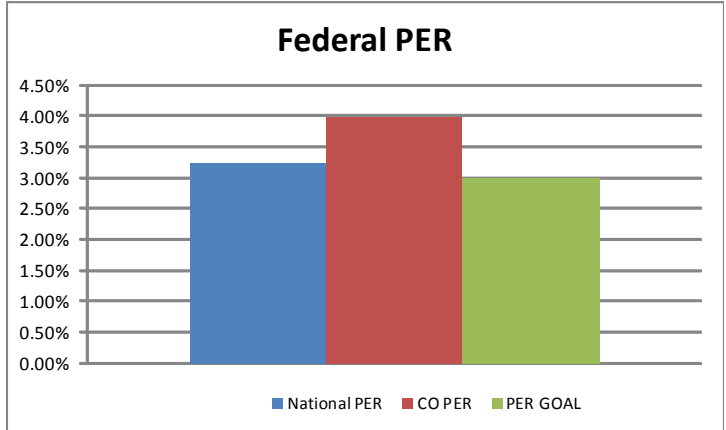


**COLORADO SNAP QUALITY CONTROL
MONTHLY SUMMARY REPORT
FEDERAL FISCAL YEAR 2014**
(October – April 2014)

COLORADO PAYMENT ERROR RATES (PER)*:

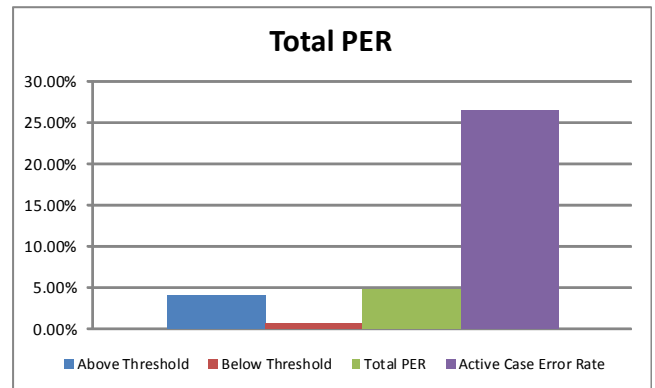
PER FFY 2014	
National PER	3.25%
CO PER	4.00%
PER GOAL	3.00%

*This represents the PER that the federal office uses to determine fiscal penalties and is compared to other state PERs.



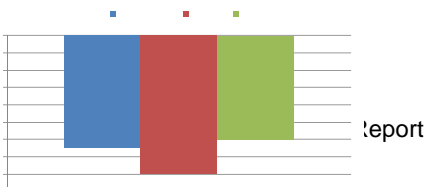
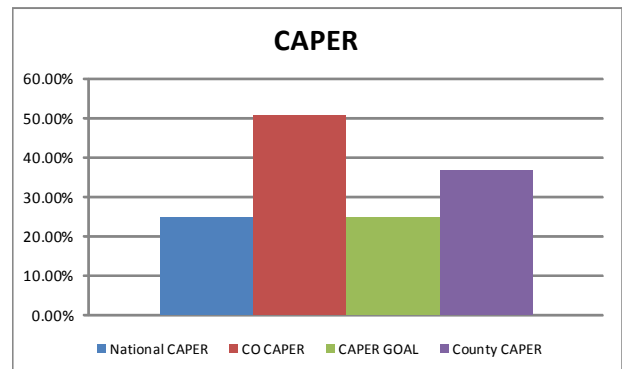
STATEWIDE TOTAL PER AND CASE ERROR RATES**:

**This represents all payment errors regardless of the dollar amount and all active cases with a dollar error.



COLORADO CASE AND PROCEDURAL ERROR RATE (CAPER):

CAPER FFY 2014	
National CAPER	25.08%
CO CAPER	50.84%
CAPER GOAL	25.00%
County CAPER	36.87%



