

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

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

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Quality Control Unit Overview

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

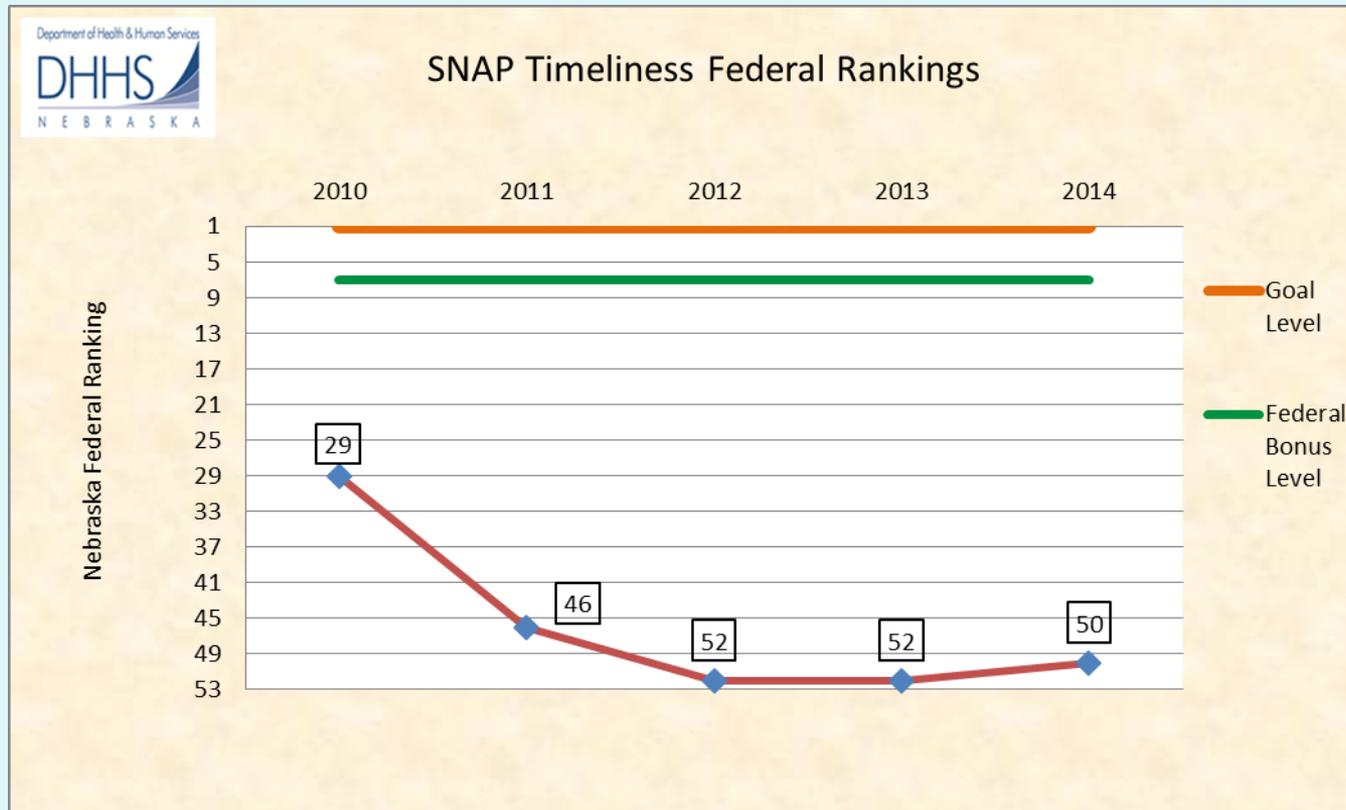
Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
 - **The most current training materials are uploaded on SharePoint under Training Tools by Topic.**
- PAS are now using the NEARS 3 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
 - Supplemental Nutrition Assistance Program (SNAP)
 - SNAP Timeliness
 - Child Care
 - Aid to Dependent Children (ADC)
 - Assistance to Aged, Blind, or Disabled Payment (AABD)
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
 - Interviewing
 - Processing
 - Change Management
 - Phone Observations

CHAPTER 2: FEDERAL REPORTING

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

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



Quarterly 6-month timeliness report (April 2014 to September 2014)

Most Current Information Updated: 02/2015.

Timeliness Rankings are released Quarterly.

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

Active Findings

Strengths/Accomplishments:

Action Items:

Barriers:

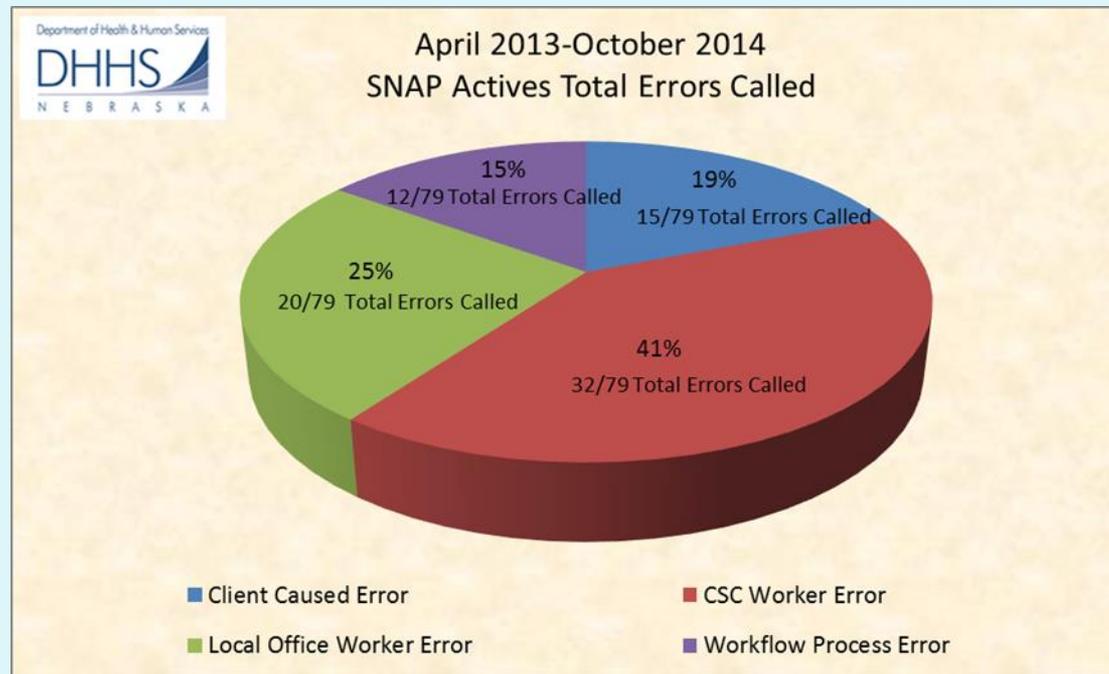
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 10/2013 to 9/2014.

Updated: 3/2015.

Active Errors



CSC Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly – 7
 Unearned Income not updated/budgeted incorrectly – 6
 Household Composition Incorrect – 7

Local Office Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly – 7
 Unearned Income not updated/budgeted incorrectly – 5
 Shelter/Utility Expenses not updated/incorrect used in budgets - 3

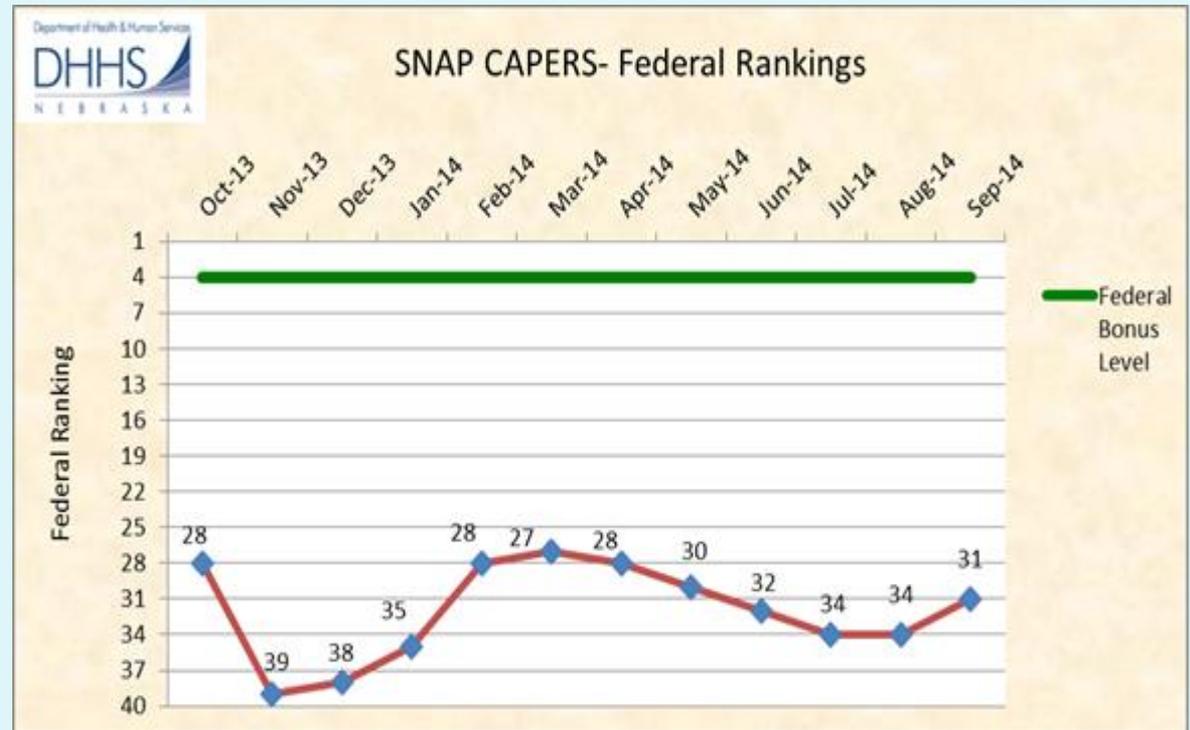
The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

CAPERS Findings

Strengths/Accomplishments:

Barriers:

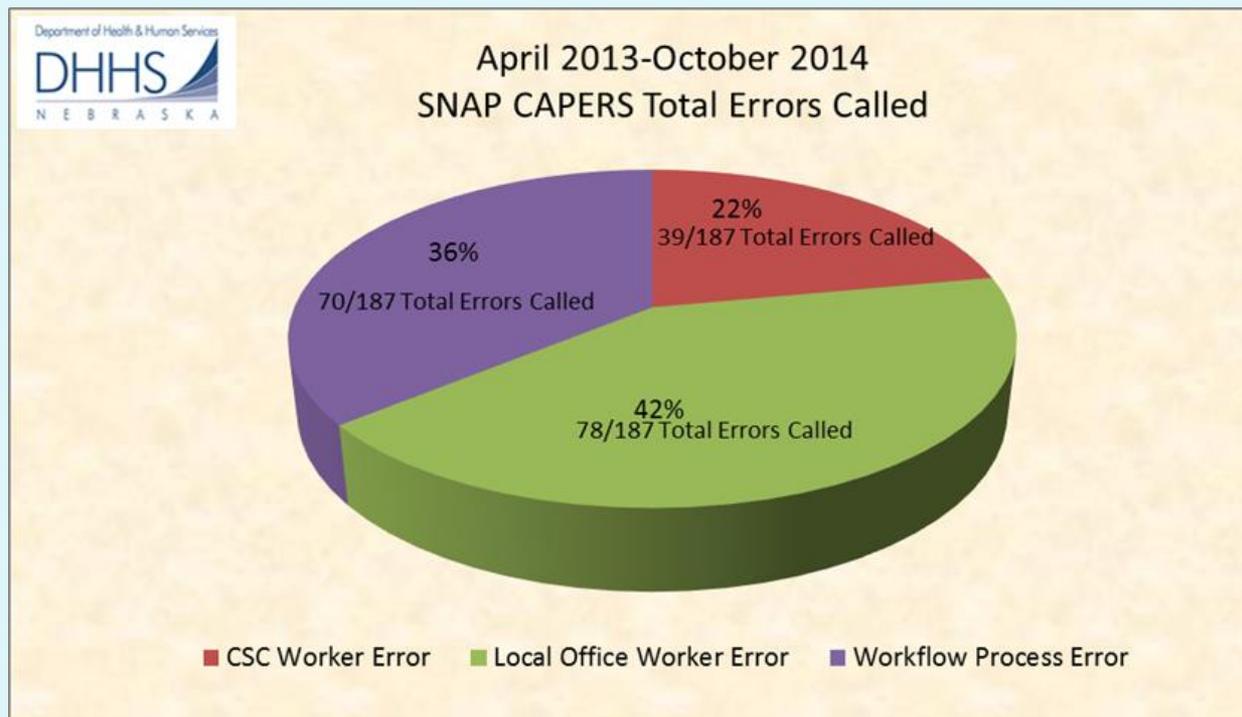
Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows a comparison of CAPERS rankings for 10/2013 to 9/2014.

Updated: 3/2015.

CAPERS



Local Office Most Frequently Cited Errors

Case denied untimely for failure to provide after day 30– 18

Incorrect denial - agency delay interview scheduled untimely– 17

Incorrect denial before day 30, missed interview/incorrect address/ not updated– 6

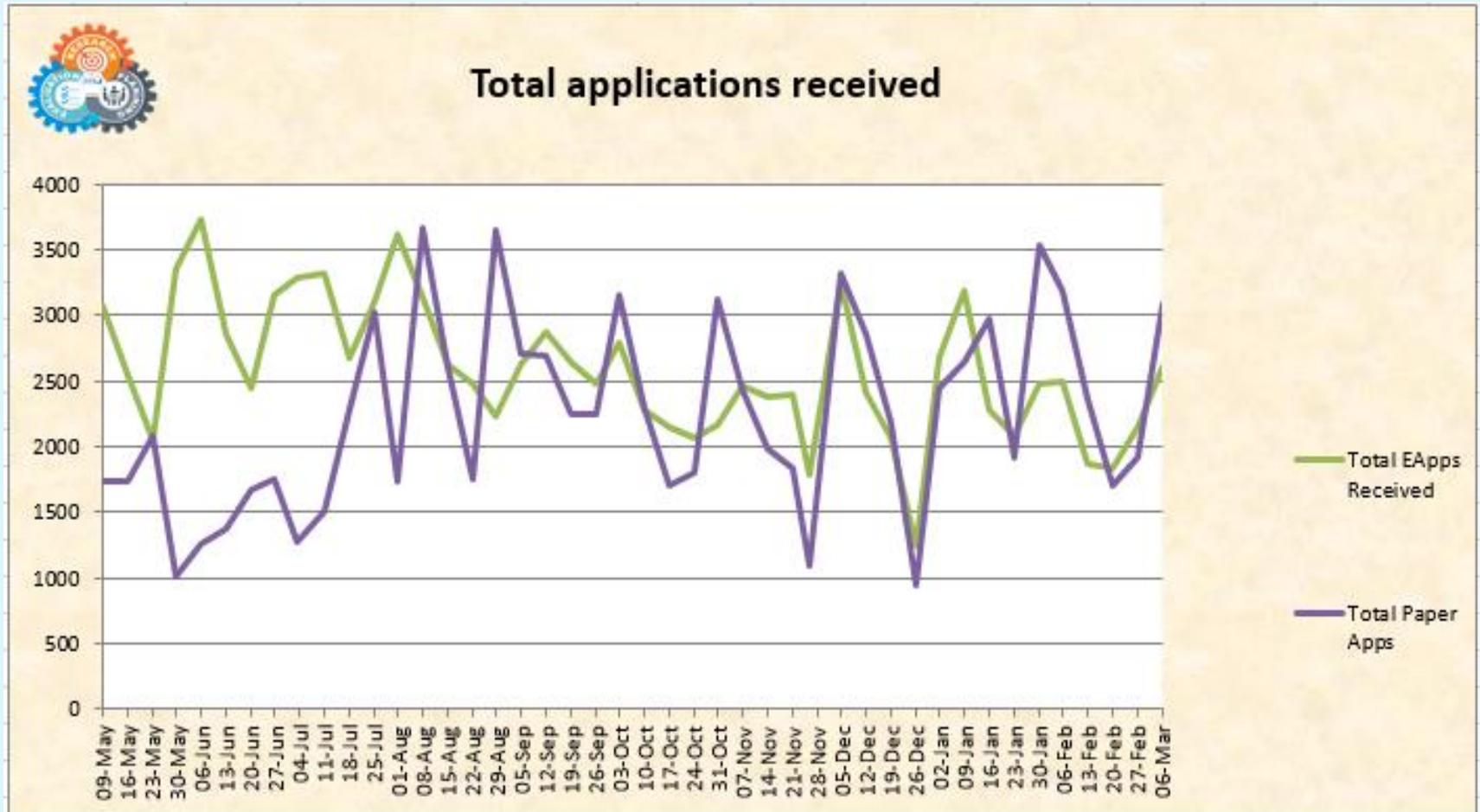
The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

CHAPTER 3: STATE REPORTING

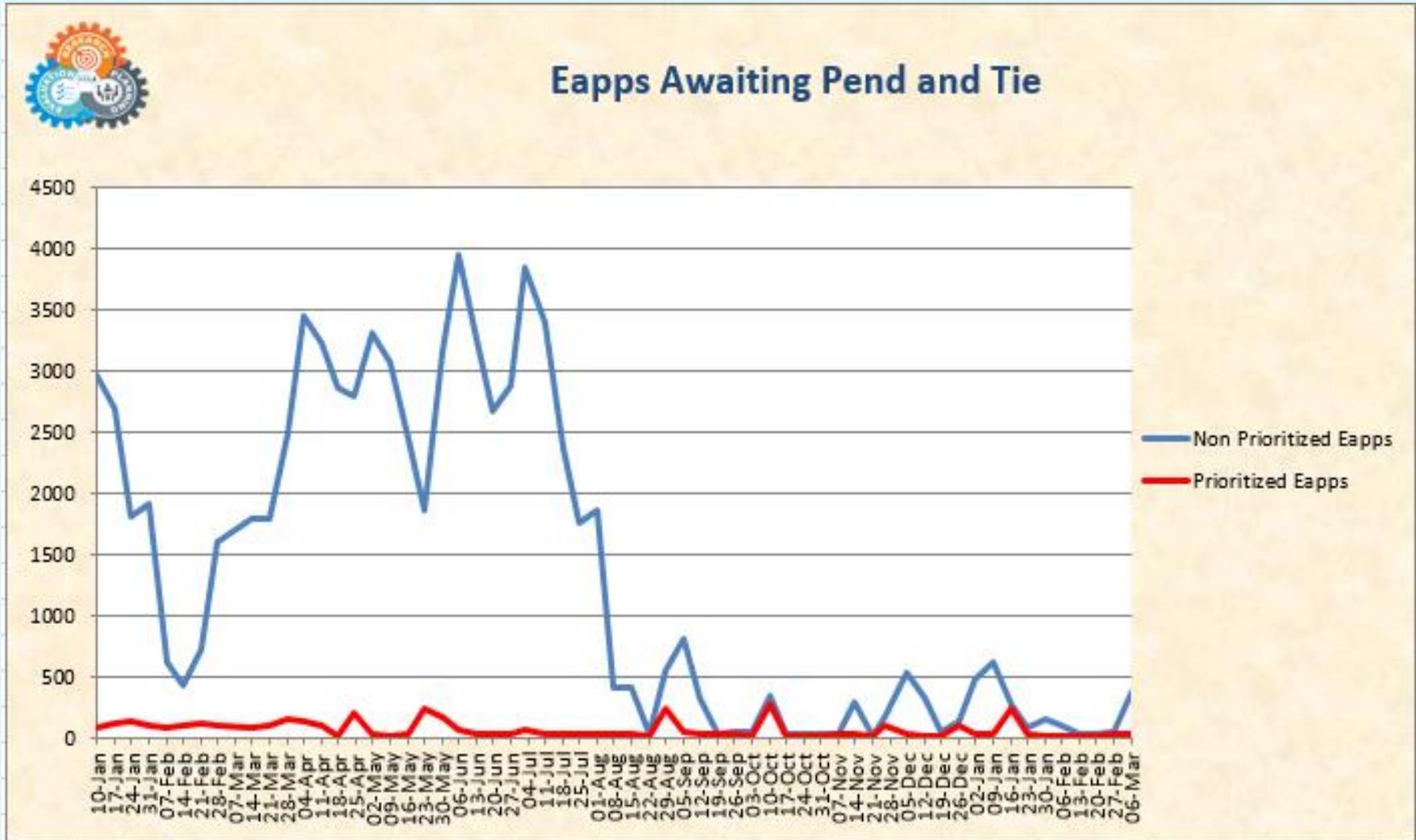
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

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

Total Applications Received



Electronic Applications to be Tied



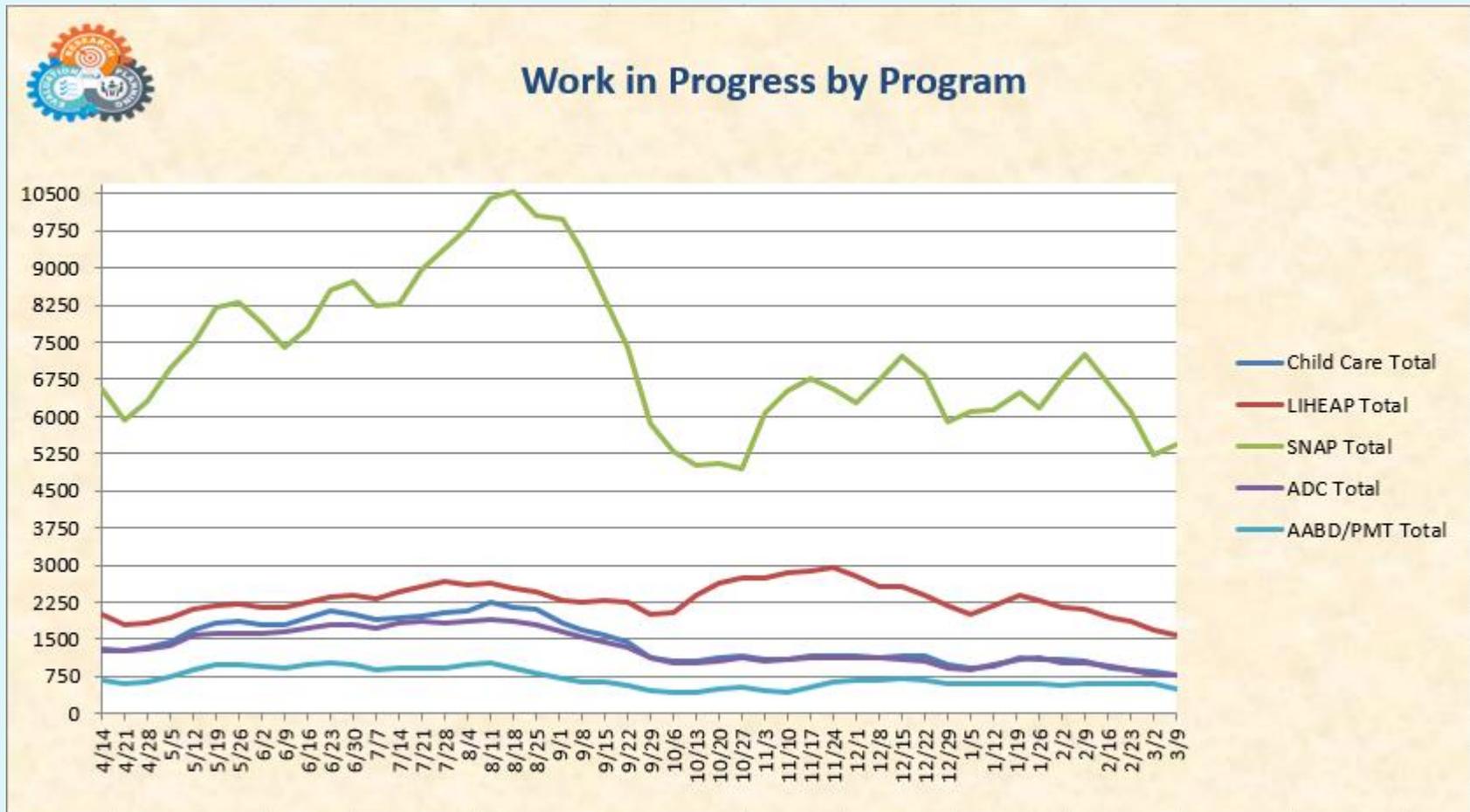
Total Work in Progress

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



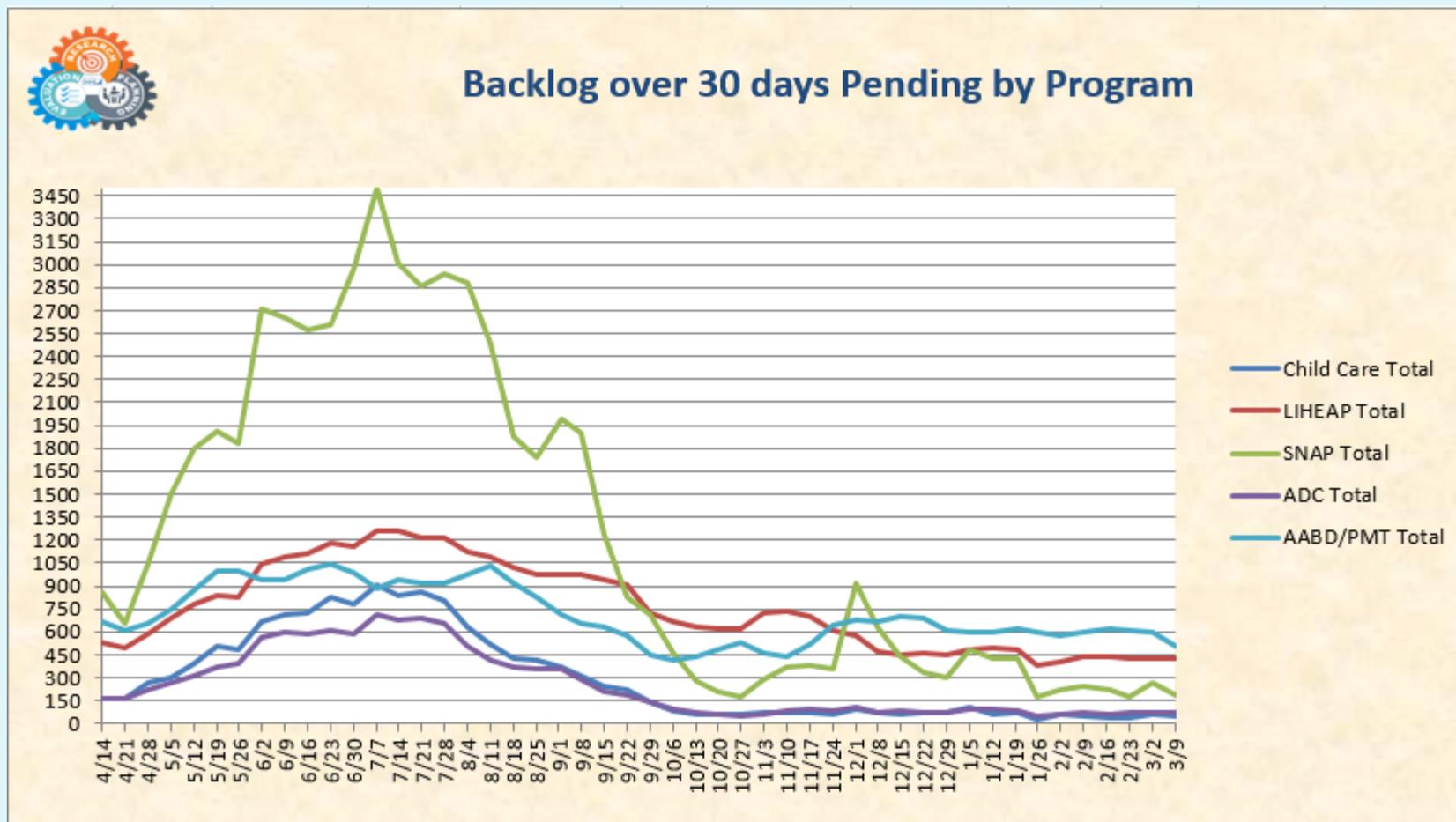
Work in Progress by Programs

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



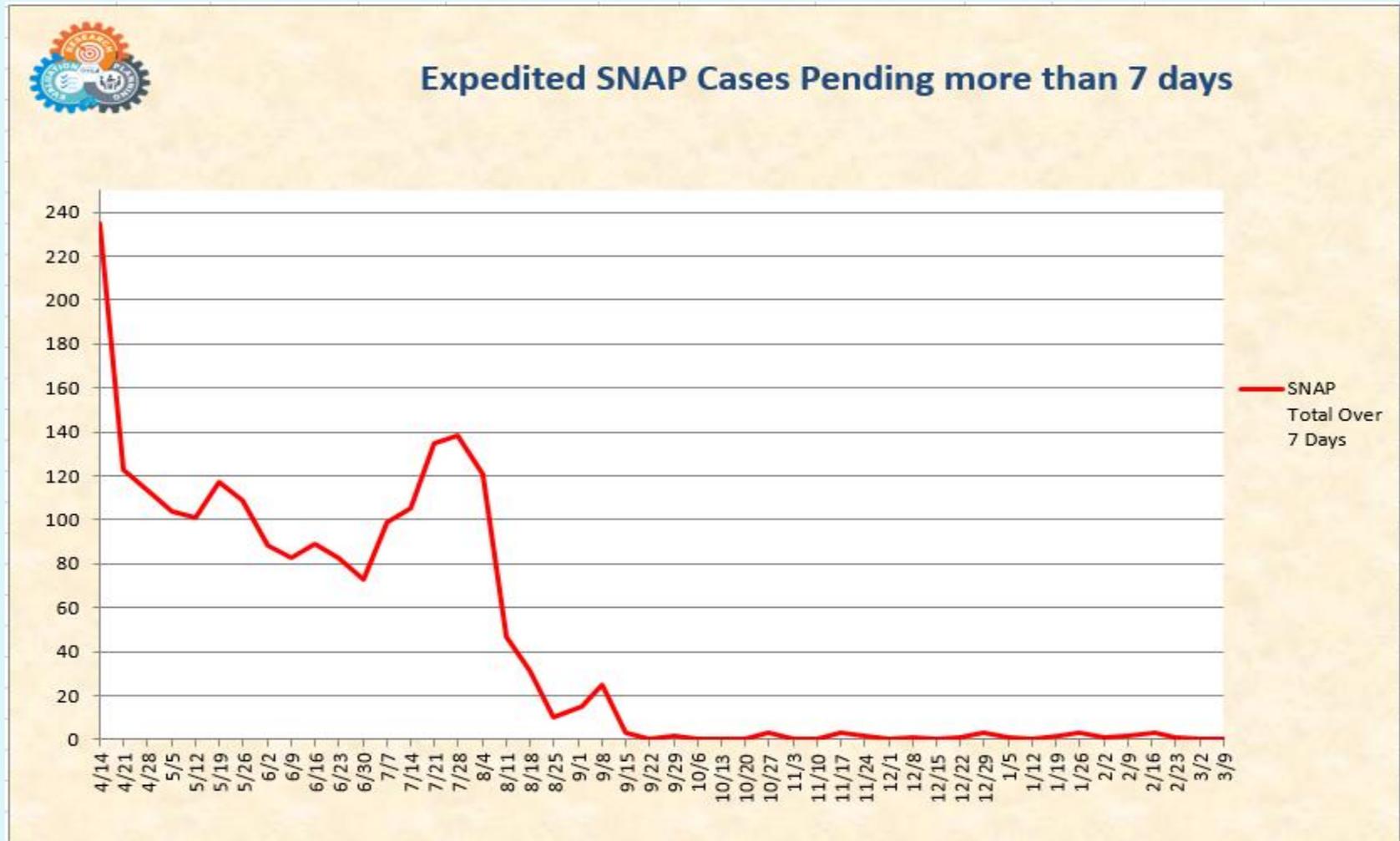
Backlog of Pending Program Cases over 30 days

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



Backlog of Program Cases

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



SNAP: Timeliness

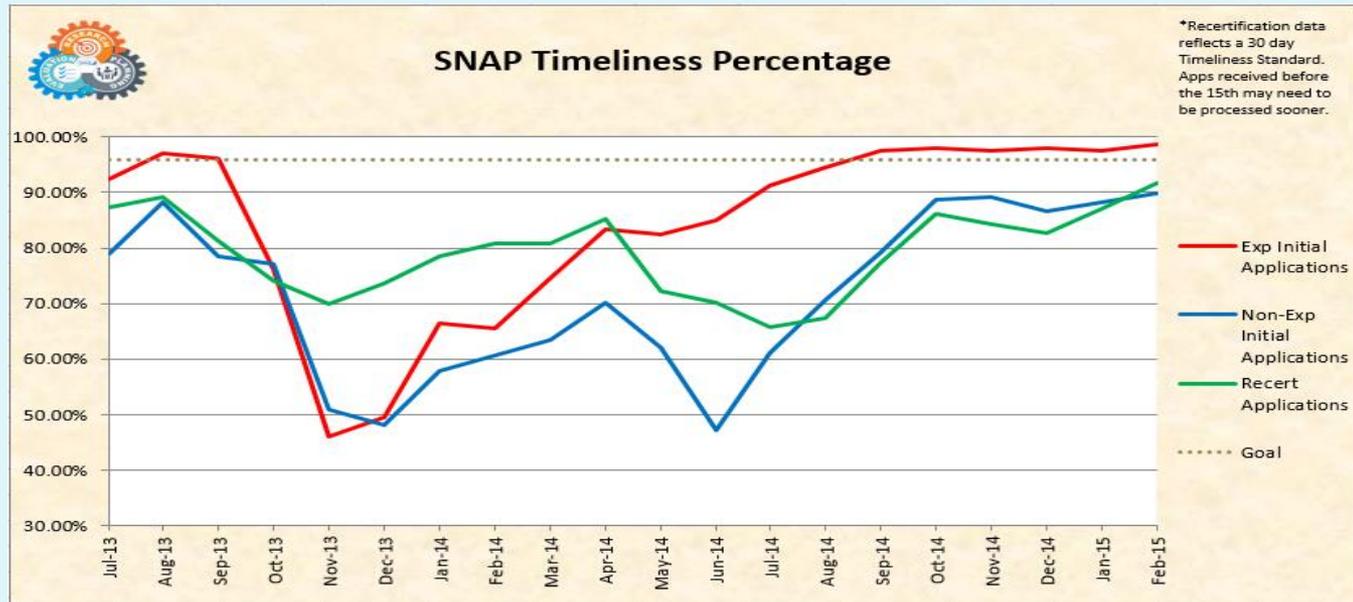
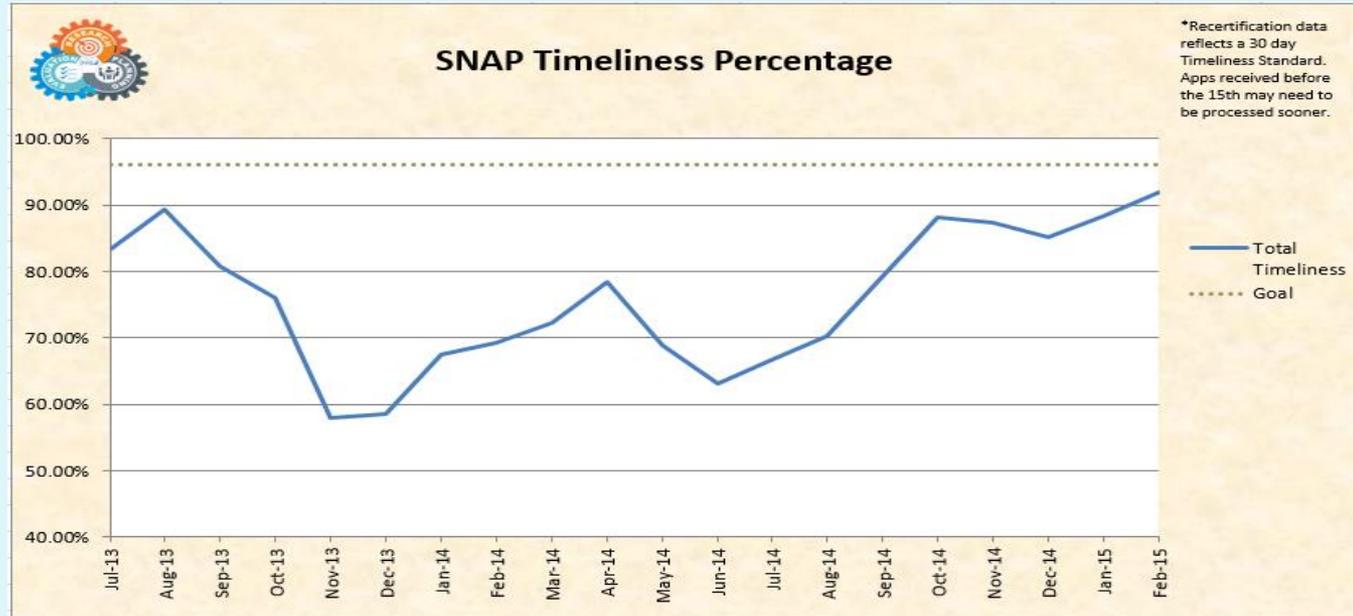
Strengths/Accomplishments:

Action Items:

Sam is researching discrepancy between state and federal policy. This may affect a current coding program.

Barriers:

- TurboTax applications are being accepted into the state according to FNS but all of the needed information is not on the application. FNS will be addressing a long term solution in the near future.



SNAP: Timeliness

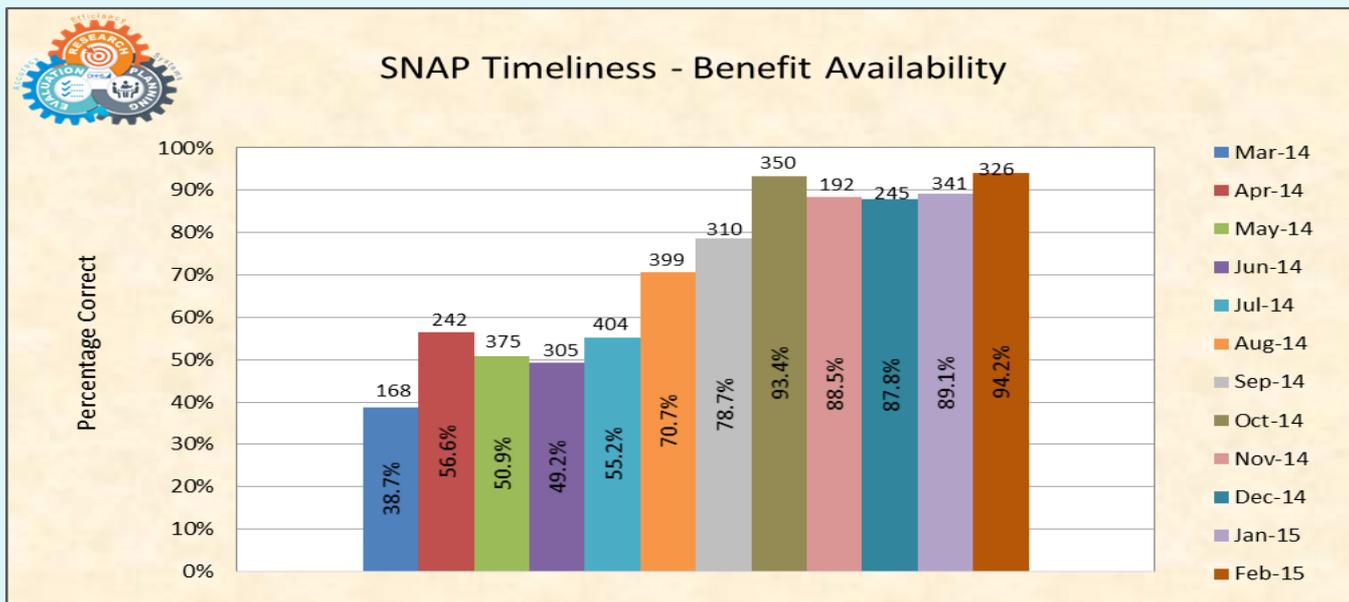
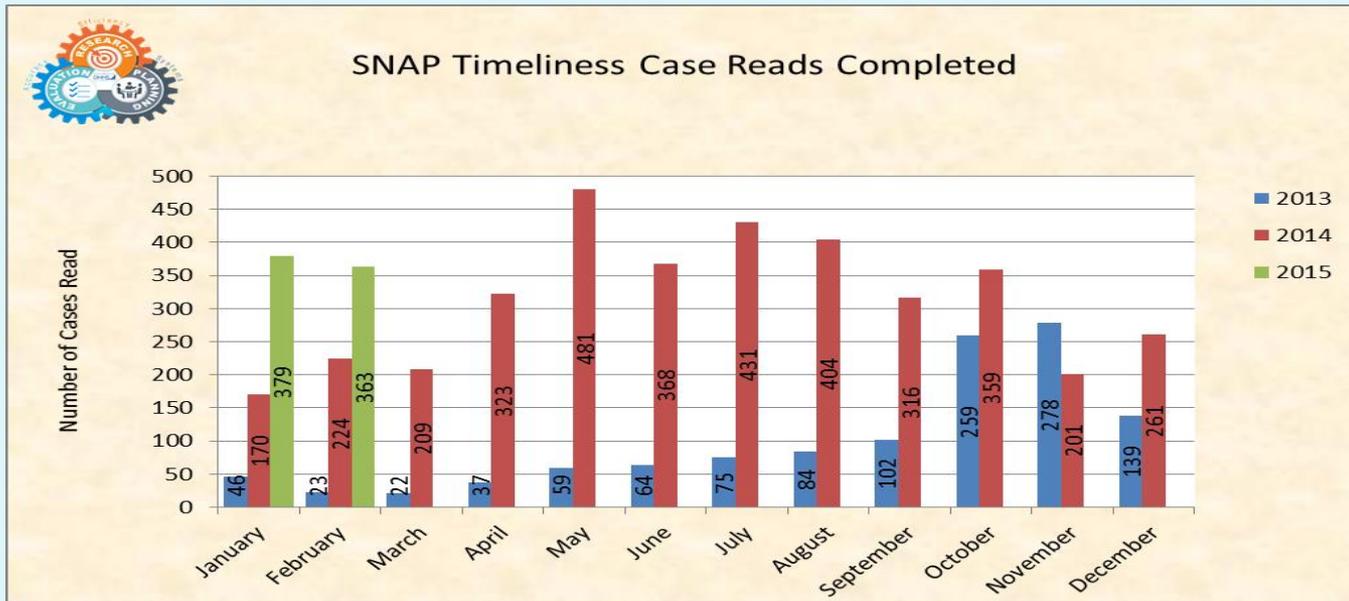
Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.

