

# 2024 ANNUAL REPORT

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**Quality Control  
Supplemental Nutrition  
Assistance Program**  
Federal Fiscal Year 2023



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# EXECUTIVE SUMMARY

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The Quality Control process was created and is regulated by the Food and Nutrition Service (FNS) of the United States Department of Agriculture (USDA). Each state is responsible for maintaining sound administration of all facets of the Quality Control process. The integrity of the Quality Control process is outlined in the state's sampling plan, which is validated by the Food and Nutrition Service prior to the beginning of the fiscal year. The work of the State Quality Control is monitored by the Food and Nutrition Service Regional Quality Control staff. This is accomplished by a monthly re-review of state sampled cases combined with an annual management review. At the end of each fiscal year, the State Quality Control unit compiles and reports their findings. The following represents such a report.

The purpose of the Quality Control process for active cases is to determine if households are eligible for and receiving the correct amount of Supplemental Nutrition Assistance Program (SNAP) benefits at a given point in time. Reviews of negative cases determine the correctness of the action to deny or terminate a household's benefits. Quality Control reviews are randomly selected by the state's eligibility computer system (PATH) monthly and assigned geographically to State Quality Control Reviewers.

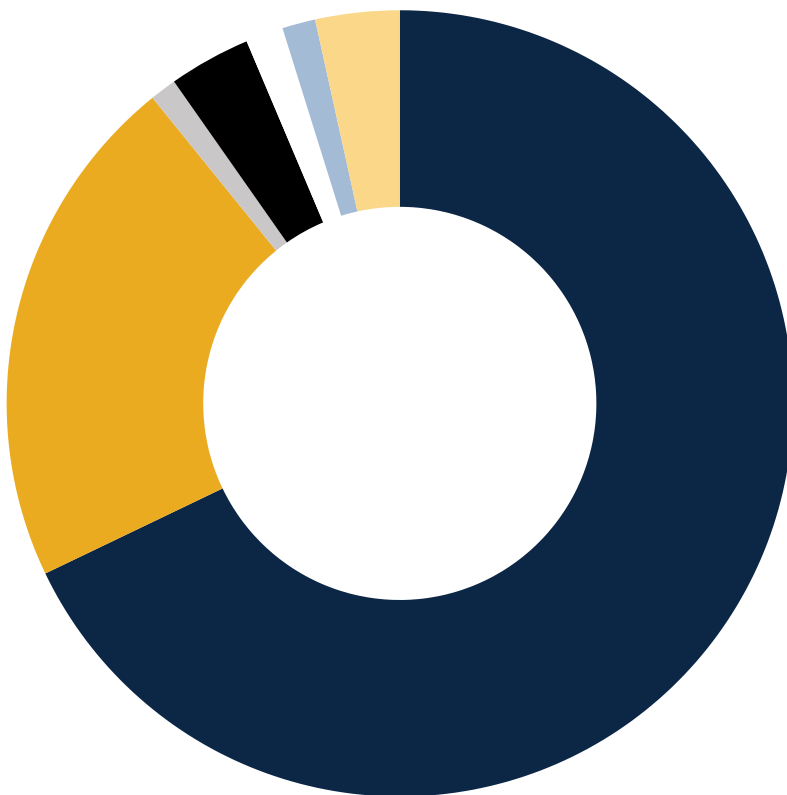
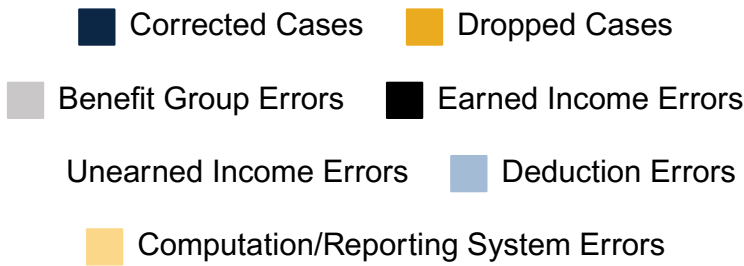
For Federal Fiscal Year 2023, Quality Control completed 865 of the 1099 active Supplemental Nutrition Assistance Program cases sampled for the year. There were 212 cases dropped as "incomplete" due to failure/refusal to cooperate and 22 cases dropped as "not subject to review" (NSTR).

Quality Control data was collected from the 865 completed cases and conclusions are most valid when applied on a **statewide basis**. Information by county, district, and region is included solely for the purpose of payment accuracy. The number of cases sampled for individual offices is small; therefore, the reliability of the data enables only general conclusions and trend identification. It is important to note that the district offices and the customer service reporting center share responsibility for case activity for any particular district office.

West Virginia's reported error rate for Federal Fiscal Year 2023 is 10.98%, which is an increase from the reported rate of 9.35% error rate for Federal Fiscal Year 2022. Based upon an annual Supplemental Nutrition Assistance Program issuance of \$804,586,053 for Federal Fiscal Year 2023, Quality Control estimates that \$7,361,962 Supplemental Nutrition Assistance Program benefits are in error for any given month.



# FFY 2023 SAMPLE DISTRIBUTION



<b>TOTAL CASES</b>	<b>1099</b>
<b>Correct Cases</b>	<b>746</b>
<b>Dropped Cases</b>	<b>234</b>
<b>Benefit Group Errors</b>	<b>12</b>
<b>Earned Income Errors</b>	<b>37</b>
<b>Unearned Income Errors</b>	<b>17</b>
<b>Deduction Errors</b>	<b>15</b>
<b>Computation/Reporting System Errors</b>	<b>38</b>

# SNAP SANCTION DATA HISTORY



The Mickey Leland Memorial Domestic Hunger Relief Act of 1989 governs all sanction liability determinations. The Farm Bill of 2002 established performance measures and bonuses. The Act put in place a two-year liability system for excessive payment error rates. Under this system, a liability amount is established when, for the second or subsequent consecutive fiscal years, the lower confidence limit of a state's payment error rate exceeds 105% of the national performance measure for payment error rates. (A state's payment error rate comes with an upper and lower confidence limit, which reflects the statistical uncertainty of the measurement.) Six percent is the potential liability threshold provided in the act. If a state's error rate is below 6%, no liability amount would be established. The following is a summary of the active error rate for West Virginia since Federal Fiscal Year 2018.

