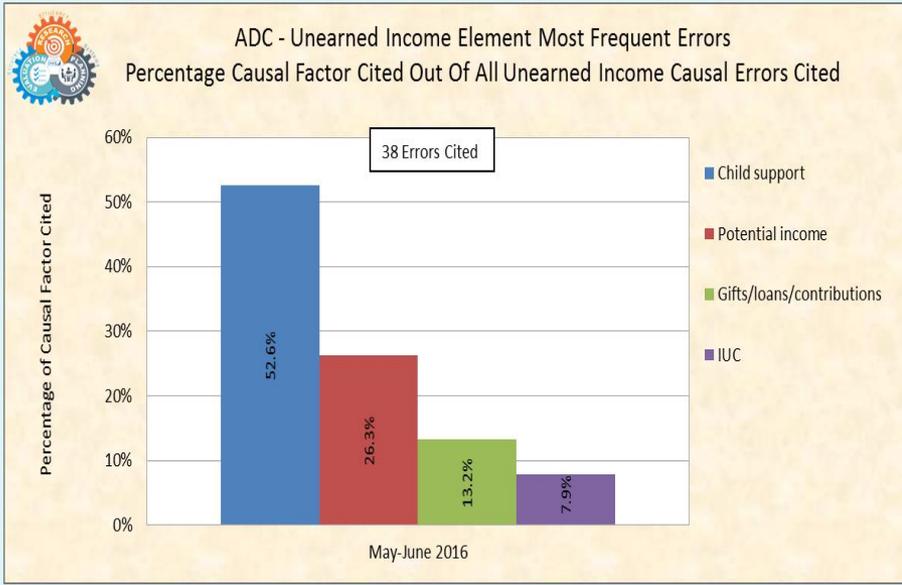


Aid to Dependent Children: All Functions - Element Errors

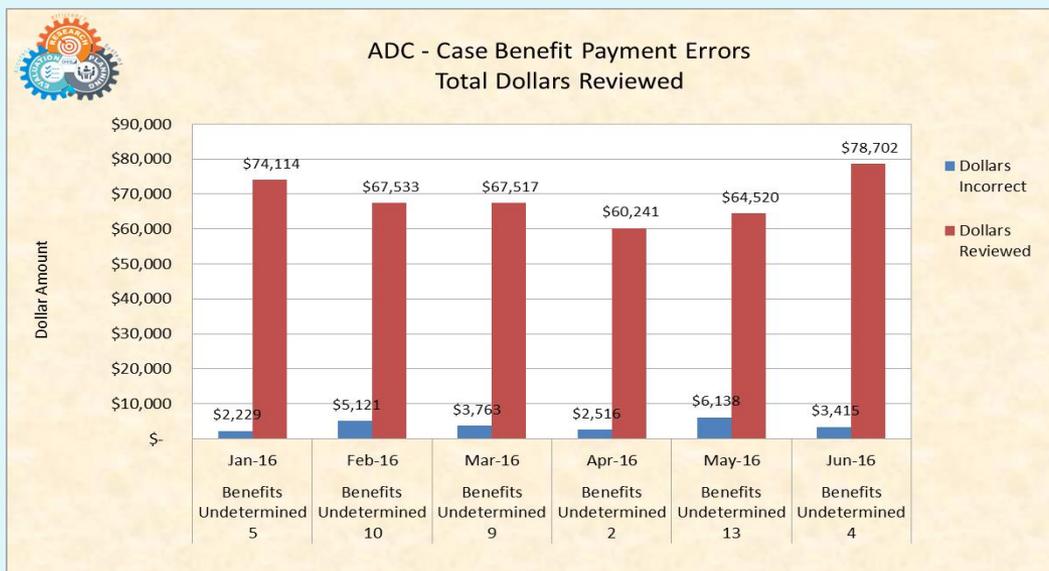
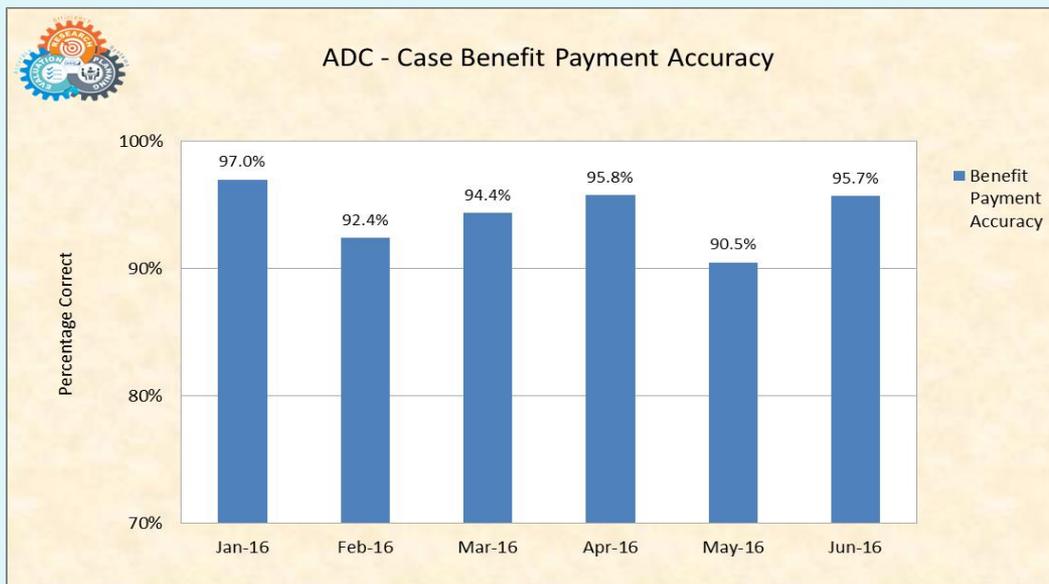


*NOTE: There is not a separate chart for the Child Support Element causal factor breakdown. There were 21 errors cited for Child Support Referral Not Made.

Aid to Dependent Children: All Functions – Causal Factors Cited

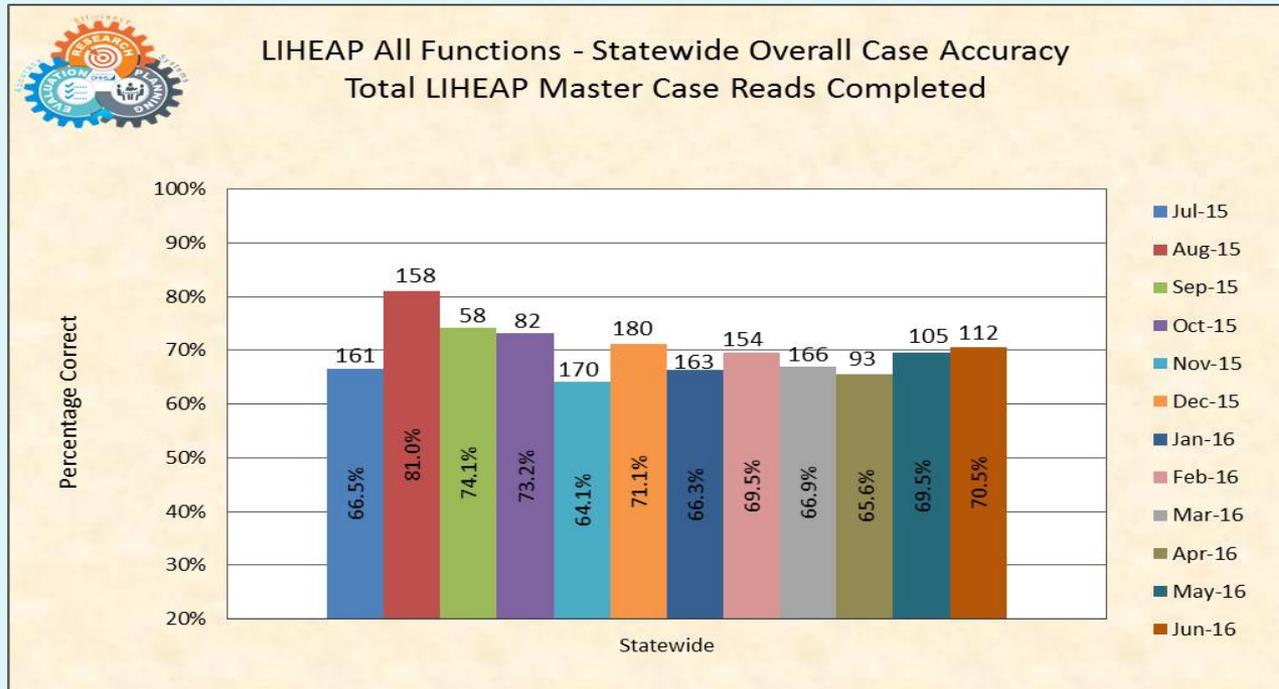


Aid to Dependent Children – Payment Accuracy



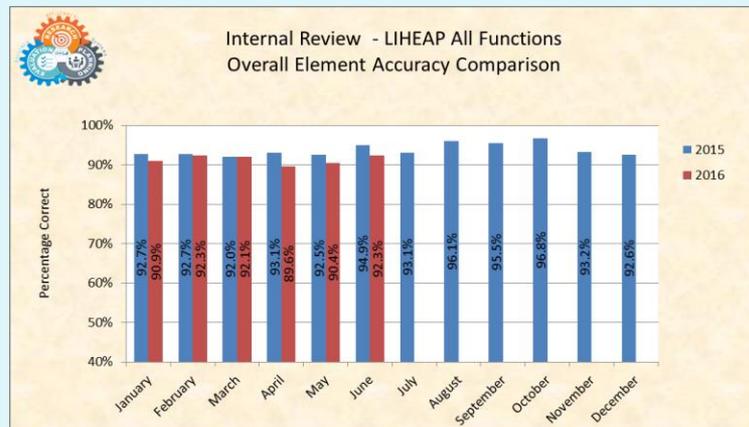
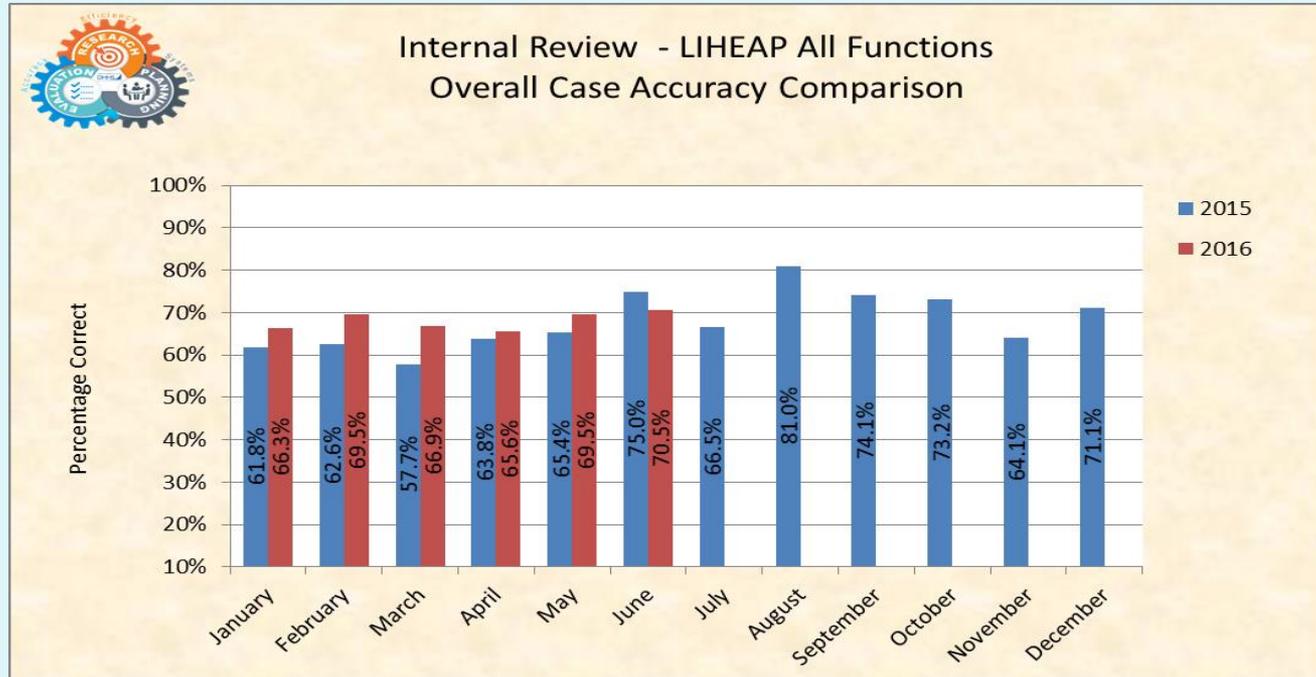
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Low-Income Home Energy Assistance: Accuracy

