

3-1-2021 ERDC ACCURACY CASE REVIEW PROCESS
Statewide Targeted Reviews
3/5/21

Purpose: To support field staff in achieving accuracy through a systematic case review process which promotes program knowledge and skill enhancement at the individual worker level, helps identify training needs, helps identify process strategies to improve accuracy and provides statistical data to assist managers and staff in accuracy improvement. Provide technical assistance regarding policy clarification, correct coding and input to field staff.

DEFINITION OF AN ERROR: A discrepancy or unexplained difference which exists between information on the system screens, verification screens, case record, CAPI, EDMS or case narrative where there is a specific error or insufficient information to determine benefits accurately on one or more of the targeted review elements.

DEFINITION OF AN ACTION: Though not meeting the criteria of an error, action may be needed for a targeted element. Example: A clarifying narration needed; conflicting information between the SNAP and ERDC case needs resolution.

DEFINITION OF FYI: For informational purposes including use for positive feedback. Also, used for comments not related to targeted review elements.

REVIEW ELEMENTS:

► **EARNED INCOME:** Income incorrectly calculated by \$1 or more; incorrect entry on UCMS/CMUP of \$1 (if worker entered income correctly but ONE calculation is wrong due to rounding up, we will not cite for this) or more; omission of income such as tips; inclusion of federal work study income; self-employment earnings with allowable deductions (Client may have a qualifying job and also have some self-employment income); inclusion of "in kind" income; pay verification not in file (unless verified by phone and documented); not acting on reported income changes; failure to resolve conflicting income information on the application, in the narration, or on FCAS, TRACS or other system screens. *Income may be calculated differently for SNAP than for ERDC.* = **(Error)**

Note: When initial month income is significantly lower, the initial month is still used to calculate an average for ERDC budgeting. When a client gets a new job, in most cases their initial month will be significantly lower compared to ongoing months. The number of months used to get an average will vary depending on the number of months to the interim or re-certification

Example: Paid at minimum wage, cert start December to May ICR (6 months). 75 actual hours for December ($75 \times \$9.10 = \682.50) December income. Ongoing 35 hours per week anticipated ($35 \times \$9.10 \times 4.3 = \1369.55) Determine certification average EML ($\$682.50 + (\$1369.55 \times 5 \text{ months}) = \$7530.25 / 6 \text{ month's to ICR} = \1255.04 eml coded for the ERDC certification.

► **Coding Child Care Hours:** Does the calculation of authorized child care hours accurately reflect the maximum work hours anticipated for any month during the certification period?

- Do NOT use average hours; use maximum allowable hours. = **(Error)**

- Travel time should not be included in calculation as system automatically allows 25% additional for travel, = **(Action)**

- unless child care need exceeds 215 hours (including work and travel – EXH coding would be needed). If authorized extra hours the calculation must be shown separately. = **(Error)**
- Round up CC work hours to next whole number= **(Error)**
- If pay is less than minimum wage the hours must be calculated using gross salary / minimum wage = **(Error)**
- Review for narration of the clients work schedule. = **(Action)**
 - work schedule is on application but not narrated
 - work schedule is not found on any supporting documentation and is not narrated

Note: For school age children, review work hours billed by the provider and clients work schedule. Do the hours coincide? If not and CC provider is billing more hours that would be needed for the child's school hours/clients work schedule? = **FYI** for worked to discuss with client. (potential overpayment)

Remember: At initial certification, recertification and cases in CRS - The number of child care work hours authorized must be verified using paystubs, statement from employer, etc. If a client says their work hours are different than those verified, new verification must be requested.

SRS - when a client is reporting a change and in SRS, request verification only when the case is below 130% FPL and the change will put it above 130%.

► **Missing Applications and/or supporting documents:** If an application or any supporting documents are unable to be located by reviewer the case will be marked in **error**.

► **CORRECTIVE ACTION:** Corrective action should be taken as soon as possible, but no later than 30 days following the date of review.