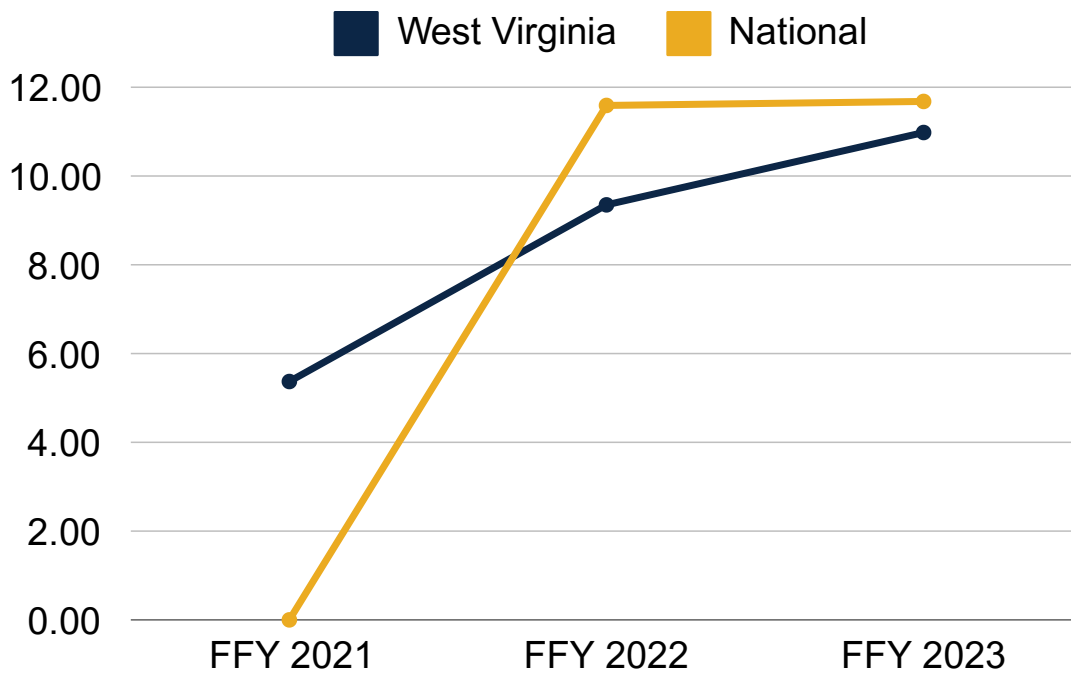
- For Federal Fiscal Year 2018, Quality Control reported an error rate of 6.78%; the federal adjusted rate was 6.75%. The national average was 6.80%. The state's error rate was above the 6% liability threshold, but the state was no longer in a sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance measure by 105% and was below the national error rate.
- For Federal Fiscal Year 2019, Quality Control reported an error rate of 6.92%; the federal adjusted rate was 7.44%. The national average was 7.36%. The state's error rate was above the 6% liability threshold, but the state was not placed in a sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance measure by 105%.
- For Federal Fiscal Year 2020, Quality Control reported an error rate of 6.98%; Food and Nutrition Services did not validate this rate for any state or establish an Federal Fiscal Year 2020 national error rate based on the country wide suspension of normal QC practices due to the COVID-19 Pandemic.
- For Federal Fiscal Year 2021, as of January 2021, West Virginia Quality Control opted into the Quality Control suspension waiver that allowed all states to decide how to conduct QC reviews until June 30, 2021, due to the COVID-19 pandemic. QC reduced the SNAP monthly caseload to around 60% of the usual sample size per month until returning to full sample numbers July 21, 2021. Because of this, yearly numbers reported are lower than typically required. Quality Control reported an error rate of 5.37%; Food and Nutrition Services will not validate this rate for any state or establish a Federal Fiscal Year 2021 national error rate based on the country-wide suspension of normal QC practices.
- For Federal Fiscal Year 2022, Quality Control reported an error rate of 9.25%; the federal adjusted rate was 9.35%. The national average was 11.68%. The state's error rate was above the 6% liability threshold, but the state was not placed in sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance rate.

# SNAP SANCTION DATA HISTORY



- For Federal Fiscal Year 2023, Quality Control reported an error rate of 10.33%; the federal adjusted rate was 10.98%. The national average was 11.68%. The state's error rate was above the 6% liability threshold, but the state was not placed in sanction status because the state's lower confidence limit for the payment error rate did not exceed the national performance rate.

## SNAP Sanction Error Rate FFY2021 - FFY2023



# RECENT TRENDS IN THE ERROR RATE



The Supplemental Nutrition Assistance Program sanction error rate increased from 9.35% reported for Federal Fiscal Year 2022 to 10.98% reported for Federal Fiscal Year 2023. The following is a table of elements with the percentage of errors and annual costs for the last three years.

