cdhs
Colorado Department of Human Services
people who help people

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

SNAPQA

COLORADO SNAP QUALITY CONTROL
POINT-IN-TIME SUMMARY REPORT
FEDERAL FISCAL YEAR 2013
(June 28, 2013 - for October 2012 through partial March 2013)

NATIONAL:
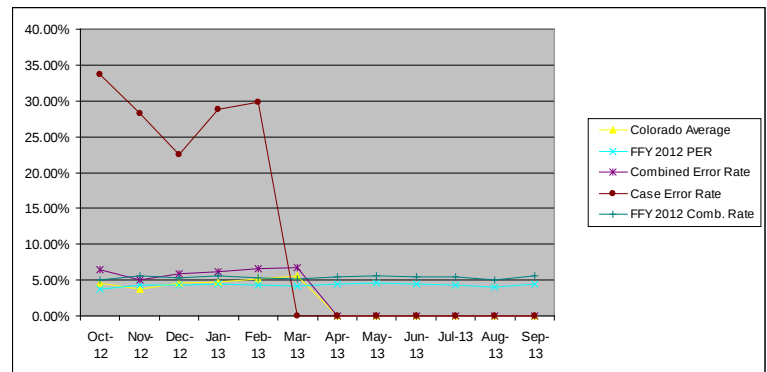
National Average Active = 2.98%
National Colorado Ranking = 42nd out of 53
Mountain Plains Region Ranking = 8th out of 10

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 = **11.60%**
Active Payment Error Rate (PER) = **5.21%**
Target Goal = 3%
- Total Cases Reviewed = 543
- Total Cases with Errors = 60
- Total Issuance = $159,596
- Total Misspent = $8,830
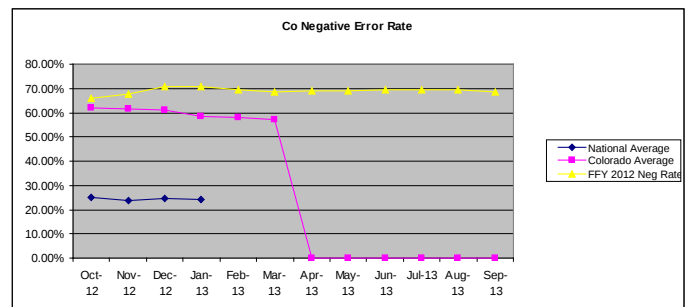
Negative Error Rate = **53.81%**
Target Goal = 25%
- Total Cases Reviewed = 420
- Total Invalid = 226

Negative Error Rate without CBMS or NOAA Errors = 36.19%

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 = **16.57%**

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

Target Goal = 3%

- Total Cases Reviewed = 543
- Total Cases with Errors = 90
- Total Issuance = $159,596
- Total Misspent = $1,917

Combined State Payment Error Rate:

