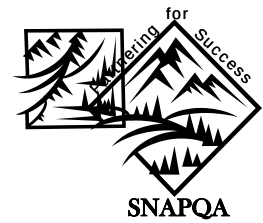




Colorado Department of Human Services
people who help people

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 (July 25, 2013 - for October 2012 through April 2013)

NATIONAL:

National Average Above Threshold = 2.98%
National Colorado Ranking = 42nd out of 53
Mountain Plains Region Ranking = 8th out of 10

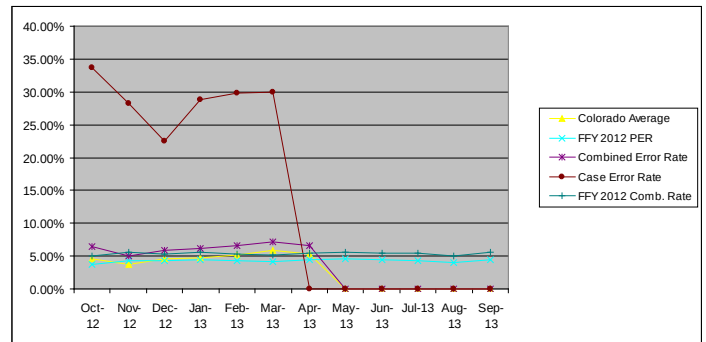
National Average Case & Procedural Error Rate = 24.34%
National Colorado Ranking = 52nd out of 53
Mountain Plains Region Ranking = 10th out of 10

STATE:

Above Threshold Payment Error Rate (PER) = **5.21%**
Target Goal = 3%

- Total Cases Reviewed = 622
- Total Cases with Errors = 69
- Total Issuance = \$182,050
- Total Misspent = \$9,477

Above Threshold Case Error Rate = **11.09%**

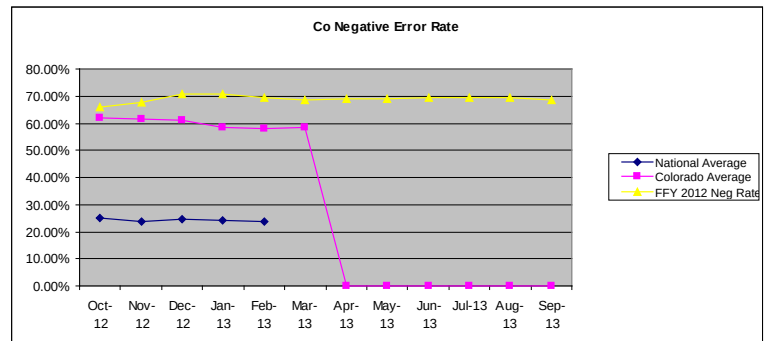


Case & Procedural Error Rate (formally Negative)
= **54.51%**

Target Goal = 25%

- Total Cases Reviewed = 477
- Total Invalid = 260

**Negative Error Rate without
CBMS or NOAA Errors = 38.78%**



Liability and Sanction Projection:

If the Above Threshold Payment Error Rate = 6.1%
Colorado's sanction = \$83,230

FFY 2013 SNAP Above Threshold 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	59	3	5.08%	\$19,368	\$435	2.25%			
Alamosa	4	0	0.00%	\$1,343	\$0	0.00%			
Arapahoe	62	4	6.45%	\$18,251	\$521	2.85%			
Archuleta	1	0	0.00%	\$593	\$0	0.00%			
Baca			#DIV/0!			#DIV/0!			
Bent	2	0	0.00%	\$262	\$0	0.00%			
Boulder	29	3	10.34%	\$9,419	\$369	3.92%			
Broomfield			#DIV/0!			#DIV/0!			
Chaffee	1	0	0.00%	\$60	\$0	0.00%			
Cheyenne	2	0	0.00%	\$1,033	\$0	0.00%			
Clear Creek	2	0	0.00%	\$469	\$0	0.00%			
Conejos	4	0	0.00%	\$467	\$0	0.00%			
Costilla			#DIV/0!			#DIV/0!			
Crowley			#DIV/0!			#DIV/0!			
Custer	1	0	0.00%	\$200	\$0	0.00%			
Delta	5	0	0.00%	\$1,653	\$0	0.00%			
Denver	128	21	16.41%	\$33,585	\$3,453	10.28%	3	\$409	9.06%
Dolores			#DIV/0!			#DIV/0!			
Douglas	7	1	14.29%	\$1,971	\$103	5.23%			
Eagle			#DIV/0!			#DIV/0!			
Elbert			#DIV/0!			#DIV/0!			
El Paso	79	12	15.19%	\$24,423	\$1,357	5.56%	1	\$236	4.59%
Fremont	7	1	14.29%	\$2,441	\$165	6.76%			
Garfield	9	0	0.00%	\$2,660	\$0	0.00%			
Gilpin			#DIV/0!			#DIV/0!			
Grand			#DIV/0!			#DIV/0!			
Gunnison			#DIV/0!			#DIV/0!			
Hinsdale			#DIV/0!			#DIV/0!			
Huerfano	2	0	0.00%	\$726	\$0	0.00%			
Jackson			#DIV/0!			#DIV/0!			
Jefferson	41	5	12.20%	\$10,287	\$717	6.97%			
Kiowa			#DIV/0!			#DIV/0!			
Kit Carson	3	1	33.33%	\$1,735	\$274	15.79%			
Lake			#DIV/0!			#DIV/0!			
La Plata	2	1	50.00%	\$510	\$99	19.41%			
Larimer	35	2	5.71%	\$10,214	\$189	1.85%			
Las Animas	4	0	0.00%	\$1,558	\$0	0.00%			
Lincoln			#DIV/0!			#DIV/0!			
Logan	1	0	0.00%	\$326	\$0	0.00%			
Mesa	22	4	18.18%	\$4,833	\$538	11.13%			
Mineral			#DIV/0!			#DIV/0!			
Moffat	2	1	50.00%	\$689	\$179	25.98%			
Montezuma	5	0	0.00%	\$1,582	\$0	0.00%			
Montrose	11	1	9.09%	\$2,294	\$59	2.57%			
Morgan	4	0	0.00%	\$2,015	\$0	0.00%			
Otero	4	0	0.00%	\$1,851	\$0	0.00%			

FFY 2013 SNAP Above Threshold Case Review Continued

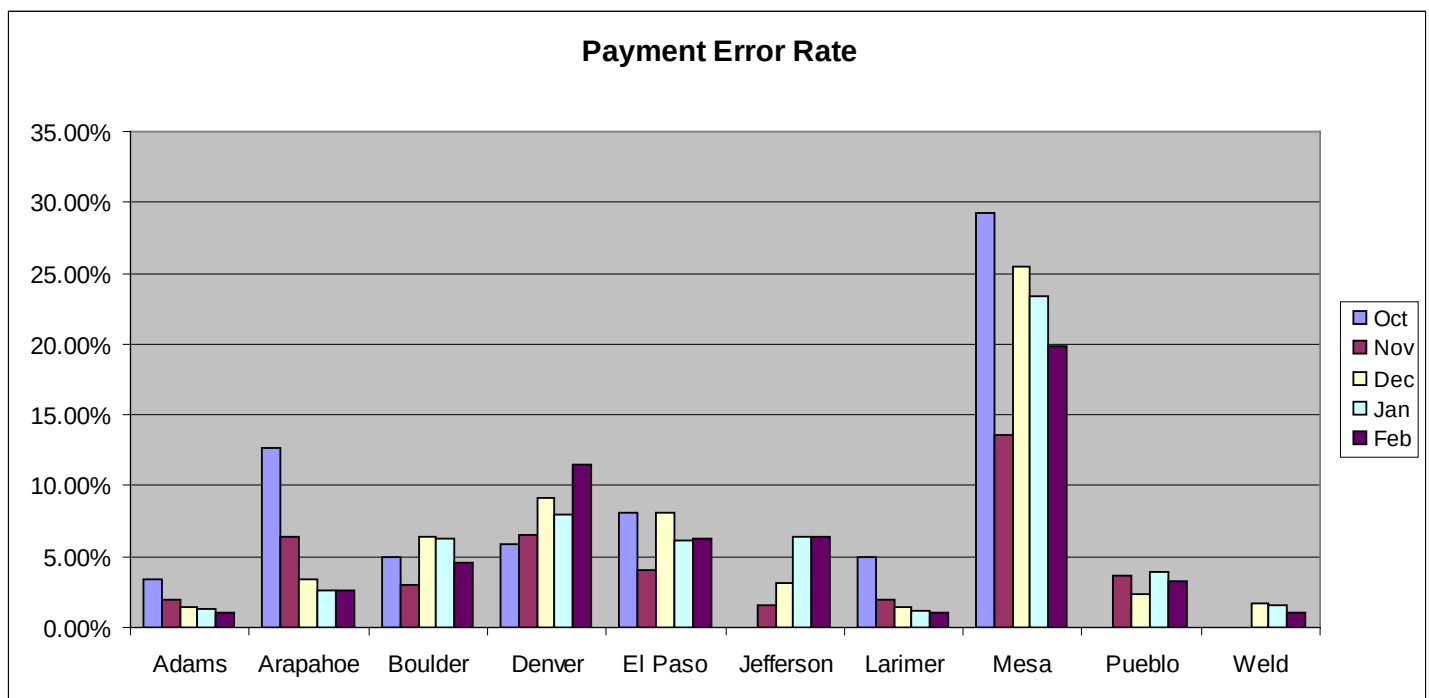
County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE	CBMS Errors	\$ in Error	County Error Rate
Ouray	2	0	0.00%	\$400	\$0	0.00%			
Park	2	0	0.00%	\$510	\$0	0.00%			
Phillips									
Pitkin			#DIV/0!			#DIV/0!			
Prowers	4	2	50.00%	\$1,611	\$277	17.19%	1	\$147	8.07%
Pueblo	38	4	10.53%	\$10,510	\$463	4.41%			
Rio Blanco			#DIV/0!			#DIV/0!			
Rio Grande	1	0	0.00%	\$367	\$0	0.00%			
Routt			#DIV/0!			#DIV/0!			
Saguache	1	0	0.00%	\$65	\$0	0.00%			
San Juan			#DIV/0!			#DIV/0!			
San Miguel			#DIV/0!			#DIV/0!			
Sedgwick			#DIV/0!			#DIV/0!			
Summit	4	1	25.00%	\$826	\$90	10.90%			
Teller	2	0	0.00%	\$277	\$0	0.00%			
Washington			#DIV/0!			#DIV/0!			
Weld	30	2	6.67%	\$10,666	\$189	1.77%			
Yuma			#DIV/0!			#DIV/0!			
TOTAL	622	69	11.09%	\$182,050	\$9,477	5.21%	5	\$792	4.77%

