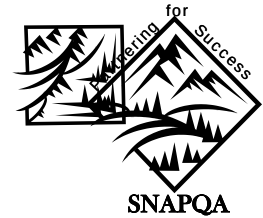




Colorado Department of Human Services
people who help people

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 2013**
(March 27, 2013)

NATIONAL:

National Average Active = Not Available
National Colorado Ranking = Not Available
Mountain Plains Region Ranking = Not Available

National Average Negative = Not Available
National Colorado Ranking = Not Available
Mountain Plains Region Ranking = Not Available

STATE:

Active Case Error Rate = **8.11%**
Active Payment Error Rate (PER) = **3.09%**
Target Goal = 3%

- Total Cases Reviewed = 259
- Total Cases with Errors = 21
- Total Issuance = \$78,539
- Total Misspent = \$2,428

Negative Error Rate = **61.70%**
Target Goal = 25%

- Total Cases Reviewed = 141
- Total Invalid = 87

**Negative Error Rate without
CBMS or NOAA Errors = 53.85%**

FEDERAL TIMELINESS:

State Application = 90%
State RRR = 89.35%

SNAP QA Active Error Rates

(October 2012 through partial December 2012)

SNAP QA obtains and monitors additional payment errors on active cases for improved trend analysis and to achieve a more accurate understanding of causes and areas-of-risk. These are: 1) payment errors at or below \$50 and 2) all payment errors regardless of amount (combined). The combined payment error rate should reflect error trends found at the local level through SNAP Case File Reviews and this figure should be used at the local level to implement program integrity activities.

State Payment Error Rate Below the Threshold:

Active Case Error Rate = **15.06%**

Active Payment Error Rate (below) = **1.1%**

Target Goal = 3%

- Total Cases Reviewed = 259
- Total Cases with Errors = 39
- Total Issuance = \$78,539
- Total Misspent = \$865
-

Combined State Payment Error Rate:

Active Case Error Rate = **23.17%**

1 of every 4.5 HH's is give incorrect benefits

Active Payment Error Rate (Combined) = **4.19%**

Target Goal = 3%

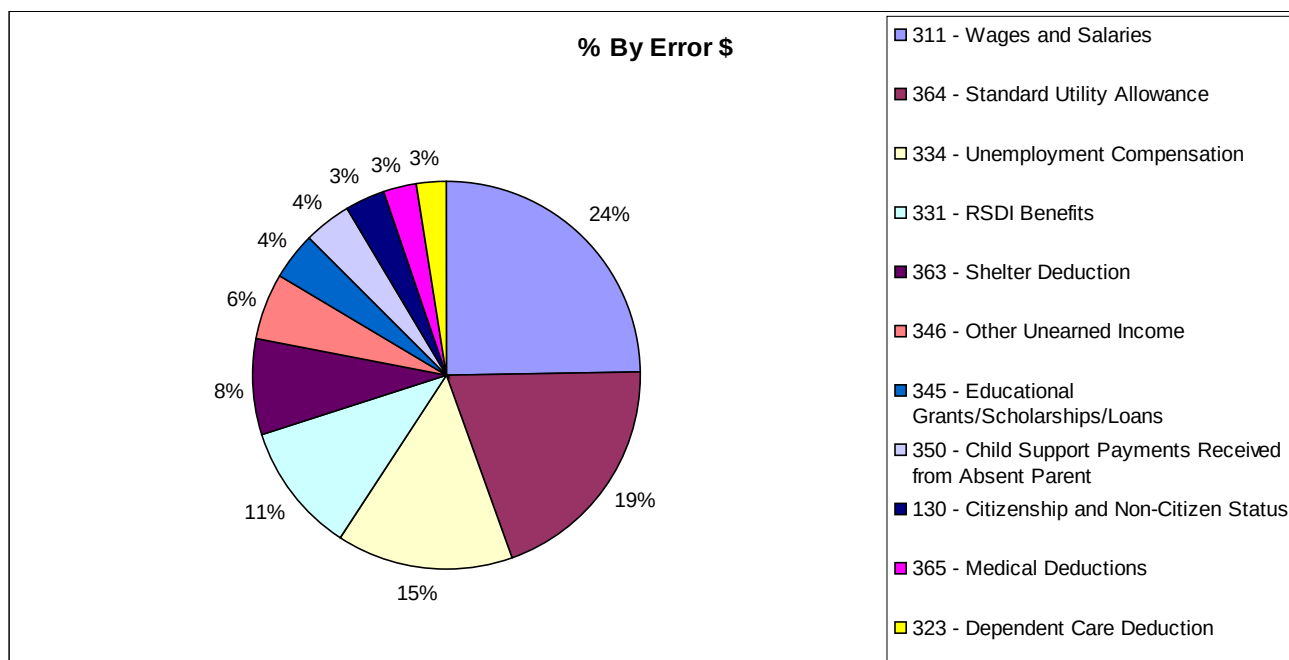
- Total Cases Reviewed = 259
- Total Cases with Errors = 60
- Total Issuance = \$78,539
- Total Misspent = \$3,293

