

## PuMP<sup>®</sup> Step 3: Measure Design

### Begin with the result in mind (write it down):

There are no errors that do not impact eligibility of approved or denied individuals

### List sensory evidence of the result:

- The total number of errors that did not impact eligibility will go down
- The Department will see a reduction in mistakes in processing caused by incorrect data entry, missing documentation, incorrect system processing, and/or insufficient training for caseworkers

### Create potential measures:

<i>Potential measure</i>	<i>Strength</i>	<i>Feasibility</i>	<i>Select?</i>
1. Number of errors that did not impact eligibility divided by number of individuals in the sample	5	5	Y
2. Number of data entry errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility	5	5	Y
3. Number of missing documentation errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility	5	5	Y
4. Number of system errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility	5	5	Y
5. Number of insufficient guidance errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility	5	5	Y

### Check the bigger picture:

- Errors that did not impact eligibility for one individual may impact eligibility for another individual, depending on the circumstances. For example – data entry of tax information for an individual enrolled in a Modified Adjusted Gross Income (MAGI) category. If the individual is single and the only person on the case, and the caseworker fails to enter their individual tax information, the error would not impact eligibility because their household composition would be one (1) in both scenarios.

However, if the individual is on the case with three other people, and the caseworker fails to enter the individual tax information, the household composition may be incorrect. It could be 3 when it should have been 4. These types of

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errors may cause the incorrect income threshold to be applied to the case and/or the exclusion of countable income from the total household income and vice versa.

- Some of these errors are more likely to impact eligibility should they happen on another case. For example, data entry errors – misspelling a first name in CBMS (Tracy vs Tracey) is less likely to impact eligibility. However, entering net income instead of gross income is more likely to impact eligibility

### Name and describe the measures:

<i>Measure name</i>	<i>Measure description</i>
Rate of errors that did not impact eligibility	Number of individuals with error(s) that did not impact eligibility divided by number of individuals in the sample
Rate of data entry errors that did not impact eligibility	Number of data entry errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility
Rate of missing documentation errors that did not impact eligibility	Number of missing documentation errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility
Rate of system errors that did not impact eligibility	Number of system errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility
Rate of insufficient guidance errors that did not impact eligibility	Number of insufficient guidance errors that did not impact eligibility divided by the number of individuals with an error that did not impact eligibility