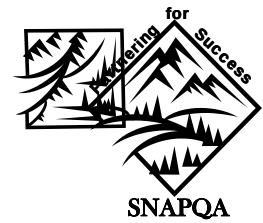




Colorado Department of Human Services
people who help people

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



COLORADO SNAP QUALITY CONTROL MONTHLY SUMMARY REPORT FEDERAL FISCAL YEAR 2013

(August 23, 2013 - for October 2012 through April 2013)

NATIONAL:

(October through March)

National Average Above Threshold = 3.06%

National Colorado Ranking = 46th out of 53

Mountain Plains Region Ranking = 8th out of 10

National Average Case & Procedural Error Rate = 24.09%

National Colorado Ranking = 51st out of 53

Mountain Plains Region Ranking = 10th out of 10

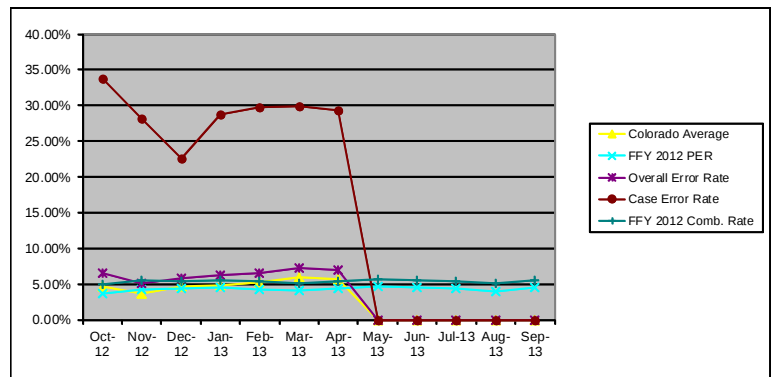
STATE (October through April 2013):

Above Threshold Payment Error Rate (PER) = **5.63%**

Target Goal = 3%

- Total Cases Reviewed = 598
- Total Cases with Errors = 74
- Total Issuance = \$178,748
- Total Misspent = \$10,057

Above Threshold Case Error Rate = **12.37%**

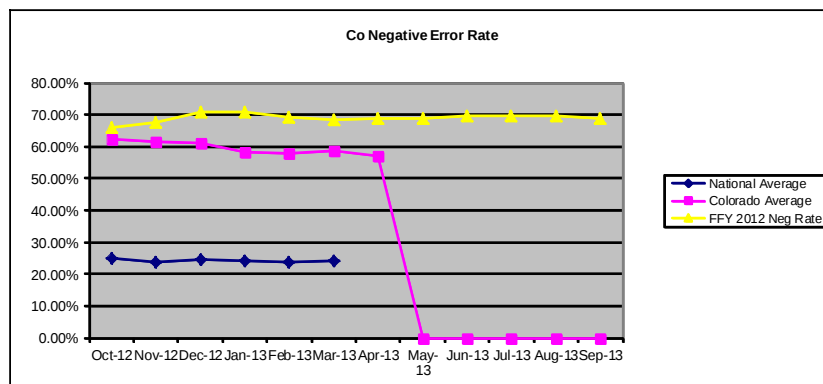


Case & Procedural Error Rate - CAPER (formally Negative) = **57.17%**

Target Goal = 25%

- Total Cases Reviewed = 460
- Total Invalid = 263

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



FFY 2013 Payment Error Trends & Best Practices

#1 Error - Wages:

1. 72 cases for a total of \$4,924 in incorrect authorization.
2. Causes:
 - a. Incorrect frequency code (generally every 2 weeks and twice a month are used in error);
 - b. Fail to check IEVS at recertification; and
 - c. Fail to act on reported information.
3. **Error Prevention Practices:**
 - a. Contact 100% of households with reported employment or IEVS Alerts for employment at recertification and clarify earnings.
 - i. Focus on IEVS Alerts that indicate large differences in pay known from system to system (example: one system shows \$0 and the other shows wages);
 - b. Open Wrap-up and IEVS and use this data during all interviews to guide questions and obtain clarification from the household.

