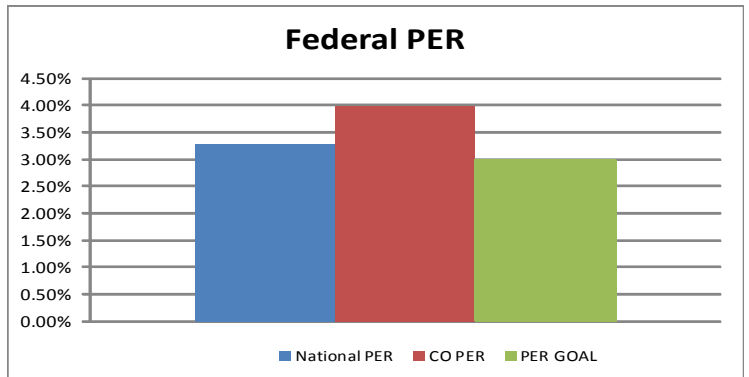


**COLORADO SNAP QUALITY CONTROL
MONTHLY SUMMARY REPORT
FEDERAL FISCAL YEAR 2014
(October – September 2014)**

COLORADO PAYMENT ERROR RATES (PER)*:

PER FFY 2014	
National PER	3.66%
CO PER	3.98%
PER GOAL	3.00%

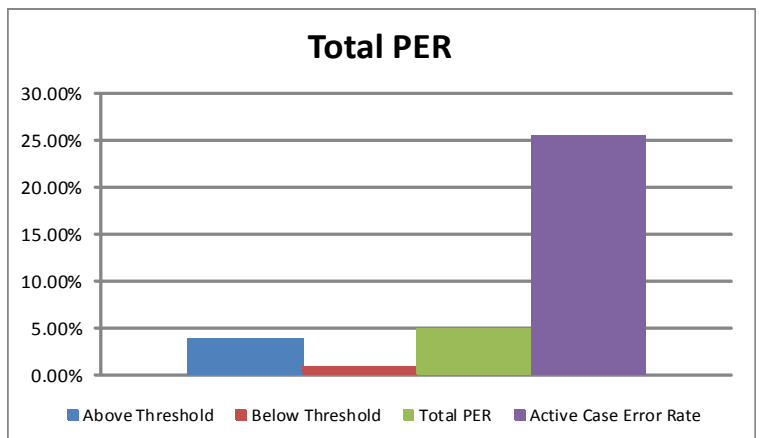
*This represents the PER that the federal office uses to determine fiscal penalties and is compared to other state PERs.



STATEWIDE TOTAL PER AND CASE ERROR RATES**:

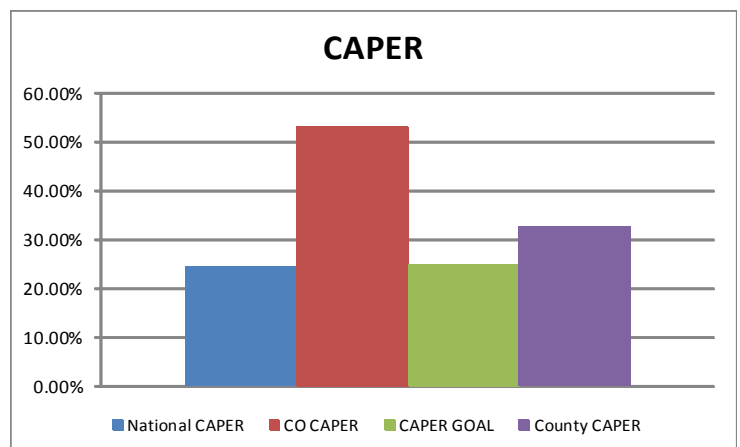
FFY 2014 Total PER	
Above Threshold	3.98%
Below Threshold	0.87%
Total PER	4.85%
Active Case Error Rate	25.45%

