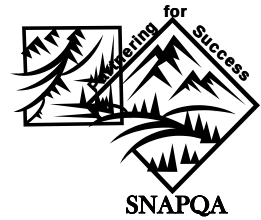




Colorado Department of Human Services
people who help people

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

(May 30, 2013 - for October 2012 through partial March 2013)

NATIONAL:

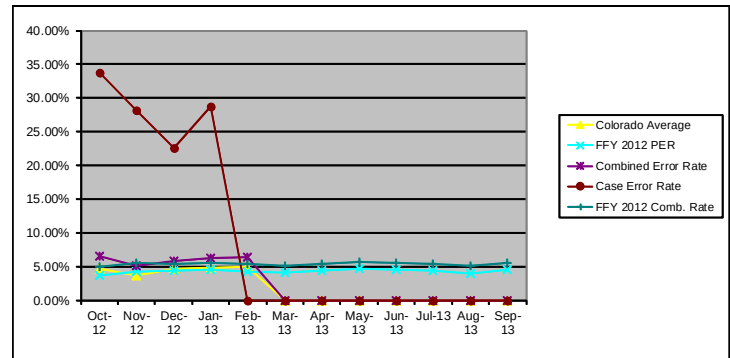
National Average Active = 2.97%
National Colorado Ranking = 39th out of 53
Mountain Plains Region Ranking = 8th out of 10

National Average Negative = 24.34%
National Colorado Ranking = 52nd out of 53
Mountain Plains Region Ranking = 10th out of 10

STATE:

Active Case Error Rate = **10.58%**
Active Payment Error Rate (PER) = **5.13%**
Target Goal = 3%

- Total Cases Reviewed = 482
- Total Cases with Errors = 51
- Total Issuance = \$140,630
- Total Misspent = \$7,217

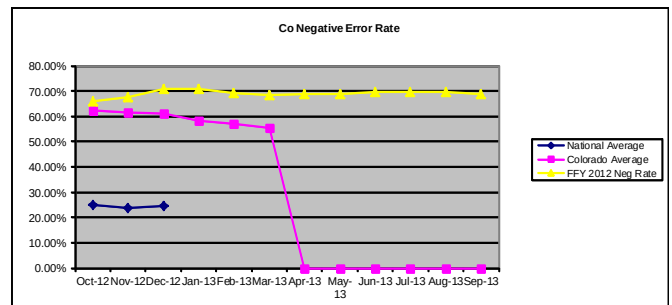


Negative Error Rate = **55.46%**

Target Goal = 25%

- Total Cases Reviewed = 348
- Total Invalid = 193

**Negative Error Rate without
CBMS or NOAA Errors = 41.09%**



SNAP QA Active Error Rates

(October 2012 through partial March 2013)

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 = **16.80%**

Active Payment Error Rate (below) = **1.2%**

Target Goal = 3%

- Total Cases Reviewed = 482
- Total Cases with Errors = 81
- Total Issuance = \$140,630
- Total Misspent = \$1,694

Combined State Payment Error Rate:

Active Case Error Rate = **27.39%**

Almost 1 of every 4 HH's is given incorrect benefits

Active Payment Error Rate (Combined) = **6.34%**

Target Goal = 3%

- Total Cases Reviewed = 482
- Total Cases with Errors = 132
- Total Issuance = \$140,630
- Total Misspent = \$8,911