SNAP: Timeliness

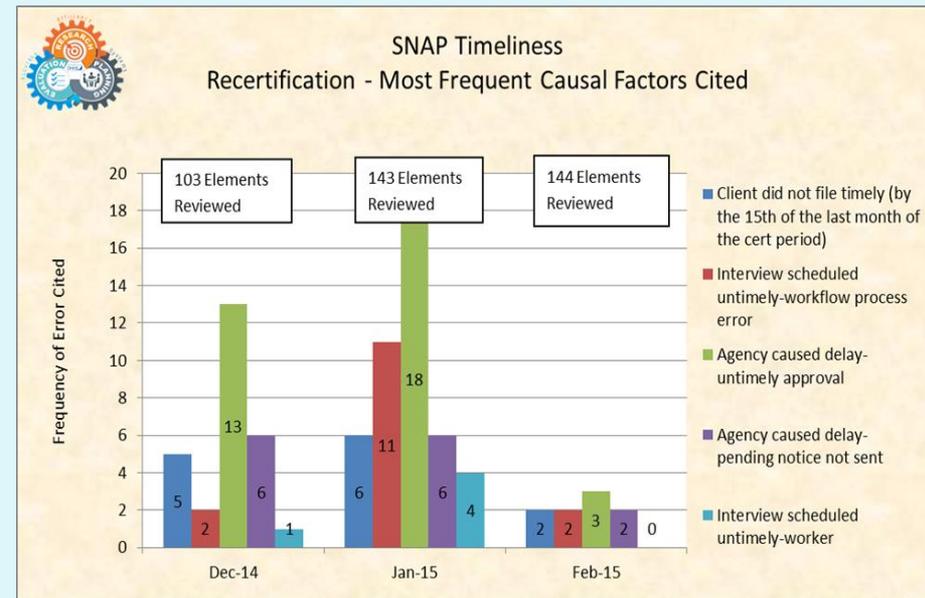
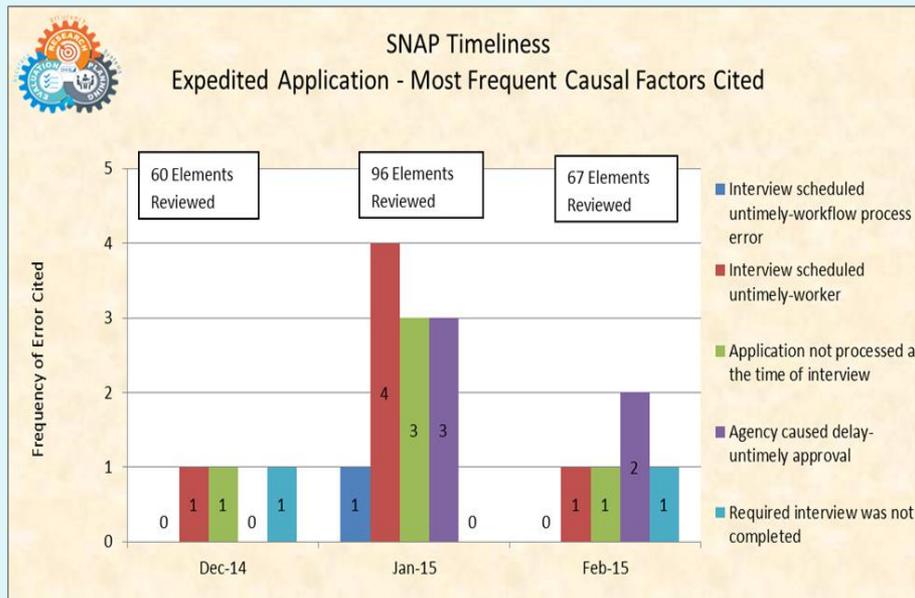
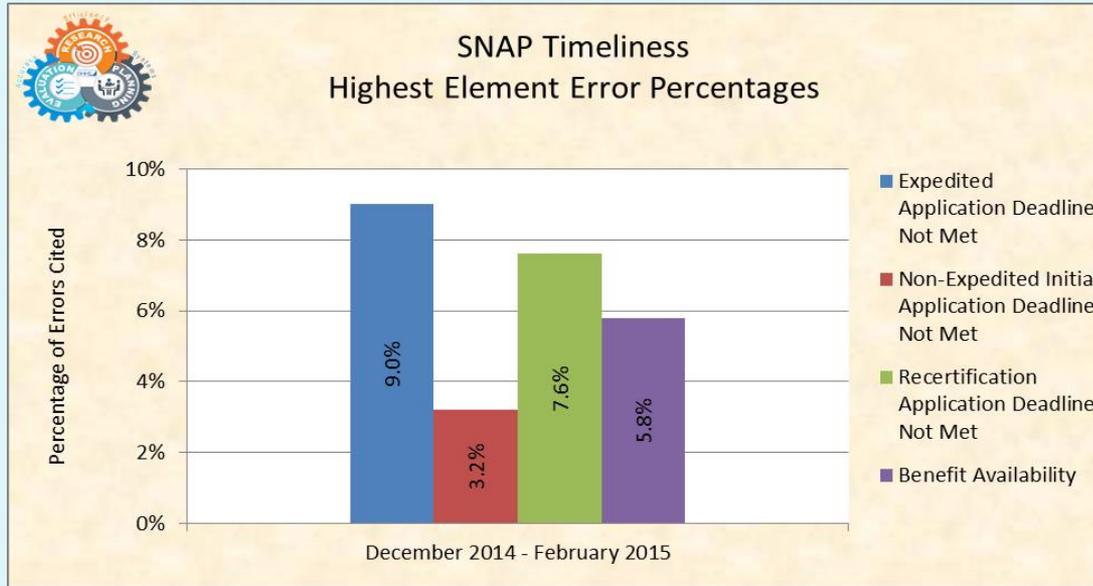
Strengths/Accomplishments:

Action Items:

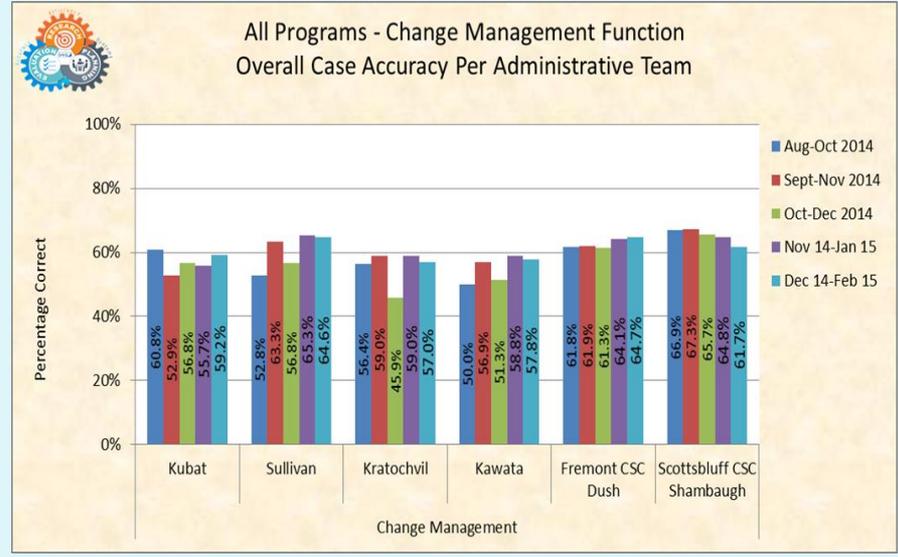
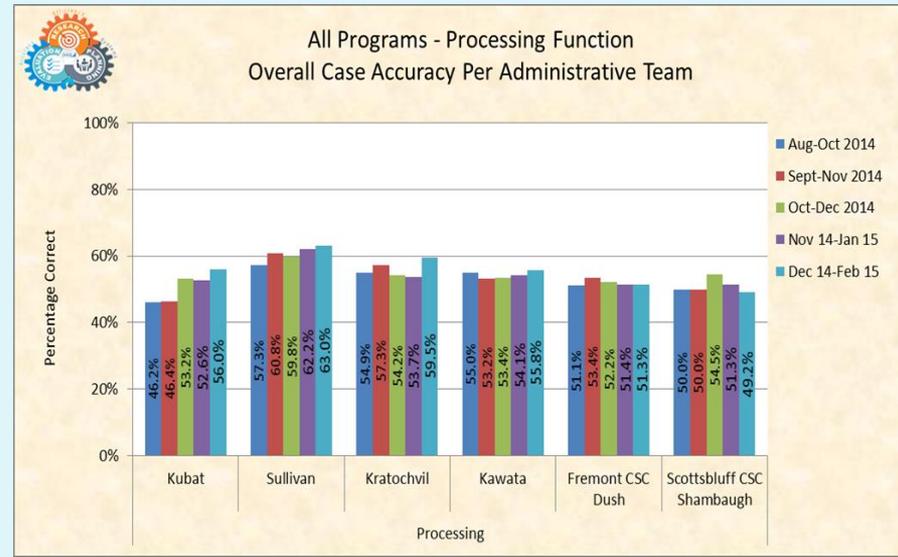
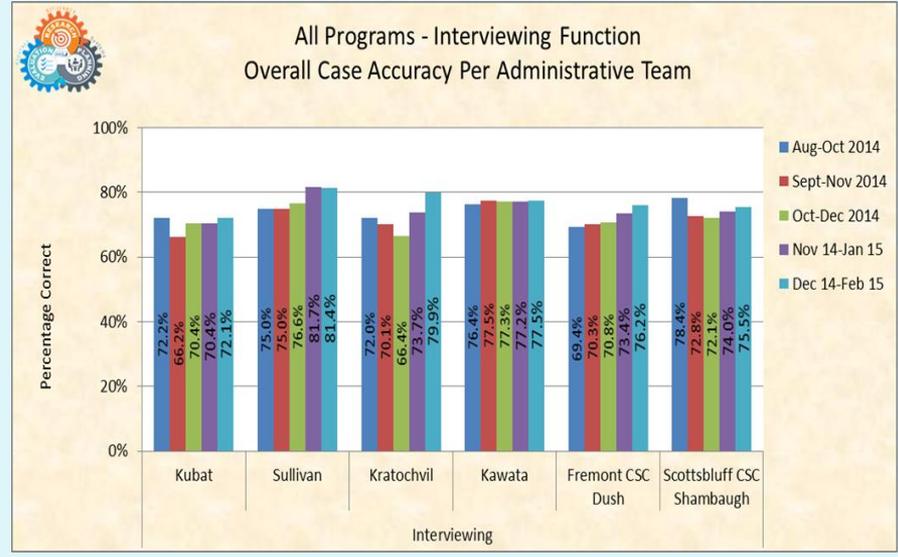
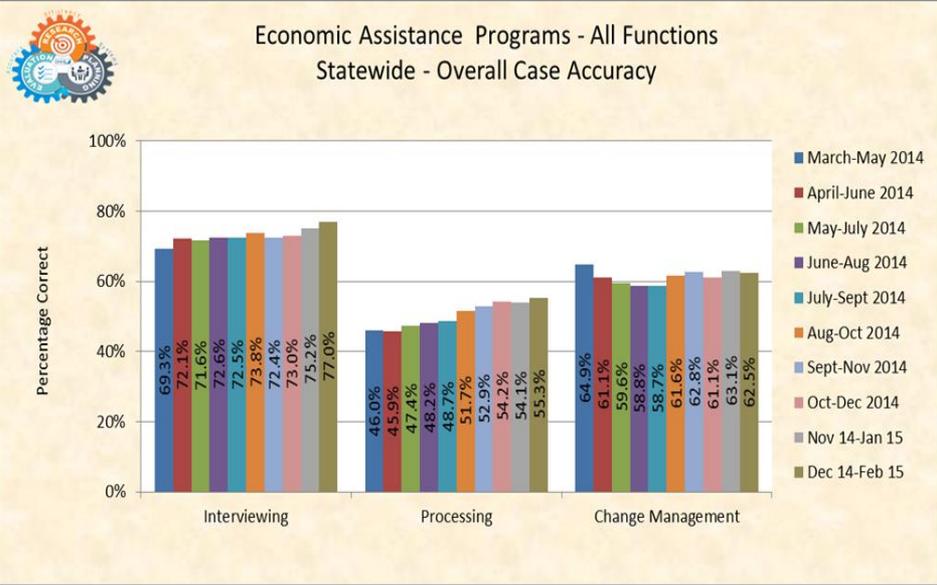
Barriers:



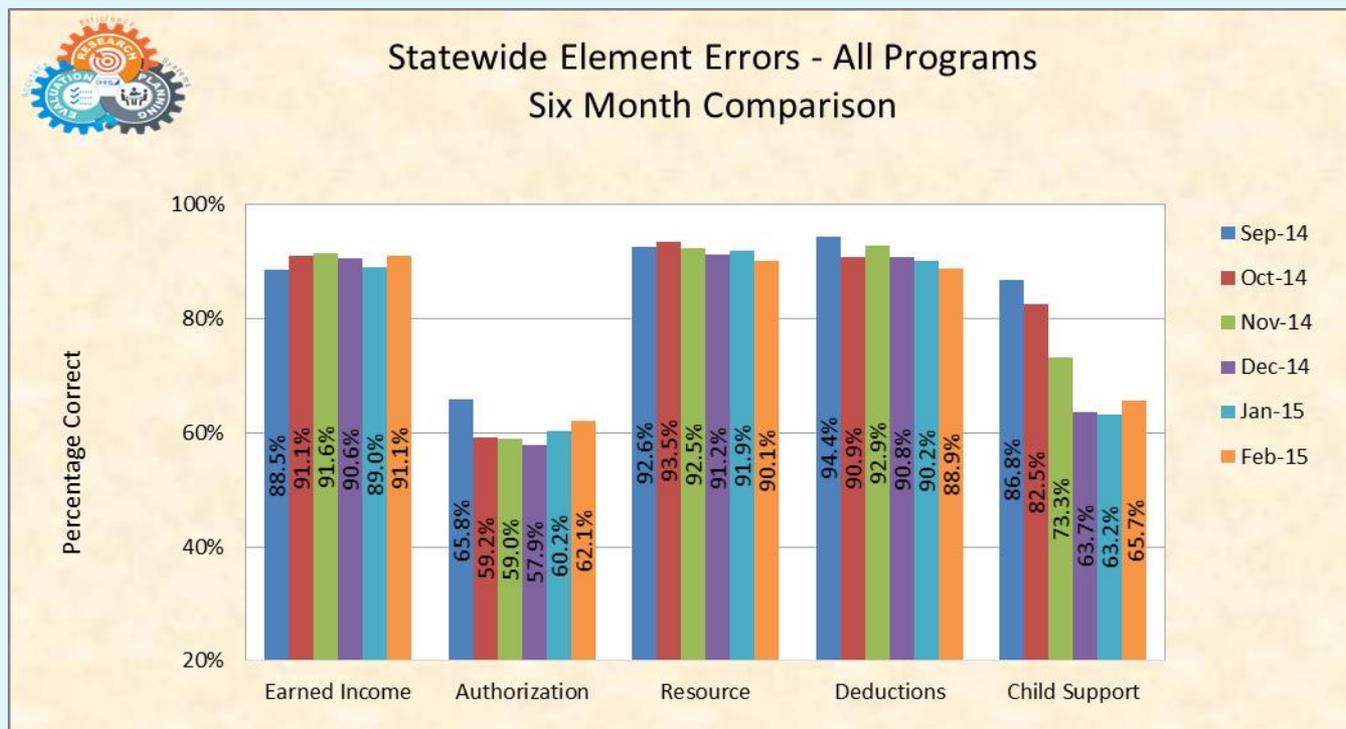
SNAP: Timeliness



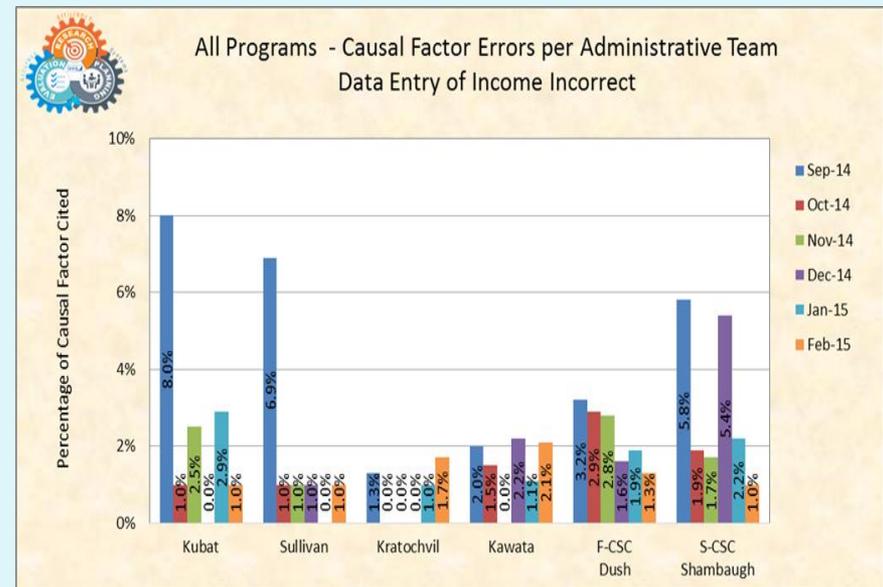
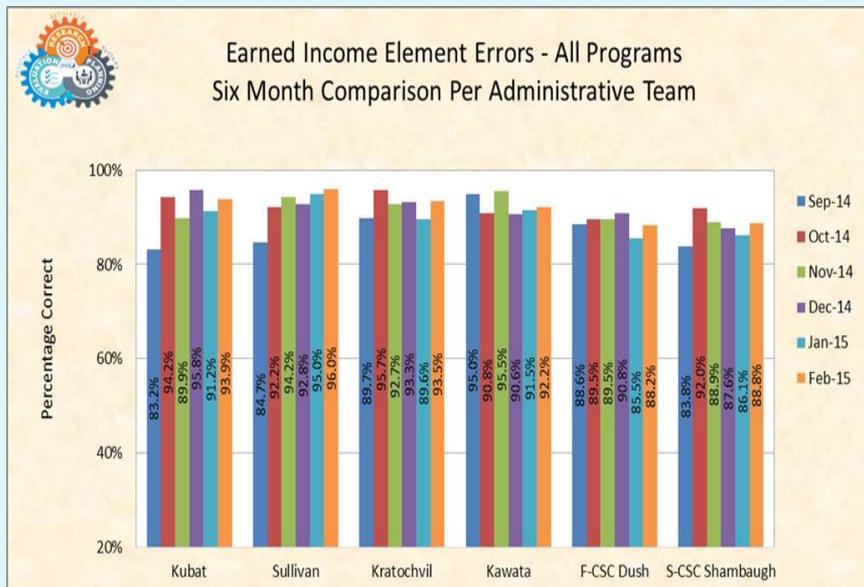
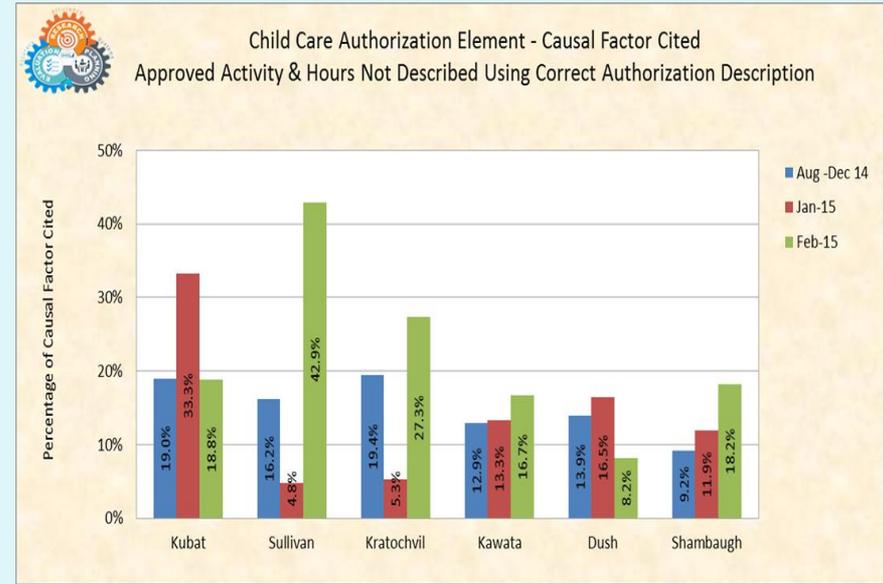
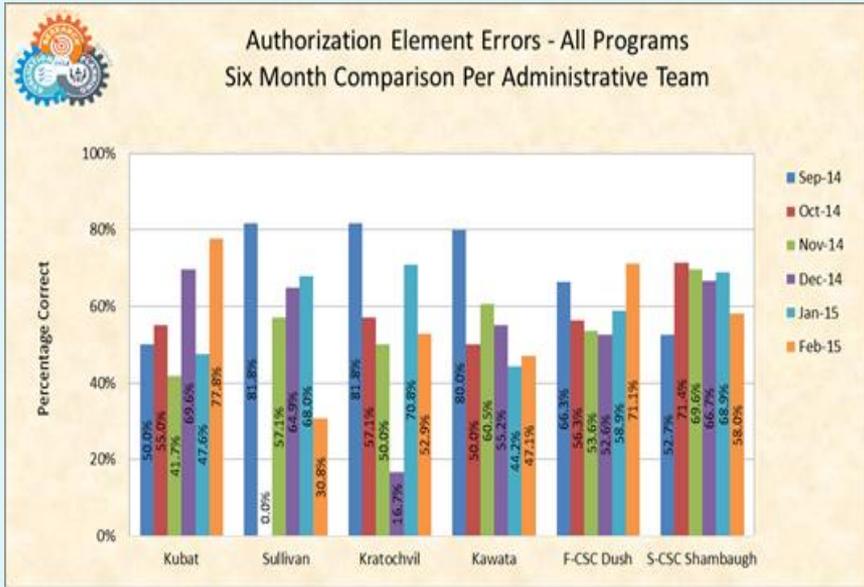
All Programs Reviewed



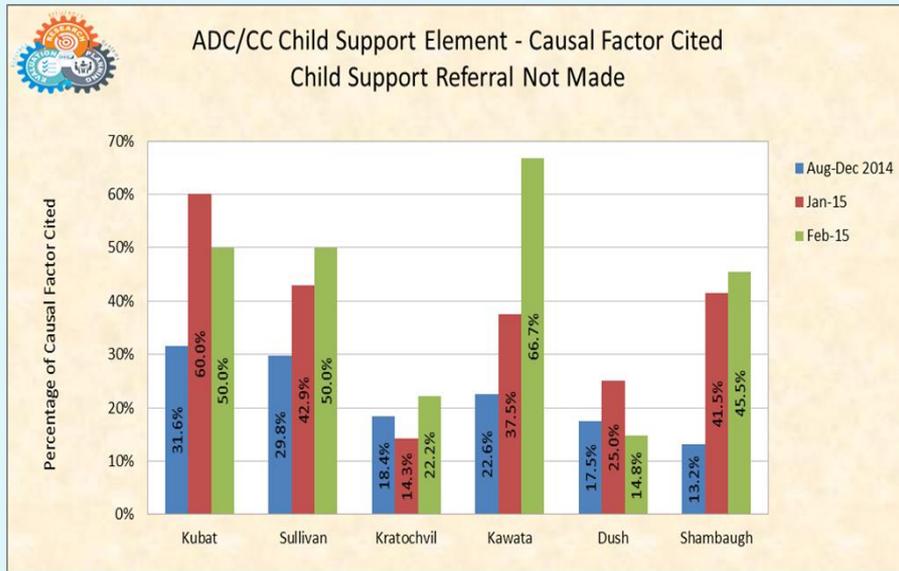
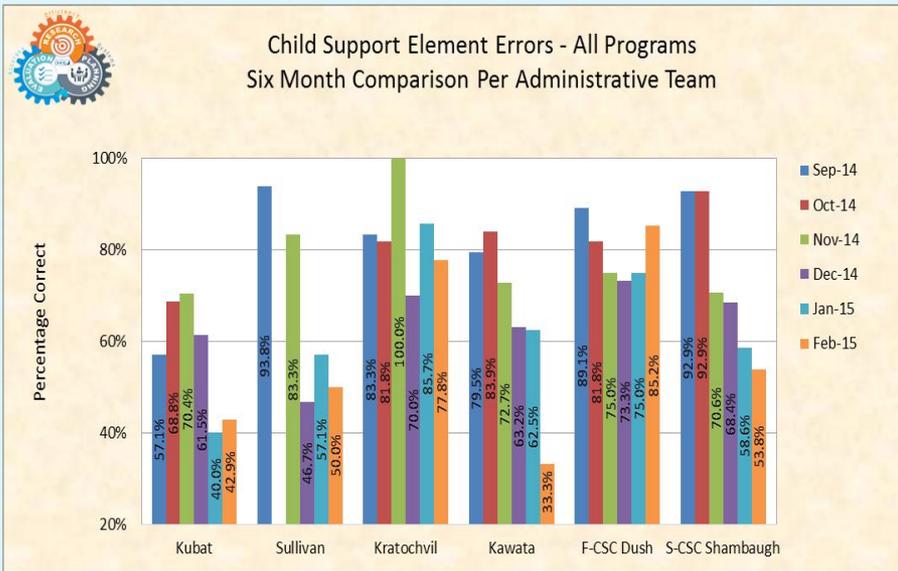
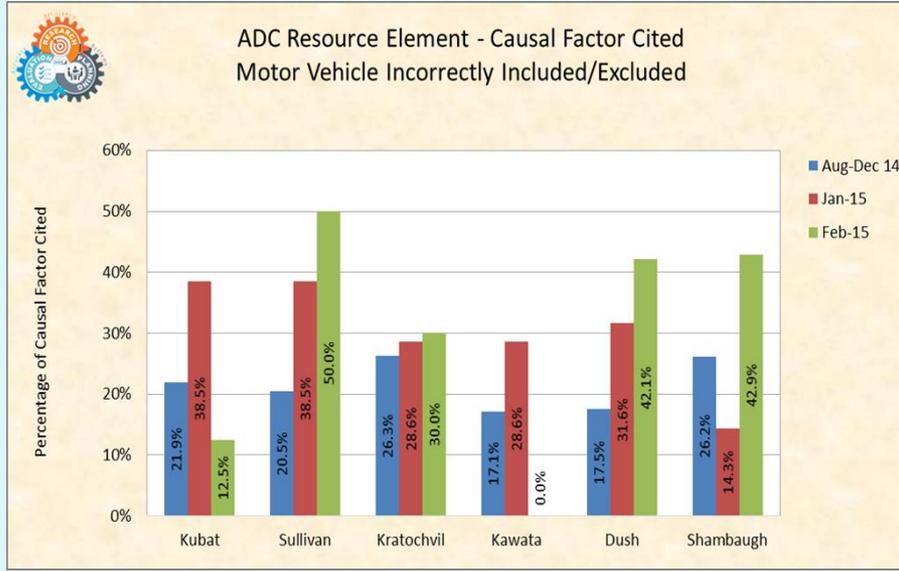
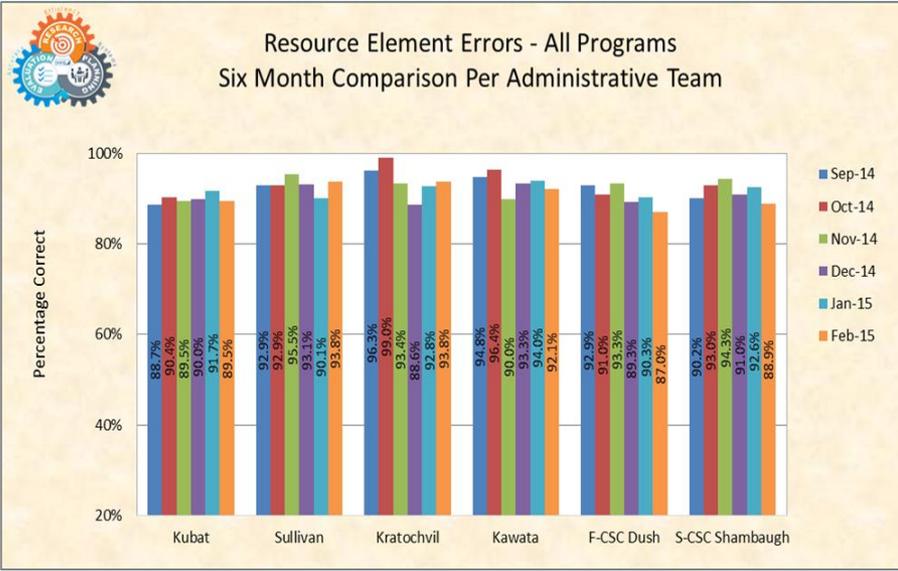
Focus on Key Errors



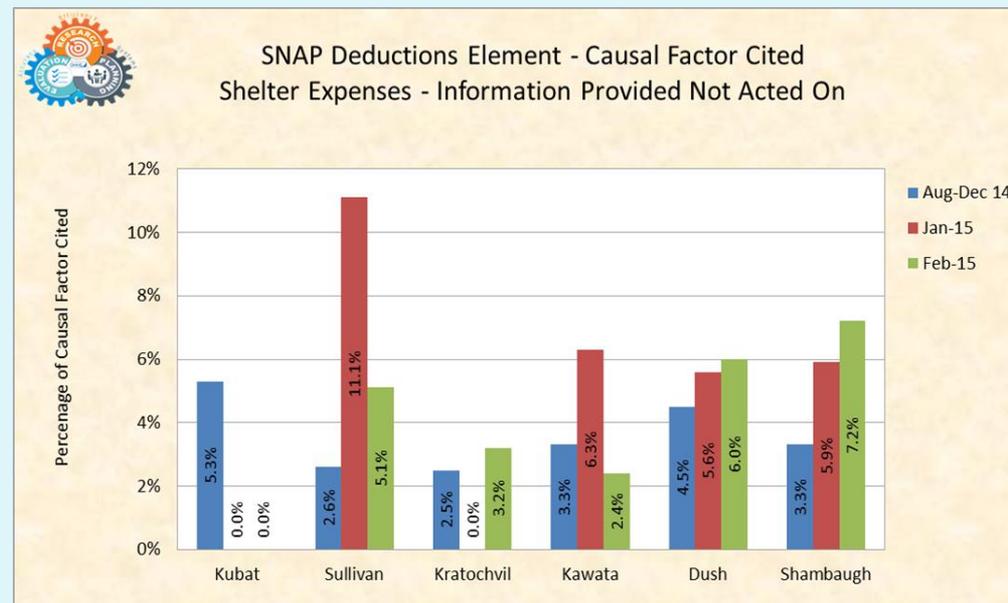
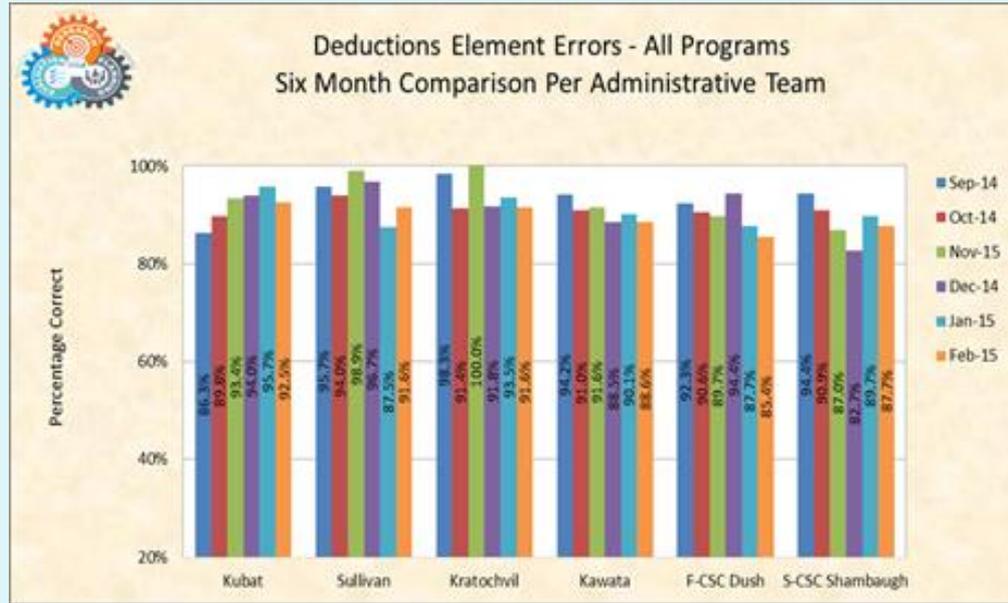
January-Focus on Key Errors



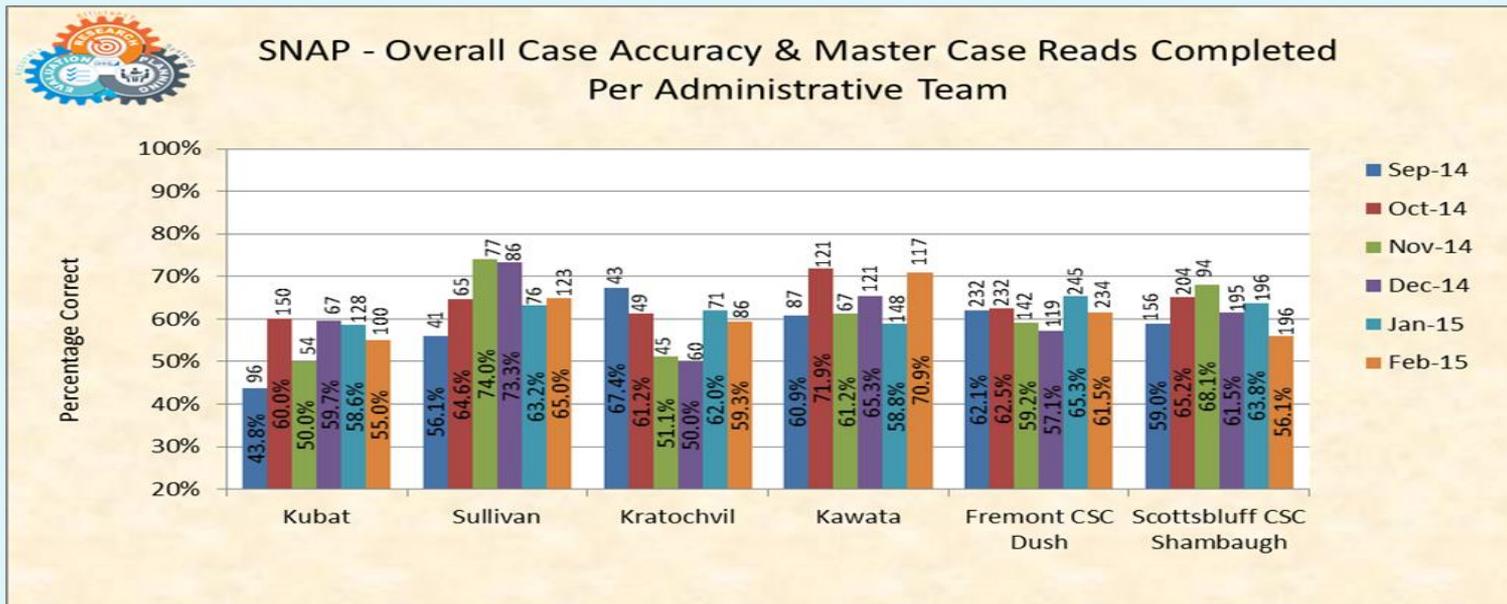
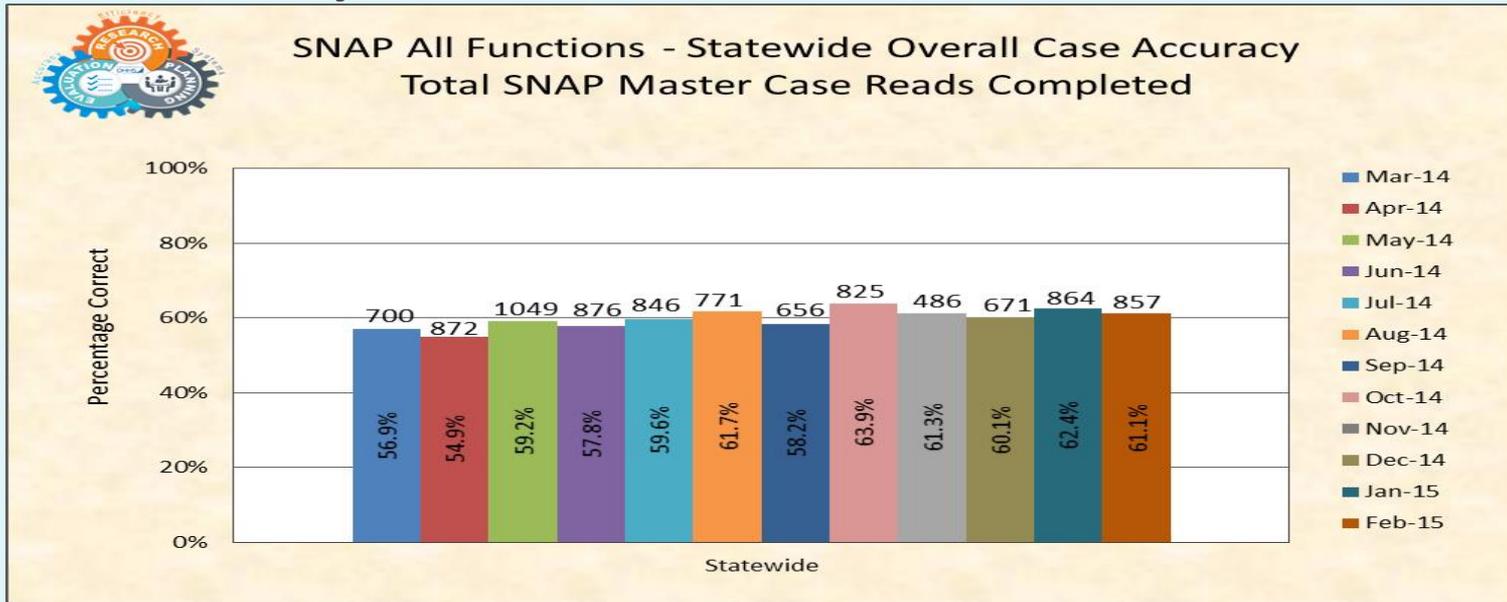
February-Focus on Key Errors



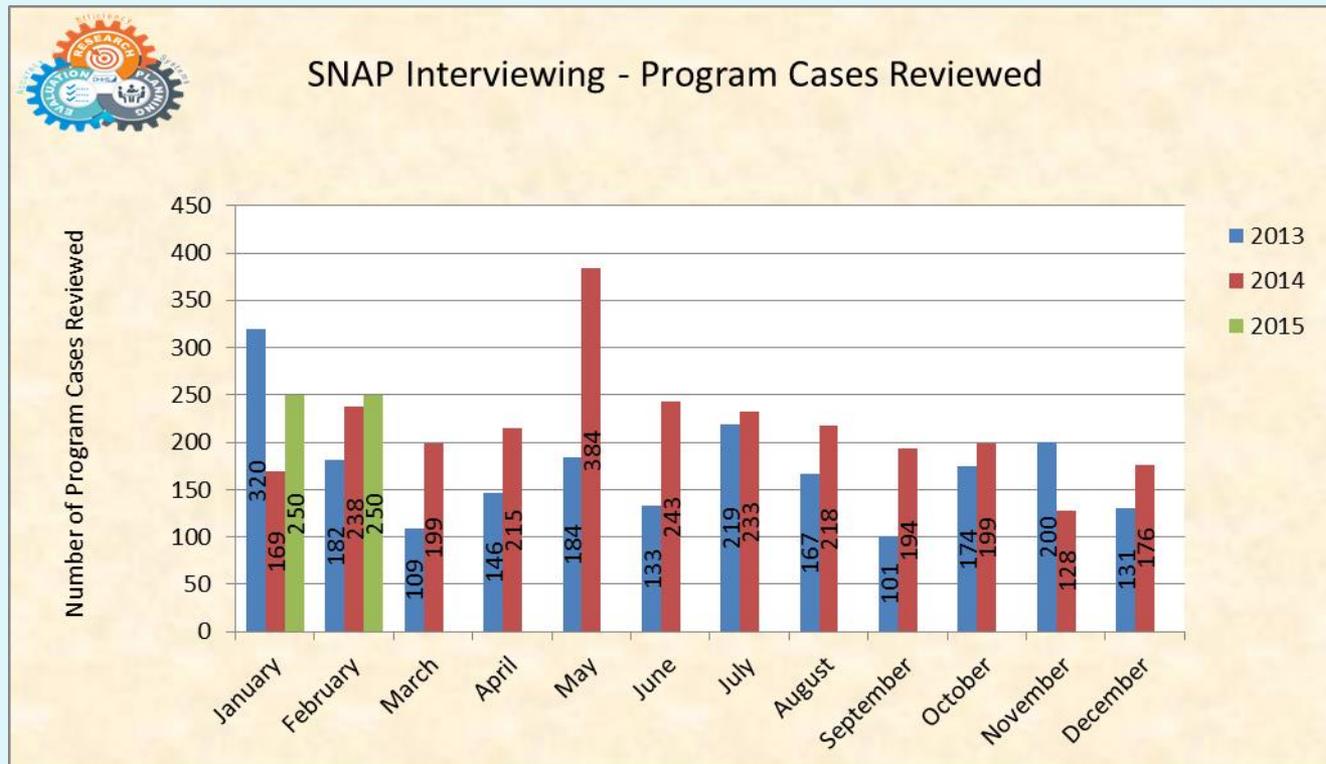
All-Star Focus



SNAP Accuracy



SNAP Interviewing Program Case Reads



SNAP: Interviewing

Strengths/Accomplishments:

R.E.P. Released:

1. Clarification of ABAWD: 2/23/2015
2. SNAP Student Exemptions: 2/23/2015

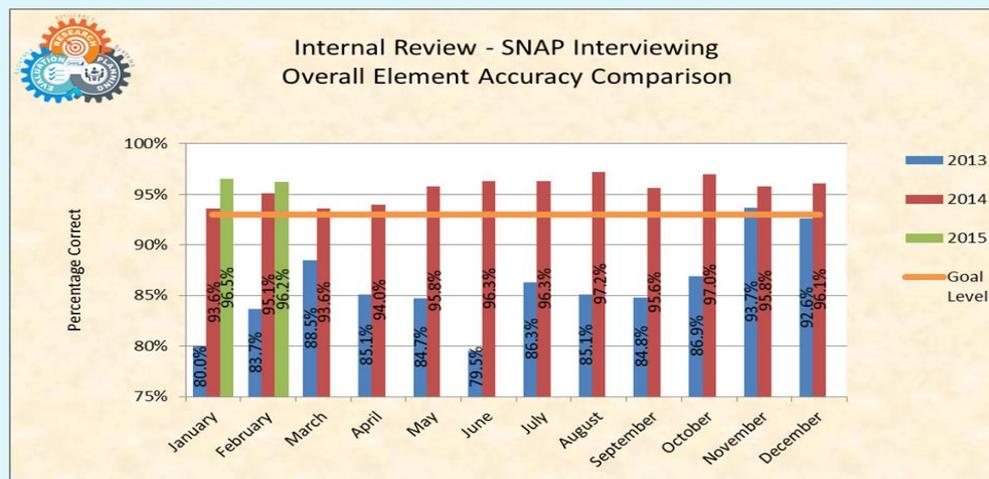
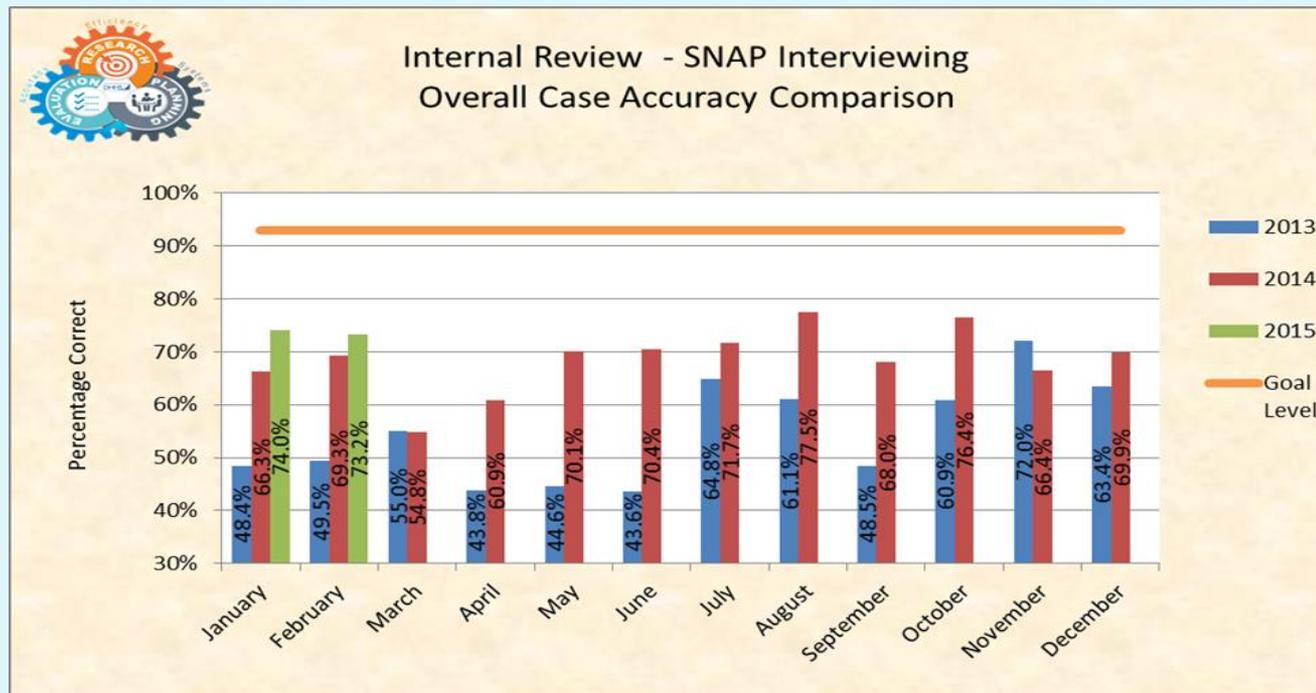
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
 - On 3/15/15 Add a free text field for people to list their language on an Eapp. This will help identify interpreter needs.

