

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.

Quality Control Unit Overview

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

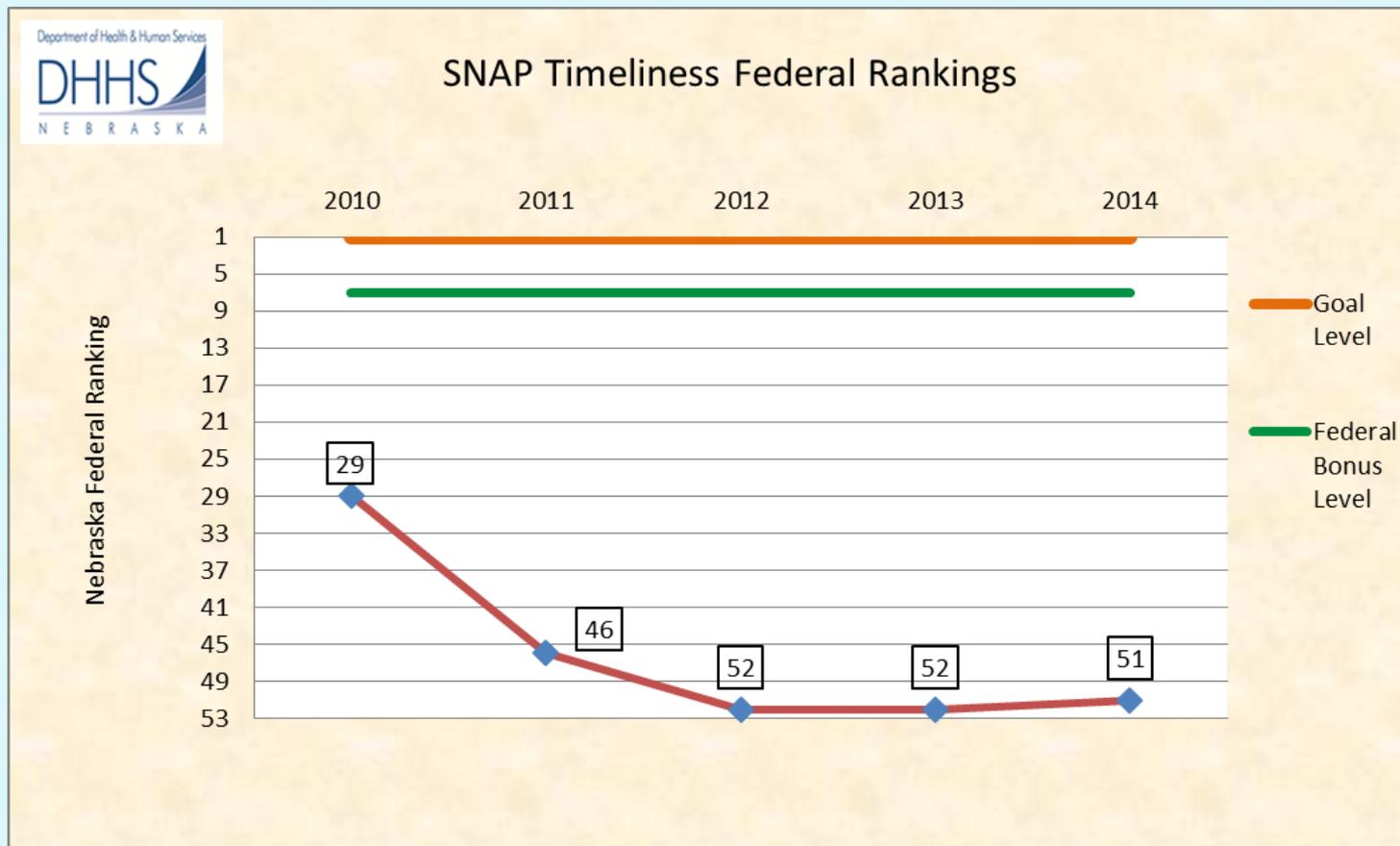
Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures) and Captivate Videos and Quizzes that are shared with the field.
 - **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 the current ranking July to December 2013.

Updated: 5/2014.

Timeliness Rankings will start being released Quarterly.

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

Active Findings

Strengths/Accomplishments:

Staff Changes:

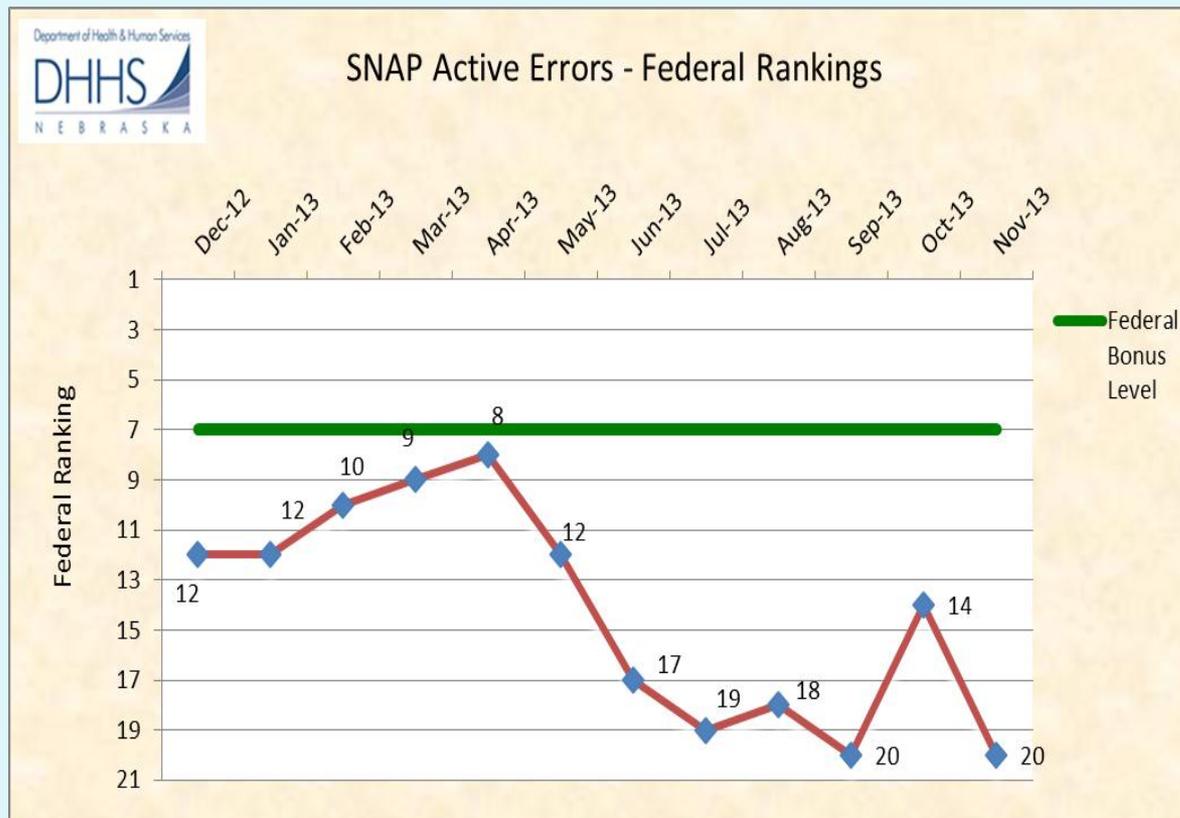
1. Created a Federal and Internal processing Score Card.

Action Items:

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

Barriers:

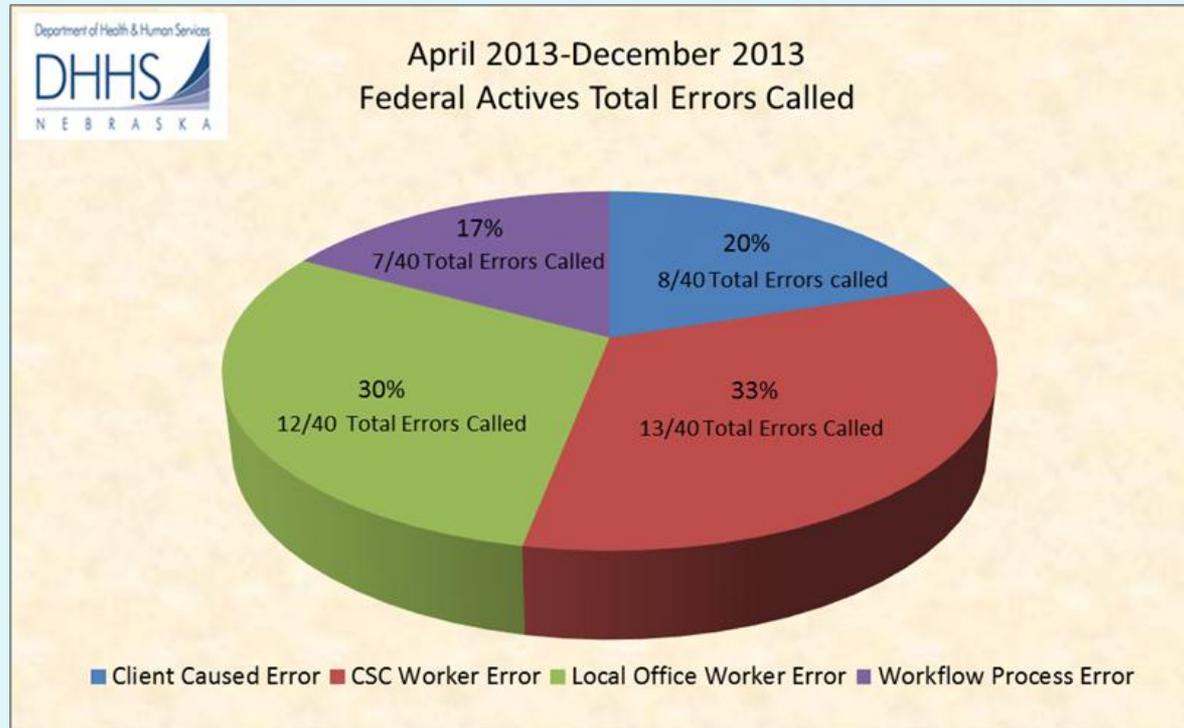
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 10/2013 to 11/2013.

Updated: 5/2014.

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:

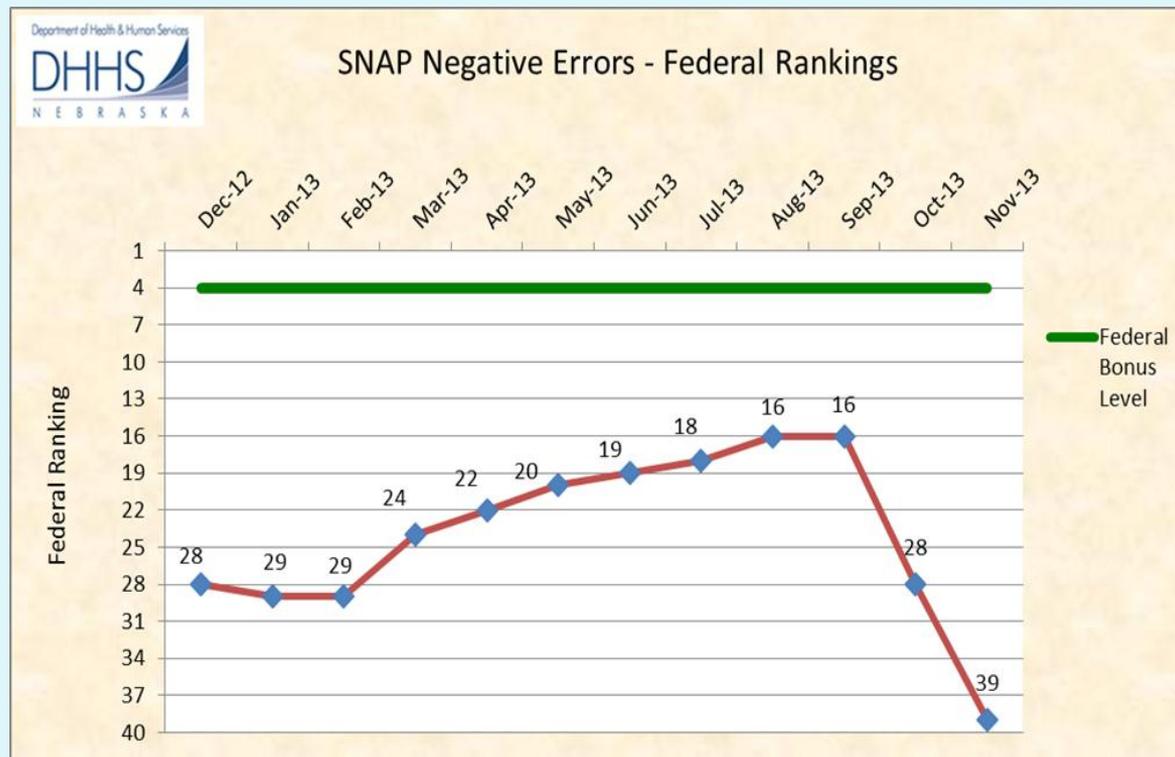
1. Created a Federal and Internal processing Score Card.

Action Items:

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Barriers:

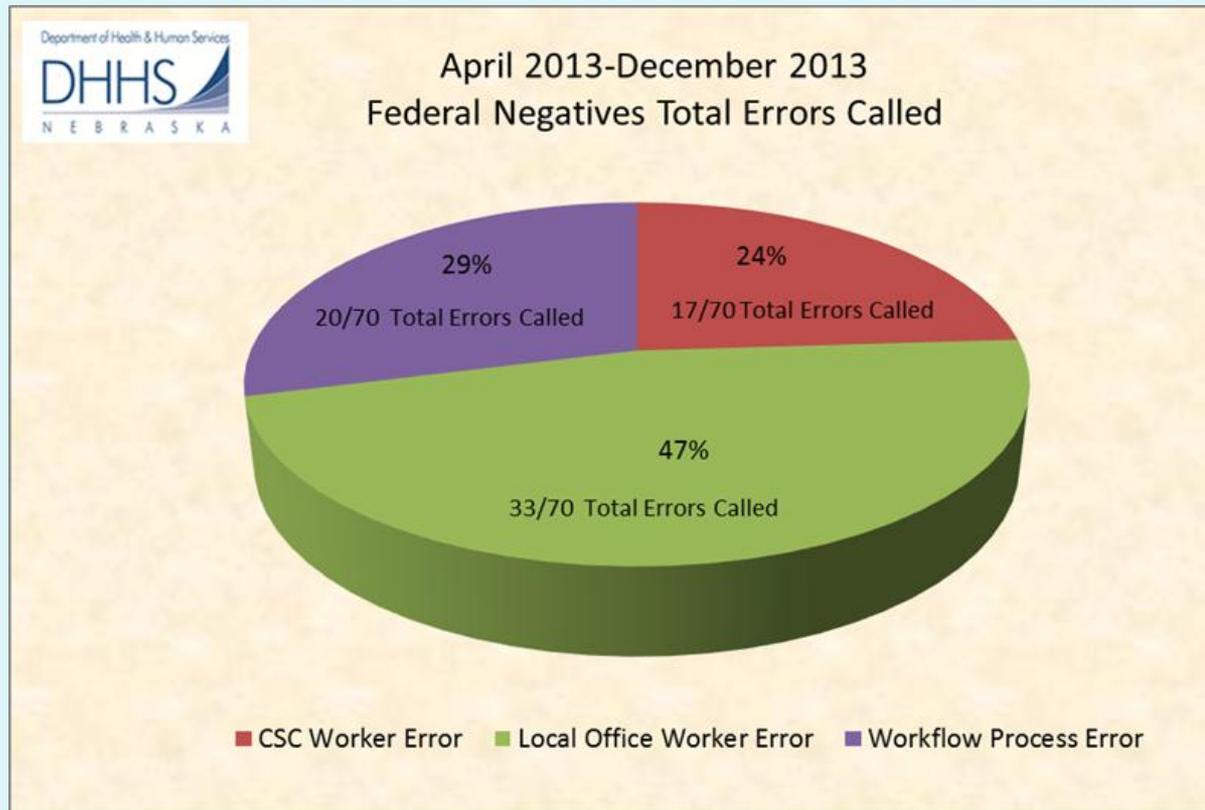
Goal Statement: The accuracy of SNAP Negative cases will move towards the goal of 100% correctness on the processing status for which households are denied, suspended, or terminated.



The above chart: Shows a comparison of Negative Error rankings for 10/2013 to 11/2013.

Updated: 5/2014.

Negative Errors



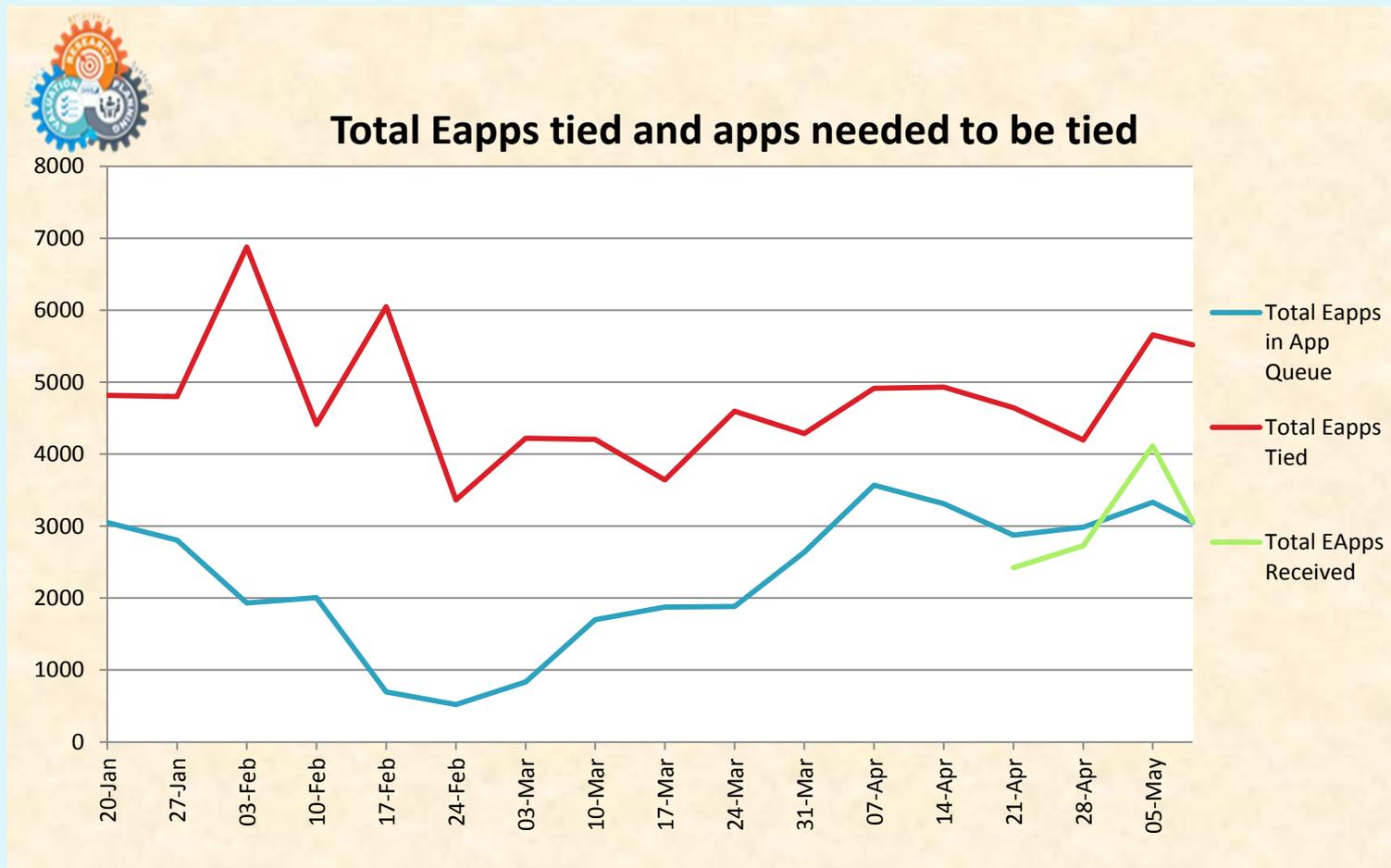
The above chart: Represents where the Negative Errors occurred.

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.

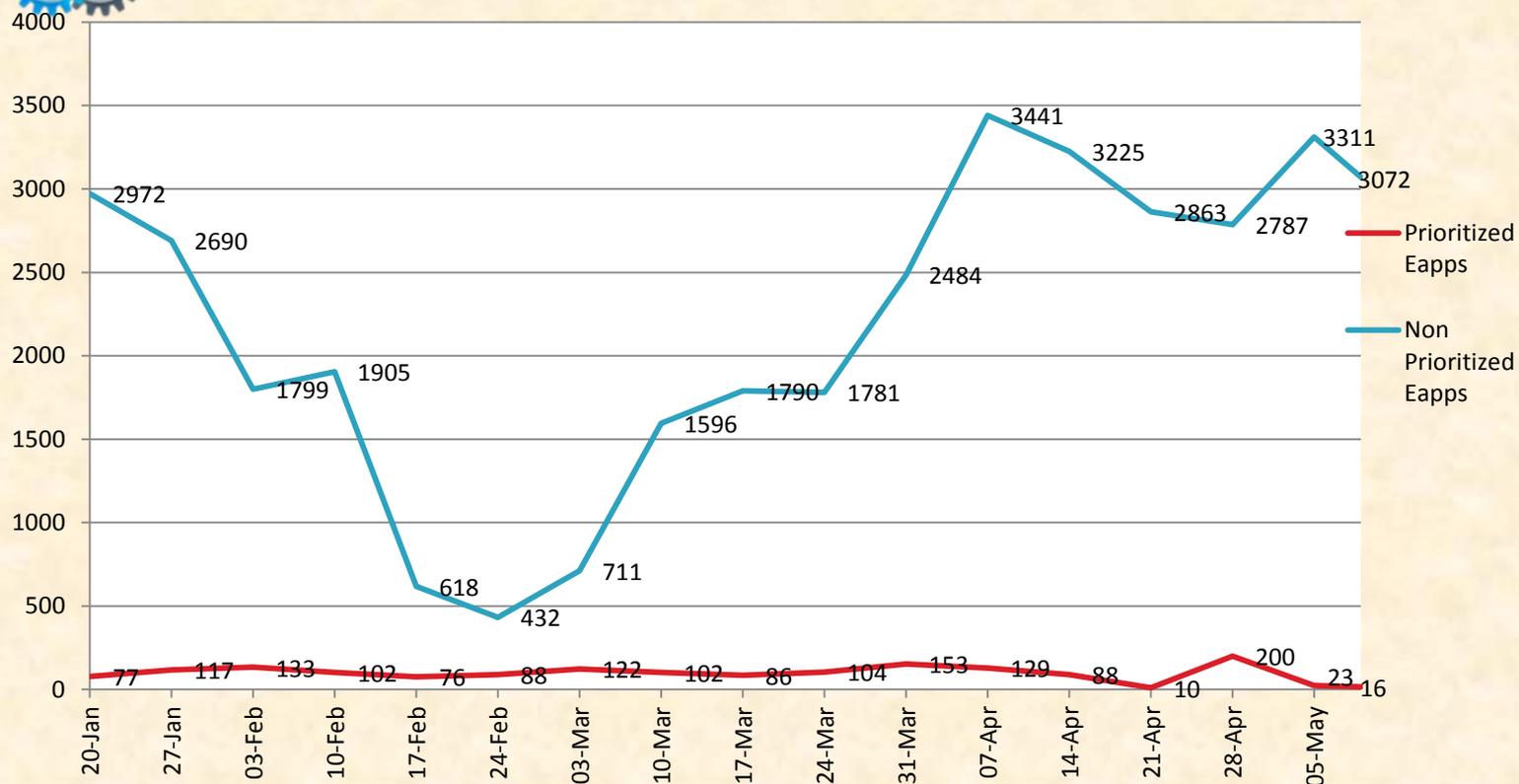
Total Electronic Applications



Total Electronic Applications

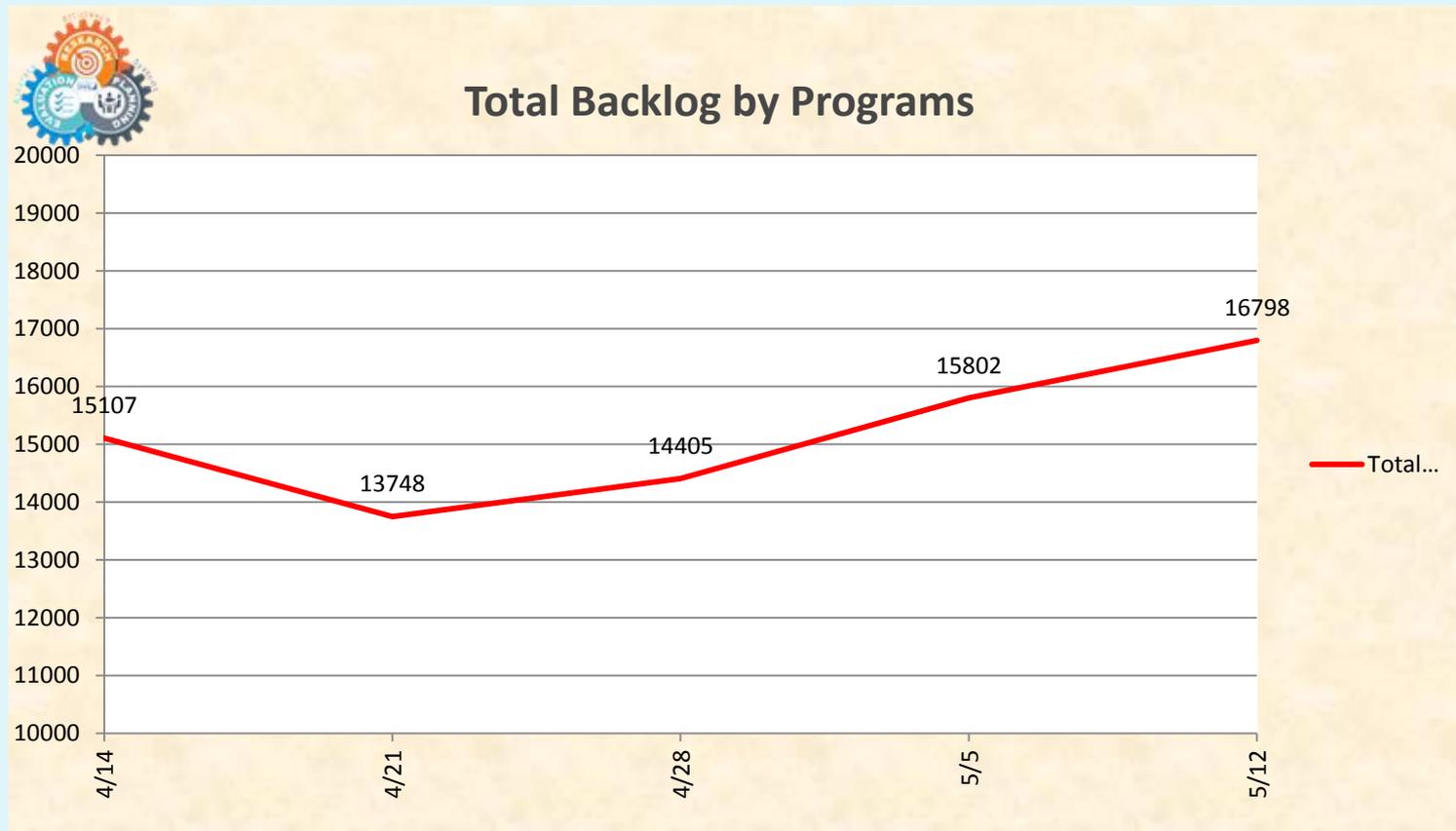


Eapps Awaiting Pend and Tie



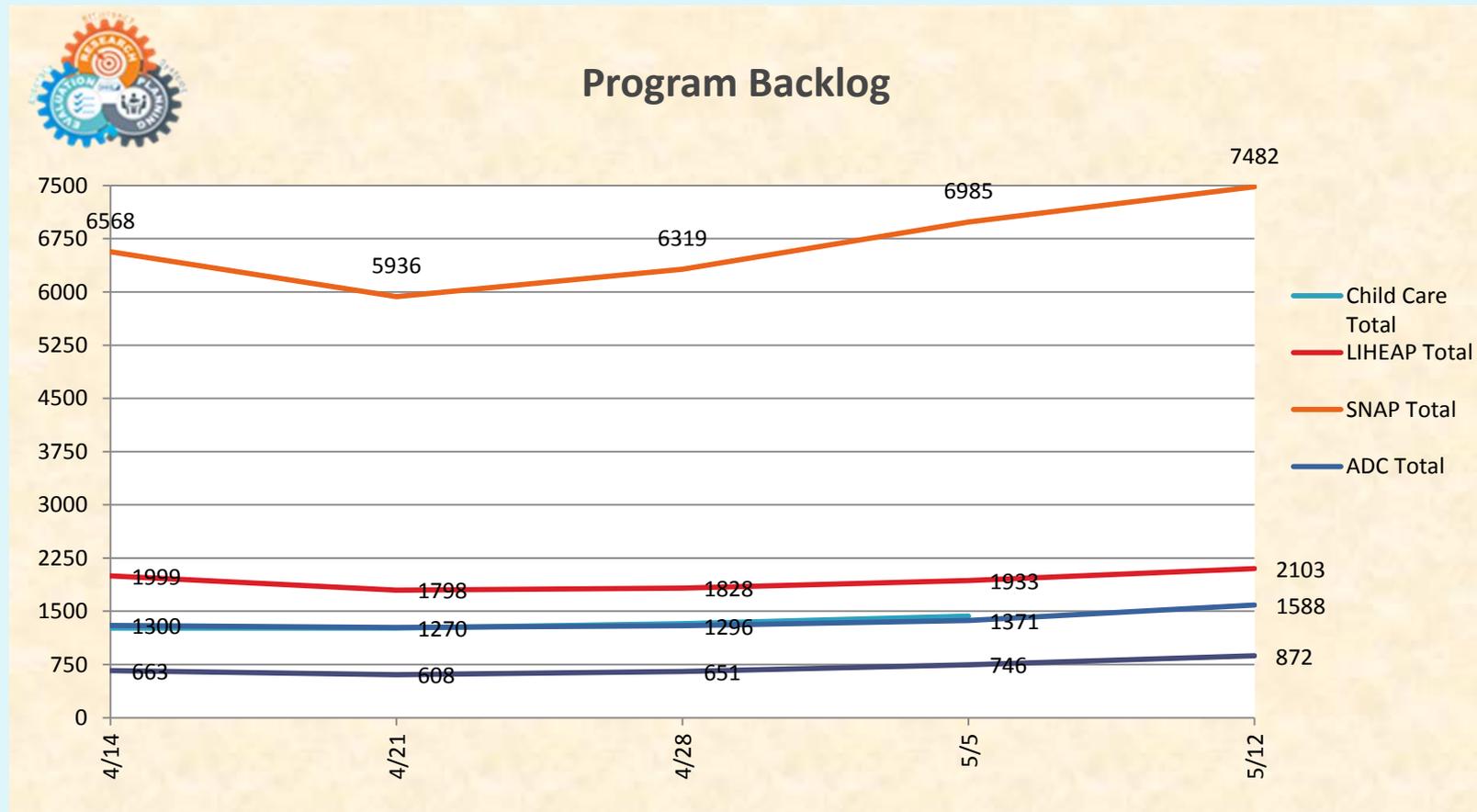
Backlog of Pending Program Cases over 30 days

Definition: Total Backlog 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.



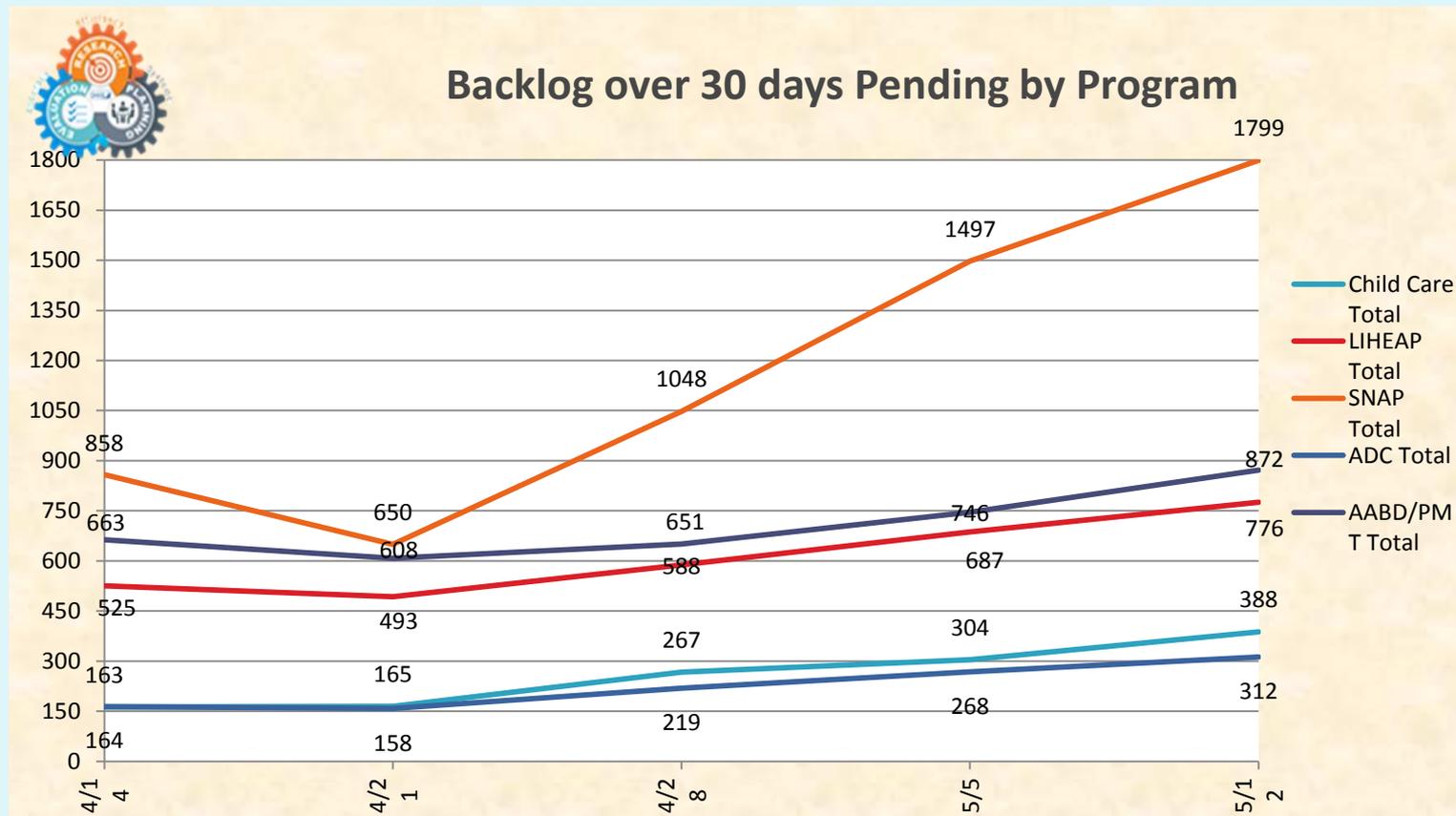
Backlog of Programs

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

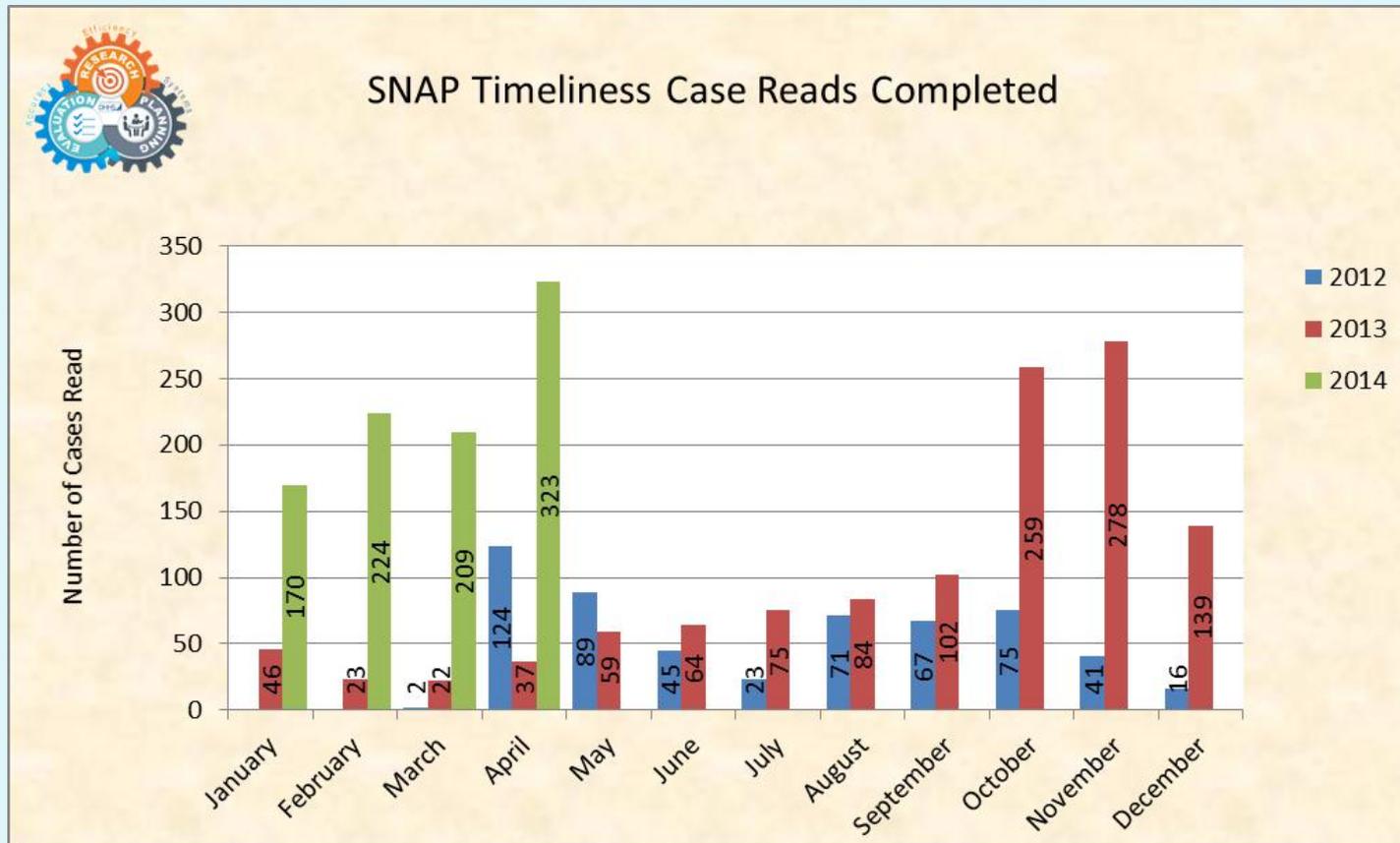


Backlog of Programs

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.



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. Application Management has hired 4 temporary staff.