#2 Error – Shelter:

1. 63 cases for a total of \$2,068 in incorrect authorization.
2. Causes:
 - a. Fail to act on verification provided or in the file;
 - b. Fail to act on reported information; and
 - c. Allowing non-rent such as car insurance, deposits, pet rent, overdraft fees).
3. **Error Prevention Practices:**
 - a. Open Wrap-up and use during all interviews to guide questions and obtain clarification.
 - i. Does the shelter amount in wrap-up match the most current verification?
 - ii. Is there also a homeless allowance listed?
 - iii. How is the total shelter calculated (is it made of lot rent + trailer)
 - b. Review wrap-up and pay close attention to the shelter and homeless allowance fields.
 - c. When a household verified rent and the amount has increased by more than \$100, is there a possibility that the household is on housing assistance and reporting the full rent (ex. Prior rent record is \$150 and most recent reported an verified amount is \$650).
 - d. Ensure all open shelter billing records are closed except the current accurate shelter record.

#3 Error – Utilities:

1. 21 cases for a total of \$1,537 in incorrect authorization.
2. Causes:
 - a. HH reports “no” utilities, but worker gives full HCUA;
 - b. Fail to act on reported information; and
 - c. Fail to check LEAP.
3. **Error Prevention Practices:**
 - a. Open wrap-up and use during all interviews to guide questions and clarify information.
 - b. Review wrap-up and pay close attention to the utility fields – does the data match the household's statement or verification that was received.
 - c. For any household that declares no to heating/cooling costs, check LEAP system for most recent LEAP program year. Is the household at the same address was the household approved for a LEAP benefit.

FFY 2013 SNAP Payment Error Rates

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	61	5	15	32.79%	\$20,285	\$682	\$244	4.56%	2	\$23	4.45%
Alamosa	4	0		0.00%	\$1,343	\$0		0.00%			
Arapahoe	60	4	12	26.67%	\$17,947	\$521	\$265	4.38%	3	\$34	4.19%
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	3	20.69%	\$9,419	\$369	\$91	4.88%			
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	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	118	23	22	38.14%	\$32,486	\$3,799	\$444	13.06%	4	\$435	11.72%
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	73	11	13	32.88%	\$22,677	\$1,153	\$321	6.50%	2	\$249	5.40%
Fremont	8	1	1	25.00%	\$2,501	\$165	\$25	7.60%	1	\$25	6.60%
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	32	2	7	28.13%	\$9,676	\$189	\$159	3.60%			
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	5	3	36.36%	\$5,033	\$631	\$94	14.40%			
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	5	0		0.00%	\$2,130	\$0		0.00%			
Otero	3	0	1	33.33%	\$1,748	\$0	\$7	0.40%			

FFY 2013 SNAP Payment Error Rates 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	35	4	5	25.71%	\$9,821	\$463	\$69	5.42%	1	\$1	5.41%
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	29	3	6	31.03%	\$10,844	\$287	\$185	4.35%			
Yuma	0	0		#DIV/0!	\$0	\$0		#DIV/0!			
TOTAL	598	74	104	29.77%	\$178,748	\$10,057	\$2,330	6.93%	16	\$977	6.38%

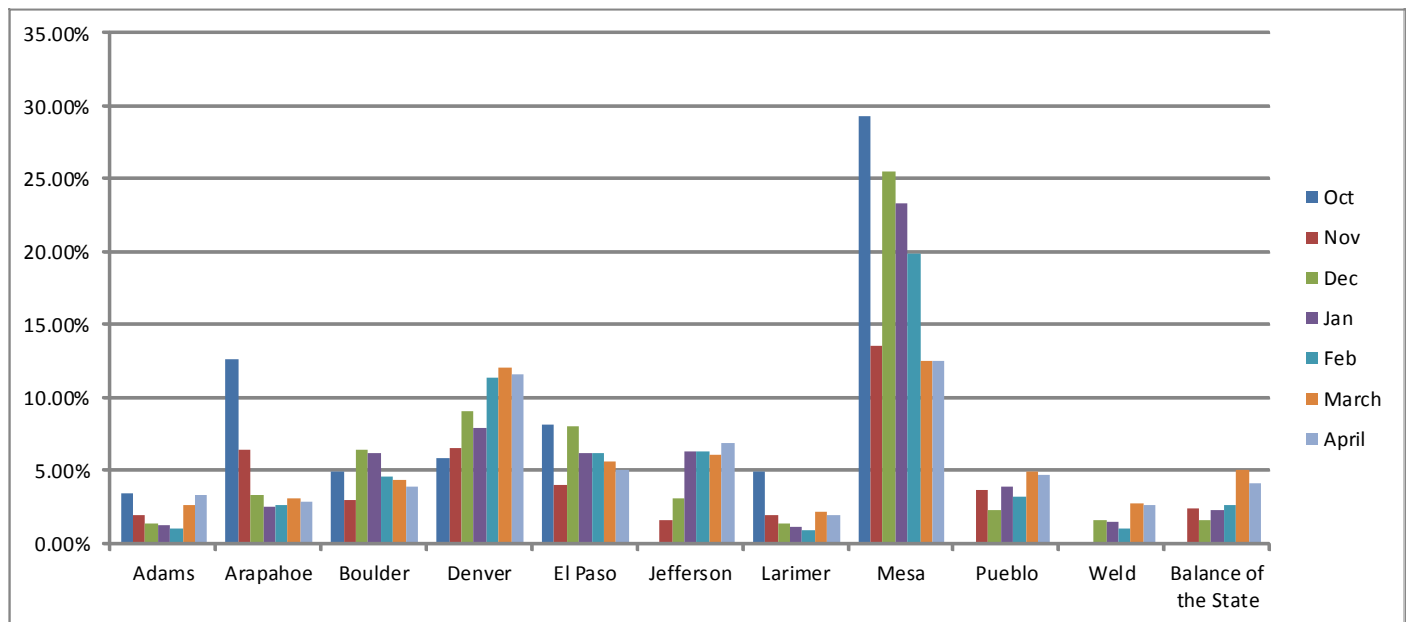
Note: All CBMS caused errors have been manually removed from the county Error Rate (last column) and the state is taking the responsibility of correcting CBMS caused issues. However, the county must still correct the individual case.