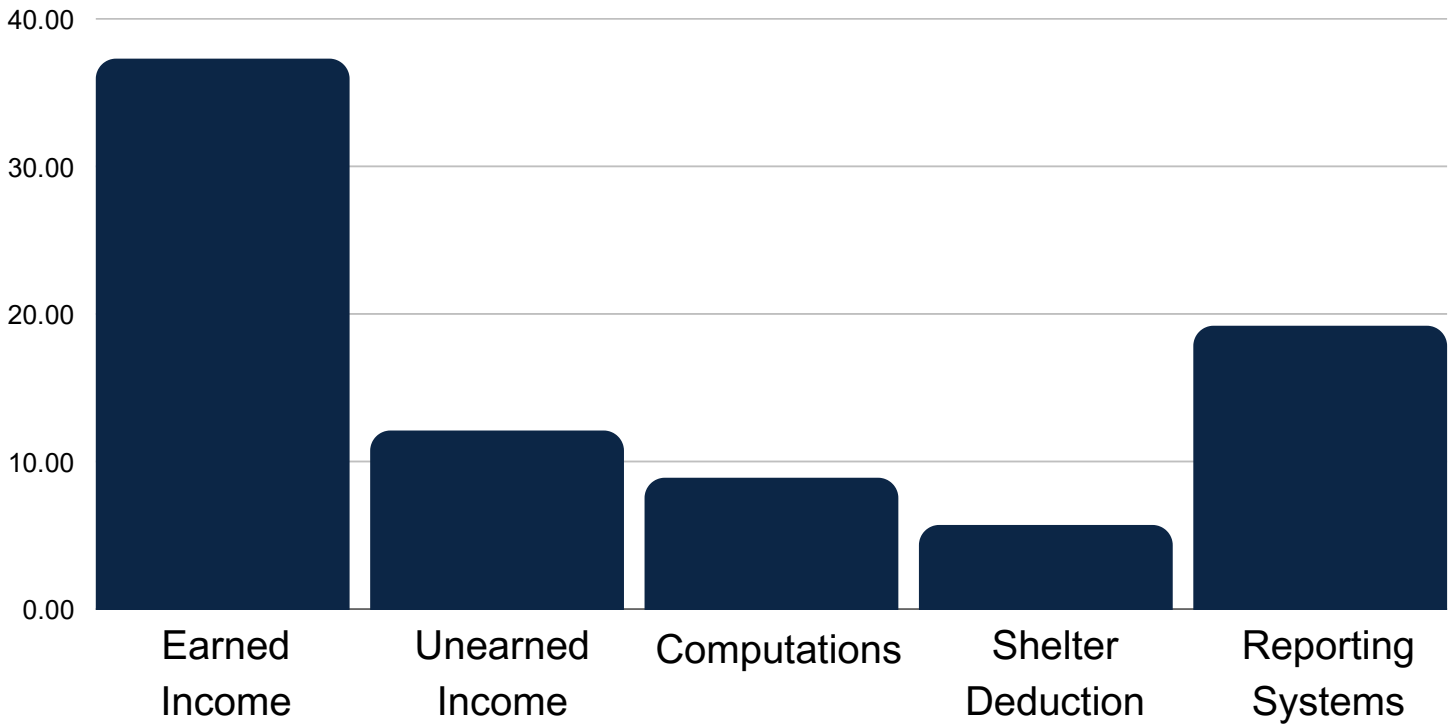
Element	FFY 2021	FFY 2022	FY 2023	3-Year Average	Average Annual Cost
Household Composition	2.17%	5.13%	9.66%	5.7%	\$4,431,475
Child Support Income*	1.53%	1.92%	0.79%	1.4%	\$1,088,433
Shelter Deduction	7.75%	6.49%	2.76%	5.7%	\$4,431,475
Standard Utility Allowance	3.55%	2.62%	1.47%	2.5%	\$1,943,630
Child Support Deduction	0.00%	0.00%	0.00%	0.0%	\$0
Other Unearned Income*	0.00%	2.98%	2.13%	1.7%	\$1,321,668
Student Status	0.00%	0.00%	0.42%	0.1%	\$77,745
Earned Income	57.81%	25.16%	29.04%	37.3%	\$28,998,954
Social Security (RSDI)*	9.89%	2.94%	4.78%	5.9%	\$4,586,966
Unemployment Compensation*	1.15%	0.71%	0.00%	0.6%	\$466,471
Contributions*	1.15%	2.27%	1.25%	1.6%	\$1,243,923
Supplemental Social Security (SSI)*	0.00%	2.16%	0.63%	0.9%	\$699,707
Computations	0.61%	17.99%	8.12%	8.9%	\$6,919,321
Reporting Systems (Certification Period Errors)	0.00%	21.64%	36.10%	19.2%	\$14,927,075

- Earned Income continues to be the largest contributor to the error rate at 37.3% of all errors, with an average annual cost of \$28,998,954.
- Reporting systems (certification period errors) is the next largest contributor to the error rate at 19.2% of all errors, with an average annual cost of \$14,927,075.
- \*Unearned income is the third largest error element at 12.1% of all errors with an average annual cost of \$9,407,168.

These three elements combined make up 68.6% of all errors for this 3-year time-period.

Note: The average annual cost is an estimation based on the average three-year percentage multiplied by the average three-year error costs of \$77,745,184 from Federal Fiscal Year 2021 through Federal Fiscal Year 2023.

# RECENT TRENDS IN THE ERROR RATE





# ANALYSIS OF FINDINGS FOR ACTIVE REVIEWS



## Client and Agency Errors

For Federal Fiscal Year 2023, the ratio of case errors is as follows:

- Case Errors - 64.7% Agency and 35.3% Client
- Payment Errors - 65.6% Agency and 34.4% Client

The four factors of eligibility causing the most agency cited errors are:

1. Reporting Systems (Certification Period Errors)
2. Earned Income
3. Deductions
4. Computations

Policy incorrectly applied was the largest cause of all agency error payments at 26.79%. Information disregarded or not acted on accounted for 12.75% of all agency error payments.

The three factors of eligibility causing the most client cited errors are:

1. Earned Income
2. Other Unearned Income (Excluding RSDI/SSI)
3. Household Composition

The largest cause of client payment errors, 13.5%, resulted from the client withholding information (fraud) and 9.94% resulted from the client providing inaccurate information (fraud).