FFY 2013 Trends

(October 2012 through partial December 2012)

Payment Error Rank by Cost:

Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	\$638	24.61%	4	18.18%
364 - Standard Utility Allowance	\$516	19.91%	5	22.73%
334 - Unemployment Compensation	\$380	14.66%	2	9.09%
331 - RSDI Benefits	\$278	10.73%	2	9.09%
363 - Shelter Deduction	\$209	8.06%	3	13.64%
346 - Other Unearned Income	\$146	5.63%	1	4.55%
345 - Educational Grants/Scholarships/Loans	\$103	3.97%	1	4.55%
350 - Child Support Payments Received from Absent Parent	\$100	3.86%	1	4.55%
130 - Citizenship and Non-Citizen Status	\$87	3.36%	1	4.55%
365 - Medical Deductions	\$68	2.62%	1	4.55%
323 - Dependent Care Deduction	\$67	2.58%	1	4.55%
Totals	\$2,592	100.00%	22	100.00%

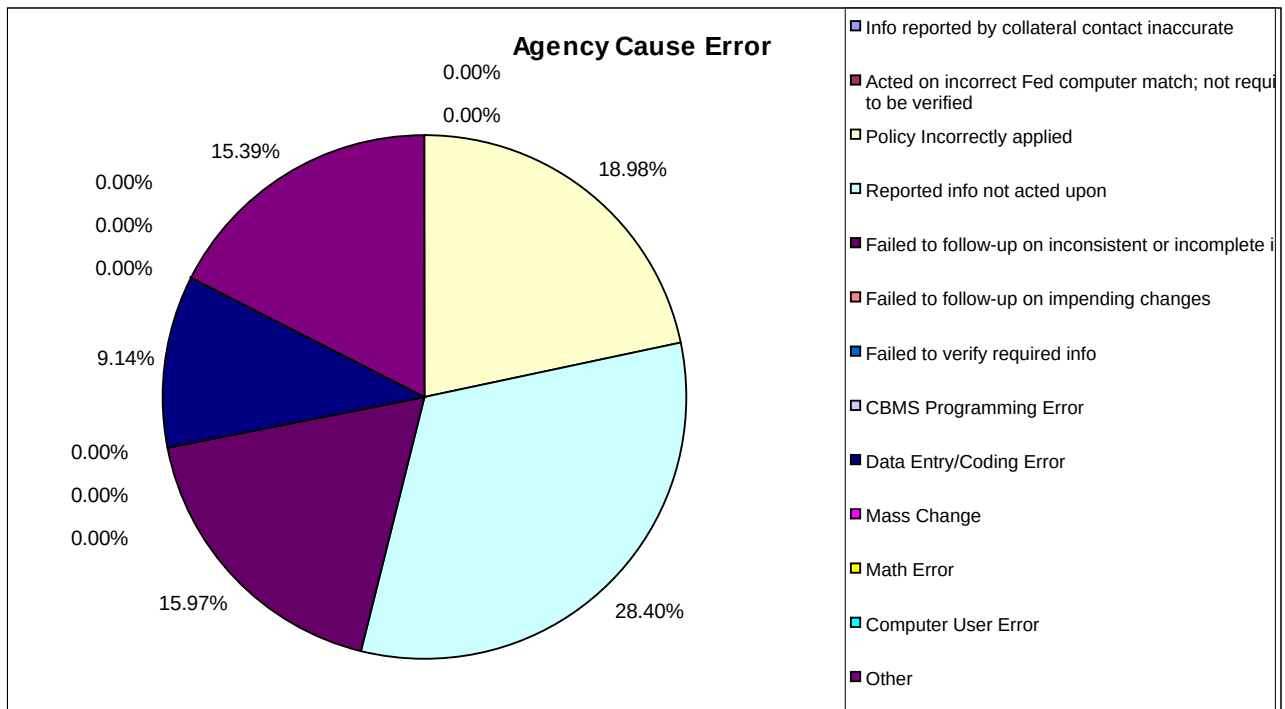


FFY 2013 Trends Continued

(October 2012 through partial December 2012)