Active Case Error Rate = **28.18%**

More than 1 of every 4 HH's is given incorrect benefits

Active Payment Error Rate (Combined) = **6.27%**

Target Goal = 3%

- Total Cases Reviewed = 543
- Total Cases with Errors = 153
- Total Issuance = $159,596,
- Total Misspent = $10,227
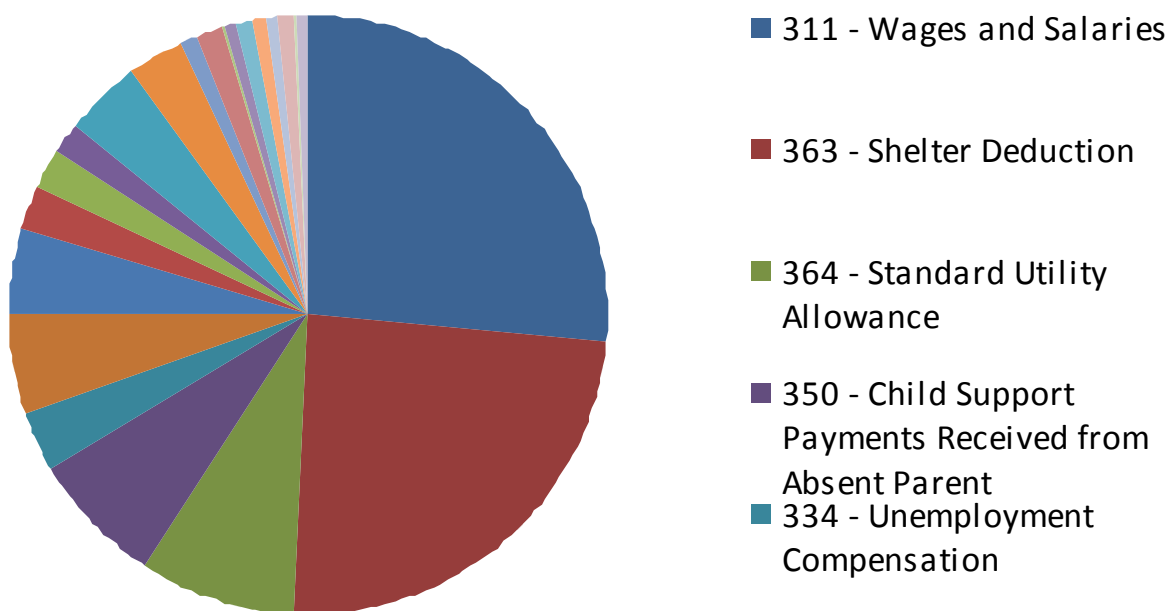
FFY 2013 Trends

(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	$4,202	35.76%	61	26.18%
363 - Shelter Deduction	$1,872	15.93%	57	24.46%
364 - Standard Utility Allowance	$1,399	11.91%	19	8.15%
350 - Child Support Payments Received from Absent Parent	$827	7.04%	17	7.30%
334 - Unemployment Compensation	$768	6.54%	8	3.43%
331 - RSDI Benefits	$491	4.18%	12	5.15%
344 - TANF, PA, or GA	$362	3.08%	11	4.72%
333 - SSI and/or State SSI Supplement	$303	2.58%	5	2.15%
346 - Other Unearned Income	$289	2.46%	5	2.15%
150 - Household Composition	$243	2.07%	4	1.72%
365 - Medical Deductions	$232	1.97%	10	4.29%
312 - Self-Employment	$206	1.75%	7	3.00%
345 - Educational Grants/Scholarships/Loans	$153	1.30%	2	0.86%
323 - Dependent Care Deduction	$118	1.00%	3	1.29%
130 - Citizenship and Non-Citizen Status	$87	0.74%	1	0.43%
111 - Student Status	$55	0.47%	1	0.43%
342 - Contributions	$52	0.44%	2	0.86%
366 - Child Support Payment Deduction	$45	0.38%	2	0.86%
160 - Employment & Training Programs	$19	0.16%	1	0.43%
520 - Arithmetic Computation	$16	0.14%	2	0.86%
361 - Standard Deduction	$5	0.04%	1	0.43%
332 - Veterans Benefits	$3	0.03%	1	0.43%
170 - Social Security Number	$2	0.02%	1	0.43%
Totals	**$11,749**	**100.00%**	**233**	**100.00%**