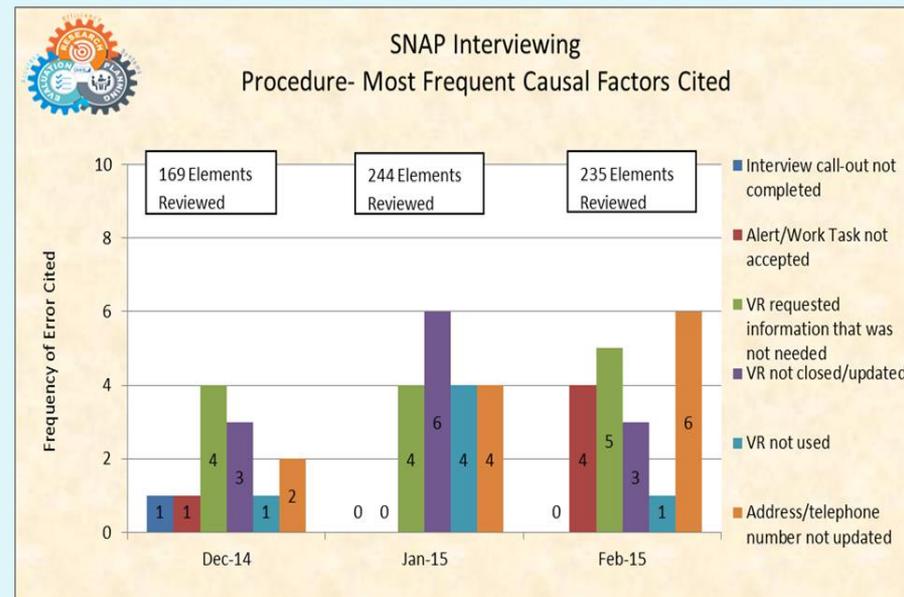
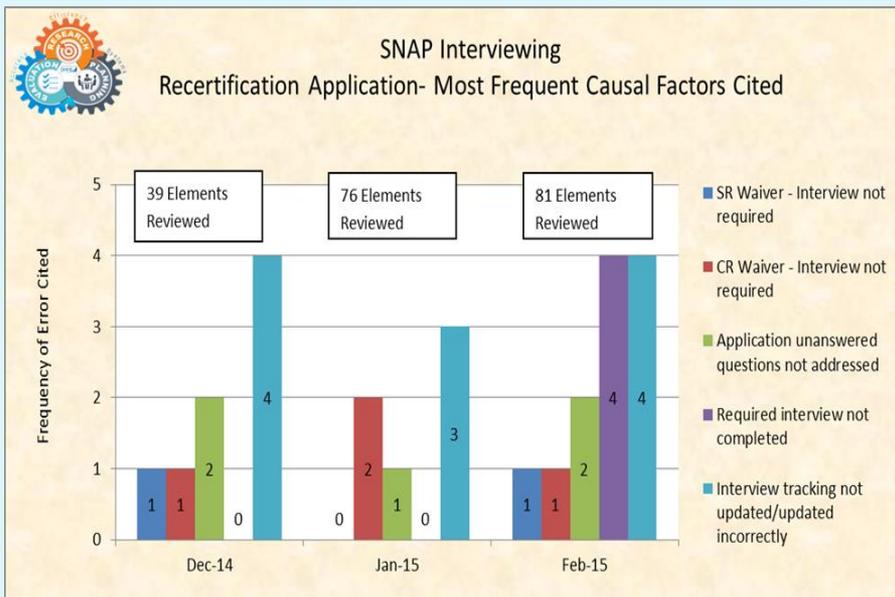
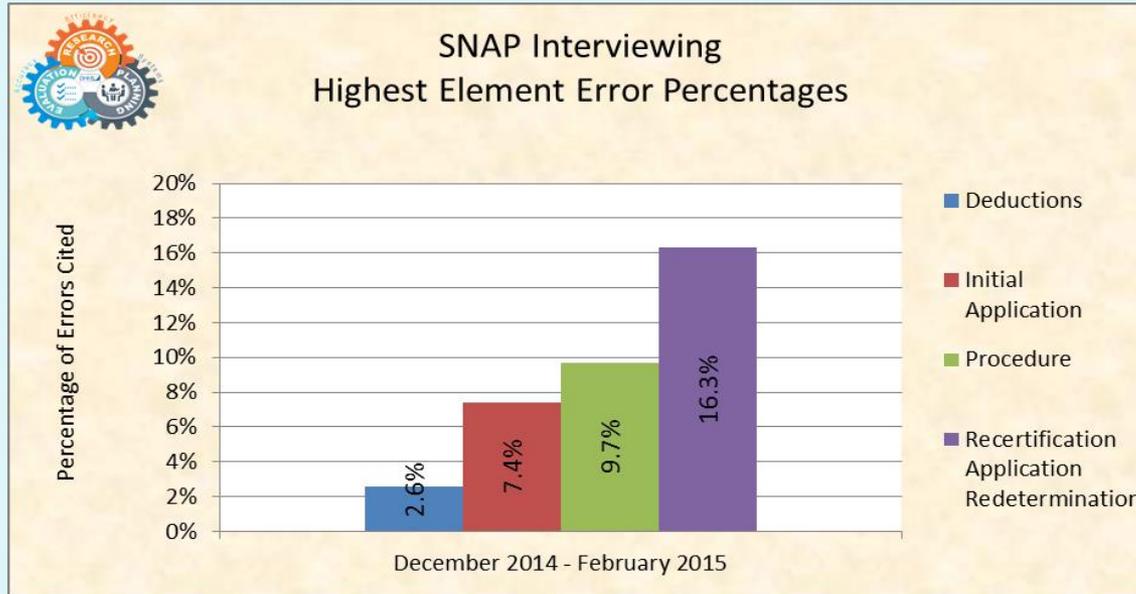
Action Items:

Barriers:

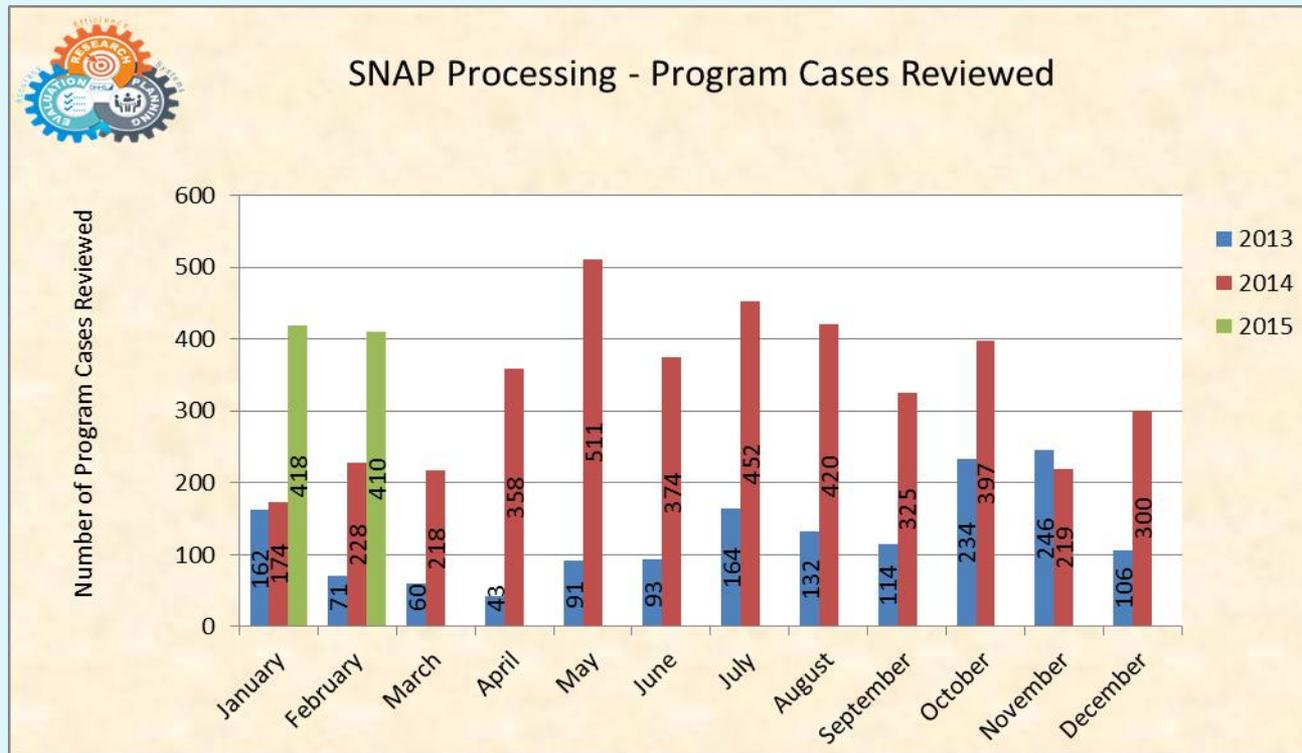
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



SNAP: Interviewing



SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

R.E.P. Released:

1. Clarification of ABAWD: 2/23/2015
2. SNAP Student Exemptions: 2/23/2015

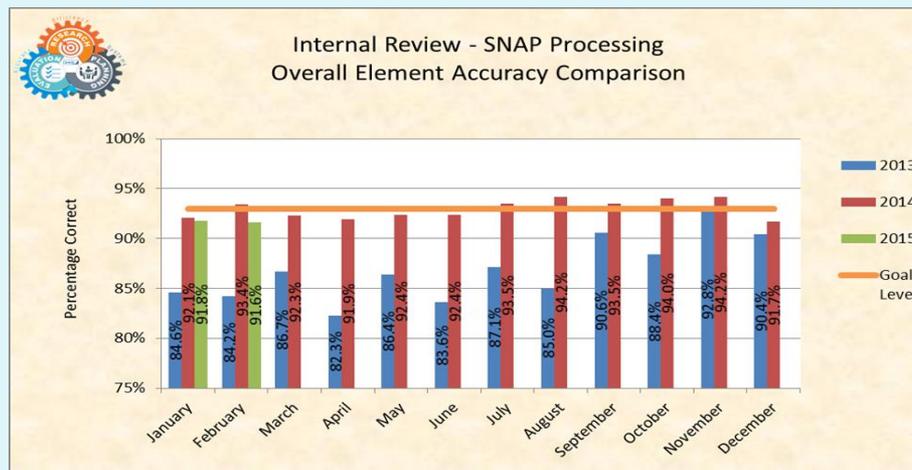
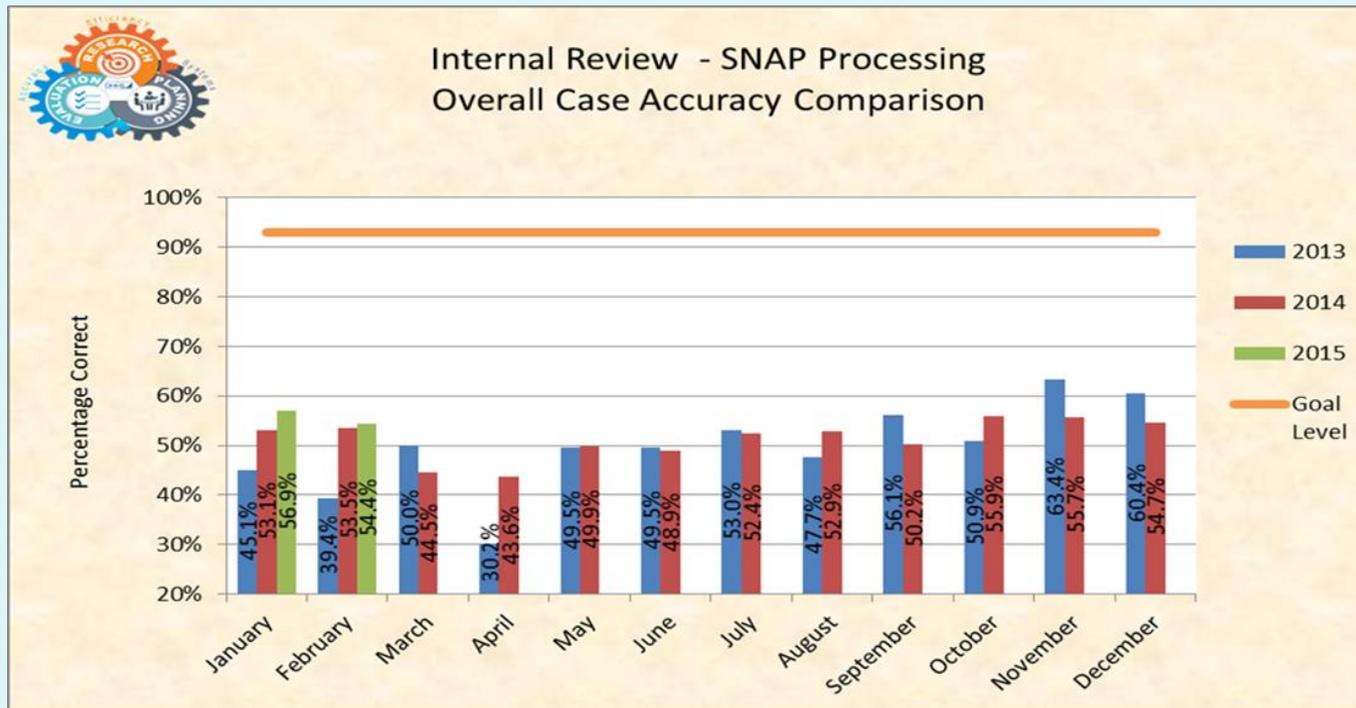
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. On 3/15/15 N-FOCUS will prepopulate cert dates.
3. Pending applications can be done 60 days before recert date.
4. Additional medical expenses can be reported on the Eapp.
5. Homeless Shelter is a possible living arrangement on Eapp.

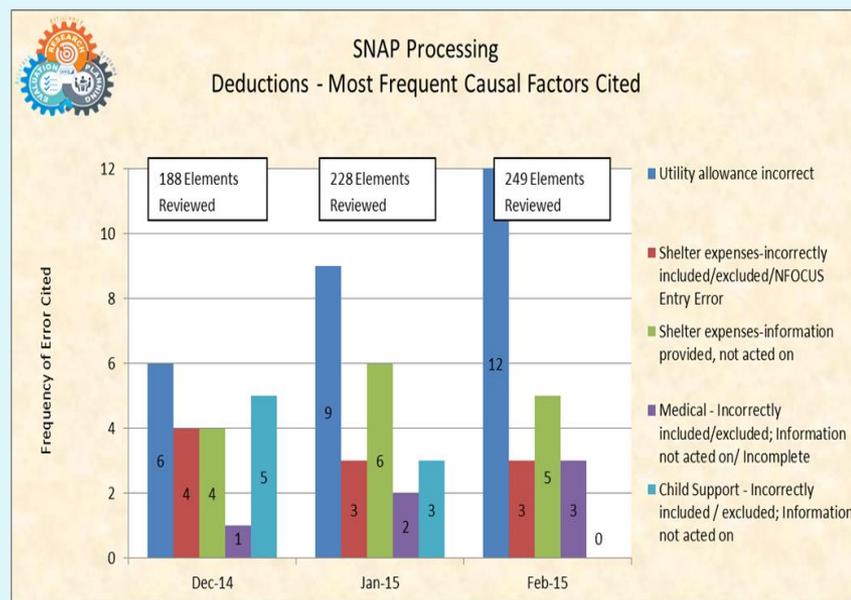
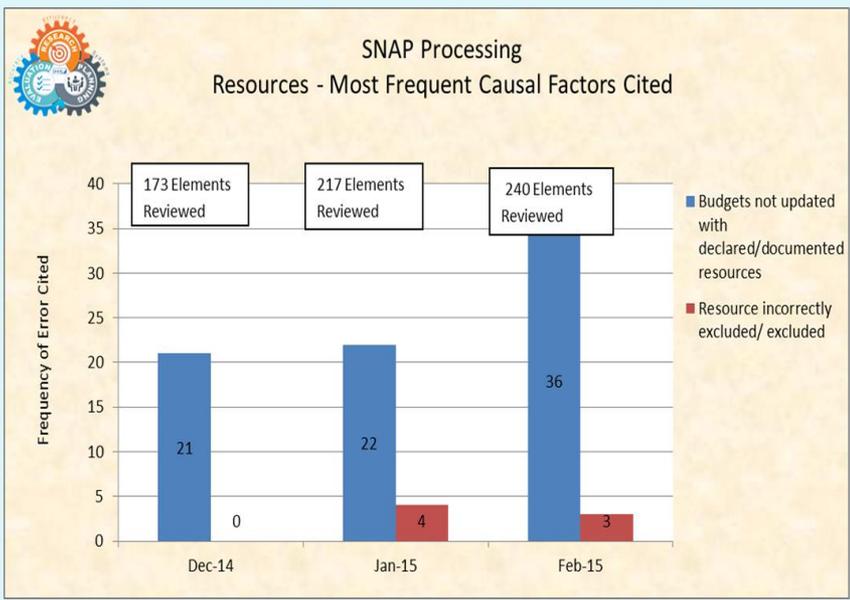
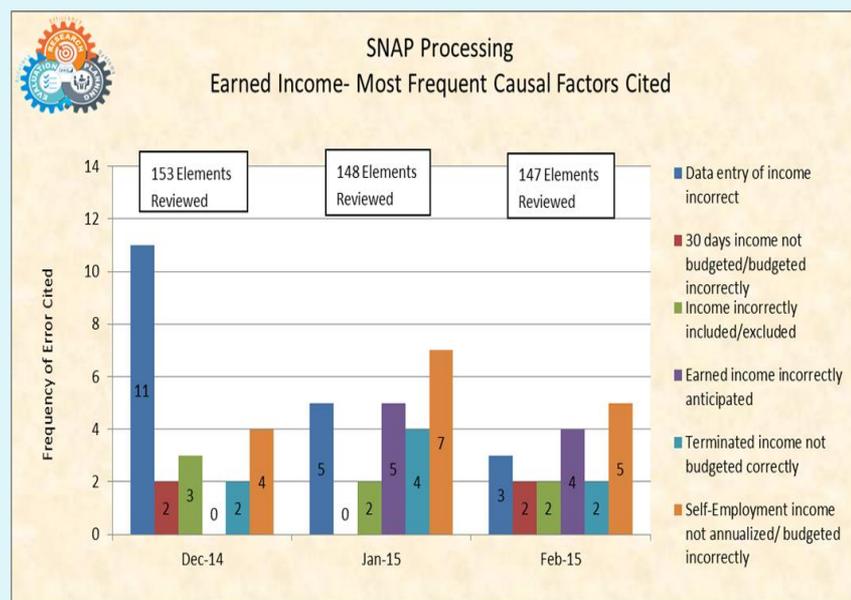
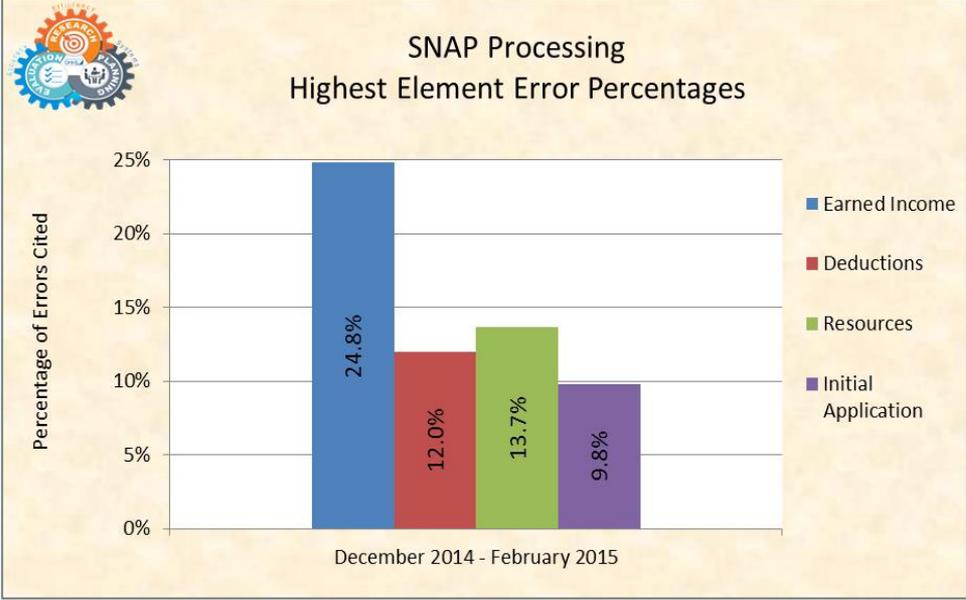
Action Items:

Barriers:

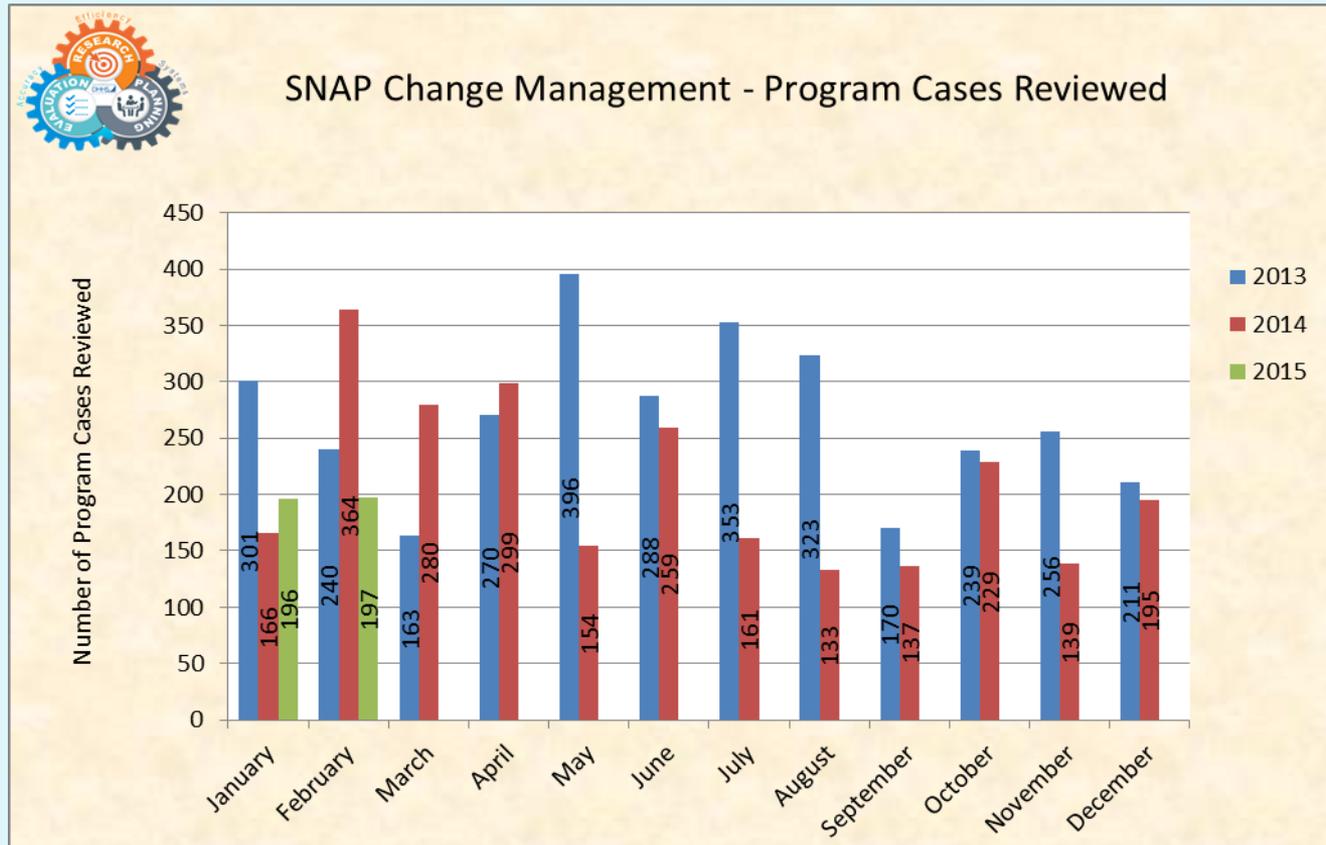
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



SNAP: Processing



SNAP Change Management Program Case Reads



SNAP: Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. Clarification of ABAWD: 2/23/2015
2. SNAP Student Exemptions: 2/23/2015

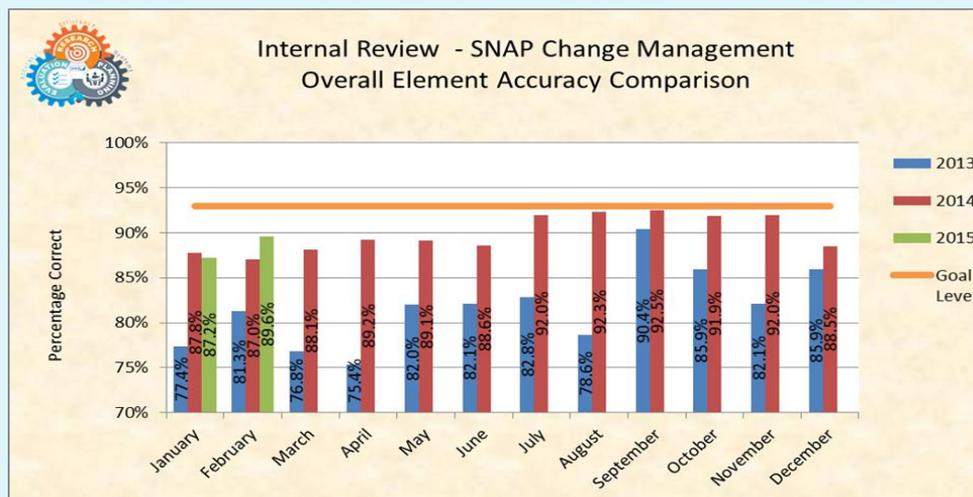
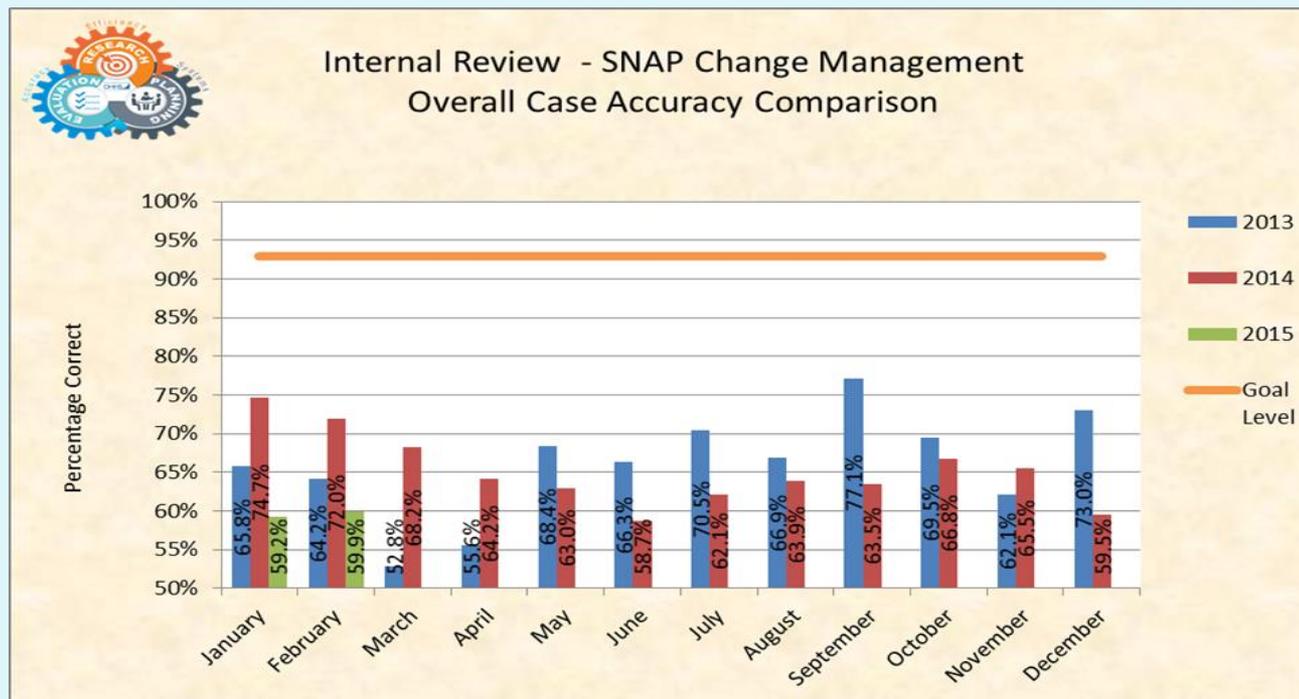
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. On 3/15/15 N-FOCUS will auto close single person master cases once V Stats record is received.
3. IRF Logic is removed.
4. Enhancement to people who can request PIN numbers.

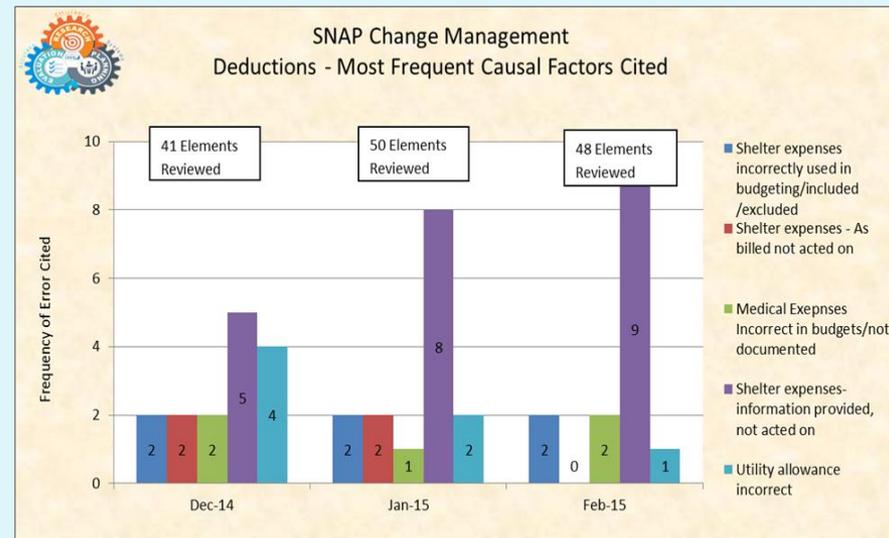
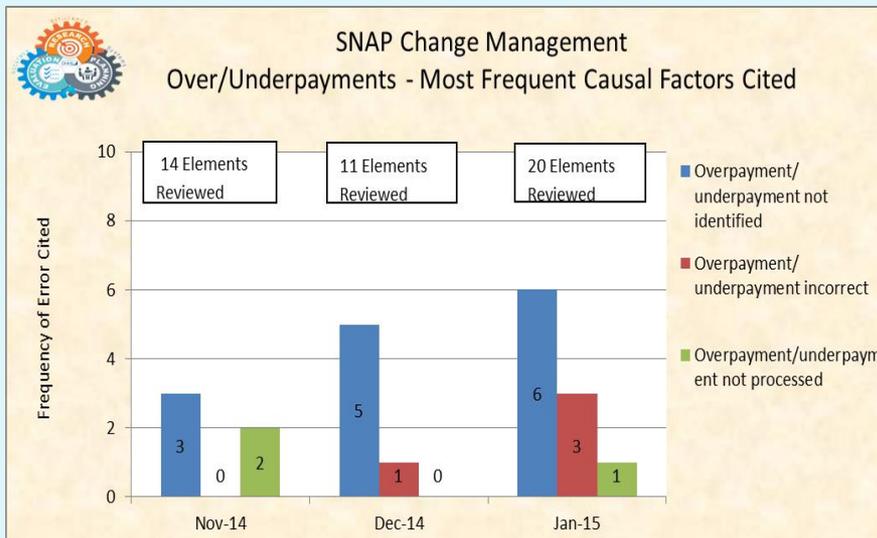
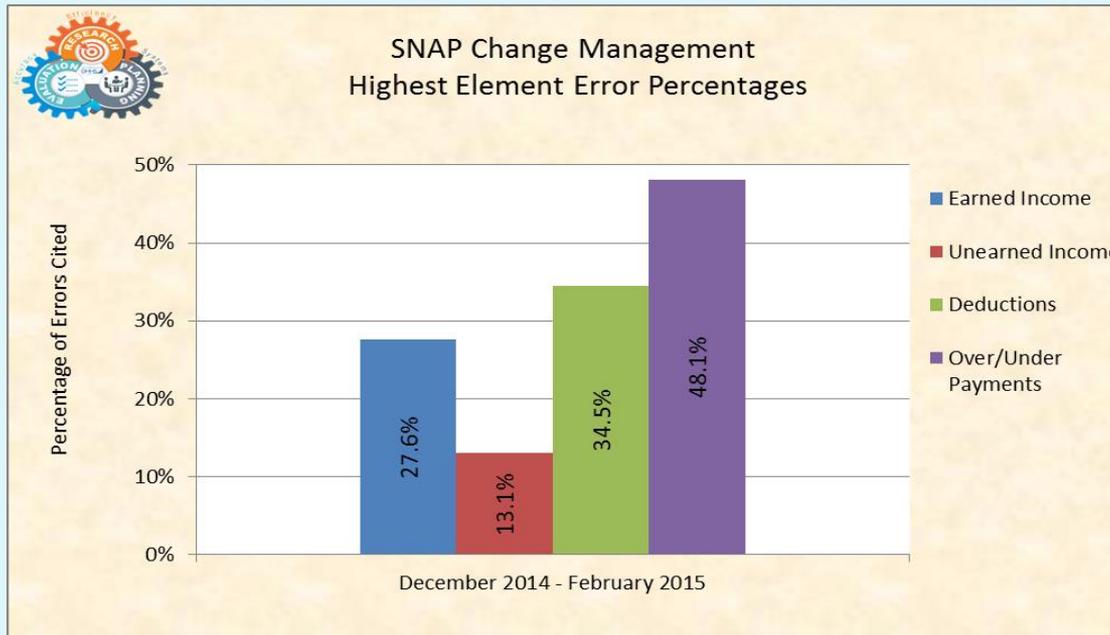
Action Items:

Barriers:

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



SNAP: Change Management



SNAP: Steps to Improvement



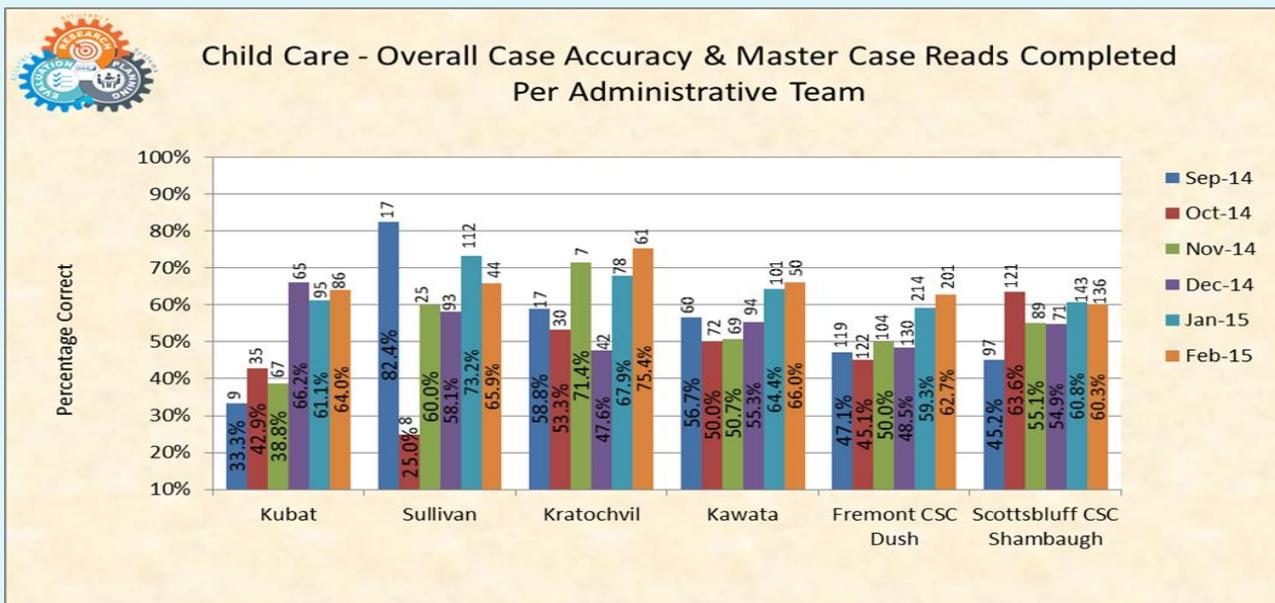
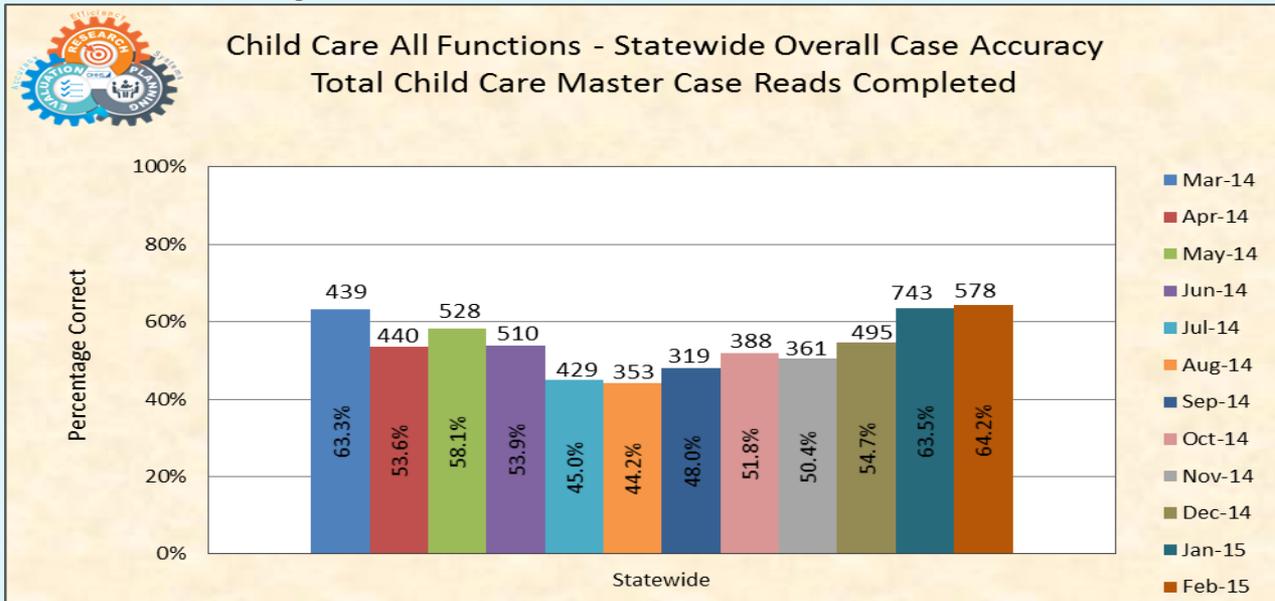
Timeliness:

- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.