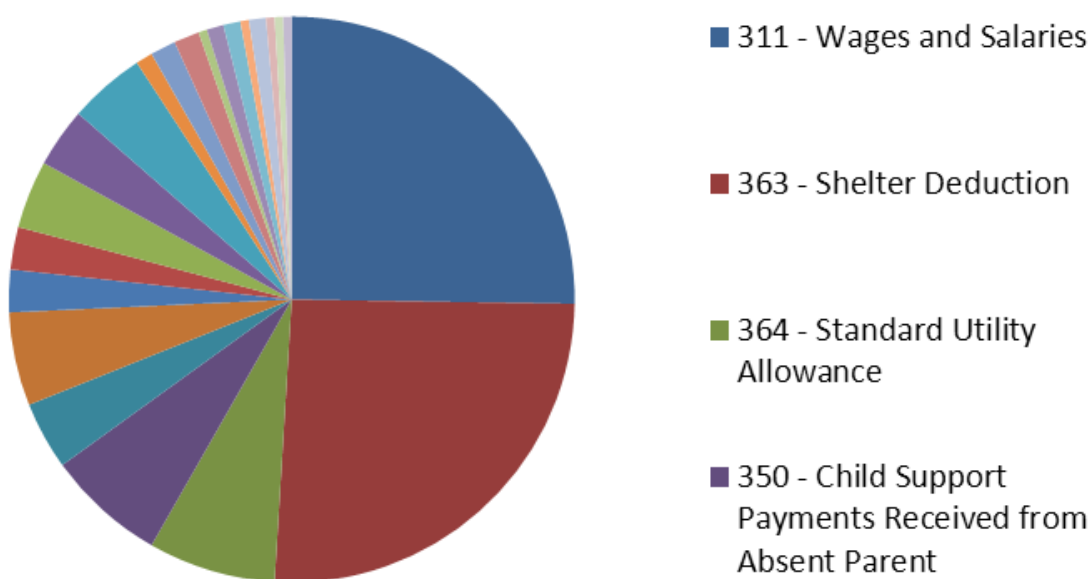
FFY 2013 Trends

(October 2012 through partial March 2013)

Payment Error Rank by Cost – Combined Errors (all):

Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	\$3,904	37.76%	52	25.24%
363 - Shelter Deduction	\$1,573	15.21%	53	25.73%
364 - Standard Utility Allowance	\$1,034	10.00%	15	7.28%
350 - Child Support Payments Received from Absent Parent	\$778	7.52%	14	6.80%
334 - Unemployment Compensation	\$768	7.43%	8	3.88%
331 - RSDI Benefits	\$403	3.90%	11	5.34%
333 - SSI and/or State SSI Supplement	\$303	2.93%	5	2.43%
346 - Other Unearned Income	\$289	2.80%	5	2.43%
344 - TANF, PA, or GA	\$253	2.45%	8	3.88%
312 - Self-Employment	\$206	1.99%	7	3.40%
365 - Medical Deductions	\$191	1.85%	9	4.37%
345 - Educational Grants/Scholarships/Loans	\$153	1.48%	2	0.97%
150 - Household Composition	\$137	1.33%	3	1.46%
323 - Dependent Care Deduction	\$118	1.14%	3	1.46%
130 - Citizenship and Non-Citizen Status	\$87	0.84%	1	0.49%
342 - Contributions	\$52	0.50%	2	0.97%
366 - Child Support Payment Deduction	\$45	0.44%	2	0.97%
160 - Employment & Training Programs	\$19	0.18%	1	0.49%
520 - Arithmetic Computation	\$16	0.15%	2	0.97%
361 - Standard Deduction	\$5	0.05%	1	0.49%
332 - Veterans Benefits	\$3	0.03%	1	0.49%
170 - Social Security Number	\$2	0.02%	1	0.49%
Totals	\$10,339	100.00%	206	100.00%

