



Minnesota Department of **Human Services**

Minnesota Family Investment Program Quality Control Accuracy Report

Data for the 2007 Federal Fiscal Year

October 2006 through September 2007

Published February 2008

Minnesota Department of Human Services
Program Assessment & Integrity Division, 651-431-3991
PO Box 64245 * St. Paul, MN * 55164-0245

http://www.dhs.state.mn.us/main/groups/county_access/documents/pub/DHS_id_052953.pdf

*This information is available in other forms to people with disabilities
by contacting us at 651-296-4410 (voice) or through the Minnesota Relay Service at 711 or
1-800-627-3529 (TDD), or 1-877-627-3848 (speech to speech relay service).*

Table of Contents

Introduction and Observations	3
Quality Control Review Summary	4
Quality Control Summary Hennepin County	5
Quality Control Summary Ramsey County	6
Payment Error Rates	7
Case Dispositions	9
Agency Error Cause	11
Client Error Cause	12
Case Error List	13

Introduction and Observations

The Minnesota Family Investment Program (MFIP) Quality Control Accuracy Report provides monthly summary quality control data for the federal fiscal year which runs from October through September. The report focuses on case and payment accuracy and highlights problem areas. Assuring payment accuracy demonstrates Minnesota's commitment to excellent stewardship of taxpayer dollars through improved benefit accuracy and reduced fraud. It also demonstrates a commitment to excellent customer service by insuring that customers applying for MFIP receive the benefits they are entitled to. Reported errors are for the cash portion of the MFIP grant where error dollars are in excess of \$25. Food portion errors are reported on the Food Support Accuracy Report.

Federal Fiscal Year 2007 Trends (October 2006 – September 2007):

Quality Control Case Review Completion Rate for Federal Fiscal Year 2007:

- 242 MFIP quality control case reviews were completed.
- 17 cases or 6.5% of subject to review cases were not completed, primarily due to client non-cooperation with the QC process.
- The completion rates for cases subject to review were: Hennepin County - 91%, Ramsey County - 95%, and for the other counties of the state - 94%.

Error Cases and Error Dollars for Federal Fiscal Year 2007:

- There were 25 error cases and \$3,270 error dollars.
- The MFIP payment error rate was 4.2%. Payment error rates for the four prior years were: FFY 2006 – 4.6%; FFY 2005 – 7.1%; FFY 2004 – 6.3%; and FFY 2003 – 4.7%.
- The MFIP case error rate was 10.3%. Case error rates for the four prior years were: FFY 2006 – 13.6%; FFY 2005 – 13.3%; FFY 2004 – 11%; and FFY2003 – 10.4%.
- The case and dollar error rates have improved from the prior four years.

Agency and Client Errors for Federal Fiscal Year 2007:

- 19 error cases were agency caused, totaling \$2,383 error dollars.
- 6 error cases were client caused, totaling \$887 error dollars.
- Of the agency errors, 13 error cases were caused by "Reported information disregarded" and totaled \$1,474 error dollars, 45% of all error dollars.
- Of the client caused errors, 4 error cases were caused by "Information not reported" and totaled \$689 error dollars, or 21% of all error dollars.

Error Case List and Error Eligibility Categories for Federal Fiscal Year 2007:

- The case error list categorizes errors by their main error element.
- Cash Overissuance errors continued to be the major error area, with 80% of all error cases, and 80% of all error dollars.
- The "Arithmetic Computation" error element had the most error cases (9) and third most error dollars, \$564.
- "Wages and Salaries" was the second with 4 error cases and second most error dollars, \$620.
- Element "Support Payments Received from Absent Parent" had the most error dollars, \$689 and 3 error cases.