FFY 2014 SNAP Payment Error Rates

Red = exceeds goal

Blue = largest contributors to PER

County	Completed Reviews	Threshold		Used by FNS for Penalties				% of State Caseload	% of State PER	Below Threshold \$ Errors	TOTAL ERROR RATE
		Above	Below	Case Error Rate	TOTAL SAMPLED ALLOTMENT	DOLLARS IN ERROR	Above Error Rate				
Adams	47	3	10	27.66%	\$15,116	\$371	2.45%	9.63%	6.78%	\$166	3.55%
Alamosa	5	0		0.00%	\$1,490	\$0	0.00%	0.88%	0.00%		0.00%
Arapahoe	46	6	2	17.39%	\$14,846	\$561	3.78%	9.90%	10.25%	\$34	4.01%
Archuleta	1	0		0.00%	\$189	\$0	0.00%	0.22%	0.00%		0.00%
Baca	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.08%	0.00%		#DIV/0!
Bent	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.21%	0.00%		#DIV/0!
Boulder	16	2	1	18.75%	\$5,275	\$169	3.20%	3.47%	3.09%	\$26	3.70%
Broomfield				#DIV/0!			#DIV/0!	0.40%	0.00%		#DIV/0!
Chaffee	3	0		0.00%	\$682	\$0	0.00%	0.32%	0.00%		0.00%
Cheyenne	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.03%	0.00%		#DIV/0!
Clear Creek	1	0		0.00%	\$116	\$0	0.00%	0.15%	0.00%		0.00%
Conejos	2	0		0.00%	\$233	\$0	0.00%	0.38%	0.00%		0.00%
Costilla	2	0		0.00%	\$616	\$0	0.00%	0.26%	0.00%		0.00%
Crowley	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.16%	0.00%		#DIV/0!
Custer	2	0	1	50.00%	\$831	\$0	0.00%	0.09%	0.00%	\$1	0.12%
Delta	8	0	3	37.50%	\$1,871	\$0	0.00%	0.85%	0.00%	\$66	3.53%
Denver	80	13	15	35.00%	\$23,760	\$1,590	6.69%	19.00%	29.06%	\$234	7.68%
Dolores	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.03%	0.00%		#DIV/0!
Douglas	9	3		33.33%	\$3,905	\$304	7.78%	1.19%	5.56%		7.78%
Eagle	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.30%	0.00%		#DIV/0!
Elbert	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.19%	0.00%		#DIV/0!
El Paso	65	9	9	27.69%	\$19,821	\$1,247	6.29%	14.04%	22.79%	\$122	6.91%
Fremont	6	2		33.33%	\$1,338	\$169	12.63%	1.14%	3.09%		12.63%
Garfield	6	1		16.67%	\$2,265	\$68	3.00%	0.96%	1.24%		3.00%
Gilpin	1	0		0.00%	\$589	\$0	0.00%	0.11%	0.00%		0.00%
Grand	1	0		0.00%	\$189	\$0	0.00%	0.12%	0.00%		0.00%
Gunnison	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.21%	0.00%		#DIV/0!
Hinsdale	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.01%	0.00%		#DIV/0!
Huerfano	3	0		0.00%	\$1,044	\$0	0.00%	0.38%	0.00%		0.00%
Jackson	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.03%	0.00%		#DIV/0!
Jefferson	26	1	6	26.92%	\$4,378	\$15	0.34%	6.73%	0.27%	\$74	2.03%
Kiowa	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.04%	0.00%		#DIV/0!
Kit Carson	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.12%	0.00%		#DIV/0!
Lake	1	0		0.00%	\$200	\$0	0.00%	0.13%	0.00%		0.00%
La Plata	6	0	2	33.33%	\$1,662	\$0	0.00%	0.78%	0.00%	\$43	2.59%
Larimer	21	2	5	33.33%	\$6,223	\$270	4.34%	4.81%	4.94%	\$44	5.05%
Las Animas	3	0	1	33.33%	\$604	\$0	0.00%	0.65%	0.00%	\$6	0.99%
Lincoln	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.10%	0.00%		#DIV/0!
Logan	3	0		0.00%	\$551	\$0	0.00%	0.40%	0.00%		0.00%
Mesa	17	0	1	5.88%	\$4,385	\$0	0.00%	3.34%	0.00%	\$32	0.73%
Mineral	1	0		0.00%	\$189	\$0	0.00%	0.01%	0.00%		0.00%
Moffat	1	1		100.00%	\$545	\$41	7.52%	0.31%	0.75%		7.52%
Montezuma	6	0	1	16.67%	\$2,011	\$0	0.00%	0.65%	0.00%	\$31	1.54%
Montrose	3	0	1	33.33%	\$1,063	\$0	0.00%	1.13%	0.00%	\$11	1.03%
Morgan	3	1		33.33%	\$490	\$49	10.00%	0.49%	0.90%		10.00%
Otero	7	0		0.00%	\$1,255	\$0	0.00%	0.78%	0.00%		0.00%