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 Above Threshold Case Review - PER Big 10 Counties

Cumulative:

	Adams	Arapahoe	Boulder	Denver	El Paso	Jefferson	Larimer	Mesa	Pueblo	Weld	Balance of the State
Oct	3.45%	12.67%	4.99%	5.91%	8.15%	0.00%	4.94%	29.29%	0.00%	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%	2.41%
Dec	1.41%	3.41%	6.44%	9.15%	8.05%	3.12%	1.46%	25.52%	2.37%	1.64%	1.63%
Jan	1.28%	2.60%	6.21%	7.94%	6.20%	6.41%	1.15%	23.42%	3.89%	1.58%	2.31%
Feb	1.07%	2.64%	4.60%	11.44%	6.23%	6.41%	1.00%	19.88%	3.30%	1.07%	2.66%
March	2.72%	3.18%	4.35%	12.08%	5.68%	6.13%	2.20%	12.56%	4.94%	2.76%	5.11%
April	3.36%	2.90%	3.92%	11.69%	5.08%	6.97%	1.95%	12.54%	4.71%	2.65%	4.12%



FFY 2013 SNAP QA Above Threshold Case Review by \$

Above Threshold Errors by dollars (through 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	\$56						\$146				\$100				\$191	\$493	
Client	\$189																\$189
Arapahoe																	
Agency	\$177											\$344				\$521	
Client																	\$0
Boulder																	
Agency			\$75			\$180										\$255	
Client			\$114														\$114
Denver																	
Agency	\$2,070			\$165		\$277	\$59				\$314	\$547				\$3,432	
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	\$58								\$67			\$122				\$247	
Client																	\$0
Mesa																	
Agency			\$164								\$128	\$93				\$385	
Client	\$246																\$246
Pueblo																	
Agency		\$100				\$198						\$165				\$463	
Client																	\$0
Weld																	
Agency					\$126	\$161										\$287	
Client																	\$0
Big 10 Total	\$3,848	\$469	\$441	\$363	\$126	\$816	\$205	\$0	\$67	\$0	\$956	\$1,271	\$265	\$55	\$191	\$7,829	\$1,244
BIG 10 Grand	\$9,073																
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	\$4,400	\$616	\$441	\$363	\$291	\$816	\$308	\$0	\$67	\$0	\$1,145	\$1,361	\$265	\$55	\$191	\$7,829	\$1,423

FY 2013 SNAP Case & Procedural Case Review

(October through April 2013)