Percent By Total

- 311 - Wages and Salaries
- 363 - Shelter Deduction
- 364 - Standard Utility Allowance
- 350 - Child Support Payments Received from Absent Parent
- 334 - Unemployment Compensation
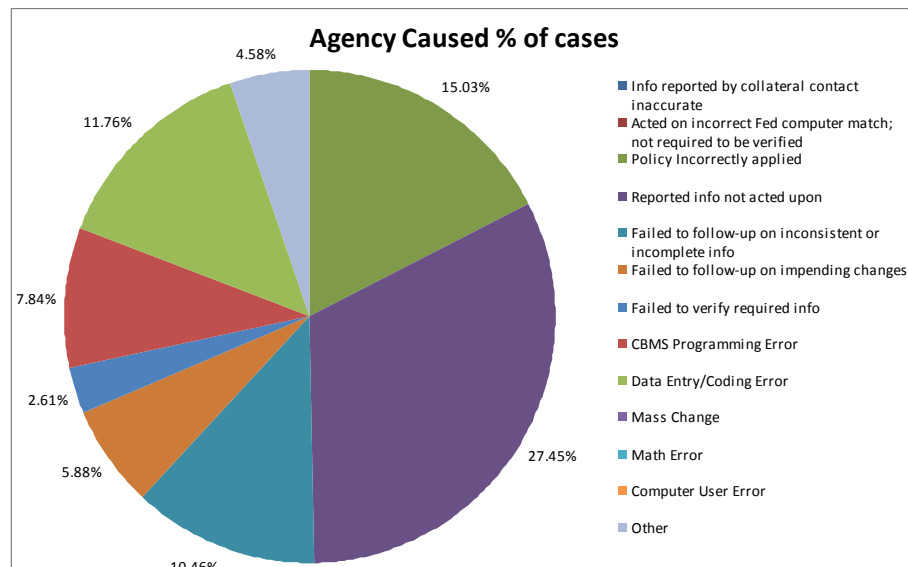
FFY 2013 Trends Continued

(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		$15	0.15%
Acted on incorrect Fed computer match; not required to be verified				
Policy Incorrectly applied	23	15.03%	$1,284	12.56%
Reported info not acted upon	42	27.45%	$2,747	26.86%
Failed to follow-up on inconsistent or incomplete info	16	10.46%	$713	6.97%
Failed to follow-up on impending changes	9	5.88%	$537	5.25%
Failed to verify required info	4	2.61%	$612	5.98%
CBMS Programming Error	12	7.84%	$714	6.98%
Data Entry/Coding Error	18	11.76%	$954	9.33%
Mass Change	3		$15	0.15%
Math Error				
Computer User Error	2		$63	0.62%
Other	7	4.58%	$465	4.55%
SUBTOTAL	**137**	**89.54%**	**$8,119**	**79.39%**
CLIENT CAUSED				
Fail to report	10	6.54%	$1,316	12.87%
Incomplete or incorrect info provided	1		$35	0.34%
Info withheld	5	3.27%	$757	7.40%
Incorrect info provided				
SUBTOTAL	**16**	**10.46%**	**$2,108**	**20.61%**
GRAND TOTAL	**153**	**100.00%**	**$10,227**	**100.00%**

Agency Caused % of cases
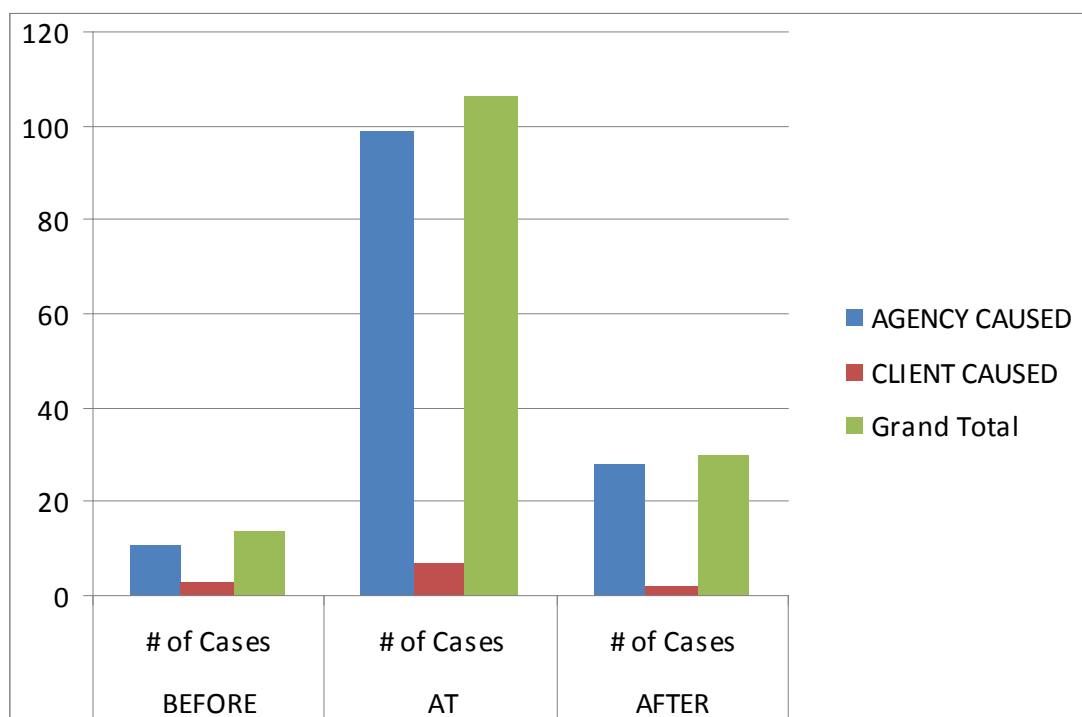
FFY 2013 Trends Continued

