

**State of Alaska
FY2003 Governor's Operating Budget**

**Department of Health and Social Services
Quality Control
Component Budget Summary**

Component: Quality Control

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Component Mission

The mission of the Division of Public Assistance is to provide basic living expenses and self-sufficiency services to Alaskans in need.

Component Services Provided

Quality Assessment is a federally mandated activity for the Food Stamp and Medicaid programs. The purpose is to gather information designed to measure the extent to which the state meets accountability outcomes, such as the accuracy rate in Food Stamps and in Medicaid. In addition, the unit samples Temporary Assistance benefits and child care assistance to assess the effectiveness of state policies, payment accuracy, and data not available from the automated system.

Each month, Quality Assessment staff randomly sample and review cases for each federal program. Staff analyze results of these reviews to determine the agency's success in meeting the agency's mission and desired outcomes. In addition, the Temporary Assistance (ATAP) and child care samples gather detailed disaggregated information on families and children.

Component Goals and Strategies

1) ORGANIZE AND CHAIR THE DIVISION'S PERFORMANCE MEASUREMENT EFFORTS.

- Establish and monitor measurements for agency's program outcomes.
- Connect measurements to agency performance goals and budget.
- Publish accomplishments on a regular basis.

2) ACCURATELY AND TIMELY COMPLETE AND TRANSMIT RESULTS FROM THE FOOD STAMP REVIEWS FOLLOWING FEDERAL REQUIREMENTS.

- Target reviews to evaluate payment accuracy in Food Stamps.
- Electronically transmit to USDA, Food Nutrition Service data collected.
- Supervisory review of QC documents.
- Provide data to the Corrective Action Committee.

3) REDUCE FOOD STAMP ERROR RATE.

- Prepare and monitor Corrective Action Plans.
- Conduct QC reviews in each office/caseload.
- Facilitate regular meetings with field staff to discuss error trends and causal factors.
- Develop and monitor a Food Stamp Reinvestment Plan for FFY98 and FFY99, as federally required.
- Submit quarterly status reports on the Plans.

4) ACCURATELY AND TIMELY COMPLETE MEDICAID REVIEWS.

- Conduct targeted reviews that evaluate performance of specific service groups or policies.

5) ACCURATELY AND TIMELY COMPLETE TEMPORARY ASSISTANCE REVIEWS.

- Targeted reviews that evaluate performance of specific service groups or policies.
- Electronically transmit QC feedback forms.

6) ORGANIZE AND CHAIR THE DIVISION'S CONTINUOUS IMPROVEMENT TEAM

- Chair monthly meetings with the agency's managers and policy specialists.
- Identify causal factors and develop action plans to improve performance.
- Semi-annual update and distribution of the Food Stamp Corrective Action (CAP) and Temporary Assistance Corrective Compliance Plan (CCP).
- Analyze error trends

Key Component Issues for FY2002 – 2003

The department entered into a settlement with USDA, Food and Nutrition Service to repay the Food Stamp error rate penalties by investing unmatched state dollars in activities aimed to improve our payment accuracy. The settlement agreement gives the State until September 30, 2003, to reinvest the full value of the penalty.

Major Component Accomplishments in 2001

- QA reviewers completed 622 Food Stamp reviews for the October 2000 through September 2001 review period.
- QA reviewers completed 507 Temporary Assistance reviews for July 2000 through June 2001.
- QA reviewers completed 624 Medicaid reviews for FFY2001.
- 360 (14%) customer surveys processed in SFY01.
- QA Lite reviews completed 1,123 reviews statewide for the Food Stamp Reinvestment Plan during FFY01. All reporting was completed in advance of federal deadlines during FFY01.
- QA reviewers began child care reviews in August 2000.
- Food Stamp payment accuracy improved by 55% between FFY99 and FFY2000. The Federal agency, Food and Nutrition Service, formally recognized accomplishment with a Certificate of Appreciation in October 2001.
- Completed paperwork and process required to obtain an interface with Internal Revenue Service (TANF and Medicaid requirement).

Statutory and Regulatory Authority

7 CFR 275.10 Food Stamp Quality Control
45 CFR 431.800 MED Quality Control

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Component Financial Summary

All dollars in thousands

Non-Formula Program:	FY2001 Actuals	FY2002 Authorized	FY2003 Governor
Component Expenditures:			
71000 Personal Services	811.1	893.3	922.1
72000 Travel	61.6	31.2	31.2
73000 Contractual	88.9	136.7	136.7
74000 Supplies	10.8	5.6	5.6
75000 Equipment	22.6	0.8	0.8
76000 Land/Buildings	0.0	0.0	0.0
77000 Grants, Claims	0.0	0.0	0.0
78000 Miscellaneous	0.0	0.0	0.0
Expenditure Totals	995.0	1,067.6	1,096.4
Funding Sources:			
1002 Federal Receipts	502.3	486.8	501.2
1003 General Fund Match	483.5	480.8	495.2
1004 General Fund Receipts	0.0	100.0	100.0
1053 Investment Loss Trust Fund	9.2	0.0	0.0
Funding Totals	995.0	1,067.6	1,096.4

Estimated Revenue Collections

Description	Master Revenue Account	FY2001 Actuals	FY2002 Authorized	FY2002 Cash Estimate	FY2003 Governor	FY2004 Forecast
Unrestricted Revenues						
None.		0.0	0.0	0.0	0.0	0.0
Unrestricted Total		0.0	0.0	0.0	0.0	0.0
Restricted Revenues						
Federal Receipts	51010	502.3	486.8	486.8	501.2	501.2
Investment Loss Trust Fund	51393	9.2	0.0	0.0	0.0	0.0
Restricted Total		511.5	486.8	486.8	501.2	501.2
Total Estimated Revenues		511.5	486.8	486.8	501.2	501.2

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Proposed Changes in Levels of Service for FY2003

No Service Level Changes

Summary of Component Budget Changes

From FY2002 Authorized to FY2003 Governor

All dollars in thousands

	<u>General Funds</u>	<u>Federal Funds</u>	<u>Other Funds</u>	<u>Total Funds</u>
FY2002 Authorized	580.8	486.8	0.0	1,067.6
Adjustments which will continue current level of service:				
-Year 3 Labor Costs - Net Change from FY2002	14.4	14.4	0.0	28.8
FY2003 Governor	595.2	501.2	0.0	1,096.4

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Personal Services Information

	Authorized Positions		Personal Services Costs	
	<u>FY2002</u> <u>Authorized</u>	<u>FY2003</u> <u>Governor</u>		
Full-time	15	15	Annual Salaries	690,782
Part-time	0	0	COLA	16,009
Nonpermanent	0	0	Premium Pay	0
			Annual Benefits	253,590
			<i>Less 3.99% Vacancy Factor</i>	(38,281)
			Lump Sum Premium Pay	0
Totals	15	15	Total Personal Services	922,100

Position Classification Summary

Job Class Title	Anchorage	Fairbanks	Juneau	Others	Total
Administrative Clerk II	1	0	1	0	2
Elig Qual Cntrl Tech I	6	2	1	0	9
Elig Qual Cntrl Tech II	1	0	0	0	1
Elig Technician III	1	0	0	0	1
Public Asst Prog Off	0	0	1	0	1
Research Analyst III	0	0	1	0	1
Totals	9	2	4	0	15