**Excerpt from MD Subgrantee Monitoring Document**

**SAMPLE REVIEW**

Does the sample of certified applications (both mail-in and regular) by categories listed

Below meet the Minimum State standards?

 95% accuracy to determine eligibility/grant and

 90% accuracy in transcribing information in the applicant file

 (See the summary and worksheets for applicant file review)

Sample categories are:

 1. Wage earners

 2. Fixed Income

 3. Zero Income

 4. Energy Crisis Assistance

 5. Subsidized Housing

 6. Renters where heat is included in the rent

 7. Renters where heat is not included in the rent

 8. Roomers and/or boarders

 9. Self-employed

 10. Level 1 Utility user

 11. Direct payment

DOES THE SELECTED SAMPLE REVIEW?

1. Assure that households applying for energy crisis grant receive assistance

 within the specified time frames? \_\_\_\_\_\_

2. Confirm that local internal control system assures that services are provided

 only to eligible participants? \_\_\_\_\_\_

3. Confirm that homeowners and renters are treated equitably? \_\_\_\_\_\_

4. Confirm that assistance was provided to households with the lowest income

 that pays a high proportion of their income for home energy? \_\_\_\_\_\_

5. Confirm that all recipient households received a notification of the amount of their

 assistance and the name of the energy supplier? \_\_\_\_\_\_

6. Is the LAA following Operations Manual procedures in the

 a. Application Process \_\_\_\_\_\_

 b. Crisis Assistance Application Process \_\_\_\_\_\_

 c. Utility Service Protection Program \_\_\_\_\_\_

 d. Zero income applications \_\_\_\_\_\_

 e. Family Energy Services (FES) procedures (documentation of Assurance 16) \_\_\_\_\_\_

 f. Applicant file organization \_\_\_\_\_\_

 g. Quality Control (Certification Procedures) \_\_\_\_\_\_

**Summary Sheet-Certified File Review:**

 Sample size \_\_\_\_\_\_

I. Applicant's documents compared with data management system data file's hard copy or

 household notification letter.

 1. Name, address, etc. consistent \_\_\_\_\_\_

 2. Supplier name, code, fuel type consistent \_\_\_\_\_\_

II. Application, Income Area, Documentation Review

1. 3. Proof of identity \_\_\_\_\_
2. 4. Proof of residence \_\_\_\_\_

 5. Number in household consistent with documents (income) \_\_\_\_\_\_

 6. SS cards/SS verification for all adults and children \_\_\_\_\_\_

 7. Documentation recorded correctly \_\_\_\_\_\_

 8. Household numbers consistent \_\_\_\_\_\_

 9. Dated legible signatures of two different LAA staff; no initials \_\_\_\_\_\_

 10. Dated household benefit notification letter in file or available on the database \_\_\_\_\_\_

 11. Kilowatt and/or therms recorded correctly and if not in the file referenced on

 the back of the application as to its location \_\_\_\_\_\_

 12. Application completed \_\_\_\_\_\_

 Total \_\_\_\_\_\_

 \*ADMINISTRATIVE ERROR RATE IS \_\_\_\_\_\_\_%

III. Accuracy of Computations and Documentation of Eligibility

 1. Sufficient documentation \_\_\_\_\_\_

 2. Income transcribed accurately \_\_\_\_\_\_

 3. Grant amount correct \_\_\_\_\_\_

 Total \_\_\_\_\_\_

 PAYMENT ERROR RATE IS \_\_\_\_\_\_%

 \* **Administrative** **error rates are calculated by dividing the sample size x 12 into the sum of errors**.

**\*\*Payment error rates are calculated by dividing the sample size x 3 into the sum of errors.**

**GENERAL COMMENTS SECTION**