(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	11	99	28	138
CLIENT CAUSED	3	7	2	12
Grand Total	14	106	30	150
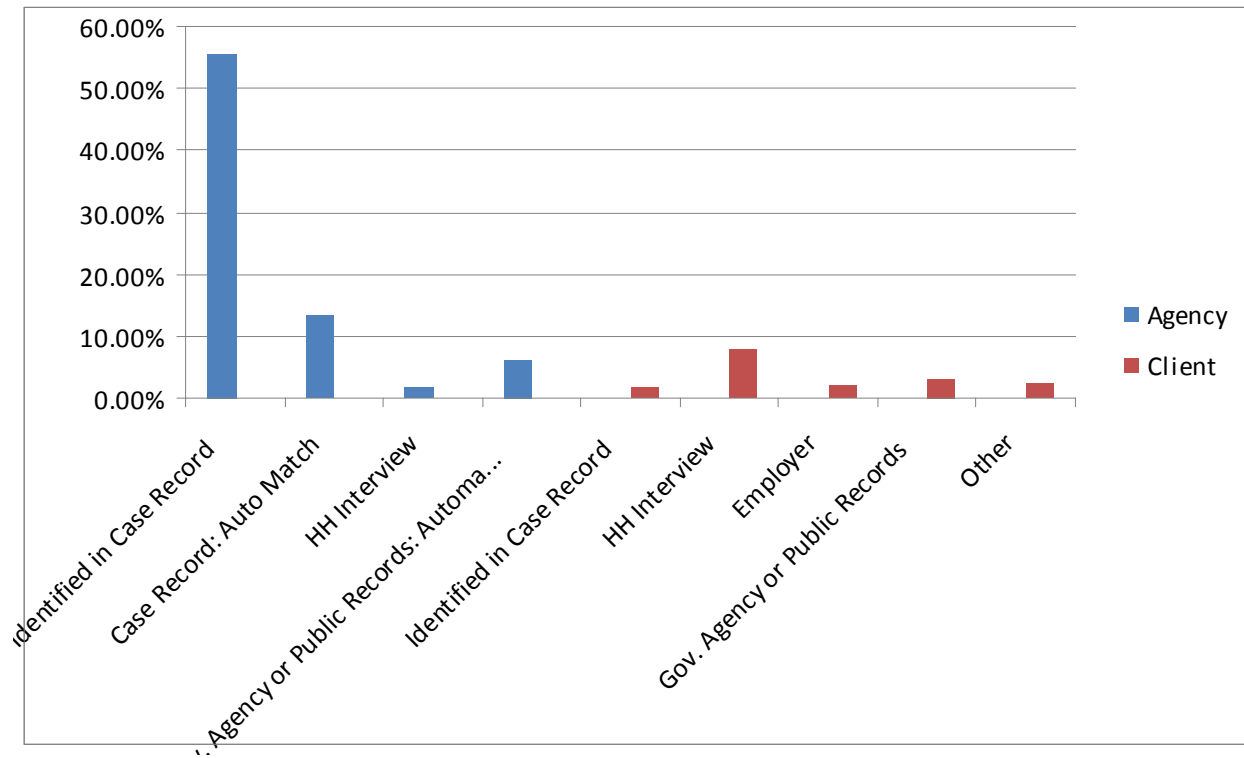
FFY 2013 Trends Continued