Note: All CBMS caused errors have been manually removed from the county Error Rate (last column) and the state is taking the responsibility of correcting CBMS caused issues. However, the county must still correct the individual case.

FFY 2013 SNAP Above Threshold 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%
March	2.72%	3.18%	4.35%	12.08%	5.68%	6.13%	2.20%	12.56%	4.94%	2.76%



FFY 2013 SNAP QA Above Threshold Case Review by \$

Above Threshold Errors by dollars (through partial April):

	Income							Deductions					Other			TOTAL	
County	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				\$100					\$246	
Client	\$189																\$189
Arapahoe																	
Agency	\$177											\$344				\$521	
Client																	\$0
Boulder																	
Agency			\$75			\$180										\$255	
Client			\$114														\$114
Denver																	
Agency	\$1,801			\$165		\$200	\$59				\$314	\$547				\$3,086	
Client	\$367																\$367
El Paso																	
Agency	\$535	\$236	\$88								\$178		\$87	\$55		\$1,179	
Client													\$178				\$178
Jefferson																	
Agency		\$133		\$198							\$236					\$567	
Client	\$150																\$150
Larimer																	
Agency									\$67			\$122				\$189	
Client																	\$0
Mesa																	
Agency			\$164								\$128					\$292	
Client	\$246																\$246
Pueblo																	
Agency		\$100				\$198						\$165				\$463	
Client																	\$0
Weld																	
Agency					\$126	\$63										\$189	
Client																	\$0
Big 10 Total	\$3,465	\$469	\$441	\$363	\$126	\$641	\$205	\$0	\$67	\$0	\$956	\$1,178	\$265	\$55	\$0	\$6,987	\$1,244
BIG 10 Grand	\$8,231																
All Others																	
Agency	\$373	\$147			\$165		\$103				\$189	\$90					
Client	\$179																\$179
All Others	\$552	\$147	\$0	\$0	\$165	\$0	\$103	\$0	\$0	\$0	\$189	\$90	\$0	\$0	\$0	\$0	\$179
Statewide	\$4,017	\$616	\$441	\$363	\$291	\$641	\$308	\$0	\$67	\$0	\$1,145	\$1,268	\$265	\$55	\$0	\$6,987	\$1,423

FY 2013 SNAP Case & Procedural Case Review

(October through partial April 2013)

