Supplemental Nutrition Assistance Program Quality Assurance Division

Colorado Department of Human Services

Partnering for Success

SNAPQA

2011 Annual Report

October 2010 – September 2011

Table of Contents

Executive Summary

The Supplemental Nutrition Assistance Program Quality Assurance (SNAPQA) Division has prepared this annual report for Federal Fiscal Year (FFY) 2011 concerning the accuracy of SNAP eligibility determinations and payments for the State of Colorado. This annual report presents the official quality control error rates and other statistical data derived from SNAPQA annual reviews conducted in FFY 2011.

States are required to have a Payment Error Rate (PER) at or below the national average PER each fiscal year and a Negative Error Rate (NER) at or below the national average each fiscal year.

SNAPQA is an independent review system providing services to prevent and detect SNAP eligibility and payment errors. SNAPQA conducts monthly reviews of a statistically valid sample of participating households and households for which participation was denied or terminated. These reviews measure the accuracy of eligibility determinations and authorized payments, as well as provide additional information on error causes and occurrences.

In the State of Colorado local county departments of human/social services are directly responsible for operating the SNAP effectively and efficiently. SNAPQC offers services to assist counties in eligibility determination and payment accuracy. In FFY 2011, SNAP provided 1) training on the quality assurance process, 2) monthly self-assessment skill enhancers, 3) newsletters, 4) Focus Points (demonstrating data entry errors), and 5) Tips n' Tricks for error prevention. SNAPQA will continue these efforts in addition to offering technical assistance upon request.

Caseload Size

- The average monthly number of participating households for FFY 2011 was 200,064. This represents a 13% growth from the prior year.
- The average monthly allotment for FFY 2011 was $64,014,932.

Sample Size

- Active Cases Sampled 1126
- Negative Actions Sampled 952

FFY 2011 SNAP QA At A Glance

The **Active Payment Error Rate** measures the validity of payments made to participating households and is derived from dividing the total amount of erroneously authorized dollars by the total amount of correctly authorized dollars in the sample size. All states are required to be at or below the National Performance Measure (national average).

National Average = *3.80%
Colorado = *4.45%
Ranking = 34th out of 53

Payment Error Rate (PER) without worker caused errors = 0.90%

For FFY 2011, 4.45% of all sampled dollars authorized for SNAP are authorized erroneously in Colorado.
- **Colorado has a 3.25% PER for OVER PAYMENTS or $24,791,020 in over issued funds**
- **Colorado has a 1.19% PER in UNDER PAYMENTS or $9.077,327 in under issued funds.**

Issuance dollars for Colorado SNAP averaged $63,566,717 per month. Colorado potentially erroneously authorizes $2,828,719 per month. This is an increase from FFY 2010 of $1,045,322 in potential erroneously authorized dollars each month.

The **Case Error Rate** measures the number of individual participating households whose payment amount contains an error above $25. This is derived by dividing the total number of households with an error in payment of $25 or greater by the total number of households in the sample size.

Case Error Rate = 12.4%

For FFY 2011, 12.4% of participating SNAP households sampled have an authorization error of $26 or more. The average number of cases receiving SNAP benefits for FFY 2011 was 200,064. There is a potential for Colorado to have 24,808 household receiving benefits each month with at least a $26 error in the payment amount per month. This is an increase of 7,247 addition households from FFY 2010 each month.

The **Negative Error Rate** measures the validity of eligibility determinations that result in a denial or termination of SNAP benefits. This is derived by dividing the total number of negative actions sampled where the negative action is incorrect by the total number of negative actions sampled where the negative action was correct.

National Average = *8.30%
Colorado = *6.37%
Ranking = 28th of 53

The **Federal Timeliness Rate** measures the timeliness of processing for applications and recertifications. The Federal goal for timeliness is 95%. Colorado is currently participating in a Corrective Action Plan and is under court order to achieve 95% timeliness.

Colorado Timeliness Rate = 82.34%

* = Final Federal rate based on regression

FFY 2011 SNAP QA Review Trends

SNAP QA is providing a synopsis of the overall trends to identify the areas of highest risk for future payment and eligibility determination errors as follows:

Active Payment Error Rate:

70.43% of the erroneously authorized payments caused by the agency - the information was known BEFORE or AT the time the worker took the action.