Percent By Total

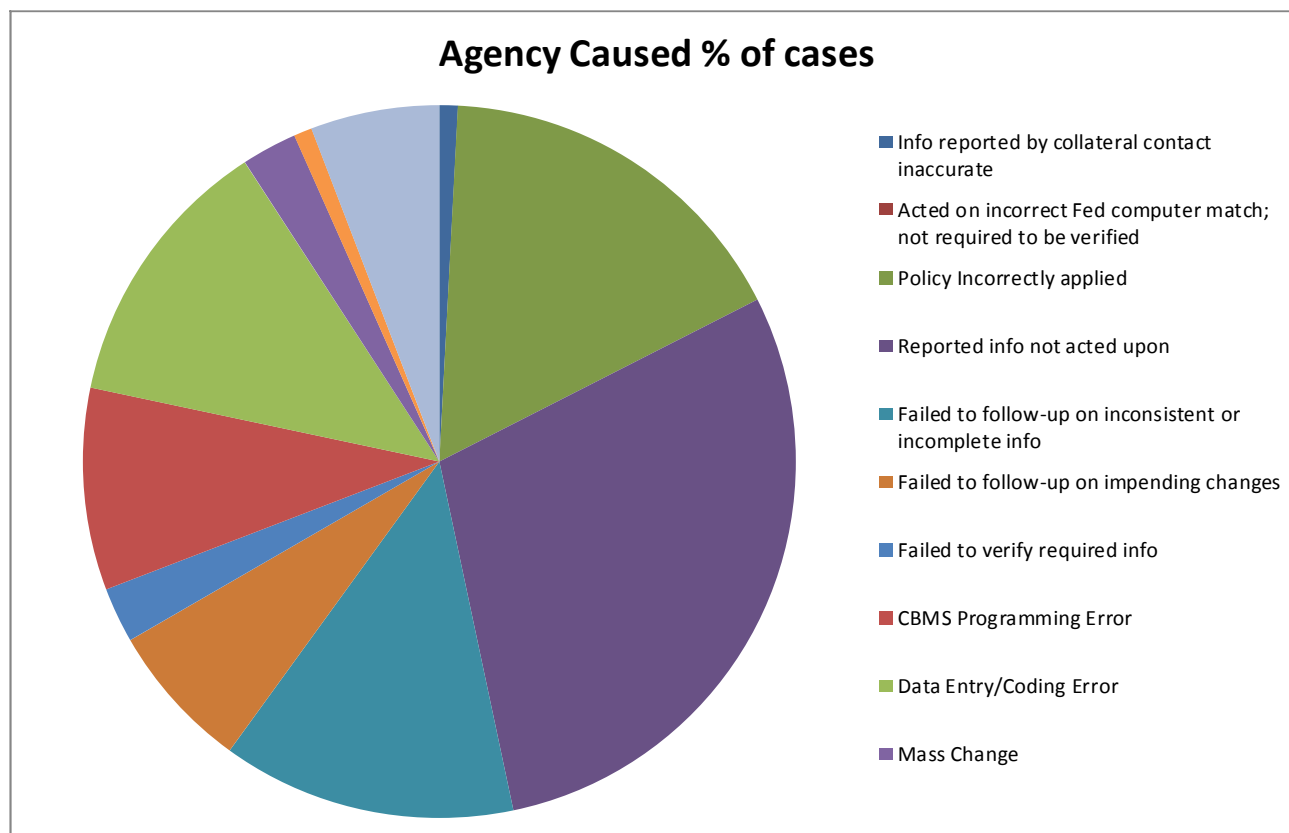


FFY 2013 Trends Continued

(October 2012 through partial March 2013)

Payment Error Cause – combined (all):

AGENCY CAUSED	# of cases	% of cases	Error Dollars	% of \$ Errors
Info reported by collateral contact inaccurate	1	0.75%	\$15	0.17%
Acted on incorrect Fed computer match; not required to be verified				
Policy Incorrectly applied	20	15.04%	\$1,113	12.47%
Reported info not acted upon	35	26.32%	\$2,159	24.19%
Failed to follow-up on inconsistent or incomplete info	16	12.03%	\$713	7.99%
Failed to follow-up on impending changes	8	6.02%	\$495	5.54%
Failed to verify required info	3	2.26%	\$560	6.27%
CBMS Programming Error	11	8.27%	\$672	7.53%
Data Entry/Coding Error	15	11.28%	\$799	8.95%
Mass Change	3	2.26%	\$15	0.17%
Math Error				
Computer User Error	1	0.75%	\$4	0.04%
Other	7	5.26%	\$465	5.21%
SUBTOTAL	120	90.23%	\$7,010	78.53%