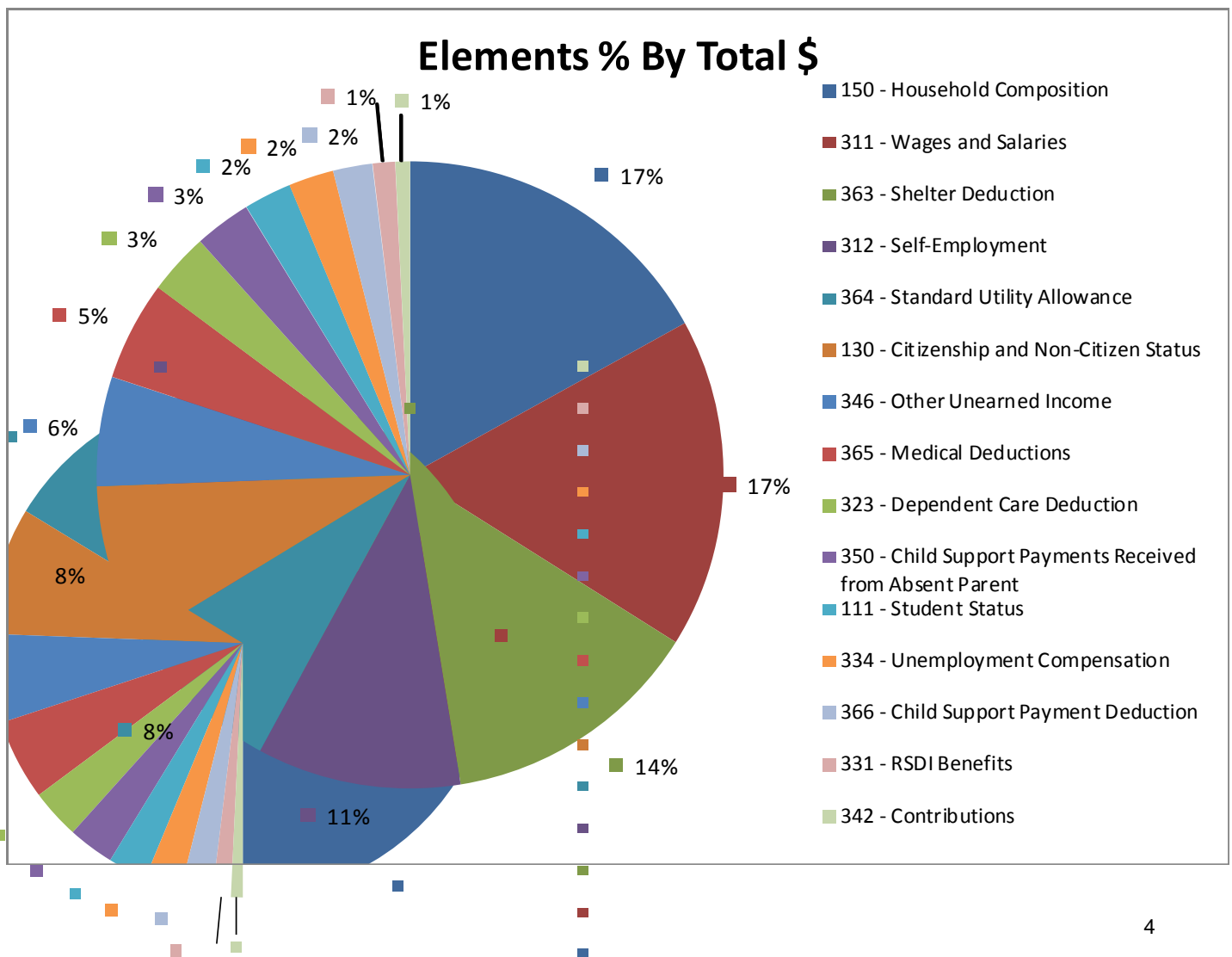
FFY 2014 SNAP Payment Error Rates Continued

