

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
- For the months of April-August 90 active cases have been reviewed each month.
- For the months of April-August a range of 58-80 negative cases were reviewed.
- 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.

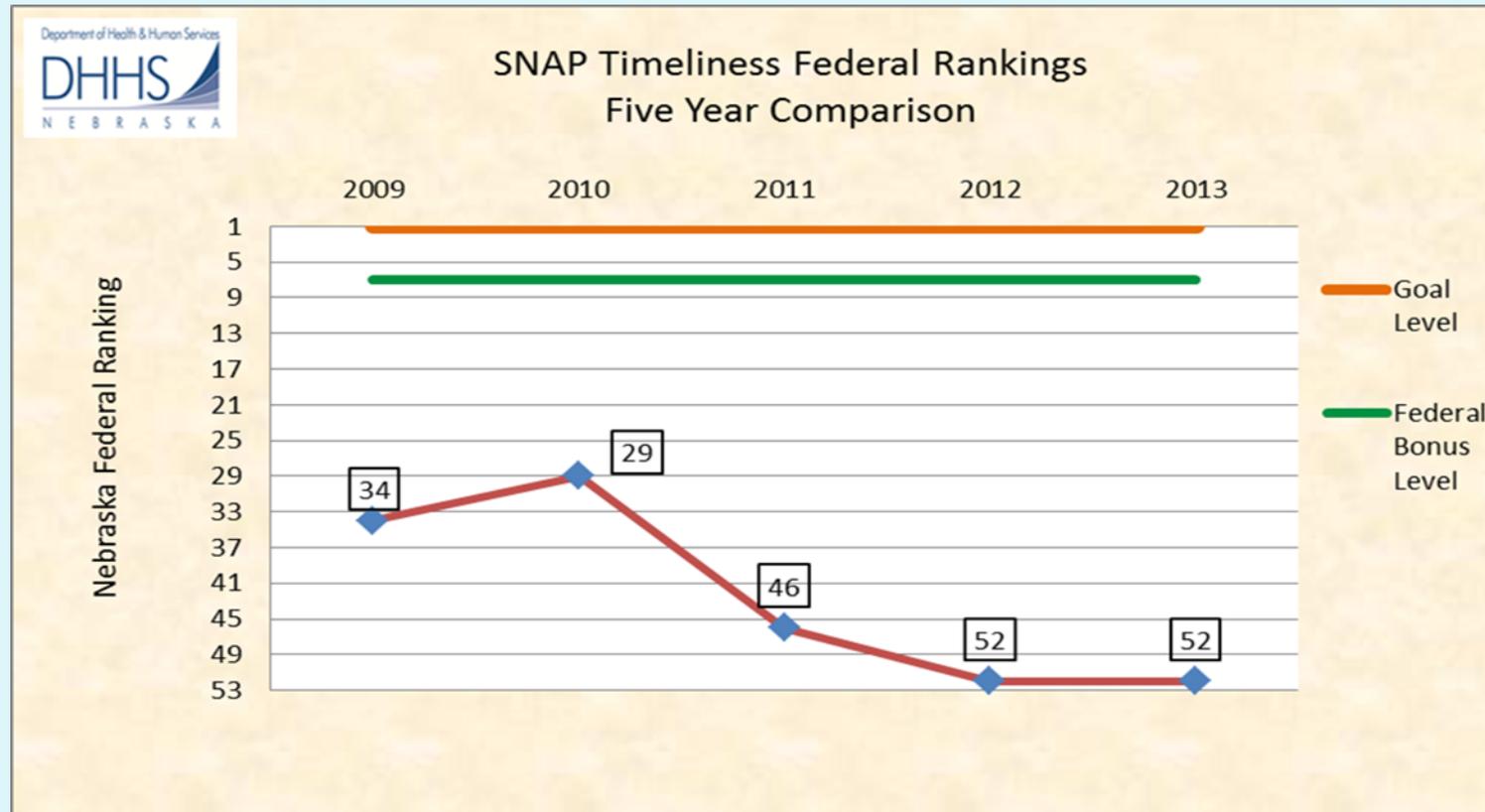
Program Accuracy Unit

- 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

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.

Implemented SCRS:

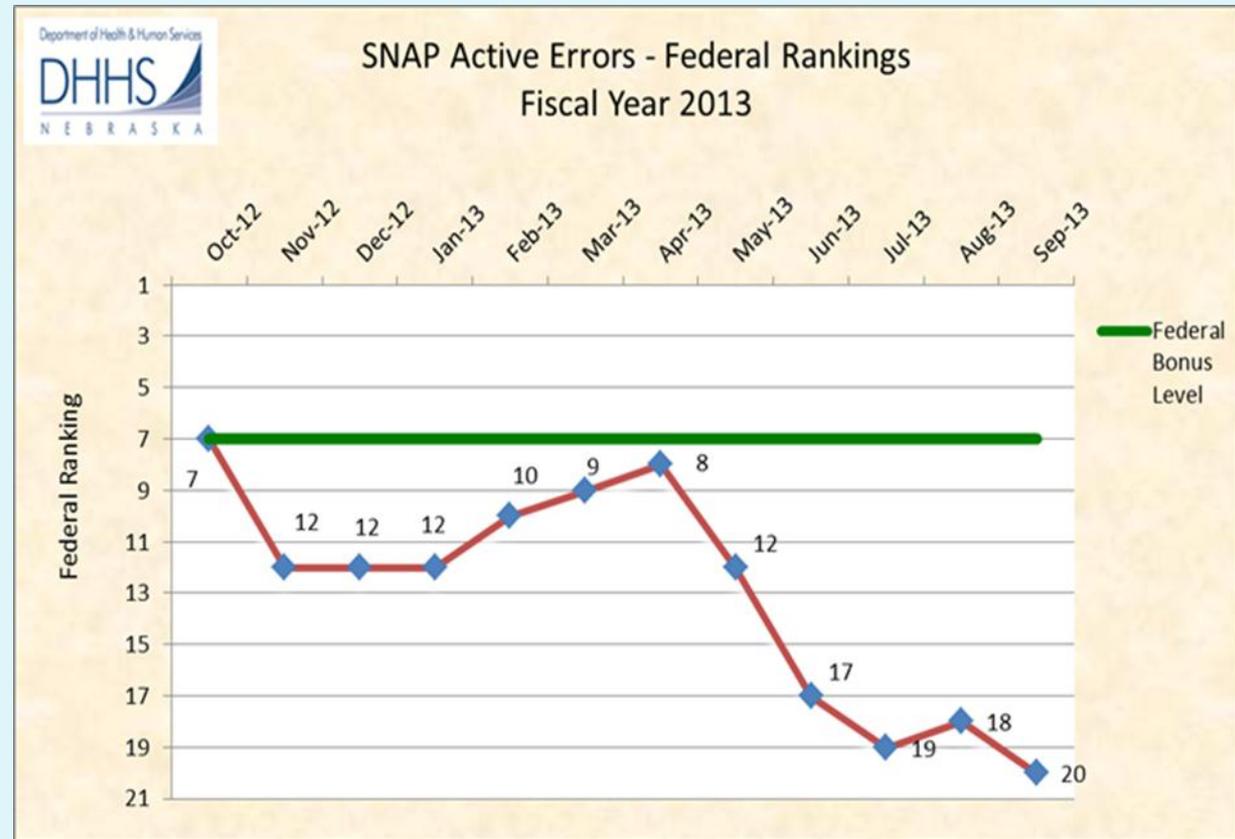
1. SCR 14356 for March 16th forces clients to "confirm" the information that was retrieved from N-FOCUS so that info on the application is more accurate.
2. SCR 14198 for March 16th will separate Verification Requests between EA and MLTC.
3. SCR 14510 for March 16th will turn off the auto interview scheduler.
4. SCRs 12326 and 12656 for July 13 make additional improvements to our EBT card issuance.
5. SCR 14693 for March 19 will auto close Assigned SNAP cases if an interview has not been completed.

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.

Barriers:

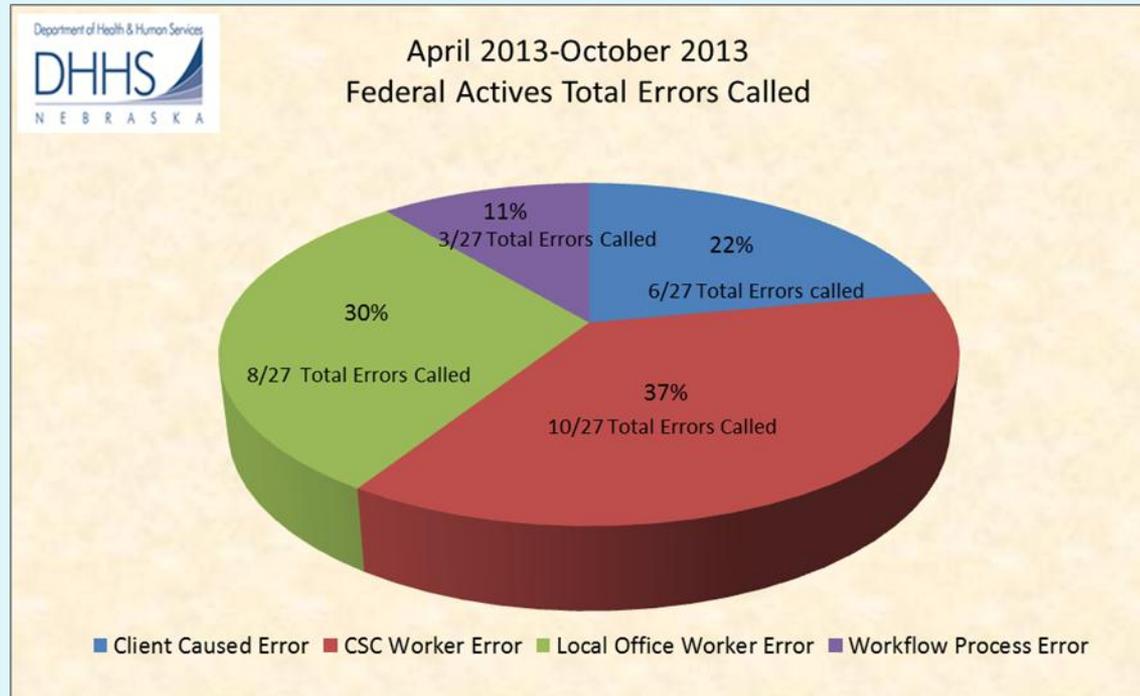
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



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:

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.

Staff Changes:

1. Created a Federal and Internal processing Score Card.

Implemented SCRs:

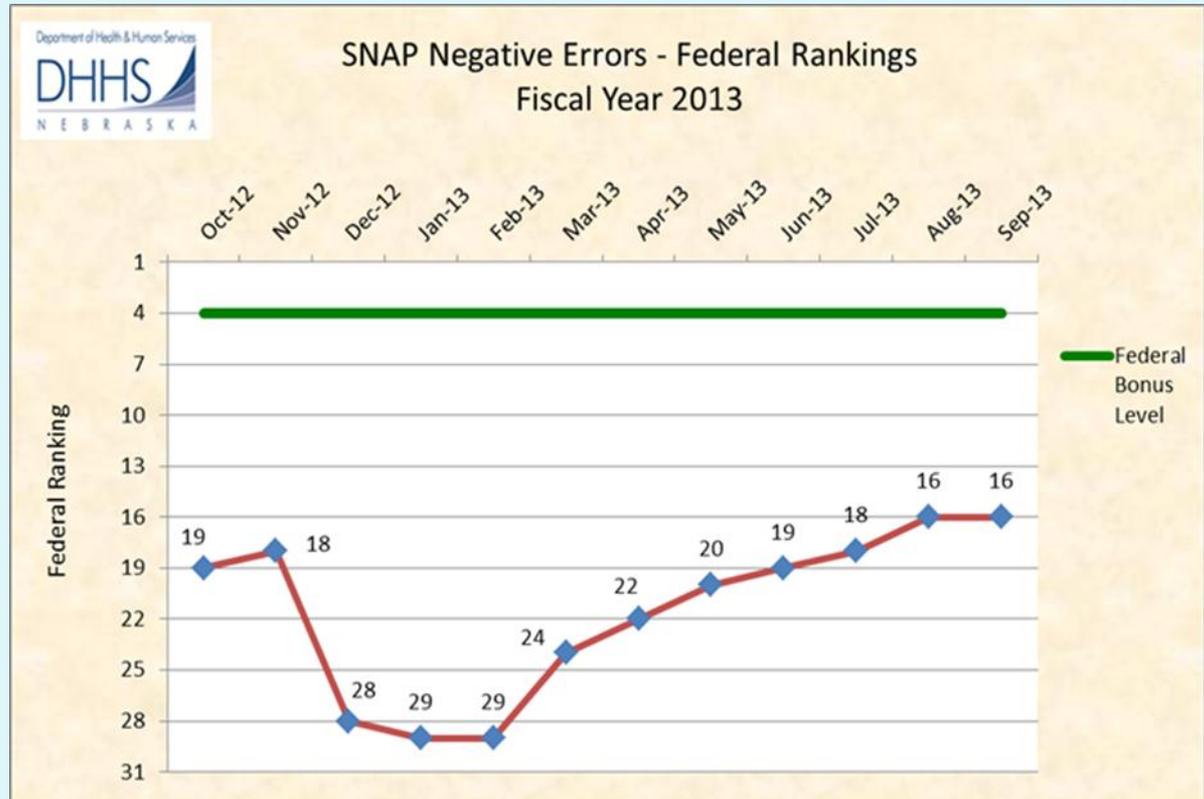
1. Implemented SCR14505 and 14474 on March 16th which creates more denial/closure reasons for SNAP to be added to NFOCUS so the SSW can choose the one that best describes the situation.
2. SCR 14693 for March 19 will auto close Assigned SNAP cases if an interview has not been completed.
3. SCR 14692, 14760, 14763 and 14772 for March 16 will update notices to comply with federal requirements.
4. SCR 14540 for March 16 will create an interface with a federal database of prisoners.

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 that have occurred in another state.

Barriers:

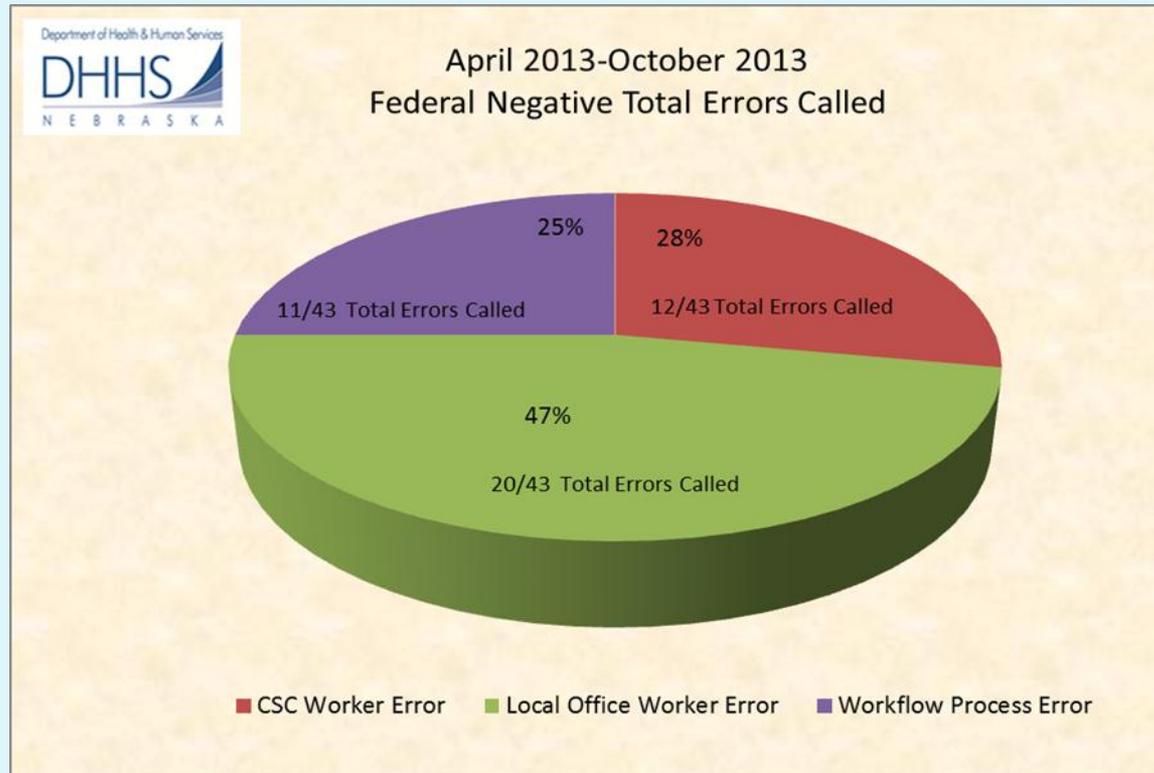
Goal Statement: The accuracy of SNAP Negative cases will move towards the goal of 100% correctness on the processing status for which households are denied, suspended, or terminated.



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

Updated: 2/2014.

Negative Errors



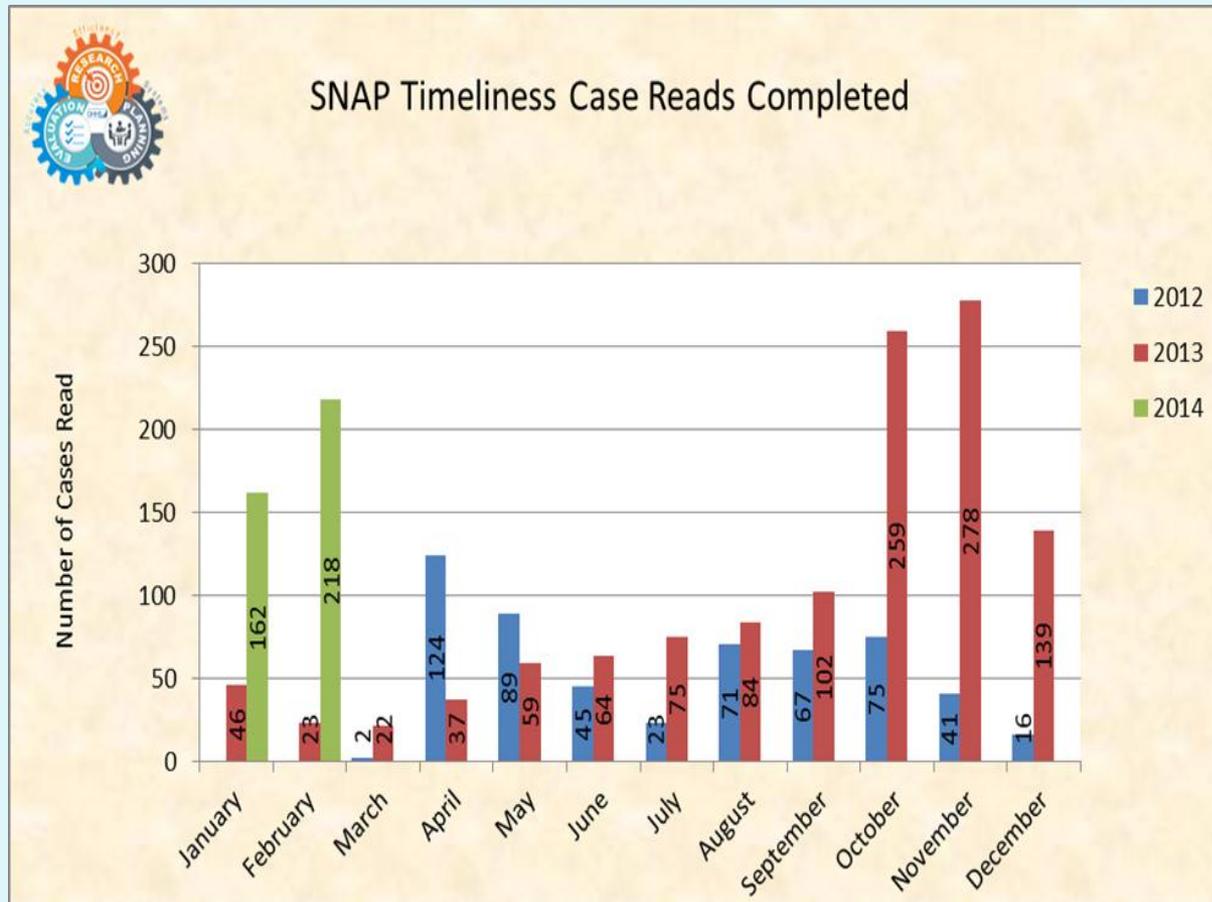
The above chart: Represents where the Negative Errors occurred.

CHAPTER 3: STATE REPORTING

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.

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 1st 2014: which allows no interview for a completed application.

Staff Changes:

1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.
2. Application Management has hired 4 temporary staff.

Implemented SCRs:

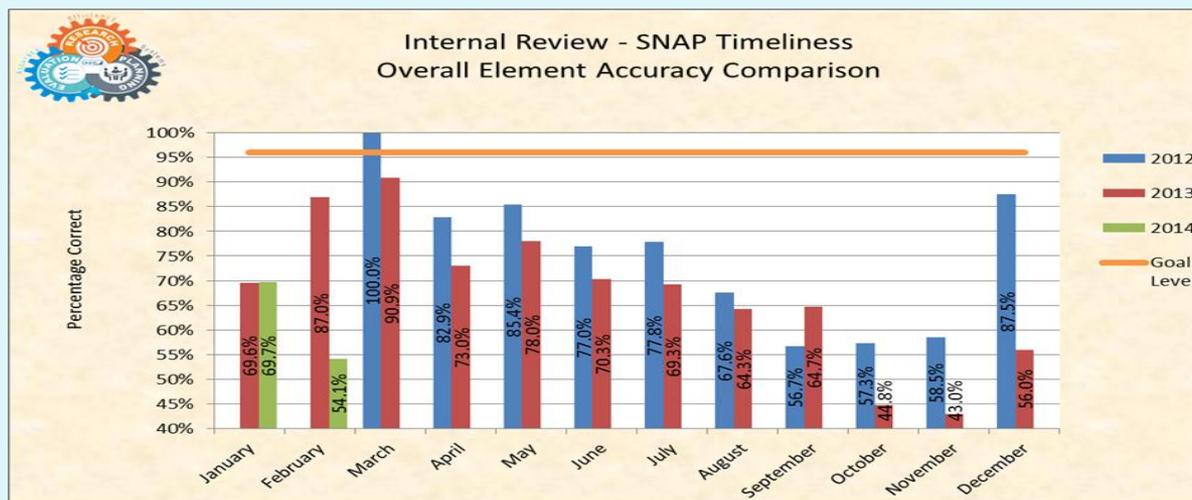
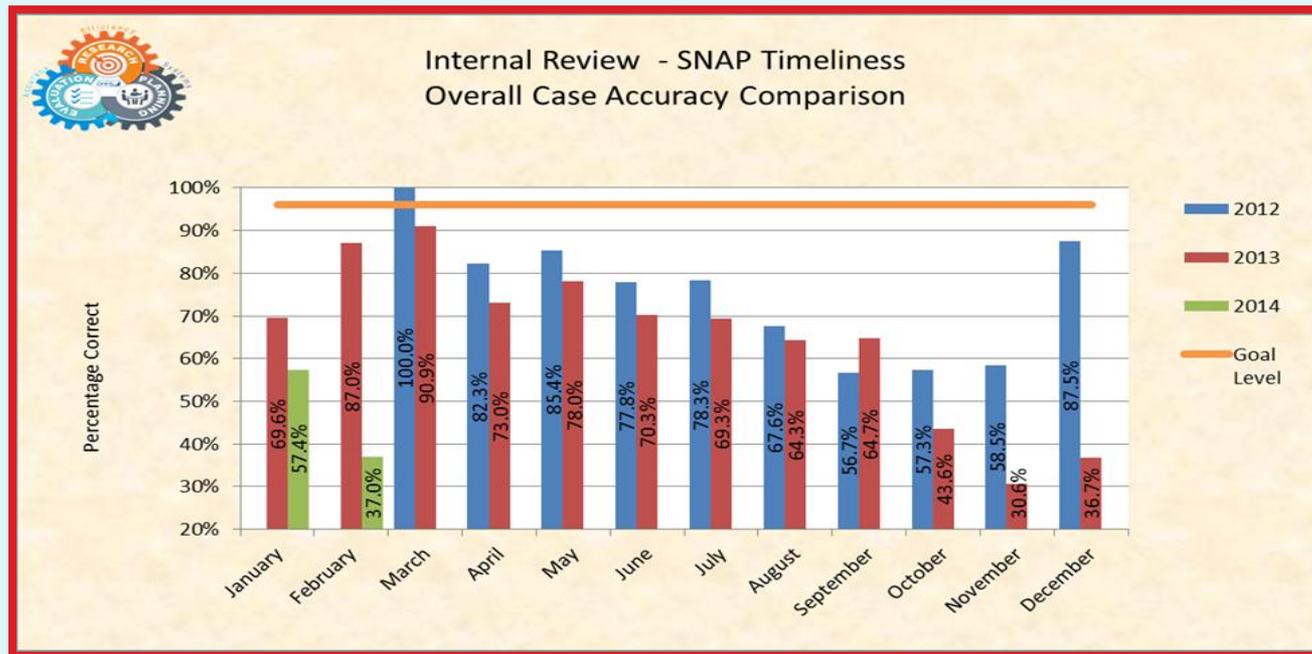
1. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that info on the application is more accurate.
2. SCR 14198 separates Verification Requests between EA and MLTC.
3. SCR 14510 turns off the auto interview scheduler.
4. SCR 14693 for March 19 auto closes Assigned SNAP cases if an interview has not been completed.

Action Items:

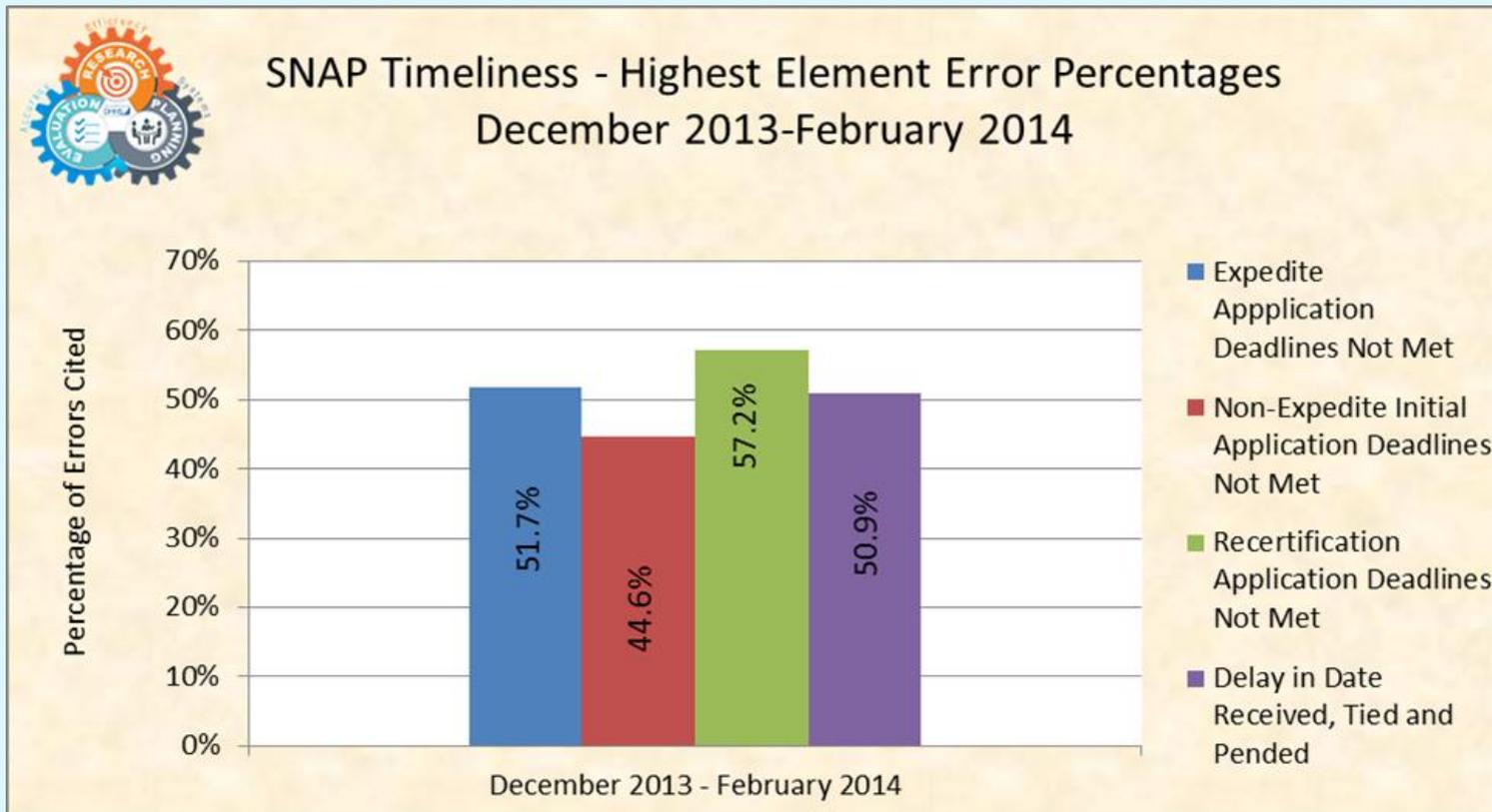
1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.

Barriers:

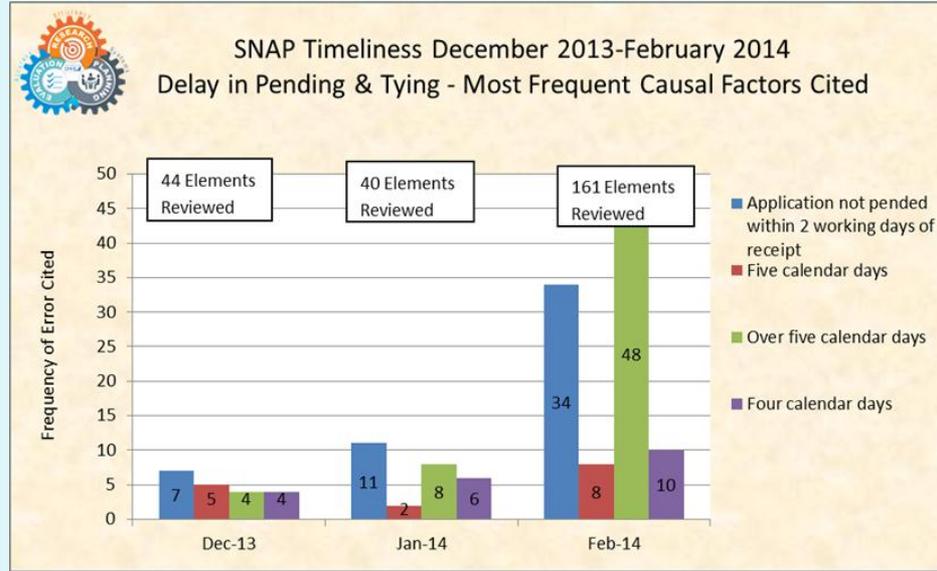
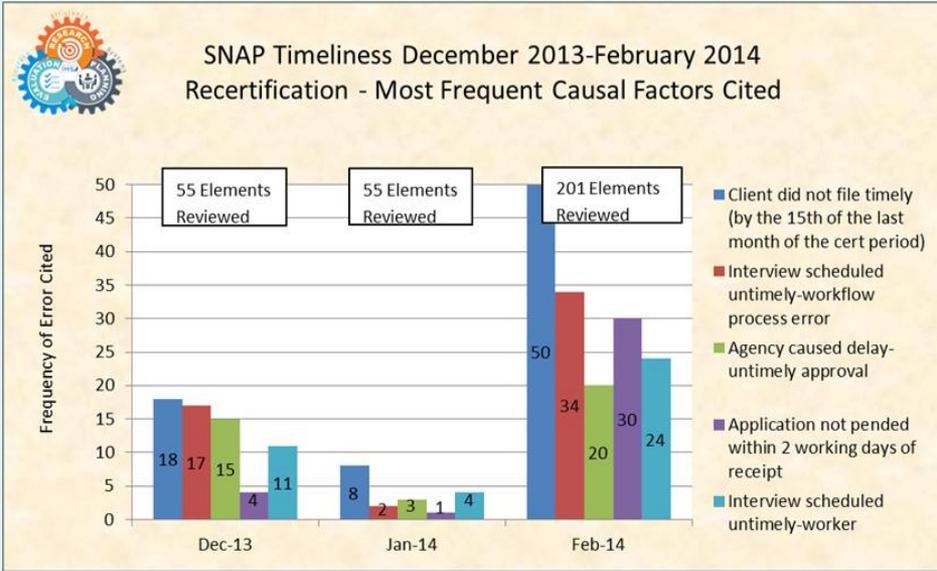
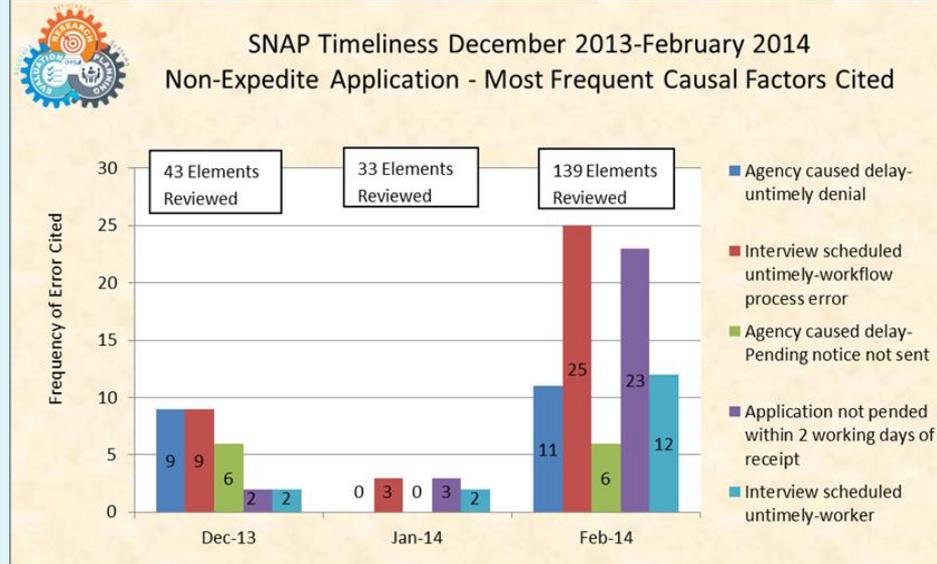
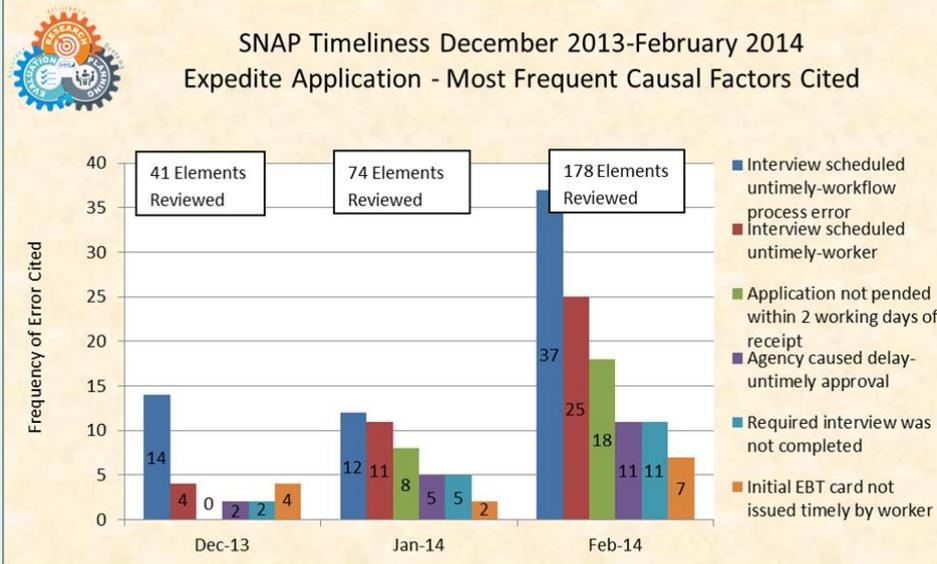
Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.