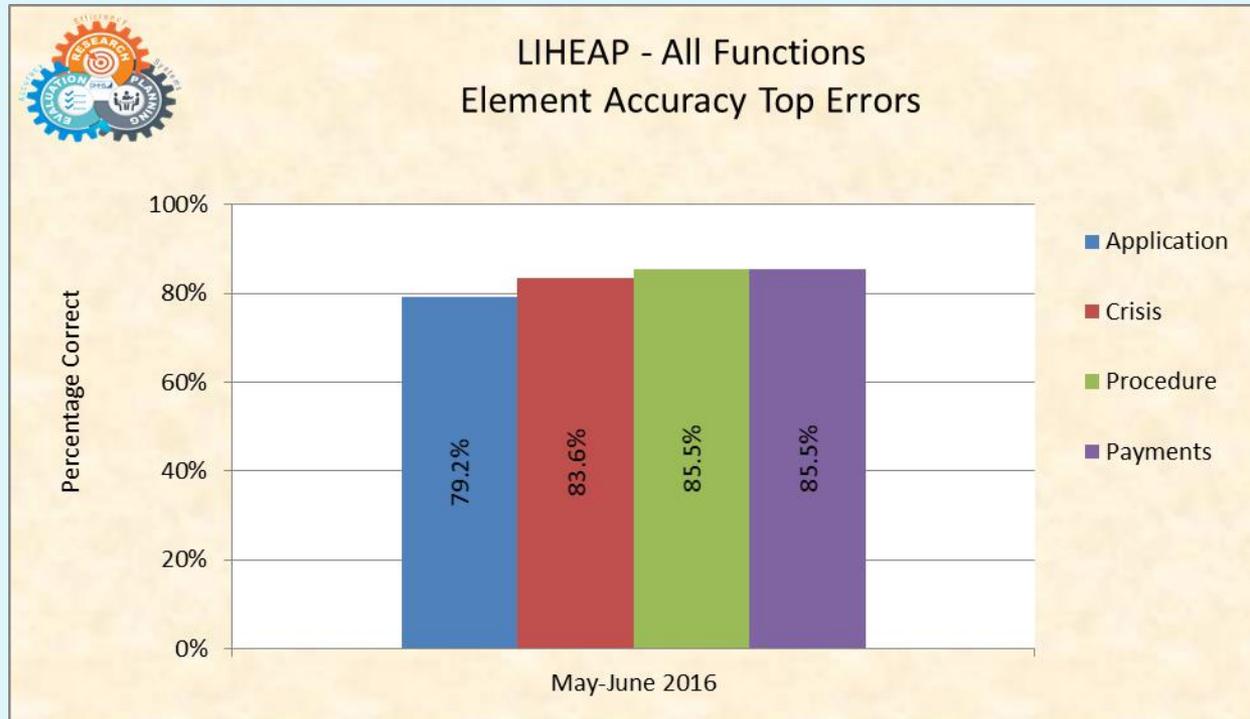


Low-Income Home Energy Assistance: Accuracy

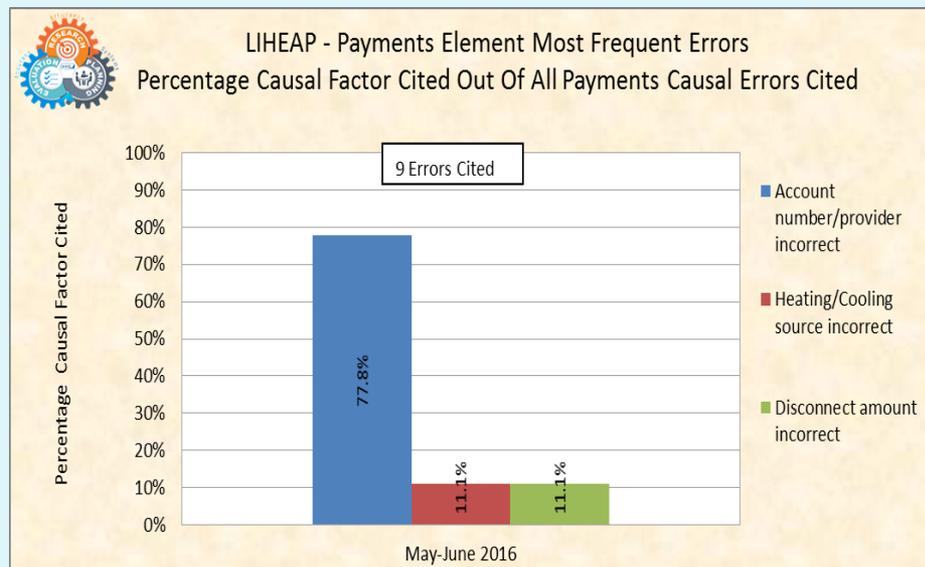
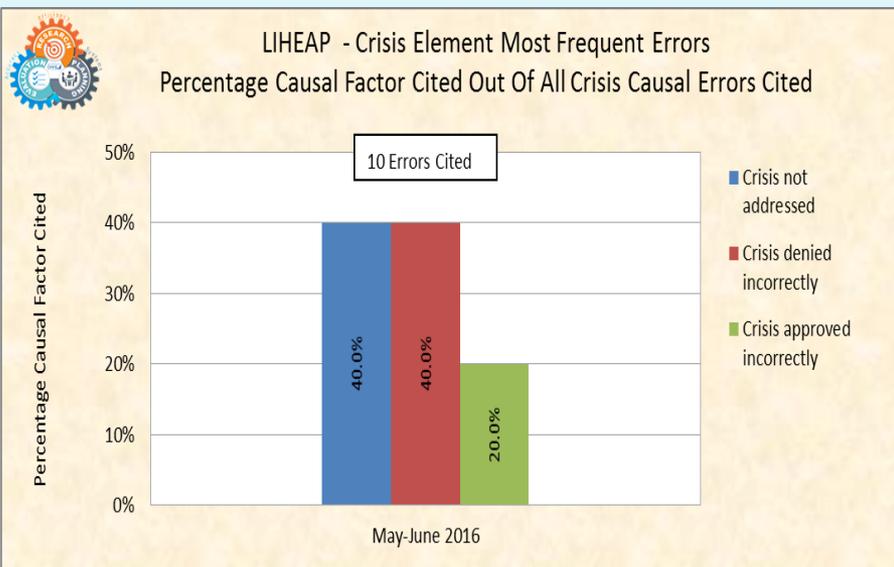
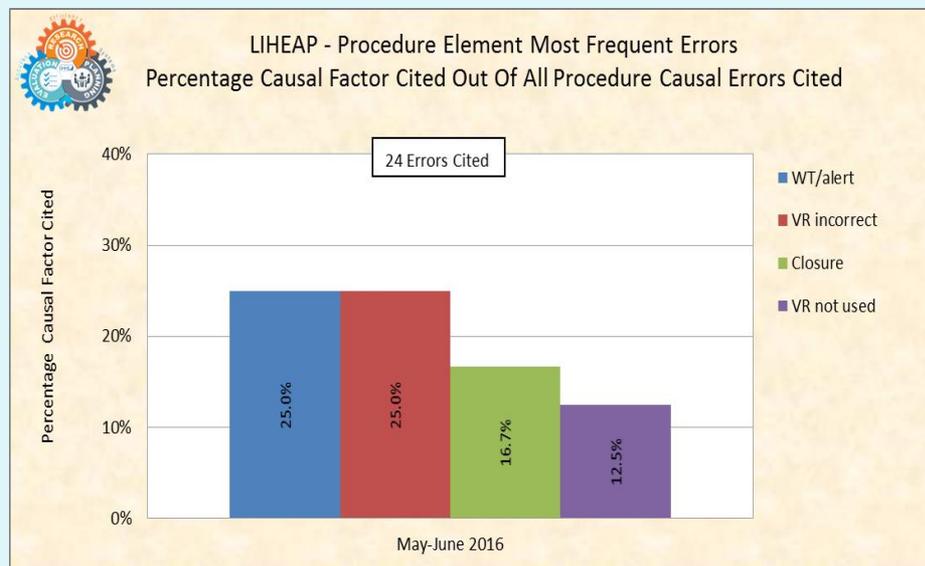
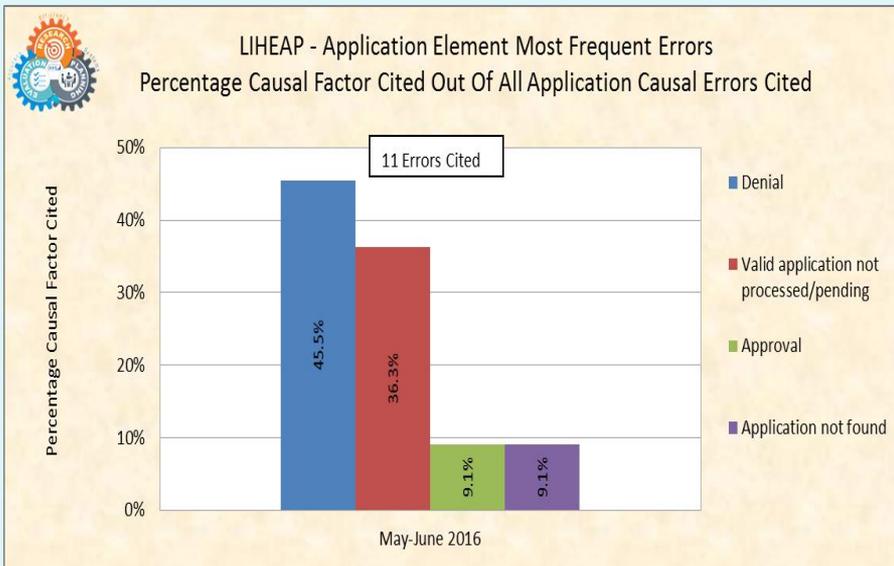
Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



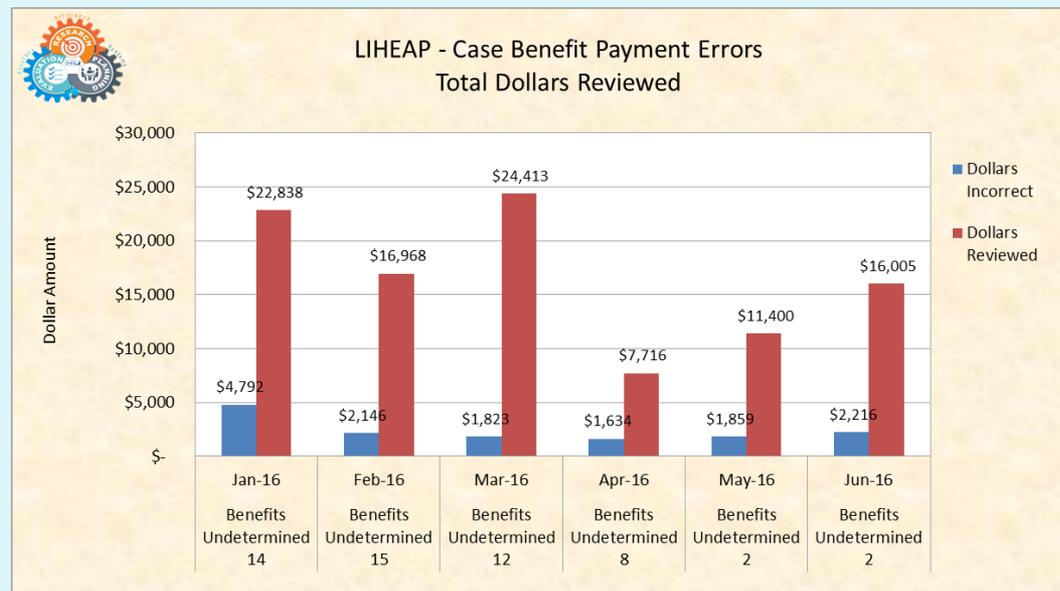
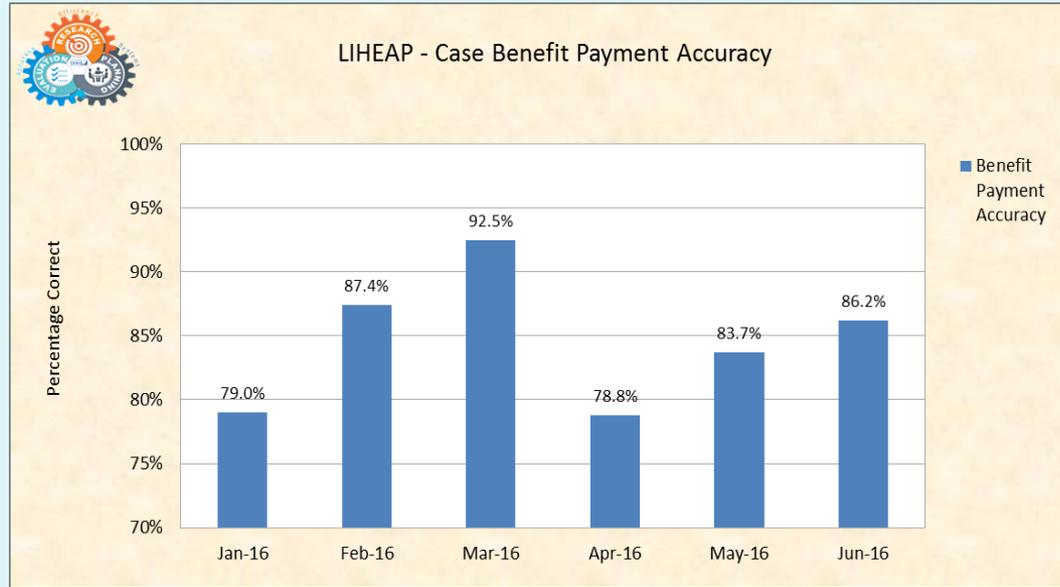
Low Income Home Energy Assistance: All Functions – Element Errors



