



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 4, 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 = **7.77%**  
Active Payment Error Rate (PER) = **4.66%**  
Target Goal = 3%

- Total Cases Reviewed = 83
- Total Cases with Errors = 11
- Total Issuance = \$24,188
- Total Misspent = \$1,126

Negative Error Rate = **62.16**  
Target Goal = 25%

- Total Cases Reviewed = 74
- Total Invalid = 46

**Negative Error Rate without  
CBMS or NOAA Errors = 61.16%**

**FEDERAL TIMELINESS:**

State Application = 90%  
State RRR = 89.35%

# SNAP QA Active Error Rates

(October 2012 through October 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 = **14.56%**

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

Target Goal = 3%

- Total Cases Reviewed = 83
- Total Cases with Errors = 17
- Total Issuance = \$24,188
- Total Misspent = \$446

## **Combined State Payment Error Rate:**

Active Case Error Rate = **33.73%**

**1 of every 3 HH's is give incorrect benefits**

Active Payment Error Rate (Combined) = **6.5%**

Target Goal = 3%

- Total Cases Reviewed = 83
- Total Cases with Errors = 28
- Total Issuance = \$24,188
- Total Misspent = \$1,572

# FFY 2013 Trends

(October 2012 through October 2012)

Payment Error by Element:

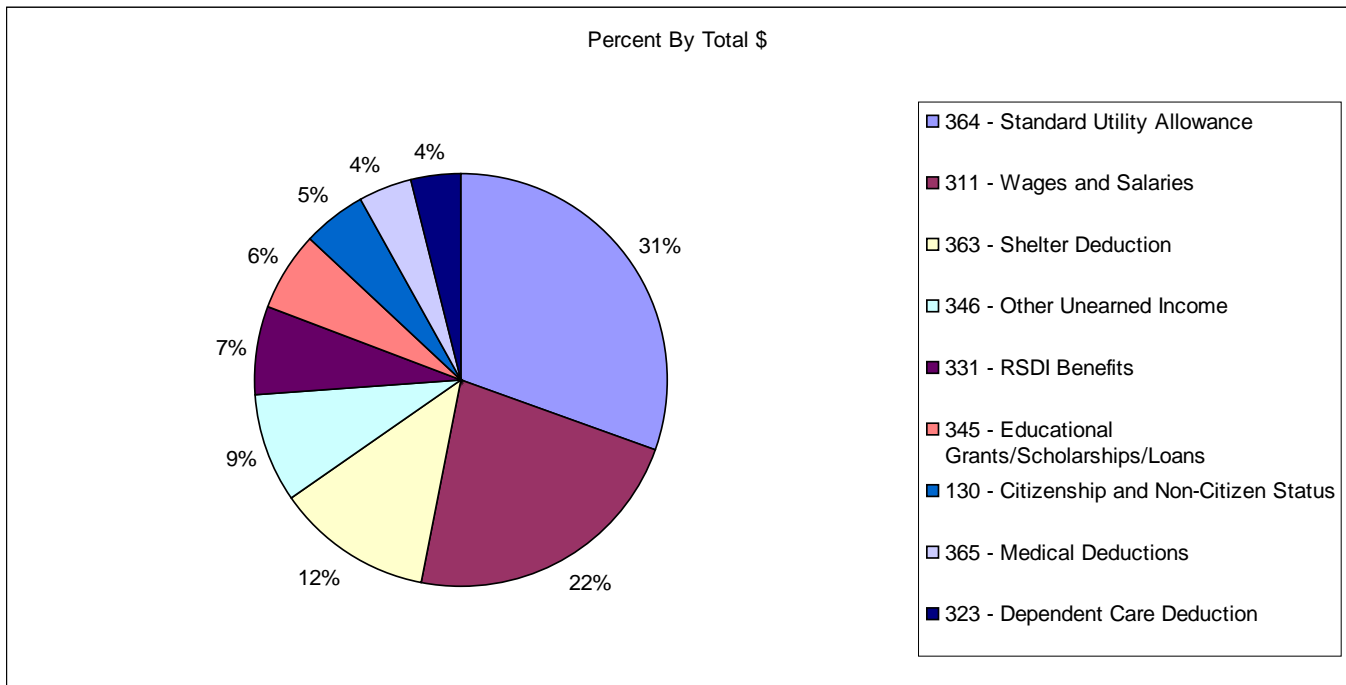
County	Income							Deductions					Other			TOTAL	
	Earned \$	Child Support \$	RSDI \$	SSI \$	TANF	UIB \$	Other \$	Child Support	Child Care	Medical	Shelter	Utilities	HH Comp	Student Status	Other	Agency	Client
