

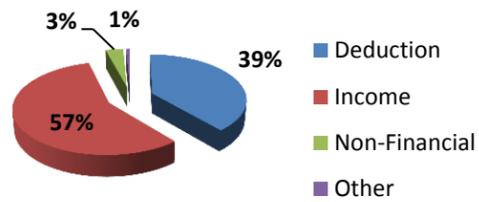
Clarify the Problem

Per Objective 5.1 of the Economic Services Administration’s Strategic Plan, Washington seeks to maintain its current accuracy rate of over 98% for the Basic Food program.

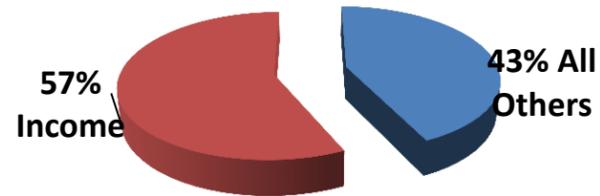
Federal financial sanctions are a risk for low performance and federal financial bonuses are awarded high performance. Low accuracy rates impact taxpayer and client confidence and staff morale.

Breakdown the Problem

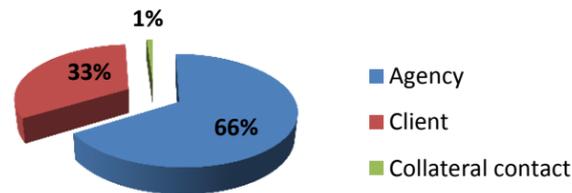
Payment Errors by Element Type



Income Errors compared to All Others



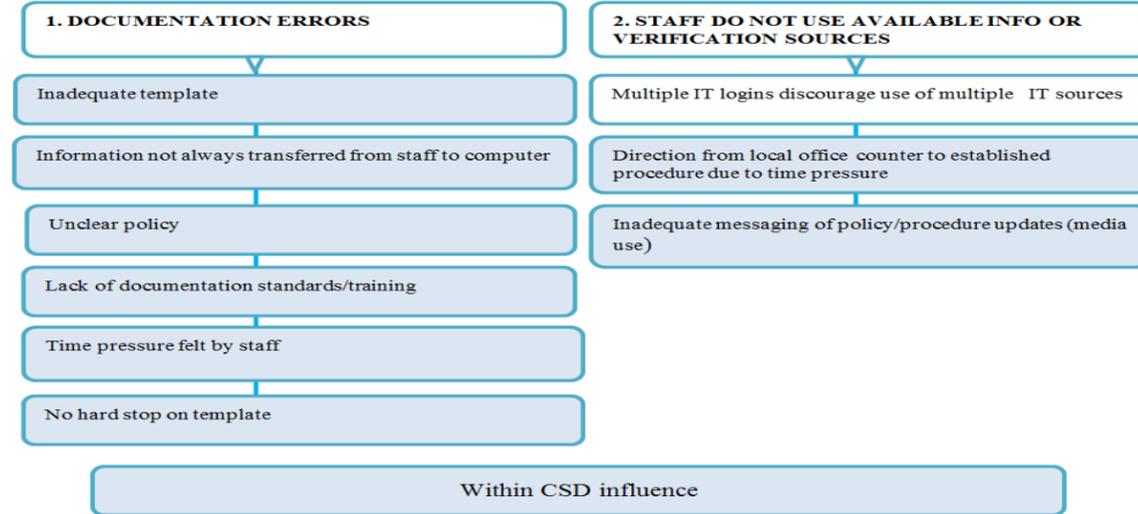
Payment Errors by Source



Target Setting

A cumulative accuracy rate of 98% or better will be maintained between October 1, 2014 and September 30, 2015. Quarterly reports on the accuracy rate will track success.

Identify Root Cause



Identify Countermeasures

Root Cause	Proposed Countermeasure	Feasibility	Cost	Risk	Impact
1	Clarify Policy and Procedures (look for gray areas, align procedure with policy, transfer clarifications to manual, delete outdated clarifications as they occur, clarify documentation expectations)	yes	low	low	med
1	Redesign 3G income templates to incorporate valuable elements from Barcode that reflect current policy and procedures	yes	med	low	high
1	Training: <ul style="list-style-type: none"> Automate allotted time for training, memo reading Align interviewing skill training with federal Quality Assurance (QA) requirements Create training/train to documentation checklist Refresher training re: income documentation 	yes	med	low	high
2	Communication <ul style="list-style-type: none"> Senior leadership message “invest the time to get it right the first time” Share accuracy performance data (state, region, office, unit) 	yes	low	med	high
2	Tools of the Trade training to all Community Services Division staff	yes	med	low	high

Action Plan

ID#	Problem to be solved	Action Item	Lead	Due Date	Status
1	Documentation errors	Clarify policy/procedures	Bob Thibodeau	Cheryl Evans-Holbrook	October 2014
2	Documentation errors	Create Senior leadership message and Share accuracy performance data.	Ty Ahlquist	Marie Falmo; Bryan Banks	August 2014
3	Documentation errors	Redesign 3G income templates to incorporate valuable elements from Barcode that reflect current policy and procedures	Don Winslow	Maria Barry	February 2015
4	Staff not using info/verification sources	Provide Tools of the Trade training	Debbie Smith	Jason Turner	October 2014
5	Staff not using info/verification sources	Automate allotted time for training, memo reading, Align interviewing skill training with federal QA requirements, Create training/train to documentation checklist, develop Refresher training	Cheryl Evans-Holbrook	Maria Thompson; Charlene Bamba	October 2014

Evaluate Results Standardize , then Repeat