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

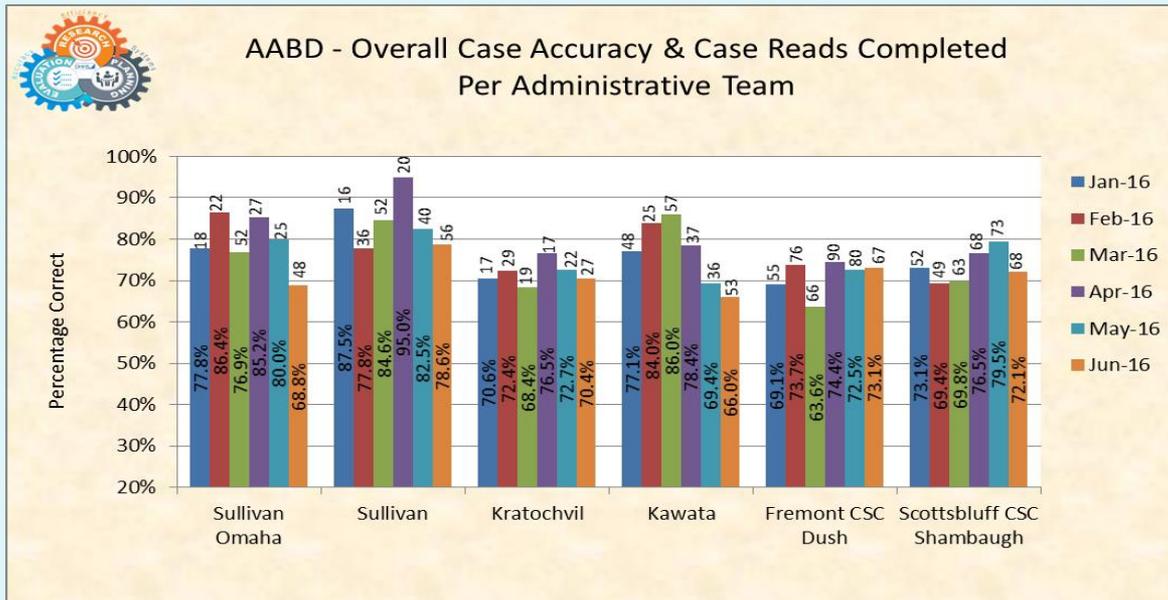
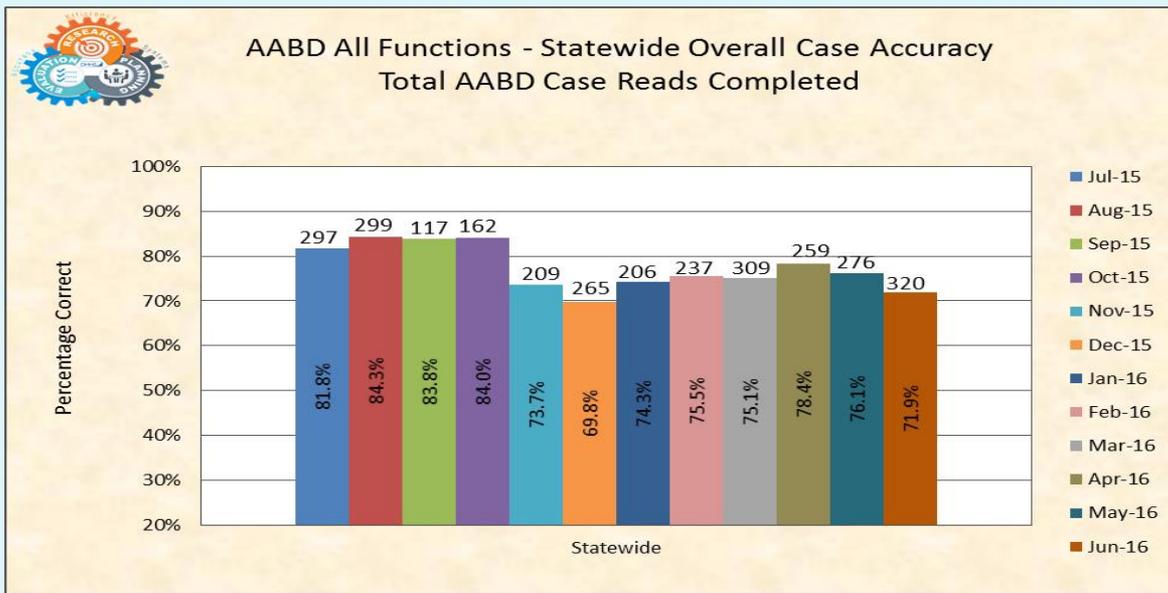


Low-Income Home Energy Assistance: Payment Accuracy



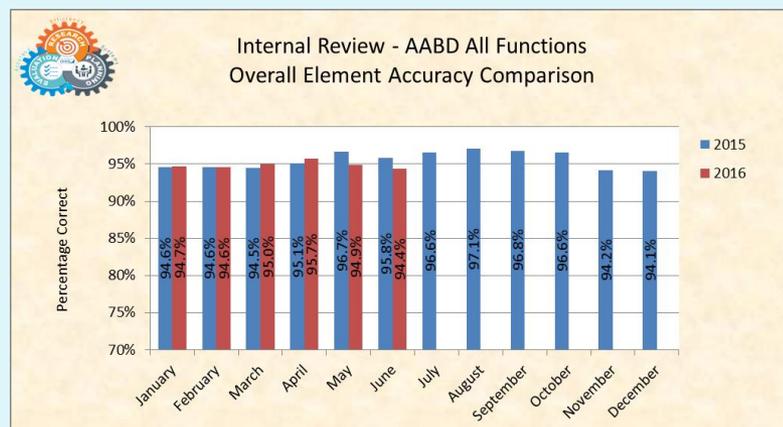
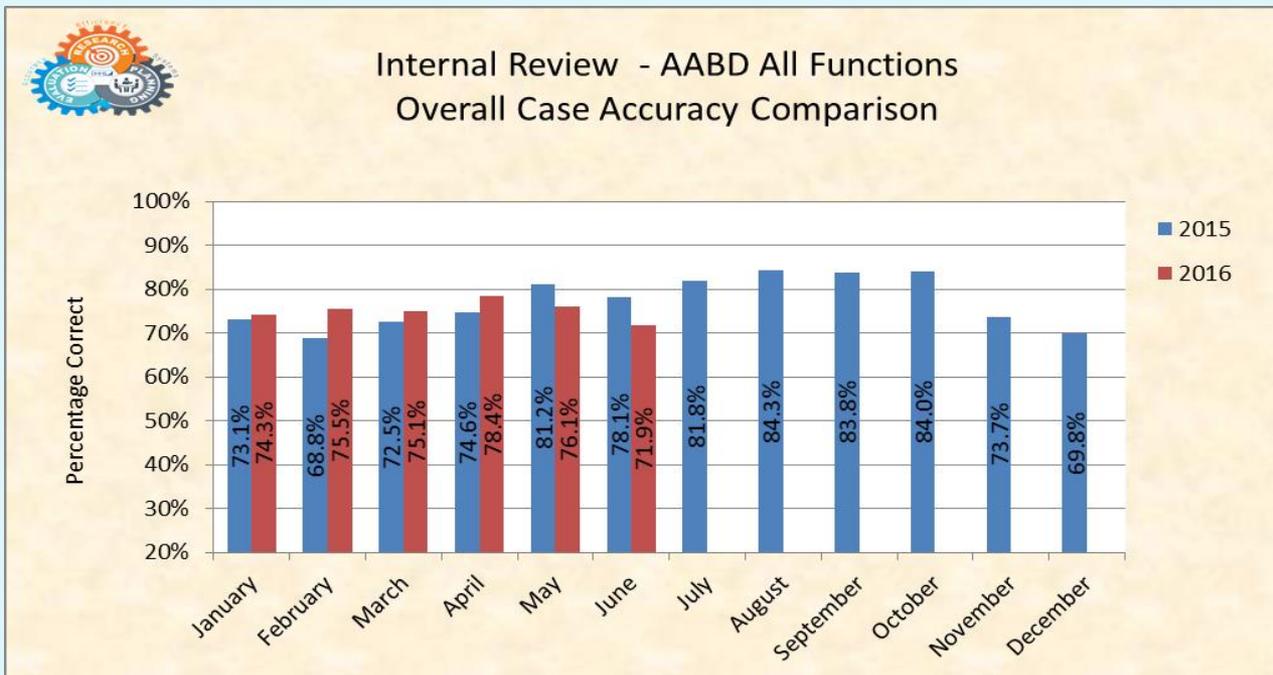
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Assistance to the Aged, Blind, or Disabled Accuracy