Payment Error Cause:

AGENCY CAUSED	# of cases	% of cases	Error Dollars	% of \$ Errors
Info reported by collateral contact inaccurate				
Acted on incorrect Fed computer match; not required to be verified				
Policy Incorrectly applied	4	18.18%	\$492	18.98%
Reported info not acted upon	7	31.82%	\$736	28.40%
Failed to follow-up on inconsistent or incomplete info	4	18.18%	\$414	15.97%
Failed to follow-up on impending changes	1		\$200	
Failed to verify required info				
CBMS Programming Error				
Data Entry/Coding Error	2	9.09%	\$237	9.14%
Mass Change				
Math Error				
Computer User Error				
Other	3	13.64%	\$399	15.39%
SUBTOTAL	21	95.45%	\$2,478	95.60%
CLIENT CAUSED				
Fail to report				
Incomplete or incorrect info provided				
Info withheld	1		\$114	4.40%
Incorrect info provided				
SUBTOTAL	1	4.55%	\$114	4.40%
NOT SPECIFIED				
SUBTOTAL				
GRAND TOTAL	22	100.00%	\$2,592	100.00%

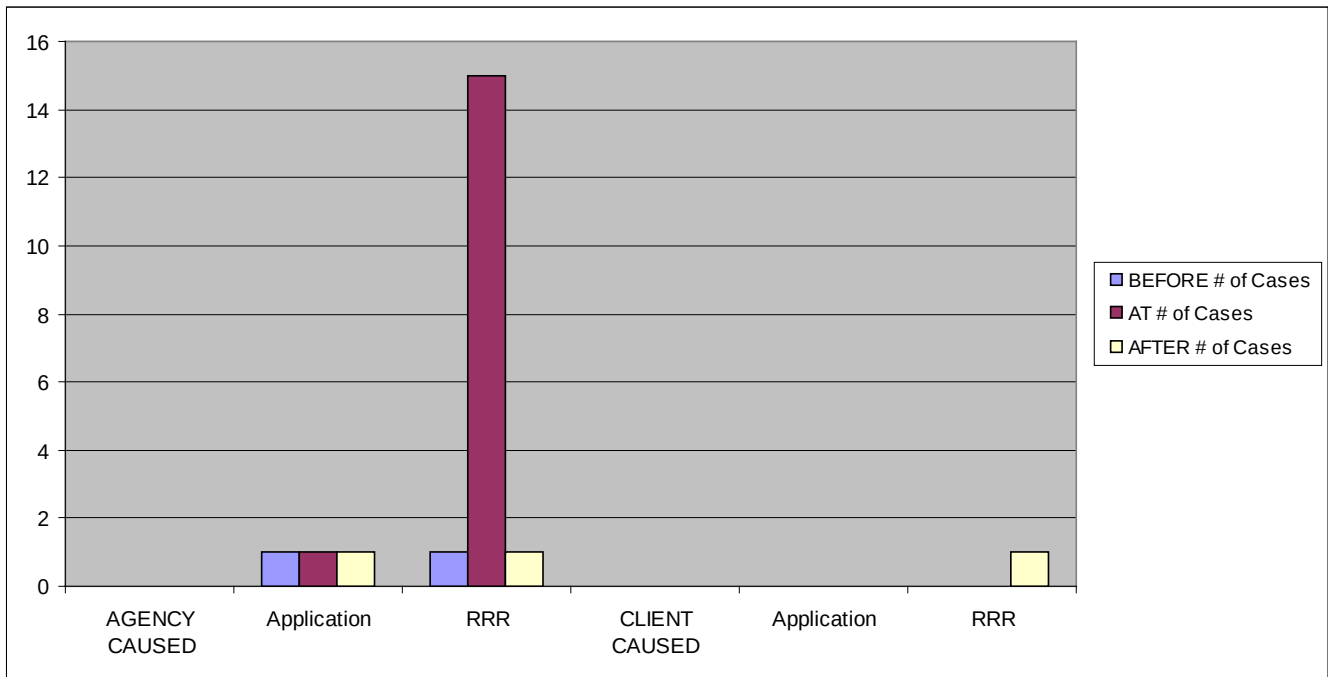


FFY 2013 Trends Continued

(October 2012 through partial December 2012)

Payment Error by Occurrence:

Most Recent Action	BEFORE	AT	AFTER	
	# of Cases	# of Cases	# of Cases	Total
AGENCY CAUSED				
Application	1	1	1	3
RRR	1	15	1	17
Subtotal	2	16	2	20
CLIENT CAUSED				
Application				0
RRR			1	1
Subtotal	0	0	1	1
Grand Total	2	16	3	21

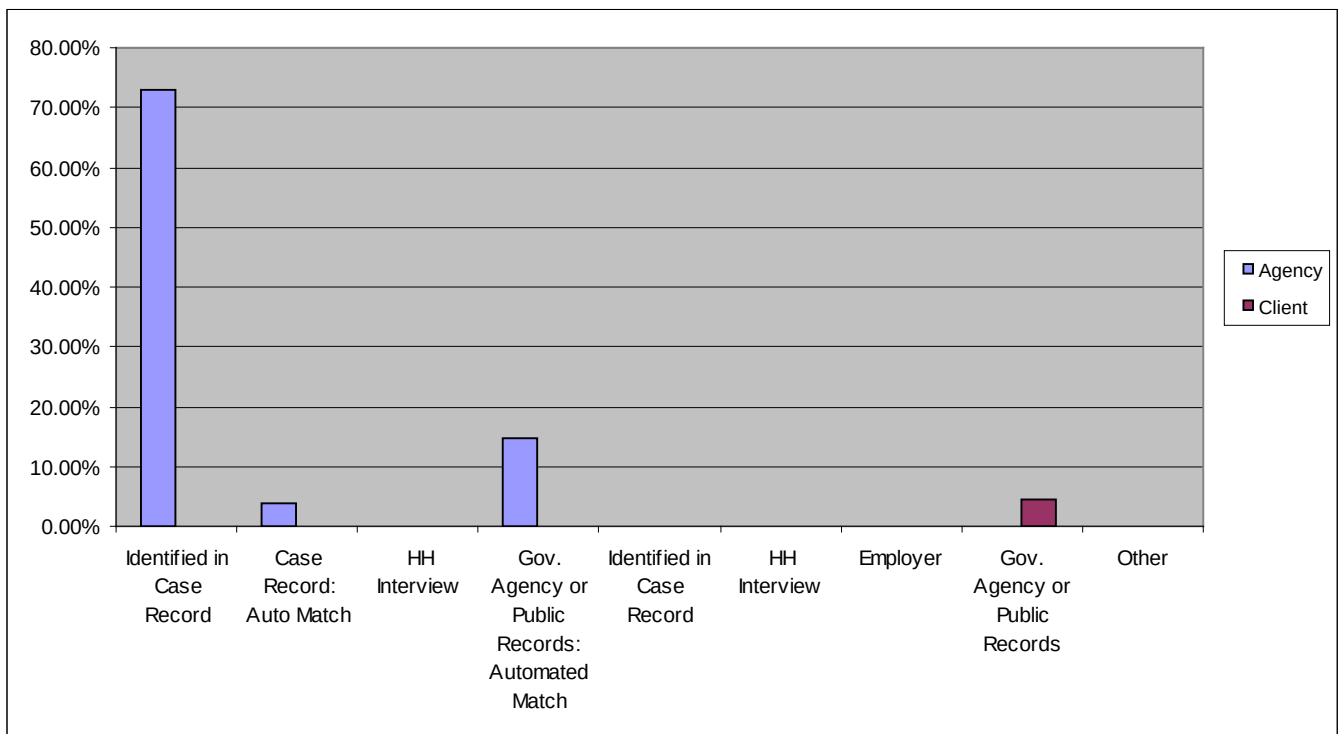


FFY 2013 Trends Continued

(October 2012 through partial December 2012)

Payment Error by Discovery:

	Agency	Client
Identified in Case Record	72.92%	
Case Record: Auto Match	3.86%	
HH Interview	0.00%	
Gov. Agency or Public Records: Automated Match	14.66%	
Identified in Case Record		0.00%
HH Interview		0.00%
Employer		0.00%
Gov. Agency or Public Records		4.40%
Other		0.00%