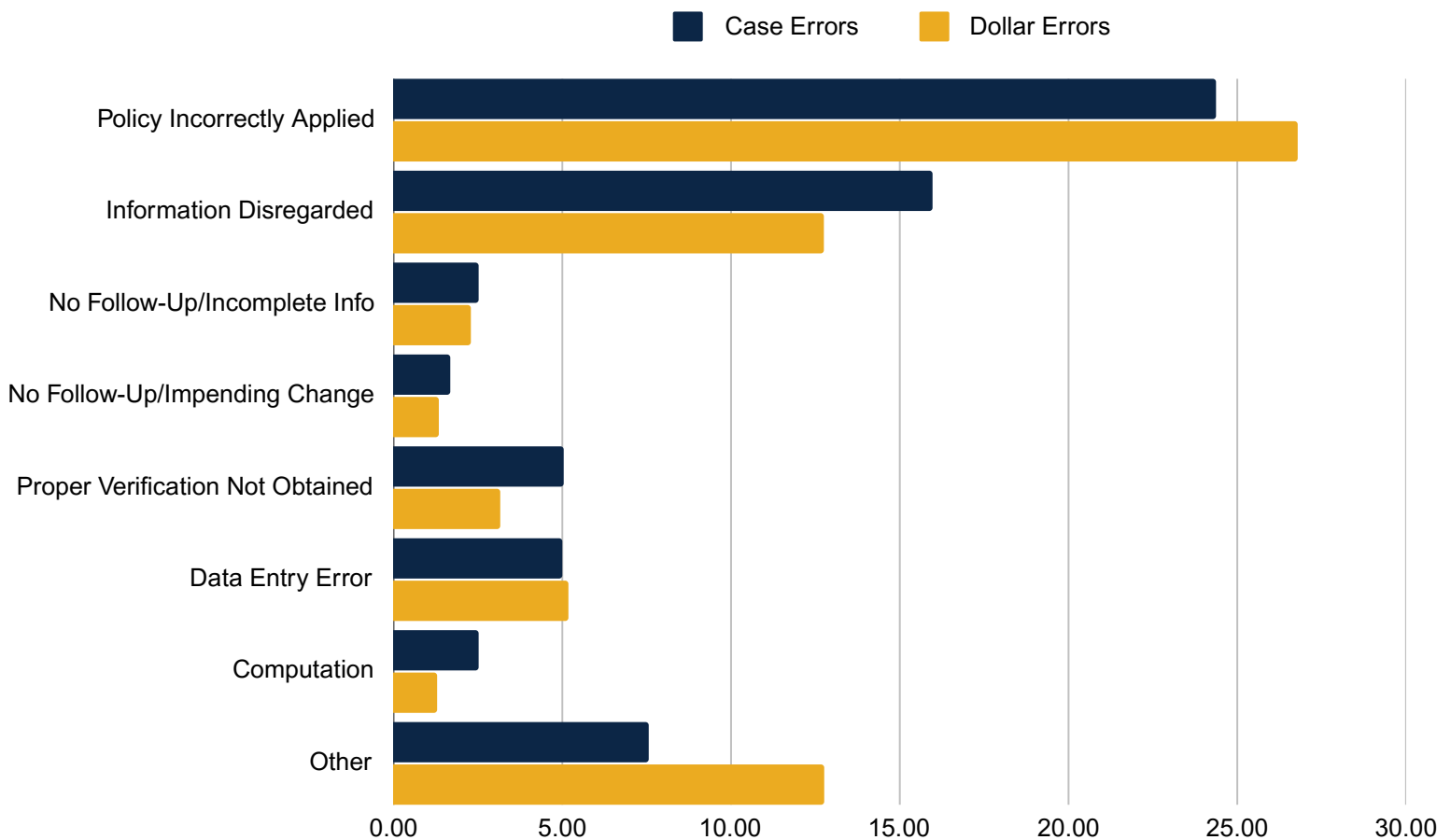
## Error Discovery

Most payment errors, accounting for 44%, were found during the case record review, which included the physical file as well as the electronic file. Payment errors discovered during the Quality Control interview of the recipient accounted for 24% of all payment errors. Discovery through the employer accounted for 15% of the payment errors. Errors occurred more often after the time of the most recent agency action. This accounted for 54% of payment errors.

# AGENCY CAUSED ERRORS



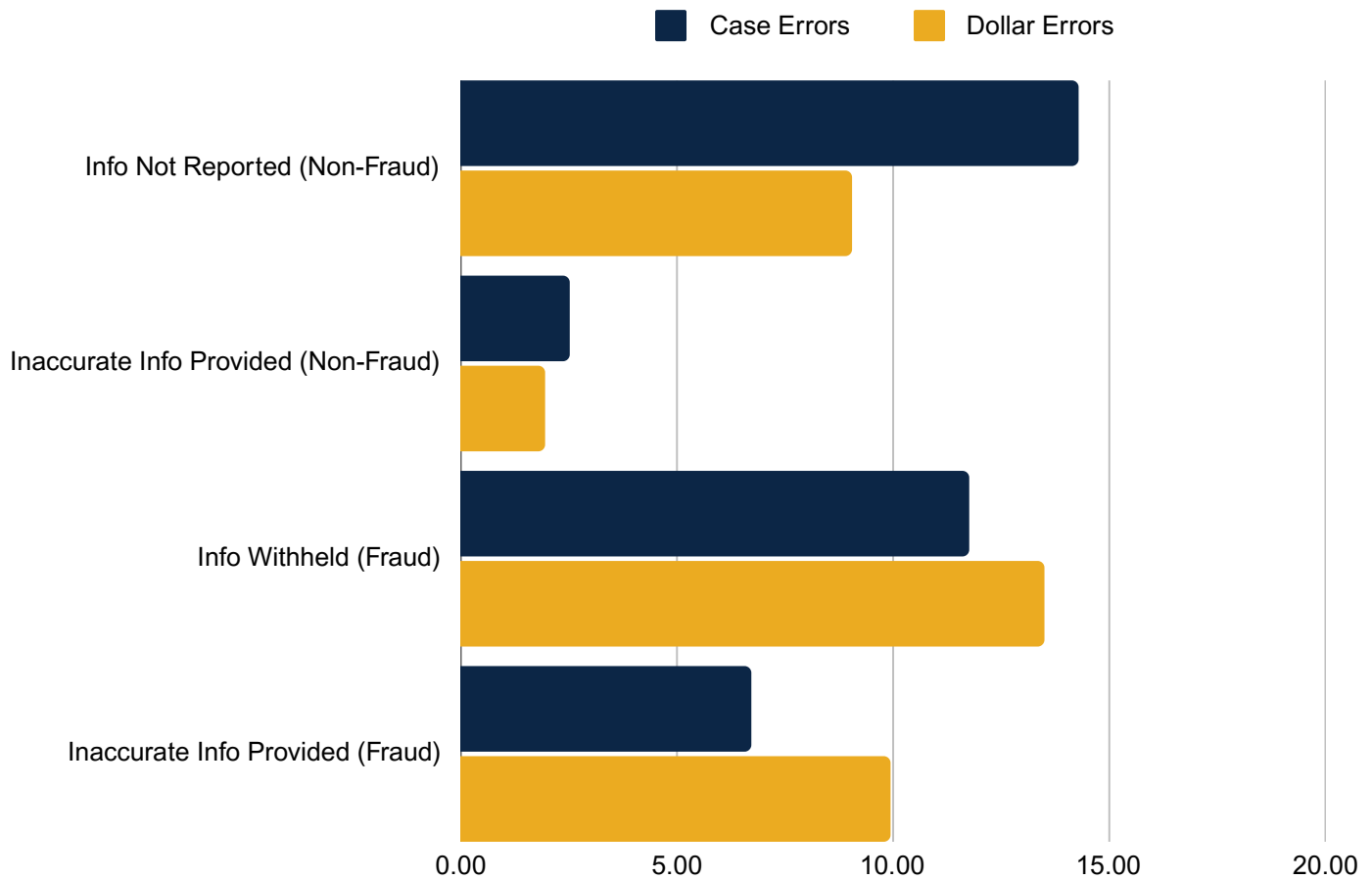
<u>CAUSE</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Policy Incorrectly Applied	24.37%	26.79%
Information Disregarded	15.97%	12.75%
No Follow-Up/Incomplete Info	2.52%	2.29%
No Follow-Up/Impending Change	1.68%	1.34%
Proper Verification Not Obtained	5.04%	3.16%
Data Entry Error	5.00%	5.18%
Computation	2.52%	1.29%
Other	7.56%	12.76%
	<b>64.7%</b>	<b>65.6%</b>



