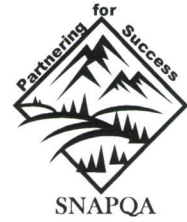




Colorado Department of Human Services
people who help people

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**
(July 23, 2012)

NATIONAL:

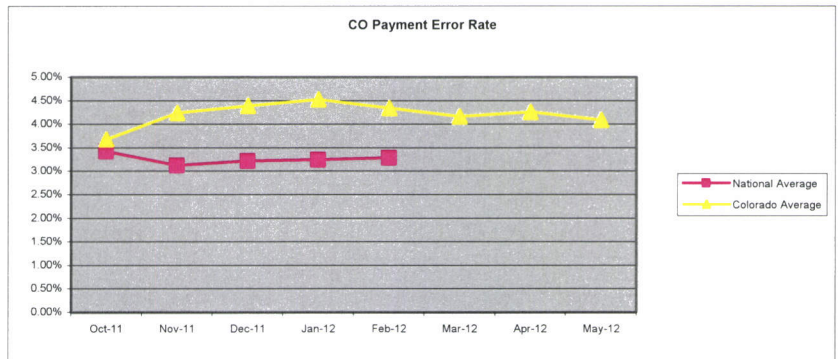
National Average Active = 3.28%
National Colorado Ranking = 38 out of 53
Mountain Plains Region Ranking = 7 out of 10

National Average Negative = 21.36%
National Colorado Ranking = 53 out of 53
Mountain Plains Region Ranking = 10

STATE:

Active Case Error Rate = **8.14%**
Active Error Rate = **4.08%**
Target Goal = 3%

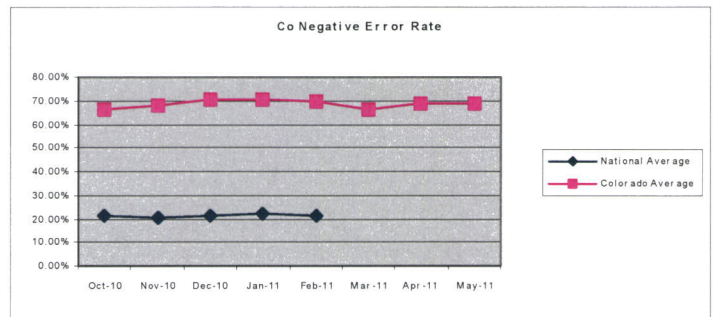
- Total Cases Reviewed = 614
- Total Cases with Errors = 50
- Total Issuance = \$173,184
- Total Misspent = \$7,195



Negative Error Rate = **68.99%**
Target Goal = 25%

- Total Cases Reviewed = 703
- Total Invalid = 485

**Negative Error Rate without
CBMS or NOAA Errors = 35.30%**



FEDERAL TIMELINESS:

State = 90.17%(Regular and EXP only)

NOTE: All reviews for Oct 2011 through March 2012 have been submitted (released) and data is less likely to change. Reviews for April 2012 forward are still in the process and this data will change.

FFY 2012 Trends

(October 2011 through July 23, 2012)

Payment Error by Element:

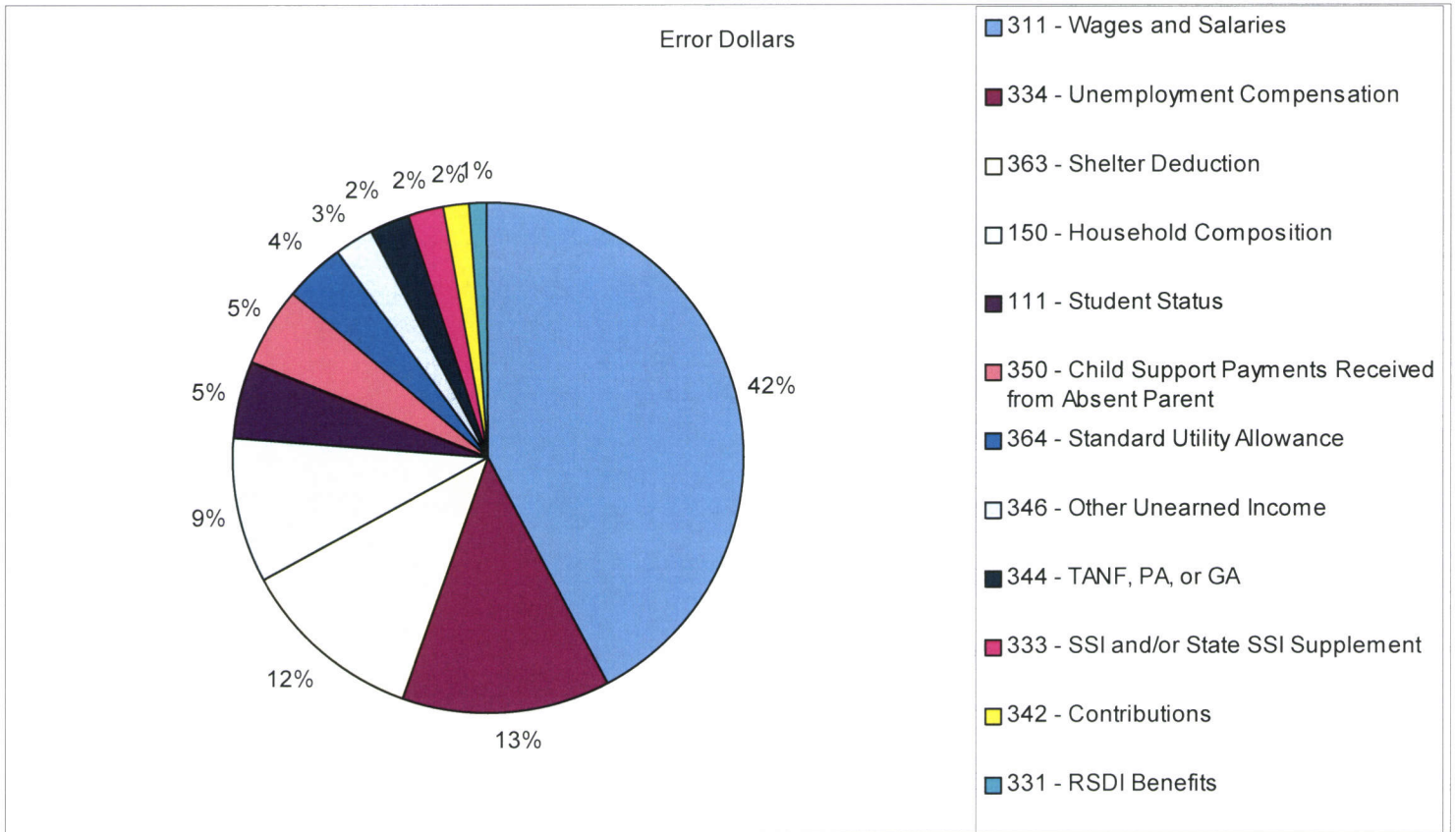
County	Income							Deductions				Other			TOTAL	
	Earned \$	Child Support \$	RSDI \$	SSI \$	TANF	UIB \$	Other \$	Child Support	Medical	Shelter	Utilities	HH Comp	Student Status	Other	Agency	Client
Adams																
Agency		\$120				\$145					\$118	\$87			\$470	
Client	\$301															\$301
Arapahoe																
Agency					\$177	\$694				\$109			\$159		\$1,139	
Client	\$235									\$54						\$289
Boulder																
Agency		\$55													\$55	
Client	\$223									\$233						\$456
Denver																
Agency	\$337										\$77	\$327			\$741	
Client												\$119				\$119
El Paso																
Agency	\$31	\$77								\$109		\$125			\$342	
Client	\$177															\$177
Jefferson																
Agency										\$161					\$161	
Client																\$0
Larimer																
Agency							\$91			\$59			\$200		\$350	
Client	\$96															\$96
Mesa																
Agency															\$0	
Client																\$0
Pueblo																
Agency				\$152							\$91				\$243	
Client																\$0
Weld																
Agency							79								\$79	
Client	447	92														\$539
Big 10 Total	\$1,847	\$344	\$0	\$152	\$177	\$839	\$170	\$0	\$0	\$725	\$286	\$658	\$359	\$0	\$3,580	\$1,977
BIG 10 Grand	\$5,557															
All Others																
Agency	\$1,197					\$98	\$94			\$120					\$1,509	
Client	\$129															\$129
All Others	\$1,326	\$0	\$0	\$0	\$0	\$98	\$94	\$0	\$0	\$120	\$0	\$0	\$0	\$0	\$1,509	\$129
Statewide	\$3,173	\$344	\$0	\$152	\$177	\$937	\$264	\$0	\$0	\$845	\$286	\$658	\$359	\$0	\$5,089	\$2,106
TOTAL	\$7,195															

FFY 2012 Trends Continued

(October 2011 through July 23, 2012)

Payment Error Rank by Cost:

Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	\$3,044	42.31%	16	32.00%
334 - Unemployment Compensation	\$937	13.02%	5	10.00%
363 - Shelter Deduction	\$845	11.74%	9	18.00%
150 - Household Composition	\$658	9.15%	5	10.00%
111 - Student Status	\$359	4.99%	2	4.00%
350 - Child Support Payments Received from Absent Parent	\$344	4.78%	4	8.00%
364 - Standard Utility Allowance	\$286	3.97%	3	6.00%
346 - Other Unearned Income	\$185	2.57%	2	4.00%
344 - TANF, PA, or GA	\$177	2.46%	1	2.00%
333 - SSI and/or State SSI Supplement	\$152	2.11%	1	2.00%
342 - Contributions	\$129	1.79%	1	2.00%
331 - RSDI Benefits	\$79	1.10%	1	2.00%
Totals	\$7,195	100.00%	50	100.00%



FFY 2012 Trends Continued

(October 2011 through July 23, 2012)

Payment Error Cause:

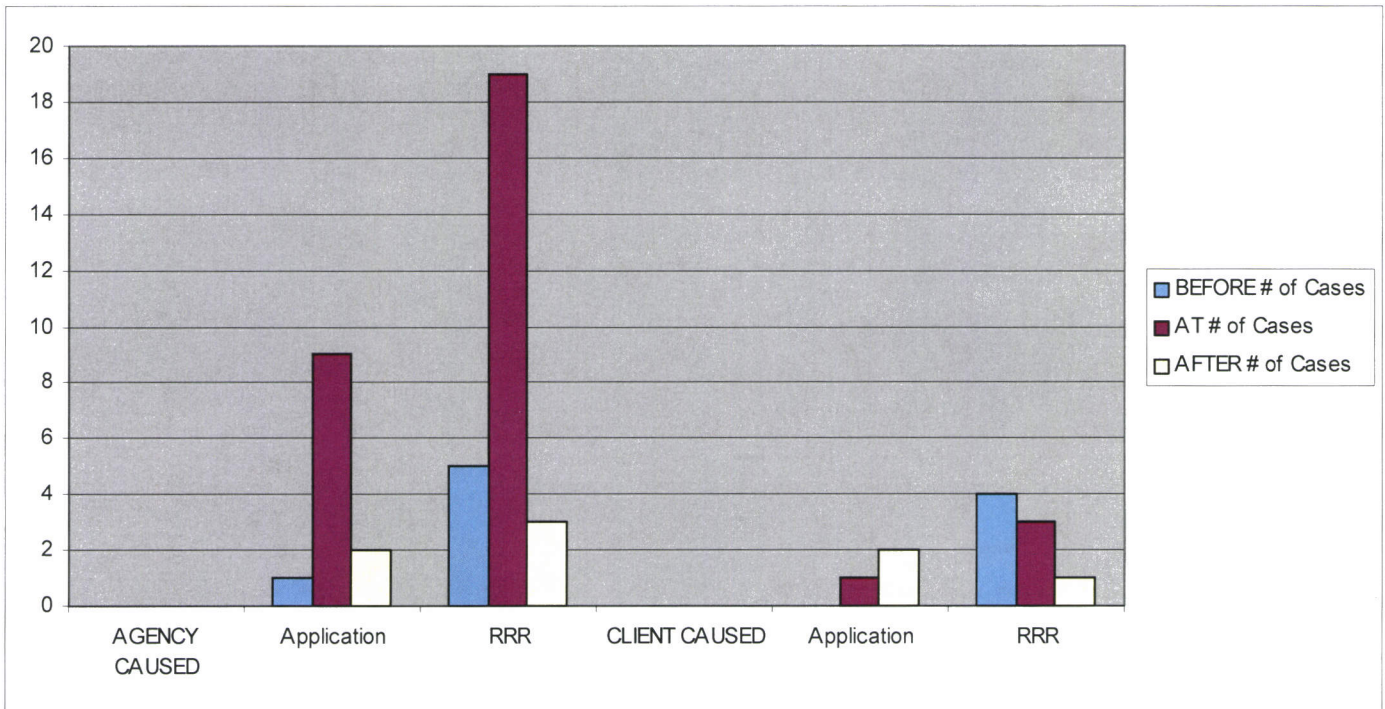
AGENCY CAUSED	# of cases	% of cases	Error Dollars	% of \$ Errors
Info reported by collateral contact inaccurate	1	0.01%	\$159	2.21%
Acted on incorrect Fed computer match; not required to be verified	1	2.00%	\$152	2.11%
Policy Incorrectly applied	2	4.00%	\$320	4.45%
Reported info not acted upon	15	30.00%	\$1,770	24.60%
Failed to follow-up on inconsistent or incomplete info	1	2.00%	\$126	1.75%
Failed to follow-up on impending changes	1	2.00%	\$145	2.02%
Failed to verify required info	2	4.00%	\$182	2.53%
CBMS Programming Error	3	6.00%	\$326	4.53%
Data Entry/Coding Error	8	16.00%	\$1,784	24.79%
Mass Change				
Math Error	1	2.00%	\$31	0.43%
Computer User Error		0.00%		0.00%
Other	2	4.00%	\$140	1.95%
SUBTOTAL	37	74.00%	\$5,135	71.37%
CLIENT CAUSED				
Fail to report	10	20.00%	\$1,433	19.92%
Incomplete or incorrect info provided		0.00%		0.00%
Info withheld	2	4.00%	\$473	6.57%
Incorrect info provided	1	2.00%	\$154	2.14%
SUBTOTAL	13	26.00%	\$2,060	28.63%
NOT SPECIFIED	1	2.00%	\$96	1.33%
SUBTOTAL				
GRAND TOTAL	50	100.00%	\$7,195	100.00%

FFY 2012 Trends Continued

(October 2011 through July 23, 2012)

Payment Error by Occurrence:

Most Recent Action	BEFORE # of Cases	AT # of Cases	AFTER # of Cases	Total
AGENCY CAUSED				
Application	1	9	2	12
RRR	5	19	3	27
Subtotal	6	28	5	39
CLIENT CAUSED				
Application		1	2	3
RRR	4	3	1	8
Subtotal	4	4	3	11
Grand Total	10	32	8	50