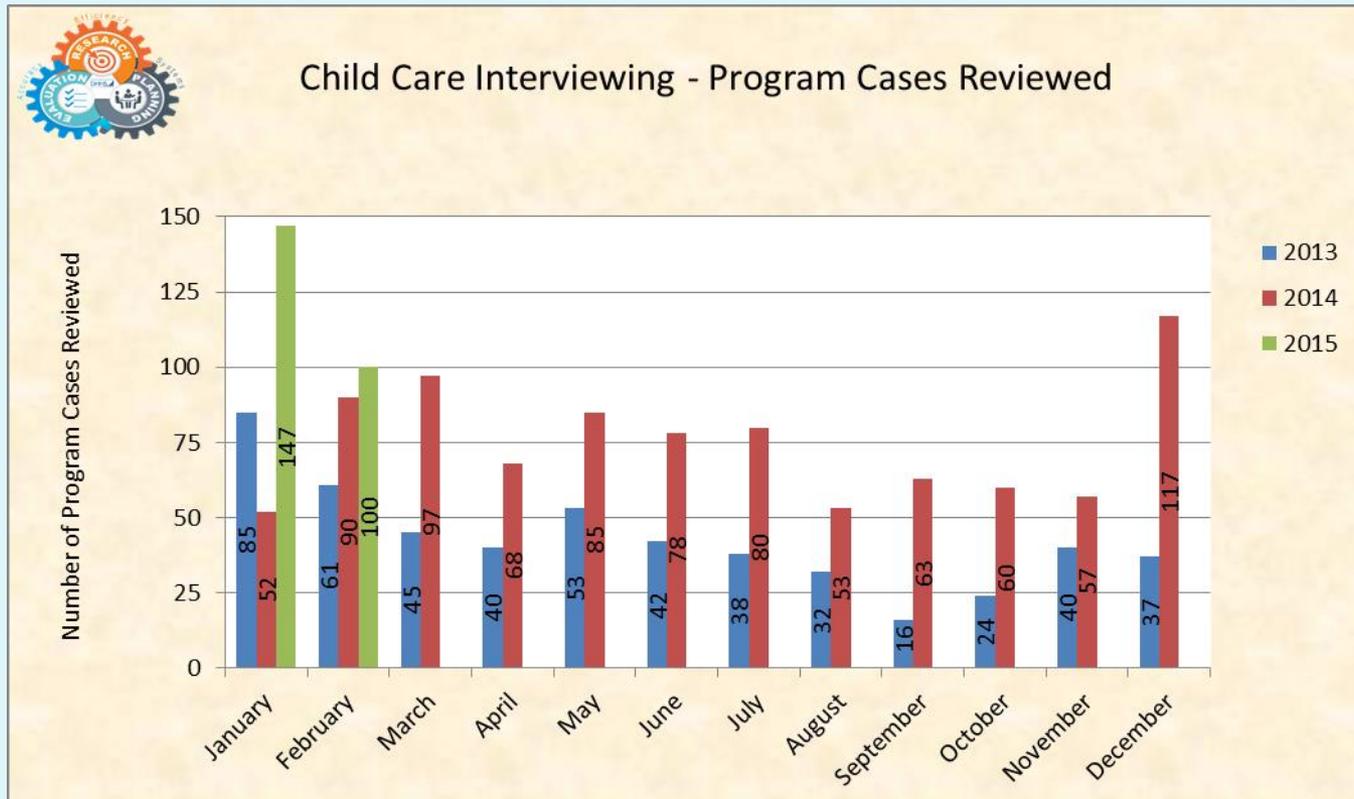


Indicates items have been completed

Child Care Accuracy



Child Care Interviewing Program Case Reads



Child Care: Interviewing

Strengths/Accomplishments:

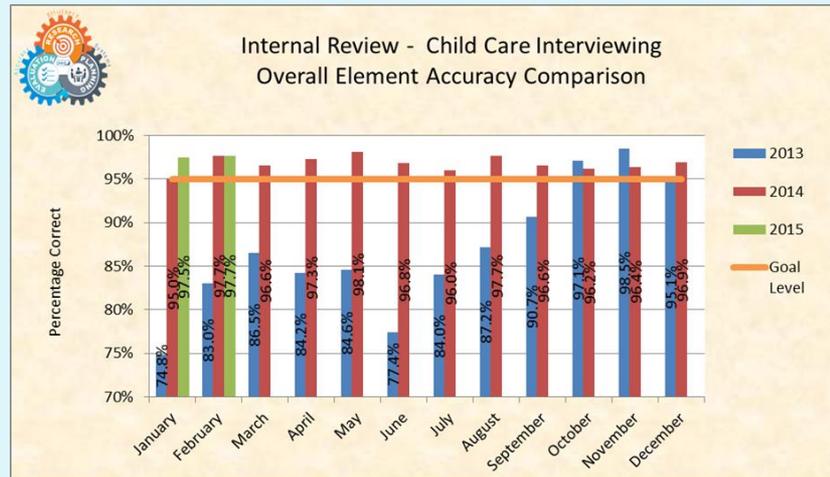
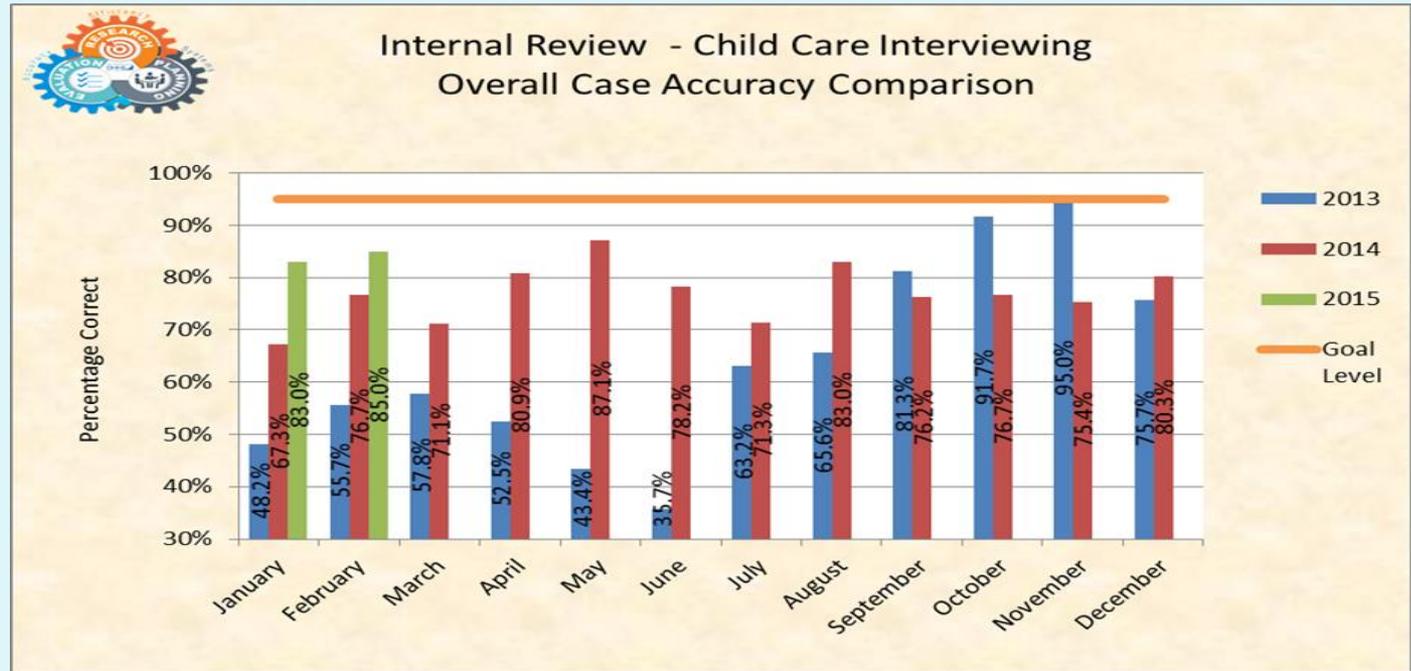
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

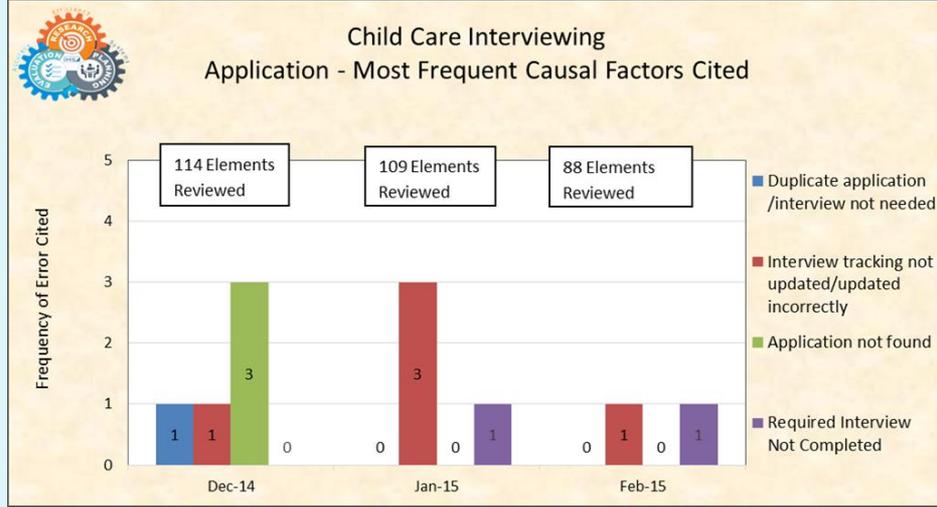
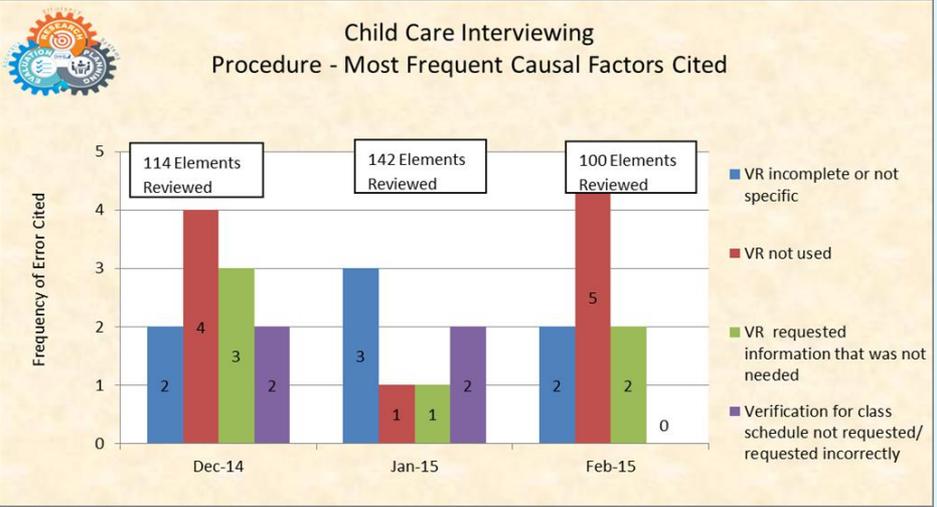
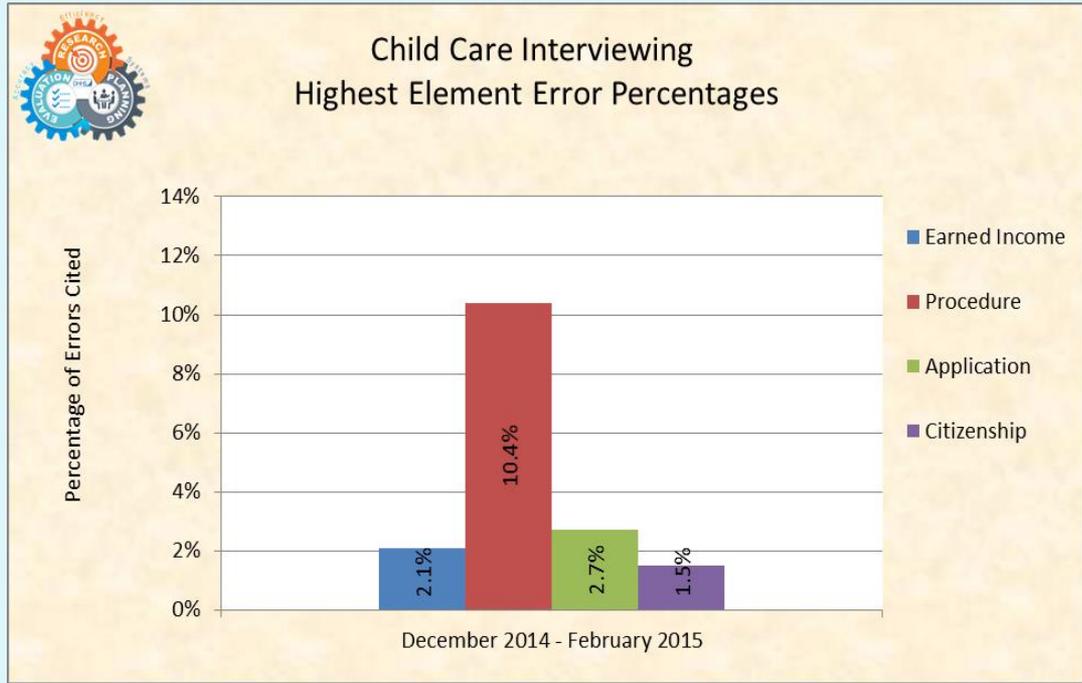
Action Items:

Barriers:

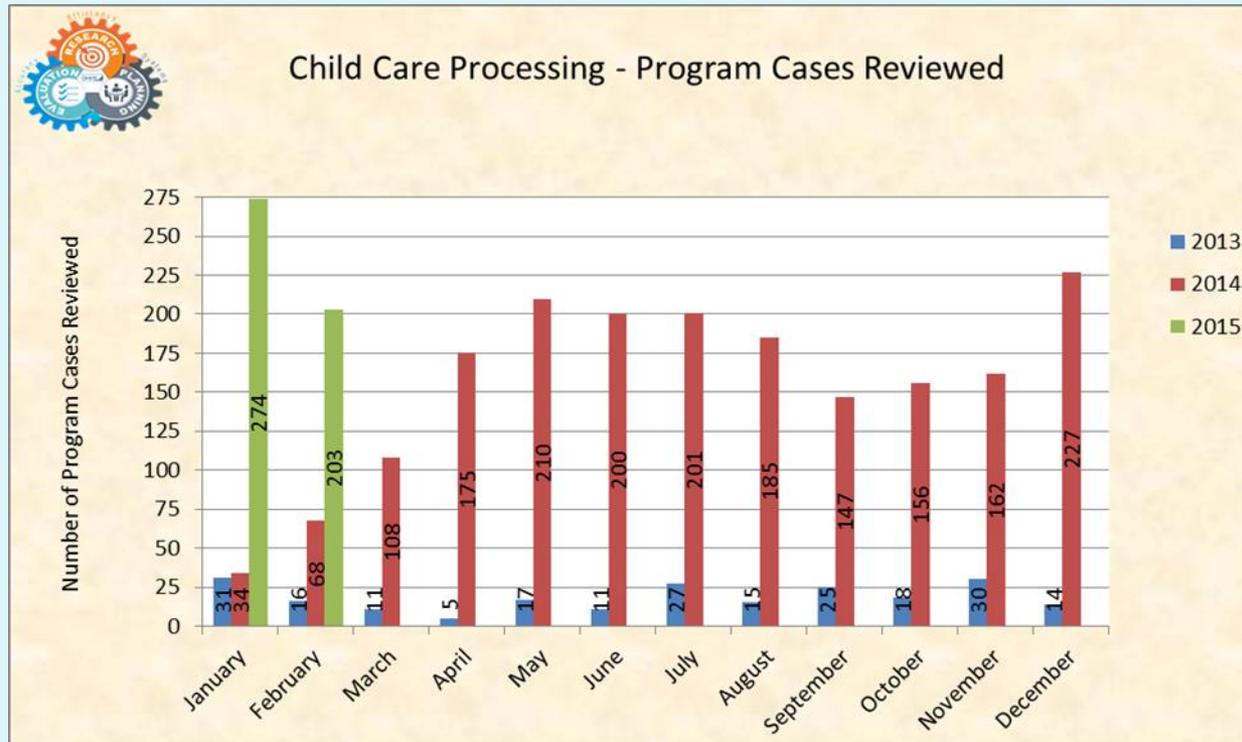
Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



Child Care: Interviewing



Child Care Processing Program Case Reads



Child Care: Processing

Strengths/Accomplishments:

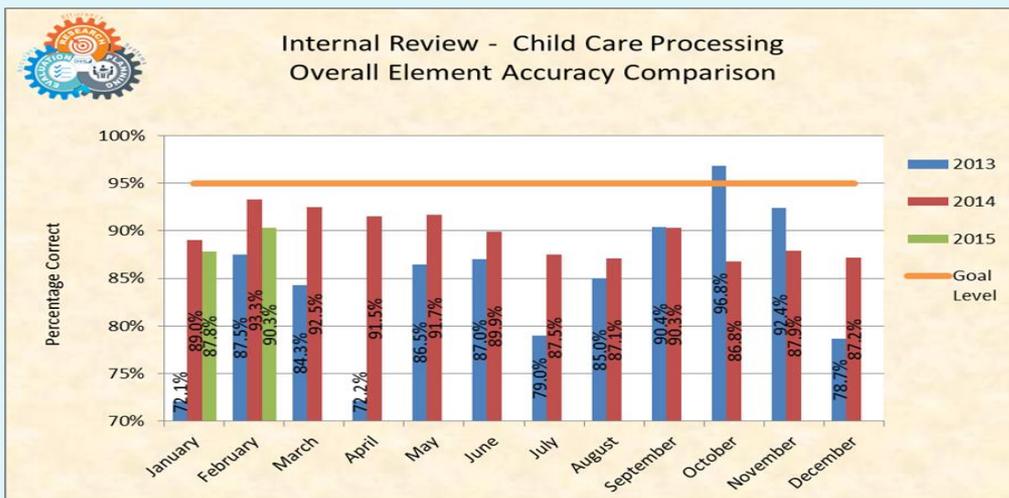
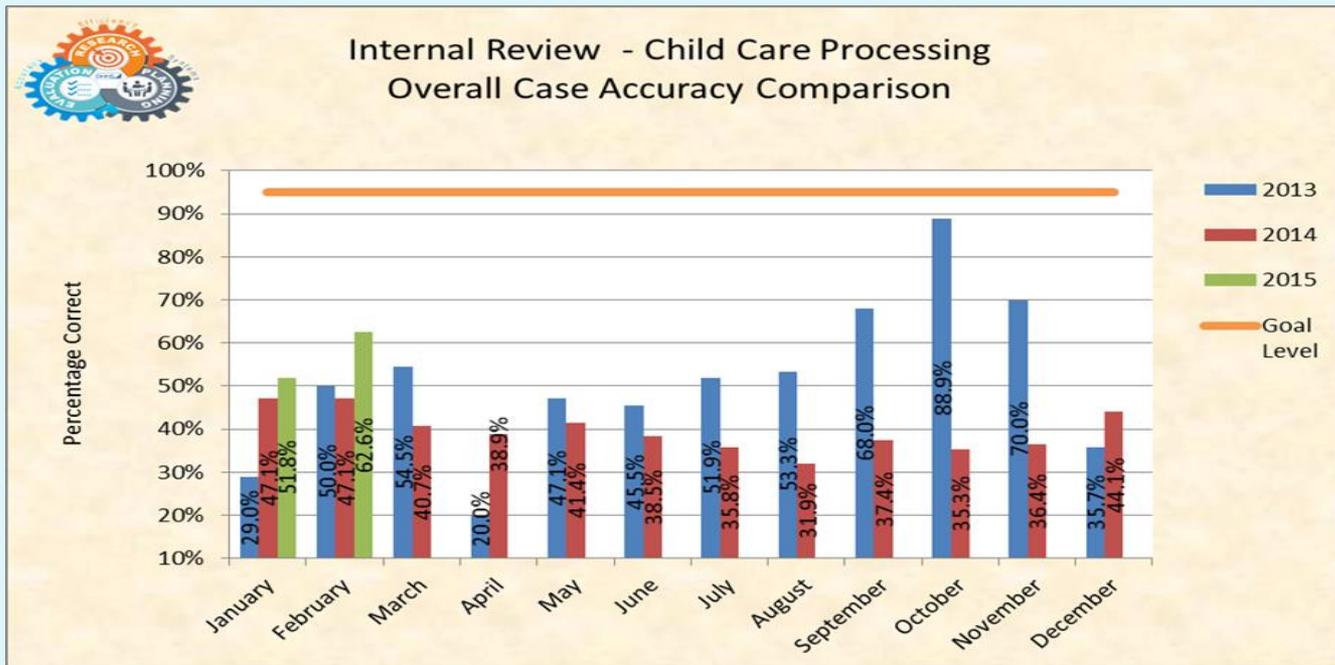
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. On 3/15/15 N-FOCUS will auto populate days and hours on service auths based on dates.
3. CHARTS referrals can now be sent on CC only cases.
4. 10% Earned Income disregard has an enhancement to allow more cases to receive the disregard.
5. Review dates are defaulted to 12 months.

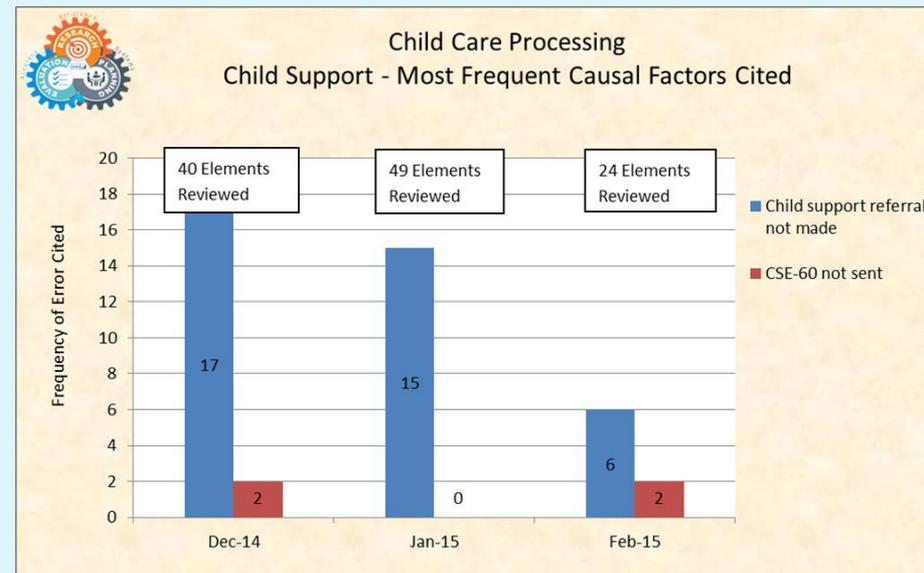
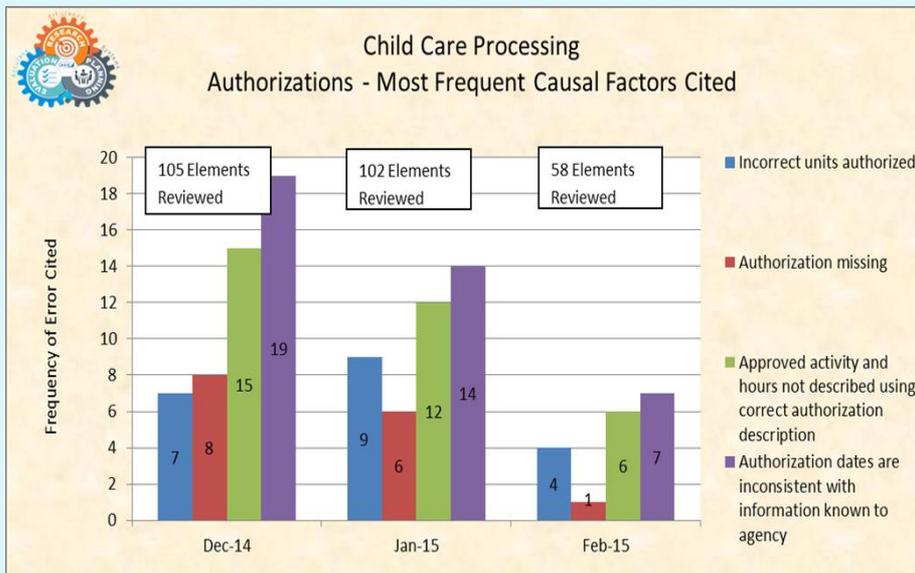
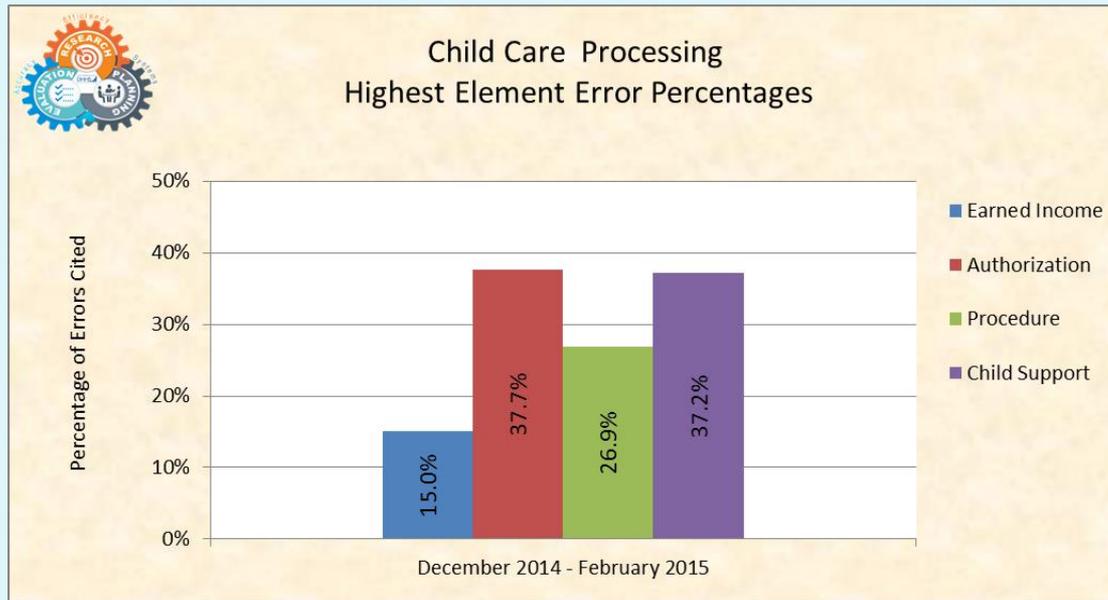
Action Items:

Barriers:

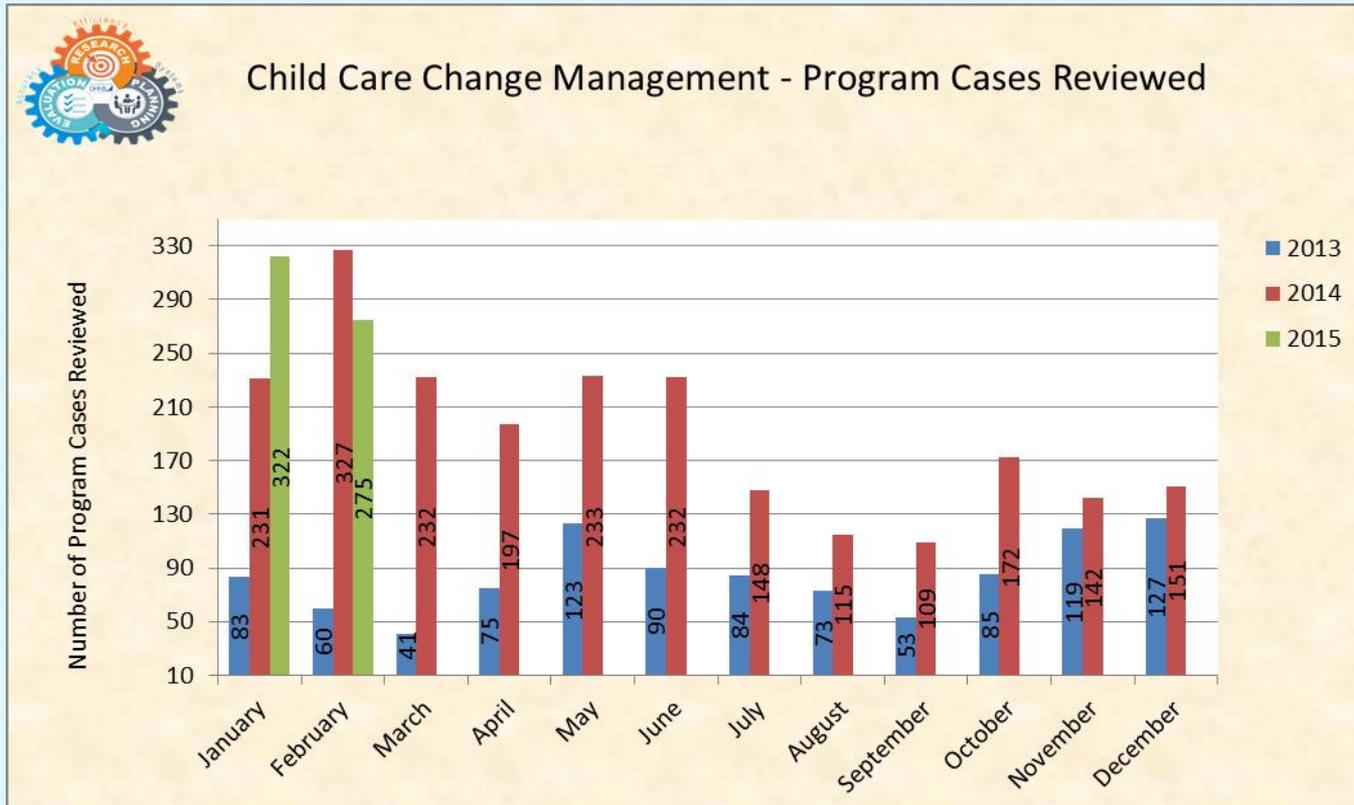
Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



Child Care: Processing



Child Care Change Management Program Case Reads



Child Care: Change Management

Strengths/Accomplishments:

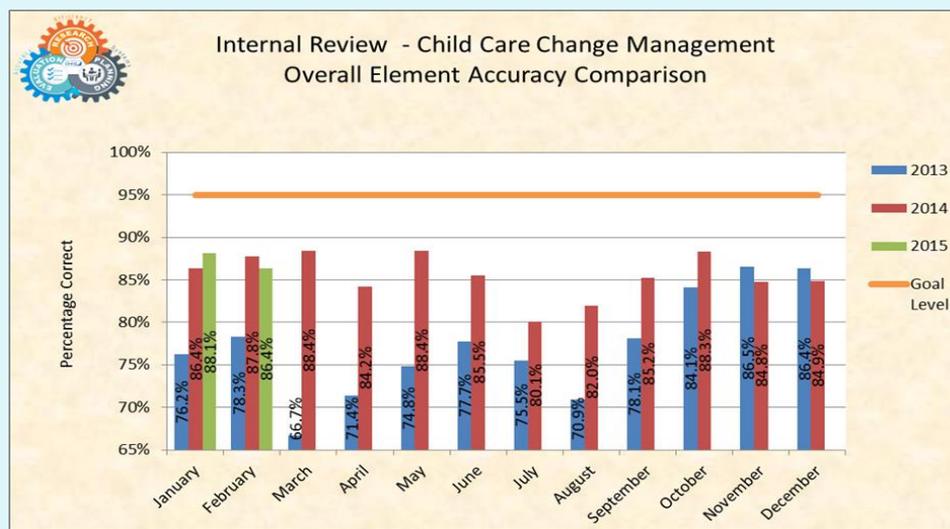
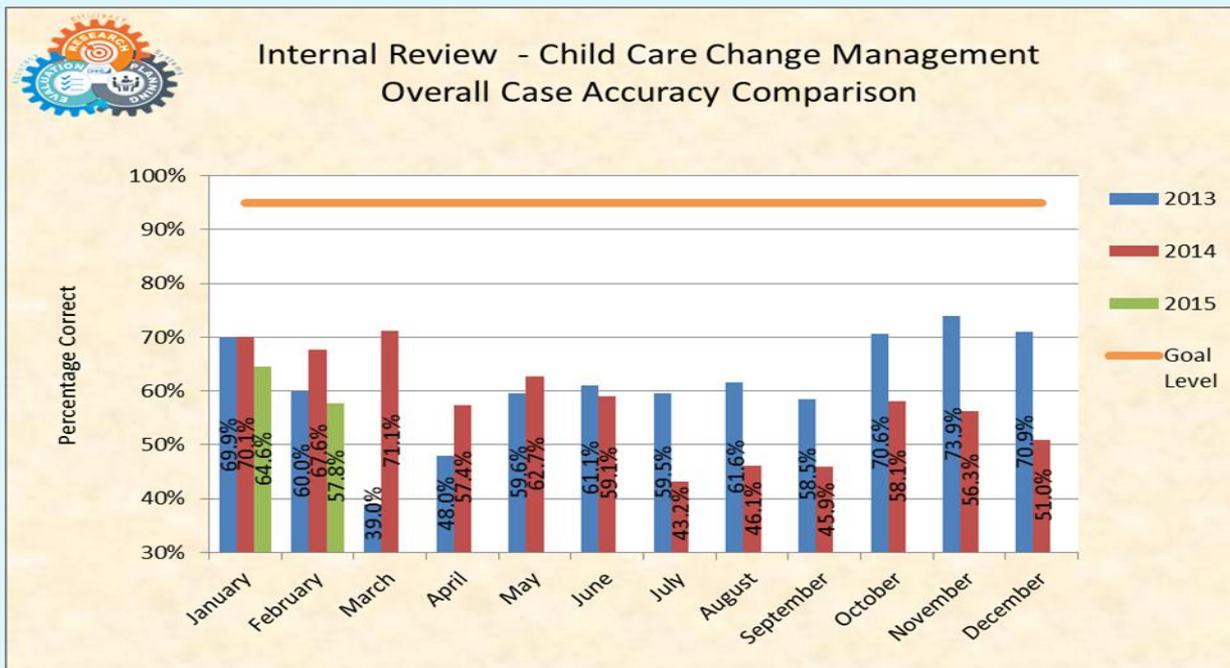
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

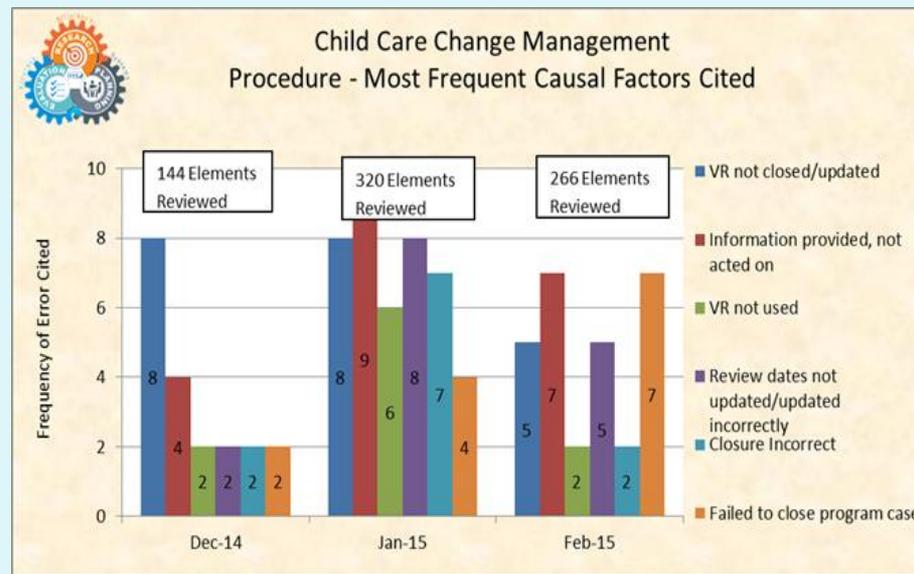
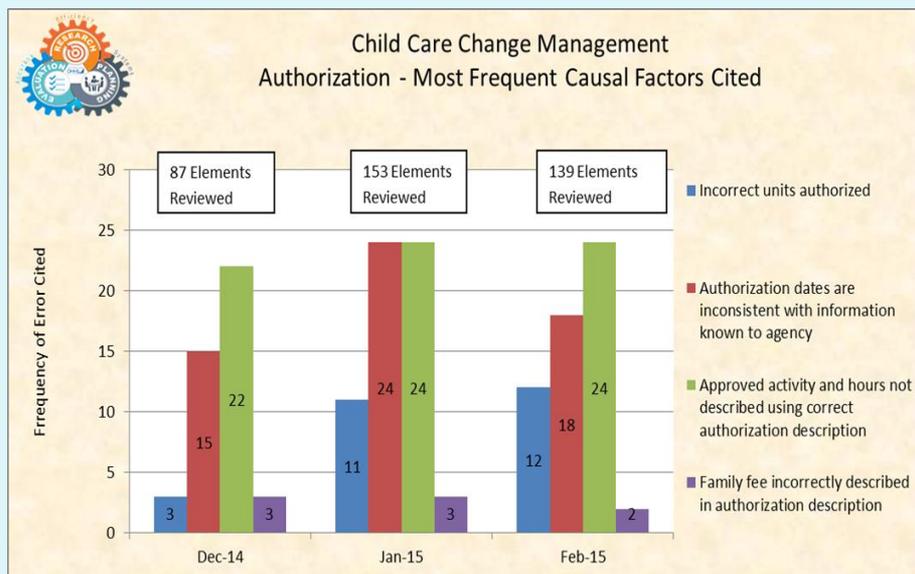
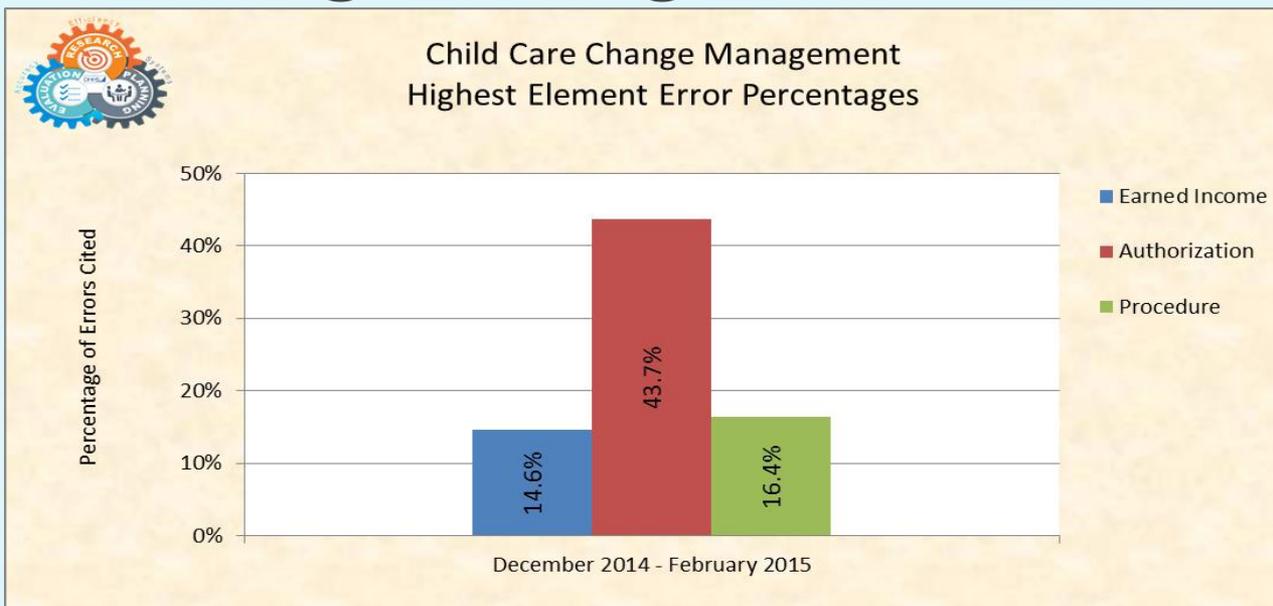
Action Items:

Barriers:

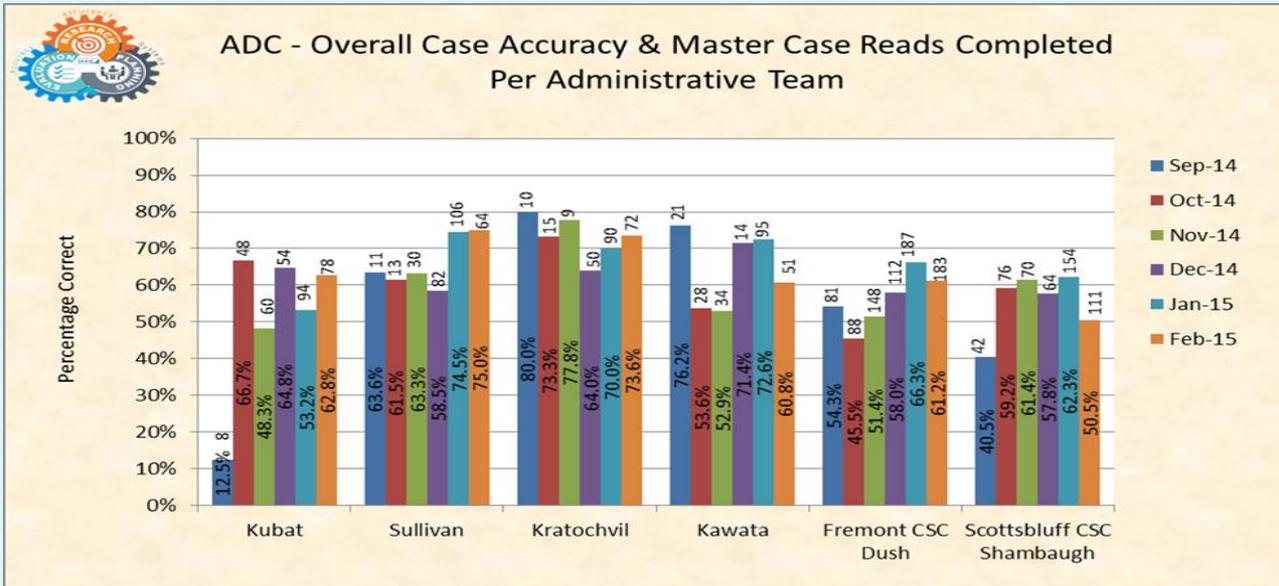
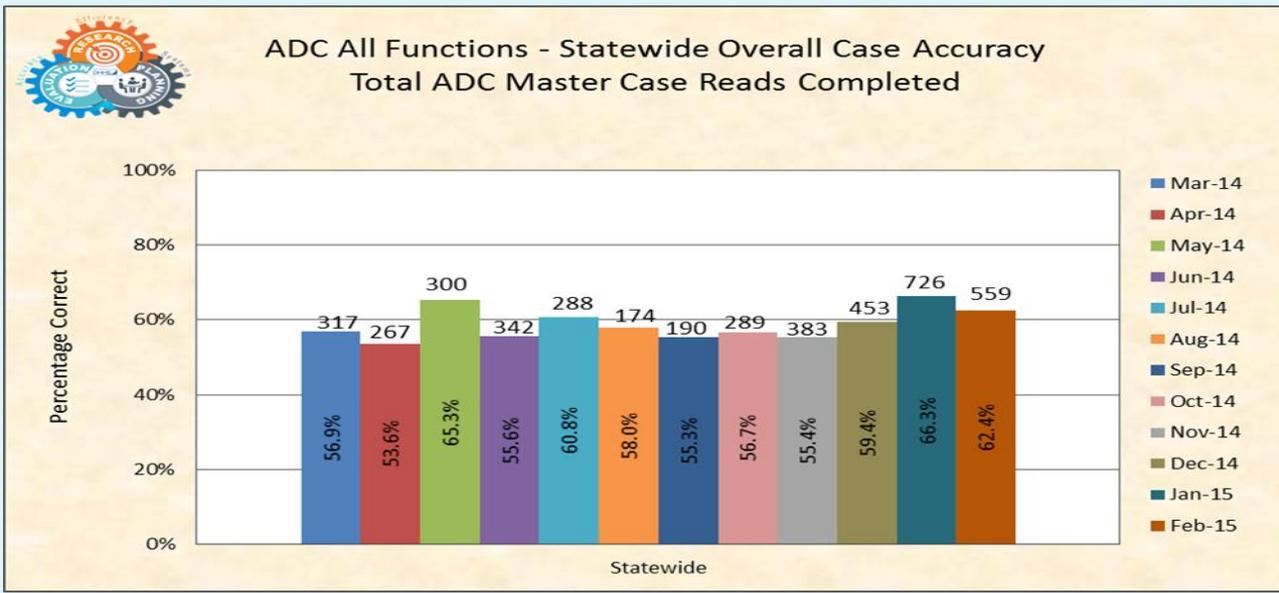
Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



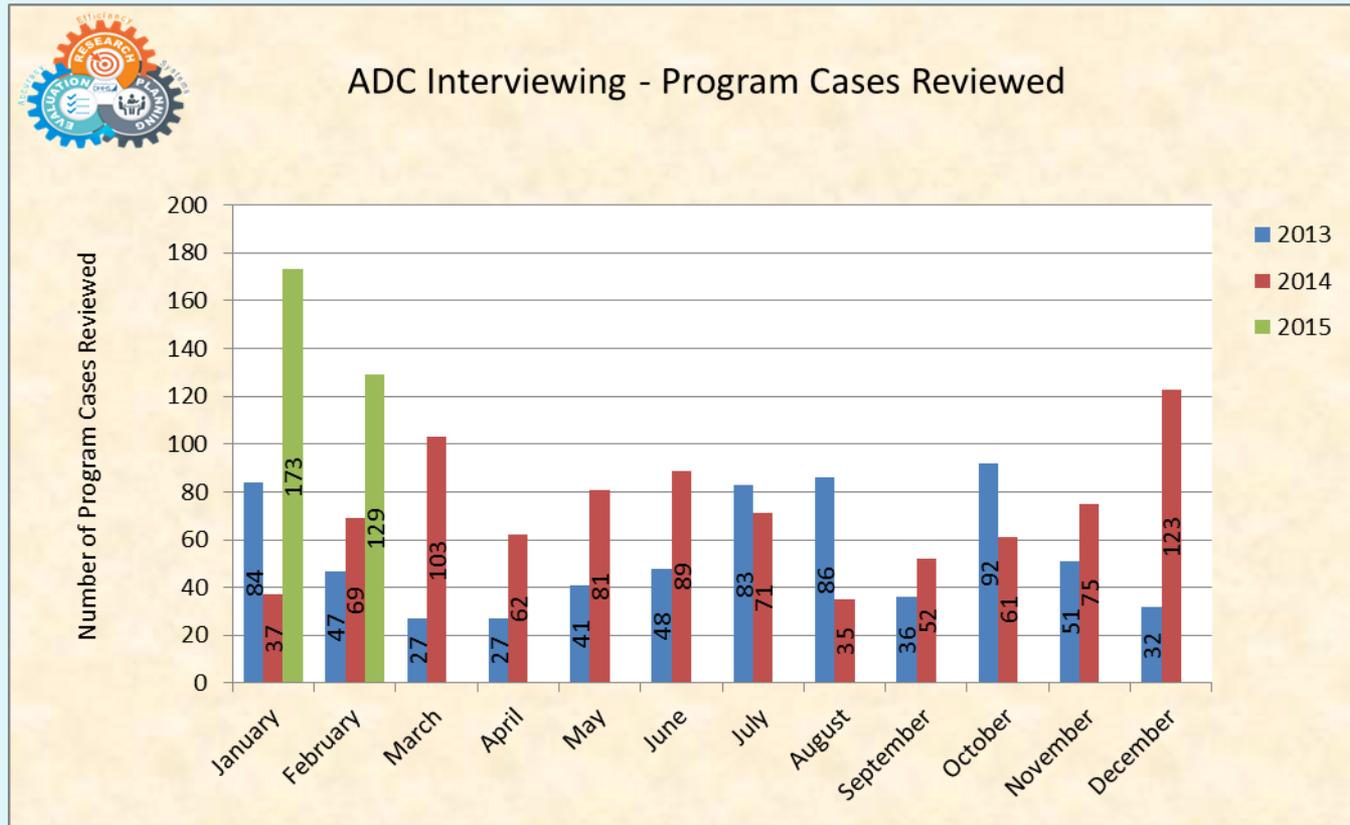
Child Care: Change Management



Aid to Dependent Children Accuracy



Aid to Dependent Children: Interviewing Program Case Reads



**Aid to Dependent Child :
Interviewing**

Strengths/Accomplishments:

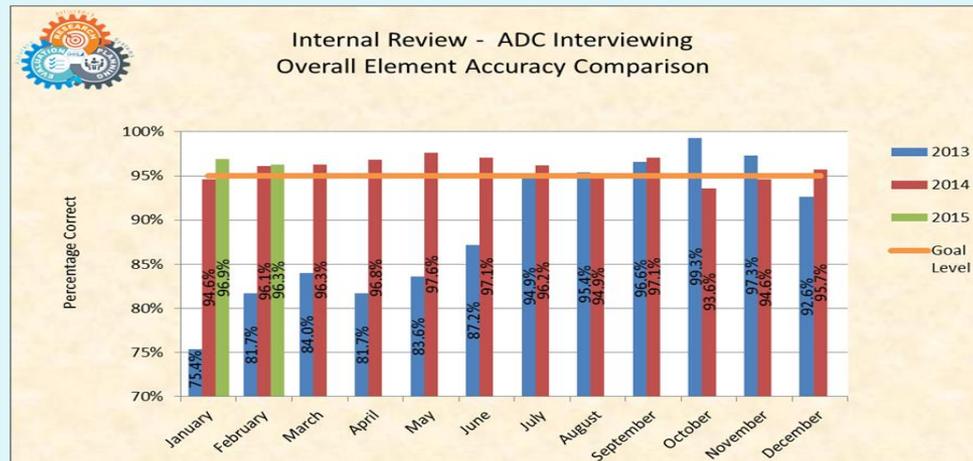
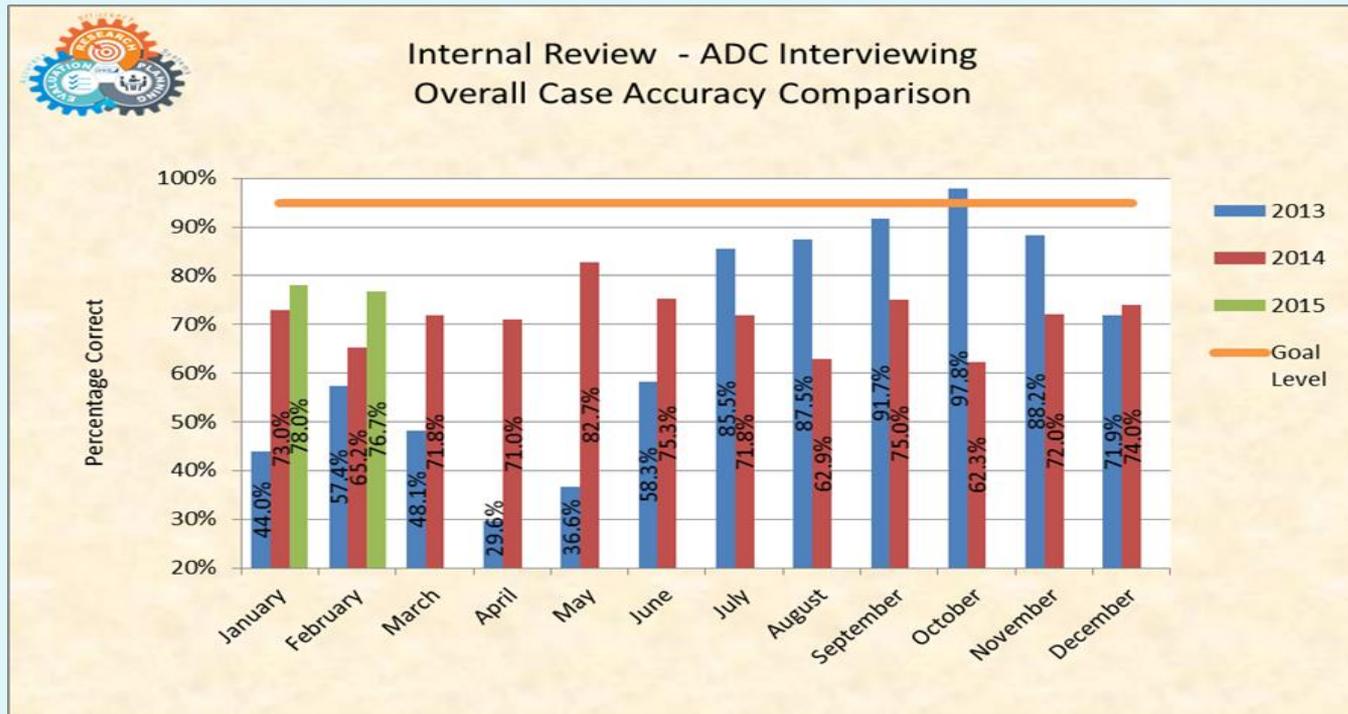
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated:
3/09/2015

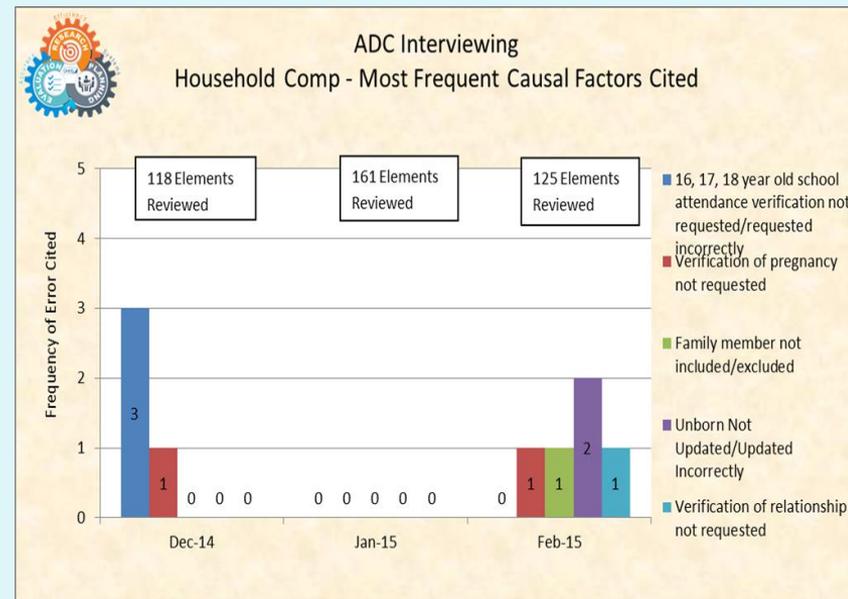
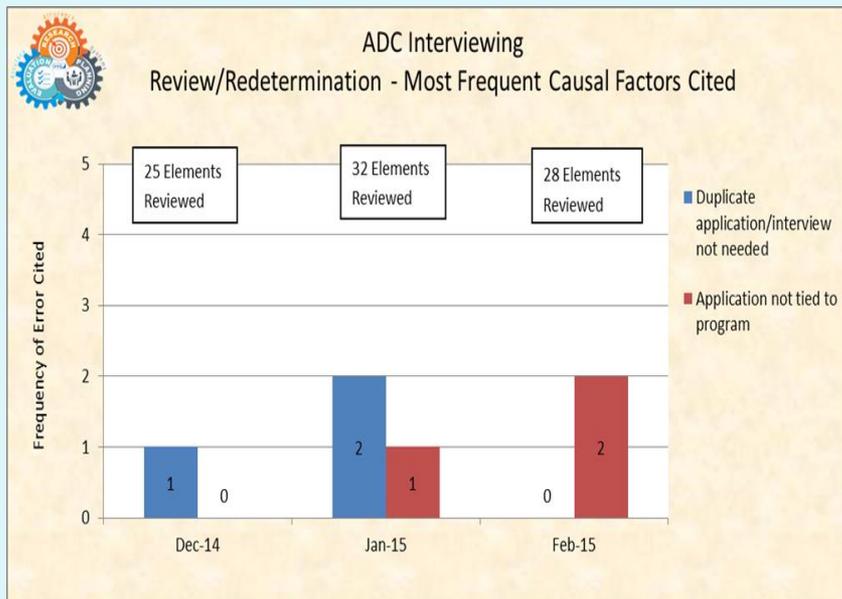
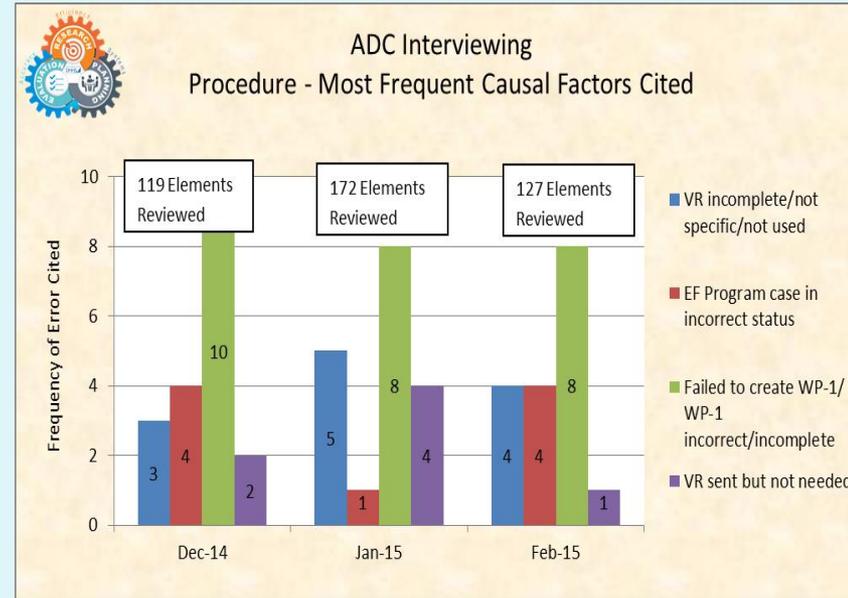
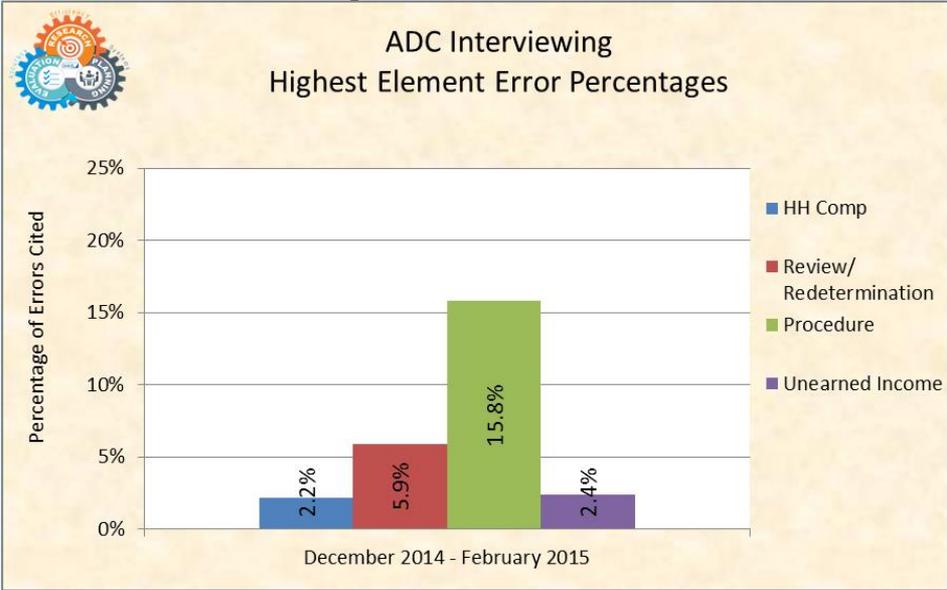
Action Items:

Barriers:

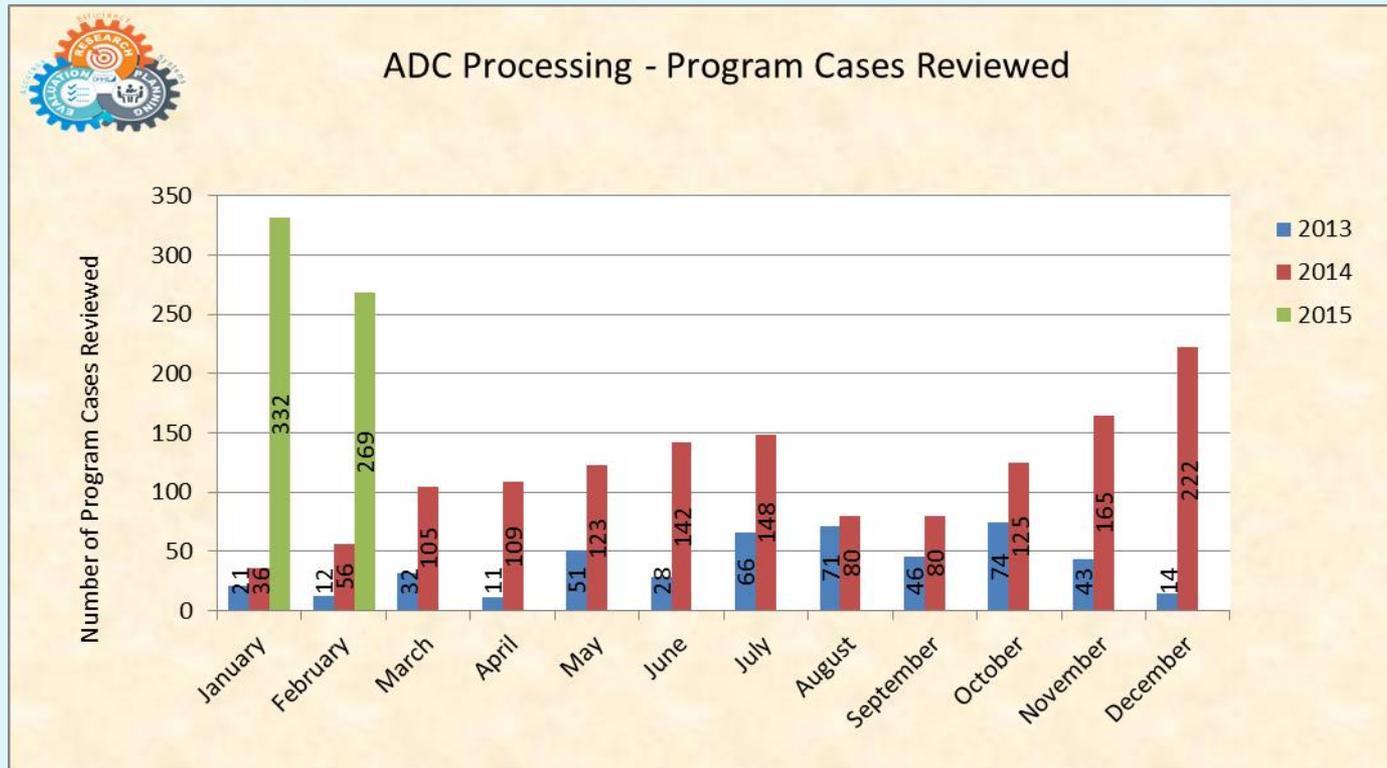
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



Aid to Dependent Children: Interviewing



Aid to Dependent Children: Processing Program Case Reads



**Aid to Dependent Child :
Processing**

Strengths/Accomplishments:

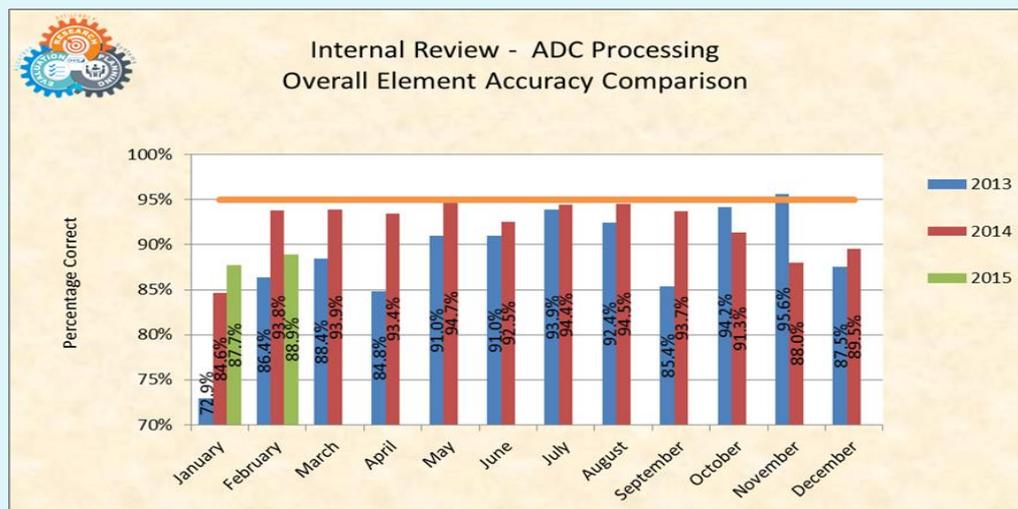
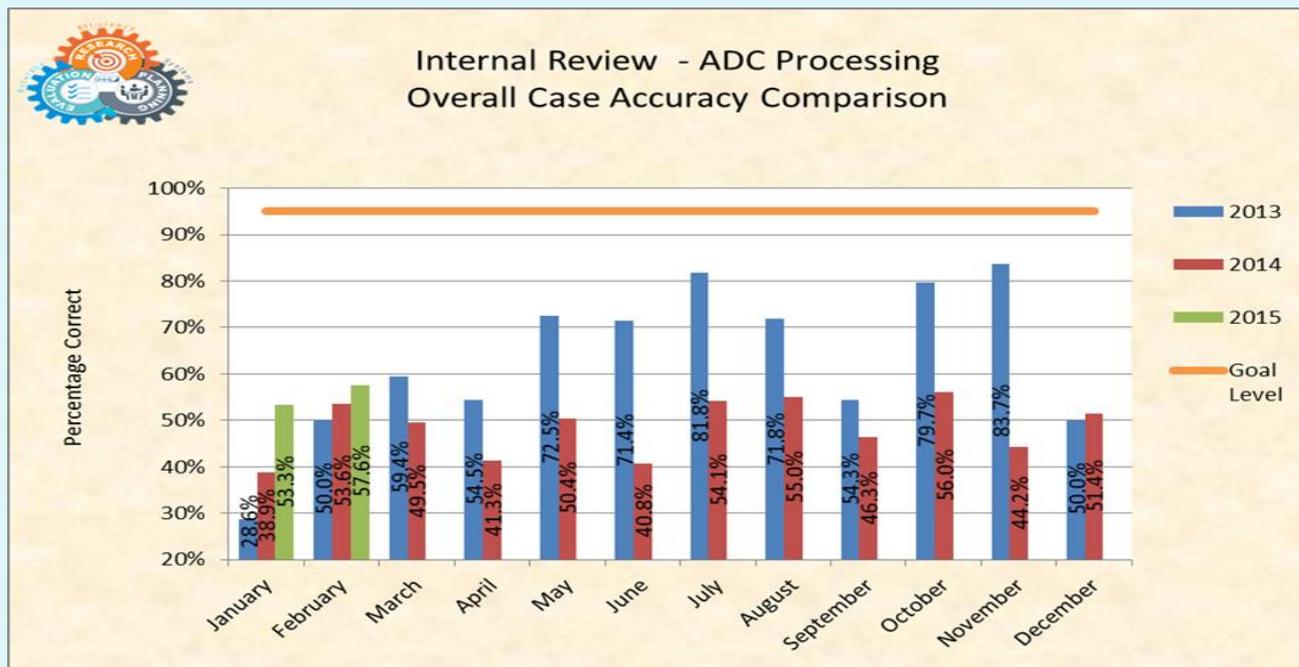
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. On March 15, 2015 N-FOCUS will track 60 month time limits for state funded cases.

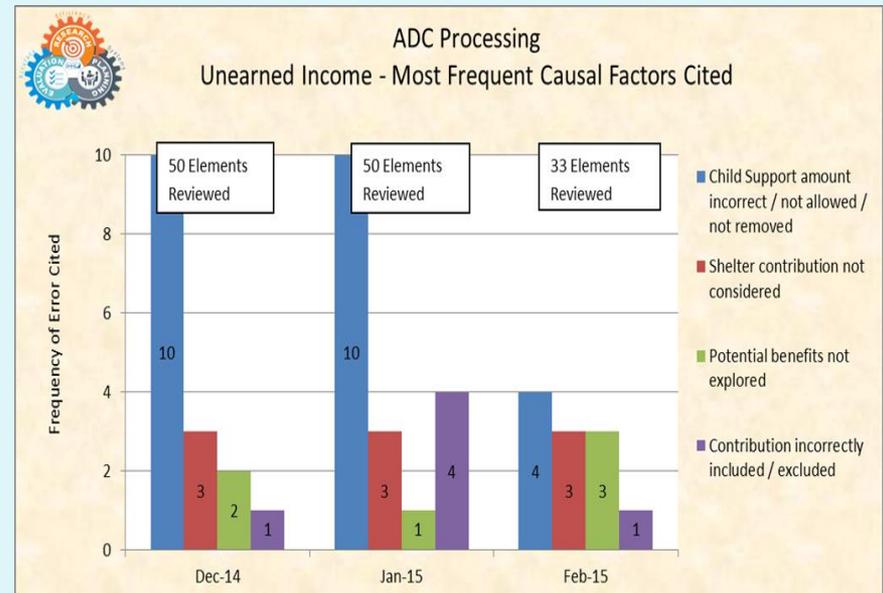
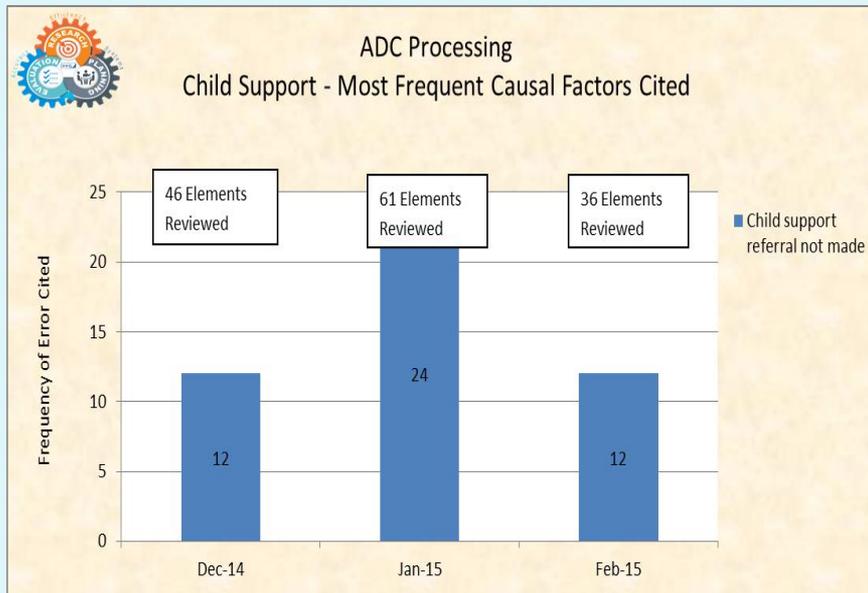
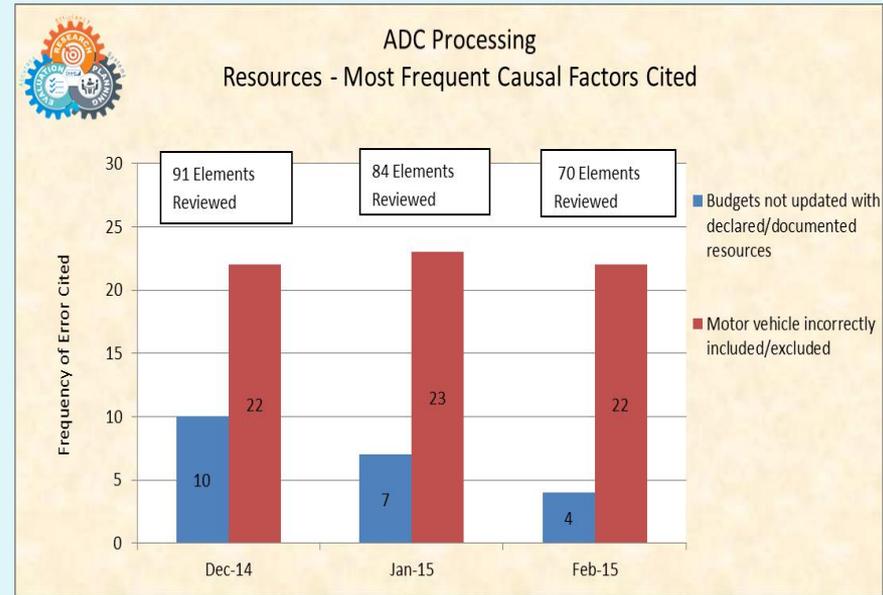
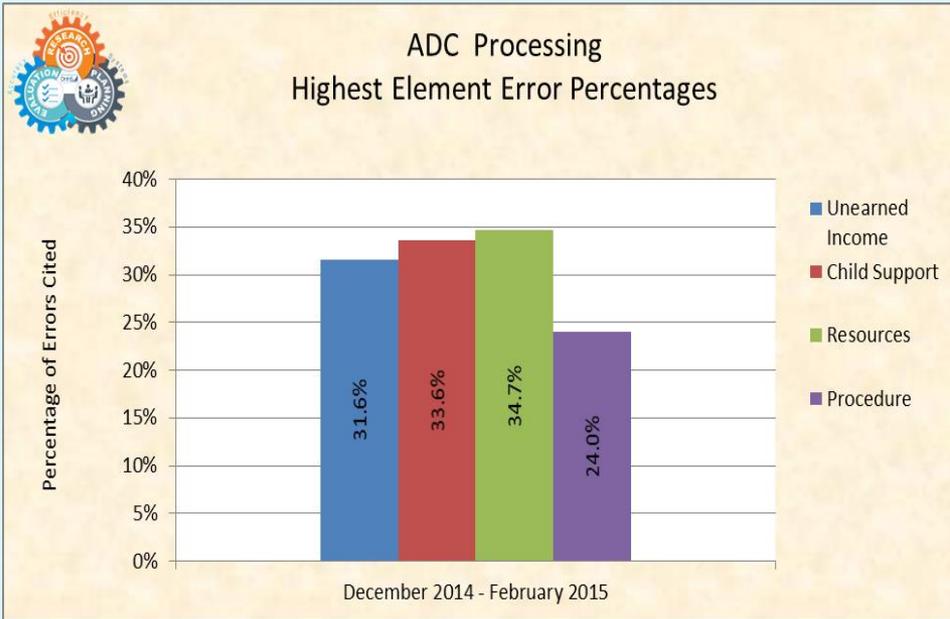
Action Items:

Barriers:

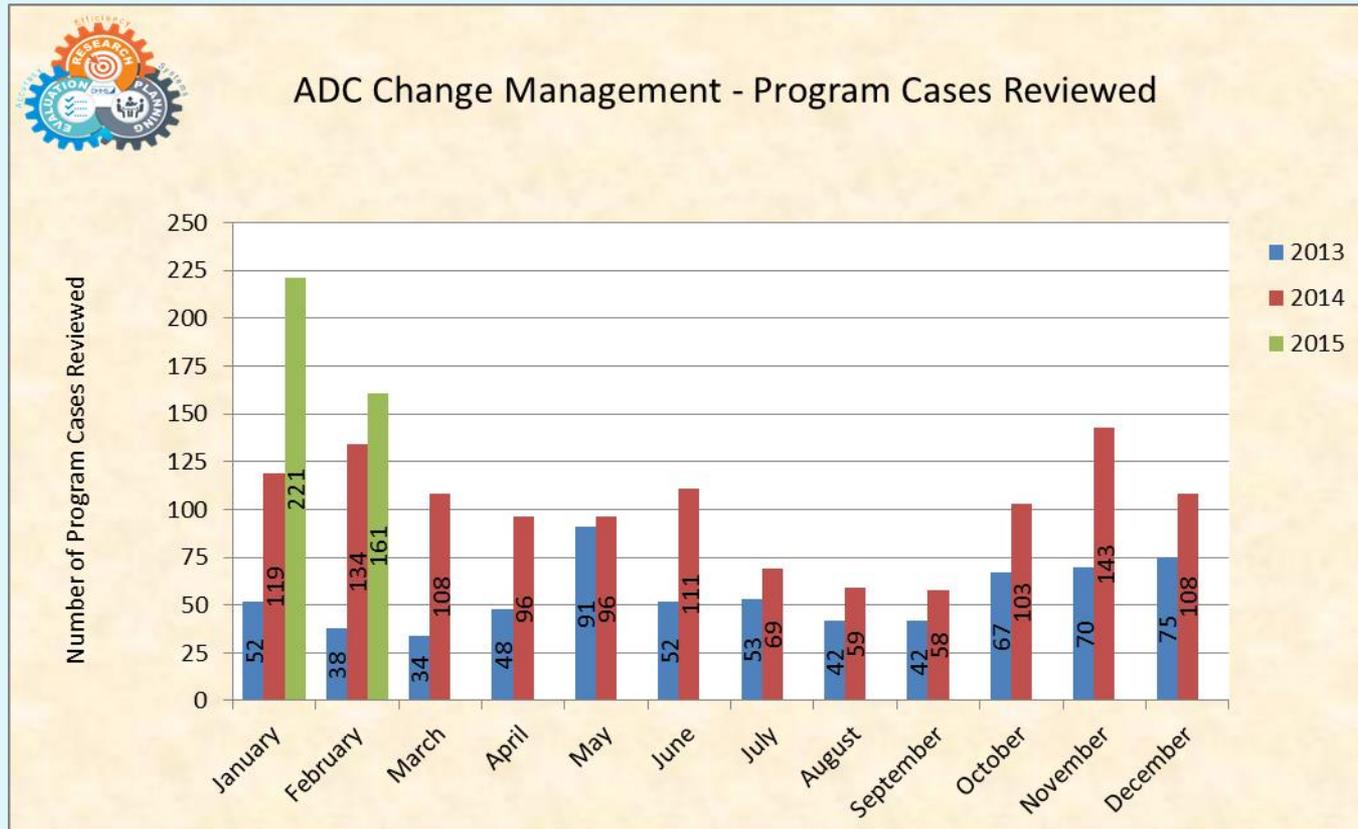
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



Aid to Dependent Children: Processing



Aid to Dependent Children: Change Management Program Case Reads



Aid to Dependent Child : Change Management

Strengths/Accomplishments:

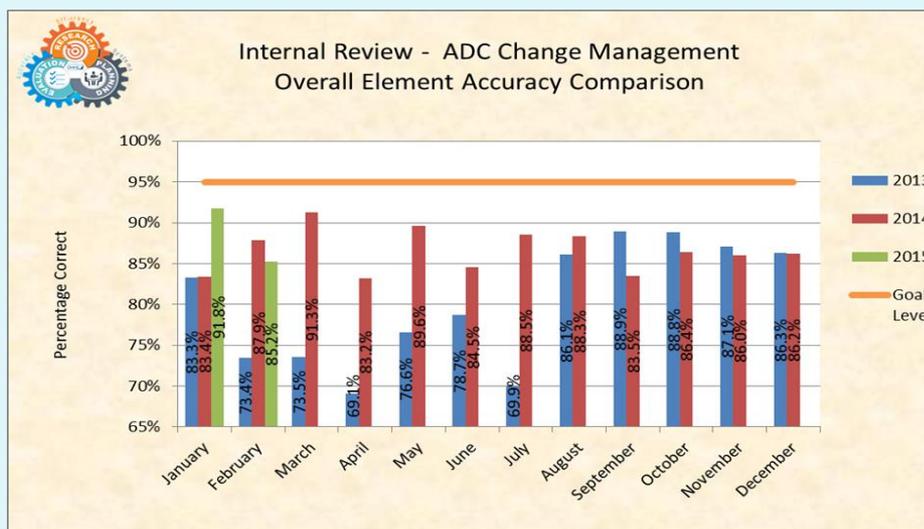
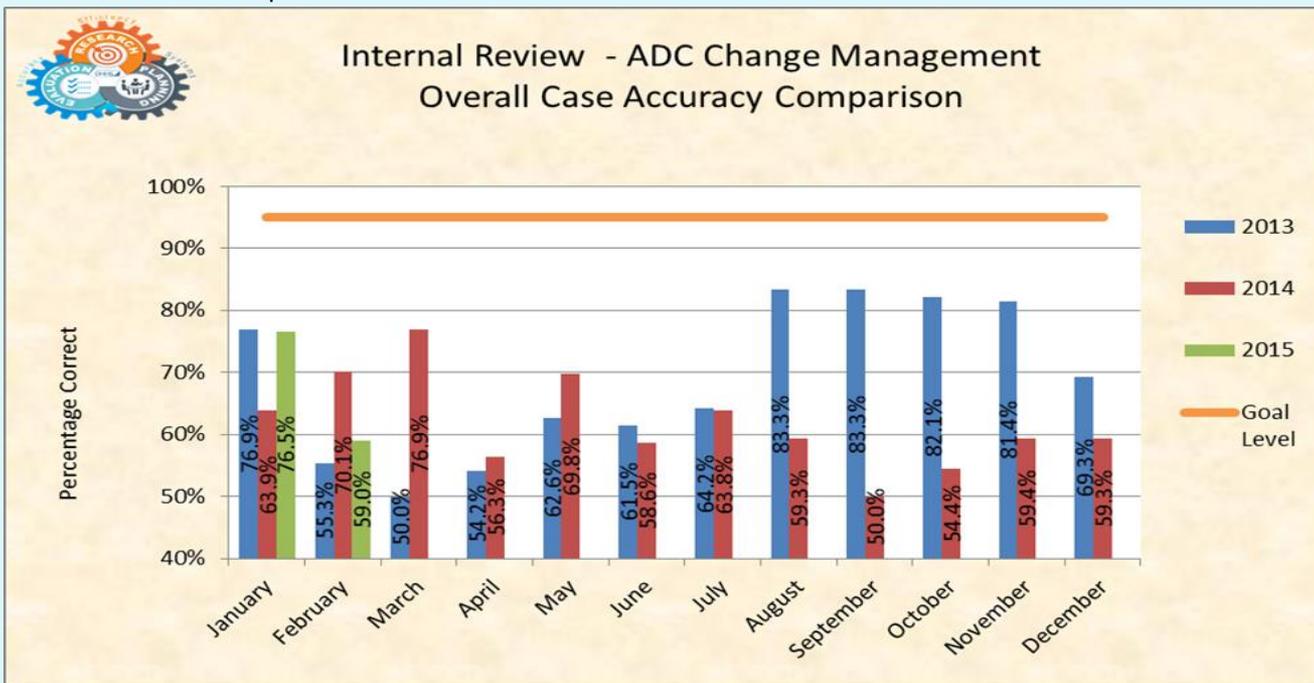
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. EF case will close automatically when the ADC case closes.
3. Alert will be sent to EF worker when the EF case is closed.
4. ADC Earned Income Tracking window will now be read only.

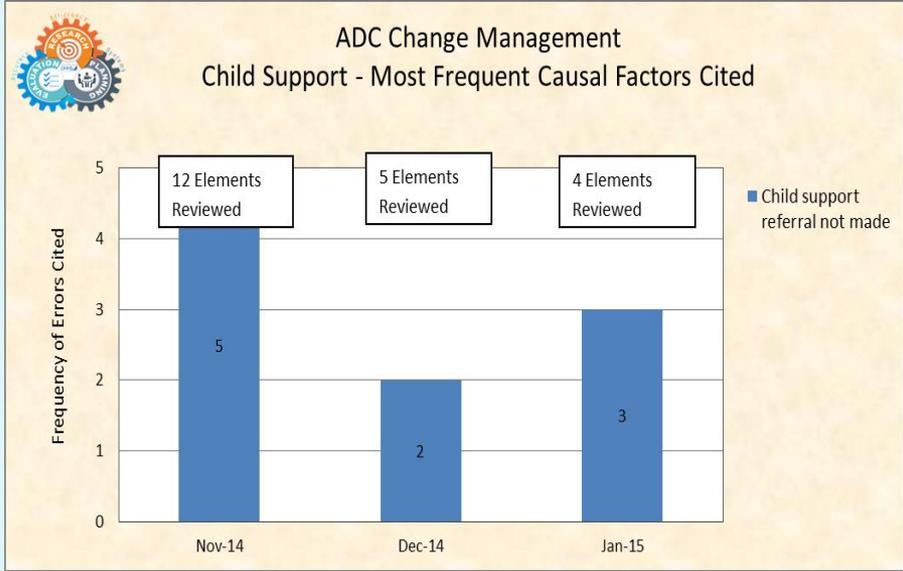
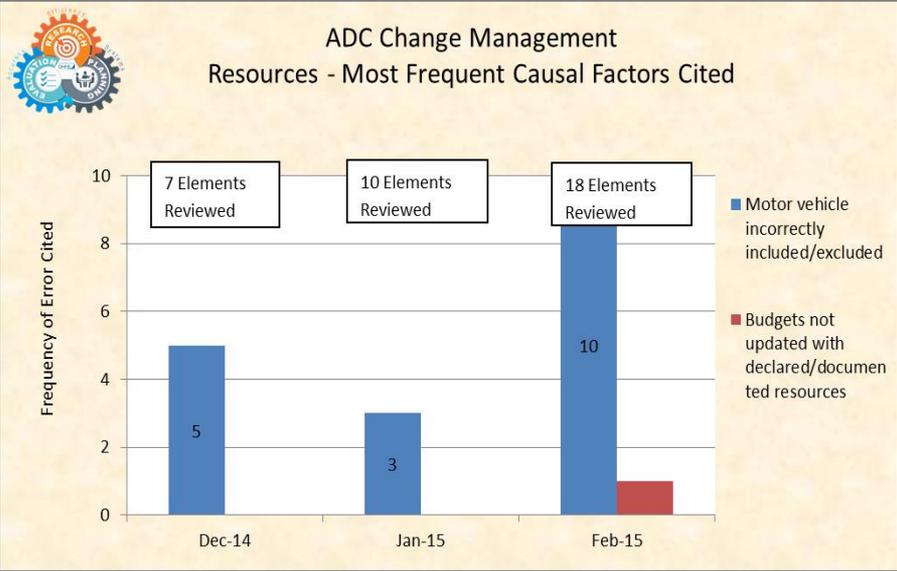
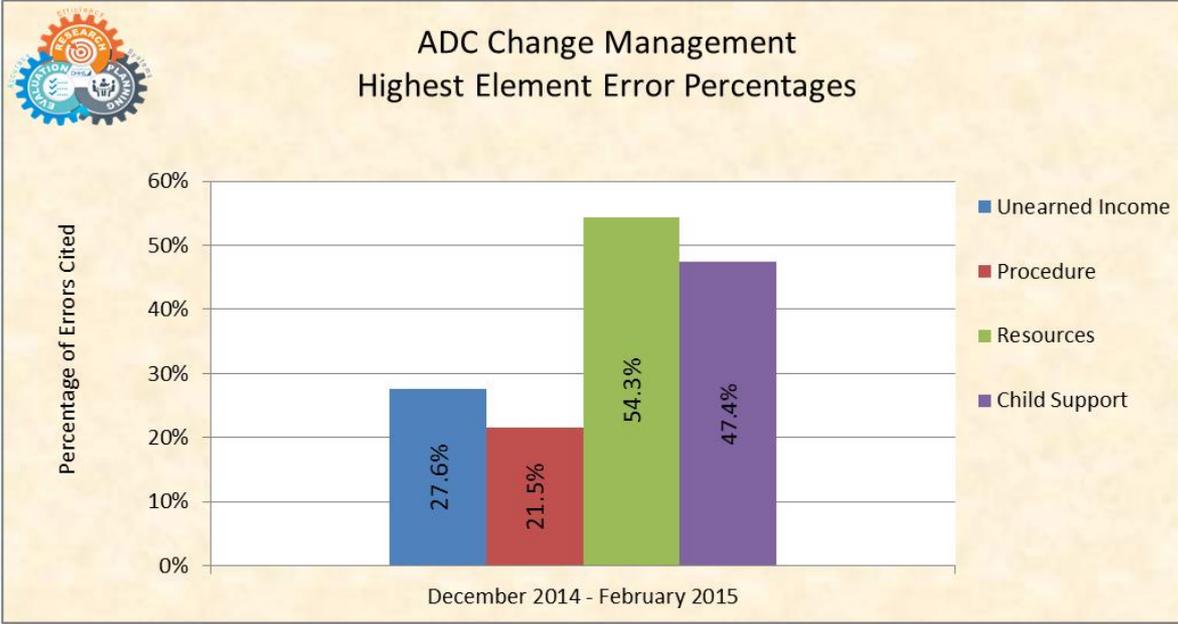
Action Items:

Barriers:

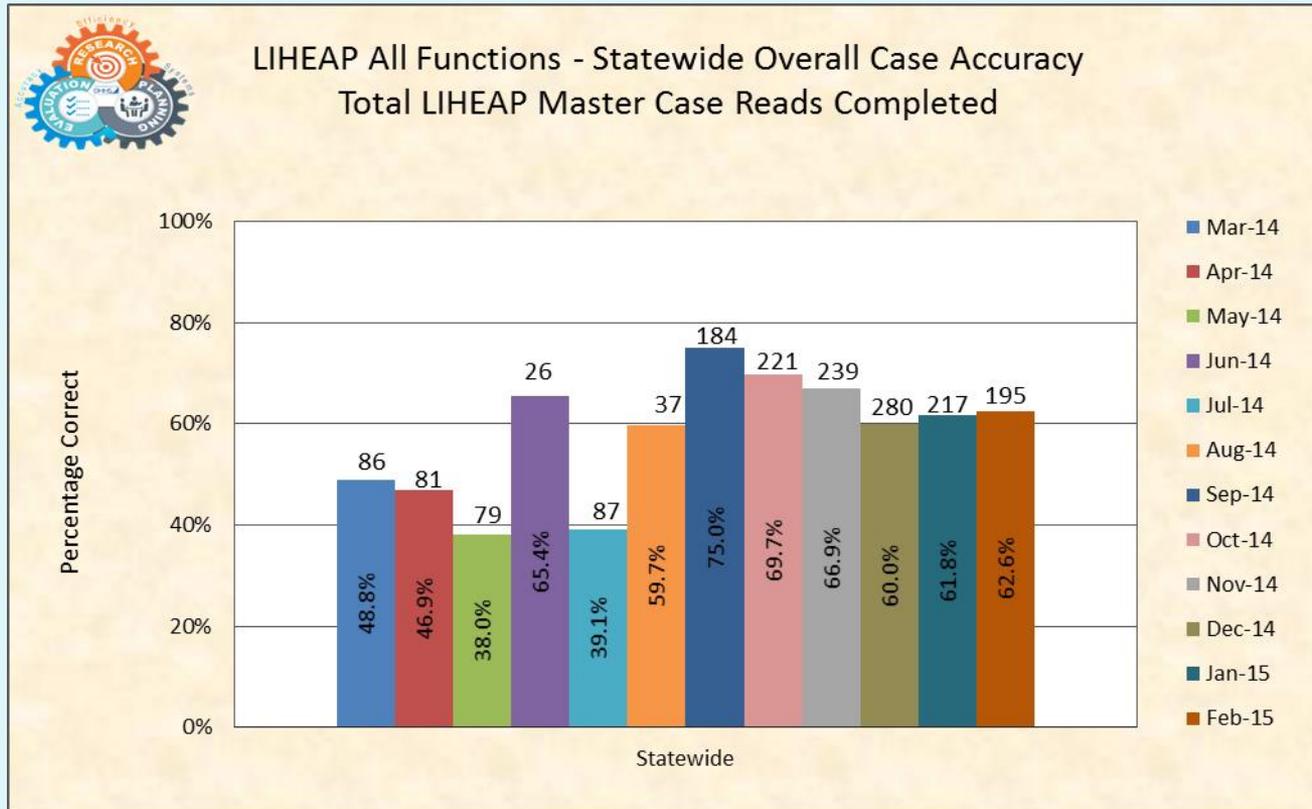
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



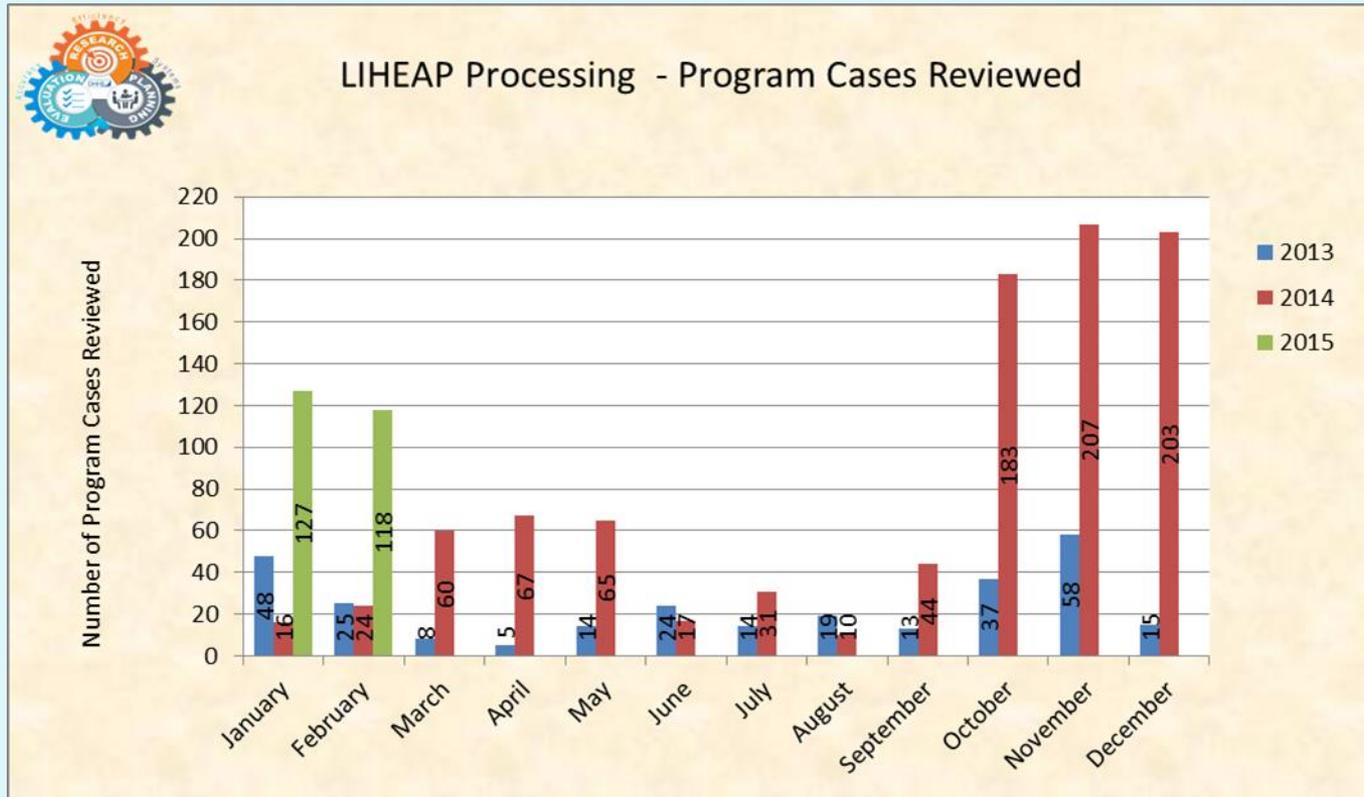
Aid to Dependent Children: Change Management



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:

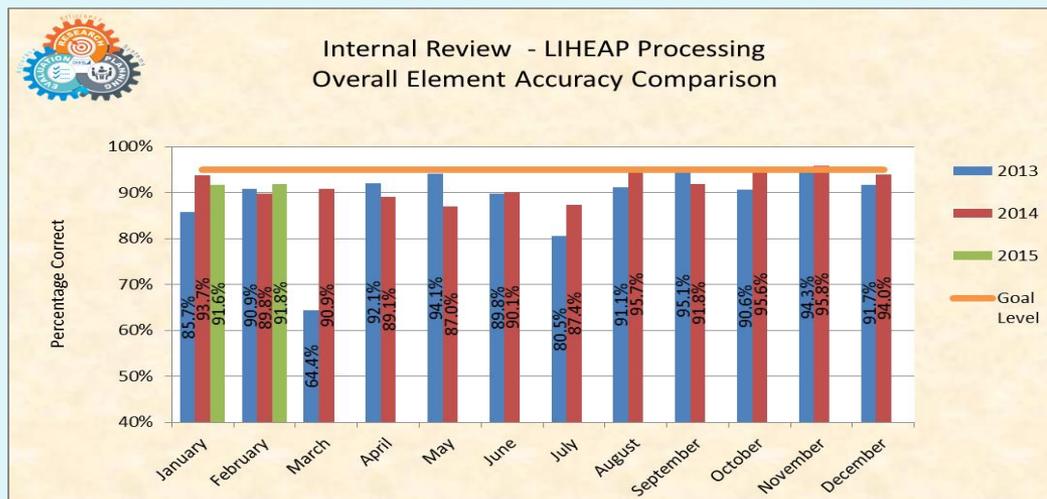
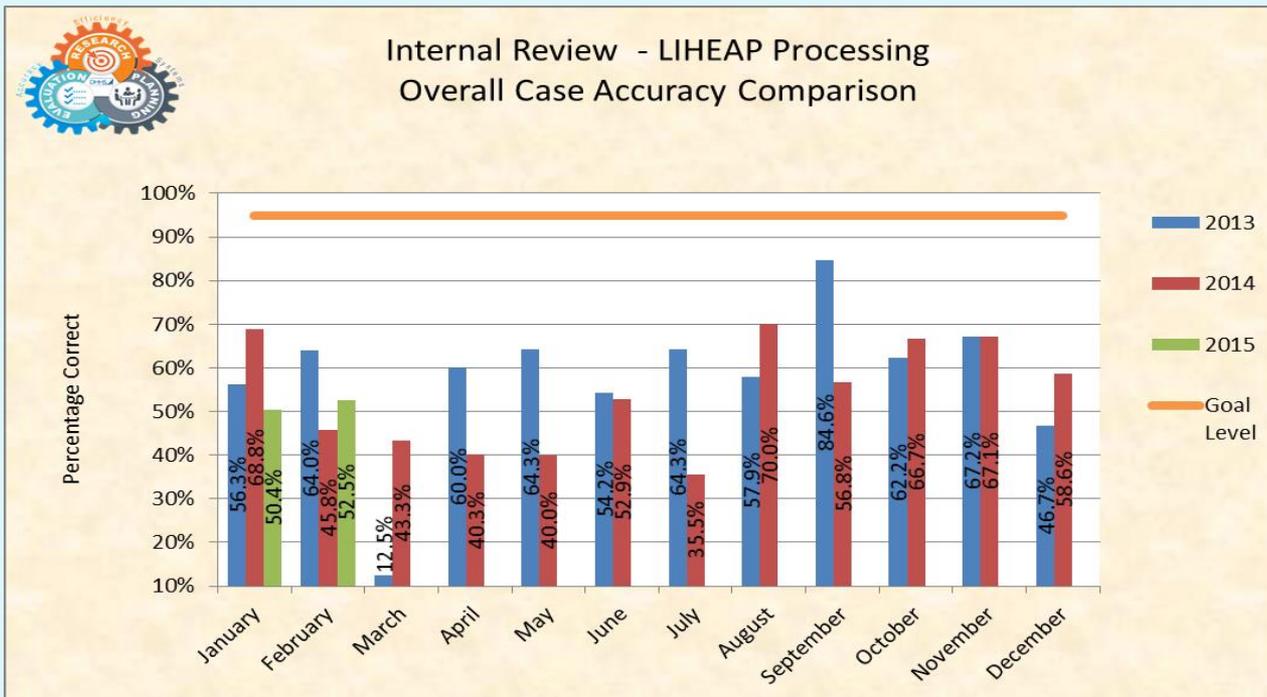
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015
2. When a LIHEAP case has an existing overpayment, you will no longer be able to approve a supplemental payment.