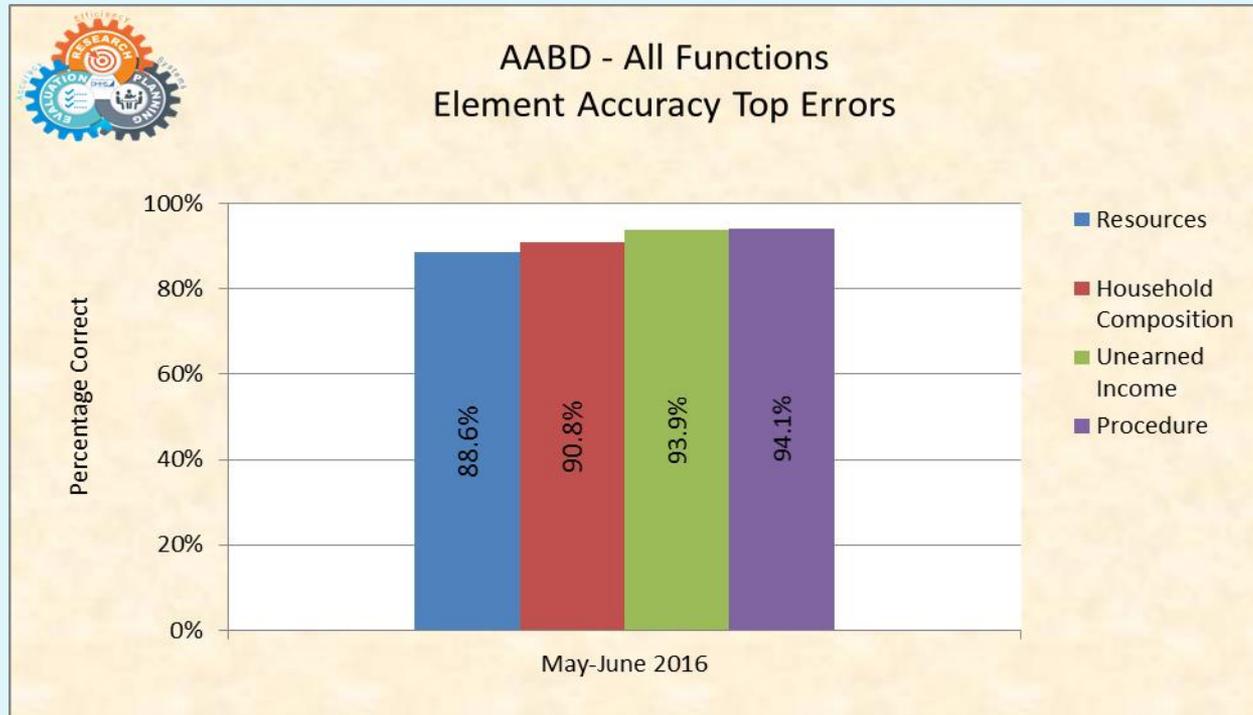


Assistance to the Aged, Blind, or Disabled Accuracy

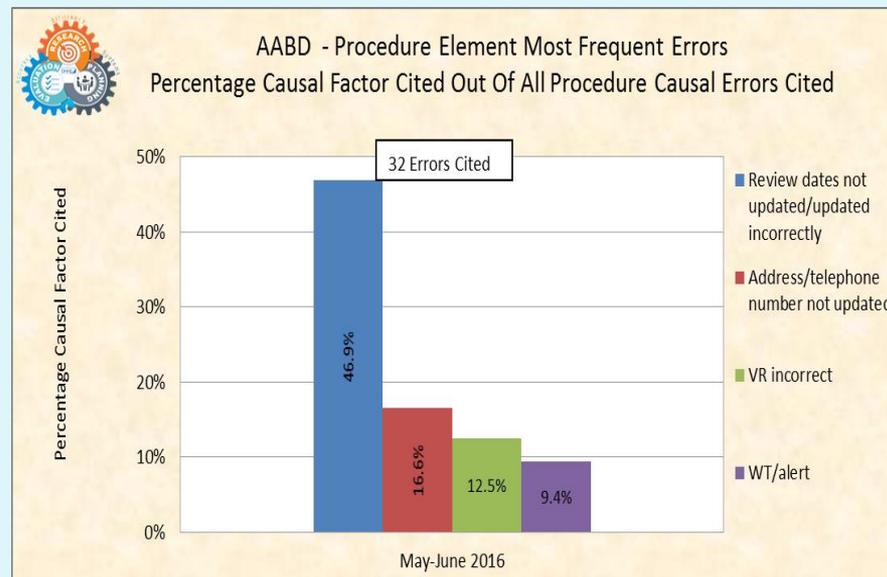
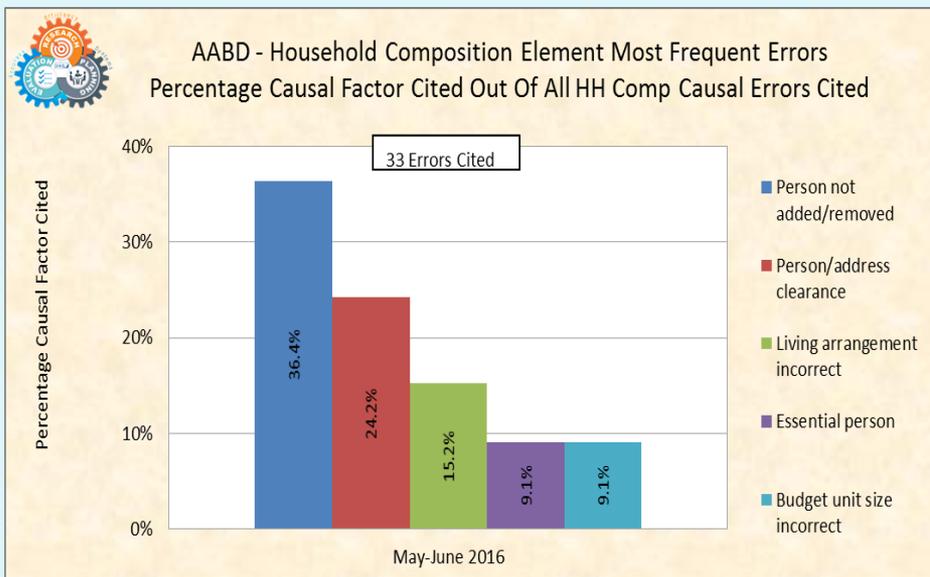
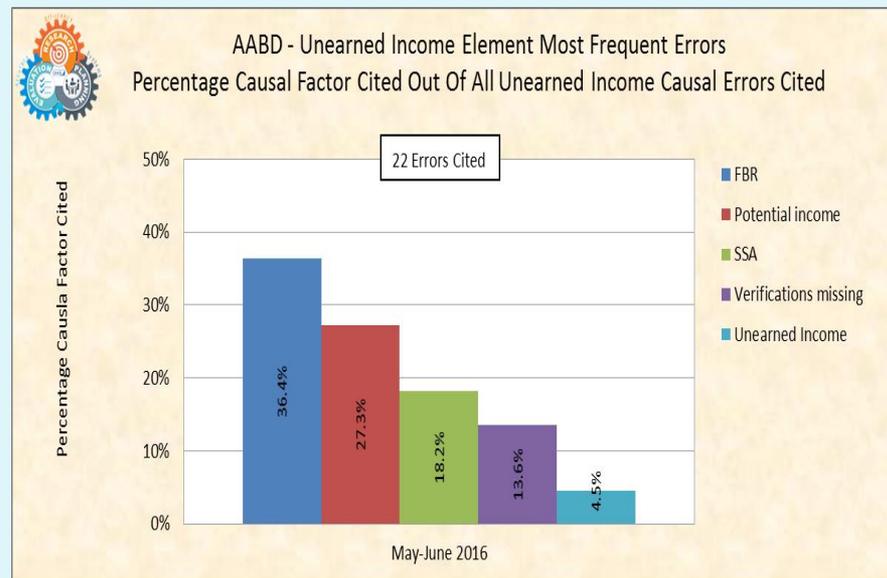
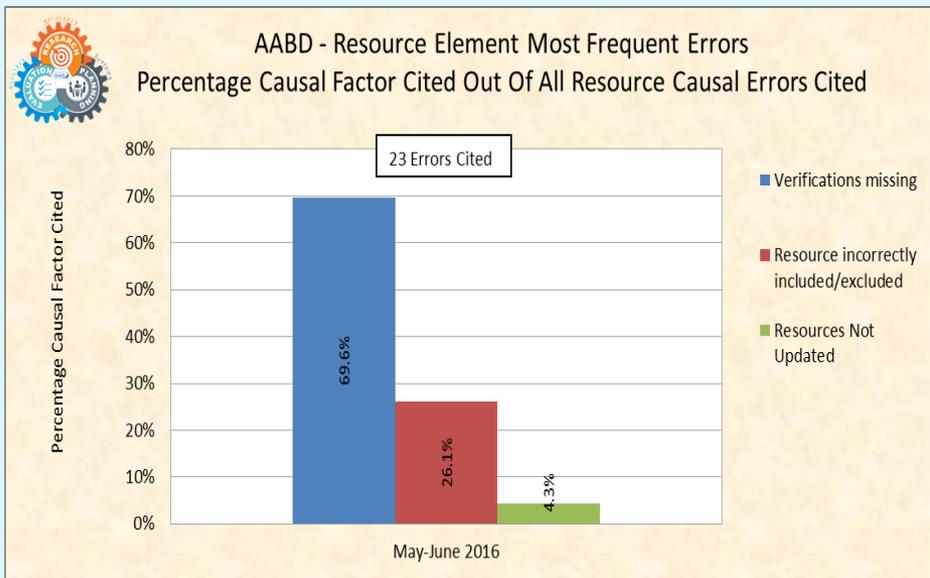
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



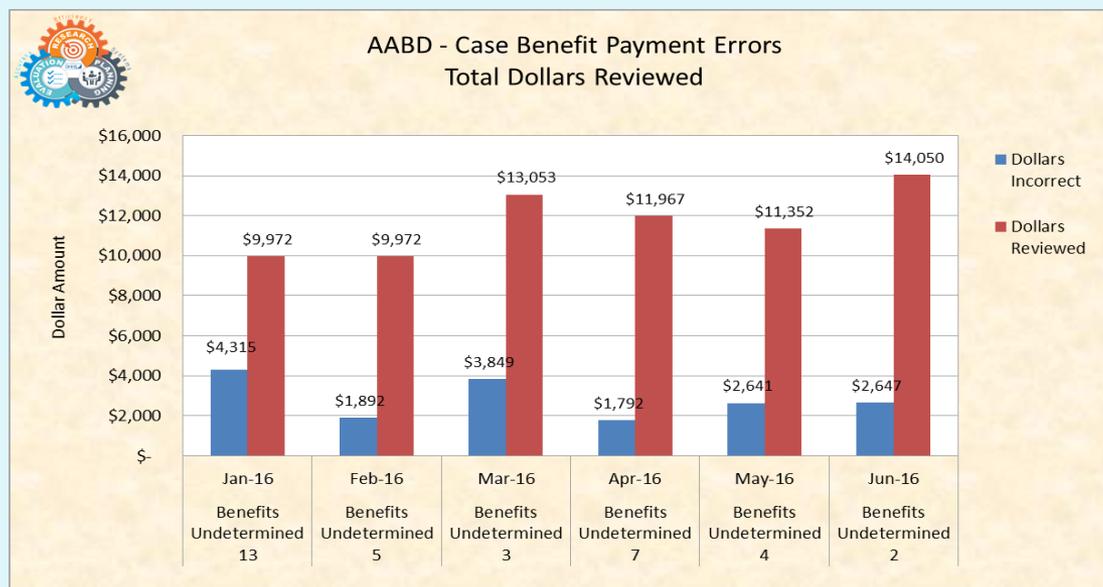
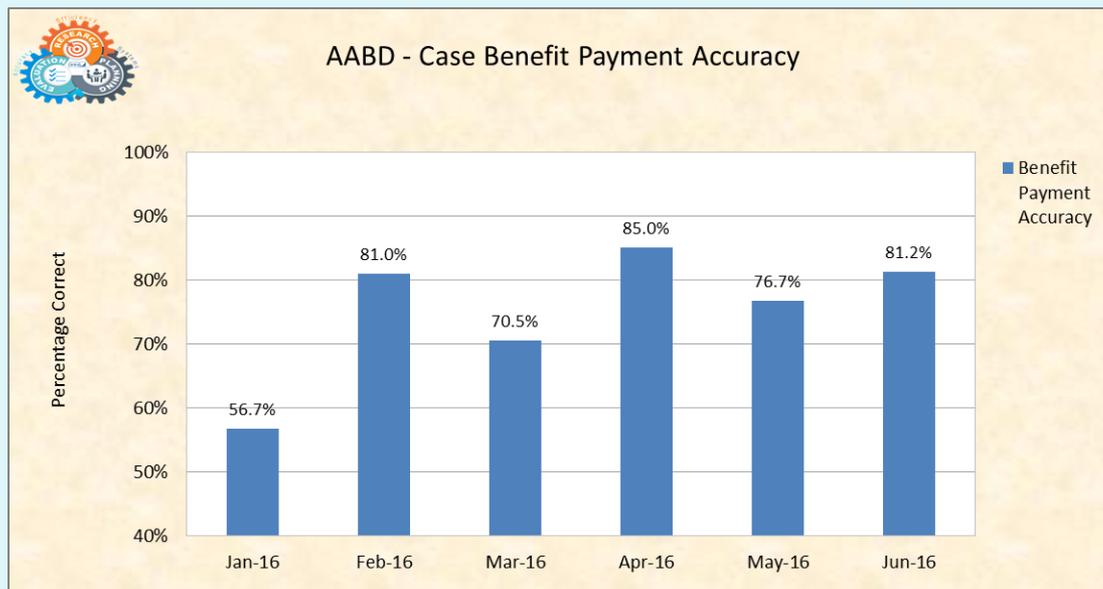
Assistance to the Aged, Blind, or Disabled: All Functions – Element Errors



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

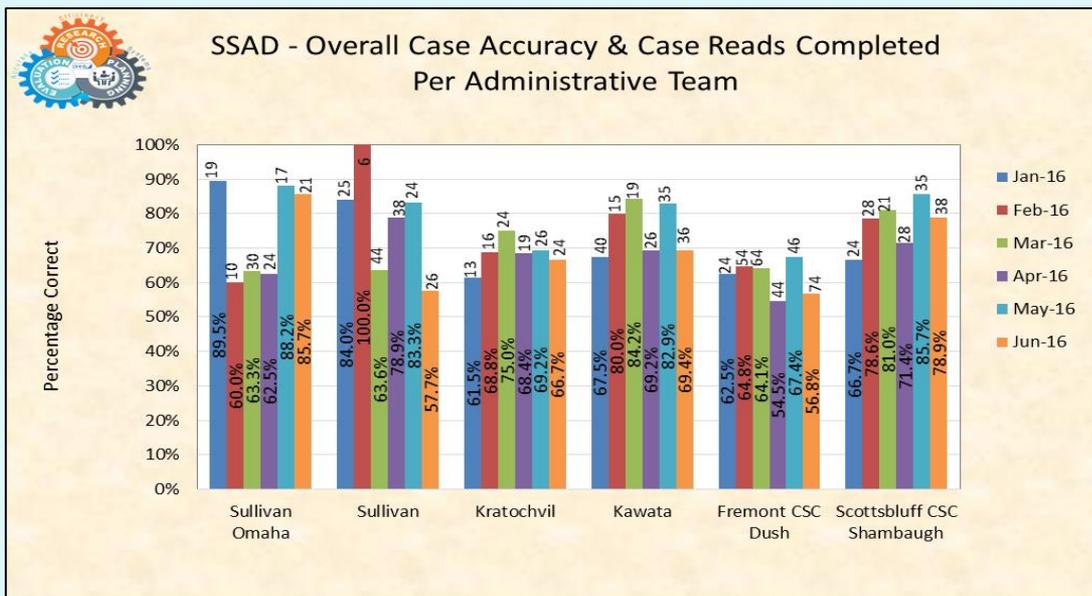
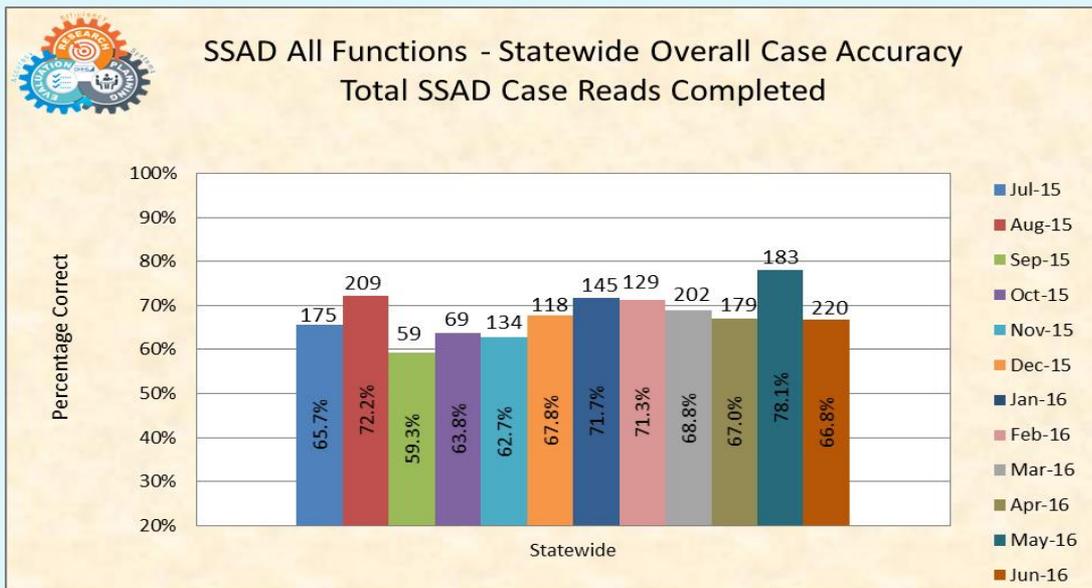