<b>Adams</b>																	
Agency							\$146									\$146	
Client																	\$0
<b>Arapahoe</b>																	
Agency	\$177											\$108				\$285	
Client																	\$0
<b>Boulder</b>																	
Agency																\$0	
Client			\$114														\$114
<b>Denver</b>																	
Agency											\$108	\$108				\$216	
Client																	\$0
<b>El Paso</b>																	
Agency	\$200										\$83		\$87			\$370	
Client																	\$0
<b>Jefferson</b>																	
Agency																\$66	
Client																	\$0
<b>Larimer</b>																	
Agency									\$67							\$67	
Client																	\$0
<b>Mesa</b>																	
Agency											\$128					\$128	
Client																	\$0
<b>Pueblo</b>																	
Agency												\$102				\$102	
Client																	\$0
<b>Weld</b>																	
Agency																\$0	
Client																	\$0
<b>Big 10 Total</b>	\$377	\$0	\$114	\$0	\$0	\$0	\$146	\$0	\$67	\$0	\$385	\$318	\$87	\$0	\$0	\$1,380	\$114
<b>BIG 10 Grand</b>	\$1,494																
<b>All Others</b>																	
Agency							\$103					\$90					
Client																	\$0
<b>All Others</b>	\$0	\$0	\$0	\$0	\$0	\$0	\$103	\$0	\$0	\$0	\$0	\$90	\$0	\$0	\$0	\$0	\$0
<b>Statewide</b>	\$377	\$0	\$114	\$0	\$0	\$0	\$249	\$0	\$67	\$0	\$385	\$408	\$87	\$0	\$0	\$1,380	\$114
<b>TOTAL</b>	\$1,687																