County	Completed Reviews	Above	Below	Case Error Rate	TOTAL SAMPLED ALLOTMENT	DOLLARS IN ERROR	Above Error Rate	% of State Caseload	% of State PER	Below Threshold \$ Errors	TOTAL ERROR RATE
Ouray	2	0		0.00%	\$250	\$0	0.00%	0.07%	0.00%		0.00%
Park	2	0	1	50.00%	\$650	\$0	0.00%	0.28%	0.00%	\$14	2.15%
Phillips	2	1		50.00%	\$439	\$235	53.53%	0.08%	4.30%		53.53%
Pitkin	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.06%	0.00%		#DIV/0!
Prowers	3	0	1	33.33%	\$633	\$0	0.00%	0.52%	0.00%	\$16	2.53%
Pueblo	35	1	5	17.14%	\$9,613	\$185	1.92%	7.32%	3.38%	\$66	2.61%
Rio Blanco	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.10%	0.00%		#DIV/0!
Rio Grande	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.45%	0.00%		#DIV/0!
Routt	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.26%	0.00%		#DIV/0!
Saguache	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.31%	0.00%		#DIV/0!
San Juan	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.02%	0.00%		#DIV/0!
San Miguel	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.09%	0.00%		#DIV/0!
Sedgwick	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.05%	0.00%		#DIV/0!
Summit	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.21%	0.00%		#DIV/0!
Teller	1	0	1	100.00%	\$379	\$0	0.00%	0.48%	0.00%	\$34	8.97%
Washington	1	0		0.00%	\$47	\$0	0.00%	0.15%	0.00%		0.00%
Weld	21	3	5	38.10%	\$5,156	\$197	3.82%	4.26%	3.60%	\$37	4.54%
Yuma	0	0		#DIV/0!	\$0	\$0	#DIV/0!	0.18%	0.00%		#DIV/0!
TOTAL	469	49	71	25.59%	\$134,899	\$5,471	4.06%	100.00%	100.00%	\$1,057	4.84%

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.

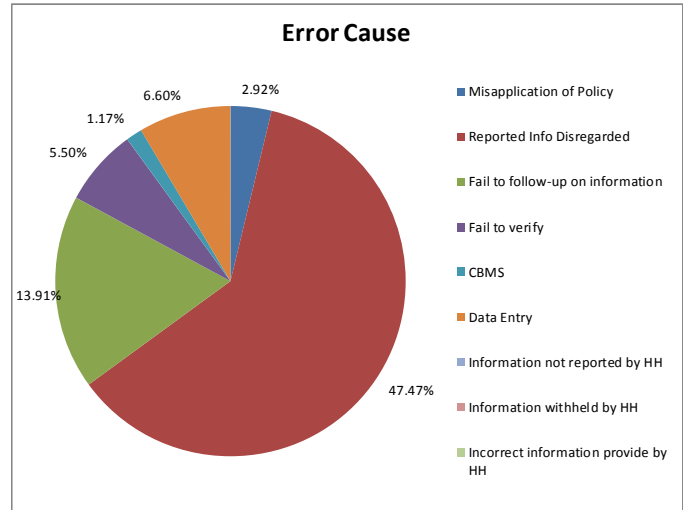
FFY 2014 SNAP Payment Error Rates Trends

Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
150 - Household Composition	\$929	16.98%	8	16.33%
311 - Wages and Salaries	\$928	16.96%	8	16.33%
363 - Shelter Deduction	\$737	13.47%	8	16.33%
312 - Self-Employment	\$575	10.51%	3	6.12%
364 - Standard Utility Allowance	\$458	8.37%	5	10.20%
130 - Citizenship and Non-Citizen Status	\$444	8.12%	2	4.08%
346 - Other Unearned Income	\$309	5.65%	2	4.08%
365 - Medical Deductions	\$280	5.12%	2	4.08%
323 - Dependent Care Deduction	\$173	3.16%	2	4.08%
350 - Child Support Payments Received from Absent Parent	\$160	2.92%	2	4.08%
111 - Student Status	\$135	2.47%	1	2.04%
334 - Unemployment Compensation	\$127	2.32%	2	4.08%
366 - Child Support Payment Deduction	\$111	2.03%	2	4.08%
331 - RSDI Benefits	\$64	1.17%	1	2.04%
342 - Contributions	\$41	0.75%	1	2.04%
Totals	\$5,471	100.00%	49	100.00%