Assistance to the Aged, Blind, or Disabled: Payment Accuracy



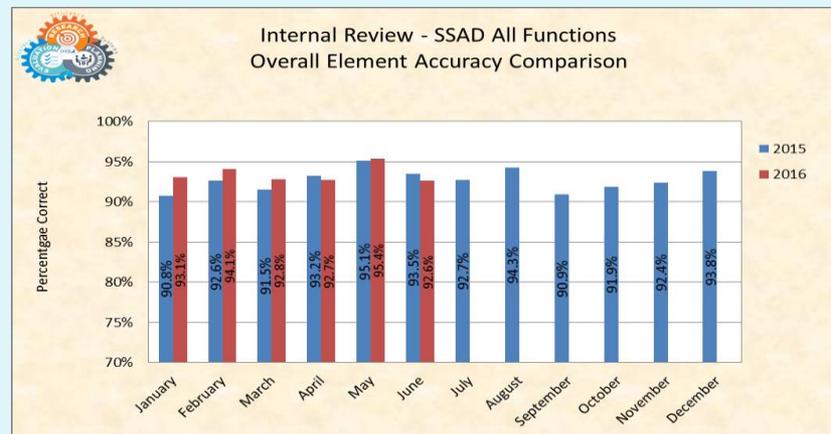
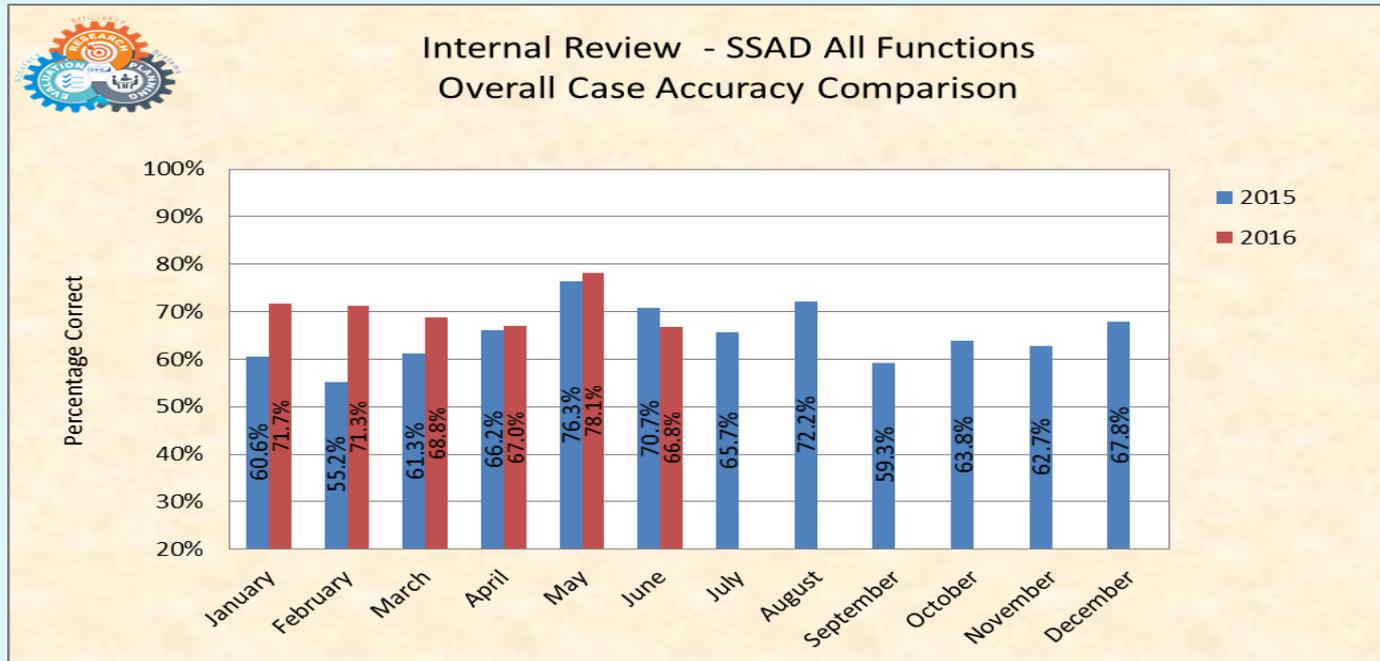
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Social Services for Aged and Disabled Adults Accuracy

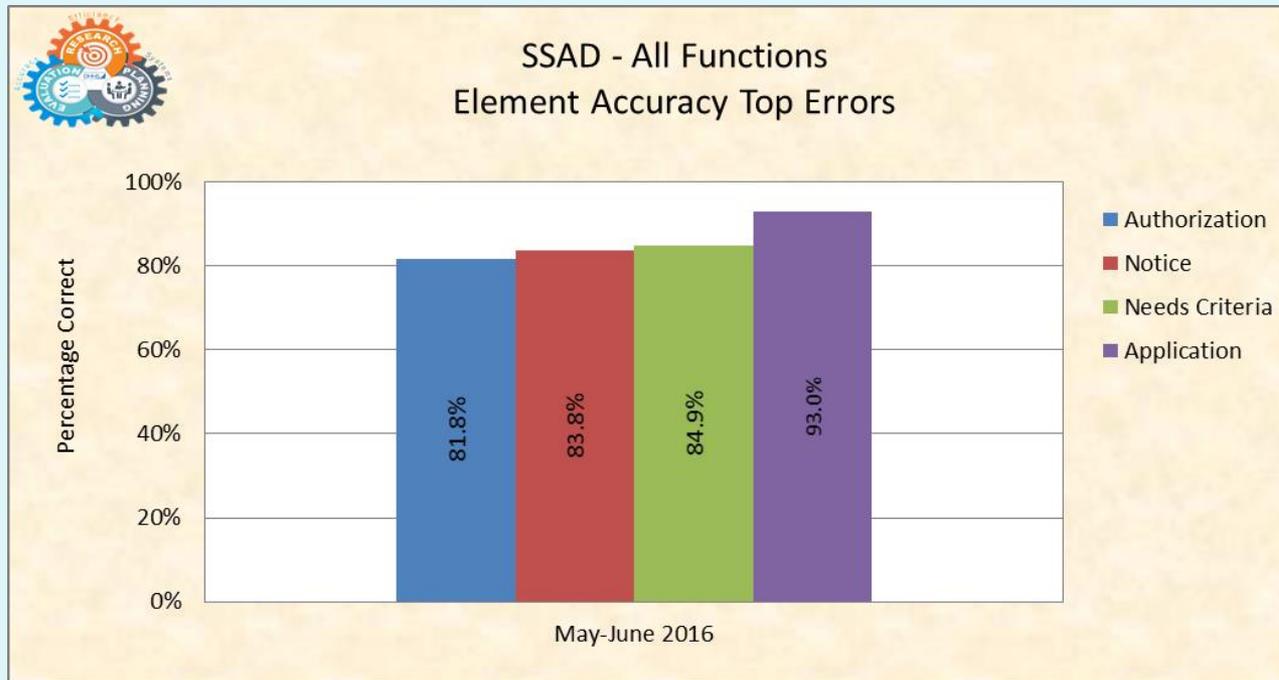


Social Services for Aged and Disabled Adults Accuracy

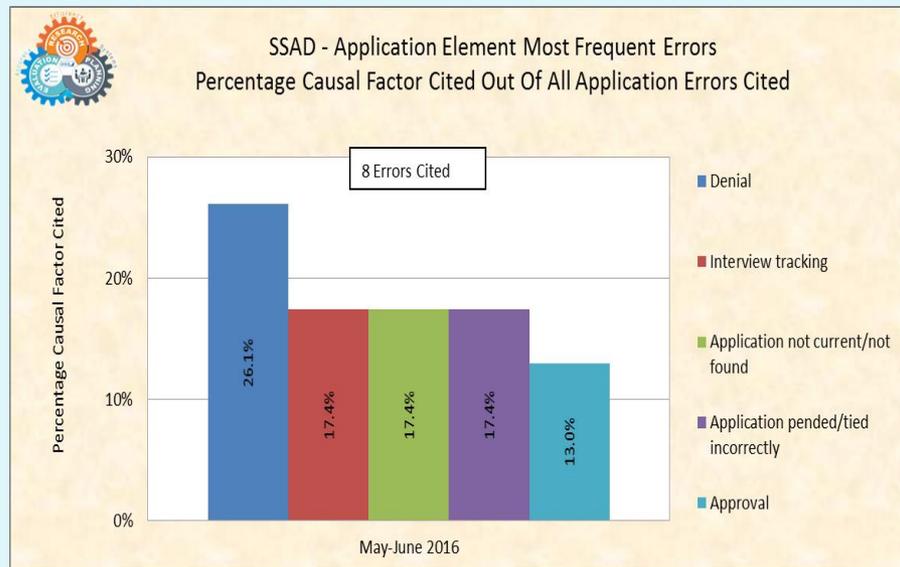
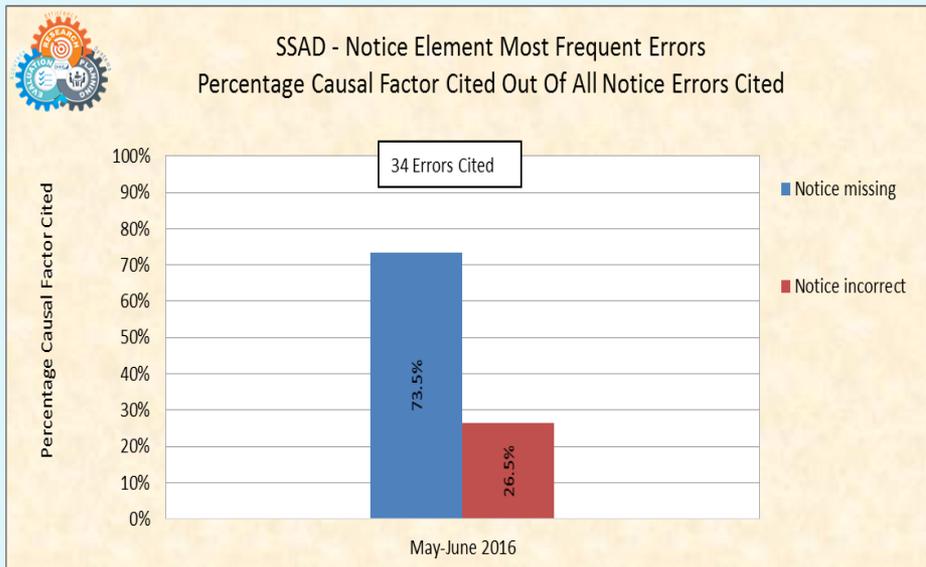
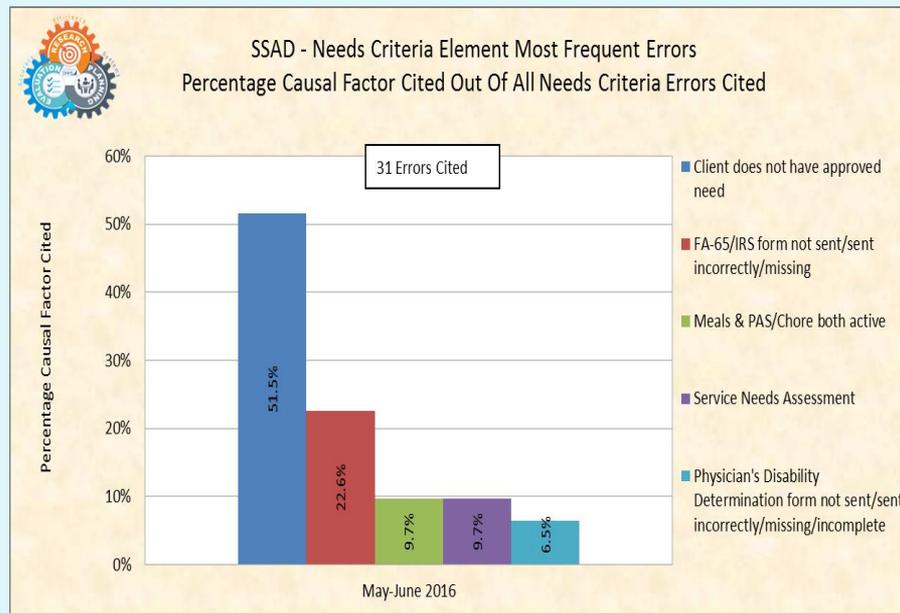
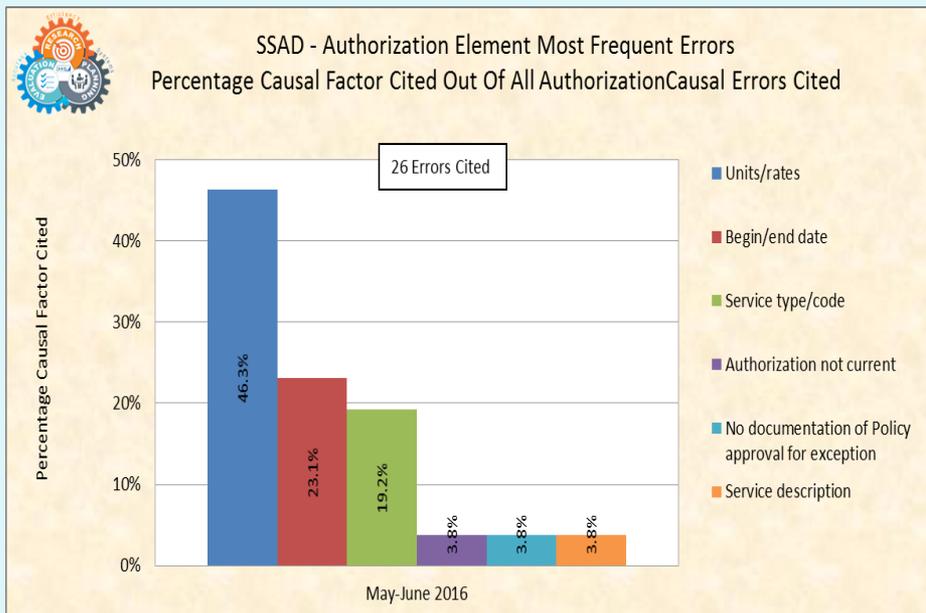
Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.