# FFY 2013 Trends Continued

(October 2012 through October 2012)

Payment Error Rank by Cost:

Error Elements	Error Dollars	Percent By Total \$	Error Cases	Percent By Total
364 - Standard Utility Allowance	\$516	30.59%	5	31.25%
311 - Wages and Salaries	\$377	22.35%	2	12.50%
363 - Shelter Deduction	\$209	12.39%	3	18.75%
346 - Other Unearned Income	\$146	8.65%	1	6.25%
331 - RSDI Benefits	\$114	6.76%	1	6.25%
345 - Educational Grants/Scholarships/Loans	\$103	6.11%	1	6.25%
130 - Citizenship and Non-Citizen Status	\$87	5.16%	1	6.25%
365 - Medical Deductions	\$68	4.03%	1	6.25%
323 - Dependent Care Deduction	\$67	3.97%	1	6.25%
<b>Totals</b>	<b>\$1,687</b>	<b>100.00%</b>	<b>16</b>	<b>100.00%</b>

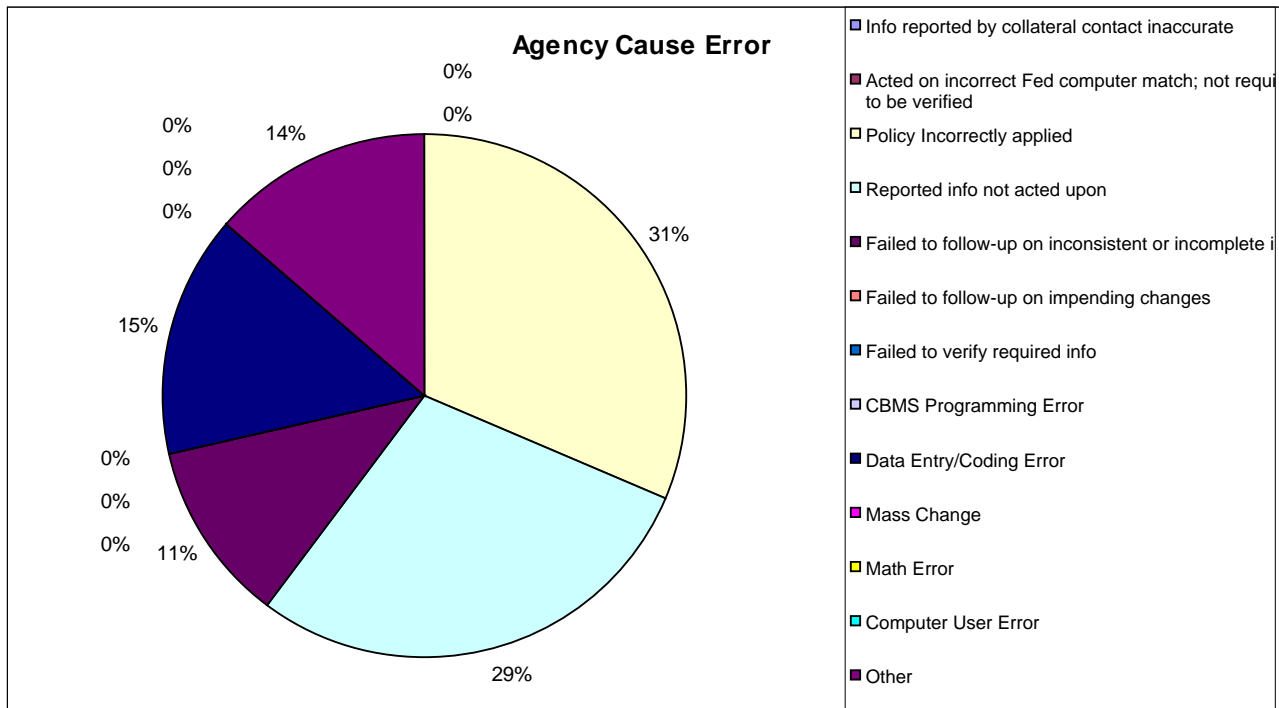


# FFY 2013 Trends Continued

(October 2012 through October 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	25.00%	\$492	29.16%
Reported info not acted upon	5	31.25%	\$456	27.03%
Failed to follow-up on inconsistent or incomplete info	2	12.50%	\$174	10.31%
Failed to follow-up on impending changes				
Failed to verify required info				
CBMS Programming Error				
Data Entry/Coding Error	2	12.50%	\$237	14.05%
Mass Change				
Math Error				
Computer User Error				
Other	2	12.50%	\$214	12.69%
<b>SUBTOTAL</b>	<b>15</b>	<b>93.75%</b>	<b>\$1,573</b>	<b>93.24%</b>
<b>CLIENT CAUSED</b>				
Fail to report				
Incomplete or incorrect info provided				
Info withheld	1		\$114	6.76%
Incorrect info provided				
<b>SUBTOTAL</b>	<b>1</b>	<b>6.25%</b>	<b>\$114</b>	<b>6.76%</b>
<b>NOT SPECIFIED</b>				
<b>SUBTOTAL</b>				
<b>GRAND TOTAL</b>	<b>16</b>	<b>100.00%</b>	<b>\$1,687</b>	<b>100.00%</b>