(October 2012 through partial March 2013)

Payment Error by Discovery – combined (all):

	Agency	Client
Identified in Case Record	**55.59%**	
Case Record: Auto Match	13.22%	
HH Interview	1.78%	
Gov. Agency or Public Records: Automated Match	6.01%	
Identified in Case Record		1.87%
HH Interview		7.85%
Employer		2.09%
Gov. Agency or Public Records		2.96%
Other		2.41%

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	55	3	5.45%	$17,894	$435	2.43%			
Alamosa	3	0	0.00%	$817	$0	0.00%			
Arapahoe	58	4	6.90%	$17,503	$521	2.98%			
Archuleta	1	0	0.00%	$593	$0	0.00%			
Baca									
Bent	2		0.00%	$262		0.00%			
Boulder	27	3	11.11%	$8,654	$369	4.26%			
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	3	0	0.00%	$267	$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	102	18	17.65%	$26,888	$2,788	10.37%	1	$185	9.68%
Dolores									
Douglas	6	1	16.67%	$1,774	$103	5.81%			
Eagle			#DIV/0!			#DIV/0!			
Elbert			#DIV/0!			#DIV/0!			
El Paso	69	11	15.94%	$21,031	$1,153	5.48%	1	$236	4.36%
Fremont	5	0	0.00%	$2,177	$0	0.00%			
Garfield	9	0	0.00%	$2,660	$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	38	4	10.53%	$9,530	$584	6.13%			
Kiowa			#DIV/0!			#DIV/0!			
Kit Carson	3	1	33.33%	$1,735	$274	15.79%			
Lake									
La Plata	2	1	50.00%	$510	$99	19.41%			
Larimer	30	2	6.67%	$8,808	$189	2.15%			
Las Animas	4		0.00%	$1,558		0.00%			
Lincoln									
Logan	1		0.00%	$326		0.00%			
Mesa	19	4	21.05%	$4,283	$538	12.56%			
Mineral									
Moffat	2	1	50.00%	$689	$179	25.98%			
Montezuma	4	0	0.00%	$1,489	$0	0.00%			
Montrose	11	1	9.09%	$2,294	$59	2.57%			
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	2		0.00%	$400		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	36	4	11.11%	$10,332	$463	4.48%			
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	22	2	9.09%	$7,044	$189	2.68%			
Yuma			#DIV/0!			#DIV/0!			
TOTAL	**543**	**63**	**11.60%**	**$159,596**	**$8,310**	**5.21%**	**2**	**$421**	**4.94%**