FFY 2013 SNAP Active Case Review for FFY 2012

Red = exceeds goal

County	Complete	\$> Threshold (PER)	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Threshold \$ Errors	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Adams	31	1	6	22.58%	\$10,364	\$146	\$71	2.09%	2	\$23	1.87%
Alamosa	1			0.00%	\$526			0.00%			
Arapahoe	31	2	4	19.35%	\$9,321	\$285	\$76	3.87%	2	\$31	3.54%
Archuleta	1			0.00%	\$593			0.00%			
Baca				#DIV/0!				#DIV/0!			
Bent	1			0.00%	\$177						
Boulder	16	2	2	25.00%	\$4,764	\$294	\$87	8.00%			
Broomfield				#DIV/0!				#DIV/0!			
Chaffee				#DIV/0!				#DIV/0!			
Cheyenne	1			0.00%	\$668						
Clear Creek	1			0.00%	\$200			0.00%			
Conejos	1			0.00%	\$128			0.00%			
Costilla				#DIV/0!				#DIV/0!			
Crowley				#DIV/0!				#DIV/0!			
Custer	1			0.00%	\$200			0.00%			
Delta	3			0.00%	\$1,068			0.00%			
Denver	41	4	7	26.83%	\$11,767	\$601	\$135	6.25%	1	\$185	4.68%
Dolores				#DIV/0!							
Douglas	4	1		25.00%	\$906	\$103		11.37%			
Eagle				#DIV/0!							
Elbert				#DIV/0!				#DIV/0!			
El Paso	30	4	3	23.33%	\$8,873	\$446	\$64	5.75%	1	\$13	5.60%
Fremont	3			0.00%	\$1,459			0.00%			
Garfield	5			0.00%	\$1,392			0.00%			
Gilpin				#DIV/0!							
Grand				#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	25	1	3	16.00%	\$6,668	\$66	\$114	2.70%			
Kiowa				#DIV/0!				#DIV/0!			
Kit Carson				#DIV/0!							
Lake				#DIV/0!							
La Plata				#DIV/0!				#DIV/0!			
Larimer	10	1	3	40.00%	\$3,437	\$67	\$96	4.74%			
Las Animas	3			0.00%	\$1,451			0.00%			
Lincoln				#DIV/0!							
Logan	1			0.00%	\$326			0.00%			
Mesa	6	2	1	50.00%	\$1,022	\$128	\$19	14.38%			
Mineral				#DIV/0!				#DIV/0!			
Moffat	1		1	100.00%	\$510		\$18	3.53%			
Montezuma	1			0.00%	\$192			0.00%			
Montrose	6		2	33.33%	\$1,486		\$36	2.42%			
Morgan	2			0.00%	\$435			0.00%			
Otero	1			0.00%	\$952			0.00%			

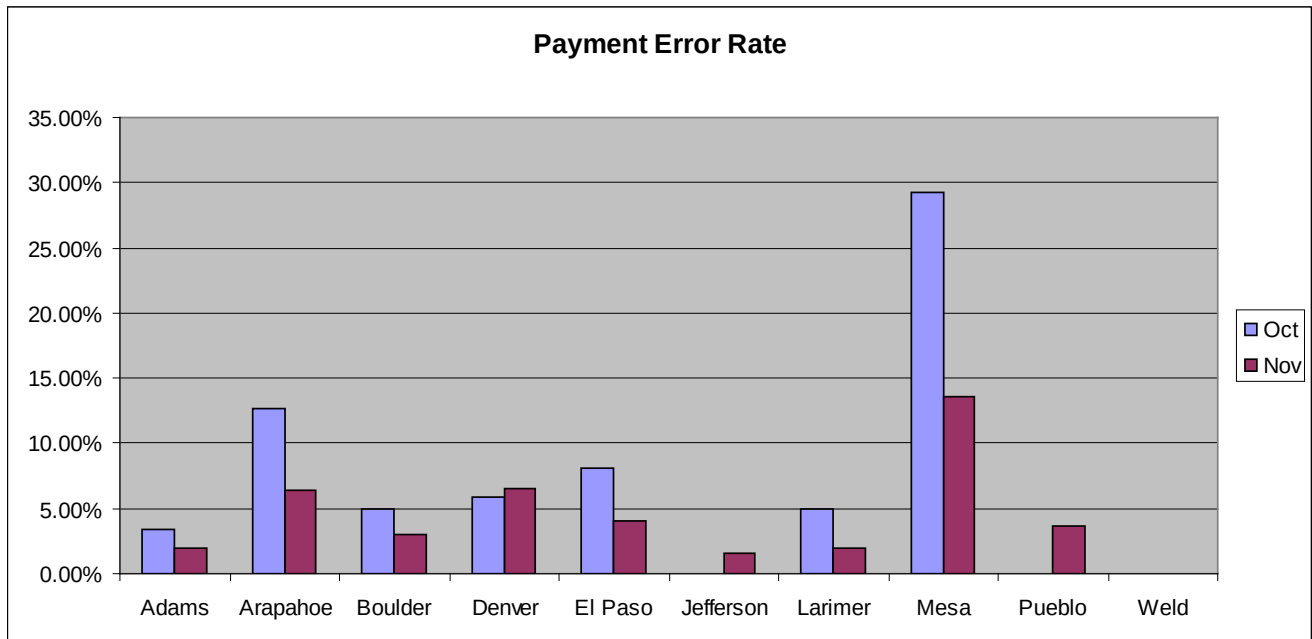
County	Complete	Errors	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Threshold \$ Errors	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Ouray	1			0.00%	\$200			0.00%			
Park	1			0.00%	\$143			0.00%			
Phillips				#DIV/0!				#DIV/0!			
Pitkin				#DIV/0!				#DIV/0!			
Prowers	2		1	50.00%	\$1,046		\$3	0.29%			
Pueblo	17	2	3	29.41%	\$4,754	\$202	\$34	4.96%	1	\$1	4.94%
Rio Blanco				#DIV/0!				#DIV/0!			
Rio Grande	1			0.00%	\$367			0.00%			
Routt				#DIV/0!				#DIV/0!			
Saguache				#DIV/0!				#DIV/0!			
San Juan				#DIV/0!				#DIV/0!			
San Miguel				#DIV/0!				#DIV/0!			
Sedgwick				#DIV/0!				#DIV/0!			
Summit	3	1	2	100.00%	\$626	\$90	\$68	25.24%	1	\$33	19.97%
Teller				#DIV/0!				#DIV/0!			
Washington				#DIV/0!				#DIV/0!			
Weld	7		1	14.29%	\$2,518		\$44	1.75%			
Yuma				#DIV/0!				#DIV/0!			
TOTAL	259	21	39	23.17%	\$78,539	\$2,428	\$865	4.19%	8	\$286	3.83%