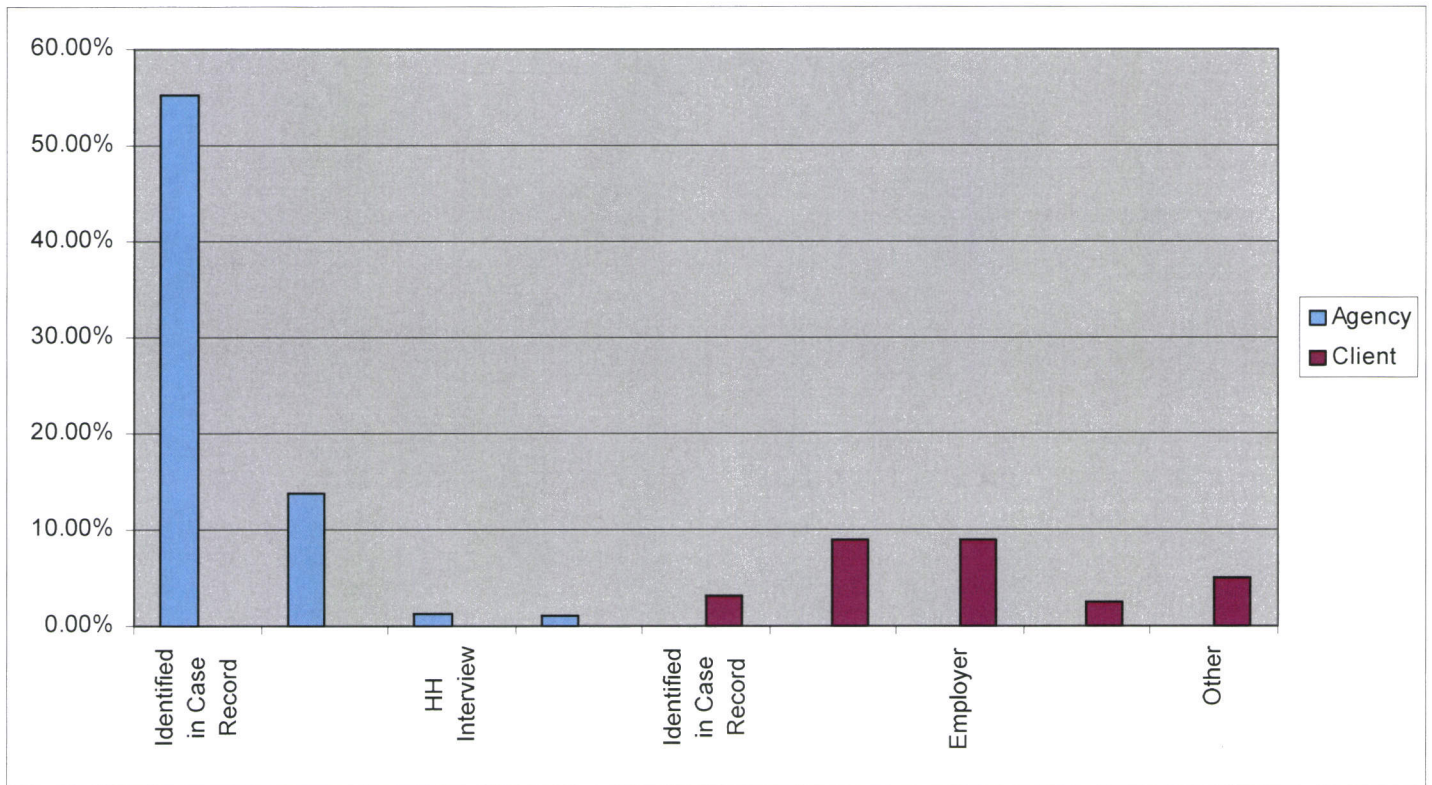


FFY 2012 Trends Continued

(October 2011 through July 23, 2012)

Payment Error by Discovery:

	Agency	Client
Identified in Case Record	55.23%	
Case Record: Auto Match	13.83%	
HH Interview	1.21%	
Gov. Agency or Public Records: Automated Match	1.10%	
Identified in Case Record		3.10%
HH Interview		8.96%
Employer		9.01%
Gov. Agency or Public Records		2.54%
Other		5.02%