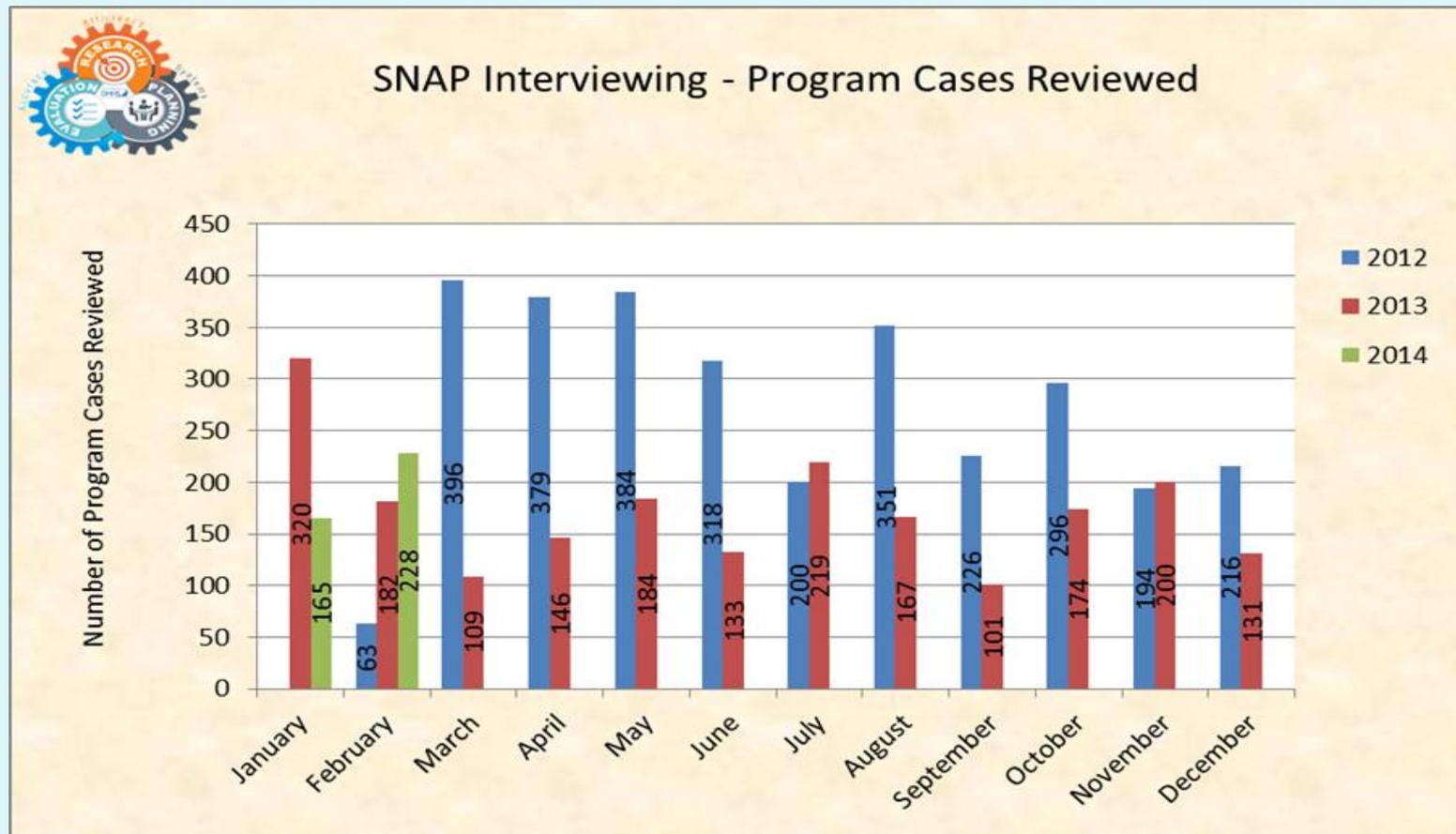
SNAP: Timeliness



SNAP: Timeliness



SNAP Interviewing Program Case Reads



SNAP: Interviewing

Strengths/Accomplishments:

Waivers:

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

Staff Changes:

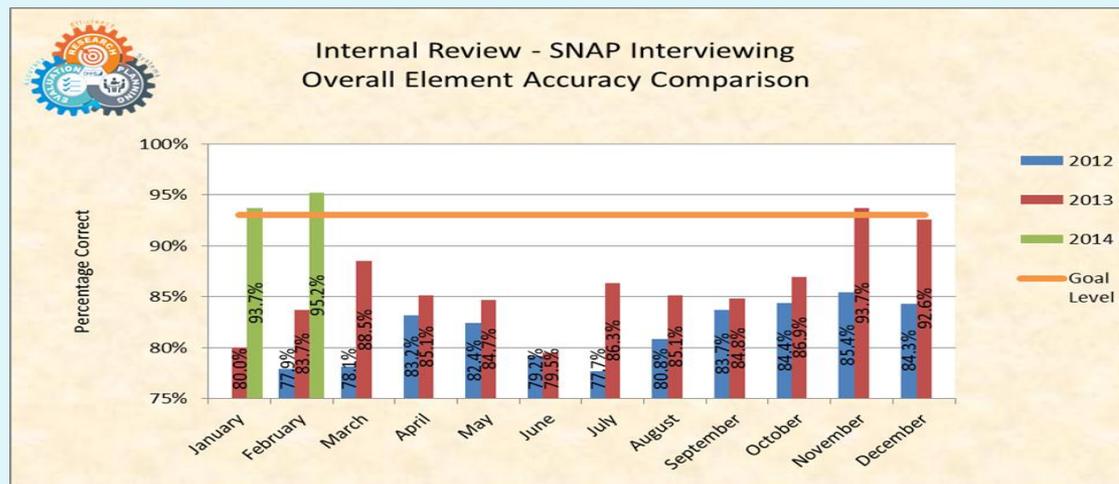
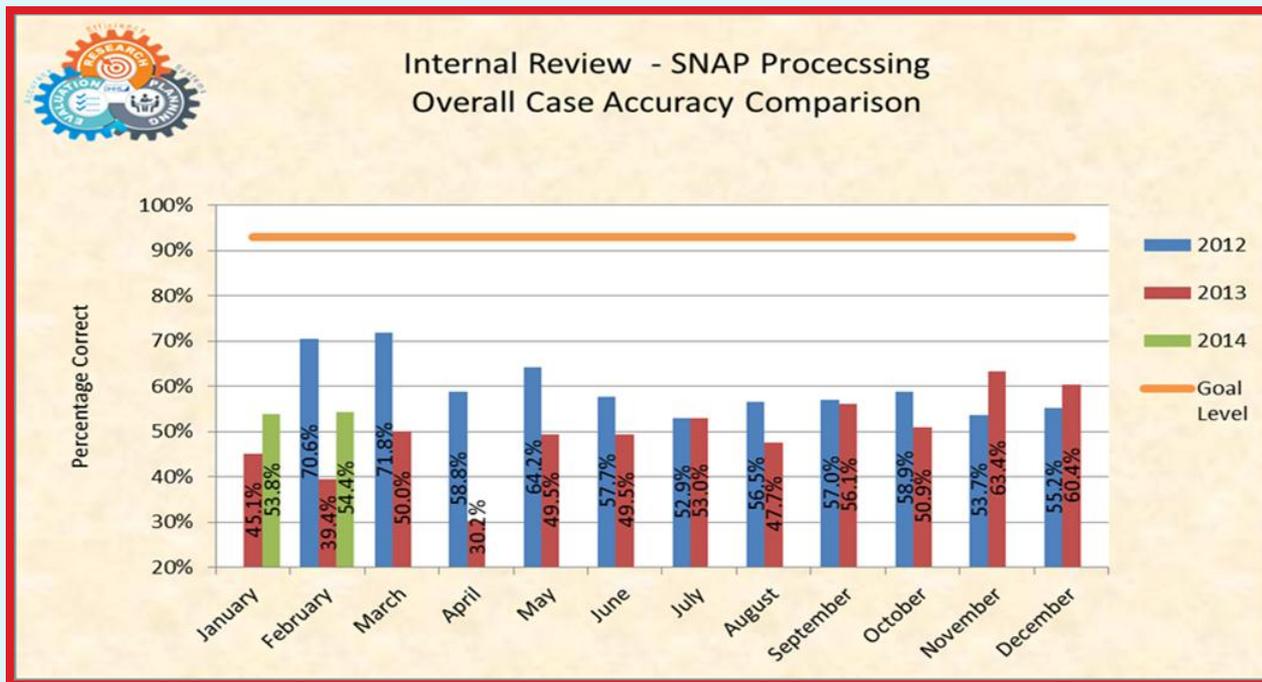
1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.
2. Interviews are now being conducted in local offices.

Action Items:

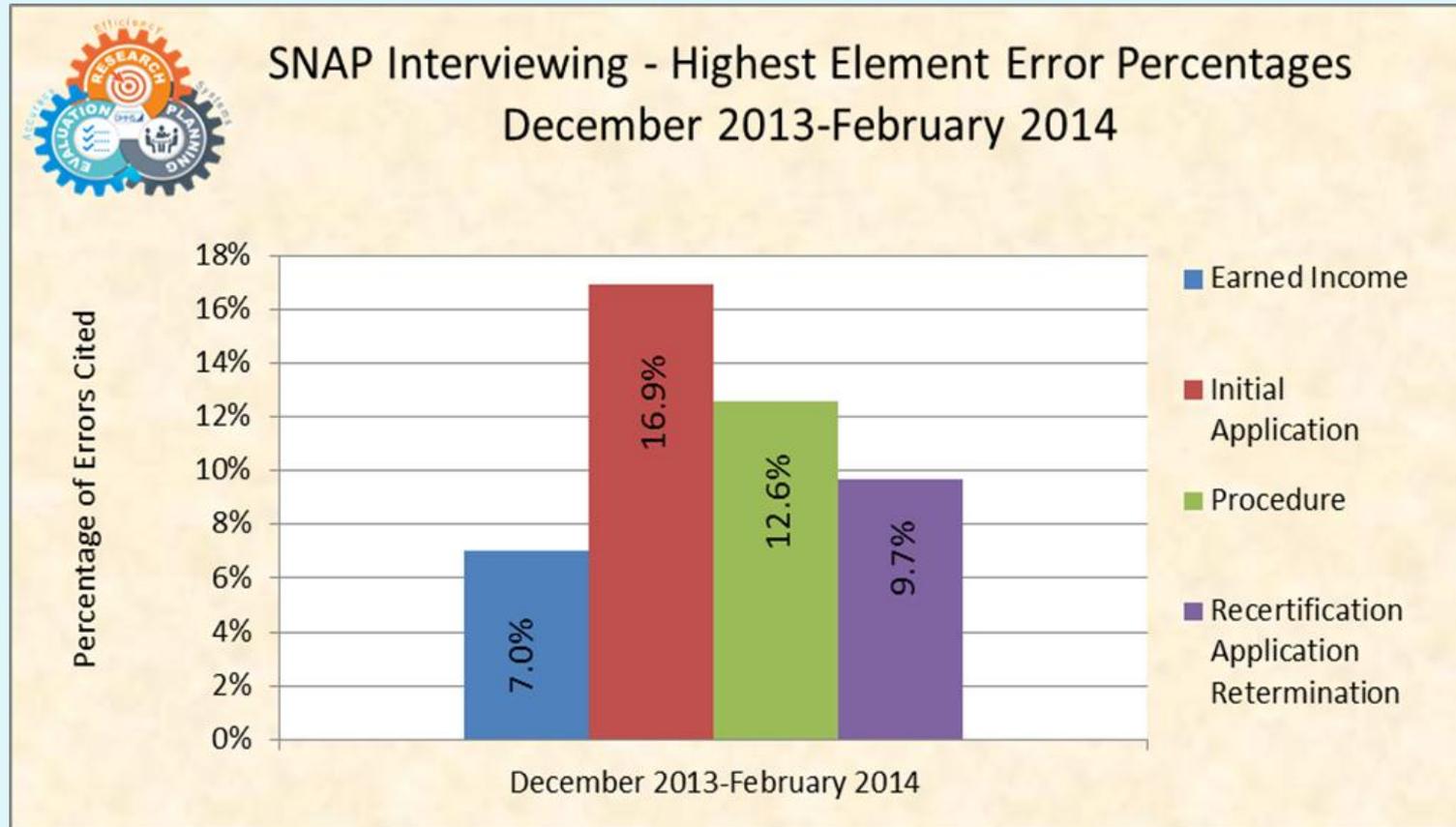
1. Implement Simplified Application in March 2014: which reduces the current application of 18 pages to 6 pages.
2. Implement Reduction of Interviews needed in March 2014: which will allow a household to complete 1 interview every 12 months.
3. SCR 14510 turns off the automatic interview scheduler.
4. SCR 15001 turns off the auto tying of applications.
5. Pending Approval: Postponed Expedited Interview which allows a worker to process Expedited SNAP before completing an interview.

Barriers:

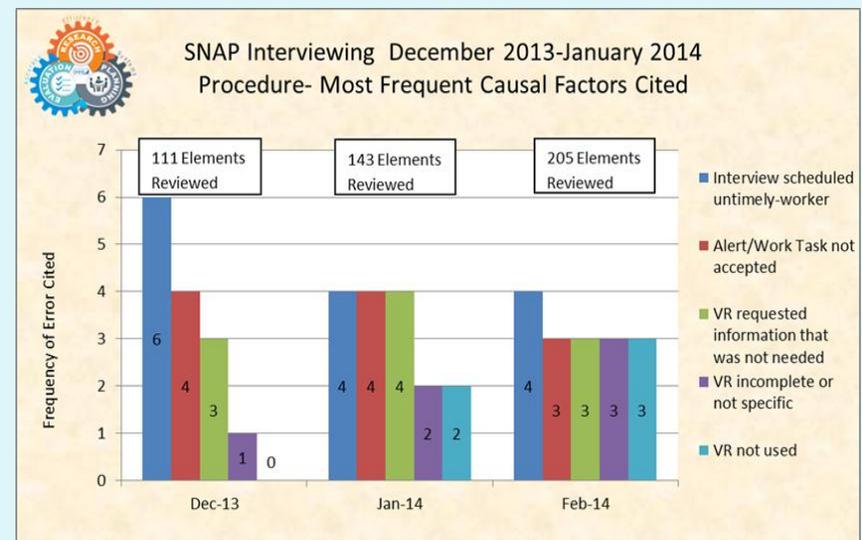
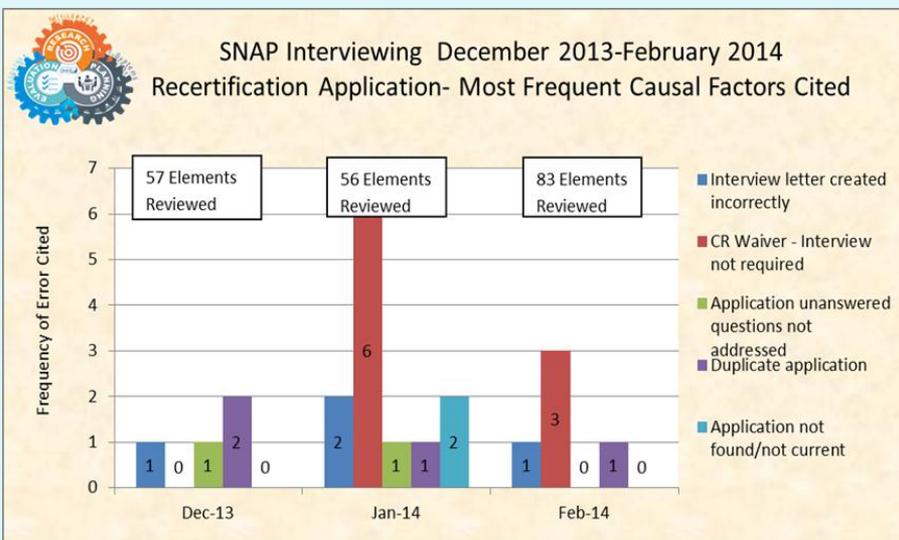
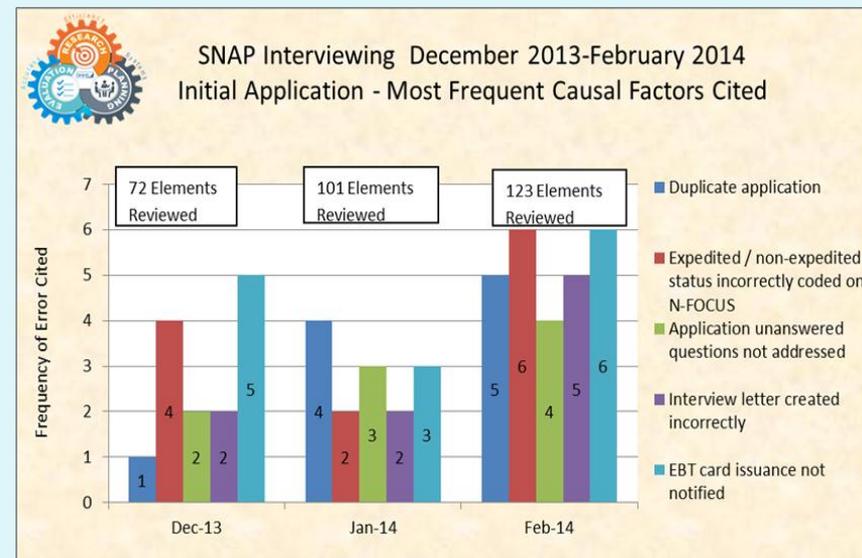
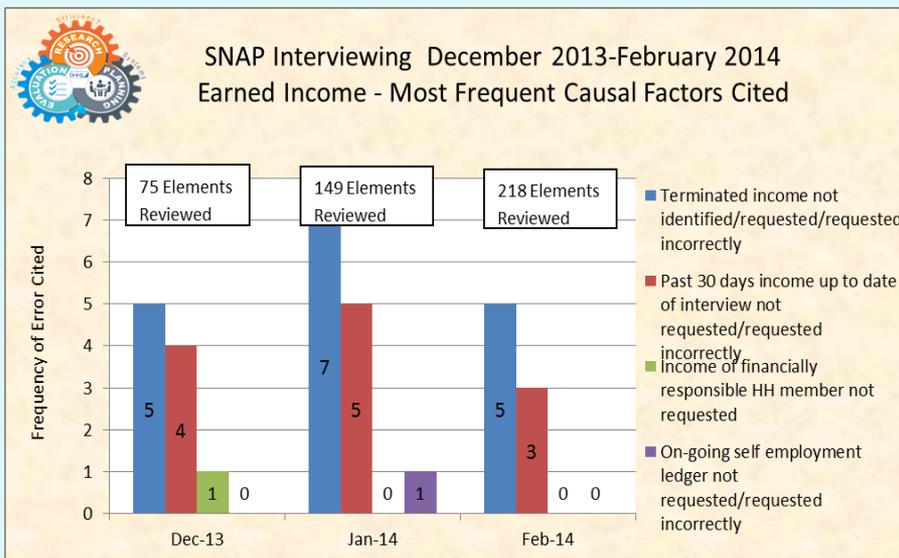
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



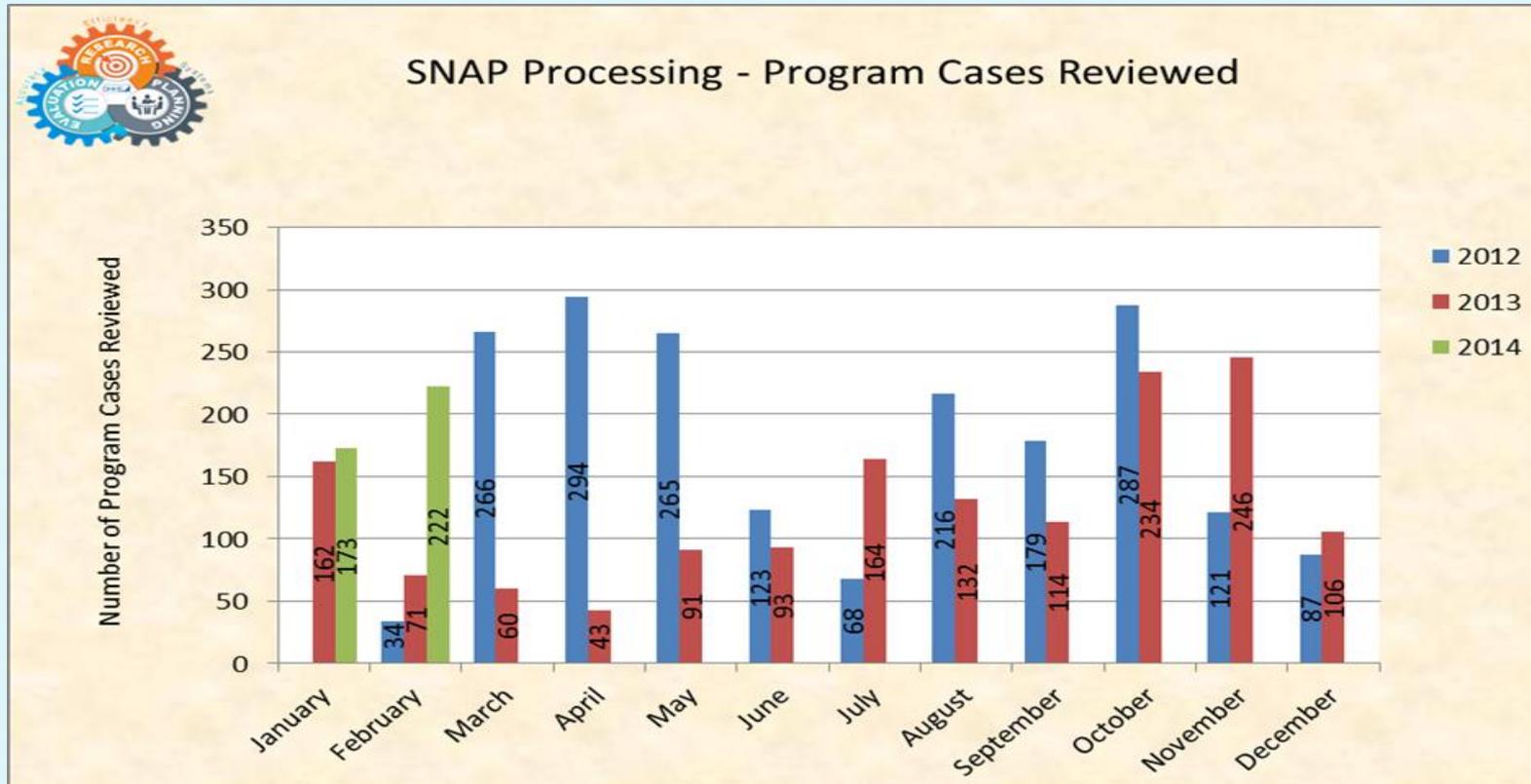
SNAP: Interviewing



SNAP: Interviewing



SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

Waivers:

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Staff Changes:

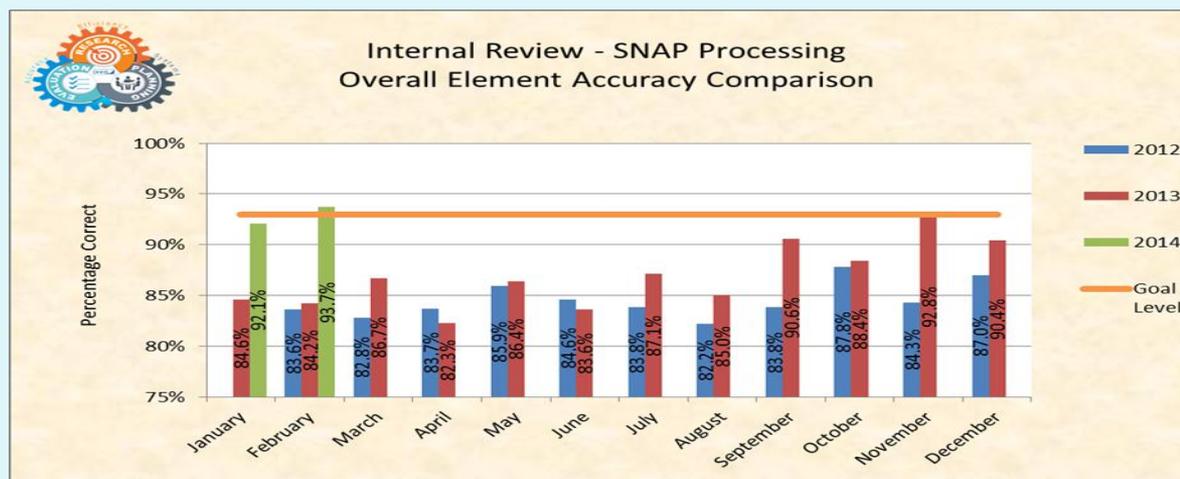
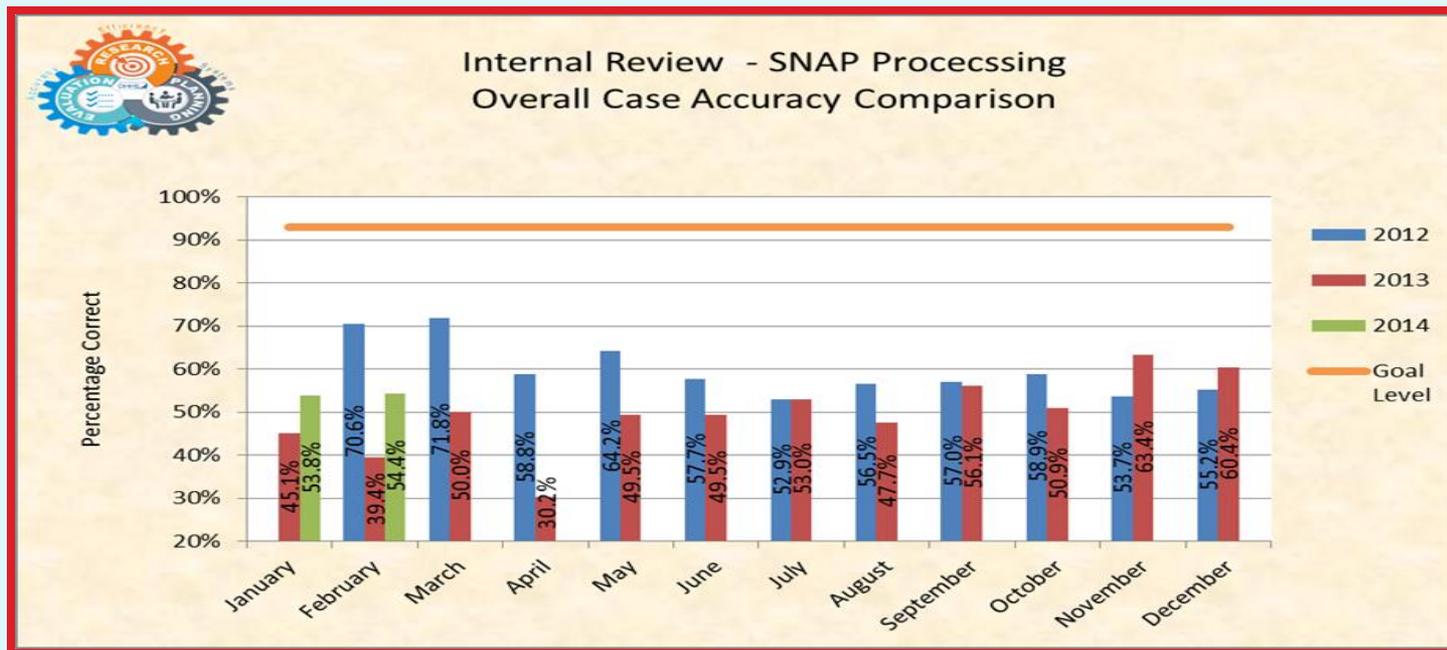
1. Staff make corrections on Incorrect Reviews.
2. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

Action Items:

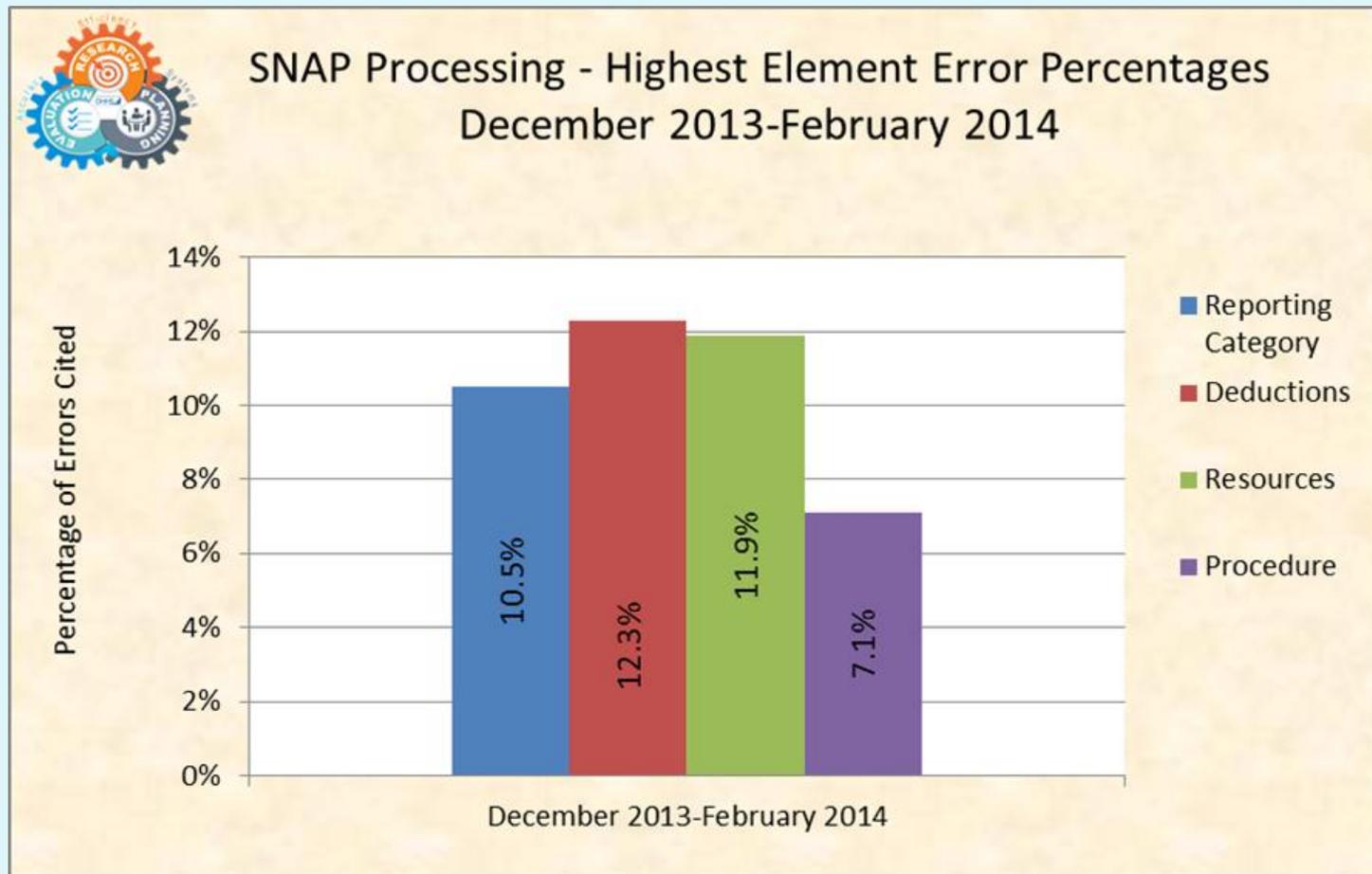
1. SCR 14693 auto closes Assigned SNAP cases if an interview has not been completed.
2. SCR 14198 segregates EA and MLTC Verification requests.
3. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that info on the application is more accurate.
4. SCR 14474 and SCR 14505 will add closure reasons that are more accurate.
5. SCR 14540 creates an interface with a federal database of prisoners.

Barriers:

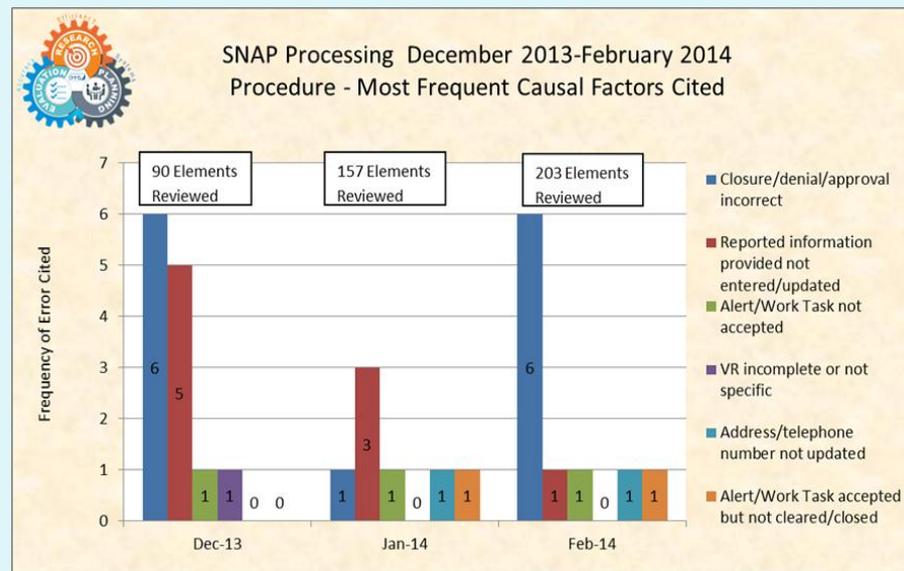
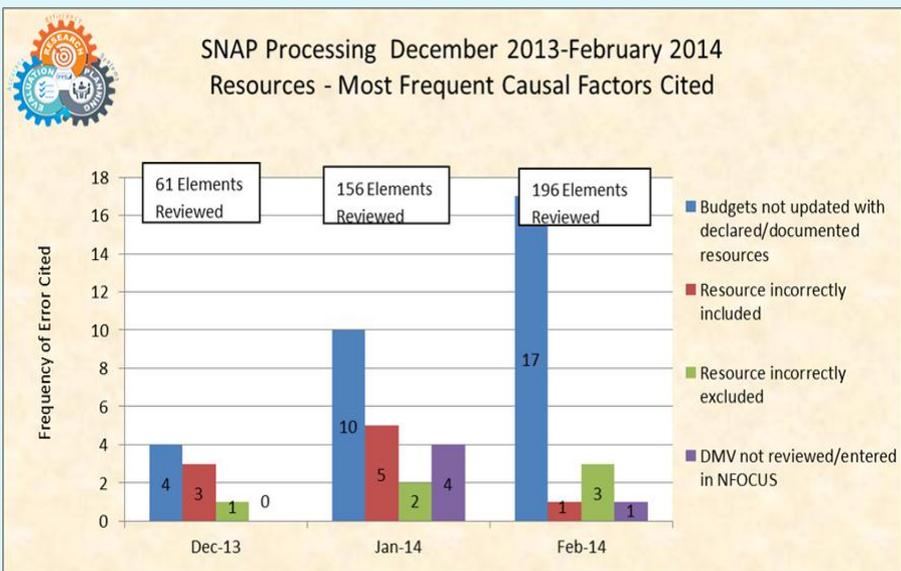
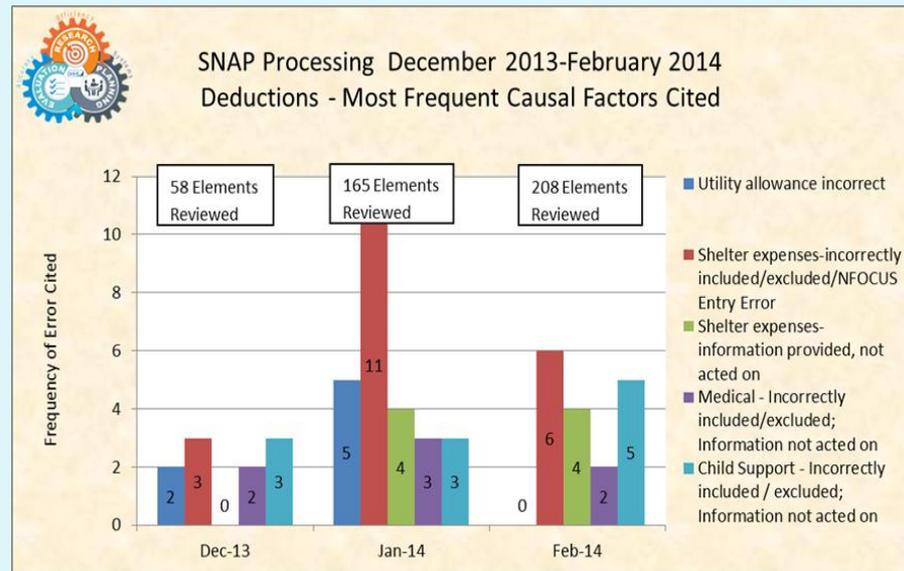
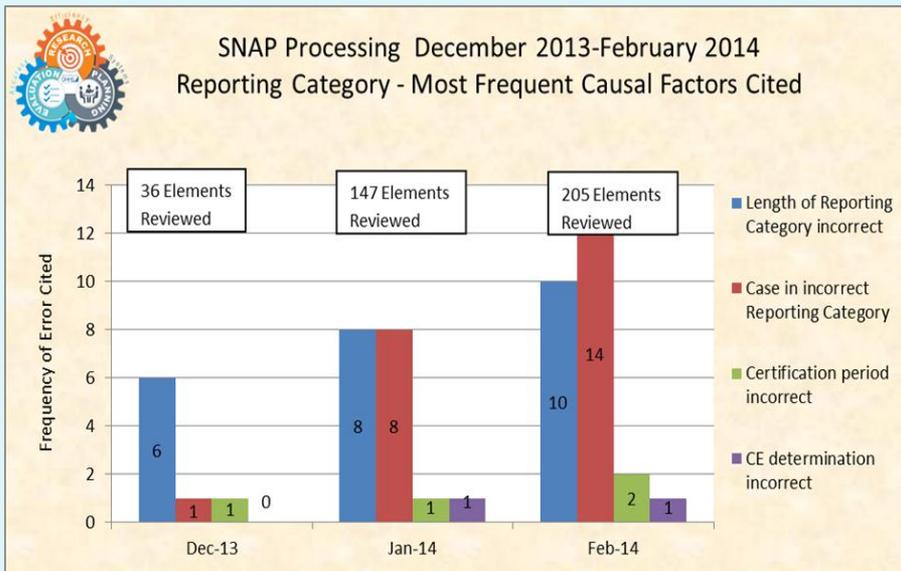
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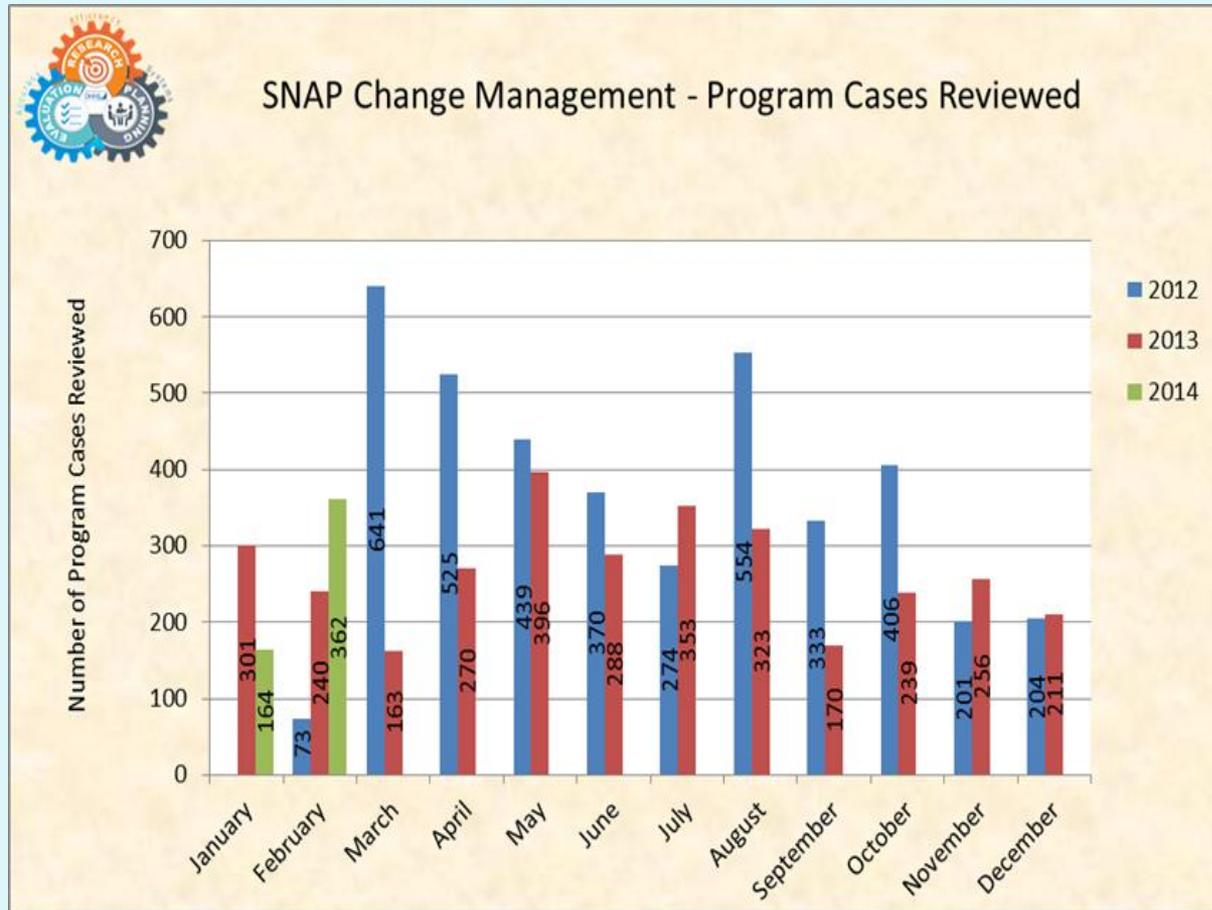
SNAP: Processing



SNAP: Processing



SNAP Change Management Program Case Reads



SNAP: Change Management

Strengths/Accomplishments:

Staff Changes:

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Implemented SCRs:

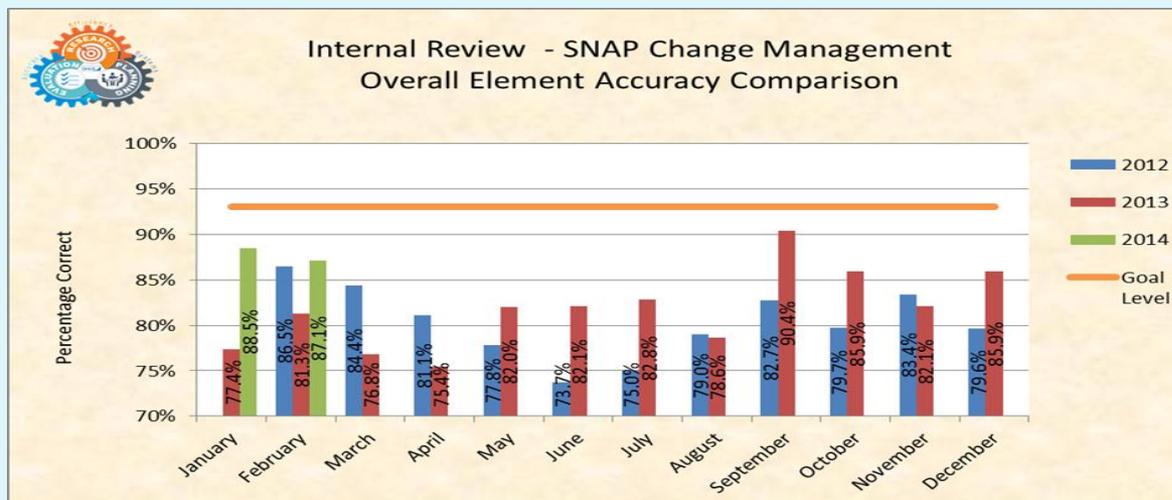
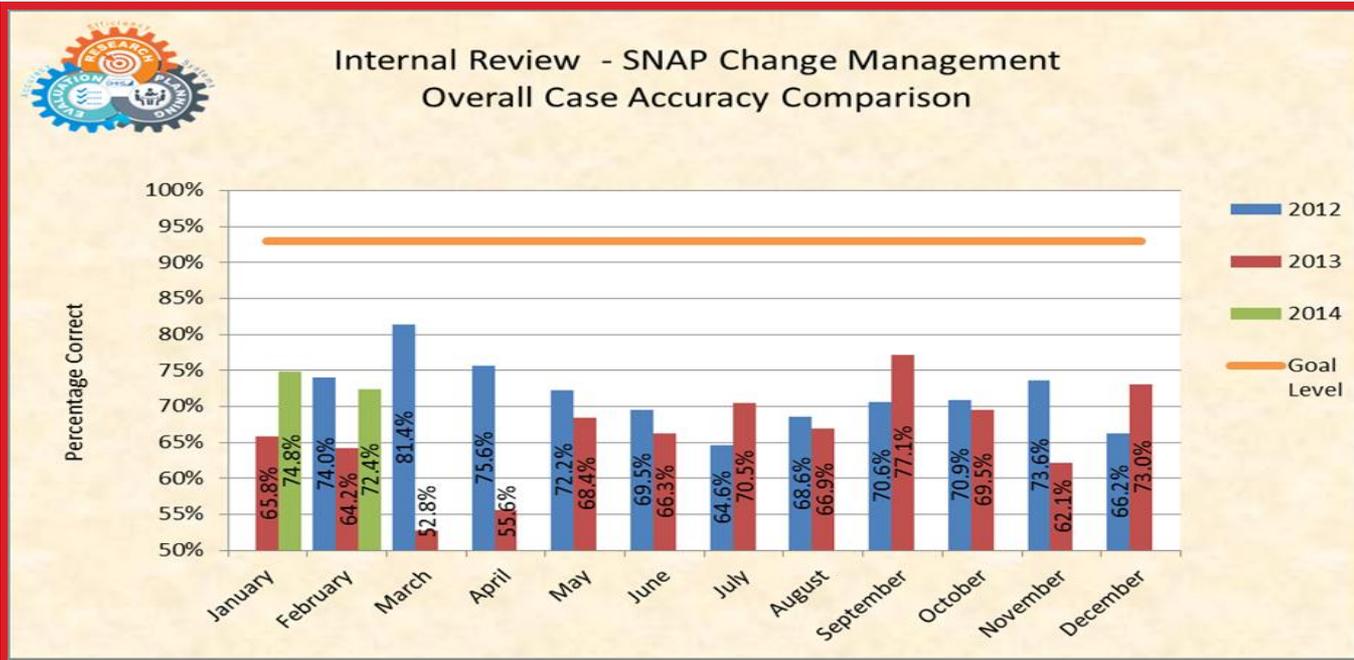
1. SCR 14057 will not create certain interface alerts (SEW and New Hire).
2. SCR 14198 segregates EA and MLTC Verification requests.