Captivate Video released:

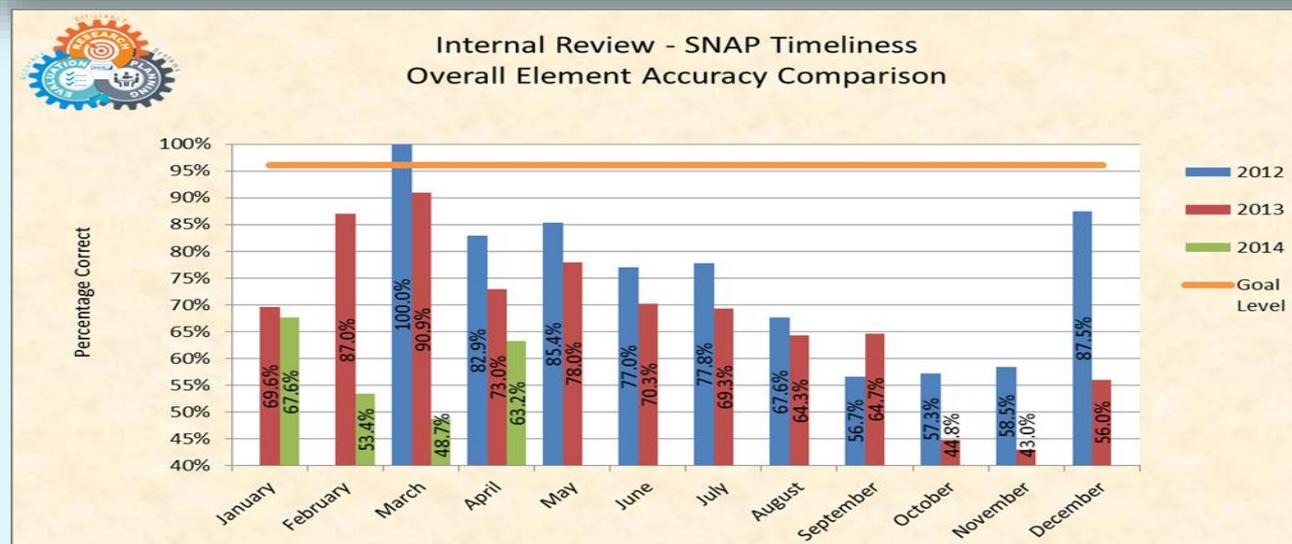
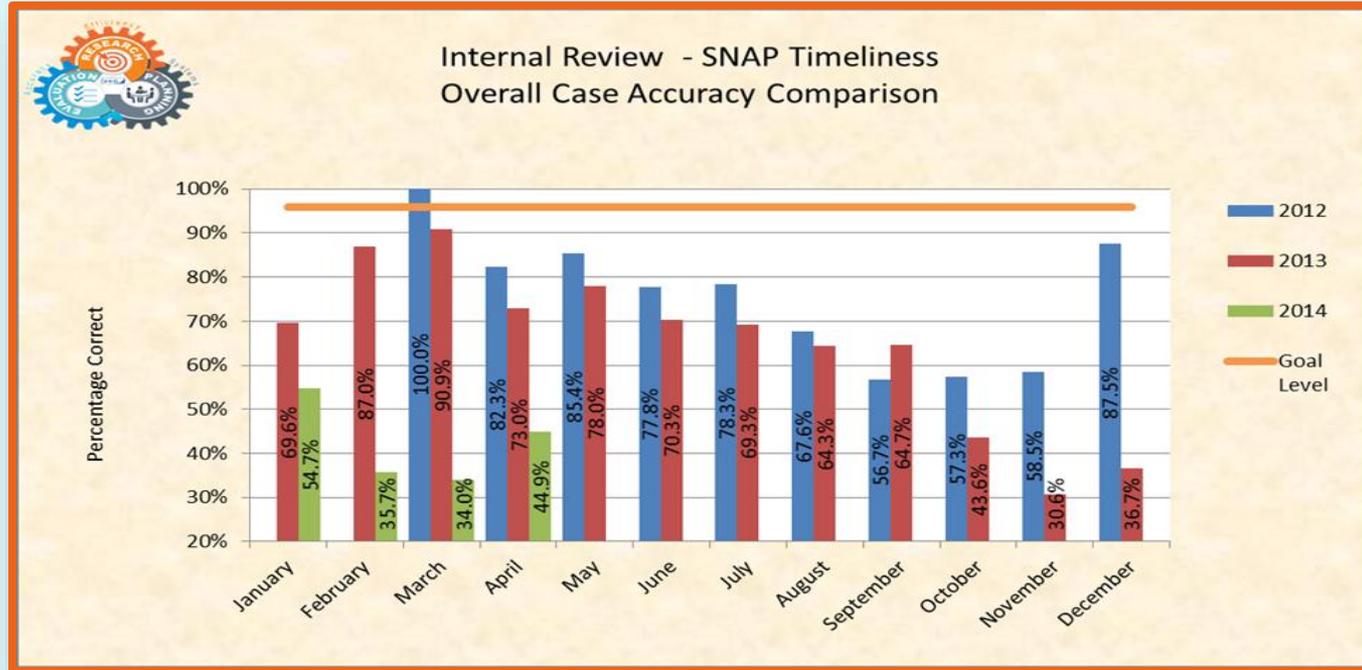
1. Navigating SharePoint: 5/12/2014

Action Items:

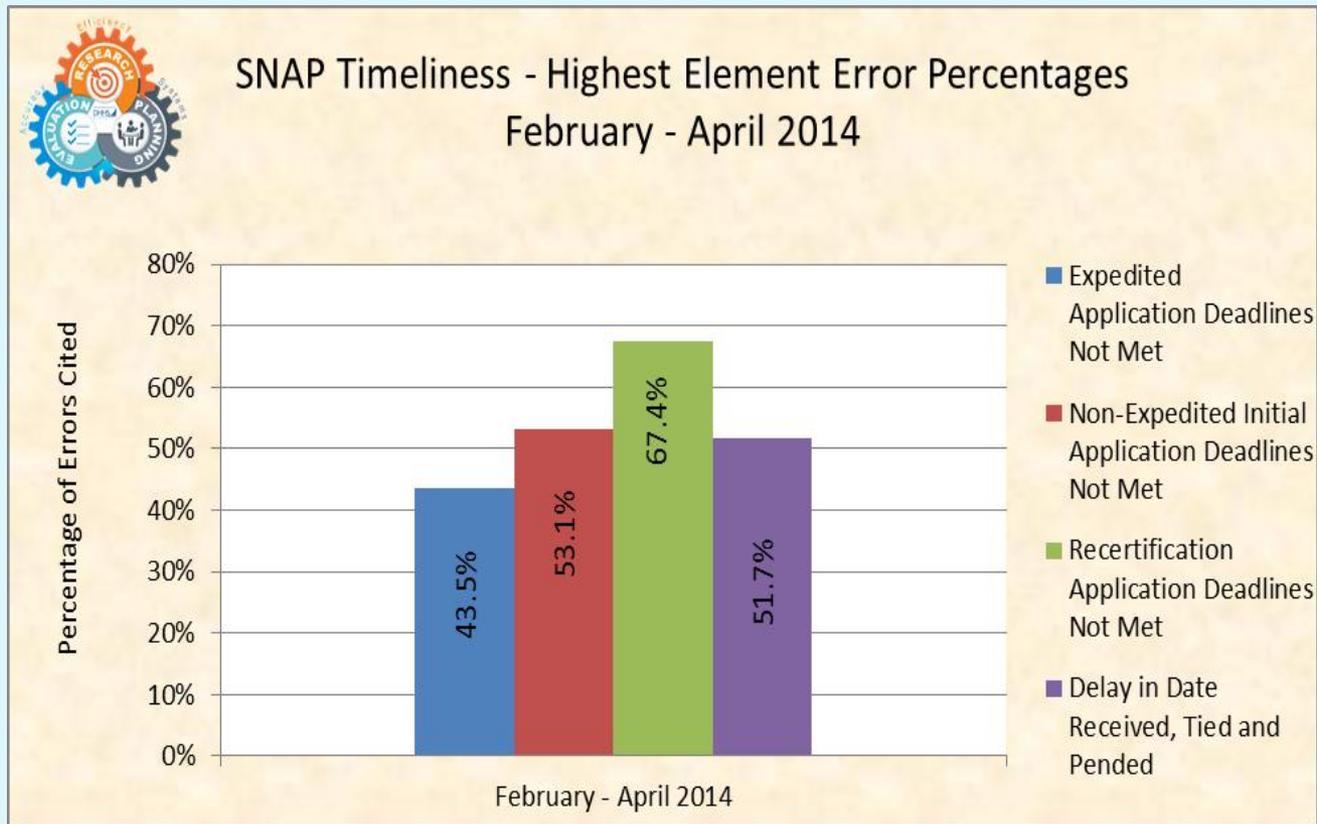
1. SCR 14203 for July 13 will issue EBT cards when a SNAP case is pended instead of approved.
2. SCR 15066 for July 13 will disallow change of payee and case name of SNAP program cases.
3. SCR 14999 will track the reasons an application was denied untimely.
4. SCZR 4134 for July will fix an edit that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

Barriers:

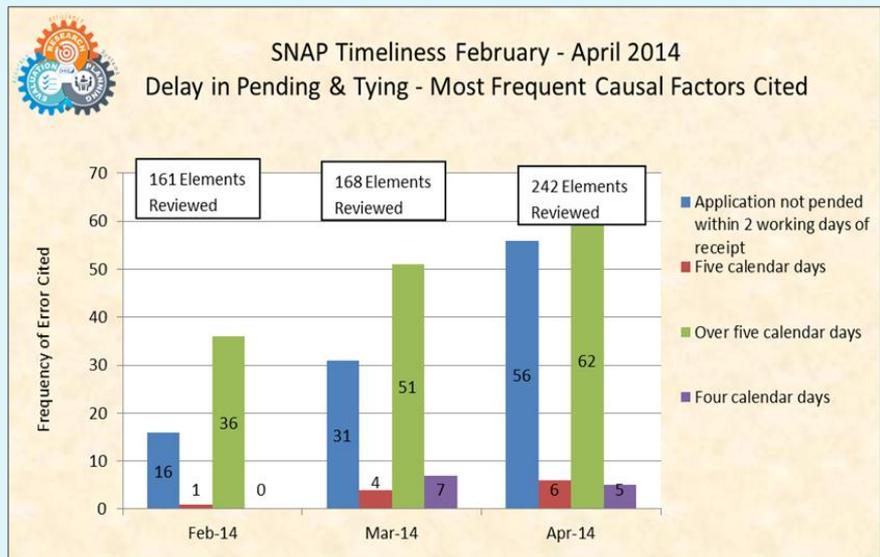
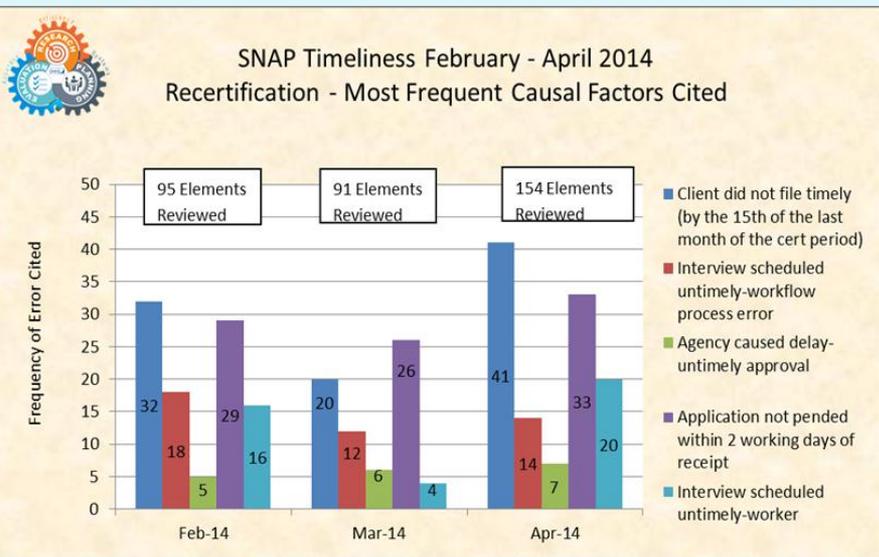
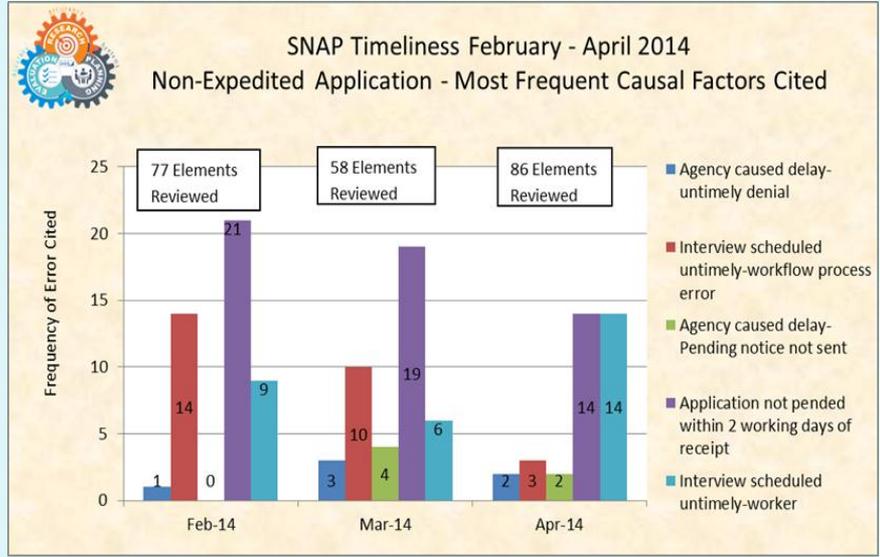
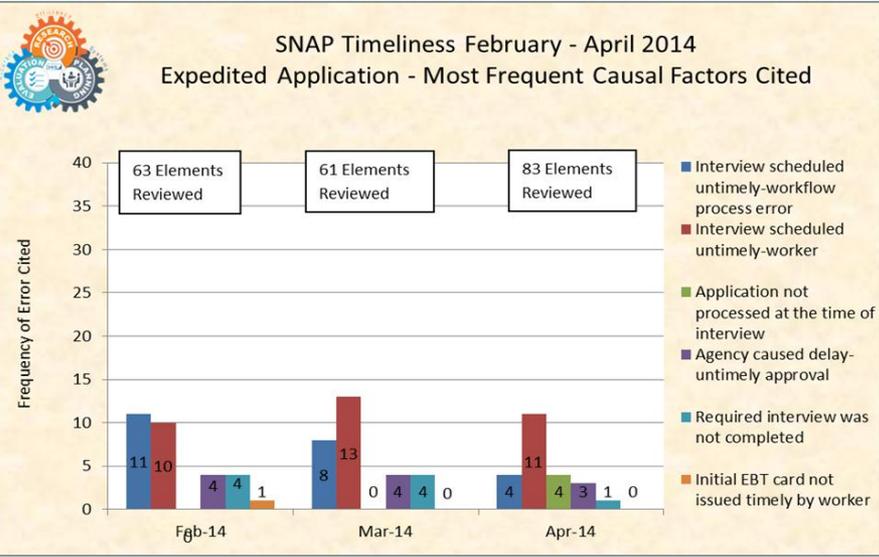
Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.



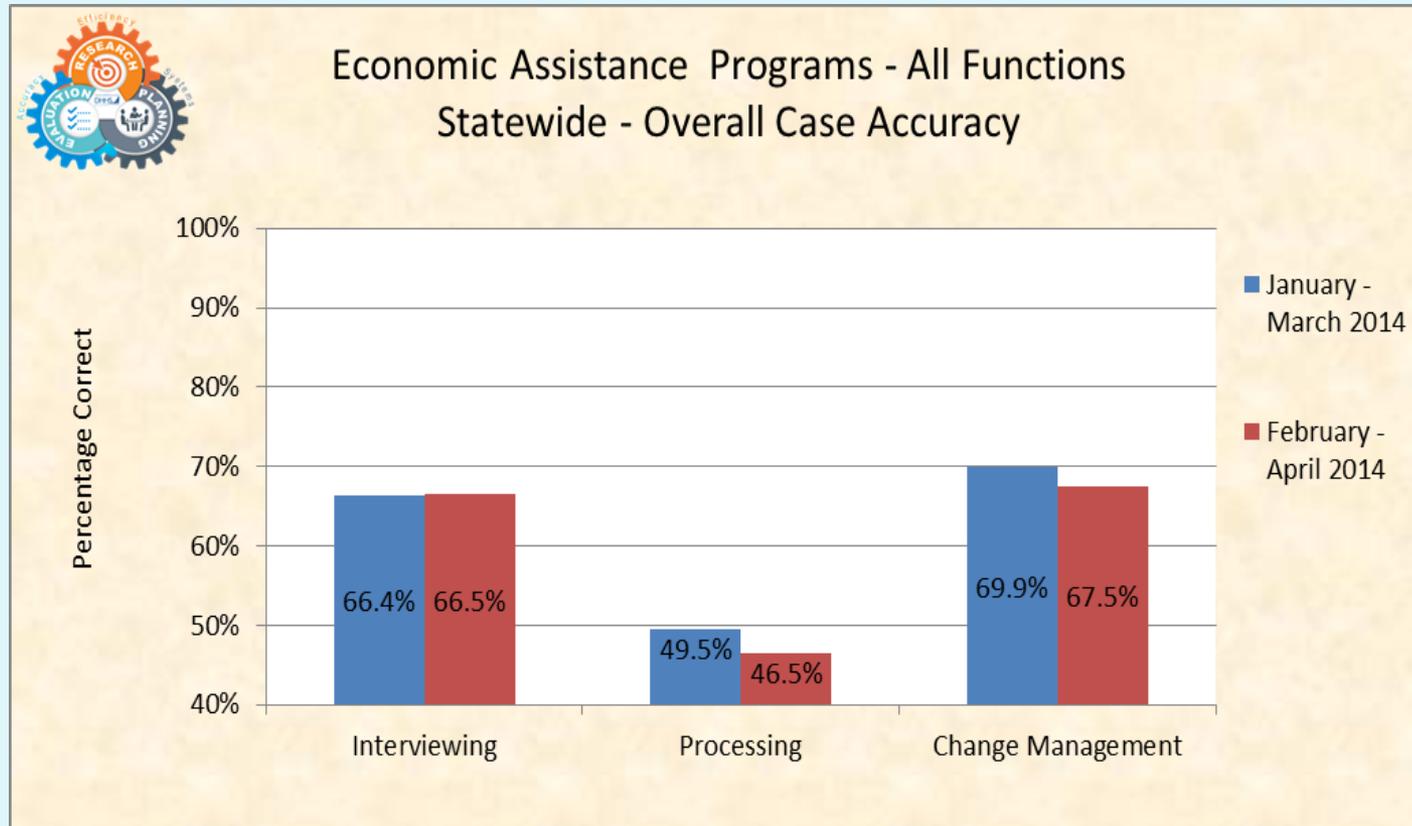
SNAP: Timeliness



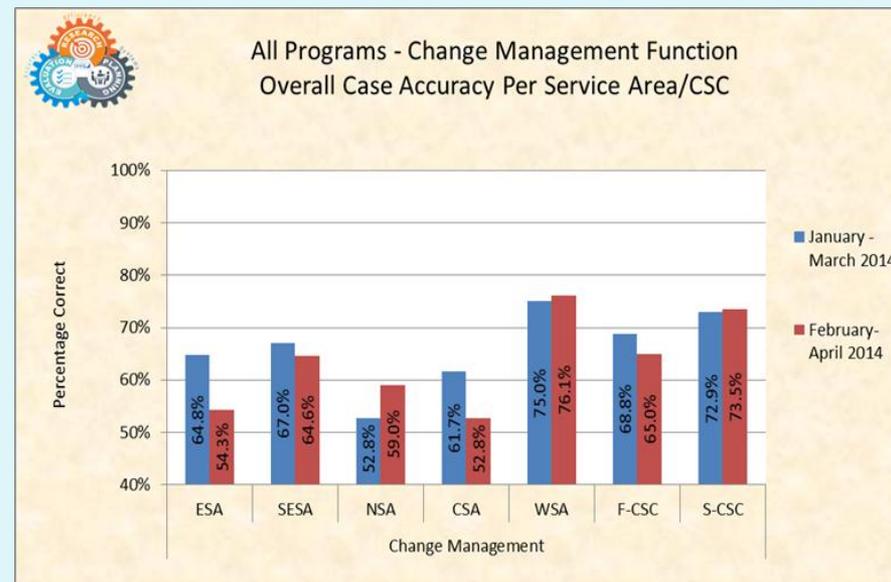
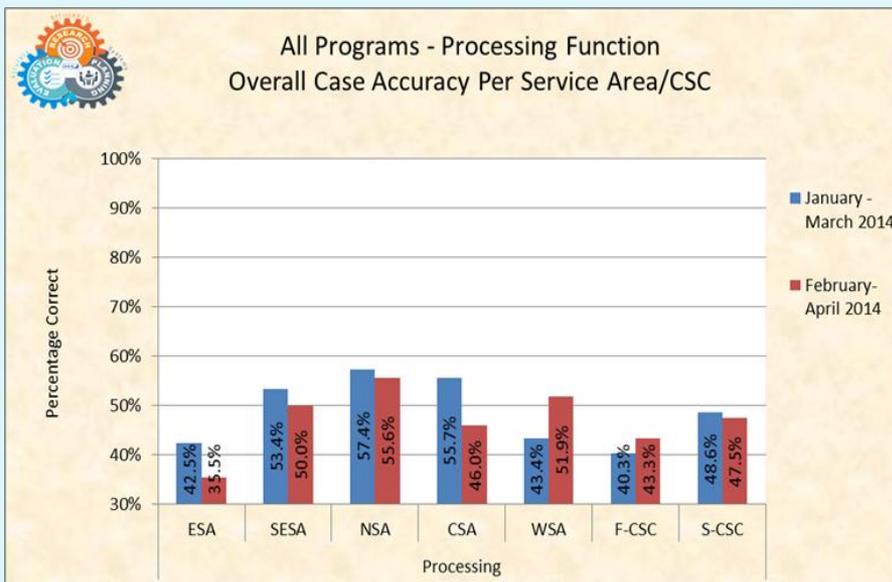
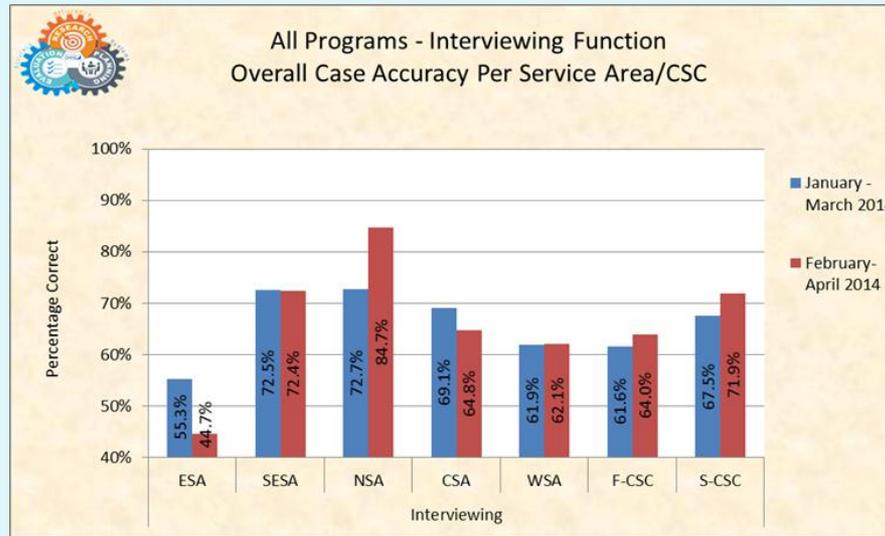
SNAP: Timeliness



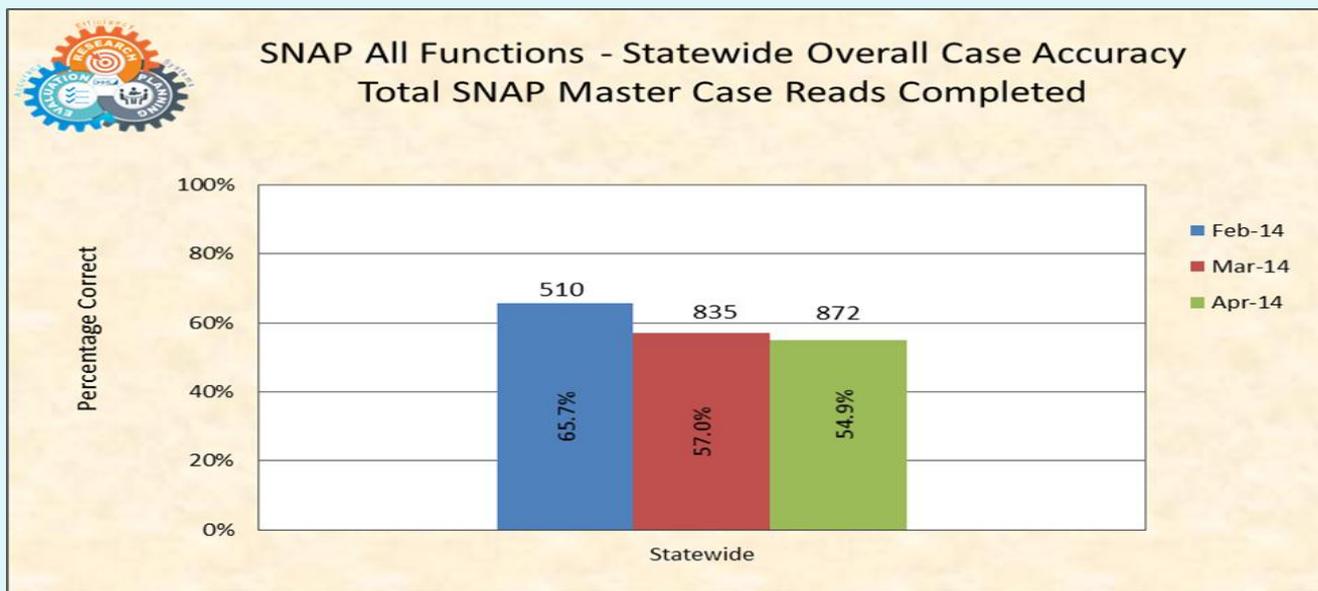
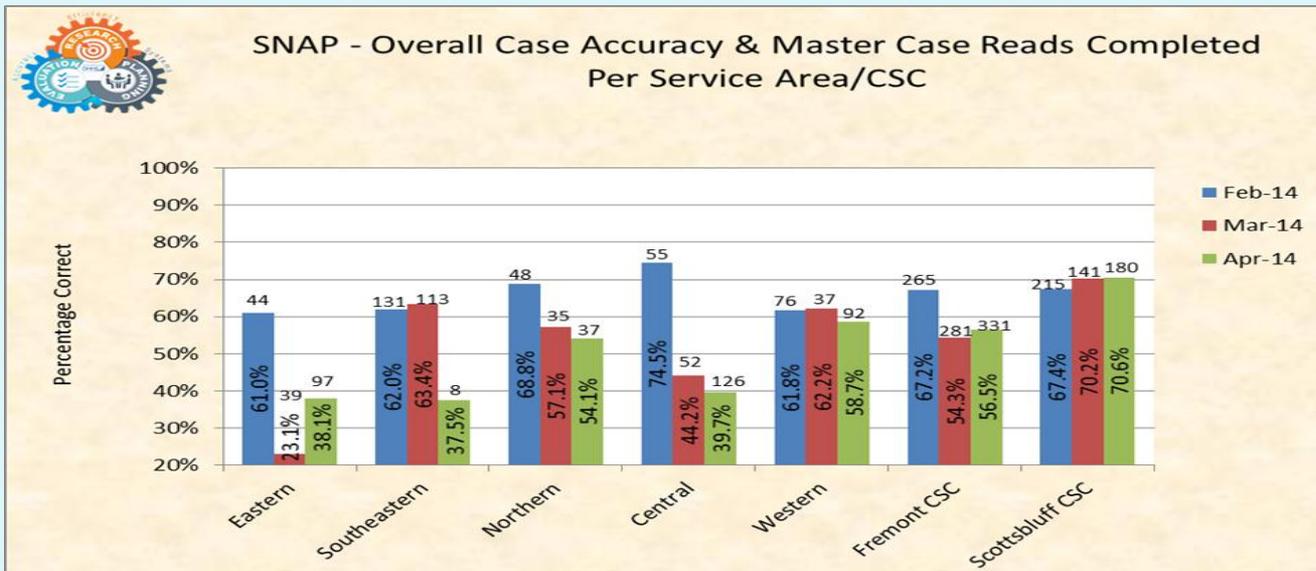
All Programs Reviewed



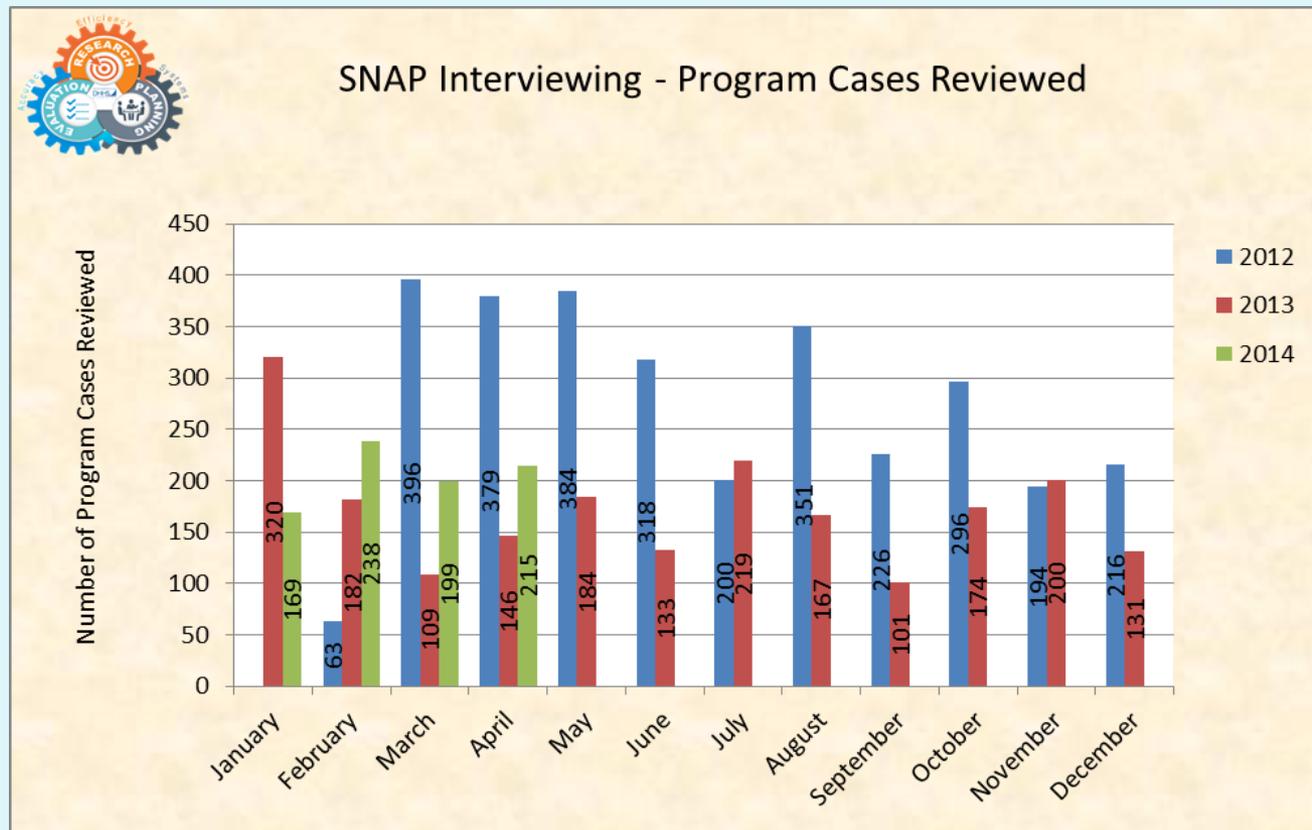
All Programs Reviewed



SNAP Accuracy



SNAP Interviewing Program Case Reads



SNAP: Interviewing

Strengths/Accomplishments:

Waivers:

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

Staff Changes:

1. Interviews are now being conducted in local offices.

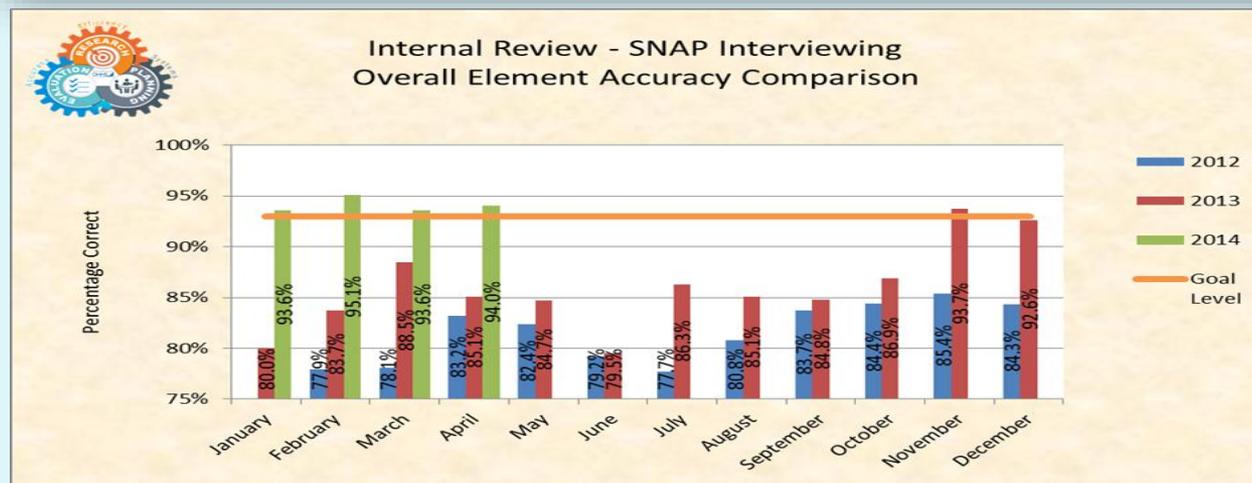
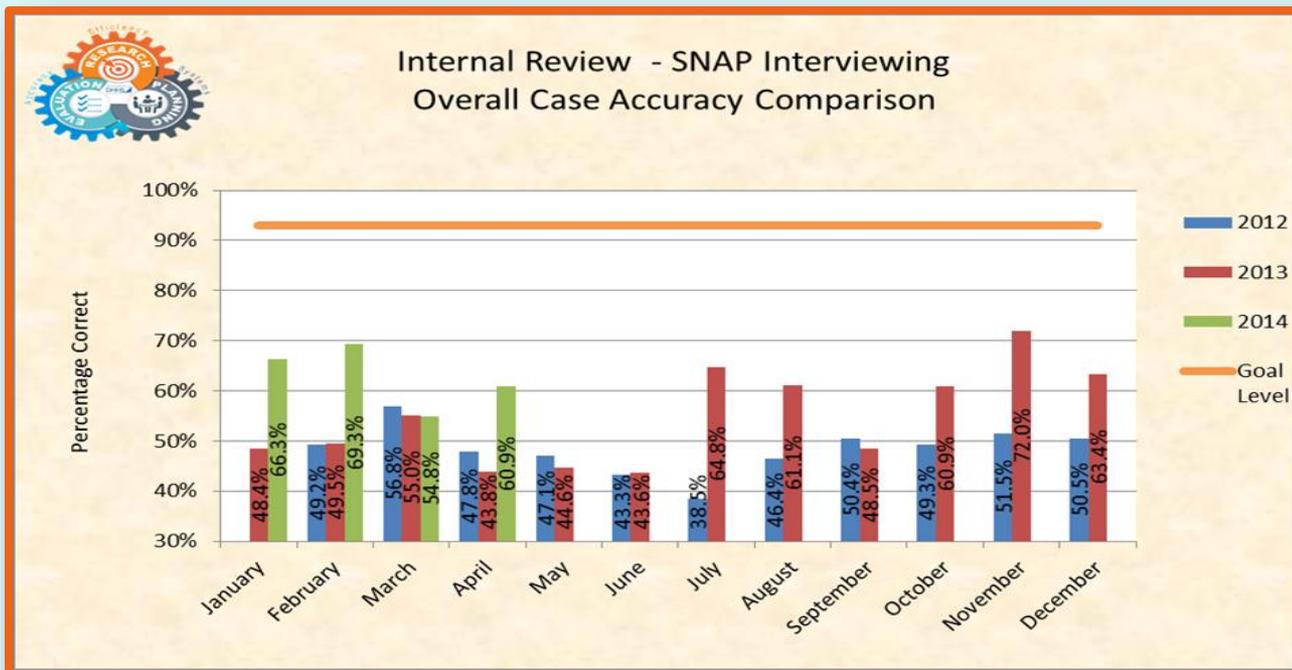
Captivate Video released:

1. Navigating SharePoint: 5/12/2014

Action Items:

Barriers:

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



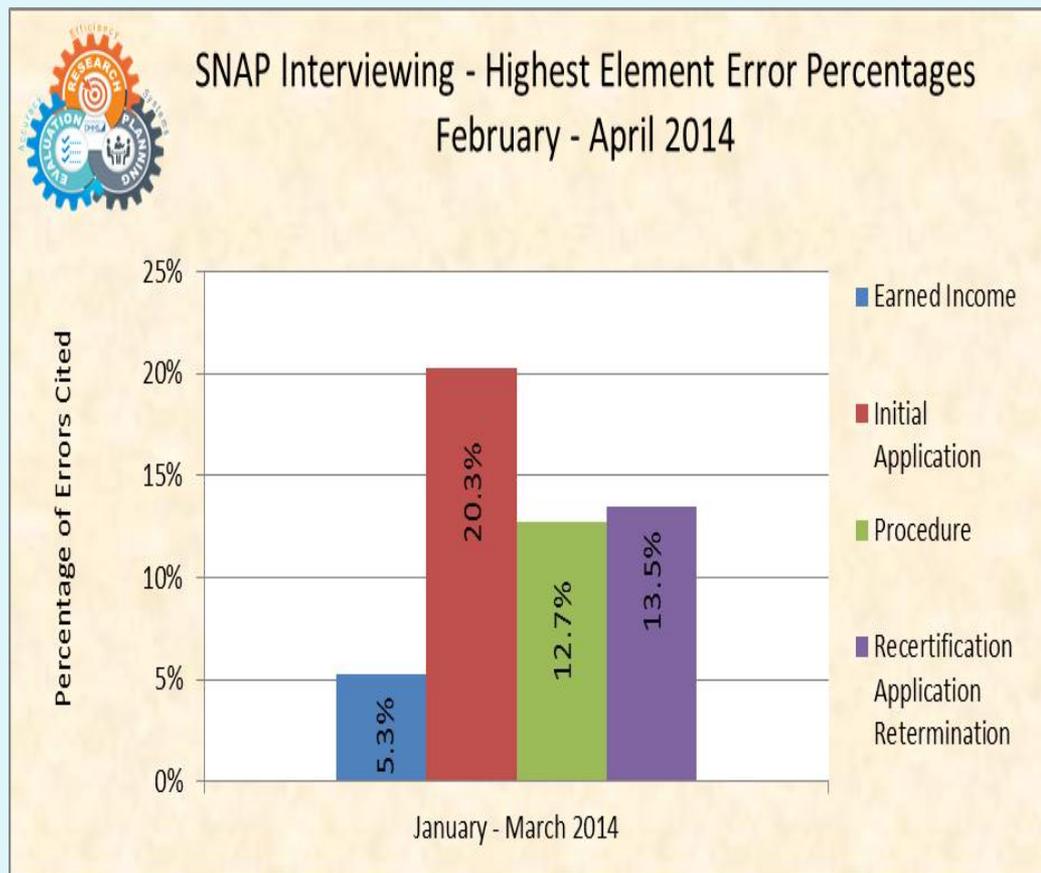
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SNAP: Interviewing

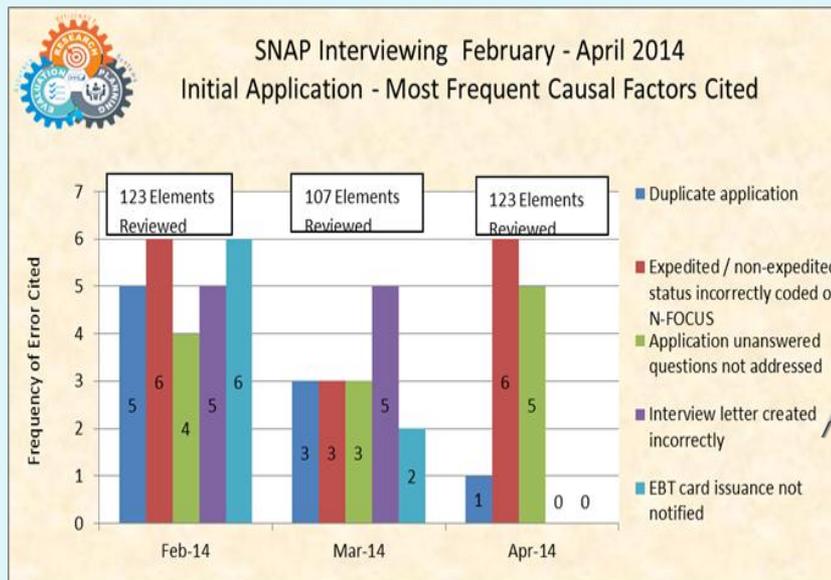
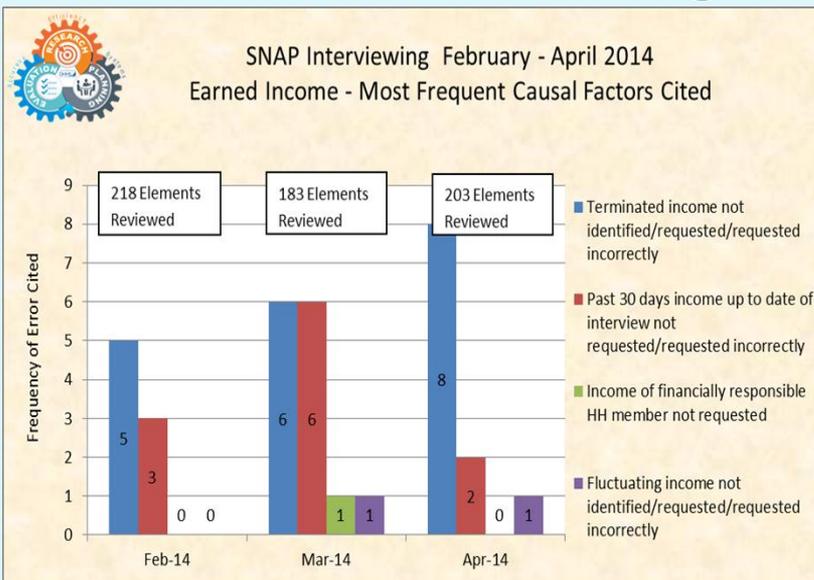
SNAP: Interviewing

Success Stories:

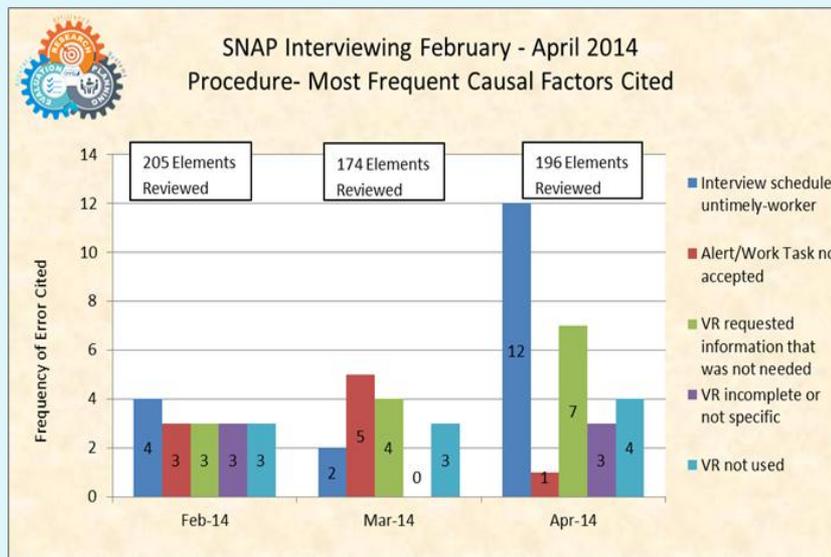
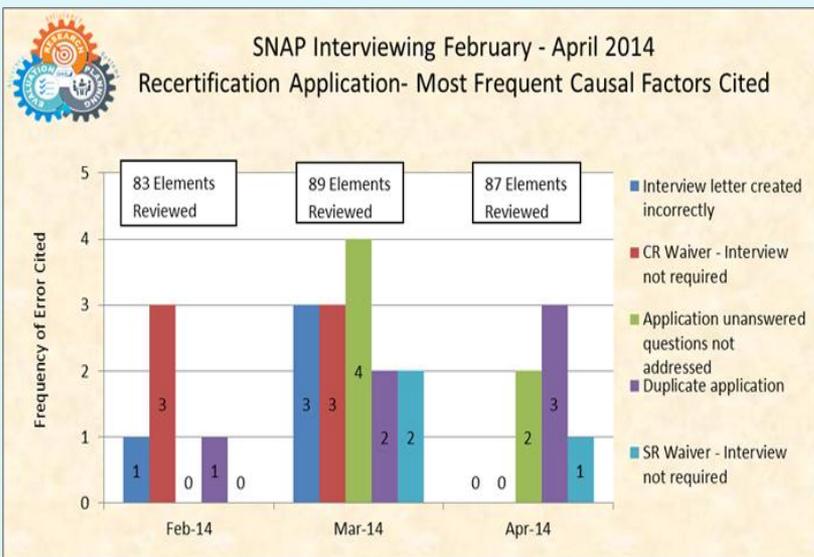
1. Earned Income:
 - Earned Income error rate down 1.3%
 - Removed causal: On-going self-employment ledger not requested/requested incorrectly. Error last cited January 2014
2. Recertification Application:
 - Removed causal: Application not found/not current. Error last cited January 2014