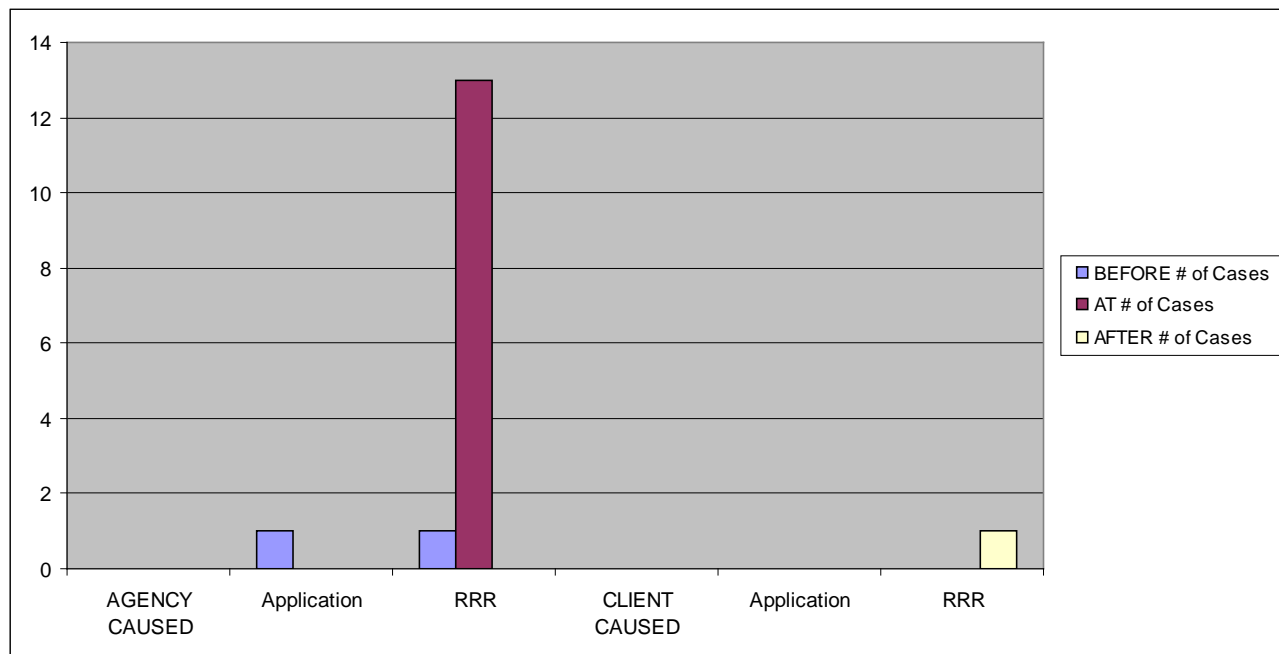


## FFY 2013 Trends Continued

(October 2012 through October 2012)

Payment Error by Occurrence:

Most Recent Action	BEFORE	AT	AFTER	
	# of Cases	# of Cases	# of Cases	Total
<b>AGENCY CAUSED</b>				
Application	1			1
RRR	1	13		14
Subtotal	2	13	0	15
<b>CLIENT CAUSED</b>				
Application				0
RRR			1	1
Subtotal	0	0	1	1
<b>Grand Total</b>	<b>2</b>	<b>13</b>	<b>1</b>	<b>16</b>