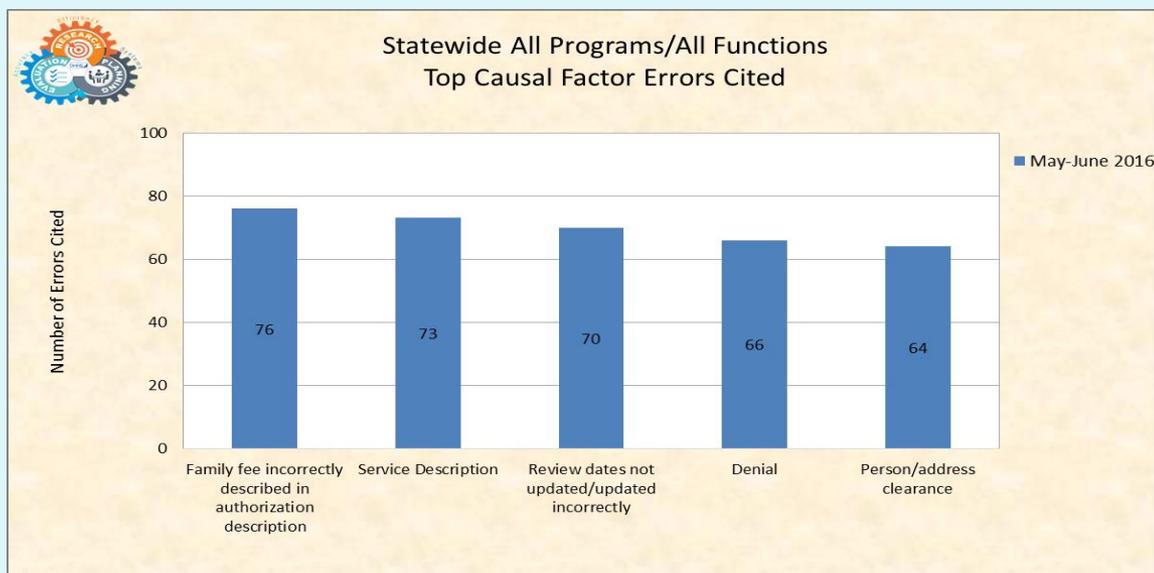
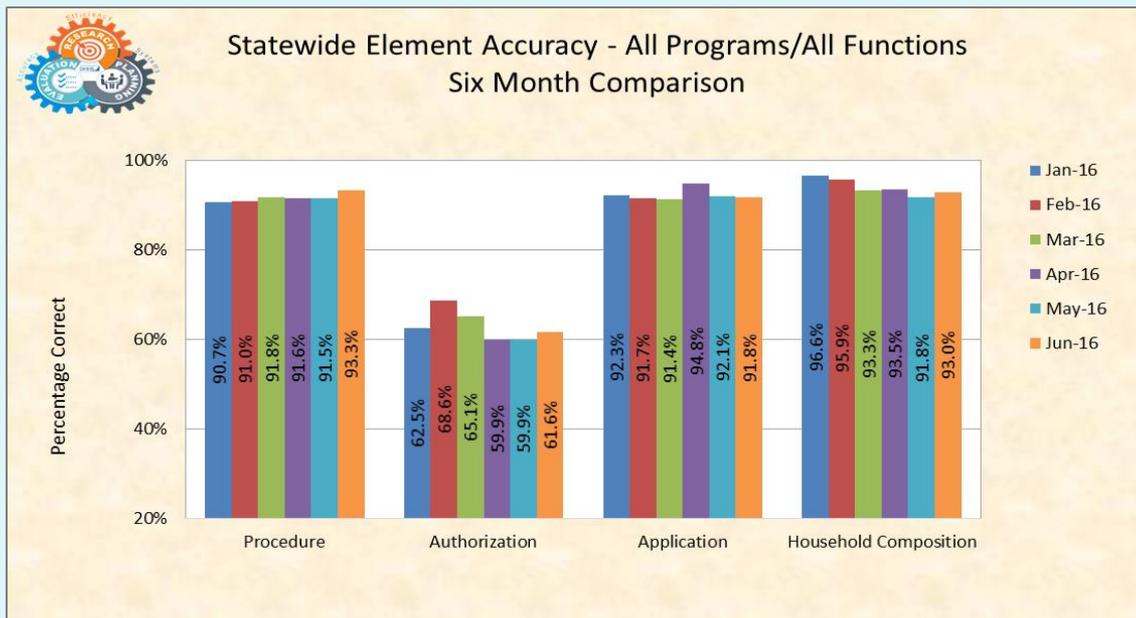
Social Services for Aged and Disabled Adults: All Functions - Element Errors



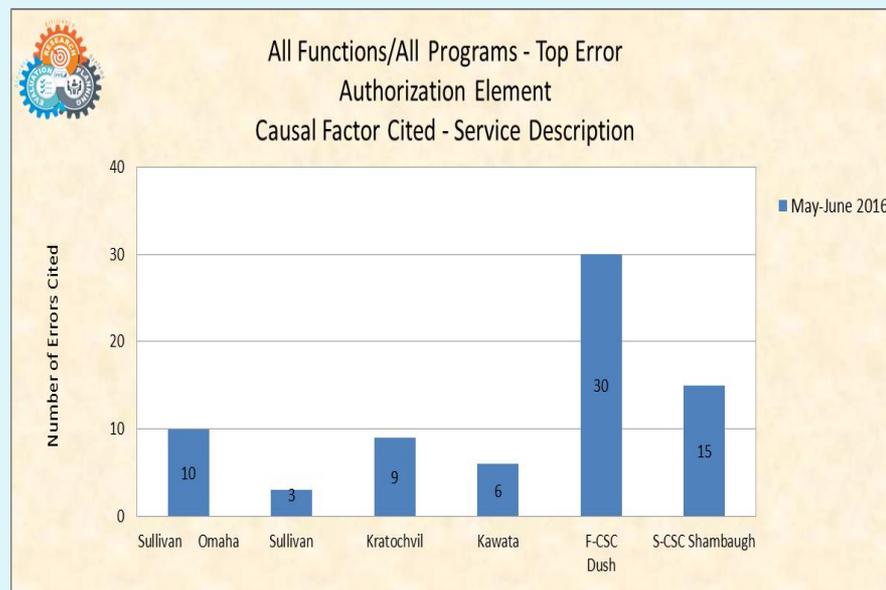
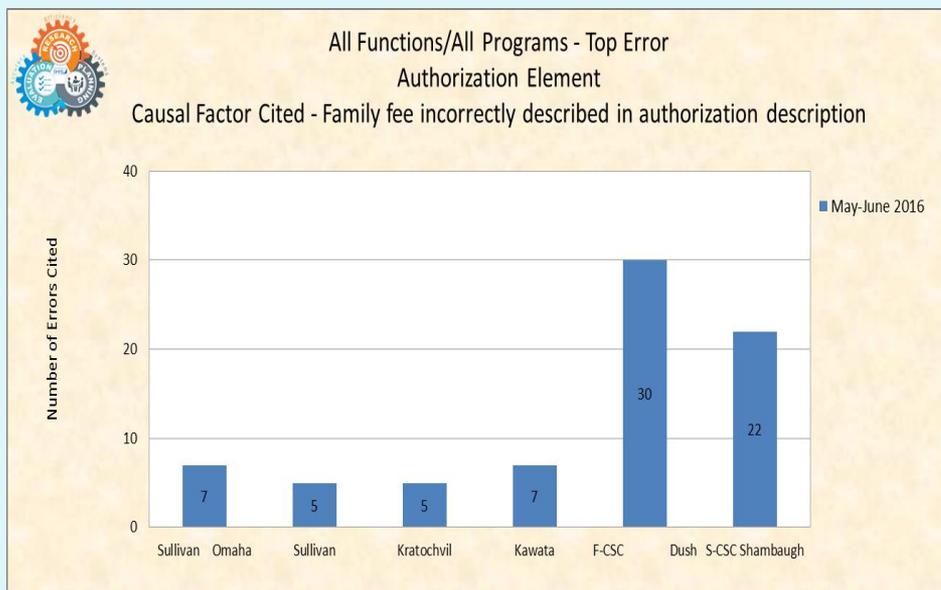
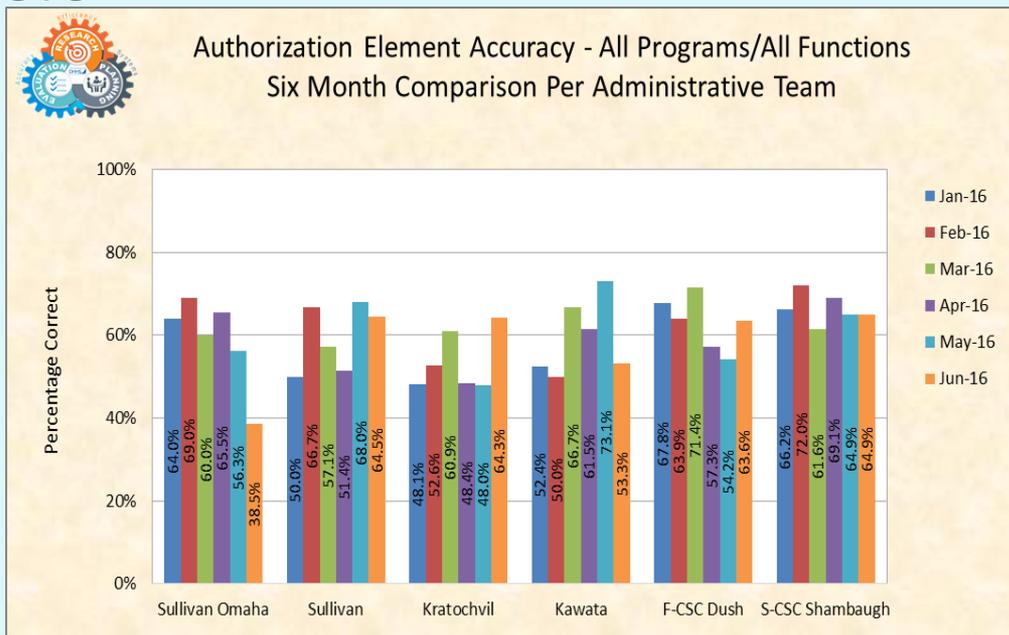
Social Services for Aged and Disabled Adults: All Functions - Causal Factors Cited