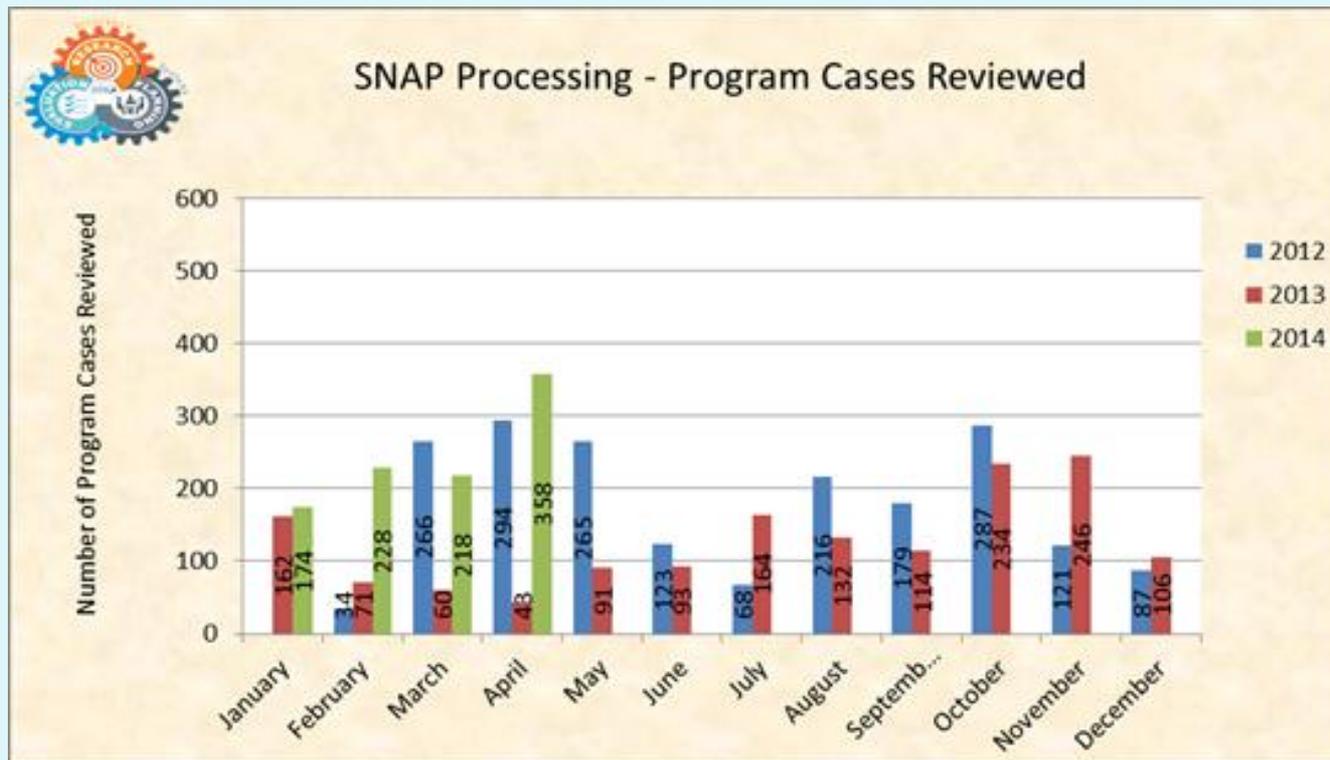
SNAP: Interviewing



Sheila Bacon



SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

Waivers:

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

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

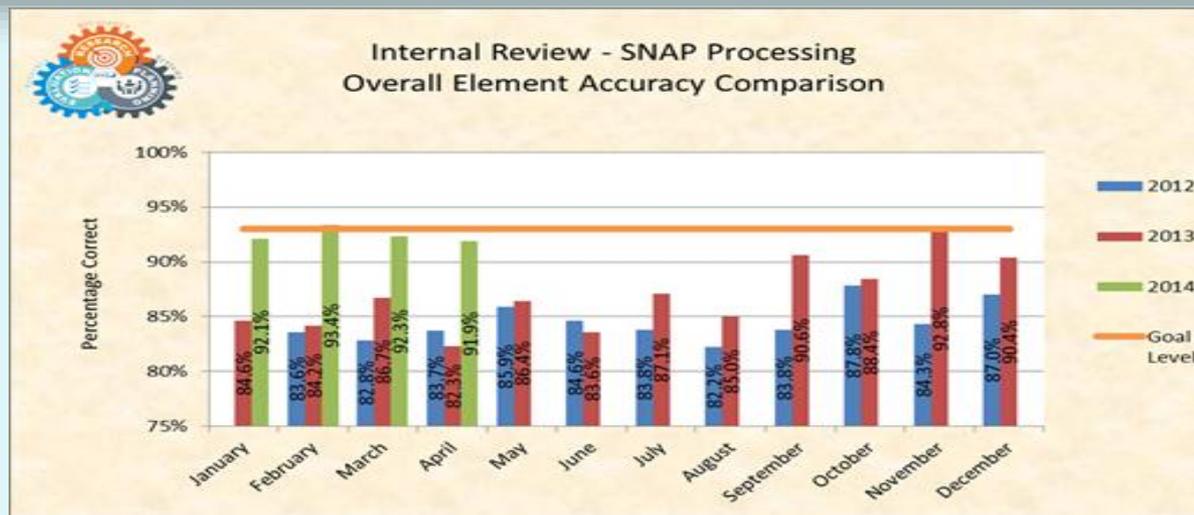
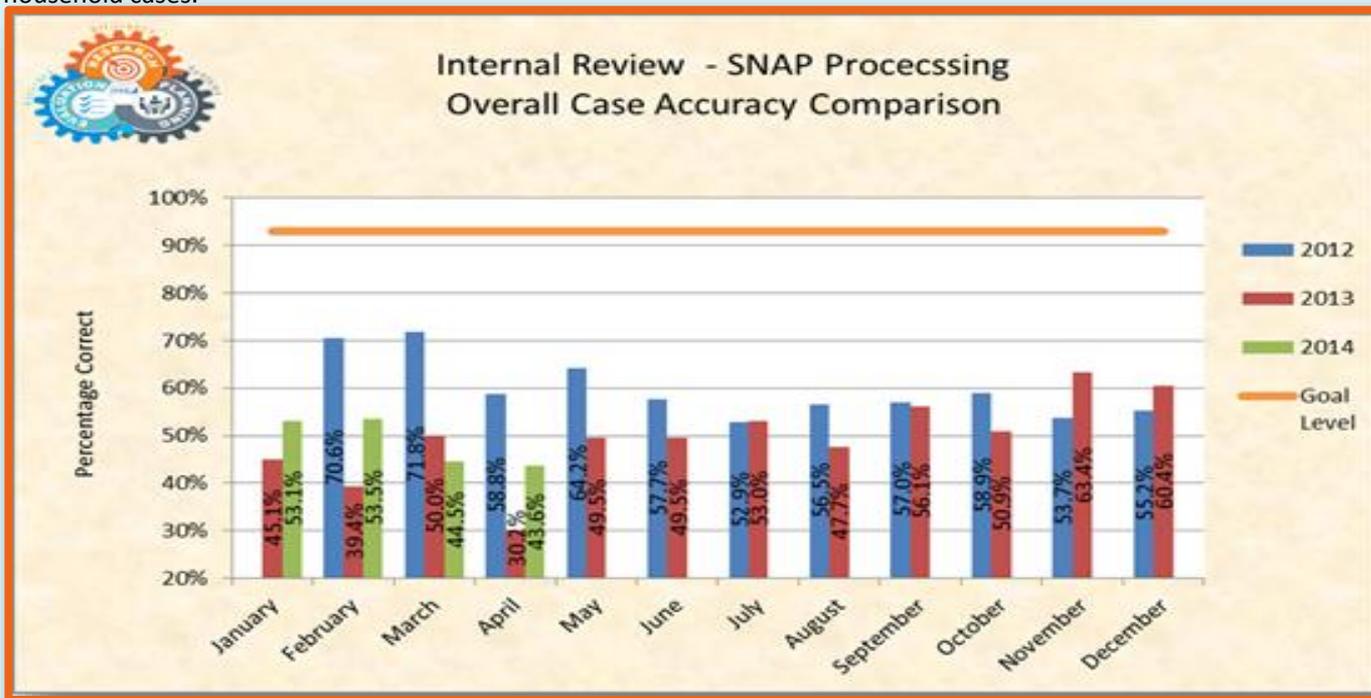
1. Unearned Income/Child Support for SNAP.

Action Items:

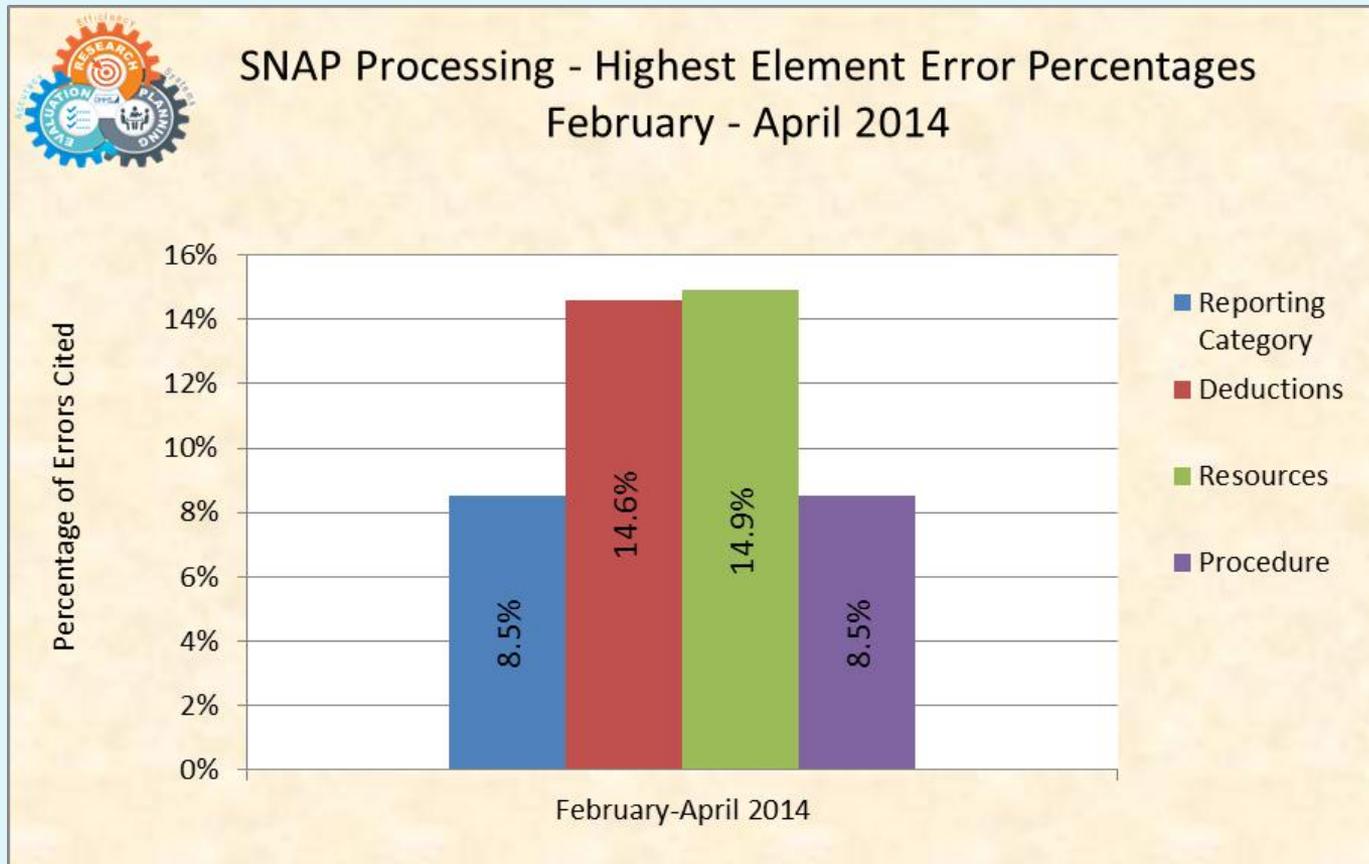
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Barriers:

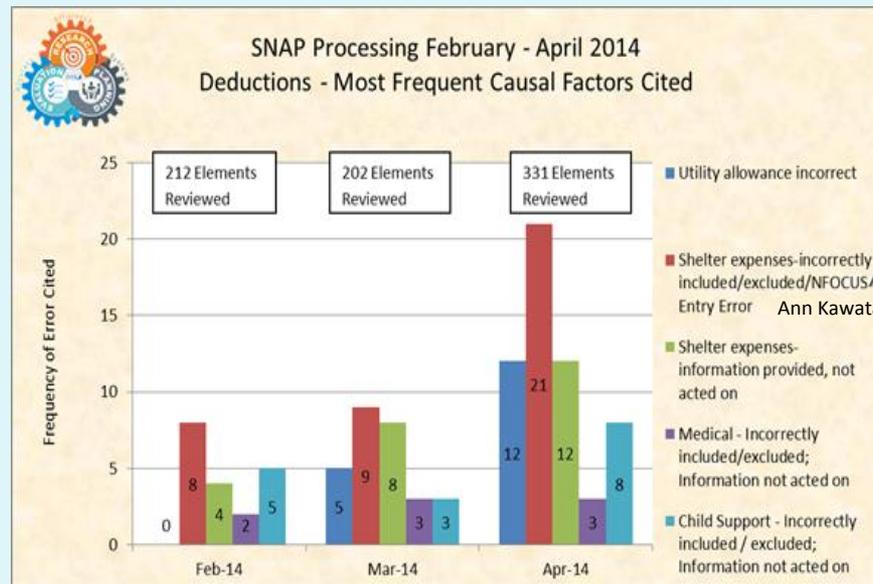
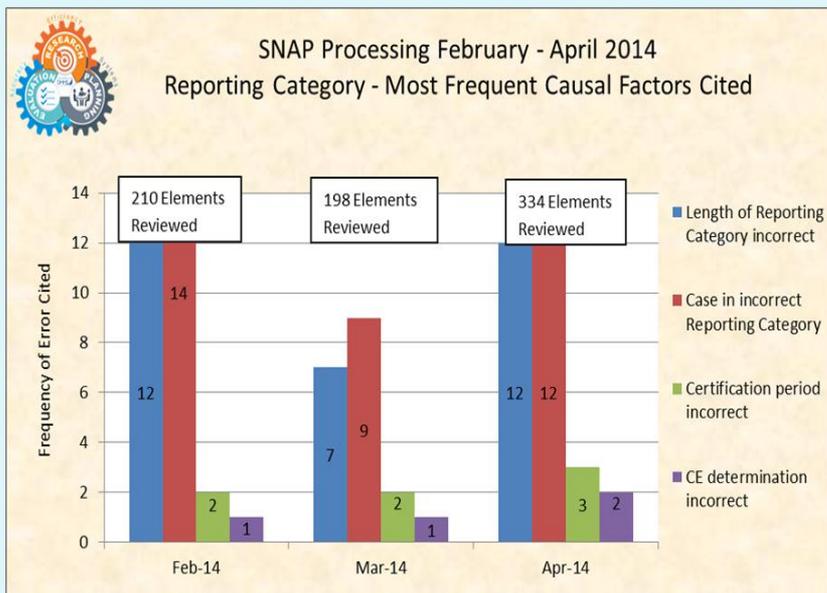
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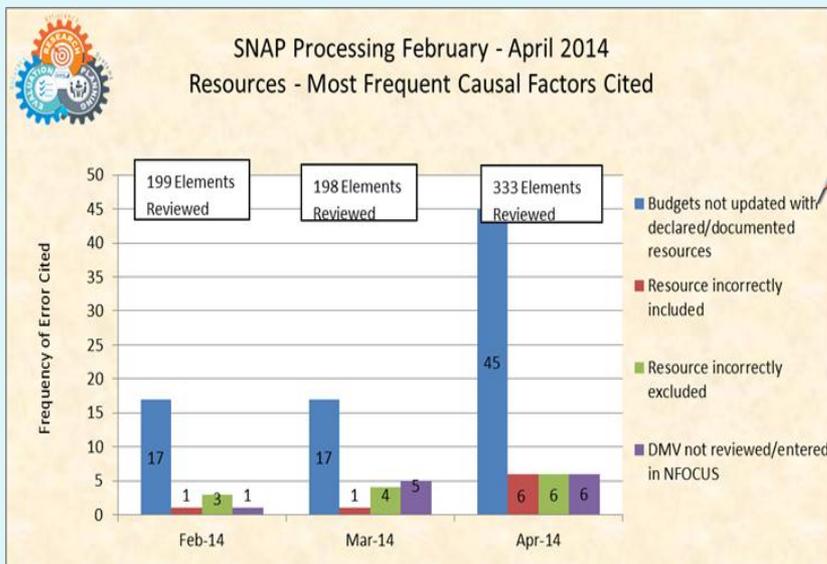
SNAP: Processing



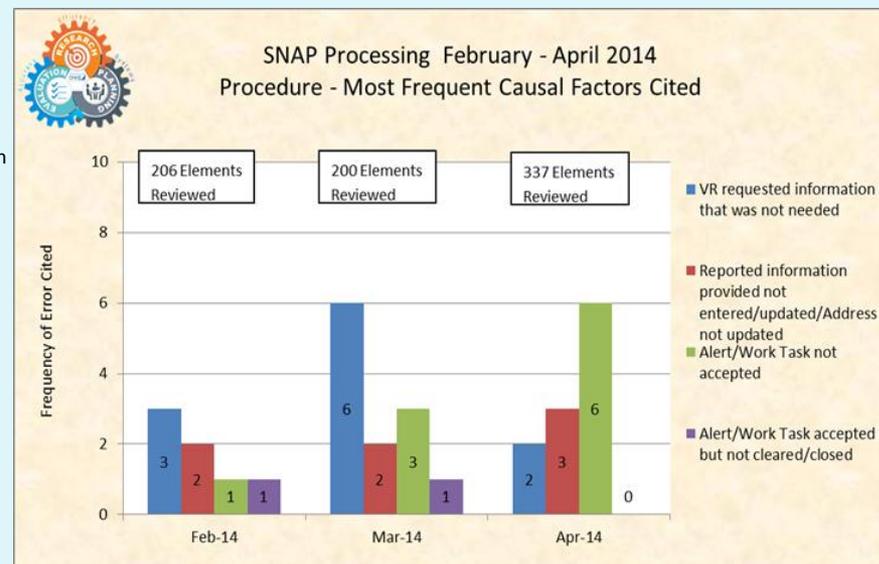
SNAP: Processing



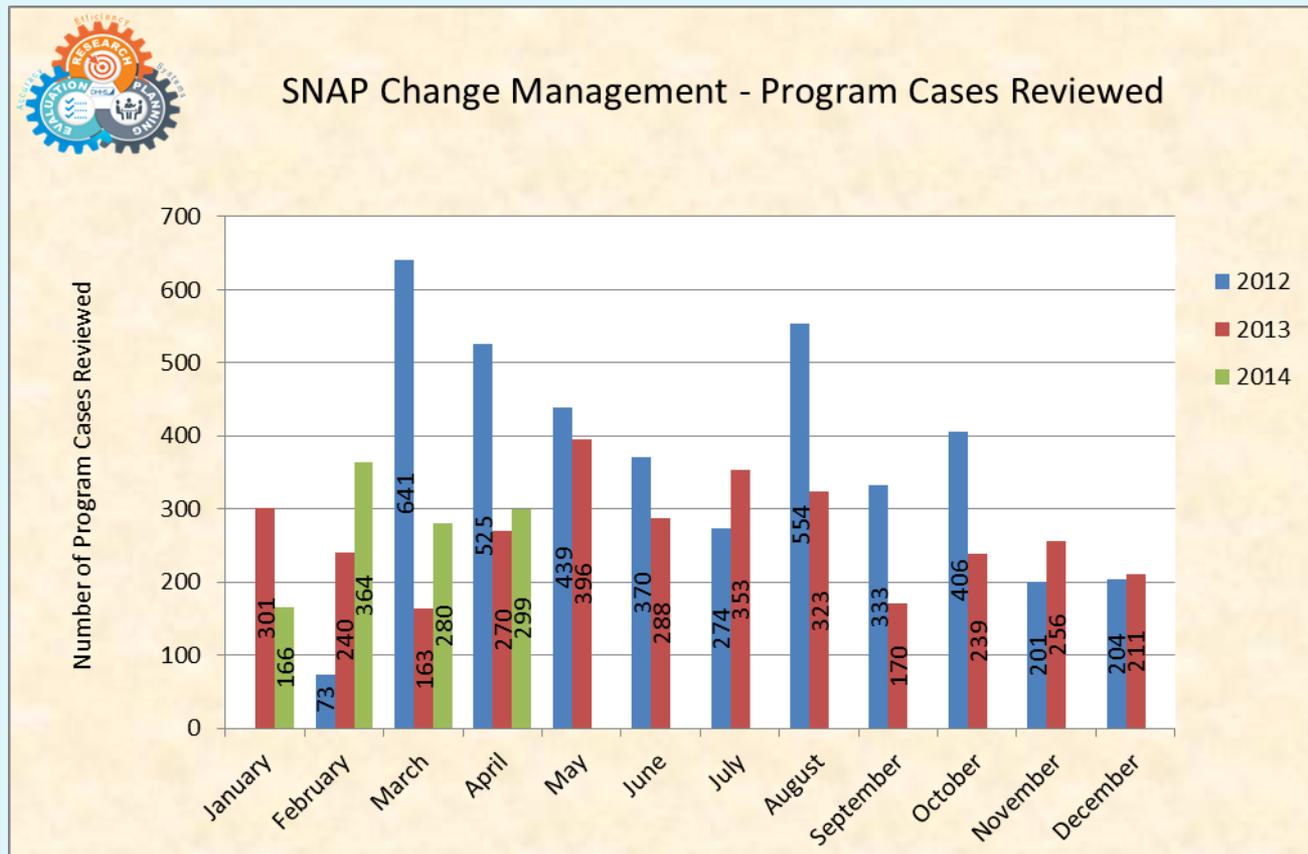
Ann Kawata & Jared Hurst



Teri Chasten



SNAP Change Management Program Case Reads



SNAP: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

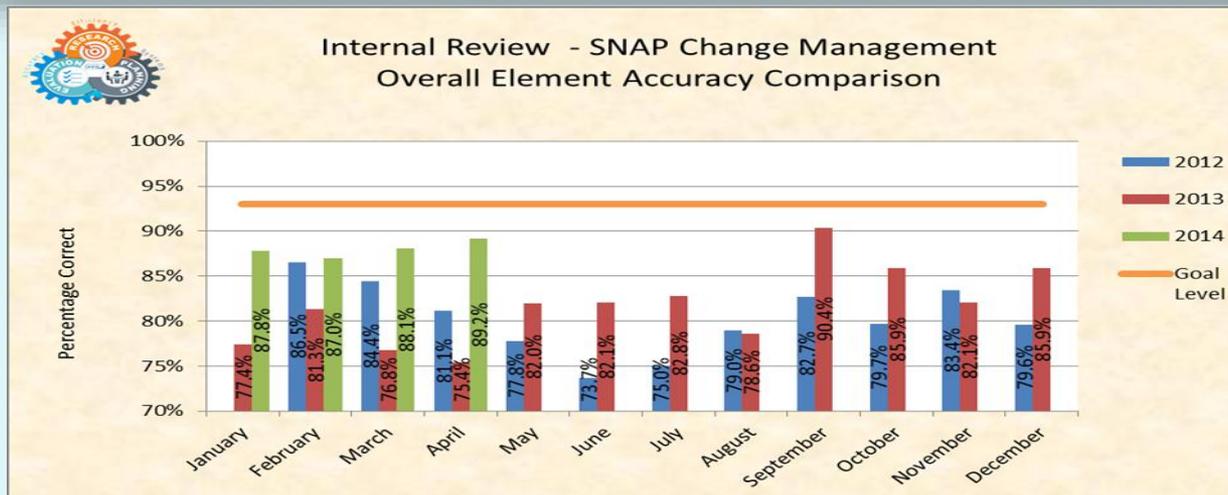
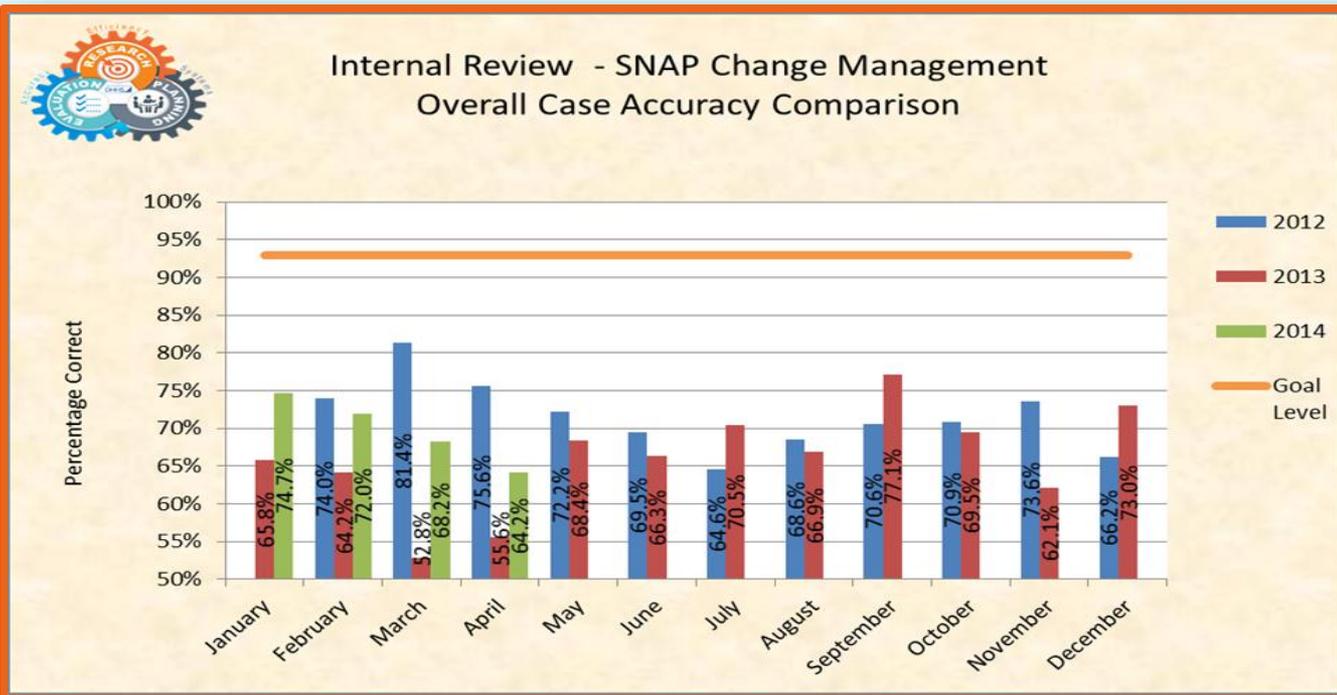
1. Unearned Income/Child Support for SNAP: 5/5/2014

Action Items:

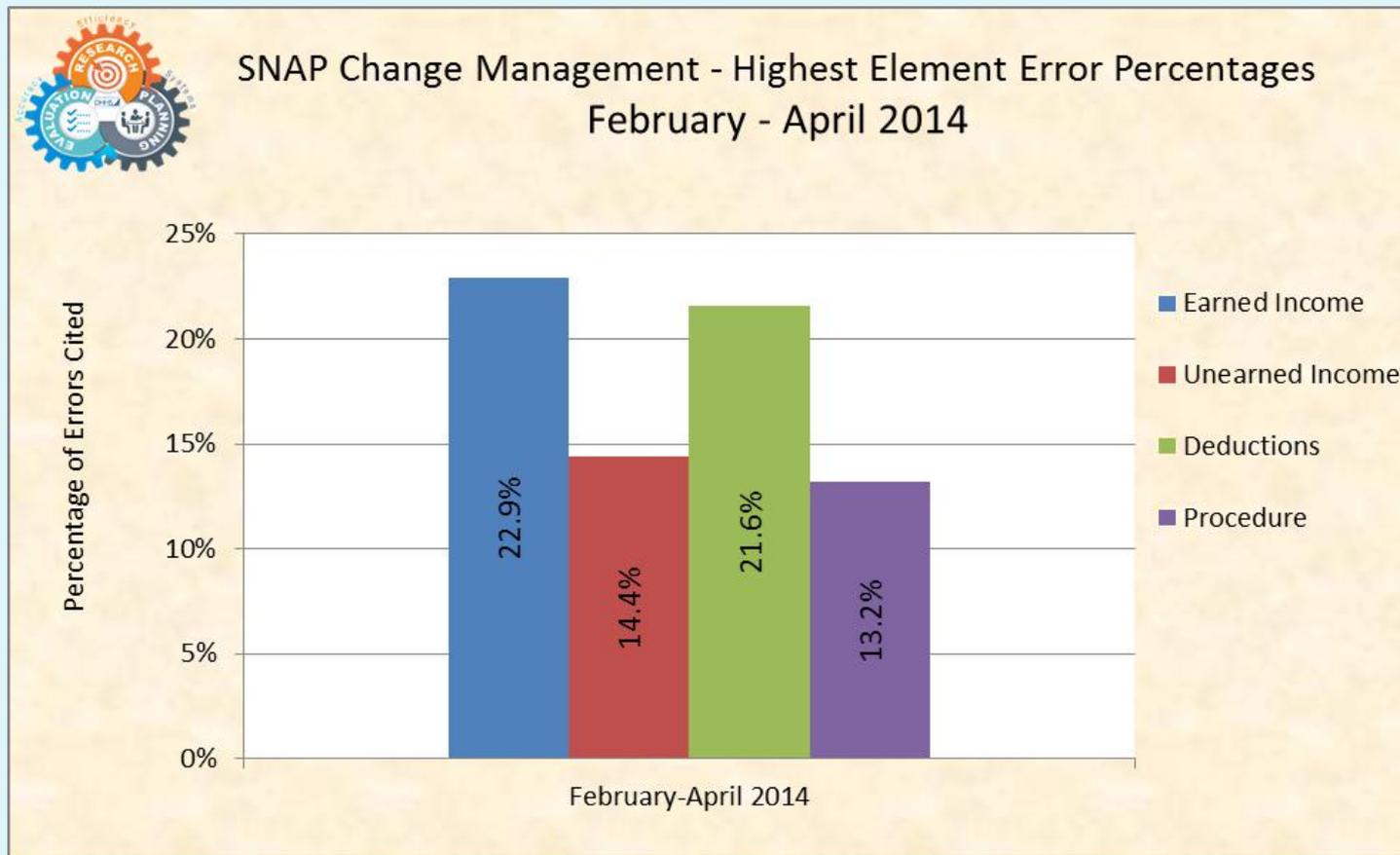
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.

Barriers:

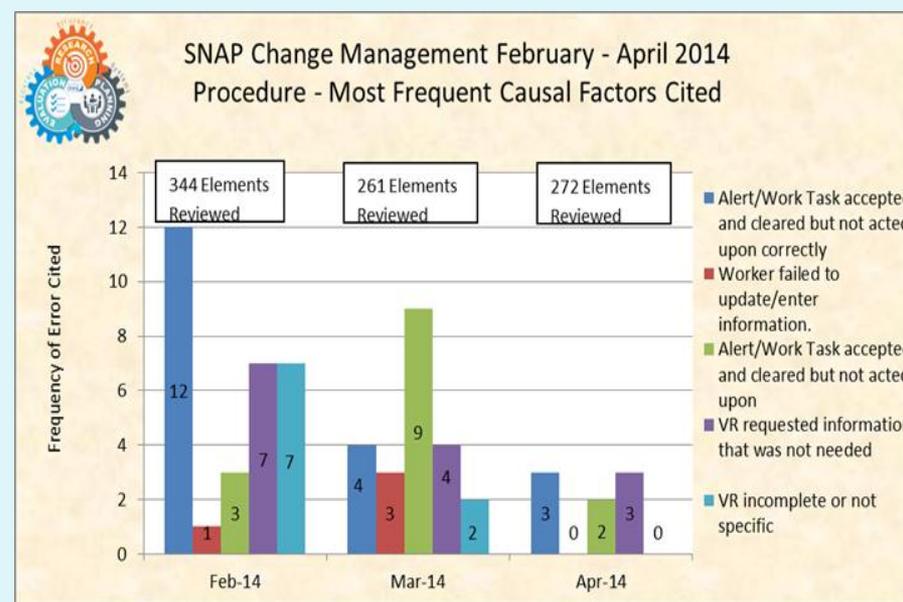
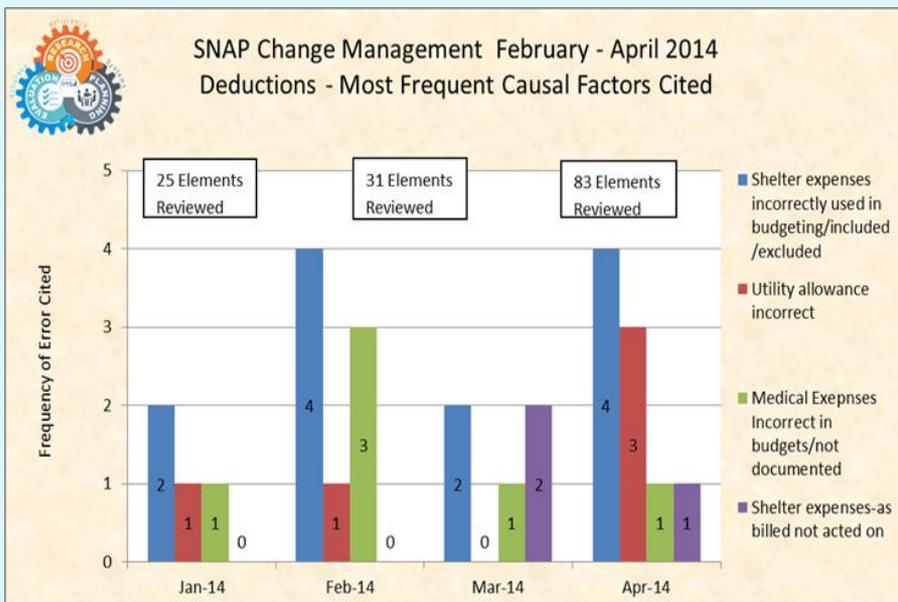
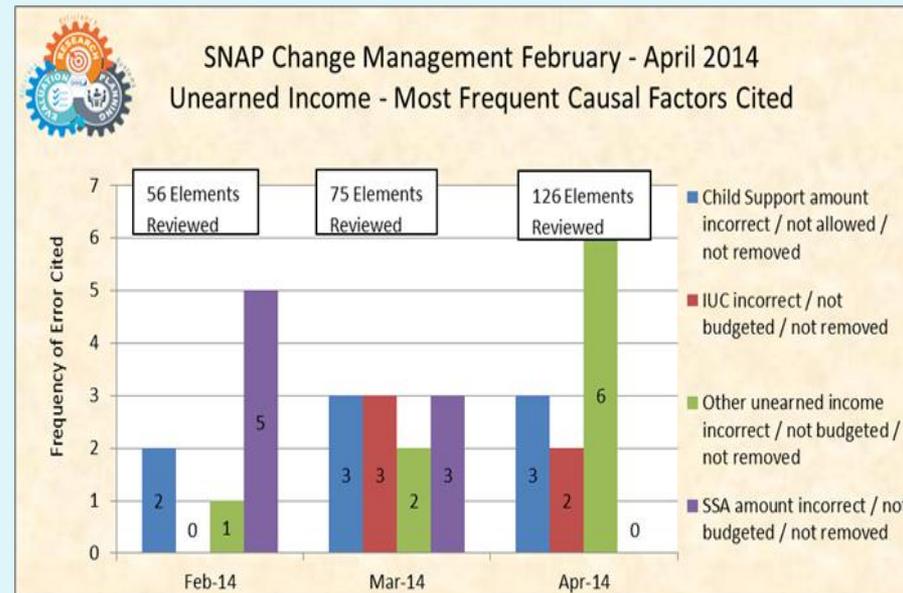
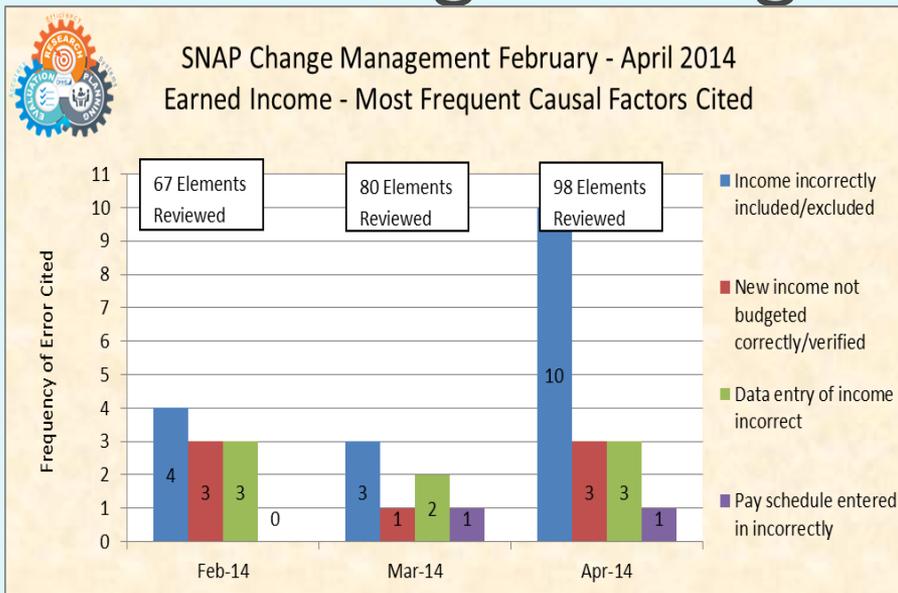
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



SNAP: Change Management

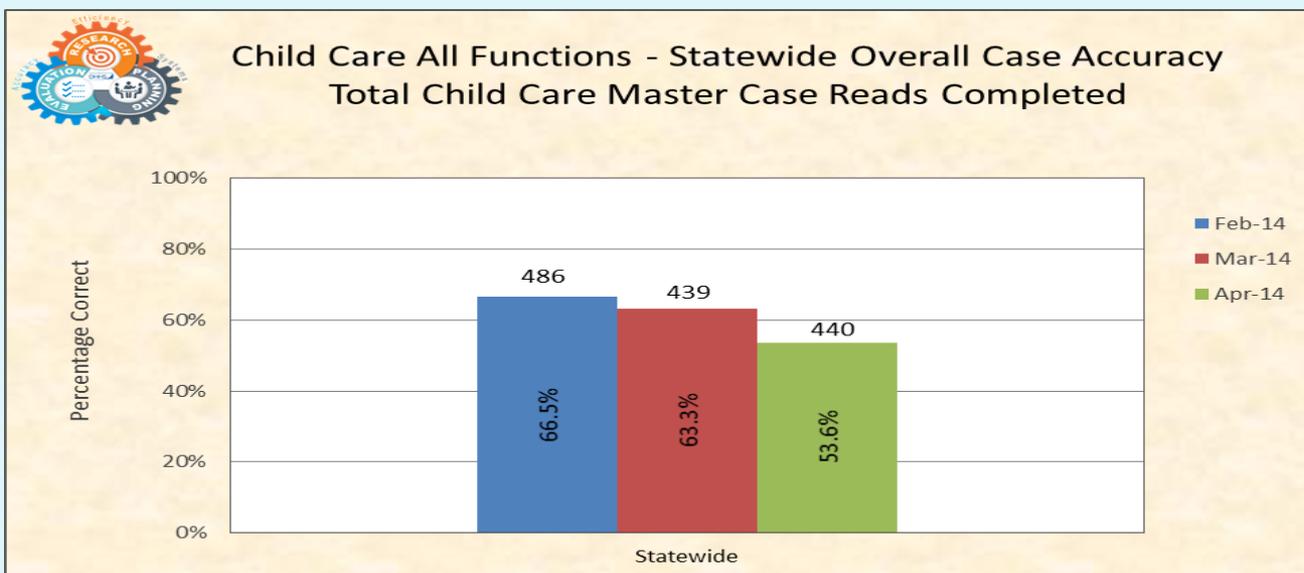
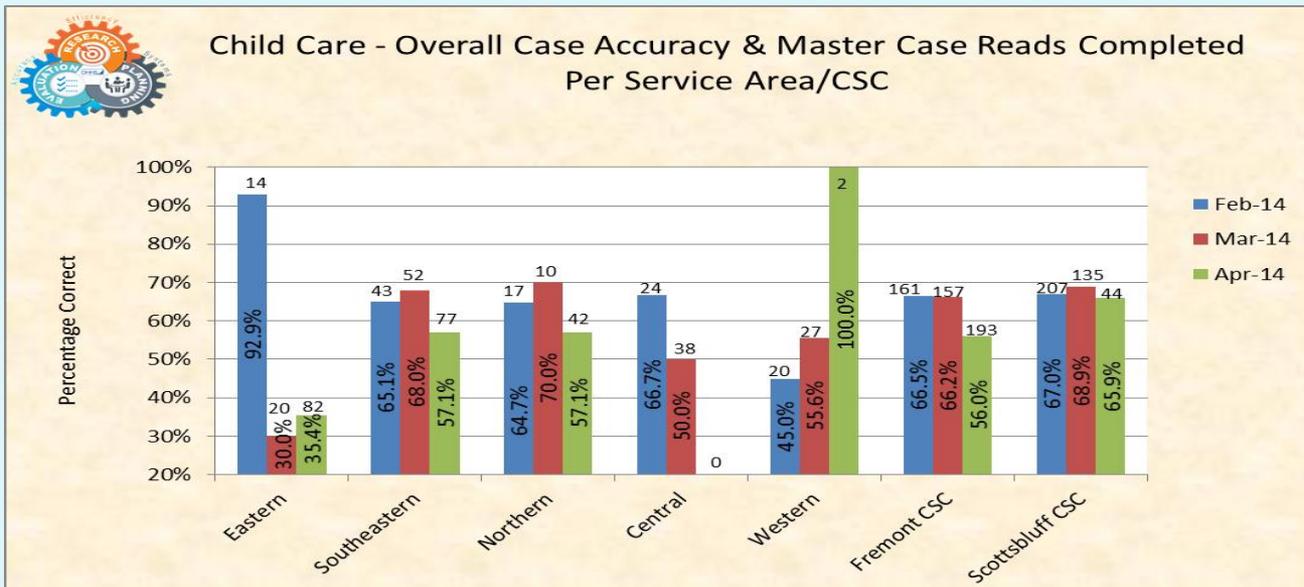


