



NC Department of Health and Human Services

Most Common Management Evaluation Errors, CAPER Errors, QC Info

In-Person Regional Meeting

October 2023

Most Common Errors Found During a Management Evaluation Part 1

- 1. DSS-8569 was not provided to households subject to work requirements or provided the DSS-8569 in error to households not subject to work requirements.**
- 2. Failing to update work registration evidence during recertification or reapplication.**
- 3. Failing to use work registration exemptions correctly and Work Non-Participation evidence not updated correctly at recertification or reapplication.**

**Most
Common
Errors
Found
During a
Management
Evaluation
Part 2**

- 4. Failed to send DSS-8650a for all applications, including applications processed on the date of application.**
- 5. Failed to send correct denial notice.**
- 6. Failed to use Regulatory Delay correctly.**
- 7. Failed to provide sufficient documentation to support supplement or restoration on the supplement/restoration contact page.**
- 8. Failed to react, document, verify, and close tasks timely.**

**Most
Common
Errors
Found
During a
Management
Evaluation
Part 3**

- 9. Earned and Unearned income calculated incorrectly and insufficient documentation supporting income counted.**
- 10. Requesting unnecessary verifications on DSS-8650.**
- 11. Failed to maintain verifications in the case file.**
- 12. Failed to calculate child support correctly.**

**Most
Common
Errors
Found
During a
Management
Evaluation
Part 4**

- 13. Earned and Unearned income calculated incorrectly and insufficient documentation supporting income counted.**
- 14. Failed to date stamp verifications to record the date received in the agency.**
- 15. Failed to document on Income Support NVRA was discussed with household.**
- 16. County agencies entered NVRA evidence in error on the dashboard for undocumented aliens.**

**Most
Common
Errors
Found
During a
Management
Evaluation
Part 5**

- 17. Failed to monitor approved Alcohol and Drug Treatment Centers (ADTC) on the 10th and 25th of each month.**
- 18. Counties failed to document that an interview was conducted or that it was waived.**
- 19. Failed to provide a notice or correct notice to inform FNS households of the eligibility decision.**
- 20. Failed to provide a notice or correct notice to inform FNS households when changes are made to the FNS case that affect eligibility or benefit amount.**



Most Common Errors Found During a Management Evaluation

When we know where to focus, we can begin to strengthen those areas. Click on this link to view the top errors cited in FY2023.

[Top Errors Cited FY2023](#)

Let's look at CAPERS next.
Does anyone know what CAPER stands for?

Case and Procedural Error Rate- CAPER

Counties are selected with the highest error percentage rates. This data is gathered from Quality Control (QC) data reports.

FNS Case and Procedural Error Rates- provides a list of all 100 counties, the number of cases reviewed, total number of cases correct, and a total number of cases incorrect.

CAPER Review Top Contributing Errors

**Incorrect
notices**

Verifications

Notice and Verification Errors

1. No notice sent.
2. Incorrect denial reason.
3. Unnecessary verifications requested.
4. Necessary verifications not requested.
5. Incorrect base periods requested.

When is NC required to complete a CAPER review?

North Carolina is required to complete CAPER reviews anytime our Error Rate is above the National Average.

Where to find North Carolina's Error Rate?



North Carolina's Current Error Rate can be located using the link below:

[State Case and Procedure Error Rate](#)

Who is FNS Quality Control (QC)?

The Quality Control Unit is part of the Food and Nutrition Services Section in the Division of Child and Family Well-Being. The unit consists of:

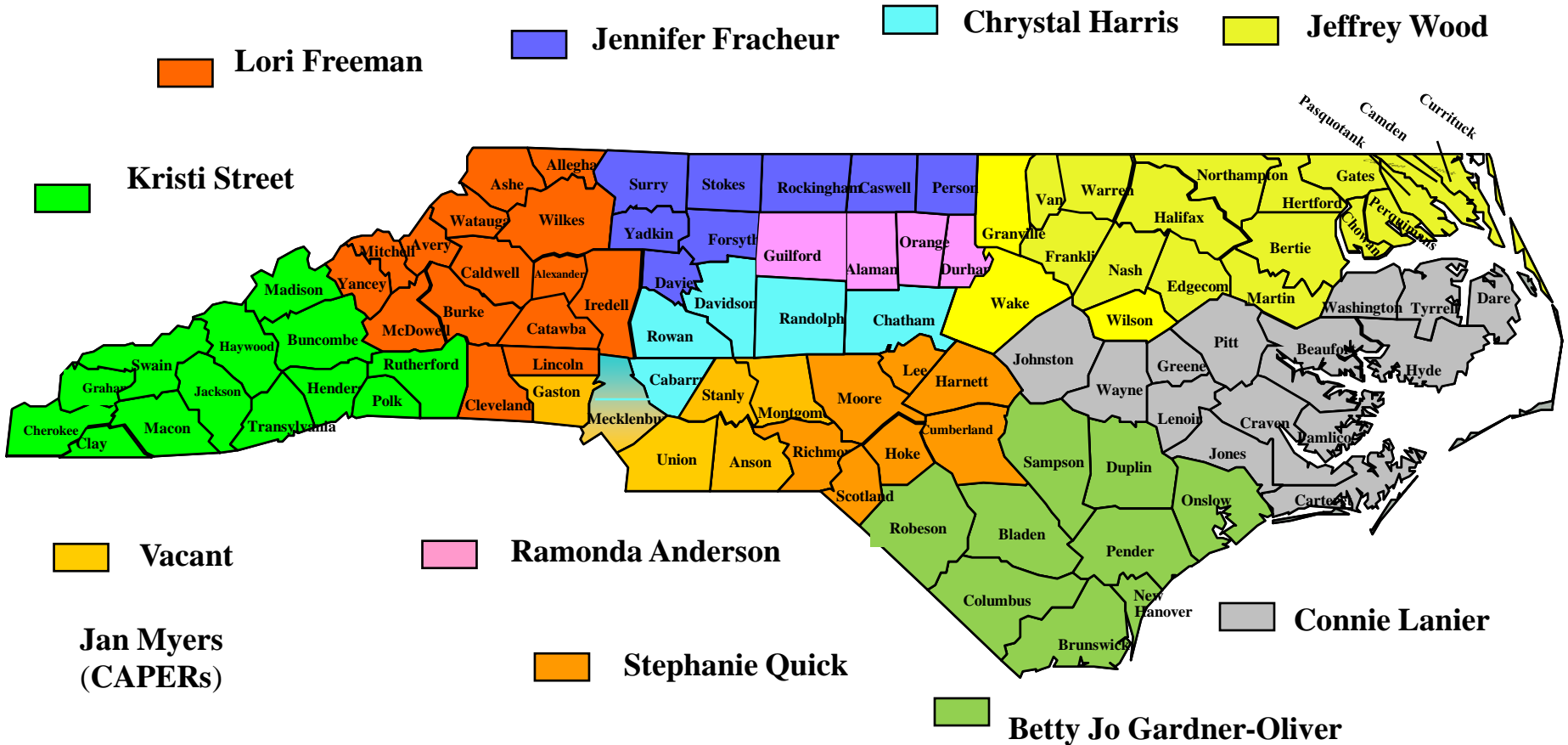
- 1 Quality Control Program Administrator
- 1 Quality Control Program Coordinator
- 2 Quality Control Lead Analysts
- 11 Quality Control Analysts

QC Staff's information is found at:

<https://www.ncdhhs.gov/divisions/social-services/county-staff-information/local-support-staff-schedules/food-and-nutrition-services-quality-assurance-unit>

Please share this information with your staff. This helps us gain the clients' cooperation with the QC review.

Quality Control Primary County Assignments



Teamwork Makes the Dream Work

We are all on the same team. Management Evaluations and QC Reviews are federally mandated. It is important to know who the reviewers are so that when an FNS unit contacts you, you can verify they need to cooperate. When in doubt, please reach out.



Questions?