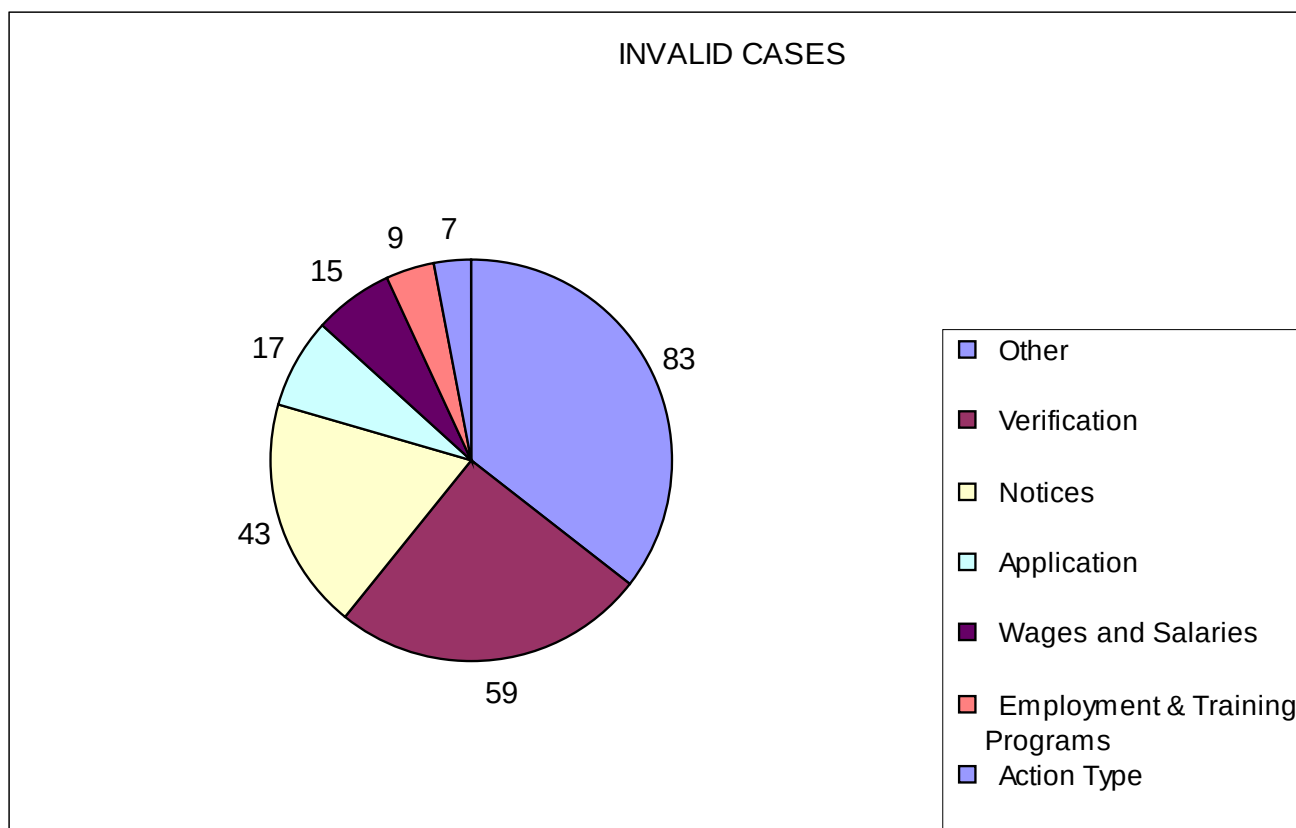
County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	40	16	40.00%	5	27.50%
Alamosa	2	2	100.00%		100.00%
Arapahoe	46	22	47.83%	9	28.26%
Archuleta	1	1			
Baca					
Bent					
Boulder	20	12	60.00%	6	30.00%
Broomfield	2	2	100.00%	1	50.00%
Chaffee	1	0	0.00%		0.00%
Cheyenne					
Clear Creek					
Conejos					
Costilla	1	1	100.00%		
Crowley					
Custer					
Delta	2	2	100.00%	1	50.00%
Denver	94	56	59.57%	20	38.30%
Dolores	2	0			
Douglas	5	0	0.00%	0	0.00%
Eagle	3	2	66.67%	0	66.67%
El Paso	73	34	46.58%	13	28.77%
Elbert	1	1	100.00%	1	0.00%
Fremont	7	4	57.14%	0	57.14%
Garfield	2	2	100.00%	0	100.00%
Gilpin	1	1	100.00%		
Grand					
Gunnison	1	0	0.00%		
Hinsdale					
Huerfano					
Jackson					
Jefferson	36	20	55.56%	5	41.67%
Kiowa					
Kit Carson	1	0			
Lake					
La Plata	7	3	42.86%	3	0.00%
Larimer	26	18	69.23%	3	57.69%
Las Animas	3	2	66.67%	1	33.33%
Lincoln	0	0			
Logan	4	1		1	
Mesa	26	15	57.69%	4	42.31%
Mineral					
Moffat	0	0			
Montezuma					
Montrose	3	2	66.67%	1	33.33%
Morgan	0	0			
Otero	5	3	60.00%	1	40.00%

FY 2013 SNAP Case & Procedural Case Review Cont.

