

Review Code

Case Review Findings

Case Review No

Error Case Info Only

Review Month FFY

Region: 1 **Record:** 8888888 **Worker:** 001
County: 02 Allegheny **Category:** x **Supervisor:** 009
District: A **Case Name:** Pilage, Walter **Reviewer:** Waltenbaugh

Customer Service

Target Error: Yes

Expedited Processing Incorrect
Application not documented.
Expedited review not conducted.

Normal Processing Incorrect
Denial due to missed appointments not held for 30 days.

Recertification Processing Not reviewed

Terminations Not reviewed

Intentional Program Violation

Target Error: No

Not reviewed

Comments recorded on page 2

Review Code

Case Review Findings

Case Review No

Record

Worker

Supervisor

Page 2

Recipient Claims

Not reviewed

Target Error: No

Comments:

Applicant dropped off application and an appointment was scheduled, but no expedited review was conducted. When client failed to appear at the appointment, the application was denied without waiting 30 days.

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Case Review Findings

Case Review No

Error Case Info Only

Review Month FFY

Region: 1 **Record:** 4444444 **Worker:** 001
County: 02 Allegheny **Category:** x **Supervisor:** 009
District: A **Case Name:** Schick, Mary **Reviewer:** Waltenbaugh

Customer Service

Target Error: Yes

Expedited Processing Incorrect
Expedited benefits not issued timely.

Normal Processing Correct

Recertification Processing Not reviewed

Terminations Not reviewed

Intentional Program Violation

Target Error: No

Not reviewed

Comments recorded on page 2

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Page 2

Recipient Claims

Not reviewed

Target Error: No

Comments:

Application was received on 8/1/06, but expedited benefits were not issued until 8/11/06.