FFY 2012 SNAP Active Case Review as of July 23, 2012

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Adams	68	5	7.35%	\$19,601	\$771	3.93%			
Alamosa	4	1	25.00%	\$1,606	\$87	5.42%			
Arapahoe	59	8	13.56%	\$17,591	\$1,428	8.12%	1	\$177	7.11%
Archuleta	2	0	0.00%	\$891	0	0.00%			
Baca	1		0.00%	\$16		0.00%			
Bent									
Boulder	30	4	13.33%	\$6,990	\$511	7.31%	1	\$55	6.52%
Broomfield	7	0	0.00%	\$1,872	0	0.00%			
Chaffee	1	0	0.00%	\$135	\$0	0.00%			
Cheyenne									
Clear Creek	4	1	25.00%	\$685	\$58	8.47%			
Conejos	3	0	0.00%	\$412		0.00%			
Costilla	2	0	0.00%	\$97	\$0	0.00%			
Crowley	1		0.00%	\$381		0.00%			
Custer	1			\$526					
Delta	10	0	0.00%	\$2,822	\$0	0.00%			
Denver	120	8	6.67%	\$34,415	\$860	2.50%			
Dolores									
Douglas	6	0	0.00%	\$1,512	0	0.00%			
Eagle									
Elbert	2		0.00%	\$691		0.00%			
El Paso	66	6	9.09%	\$20,434	\$519	2.54%			
Fremont	1		0.00%	\$326		0.00%			
Garfield	7	1	14.29%	\$1,222	\$129	10.56%			
Gilpin									
Grand	1	1	100.00%	\$614	\$120	19.54%			
Gunnison	1		0.00%	\$526					
Hinsdale									
Huerfano	1	0	0.00%	\$50	0	0.00%			
Jackson	1		0.00%	\$126		0.00%			
Jefferson	45	2	4.44%	\$13,485	\$161	1.19%			
Kiowa	1		0.00%	\$526		0.00%			
Kit Carson									
Lake									
La Plata	6	0	0.00%	\$1,758	0	0.00%			
Larimer	28	4	14.29%	\$8,647	\$446	5.16%			
Las Animas	6	0	0.00%	\$1,417	0	0.00%			
Lincoln									
Logan	1	0	0.00%	\$358	0	0.00%			
Mesa	24	0	0.00%	\$5,592	\$0	0.00%			
Mineral									
Moffat	2		0.00%	\$772		0.00%			
Montezuma	5	0	0.00%	\$1,337	\$0	0.00%			
Montrose	9	0	0.00%	\$1,795	\$0	0.00%			
Morgan	1		0.00%	\$81		0.00%			
Otero	2	0	0.00%	\$566	0	0.00%			

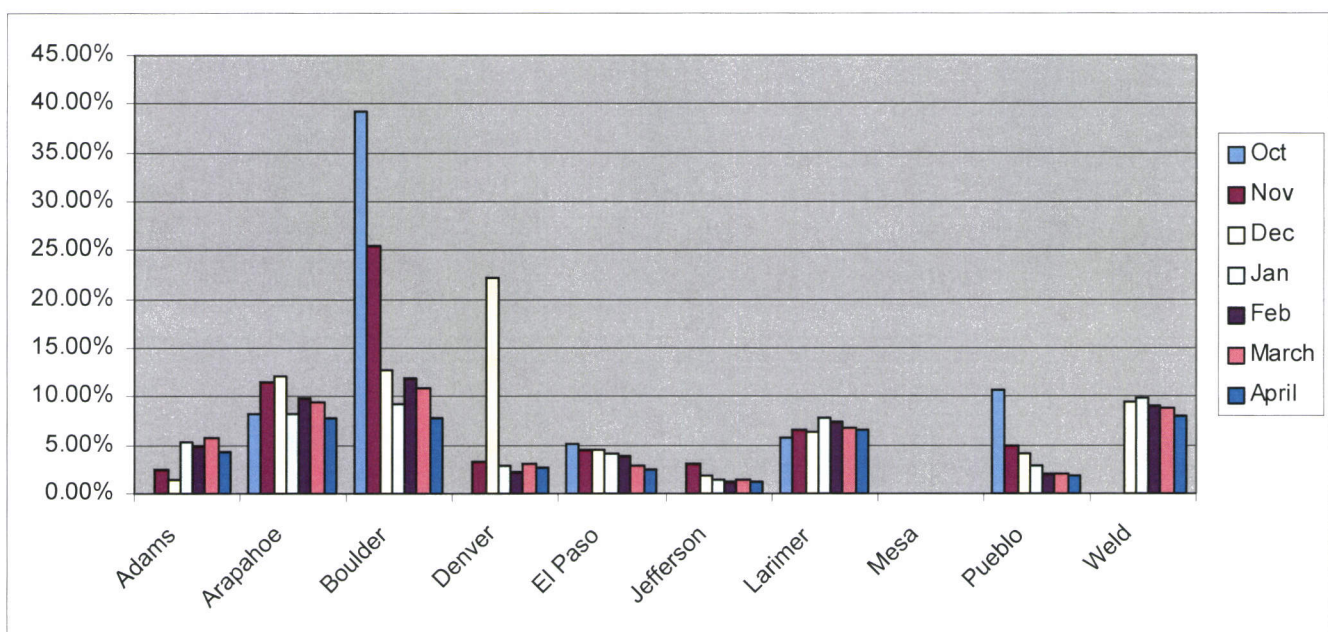
County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Ouray									
Park	2		0.00%	\$560		0.00%			
Phillips									
Pitkin	1	0	0.00%	\$367	0	0.00%			
Prowers	3	0	0.00%	\$736	\$0	0.00%			
Pueblo	40	2	5.00%	\$12,835	\$243	1.89%			
Rio Blanco									
Rio Grande									
Routt	2	1	50.00%	\$1,374	\$1,052	76.56%			
Saguache	3	0	0.00%	\$600	\$0	0.00%			
San Juan	1		0.00%	\$367		0.00%			
San Miguel			#DIV/0!						
Sedgwick									
Summit	2	2	100.00%	\$473	\$192	40.59%			
Teller	2		0.00%	\$473		0.00%			
Washington	1	0	0.00%	\$367	0	0.00%			
Weld	27	4	14.81%	\$7,921	\$618	7.80%			
Yuma	1	0	0.00%	\$236	0	0.00%			
TOTAL	614	50	8.14%	\$176,184	\$7,195	4.08%	2	\$232	3.95%

It is critical that counties with a payment error rate in excess of 3.5% 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.