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	55	3	13	29.09%	$17,894	$435	$177	3.42%	2	$23	3.29%
Alamosa	3	0		0.00%	$817	$0		0.00%			
Arapahoe	58	4	10	24.14%	$17,503	$521	$213	4.19%	3	$34	4.00%
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	27	3	2	18.52%	$8,654	$369	$87	5.27%			
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	3	0		0.00%	$267	$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	102	18	20	37.25%	$26,888	$2,788	$411	11.90%	3	$67	11.65%
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	69	11	9	28.99%	$21,031	$1,153	$189	6.38%	1	$13	6.32%
Fremont	5	0	1	20.00%	$2,177	$0	$25	1.15%	1	$25	0.00%
Garfield	9	0		0.00%	$2,660	$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	38	4	5	23.68%	$9,530	$584	$192	8.14%	1	$30	7.83%
Kiowa	0	0		#DIV/0!	$0	$0		#DIV/0!			
Kit Carson	3	1		33.33%	$1,735	$274					
Lake	0	0		#DIV/0!	$0	$0					
La Plata	2	1		50.00%	$510	$99		19.41%			
Larimer	30	2	7	30.00%	$8,808	$189	$159	3.95%			
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	19	4	3	36.84%	$4,283	$538	$94	14.76%			
Mineral	0	0		#DIV/0!	$0	$0		#DIV/0!			
Moffat	2	1	1	100.00%	$689	$179	$18	28.59%			
Montezuma	4	0		0.00%	$1,489	$0		0.00%			
Montrose	11	1	4	45.45%	$2,294	$59	$55	4.97%			
Morgan	3	0		0.00%	$1,225	$0		0.00%			
Otero	3	0	1	33.33%	$1,748	$0	$7	0.40%			
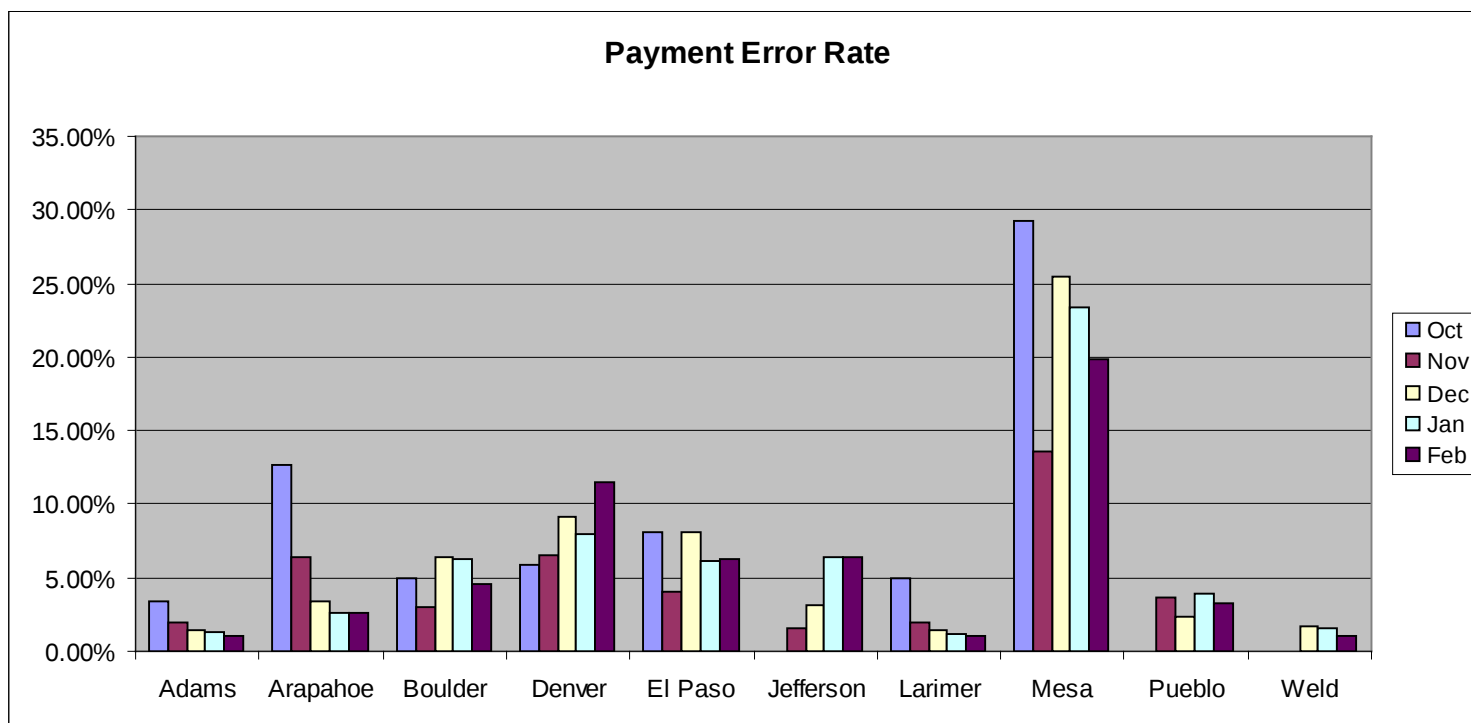
County	Complete	Errors	$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Threshold $ Errors	ERROR RATE	CBMS Errors	$ in Error	County Error Rate
Ouray	2	0		0.00%	$400	$0		0.00%			
Park	1	0		0.00%	$143	$0		0.00%			
Phillips	0	0		#DIV/0!	$0	$0		#DIV/0!			
Pitkin	0	0		#DIV/0!	$0	$0		#DIV/0!			
Prowers	4	2	1	75.00%	$1,611	$277	$3	17.38%			
Pueblo	36	4	4	22.22%	$10,332	$463	$39	4.86%	1	$1	4.85%
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	22	2	5	31.82%	$7,044	$189	$139	4.66%			
Yuma	0	0		#DIV/0!	$0	$0		#DIV/0!			
TOTAL	543	63	90	28.18%	$159,596	$8,310	$1,917	6.41%	13	$226	6.27%