SNAP: Change Management

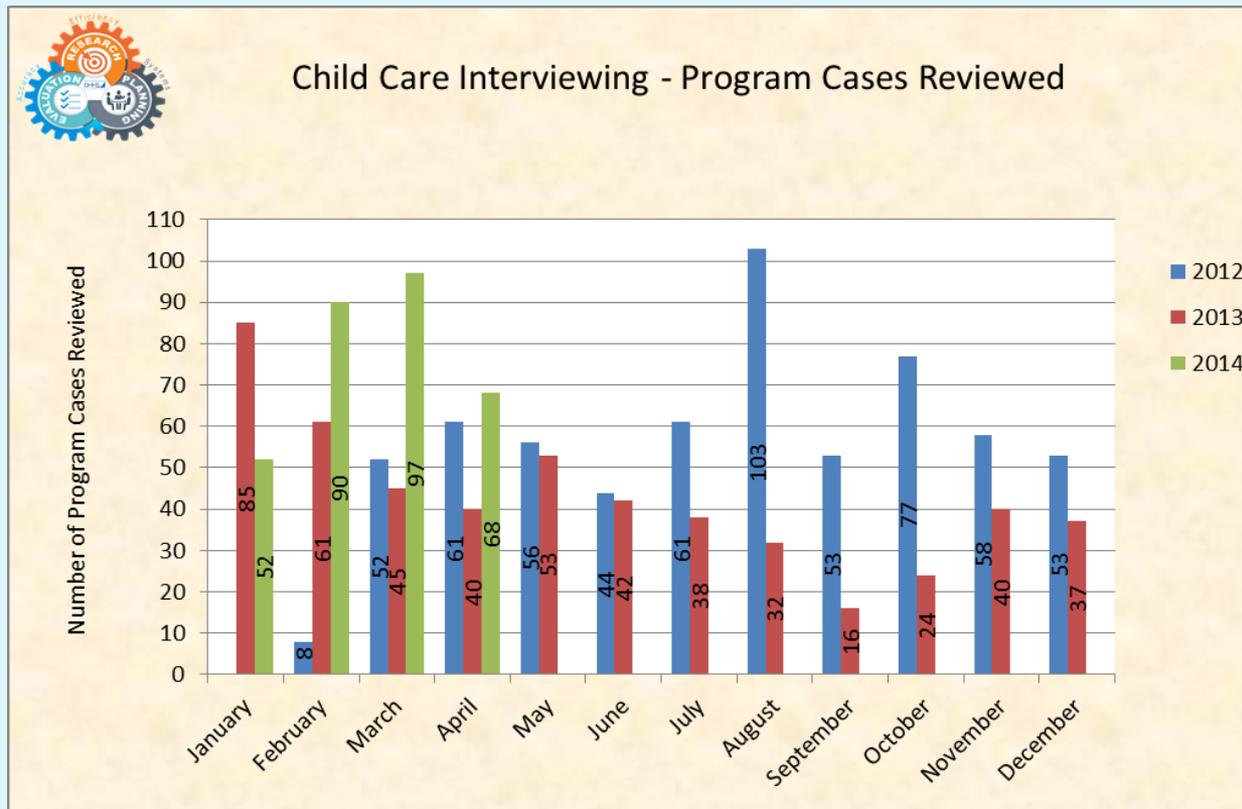


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Child Care Accuracy



Child Care Interviewing Program Case Reads



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

Child Care: Interviewing

Strengths/Accomplishments:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

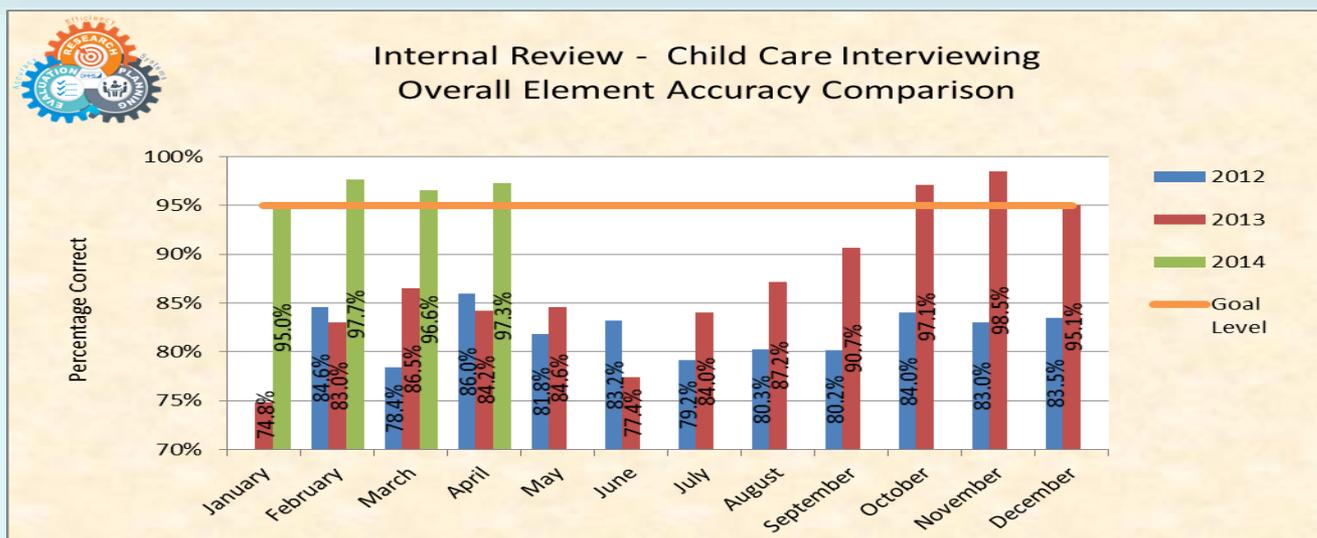
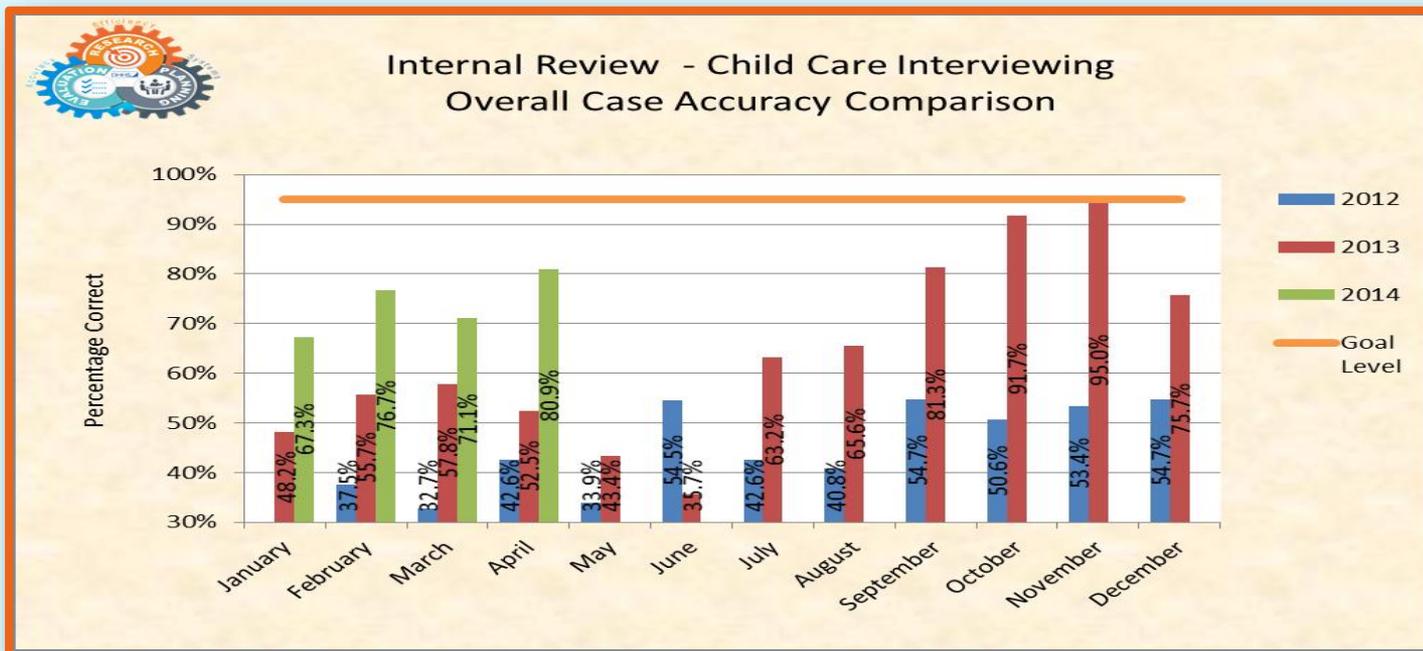
R.E.P. Released:

1. Child Care Initial/Review: 5/12/2014

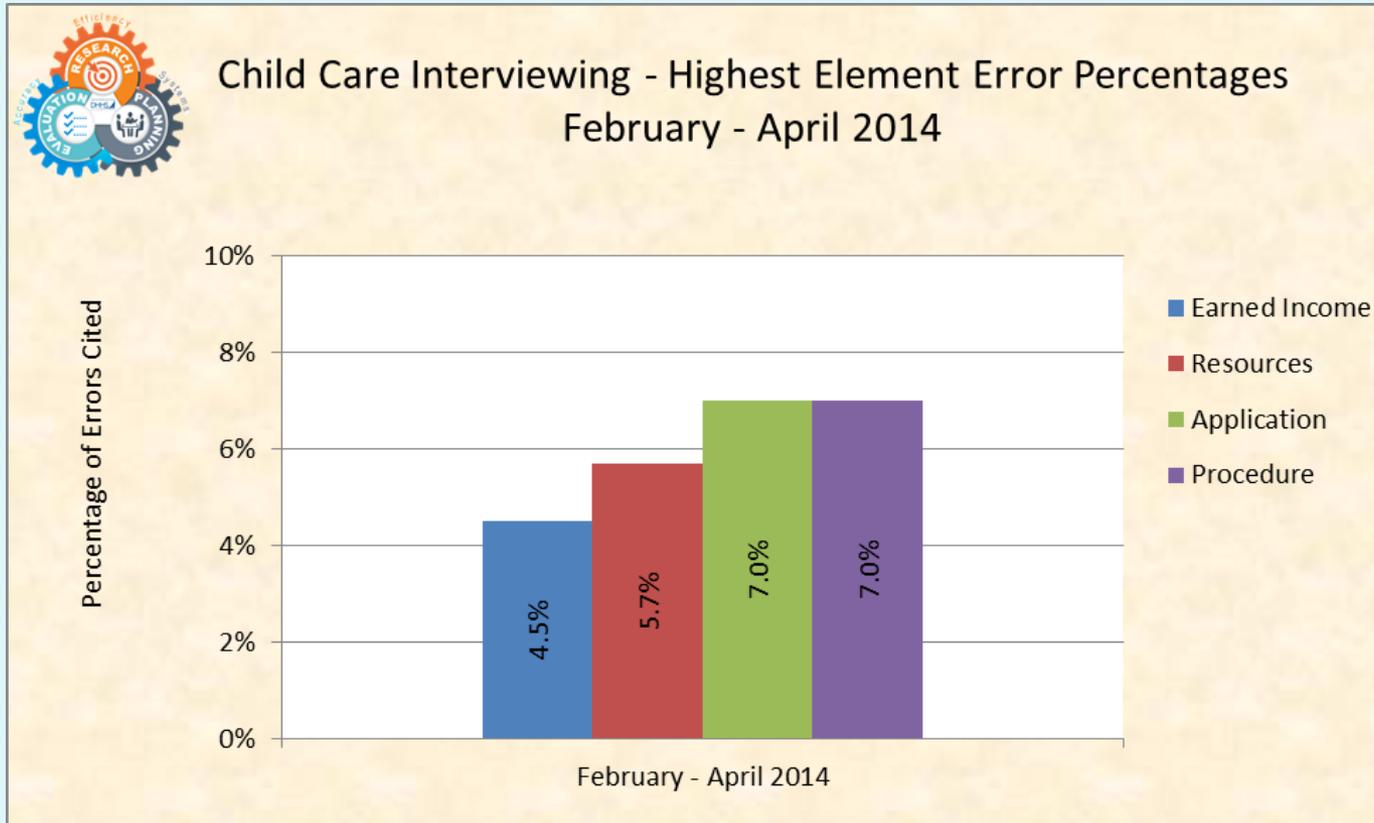
Action Items:

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

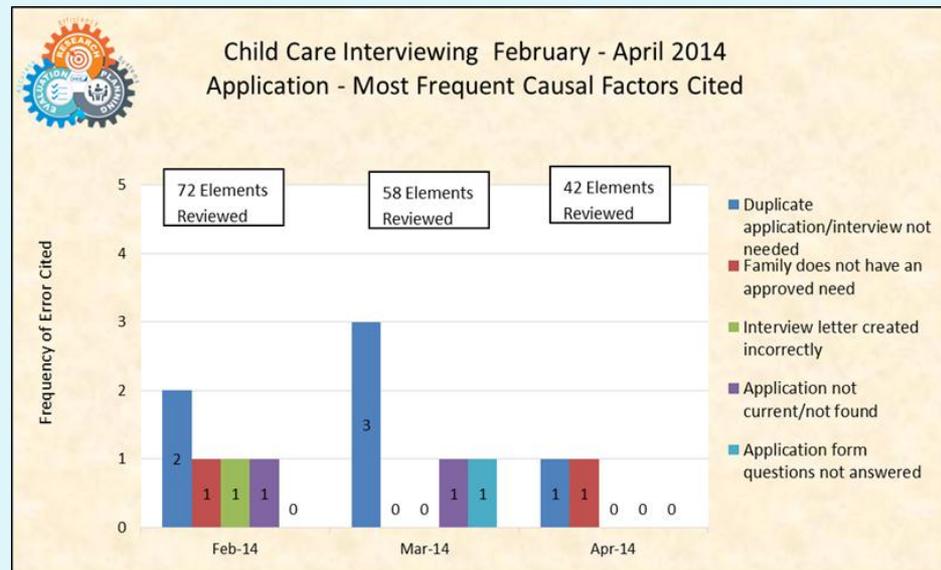
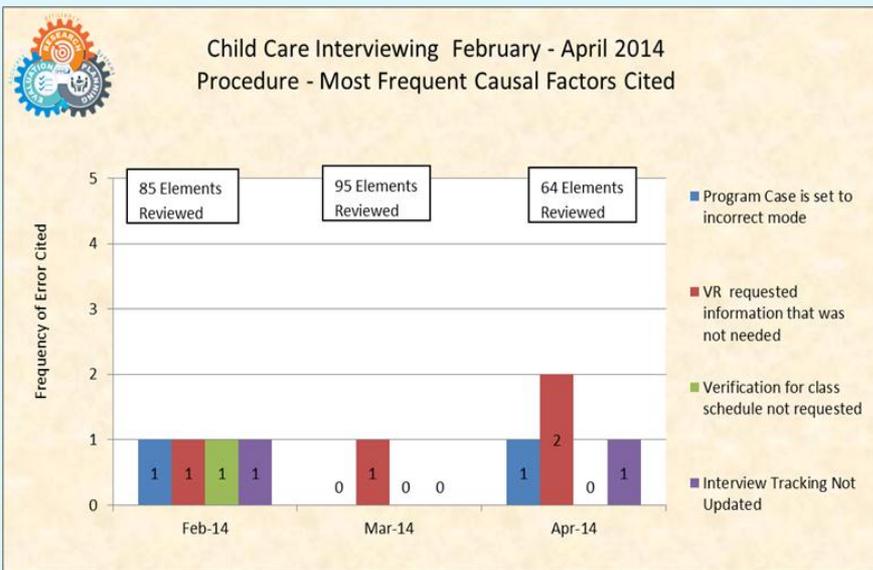
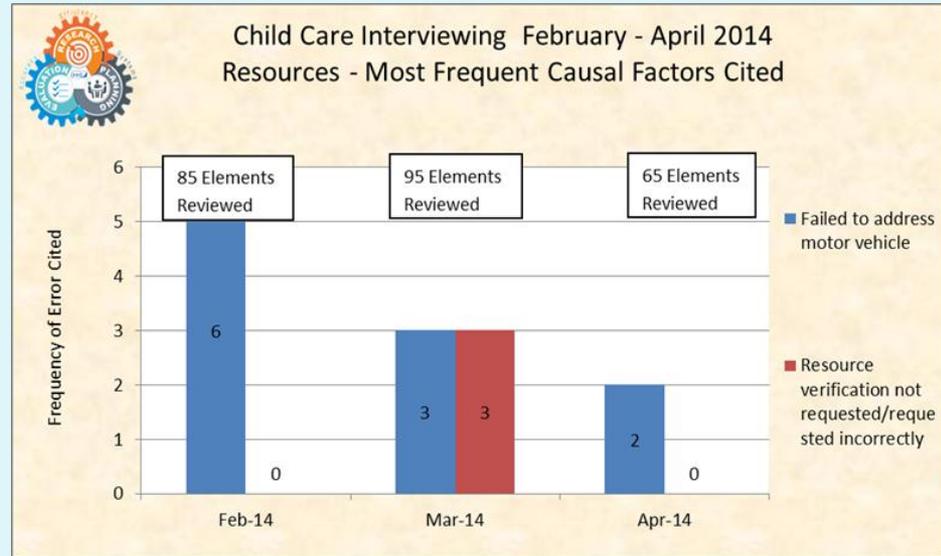
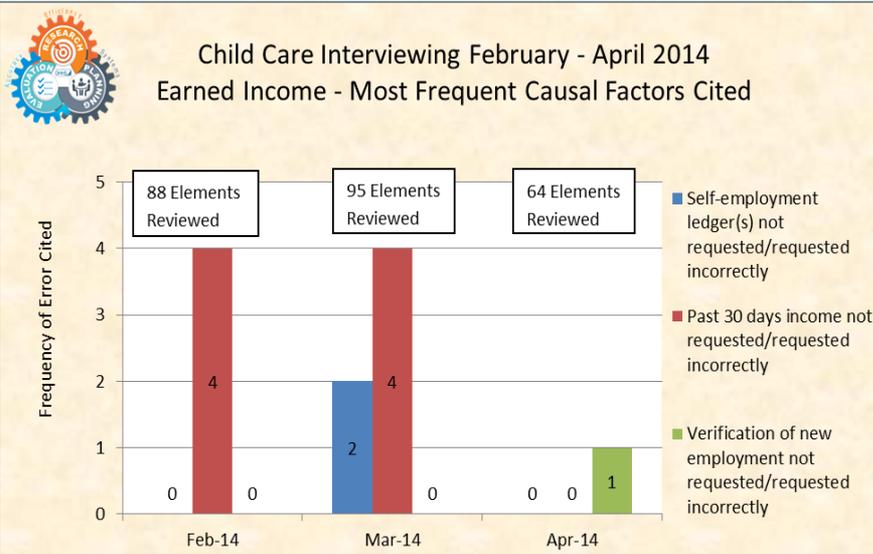
Barriers:



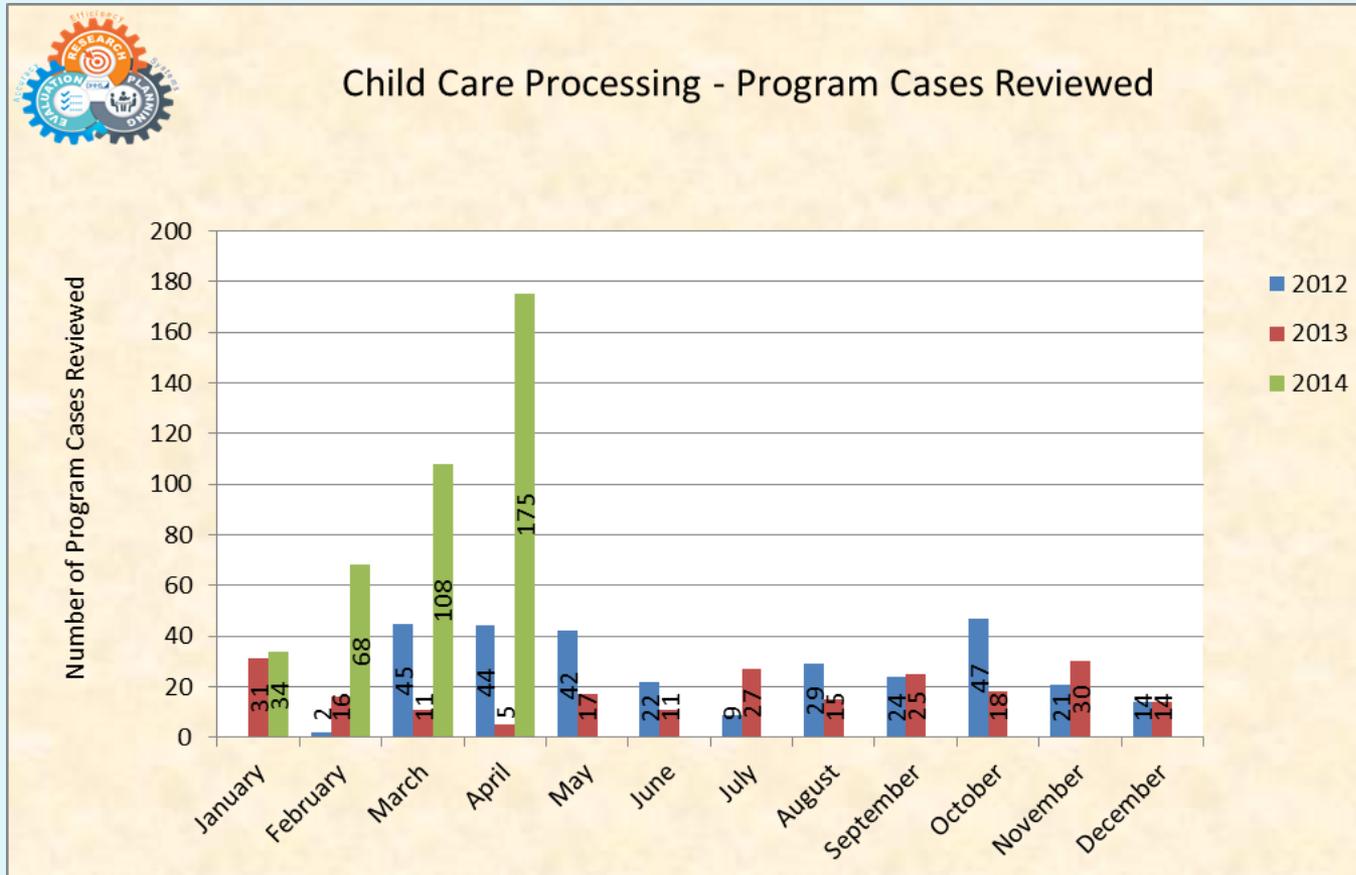
Child Care: Interviewing



Child Care: Interviewing



Child Care Processing Program Case Reads



Child Care: Processing

Strengths/Accomplishments:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

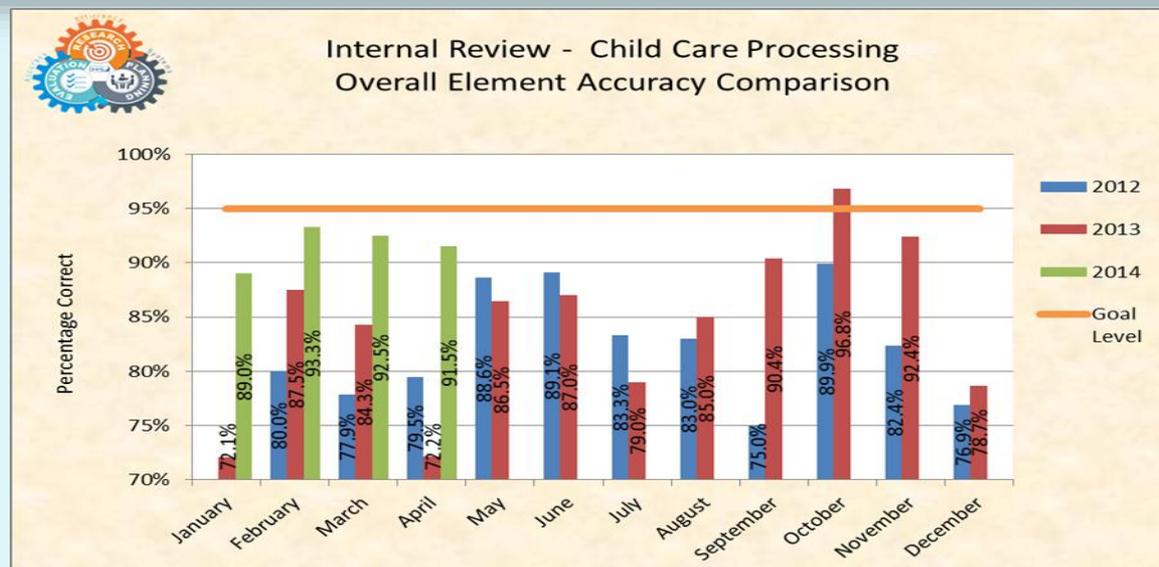
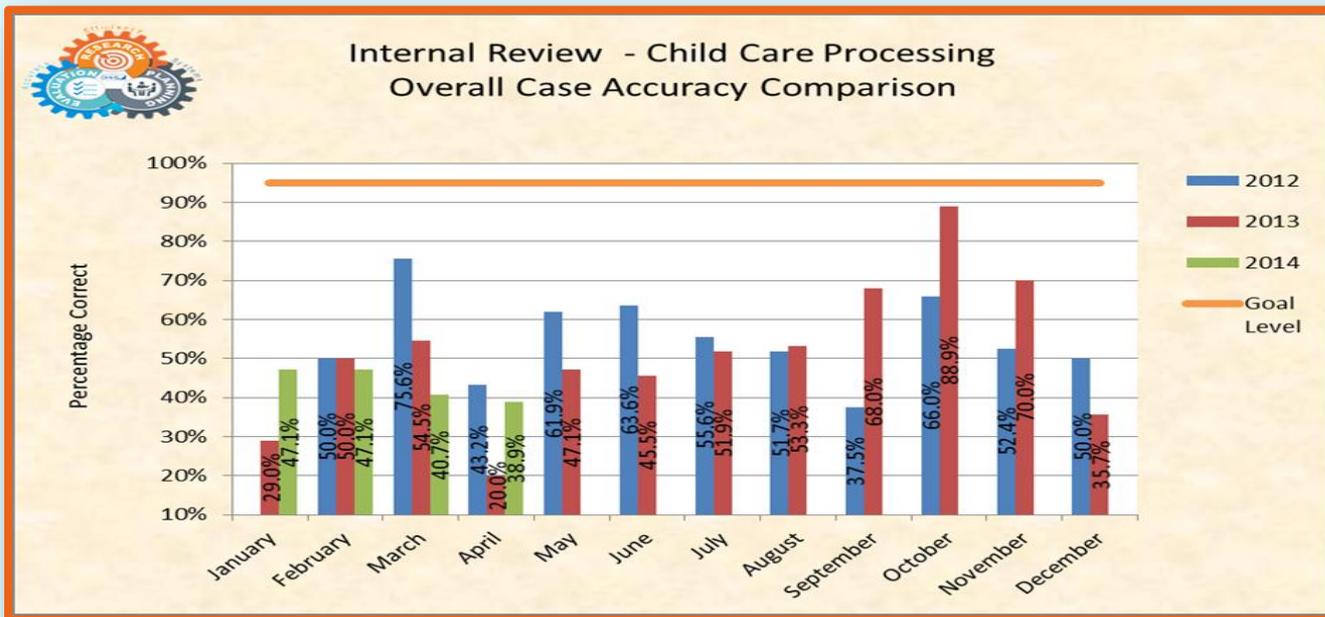
1. Child Care Initial/Review: 5/12/2014

Action Items:

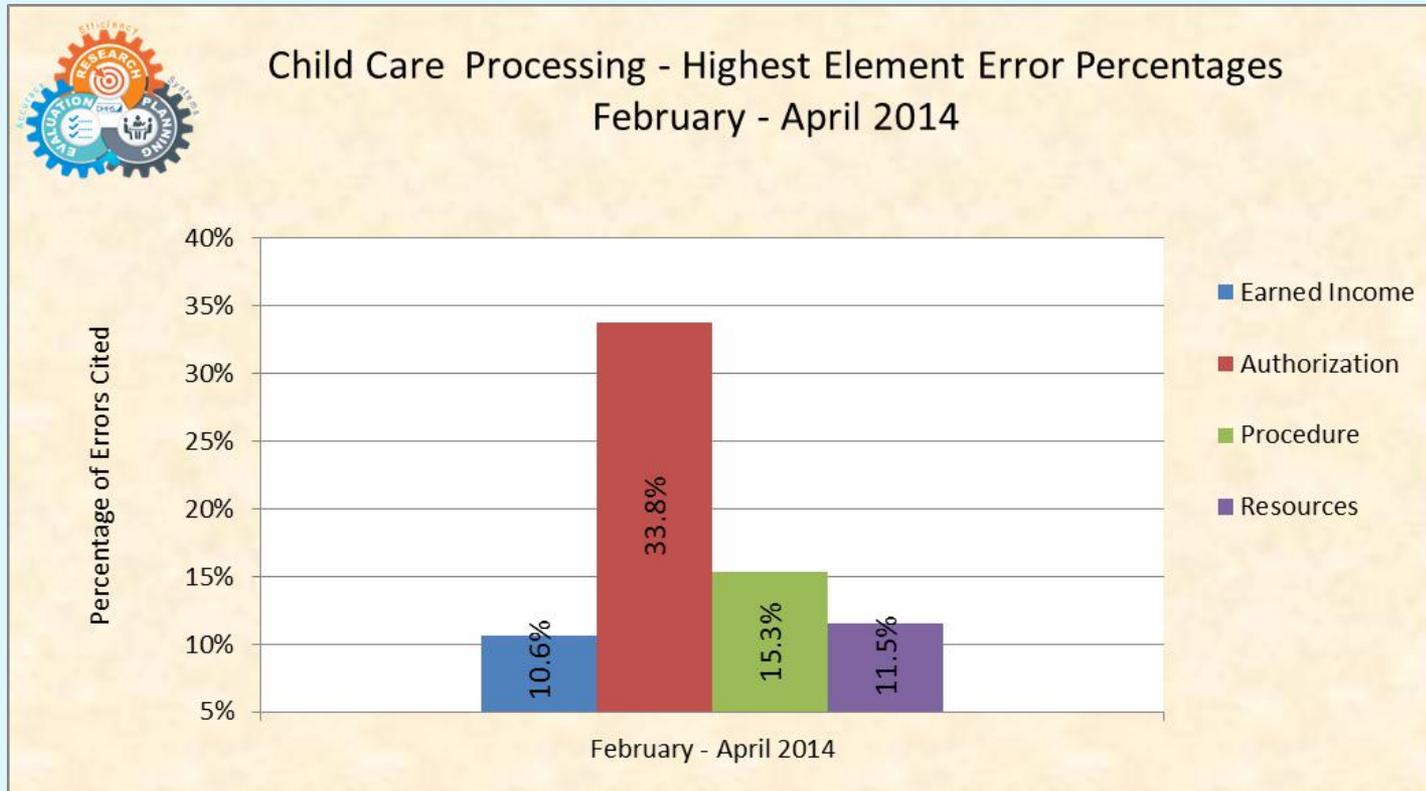
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.

Barriers:

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



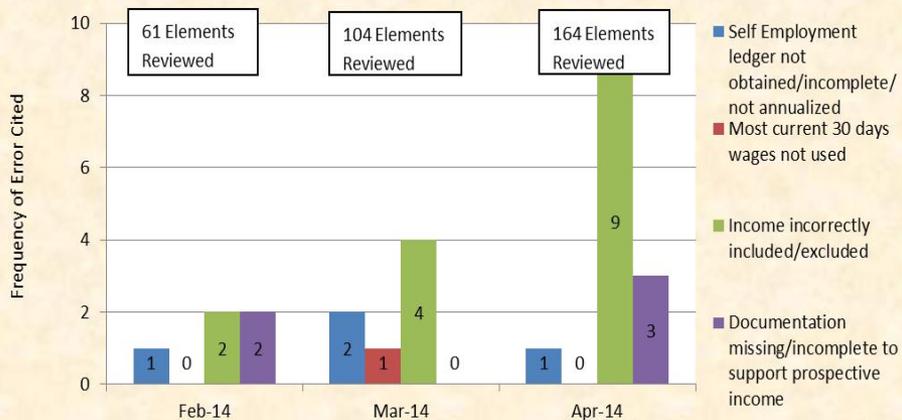
Child Care: Processing



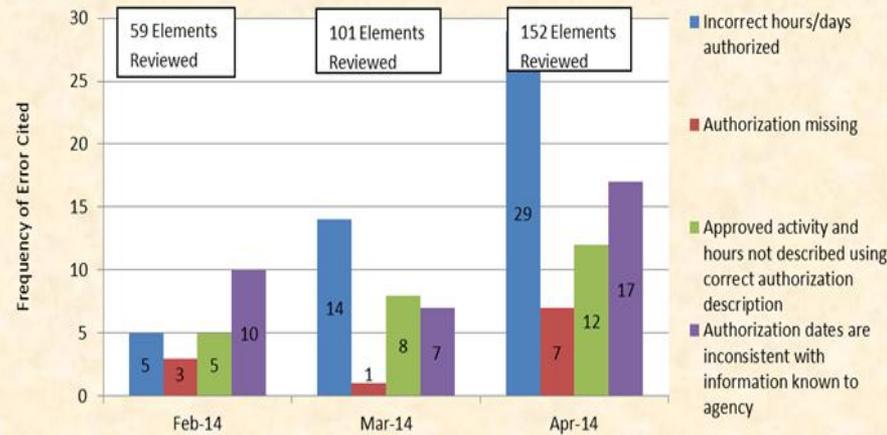
Child Care: Processing



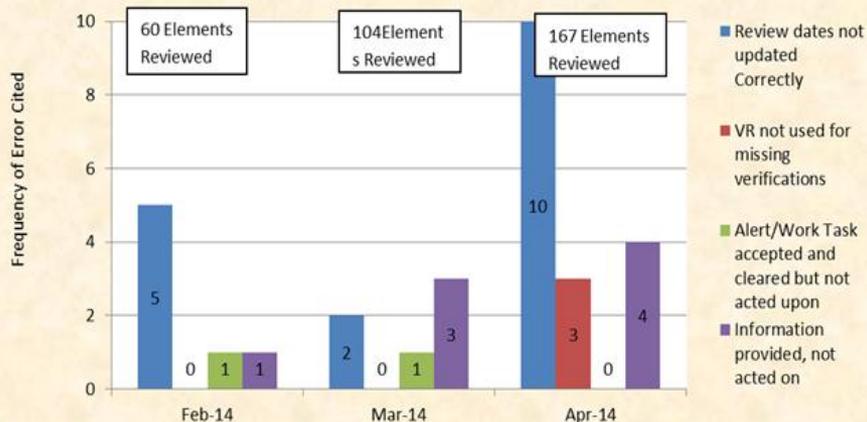
Child Care Processing February - April 2014
Earned Income - Most Frequent Causal Factors Cited



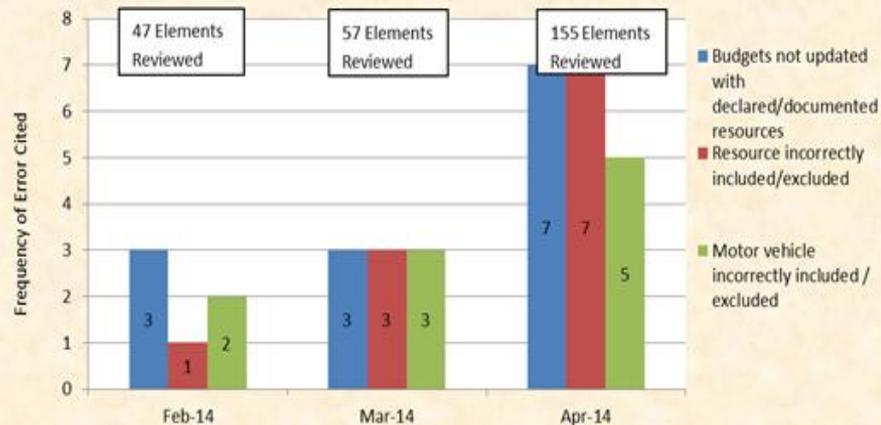
Child Care Processing February - April 2014
Authorizations - Most Frequent Causal Factors Cited



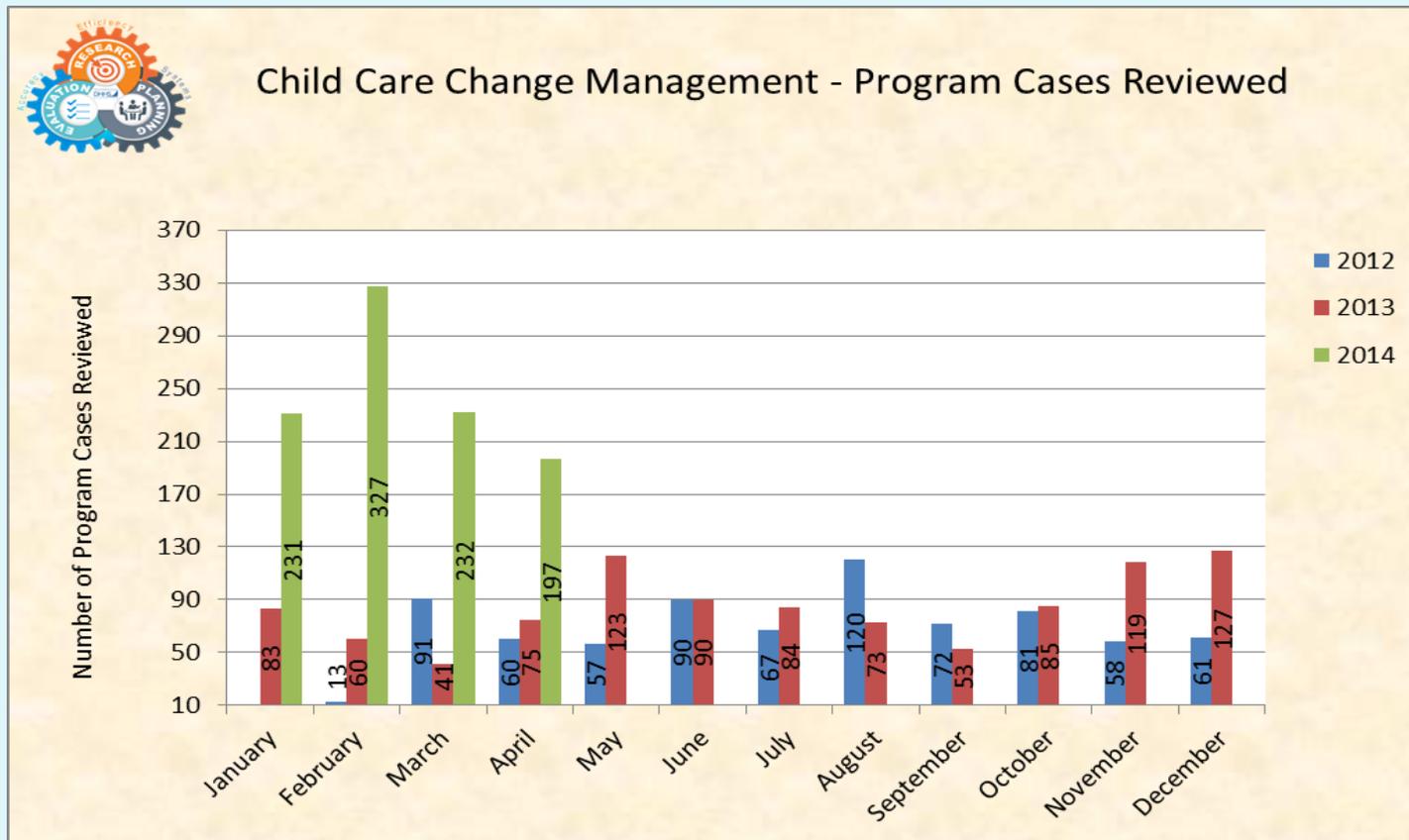
Child Care Processing February - April 2014
Procedure - Most Frequent Causal Factors Cited



