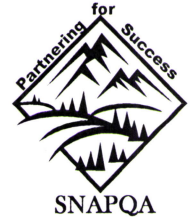




Colorado Department of Human Services
people who help people

Colorado State Department of Human Services
Office of Performance and Strategic Outcomes
SNAP Quality Assurance



**COLORADO SNAP QUALITY CONTROL
POINT-IN-TIME SUMMARY REPORT
FEDERAL FISCAL YEAR 2012**
(February 24, 2012)

NATIONAL:

National Average Active =
National Colorado Ranking =
Mountain Plains Region Ranking =

Not Available from the Federal Office at this time.

National Average Negative =
National Colorado Ranking =
Mountain Plains Region Ranking =

Not Available from the Federal Office at this time.

STATE:

Active Case Error Rate = **9.55%** (Oct)
Active Error Rate = **3.84%**
Target Goal = 3%

- Total Cases Reviewed = 79
- Total Cases with Errors = 6
- Total Issuance = \$22,308
- Total Misspent = \$857

Negative Error Rate = **62.00%**
Target Goal = NA%

- Total Cases Reviewed = 100
- Total Invalid = 62

Negative Error Rate without CBMS or NOAA Errors = 9.77%

FEDERAL TIMELINESS:

State = 85.00% (Regular and EXP only)

FFY 2012 SNAP Active Case Review as of February 16, 2012

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE
Adams	16	0	0.00%	\$4,789	\$0	0.00%
Alamosa	2	0	0.00%	\$713	0	0.00%
Arapahoe	16	2	12.50%	\$3,815	\$436	11.43%
Archuleta	2	0	0.00%	\$891	0	0.00%
Baca						
Bent						
Boulder	6	2	33.33%	\$1,184	\$302	25.51%
Broomfield	2	0	0.00%	\$564	0	0.00%
Chaffee						#DIV/0!
Cheyenne						
Clear Creek	1	0	0.00%	\$16	0	0.00%
Conejos						
Costilla	1	0	0.00%	\$52	\$0	0.00%
Crowley						
Custer						
Delta	4	0	0.00%	\$935	\$0	0.00%
Denver	19	3	15.79%	\$6,334	\$257	4.06%
Dolores						
Douglas	2	0	0.00%	\$569	0	0.00%
Eagle						#DIV/0!
Elbert						
El Paso	18	3	16.67%	\$6,918	\$311	4.50%
Fremont			#DIV/0!			#DIV/0!
Garfield	3	0	0.00%	\$537	\$0	0.00%
Gilpin						
Grand						
Gunnison			#DIV/0!			#DIV/0!
Hinsdale						
Huerfano	1	0	0.00%	\$50	0	0.00%
Jackson						#DIV/0!
Jefferson	13	1	7.69%	\$3,165	\$99	3.13%
Kiowa						
Kit Carson			#DIV/0!			#DIV/0!
Lake						#DIV/0!
La Plata	2	0	0.00%	\$594	0	0.00%
Larimer	7	2	28.57%	\$2,275	\$150	6.59%
Las Animas	1	0	0.00%	\$454	0	0.00%
Lincoln						
Logan	1	0	0.00%	\$358	0	0.00%
Mesa	8	0	0.00%	\$1,610	\$0	0.00%
Mineral						
Moffat			#DIV/0!			#DIV/0!
Montezuma	2	0	0.00%	\$400	\$0	0.00%
Montrose	1	0	0.00%	\$200	\$0	0.00%
Morgan						
Otero	1	0	0.00%	\$200	0	0.00%

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE
Ouray						
Park						
Phillips						
Pitkin	1	0	0.00%	\$367	0	0.00%
Prowers	1	0	0.00%	\$272	\$0	0.00%
Pueblo	14	2	14.29%	\$5,030	\$243	4.83%
Rio Blanco						
Rio Grande						
Routt	1	0	0.00%	\$322	0	0.00%
Saguache	1	0	0.00%	\$200	\$0	0.00%
San Juan						
San Miguel			#DIV/0!			#DIV/0!
Sedgwick						
Summit						
Teller			#DIV/0!			
Washington	1	0	0.00%	\$367	0	0.00%
Weld	8	0	0.00%	\$2,453	\$0	0.00%
Yuma	1	0	0.00%	\$236	0	0.00%
TOTAL	157	15	9.55%	\$45,870	\$1,798	3.92%

It is critical that counties with a payment error rate in excess of 4% take measures to reduce the payment error rate in the county in order to ensure payment accuracy and that the state as a whole meets or exceeds a Payment Error Rate of less than the National Average.