**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	25.83%
CO CAPER	53.07%
CAPER GOAL	25.00%
County CAPER	32.93%



FFY 2014 SNAP Payment Error Rates

Red = exceeds goal

Blue = largest contributors to PER

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
Adams	94	10	16	27.66%	\$31,108	\$1,234	3.97%	9.63%	12.27%	\$289	4.90%
Alamosa	11	0	1	9.09%	\$2,526		0.00%	0.88%	0.00%	\$4	0.16%
Arapahoe	92	9	11	21.74%	\$25,291	\$779	3.08%	9.90%	7.74%	\$187	3.82%
Archuleta	1	0		0.00%	\$189		0.00%	0.22%	0.00%		0.00%
Baca	0	0		#DIV/0!	\$0		#DIV/0!	0.08%	0.00%		#DIV/0!
Bent	0	0		#DIV/0!	\$0		#DIV/0!	0.21%	0.00%		#DIV/0!
Boulder	35	3	6	25.71%	\$9,933	\$210	2.11%	3.47%	2.09%	\$108	3.20%
Broomfield	3	0		0.00%	\$589		0.00%	0.40%	0.00%		0.00%
Chaffee	3	0		0.00%	\$682		0.00%	0.32%	0.00%		0.00%
Cheyenne	0	0		#DIV/0!	\$0		#DIV/0!	0.03%	0.00%		#DIV/0!
Clear Creek	3	1		33.33%	\$652	\$64	9.82%	0.15%	0.64%		9.82%
Conejos	3	0		0.00%	\$369		0.00%	0.38%	0.00%		0.00%
Costilla	3	0		0.00%	\$1,128		0.00%	0.26%	0.00%		0.00%
Crowley	0	0		#DIV/0!	\$0		#DIV/0!	0.16%	0.00%		#DIV/0!
Custer	2	0	1	50.00%	\$831		0.00%	0.09%	0.00%	\$1	0.12%
Delta	12	0	3	25.00%	\$2,687		0.00%	0.85%	0.00%	\$66	2.46%
Denver	162	25	30	33.95%	\$44,355	\$2,619	5.90%	19.00%	26.03%	\$485	7.00%
Dolores	1	0		0.00%	\$610		0.00%	0.03%	0.00%		0.00%
Douglas	14	3	1	28.57%	\$4,801	\$304	6.33%	1.19%	3.02%	\$30	6.96%
Eagle	0	0		#DIV/0!	\$0		#DIV/0!	0.30%	0.00%		#DIV/0!
Elbert	0	0		#DIV/0!	\$0		#DIV/0!	0.19%	0.00%		#DIV/0!
El Paso	137	16	21	27.01%	\$39,536	\$1,757	4.44%	14.04%	17.47%	\$335	5.29%
Fremont	14	3		21.43%	\$3,078	\$323	10.49%	1.14%	3.21%		10.49%
Garfield	8	1		12.50%	\$2,469	\$68	2.75%	0.96%	0.68%		2.75%
Gilpin	1	0		0.00%	\$589		0.00%	0.11%	0.00%		0.00%
Grand	1	0		0.00%	\$189		0.00%	0.12%	0.00%		0.00%
Gunnison	2	0		0.00%	\$629		0.00%	0.21%	0.00%		0.00%
Hinsdale	0	0		#DIV/0!	\$0		#DIV/0!	0.01%	0.00%		#DIV/0!
Huerfano	5	0		0.00%	\$1,174		0.00%	0.38%	0.00%		0.00%
Jackson	0	0		#DIV/0!	\$0		#DIV/0!	0.03%	0.00%		#DIV/0!
Jefferson	62	5	9	22.58%	\$12,395	\$308	2.48%	6.73%	3.06%	\$88	3.19%
Kiowa	1	0		0.00%	\$28		0.00%	0.04%	0.00%		0.00%
Kit Carson	0	0		#DIV/0!	\$0		#DIV/0!	0.12%	0.00%		#DIV/0!
Lake	1	0		0.00%	\$200		0.00%	0.13%	0.00%		0.00%
La Plata	8	0	2	25.00%	\$2,300		0.00%	0.78%	0.00%	\$43	1.87%
Larimer	45	4	9	28.89%	\$11,311	\$806	7.13%	4.81%	8.01%	\$83	7.86%
Las Animas	6	1	1	33.33%	\$1,044	\$132	12.64%	0.65%	1.31%	\$6	13.22%
Lincoln	0	0		#DIV/0!	\$0		#DIV/0!	0.10%	0.00%		#DIV/0!
Logan	5	0		0.00%	\$946		0.00%	0.40%	0.00%		0.00%
Mesa	35	1	5	17.14%	\$8,487	\$61	0.72%	3.34%	0.61%	\$68	1.52%
Mineral	1	0		0.00%	\$189		0.00%	0.01%	0.00%		0.00%
Moffat	1	1		100.00%	\$545	\$41	7.52%	0.31%	0.41%		7.52%
Montezuma	8	0	1	12.50%	\$2,642		0.00%	0.65%	0.00%	\$31	1.17%
Montrose	8	0	1	12.50%	\$1,665		0.00%	1.13%	0.00%	\$11	0.66%
Morgan	5	1		20.00%	\$742	\$49	6.60%	0.49%	0.49%		6.60%
Otero	15	1		6.67%	\$3,396	\$89	2.62%	0.78%	0.88%		2.62%