Minnesota Family Investment Program

Quality Control Review Summary

Statewide Sample Case Data by Month - Fiscal Year 2007 through September 2007

	October	November	December	January	February	March	April	May	June	July	August	September	Cumulative
Error Rates													
<u>Overissuance*</u>	1.0%	0.7%	0.0%	6.0%	5.7%	3.0%	6.1%	1.3%	2.2%	3.8%	7.6%	0.6%	3.3%
<u>Underissuance</u>	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	1.9%	0.0%	0.8%
<u>Error Dollars</u>	1.0%	0.7%	0.0%	7.6%	5.7%	3.0%	11.5%	1.3%	2.2%	3.8%	9.5%	0.6%	4.2%
<u>Case</u>	5.9%	5.3%	0.0%	10.0%	12.5%	8.0%	24.1%	5.9%	5.6%	16.7%	13.0%	5.3%	10.3%
Dollars													
<u>Overissuance</u>	\$50	\$50		\$332	\$362	\$214	\$500	\$50	\$155	\$332	\$511	\$50	\$2,606
<u>Underissuance</u>				\$89			\$450				\$125		\$664
<u>Ineligible</u>													\$0
<u>Error Dollars</u>	\$50	\$50		\$421	\$362	\$214	\$950	\$50	\$155	\$332	\$636	\$50	\$3,270
<u>Total Allotments</u>	\$4,989	\$7,439	\$4,678	\$5,524	\$6,306	\$7,232	\$8,257	\$3,773	\$7,063	\$8,831	\$6,684	\$7,846	\$78,622
Cases													
<u>Selected</u>	17	24	16	23	19	27	30	23	20	25	24	20	268
<u>Not Sub to Review</u>		2		1	1	2		2				1	9
<u>Not Completed</u>		3	1	2	2		1	4	2	1	1		17
<u>Completed</u>	17	19	15	20	16	25	29	17	18	24	23	19	242
<u>Errors</u>	1	1		2	2	2	7	1	1	4	3	1	25
<u>Correct</u>	16	18	15	18	14	23	22	16	17	20	20	18	217
<u>Overissuance</u>	1	1		1	2	2	4	1	1	4	2	1	20
<u>Underissuance</u>				1			3				1		5
<u>Ineligible</u>													0
Population													
<u>Eligible Cases</u>	31,568	31,198	31,198	31,206	30,784	31,053	31,215	31,078	31,279	30,786	30,685	30,585	

* Includes overissuance payments made to eligible cases and issuances made to ineligible cases

Minnesota Family Investment Program

Quality Control Review Summary

Hennepin County Sample Case Data by Month - Fiscal Year 2007 through September 2007

	October	November	December	January	February	March	April	May	June	July	August	September	Cumulative
Error Rates													
<u>Overissuance*</u>	0.0%	1.6%	0.0%	0.0%	9.6%	0.0%	0.0%	0.0%	12.3%	2.3%	6.2%	0.0%	2.6%
<u>Underissuance</u>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.1%
<u>Error Dollars</u>	0.0%	1.6%	0.0%	0.0%	9.6%	0.0%	23.1%	0.0%	12.3%	2.3%	6.2%	0.0%	3.7%
<u>Case</u>	0.0%	12.5%	0.0%	0.0%	33.3%	0.0%	16.7%	0.0%	14.3%	14.3%	14.3%	0.0%	8.3%
Dollars													
<u>Overissuance</u>		\$50			\$125				\$155	\$76	\$97		\$503
<u>Underissuance</u>							\$220						\$220
<u>Ineligible</u>													\$0
<u>Error Dollars</u>		\$50			\$125		\$220		\$155	\$76	\$97		\$723
<u>Total Allotments</u>	\$969	\$3,169	\$871	\$982	\$1,308	\$1,725	\$953	\$890	\$1,262	\$3,274	\$1,573	\$2,682	\$19,658
Cases													
<u>Selected</u>	4	10	5	7	5	9	6	7	8	7	8	6	82
<u>Not Sub to Review</u>				1	1	1							3
<u>Not Completed</u>		2		1	1			1	1		1		7
<u>Completed</u>	4	8	5	5	3	8	6	6	7	7	7	6	72
<u>Errors</u>		1			1		1		1	1	1		6
<u>Correct</u>	4	7	5	5	2	8	5	6	6	6	6	6	66
<u>Overissuance</u>		1			1				1	1	1		5
<u>Underissuance</u>							1						1
<u>Ineligible</u>													0

* Includes overissuance payments made to eligible cases and issuances made to ineligible cases

Minnesota Family Investment Program

Quality Control Review Summary

Ramsey County Sample Case Data by Month - Fiscal Year 2007 through September 2007

	October	November	December	January	February	March	April	May	June	July	August	September	Cumulative
Error Rates													
<u>Overissuance*</u>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%
<u>Underissuance</u>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%
<u>Error Dollars</u>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%
<u>Case</u>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%
Dollars													
<u>Overissuance</u>							\$300						\$300
<u>Underissuance</u>							\$50						\$50
<u>Ineligible</u>													\$0
<u>Error Dollars</u>							\$350						\$350
<u>Total Allotments</u>	\$1,044	\$974	\$1,445	\$2,195	\$1,517	\$2,118	\$2,699	\$1,458	\$4,113	\$1,283	\$2,588	\$1,885	\$23,319
Cases													
<u>Selected</u>	5	3	4	5	4	5	9	5	7	6	6	4	63
<u>Not Sub to Review</u>													0
<u>Not Completed</u>			1					1		1			3
<u>Completed</u>	5	3	3	5	4	5	9	4	7	5	6	4	60
<u>Errors</u>							3						3
<u>Correct</u>	5	3	3	5	4	5	6	4	7	5	6	4	57
<u>Overissuance</u>							2						2
<u>Underissuance</u>							1						1
<u>Ineligible</u>													0