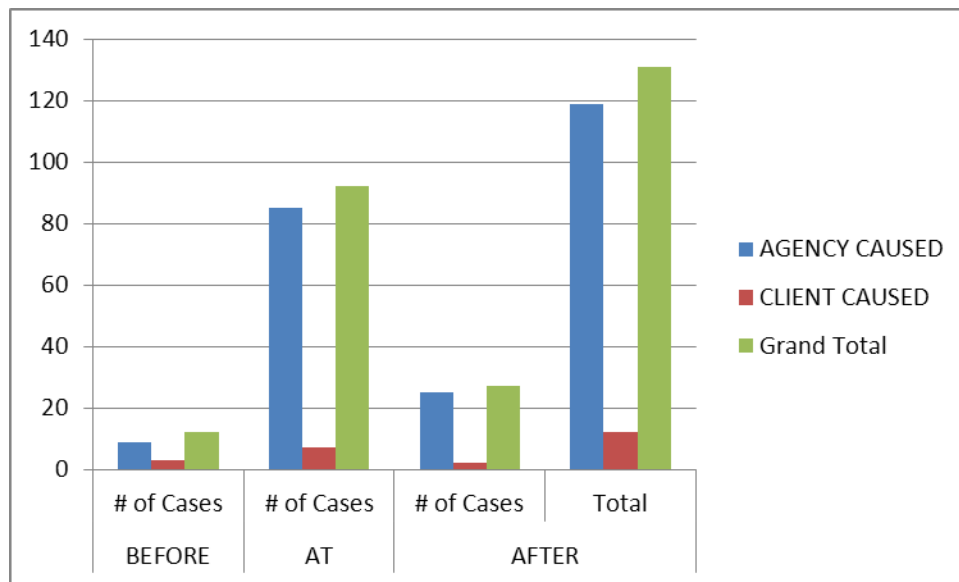


FFY 2013 Trends Continued

(October 2012 through partial March 2013)

Payment Error by Occurrence – combined (all):

Most Recent Action	BEFORE	AT	AFTER	
	# of Cases	# of Cases	# of Cases	Total
AGENCY CAUSED	9	85	25	119
CLIENT CAUSED	3	7	2	12
Grand Total	12	92	27	131

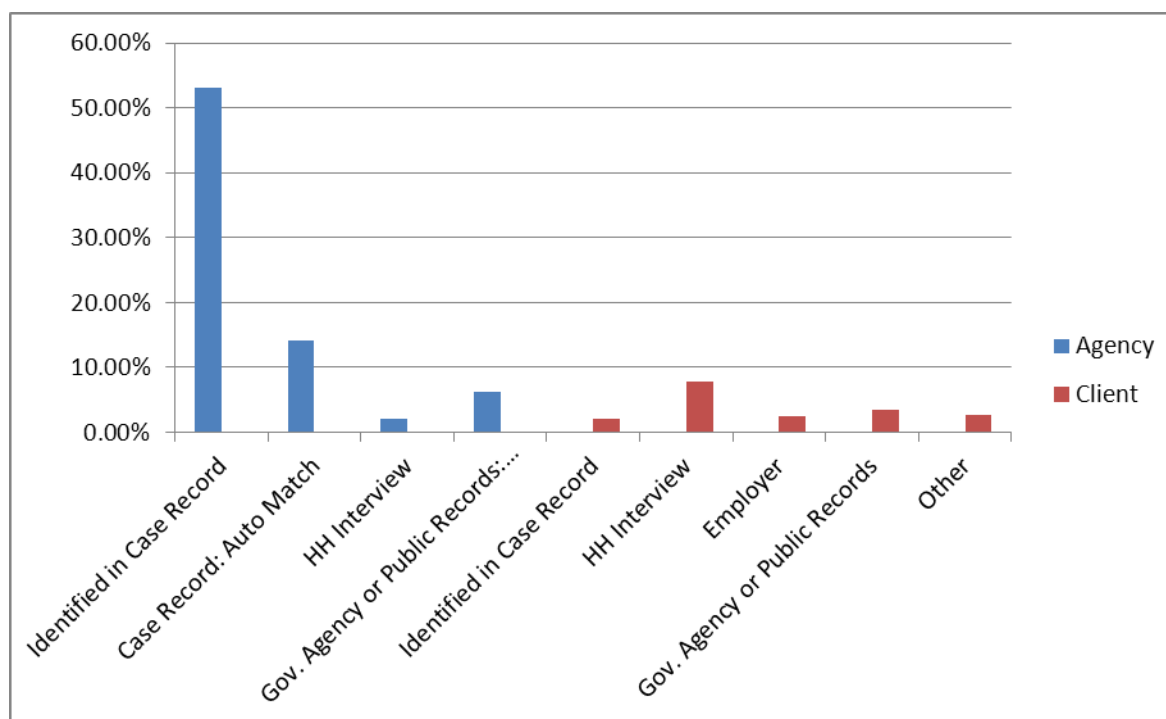


FFY 2013 Trends Continued

(October 2012 through partial March 2013)

Payment Error by Discovery – combined (all):

	Agency	Client
Identified in Case Record	53.04%	
Case Record: Auto Match	14.16%	
HH Interview	2.04%	
Gov. Agency or Public Records: Automated Match	6.23%	
Identified in Case Record		2.14%
HH Interview		7.81%
Employer		2.40%
Gov. Agency or Public Records		3.39%
Other		2.76%