Action Items:

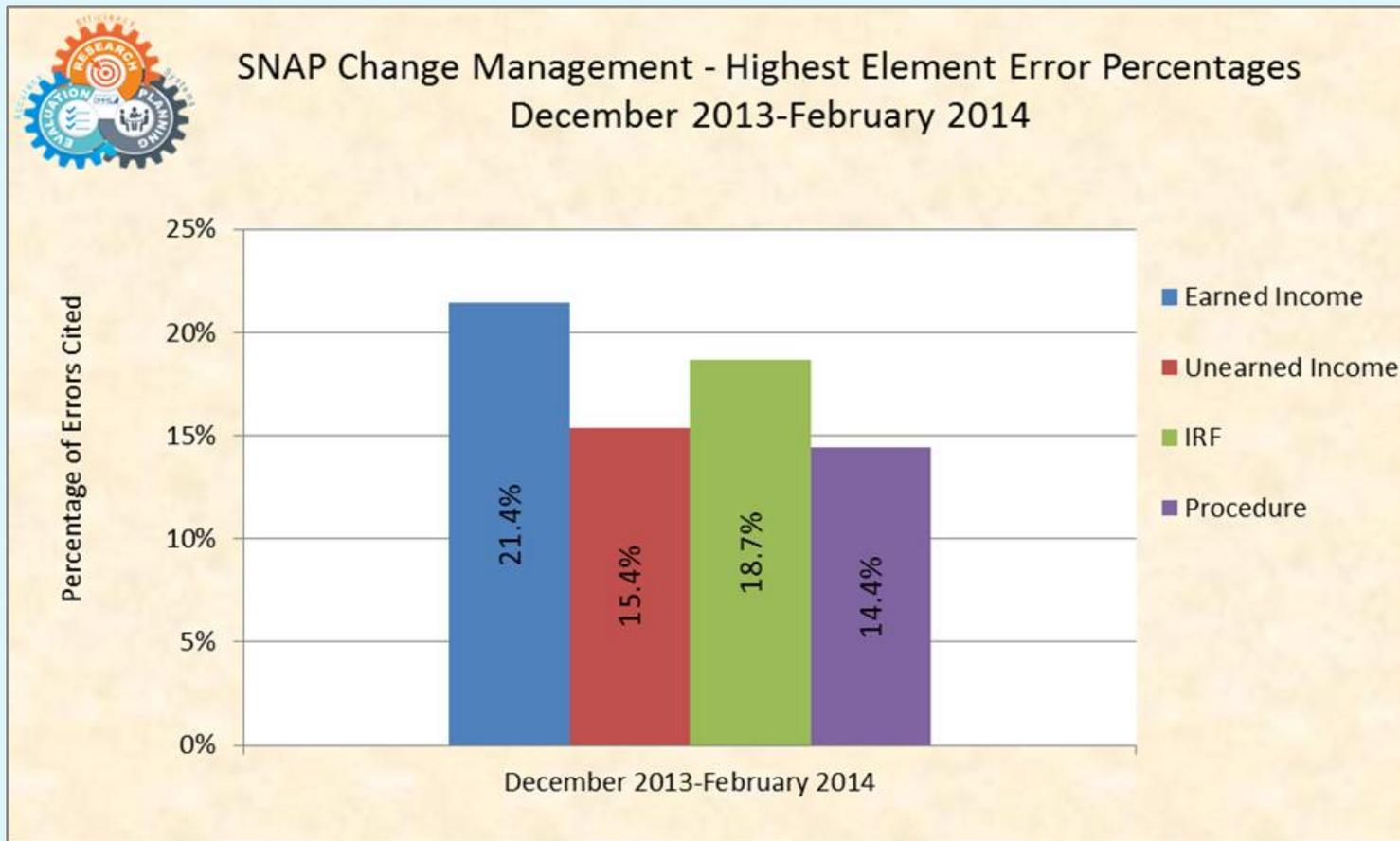
1. SCR 14866 for July 13 will create a prefilled paper review/recert application.
2. SCR 13554 will automate TBR.

Barriers:

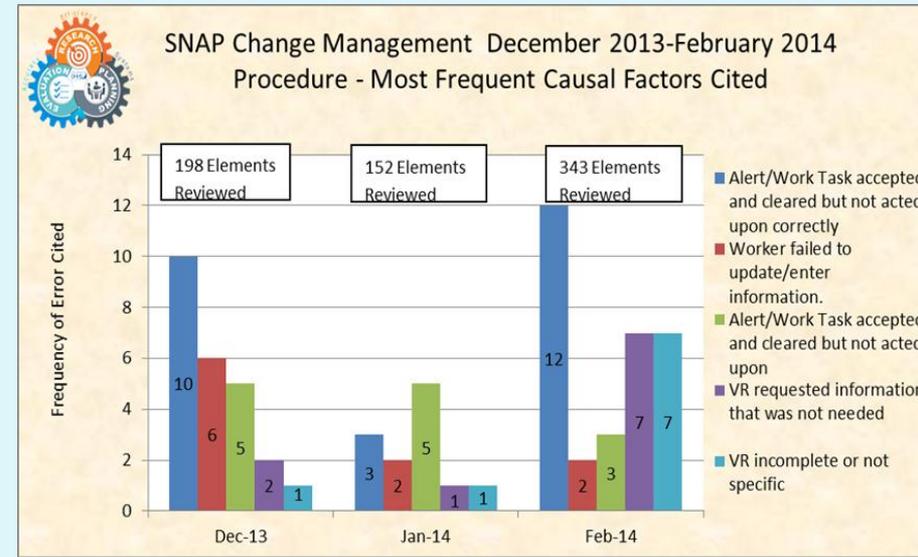
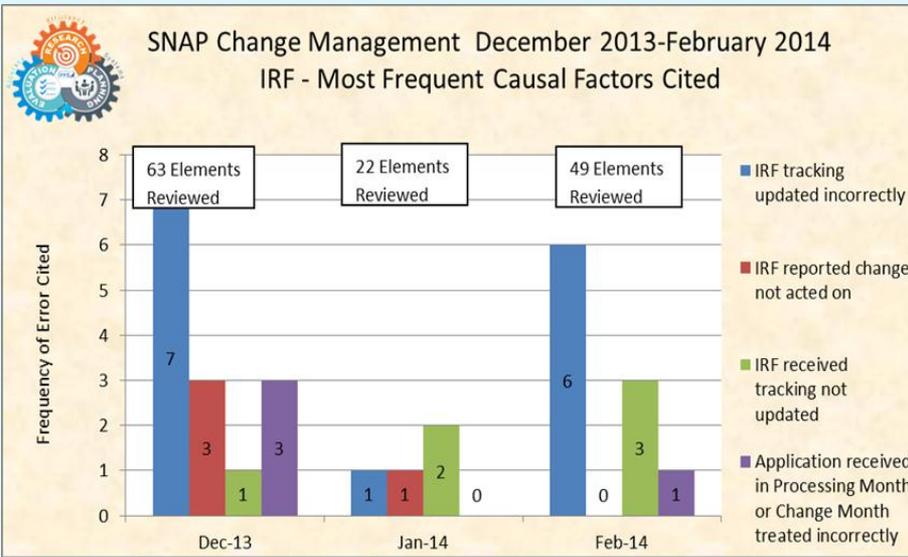
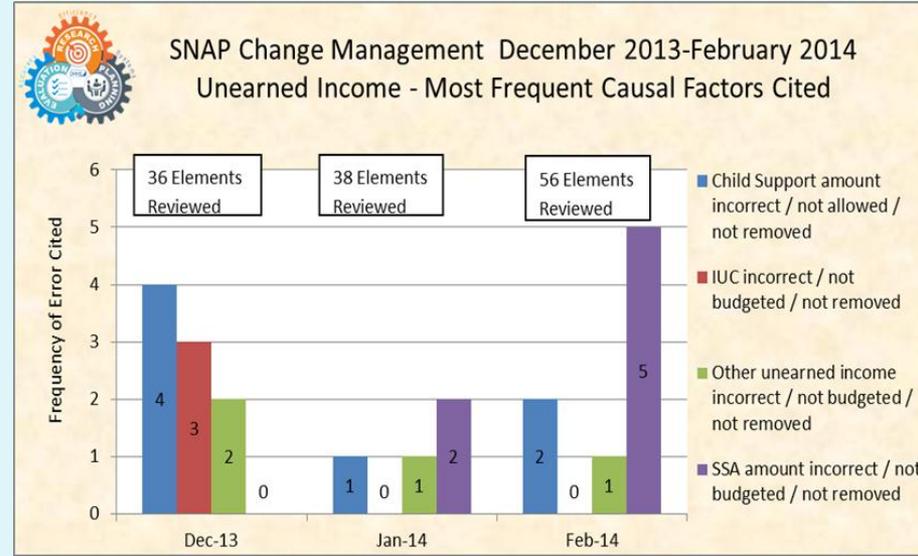
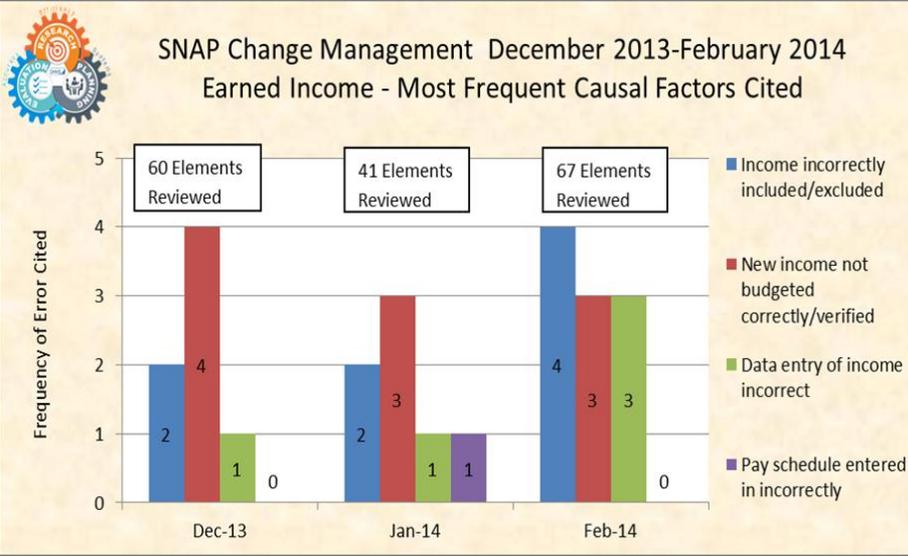
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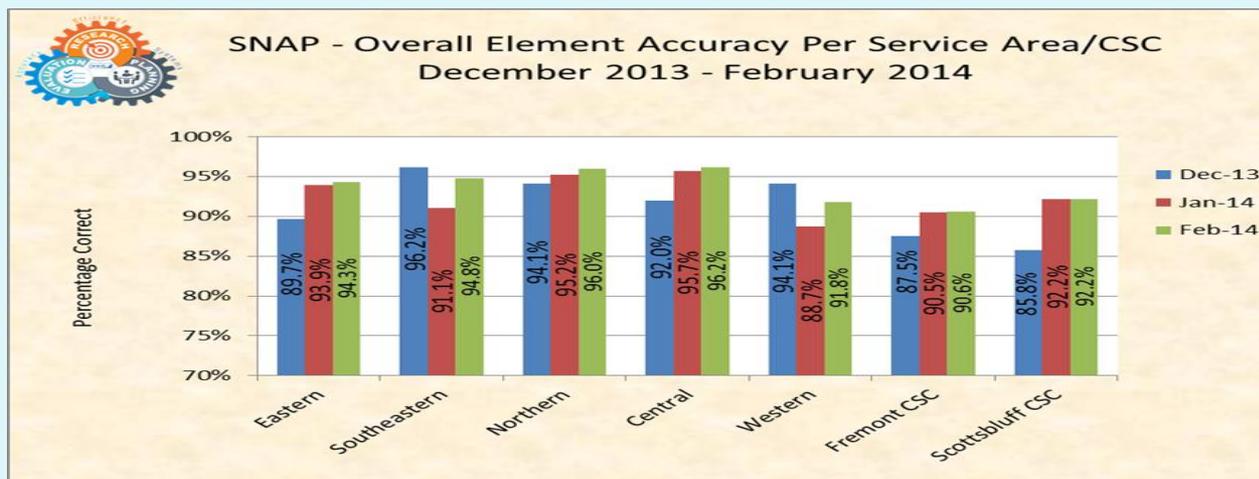
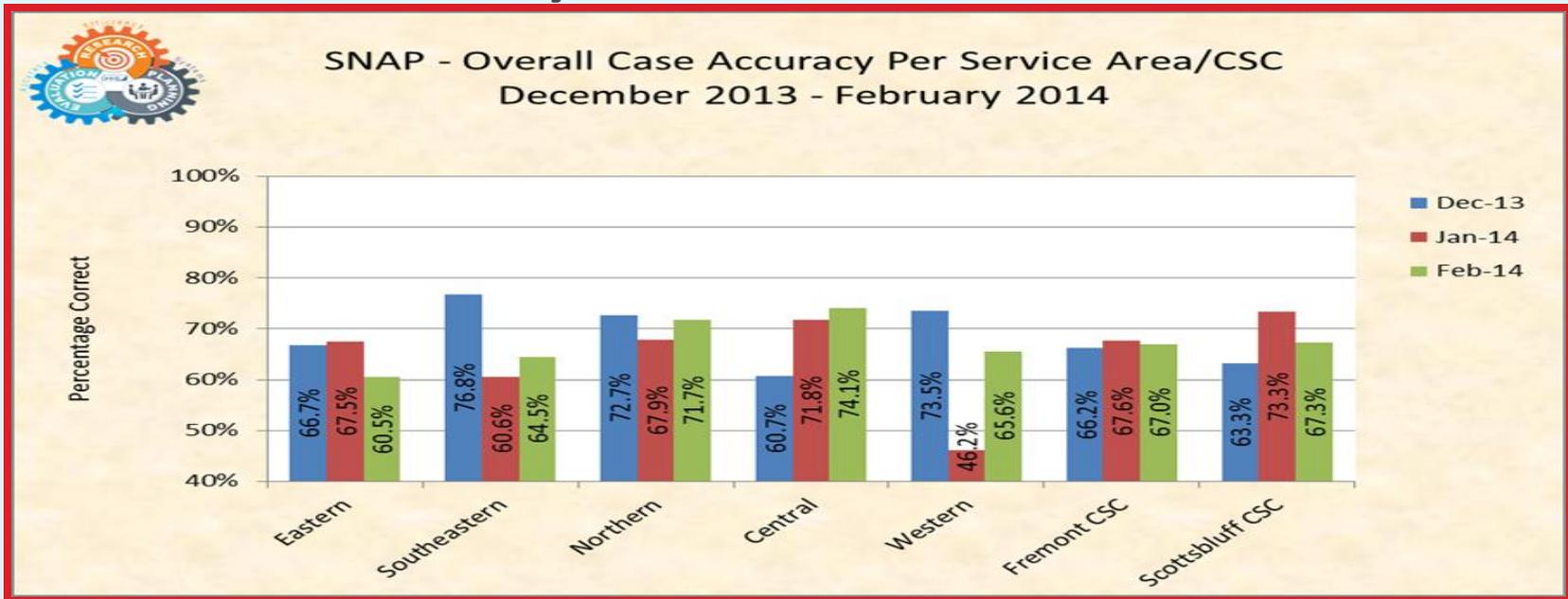
SNAP: Change Management



SNAP: Change Management

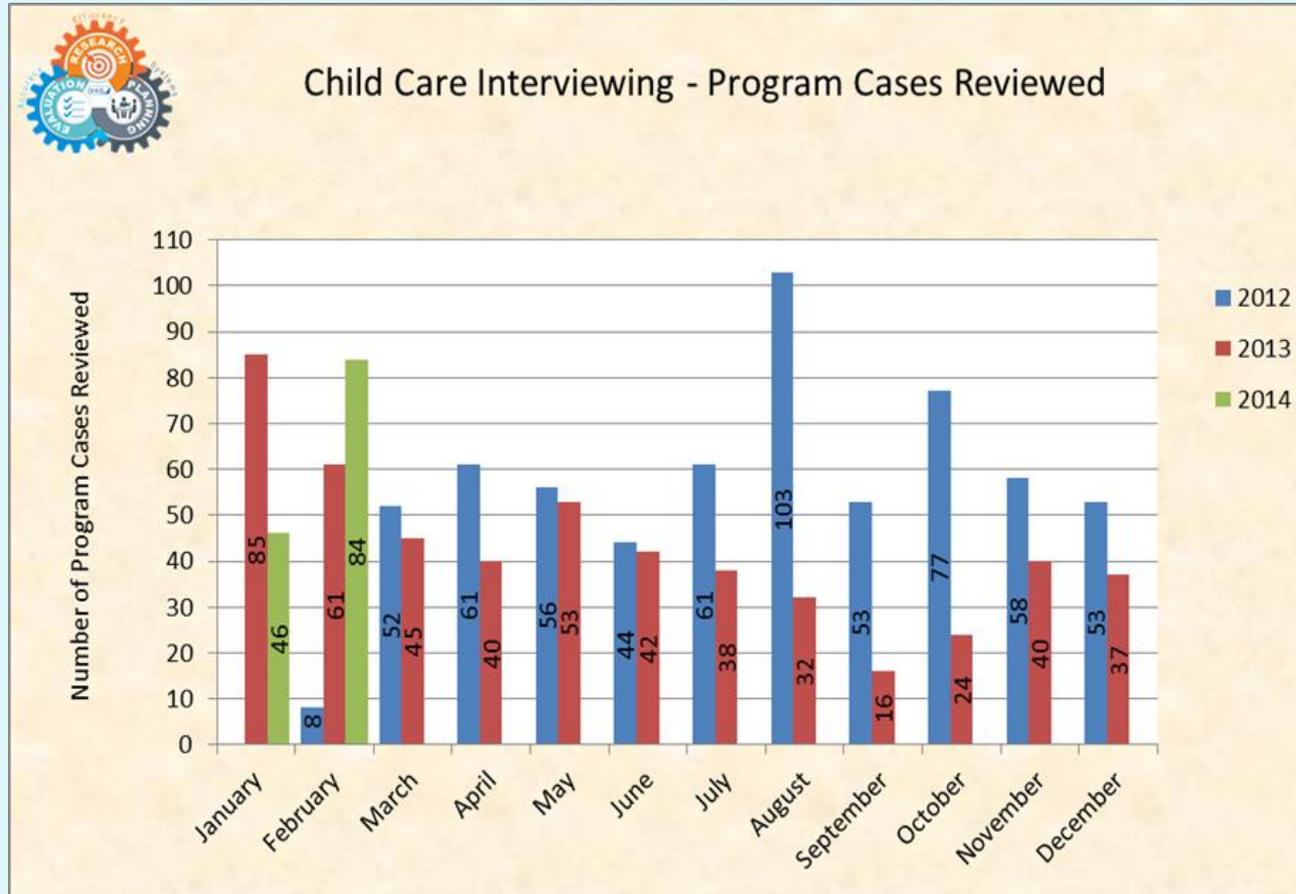


SNAP Accuracy



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Child Care Interviewing Program Case Reads



Child Care: Interviewing

Strengths/Accomplishments:

Staff Changes:

- PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

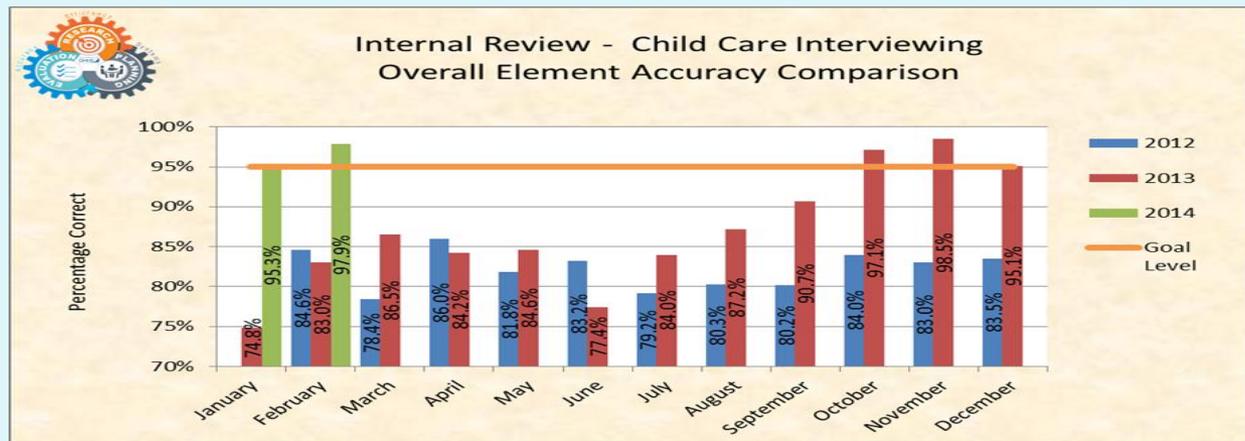
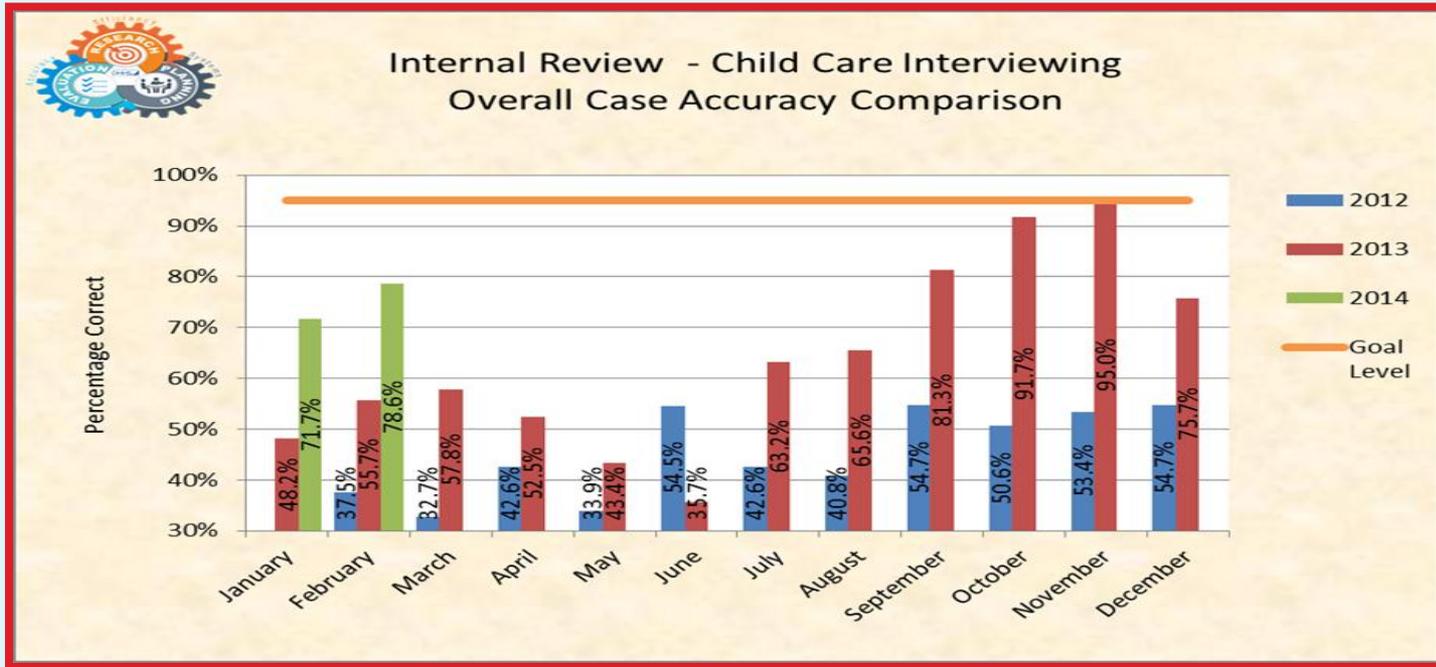
Implemented SCRs:

- SCR 15001 turns off the auto tying of applications.

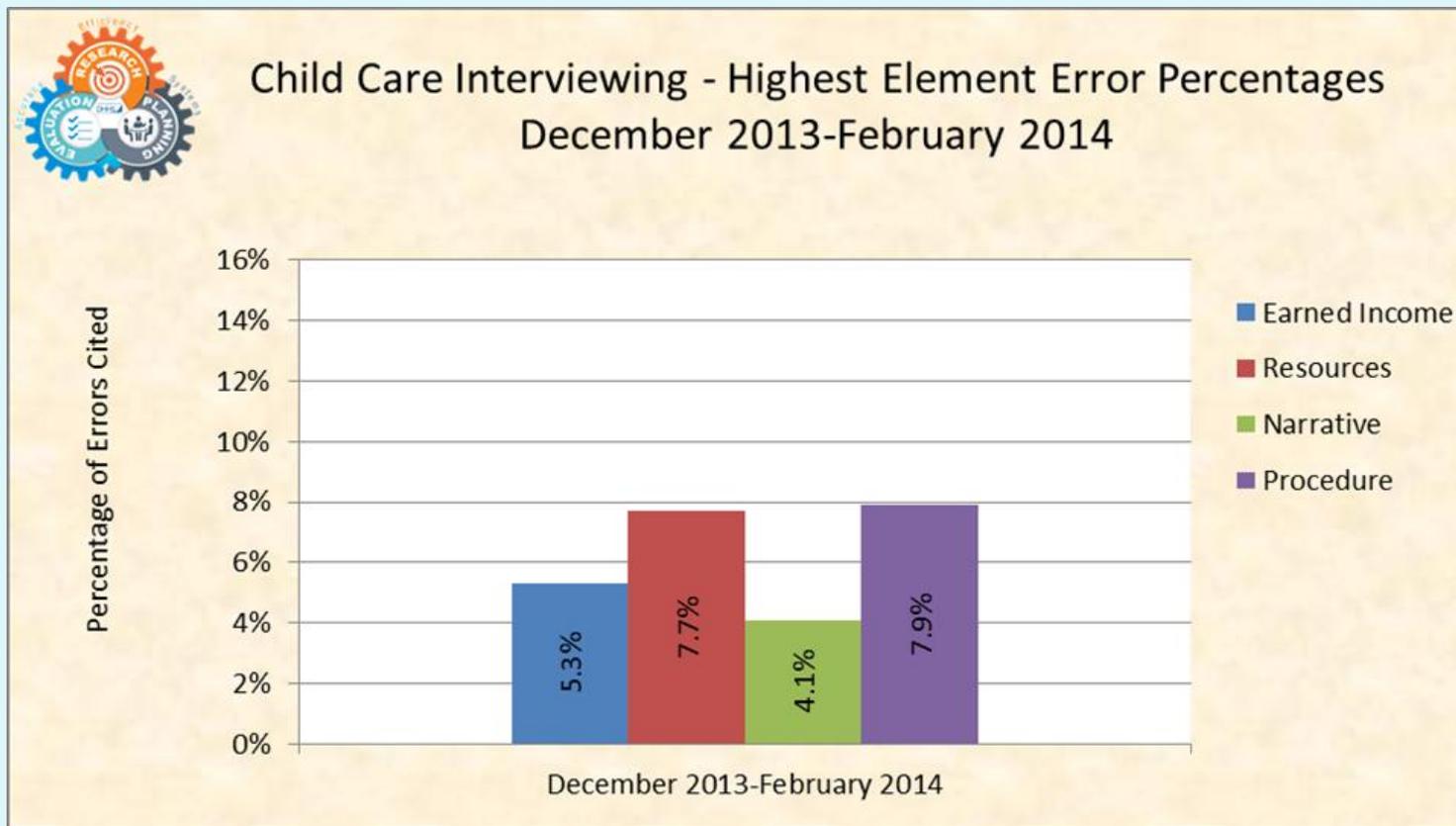
Action Items:

Barriers:

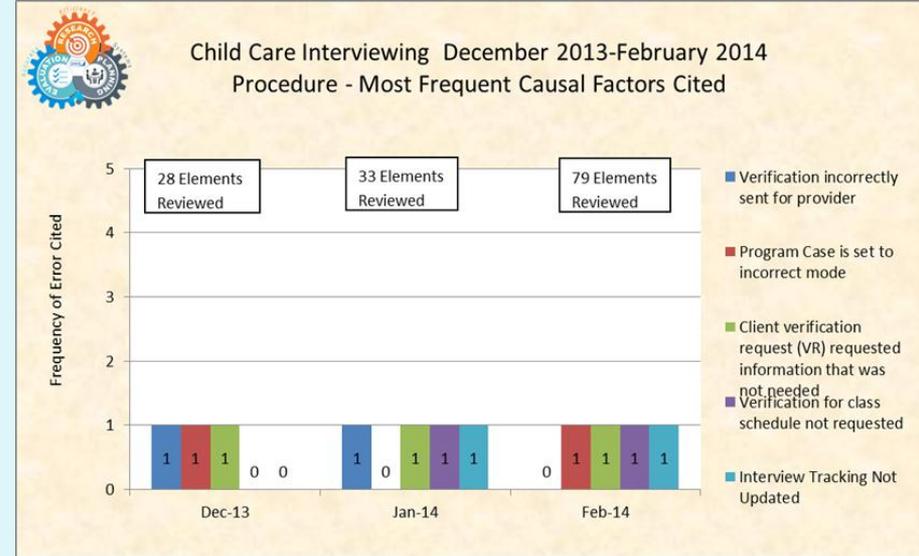
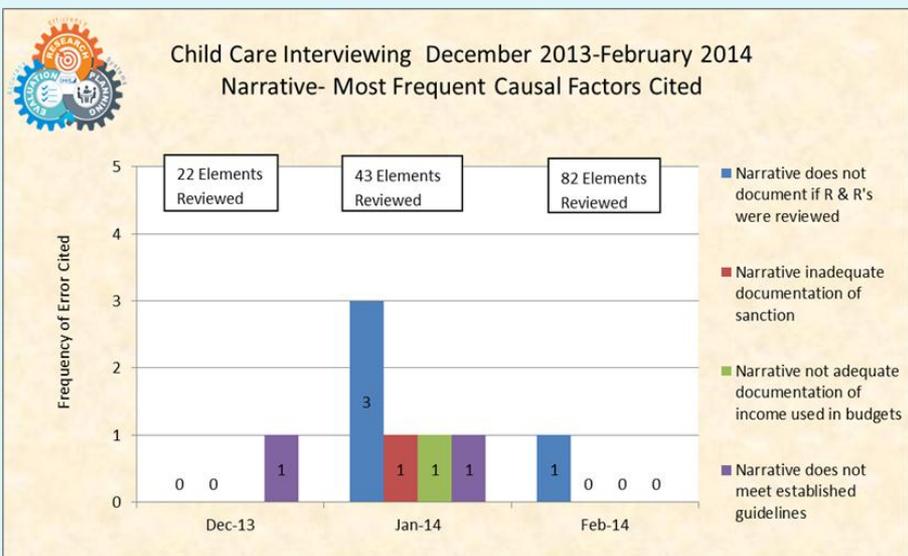
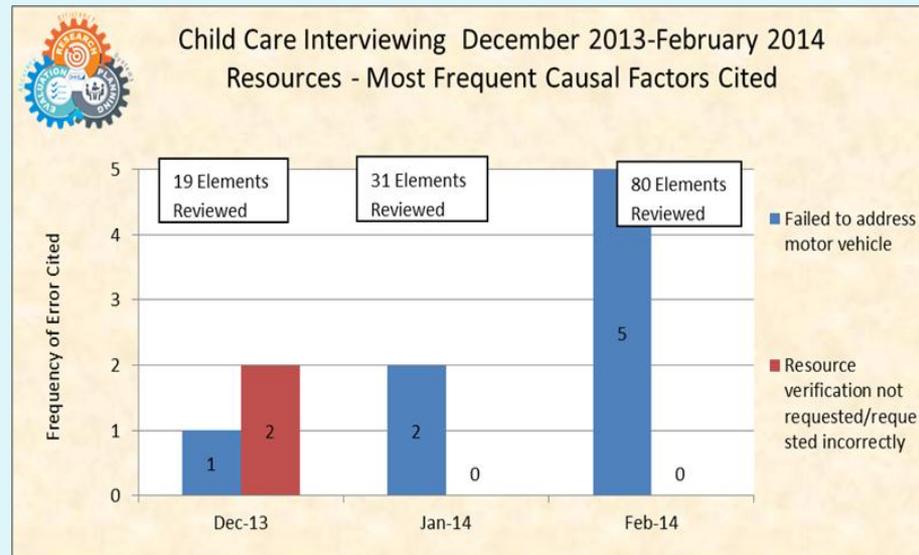
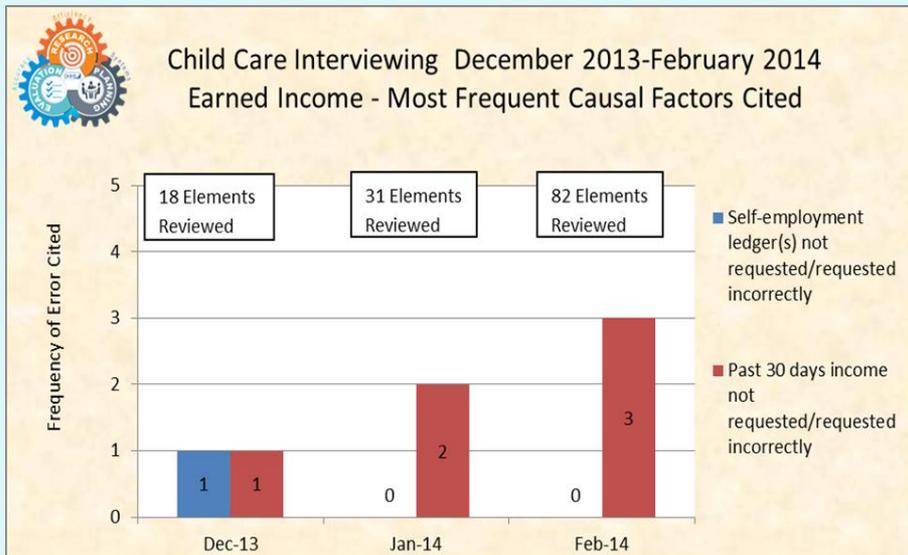
Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