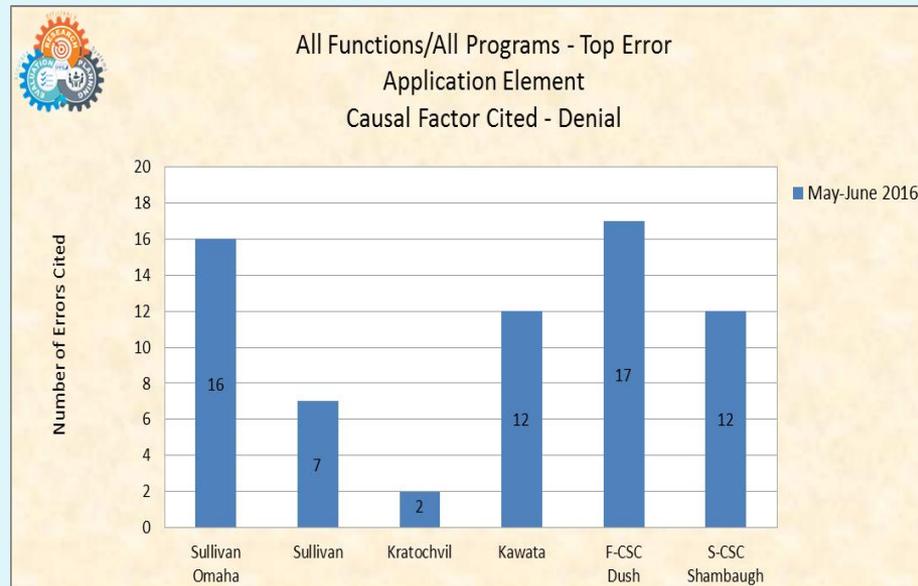
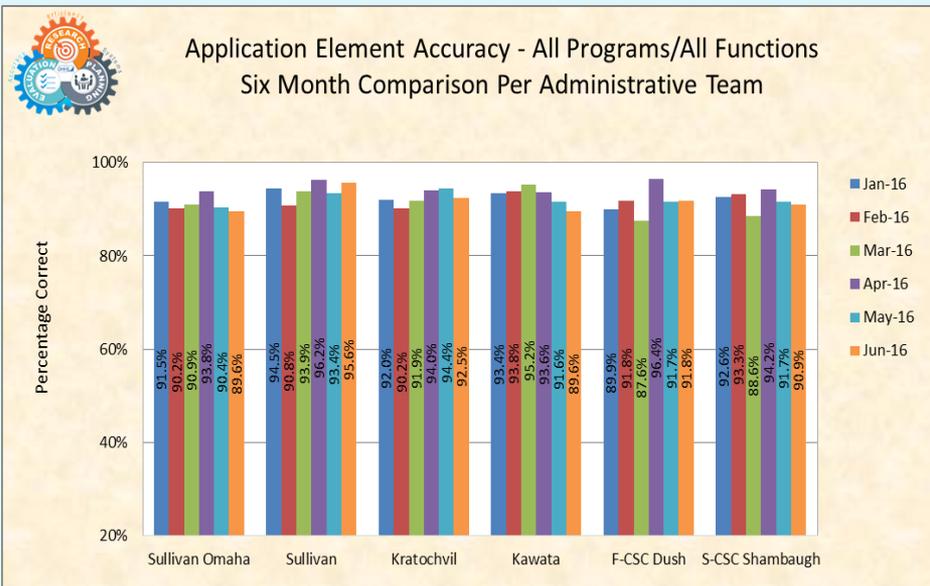
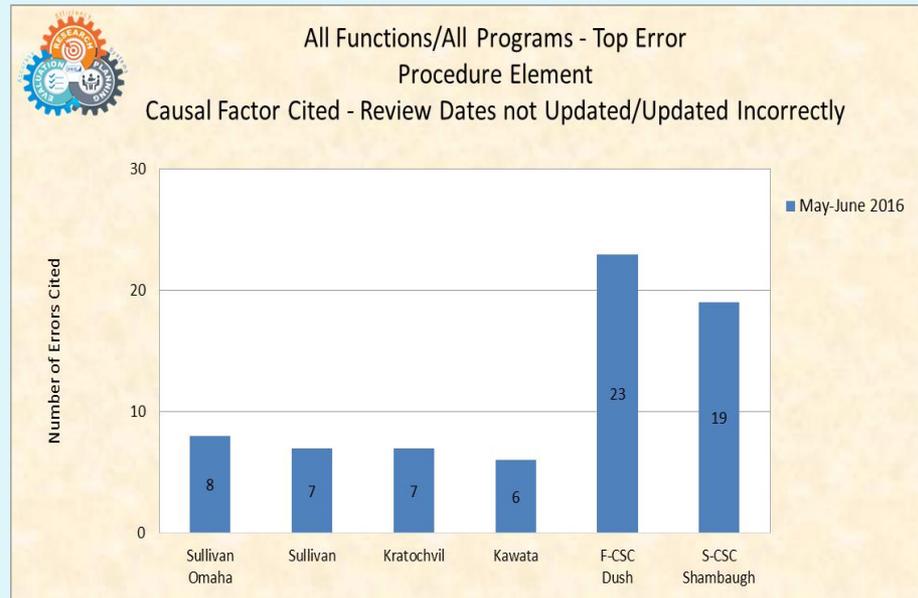
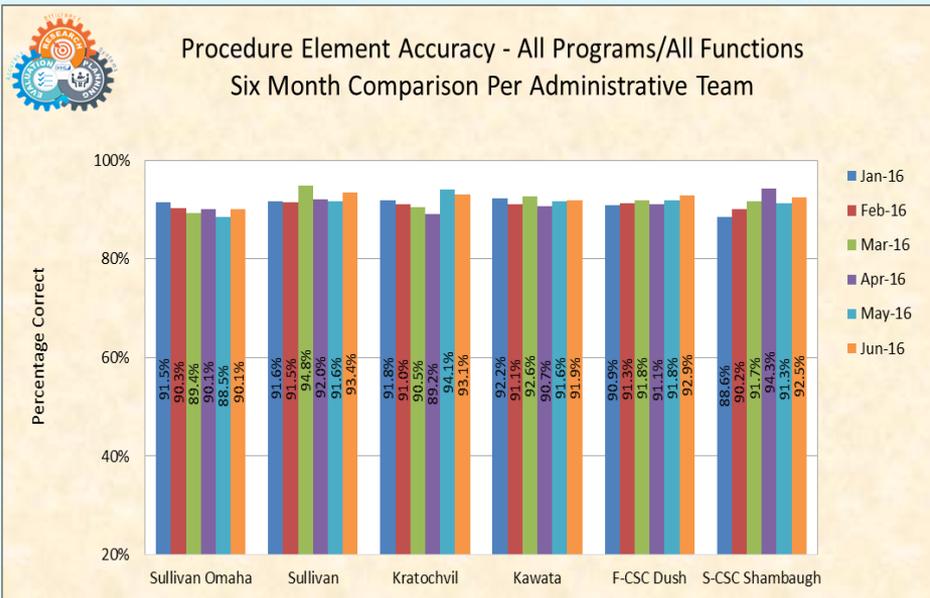
Focus on Key Errors



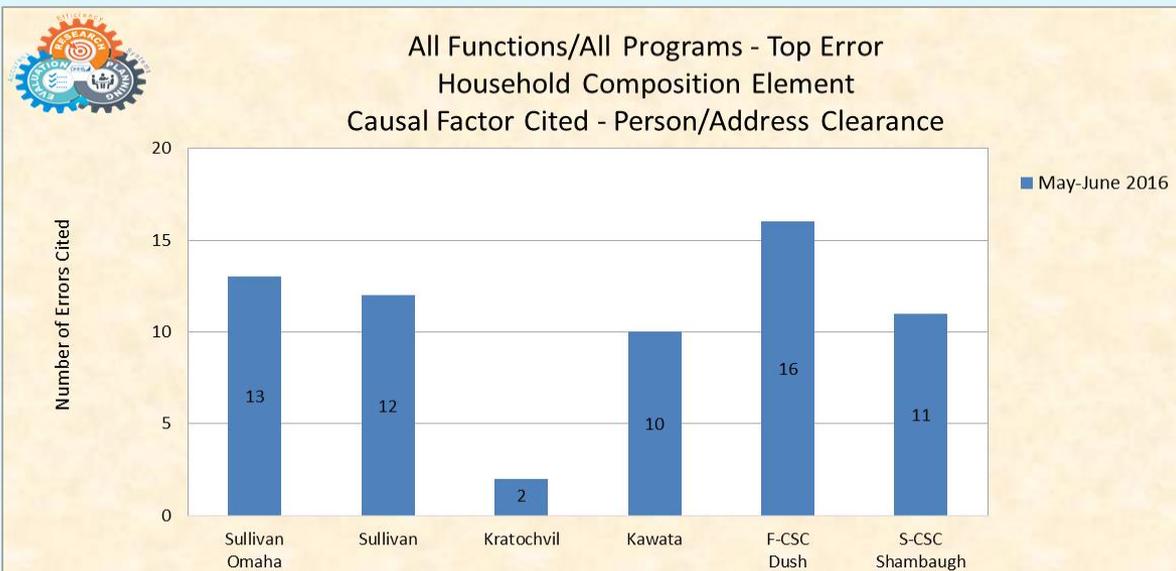
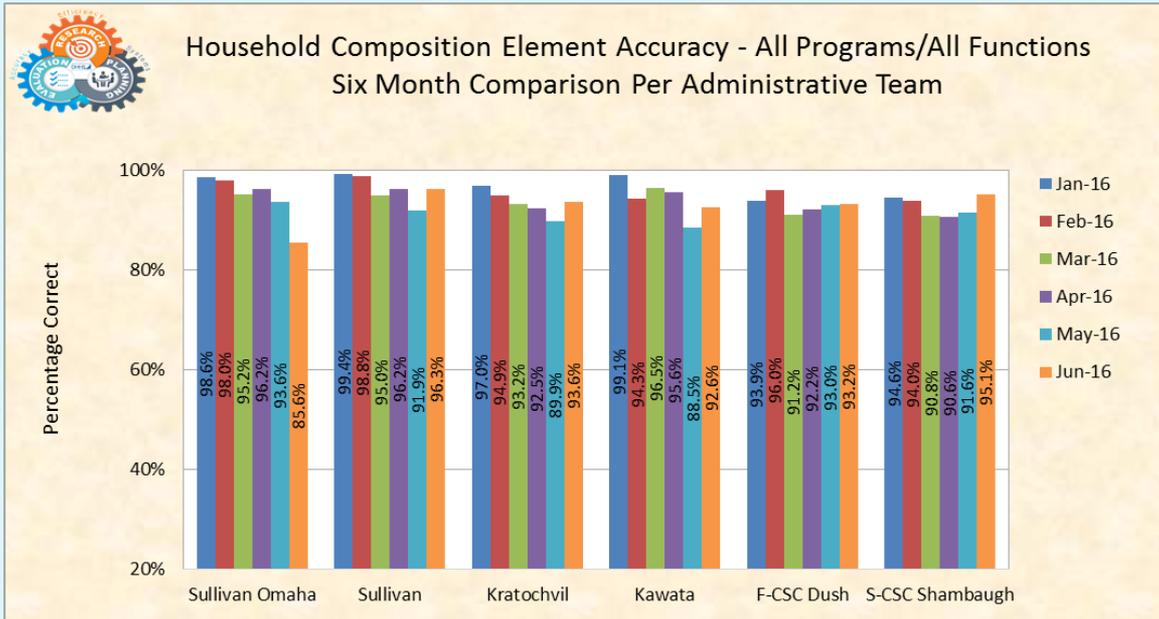
Focus on Key Errors



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.

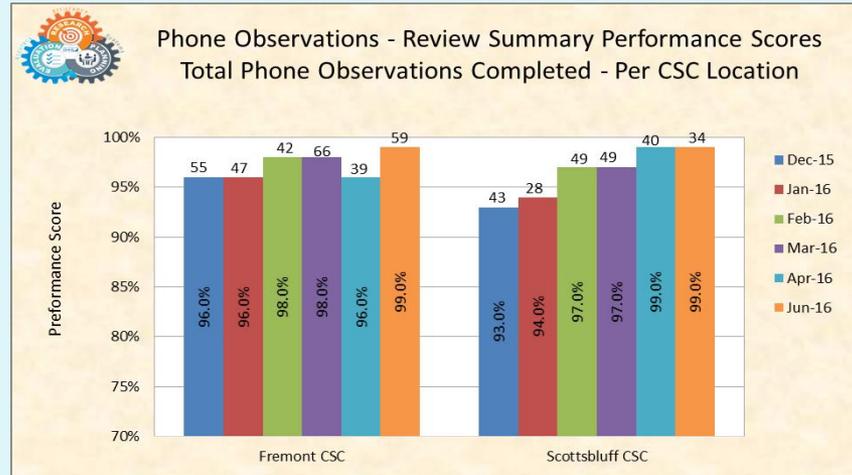
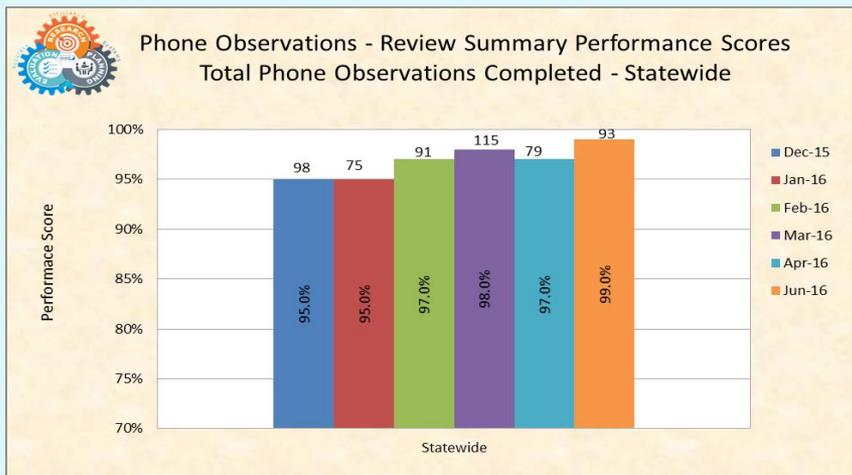
Goal Statement: Continually review phone observations, then measure and report CFS processing performance.