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park	2	1		0	
Phillips					
Pitkin					
Prowers	2	1	50.00%	0	50.00%
Pueblo	22	14	63.64%	4	45.45%
Rio Blanco					
Rio Grande	2	2	100.00%	0	100.00%
Routt	1	0	0.00%	0	0.00%
Saguache	1	1	100.00%	1	0.00%
San Juan					
San Miguel	1	1			
Sedgwick	1	1	100.00%	0	100.00%
Summit					
Teller	0	0			
Washington					
Weld	28	16	57.14%	10	21.43%
Yuma	2	1	50.00%	1	0.00%
TOTAL	477	260	54.51%	91	35.43%

FFY 2013 Case & Procedural Error Trends (October 2012 through partial April 2013)

Negative Error Ranking (top elements only):



“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.

FFY 2013 Case & Procedural Error Causes

Top Causes only:

ERROR CAUSES	# Cases	% Cases
Data entry and/or coding error (includes selection of incorrect codes)	35	13.46%
Notice not clearly understandable	31	11.92%
Policy incorrectly applied	31	11.92%
Computer programming error	27	10.38%
Improper Denial/Termination - failure to provide - verification was received or is in case file	20	7.69%
Computer user error (Improper use of system or unauthorized process or work around)	15	5.77%
Improper Denial/Termination - failure to provide - household never notified of needed verification	12	4.62%

SNAP QA Active Error Rates

(October 2012 through partial April 2013)

Food Nutrition Services (FNS) required states to collect and report all payment errors as of October 1, 2011 (FFY12) for tracking, trend analysis and reports to congress of the suitability if the current threshold amount. All states must be at or below the Above Threshold National Average to avoid liability and/or sanctions. At this time, there is no goal or standard for below threshold errors or the (overall) active payment error rate. SNAP QA reports the Payment Error Rate (PER) 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 (PER). The PER 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 Below the Threshold Payment Error Rate:

Active Payment Error Rate (below) = **1.23%**

Target Goal = 3%

- Total Cases Reviewed = 622
- Total Cases with Errors = 156
- Total Issuance = \$182,050
- Total Misspent = \$2,231
- Active Case Error Rate = **25.08%**

State Payment Error Rate:

Active Payment Error Rate = **6.43%**

Target Goal = 3%

- Total Cases Reviewed = 622
- Total Cases with Errors = 225
- Total Issuance = \$182,050
- Total Misspent = \$11,709