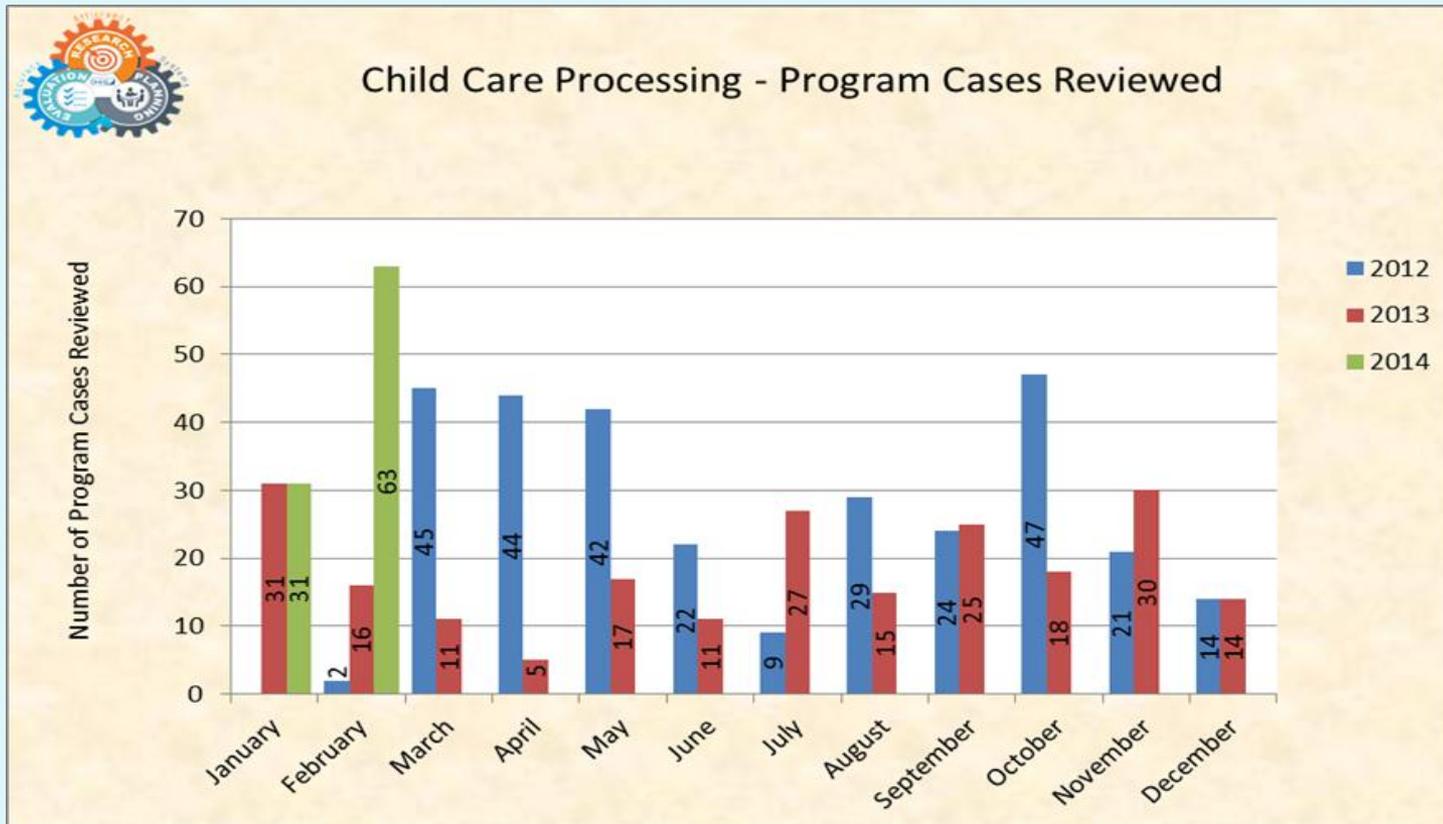
Child Care: Interviewing



Child Care: Interviewing



Child Care Processing Program Case Reads



Child Care: Processing

Strengths/Accomplishments:

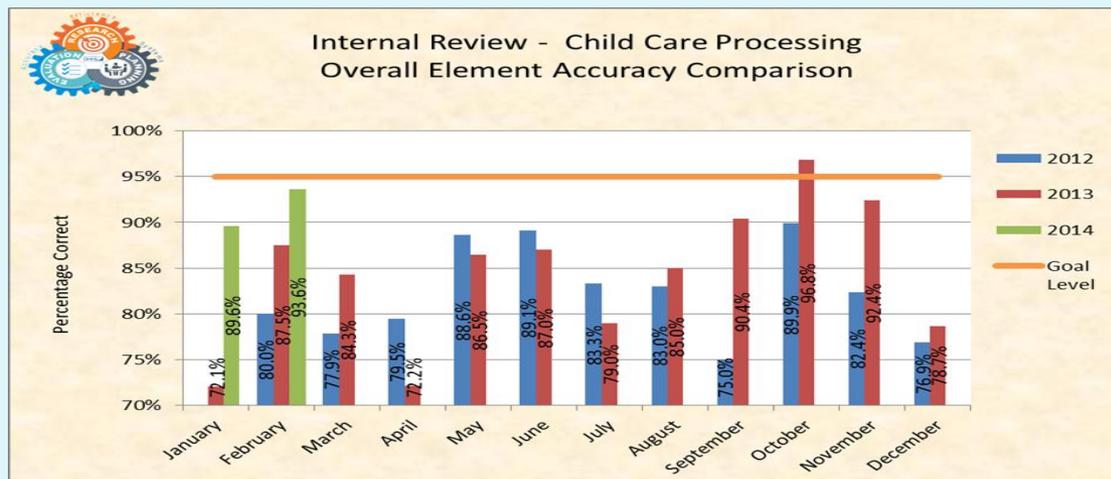
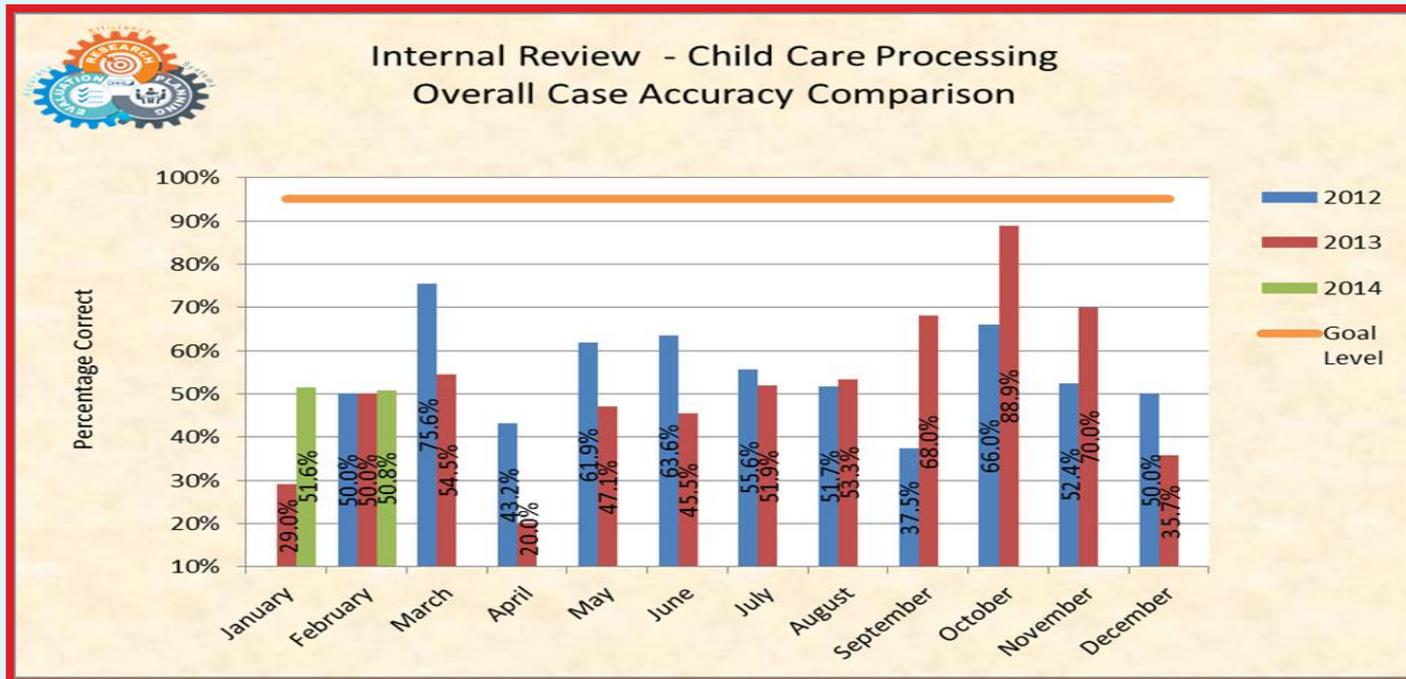
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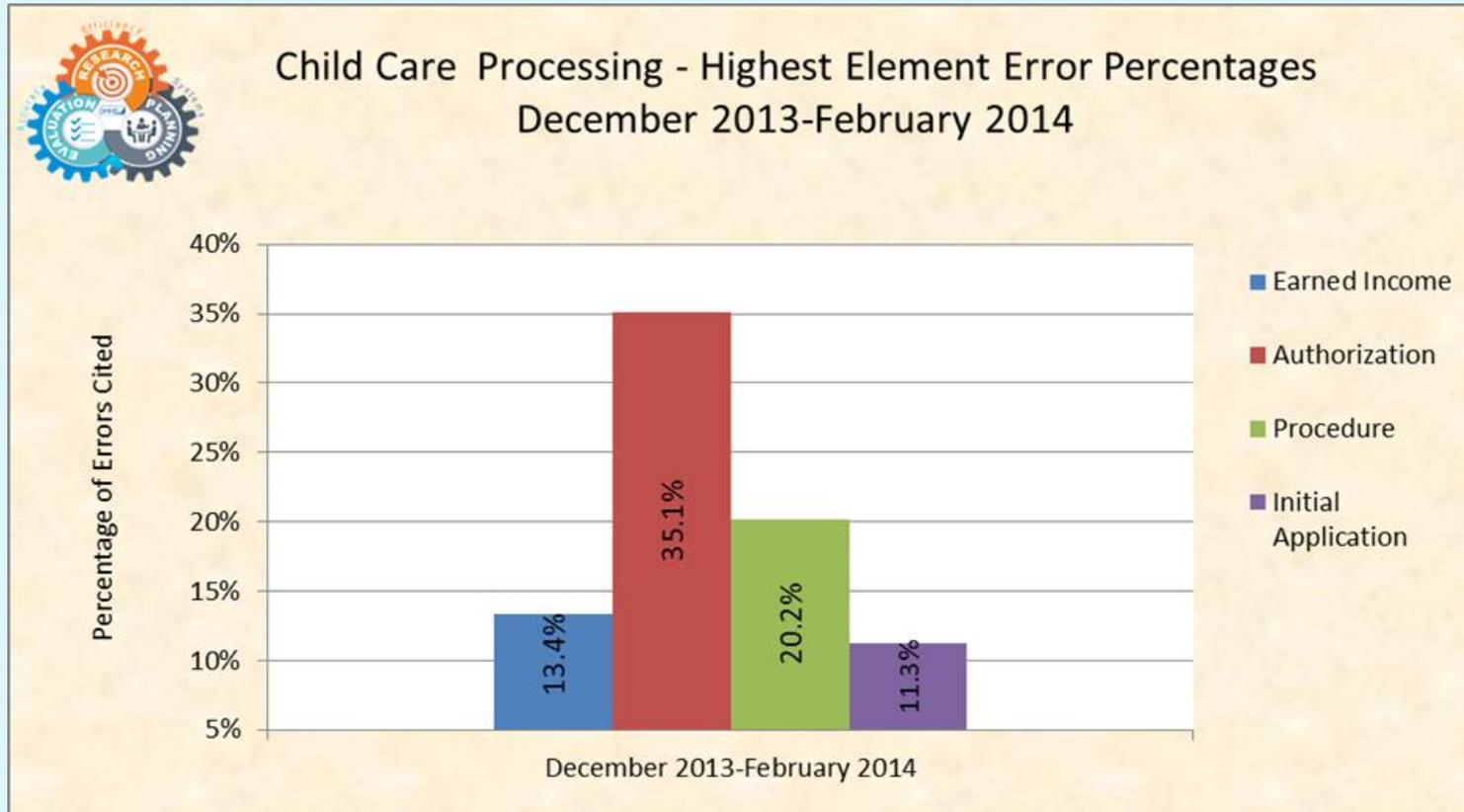
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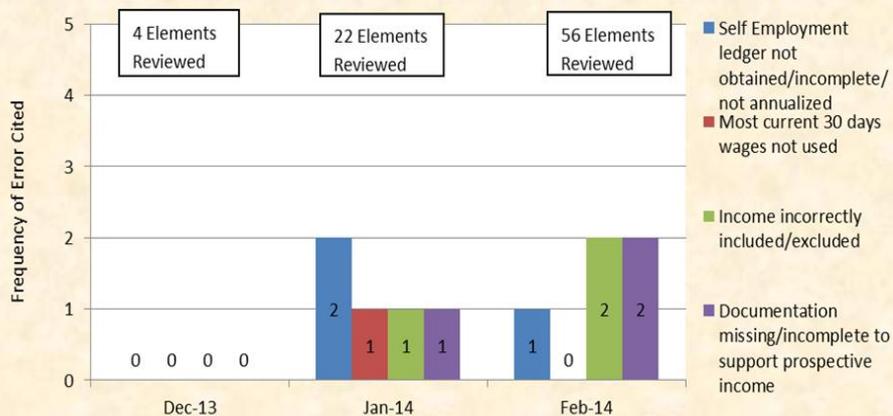


Child Care: Processing

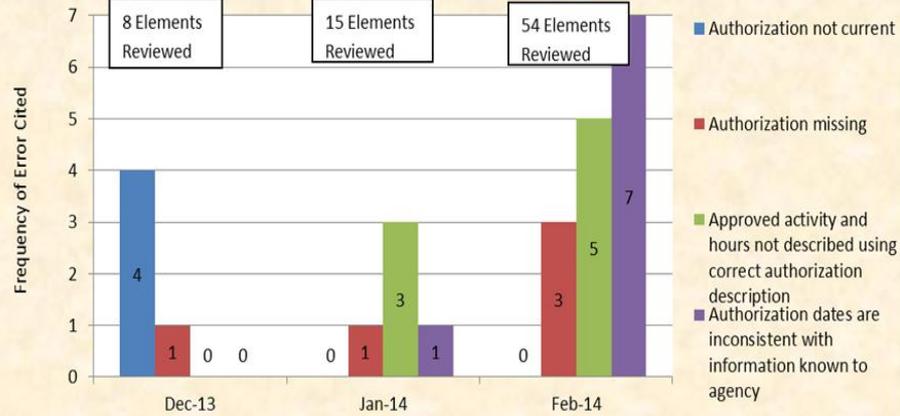


Child Care: Processing

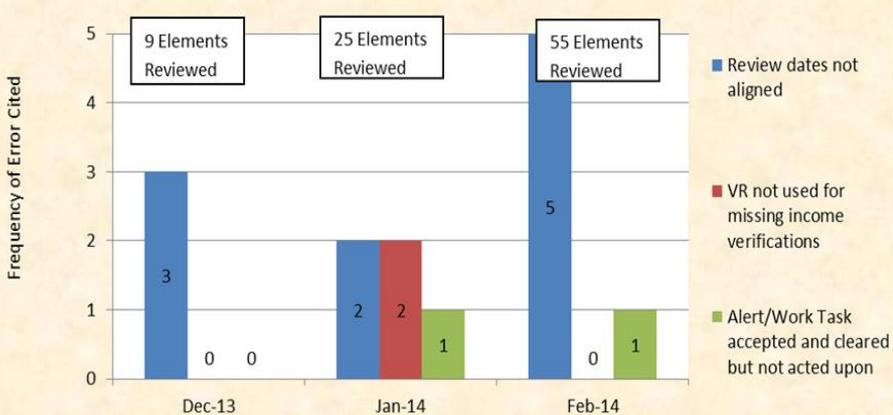
Child Care Processing December 2013-February 2014
Earned Income - Most Frequent Causal Factors Cited



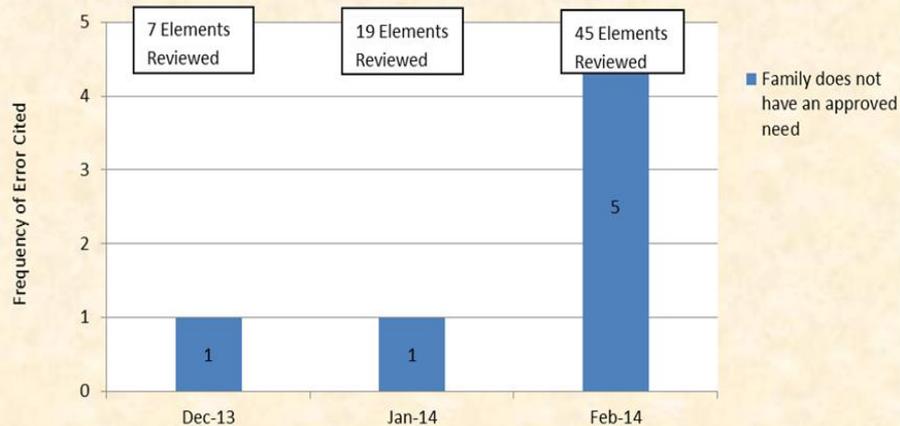
Child Care Processing December 2013-February 2014
Authorizations - Most Frequent Causal Factors Cited



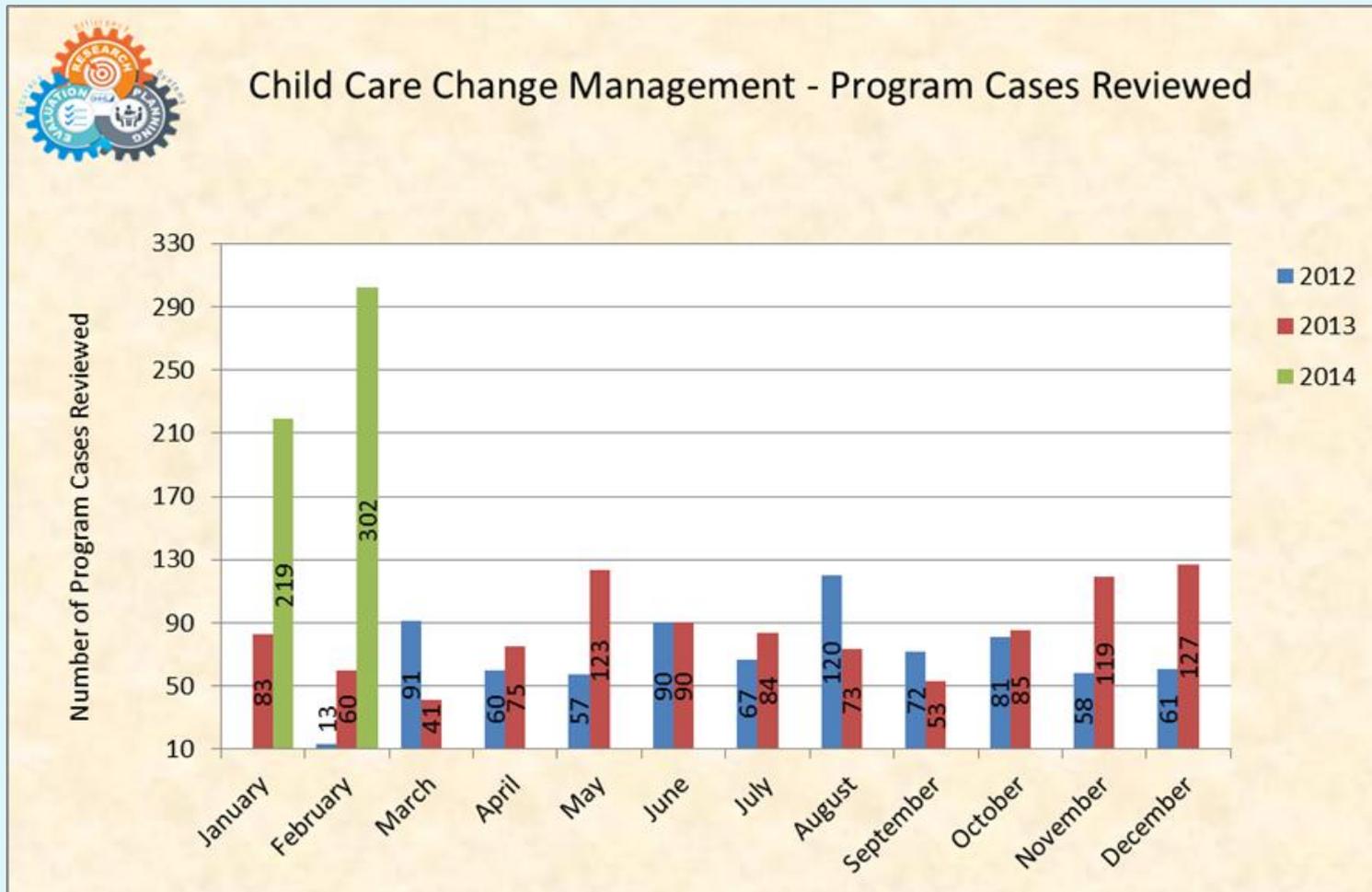
Child Care Processing December 2013-February 2014
Procedure - Most Frequent Causal Factors Cited



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



Child Care Change Management Program Case Reads



Child Care: Change Management

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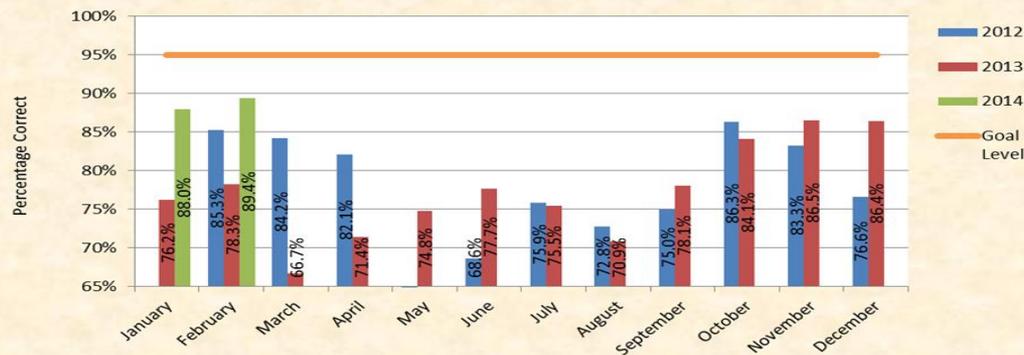
Barriers:



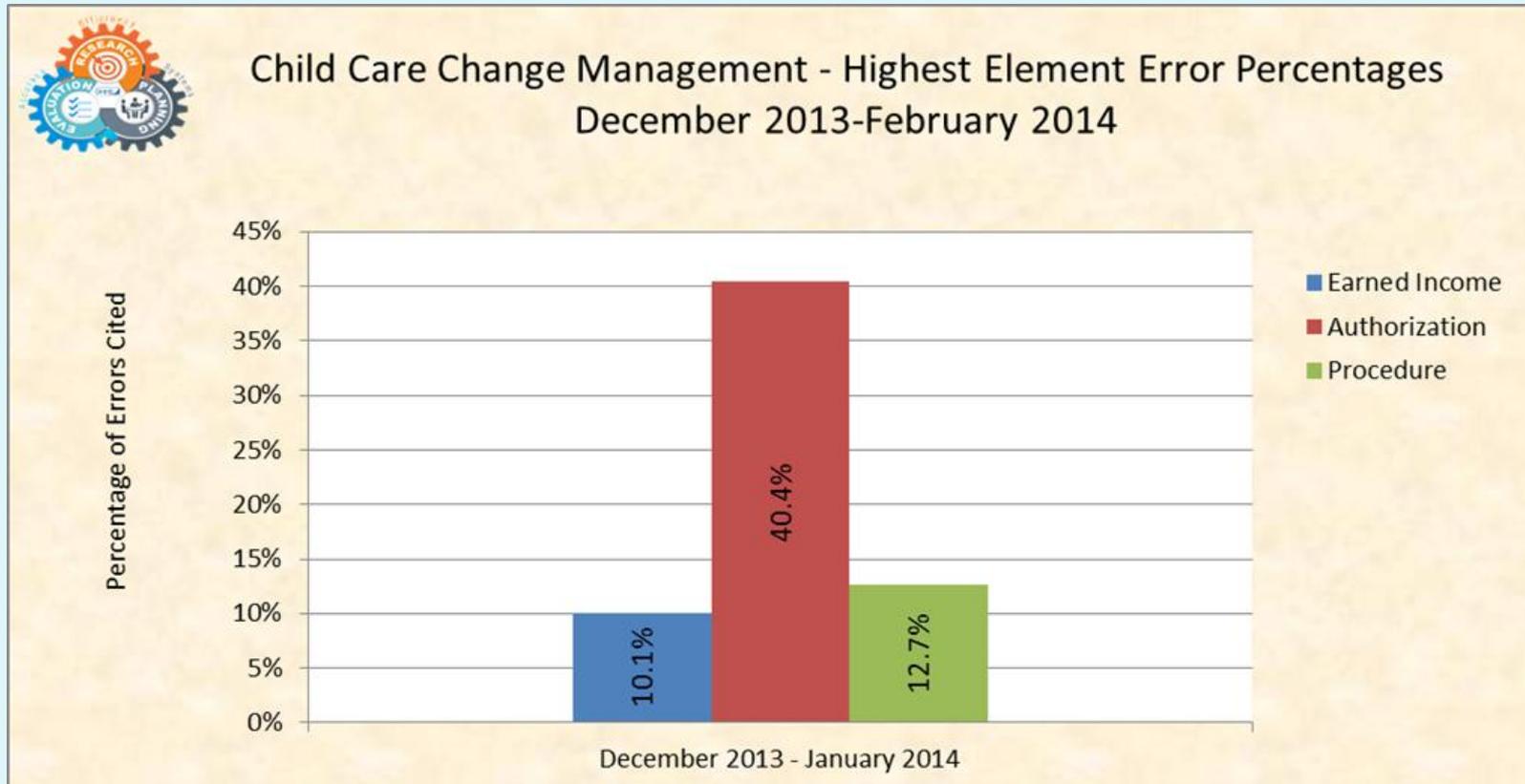
Internal Review - Child Care Change Management Overall Case Accuracy Comparison



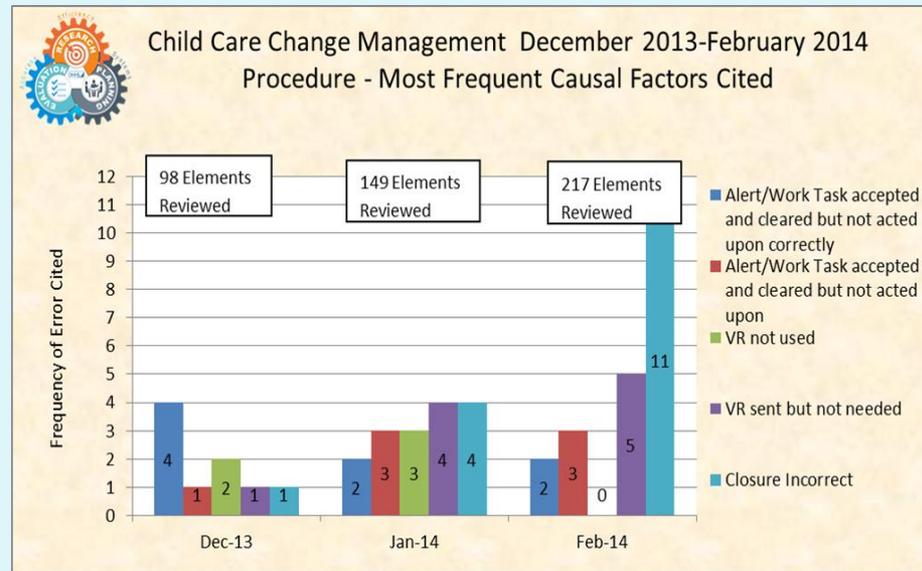
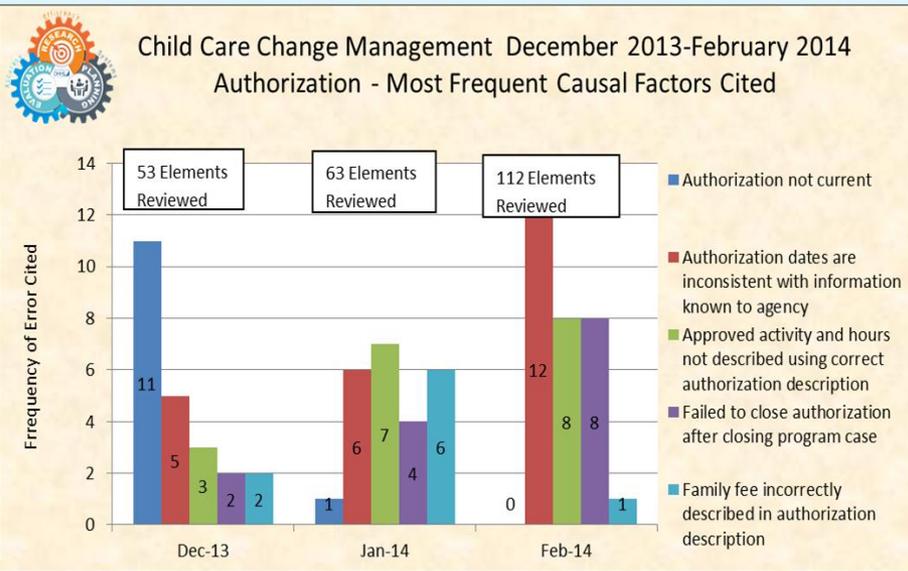
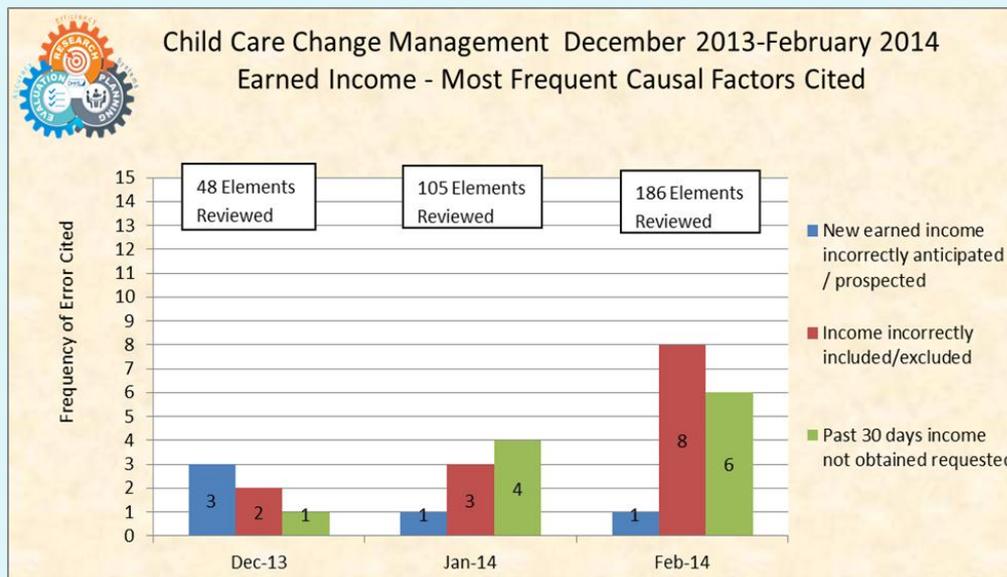
Internal Review - Child Care Change Management Overall Element Accuracy Comparison



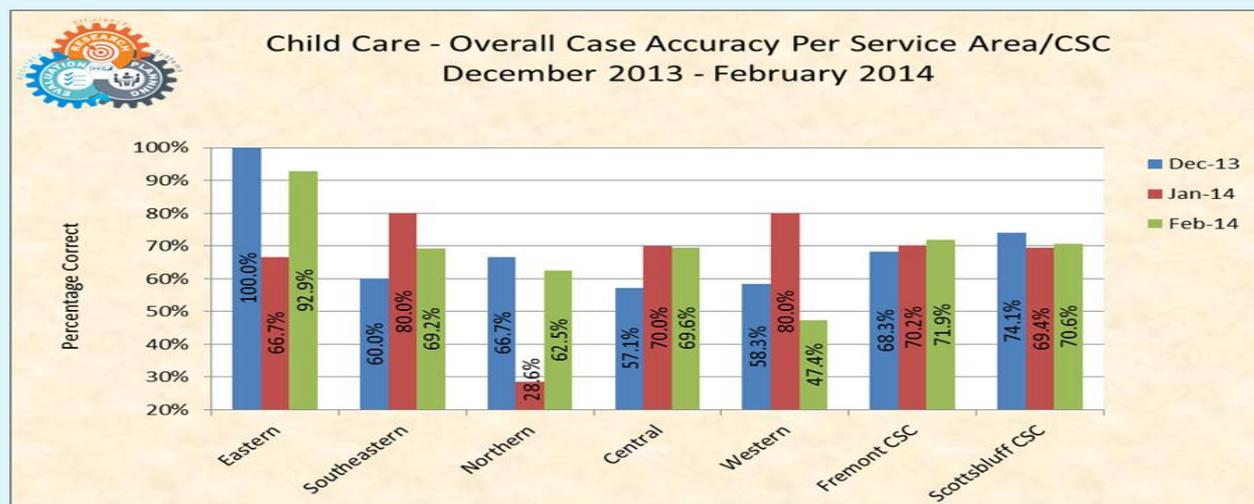
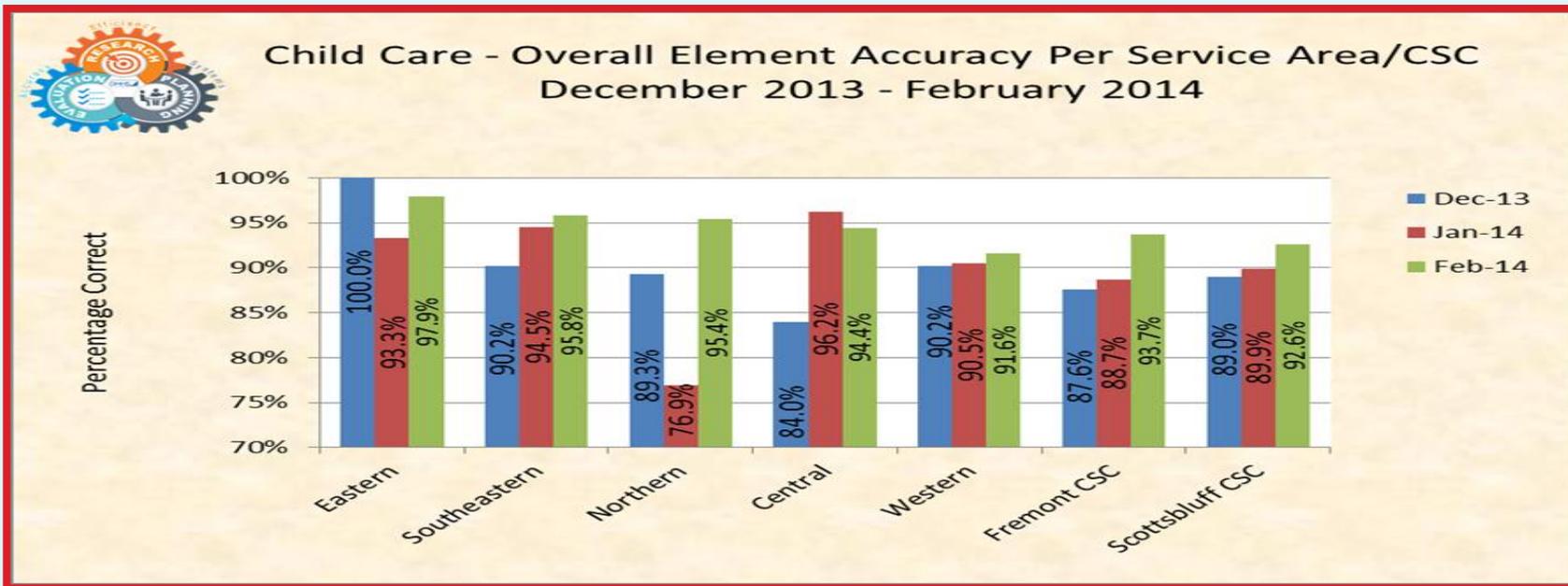
Child Care: Change Management



Child Care: Change Management

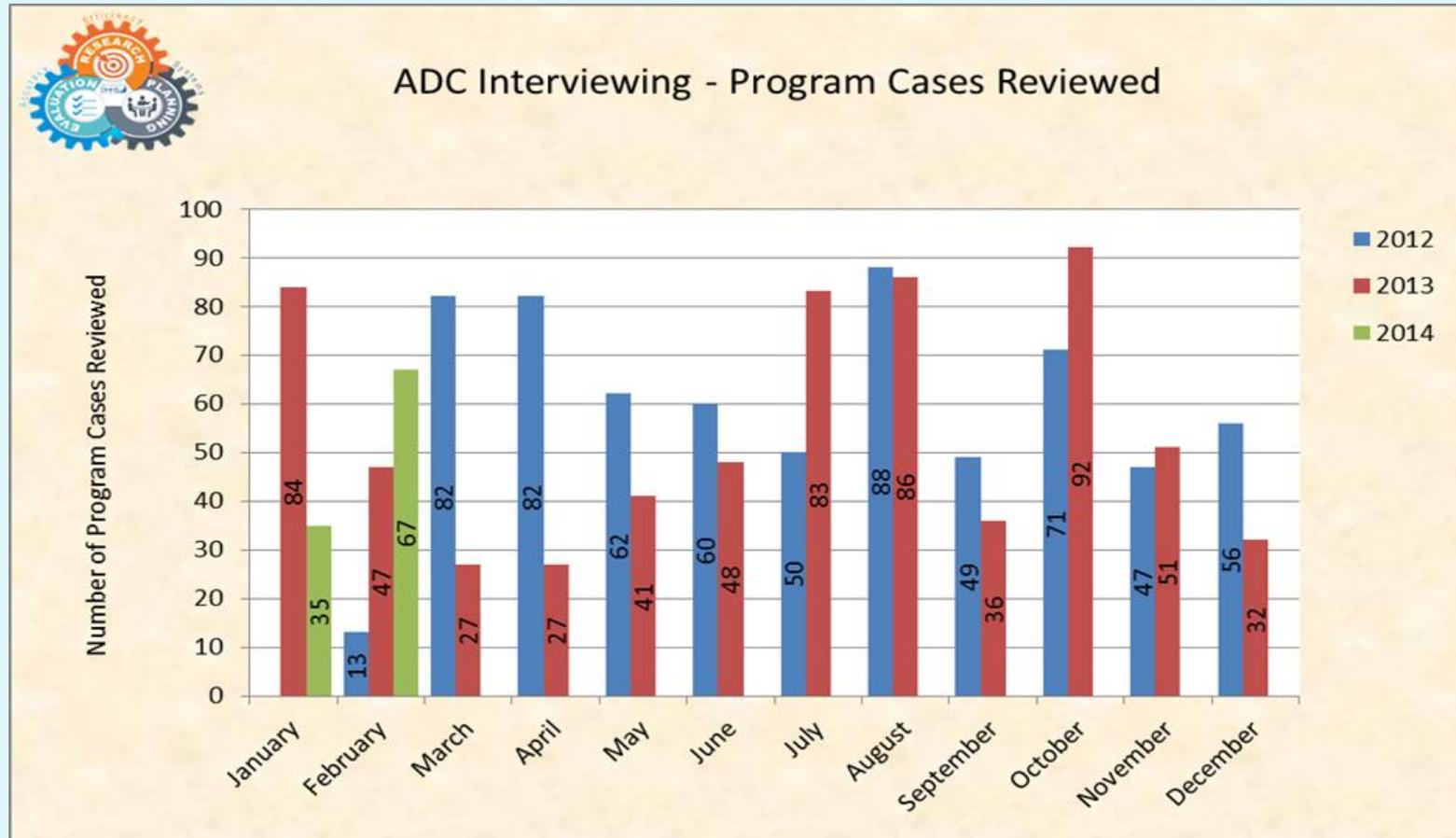


Child Care Accuracy



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Aid to Dependent Children Interviewing Program Case Reads



Aid to Dependent Child : Interviewing

Strengths/Accomplishments:

Staff Changes:

1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

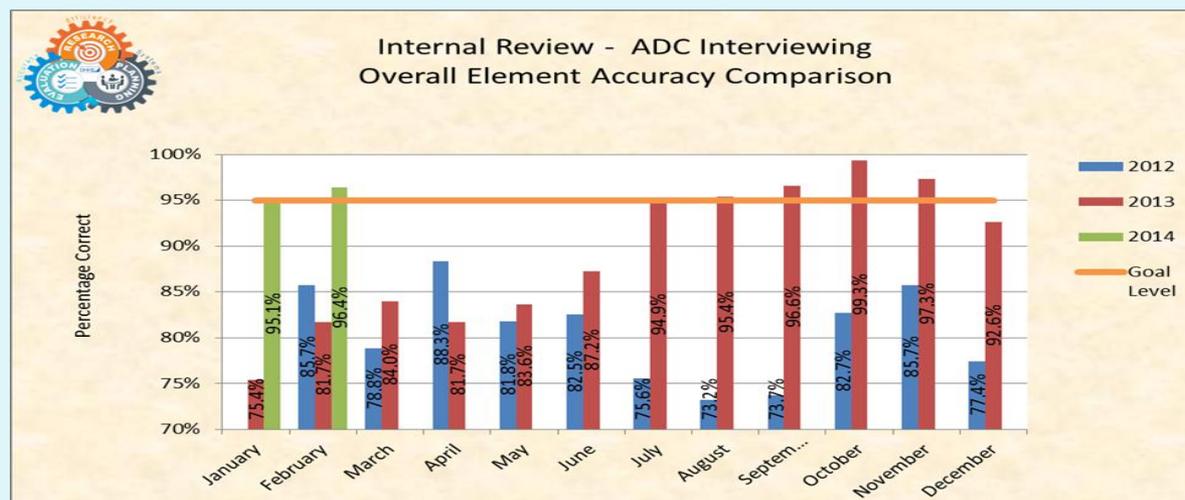
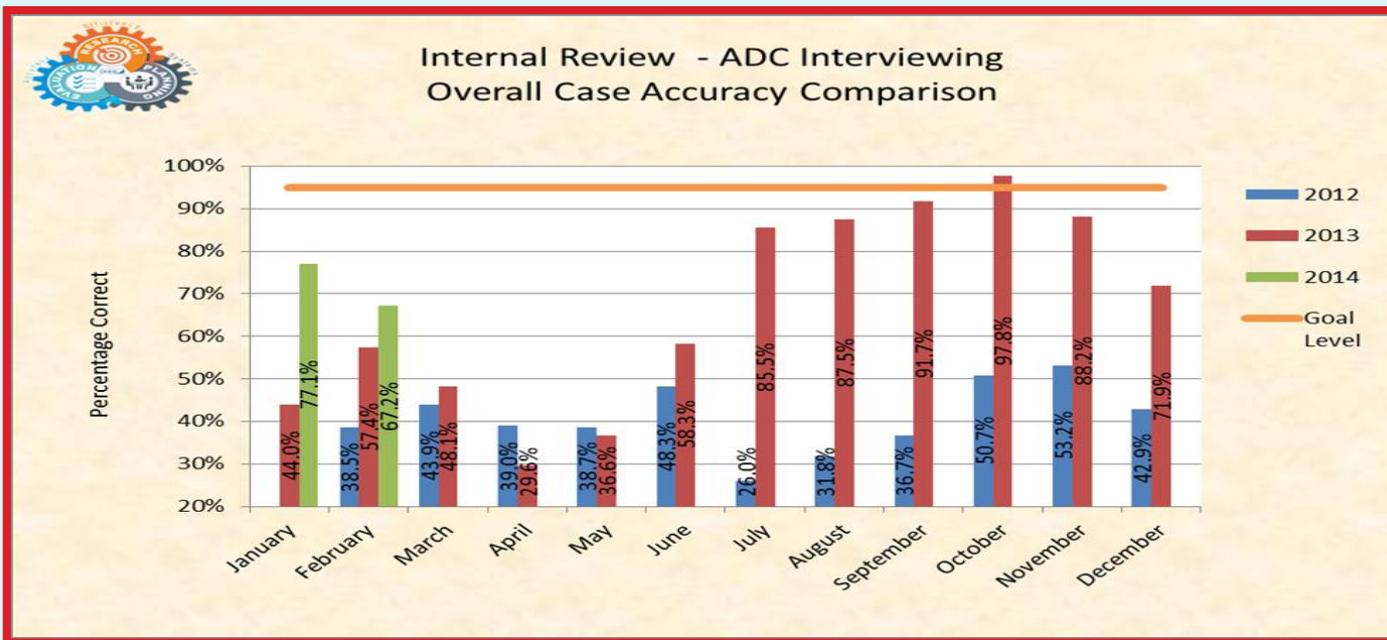
Implemented SCRs:

1. SCR 14198 separates EA and MLTC Verification requests.
2. SCR 12763 prohibits children from being payees.
3. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that the application is more accurate.