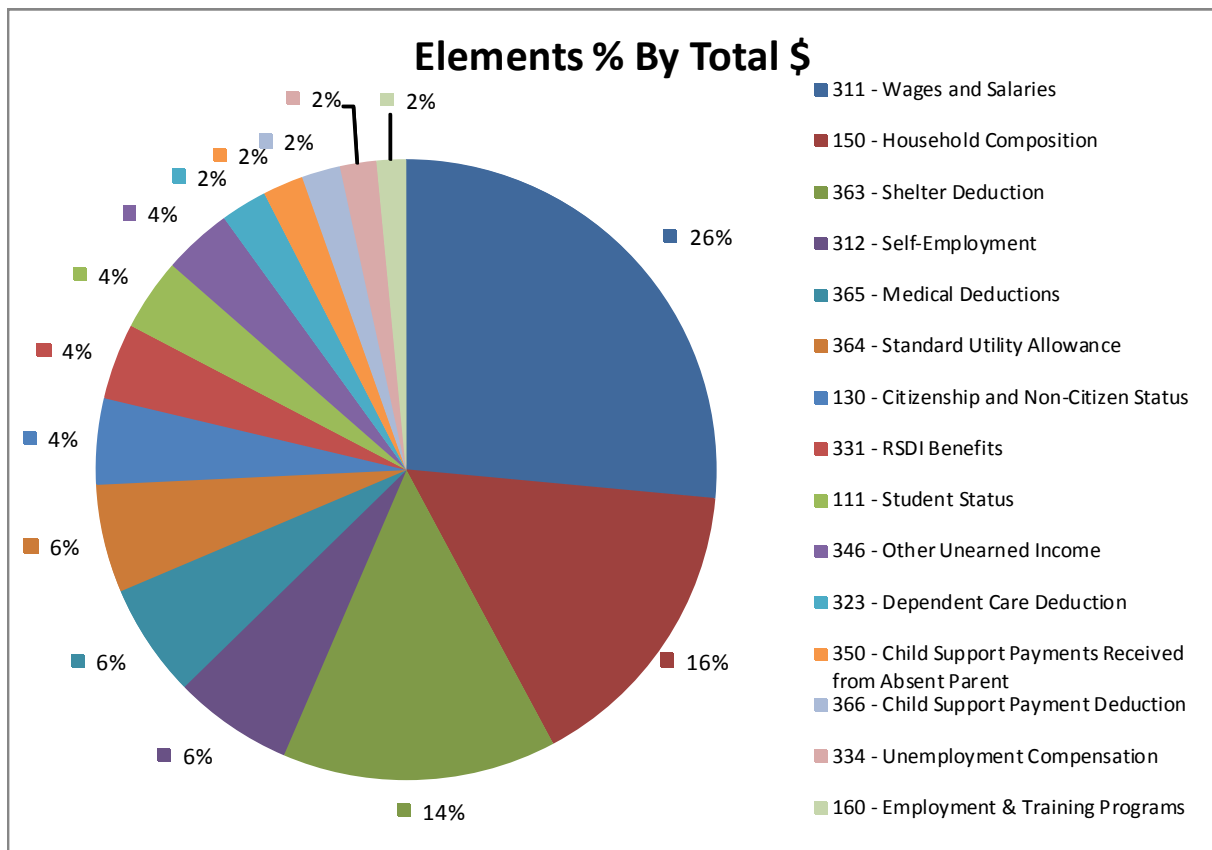
FFY 2014 SNAP Payment Error Rates Continued