FFY 2013 SNAP Active Case Review

Red = exceeds goal

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE (PER)	CBMS Errors	\$ in Error	County Error Rate
Adams	46	2	4.35%	\$14,979	\$335	2.24%			
Alamosa	3	0	0.00%	\$817	\$0	0.00%			
Arapahoe	52	3	5.77%	\$15,102	\$391	2.59%			
Archuleta	1	0	0.00%	\$593	\$0	0.00%			
Baca									
Bent	2		0.00%	\$262		0.00%			
Boulder	26	3	11.54%	\$8,475	\$369	4.35%			
Broomfield			#DIV/0!			#DIV/0!			
Chaffee			#DIV/0!			#DIV/0!			
Cheyenne	2	0		\$1,033	\$0	0.00%			
Clear Creek	2	0	0.00%	\$469	\$0	0.00%			
Conejos	2	0	0.00%	\$201	\$0	0.00%			
Costilla			#DIV/0!			#DIV/0!			
Crowley			#DIV/0!			#DIV/0!			
Custer	1		0.00%	\$200		0.00%			
Delta	5	0	0.00%	\$1,653	\$0	0.00%			
Denver	87	13	14.94%	\$22,548	\$2,395	10.62%	1	\$185	9.80%
Dolores									
Douglas	6	1	16.67%	\$1,774	\$103	5.81%			
Eagle			#DIV/0!			#DIV/0!			
Elbert			#DIV/0!			#DIV/0!			
El Paso	59	8	13.56%	\$18,588	\$904	4.86%	1	\$236	3.59%
Fremont	5	0	0.00%	\$2,177	\$0	0.00%			
Garfield	6	0	0.00%	\$1,408	\$0	0.00%			
Gilpin									
Grand			#DIV/0!			#DIV/0!			
Gunnison			#DIV/0!						
Hinsdale									
Huerfano	2	0	0.00%	\$726		0.00%			
Jackson			#DIV/0!			#DIV/0!			
Jefferson	37	4	10.81%	\$9,330	\$584	6.26%			
Kiowa			#DIV/0!			#DIV/0!			
Kit Carson	2	1	50.00%	\$942	\$274	29.09%			
Lake									
La Plata	1	0	0.00%	\$200	\$0	0.00%			
Larimer	26	1	3.85%	\$7,252	\$67	0.92%			
Las Animas	4		0.00%	\$1,558		0.00%			
Lincoln									
Logan	1		0.00%	\$326		0.00%			
Mesa	17	4	23.53%	\$3,390	\$538	15.87%			
Mineral									
Moffat	2	1	50.00%	\$689	\$179	25.98%			
Montezuma	3	0	0.00%	\$1,132	\$0	0.00%			
Montrose	10	1	10.00%	\$2,121	\$59	2.78%			
Morgan	3	0	0.00%	\$1,225	\$0	0.00%			
Otero	3	0	0.00%	\$1,748	\$0	0.00%			

FFY 2013 SNAP Active Case Review Continued

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Ouray	1		0.00%	\$200		0.00%			
Park	1		0.00%	\$143		0.00%			
Phillips									
Pitkin			#DIV/0!			#DIV/0!			
Prowers	4	2	50.00%	\$1,611	\$277	17.19%			
Pueblo	33	4	12.12%	\$9,644	\$463	4.80%			
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!						
Sedgwick			#DIV/0!			#DIV/0!			
Summit	3	1	33.33%	\$626	\$90	14.38%			
Teller	2		0.00%	\$277		0.00%			
Washington			#DIV/0!			#DIV/0!			
Weld	21	2	9.52%	\$6,844	\$189	2.76%			
Yuma			#DIV/0!			#DIV/0!			
TOTAL	482	51	10.58%	\$140,630	\$7,217	5.13%	2	\$421	4.83%