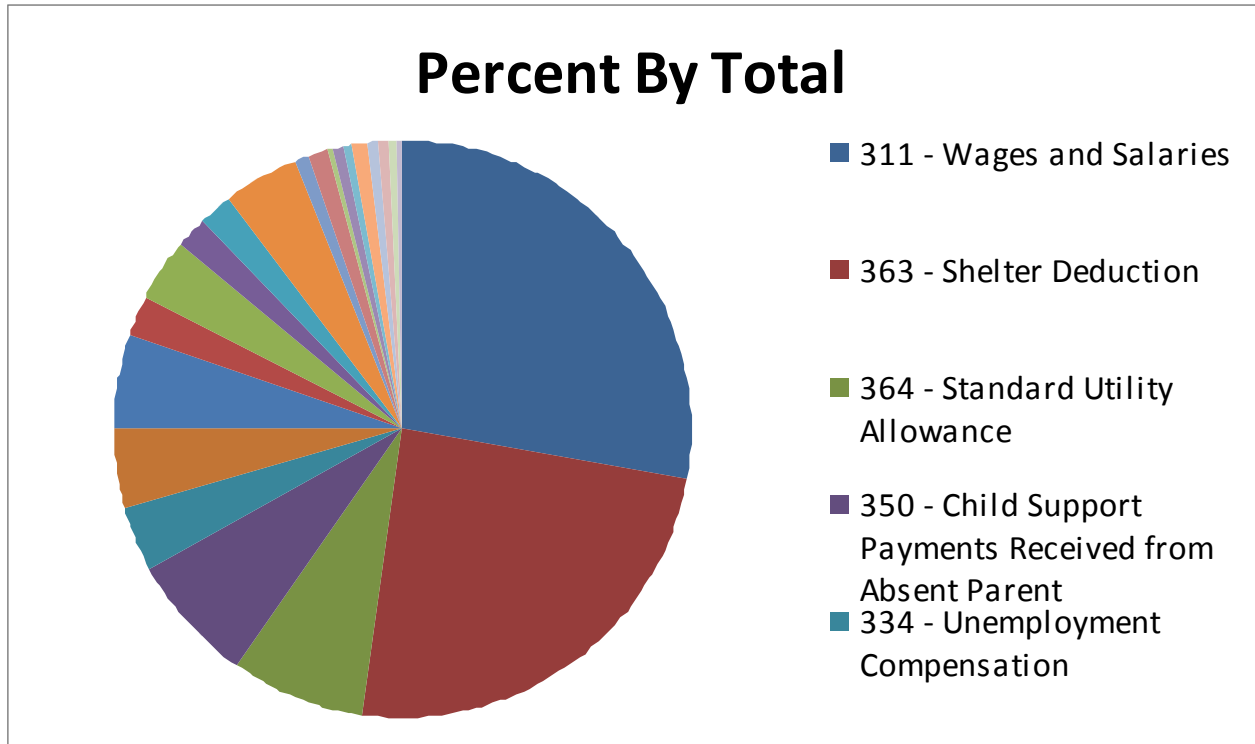
Active Case Error Rate = **36.17%**

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

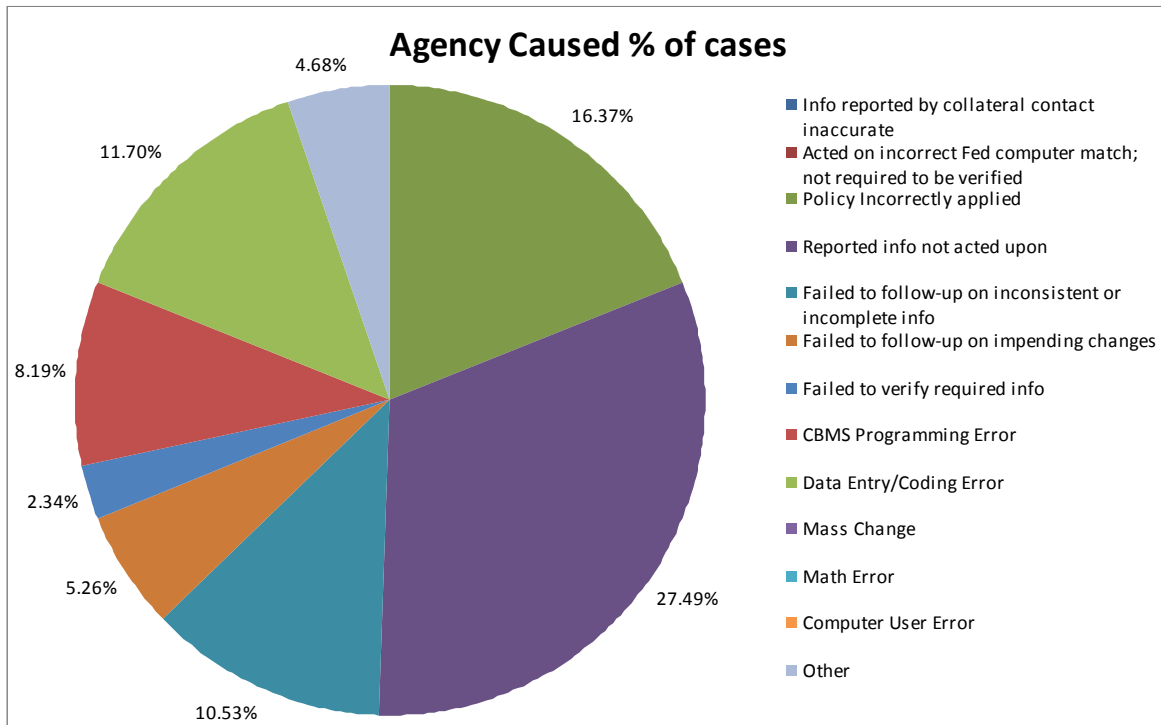
FFY 2013 PER Trends

(October 2012 through partial April 2013)

Payment Error Rank by Cost (all):