It is critical that counties with a payment error rate in excess of 3% take measures to reduce the payment error rate in the county in order to ensure payment accuracy as incorrect benefits have a negative impact on the households served and cause unnecessary hardship on these households with either providing less benefits that are much needed or claims in addition to additional workload for county workers.

FFY 2013 SNAP Active Case Review Big 10 Counties

Cumulative:

	Adams	Arapahoe	Boulder	Denver	El Paso	Jefferson	Larimer	Mesa	Pueblo	Weld
Oct	3.45%	12.67%	4.99%	5.91%	8.15%	0.00%	4.94%	29.29%	0.00%	0.00%
Nov	1.96%	6.44%	3.03%	6.58%	4.09%	1.62%	1.95%	13.56%	3.70%	0.00%



FY 2013 SNAP Negative Case Review

(October through partial Jan 2013)

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	13	4	30.77%	1	23.08%
Alamosa	1	1	100.00%		100.00%
Arapahoe	22	12	54.55%	5	31.82%
Archuleta			#DIV/0!		#DIV/0!
Baca					
Bent			#DIV/0!		#DIV/0!
Boulder	6	4	66.67%	5	-16.67%
Broomfield			#DIV/0!		#DIV/0!
Chaffee	1		0.00%		0.00%
Cheyenne					
Clear Creek					
Conejos			#DIV/0!		#DIV/0!
Costilla	1	1			
Crowley			#DIV/0!		#DIV/0!
Custer					
Delta	2	2	100.00%	1	50.00%
Denver	41	23	56.10%	9	34.15%
Dolores	1				
Douglas	3		0.00%		0.00%
Eagle	2	1	50.00%		50.00%
El Paso	33	13	39.39%	4	27.27%
Elbert			#DIV/0!		#DIV/0!
Fremont	2	1	50.00%		50.00%
Garfield	2	2	100.00%		100.00%
Gilpin					
Grand			#DIV/0!		#DIV/0!
Gunnison	1				
Hinsdale					
Huerfano			#DIV/0!		#DIV/0!
Jackson					
Jefferson	16	7	43.75%	3	25.00%
Kiowa					
Kit Carson					
Lake			#DIV/0!		#DIV/0!
La Plata	2		0.00%		0.00%
Larimer	10	6	60.00%		60.00%
Las Animas	1		0.00%		0.00%
Lincoln					
Logan			#DIV/0!		#DIV/0!
Mesa	14	7	50.00%	2	35.71%
Mineral					
Moffat			#DIV/0!		#DIV/0!
Montezuma			#DIV/0!		#DIV/0!
Montrose	2	2	100.00%	1	50.00%
Morgan			#DIV/0!		#DIV/0!
Otero	1	1	100.00%		100.00%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park					
Phillips					
Pitkin			#DIV/0!		#DIV/0!
Prowers	1	1	100.00%		100.00%
Pueblo	10	5	50.00%	2	30.00%
Rio Blanco					
Rio Grande			#DIV/0!		#DIV/0!
Routt	1		0.00%		0.00%
Saguache	1	1	100.00%		100.00%
San Juan					
San Miguel			#DIV/0!		#DIV/0!
Sedgwick			#DIV/0!		#DIV/0!
Summit					
Teller			#DIV/0!		#DIV/0!
Washington					
Weld	14	8	57.14%	6	14.29%
Yuma	2	1		1	
TOTAL	206	103	50.00%	40	30.58%