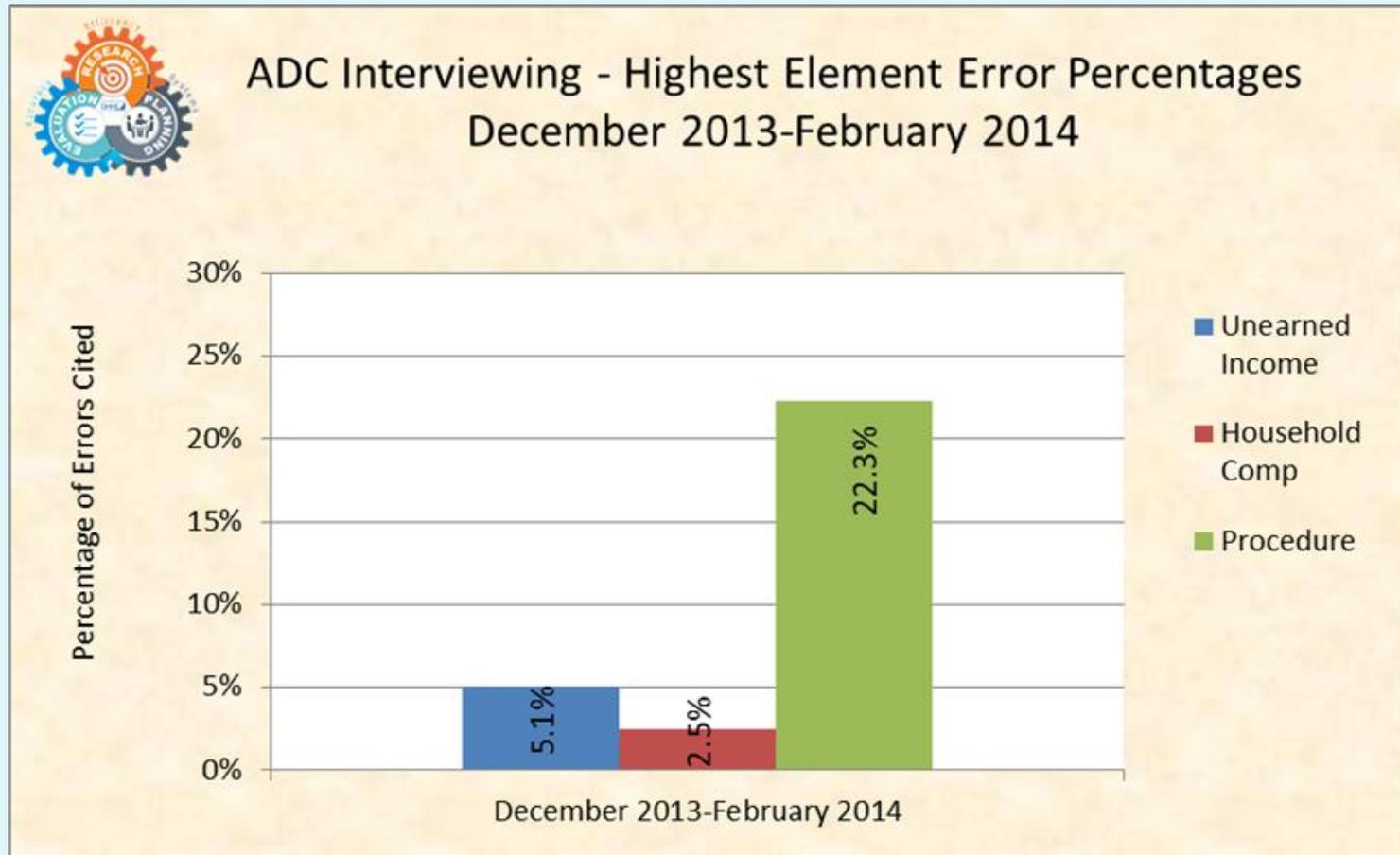
Action Items:

Barriers:

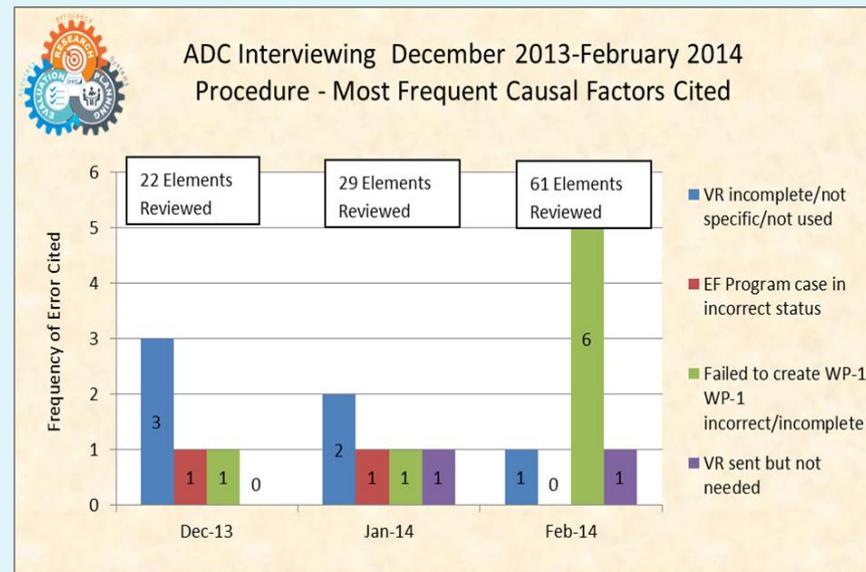
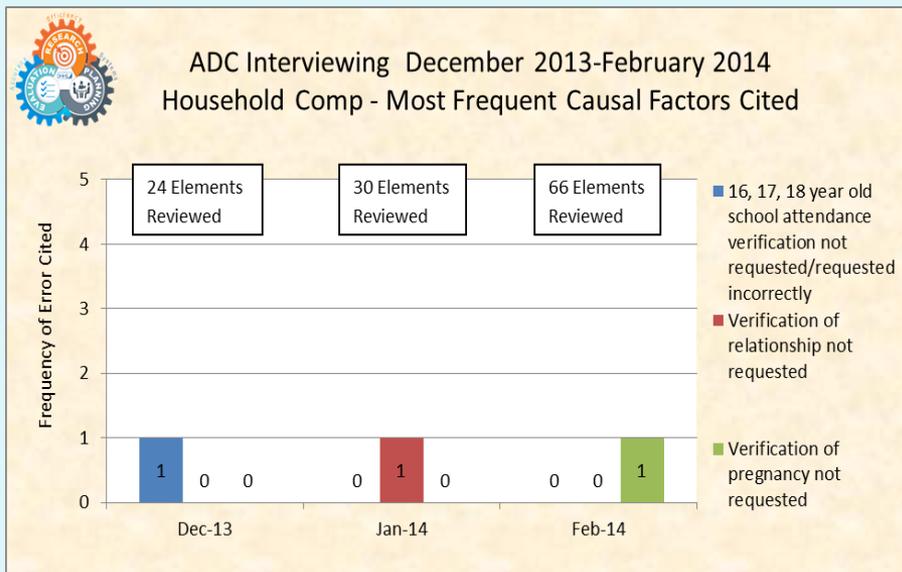
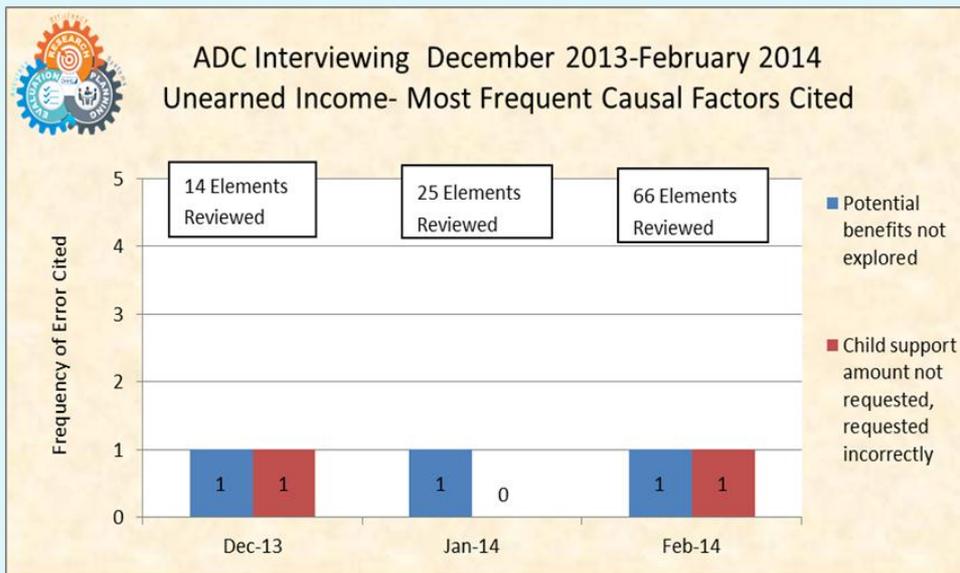
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



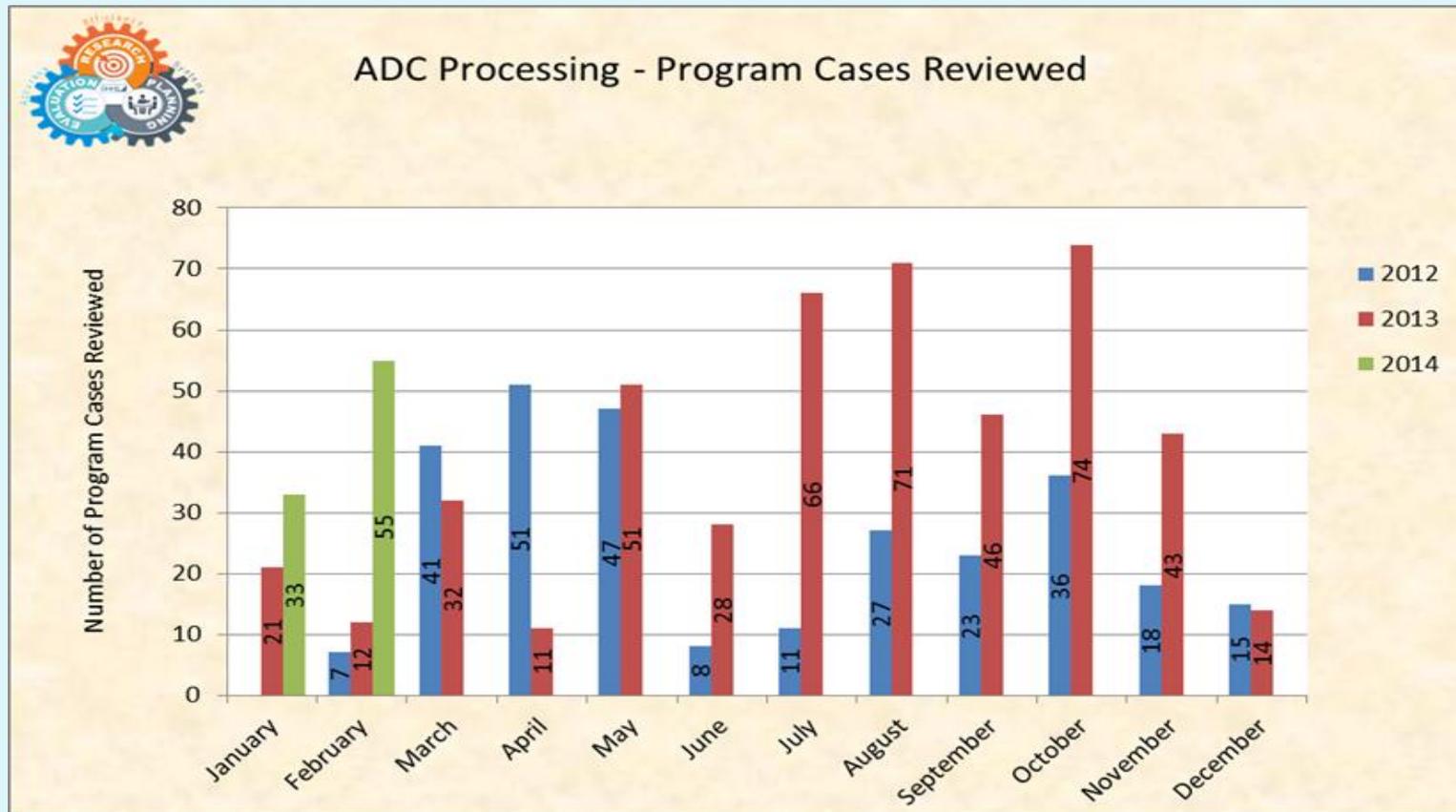
Aid to Dependent Children: Interviewing



Aid to Dependent Children: Interviewing



Aid to Dependent Children Processing Program Case Reads



Aid to Dependent Child : Processing

Strengths/Accomplishments:

Waivers:

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

Staff Changes:

1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

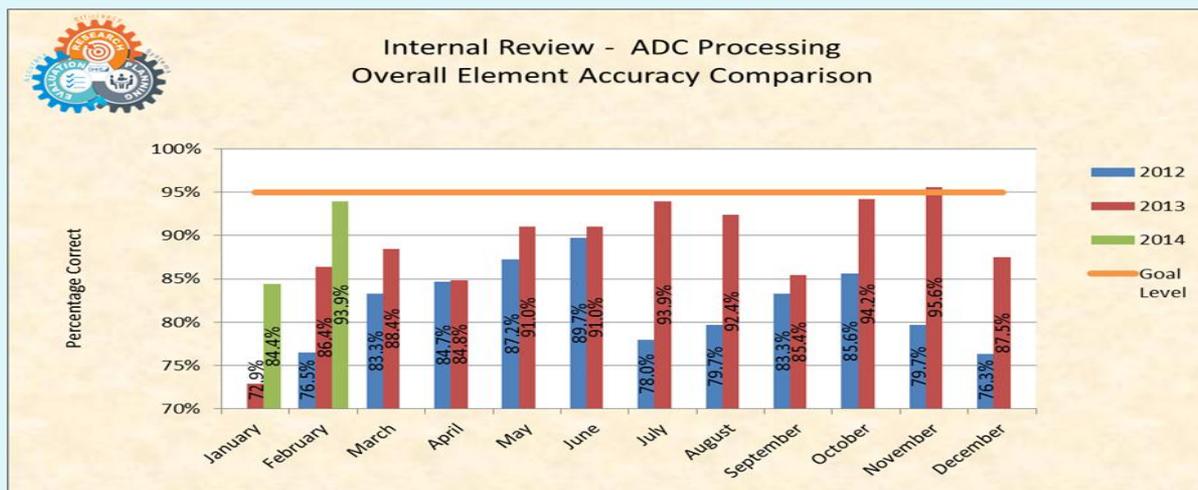
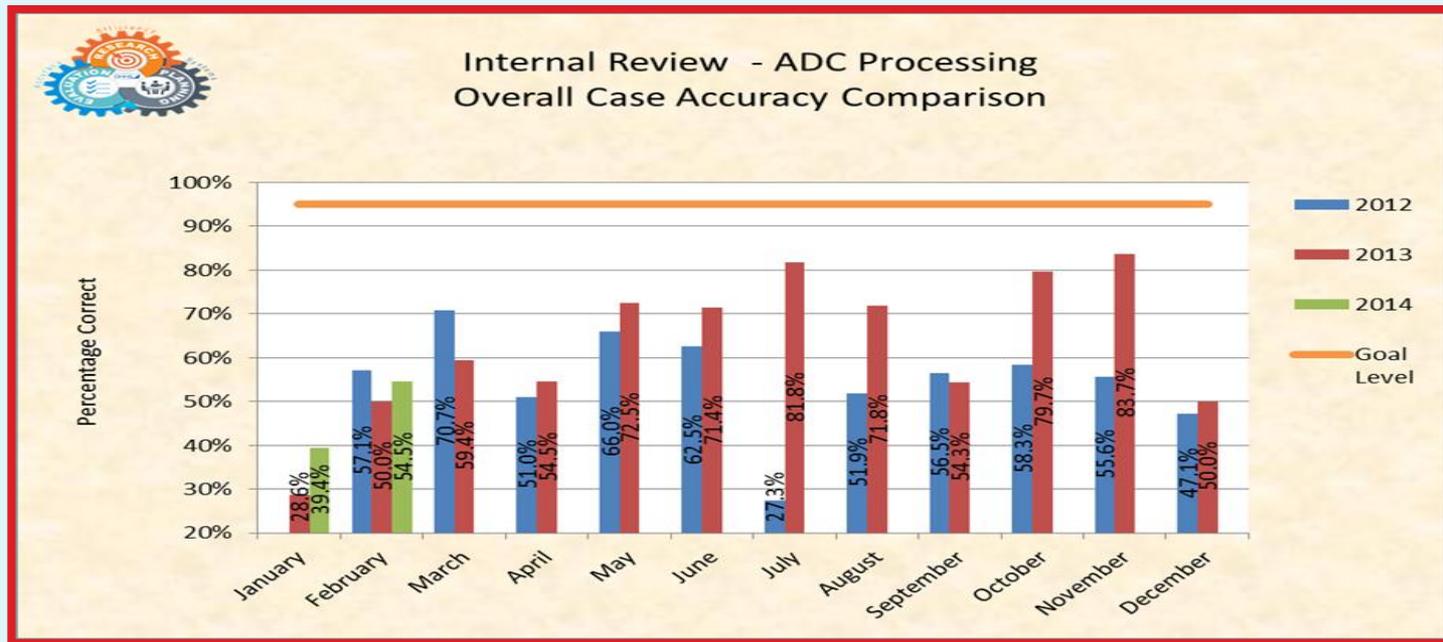
Implemented SCRs:

1. SCR 14198 separates EA and MLTC Verification requests.
2. SCR 12763 prohibits children from being payees.
3. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that the application is more accurate.

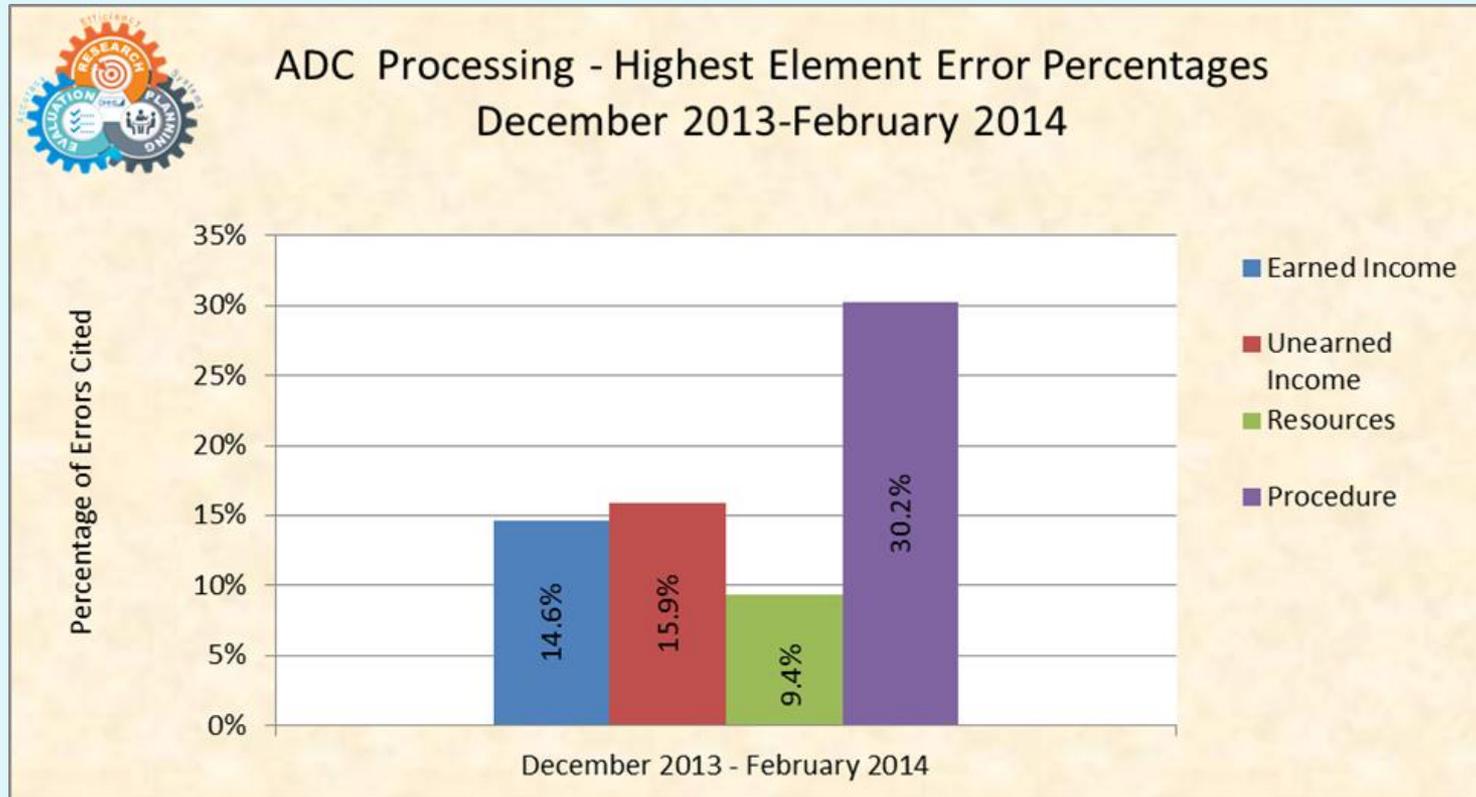
Action Items:

Barriers:

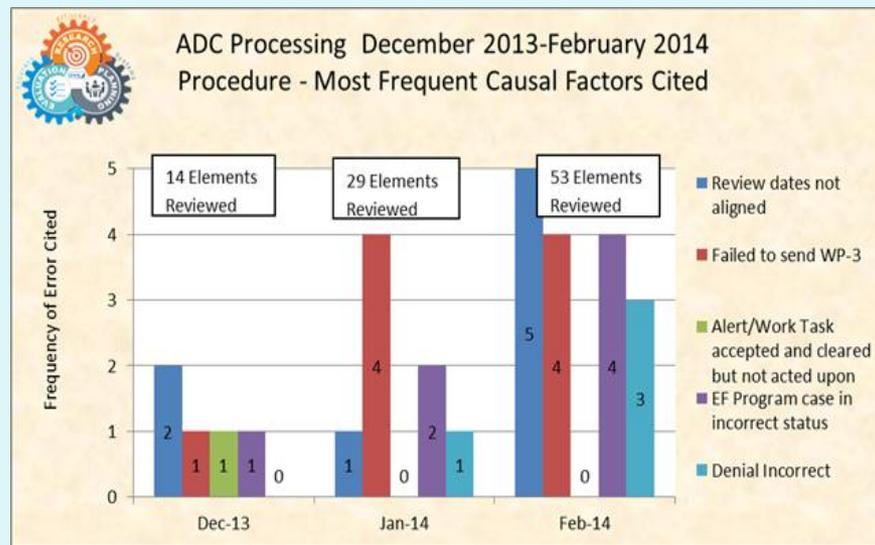
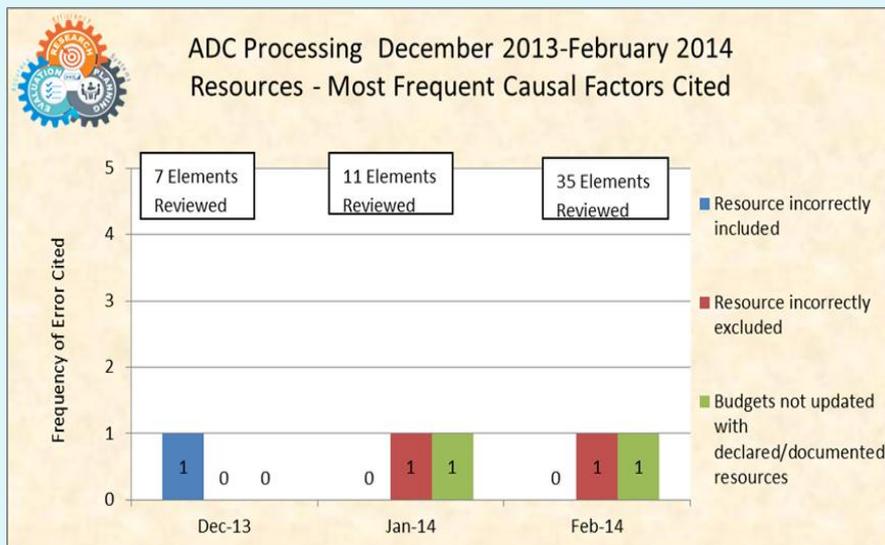
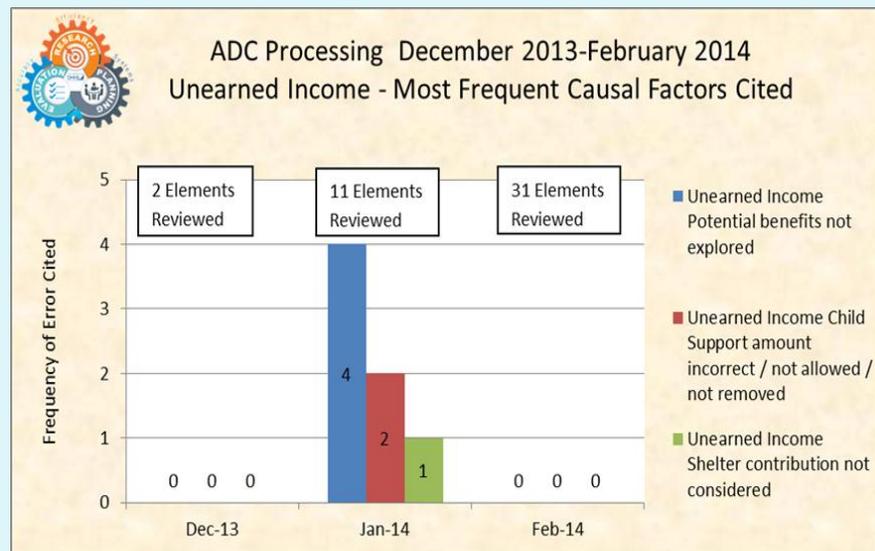
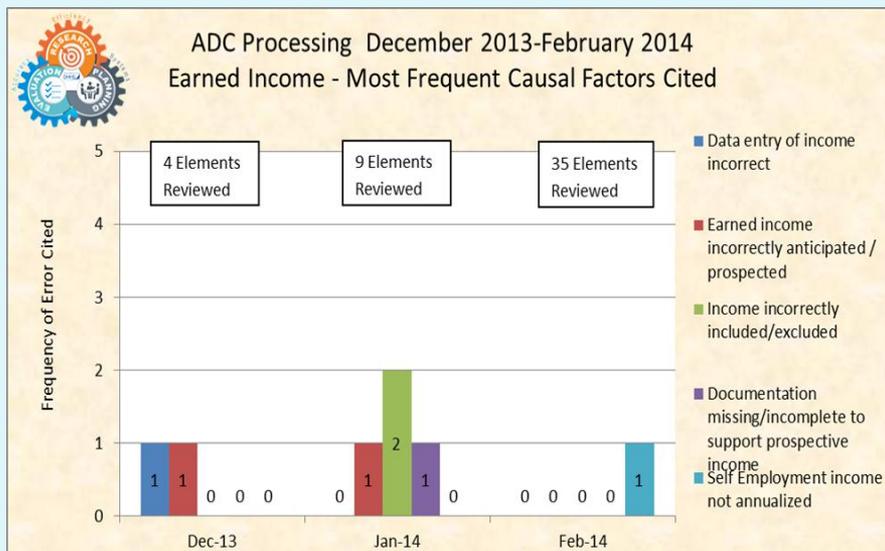
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



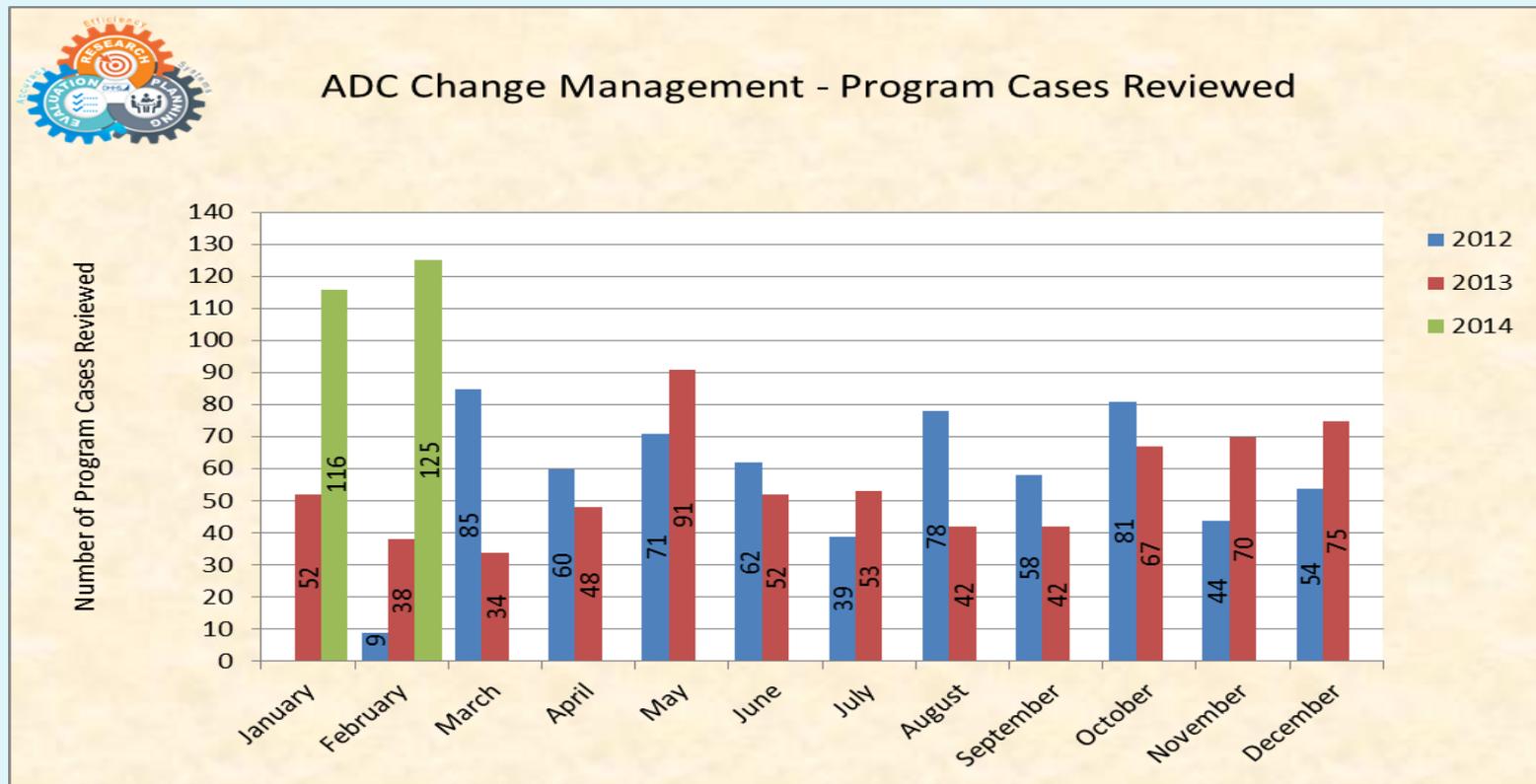
Aid to Dependent Children: Processing



Aid to Dependent Children: Processing



Aid to Dependent Children Change Management Program Case Reads



Aid to Dependent Child : Change Management

Strengths/Accomplishments:

Staff Changes:

1. Staff make corrections on Incorrect Reviews.
2. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

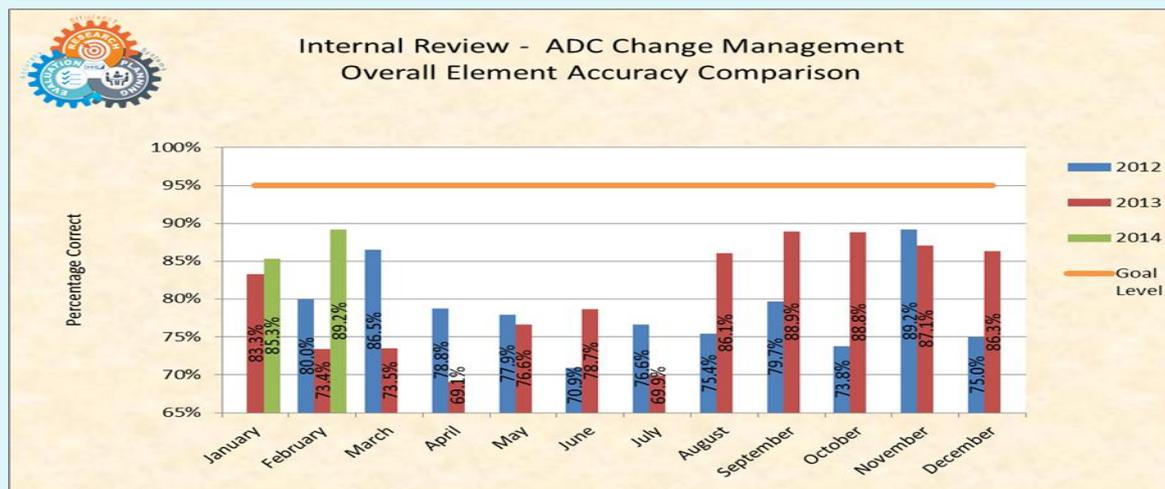
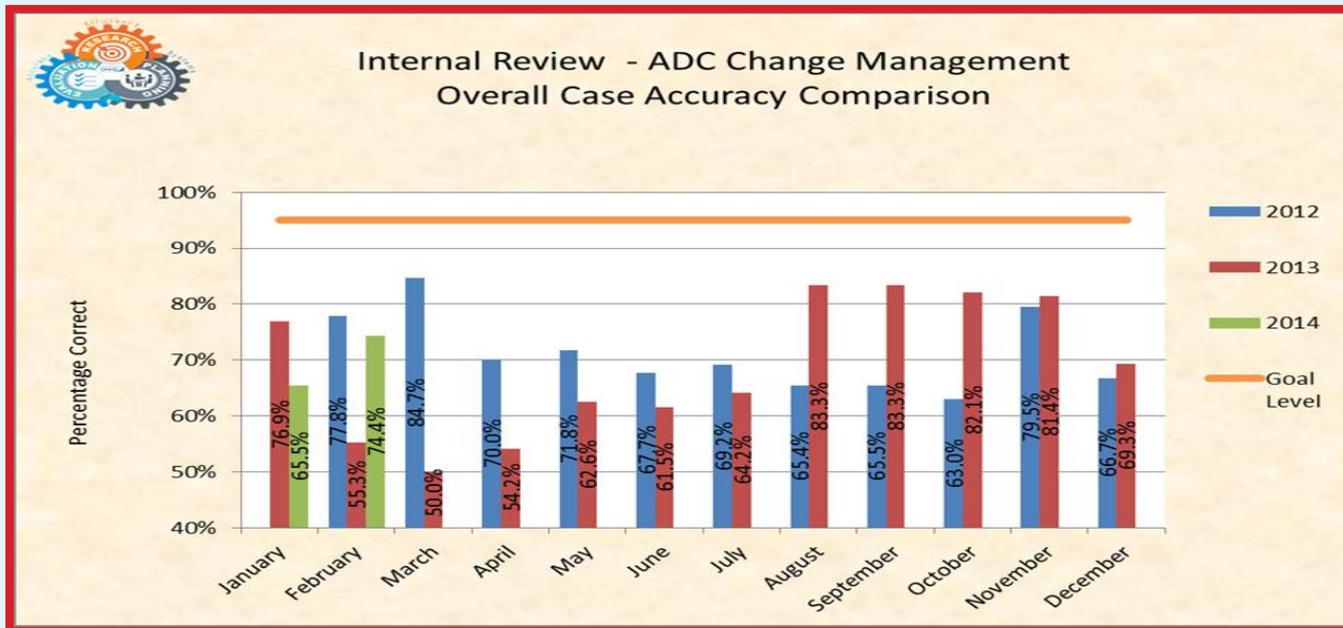
Implemented SCRS:

1. SCR 14492 limits who can put the client payee option.

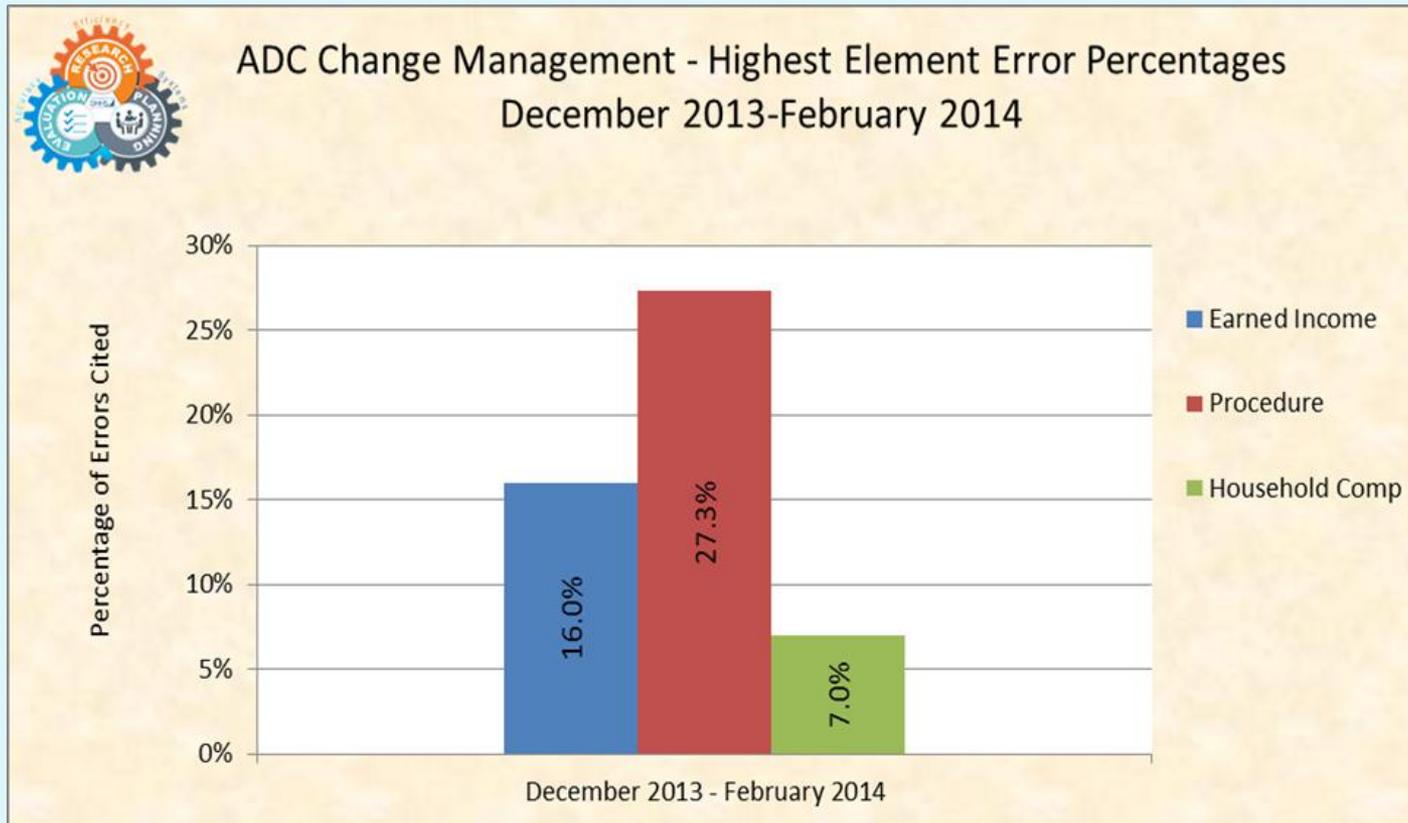
Action Items:

Barriers:

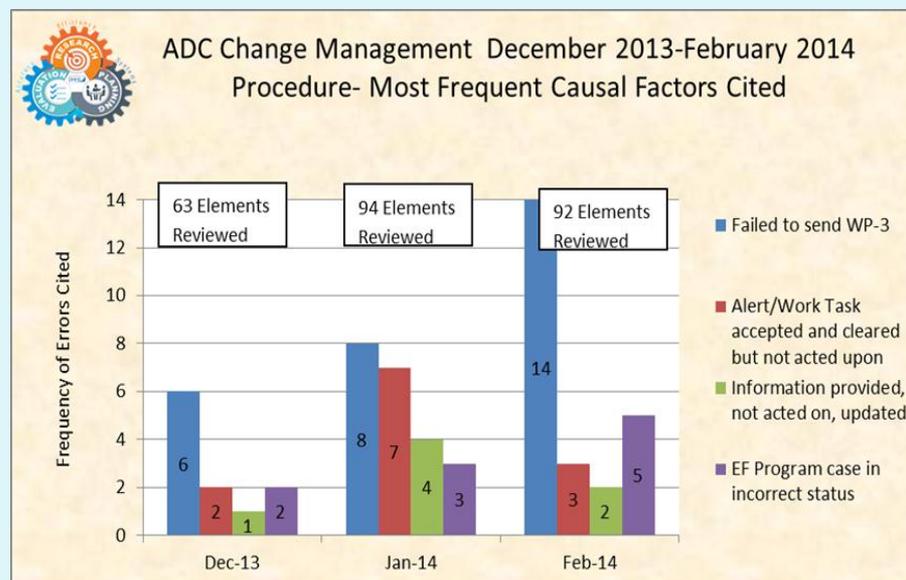
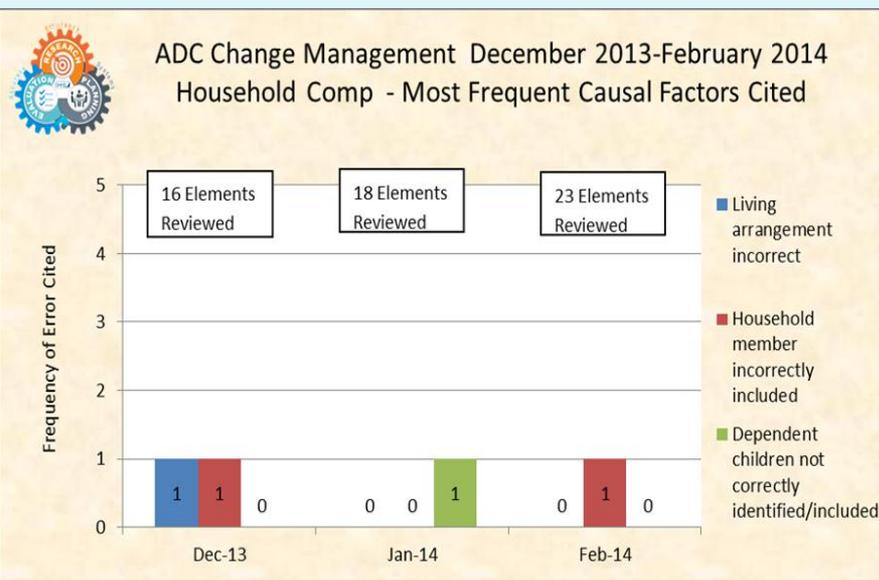
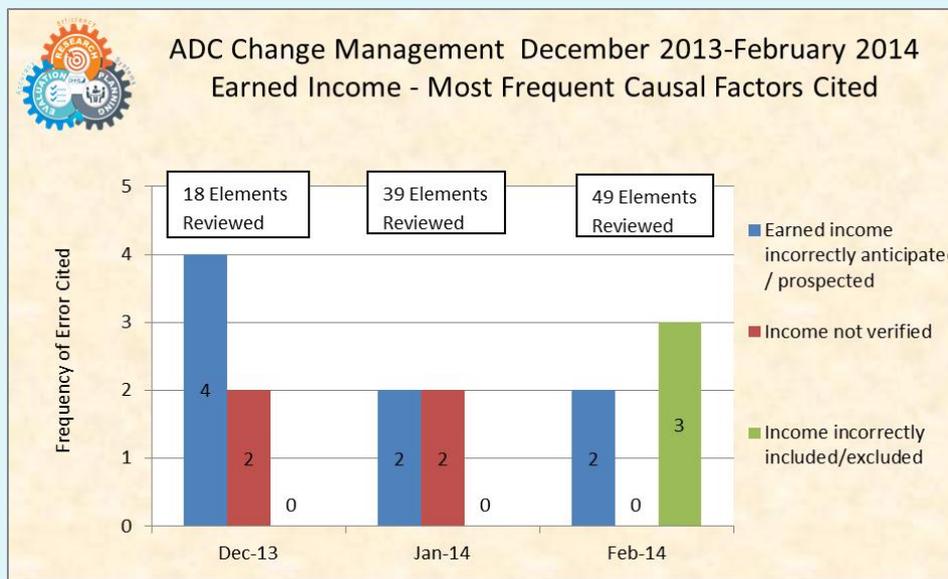
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



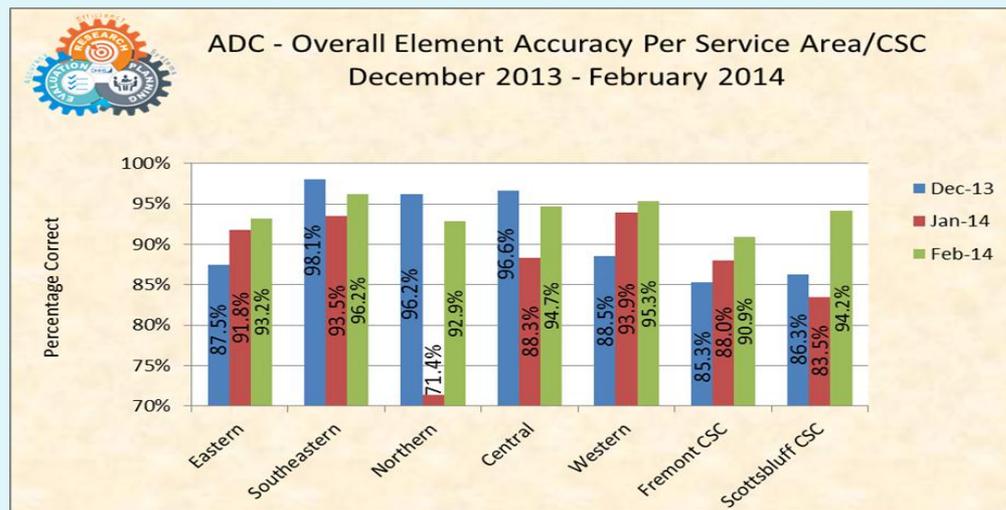
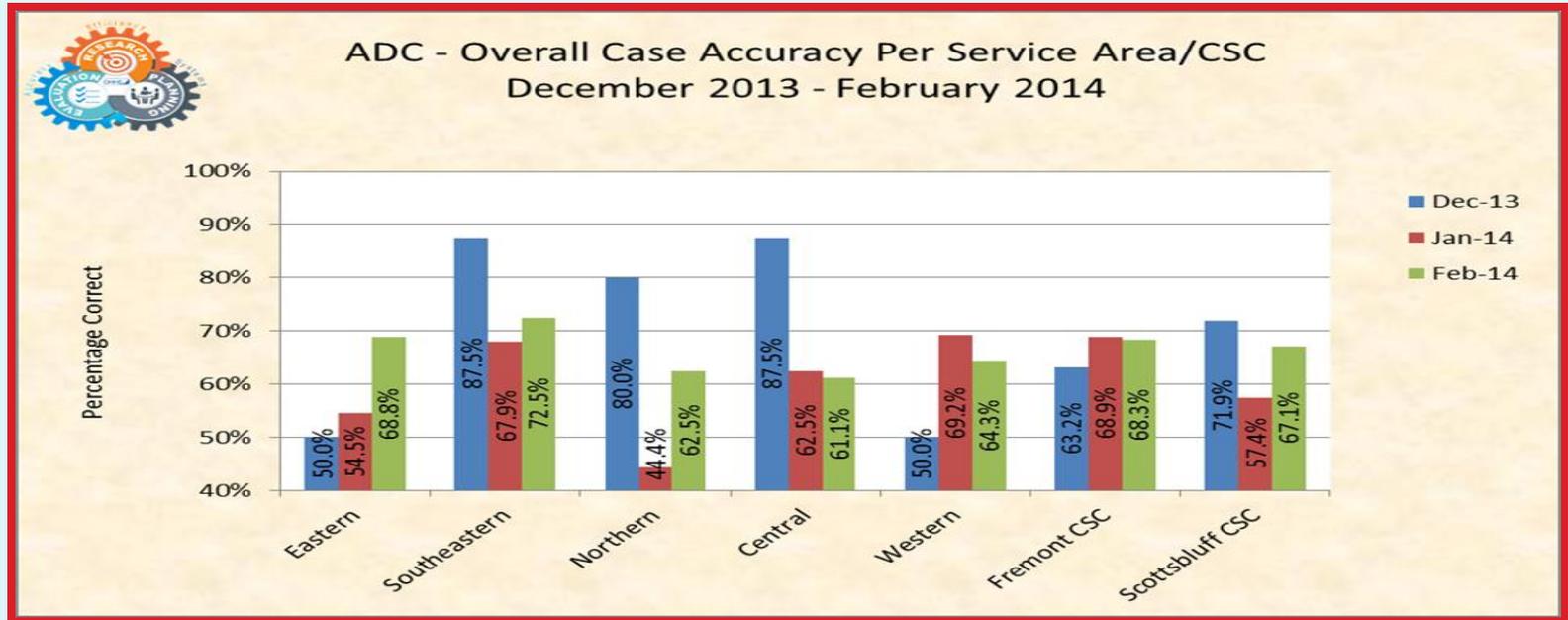
Aid to Dependent Children: Change Management



Aid to Dependent Children: Change Management

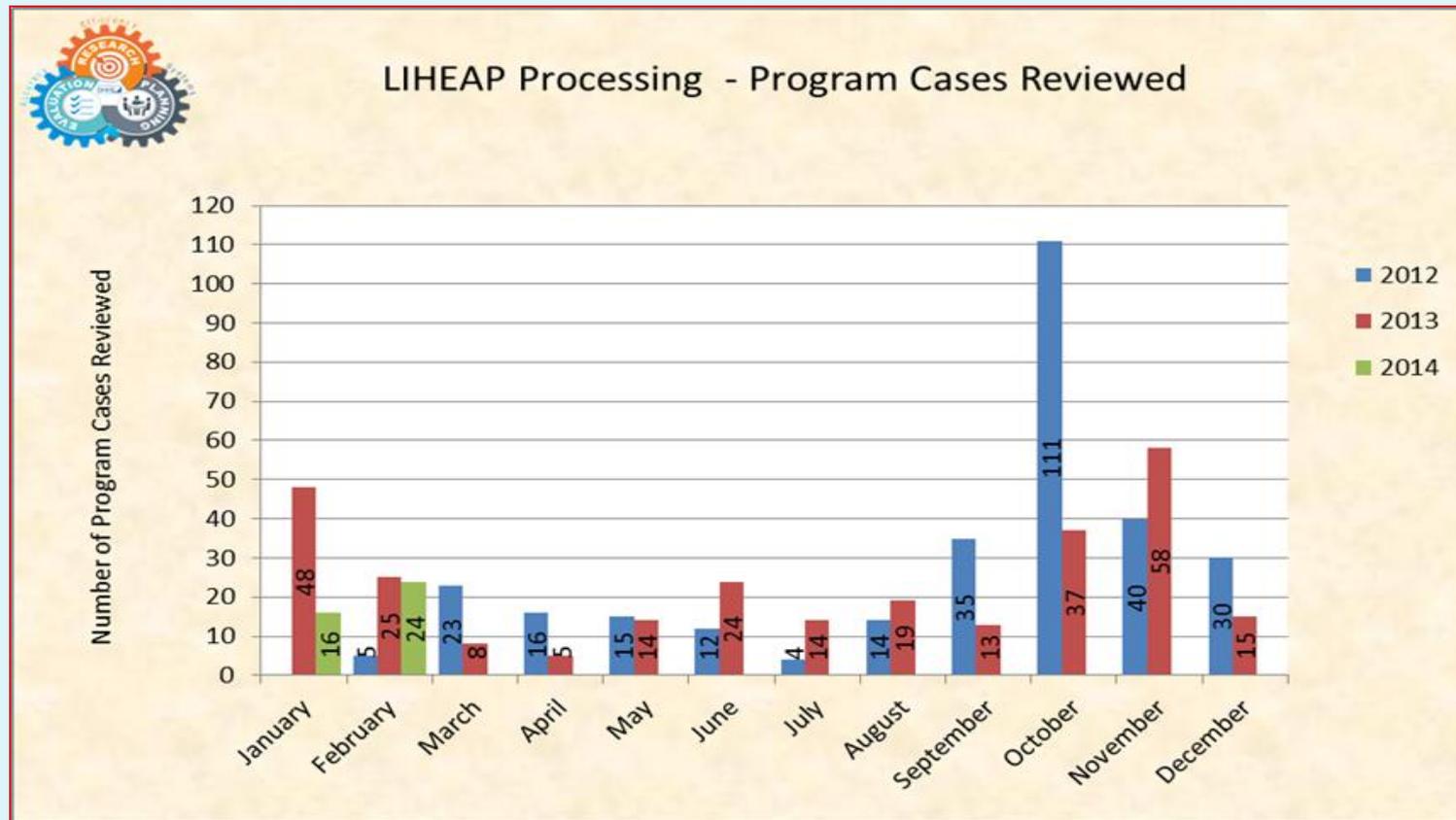


Aid to Dependent Children Accuracy



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Low-Income Home Energy Assistance Program Processing Program Case Reads



Low-Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:

Staff Changes:

1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

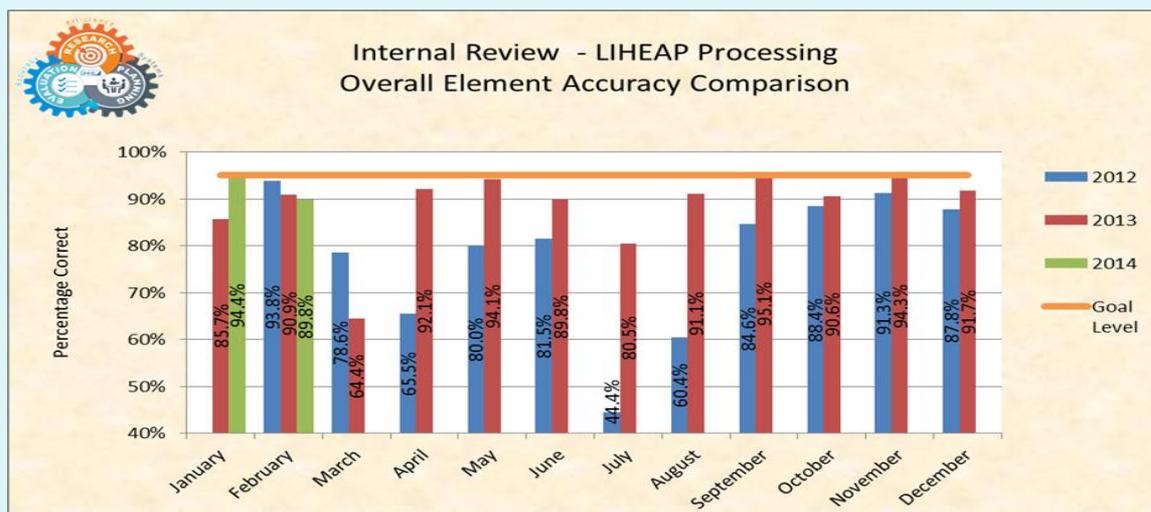
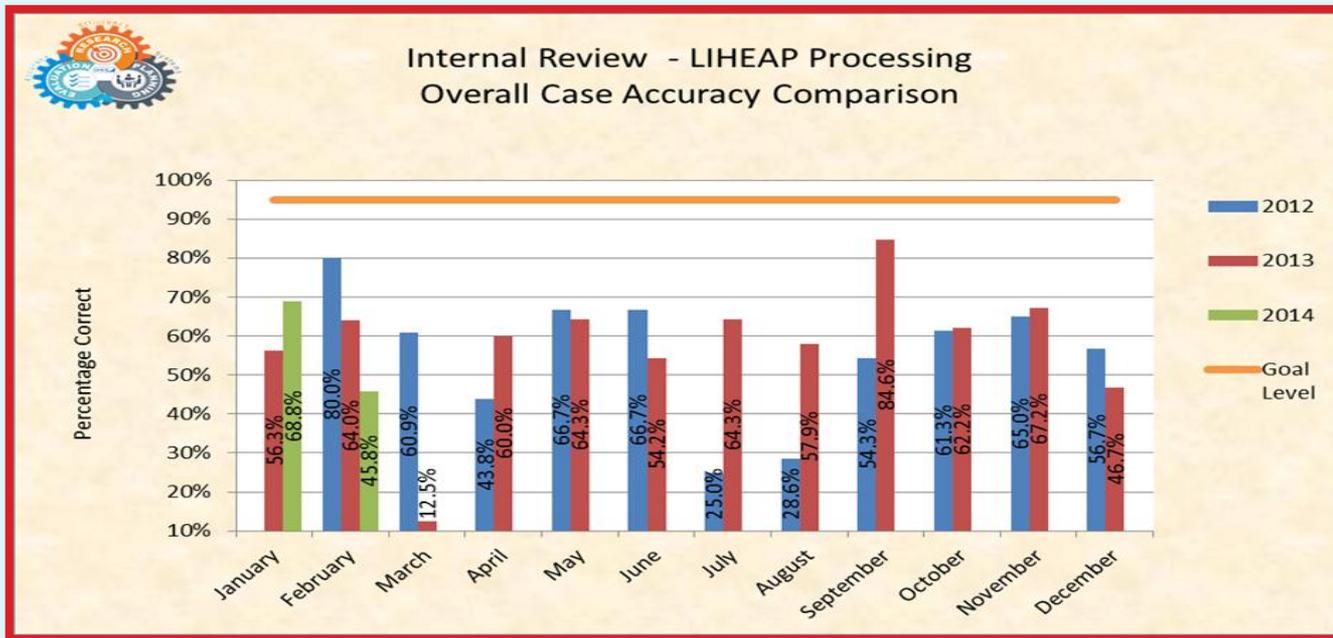
Implemented SCRs:

1. SCR 14492 limits who can put the client payee option.
2. SCR 14737 and SCR 14049 allows more people to be processed for the cooling MESA.
3. SCR 14709 corrects an income calculation error.
4. SCR 14035 corrects the household composition for cases for FR people out of the household.
5. SCR 13324 and SCR 13626 corrects an error that occurred when considering a case a PA case.

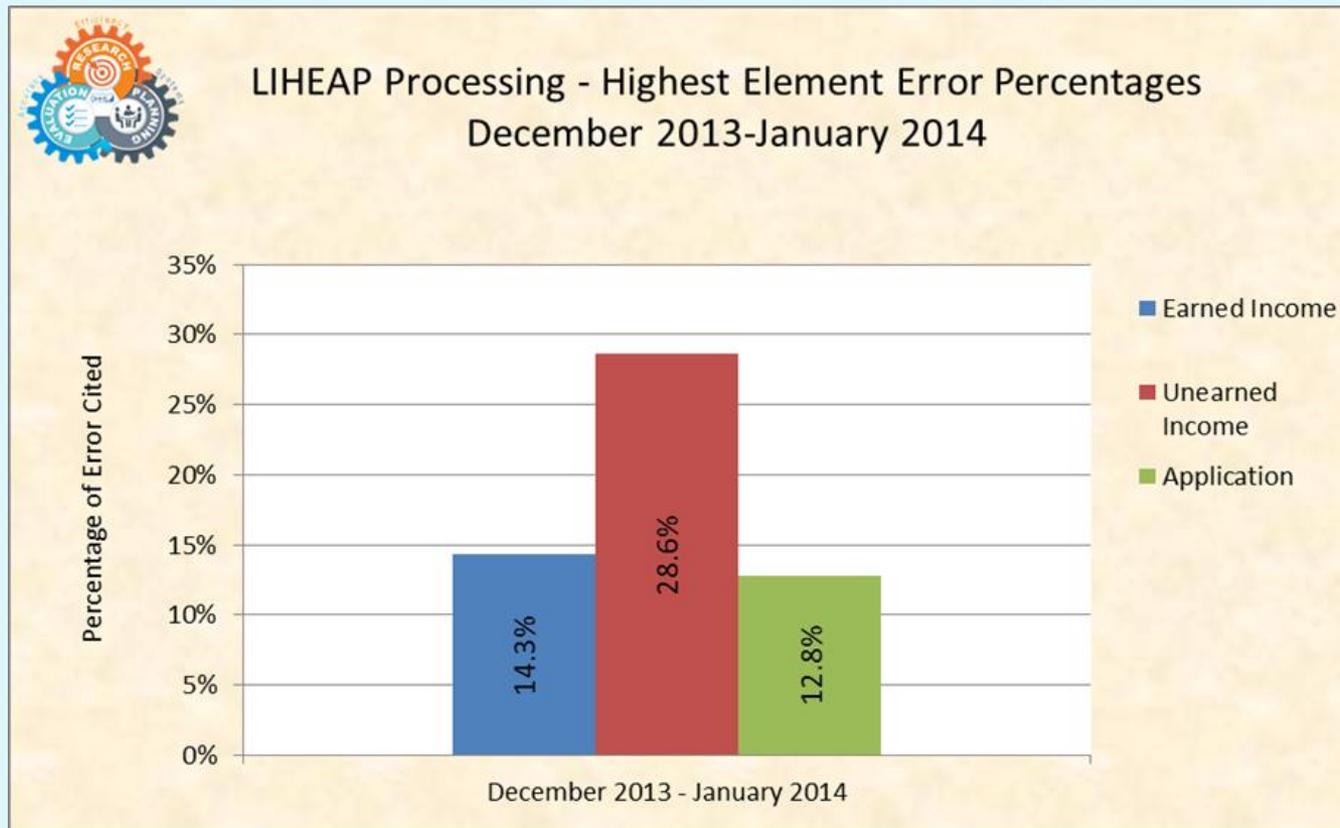
Action Items:

Barriers:

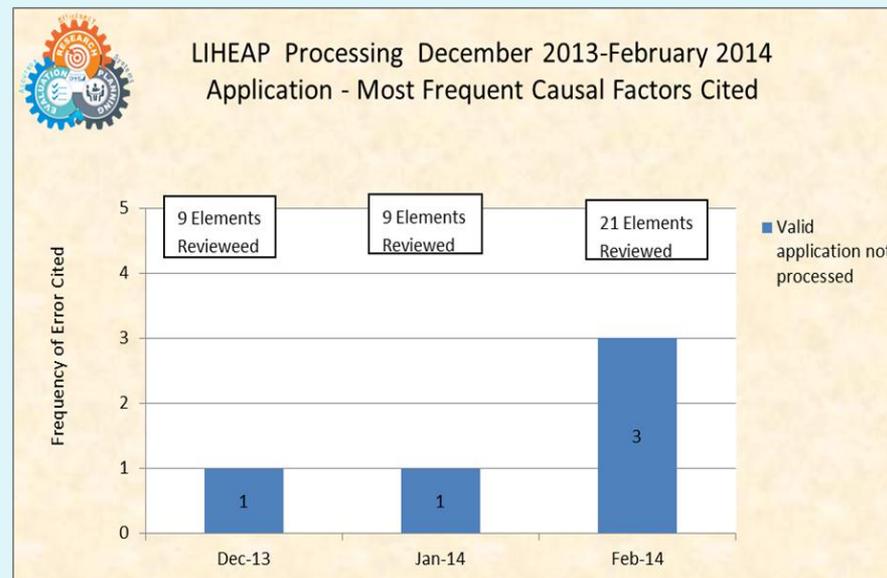
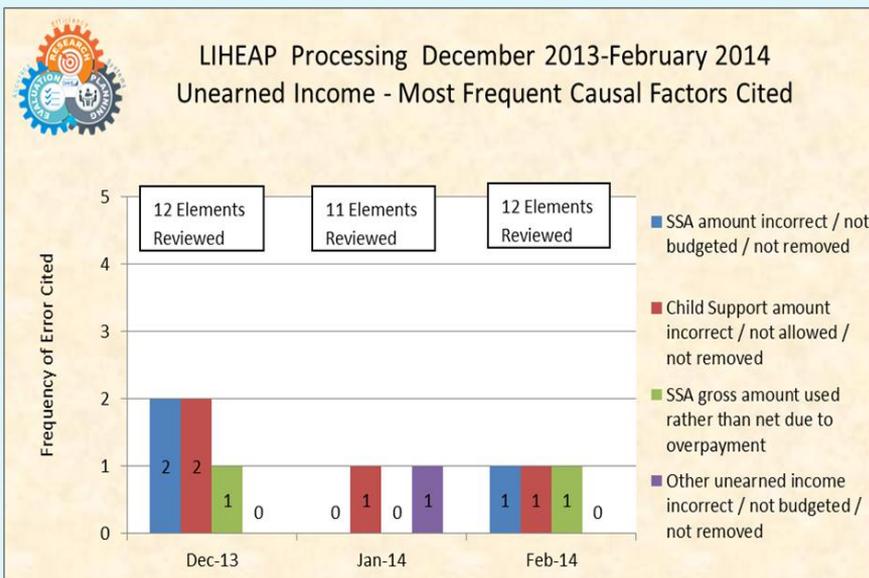
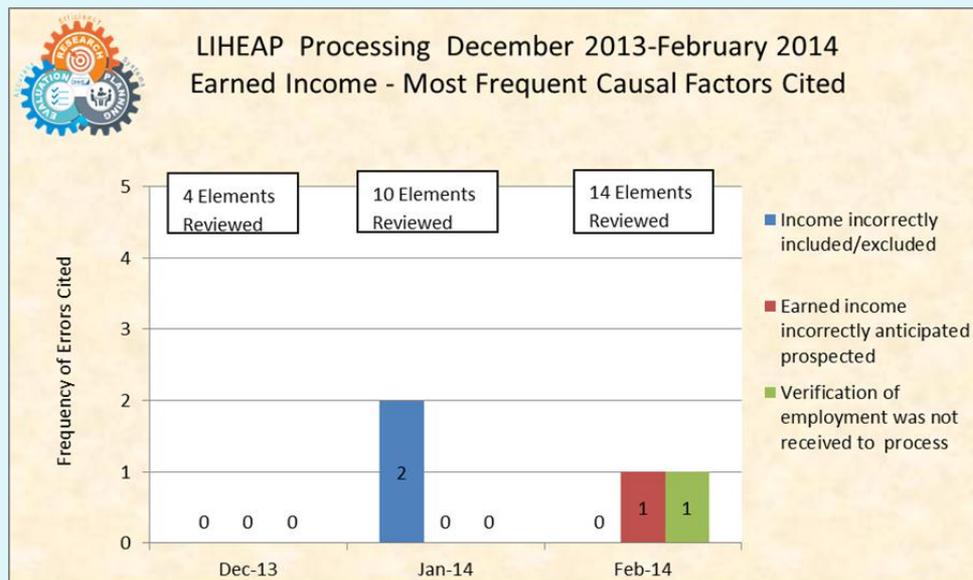
Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



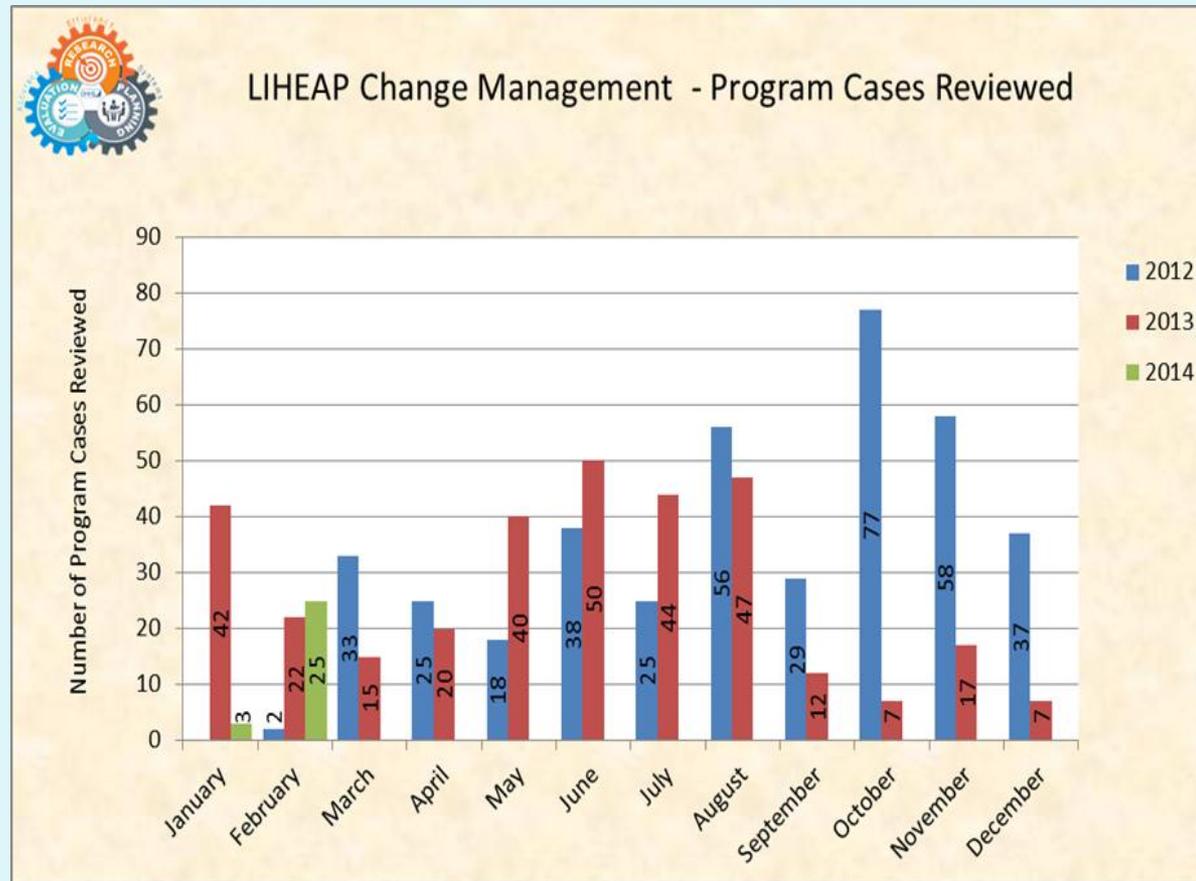
Low-Income Home Energy Assistance Program: Processing



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:

Staff Changes:

1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

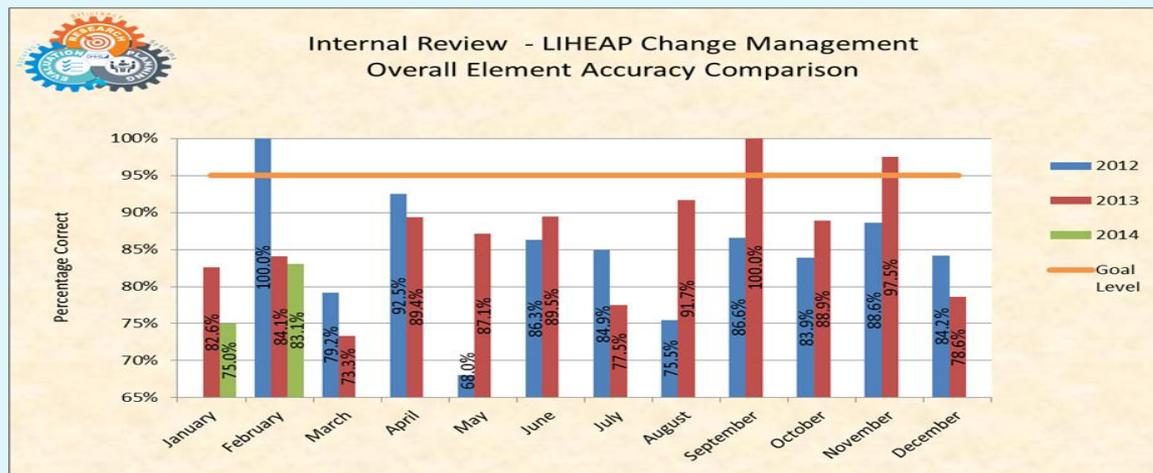
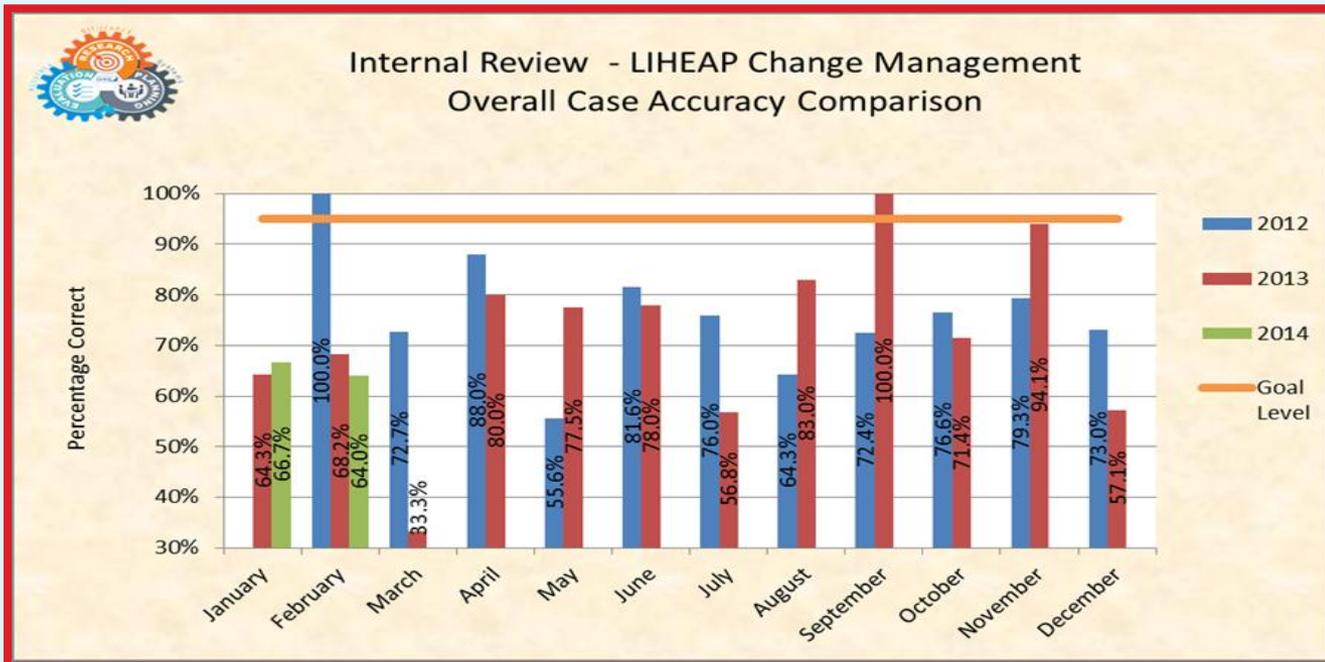
Implemented SCRs:

1. SCR 14198 separates EA and MLTC Verification requests.
2. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that the application is more accurate.
3. SCR 14737 and SCR 14049 allows more people to be processed for the cooling MESA.
4. SCR 14709 corrects an income calculation error.
5. SCR 14035 corrects the household composition for cases for FR people out of the household.
6. SCR 13324 and SCR 13626 corrects an error that occurred when considering a case a PA case.