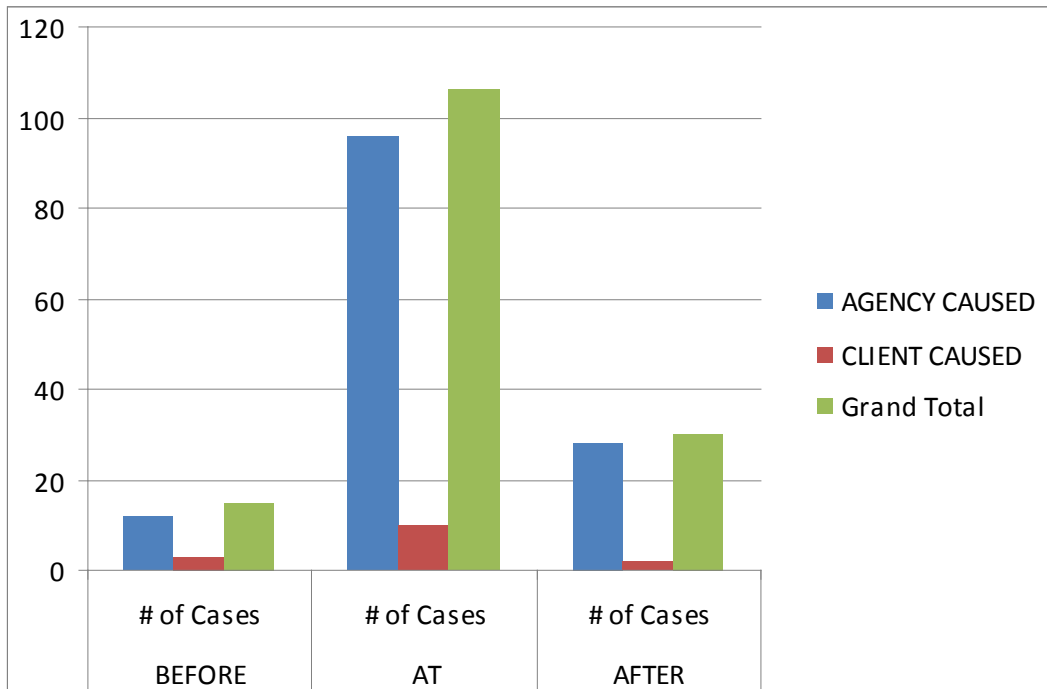
Payment Error Cause (all):