* Includes overissuance payments made to eligible cases and issuances made to ineligible cases

Minnesota Family Investment Program

Payment Error Rates

Fiscal Year 2007 through September 2007

	Quality Control Sample Review Cases				Payment Error Types					Payment Error Rate
	Completed	Error Count	All Error Dollars	Total Payments	Agency	Client	Ineligible	Over	Under	
Anoka	5	0		\$2,108						0.0%
Becker	3	0		\$804						0.0%
Beltrami	6	0		\$2,039						0.0%
Benton	2	0		\$590						0.0%
Blue Earth	5	0		\$1,008						0.0%
Carlton	1	0		\$250						0.0%
Carver	4	1	\$50	\$1,887	\$50			\$50		2.6%
Chisago	4	2	\$417	\$1,265	\$417			\$237	\$180	33.0%
Clay	3	0		\$1,376						0.0%
Clearwater	1	0		\$571						0.0%
Dakota	9	2	\$139	\$2,714	\$139			\$50	\$89	5.1%
Dodge	1	0		\$201						0.0%
Douglas	1	0		\$532						0.0%
Freeborn	3	1	\$150	\$770	\$150			\$150		19.5%
Goodhue	1	1	\$414	\$485	\$414			\$414		85.4%
Hennepin	72	6	\$723	\$19,658	\$503	\$220		\$503	\$220	3.7%
Hubbard	2	0		\$822						0.0%
Mahnomen	3	0		\$490						0.0%
Martin	1	0		\$850						0.0%
Mcleod	2	0		\$560						0.0%
Meeker	1	0		\$0						0.0%
Mille Lacs	1	0		\$250						0.0%
Mower	2	1	\$44	\$874	\$44			\$44		5.0%

Source: Minnesota Department of Human Services, Program Assessment and Integrity Division
Payment Error Rates

02/22/2008

	Quality Control Sample Review Cases				Payment Error Types					Payment Error Rate
	Completed	Error Count	All Error Dollars	Total Payments	Agency	Client	Ineligible	Over	Under	
Nobles	1	0		\$482						0.0%
Olmsted	4	1	\$125	\$940	\$125				\$125	13.3%
Otter Tail	2	0		\$969						0.0%
Pine	2	1	\$169	\$1,134		\$169		\$169		14.9%
Polk	1	0		\$0						0.0%
Pope	1	0		\$0						0.0%
Ramsey	60	3	\$350	\$23,319	\$100	\$250		\$300	\$50	1.5%
Rice	1	0		\$237						0.0%
Rock	1	0		\$124						0.0%
Scott	1	0		\$0						0.0%
Sherburne	4	0		\$1,212						0.0%
Sibley	1	0		\$262						0.0%
St Louis	13	4	\$298	\$4,203	\$50	\$248		\$298		7.1%
Stearns	5	0		\$1,927						0.0%
Todd	1	0		\$269						0.0%
Wadena	1	0		\$250						0.0%
Waseca	1	0		\$225						0.0%
Washington	3	2	\$391	\$1,461	\$391			\$391		26.8%
Winona	3	0		\$787						0.0%
Wright	2	0		\$562						0.0%
Yellow Medicine	1	0		\$155						0.0%
Total	242	25	\$3,270	\$78,622	\$2,383	\$887	\$0	\$2,606	\$664	4.2%

* Counties that have not had any QC review cases completed for the fiscal year do not appear.

Minnesota Family Investment Program

Case Dispositions

Fiscal Year 2007 through September 2007

	Quality Control Sample Review Cases					Error Case Types					Case Error Percent
	Selected*	Not Subj to Review	Not Completed	Completed	Error	Agency	Client	Ineligible	Over	Under	
Anoka	6		1	5							0.0%
Becker	3			3							0.0%
Beltrami	8		2	6							0.0%
Benton	2			2							0.0%
Blue Earth	5			5							0.0%
Carlton	1			1							0.0%
Carver	4			4	1	1			1		25.0%
Chisago	4			4	2	2			1	1	50.0%
Clay	4	1		3							0.0%
Clearwater	1			1							0.0%
Dakota	10		1	9	2	2			1	1	22.2%
Dodge	1			1							0.0%
Douglas	1			1							0.0%
Freeborn	3			3	1	1			1		33.3%
Goodhue	1			1	1	1			1		100.0%
Hennepin	82	3	7	72	6	5	1		5	1	8.3%
Hubbard	2			2							0.0%
Isanti	1	1									0.0%
Mahnomen	3			3							0.0%
Martin	1			1							0.0%
Mcleod	2			2							0.0%
Meeker	1			1							0.0%
Mille Lacs	1			1							0.0%
Mower	3	1		2	1	1			1		50.0%
Nobles	1			1							0.0%
Olmsted	4			4	1	1				1	25.0%
Otter Tail	2			2							0.0%