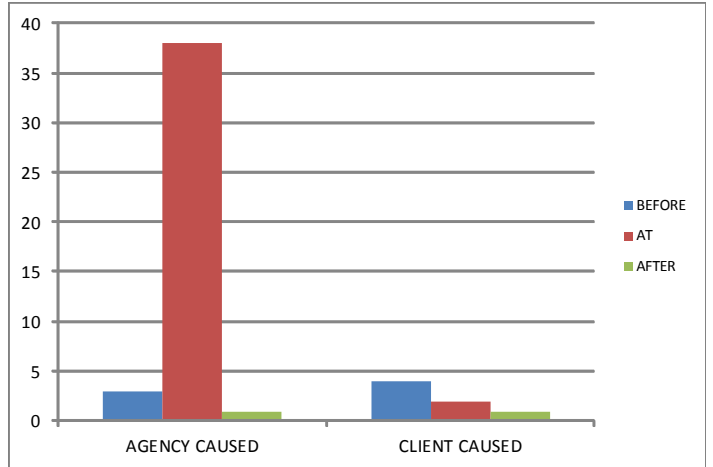


FFY 2014 SNAP Payment Error Rates Trends

CAUSE	Agency	Client
Misapplication of Policy	2.92%	
Reported Info Disregarded	47.47%	
Fail to follow-up on information	13.91%	
Fail to verify	5.50%	
CBMS	1.17%	
Data Entry	6.60%	
Information not reported by HH		6.80%
Information withheld by HH		2.52%
Incorrect information provide by HH		9.29%

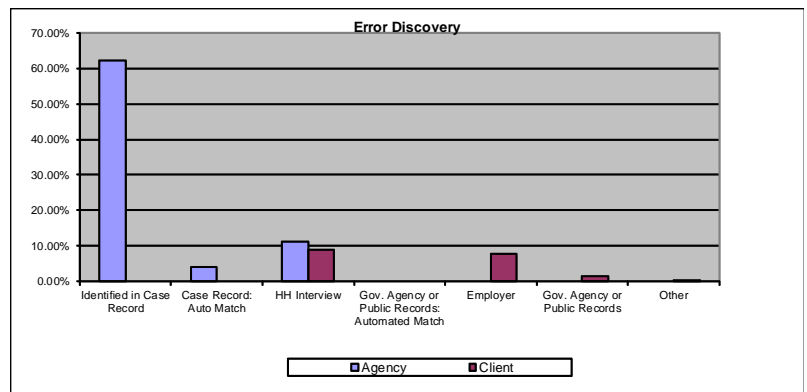


Most Recent Action	BEFORE	AT	AFTER	Total
	# of Cases	# of Cases	# of Cases	
AGENCY CAUSED				
Application		14		14
PR		2		2
RRR	3	22	1	26
Subtotal	3	38	1	42
CLIENT CAUSED				
Application		1		1
PR				
RRR	4	1	1	6
Subtotal	4	2	1	7
Grand Total	7	40	2	49



(note: includes all researched cases)

Error Discovered	Agency	Client
Identified in Case Record	62.27%	0.00%
Case Record: Auto Match	4.00%	0.00%
HH Interview	11.09%	9.05%
Gov. Agency or Public Records: Automated Match	0.00%	
Employer		7.70%
Gov. Agency or Public Records		1.59%
Other		0.27%



FFY 2014 SNAPQA Above Threshold Case Review by \$

Above Threshold Errors by dollars* (errors used by federal office to determine fiscal penalties):

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	\$142												\$139			\$281	
Client													\$90				\$90
Arapahoe																	
Agency	\$299					\$45		\$66				\$111	\$40			\$561	
Client																	\$0
Boulder																	
Agency											\$82					\$82	
Client											\$87						\$87
Denver																	
Agency	\$88	\$88									\$353	\$306	\$319		\$120	\$1,274	
Client							\$189						\$127				\$316
El Paso																	
Agency	\$421	\$72	\$64			\$82				\$45			\$70		\$404	\$1,158	
Client							\$41				\$48						\$89
Jefferson																	
Agency																\$0	
Client	\$15																\$15
Larimer																	
Agency													\$135	\$135		\$270	
Client																	\$0
Mesa																	
Agency																\$0	
Client																	\$0
Pueblo																	
Agency	\$185															\$185	
Client																	\$0
Weld																	
Agency	\$106							\$45			\$46					\$197	
Client																	\$0
Big 10 Total	\$1,256	\$160	\$64	\$0	\$0	\$127	\$230	\$111	\$0	\$45	\$616	\$417	\$920	\$135	\$524	\$4,008	\$597
BIG 10 Grand	\$4,605																
All Others																	
Agency	\$247								\$173	\$235	\$121	\$41	\$49			\$866	
Client																	\$0
All Others	\$247	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$173	\$235	\$121	\$41	\$49	\$0	\$0	\$0	\$866
Statewide	\$1,503	\$160	\$64	\$0	\$0	\$127	\$230	\$111	\$173	\$280	\$737	\$458	\$969	\$135	\$524	\$4,008	\$1,463
TOTAL	\$5,471																

*Includes all researched cases.