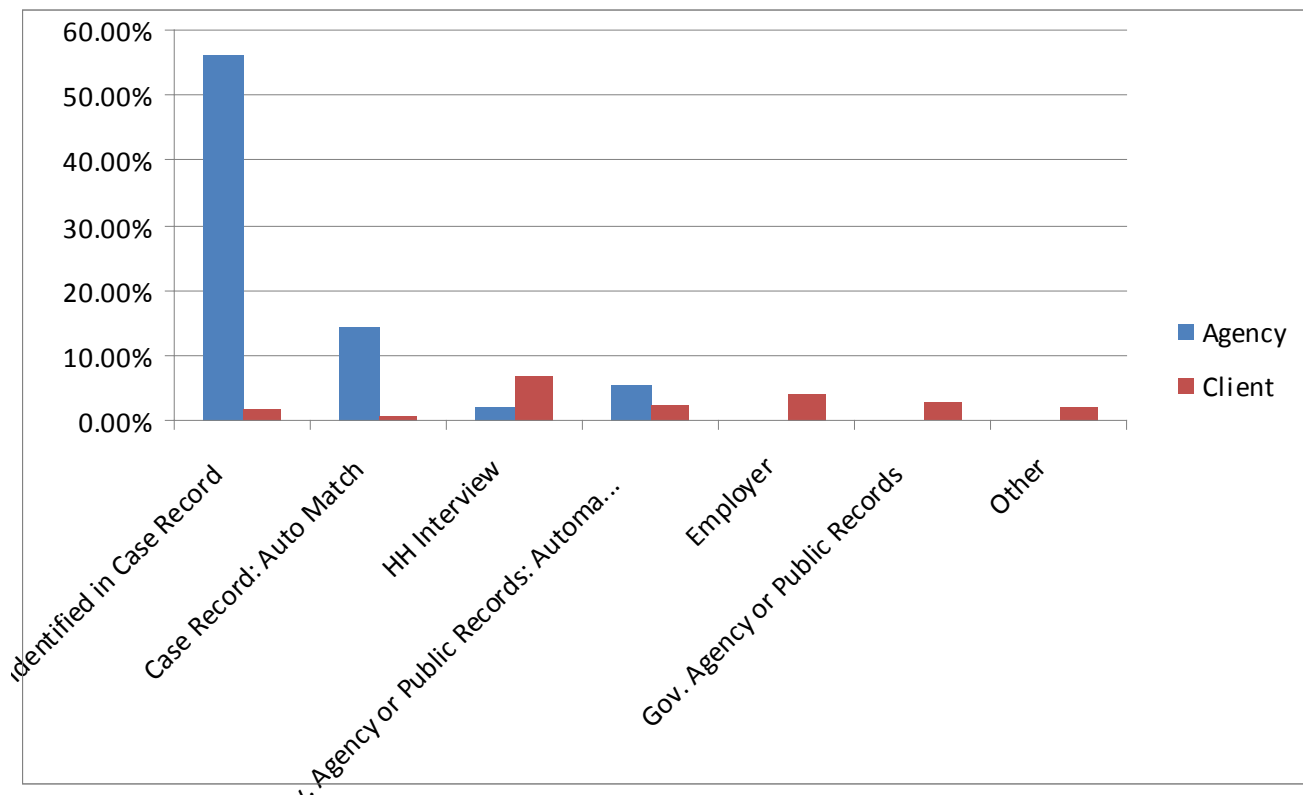
FFY 2013 Trends Continued

(October 2012 through partial April 2013)

Payment Error by Occurrence (all):



Payment Error by Discovery – combined (all):



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	59	3	15	30.51%	\$19,368	\$435	\$244	3.51%	4	\$33	3.34%
Alamosa	4	0		0.00%	\$1,343	\$0		0.00%			
Arapahoe	62	4	10	22.58%	\$18,251	\$521	\$213	4.02%	3	\$34	3.84%
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		0.00%			
Boulder	29	3	2	17.24%	\$9,419	\$369	\$87	4.84%			
Broomfield				#DIV/0!				#DIV/0!			
Chaffee	1	0		0.00%	\$60	\$0		0.00%			
Cheyenne	2	0		0.00%	\$1,033	\$0		0.00%			
Clear Creek	2	0		0.00%	\$469	\$0		0.00%			
Conejos	4	0		0.00%	\$467	\$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	128	21	23	34.38%	\$33,585	\$3,453	\$448	11.62%	6	\$476	10.20%
Dolores	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Douglas	7	1		14.29%	\$1,971	\$103		5.23%			
Eagle	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Elbert	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
El Paso	79	12	12	30.38%	\$24,423	\$1,357	\$294	6.76%	2	\$249	5.74%
Fremont	7	1	1	28.57%	\$2,441	\$165	\$25	7.78%	1	\$25	6.76%
Garfield	9	0		0.00%	\$2,660	\$0		0.00%			
Gilpin	0	0		#DIV/0!	\$0	\$0		#DIV/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	41	5	5	24.39%	\$10,287	\$717	\$192	8.84%	1	\$30	8.54%
Kiowa	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Kit Carson	3	1		33.33%	\$1,735	\$274		15.79%			
Lake	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
La Plata	2	1		50.00%	\$510	\$99		19.41%			
Larimer	35	2	9	31.43%	\$10,214	\$189	\$185	3.66%			
Las Animas	4	0	1	25.00%	\$1,558	\$0	\$2	0.13%			
Lincoln	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Logan	1	0		0.00%	\$326	\$0		0.00%			
Mesa	22	4	3	31.82%	\$4,833	\$538	\$94	13.08%			
Mineral	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Moffat	2	1	1	100.00%	\$689	\$179	\$18	28.59%			
Montezuma	5	0		0.00%	\$1,582	\$0		0.00%			
Montrose	11	1	4	45.45%	\$2,294	\$59	\$55	4.97%			
Morgan	4	0		0.00%	\$2,015	\$0		0.00%			
Otero	4	0	1	25.00%	\$1,851	\$0	\$7	0.38%			

FFY 2013 SNAP Active Case Review Continued

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	2	0		0.00%	\$510	\$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%	1	\$147	8.26%
Pueblo	38	4	59	165.79%	\$10,510	\$463	\$69	5.06%	1	\$1	5.05%
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	1	0	1	100.00%	\$65	\$0	\$49	75.38%			
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	4	1	2	75.00%	\$826	\$90	\$68	19.13%	1	\$33	15.13%
Teller	2	0		0.00%	\$277	\$0		0.00%			
Washington	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
Weld	30	2	5	23.33%	\$10,666	\$189	\$139	3.08%			
Yuma	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
TOTAL	622	69	156	36.17%	\$182,050	\$9,477	\$2,231	6.43%	20	\$1,028	5.87%

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.