# CLIENT CAUSED ERRORS



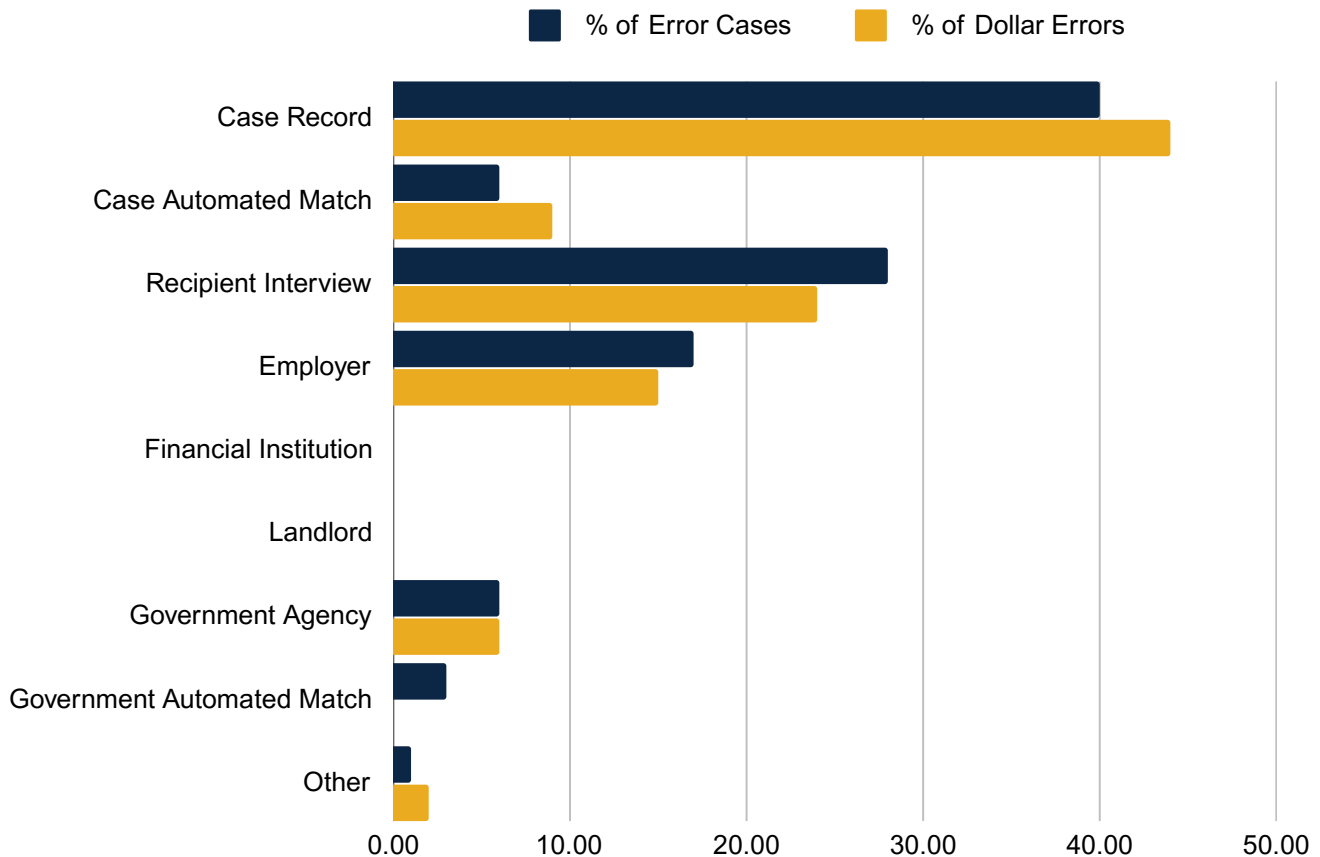
<u>CAUSE</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Info Not Reported (Non-Fraud)	14.29%	9.05%
Inaccurate Info Provided (Non-Fraud)	2.52%	1.95%
Info Withheld (Fraud)	11.76%	13.50%
Inaccurate Info Provided (Fraud)	6.72%	9.94%
	<b>35.3%</b>	<b>34.4%</b>



# ERROR DISCOVERY SOURCE



<u>CAUSE</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Case Record	40%	44%
Case Automated Match	6%	9%
Recipient Interview	28%	24%
Employer	17%	15%
Financial Institution	0%	0%
Landlord	0%	0%
Government Agency	6%	6%
Government Automated Match	3%	0%
Other	1%	2%
	<b>100%</b>	<b>100%</b>



# ERROR OCCURRENCE

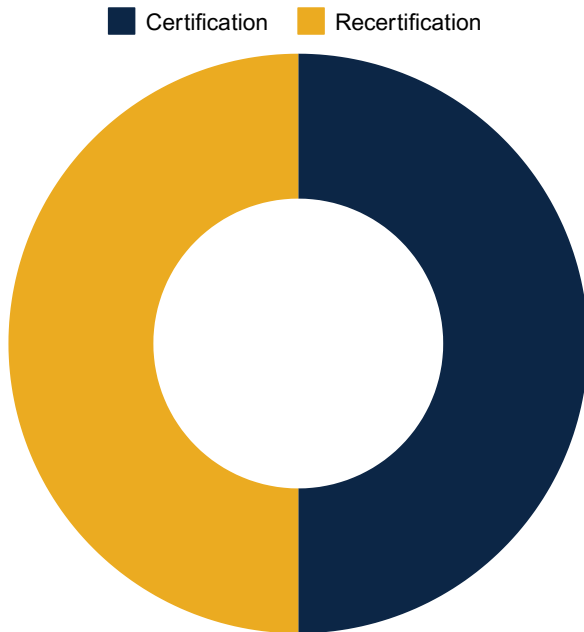


<u>Type of Action</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Certification	50%	54%
Recertification	50%	46%