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		0.00%	0.07%	0.00%		0.00%
Park	2	0	1	50.00%	\$650		0.00%	0.28%	0.00%	\$14	2.15%
Phillips	2	1		50.00%	\$439	\$235	53.53%	0.08%	2.34%		53.53%
Pitkin	2	1		50.00%	\$60	\$45	75.00%	0.06%	0.45%		75.00%
Prowers	10	1	2	30.00%	\$1,827	\$69	3.78%	0.52%	0.69%	\$24	5.09%
Pueblo	63	5	9	22.22%	\$17,450	\$408	2.34%	7.32%	4.06%	\$145	3.17%
Rio Blanco	0	0		#DIV/0!	\$0		#DIV/0!	0.10%	0.00%		#DIV/0!
Rio Grande	2	0		0.00%	\$311		0.00%	0.45%	0.00%		0.00%
Routt	3	0		0.00%	\$964		0.00%	0.26%	0.00%		0.00%
Saguache	3	1	2	100.00%	\$955	\$88	9.21%	0.31%	0.87%	\$27	12.04%
San Juan	0	0		#DIV/0!	\$0		#DIV/0!	0.02%	0.00%		#DIV/0!
San Miguel	0	0		#DIV/0!	\$0		#DIV/0!	0.09%	0.00%		#DIV/0!
Sedgwick	0	0		#DIV/0!	\$0		#DIV/0!	0.05%	0.00%		#DIV/0!
Summit	0	0		#DIV/0!	\$0		#DIV/0!	0.21%	0.00%		#DIV/0!
Teller	1	0	1	100.00%	\$379		0.00%	0.48%	0.00%	\$34	8.97%
Washington	1	0		0.00%	\$47		0.00%	0.15%	0.00%		0.00%
Weld	39	4	8	30.77%	\$9,894	\$371	3.75%	4.26%	3.69%	\$127	5.03%
Yuma	1	0		0.00%	\$265		0.00%	0.18%	0.00%		0.00%
TOTAL	939	98	141	25.45%	\$252,796	\$10,060	3.98%	100.00%	100.00%	\$2,206	4.85%

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.

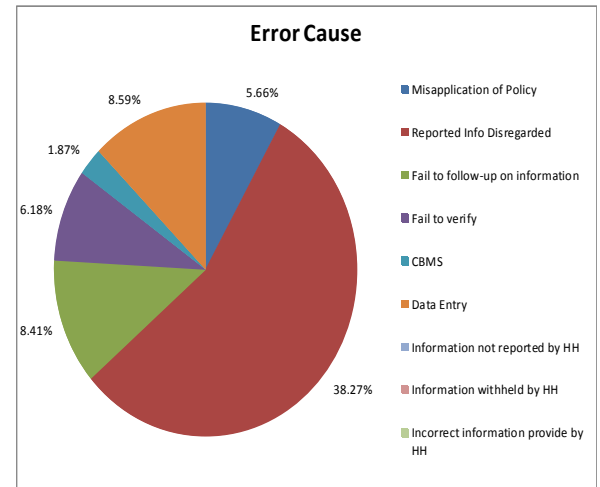
FFY 2014 SNAP Payment Error Rates Trends

Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	\$2,624	26.08%	23	23.47%
150 - Household Composition	\$1,554	15.45%	14	14.29%
363 - Shelter Deduction	\$1,417	14.09%	18	18.37%
312 - Self-Employment	\$617	6.13%	4	4.08%
365 - Medical Deductions	\$588	5.84%	5	5.10%
364 - Standard Utility Allowance	\$557	5.54%	7	7.14%
130 - Citizenship and Non-Citizen Status	\$444	4.41%	2	2.04%
331 - RSDI Benefits	\$392	3.90%	3	3.06%
111 - Student Status	\$373	3.71%	3	3.06%
346 - Other Unearned Income	\$356	3.54%	3	3.06%
323 - Dependent Care Deduction	\$240	2.39%	3	3.06%
350 - Child Support Payments Received from Absent Parent	\$210	2.09%	3	3.06%
366 - Child Support Payment Deduction	\$200	1.99%	3	3.06%
334 - Unemployment Compensation	\$188	1.87%	3	3.06%
160 - Employment & Training Programs	\$150	1.49%	1	1.02%
344 - TANF, PA, or GA	\$64	0.64%	1	1.02%
314 - Other Earned Income	\$45	0.45%	1	1.02%
342 - Contributions	\$41	0.41%	1	1.02%
Totals	\$10,060	100.00%	98	100.00%