Projected Negative Error Rate (October through December 2012):

Total Reviews = 182

Total Invalid = 103

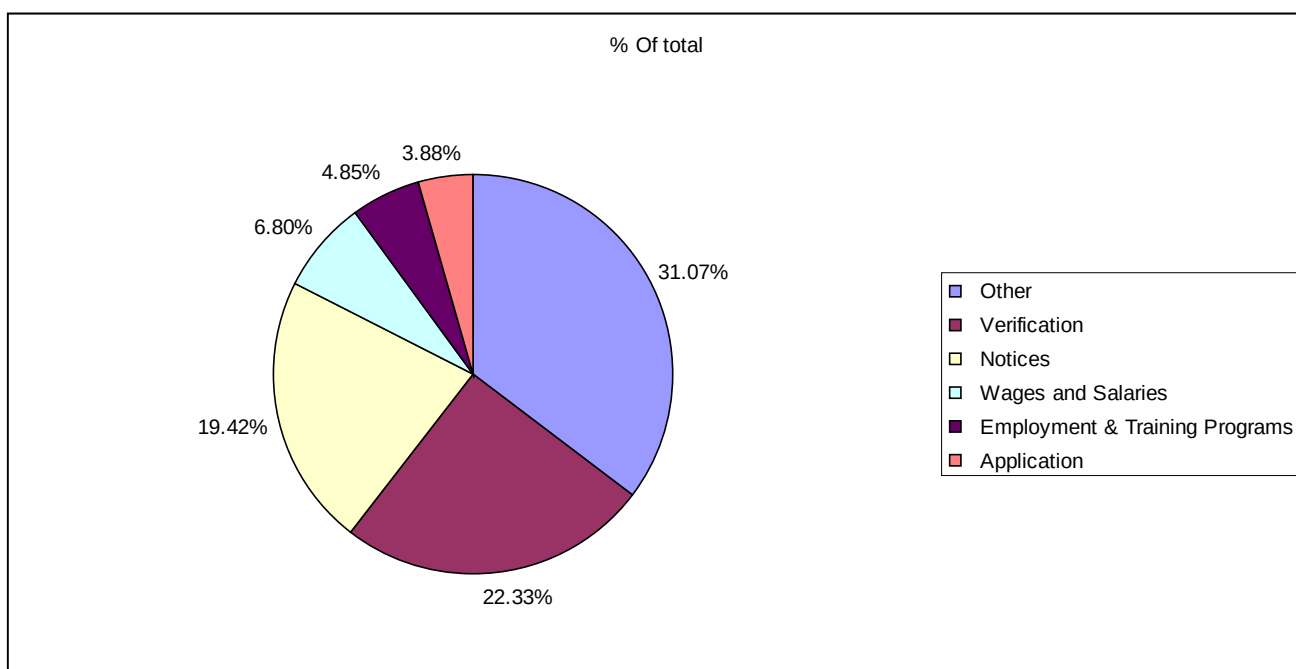
Negative Error Rate = 56.59%

FFY 2013 Negative Error Trends

(October 2012 through partial January 2013)

Negative Error Ranking (top elements only):

Element	Invalid #	% Of total
Other	32	31.07%
Verification	23	22.33%
Notices	20	19.42%
Wages and Salaries	7	6.80%
Employment & Training Programs	5	4.85%
Application	4	3.88%