FY 2012 SNAP Negative Case Review as of Feb. 16, 2012

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	15	8	53.33%	3	33.33%
Alamosa			#DIV/0!		#DIV/0!
Arapahoe	40	7	17.50%	6	2.50%
Archuleta			#DIV/0!		#DIV/0!
Baca			#DIV/0!		#DIV/0!
Bent			#DIV/0!		#DIV/0!
Boulder	13	4	30.77%	2	15.38%
Broomfield	2		0.00%		0.00%
Chaffee	2		0.00%		0.00%
Cheyenne			#DIV/0!		#DIV/0!
Clear Creek			#DIV/0!		#DIV/0!
Conejos			#DIV/0!		#DIV/0!
Costilla			#DIV/0!		#DIV/0!
Crowley			#DIV/0!		#DIV/0!
Custer			#DIV/0!		#DIV/0!
Delta	2	1	50.00%		50.00%
Denver	30	11	36.67%	7	13.33%
Dolores			#DIV/0!		#DIV/0!
Douglas	3		0.00%		0.00%
Eagle	1		0.00%		0.00%
Elbert	1	1	100.00%	1	0.00%
El Paso	43	7	16.28%	3	9.30%
Fremont	3	1	33.33%		33.33%
Garfield	3		0.00%		0.00%
Grand			#DIV/0!		#DIV/0!
Gilpin			#DIV/0!		#DIV/0!
Gunnison			#DIV/0!		#DIV/0!
Hinsdale			#DIV/0!		#DIV/0!
Huerfano			#DIV/0!		#DIV/0!
Jackson			#DIV/0!		#DIV/0!
Jefferson	18	4	22.22%	4	0.00%
Kiowa			#DIV/0!		#DIV/0!
Kit Carson			#DIV/0!		#DIV/0!
Lake			#DIV/0!		#DIV/0!
La Plata	5		0.00%		0.00%
Larimer	14	2	14.29%	2	0.00%
Las Animas	2		0.00%		0.00%
Lincoln			#DIV/0!		#DIV/0!
Logan	4	1	25.00%	1	0.00%
Mesa	11	2	18.18%	1	9.09%
Mineral			#DIV/0!		#DIV/0!
Moffat	2		0.00%		0.00%
Montezuma	2	1	50.00%		50.00%
Montrose	2		0.00%		0.00%
Morgan	3	2	66.67%		66.67%
Otero			#DIV/0!		#DIV/0!

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray			#DIV/0!		#DIV/0!
Park			#DIV/0!		#DIV/0!
Phillips			#DIV/0!		#DIV/0!
Pitkin	2		0.00%		0.00%
Prowers			#DIV/0!		#DIV/0!
Pueblo	7	5	71.43%	4	14.29%
Rio Blanco			#DIV/0!		#DIV/0!
Rio Grande	2		0.00%		0.00%
Routt	1	1	100.00%		100.00%
Saguache	1		0.00%		0.00%
San Juan			#DIV/0!		#DIV/0!
San Miguel			#DIV/0!		#DIV/0!
Sedgwick	1		0.00%		0.00%
Summit			#DIV/0!		#DIV/0!
Teller	2		0.00%		0.00%
Washington			#DIV/0!		#DIV/0!
Weld	19	4	21.05%	3	5.26%
Yuma			#DIV/0!		#DIV/0!
TOTAL	256	62	24.22%	37	9.77%