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%
Feb	1.07%	2.64%	4.60%	11.44%	6.23%	6.41%	1.00%	19.88%	3.30%	1.07%

Payment Error Rate

FFY 2013 SNAP QA Active Case Review – PER by $ Big 10 Counties

Above Threshold Errors by dollars (through partial Feb):

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
Adams																	
Agency							$146									$146	
Client																	$0
Arapahoe																	
Agency	$177											$214				$391	
Client																	$0
Boulder																	
Agency			$75			$180										$255	
Client			$114														$114
Denver																	
Agency	$1,137					$200					$180	$326				$1,843	
Client	$367																$367
El Paso																	
Agency	$331	$236									$178		$87			$832	
Client													$72				$72
Jefferson																	
Agency				$198							$236					$434	
Client	$150																$150
Larimer																	
Agency									$67							$67	
Client																	$0
Mesa																	
Agency			$164								$128					$292	
Client	$246																$246
Pueblo																	
Agency		$100										$102				$202	
Client																	$0
Weld																	
Agency					$126	$63										$189	
Client																	$0
Big 10 Total	$2,408	$336	$353	$198	$126	$443	$146	$0	$67	$0	$722	$642	$159	$0	$0	$4,651	$949
BIG 10 Grand	$5,600																
All Others																	
Agency							$103				$189	$90					
Client	$179																$179
All Others	$179	$0	$0	$0	$0	$0	$103	$0	$0	$0	$189	$90	$0	$0	$0	$0	$179
Statewide	$2,587	$336	$353	$198	$126	$443	$249	$0	$67	$0	$911	$732	$159	$0	$0	$4,651	$1,128

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	32	15	46.88%	3	37.50%
Alamosa	2	2	100.00%		100.00%
Arapahoe	39	20	51.28%	9	28.21%
Archuleta	1	1			
Baca					
Bent					
Boulder	20	12	60.00%	6	30.00%
Broomfield	2	2	100.00%	1	50.00%
Chaffee	1	0	0.00%		0.00%
Cheyenne					
Clear Creek					
Conejos					
Costilla	1	1			
Crowley					
Custer					
Delta	2	2	100.00%	1	50.00%
Denver	77	43	55.84%	17	33.77%
Dolores	2	0			
Douglas	5	0	0.00%	0	0.00%
Eagle	3	2	66.67%	0	66.67%
El Paso	69	33	47.83%	10	33.33%
Elbert	1	1	100.00%	1	0.00%
Fremont	6	3	50.00%	0	50.00%
Garfield	2	2	100.00%	0	100.00%
Gilpin	1	1			
Grand	0	0			
Gunnison	1	0			
Hinsdale					
Huerfano					
Jackson					
Jefferson	33	17	51.52%	5	36.36%
Kiowa					
Kit Carson	1	0			
Lake					
La Plata	6	2	33.33%	2	0.00%
Larimer	23	15	65.22%	3	52.17%
Las Animas	3	2	66.67%	1	33.33%
Lincoln	0	0			
Logan	4	1		1	
Mesa	23	13	56.52%	3	43.48%
Mineral					
Moffat	0	0			
Montezuma					
Montrose	2	2	100.00%	1	50.00%
Morgan	0	0			
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	
Phillips					
Pitkin					
Prowers	1	1	100.00%	0	100.00%
Pueblo	20	12	60.00%	2	50.00%
Rio Blanco					
Rio Grande	2	2	100.00%	0	100.00%
Routt	1	0	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	0	0			
Washington					
Weld	25	14	56.00%	8	24.00%
Yuma	2	1	50.00%	1	0.00%
TOTAL	420	226	53.81%	75	35.95%