FFY 2012 SNAP Active Case Review as of July 23, 2012

Big 10 Counties

Month	County										TOTAL
	Adams	Arapahoe	Boulder	Denver	El Paso	Jefferson	Larimer	Mesa	Pueblo	Weld	
Oct-11											
Complete	8	11	3	12	5	7	4	4	5	4	63
Errors	0	1	2	0	1	0	1	0	1	0	6
PER	0.00%	8.14%	39.27%	0.00%	5.09%	0.00%	5.71%	0.00%	10.62%	0.00%	4.67%
Nov-11											
Complete	17	16	6	23	18	13	7	8	14	8	130
Errors	1	2	2	3	3	1	2	0	2	0	16
PER	2.49%	11.43%	25.51%	3.25%	4.50%	3.13%	6.59%	0.00%	4.83%	0.00%	4.90%
Dec-11											
Complete	27	21	11	39	24	21	11	13	18	16	201
Errors	1	4	2	3	5	1	3	0	2	2	23
PER	1.47%	12.19%	12.76%	22.22%	4.59%	1.83%	6.29%	0.00%	4.21%	9.52%	4.79%
Jan-12											0
Complete	36	30	15	53	34	27	17	13	26	19	270
Errors	3	4	2	4	6	1	4	0	2	3	29
PER	5.32%	8.28%	9.24%	2.79%	4.17%	1.38%	7.86%	0.00%	2.79%	9.95%	4.81%
Feb-12											0
Complete	42	39	19	72	39	30	18	16	32	20	327
Errors	3	5	4	4	6	1	4	0	2	3	32
PER	4.83%	9.94%	11.85%	2.24%	3.84%	1.16%	7.38%	0.00%	2.00%	9.13%	4.71%
Mar-12											0
Complete	49	47	21	92	54	38	21	19	37	23	401
Errors	5	7	4	7	6	2	4	0	2	4	41
PER	5.84%	9.51%	10.79%	2.99%	2.85%	1.43%	6.70%	0.00%	1.99%	8.74%	4.54%
Apr-12											0
Complete	61	55	26	108	65	43	23	23	40	26	470
Errors	5	7	4	8	6	2	4	0	2	4	42
PER	4.30%	7.76%	7.76%	2.73%	2.55%	1.25%	6.49%	0.00%	1.89%	7.94%	3.91%



FY 2012 SNAP Negative Case Review as of July 23, 2012

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	56	42	75.00%	24	32.14%
Alamosa	4	2	50.00%	2	0.00%
Arapahoe	105	75	71.43%	38	35.24%
Archuleta	1		0.00%		0.00%
Baca					
Bent	1	1	100.00%	1	0.00%
Boulder	30	21	70.00%	12	30.00%
Broomfield	4	2	50.00%	1	25.00%
Chaffee	6	5	83.33%		83.33%
Cheyenne					
Clear Creek					
Conejos	1	1	100.00%		100.00%
Costilla					
Crowley	1	0	0.00%		0.00%
Custer					
Delta	3	3	100.00%	1	66.67%
Denver	122	79	64.75%	31	39.34%
Dolores					
Douglas	10	8	80.00%	4	40.00%
Eagle	2	2	100.00%	2	0.00%
El Paso	103	76	73.79%	33	41.75%
Elbert	2	2	100.00%	1	50.00%
Fremont	8	6	75.00%	3	37.50%
Garfield	6	5	83.33%	3	33.33%
Gilpin					
Grand	1	1	100.00%	1	0.00%
Gunnison					
Hinsdale					
Huerfano	1	1	100.00%		100.00%
Jackson					
Jefferson	48	36	75.00%	16	41.67%
Kiowa					
Kit Carson					
Lake	1		0.00%		0.00%
La Plata	9	4	44.44%	3	11.11%
Larimer	27	15	55.56%	9	22.22%
Las Animas	6	3	50.00%	2	16.67%
Lincoln					
Logan	5	4	80.00%	3	20.00%
Mesa	22	16	72.73%	8	36.36%
Mineral					
Moffat	4	3	75.00%	3	0.00%
Montezuma	3	1	33.33%		33.33%
Montrose	7	4	57.14%	3	14.29%
Morgan	7	5	71.43%	2	42.86%
Otero	4	3	75.00%	1	50.00%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park					
Phillips					
Pitkin	2	2	100.00%		100.00%
Prowers	2	2	100.00%	2	0.00%
Pueblo	32	19	59.38%	12	21.88%
Rio Blanco					
Rio Grande	5	4	80.00%	1	60.00%
Routt	1	1	100.00%		100.00%
Saguache	1	1	100.00%		100.00%
San Juan					
San Miguel	2	2	100.00%	1	50.00%
Sedgwick	1	1	100.00%		100.00%
Summit					
Teller	4	3	75.00%	2	25.00%
Washington					
Weld	43	24	55.81%	15	20.93%
Yuma					
TOTAL	703	485	68.99%	240	34.85%