Goal = 25%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	37	18	48.65%	8	27.03%
Alamosa	2	2	100.00%		100.00%
Arapahoe	43	22	51.16%	11	25.58%
Archuleta	1	1			
Baca					
Bent					
Boulder	20	12	60.00%	8	20.00%
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	92	55	59.78%	21	36.96%
Dolores	2	0			
Douglas	5	0	0.00%	0	0.00%
Eagle	3	2	66.67%	0	66.67%
El Paso	77	39	50.65%	15	31.17%
Elbert	1	1	100.00%	1	0.00%
Fremont	7	4	57.14%	0	57.14%
Garfield	3	3	100.00%	1	66.67%
Gilpin	1	1	100.00%		
Grand					
Gunnison	1	0	0.00%		
Hinsdale					
Huerfano					
Jackson					
Jefferson	36	20	55.56%	6	38.89%
Kiowa					
Kit Carson	1	0			
Lake					
La Plata	7	3	42.86%	3	0.00%
Larimer	24	18	75.00%	3	62.50%
Las Animas	3	2	66.67%	1	33.33%
Lincoln	0	0			
Logan	2	1		1	
Mesa	25	15	60.00%	3	48.00%
Mineral					
Moffat	0	0			
Montezuma					
Montrose	2	2	100.00%	1	50.00%
Morgan	0	0			
Otero	4	2	50.00%	1	25.00%

FY 2013 SNAP Case & Procedural Case Review Cont.

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	22	14	63.64%	6	36.36%
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					
Sedgwick	1	1	100.00%	0	100.00%
Summit					
Teller	0	0			
Washington					
Weld	24	15	62.50%	10	20.83%
Yuma	2	1	50.00%	1	0.00%
TOTAL	460	263	57.17%	104	34.57%

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

Negative Error Ranking – COUNTY Caused:

#1 Error – Data Entry:

1. 81 invalid cases (15.52% of all causes):
2. Causes:
 - a. Workers enter or fail to update the Effective Begin Date triggering a run back; and
 - b. Workers select the incorrect valid value from the Individual Compliance window issuing the incorrect notice.
3. **Error Prevention Practices:**
 - a. BEFORE any update or change to any window, determine if change to window is required and the correct Effective Begin Date (use the Navigating Effective and End Data document);
 - i. Example – any change to the demographic window including a middle initial requires a change to the EBD.
 - ii. Example – change or removal of marital status requires a change to the Effective Begin Date.
 - iii. Example – change to average weekly hours on Employment History requires a change to the EBD.
 - b. Double Check valid value to ensure correct selection is made prior to finalizing the Individual Compliance window (remind staff there is a value for No Show and a value for Fail to Provide).

#2 Error – Verification:

1. 79 invalid cases (15.13% of all causes).
2. Causes:
 - a. Workers are requiring verification not supported by policy:
 - i. Require all check stubs – no documentation as to why what was provided is insufficient; and
 - ii. Require verification of non-essential factors such as marital status, resources, self-employment, and student status for children under 18, etc.
 - b. Denying the case on or before the verification due date.
 - c. Households were not given a VCL.
3. **Error Prevention Practices:**
 - a. View the VCL at the end of the interview and recertification process and review for accuracy (clear off any old or unwanted verifications prior to VCL being mailed;
 - b. Document WHY provided verification is questionable or why an accurate projection of wages cannot be determined with the verification provided OR contact the household/employer to obtain an accurate projection of wages.
 - c. Do not request any verification not essential to establishing eligibility based on policy.
 - d. Always check VCL in CBMS to ensure it was mailed, the deadline has passed and that requested verification has not been received and is in the workflow process PRIOR to authorizing a negative action for fail to provide verification.

#3 Error – Misapplication of Policy :

1. 56 invalid cases (10.72% of all causes).
2. Causes:
 - a. NOMI not sent (should be resolved with automation);
 - b. Fail to allow deductions (causes household to be over gross in error) – includes child support expense, medical and shelter;
 - c. Denied too early for No show;
 - d. Incorrect household composition (students, sanctions not lifted, deceased included, non-household members); and
 - e. Fail to comply a sanction at EXP or fail to exempt a person during a sanction period.
3. **Error Prevention Practices:**
 - a. Double check all verified deductions have been data entered into CBMS including the Billing and/or expense windows;

- b. Review Wrap-up for these specific fields and check the accuracy for the final amounts prior to authorization;
- c. Check calendar tools for timeliness;
- d. Be sure all members are data entered and all non-members have the ancillary field completed; and
- e. Do not require households to prove a member lives or does not live with them.

SNAP QA Active Error Rates

(October 2012 through 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) = **1.30%**

- Total Cases Reviewed = 598
- Total Cases with Errors = 104
- Total Issuance = \$178,748
- Total Misspent = \$2,330
- Active Case Error Rate = **17.39%**

State Payment Error Rate:

Active Payment Error Rate = **6.93%**

Target Goal = 3%

- Total Cases Reviewed = 598
- Total Cases with Errors = 178
- Total Issuance = \$178,748
- Total Misspent = \$12,387

Active Case Error Rate = **29.77%**

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