FFY 2014 SNAPQA Element Trend by Sample Month

ELEMENTS	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	FFY 2014
Wages #	1	2	2	3		3							11
Wages \$	\$421	\$190	\$264	\$252		\$376							\$1,503
Standard Utility Allowance #	1		3			1							5
Standard Utility Allowance\$	\$41		\$299			\$118							\$458
Shelter #	2	2	1	2		1							8
Shelter \$	\$167	\$310	\$87	\$91		\$82							\$737
UIB #	1			1									2
UIB \$	\$82			\$45									\$127
Child Support Income #	1	1											2
Child Support Income \$	\$72	\$88											\$160
SSI #													0
SSI \$													\$0
RSDI #		1											1
RSDI \$		\$64											\$64
Public Assistance #													0
Public Assistance \$													\$0
Other Unearned Income #	1	1			1								3
Other Unearned Income \$	\$41	\$120			\$189								\$350
Citizenship #	1					1							2
Citizenship \$	\$404					\$40							\$444
Medical Expenses #		2											2
Medical Expenses \$		\$280											\$280
Child Care Expense #			2										2
Child Care Expense \$			\$173										\$173
Child Support Expense #	\$1		\$1										2
Child Support Expense \$	\$45		\$66										\$111
Education Loan #													0
Education Loan \$													\$0
Student Status #					1								1
Student Status \$					\$135								\$135
HH Composition #	2	3			3								8
HH Composition \$	\$251	\$311			\$367								\$929
Proration Error #													0
Proration Error \$													\$0
Disqualified Recipient #													0
Disqualified Recipient \$													\$0
TOTAL #	11	12	9	6	5	6	0	0	0	0	0	0	49
Total \$	\$1,524	\$1,363	\$889	\$388	\$691	\$616	\$0	\$0	\$0	\$0	\$0	\$0	\$5,471

FY 2014 SNAP Case & Procedural Case Review

(October and March 2014)