Child Care Processing February - April 2014
Resources - Most Frequent Causal Factors Cited



Child Care Change Management Program Case Reads



Child Care: Change Management

Strengths/Accomplishments:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

1. Child Care Initial/Review: 5/12/2014

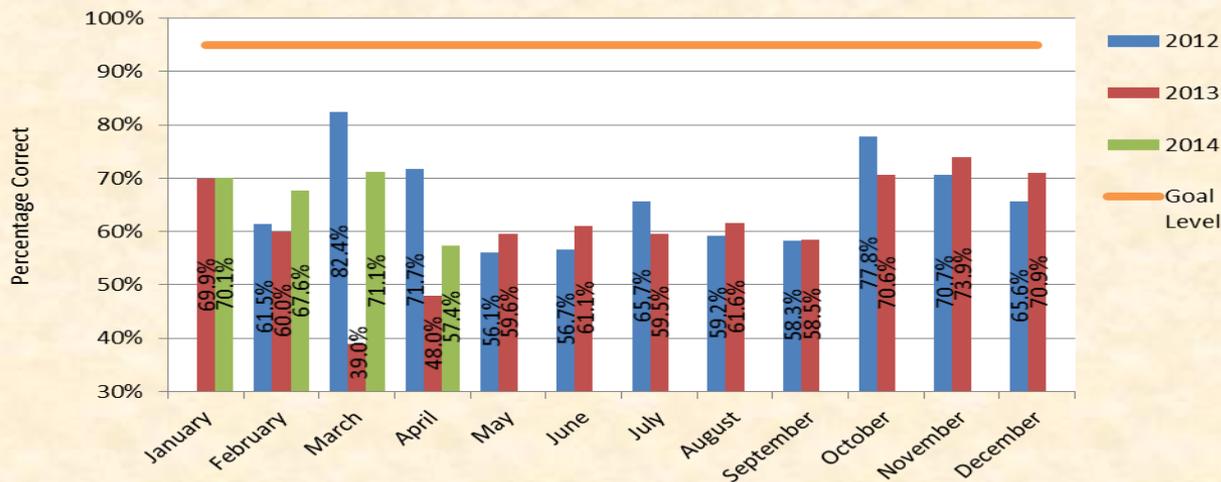
Action Items:

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

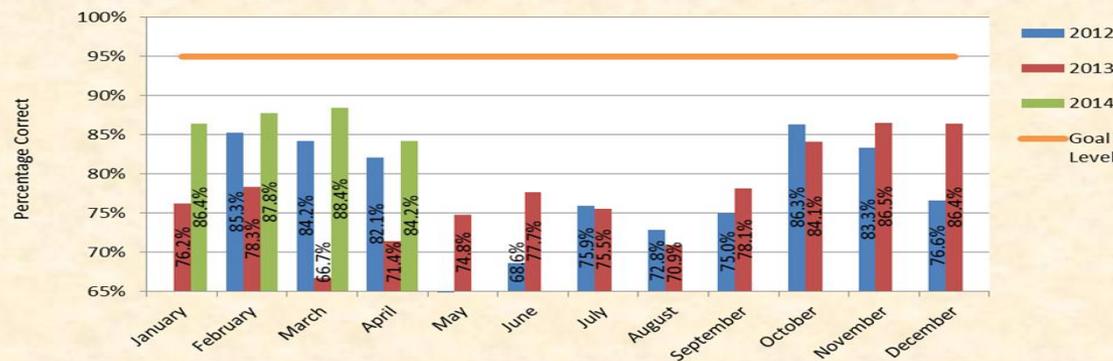
Barriers:



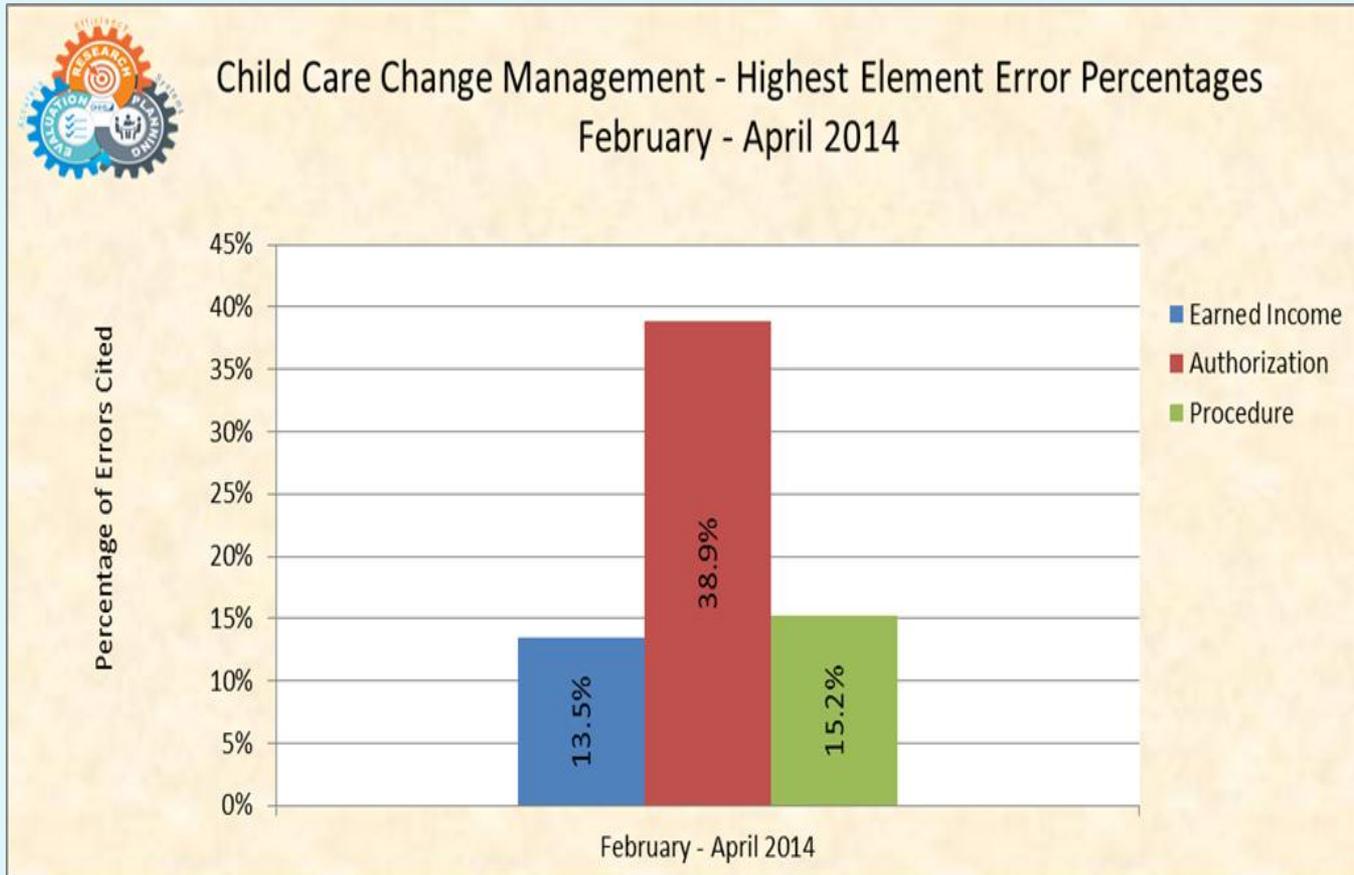
Internal Review - Child Care Change Management
Overall Case Accuracy Comparison



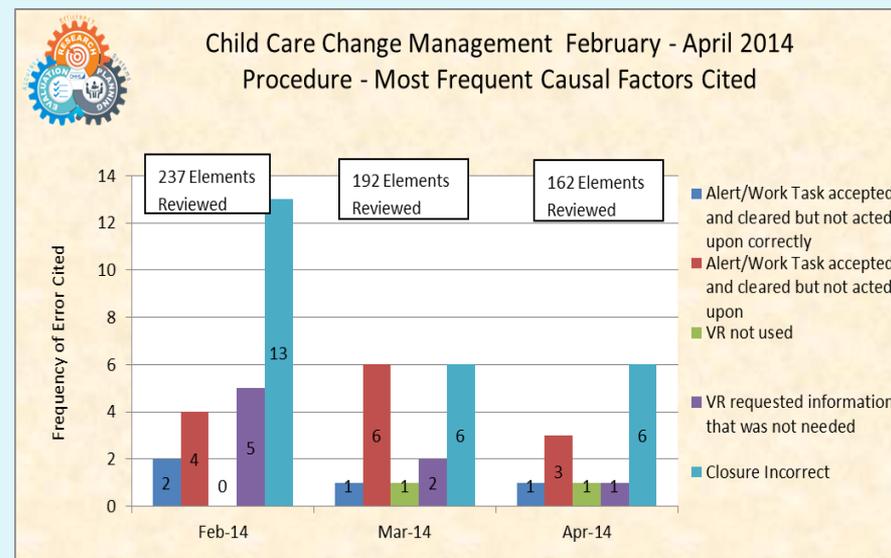
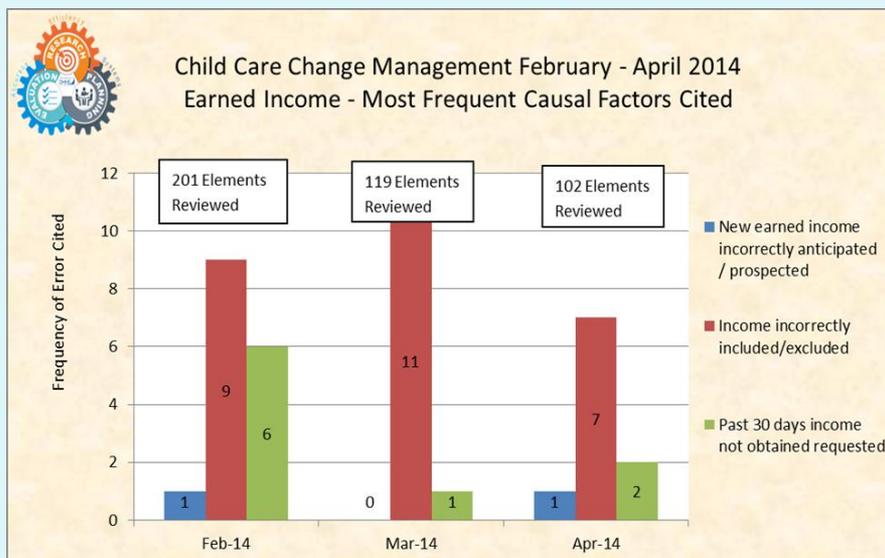
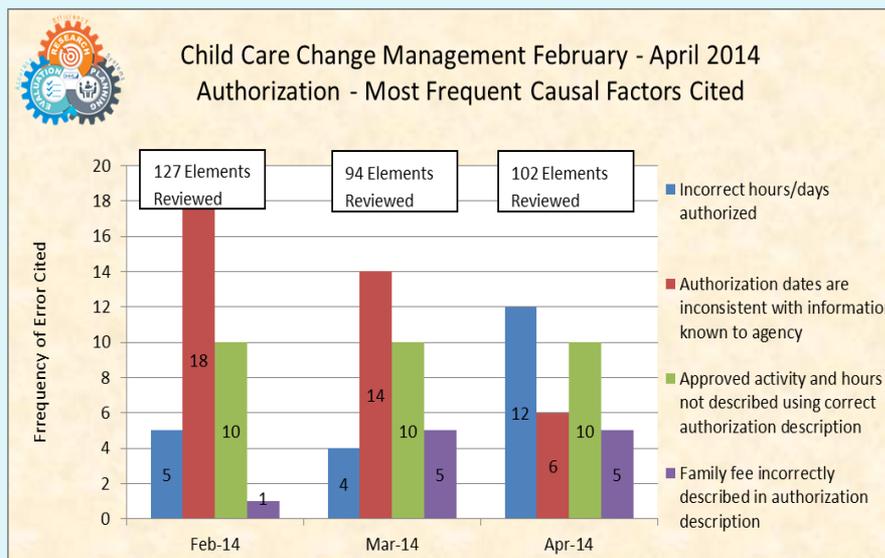
Internal Review - Child Care Change Management
Overall Element Accuracy Comparison



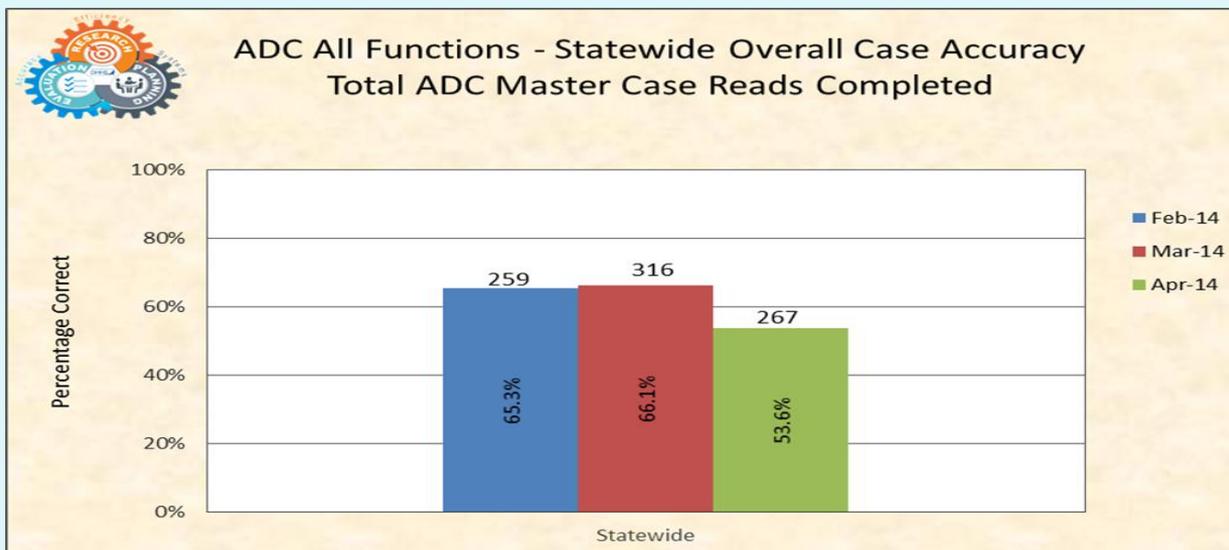
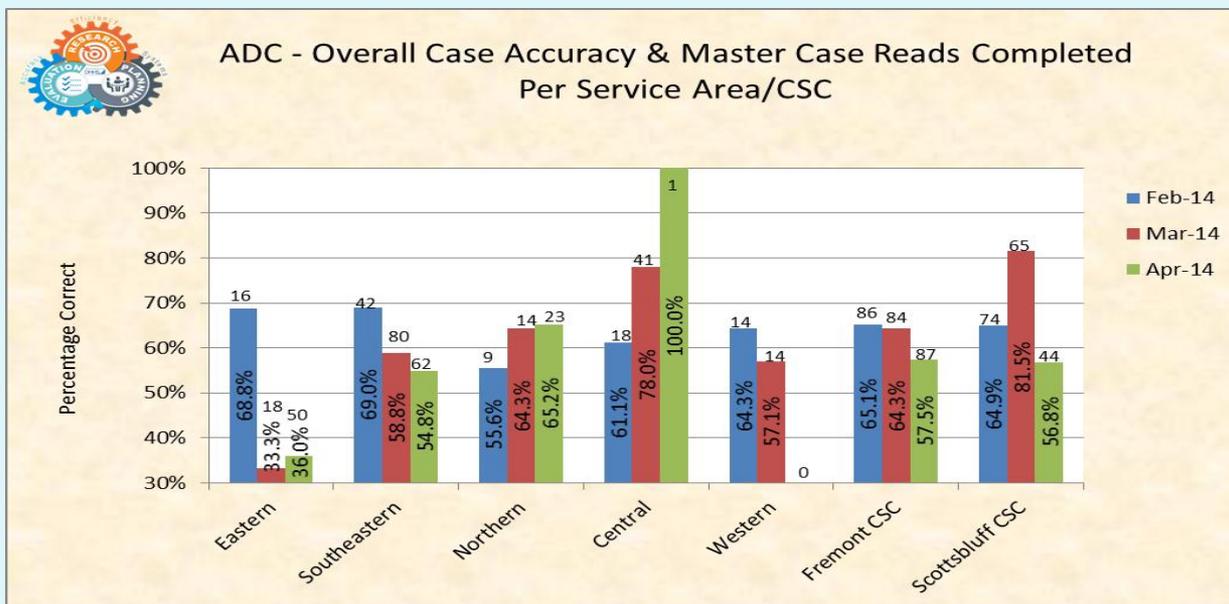
Child Care: Change Management



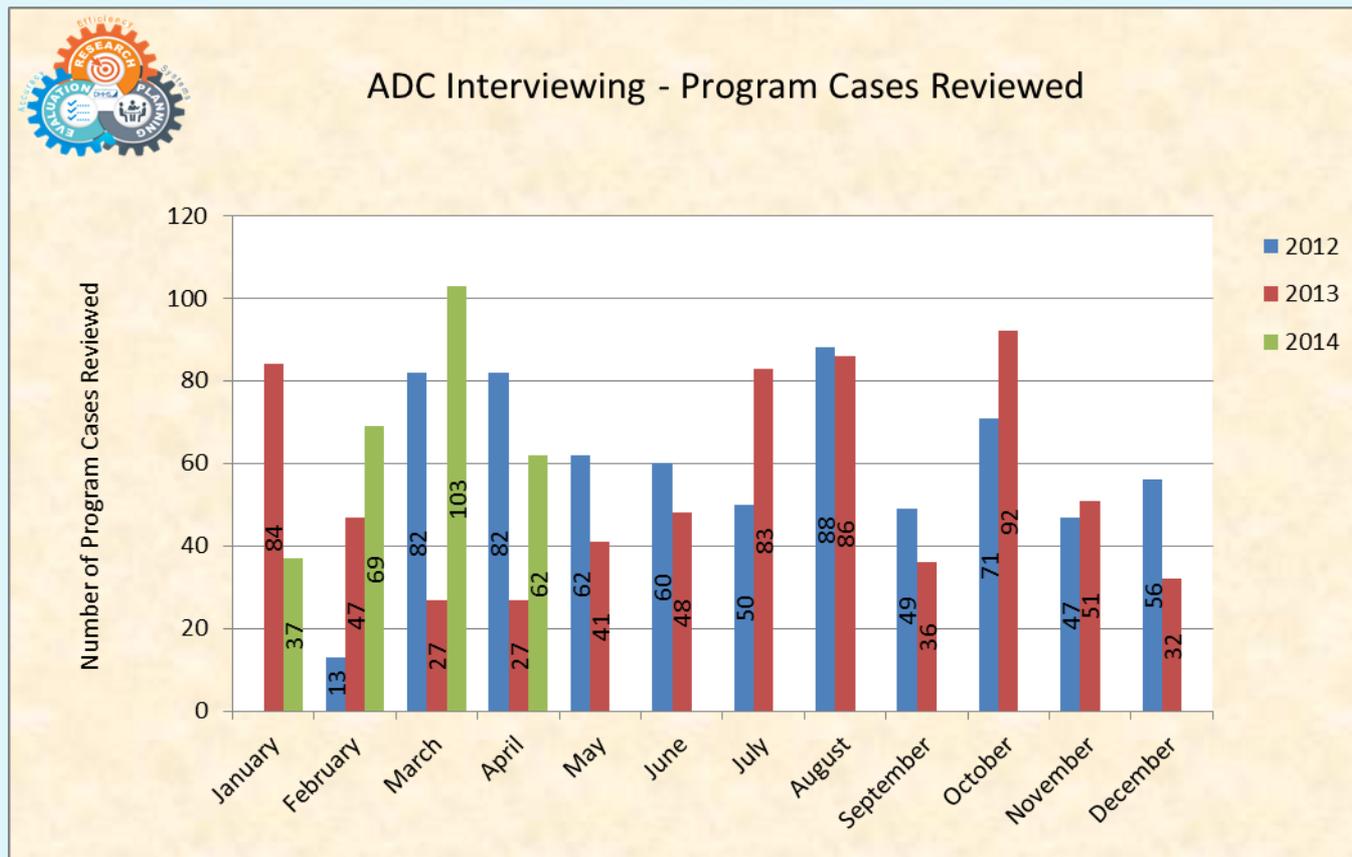
Child Care: Change Management



Aid to Dependent Children Accuracy



Aid to Dependent Children: Interviewing Program Case Reads



**Aid to Dependent Child :
Interviewing**

Strengths/Accomplishments:

Captivate Videos released:

1. Navigating SharePoint: 5/12/2014
2. Creating a WP-1: 5/5/2014

R.E.P. Released:

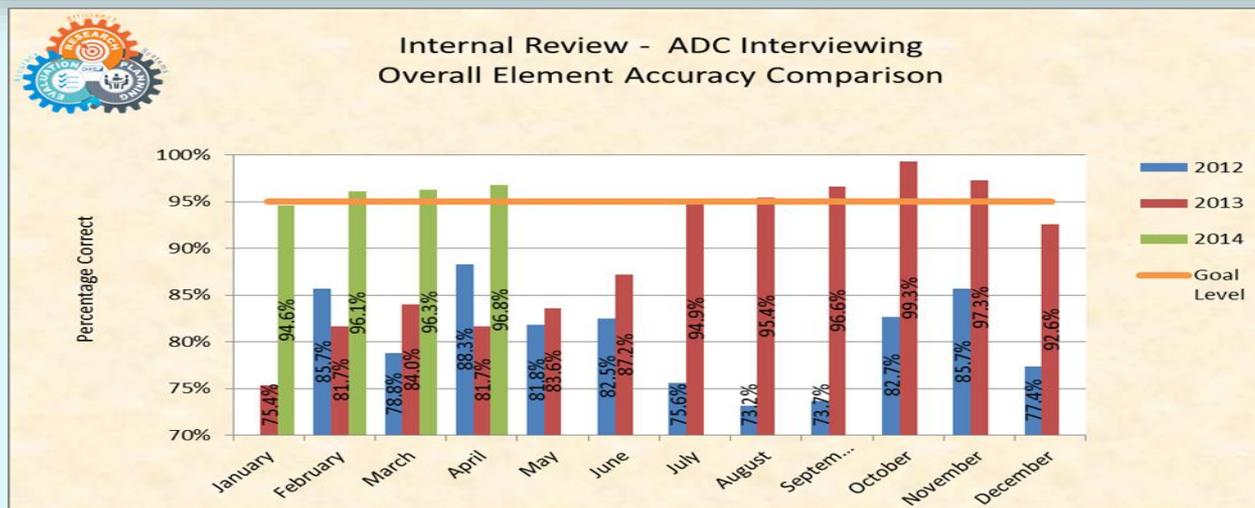
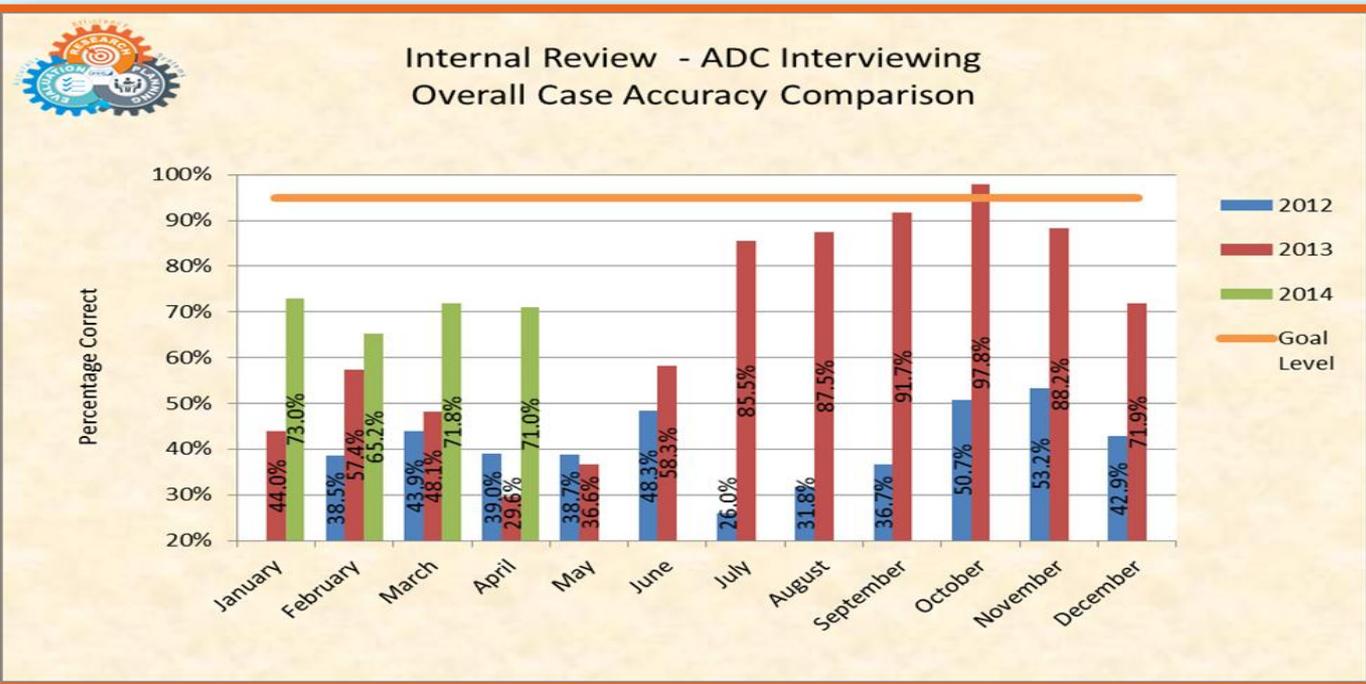
1. ADC Earned Income: 4/21/2014

Action Items:

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

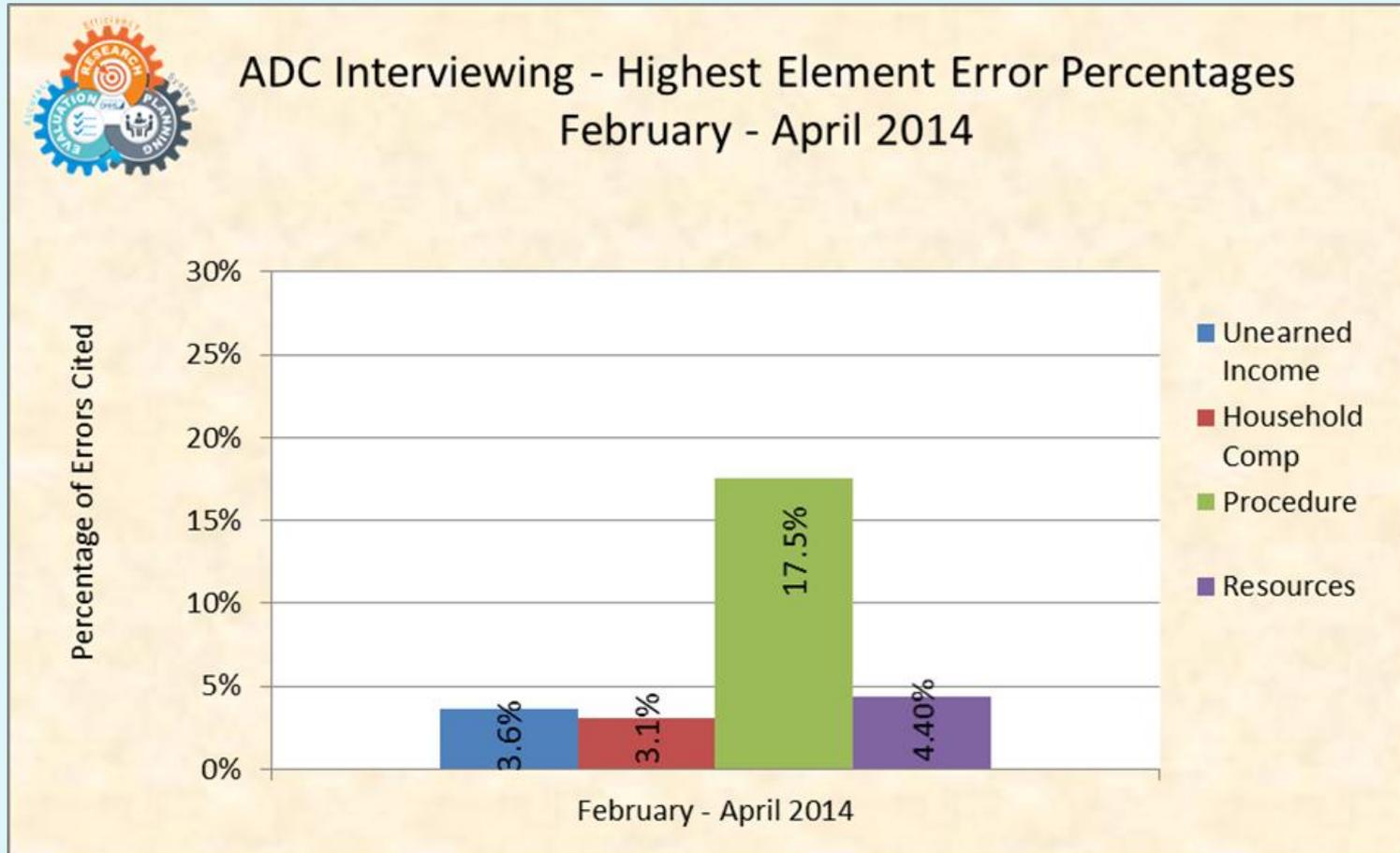
Barriers:

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

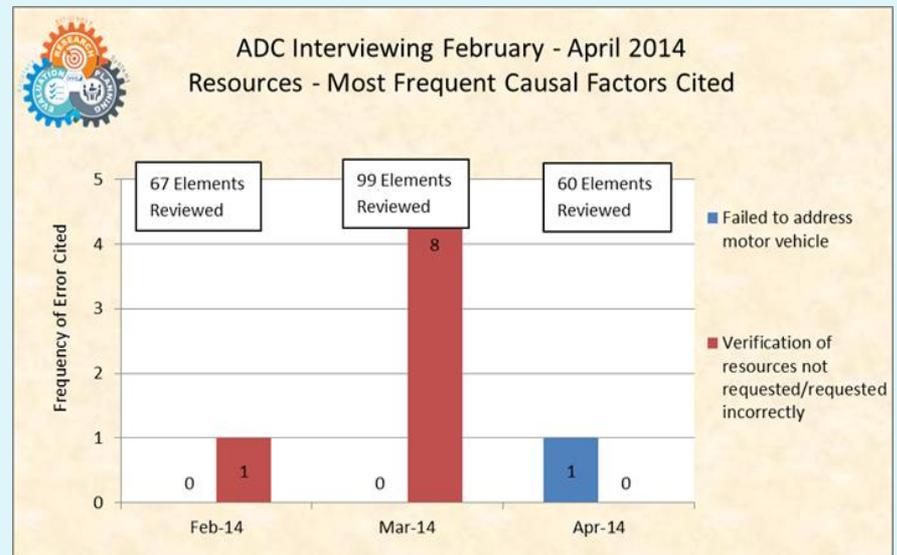
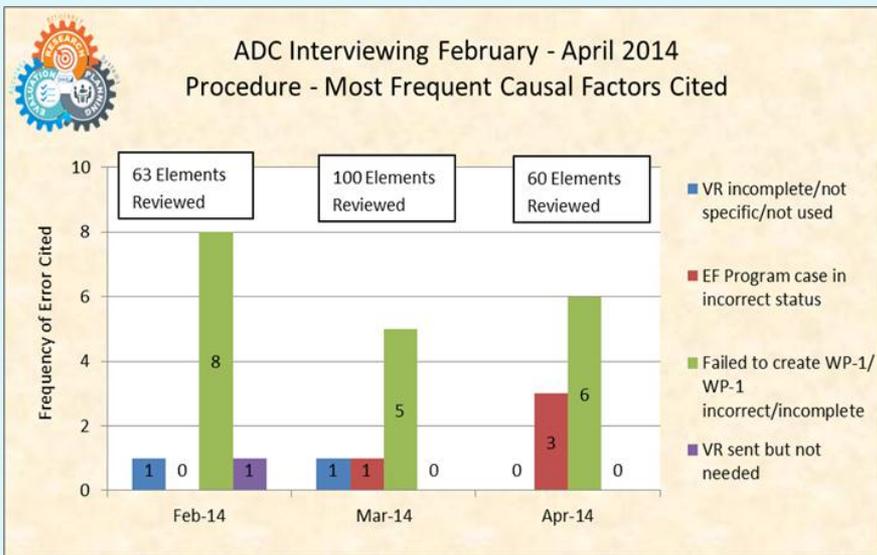
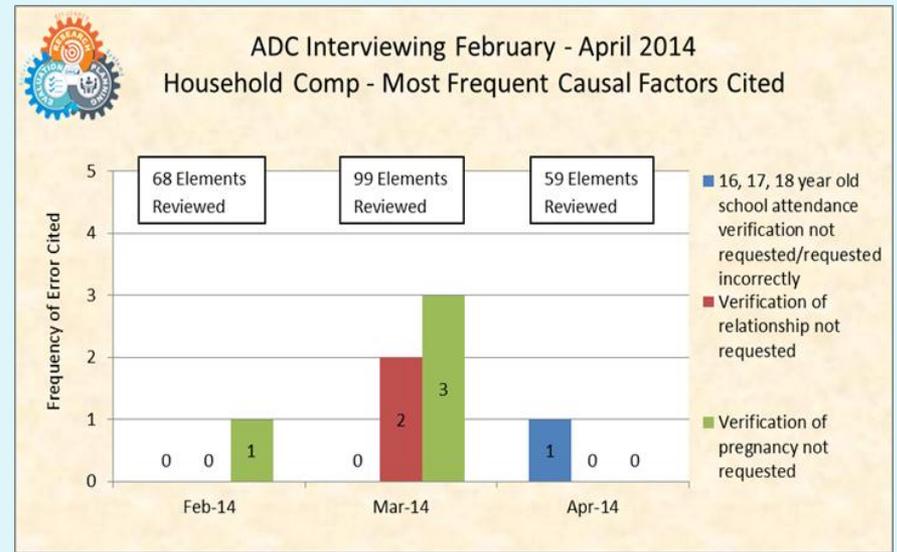
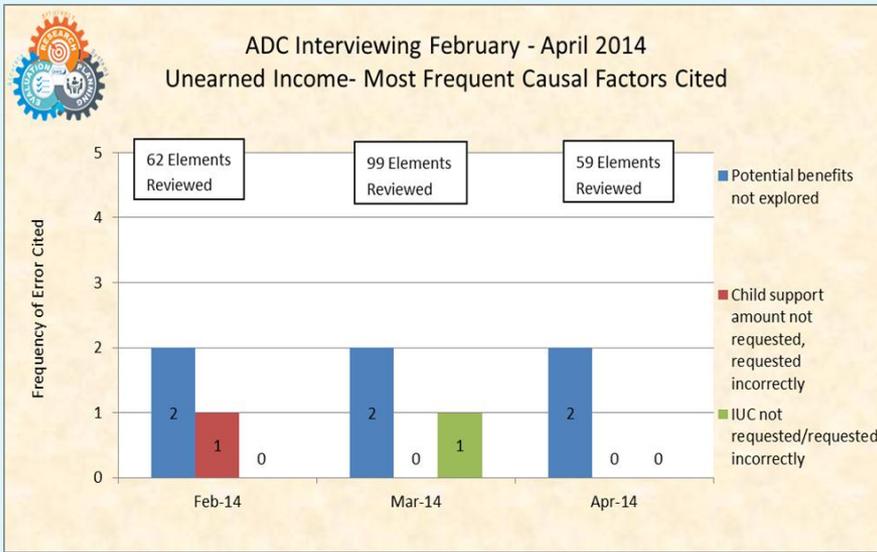


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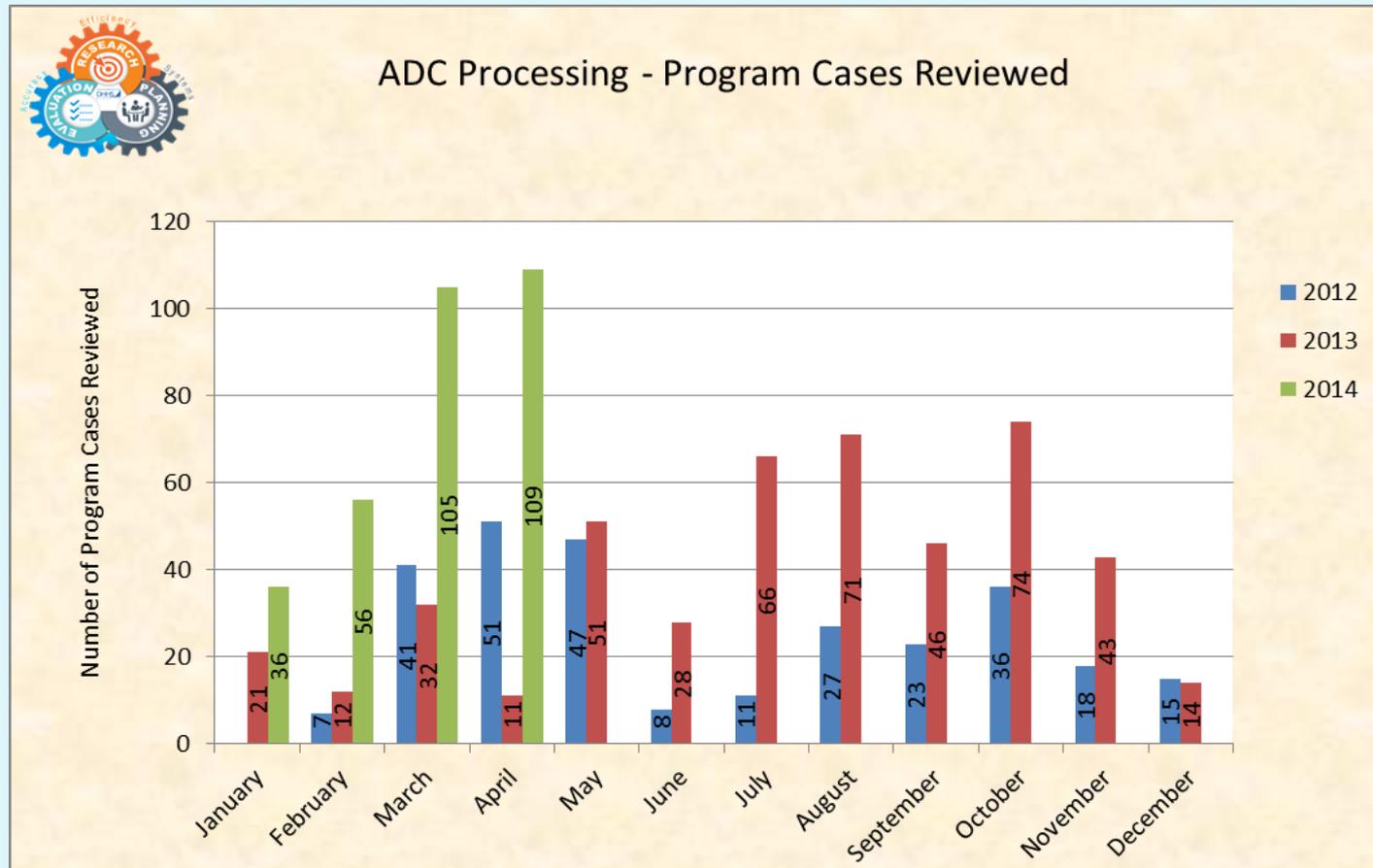
Aid to Dependent Children: Interviewing



Aid to Dependent Children: Interviewing



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.