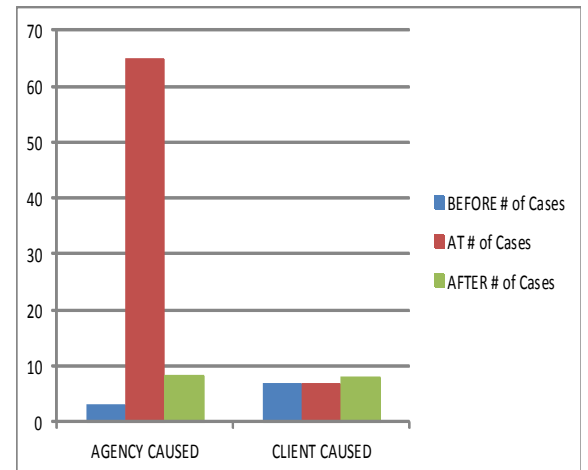


FFY 2014 SNAP Payment Error Rates Trends

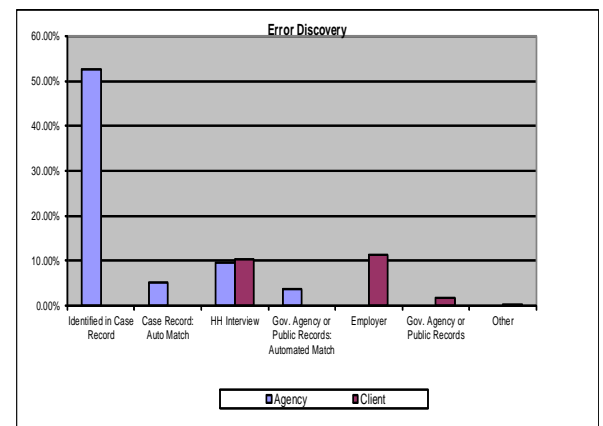
CAUSE	Agency	Client
Misapplication of Policy	5.66%	
Reported Info Disregarded	38.27%	
Fail to follow-up on information	8.41%	
Fail to verify	6.18%	
CBMS	1.87%	
Data Entry	8.59%	
Information not reported by HH		12.85%
Information withheld by HH		5.28%
Incorrect information provide by HH		5.93%



Most Recent Action	BEFORE # of Cases	AT # of Cases	AFTER # of Cases
AGENCY CAUSED	3	65	8
CLIENT CAUSED	7	7	8
Grand Total	10	72	16



Error Discovered	Agency	Client
Identified in Case Record	52.70%	0.00%
Case Record: Auto Match	5.20%	0.00%
HH Interview	9.53%	10.45%
Gov. Agency or Public Records: Automated Match	3.61%	
Employer		11.29%
Gov. Agency or Public Records		1.88%
Other		0.15%



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 \$	PA	UIB \$	Other \$	Child Support	Child Care	Medical	Shelter	Utilities	HH Comp	Student Status	Other	Agency	Client
Adams																	
Agency	\$381										\$98		\$416	\$160		\$1,055	
Client													\$179				\$179
Arapahoe																	
Agency	\$299	\$50				\$45		\$66			\$60	\$111			40	\$671	
Client											\$108						\$108
Boulder																	
Agency	\$41										\$82					\$123	
Client											\$87						\$87
Denver																	
Agency	\$364	\$88	\$174						\$67		\$536	\$355	\$395		\$120	\$2,099	
Client	\$204							\$189					\$127				\$520
El Paso																	
Agency	\$491	\$72	\$64			\$82	\$47			\$92	\$44		\$70		\$554	\$1,516	
Client	\$95						\$41				\$105						\$241
Jefferson																	
Agency	\$38									\$87						\$125	
Client	\$15										\$90			\$78			\$183
Larimer																	
Agency						\$61							\$135	\$135		\$331	
Client	\$536																\$536
Mesa																	
Agency																\$0	
Client																	\$0
Pueblo																	
Agency	\$223										\$40	\$50	\$95			\$408	
Client																	\$0
Weld																	
Agency	\$106							\$45		\$174	\$46					\$371	
Client																	\$0
Big 10 Total	\$2,793	\$210	\$238	\$0	\$0	\$188	\$277	\$111	\$67	\$353	\$1,296	\$516	\$1,417	\$373	\$714	\$6,699	\$1,854
BIG 10 Grand	\$8,553																

All Others																	
Agency	\$292		\$154		\$64			\$89	\$173	\$235	\$121	\$41	\$49				\$1,218
Client	\$201												\$88				\$289
All Others	\$493	\$0	\$154	\$0	\$64	\$0	\$0	\$89	\$173	\$235	\$121	\$41	\$137	\$0	\$0	\$0	\$1,507
Statewide	\$3,286	\$210	\$392	\$0	\$64	\$188	\$277	\$200	\$240	\$588	\$1,417	\$557	\$1,554	\$373	\$714	\$6,699	\$3,361
TOTAL	\$10,060																