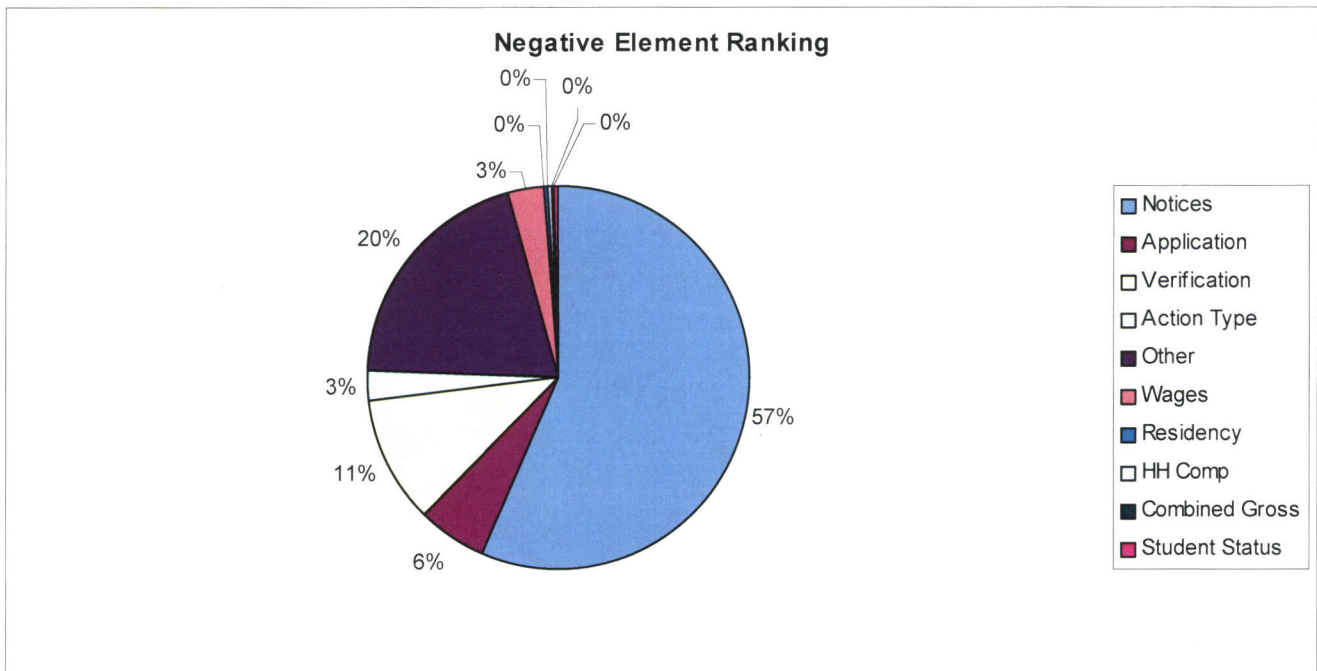
NOTE: The County Error Rate determination is based on a manual process and displays approximately a 1-month delay. The blue columns reflect the data transmitted to the Federal Office and it takes up to 1 additional month after the Federal data is posted to fully review each file for responsible party for the error (i.e., state or county). This means the county error rate is accurate only for the point in time and does not reflect any of the outstanding reviews. **Based on the reviews to date, approximately 48.50% of the errors are the responsibility of the State.**

FFY 2012 Negative Error Trends

(October 2011 through July 23, 2012)

Negative Error Ranking:

Element	Invalid #	% Of total
Notices	244	56.48%
Application	25	5.79%
Verification	46	10.65%
Action Type	11	2.55%
Other	88	20.37%
Wages	13	3.01%
Residency	1	0.23%
HH Comp	2	0.46%
Combined Gross	1	0.23%
Student Status	1	0.23%
TOTAL	432	100.00%



FFY 2012 Negative Error Trends

(October 2011 through July 23, 2012)

Negative Error Causes:

ERROR CAUSES	# Cases	% Cases
Notice not clearly understandable	112	24.03%
Notice did not include date of intended action	78	16.74%
Data entry and/or coding error (includes selection of incorrect codes)	41	8.80%
Policy incorrectly applied	38	8.15%
Notice reason does not match reason for action	37	7.94%
Computer programming error	23	4.94%
Improper Denial/Termination - failure to provide - verification was received or is in case file	21	4.51%
Computer user error (Improper use of system or unauthorized process or work around)	14	3.00%
Income from known/processed source included that should not have been	10	2.15%
Late denial agency failed to process the application timely	9	1.93%
Notice was not complete	8	1.72%
Failed to process the reapplication timely (recertification application)	8	1.72%
Improper termination or suspension for failure to meet reporting requirements	7	1.50%
Improper denial prior to end of timeframe for providing verification	6	1.29%
Other	6	1.29%
Improper denial within 30-day period for missing interview(s)	5	1.07%
Improper income calculation	5	1.07%
Failed to consider or incorrectly considered reported information	3	0.64%
Notice was sent to wrong address	3	0.64%
Improper Denial/Termination - failure to provide - case should have been processed without the deduction	3	0.64%
Improper Denial/Termination - failure to provide - household never notified of needed verification	2	0.43%
Improper Denial/Termination - failure to provide - household not given at least 10 days to provide	2	0.43%
Failed to send notice of action	2	0.43%
Deduction that should have been included was not	2	0.43%
Individual inappropriately sanctioned	2	0.43%
Verification of income requested for a person not associated with current application	2	0.43%

SNAP Federal Timeliness of July 23, 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
	#	% of Sample	#	% of Sample	#	% of Sample	TOTAL CASES	TIMELINESS RATE	%	%
Adams	16	23.19%	3	4.35%	50	72.46%	69	84.21%	10.47%	10.26%
Alamosa	0	0.00%	0	0.00%	4	100.00%	4		0.61%	0.00%
Arapahoe	13	20.97%	1	1.61%	48	77.42%	62	92.86%	9.41%	8.33%
Archuleta	2	100.00%	0	0.00%	0	0.00%	2	100.00%	0.30%	1.28%
Baca	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.15%	0.64%
Boulder	11	34.38%	0	0.00%	21	65.63%	32	100.00%	4.86%	7.05%
Broomfield	2	28.57%	0	0.00%	5	71.43%	7	100.00%	1.06%	1.28%
Chaffee	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Clear Creek	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.61%	0.64%
Conejos	0	0.00%	0	0.00%	3	100.00%	3		0.46%	0.00%
Costilla	0	0.00%	0	0.00%	2	100.00%	2		0.30%	0.00%
Crowley	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.15%	0.64%
Custer	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Delta	1	10.00%	0	0.00%	9	90.00%	10	100.00%	1.52%	0.64%
Denver	23	17.69%	6	4.62%	101	77.69%	130	79.31%	19.73%	14.74%
Douglas	3	50.00%	0	0.00%	3	50.00%	6	100.00%	0.91%	1.92%
Elbert	0	0.00%	0	0.00%	2	100.00%	2		0.30%	0.00%
El Paso	22	30.14%	2	2.74%	49	67.12%	73	91.67%	11.08%	14.10%
Fremont	0	0.00%	0	0.00%	2	100.00%	2		0.30%	0.00%
Garfield	1	12.50%	0	0.00%	7	87.50%	8	100.00%	1.21%	0.64%
Grand	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Gunnison	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.15%	0.64%
Huerfano	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.15%	0.64%
Jackson	0	0.00%	0	0.00%	2	100.00%	2		0.30%	0.00%
Jefferson	9	19.15%	1	2.13%	37	78.72%	47	90.00%	7.13%	5.77%

SNAP Federal Timeliness of July 23, 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
	#	% of Sample	#	% of Sample	#	% of Sample	TOTAL CASES	TIMELINESS RATE	%	%
Kiowa	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
La Plata	1	16.67%	0	0.00%	5	83.33%	6	100.00%	0.91%	0.64%
Larimer	9	28.13%	1	3.13%	22	68.75%	32	90.00%	4.86%	5.77%
Las Animas	1	16.67%	1	16.67%	4	66.67%	6	50.00%	0.91%	0.64%
Logan	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Mesa	6	20.69%	0	0.00%	23	79.31%	29	100.00%	4.40%	3.85%
Moffat	0	0.00%	1	50.00%	1	50.00%	2	0.00%	0.30%	0.00%
Montezuma	0	0.00%	0	0.00%	5	100.00%	5		0.76%	0.00%
Montrose	3	30.00%	0	0.00%	7	70.00%	10	100.00%	1.52%	1.92%
Morgan	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.15%	0.64%
Otero	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.30%	0.64%
Ouray	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.15%	0.64%
Park	0	0.00%	0	0.00%	2	100.00%	2		0.30%	0.00%
Pitken	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Prowers	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.61%	0.64%
Pueblo	12	27.91%	1	2.33%	30	69.77%	43	92.31%	6.53%	7.69%
Routt	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.30%	0.64%
Saguache	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.46%	0.64%
San Juan	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Summit	0	0.00%	0	0.00%	2	100.00%	2		0.30%	0.00%
Teller	2	66.67%	0	0.00%	1	33.33%	3	100.00%	0.46%	1.28%
Washington	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
Weld	8	28.57%	0	0.00%	20	71.43%	28	100.00%	4.25%	5.13%
Yuma	0	0.00%	0	0.00%	1	100.00%	1		0.15%	0.00%
TOTAL	156	23.67%	17	2.58%	486	73.75%	659	90.17%	100%	100%