



**June 11, 2004 -- Hamilton County Job & Family Services will receive two regional awards at this year's Big Ten Food Stamp Improvement Conference in Minneapolis, Minn., Aug. 11-13. The Big Ten is a joint federal, state and local effort aimed at improving food stamp accuracy and customer service in the Midwest. It includes counties that issue about \$10 million per year in food stamp benefits.**

Hamilton County will get awards

- for achieving the highest payment accuracy rate among the 13 largest counties in the Midwest in Federal Fiscal Year (FFY) 2003 (October 2002-September 2003). HCJFS' accuracy rate, as reported by the state, was 96.92 percent.
- for maintaining a federal QC payment accuracy rate above 94 percent. Each county and the state as a whole must strive to have an accuracy rate of 94 percent or better each Federal Fiscal Year.

"Congratulations on a job well done," ODJFS Deputy Director Neva Terry wrote in a letter announcing the awards. The Minnesota Department of Human Services and the Midwest Region of the Food and Nutrition Service co-sponsor this year's event.

"Every employee involved in processing food stamp applications should be congratulated on this success," says Amy Story, QA section chief.

Kevin Brewer, food stamp QA lead, says: "Internal TEER Reviews, Operation Callback, resources such as the Policy Help Desk and Monthly IM Policy Meetings... all contributed to our success. Every clerical person, ET, team leader, QA reviewer and section chief in the IM operating sections should be congratulated on this rate."

Hamilton County's accuracy rate for FFY 2003 was very close to its FFY 2002 rate of 96.94 percent. Both of these years are a huge improvement over our FFY 2001 accuracy rate of 90.31 percent.