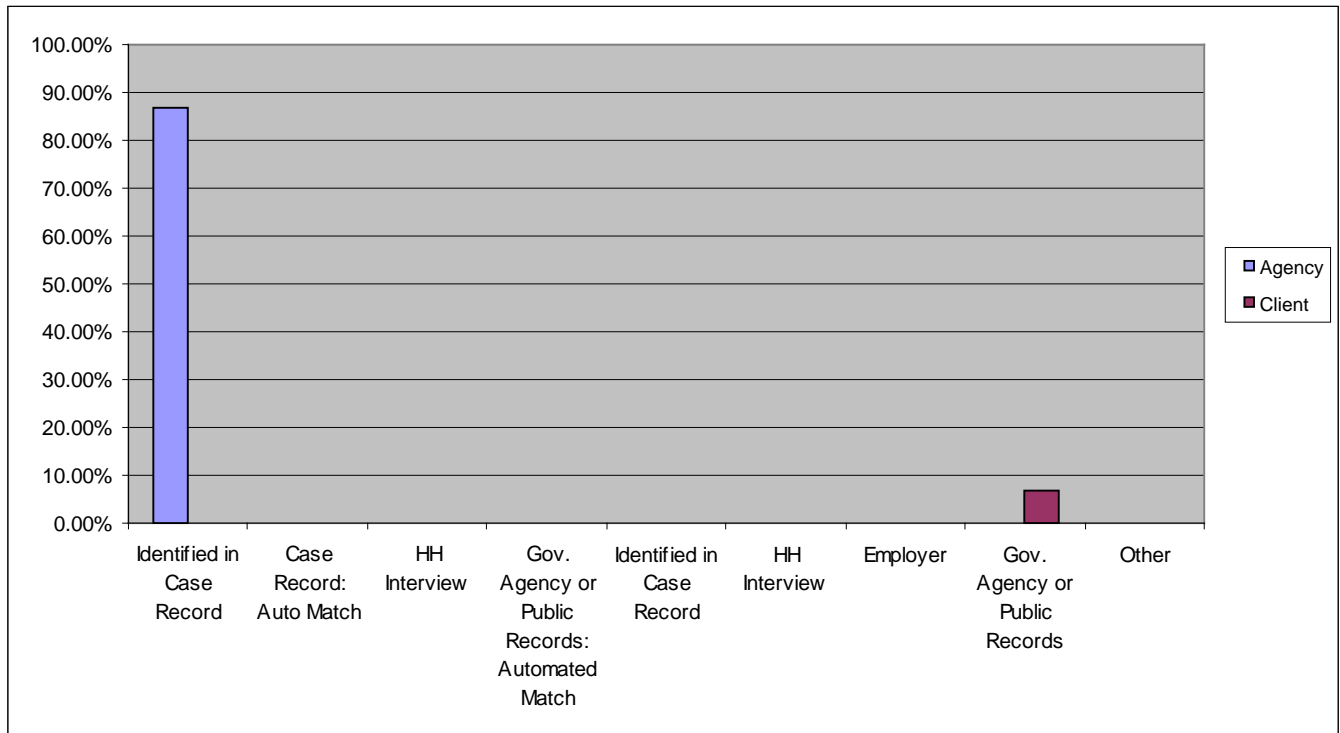


# FFY 2013 Trends Continued

(October 2012 through October 2012)

Payment Error by Discovery:

	Agency	Client
Identified in Case Record	<b>86.84%</b>	
Case Record: Auto Match	0.00%	
HH Interview	0.00%	
Gov. Agency or Public Records: Automated Match	0.00%	
Identified in Case Record		0.00%
HH Interview		0.00%
Employer		0.00%
Gov. Agency or Public Records		6.76%
Other		0.00%



## FFY 2013 SNAP Active Case Review for FFY 2012

Federal Payment Error Rate (official):

Red = exceeds goal

County	Complete	\$> Threshold (PER)	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Threshold \$ Errors	ERROR RATE
Adams	31	1	6	22.58%	\$10,364	\$146	\$71	2.09%
Alamosa	1			0.00%	\$526			0.00%
Arapahoe	22	2	2	18.18%	\$5,734	\$285	\$45	5.76%
Archuleta	1			0.00%	\$593			0.00%
Baca				#DIV/0!				#DIV/0!
Bent				#DIV/0!				#DIV/0!
Boulder	12	1	1	16.67%	\$3,864	\$114	\$45	4.11%
Broomfield				#DIV/0!				#DIV/0!
Chaffee				#DIV/0!				#DIV/0!
Cheyenne				#DIV/0!				#DIV/0!
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	34	2	7	26.47%	\$10,035	\$216	\$135	3.50%
Dolores				#DIV/0!				#DIV/0!
Douglas	4	1		25.00%	\$906	\$103		11.37%
Eagle				#DIV/0!				#DIV/0!
Elbert				#DIV/0!				#DIV/0!
El Paso	21	3	2	23.81%	\$6,432	\$370	\$53	6.58%
Fremont	2			0.00%	\$648			0.00%
Garfield	5			0.00%	\$1,392			0.00%
Gilpin				#DIV/0!				#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	20	1	2	15.00%	\$5,438	\$66	\$83	2.74%
Kiowa				#DIV/0!				#DIV/0!
Kit Carson				#DIV/0!				#DIV/0!
Lake				#DIV/0!				#DIV/0!
La Plata				#DIV/0!				#DIV/0!
Larimer	8	1	2	37.50%	\$2,899	\$67	\$92	5.48%
Las Animas	3			0.00%	\$1,451			0.00%
Lincoln				#DIV/0!				#DIV/0!
Logan	1			0.00%	\$326			0.00%
Mesa	5	2	1	60.00%	\$944	\$128	\$19	15.57%
Mineral				#DIV/0!				#DIV/0!
Moffat	1		1	100.00%	\$510		\$18	3.53%
Montezuma				#DIV/0!				#DIV/0!
Montrose	2		1	50.00%	\$530		\$22	4.15%
Morgan	2			0.00%	\$435			0.00%
Otero				#DIV/0!				#DIV/0!