FFY 2014 SNAPQA Element Trend by Sample Month

	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
Completed Reviews	81	75	83	81	72	78	79	77	83	81	73	76	939
Above Errors #	11	12	9	6	5	6	8	13	13	6	7	2	98
Sampled \$	\$24,241	\$20,668	\$22,147	\$24,763	\$22,008	\$21,215	\$18,218	\$19,194	\$23,398	\$19,219	\$17,316	\$20,409	\$252,796
Above Errors \$	\$1,524	\$1,363	\$889	\$388	\$691	\$616	\$658	\$1,084	\$1,359	\$571	\$704	\$213	\$10,060
Average Allotment Size of Error Cases		\$321.25								\$209			\$530
Average Error Amount	\$138.55	\$113.58	\$98.78	\$64.67	\$138.20	\$102.67	\$82.25	\$83	\$105	\$95	\$101	\$107	\$103
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	1	5	4	3	3	1	28
Wages \$	\$421	\$190	\$264	\$252		\$376	\$45	\$605	\$399	\$239	\$480	\$15	\$3,286
Standard Utility Allowance #	1		3			1		1		1			7
Standard Utility Allowance\$	\$41		\$299			\$118		\$49		\$50			\$557
Shelter #	2	2	1	2		1	1	2	3	1	3		18
Shelter \$	\$167	\$310	\$87	\$91		\$82	\$57	\$100	\$270	\$108	\$145		\$1,417
UIB #	1			1				1					3
UIB \$	\$82			\$45				\$61					\$188
Child Support Income #	1	1						1					3
Child Support Income \$	\$72	\$88						\$50					\$210
SSI #													0
SSI \$													\$0
RSDI #		1							2				3
RSDI \$		\$64							\$328				\$392
Public Assistance #								1					1
Public Assistance \$								\$64					\$64
Other Unearned Income #	1	1			1				1				4
Other Unearned Income \$	\$41	\$120			\$189				\$47				\$397
Citizenship #	1					1							2
Citizenship \$	\$404					\$40							\$444
Medical Expenses #		2					1		1	1			5
Medical Expenses \$		\$280					\$47		\$87	\$174			\$588
Child Care Expense #			2					1					3
Child Care Expense \$			\$173					\$67					\$240
Child Support Expense #	\$1		\$1				\$1						3
Child Support Expense \$	\$45		\$66				\$89						\$200
Education Loan #													0
Education Loan \$													\$0
Student Status #					1		1		1				3
Student Status \$					\$135		\$160		\$78				\$373
HH Composition #	2	3			3		3	1			1	1	14
HH Composition \$	\$251	\$311			\$367		\$260	\$88			\$79	\$198	\$1,554
Proration Error #													0
Proration Error \$													\$0
Disqualified Recipient #													0
Disqualified Recipient \$													\$0
Employment and Training #									1				1
Employment and Training \$									\$150				\$150
TOTAL #	11	12	9	6	5	6	8	13	13	6	7	2	98
Total \$	\$1,524	\$1,363	\$889	\$388	\$691	\$616	\$658	\$1,084	\$1,359	\$571	\$704	\$213	\$10,060

FY 2014 SNAP Case & Procedural Case Review

(October and September 2014)