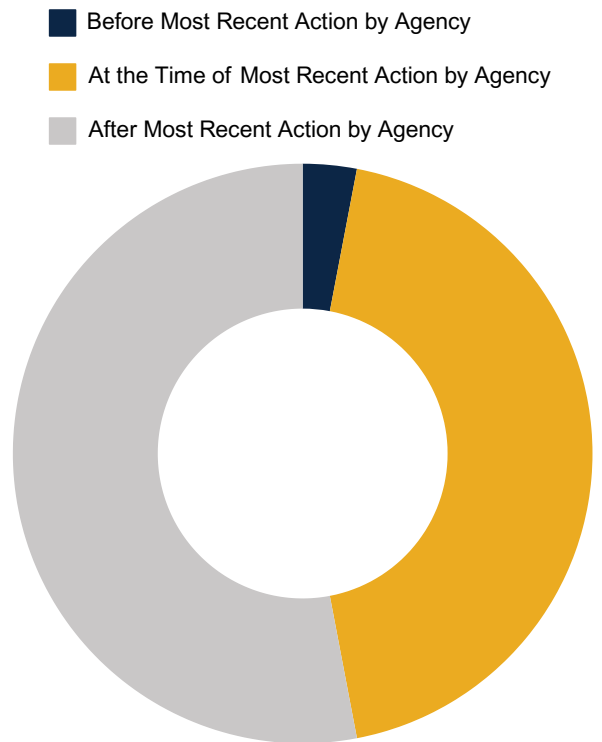
  

<u>When Errors Occurred</u>	<u>Percentage of Error Cases</u>	<u>Percentage of Dollar Errors</u>
Before Most Recent Action by Agency	3%	2%
At the Time of Most Recent Action by Agency	44%	45%
After Most Recent Action by Agency	53%	53%

**SNAP FFY 2023  
Type of Action**



**SNAP FFY 2023  
When Errors Occurred**



# FINDINGS BY COUNTY

FFY2023



	County	Completed Cases	Case Errors	Allotment	Dollar Errors	County Dollar %	Error Proportion Shared
1	Barbour	9	3	\$3,144	\$1,043	33.17%	0.43%
2	Berkeley	40	7	\$11,758	\$2,183	18.57%	0.89%
3	Boone	14	5	\$4,060	\$1,783	43.92%	0.73%
4	Braxton	10	2	\$3,575	\$480	13.43%	0.20%
6	Cabell	40	5	\$10,548	\$849	8.05%	0.35%
7	Calhoun	8	0	\$1,364	\$0	0.00%	0.00%
8	Clay	8	5	\$2,900	\$1,995	68.79%	0.81%
9	Doddridge	3	0	\$1,467	\$0	0.00%	0.00%
10	Fayette	24	3	\$7,177	\$518	7.22%	0.21%
11	Gilmer	2	0	\$921	\$0	0.00%	0.00%
12	Grant	4	2	\$783	\$280	35.76%	0.11%
13	Greenbrier	21	0	\$4,891	\$0	0.00%	0.00%
14	Hampshire	8	1	\$875	\$57	6.51%	0.02%
15	Hancock/Brook	14	3	\$3,192	\$333	10.43%	0.14%
16	Hardy	8	1	\$3,148	\$553	17.57%	0.23%
17	Harrison	30	4	\$8,440	\$490	5.81%	0.20%
18	Jackson	7	1	\$1,136	\$451	39.70%	0.18%
19	Jefferson	14	3	\$3,680	\$413	11.22%	0.17%
20	Kanawha	90	16	\$26,831	\$3,369	12.56%	1.38%
21	Lewis	12	2	\$3,540	\$475	13.42%	0.19%
22	Lincoln	16	2	\$4,574	\$343	7.50%	0.14%
23	Logan	25	2	\$7,473	\$216	2.89%	0.09%
24	Marion	25	3	\$8,340	\$914	10.96%	0.37%
25	Marshall	8	1	\$2,677	\$57	2.13%	0.02%
26	Mason	11	4	\$4,254	\$911	21.42%	0.37%
27	Mercer	40	3	\$7,282	\$229	3.14%	0.09%
28	Mineral	12	0	\$3,888	\$0	0.00%	0.00%
29	Mingo	21	1	\$6,234	\$254	4.07%	0.10%
30	Monongalia	21	3	\$6,260	\$942	15.05%	0.38%
31	Monroe	7	0	\$2,415	\$0	0.00%	0.00%
32	Morgan	4	1	\$1,215	\$271	22.30%	0.11%
33	McDowell	20	3	\$5,916	\$487	8.23%	0.20%
34	Nicholas	16	3	\$3,393	\$489	14.41%	0.20%
35	Ohio	18	4	\$5,002	\$451	9.02%	0.18%
36	Pendleton	5	0	\$1,484	\$0	0.00%	0.00%
37	Pleasants	1	0	\$23	\$0	0.00%	0.00%
38	Pocahontas	7	0	\$1,231	\$0	0.00%	0.00%
39	Preston	13	2	\$2,401	\$138	5.75%	0.06%
40	Putnam	14	1	\$2,568	\$95	3.70%	0.04%
41	Raleigh	47	6	\$13,623	\$650	4.77%	0.27%
42	Randolph	14	1	\$4,834	\$115	2.38%	0.05%
43	Ritchie	9	0	\$1,341	\$0	0.00%	0.00%
44	Roane	9	2	\$1,739	\$232	13.34%	0.09%
45	Summers	7	0	\$1,632	\$0	0.00%	0.00%
46	Taylor	8	0	\$2,932	\$0	0.00%	0.00%
47	Tucker	2	0	\$473	\$0	0.00%	0.00%
48	Tyler	3	1	\$279	\$35	12.54%	0.01%
49	Upshur	17	3	\$6,886	\$791	11.49%	0.32%
50	Wayne	20	0	\$5,574	\$0	0.00%	0.00%
51	Webster	9	1	\$2,406	\$141	5.86%	0.06%
52	Wetzel	7	1	\$1,690	\$63	3.73%	0.03%
53	Wirt	1	0	\$207	\$0	0.00%	0.00%
54	Wood	47	6	\$16,507	\$1,764	10.69%	0.72%
55	Wyoming	15	2	\$4,661	\$436	9.35%	0.18%
	<b>TOTAL</b>	<b>865</b>	<b>119</b>	<b>\$244,844</b>	<b>\$25,296</b>	<b>10.33%</b>	<b>10.33%</b>