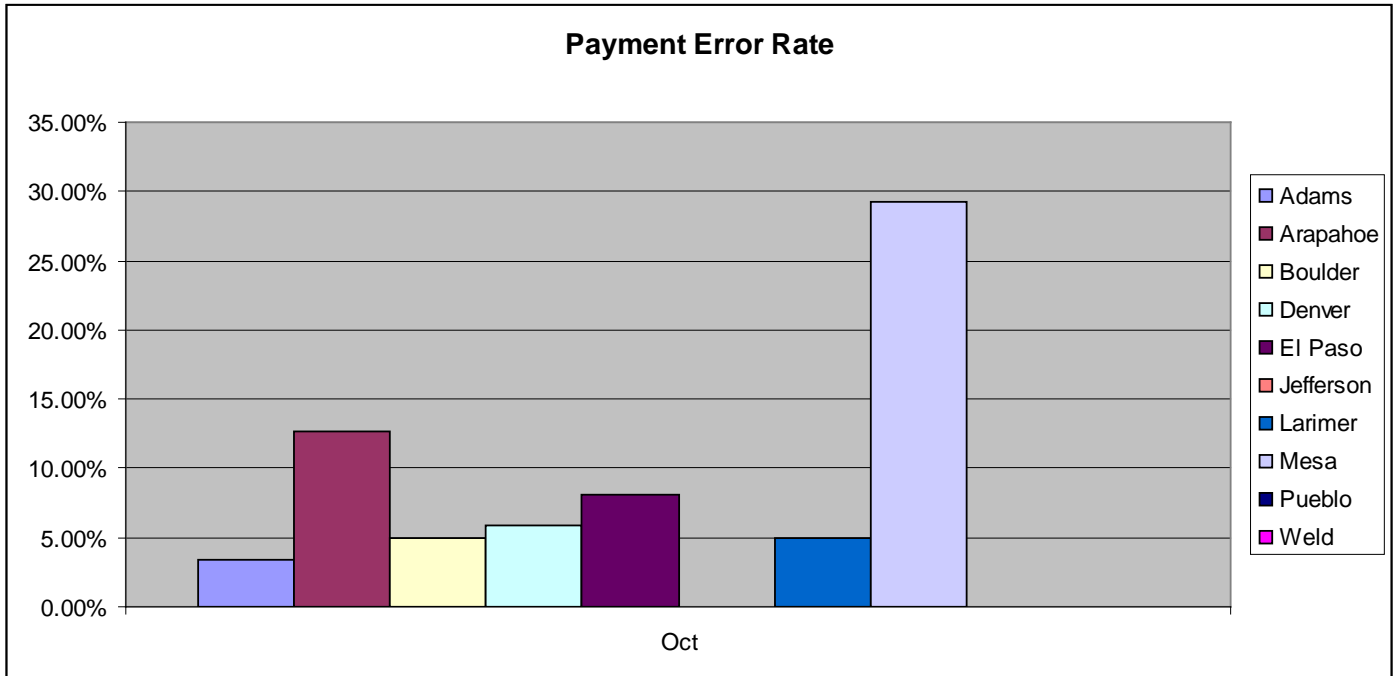
County	Complete	Errors	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Threshold \$ Errors	ERROR RATE
Ouray	1			0.00%	\$200			0.00%
Park	1			0.00%	\$143			0.00%
Phillips				#DIV/0!				#DIV/0!
Pitkin				#DIV/0!				#DIV/0!
Prowers	2		1	50.00%	\$1,046		\$3	0.29%
Pueblo	15	1	3	26.67%	\$4,106	\$102	\$34	3.31%
Rio Blanco				#DIV/0!				#DIV/0!
Rio Grande				#DIV/0!				#DIV/0!
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	2	1	1	100.00%	\$486	\$90	\$33	25.31%
Teller				#DIV/0!				#DIV/0!
Washington				#DIV/0!				#DIV/0!
Weld	4			0.00%	\$1,368			0.00%
Yuma				#DIV/0!				#DIV/0!
<b>TOTAL</b>	<b>206</b>	<b>16</b>	<b>30</b>	<b>22.33%</b>	<b>\$61,972</b>	<b>\$1,687</b>	<b>\$653</b>	<b>3.78%</b>

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 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%