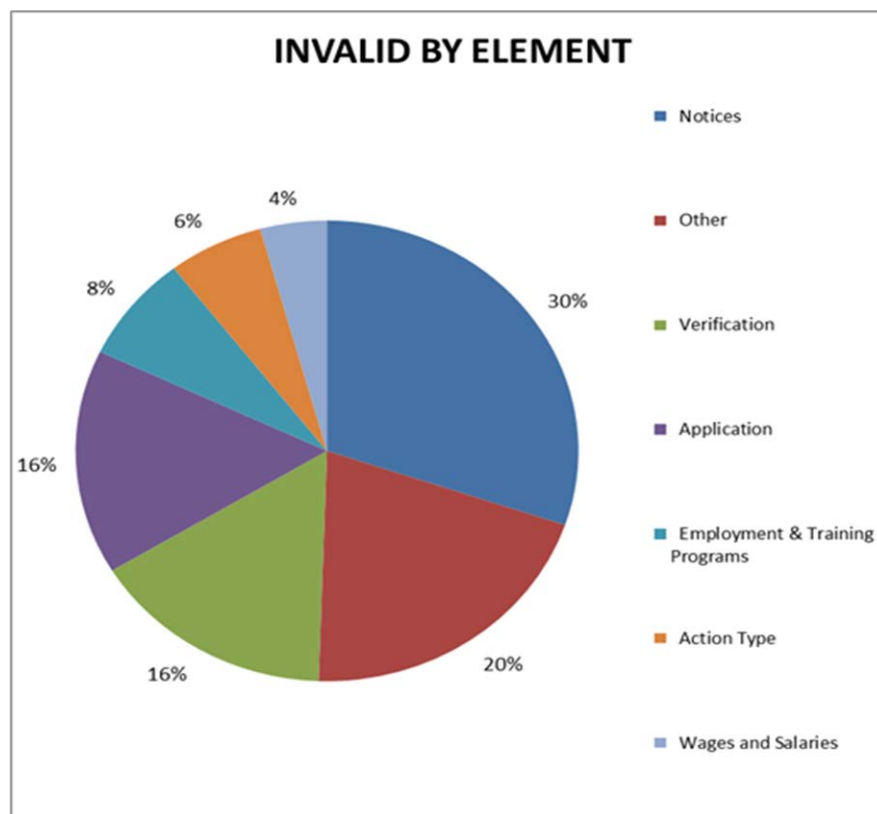
Goal = 25%

Red = Above Goal					
County	Complete	Errors	Neg Case Error Rate	CBMS/NOAA Errors	County Error Rate
Adams	64	37	57.81%	10	42.19%
Alamosa	5	3	60.00%	1	40.00%
Arapahoe	85	42	49.41%	21	24.71%
Archuleta					
Baca					
Bent	2	2	100.00%	0	100.00%
Boulder	27	8	29.63%	3	18.52%
Broomfield	3	2	66.67%	1	33.33%
Chaffee					
Cheyenne	1	0	0.00%		0.00%
Clear Creek					
Conejos	2	2	100.00%	2	0.00%
Costilla			#DIV/0!		
Crowley					
Custer					
Delta	8	4	50.00%	2	25.00%
Denver	114	77	67.54%	26	44.74%
Dolores	1	1	100.00%		100.00%
Douglas	6	3	50.00%	1	33.33%
Eagle					
El Paso	130	65	50.00%	25	30.77%
Elbert					
Fremont	12	5	41.67%	3	16.67%
Garfield	8	6	75.00%	4	25.00%
Gilpin	1	1	100.00%	0	100.00%
Grand	2	0	0.00%	0	0.00%
Gunnison	1	0	0.00%		0.00%
Hinsdale					
Huerfano					
Jackson					
Jefferson	58	32	55.17%	12	34.48%
Kiowa					
Kit Carson	1	1	100.00%	0	100.00%
Lake					
La Plata	10	1	10.00%	1	0.00%
Larimer	46	21	45.65%	12	19.57%
Las Animas	5		0.00%	0	0.00%
Lincoln					
Logan	3	2	66.67%	1	33.33%
Mesa	26	15	57.69%	5	38.46%
Mineral					
Moffat	5	3	60.00%	3	0.00%
Montezuma	2	1	50.00%	1	0.00%
Montrose	9	6	66.67%	2	44.44%
Morgan	6	2	33.33%		33.33%
Otero	3	2	66.67%	0	66.67%

County	Complete	Errors	Neg Case Error Rate	CBMS/NOAA Errors	County Error Rate
Ouray	1	1	100.00%	1	0.00%
Park	1	0	0.00%	0	0.00%
Phillips	1	0	0.00%		0.00%
Pitkin					
Prowers	2	2	100.00%	0	100.00%
Pueblo	38	20	52.63%	9	28.95%
Rio Blanco	1	1	100.00%	0	100.00%
Rio Grande	4	3	75.00%	0	75.00%
Routt	4	2	50.00%	0	50.00%
Saguache	2	2	100.00%	0	100.00%
San Juan					
San Miguel	1	1	100.00%		100.00%
Sedgwick					
Summit	3	3	100.00%	0	100.00%
Teller	4	1	25.00%	0	25.00%
Washington					
Weld	42	18	42.86%	9	21.43%
Yuma					
TOTAL	750	398	53.07%	155	32.40%
State Responsibility		38.94%			
County Responsibility		61.06%			

FY 2014 SNAP Case & Procedural Case Review By Element Ranking

ELEMENTS	DENIALS		TERMINATIONS		INVALID	PERCENT
	Count	Percentage	Count	Percentage		
Notices	49	12.31%	64	16.08%	113	28.39%
Other	31	7.79%	45	11.31%	76	19.10%
Verification	44	11.06%	15	3.77%	59	14.82%
Application	58	14.57%	1	0.25%	59	14.82%
Employment & Training Programs	6	1.51%	22	5.53%	28	7.04%
Action Type	4	1.01%	19	4.77%	23	5.78%
Wages and Salaries	10	2.51%	6	1.51%	16	4.02%
Household Composition	2	0.50%	2	0.50%	4	1.01%
Residency	1	0.25%	3	0.75%	4	1.01%
Unemployment Compensation	2	0.50%	0	0.00%	2	0.50%
SSI and/or State SSI Supplement	1	0.25%	1	0.25%	2	0.50%
RSDI Benefits	1	0.25%	1	0.25%	2	0.50%
Self-Employment	2	0.50%	0	0.00%	2	0.50%
Medical Deductions	0	0.00%	2	0.50%	2	0.50%
Child Support Payments Received fr	1	0.25%	0	0.00%	1	0.25%
Work Registration	0	0.00%	1	0.25%	1	0.25%
Workfare	0	0.00%	1	0.25%	1	0.25%
Time Limited Participation	1	0.25%	0	0.00%	1	0.25%
Citizenship and NonCitizen Status	0	0.00%	1	0.25%	1	0.25%
Student Status	1	0.25%	0	0.00%	1	0.25%
Total	214	53.77%	184	46.23%	398	100.00%