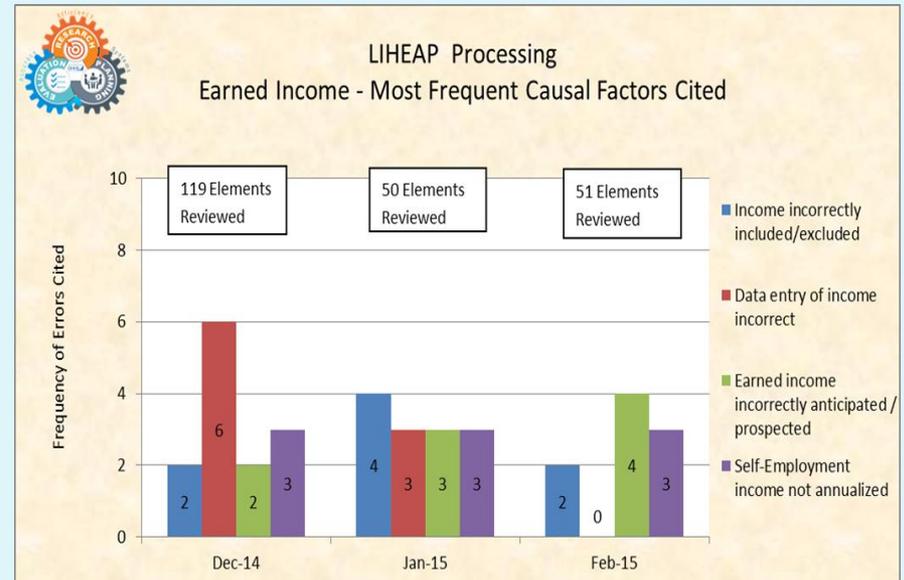
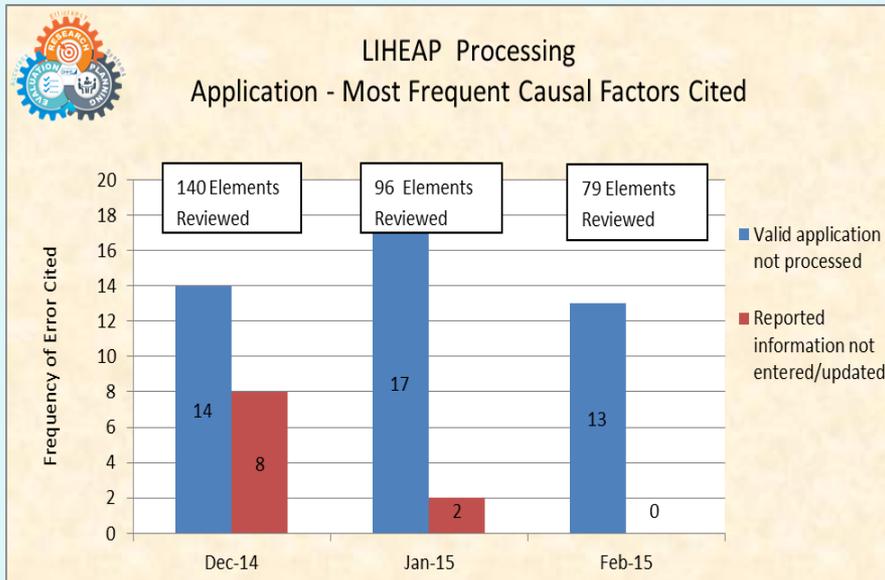
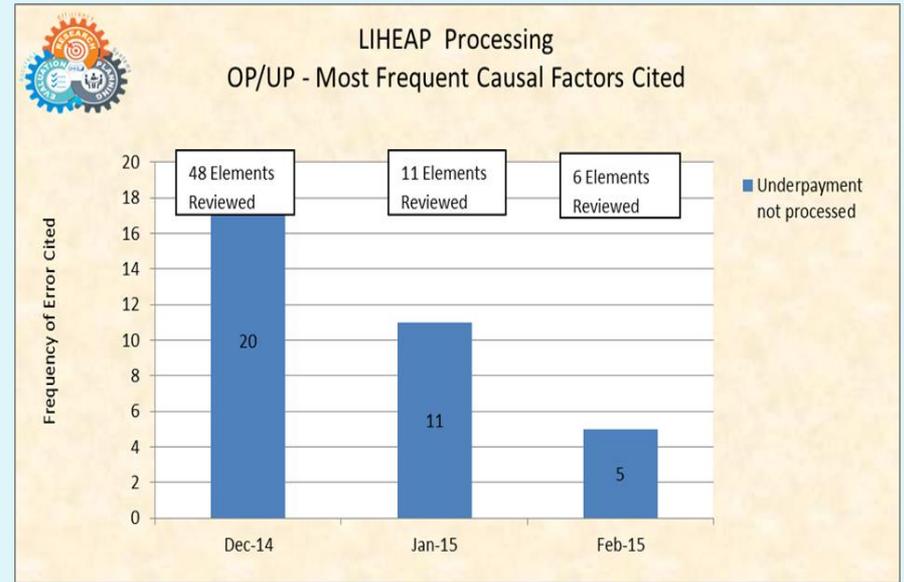
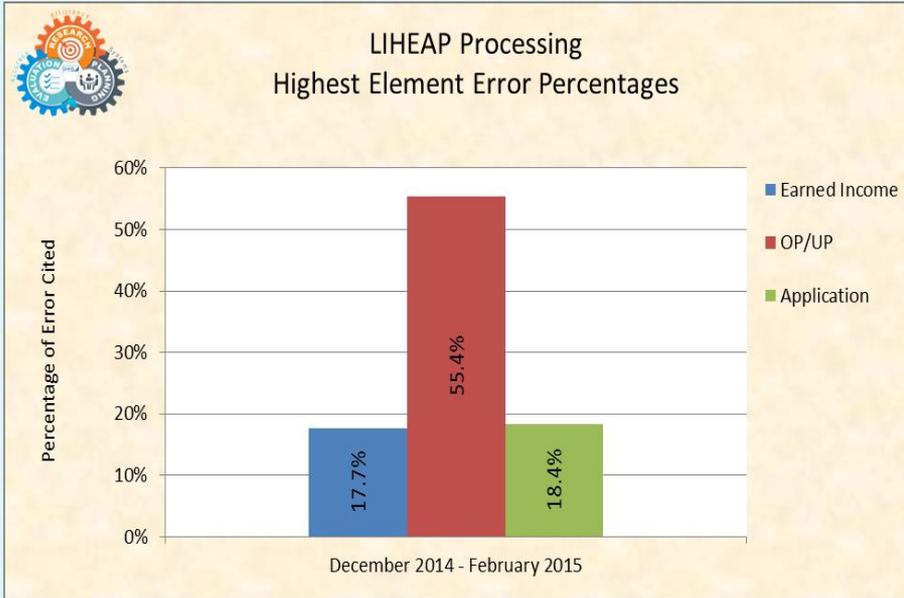
Action Items:

Barriers:

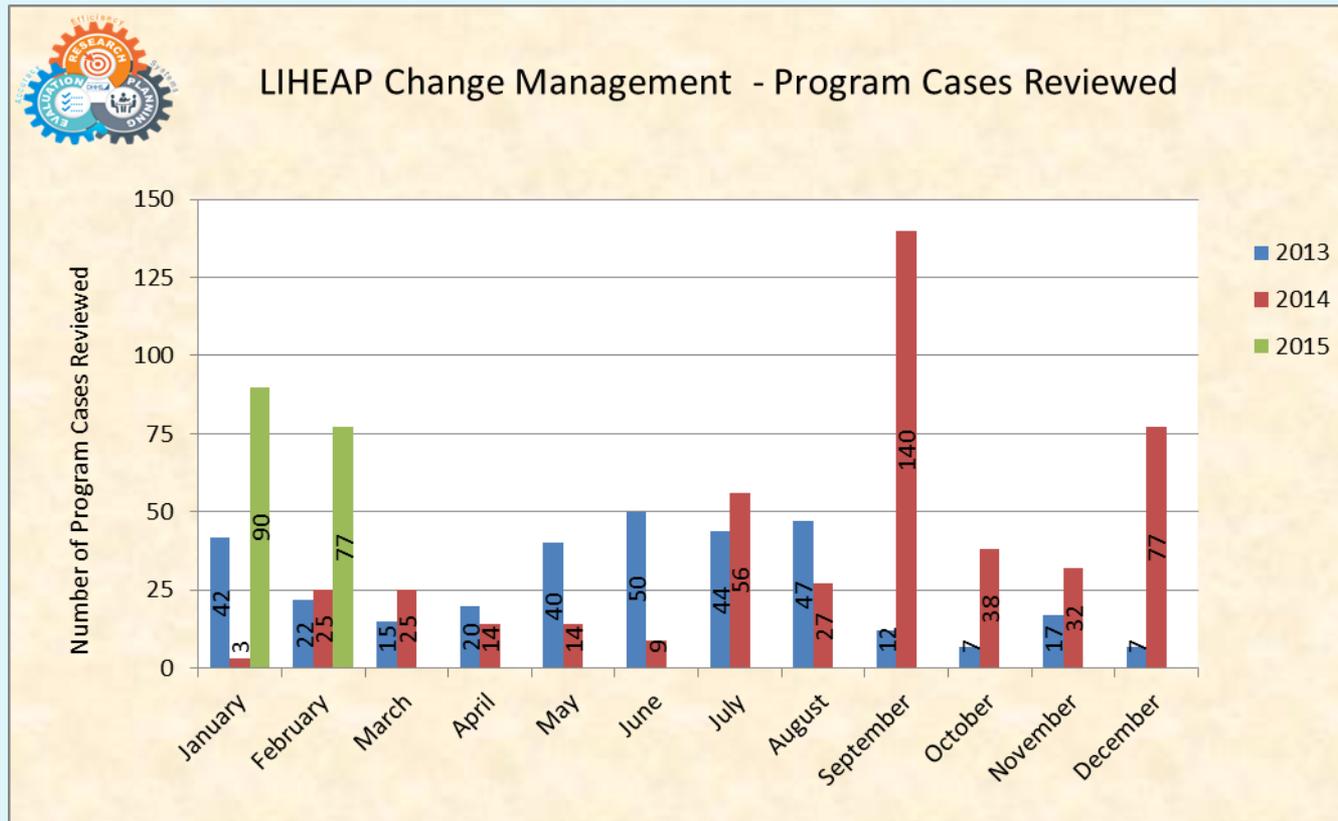
Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



Low Income Home Energy Assistance Program: Processing



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



Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

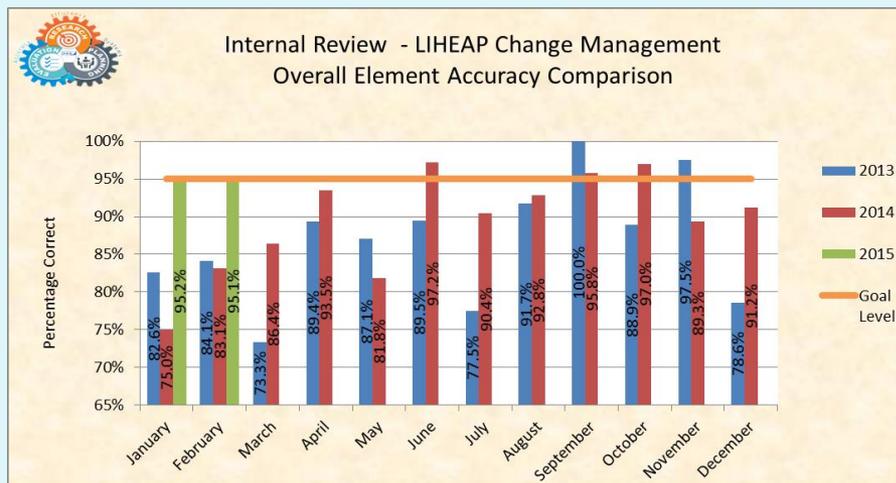
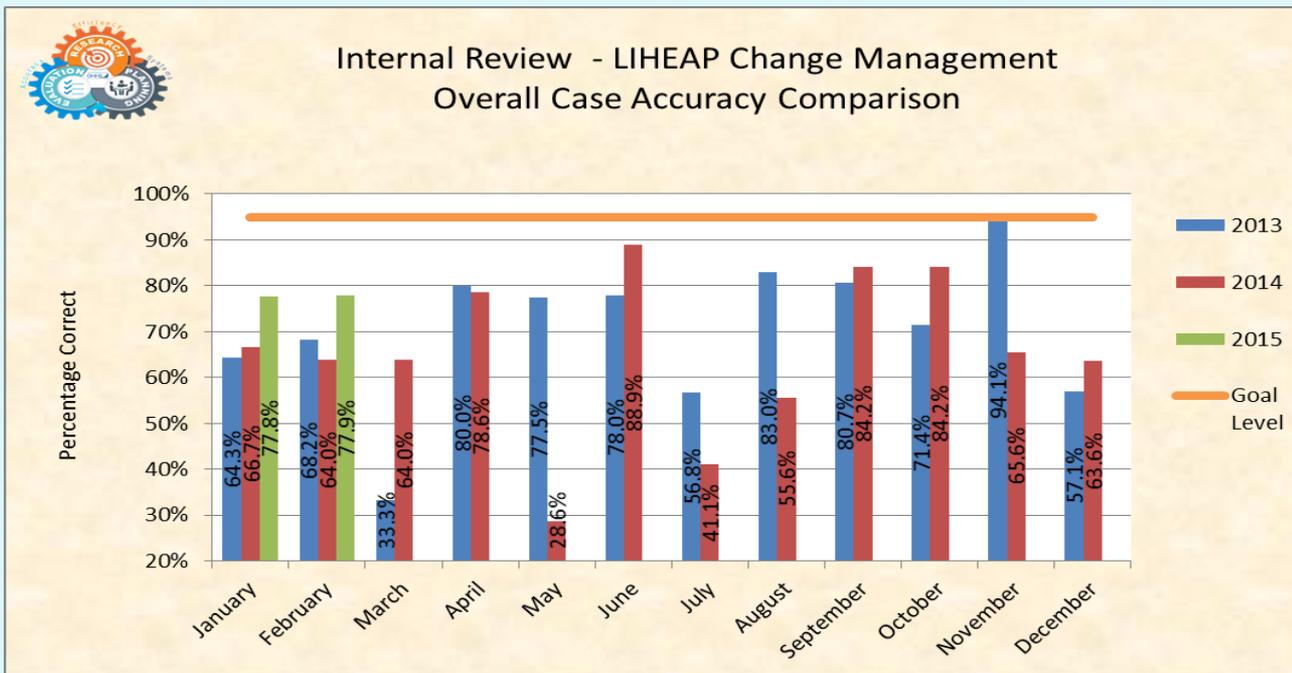
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

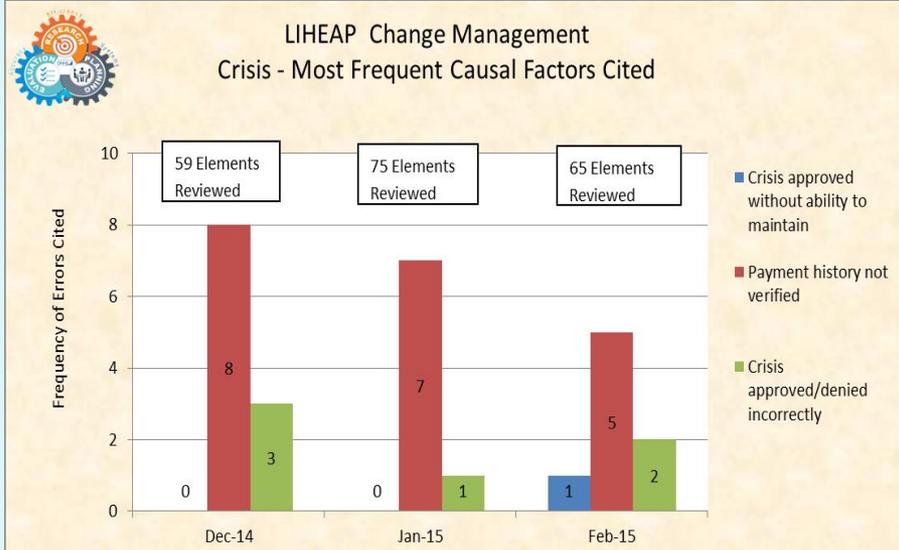
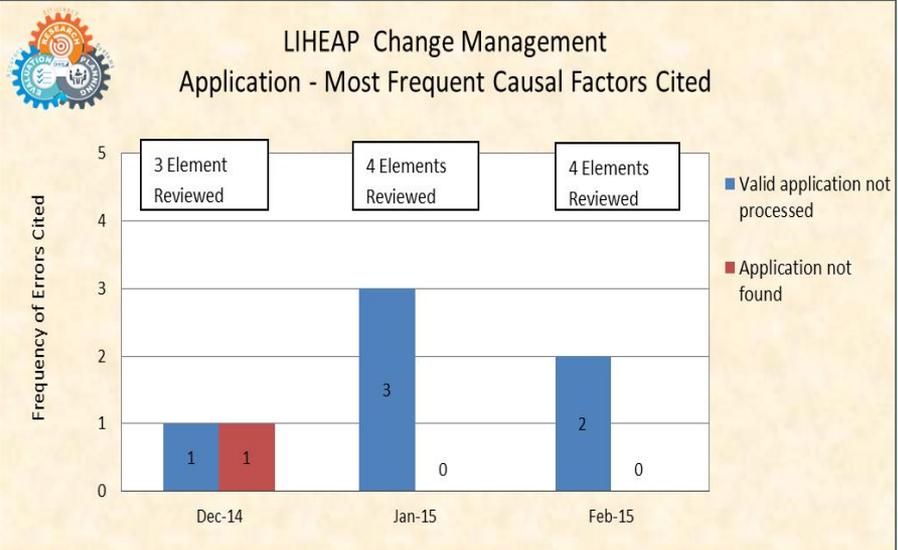
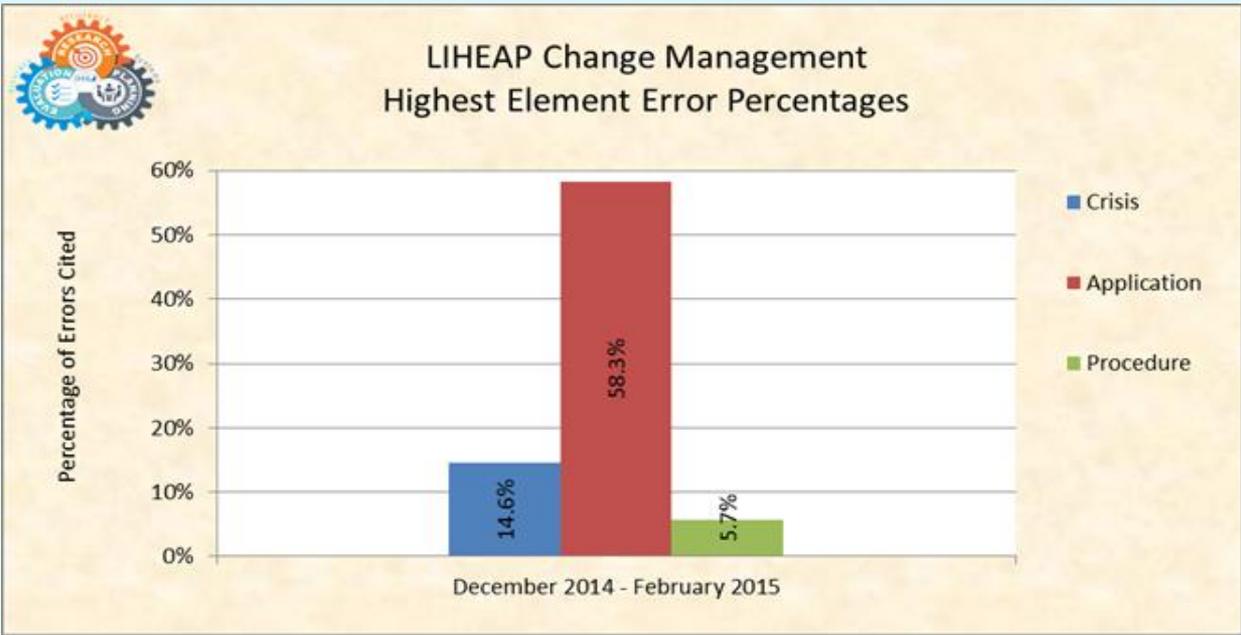
Action Items:

Barriers:

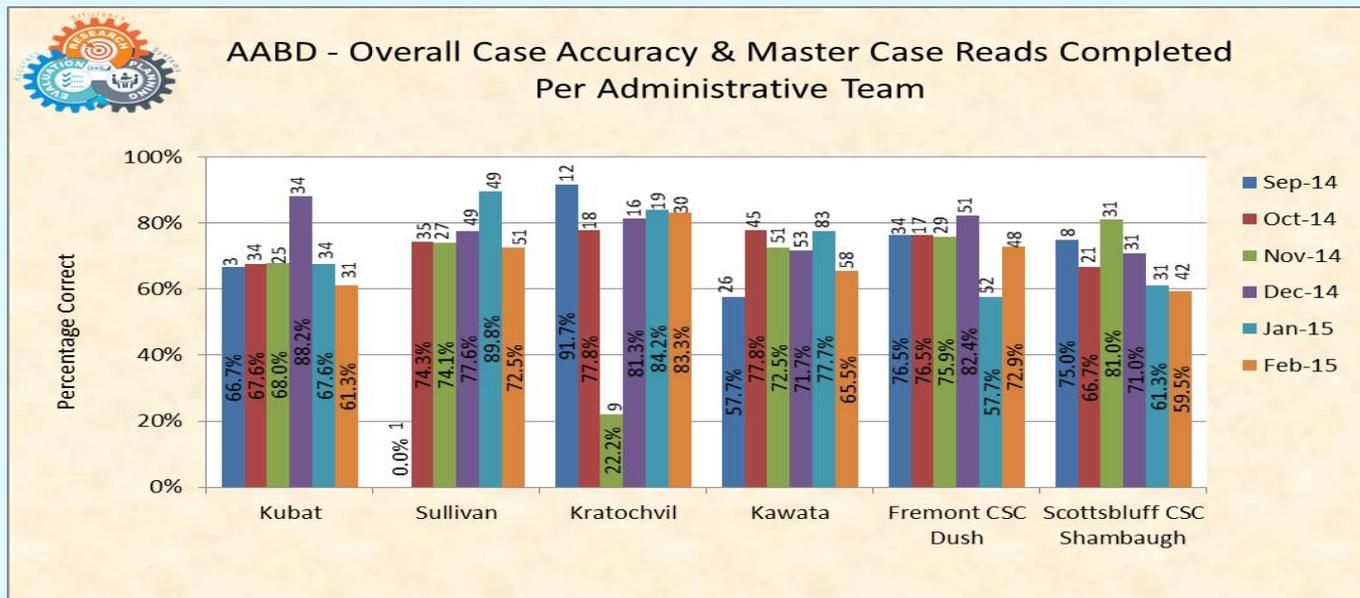
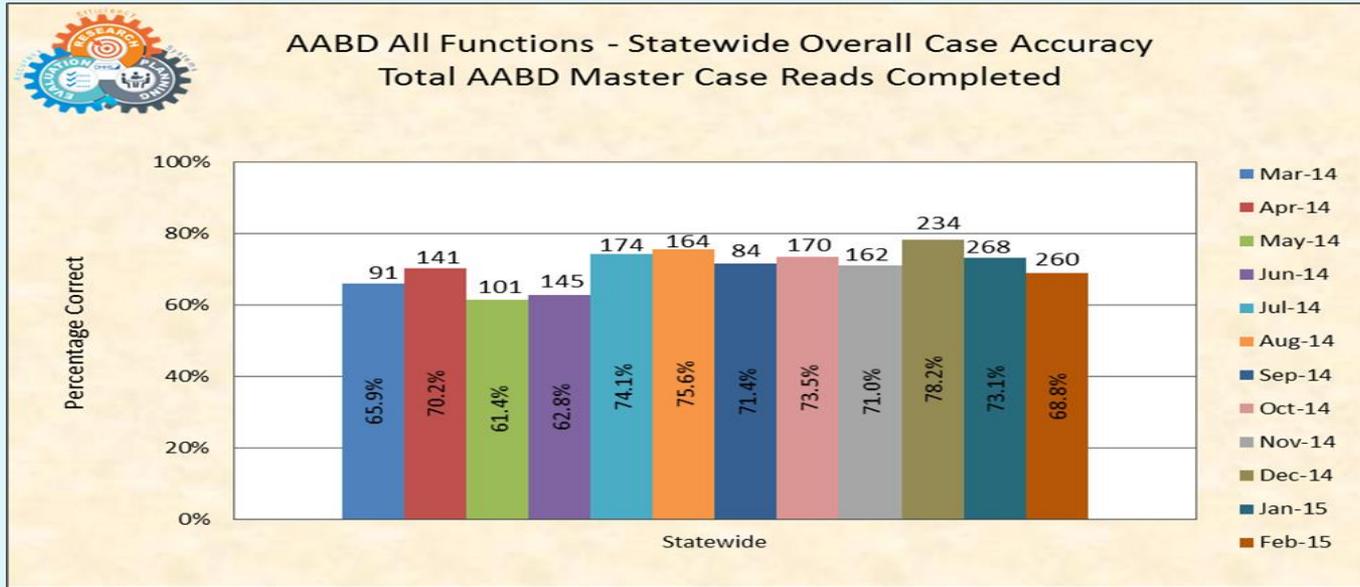
Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



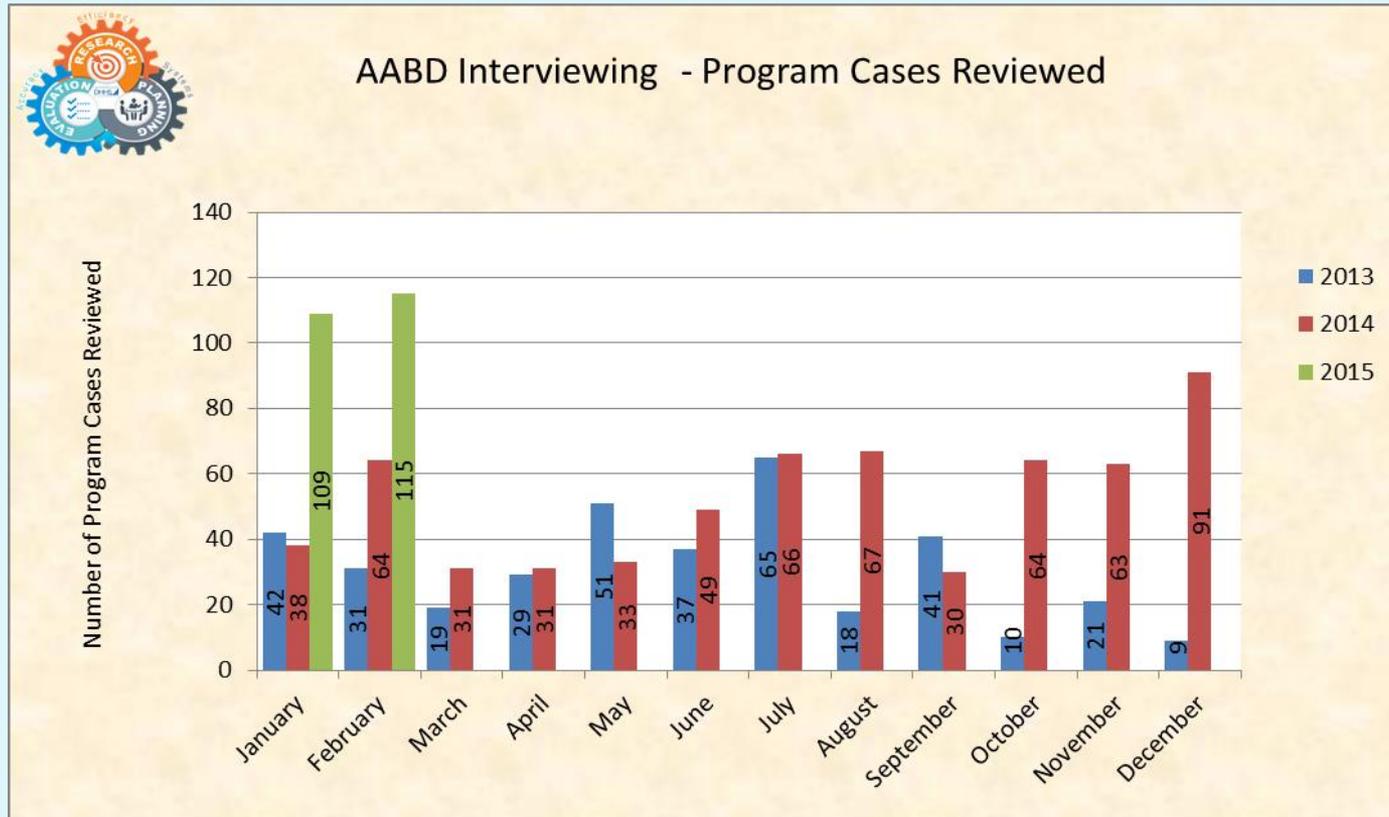
Low-Income Home Energy Assistance Program: Change Management



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:

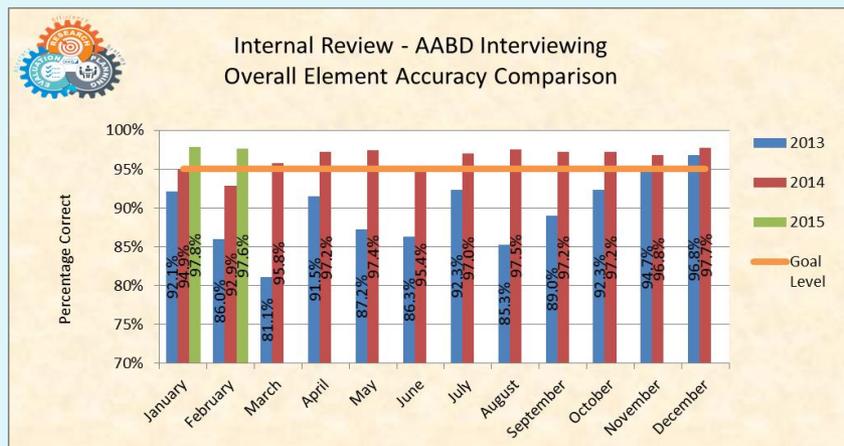
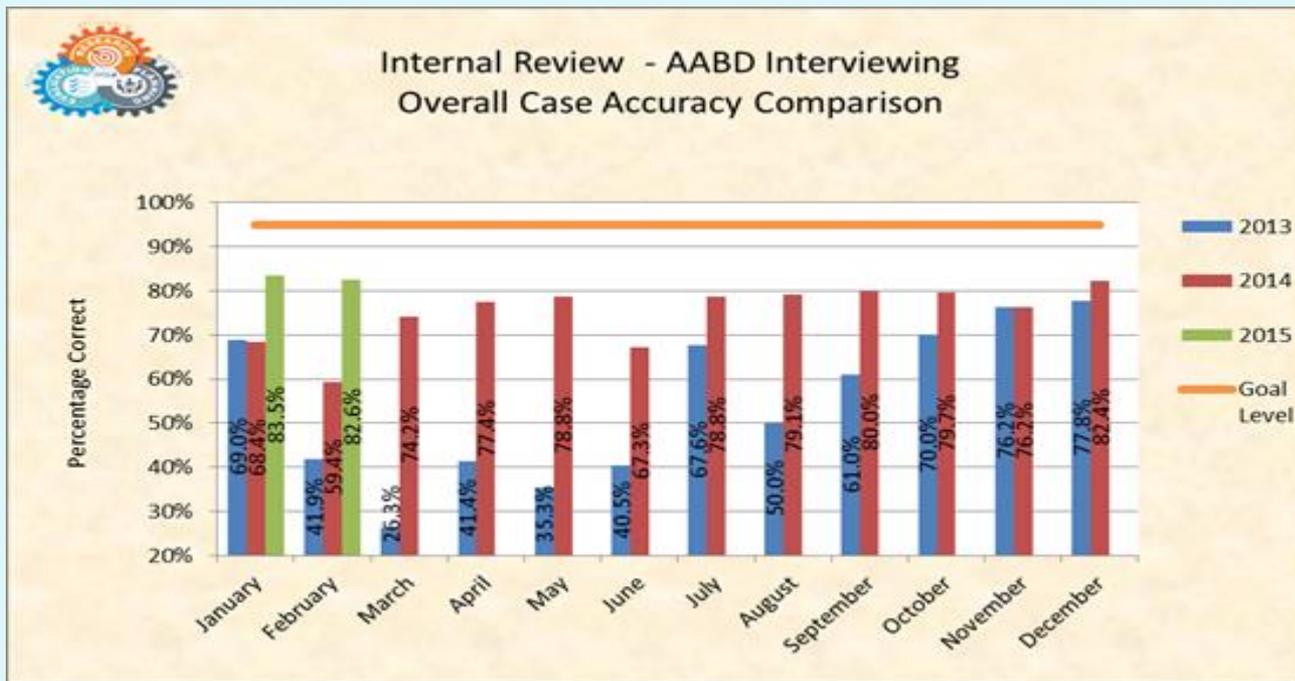
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

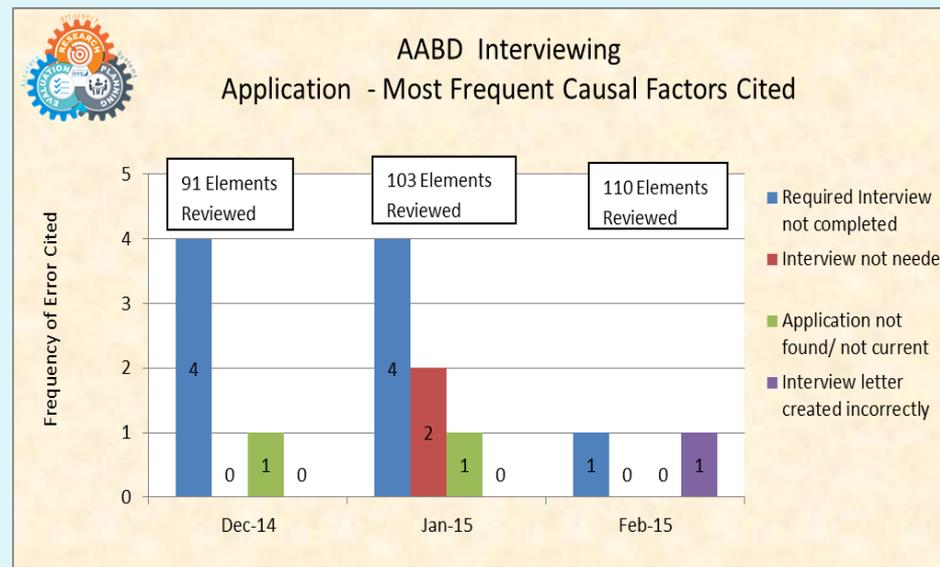
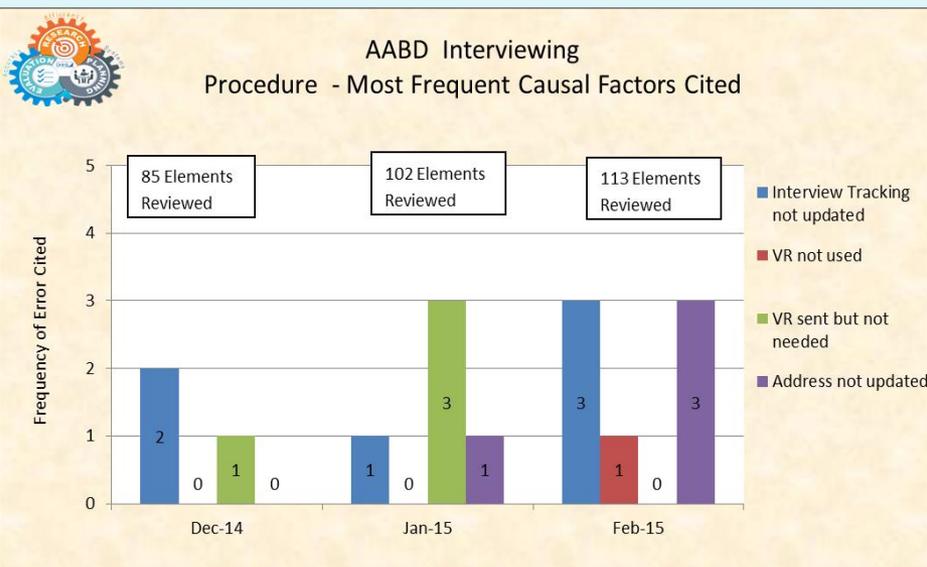
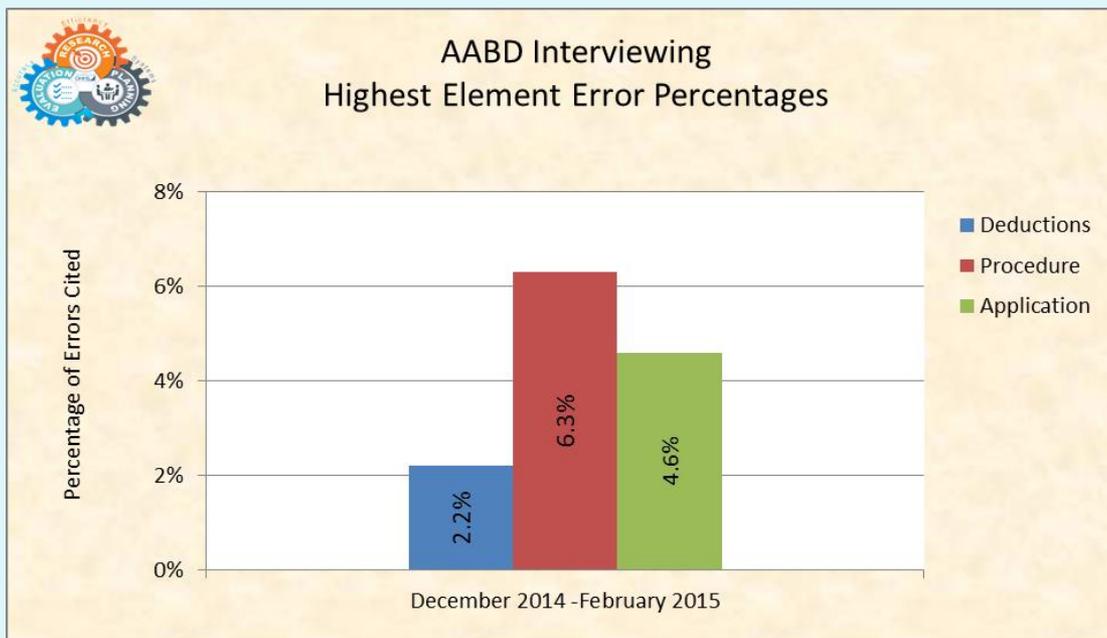
Action Items:

Barriers:

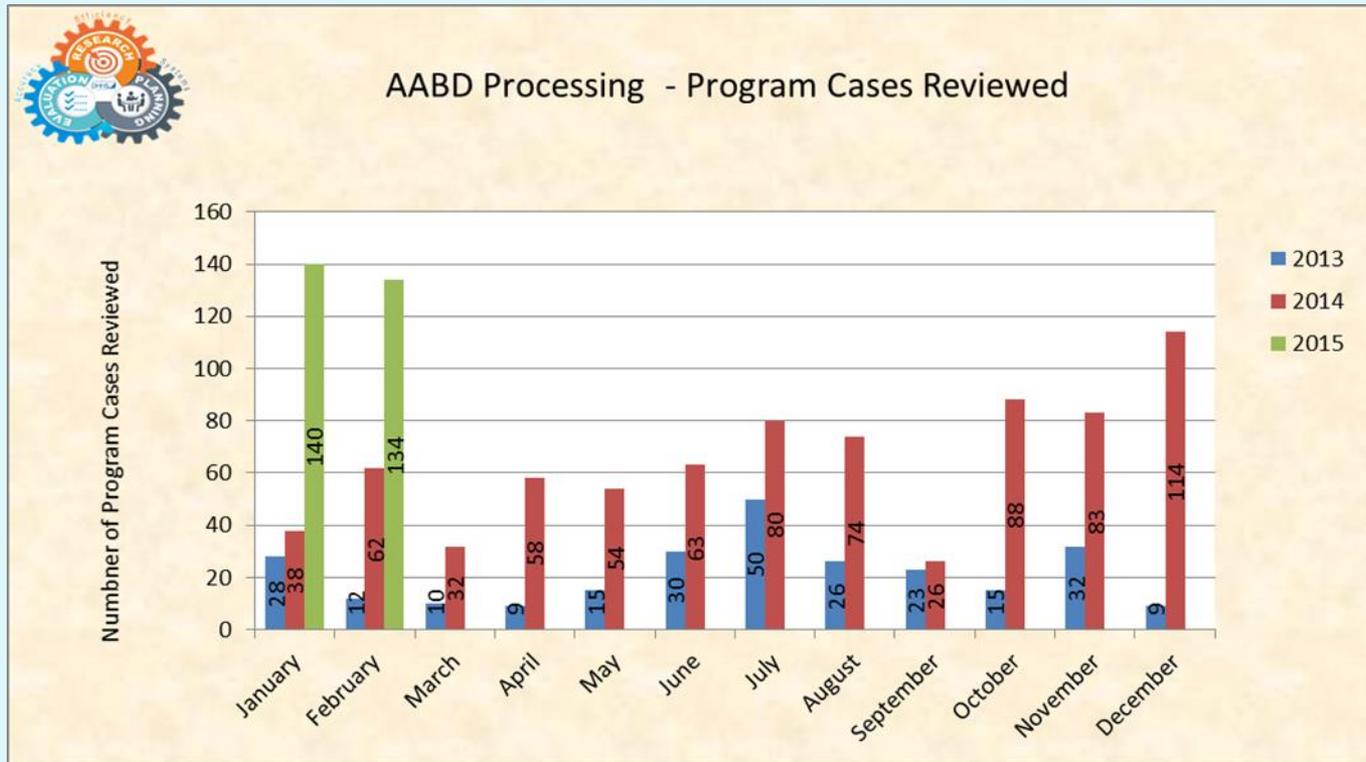
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



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



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



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

Strengths/Accomplishments:

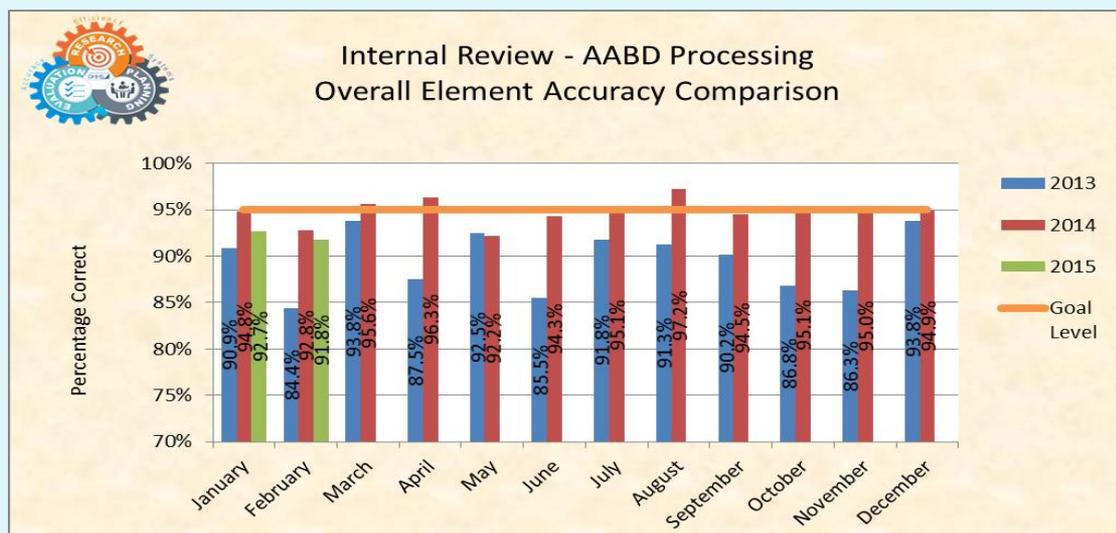
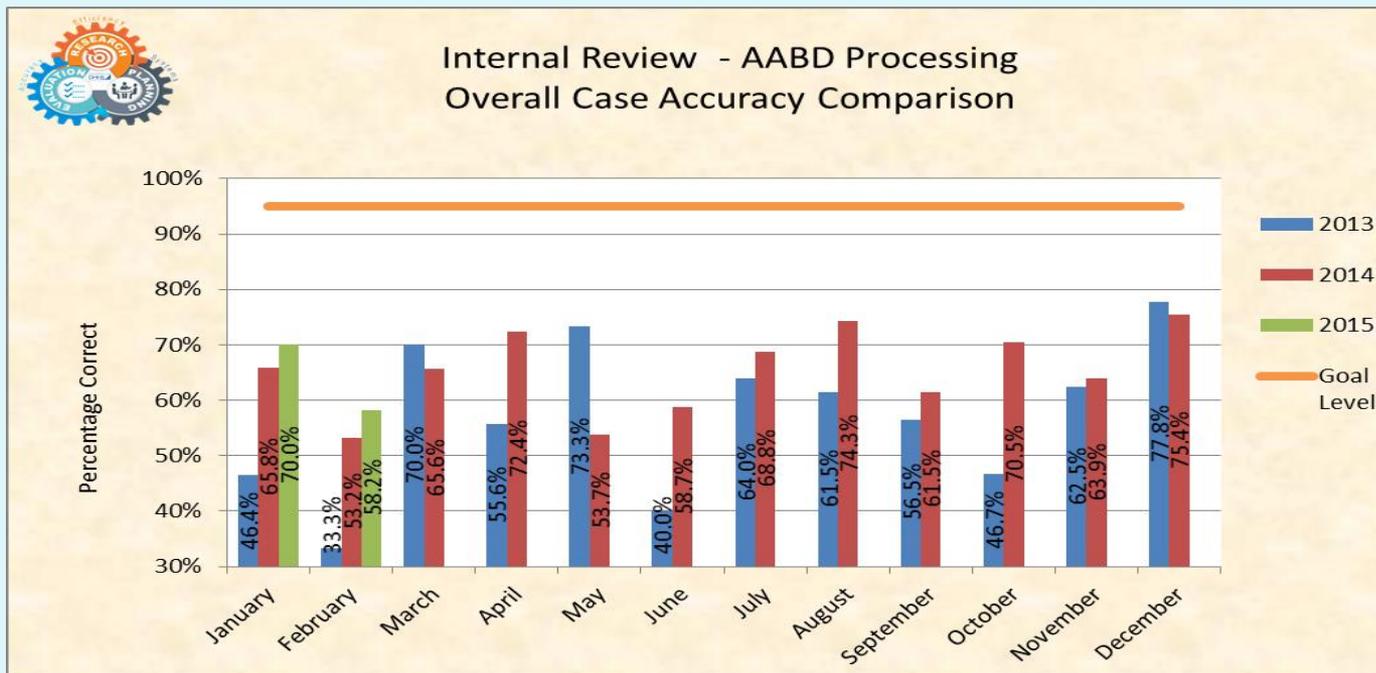
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

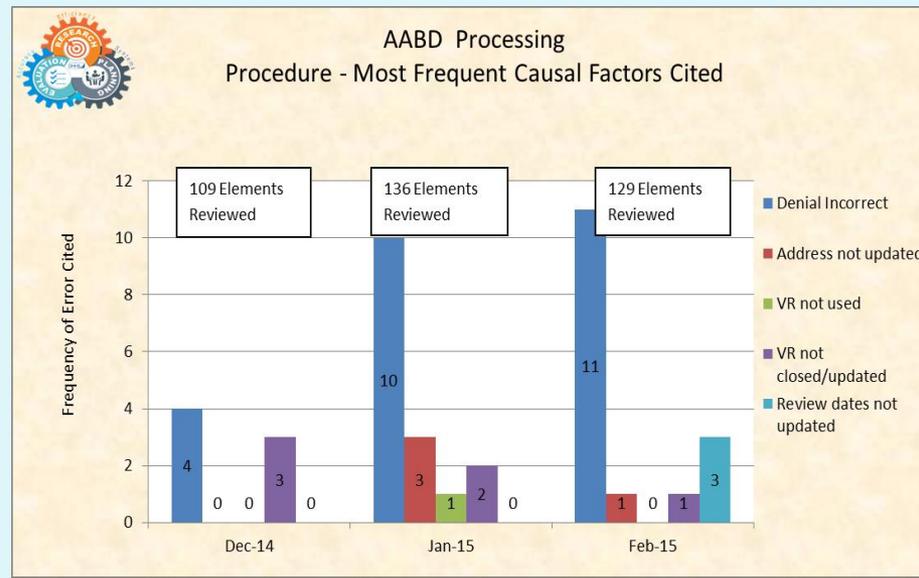
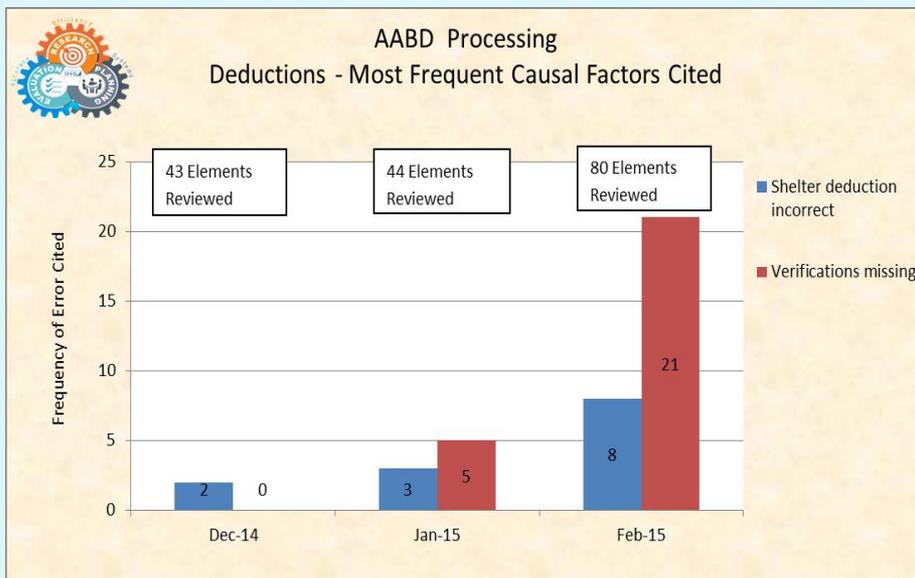
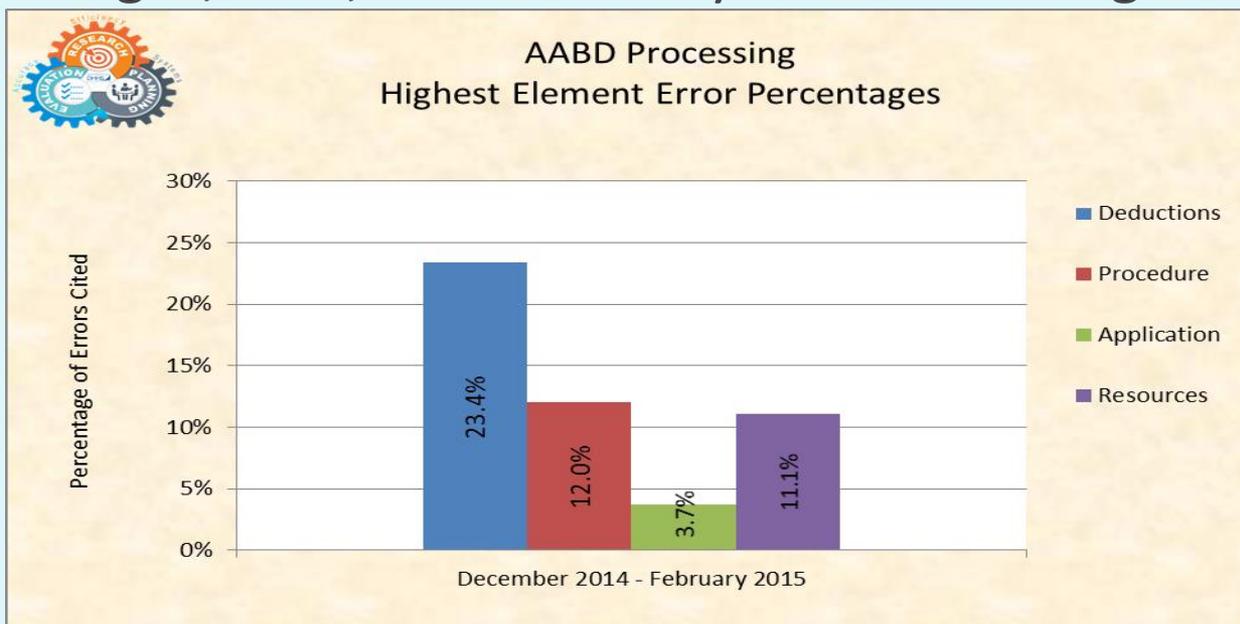
Action Items:

Barriers:

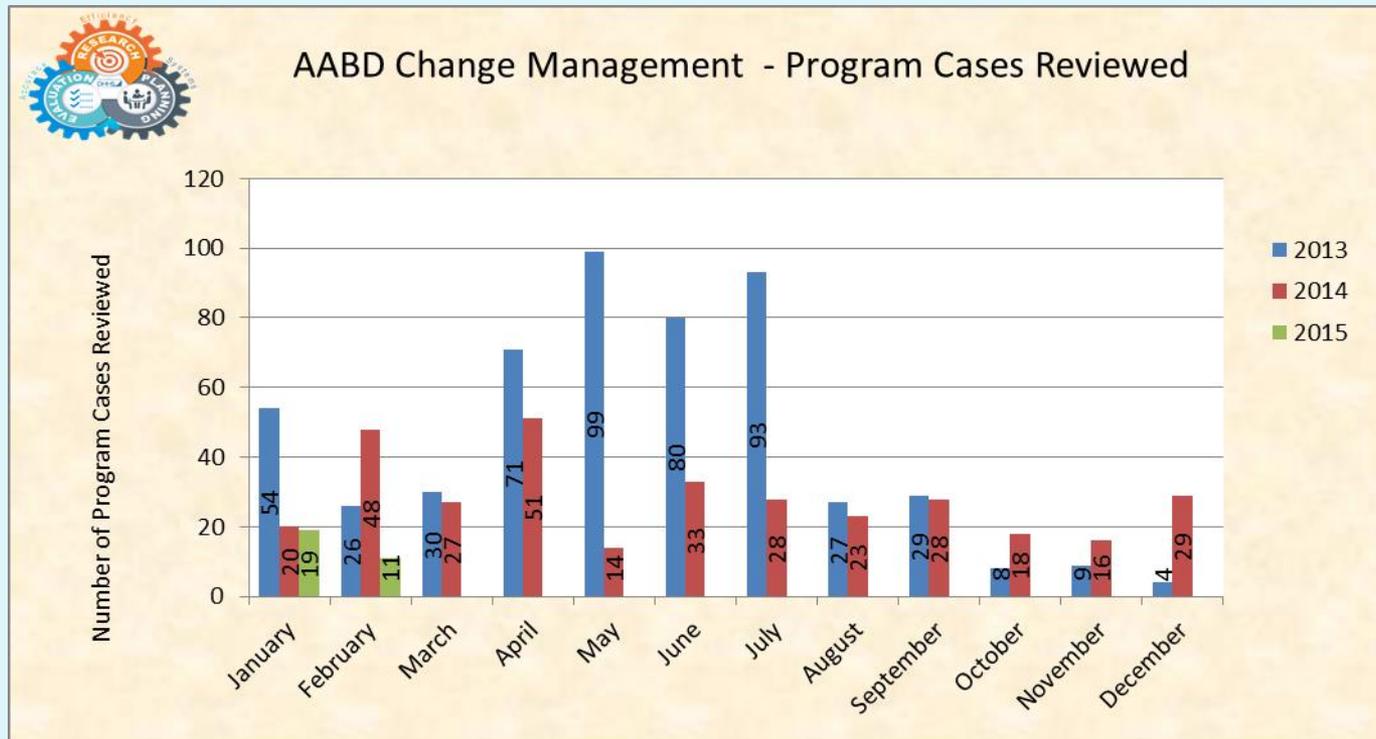
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



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



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



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

Strengths/Accomplishments:

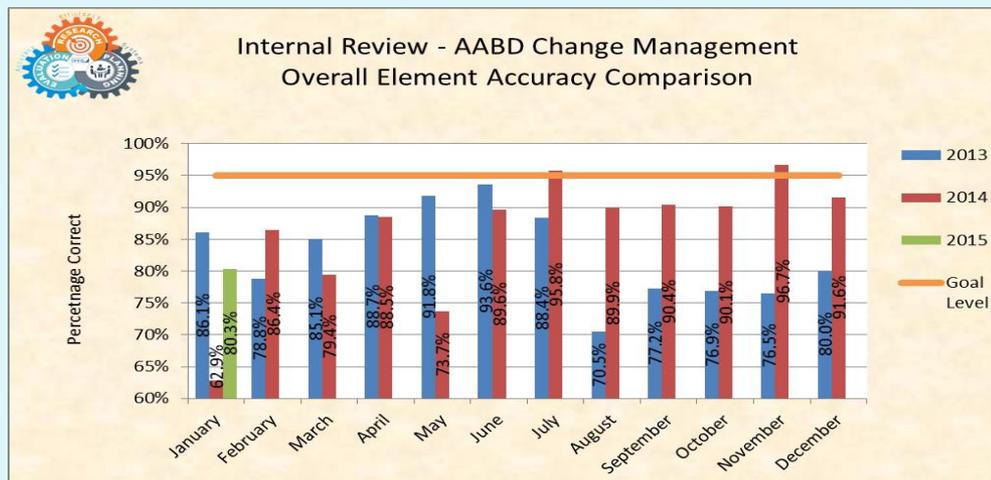
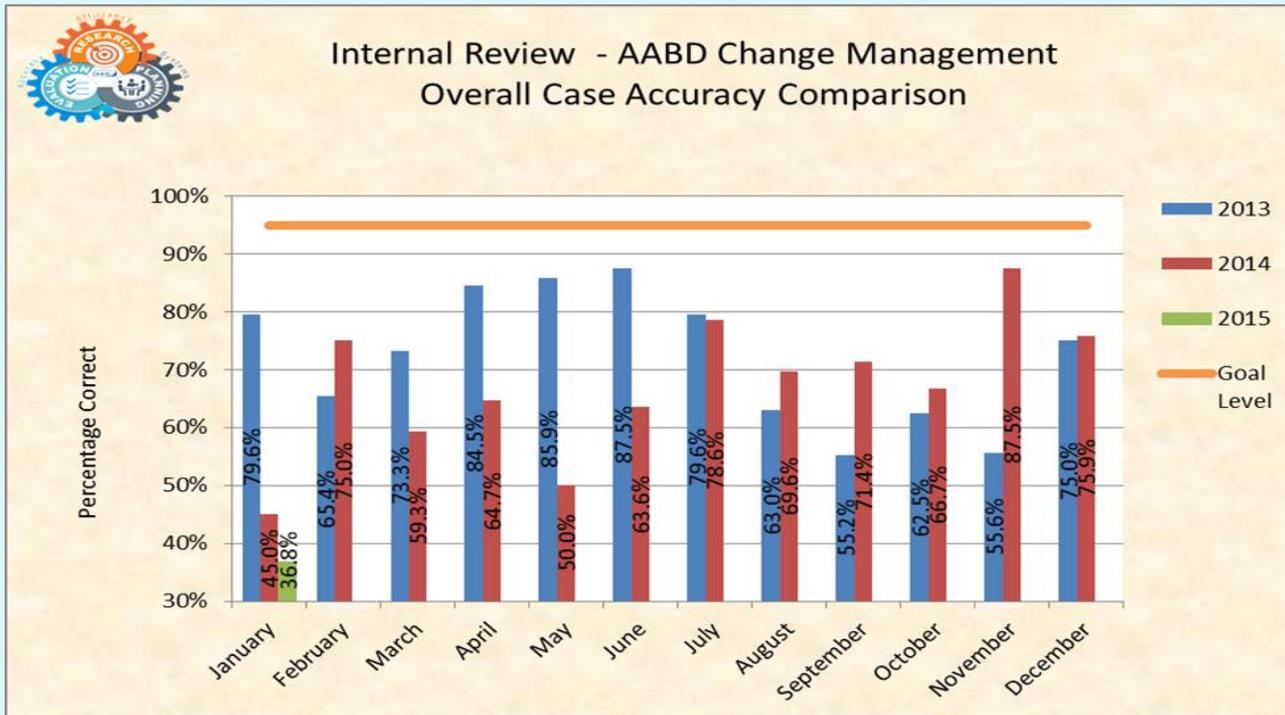
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

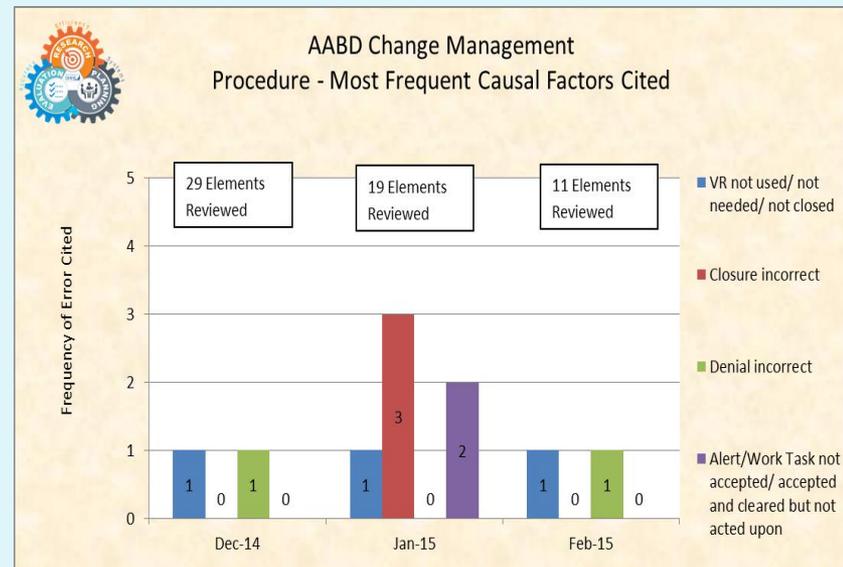
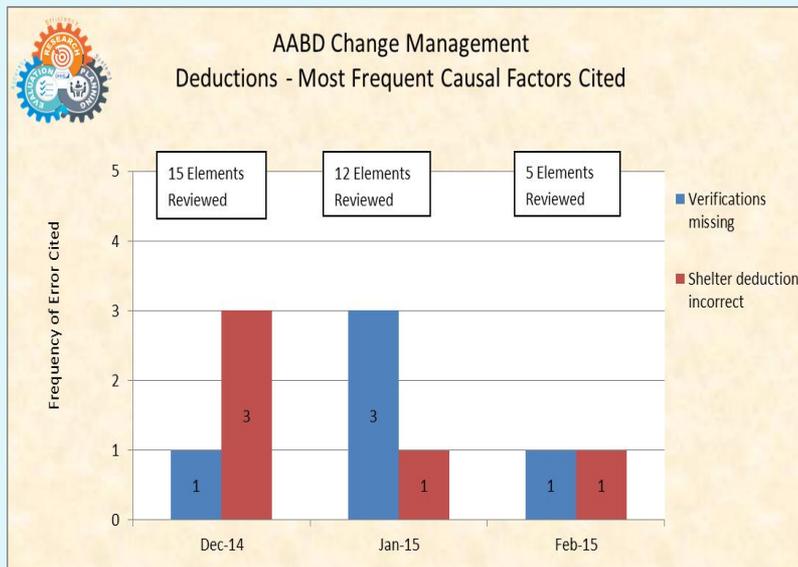
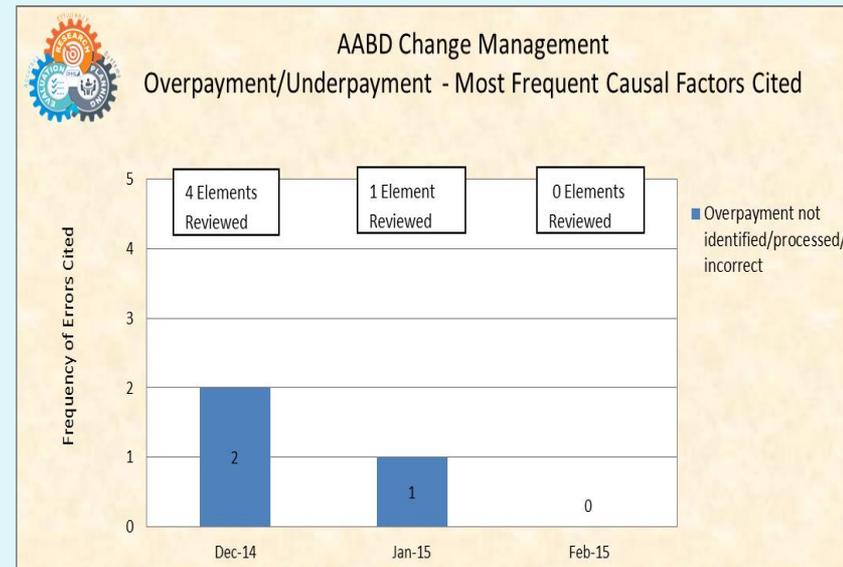
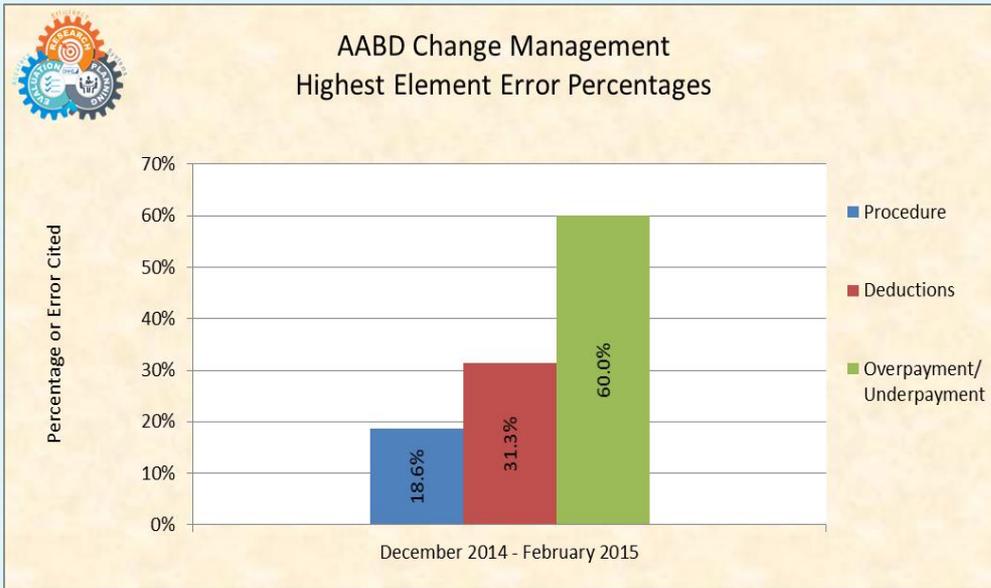
Action Items:

Barriers:

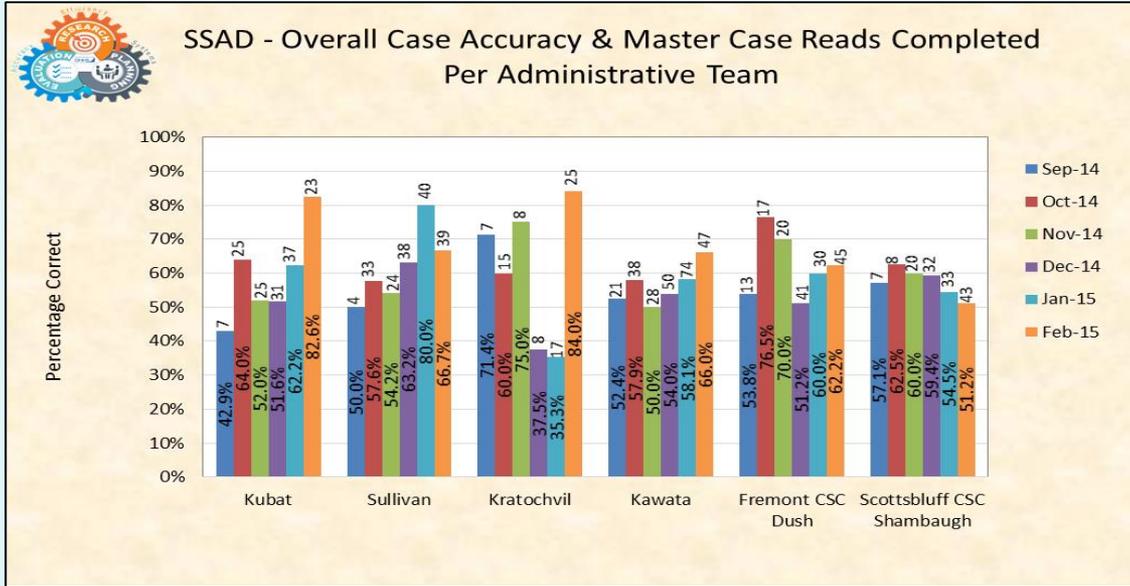
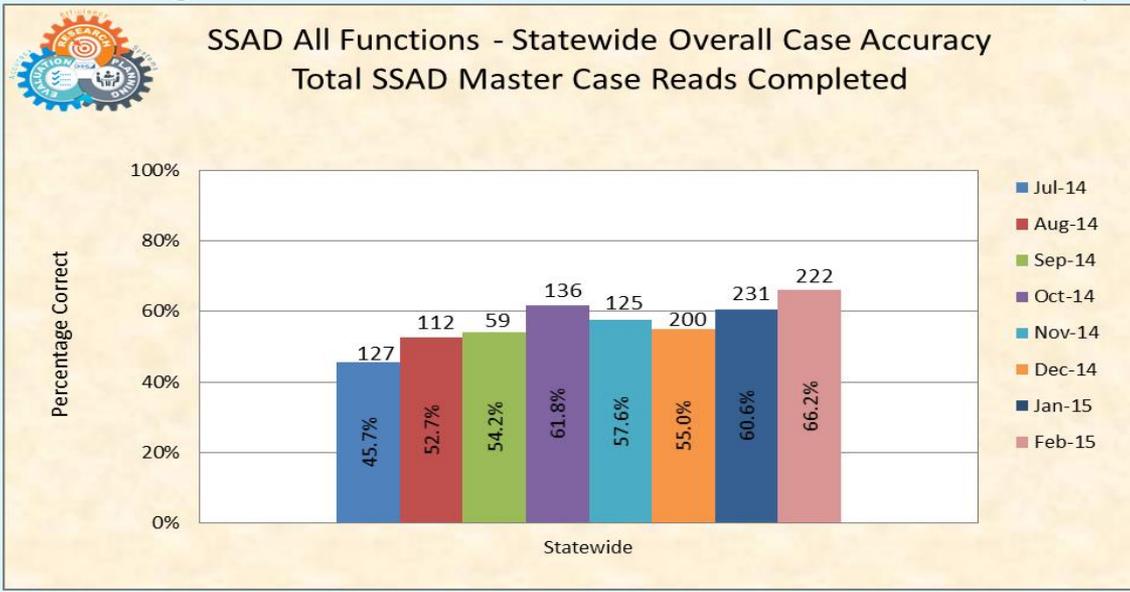
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



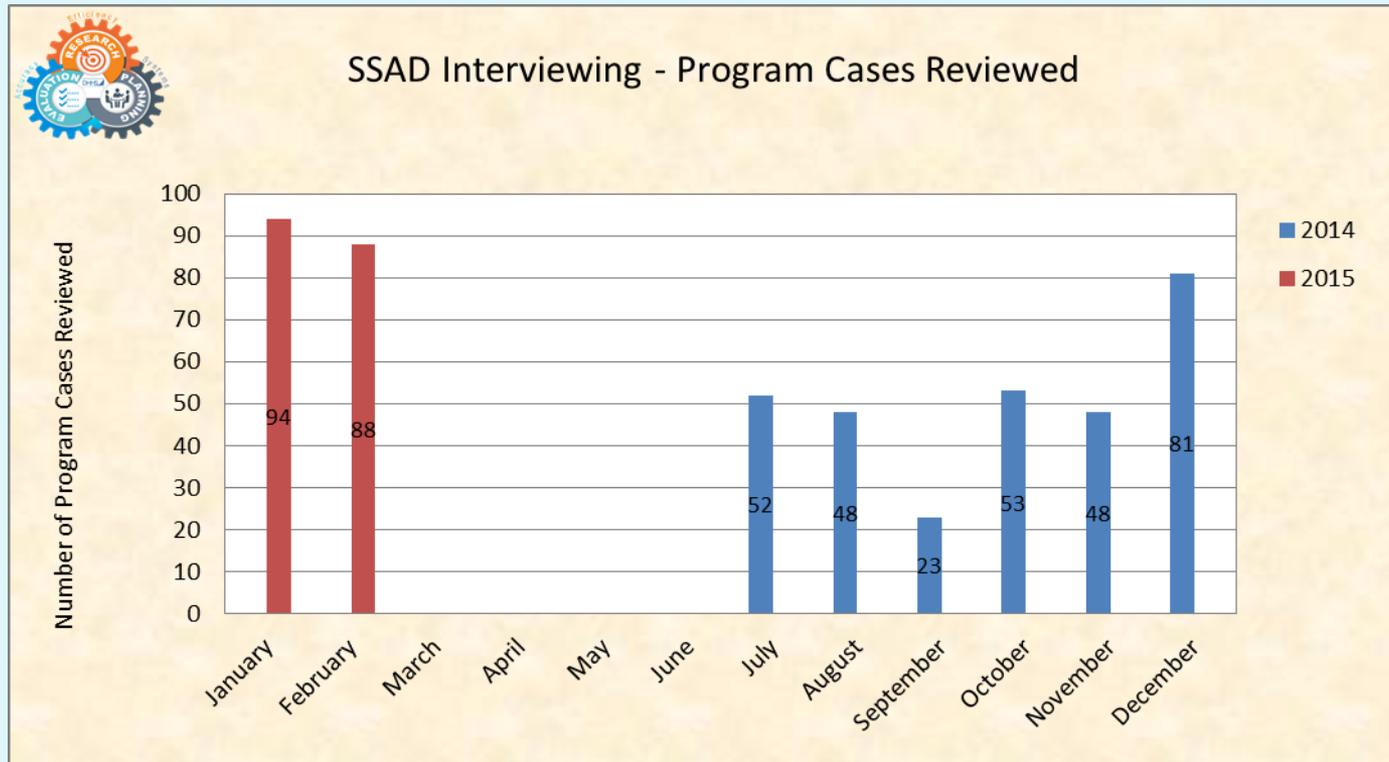
Assistance to the Aged, Blind, or Disabled Payment: Change Management



Social Services for Aged and Disabled Adults Accuracy



Social Services for Aged and Disabled Adults Interviewing Program Case Reads



Social Services for Aged and Disabled Adults: Interviewing

Strengths/Accomplishments:

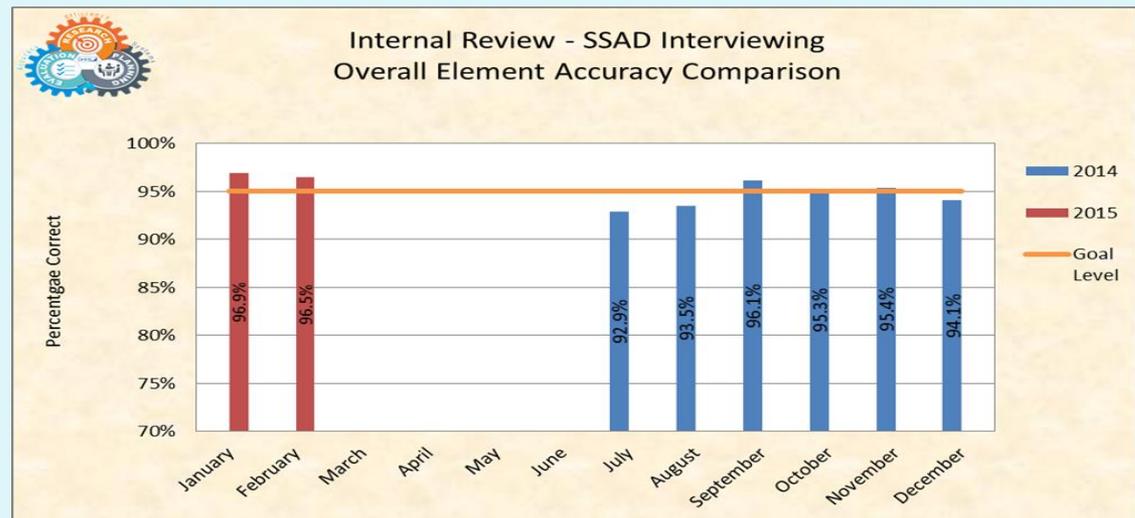
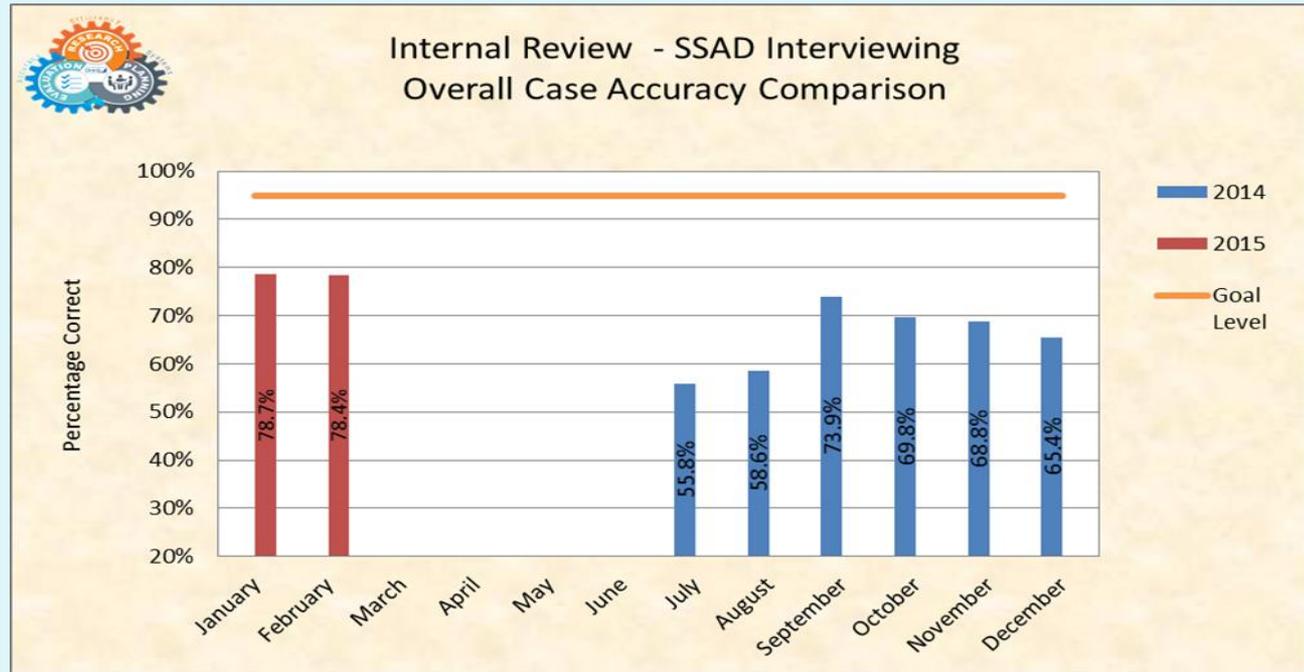
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

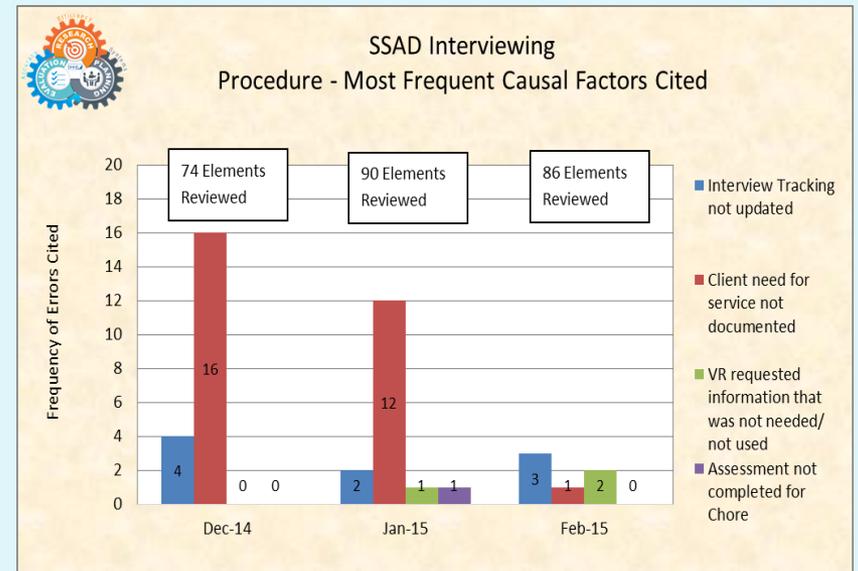
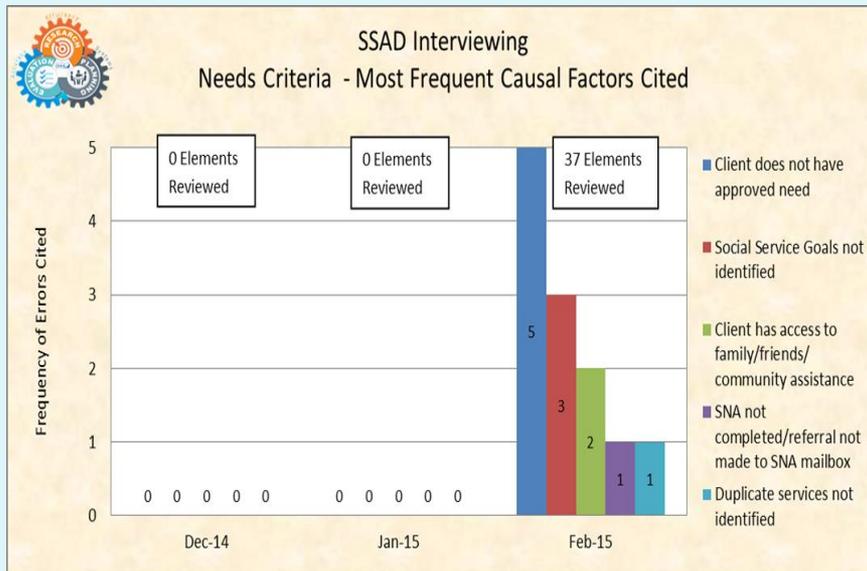
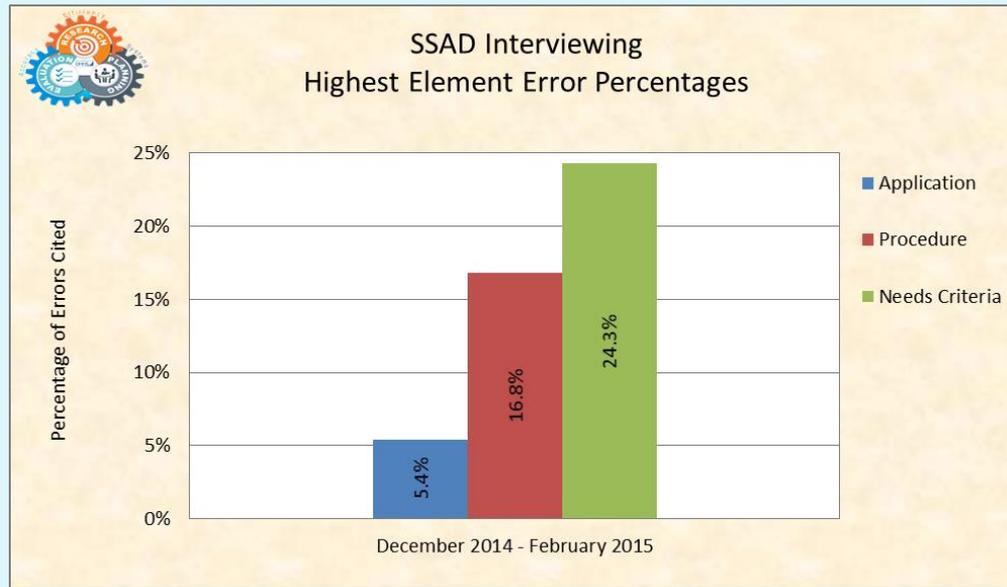
Action Items:

Barriers:

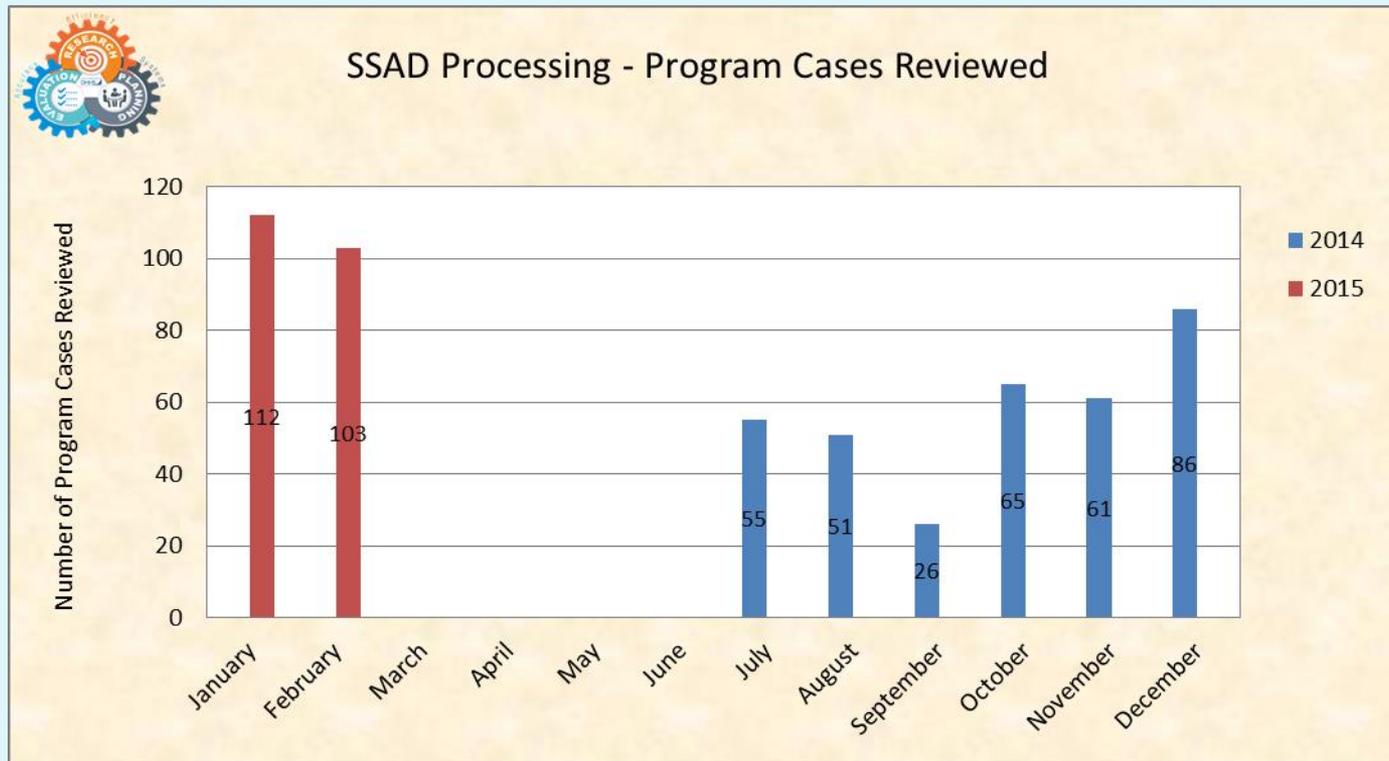
Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.