FFY 2013 SNAP Active Case Review Continued

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	46	2	10	26.09%	\$14,979	\$335	\$111	2.98%	2	\$23	2.82%
Alamosa	3	0		0.00%	\$817	\$0		0.00%			
Arapahoe	52	3	8	21.15%	\$15,102	\$391	\$126	3.42%	3	\$34	3.20%
Archuleta	1	0		0.00%	\$593	\$0		0.00%			
Baca	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Bent	2	0		0.00%	\$262	\$0					
Boulder	26	3	2	19.23%	\$8,475	\$369	\$87	5.38%			
Broomfield	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Chaffee	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Cheyenne	2	0		0.00%	\$1,033	\$0					
Clear Creek	2	0		0.00%	\$469	\$0		0.00%			
Conejos	2	0		0.00%	\$201	\$0		0.00%			
Costilla	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Crowley	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Custer	1	0		0.00%	\$200	\$0		0.00%			
Delta	5	0		0.00%	\$1,653	\$0		0.00%			
Denver	87	13	17	34.48%	\$22,548	\$2,395	\$357	12.21%	3	\$67	11.91%
Dolores	0	0		#DIV/0!	\$0	\$0					
Douglas	6	1		16.67%	\$1,774	\$103		5.81%			
Eagle	0	0		#DIV/0!	\$0	\$0					
Elbert	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
El Paso	59	8	8	27.12%	\$18,588	\$904	\$173	5.79%	1	\$13	5.72%
Fremont	5	0	1	20.00%	\$2,177	\$0	\$25	1.15%	1	\$25	0.00%
Garfield	6	0		0.00%	\$1,408	\$0		0.00%			
Gilpin	0	0		#DIV/0!	\$0	\$0					
Grand	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Gunnison	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Hinsdale	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Huerfano	2	0	1	50.00%	\$726	\$0	\$39	5.37%			
Jackson	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Jefferson	37	4	5	24.32%	\$9,330	\$584	\$192	8.32%	1	\$30	8.00%
Kiowa	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Kit Carson	2	1		50.00%	\$942	\$274					
Lake	0	0		#DIV/0!	\$0	\$0					
La Plata	1	0		0.00%	\$200	\$0		0.00%			
Larimer	26	1	7	30.77%	\$7,252	\$67	\$159	3.12%			
Las Animas	4	0	1	25.00%	\$1,558	\$0	\$2	0.13%			
Lincoln	0	0		#DIV/0!	\$0	\$0					
Logan	1	0		0.00%	\$326	\$0		0.00%			
Mesa	17	4	3	41.18%	\$3,390	\$538	\$94	18.64%			
Mineral	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Moffat	2	1	1	100.00%	\$689	\$179	\$18	28.59%			
Montezuma	3	0		0.00%	\$1,132	\$0		0.00%			
Montrose	10	1	4	50.00%	\$2,121	\$59	\$55	5.37%			
Morgan	3	0		0.00%	\$1,225	\$0		0.00%			
Otero	3	0	1	33.33%	\$1,748	\$0	\$7	0.40%			