Source: Minnesota Department of Human Services, Program Assessment and Integrity Division
Case Dispositions

02/22/2008

	Quality Control Sample Review Cases					Error Case Types					Case Error Percent
	Selected*	Not Subj to Review	Not Completed	Completed	Error	Agency	Client	Ineligible	Over	Under	
Pine	2			2	1		1		1		50.0%
Polk	1			1							0.0%
Pope	1			1							0.0%
Ramsev	63		3	60	3	2	1		2	1	5.0%
Rice	1			1							0.0%
Rock	1			1							0.0%
Scott	2		1	1							0.0%
Sherburne	4			4							0.0%
Siblev	1			1							0.0%
St Louis	14		1	13	4	1	3		4		30.8%
Stearns	7	2		5							0.0%
Todd	1			1							0.0%
Wadena	2	1		1							0.0%
Waseca	1			1							0.0%
Washington	3			3	2	2			2		66.7%
Winona	3			3							0.0%
Wright	3		1	2							0.0%
Yellow Medicine	1			1							0.0%
Total	268	9	17	242	25	19	6	0	20	5	10.3%

* Counties that have not had any QC review cases selected for the fiscal year do not appear.

Minnesota Family Investment Program

Agency Error Cause

Fiscal Year 2007 through September 2007

	Policy incorrectly applied		Failure to verify required information		Reported information disregarded		Failure to follow up/inconsistent/incomplete		Failure to follow up on impending changes		Computer programming or mass change (1)		Miscellaneous data type errors (2)		Agency Error Totals	
	Cases	Error \$	Cases	Error \$	Cases	Error \$	Cases	Error \$	Cases	Error \$	Cases	Error \$	Cases	Error \$	Cases	Error \$
Carver					1	\$50									1	\$50
Chisago					1	\$180	1	\$237							2	\$417
Dakota					2	\$139									2	\$139
Freeborn					1	\$150									1	\$150
Goodhue					1	\$414									1	\$414
Hennepin					3	\$272	1	\$155	1	\$76					5	\$503
Mower					1	\$44									1	\$44
Olmsted					1	\$125									1	\$125
Ramsey	1	\$50			1	\$50									2	\$100
St Louis					1	\$50									1	\$50
Washington	1	\$332					1	\$59							2	\$391
Total	2	\$382			13	\$1,474	3	\$451	1	\$76					19	\$2,383

(1) Includes categories: "Computer program error" and "Mass change"

(2) Includes categories: "Information reported by collateral source was inaccurate," "Acted on incorrect federal computer match information," "Data entry or coding error," "Arithmetic computation error," and "Computer user error" and "Other error types"

Minnesota Family Investment Program

Client Error Cause

Fiscal Year 2007 through September 2007

	Information not reported		Information incorrect or incomplete		Information willfully not reported		Information willfully incorrect or incomplete		Client Error Totals	
	Cases	Error \$	Cases	Error \$	Cases	Error \$	Cases	Error \$	Client	Error \$
Hennepin	1	\$220							1	\$220
Pine	1	\$169							1	\$169
Ramsey	1	\$250							1	\$250
St Louis	1	\$50	2	\$198					3	\$248
Total	4	\$689	2	\$198	0	\$0	0	\$0	6	\$887