FFY 2014 SNAPQA Case & Procedural Errors by Element and Month

	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 14 YTD
Completed Reviews	72	54	59	59	54	60	77	62	63	71	55	64	750
Invalid #	42	30	29	29	25	27	36	28	46	51	26	29	398
CAPER Rate	58.33%	55.56%	49.15%	49.15%	46.30%	45.00%	46.75%	45.16%	73.02%	71.83%	47.27%	45.31%	53.07%
ELEMENTS													
Other	12	6	4	3	2	7	7	6	6	5	7	11	76
Verification	6	8	3	4	7	2	6	5	6	5	4	3	59
Notices	9	5	4	7	3	6	10	9	20	26	10	4	113
Application	3	5	7	10	5	3	5	4	6	3	2	6	59
Wages	2	1	3	1	2	2	2	2	1				16
Employment & Training	4	1	2	1	2	2	4		4	5	2	1	28
Action Type	4	2	5	1	2	3		1		4		1	23
HH Composition					1				1	2			4
Child Support Income									1				1
Child Support Deduction													0
UIB	1					1							2
Residency		1		1				1				1	4
Student Status							1						1
Self-Employment			1			1							2
Time-Limited Participation											1		1
Work Registration										1		1	2
Shelter													0
Standard Utility Allowance													0
Unearned Income													0
Public Assistance													0
Resources													0
RSDI	1				1								2
Citizenship									1				1
SSI		1		1									2
Medical Deductions							1						
Workfare												1	
TOTAL	42	30	29	29	25	27	36	28	46	51	26	29	398

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	69	17.34%
Notice not clearly understandable	66	16.58%
Data entry and/or coding error (includes selection of incorrect codes)	33	8.29%
Computer programming error	26	6.53%
Improper Denial/Termination - failure to provide - verification was received or is in case file	26	6.53%
Failed to send notice of action	23	5.78%
Late denial agency failed to process the application timely	17	4.27%
Notice reason does not match reason for action	15	3.77%
Failed to process the reapplication timely (recertification application)	14	3.52%
Improper termination or suspension for failure to meet reporting requirements	13	3.27%
Improper denial prior to end of timeframe for providing verification	11	2.76%
Agency failed to follow up on known and reported impending changes	11	2.76%
Individual inappropriately sanctioned	8	2.01%
Income from known/processed source included that should not have been	7	1.76%
Failed to issue a required Notice of Missed Interview (NOMI)	7	1.76%
Improper denial within 30-day period for missing interview(s)	6	1.51%
Verification of income requested for a person not associated with current application	5	1.26%
Improper Denial/Termination - failure to provide - household never notified of needed verification	4	1.01%
Agency failed to follow up on inconsistent or incomplete information	4	1.01%
Computer user error (Improper use of system or unauthorized process or work around)	4	1.01%
Notice did not include date of intended action	3	0.75%
Improper income calculation	2	0.50%
Improper Denial/Termination - failure to provide - household not given at least 10 days to provide	2	0.50%
Eligible person(s) disqualified	2	0.50%
Failed to consider or incorrectly considered reported information	2	0.50%
Household not notified of requirement to register with work program	2	0.50%
Notice was not complete	2	0.50%
Notice was sent to wrong address	1	0.25%
Other	1	0.25%
Verification was in case file	1	0.25%
Improper denial - failed to screen for expedited service	1	0.25%
Improper denial or termination, not out of the project area	1	0.25%
Denial before the 30th day	1	0.25%
Eligible person(s) with deductible expenses excluded	1	0.25%
Eligible qualified alien excluded - LPR with living in US 5 years	1	0.25%
Failed to consider or incorrectly considered Eligible Student status	1	0.25%
Failed to consider or incorrectly considered Medical deductions	1	0.25%
Failed to provide expedited service to expedited eligible household	1	0.25%
Improper Denial/Termination - failure to provide - failed to send a request for contact	1	0.25%
Improper Denial/Termination - failure to provide - for verification requested for another program	1	0.25%
No application or case record information to support denial/termination/suspension	1	0.25%
TOTAL	398	100%