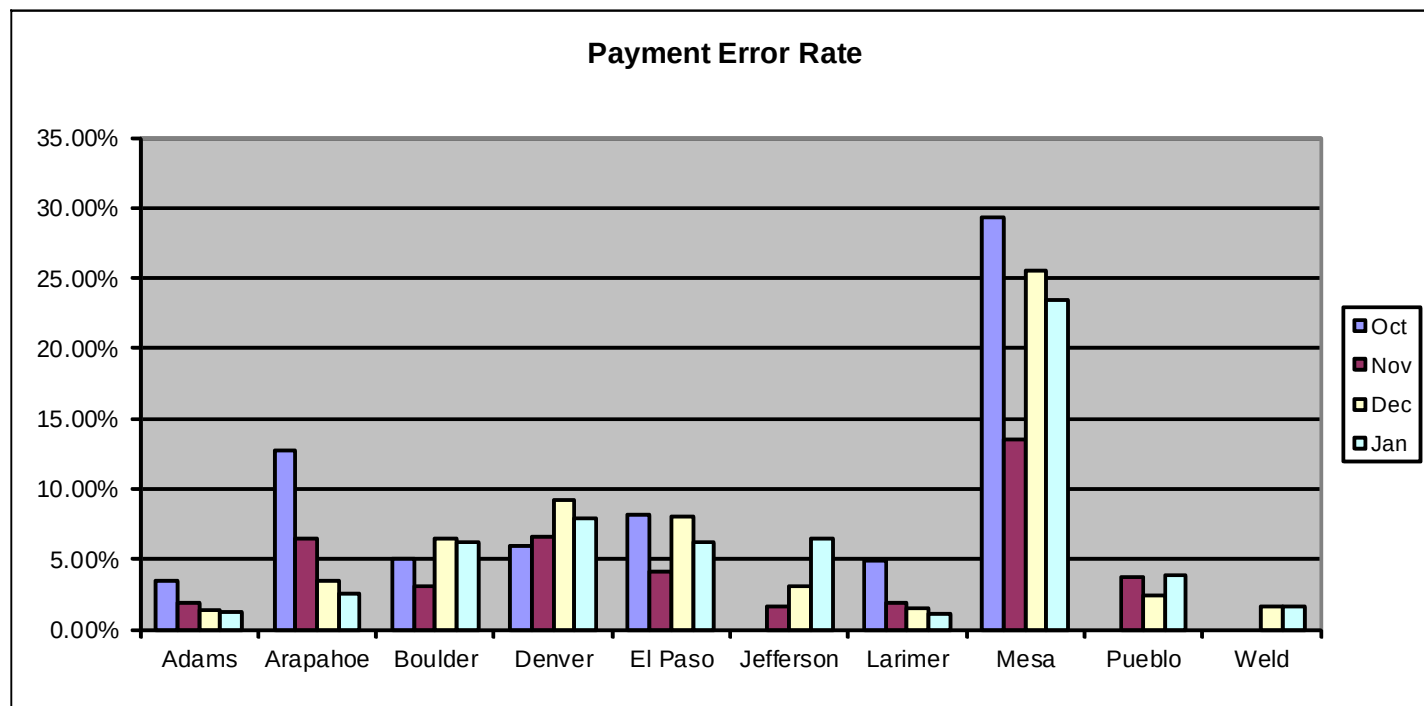
County	Complete	Errors	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Threshold \$ Errors	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Ouray	1	0		0.00%	\$200	\$0		0.00%			
Park	1	0		0.00%	\$143	\$0		0.00%			
Phillips	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Pitkin	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Prowers	4	2	1	75.00%	\$1,611	\$277	\$3	17.38%			
Pueblo	33	4	4	24.24%	\$9,644	\$463	\$39	5.21%	1	\$1	5.19%
Rio Blanco	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Rio Grande	1	0		0.00%	\$367	\$0		0.00%			
Routt	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Saguache	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
San Juan	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
San Miguel	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Sedgwick	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Summit	3	1	2	100.00%	\$626	\$90	\$68	25.24%	1	\$33	19.97%
Teller	2	0		0.00%	\$277	\$0		0.00%			
Washington	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Weld	21	2	5	33.33%	\$6,844	\$189	\$139	4.79%			
Yuma	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
TOTAL	482	51	81	27.39%	\$140,630	\$7,217	\$1,694	6.34%	13	\$226	6.18%

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 - PER 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%
Dec	1.41%	3.41%	6.44%	9.15%	8.05%	3.12%	1.46%	25.52%	2.37%	1.64%
Jan	1.28%	2.60%	6.21%	7.94%	6.20%	6.41%	1.15%	23.42%	3.89%	1.58%



FY 2013 SNAP Negative Case Review

(October through partial March 2013)

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	28	14	50.00%	2	42.86%
Alamosa	1	1	100.00%		100.00%
Arapahoe	33	17	51.52%	8	27.27%
Archuleta					
Baca					
Bent					
Boulder	17	12	70.59%	6	35.29%
Broomfield	2	2	100.00%	1	50.00%
Chaffee	1		0.00%		0.00%
Cheyenne					
Clear Creek					
Conejos					
Costilla	1	1			
Crowley					
Custer					
Delta	2	2	100.00%	1	50.00%
Denver	66	39	59.09%	16	34.85%
Dolores	2	0			
Douglas	4	0	0.00%	0	0.00%
Eagle	3	2	66.67%	0	66.67%
El Paso	58	25	43.10%	6	32.76%
Elbert	1	1	100.00%	1	0.00%
Fremont	4	3	75.00%	0	75.00%
Garfield	2	2	100.00%	0	100.00%
Gilpin					
Grand					
Gunnison	1				
Hinsdale					
Huerfano					
Jackson					
Jefferson	26	15	57.69%	5	38.46%
Kiowa					
Kit Carson	1				
Lake					
La Plata	3		0.00%	2	-66.67%
Larimer	19	14	73.68%	2	63.16%
Las Animas	3	2	66.67%	1	33.33%
Lincoln					
Logan					
Mesa	20	11	55.00%	2	45.00%
Mineral					
Moffat					
Montezuma					
Montrose	2	2	100.00%	1	50.00%
Morgan					
Otero	4	2	50.00%	0	50.00%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park	1	0		0	
Phillips					
Pitkin					
Prowers	1	1	100.00%	0	100.00%
Pueblo	16	9	56.25%	2	43.75%
Rio Blanco					
Rio Grande	1	1	100.00%	0	100.00%
Routt	1		0.00%	0	0.00%
Saguache	1	1	100.00%	0	100.00%
San Juan					
San Miguel					
Sedgwick	1	1	100.00%	0	100.00%
Summit					
Teller					
Washington					
Weld	20	12	60.00%	7	25.00%
Yuma	2	1	50.00%	1	0.00%
TOTAL	348	193	55.46%	64	37.07%