Minnesota Family Investment Program

Case Error List

Fiscal Year 2007 through September 2007

County	Review Number	Description	Error Amount	Finding	Discovery	Agency/Client	Description
130	Citizenship and Non-Citizen Status		Total Error(s)	1	Total Dollars	\$332	
Washington	101022	Agency incorrectly included two ineligible non-citizens in the MFIP unit and did not apply housing subsidy deduction to the Cash Portion.	\$332	Overissuance	Other Gov. Ag, Not Automated	Agency	Policy Incorrectly Applied
150	Household Composition		Total Error(s)	2	Total Dollars	\$296	
Hennepin	107004	Agency failed to anticipate HS graduation of 18 year old.	\$76	Overissuance	Case Record Doc Not Automated	Agency	Failure to Follow Up on Impending Changes
Hennepin	104014	Client failed to report SSI ended for UHFS member, making them a mandatory MFIP member.	\$220	Underissuance	Client Interview	Client	Information Not Reported
311	Wages and Salaries		Total Error(s)	4	Total Dollars	\$620	
Chisago	102002	Agency failed to follow up on reported job start.	\$237	Overissuance	Employer	Agency	Failure to Follow Up/Inconsistent/Incomplete Info
Hennepin	106008	Agency failed to budget missing paycheck based on YTD totals.	\$155	Overissuance	Employer	Agency	Failure to Follow Up/Inconsistent/Incomplete Info
Pine	107011	Client failed to report all wages received in the budget month.	\$169	Overissuance	Case Record Doc Not Automated	Client	Information Not Reported
Washington	103023	Agency failed to follow-up on incomplete earnings report.	\$59	Overissuance		Agency	Failure to Follow Up/Inconsistent/Incomplete Info
332	Veterans Benefits		Total Error(s)	1	Total Dollars	\$155	
St Louis	103019	Client failed to report she received VA benefits for her child.	\$155	Overissuance	Other Gov. Ag, Not Automated	Client	Incomplete or incorrect information provided
334	Unemployment Compensation		Total Error(s)	1	Total Dollars	\$97	

Source: Minnesota Department of Human Services, Program Assessment and Integrity Division

02/22/2008

County	Review Number	Description	Error Amount	Finding	Discovery	Agency/Client	Description
Hennepin	108022	Agency failed to budget UC received in the budget month.	\$97	Overissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied
335 Worker's Compensation		Total Error(s)	1	Total Dollars	\$180		
Chisago	104005	Agency included income not received. Worker's Compensation error.	\$180	Underissuance		Agency	Reported Information Disregarded/Not Applied
343 Deemed Income		Total Error(s)	1	Total Dollars	\$250		
Ramsey	104023	Client failed to report job start.	\$250	Overissuance	Employer	Client	Information Not Reported
350 Support Payments Received from Absent		Total Error(s)	3	Total Dollars	\$689		
Freeborn	104009	Agency failed to budget all child support received in the budget month.	\$150	Overissuance	Case Record Doc Automated	Agency	Reported Information Disregarded/Not Applied
Goodhue	108005	Agency failed to budget \$549.10 in Child Support received in the budget month.	\$414	Overissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied
Olmsted	108015	Agency is budgeting child support income that was not received by the assistance unit.	\$125	Underissuance	Other Gov. Ag, Not Automated	Agency	Reported Information Disregarded/Not Applied
413 MFIP Standard		Total Error(s)	2	Total Dollars	\$87		
Mower	107010	Agency failed to use Shared Household Transitional Standard for a known Shared Household.	\$44	Overissuance	Client Interview	Agency	Reported Information Disregarded/Not Applied
St Louis	107018	Client failed to report presence of boyfriend in the household - Shared Household Transitional Standard should have been applied.	\$43	Overissuance	Client Interview	Client	Incomplete or incorrect information provided
520 Arithmetic Computation		Total Error(s)	9	Total Dollars	\$564		
Carver	104004	Agency failed to impose a Housing Subsidy deduction.	\$50	Overissuance	Client Interview	Agency	Reported Information Disregarded/Not Applied
Dakota	101005	Agency failed to lift 10% ES sanction after being notified client had complied.	\$89	Underissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied

County	Review Number	Description	Error Amount	Finding	Discovery	Agency/Client	Description
Dakota	110004	Agency filed to apply \$50 subsidized housing to Cash Portion	\$50	Overissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied
Hennepin	111007	Agency failed to impose Housing Subsidy Deduction.	\$50	Overissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied
Hennepin	102006	Agency failed to apply SSI deduction to MFIP cash Portion.	\$125	Overissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied
Ramsey	104030	Agency failed to impose Housing Subsidy deduction.	\$50	Overissuance	Client Interview	Agency	Reported Information Disregarded/Not Applied
Ramsey	104018	Agency incorrectly deducted \$50 Housing Subsidy - household received rental subsidized transitional funding which does not count as \$50 Housing Subsidy deduction from MFIP Cash.	\$50	Underissuance	Client Interview	Agency	Policy Incorrectly Applied
St Louis	109020	Agency failed to impose the \$50 Housing Subsidy deduction.	\$50	Overissuance	Case Record Doc Not Automated	Agency	Reported Information Disregarded/Not Applied
St Louis	105023	Client failed to report section 8 Housing Subsidy.	\$50	Overissuance	Client Interview	Client	Information Not Reported
Total Number of Errors		25	Error Dollars	\$3,270			