# FINDINGS BY COUNTY

FFY 2021 - 2023



	County	Completed Cases	Case Errors	Allotment	Dollar Errors	County Dollar %	Error Proportion Shared
1	Barbour	28	7	\$8,908	\$1,702	19.1%	0.28%
2	Berkeley	90	14	\$24,230	\$3,458	14.3%	0.56%
3	Boone	46	13	\$11,413	\$2,690	23.6%	0.44%
4	Braxton	27	4	\$6,584	\$692	10.5%	0.11%
6	Cabell	117	18	\$25,435	\$2,965	11.7%	0.48%
7	Calhoun	18	0	\$2,830	\$0	0.00%	0.00%
8	Clay	25	8	\$6,163	\$2,575	41.8%	0.42%
9	Doddridge	9	1	\$3,045	\$181	5.9%	0.03%
10	Fayette	80	9	\$22,702	\$1,623	7.1%	0.26%
11	Gilmer	10	1	\$2,990	\$109	3.6%	0.02%
12	Grant	18	4	\$3,139	\$620	19.8%	0.10%
13	Greenbrier	58	4	\$13,629	\$529	3.9%	0.09%
14	Hampshire	33	7	\$6,734	\$851	12.6%	0.14%
15	Hancock/Brook	36	4	\$8,075	\$563	7.0%	0.09%
16	Hardy	16	4	\$5,032	\$1,081	21.5%	0.18%
17	Harrison	91	11	\$20,810	\$1,528	7.3%	0.25%
18	Jackson	28	2	\$4,975	\$905	18.2%	0.15%
19	Jefferson	38	5	\$8,659	\$719	8.3%	0.12%
20	Kanawha	235	40	\$59,385	\$7,220	12.2%	1.18%
21	Lewis	35	4	\$11,269	\$950	8.4%	0.15%
22	Lincoln	44	2	\$11,163	\$343	3.1%	0.06%
23	Logan	77	3	\$20,217	\$314	1.6%	0.05%
24	Marion	71	13	\$18,517	\$2,358	12.7%	0.38%
25	Marshall	31	3	\$6,965	\$301	4.3%	0.05%
26	Mason	31	8	\$8,483	\$1,438	17.0%	0.23%
27	Mercer	113	7	\$23,520	\$497	2.1%	0.08%
28	Mineral	33	1	\$8,367	\$81	1.0%	0.01%
29	Mingo	64	4	\$16,905	\$519	3.1%	0.08%
30	Monongalia	64	7	\$18,429	\$1,450	7.9%	0.24%
31	Monroe	16	1	\$4,368	\$45	1.0%	0.01%
32	Morgan	14	3	\$5,292	\$578	10.9%	0.09%
33	McDowell	61	6	\$17,019	\$828	4.9%	0.13%
34	Nicholas	50	5	\$8,867	\$776	8.8%	0.13%
35	Ohio	40	7	\$10,981	\$1,395	12.7%	0.23%
36	Pendleton	14	0	\$2,911	\$0	0.00%	0.00%
37	Pleasants	7	0	\$1,340	\$0	0.00%	0.00%
38	Pocahontas	14	1	\$2,438	\$253	10.4%	0.04%
39	Preston	35	3	\$7,215	\$272	3.8%	0.04%
40	Putnam	41	2	\$7,450	\$126	1.7%	0.02%
41	Raleigh	128	13	\$30,393	\$1,401	4.6%	0.23%
42	Randolph	42	3	\$11,834	\$649	5.5%	0.11%
43	Ritchie	17	0	\$3,840	\$0	0.00%	0.00%
44	Roane	22	3	\$4,442	\$783	17.6%	0.13%
45	Summers	26	1	\$5,942	\$78	1.3%	0.01%
46	Taylor	27	3	\$8,155	\$643	7.9%	0.10%
47	Tucker	5	0	\$687	\$0	0.00%	0.00%
48	Tyler	9	1	\$1,605	\$35	2.2%	0.01%
49	Upshur	49	11	\$13,702	\$2,847	20.8%	0.46%
50	Wayne	59	5	\$15,943	\$747	4.7%	0.12%
51	Webster	31	1	\$6,224	\$141	2.3%	0.02%
52	Wetzel	23	4	\$6,432	\$537	8.3%	0.09%
53	Wirt	6	2	\$1,439	\$179	12.4%	0.03%
54	Wood	115	16	\$34,163	\$2,760	8.1%	0.45%
55	Wyoming	48	3	\$12,578	\$438	3.5%	0.07%
	<b>TOTAL</b>	<b>2,465</b>	<b>302</b>	<b>\$613,833</b>	<b>\$53,773</b>	<b>8.76%</b>	<b>8.76%</b>