Captive Videos released:

1. Navigating SharePoint: 5/12/2014
2. Creating a WP-1: 5/5/2014

R.E.P. Released:

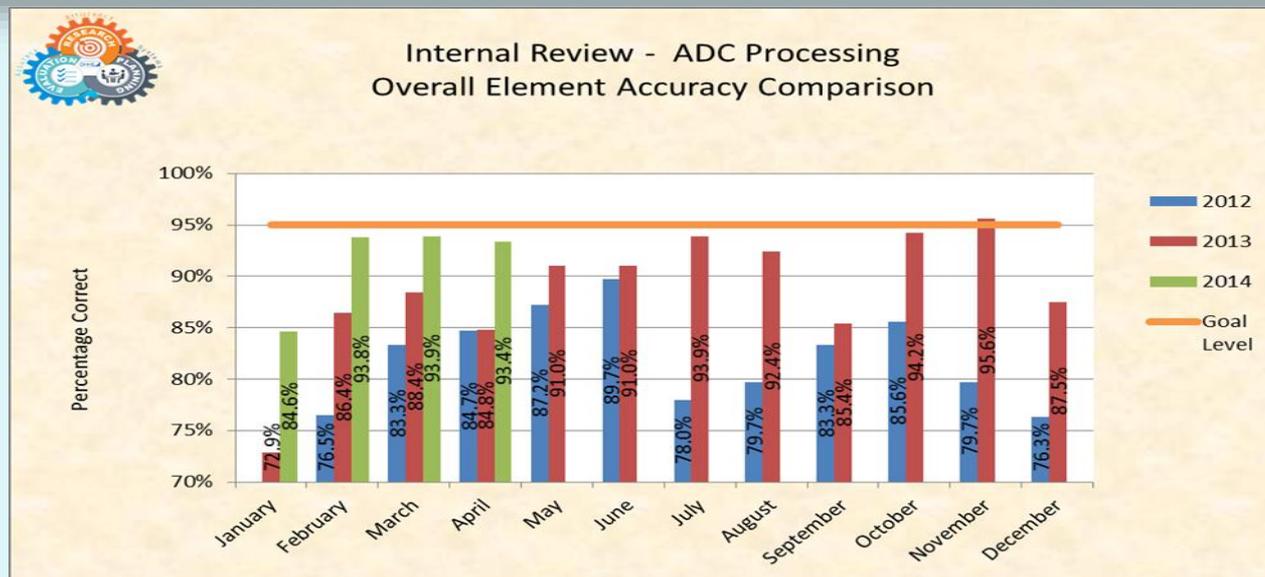
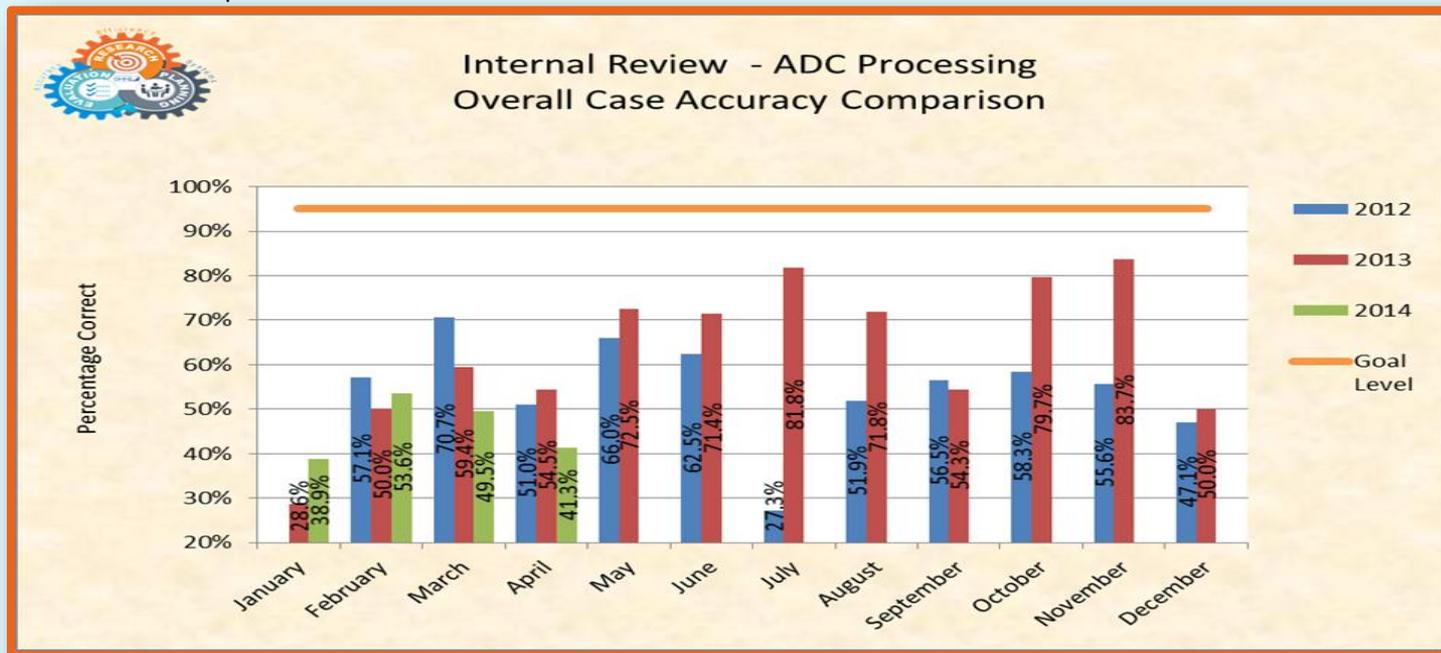
1. ADC Earned Income: 4/21/2014

Action Items:

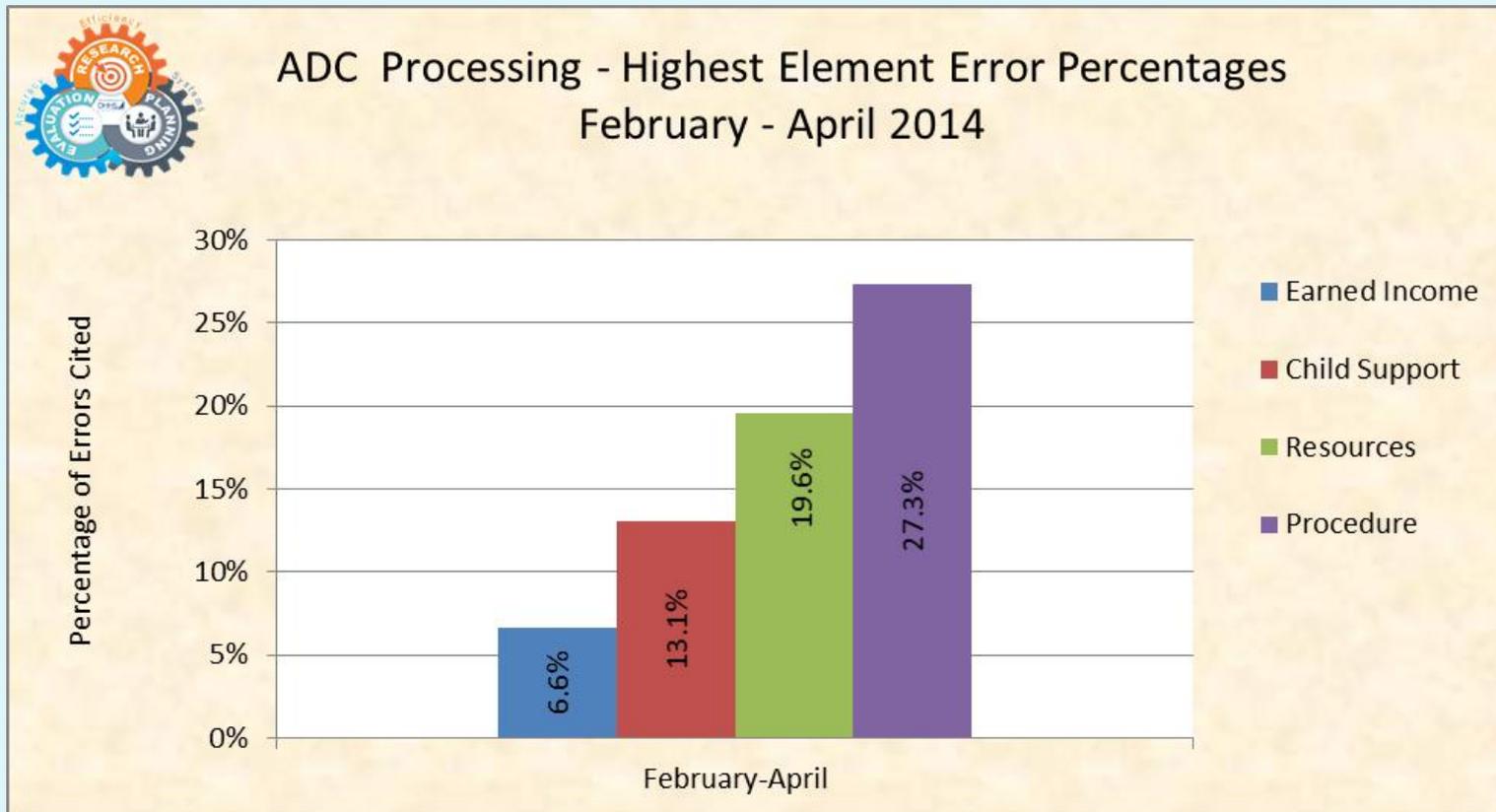
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.
4. SCR 15067 will correct deeming logic for payment only cases.
5. SCR 15322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

Barriers:

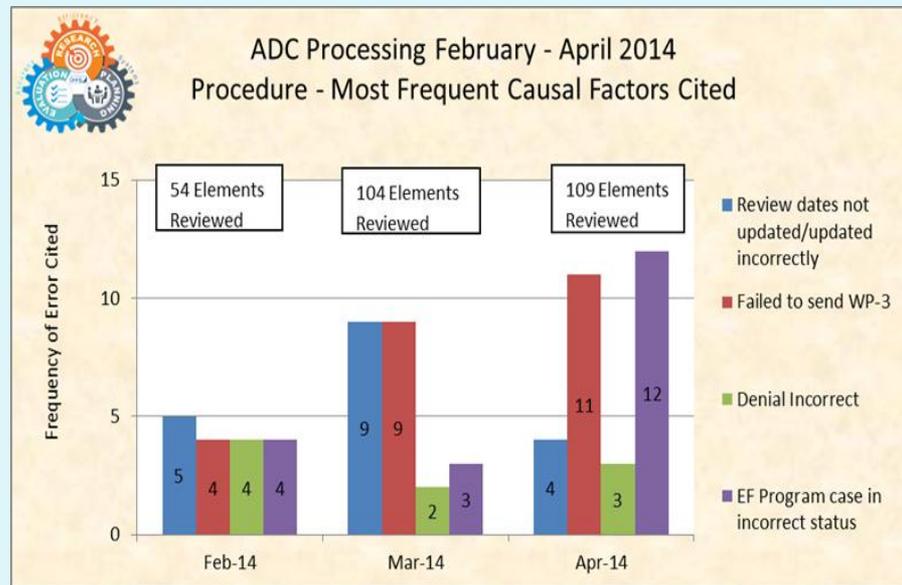
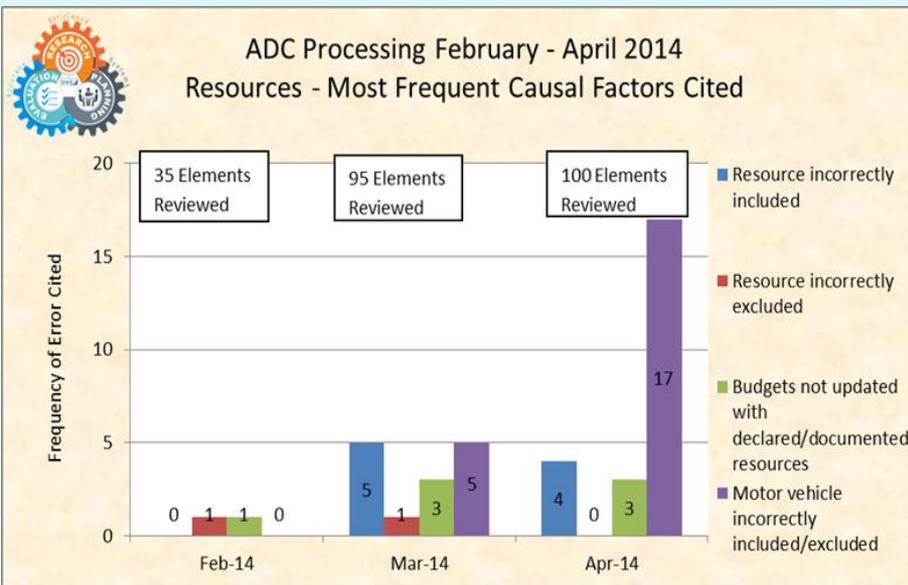
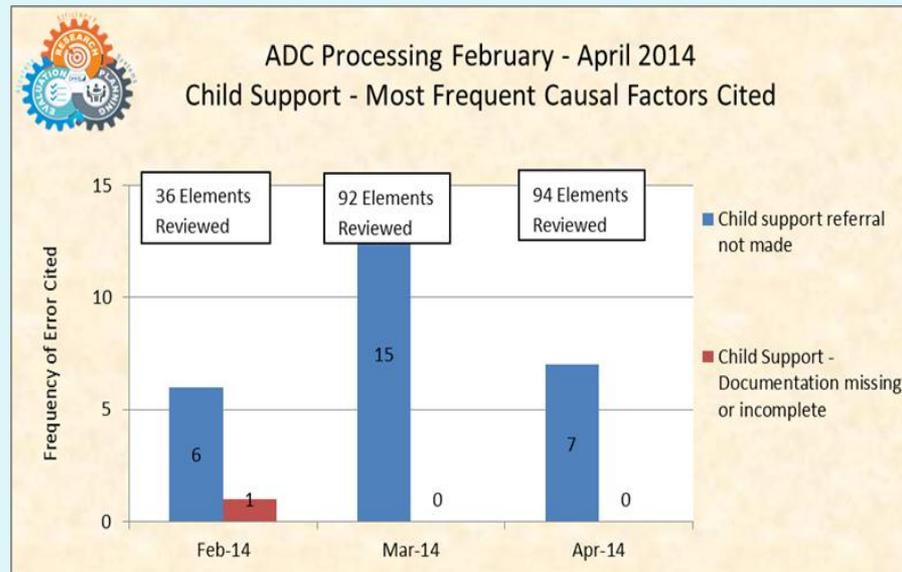
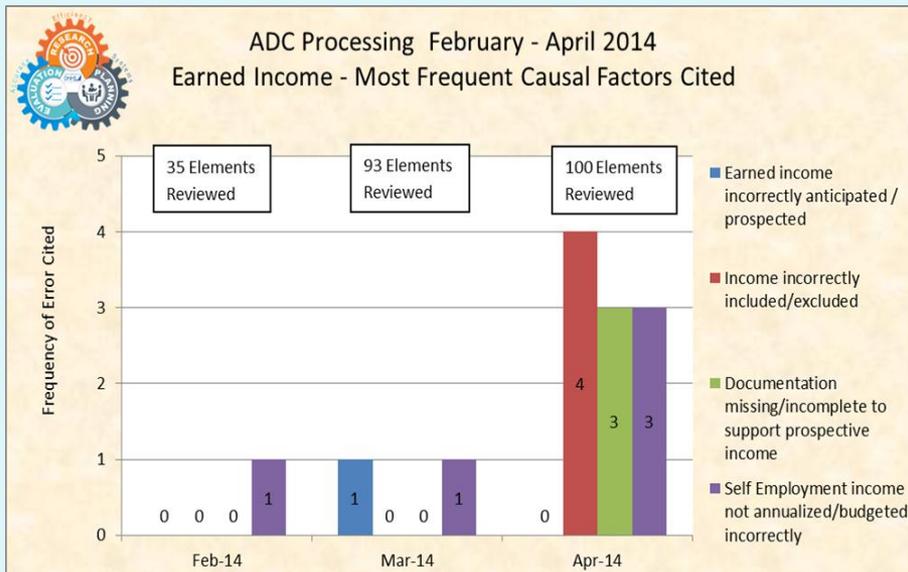
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



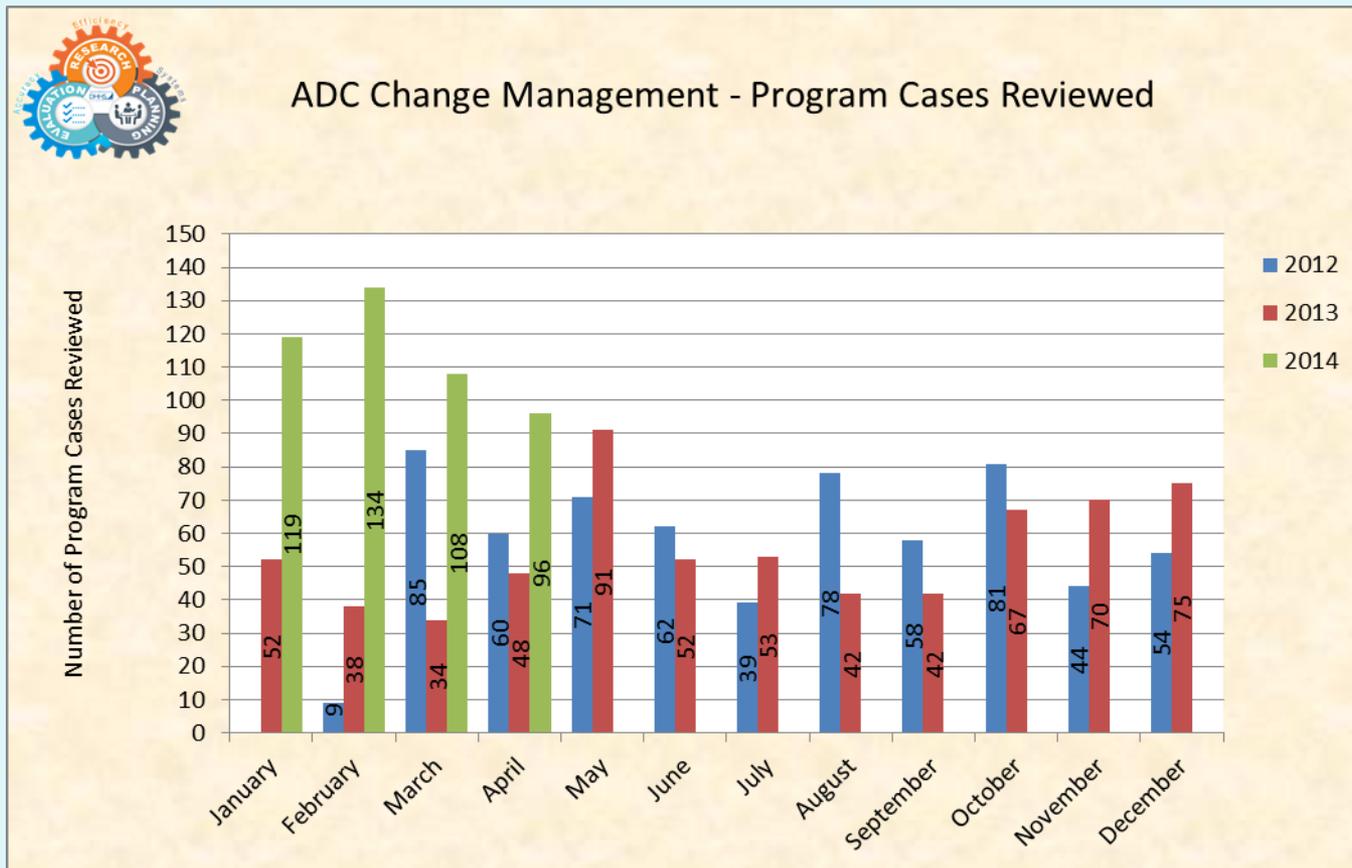
Aid to Dependent Children: Processing



Aid to Dependent Children: Processing



Aid to Dependent Children: Change Management Program Case Reads



Aid to Dependent Child : Change Management

Strengths/Accomplishments:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014
2. Creating a WP-1: 5/5/2014

R.E.P. Released:

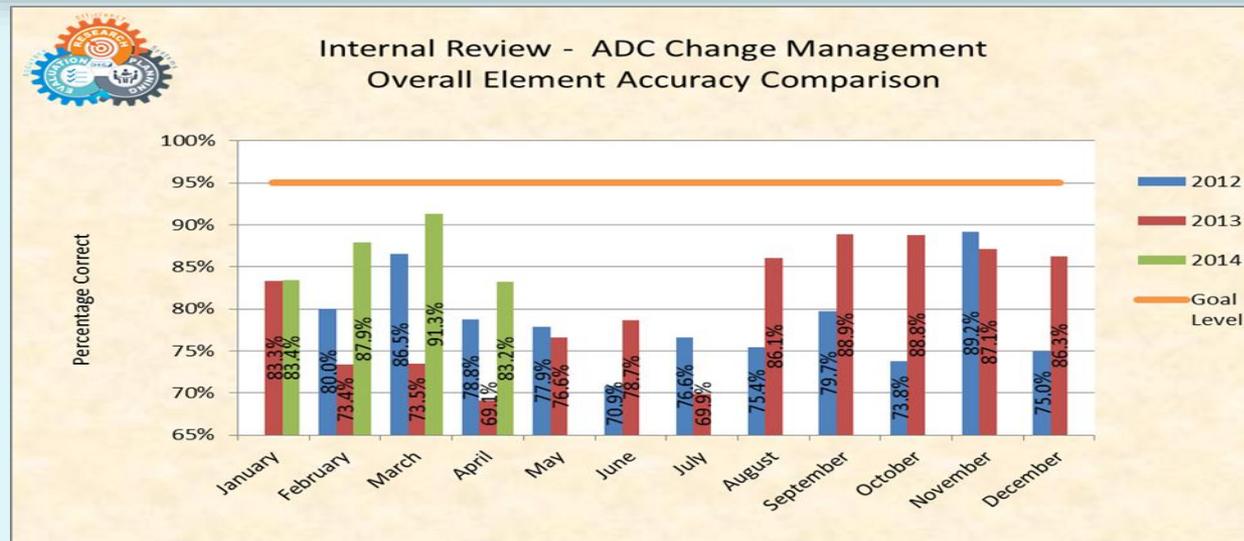
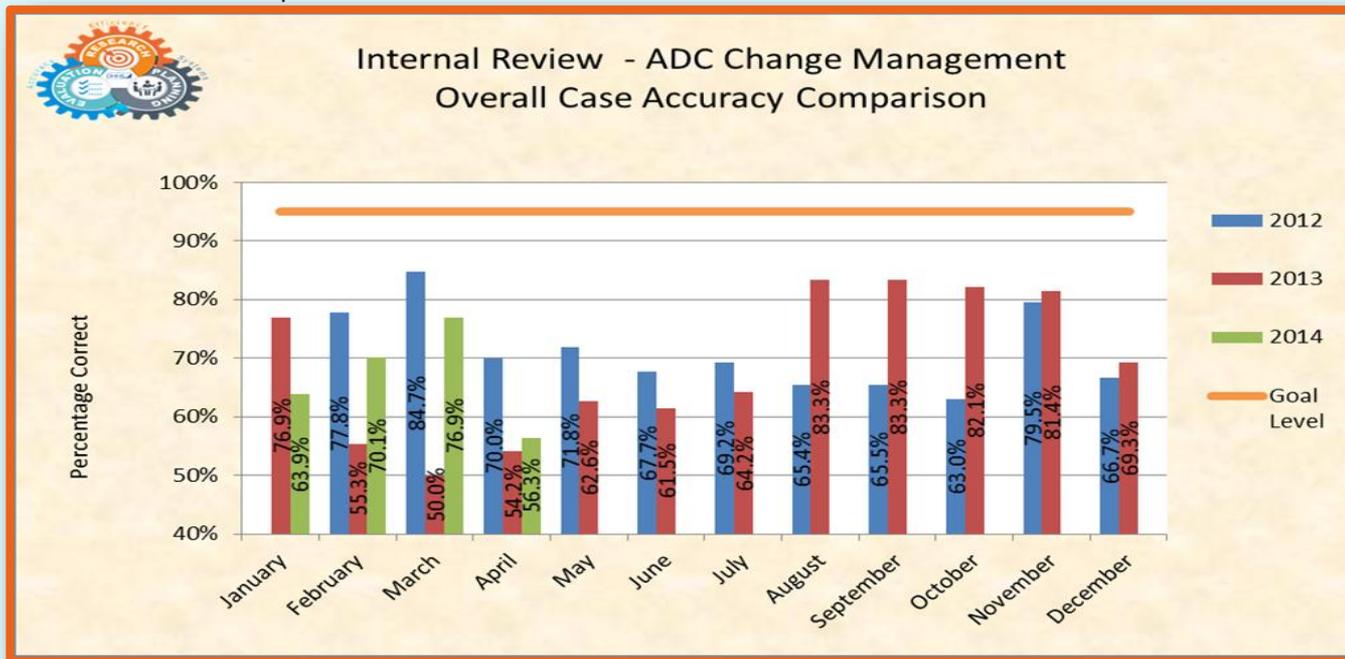
1. ADC Earned Income: 4/21/2014

Action Items:

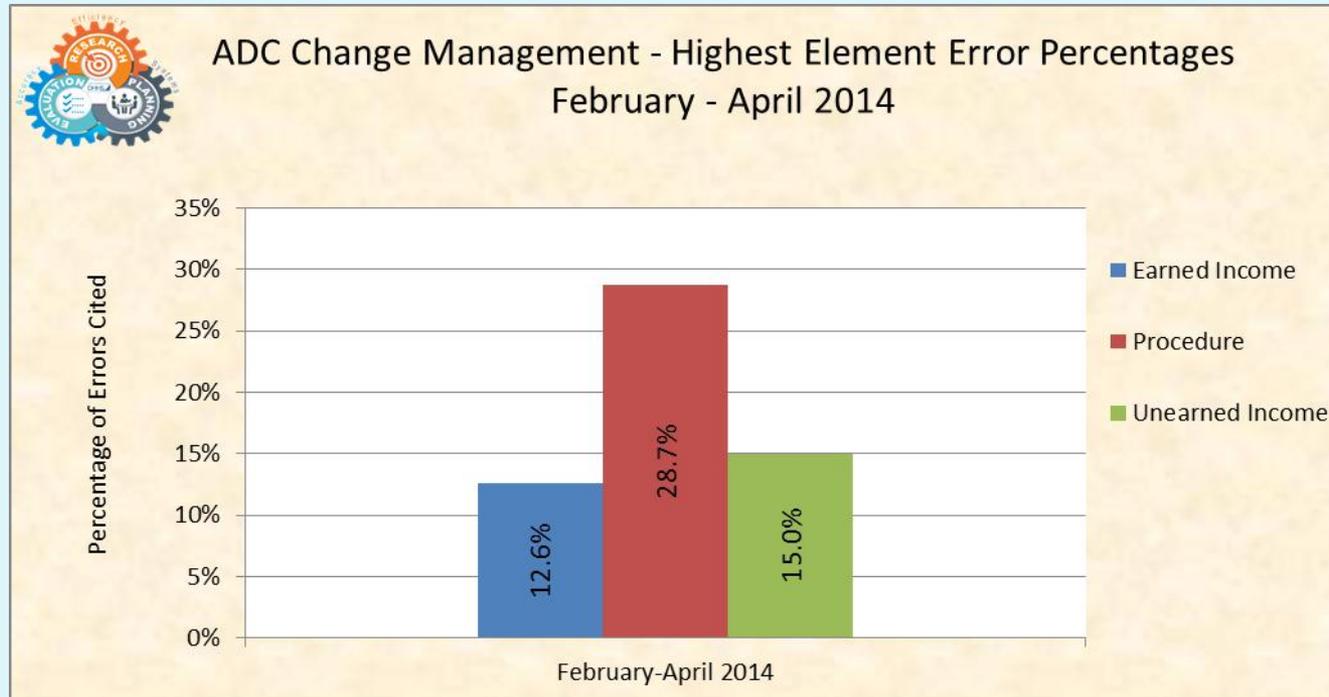
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Barriers:

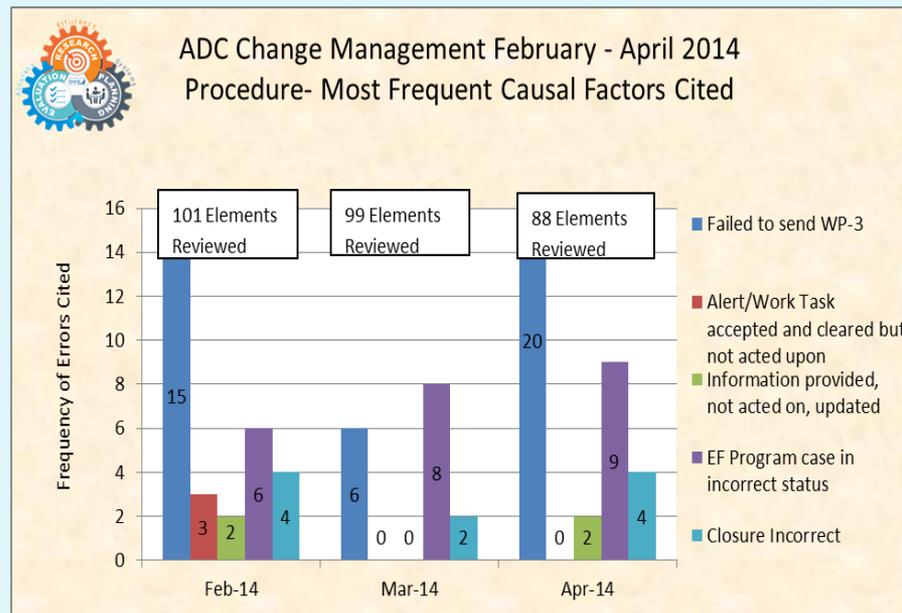
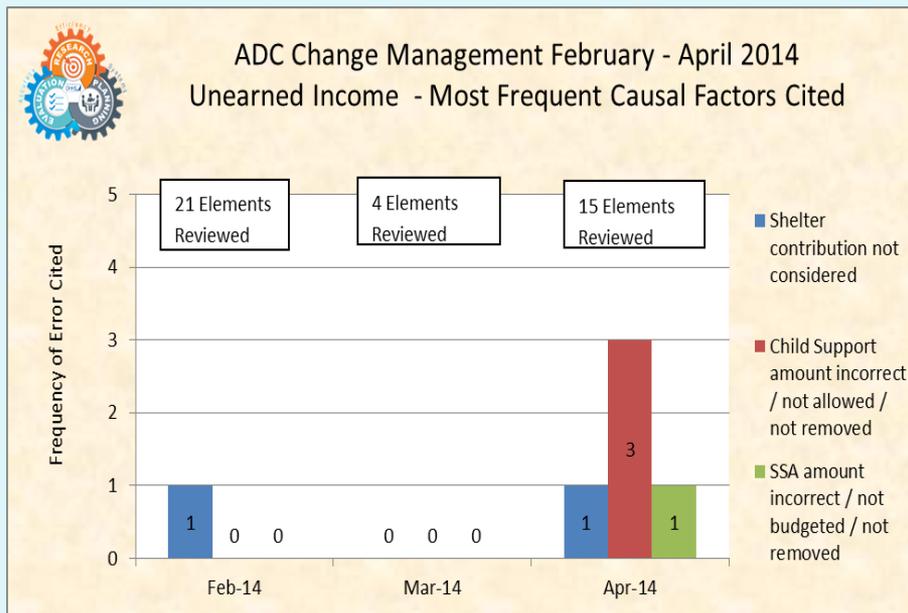
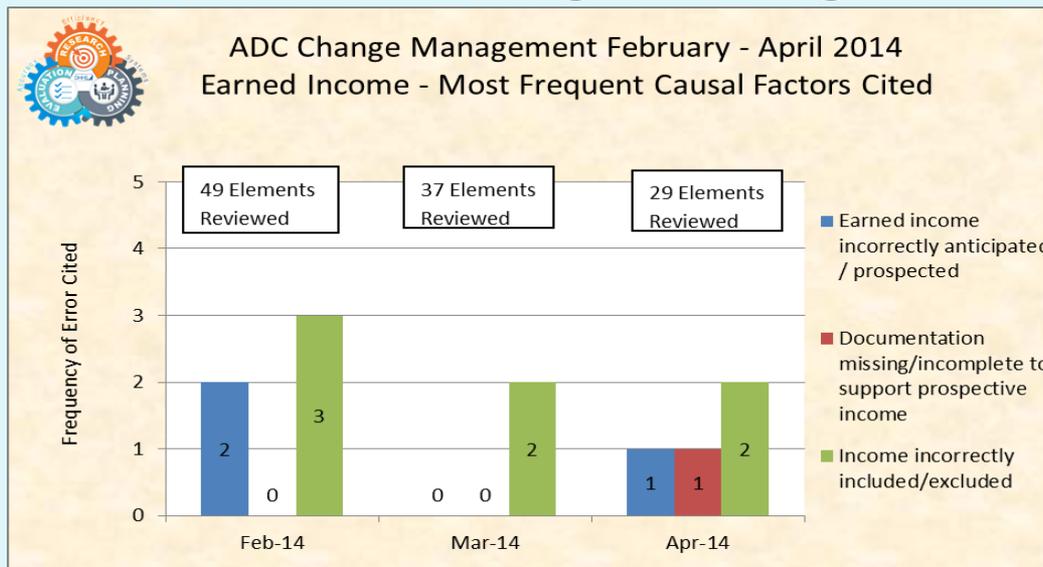
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



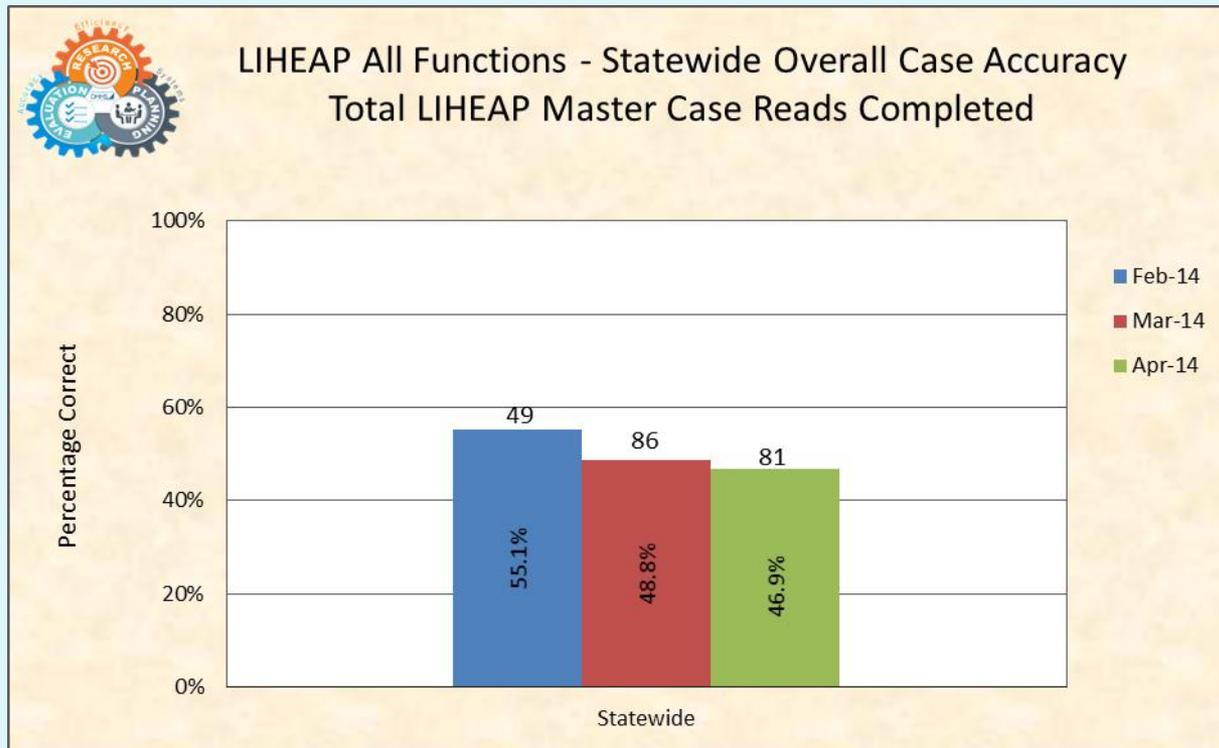
Aid to Dependent Children: Change Management



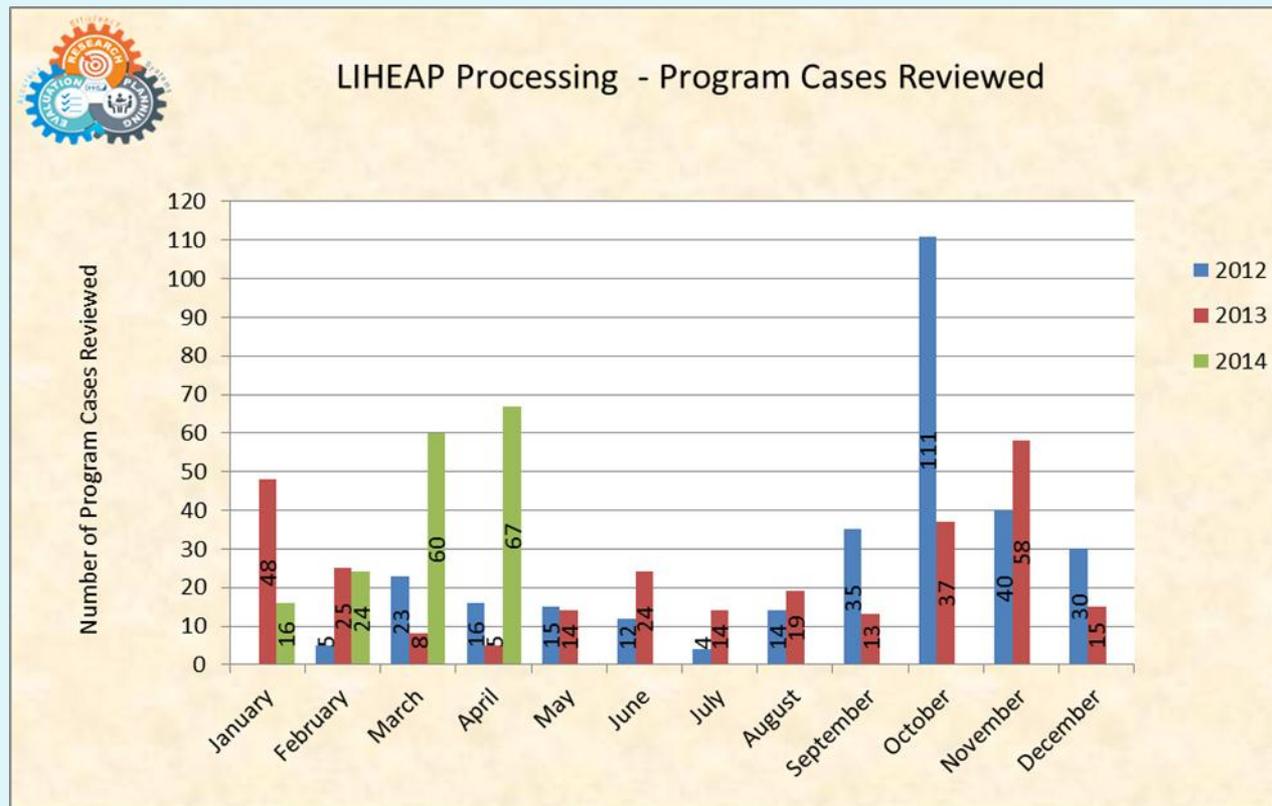
Aid to Dependent Children: Change Management



Low-Income Home Energy Assistance Program: Accuracy



Low-Income Home Energy Assistance Program Processing Program Case Reads



Low-Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:

Captivate Video released:

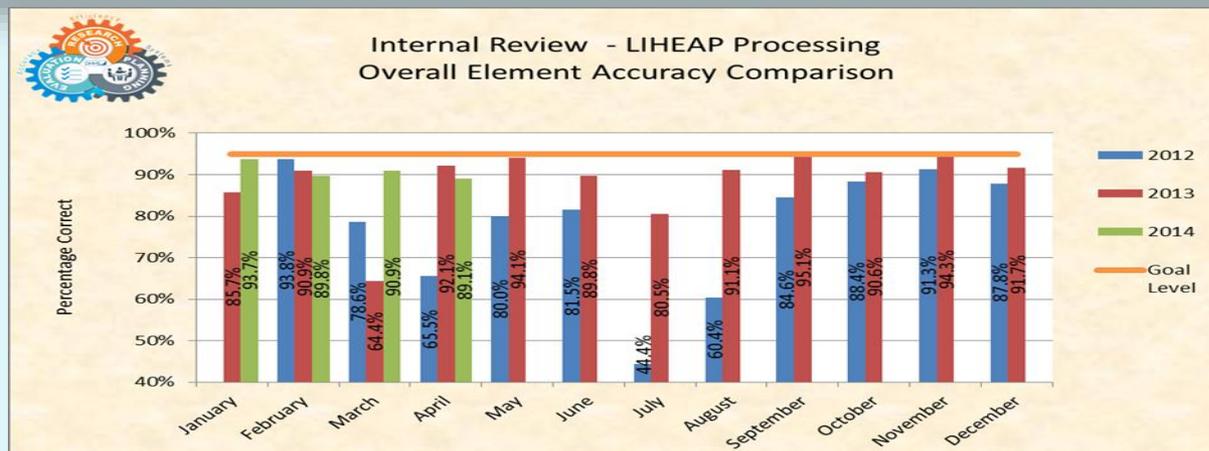
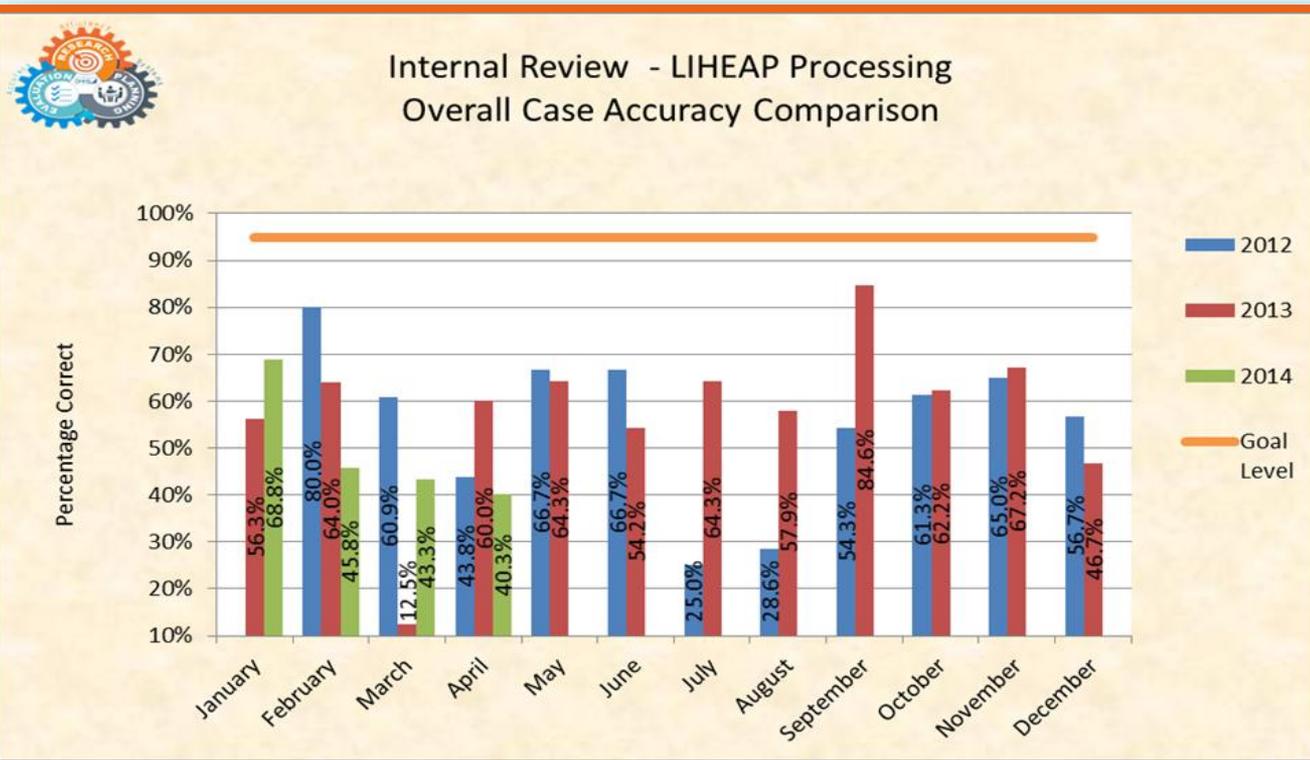
1. Navigating SharePoint: 5/12/2014