Projected Negative Error Rate (October through known remaining March 2013):

Total Reviews = 391

Total Invalid = 228

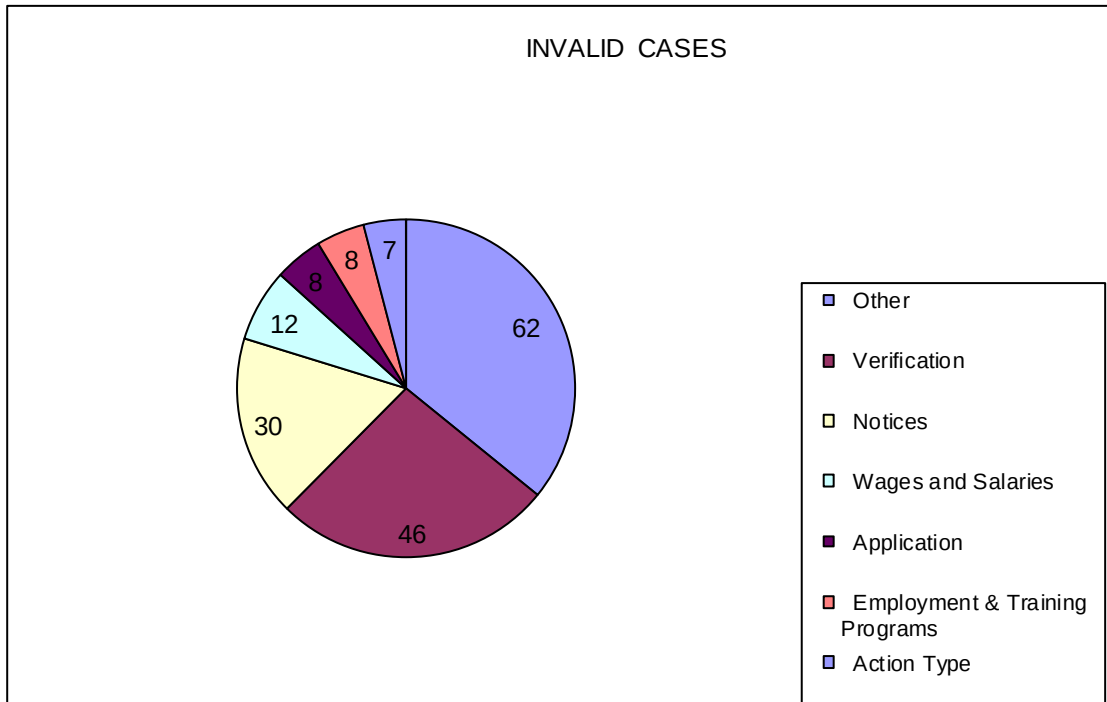
Negative Error Rate = 58.31%

FFY 2013 Negative Error Trends

(October 2012 through partial March 2013)

Negative Error Ranking (top elements only):

ERROR ELEMENTS	INVALID CASES	PERCENT OF TOTAL
Other	62	32.12%
Verification	46	23.83%
Notices	30	15.54%
Wages and Salaries	12	6.22%
Application	8	4.15%
Employment & Training Programs	8	4.15%
Action Type	7	3.63%



“Other” – includes data entry that triggers the system to run back and create a termination, incorrect valid values, misapplication of policy such as fail to send a NOMI, and CBMS programming.

“Verification” – includes requiring verification that is not needed such as resources, all check stubs, marital status, student status for a child, verification for a non-household member, another program requested verification, and verification on another case.