# FINDINGS BY REGION

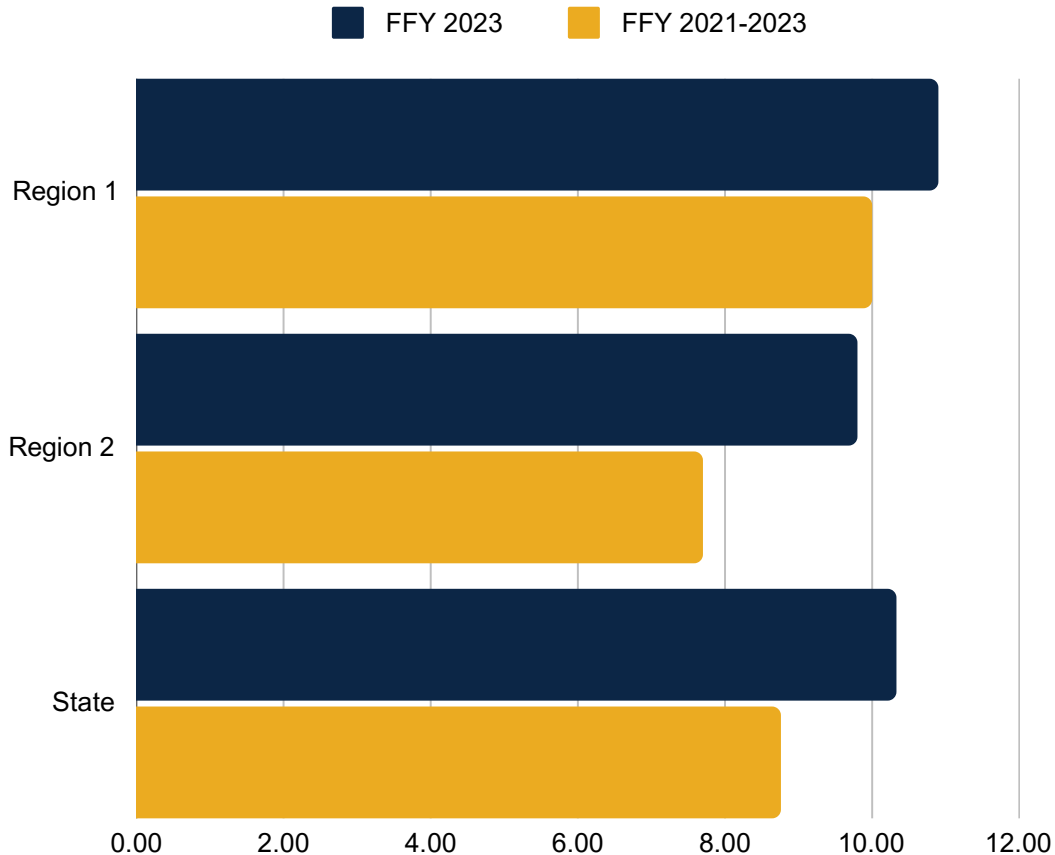


## Quality Control Findings by Region for Federal Fiscal Year 2023

Regions	Completed Cases	Case Errors	Allotment	Dollar Error	Region Dollar %	Proportioned Share
Region 1	393	57	\$115,201	\$12,531	10.9%	5.12%
Region 2	472	62	\$129,643	\$12,765	9.8%	5.21%
<b>State</b>	<b>865</b>	<b>119</b>	<b>\$244,844</b>	<b>\$25,296</b>	<b>10.33%</b>	<b>10.33%</b>

## Quality Control Findings by Region for Federal Fiscal Year 2021 - 2023

Regions	Completed Cases	Case Errors	Allotment	Dollar Error	Region Dollar %	Proportioned Share
Region 1	1,101	148	\$283,596	\$28,227	10.0%	4.60%
Region 2	1,364	154	\$330,237	\$25,546	7.7%	4.16%
<b>State</b>	<b>2,465</b>	<b>302</b>	<b>\$613,833</b>	<b>\$53,773</b>	<b>8.76%</b>	<b>8.76%</b>







# FINDINGS FOR NEGATIVE CASE REVIEW



## Negative Case and Procedure Error Rate (CAPER)

Quality Control reviews of negative cases and procedures (CAPER) are primarily desk reviews conducted to determine whether the decision to deny or to terminate the household's Supplemental Nutrition Assistance Program benefit was correct and to determine if all procedures were properly followed.

For Federal Fiscal Year 2023, Quality Control completed 761 of the 776 sampled cases. There were 15 cases dropped as "Not Subject to Review" (NSTR). Of the 761 completed cases, 214 cases were identified as invalid negative actions, resulting in a decrease in the CAPER rate from 28.95% reported for Federal Fiscal Year 2022 to 28.12% reported as the rate for Federal Fiscal Year 2023.

# ANALYSIS OF ERROR CAUSES



ERROR CAUSES	DENIALS		TERMINATIONS		SUSPENSIONS		OVERALL TOTAL	
	# Cases	% Cases	# Cases	% Cases	# Cases	%Cases	# Cases	%Cases
Policy incorrectly applied – no other codes applicable	21	20.00%	82	75.23%	0	0.00%	103	48.13%
Late denial agency failed to process the application timely	56	53.33%	1	0.92%	0	0.00%	57	26.64%
Eligible person(s) excluded	2	1.90%	2	1.83%	0	0.00%	4	1.87%
Failed to consider or incorrectly considered reported information	2	1.90%	2	1.83%	0	0.00%	4	1.87%
Failed to send notice of action	4	3.81	0	0.00	0	0.00	4	1.87
Improper denial for missing interview when never scheduled	3	2.86	0	0.00	0	0.00	3	1.40
Failed to provide expedited service to expedited eligible household	3	2.86	0	0.00	0	0.00	3	1.40
Eligible person(s) disqualified	1	0.95	2	1.83	0	0.00	3	1.40
Notice reason does not match reason for action	1	0.95	2	1.83	0	0.00	3	1.40
Notice did not include date of intended action	1	0.95	1	0.92	0	0.00	2	0.93
Improper Denial/Termination – failure to provide – household never notified of needed verification	2	1.90	0	0.00	0	0.00	2	0.93
Improper Denial/Termination – failure to provide – household not given at least 10 days to provide	0	0.00	2	1.83	0	0.00	2	0.93
Improper income calculation	1	0.95	1	0.92	0	0.00	2	0.93
Improper termination or suspension for failure to meet reporting requirements	0	0.00	2	1.83	0	0.00	2	0.93
Agency failed to follow up on inconsistent or incomplete information	0	0.00	2	1.83	0	0.00	2	0.93
Agency failed to follow up on known or reported impending changes	0	0.00	2	1.83	0	0.00	2	0.93

# ANALYSIS OF ERROR CAUSES



Household expedited and should have received postponed verification	2	1.90	0	0.00	0	0.00	2	0.93
Improper calculation – Income averaged incorrectly	1	0.95	1	0.92	0	0.00	2	0.93
Improper denial – met ABAWD exemption	0	0.00	1	0.92	0	0.00	1	0.47
Improper denial or termination, not out of the project area	1	0.95	0	0.00	0	0.00	1	0.47
Improper denial within 30-day period for missing interview(s)	1	0.95	0	0.00	0	0.00	1	0.47
Improper Denial/Termination – failure to provide – case should have been processed without the deduction	1	0.95	0	0.00	0	0.00	1	0.47
Improper Denial/Termination – failure to provide – for verification requested for another program	0	0.00	1	0.92	0	0.00	1	0.47
Computer programming error	0	0.00	1	0.92	0	0.00	1	0.47
Conversion to monthly amount not used or incorrectly applied	1	0.95	0	0.00	0	0.00	1	0.47
Data entry and/or coding error (includes selection of incorrect codes)	0	0.00	1	0.92	0	0.00	1	0.47
Failed to consider or incorrectly considered Eligible Student status	0	0.00	1	0.92	0	0.00	1	0.47
Failed to consider or incorrectly consider Medical deductions	1	0.95	0	0.00	0	0.00	1	0.47
Improper Denial/Termination – failure to provide – verification was received or is in case file	0	0.00	1	0.92	0	0.00	1	0.47
Notice not clearly understandable	0	0.00	1	0.92	0	0.00	1	0.47
<b>TOTAL</b>	<b>105</b>	<b>100.00%</b>	<b>109</b>	<b>100.00%</b>	<b>0</b>	<b>100.00%</b>	<b>214</b>	<b>100.00%</b>

# THANK YOU



## Contact Us

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