Action Items:

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

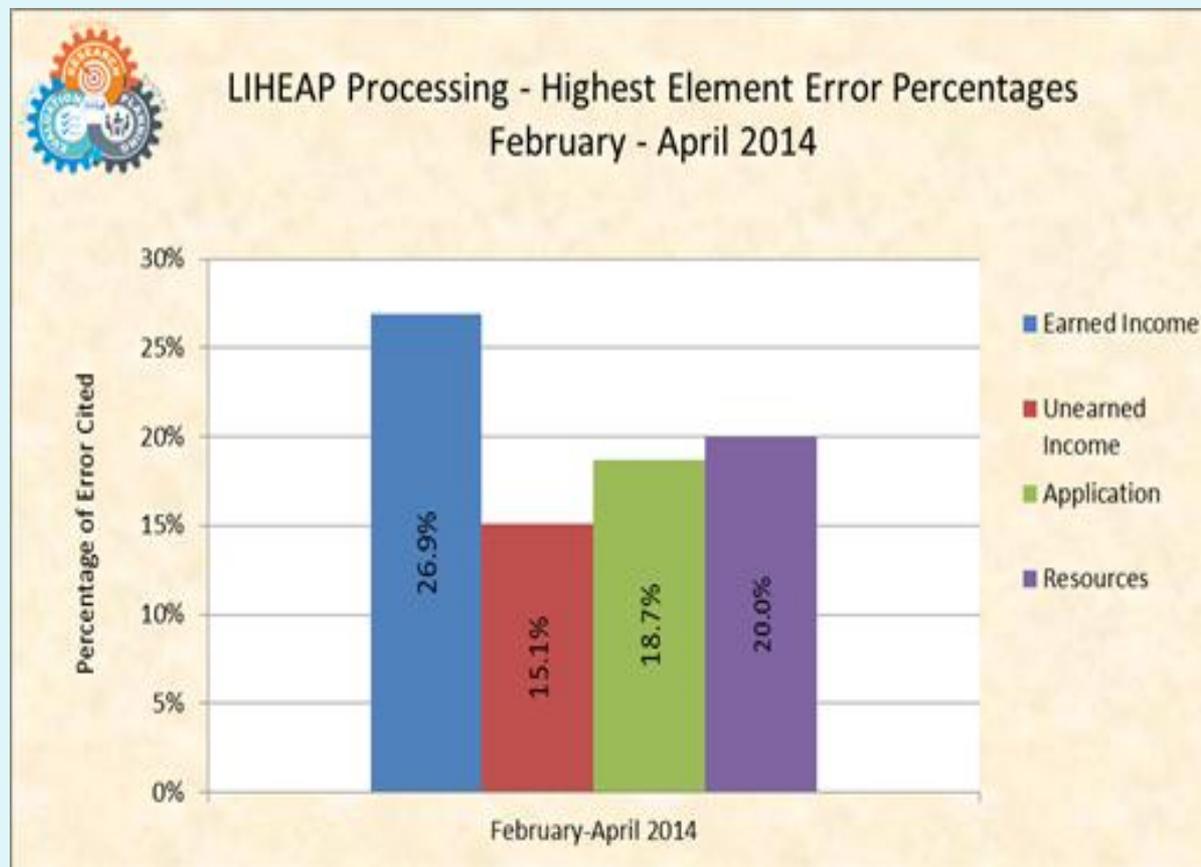
Barriers:

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

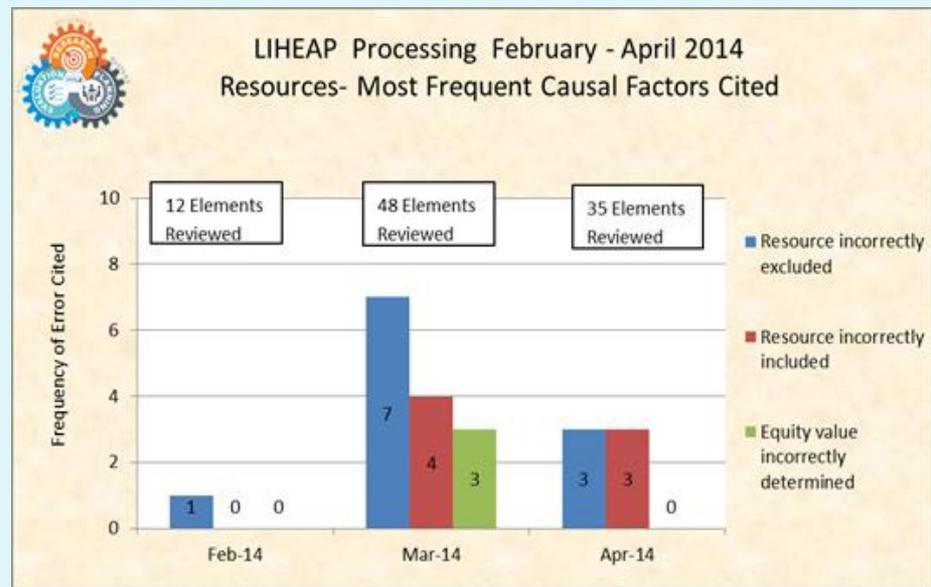
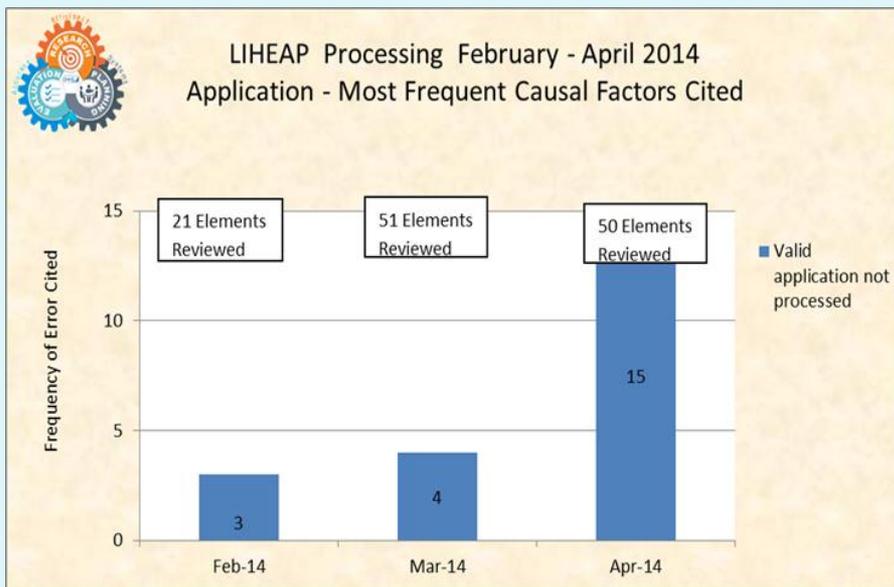
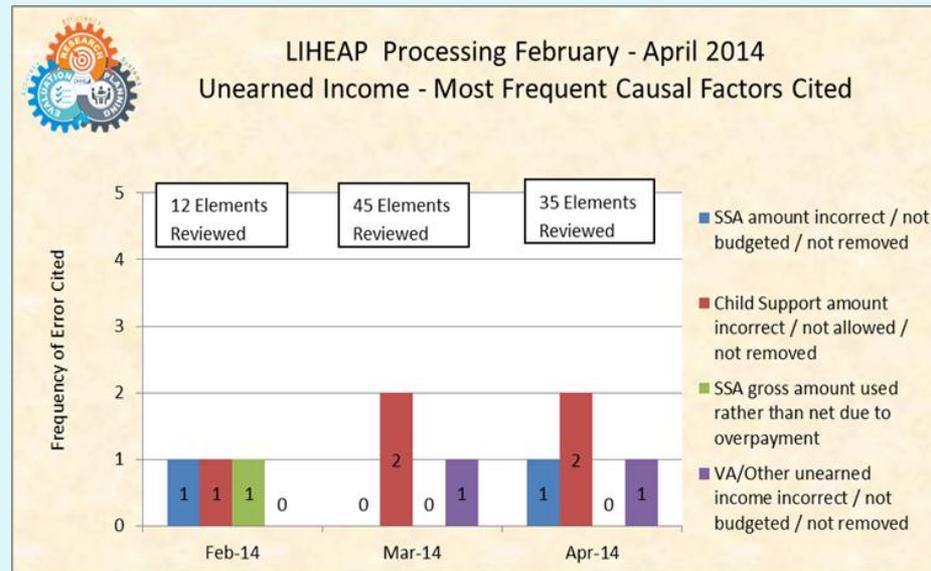
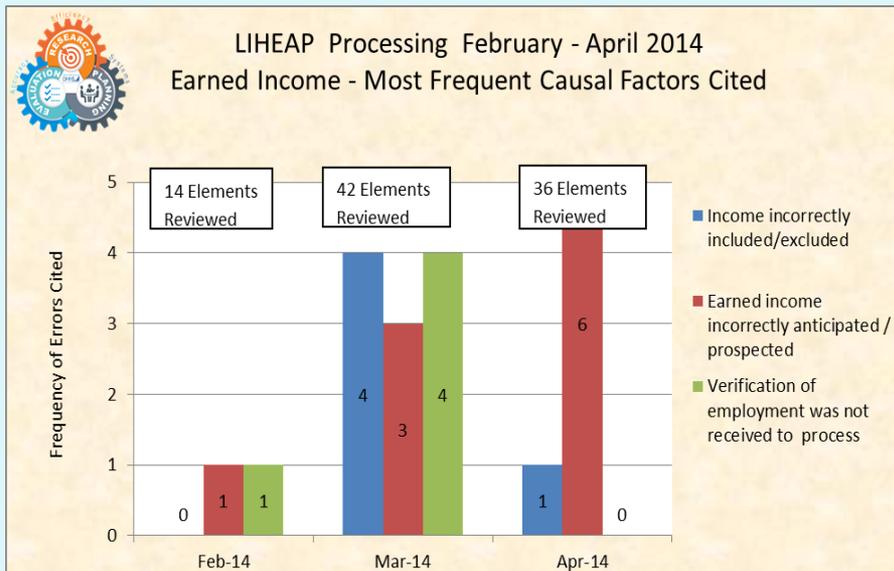


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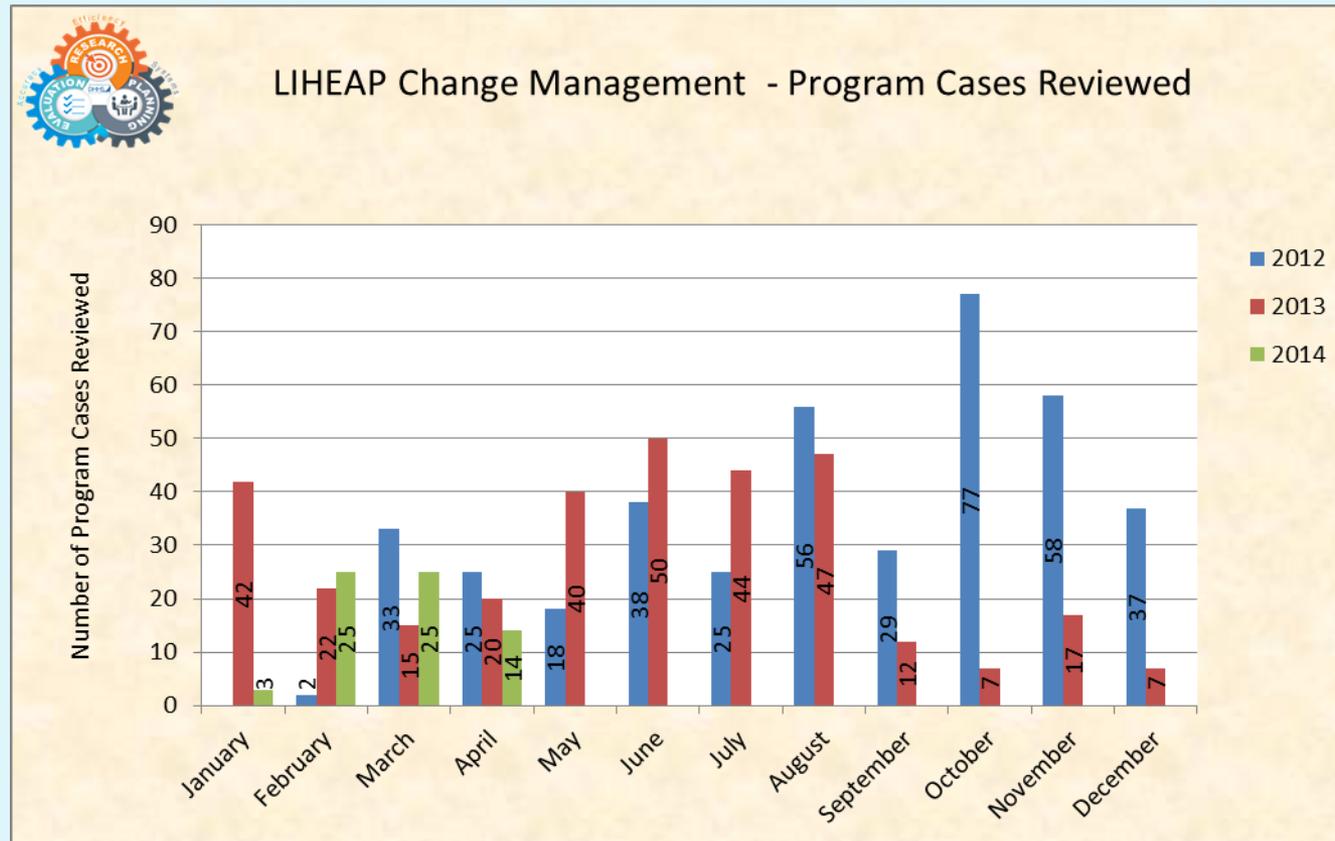
Low-Income Home Energy Assistance Program: Processing



Low-Income Home Energy Assistance Program: Processing



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



Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

Captive Video released:

1. Navigating SharePoint: 5/12/2014

Action Items:

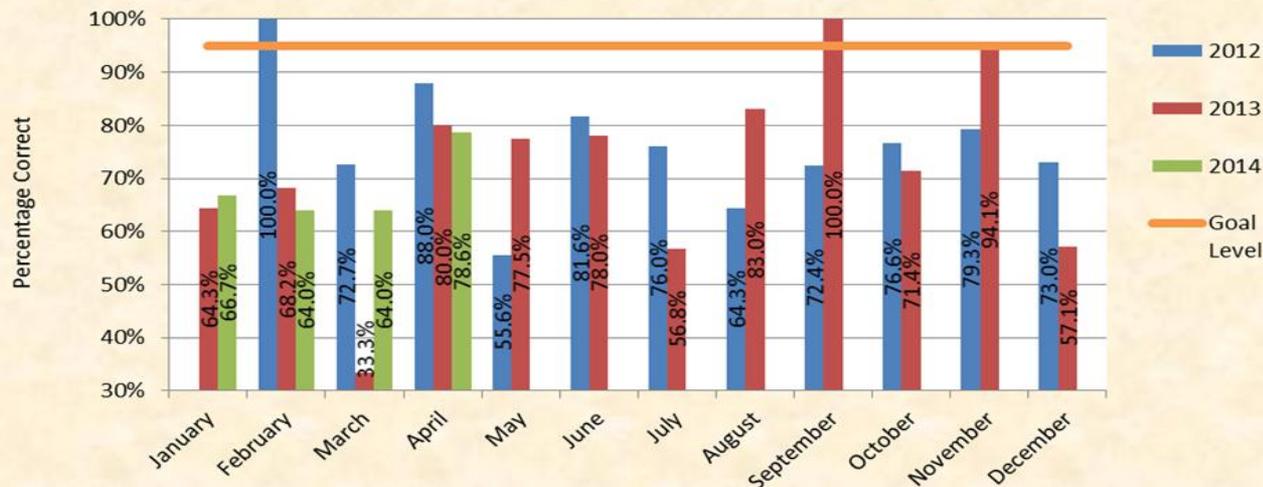
1. SCR 14744 will clean up budgets when crossing energy years.
2. SCR 13195 will add the account number to the benefit summary.
3. SCR 13914 will maintain an provider's history when name is updated.
4. SCR 13533, 14453 and 14744 will clean up various budget related issues.

Barriers:

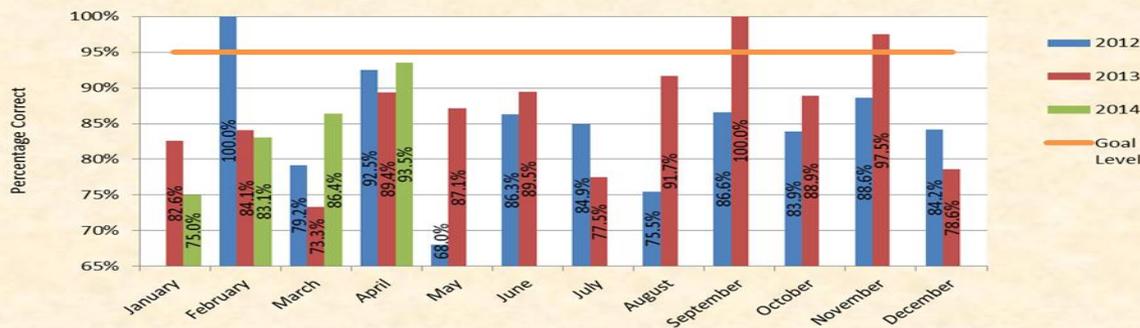
Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



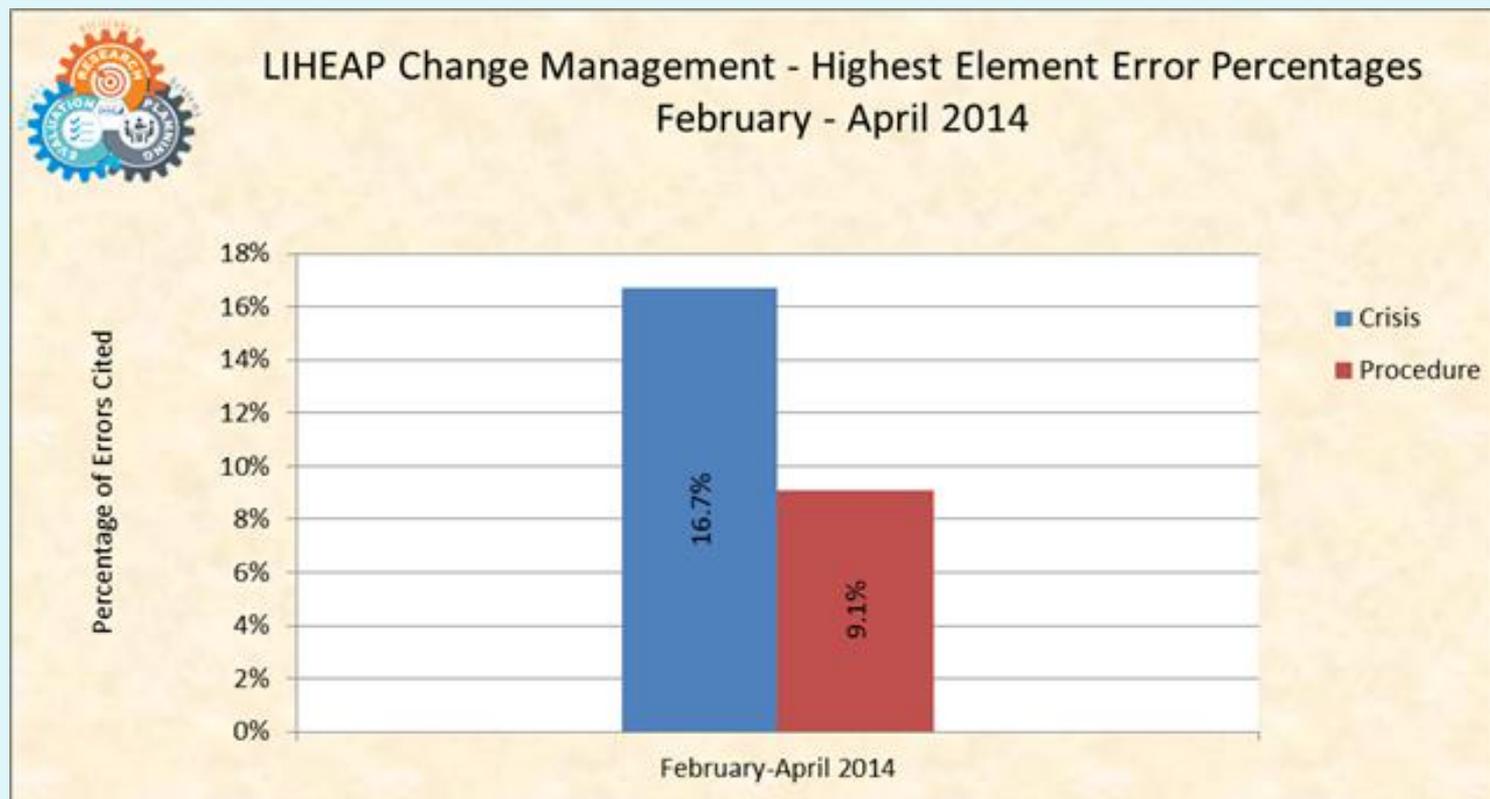
Internal Review - LIHEAP Change Management Overall Case Accuracy Comparison



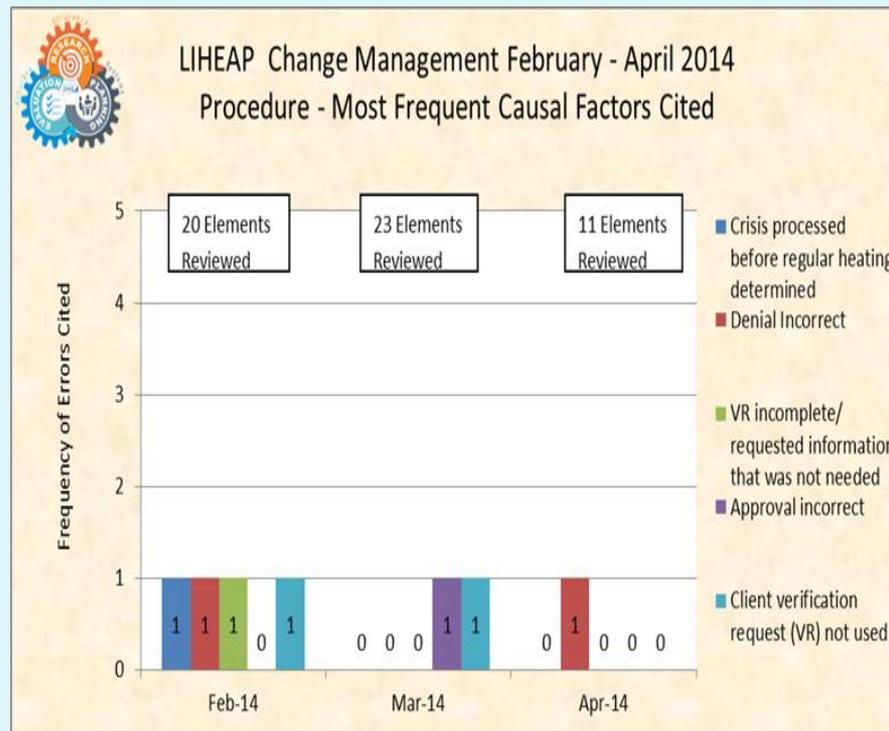
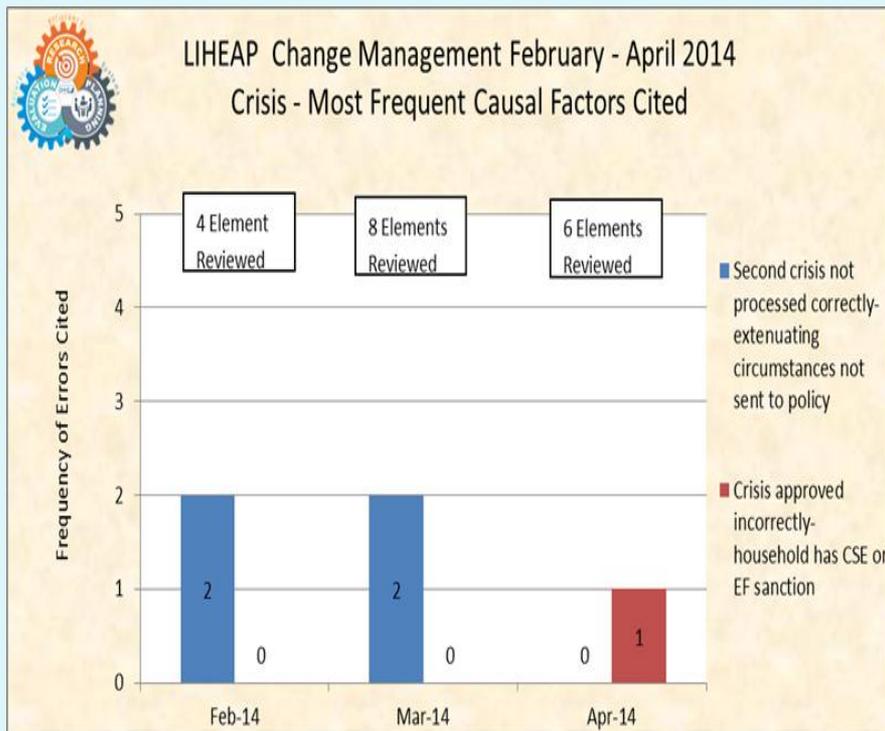
Internal Review - LIHEAP Change Management Overall Element Accuracy Comparison



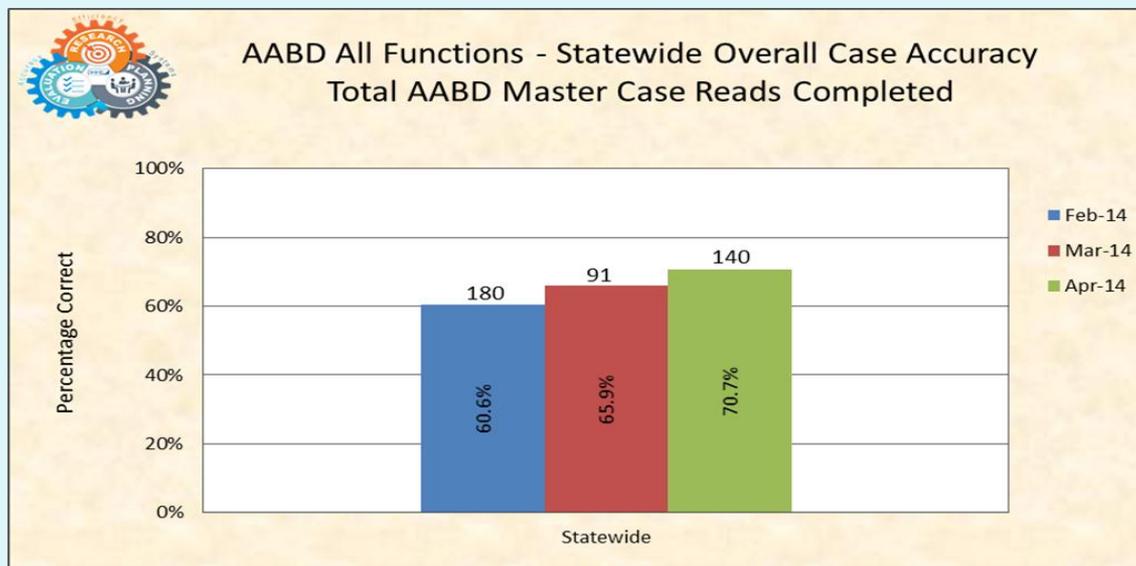
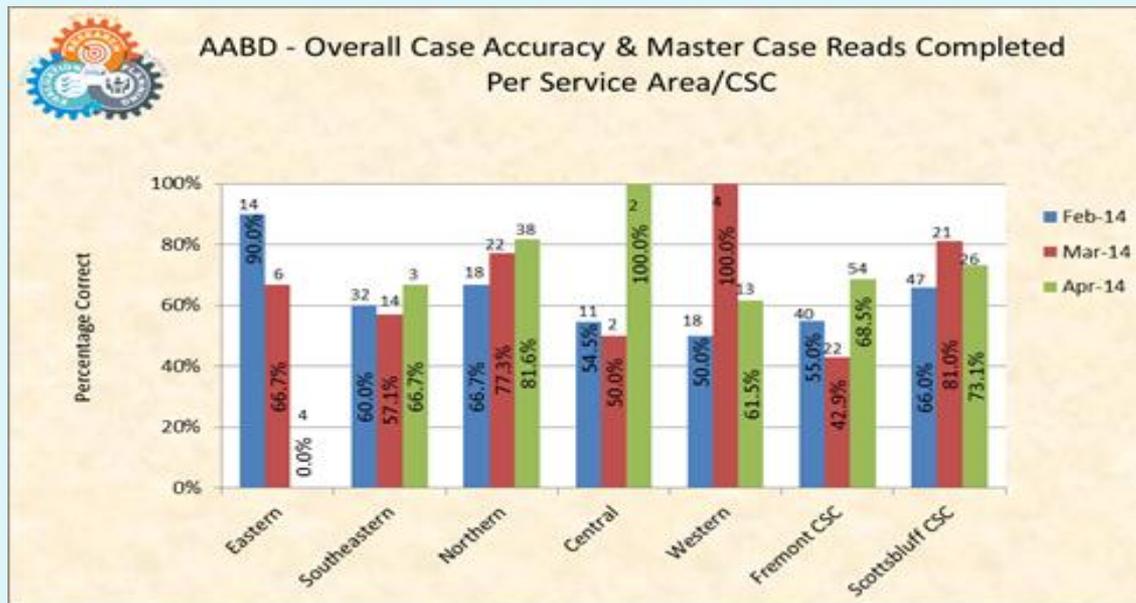
Low-Income Home Energy Assistance Program: Change Management



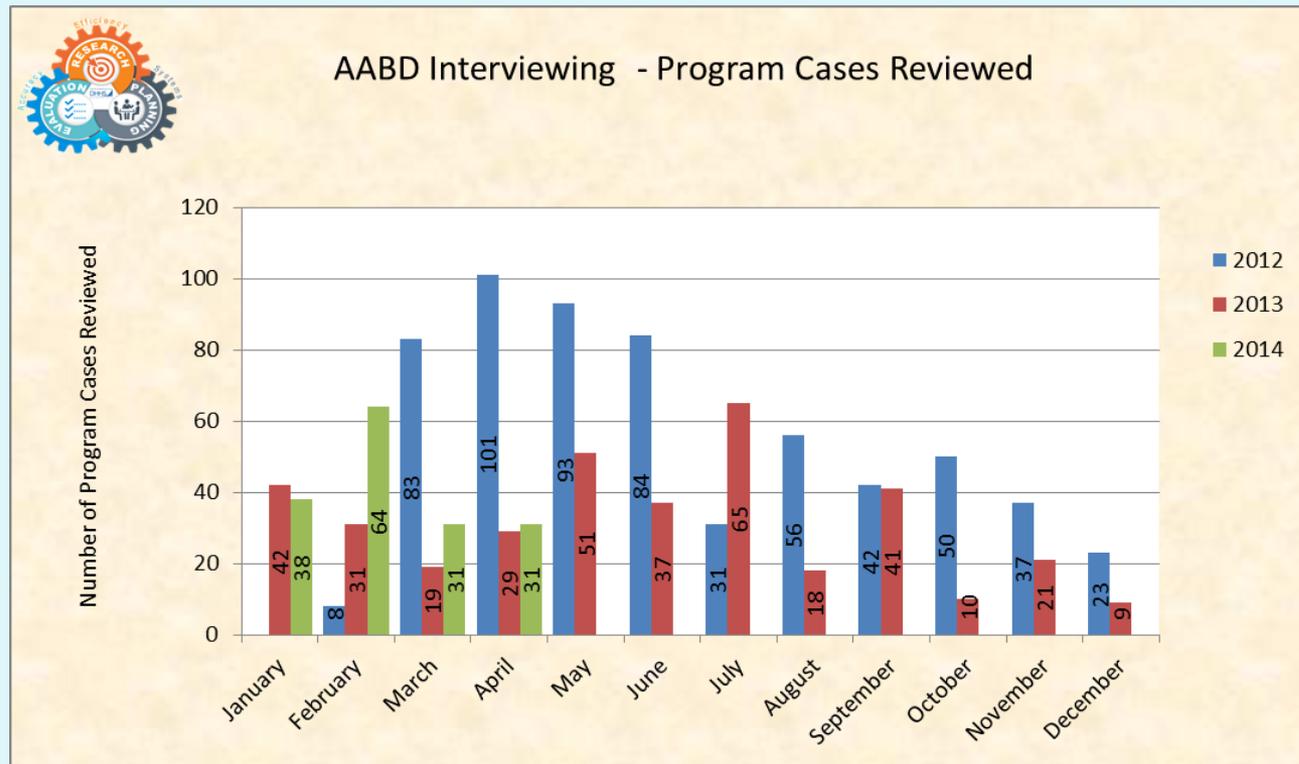
Low-Income Home Energy Assistance Program: Change Management



Assistance to the Aged, Blind, or Disabled Payment Accuracy



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



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

Strengths/Accomplishments:

Captive Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

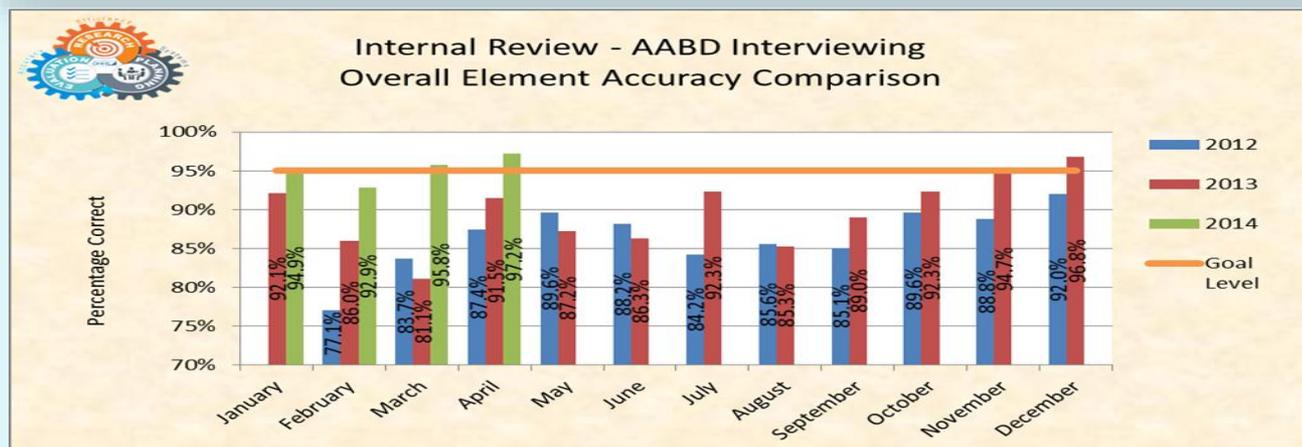
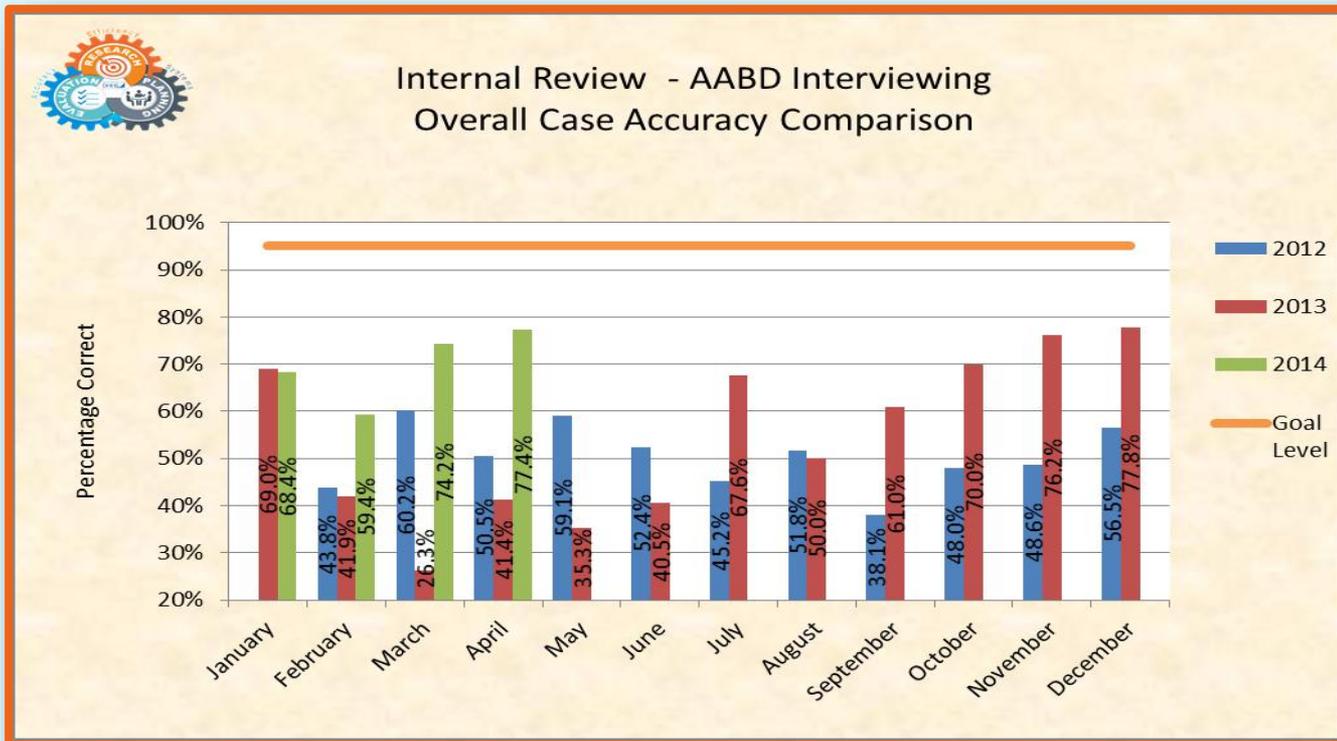
1. AABD Payment and Shelter Expenses: 4/28/2014

Action Items:

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

Barriers:

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



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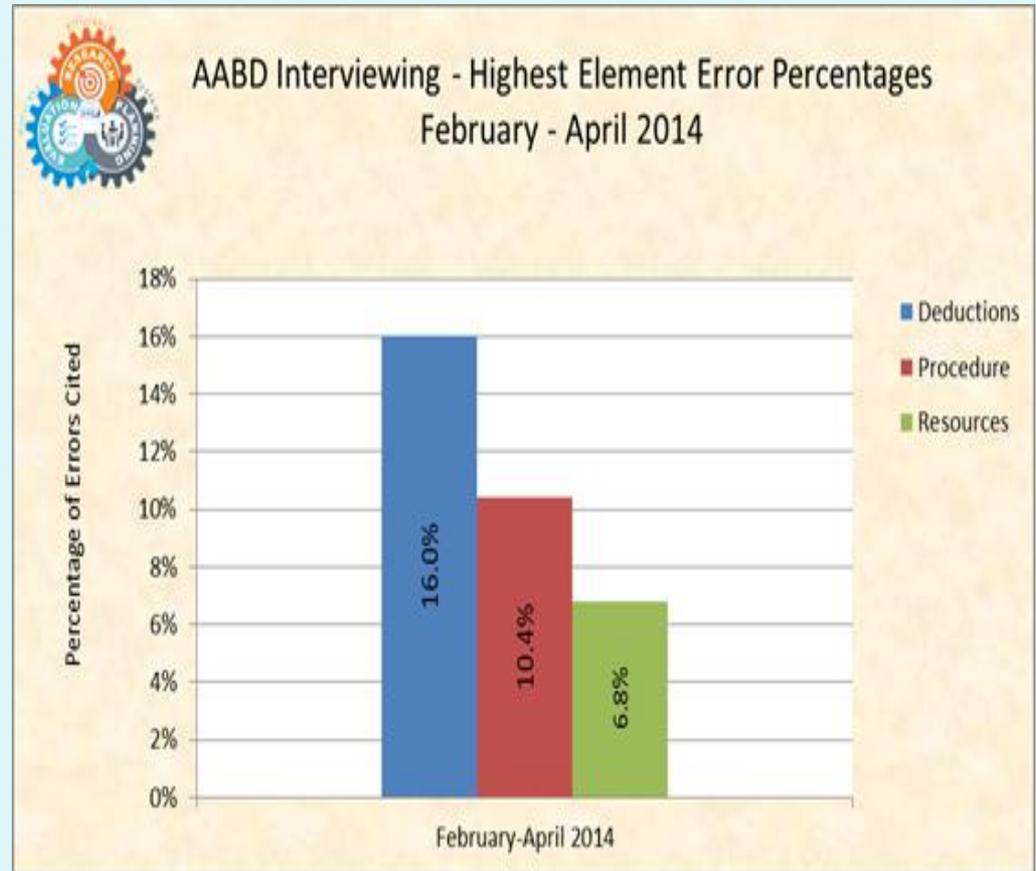
Assistance to the Aged, Blind, or Disabled Payment: Interviewing