## FY 2013 SNAP Negative Case Review

County	Complete	Errors	Neg Case Error Rate	CBMS/NOAA Errors	County Error Rate
Adams	6	3	50.00%	1	33.33%
Alamosa	1	1	100.00%		100.00%
Arapahoe	16	7	43.75%	5	12.50%
Archuleta			#DIV/0!		#DIV/0!
Baca					
Bent			#DIV/0!		#DIV/0!
Boulder	5	4	80.00%	1	60.00%
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	24	14	58.33%	8	25.00%
Dolores	1				
Douglas	2		0.00%		0.00%
Eagle	2	1	50.00%		50.00%
El Paso	20	6	30.00%	2	20.00%
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	12	6	50.00%	2	33.33%
Kiowa					
Kit Carson					
Lake			#DIV/0!		#DIV/0!
La Plata	2		0.00%		0.00%
Larimer	7	5	71.43%		71.43%
Las Animas	1		0.00%		0.00%
Lincoln					
Logan			#DIV/0!		#DIV/0!
Mesa	11	4	36.36%	2	18.18%
Mineral					
Moffat			#DIV/0!		#DIV/0!
Montezuma			#DIV/0!		#DIV/0!
Montrose			#DIV/0!	1	#DIV/0!
Morgan			#DIV/0!		#DIV/0!
Otero	1	1	100.00%		100.00%

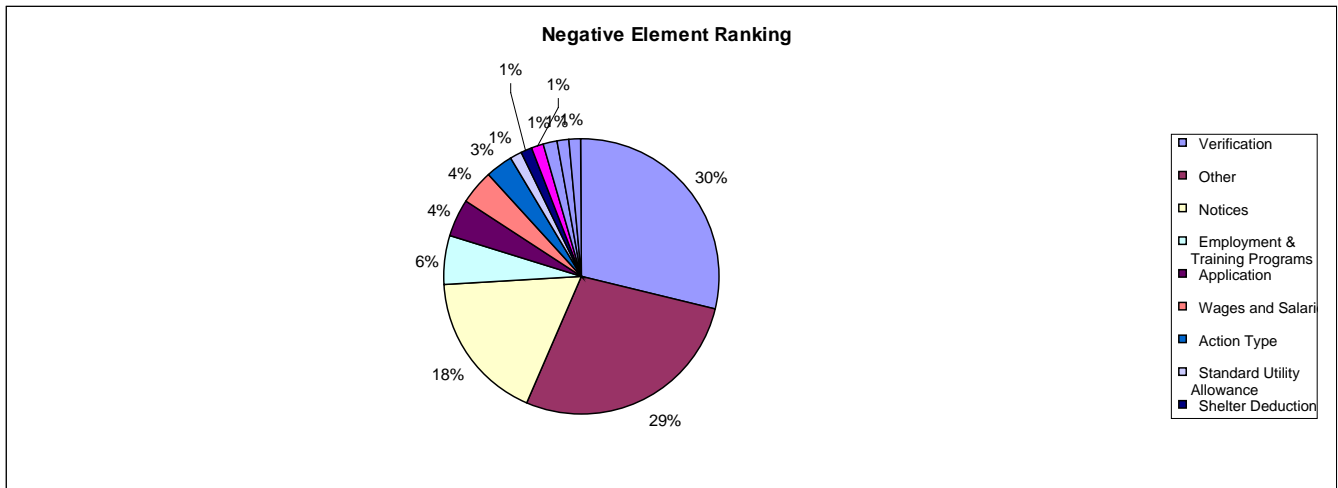
County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park					
Phillips					
Pitkin			#DIV/0!		#DIV/0!
Prowers			#DIV/0!		#DIV/0!
Pueblo	9	4	44.44%	1	33.33%
Rio Blanco					
Rio Grande			#DIV/0!		#DIV/0!
Routt	1		0.00%		0.00%
Saguache			#DIV/0!		#DIV/0!
San Juan					
San Miguel			#DIV/0!		#DIV/0!
Sedgwick			#DIV/0!		#DIV/0!
Summit					
Teller			#DIV/0!		#DIV/0!
Washington					
Weld	9	6	66.67%	5	11.11%
Yuma	2	1		1	
<b>TOTAL</b>	<b>141</b>	<b>69</b>	<b>48.94%</b>	<b>30</b>	<b>27.66%</b>

## FFY 2013 Negative Error Trends

(October 2012 through October 2012)

Negative Error Ranking (top elements only):

Element	Invalid #	% Of total
Verification	20	28.99%
Other	19	27.54%
Notices	12	17.39%
Employment & Training Programs	4	5.80%
Application	3	4.35%
Wages and Salaries	3	4.35%
Action Type	2	2.90%
Standard Utility Allowance	1	1.45%
Shelter Deduction	1	1.45%
Other Unearned Income	1	1.45%
Other Non-Liquid Resources	1	1.45%
Residency	1	1.45%
Citizenship and NonCitizen Status	1	1.45%
<b>TOTAL</b>	<b>69</b>	<b>100.00%</b>