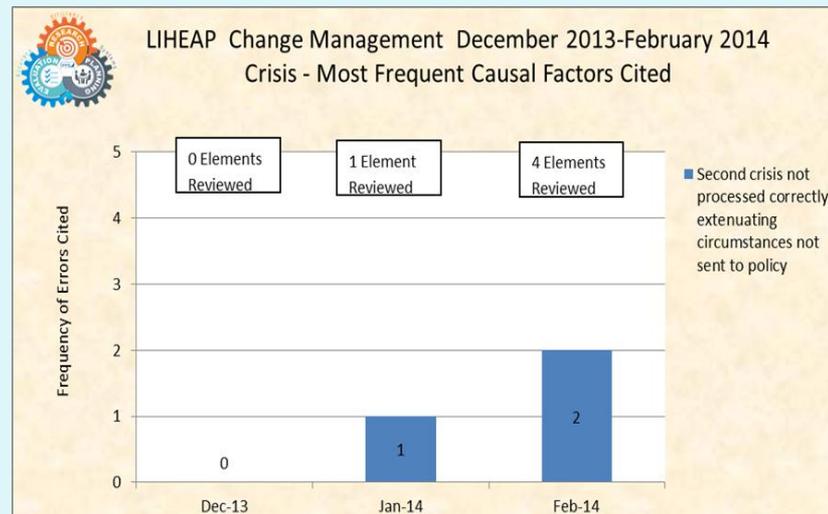
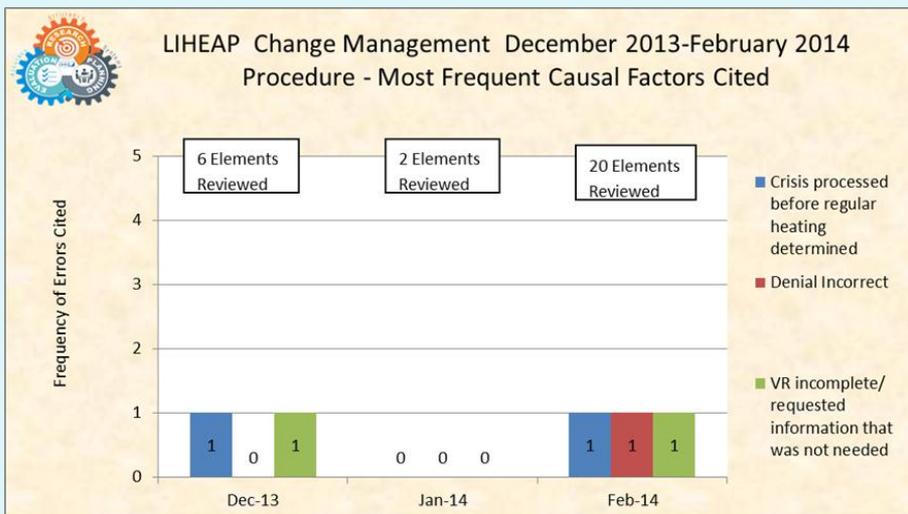
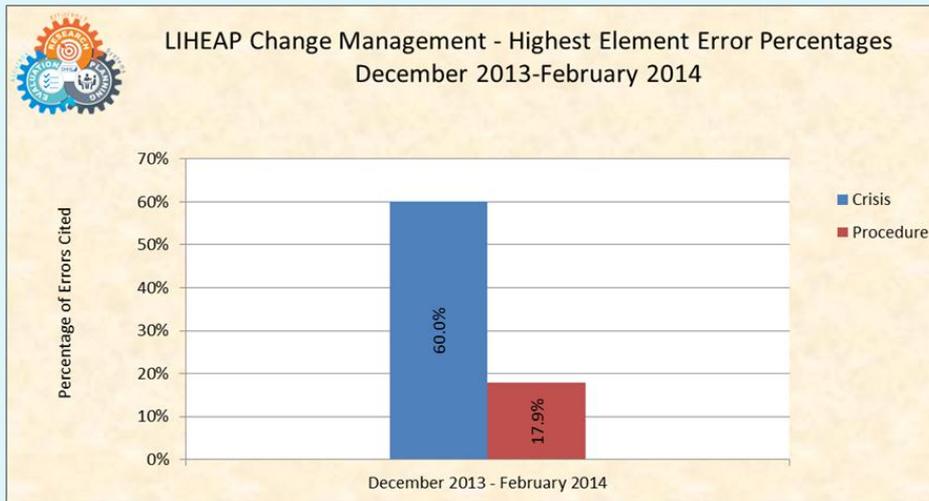
Action Items:

Barriers:

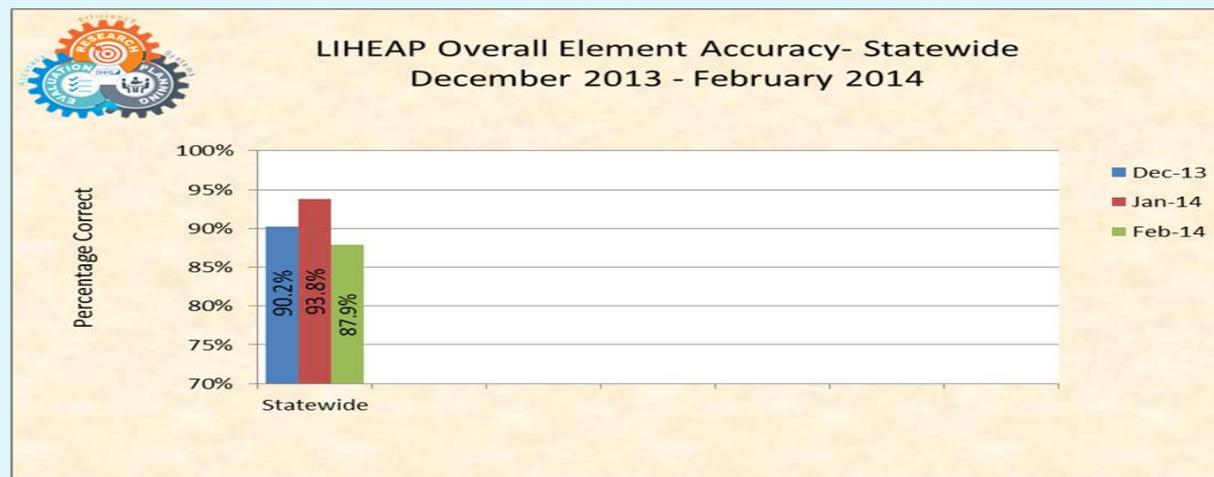
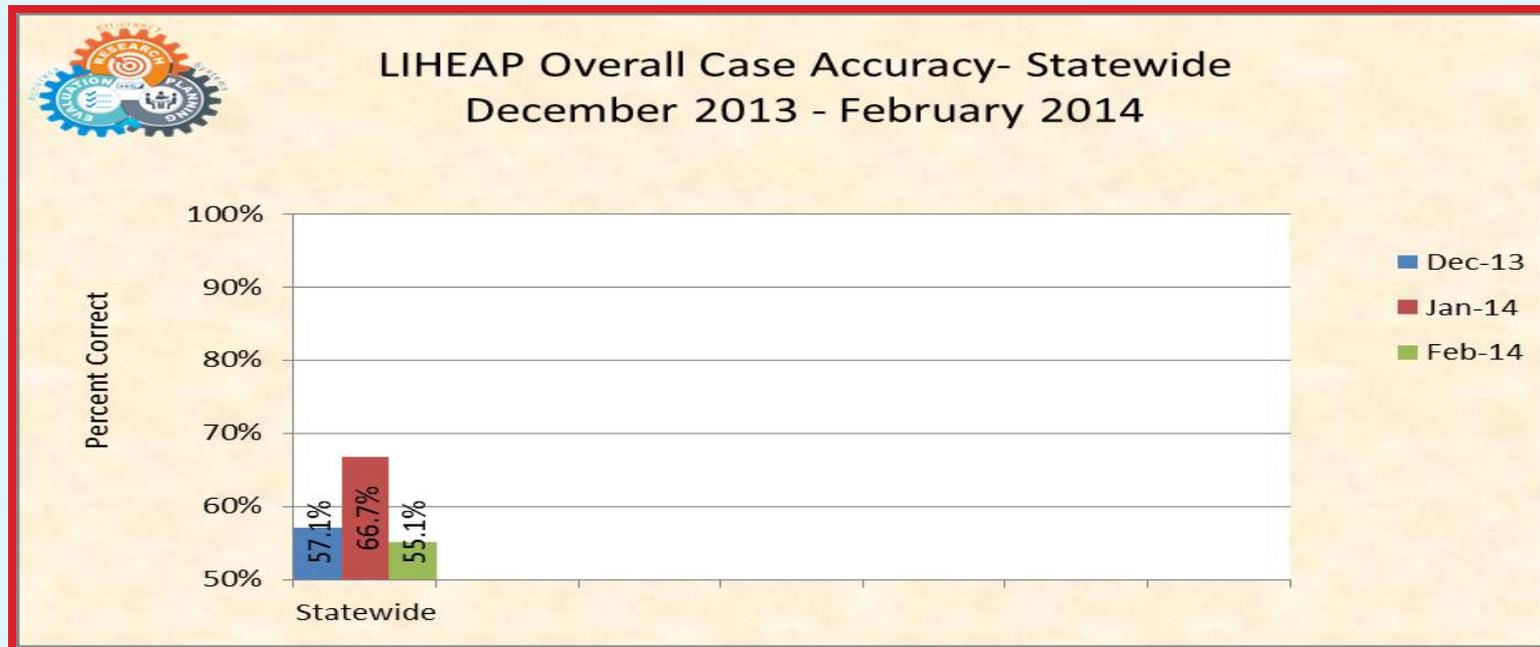
Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



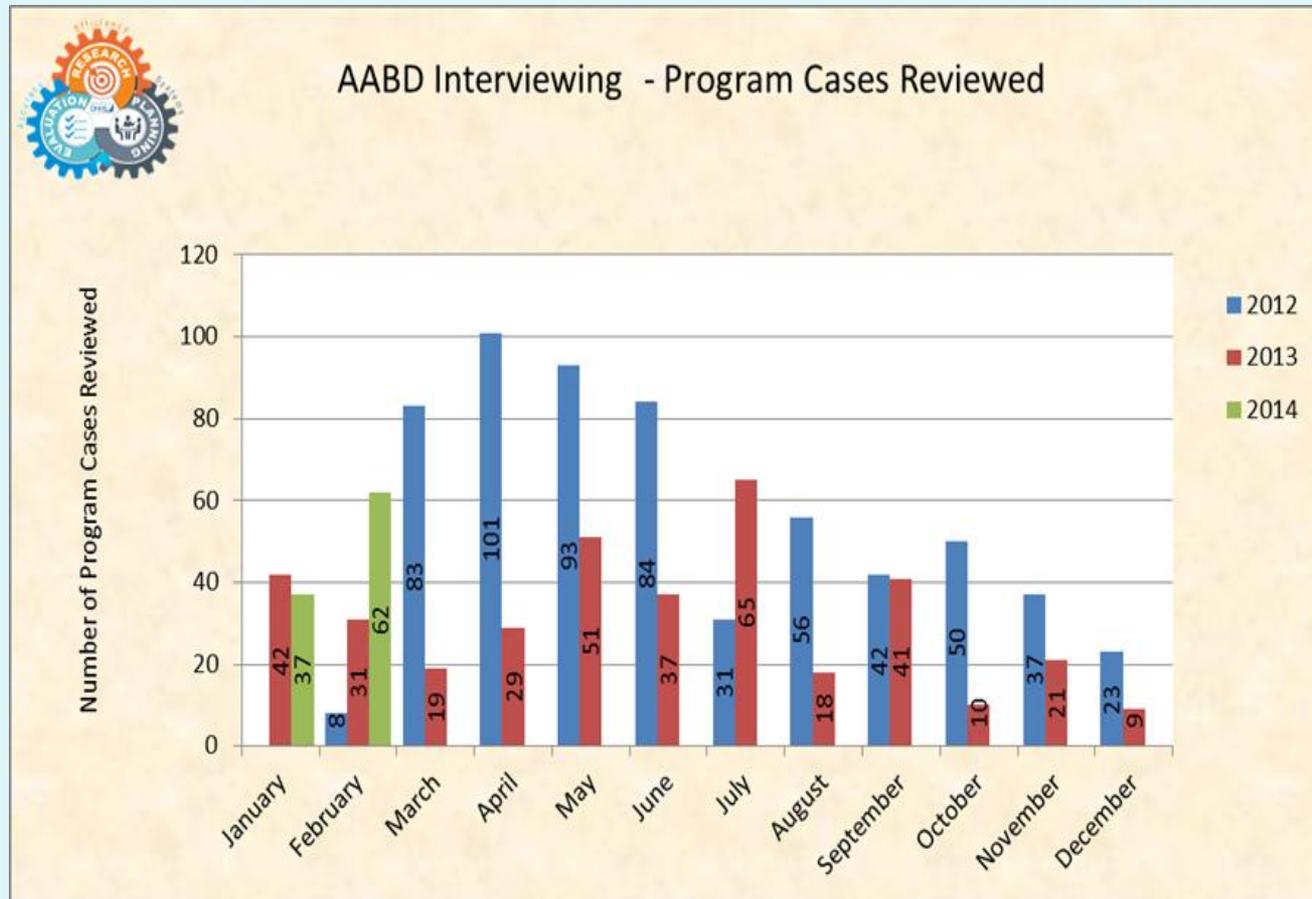
Low-Income Home Energy Assistance Program: Change Management



Low-Income Home Energy Assistance Program: Accuracy



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



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

Strengths/Accomplishments:

Staff Changes:

1. PAS are doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

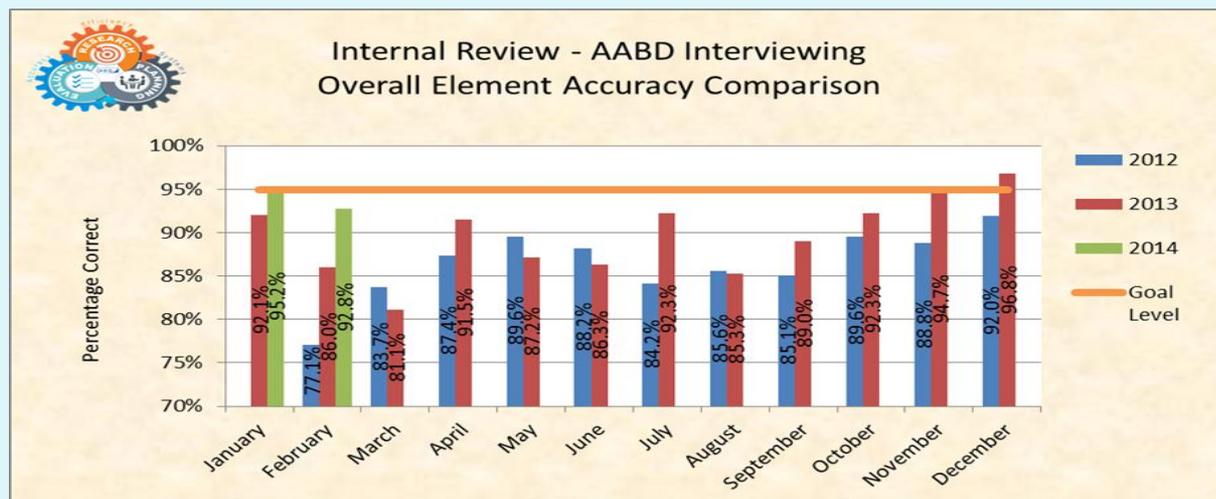
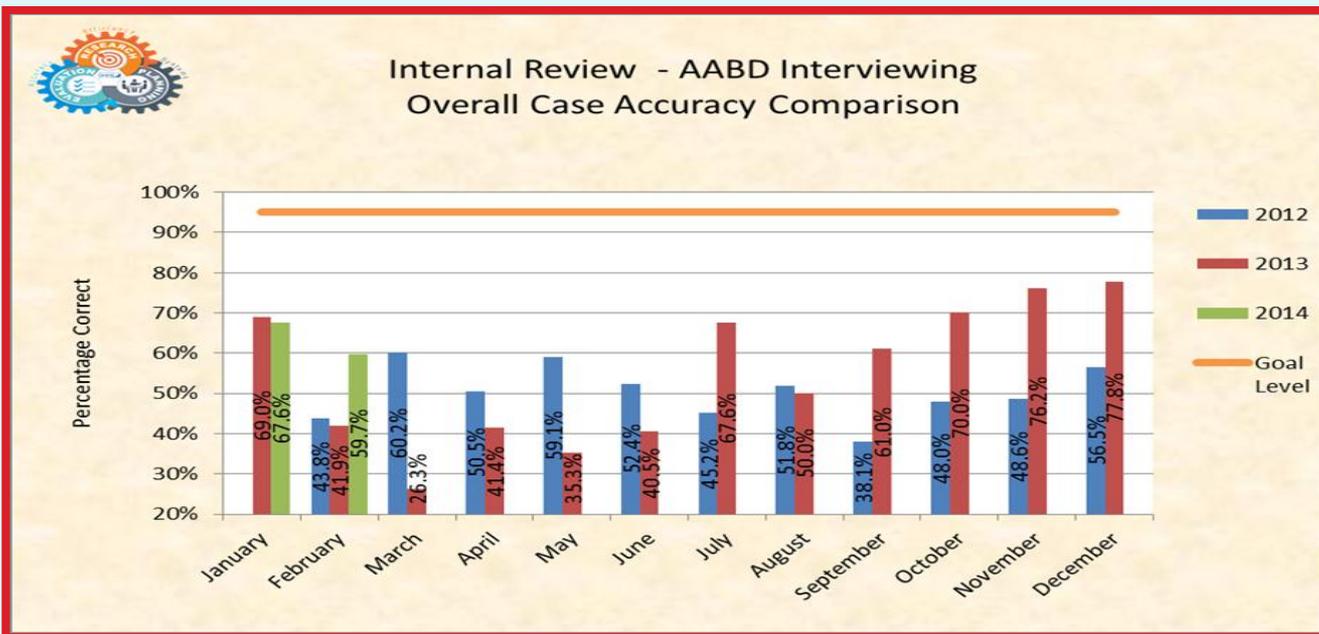
Implemented SCRs:

1. SCR 14198 separates EA and MLTC Verification requests.
2. SCR 12763 prohibits children from being payees.
3. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that the application is more accurate.

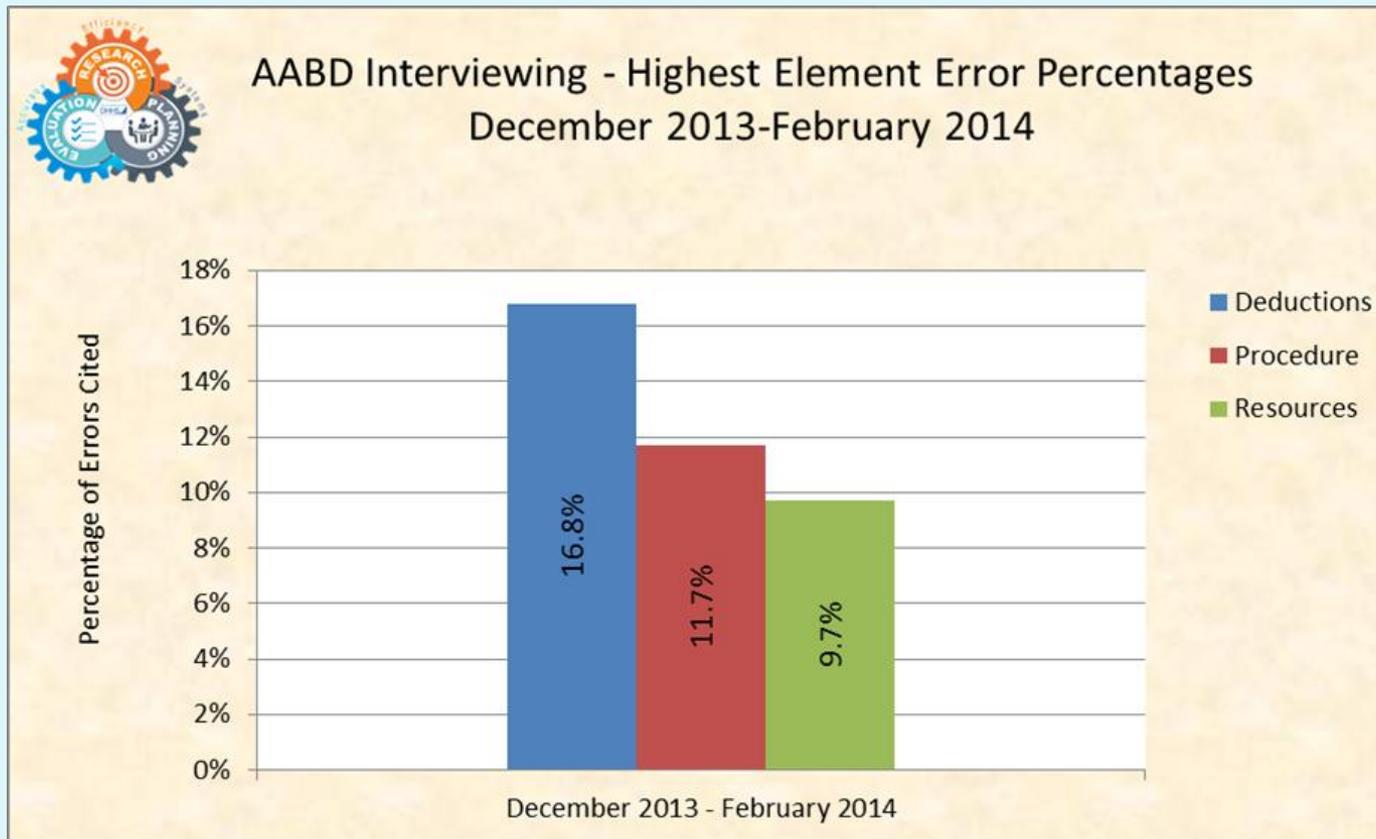
Action Items:

Barriers:

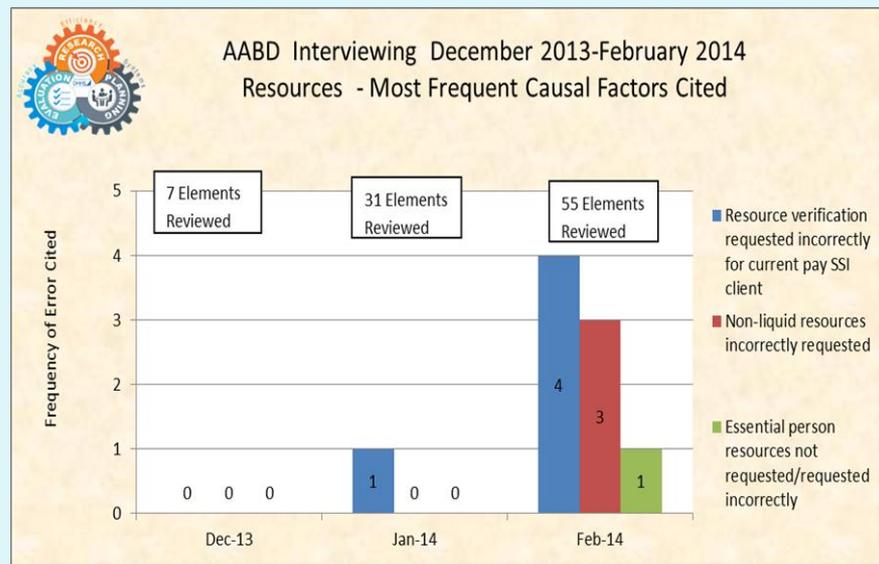
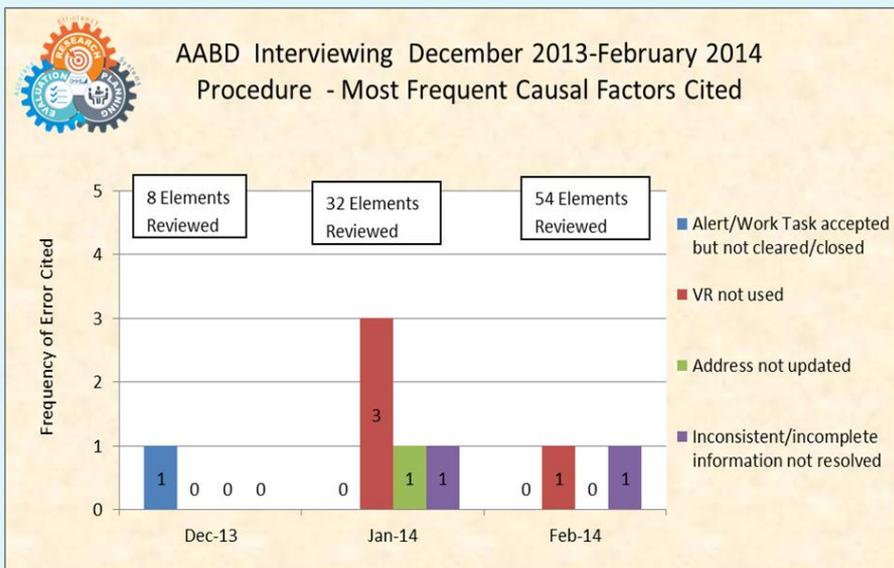
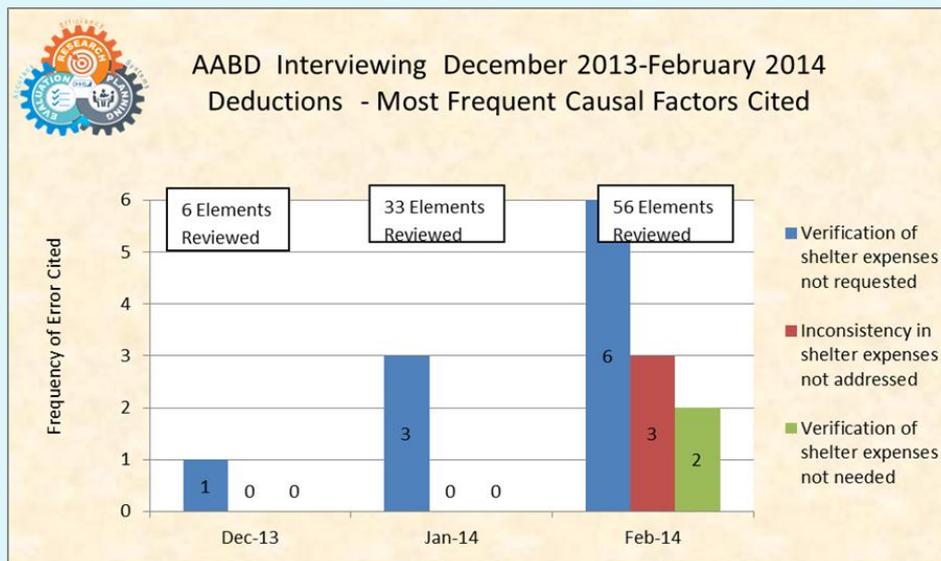
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



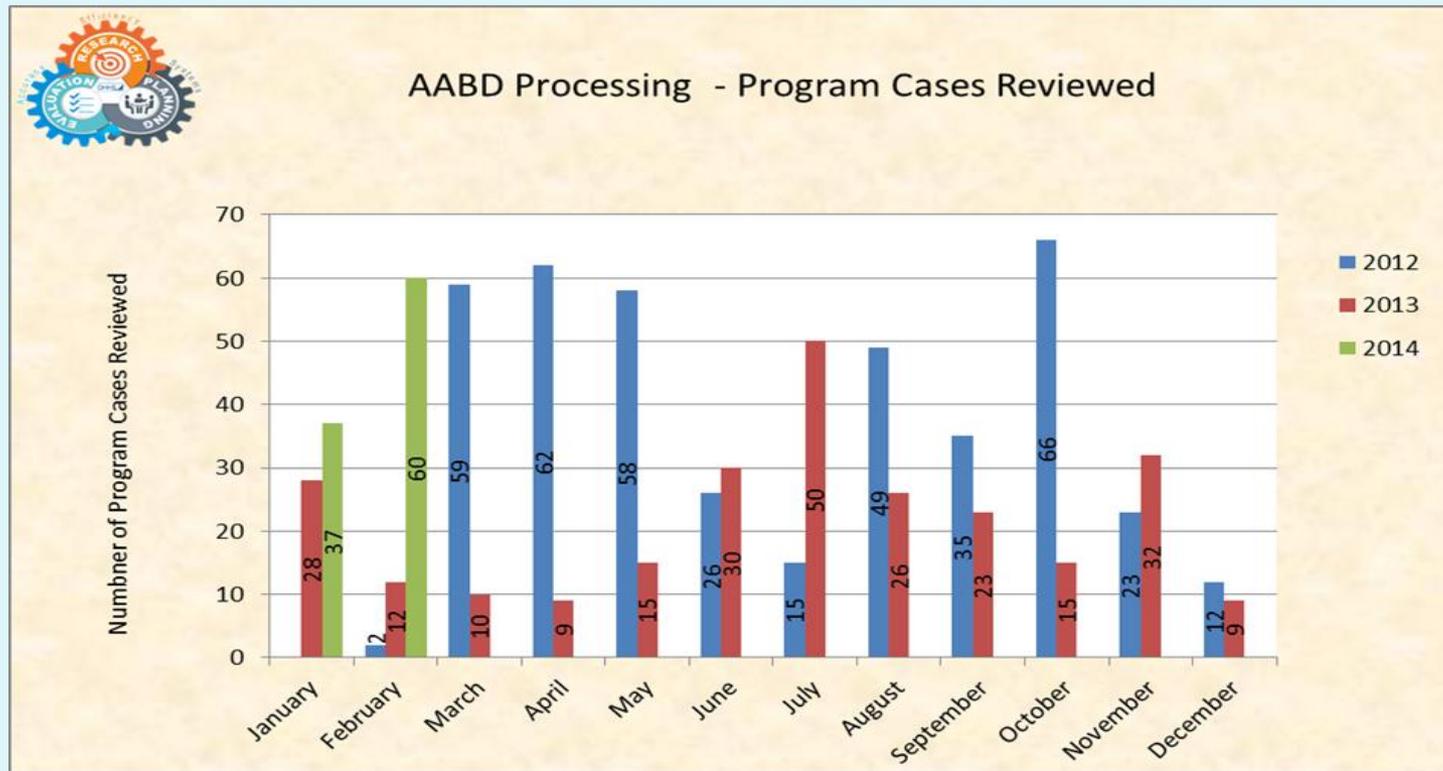
Assistance to the Aged, Blind, or Disabled Payment: Interviewing



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:

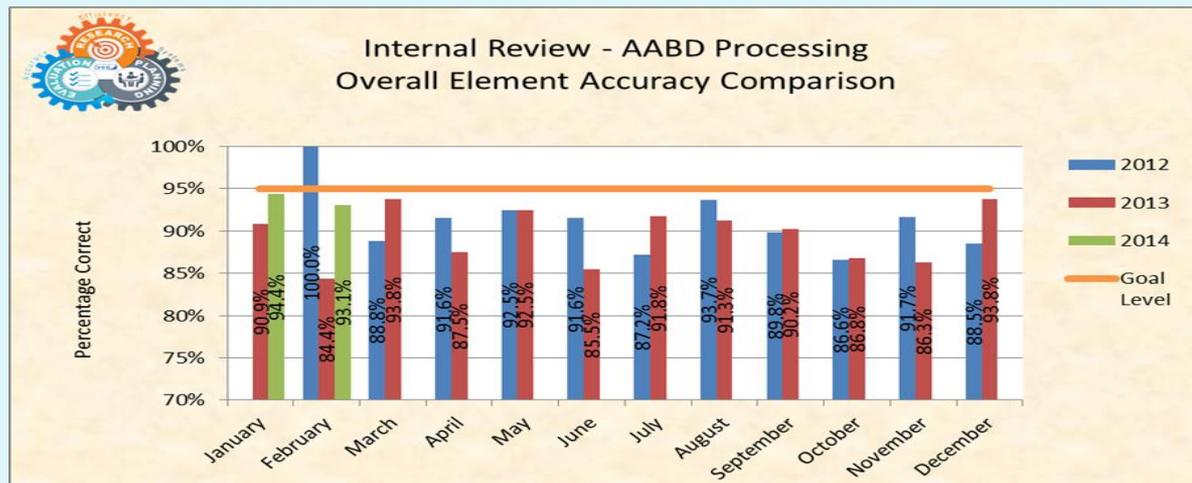
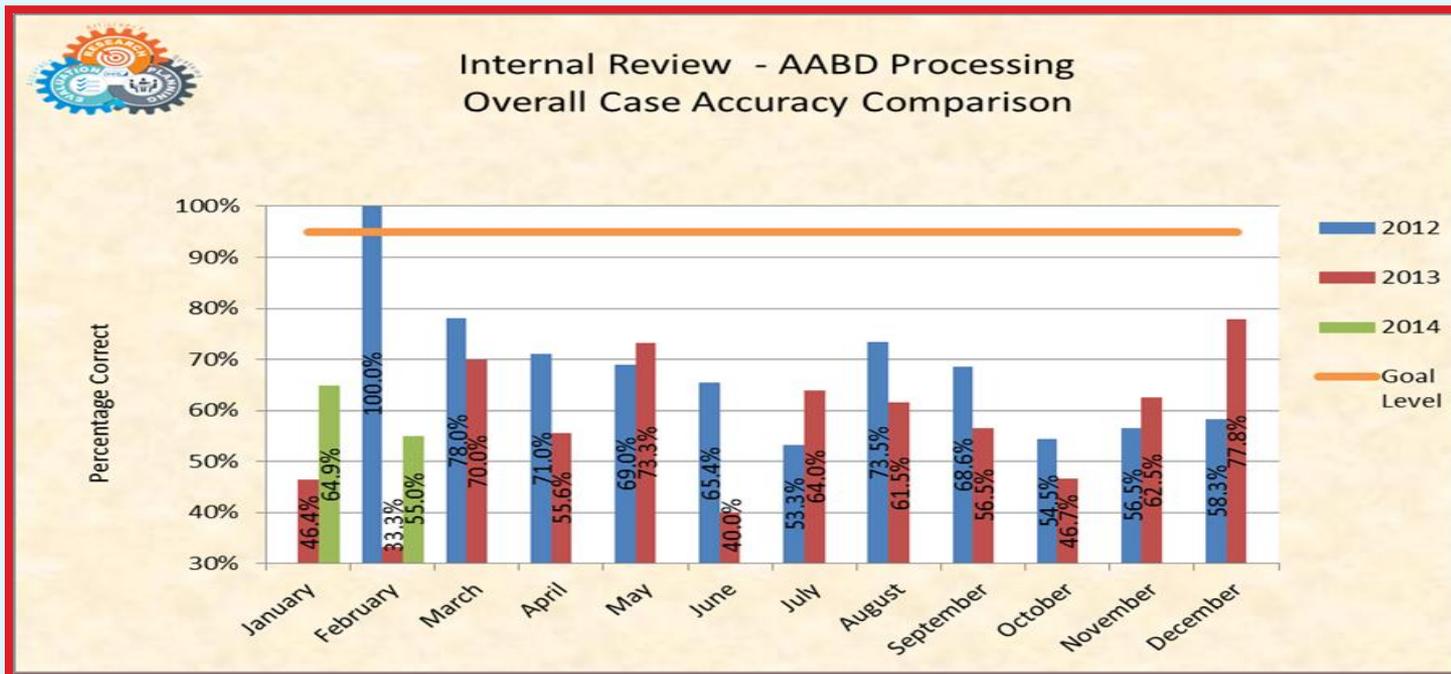
Staff Changes:

- PAS are going to be doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

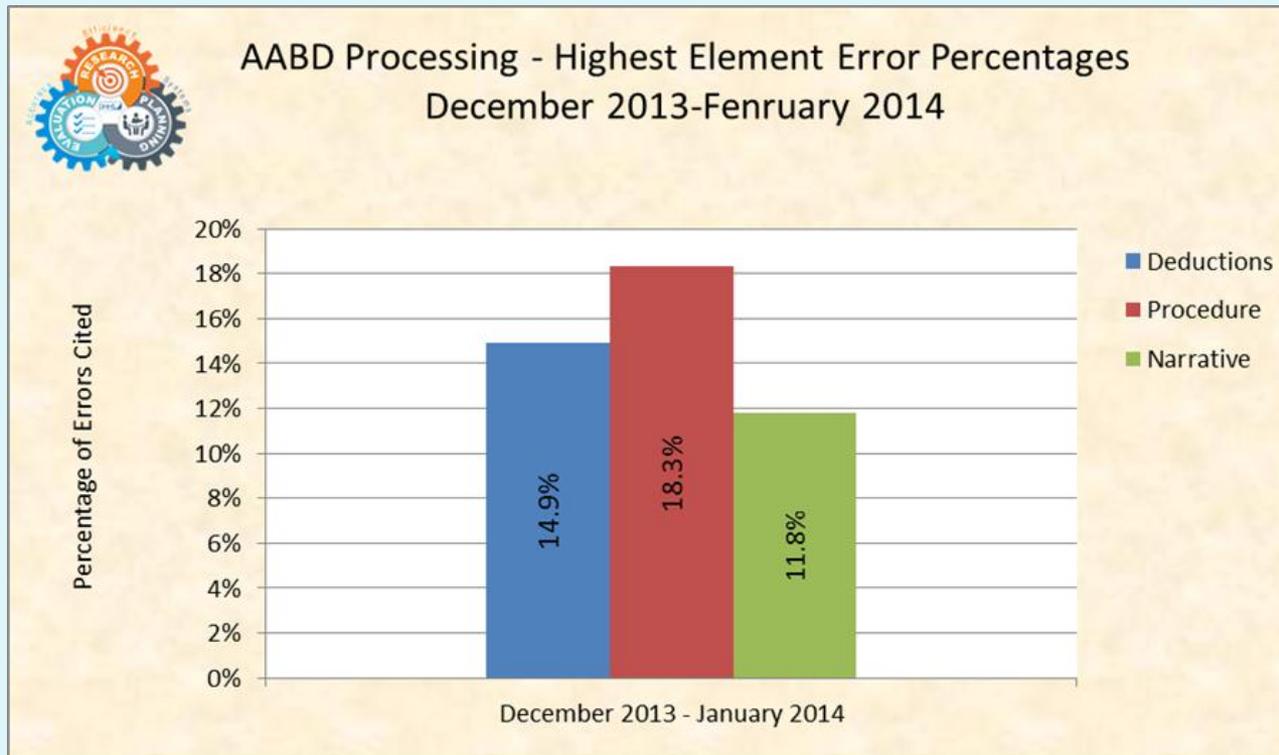
Action Items:

Barriers:

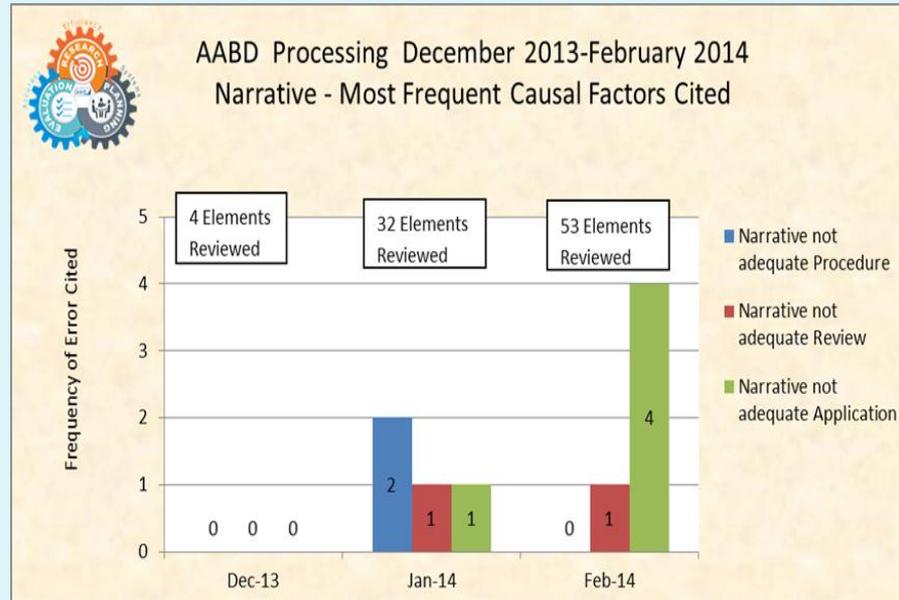
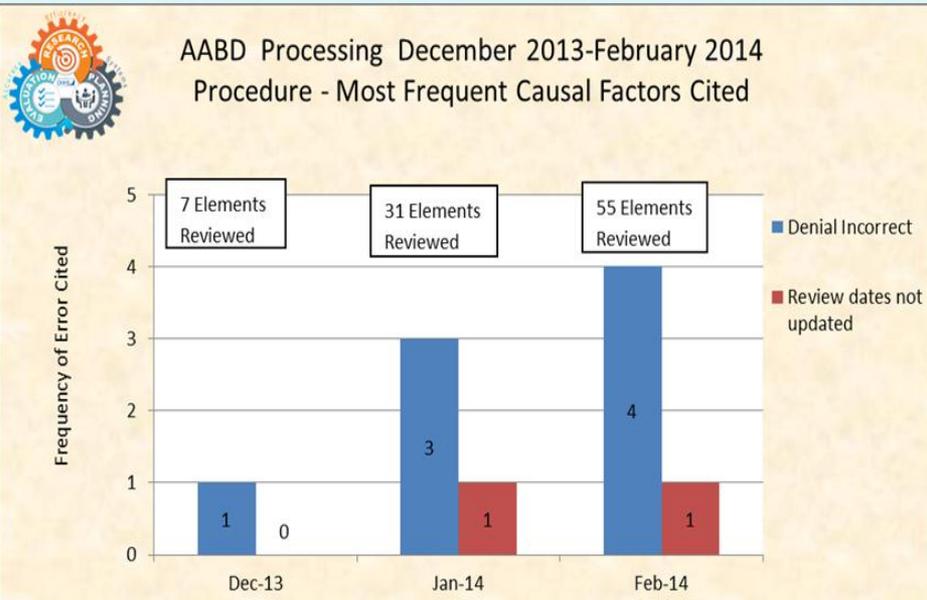
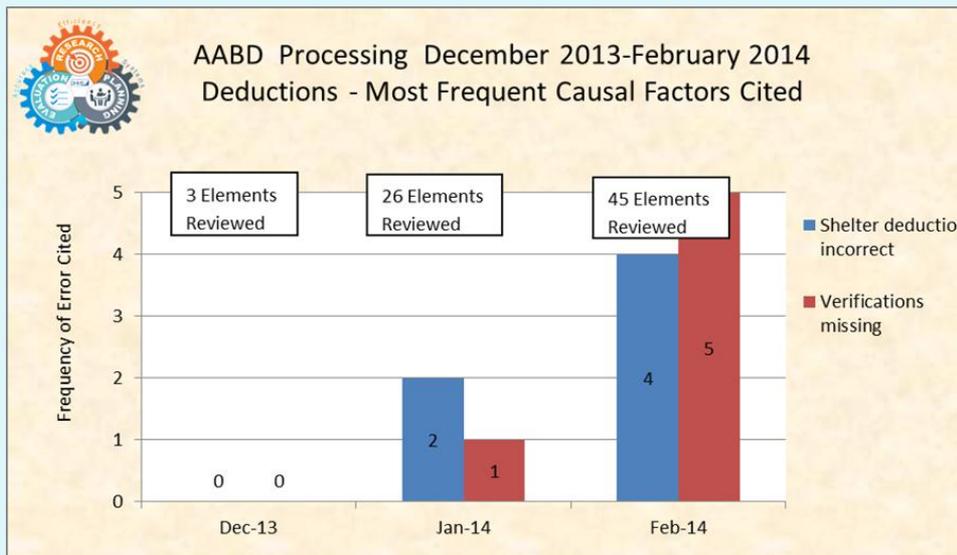
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



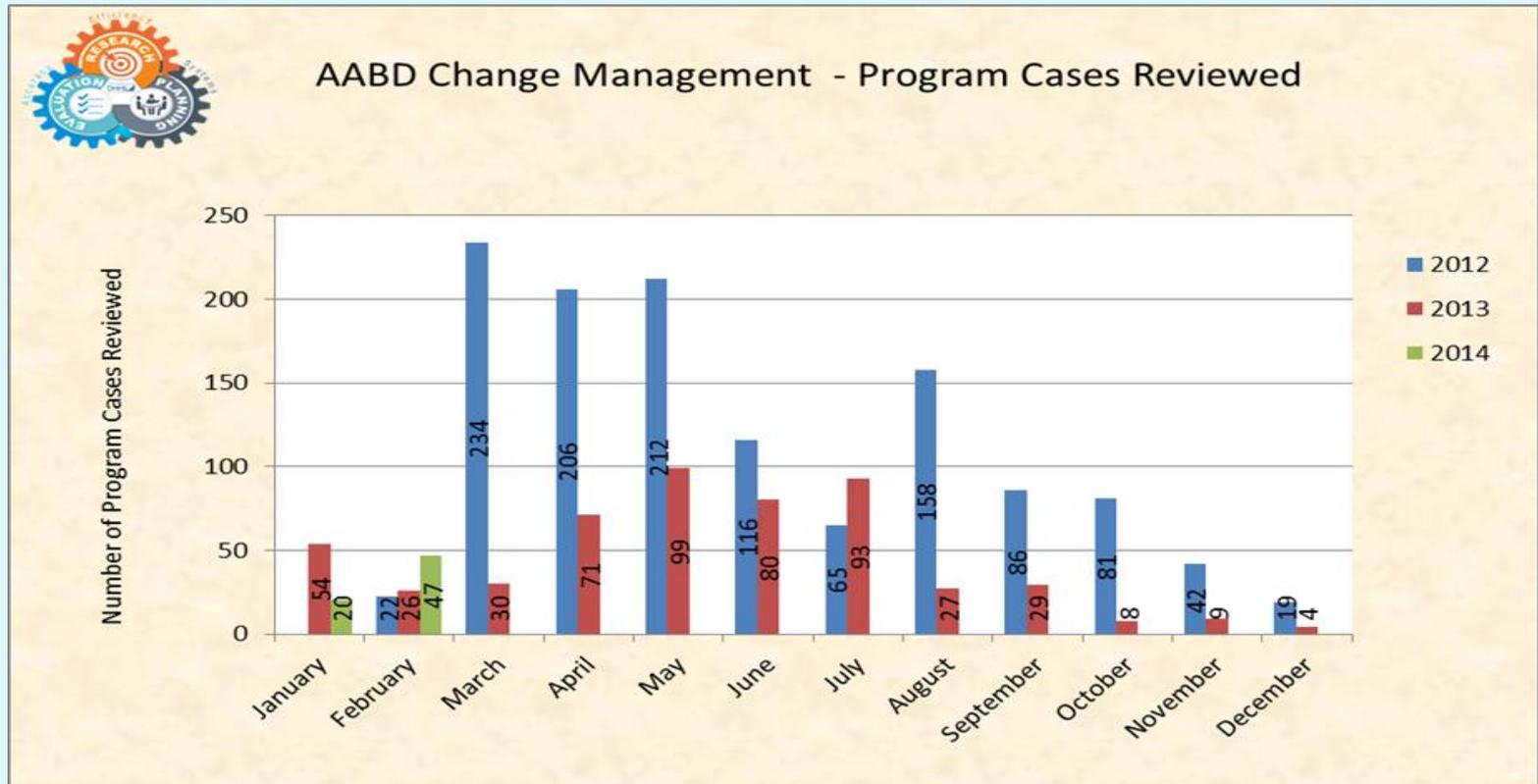
Assistance to the Aged, Blind, or Disabled Payment: Processing



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:

Staff Changes:

1. PAS are going doing peer reviews of each other's case reads and also doing reliability exercises to ensure that they are reading cases in the same manner.

Implemented SCRs:

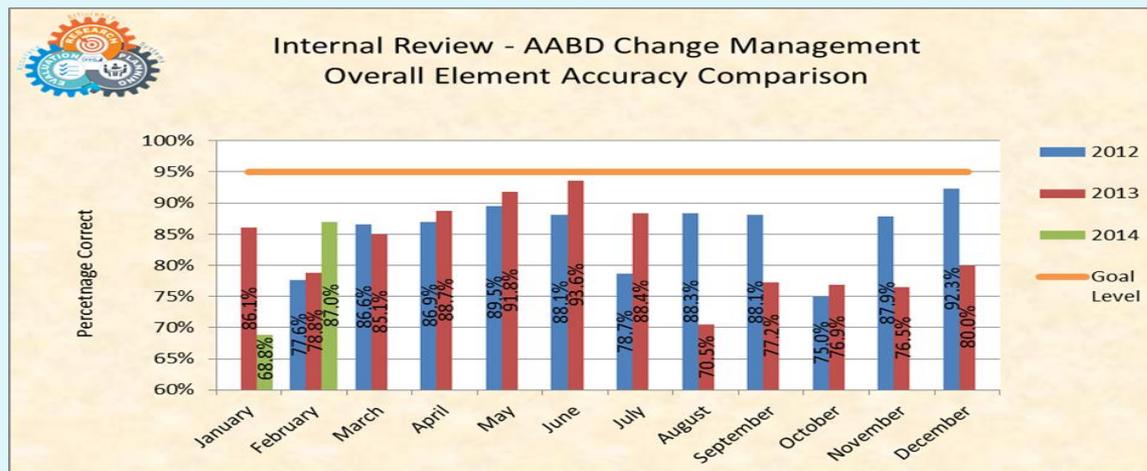
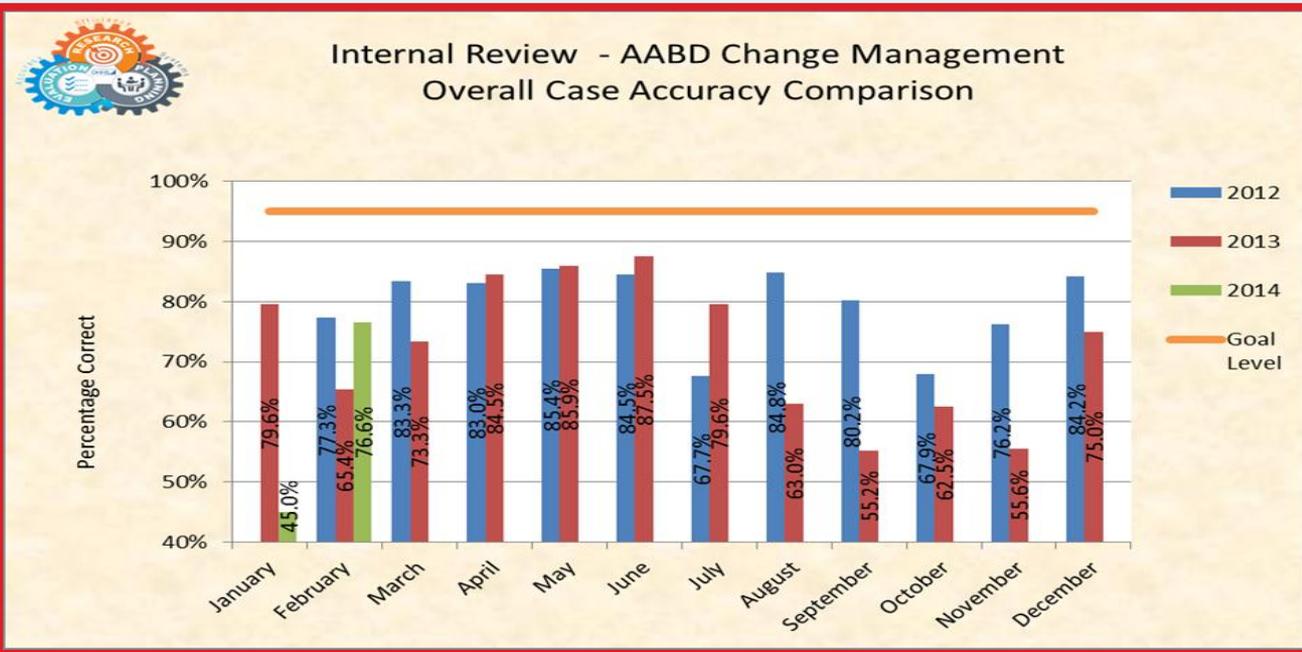
1. SCR 14198 separates EA and MLTC Verification requests.
2. SCR 12763 prohibits children from being payees.
3. SCR 14356 forces clients to "confirm" the information that was retrieved from N-FOCUS so that the application is more accurate.
4. SCR 13528 adds additional relationships by person (Guardian, Conservator or POA).

Action Items:

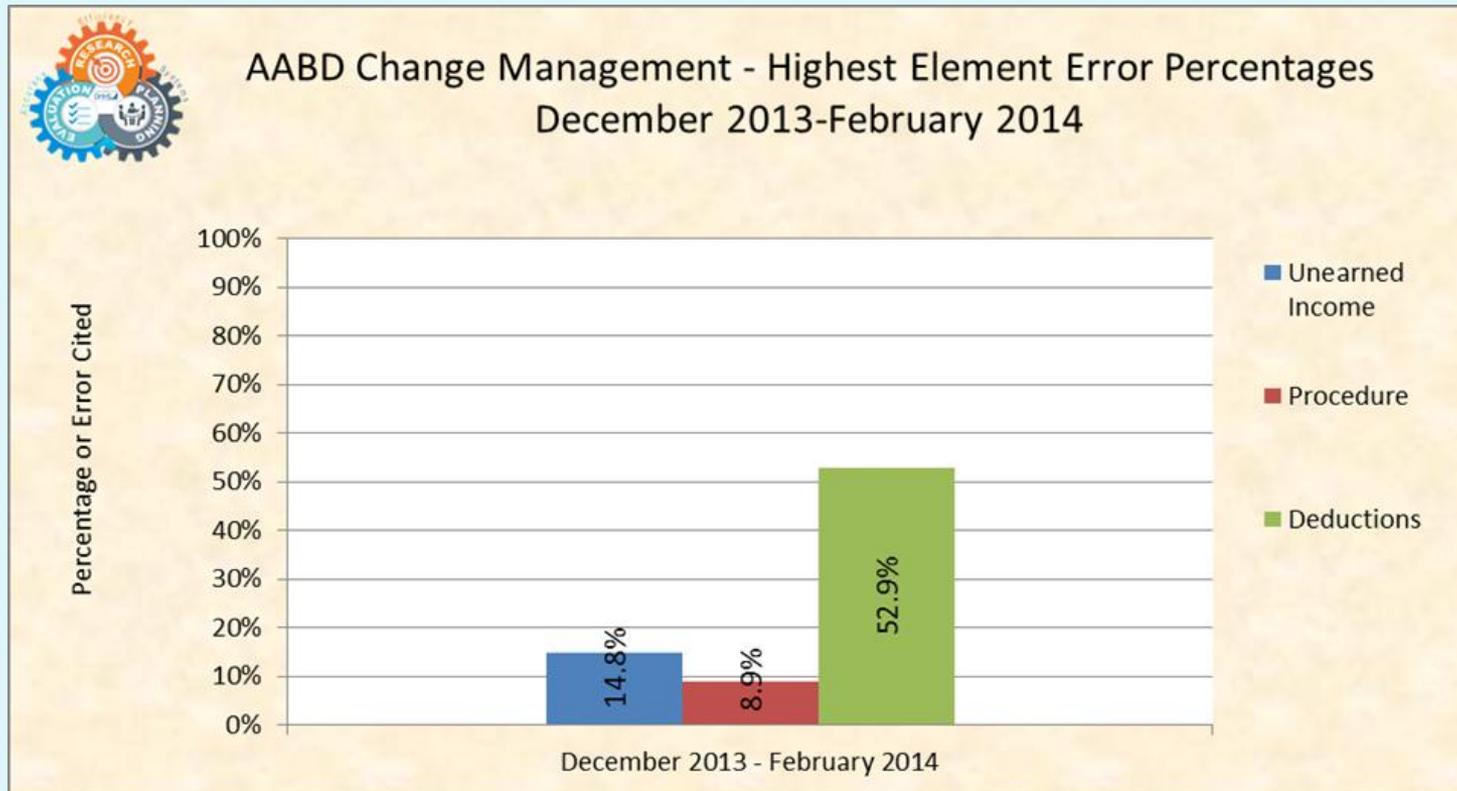
1. Implement Simplified Application in March 2014: which reduces the current application of 18 pages to 6 pages.

Barriers:

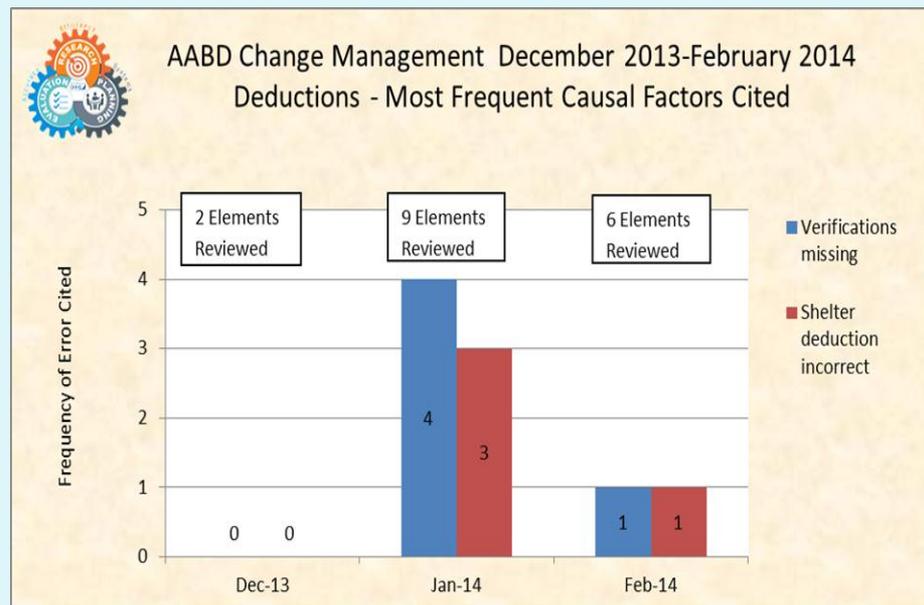
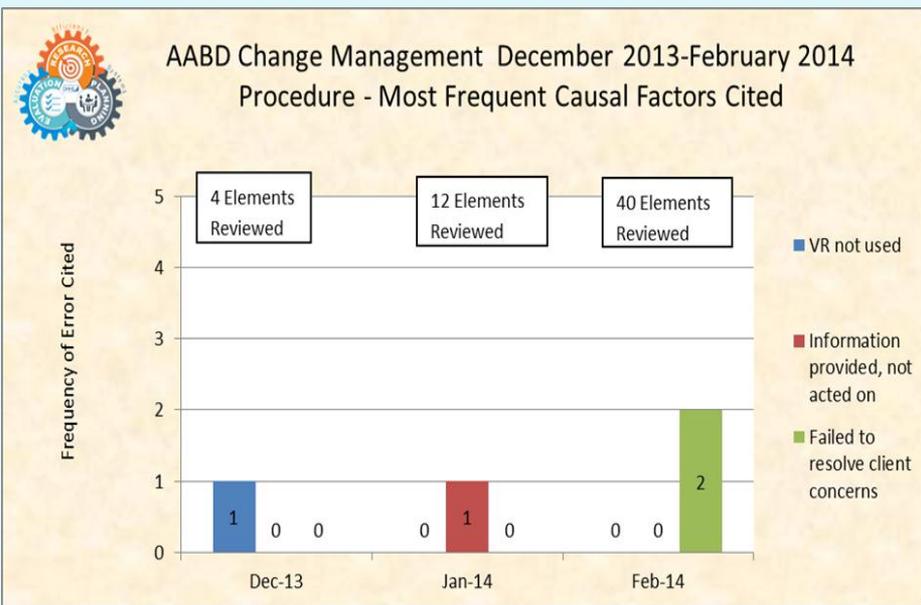
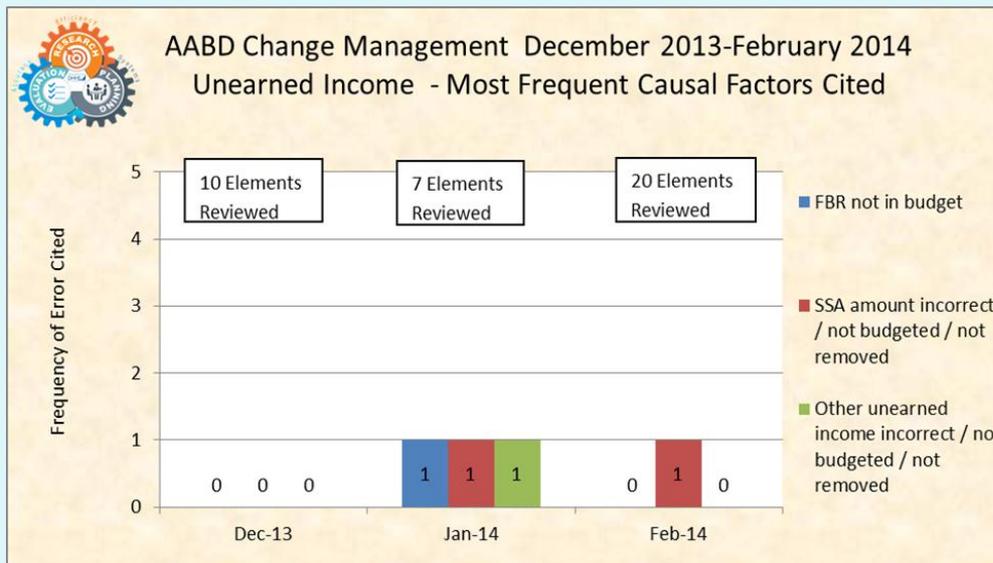
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



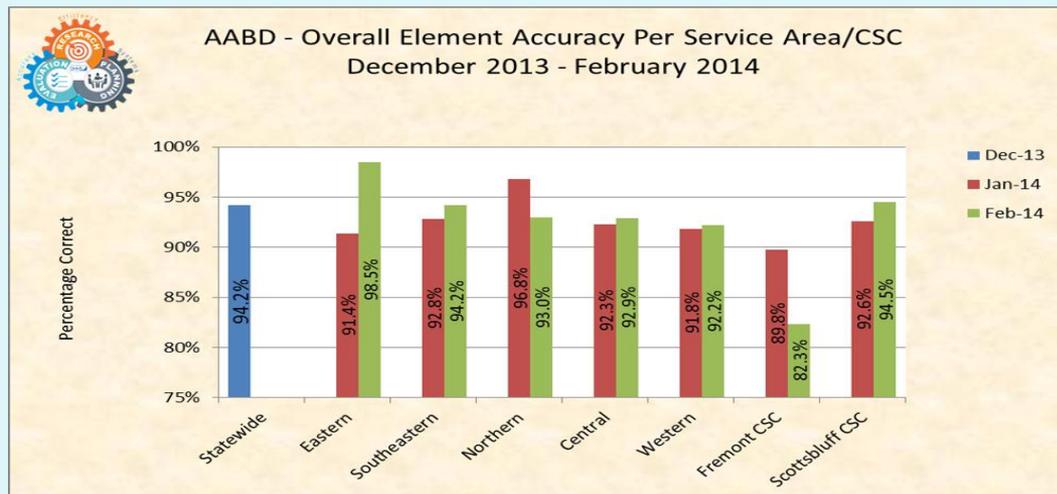
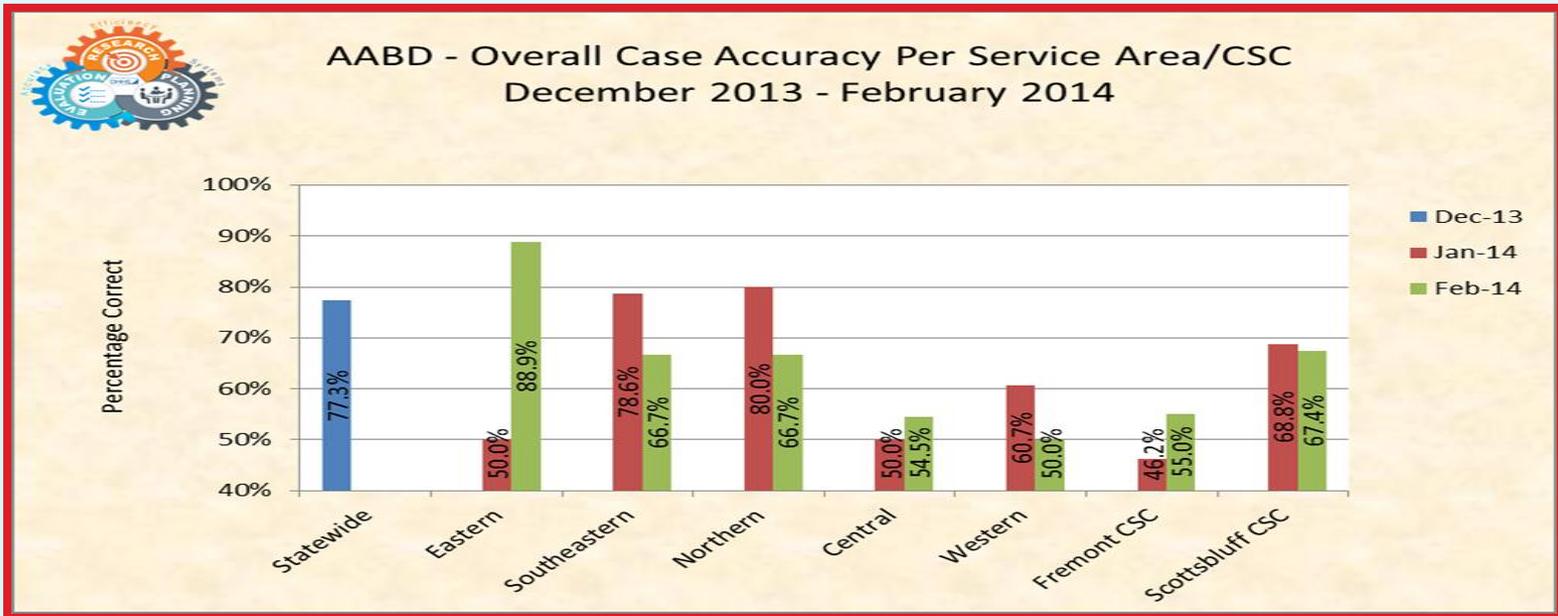
Assistance to the Aged, Blind, or Disabled Payment: Change Management



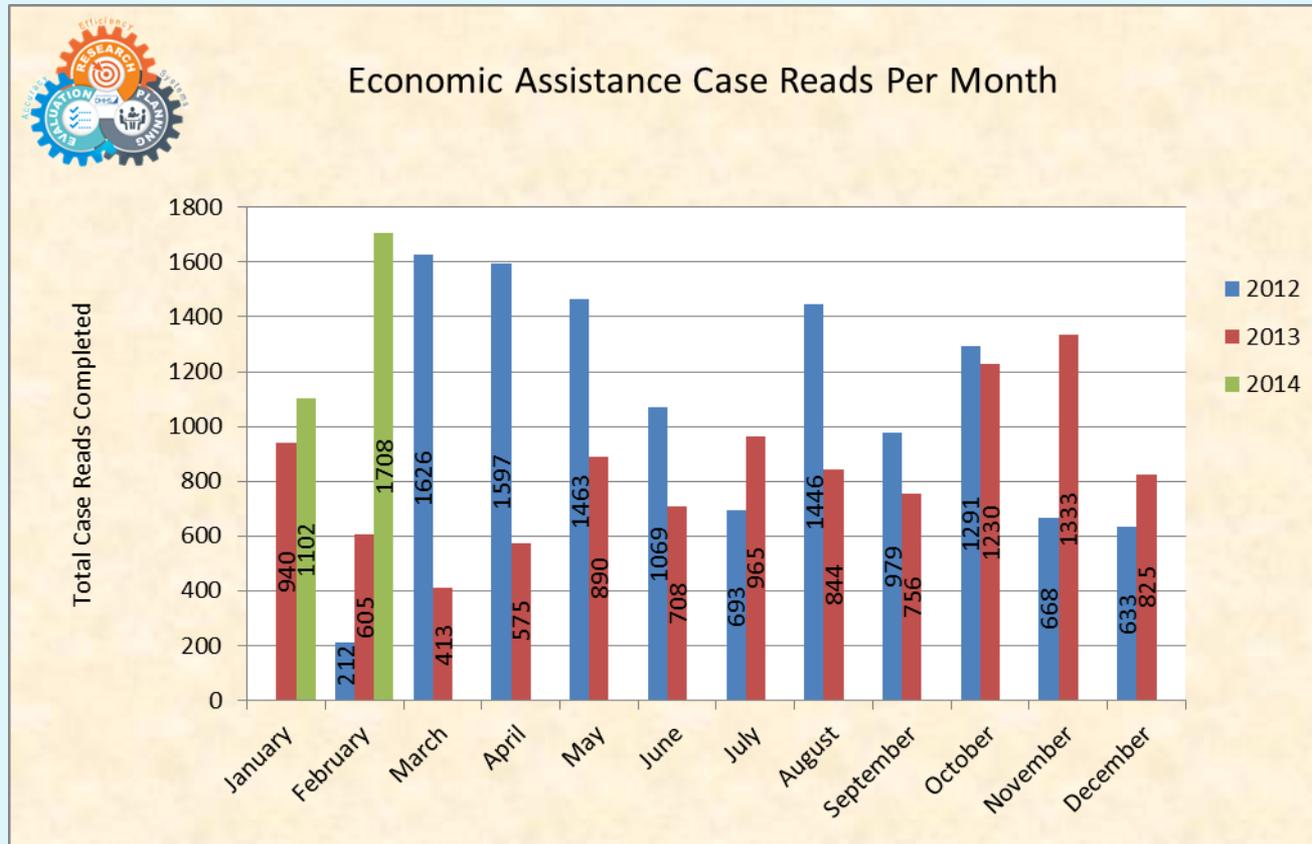
Assistance to the Aged, Blind, or Disabled Payment: Change Management



Assistance to the Aged, Blind, or Disabled Payment Accuracy



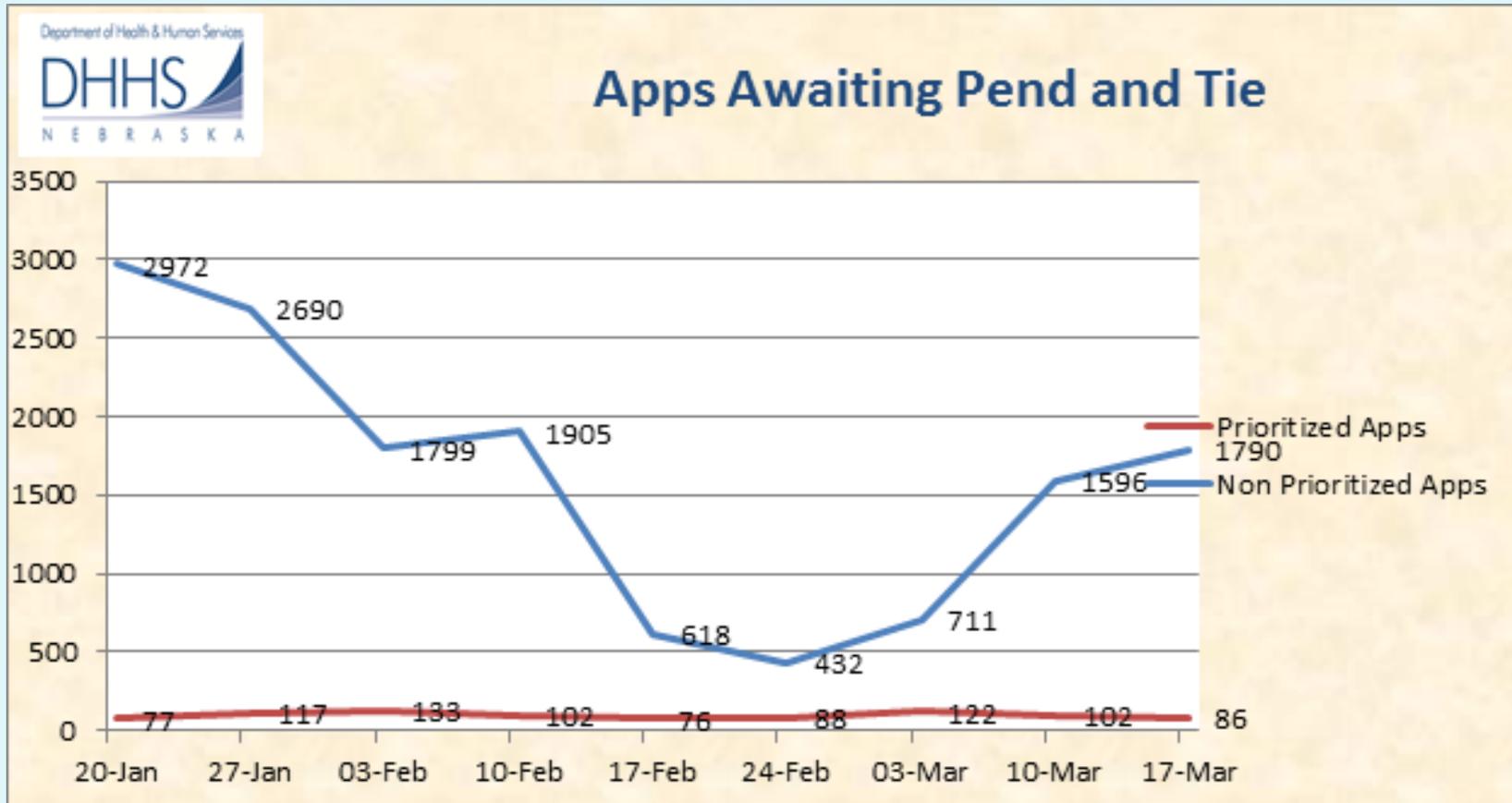
Total Case Reviews Completed



CHAPTER 4: PENDING QUE WORK

Outcome Statement: Economic Assistance will continue to have all work pended and tied within 48 hours.

Total Applications



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:

1. The total vacancy rate for the Customer Service Centers has decreased to 4.9% for February 2014 from 5.5% for January 2014.
2. The total vacancy rate for the Local office has remained at less than 5% for both January and February 2014.

Action Items:

Barriers:

Location	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sept-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
Fremont CSC	6.5%	0.9%	3.7%	0.0%	4.6%	11.1%	2.8%	16.0%	15.1%	8.4%	4.2%	6.7%	3.4%
Scottsbluff CSC	6.3%	2.5%	7.5%	10.0%	15.0%	8.8%	1.3%	10.7%	10.8%	1.2%	0.0%	3.7%	4.9%
Customer Service Center Total	7.8%	3.6%	6.6%	3.6%	8.2%	10.1%	2.1%	13.8%	13.4%	5.4%	2.5%	5.5%	4.9%
Central Service Area	8.1%	8.3%	5.4%	5.4%	4.6%	11.1%	2.8%	16.0%	15.1%	8.4%	4.2%	6.7%	3.4%
Eastern Service Area	4.5%	6.2%	9.0%	10.6%	15.0%	8.8%	1.3%	10.7%	10.8%	1.2%	0.0%	3.7%	4.9%
Northern Service Area	6.3%	6.3%	9.7%	9.7%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Southeast Service Area	4.9%	0.0%	0.0%	0.0%	7.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Western Service Area	7.4%	3.6%	7.1%	7.4%	8.2%	10.1%	2.1%	13.8%	13.4%	5.4%	2.5%	5.5%	4.0%
Local Office Total	5.9%	5.0%	6.4%	7.0%	9.1%	8.7%	2.7%	10.8%	10.3%	5.1%	2.9%	4.9%	4.9%

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