Projected Negative Error Rate (October through known remaining March 2013):
Total Reviews = 429
**Total Invalid = 241**
Negative Error Rate = 56.17%
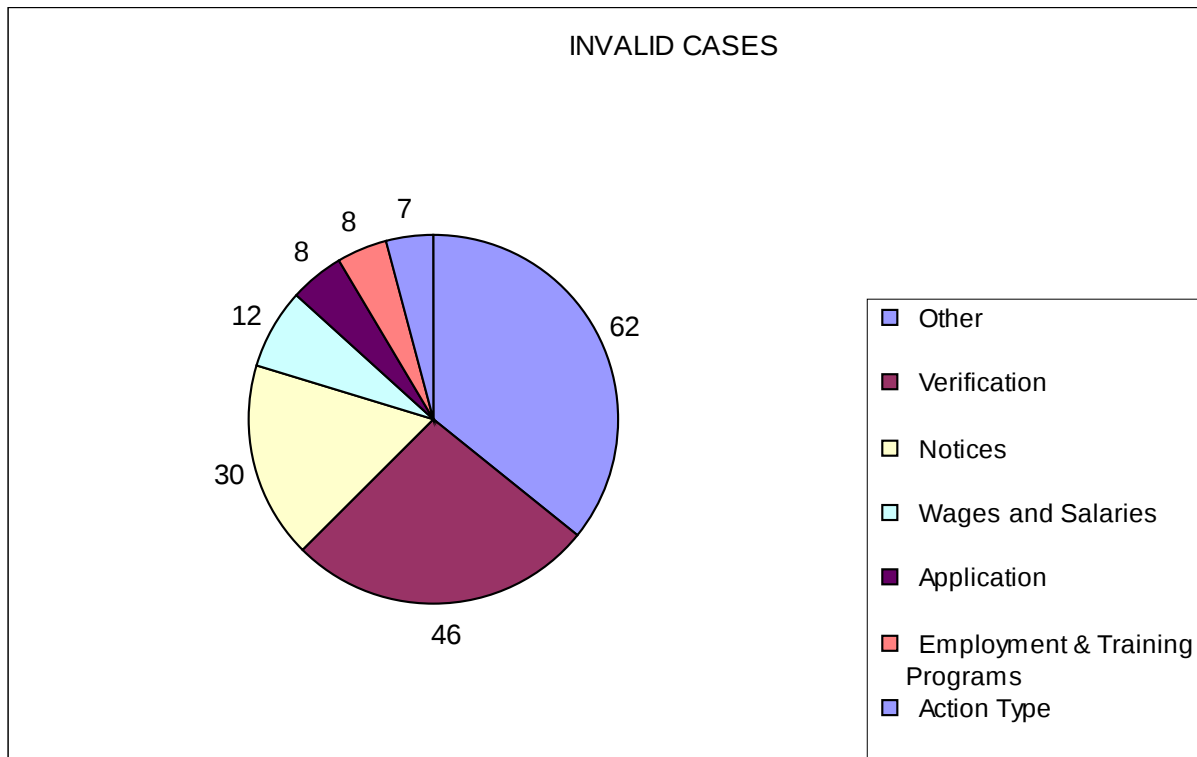
FFY 2013 Negative Error Trends
(October 2012 through partial March 2013)

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%

INVALID CASES

- Other
- Verification
- Notices
- Wages and Salaries
- Application
- Employment & Training Programs
- Action Type

"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.