# 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	3	9.68%	0	0.00%	28	90.32%	31	100.00%	11.61%	11.11%
002 - Alamosa	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
003 - Arapahoe	2	6.90%	0	0.00%	27	93.10%	29	100.00%	10.86%	7.41%
004 - Archuleta	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
006 - Bent	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
007 - Boulder	1	5.56%	0	0.00%	17	94.44%	18	100.00%	6.74%	3.70%
009 - Cheyenne	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
010 - Clear Creek	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
011 - Conejos	0	0.00%	0	0.00%	2	100.00%	2		0.75%	0.00%
014 - Custer	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
015 - Delta	0	0.00%	0	0.00%	3	100.00%	3		1.12%	0.00%
016 - Denver	3	7.50%	2	5.00%	35	87.50%	40	60.00%	14.98%	11.11%
018 - Douglas	0	0.00%	0	0.00%	4	100.00%	4		1.50%	0.00%
021 - El Paso	7	23.33%	0	0.00%	23	76.67%	30	100.00%	11.24%	25.93%
022 - Fremont	1	33.33%	0	0.00%	2	66.67%	3	100.00%	1.12%	3.70%
023 - Garfield	1	20.00%	0	0.00%	4	80.00%	5	100.00%	1.87%	3.70%
030 - Jefferson	4	13.79%	0	0.00%	25	86.21%	29	100.00%	10.86%	14.81%
035 - Larimer	1	10.00%	0	0.00%	9	90.00%	10	100.00%	3.75%	3.70%
036 - Las Animas	0	0.00%	0	0.00%	3	100.00%	3		1.12%	0.00%
038 - Logan	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
039 - Mesa	1	11.11%	0	0.00%	8	88.89%	9	100.00%	3.37%	3.70%
041 - Moffat	0	0.00%	0	0.00%	2	100.00%	2		0.75%	0.00%
042 - Montezuma	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.37%	3.70%
043 - Montrose	1	20.00%	0	0.00%	4	80.00%	5	100.00%	1.87%	3.70%
044 - Morgan	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.75%	3.70%
045 - Otero	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
046 - Ouray	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
047 - Park	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
050 - Prowers	0	0.00%	0	0.00%	2	100.00%	2		0.75%	0.00%
051 - Pueblo	0	0.00%	0	0.00%	18	100.00%	18		6.74%	0.00%
052 - Rio Blanco	0	0.00%	0	0.00%	1	100.00%	1		0.37%	0.00%
059 - Summit	0	0.00%	1	33.33%	2	66.67%	3	0.00%	1.12%	0.00%
062 - Weld	0	0.00%	0	0.00%	7	100.00%	7		2.62%	0.00%
<b>TOTAL</b>	<b>27</b>	<b>10.11%</b>	<b>3</b>	<b>1.12%</b>	<b>237</b>	<b>88.76%</b>	<b>267</b>	<b>90.00%</b>	<b>100%</b>	<b>100%</b>

## SNAP Federal RRR Timeliness for FFY 2013

County	Timely	Caused		% Timely
		Agency	Client	
001 - Adams	12	1		92.31%
002 - Alamosa	1			100.00%
003 - Arapahoe	21			100.00%
004 - Archuleta	1			100.00%
006 - Bent	2			100.00%
007 - Boulder	10			100.00%
009 - Cheyenne	1			100.00%
010 - Clear Creek				#DIV/0!
011 - Conejos	2			100.00%
014 - Custer				#DIV/0!
015 - Delta	1		1	50.00%
016 - Denver	34	2		94.44%
018 - Douglas	4			100.00%
021 - El Paso	12			100.00%
022 - Fremont			1	0.00%
023 - Garfield	1		1	50.00%
030 - Jefferson	8	2	2	66.67%
034 - La Plata		1		0.00%
035 - Larimer	4	2	1	57.14%
036 - Las Animas	3			100.00%
038 - Logan	1			100.00%
039 - Mesa	4	1		80.00%
041 - Moffat				#DIV/0!
042 - Montezuma				#DIV/0!
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	15		1	93.75%
052 - Rio Blanco				#DIV/0!
059 - Summit	2			100.00%
062 - Weld	3	1	1	60.00%
<b>TOTAL</b>	<b>151</b>	<b>10</b>	<b>8</b>	<b>89.35%</b>