FY 2012 SNAP Federal Timeliness of Feb. 16 2012

County	TIMELY (Reg and EXP)		NOT TIMELY (Reg and EXP)		OTHER (Prior to FFY)		TIMELINESS TOTAL		% OF STATE TOTAL CASES REVIEWED	% OF STATE TIMELINESS RATE
	#	%	#	%	#	%	TOTAL CASES	TIMELINESS RATE		
Adams	2	8.33%	2	8.33%	20	83.33%	24	50.00%	9.88%	5.88%
Alamosa	0	0.00%	0	0.00%	2	100.00%	2		0.82%	0.00%
Arapahoe	4	19.05%	1	4.76%	16	76.19%	21	80.00%	8.64%	11.76%
Archuleta	2	100.00%	0	0.00%	0	0.00%	2	100.00%	0.82%	5.88%
Boulder	4	30.77%	0	0.00%	9	69.23%	13	100.00%	5.35%	11.76%
Broomfield	1	33.33%	0	0.00%	2	66.67%	3	100.00%	1.23%	2.94%
Clear Creek	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Costilla	0	0.00%	0	0.00%	2	100.00%	2		0.82%	0.00%
Delta	0	0.00%	0	0.00%	5	100.00%	5		2.06%	0.00%
Denver	4	10.00%	2	5.00%	34	85.00%	40	66.67%	16.46%	11.76%
Douglas	2	66.67%	0	0.00%	1	33.33%	3	100.00%	1.23%	5.88%
El Paso	2	9.09%	0	0.00%	20	90.91%	22	100.00%	9.05%	5.88%
022 -	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Garfield	0	0.00%	0	0.00%	3	100.00%	3		1.23%	0.00%
Huerfano	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.41%	2.94%
Jackson	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Jefferson	4	18.18%	0	0.00%	18	81.82%	22	100.00%	9.05%	11.76%
La Plata	0	0.00%	0	0.00%	3	100.00%	3		1.23%	0.00%
Larimer	1	9.09%	0	0.00%	10	90.91%	11	100.00%	4.53%	2.94%
Las Animas	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Logan	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Mesa	1	8.33%	0	0.00%	11	91.67%	12	100.00%	4.94%	2.94%
Montezuma	0	0.00%	0	0.00%	4	100.00%	4		1.65%	0.00%
Montrose	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Otero	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Pitken	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Prowers	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Pueblo	2	10.53%	1	5.26%	16	84.21%	19	66.67%	7.82%	5.88%
054 - Routt	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Saguache	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
San Juan	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Teller	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Washington	0	0.00%	0	0.00%	1	100.00%	1		0.41%	0.00%
Weld	4	26.67%	0	0.00%	11	73.33%	15	100.00%	6.17%	11.76%
Yuma	0	0.00%	0	0.00%	2	100.00%	2		0.82%	0.00%
TOTAL	34	13.99%	6	2.47%	203	83.54%	243	85.00%	100%	100%

FFY 20120 Negative Error Analysis

REVIEW FINDINGS:

October 2011 Sample – 62 total cases were found to be invalid out of the 100 sampled (62%).

ROOT CAUSES:

There are three significant root causes:

1. 23% - The wording on the notice of adverse action is incomplete and/or confusing;
 - a. Approved and denied – 8
 - b. If you refused... – 3
 - c. Reason does not match case action – 3
 - d. Missing date - 3
 - e. Unable to determine eligibility – 2
 - f. No info on ABAWD Sanction – 2
 - g. End date is in the future – 2
2. 14% - CBMS Programming;
 - a. Ran back unknown – 6
 - b. Ran back (5):
 - i. IND updated demographics – 2
 - ii. CBPPatch Updated demographics - 1
 - iii. Mass Update – 1
 - iv. SOLQ Interface – 1
 - c. Verification requested on Simplified Reporting HH in error – 1
 - d. Requested old verification – 1
 - e. ECE rules not applied - 1
3. 13% - Data Entry Errors.
 - a. Fail to enter CRF - 4
 - b. Fail to enter new Effective Begin Date – 4
 - c. Fail to authorize after the change – 2
 - d. Fail to enter Effective End date – 1
 - e. Fail to enter attributes – 1
 - f. Incorrect mailing address – 1
4. 12% - Other worker caused errors:
 - a. Misapplication on Policy:
 - i. Worker rescinded – 2
 - ii. Denied too soon – 2
 - iii. Fail to enter deductions – 1
 - iv. Calculation – 1
 - v. Request verification on Simplified Reporting HH – 1
 - vi. No Show processed in error – 1
 - vii. Denied in error – 1
 - viii. Verification not needed (from another program) - 1
 - b. Misuse of CBMS:
 - i. Manually entered a non-compliance incorrectly – 1
 - ii. Fail to enter all windows prior to authorization - 1

POTENTIAL IMPLEMENTATION ACTIVITIES – Worker Caused Errors:

1. Ensure a system is in place to enter Change Report Forms as soon as possible upon receipt.
2. Have workers focus on Effective Begin and End Dates when a change is made.
3. Remember and reinforce that anytime a change is entered into CBMS (even if it does not affect the eligibility, such as an address), authorization needs to be done.