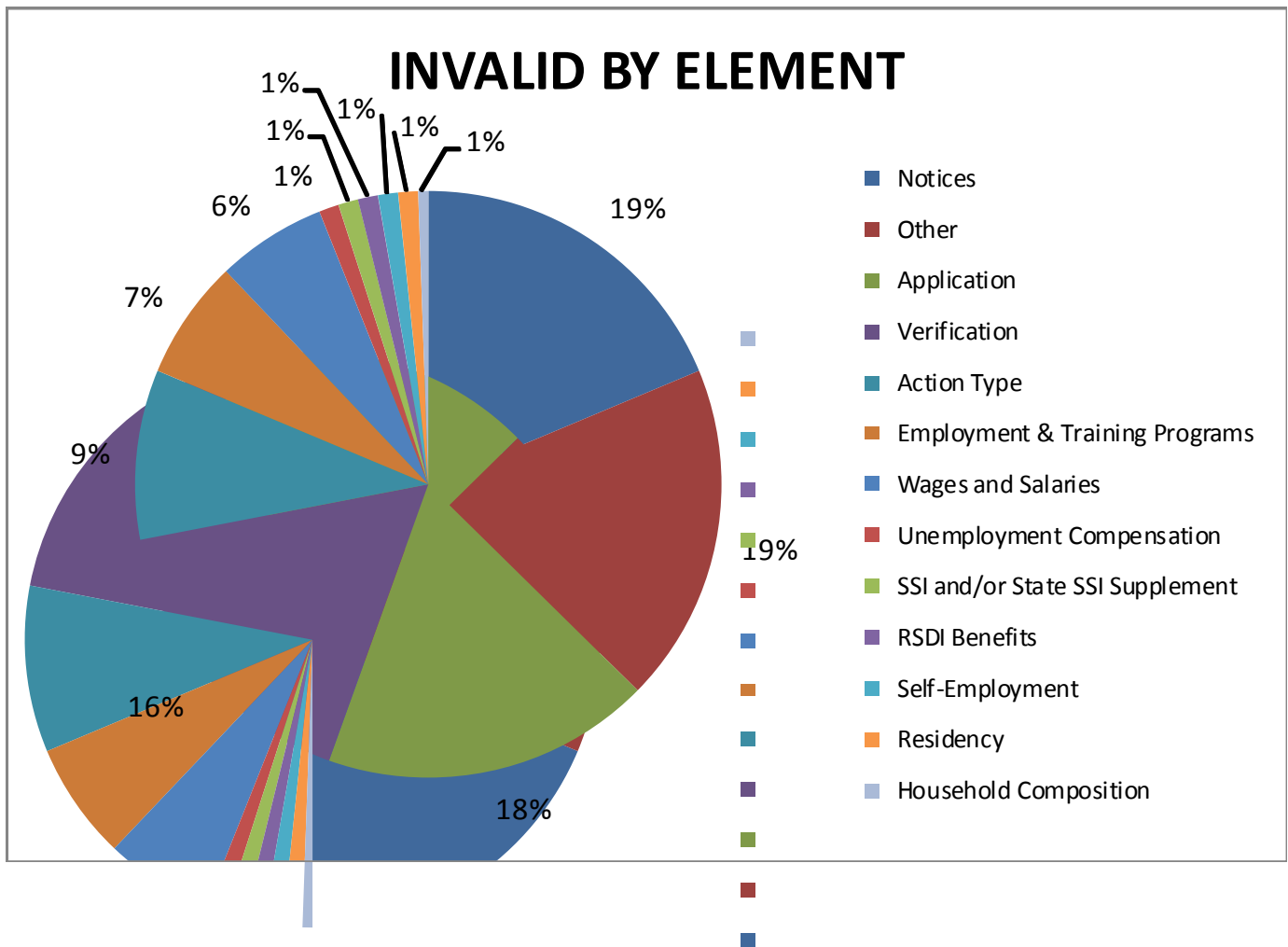
Goal = 25%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	35	20	57.14%	1	54.29%
Alamosa	3	2	66.67%	1	33.33%
Arapahoe	39	16	41.03%	3	33.33%
Archuleta			#DIV/0!		
Baca					
Bent	2	2	100.00%	0	
Boulder	17	4	23.53%	2	11.76%
Broomfield	2	1	50.00%	0	50.00%
Chaffee			#DIV/0!		#DIV/0!
Cheyenne					
Clear Creek					
Conejos	1	1	100.00%	1	0.00%
Costilla			#DIV/0!		
Crowley					
Custer					
Delta	6	3	50.00%	2	16.67%
Denver	58	42	72.41%	9	56.90%
Dolores					
Douglas	2	2	100.00%	0	100.00%
Eagle			#DIV/0!		#DIV/0!
El Paso	57	25	43.86%	7	31.58%
Elbert			#DIV/0!		#DIV/0!
Fremont	7	4	57.14%	2	28.57%
Garfield	4	3	75.00%	1	50.00%
Gilpin	1	1	100.00%	0	
Grand	2	0	0.00%	0	
Gunnison			#DIV/0!		
Hinsdale					
Huerfano					
Jackson					
Jefferson	26	12	46.15%	4	30.77%
Kiowa					
Kit Carson	1	1	100.00%	0	
Lake					
La Plata	5	0	0.00%	0	0.00%
Larimer	18	11	61.11%	6	27.78%
Las Animas			#DIV/0!		#DIV/0!
Lincoln					
Logan	1	0	0.00%	0	
Mesa	12	7	58.33%	1	50.00%
Mineral					
Moffat	4	2	50.00%	2	0.00%
Montezuma			#DIV/0!		
Montrose	5	3	60.00%	1	40.00%
Morgan	4	1	25.00%	0	
Otero	3	2	66.67%	0	66.67%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park			#DIV/0!		
Phillips	1	0	0.00%		
Pitkin					
Prowers			#DIV/0!		#DIV/0!
Pueblo	18	9	50.00%	6	16.67%
Rio Blanco	1	1	100.00%	0	100.00%
Rio Grande	2	1	50.00%	0	50.00%
Routt			#DIV/0!		#DIV/0!
Saguache	1	1	100.00%	0	100.00%
San Juan					
San Miguel			#DIV/0!		
Sedgwick			#DIV/0!		#DIV/0!
Summit	1	1	100.00%	0	100.00%
Teller	1	0	0.00%	0	0.00%
Washington					
Weld	18	4	22.22%	1	16.67%
Yuma			#DIV/0!		#DIV/0!
TOTAL	358	182	50.84%	50	36.87%
State Responsibility		27.47%			
County Responsibility		72.53%			

