

Targeted Interventions to Bend the Curve on Agency Errors – 3 SquaresVT

Legislative Health Care Oversight Committee

12 June 2014

- **3SquaresVT intensive training – May 2013**
 - ESD conducted a major training for all eligibility staff, supervisors, regional managers, and QC staff. This led to an immediate and drastic improvement in the error rate.
- **Quality assurance case review process – August 2013**
 - Vermont started a quality assurance case review process. This is a “desk review” of cases that are randomly selected based on a profile of our number one error prone cases for the last three years, i.e., wages and salaries. If a discrepancy is discovered then it is sent for correction to the worker responsible. An emerging problem with childcare expenses was discovered during this review process.
 - ***Reduction in significant problem cases from 42.5% to 7.05%.***
 - This process has resulted in the creation of two desk aids to assist workers when determining benefit amounts for cases that contain wages and/or daycare expenses.
- **Expiration of Vermont’s ABAWD exemptions – August 2013**
 - Vermont’s ABAWD exemptions expired last August. This caused a steep increase in the error rate because each ABAWD case pulled in the QC sample was automatically ineligible and the full amount was in error. This especially impacted the August and September error rates. In November 2013, a new ABAWD process was put into place preventing further multiple errors for this reason.
- **Healthcare left the districts – November 2013**
 - The Health Access Eligibility Unit was consolidated which allowed for more time for district workers to concentrate on processing 3SQVT and other eligibility services.
- **Targeted training – December 2013**
 - ESD used data from the worker tracking of quality control errors and quality assurance variances to identify training needs for specific workers and areas of frequent errors.
- **Consultant hired for policy guidance – December 2013**
 - Vermont started a contract with Julie Osnes Consulting to help train quality control workers in their reviewing handbook and policy guidance received by other FNS regions to assist in writing cases.
- **“Interviewing Excellence” training – May 2014**
 - All eligibility staff, supervisors and regional managers attended a one day “Interviewing Excellence” training that focused on proper interviewing techniques and documentation requirements. 54% of the errors that occurred in FFY 2013 were at the time of certification/recertification and a more thorough interview and proper documentation could have prevented the majority of them.
- **ACCESS system change – May 2014**
 - In May 2014 ESD had a reminder edit added in our ACCESS system. This has further reduced errors associated with childcare costs and mileage by reminding eligibility workers to include mileage as an acceptable expense in their calculations.
- **Additional training – June 2014**
 - In June of 2014 Julie Osnes Consulting will be delivering a policy update for ESD management. As part of the contract to improve accuracy, Osnes Consulting reviewed Vermont’s 3SQVT policy and has a one day session and report to identify error prone policies needing correction and suggest other options and waivers that are available that could help Vermont.

Claims Related To Agency Error								
Period	Repayment Claims Established		Forgiveness		Collections			
	#	Amount	#	Amount	Cash or TOP *	EBT Funds	Recoupment	Grand Total collected
FFY 2010	85	\$81,494	23	\$10,929	\$15,333	\$613	\$32,535	\$48,482
FFY 2011	175	\$191,554	59	\$28,137	\$19,770	\$3,614	\$40,788	\$64,173
FFY 2012	204	\$200,622	133	\$46,362	\$57,893	\$4,249	\$57,206	\$119,349
FFY 2013	130	\$127,199	43	\$21,403	\$56,825	\$4,394	\$67,423	\$128,643
FFY 2014	57	\$62,319	394	207,541	\$27,415	\$1,269	\$24,435	\$53,119

- TOP = Treasury Offset Program