*Beginning 4/2016 PAS phone observations will be completed every other month.

Phone Observations

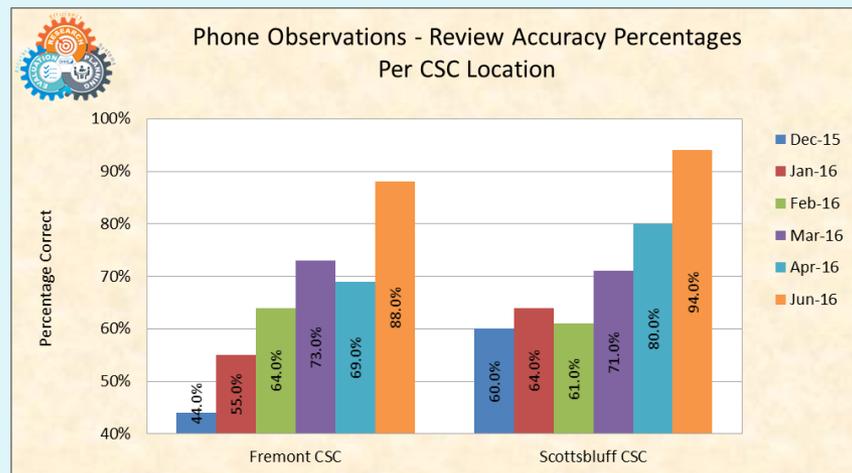
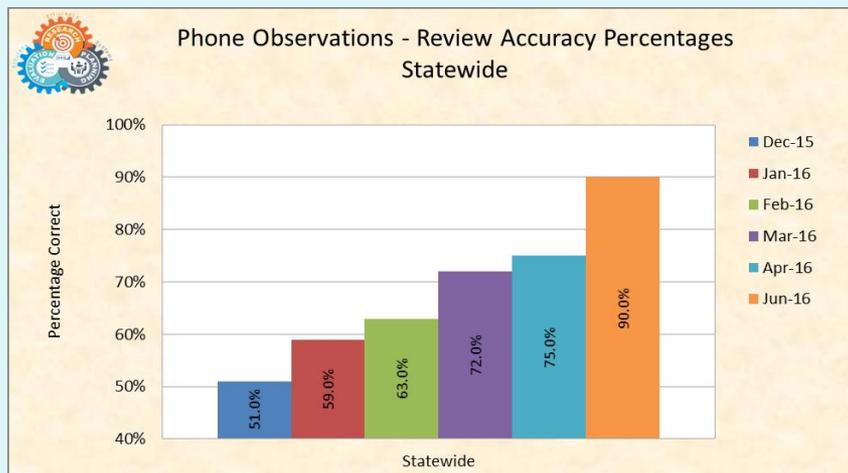
Review Summary

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



Review Accuracy

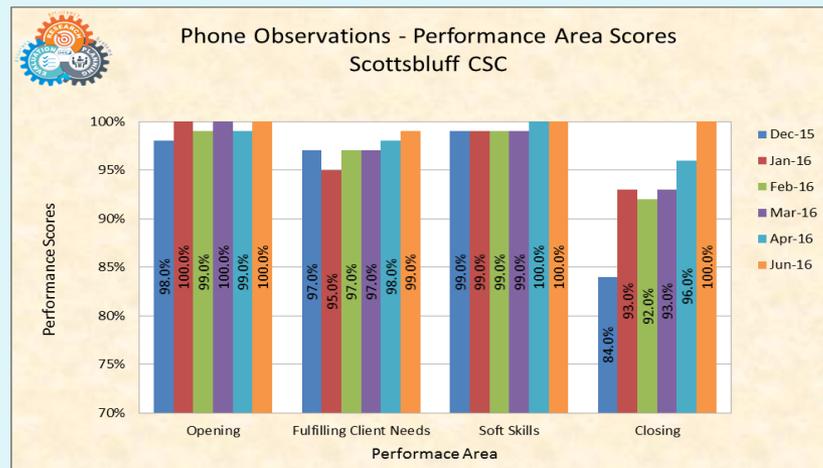
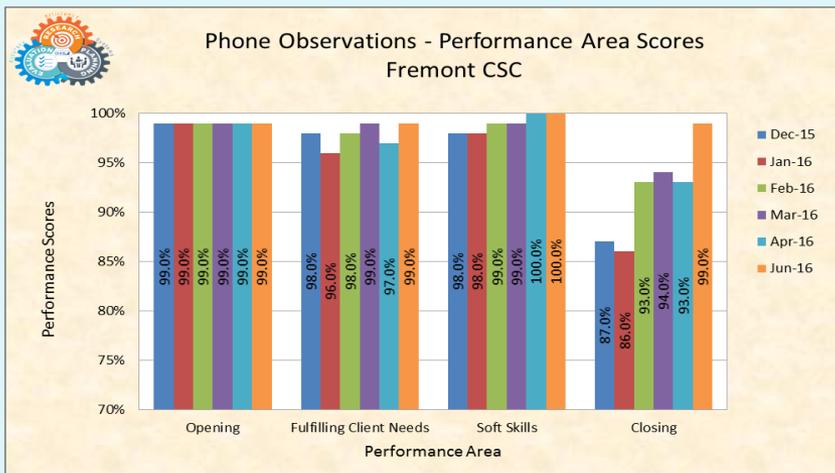
Report Description: Summarizes the number of reviews completed and the number and percent that are correct and incorrect



Phone Observations

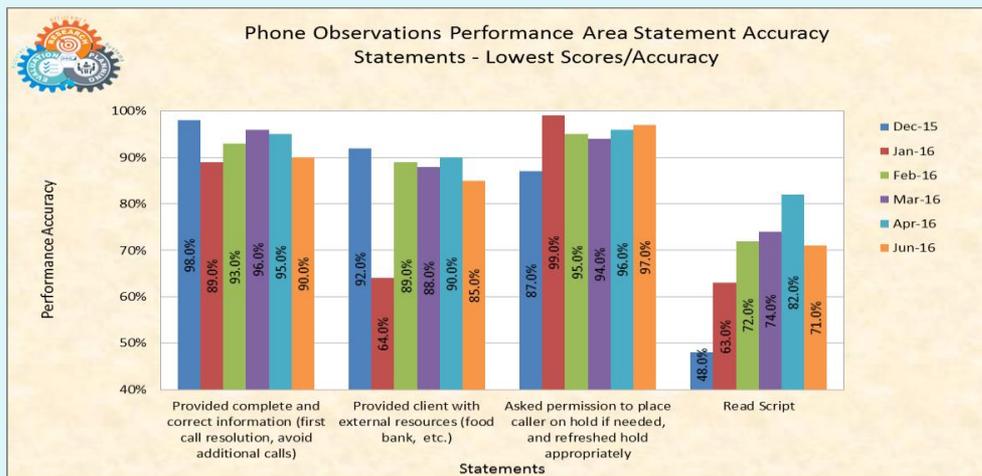
Performance Area Summary

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

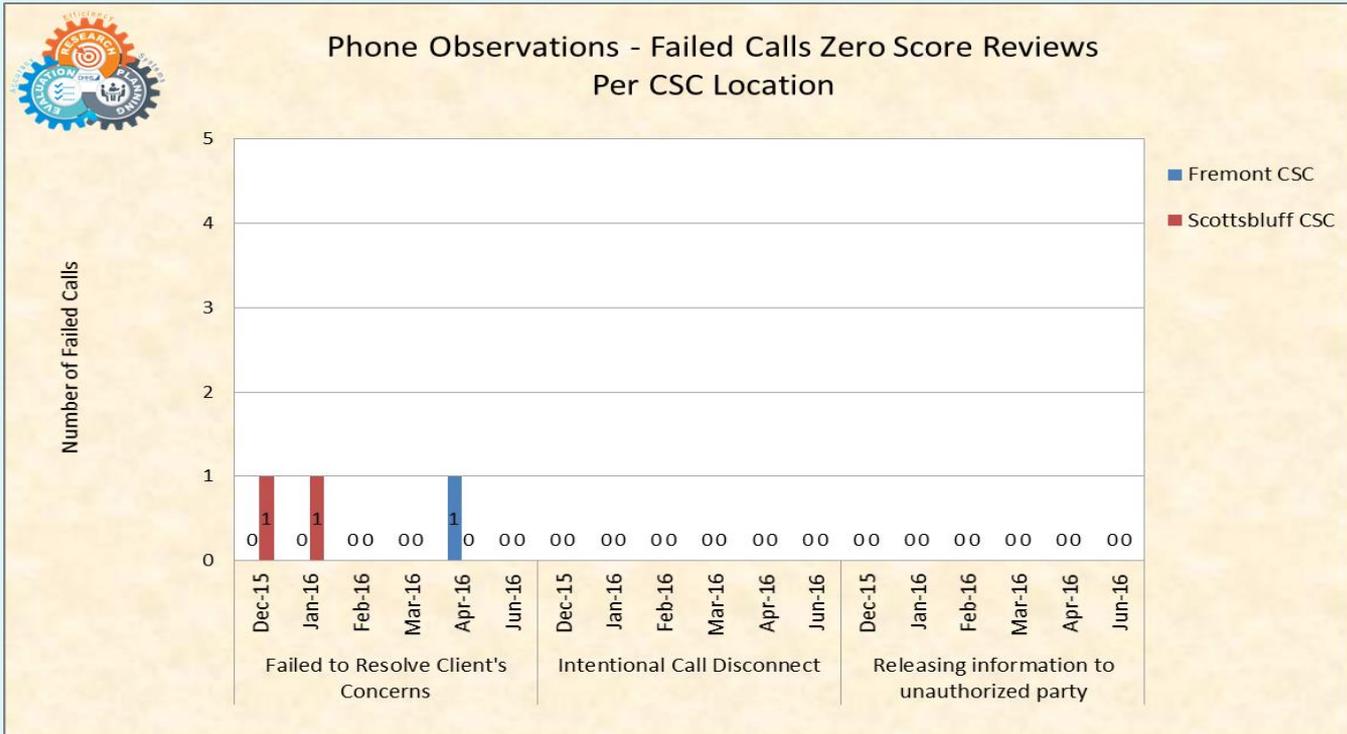
Report Description: Summarizes the number of reviews completed, the number of statements reviewed, the number of statement answered yes (correct), and the number of statements answered no (incorrect) for each performance area and each question.



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.

Location	May 2016 as of 5/1/2016			June 2016 as of 6/1/2016			July 2016 as of 7/1/2016		
	Vacant	Total	Vacancy	Vacant	Total	Vacancy	Vacant	Total	Vacancy
Central Service Area EA*	0	28	0.0%	0	29	0.0%	1	28	3.6%
Eastern Service Area EA*	2	48	4.2%	3	47	6.4%	4	47	8.5%
Northern Service Area EA*	1	23	4.3%	1	22	4.5%	1	22	4.5%
Southeast Service Area EA*	2	36	5.6%	2	35	5.7%	2	36	5.6%
Western Service Area EA*	0	22	0.0%	0	22	0.0%	1	22	4.5%
Local Office Total	5	157	3.2%	6	155	3.9%	9	155	5.8%
Fremont CSC	9	128	7.0%	4	128	3.1%	6	128	4.7%
Scottsbluff CSC	4	89	4.5%	2	89	2.2%	2	89	2.2%
Customer Service Center Total	13	217	7.0%	6	217	7.0%	8	217	7.0%
Total	18	374	4.5%	12	372	4.5%	17	372	4.5%

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



Economic Assistance Continuous Quality Improvement

Upcoming N-FOCUS Enhancements

Past Changes

April 2016

- LIHEAP Performance Measures Project PHASE I.
- EA Phone Applications Project for Review/Recert and Initial Applications.
- IVR Redesign
- ADC/AABD Budgeting Enhancement Project Phase II
- ABAWD History Tracking Window Revisions.
- Remove Change Reporting for SNAP.
- AccessNebraska Text/Email Consent & Notification Project.
- Include CL and DE program cases in the multi-selection of cases to assign.
- Allow budgeting of EA programs not closed for QC sanction.
- Verification Request Tracking Phase II – Create VR from ES.
- Child Care Authorization updated automatically when a fee changes.



Economic Assistance Continuous Quality Improvement

Upcoming N-FOCUS Enhancements

Future Changes

August 2016:

- AccessNebraska Menu Redesign
- LIHEAP Performance Measures Project Phase II
- Auto-Select Tie Reasons for EA Program Applications
- Child Care Removal of Resources from ES Budgeting
- Self-Employment 49% Standard Disregard Project
- Monthly MESA to close SNAP FTC Sanctions
- Monthly MESA - SNAP SUA with LIHEAP
- Remove EF Education Level for Expert
- CSE Sanction not imposed restriction
- ADC & AABD Budgeting – Hard Stop when a payee is a minor
- EA Program Auto-Closure