FY 2014 SNAP Case & Procedural Case Review By Element Ranking

ELEMENTS	DENIALS		TERMINATIONS		INVALID	PERCENT
	Count	Percentage	Count	Percentage		
Notices	7	3.85%	27	14.84%	34	18.68%
Other	17	9.34%	17	9.34%	34	18.68%
Application	33	18.13%	0	0.00%	33	18.13%
Verification	22	12.09%	8	4.40%	30	16.48%
Action Type	4	2.20%	13	7.14%	17	9.34%
Employment & Training Programs	3	1.65%	9	4.95%	12	6.59%
Wages and Salaries	7	3.85%	4	2.20%	11	6.04%
Unemployment Compensation	2	1.10%	0	0.00%	2	1.10%
SSI and/or State SSI Supplement	1	0.55%	1	0.55%	2	1.10%
RSDI Benefits	1	0.55%	1	0.55%	2	1.10%
Self-Employment	2	1.10%	0	0.00%	2	1.10%
Residency	1	0.55%	1	0.55%	2	1.10%
Household Composition	1	0.55%	0	0.00%	1	0.55%
Total	101	55.49%	81	44.51%	182	100.00%



FFY 2014 SNAPQA Case & Procedural Errors by Element and Month

	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	FFY 13 YTD
Completed Reviews	72	54	59	59	54	60	0	0					358
Invalid #	42	30	29	29	25	27	0	0					182
CAPER Rate	58.33%	55.56%	49.15%	49.15%	46.30%	45.00%	#DIV/0!	#DIV/0!					50.84%
ELEMENTS													
Other	12	6	4	3	2	7							34
Verification	6	8	3	4	7	2							30
Notices	9	5	4	7	3	6							34
Application	3	5	7	10	5	3							33
Wages	2	1	3	1	2	2							11
Employment & Training	4	1	2	1	2	2							12
Action Type	4	2	5	1	2	3							17
HH Composition					1								1
Child Support Income													0
Child Support Deduction													0
UIB	1					1							2
Residency		1		1									2
Student Status													0
Self-Employment			1			1							2
Work Registration													0
Shelter													0
Standard Utility Allowance													0
Unearned Income													0
Public Assistance													0
Resources													0
RSDI	1				1								2
Citizenship													0
SSI		1		1									2
TOTAL	42	30	29	29	25	27	0	0	0	0	0	0	182

Other: includes CBMS errors, Data Entry, misapplication of policy, and misuse of CBMS.
Action Type: Periodic Reports not acted on timely.

FFY 2014 SNAPQA Case & Procedural Errors by Causes

ERROR CAUSES	# Cases	% Cases
Policy incorrectly applied	33	18.13%
Notice not clearly understandable	25	13.74%
Data entry and/or coding error (includes selection of incorrect codes)	18	9.89%
Improper Denial/Termination - failure to provide - verification was received or is in case file	15	8.24%
Improper termination or suspension for failure to meet reporting requirements	11	6.04%
Late denial agency failed to process the application timely	10	5.49%
Failed to process the reapplication timely (recertification application)	9	4.95%
Computer programming error	8	4.40%
Failed to send notice of action	7	3.85%
Income from known/processed source included that should not have been	7	3.85%
Agency failed to follow up on known and reported impending changes	6	3.30%
Improper denial prior to end of timeframe for providing verification	5	2.75%
Verification of income requested for a person not associated with current application	4	2.20%
Individual inappropriately sanctioned	3	1.65%
Improper denial within 30-day period for missing interview(s)	3	1.65%
Agency failed to follow up on inconsistent or incomplete information	3	1.65%
Computer user error (Improper use of system or unauthorized process or work around)	3	1.65%
Improper income calculation	2	1.10%
Improper Denial/Termination - failure to provide - household never notified of needed verification	2	1.10%
Notice did not include date of intended action	2	1.10%
Other	1	0.55%
Improper Denial/Termination - failure to provide - household not given at least 10 days to provide	1	0.55%
Improper Denial/Termination - failure to provide - for verification requested for another program	1	0.55%
Failed to issue a required Notice of Missed Interview (NOMI)	1	0.55%
Improper denial - failed to screen for expedited service	1	0.55%
Improper denial or termination, not out of the project area	1	0.55%
TOTAL	182	100%