SNAP Federal Application Timeliness for FFY 2013

County	TIMELY (Reg and EXP)		NOT TIMELY (Reg and EXP)		OTHER (Prior to FFY)		TIMELINESS TOTAL		% OF STATE TOTAL CASES REVIEWED	% OF STATE TIMELINES S RATE
	#	% of Sample	#	% of Sample	#	% of Sample	TOTAL CASES	TIMELINE SS RATE	%	%
001 - Adams	4	11.76%	0	0.00%	30	88.24%	34	100.00%	9.63%	7.84%
002 - Alamosa	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.85%	1.96%
003 - Arapahoe	6	15.38%	0	0.00%	33	84.62%	39	100.00%	11.05%	11.76%
004 - Archuleta	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
006 - Bent	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
007 - Boulder	1	5.26%	0	0.00%	18	94.74%	19	100.00%	5.38%	1.96%
009 - Cheyenne	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
010 - Clear Creek	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
011 - Conejos	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
014 - Custer	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
015 - Delta	1	20.00%	0	0.00%	4	80.00%	5	100.00%	1.42%	1.96%
016 - Denver	7	10.94%	2	3.13%	55	85.94%	64	77.78%	18.13%	13.73%
018 - Douglas	0	0.00%	0	0.00%	4	100.00%	4		1.13%	0.00%
021 - El Paso	12	27.27%	0	0.00%	32	72.73%	44	100.00%	12.46%	23.53%
022 - Fremont	2	50.00%	0	0.00%	2	50.00%	4	100.00%	1.13%	3.92%
023 - Garfield	1	20.00%	0	0.00%	4	80.00%	5	100.00%	1.42%	1.96%
028 - Huerfano	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
030 - Jefferson	7	21.21%	0	0.00%	26	78.79%	33	100.00%	9.35%	13.73%
034 - La Plata	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.28%	1.96%
035 - Larimer	2	14.29%	0	0.00%	12	85.71%	14	100.00%	3.97%	3.92%
036 - Las Animas	0	0.00%	0	0.00%	3	100.00%	3		0.85%	0.00%
038 - Logan	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
039 - Mesa	1	7.69%	1	7.69%	11	84.62%	13	50.00%	3.68%	1.96%
041 - Moffat	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
042 - Montezuma	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.85%	1.96%
043 - Montrose	1	14.29%	0	0.00%	6	85.71%	7	100.00%	1.98%	1.96%
044 - Morgan	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.57%	1.96%
045 - Otero	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
046 - Ouray	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
047 - Park	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
050 - Prowers	0	0.00%	0	0.00%	2	100.00%	2		0.57%	0.00%
051 - Pueblo	0	0.00%	0	0.00%	19	100.00%	19		5.38%	0.00%
053 - Rio Grande	0	0.00%	0	0.00%	1	100.00%	1		0.28%	0.00%
059 - Summit	0	0.00%	1	33.33%	2	66.67%	3	0.00%	0.85%	0.00%
062 - Weld	2	15.38%	0	0.00%	11	84.62%	13	100.00%	3.68%	3.92%
TOTAL	51	14.45 %	4	1.13 %	298	84.42 %	353	92.73 %	100 %	100 %

SNAP Federal RRR Timeliness for FFY 2013

County	Timely	Caused		% Timely
		Agency	Client	
001 - Adams	12	1	1	85.71%
002 - Alamosa	2			100.00%
003 - Arapahoe	24			100.00%
004 - Archuleta	1			100.00%
006 - Bent	2			100.00%
007 - Boulder	11			100.00%
009 - Cheyenne	1			100.00%
010 - Clear Creek				#DIV/0!
011 - Conejos	2			100.00%
014 - Custer				#DIV/0!
015 - Delta	2		1	66.67%
016 - Denver	44	1	1	95.65%
018 - Douglas	4			100.00%
021 - El Paso	17			100.00%
022 - Fremont	1		1	50.00%
023 - Garfield	1		1	50.00%
030 - Jefferson	9	3	2	64.29%
034 - La Plata		1		0.00%
035 - Larimer	5	3	2	50.00%
036 - Las Animas	3			100.00%
038 - Logan	1			100.00%
039 - Mesa	5	1	1	71.43%
041 - Moffat				#DIV/0!
042 - Montezuma	2			100.00%
043 - Montrose	5			100.00%
044 - Morgan				#DIV/0!
045 - Otero	1			100.00%
046 - Ouray	1			100.00%
047 - Park				#DIV/0!
050 - Prowers	2			100.00%
051 - Pueblo	16		1	94.12%
052 - Rio Blanco				#DIV/0!
059 - Summit	2			100.00%
062 - Weld	5	2	1	62.50%
TOTAL	181	12	12	88.29%