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

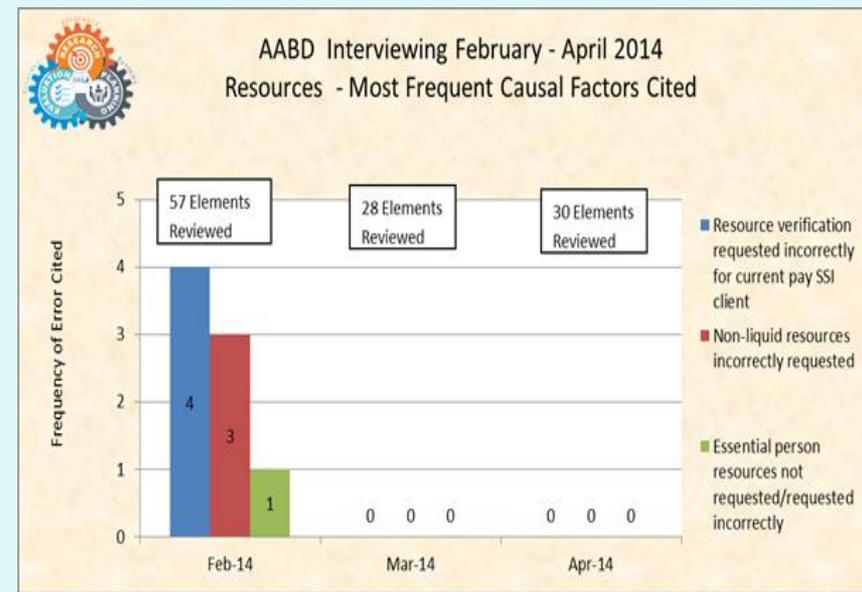
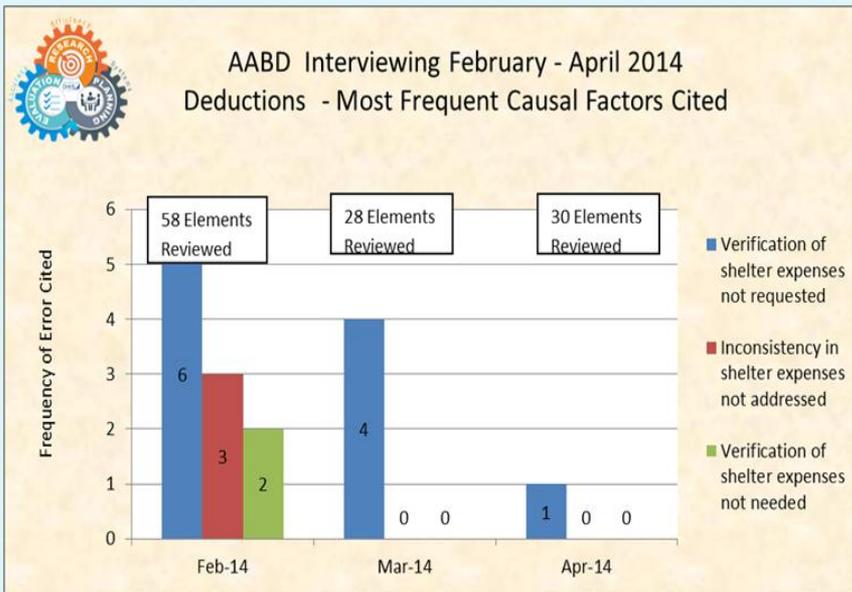
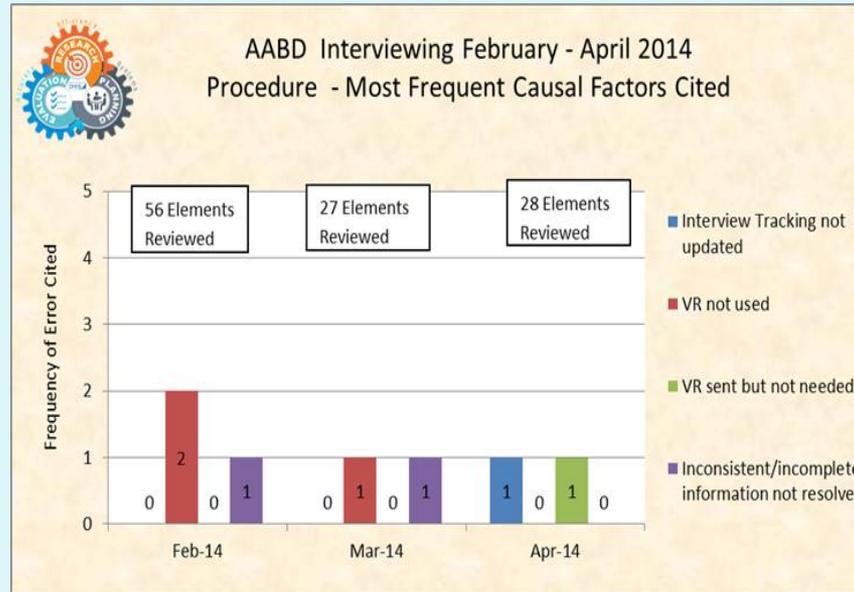
Success Stories:

1. Procedure:

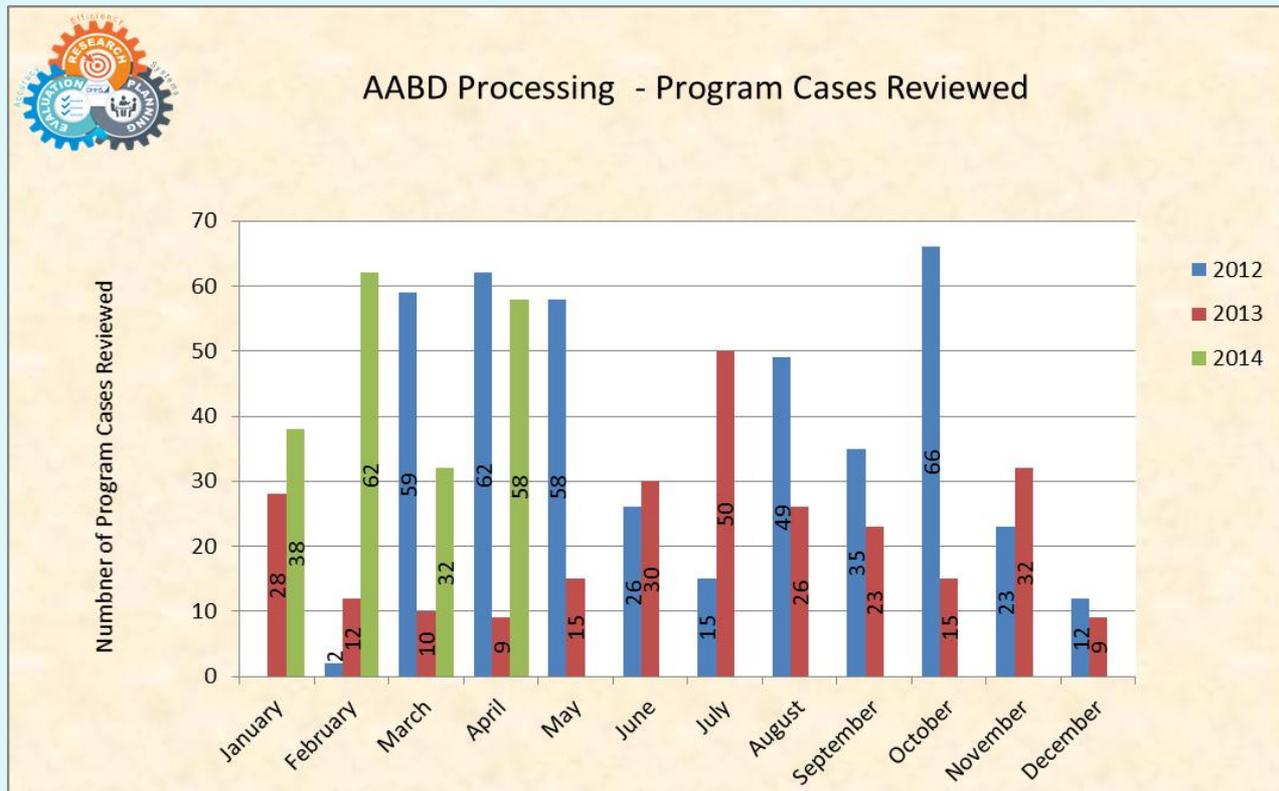
- Removed causal: Alert/WT accepted but not cleared.
- Removed causal: Address not updated. Error last cited January 2014 for both



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:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

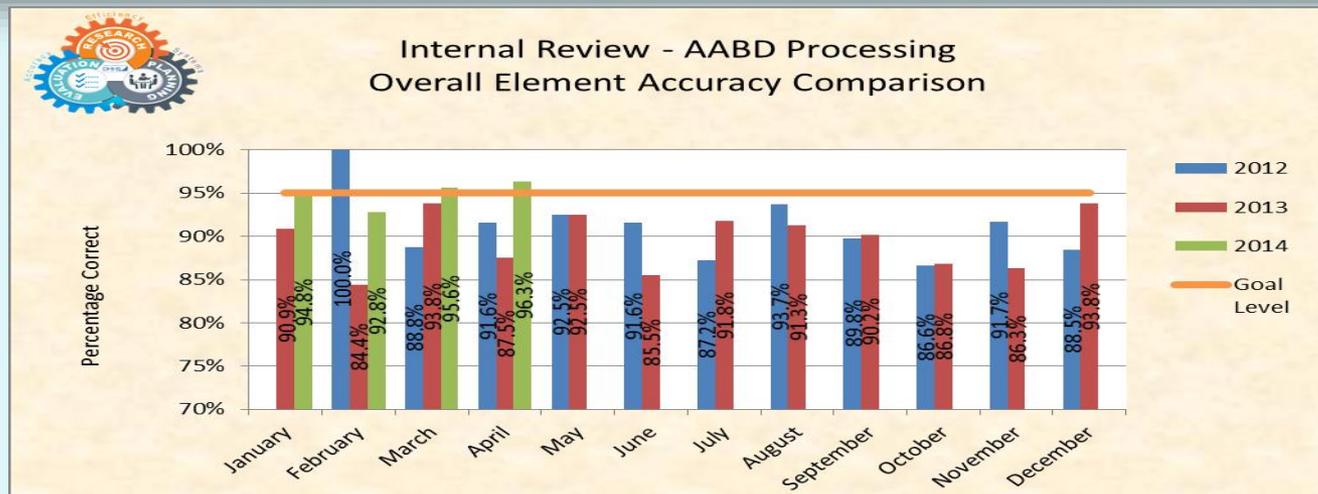
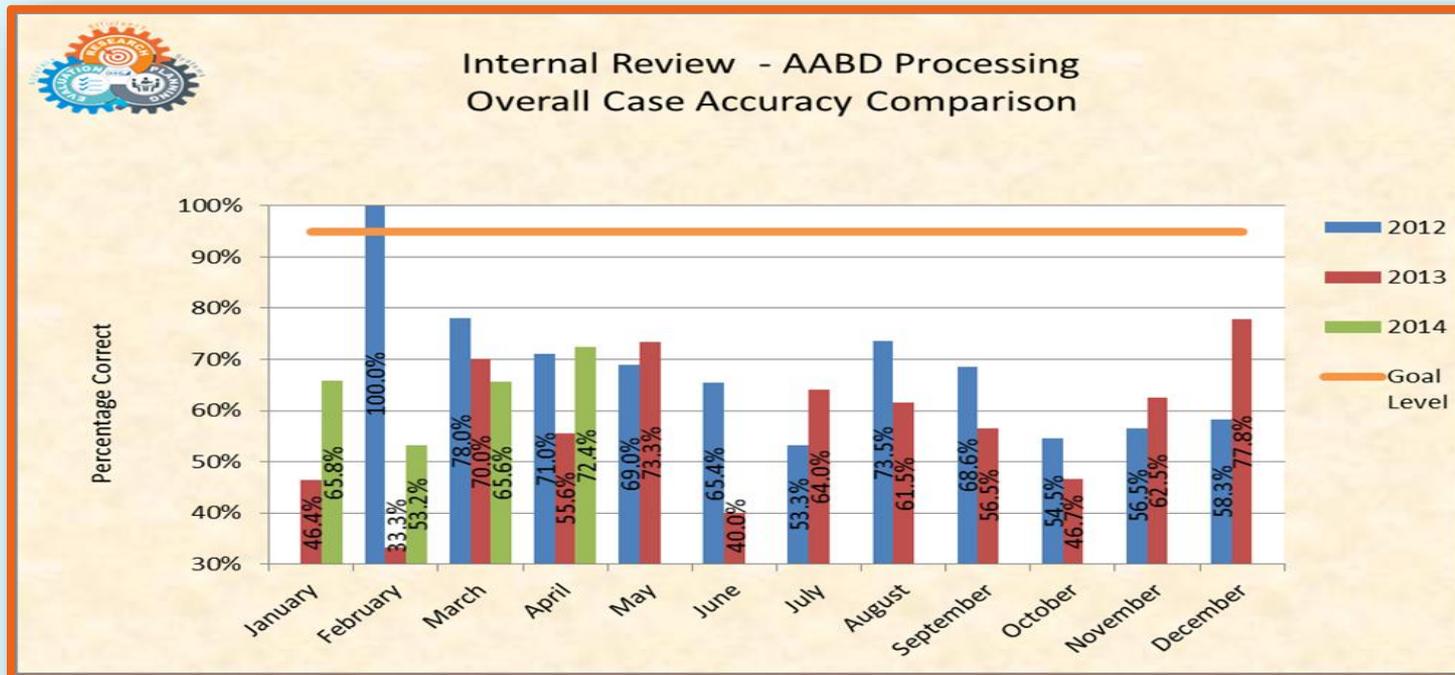
1. AABD Payment and Shelter Expenses: 4/28/2014

Action Items:

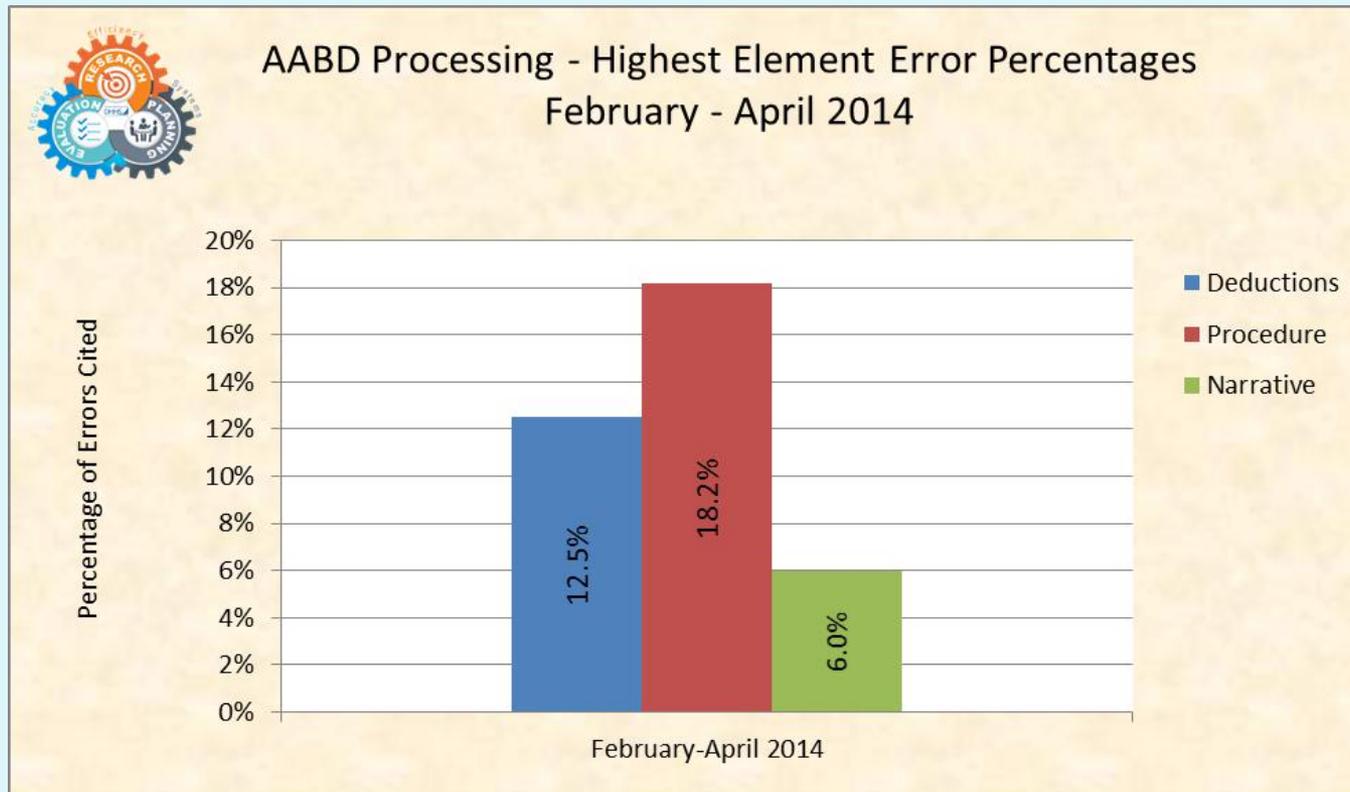
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14866 will create a prefilled EA Review/Recert applications.
3. SCR 15056 Verif request correspondence will be added to CBI.
4. SCR 15067 will correct deeming logic for payment only cases.

Barriers:

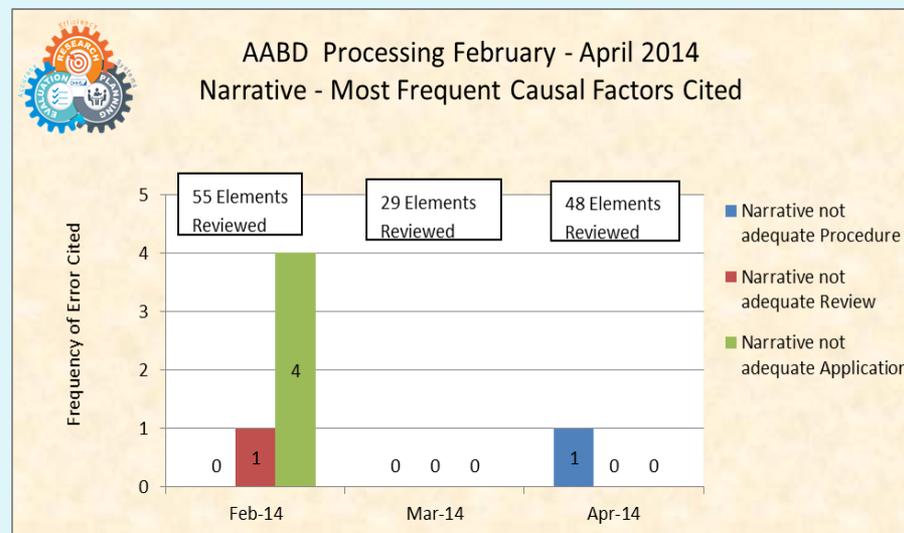
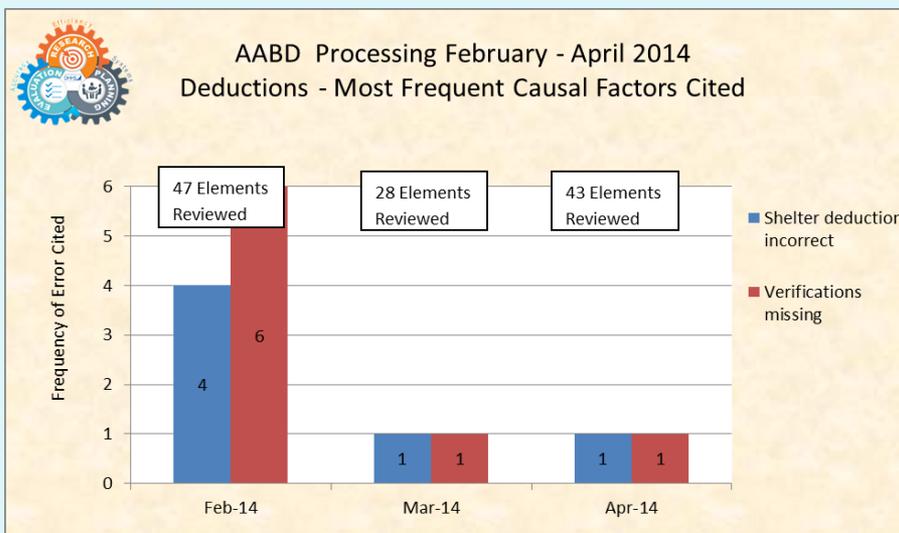
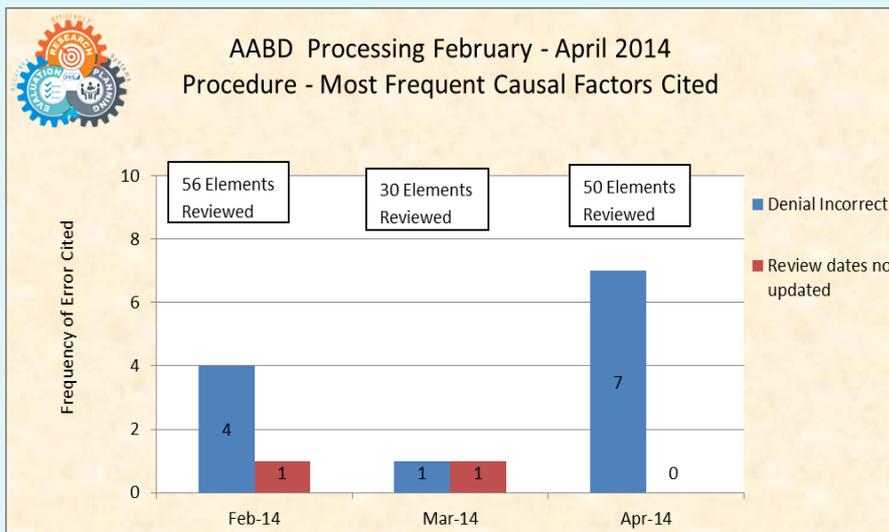
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



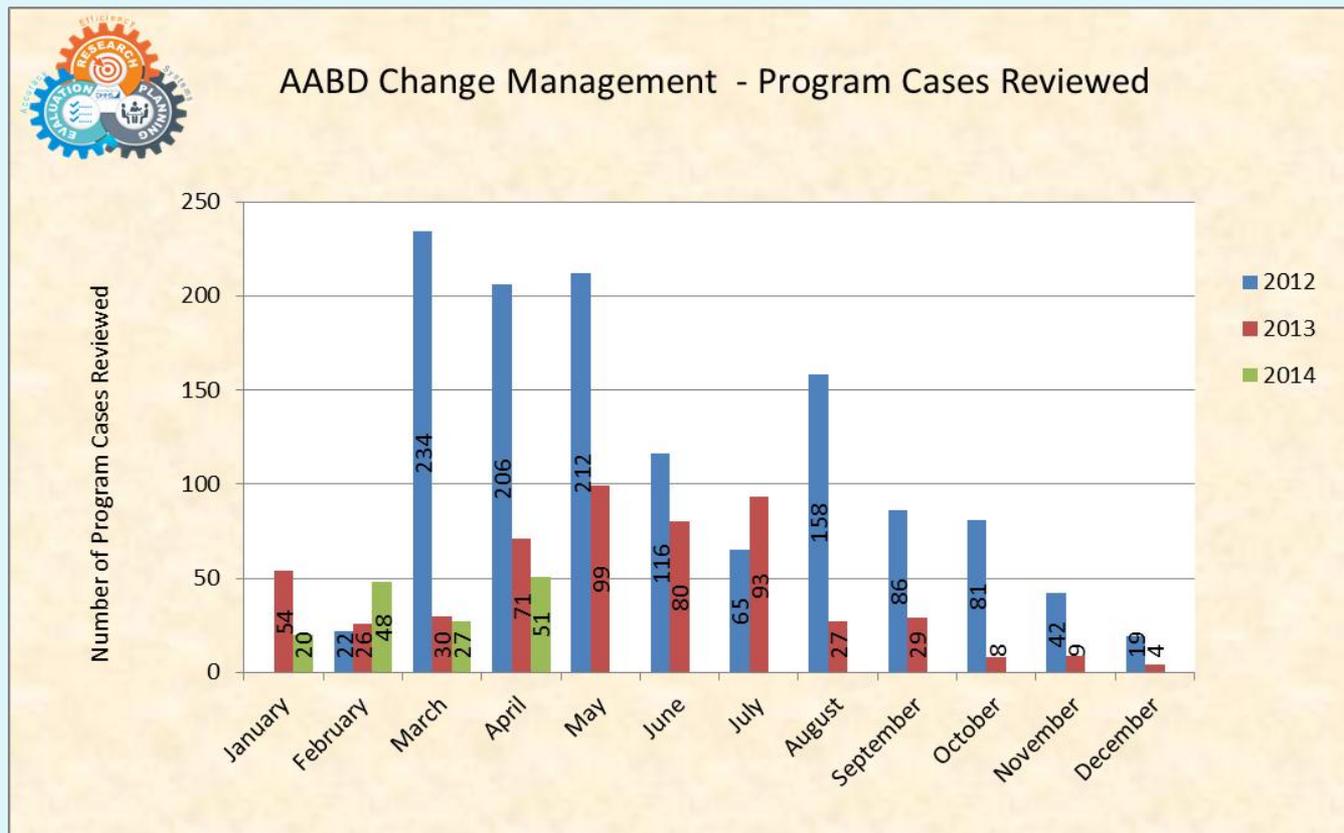
Assistance to the Aged, Blind, or Disabled Payment: Processing



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



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



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

Strengths/Accomplishments:

Captivate Video released:

1. Navigating SharePoint: 5/12/2014

R.E.P. Released:

1. AABD Payment and Shelter Expenses: 4/28/2014

Action Items:

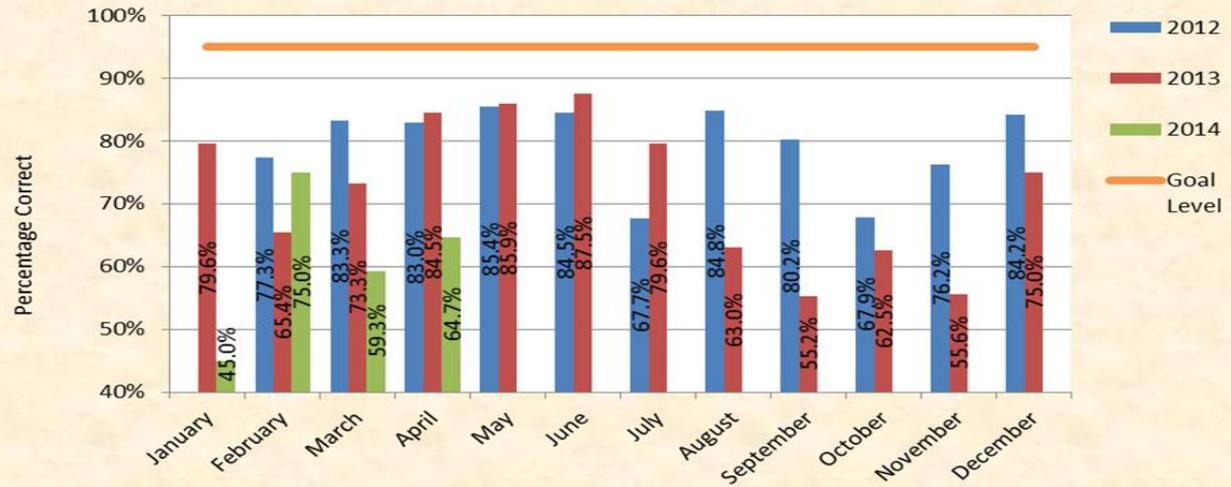
1. SCR 14389 for July 13 will Eliminate the duplicate Mail Received Alerts Exist work task.
2. SCR 14954 for July 13 will add a Death indicator on an SSA record.

Barriers:

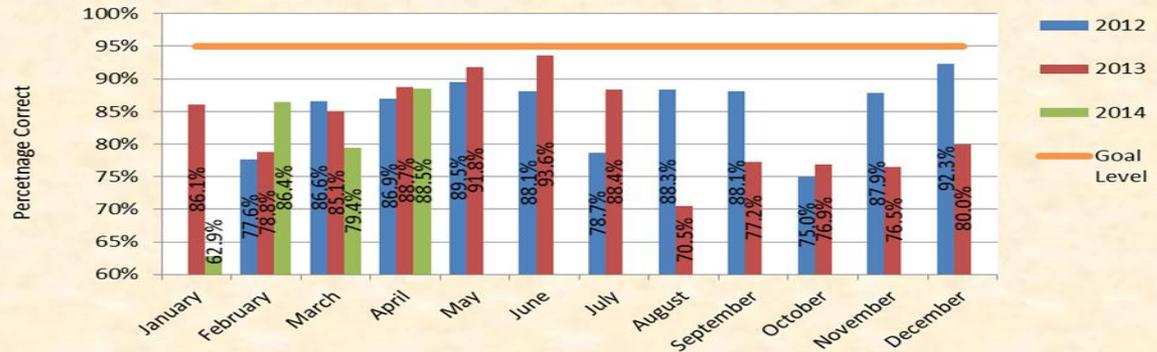
Barriers:



Internal Review - AABD Change Management Overall Case Accuracy Comparison



Internal Review - AABD Change Management Overall Element Accuracy Comparison



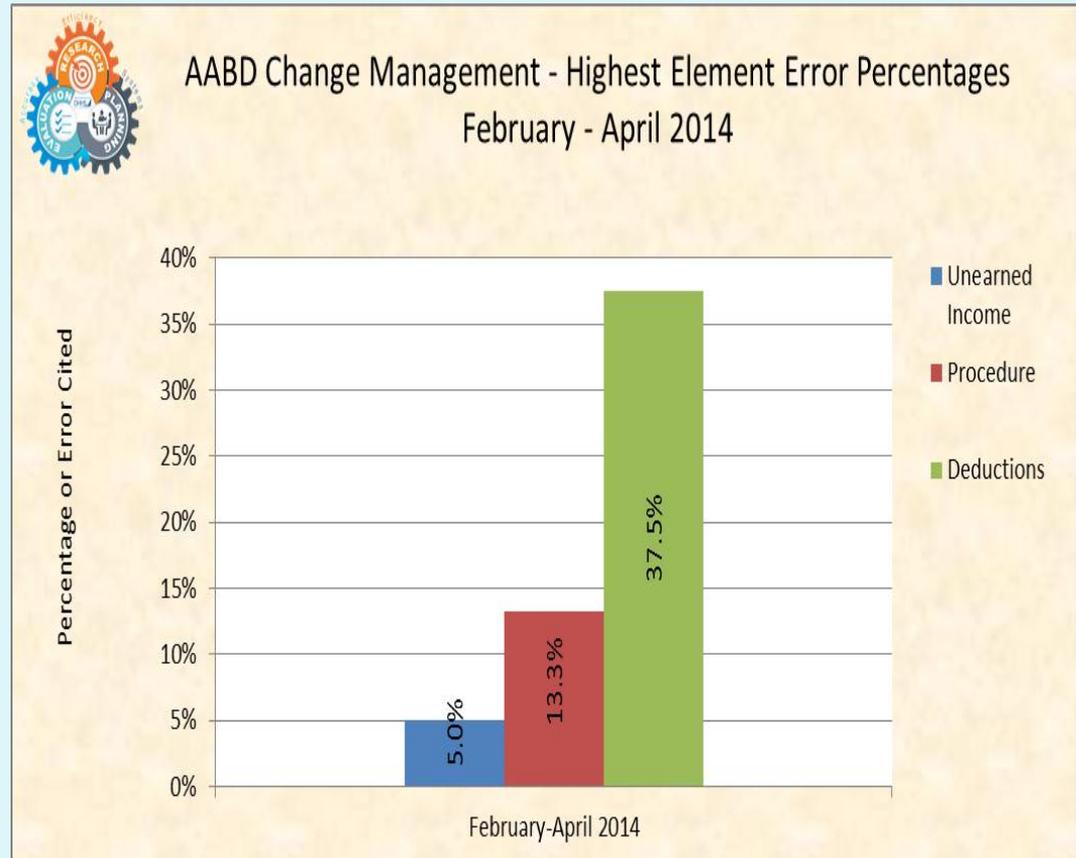
Assistance to the Aged, Blind, or Disabled Payment: Change Management

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

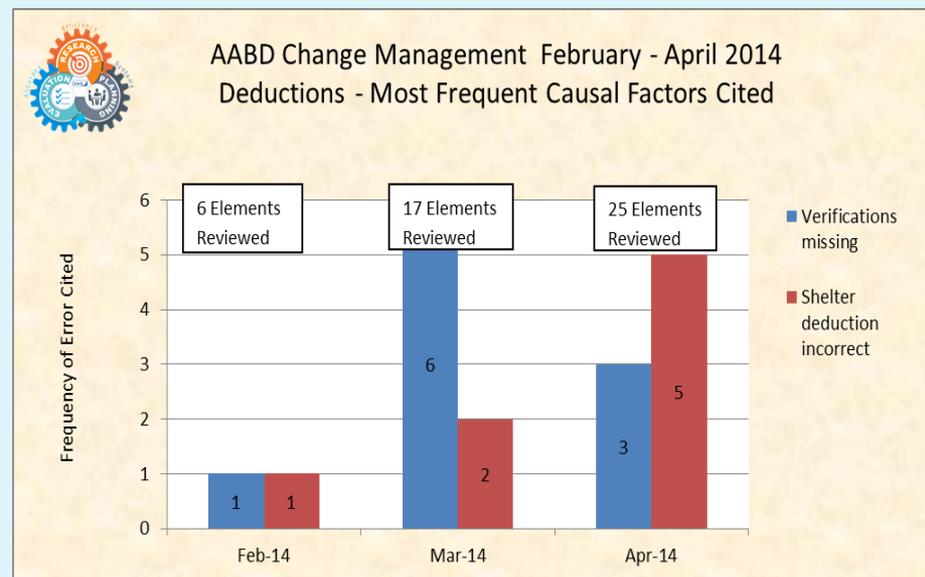
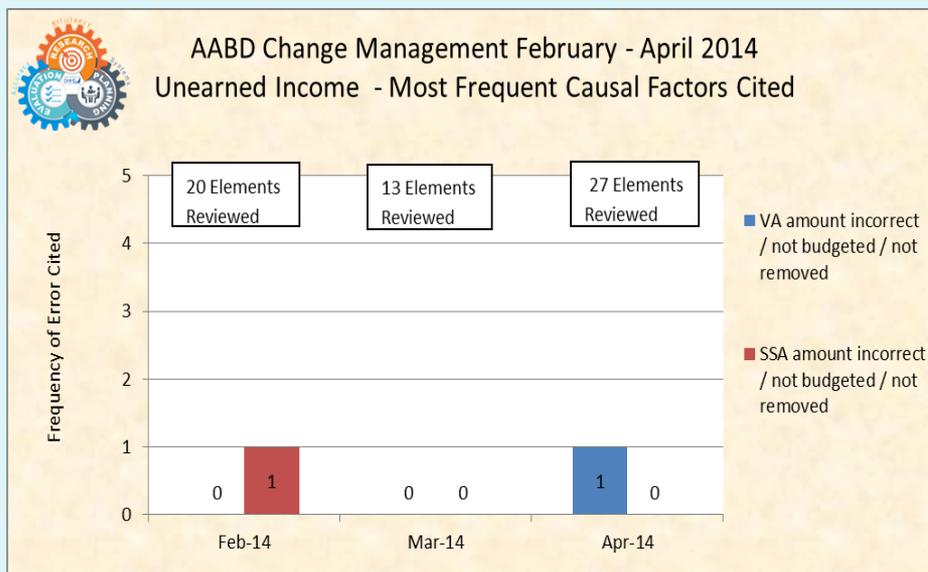
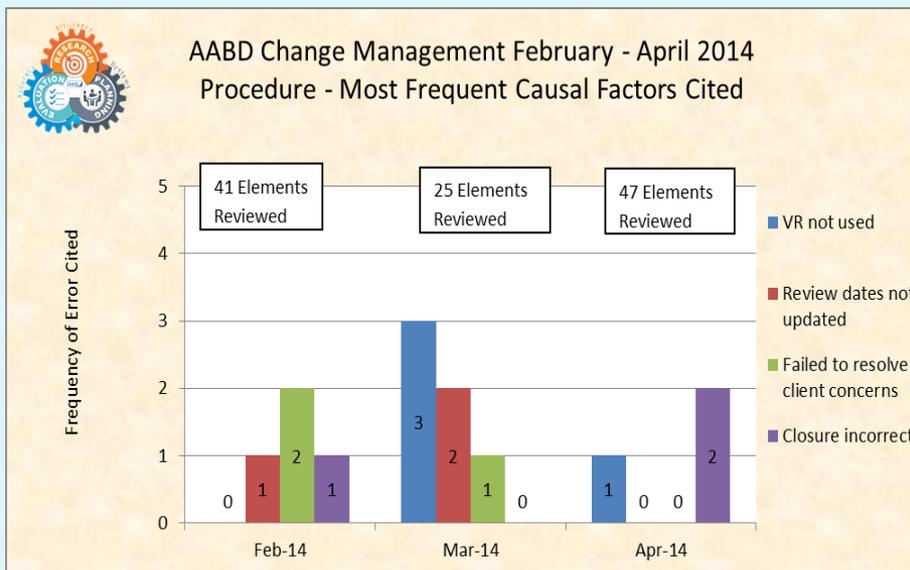
Success Stories:

1. Unearned Income:

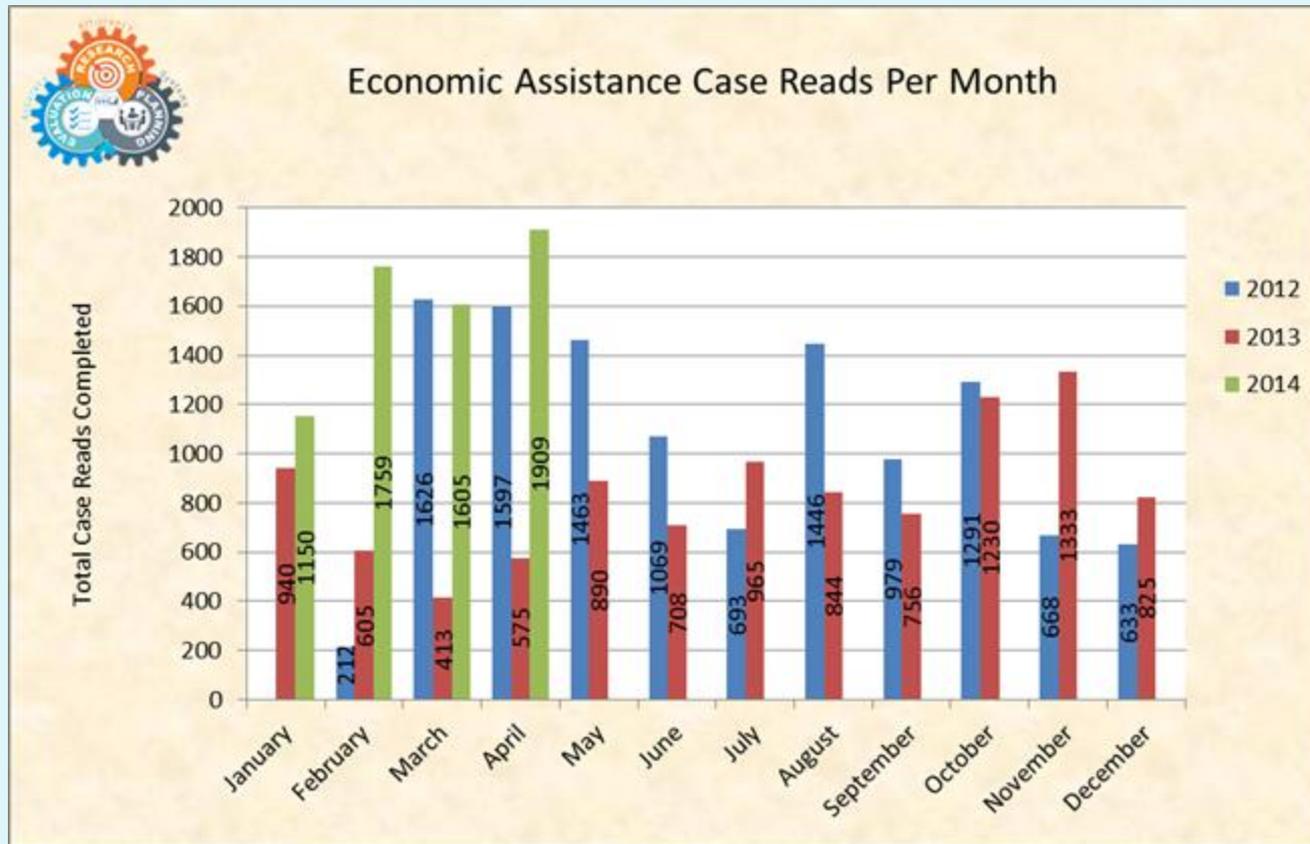
- Removed causal: FBR not in budget
- Removed causal: Other unearned income incorrect/not budgeted. Error last cited January 2014 for both



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



Total Case Reviews Completed



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:

- The total vacancy rate for the Local office has remained at less than 5%.

Action Items:

Barriers:

	March 2014			April 2014			May 2014		
Location of SSW + SSW/T	as of 3/3/2014			as of 4/1/2014			as of 5/1/2014		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA*	1	28	3.6%	1	28	3.6%	1	28	3.6%
Eastern Service Area EA*	3	45	6.7%	3	45	6.7%	3	45	6.7%
Northern Service Area EA*	1	23	4.3%	1	23	4.3%	2	23	8.7%
Southeast Service Area EA*	1	33	3.0%	1	33	3.0%	1	33	3.0%
Western Service Area EA*	1	20	5.0%	0	19	0.0%	0	20	0.0%
Local Office Total	7	149	4.7%	6	148	4.1%	7	149	4.7%
Fremont CSC	2	119	1.7%	5	119	4.2%	7	119	5.9%
Scottsbluff CSC	1	82	1.2%	0	82	0.0%	5	82	6.1%
Customer Service Center Total	3	201	1.5%	5	201	2.5%	12	201	6.0%
Total	10	350	2.9%	11	349	3.2%	19	350	5.4%

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