Social Services for Aged and Disabled Adults: Interviewing



Social Services for Aged and Disabled Adults Processing Program Case Reads



Social Services for Aged and Disabled Adults: Processing

Strengths/Accomplishments:

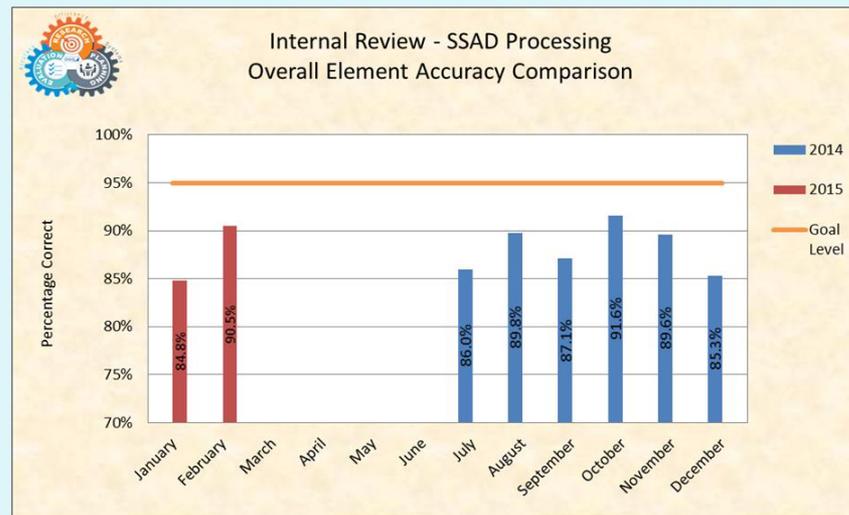
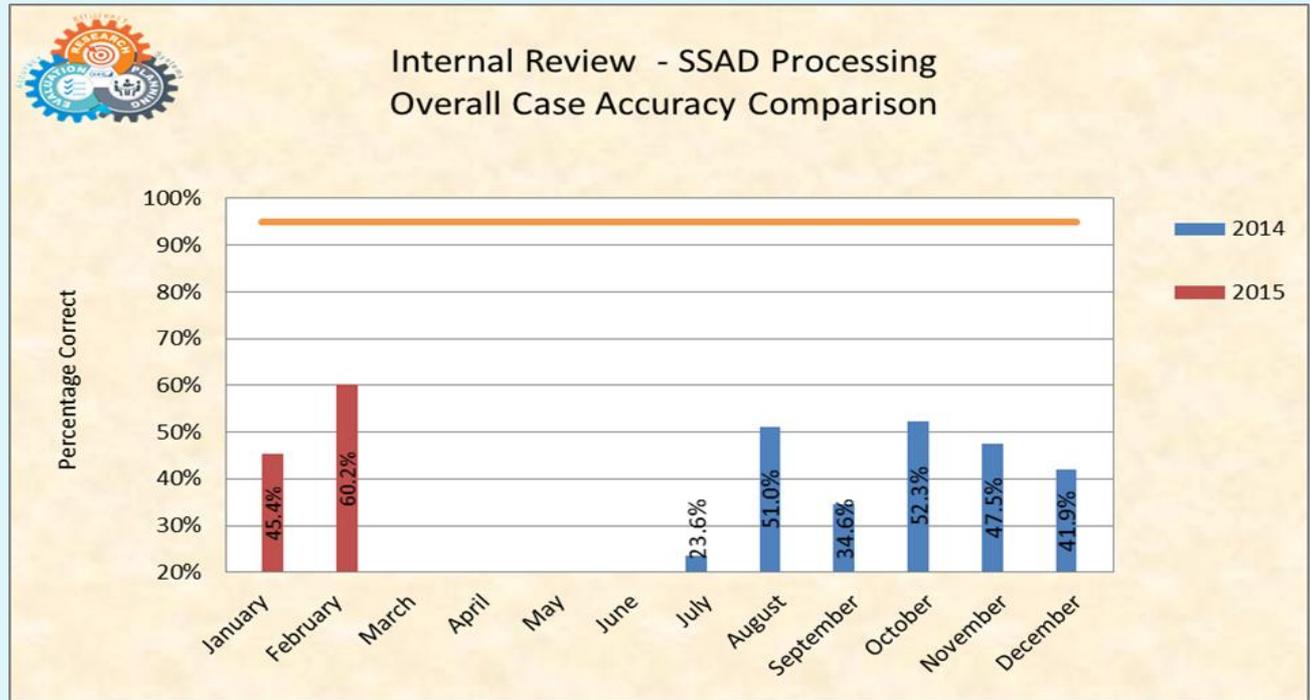
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

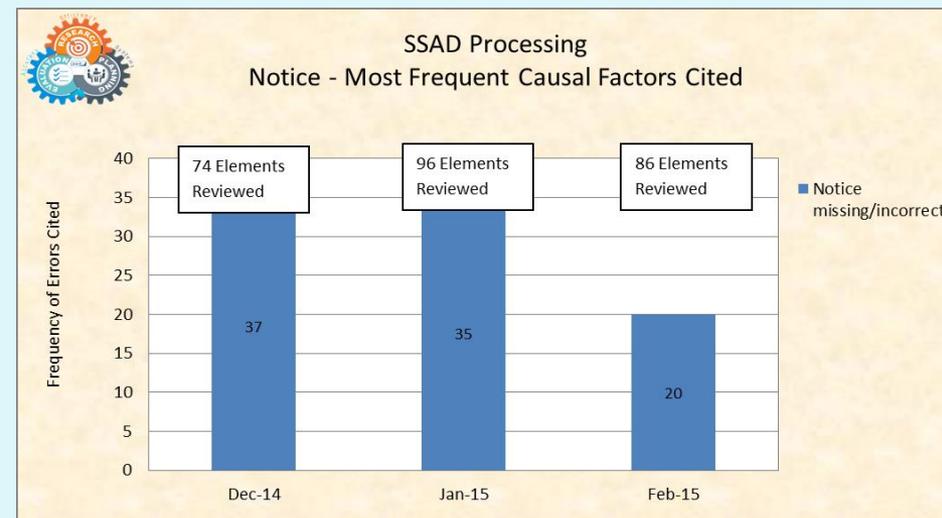
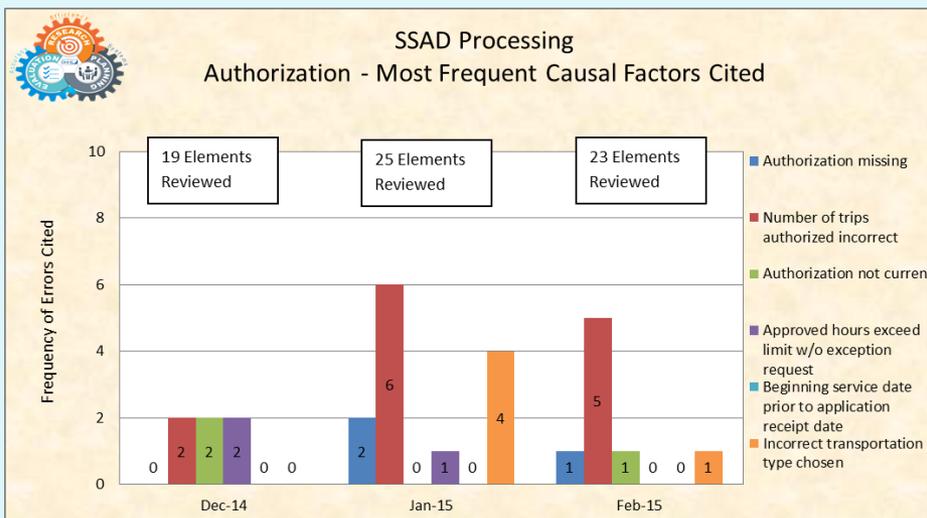
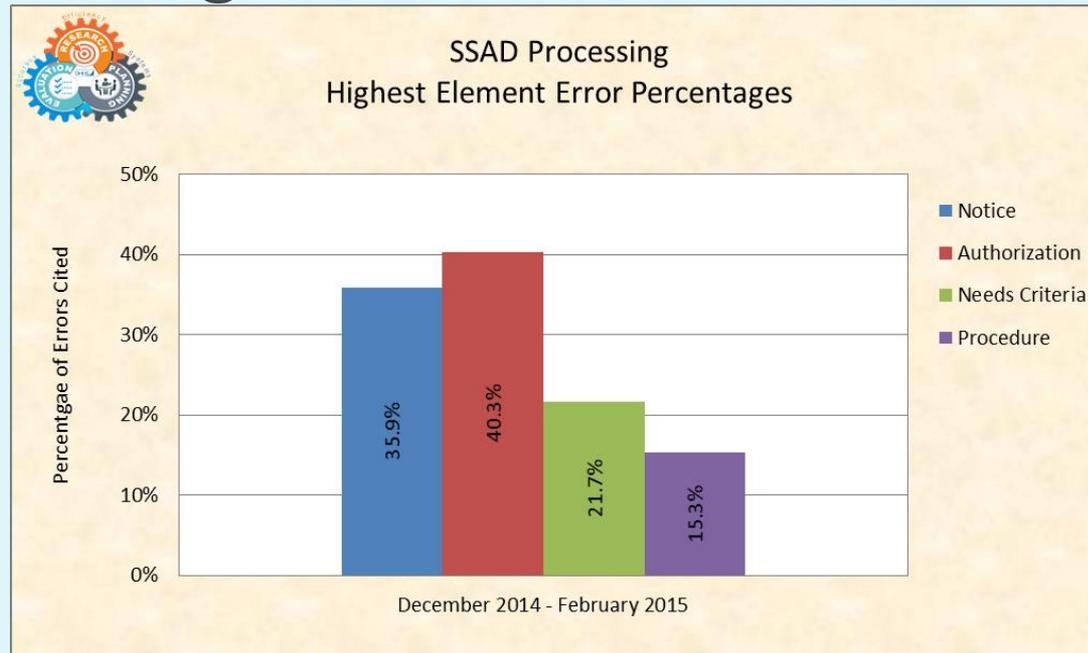
Action Items:

Barriers:

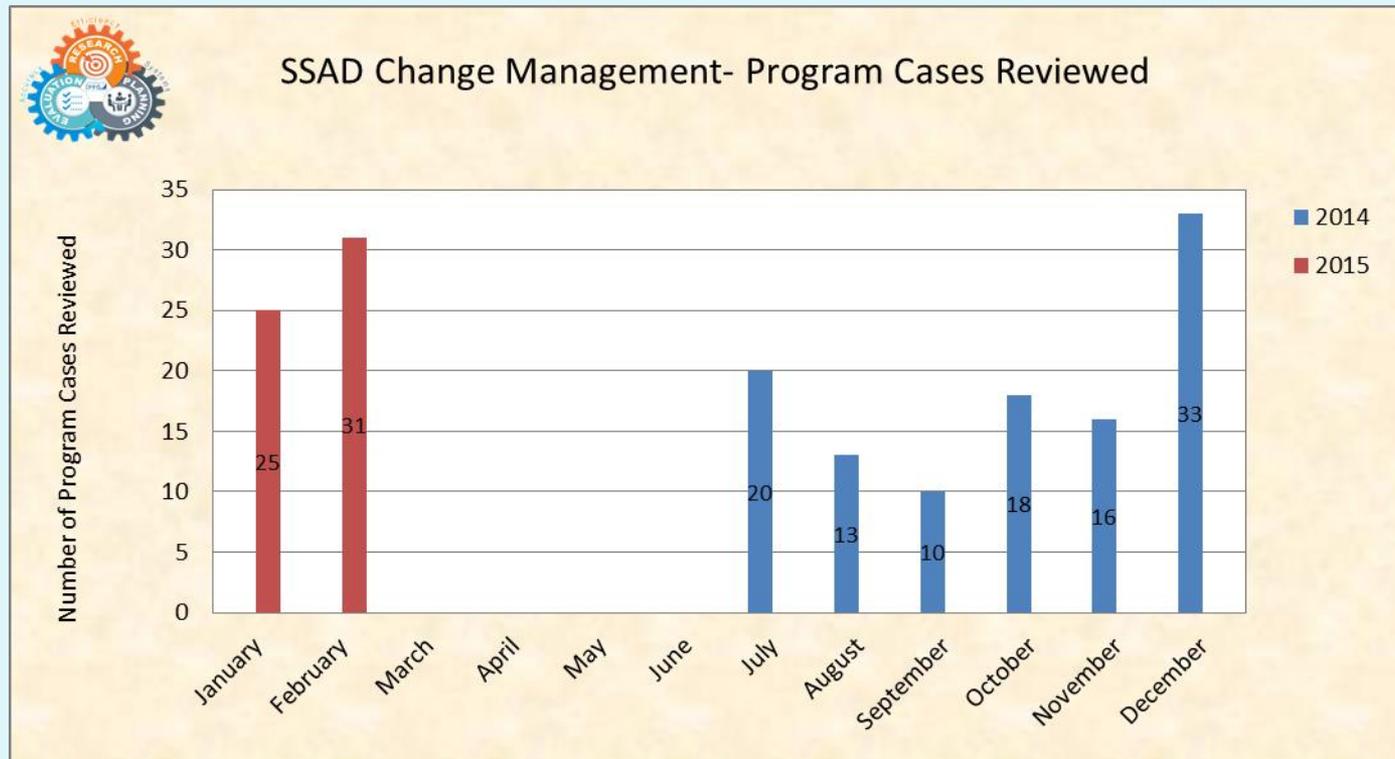
Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.



Social Services for Aged and Disabled Adults: Processing



Social Services for Aged and Disabled Adults: Change Management Case Reads



Social Services for Aged and Disabled Adults: Change Management

Strengths/Accomplishments:

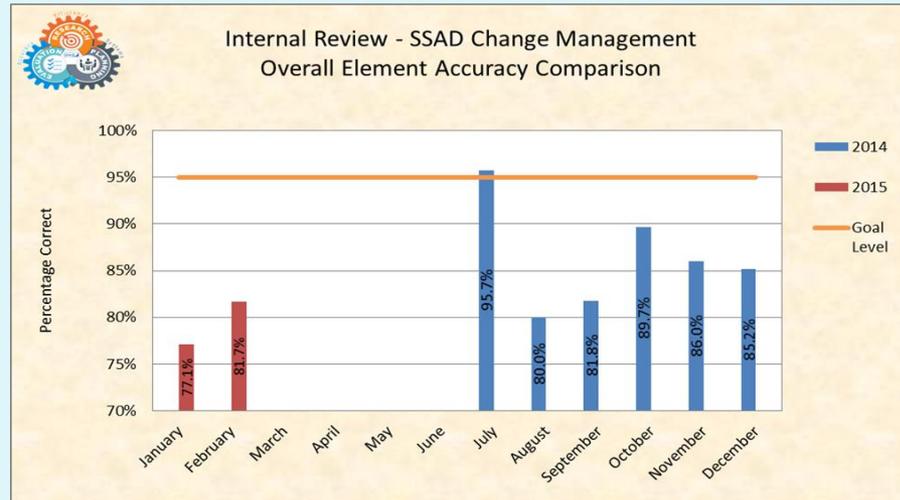
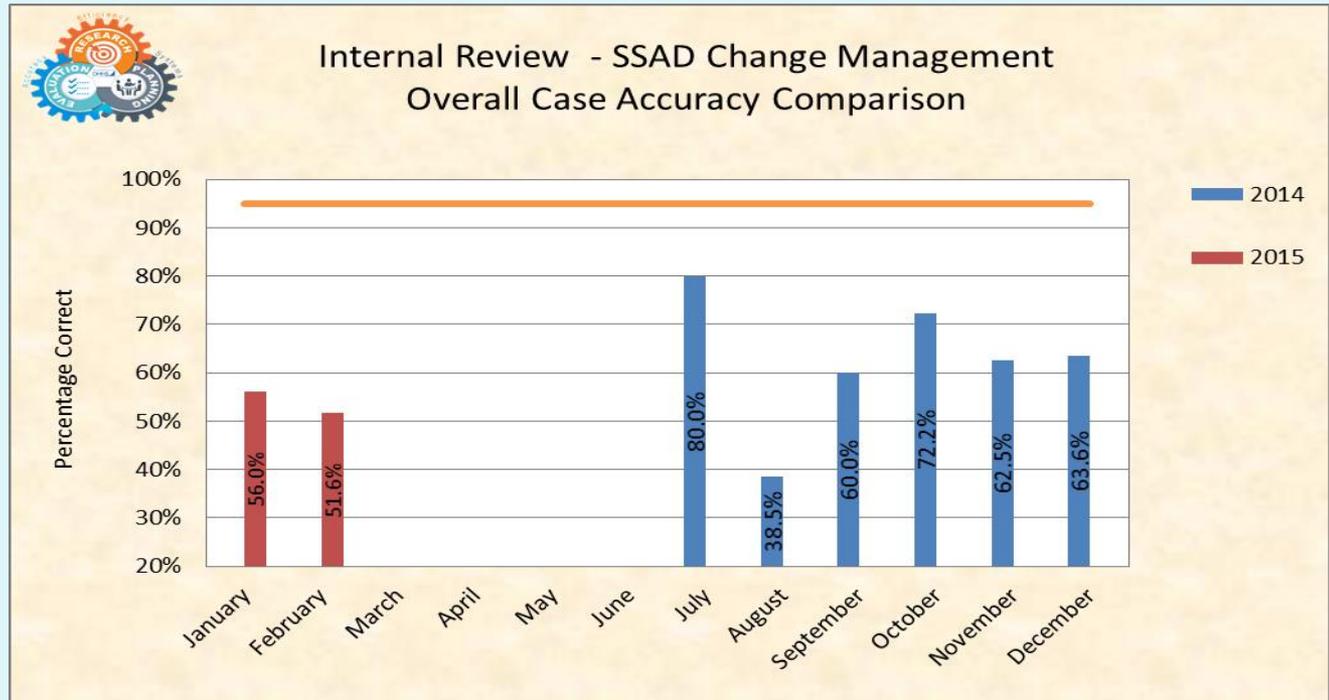
Quality Quick Tip and Quiz Released:

1. Handling Resources Updated: 3/09/2015

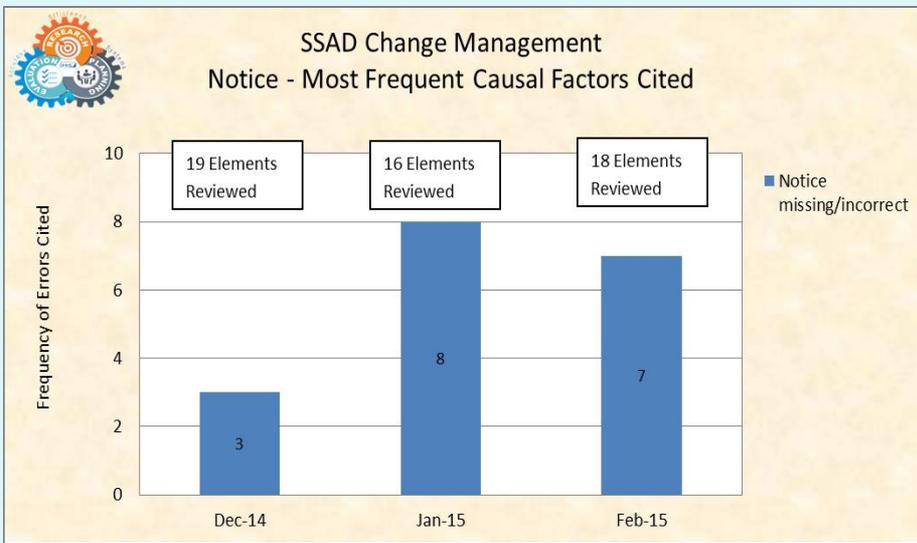
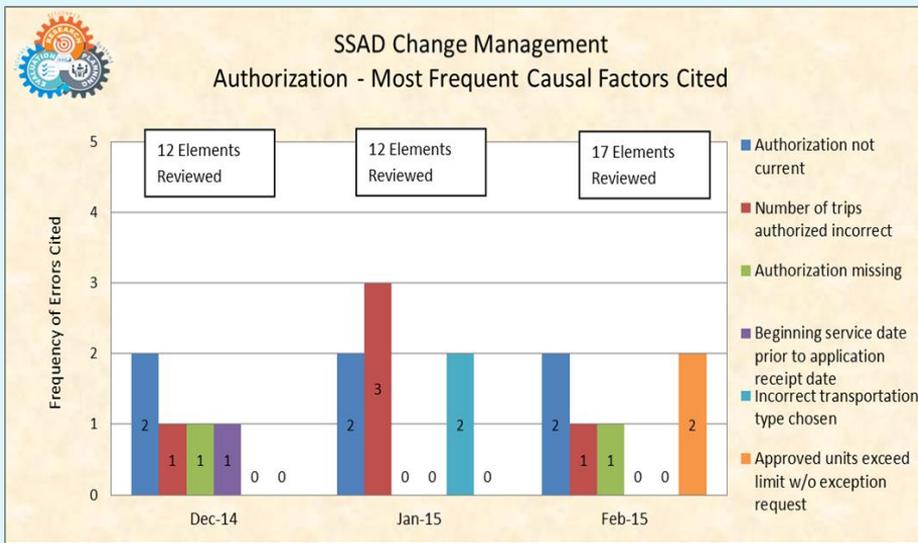
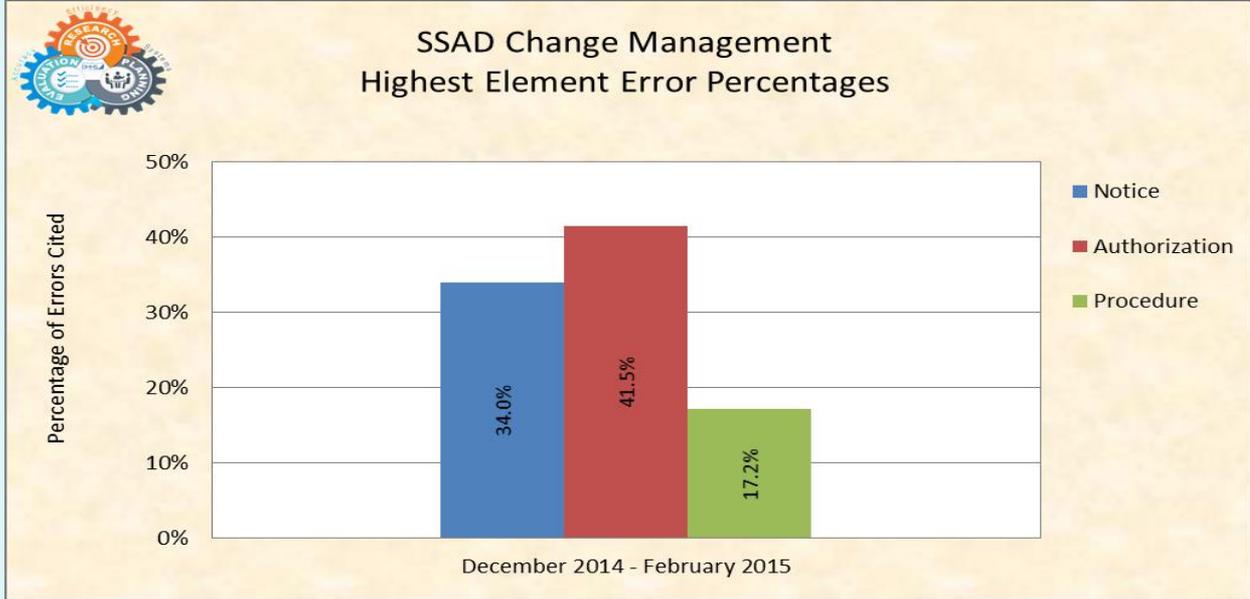
Action Items:

Barriers:

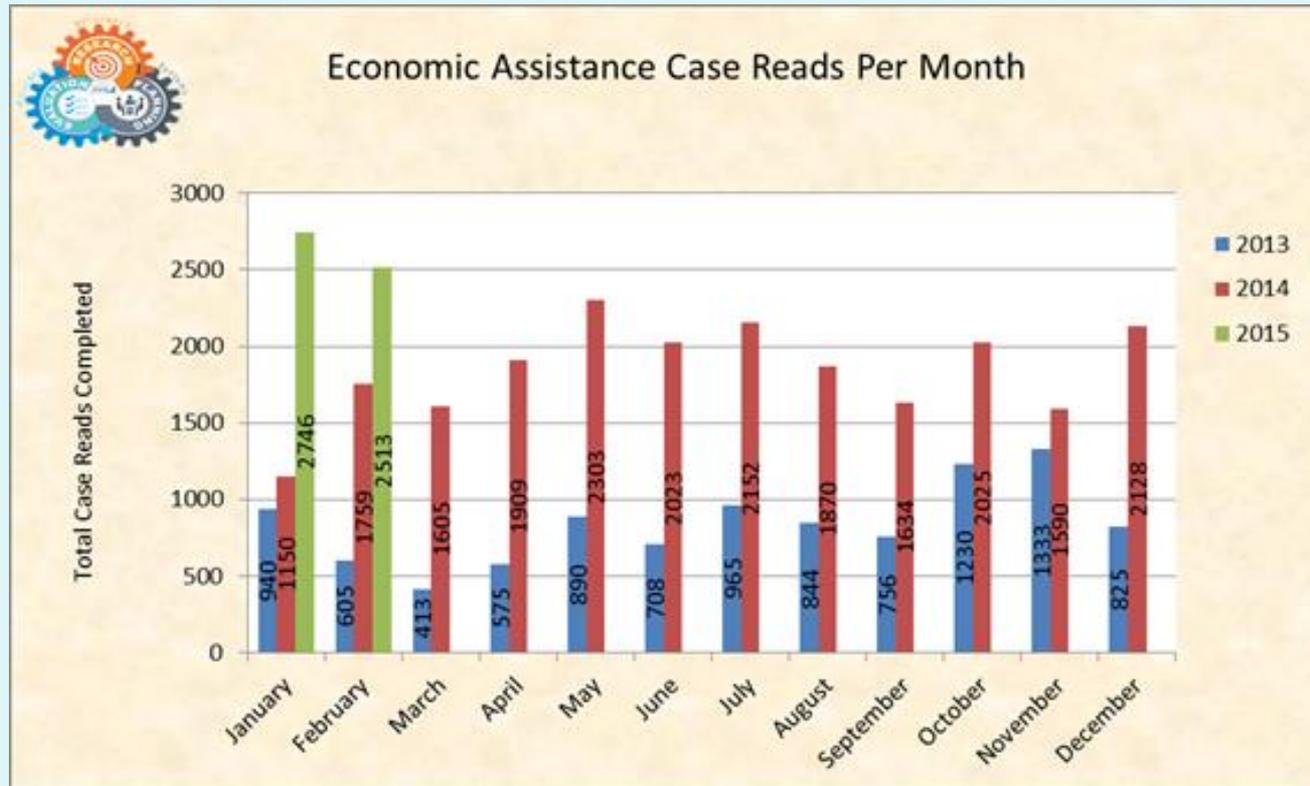
Goal Statement: The Social Services for Aged and Disabled Adults program will move towards the goal of 95% accuracy on actions taken on all Social Services for Aged and Disabled Adults household cases.



Social Services for Aged and Disabled Adults: Change Management



Total Case Reviews Completed



CHAPTER 4: PHONE OBSERVATION

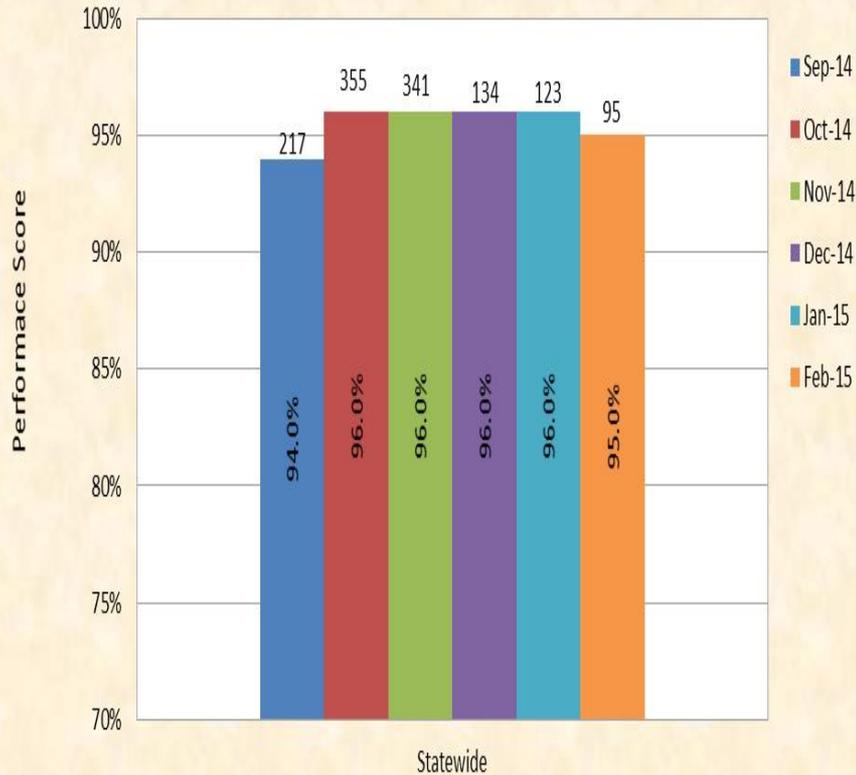
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive quality customer service.

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

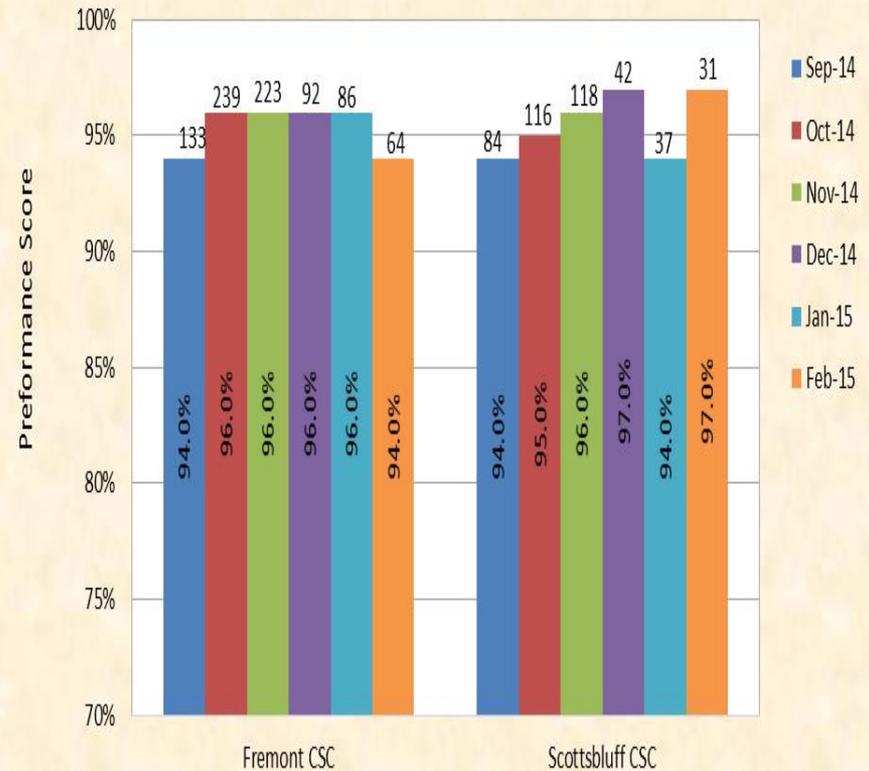
Phone Observations



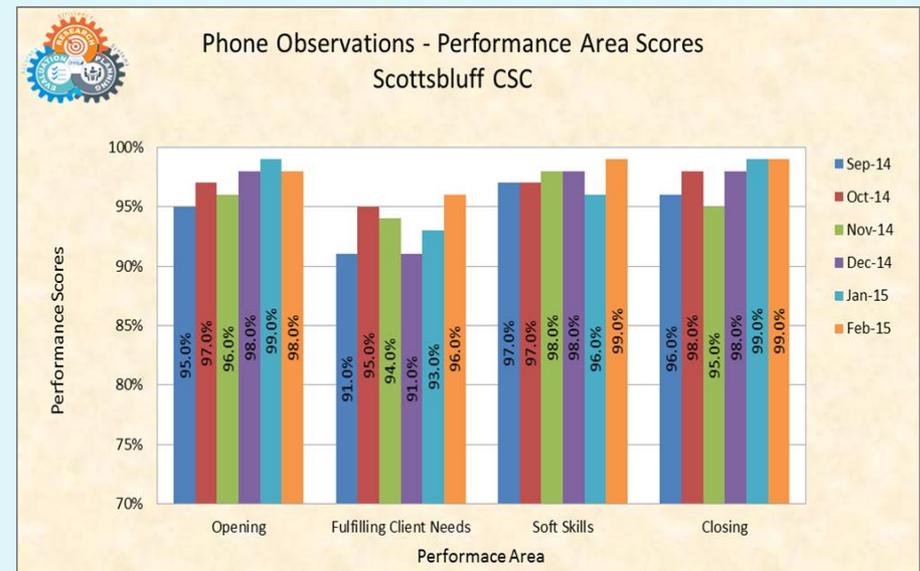
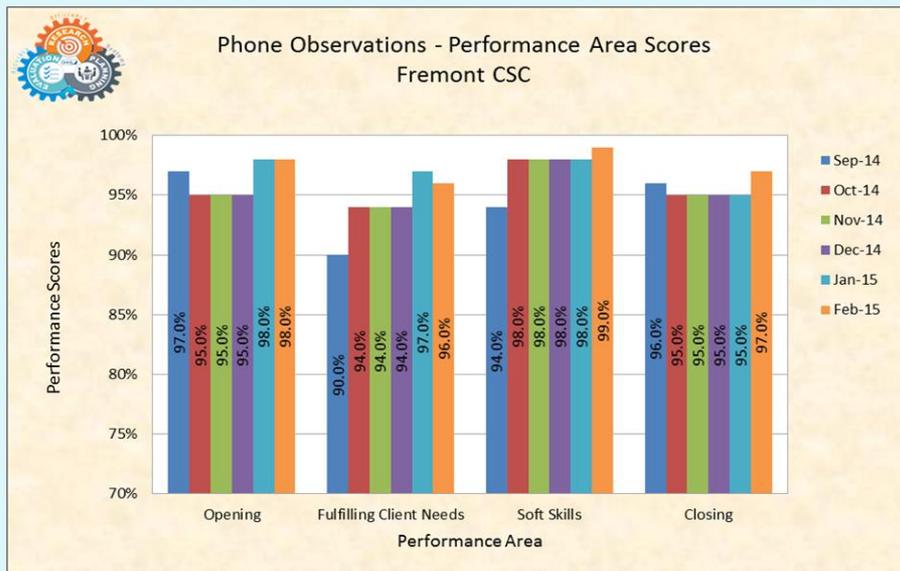
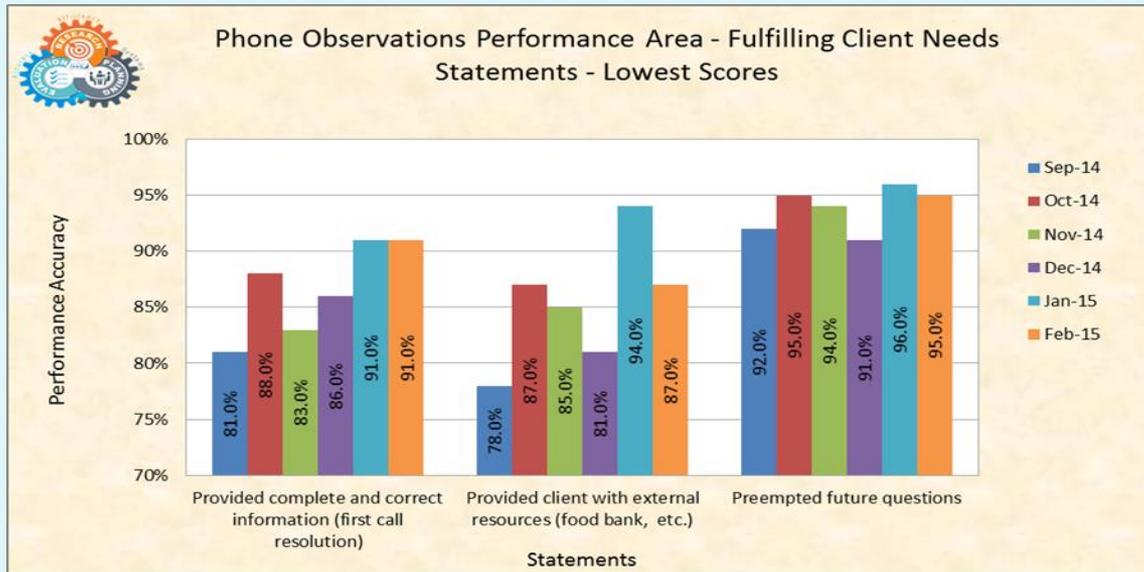
Phone Observations - Statewide Performance Scores
Total Phone Observations Completed



Phone Observations - Performance Scores
Per CSC Location



Phone Observations



CHAPTER 5: WORKFORCE STABILITY

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

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

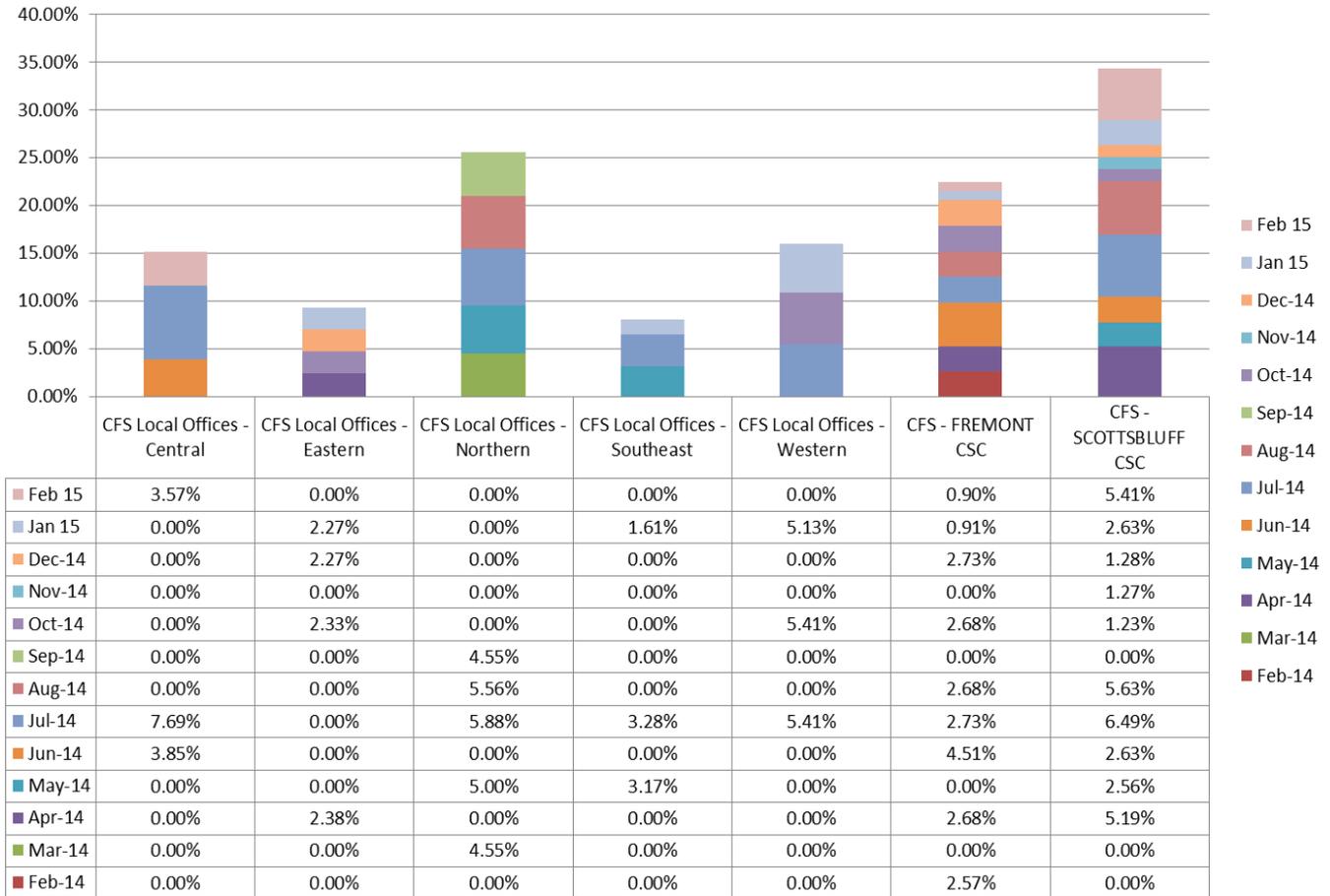
SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

Action Items:

Barriers:

ACCESS NE Monthly Turnover by Cost Center for Social Services Workers/Trainees



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