  ➢ 66% of agency caused errors happen at recertification
  ➢ 30.03% of agency caused errors are due to failure to act on reported information

49.18% of the time the information was in the case file <u>and</u> the information was received with the application, recertification or Change Report Form.

Top Agency Caused Payment Errors:

  1. Wages:
      a. Data entry and coding is the largest cause
      b. Misapplication of policy is the second cause centering around incorrect earning projection
  2. Unemployment Compensation:
      a. Misapplication of policy is the largest cause centering around misunderstanding the information provided through DOLE and the projection of income
      b. Data entry and coding is the second leading cause
  3. Child Support Income:
      a. Reported information not acted upon is the largest cause
      b. Data entry and coding are the second largest cause
  4. Shelter Deduction:
      a. Data entry and coding is the largest cause
      b. Fail to act on reported information is the second largest cause
      c. Requiring verification when a change is not reported is the third leading cause

      NOTE: Many of these errors can be identified at the county level with ACSES and IEVS reviews

Opportunities to Reduce the Payment Error Rate:

  1. Provide additional and ongoing training on:
      a. Projecting earned and unearned income;
      b. Researching and reading paystubs, DOLE windows, SVES windows;
      c. Data entry of income, effective begin and end dates, and deductions; and
      d. Reviewing and understanding "Wrap-up" in CBMS.
  2. Revise business processes as needed to ensure reported changes are acted upon timely and accurately:
      a. Train on reading and understanding IEVS Alerts, as well as how to research the data to be sure discrepancy is not removed as already known when the discrepancy is the amount from a known source.
  3. Practice and reinforce reviewing known data (file, CBMS and automated matches) at the time of application and recertification to ensure all known information is acted upon and accurately reflected in "wrap-up" prior to authorization.

Negative Error Rate:

<u>Top Agency Caused Errors:</u>

1. Application/Recertification denied before verification due date for fail to provide verification;
2. SNAP benefits denied or terminated due to incorrect earned income; and
3. Applications denied before day 30.

<u>Opportunities to Reduce the Negative Error Rate:</u>
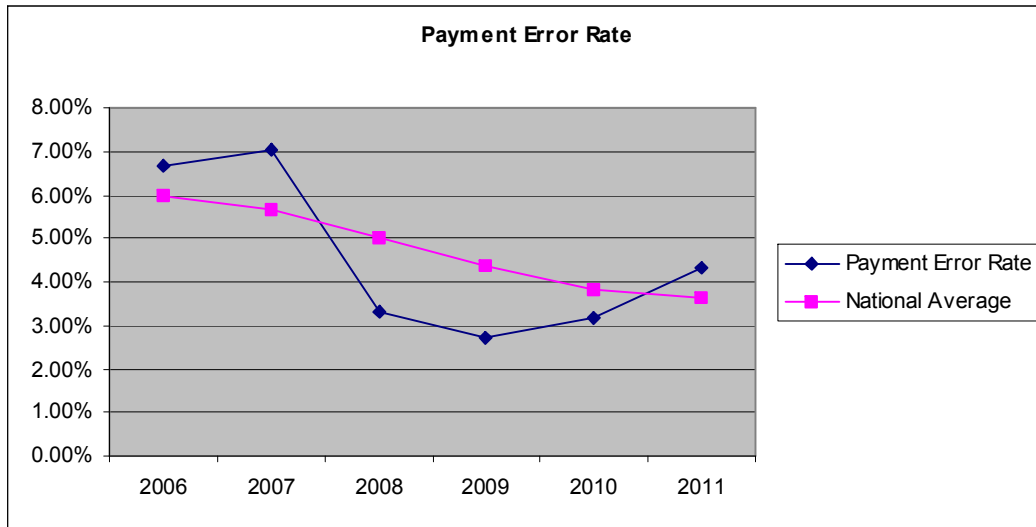
1. Revise business processes to ensure returned verification is processes timely and accurately and that situations where verification is not returned are acted upon after the verification due date;
2. Train on identifying and projecting earned and unearned income; and
3. Revise business processes to ensure individuals who fail to complete a required interview (in person or via phone) have benefits denied on day 30.

Colorado SNAP QA Statistics

Active Payment Error Rate: The following statistics compare the performance measure for the Payment Error Rate for the past five years:
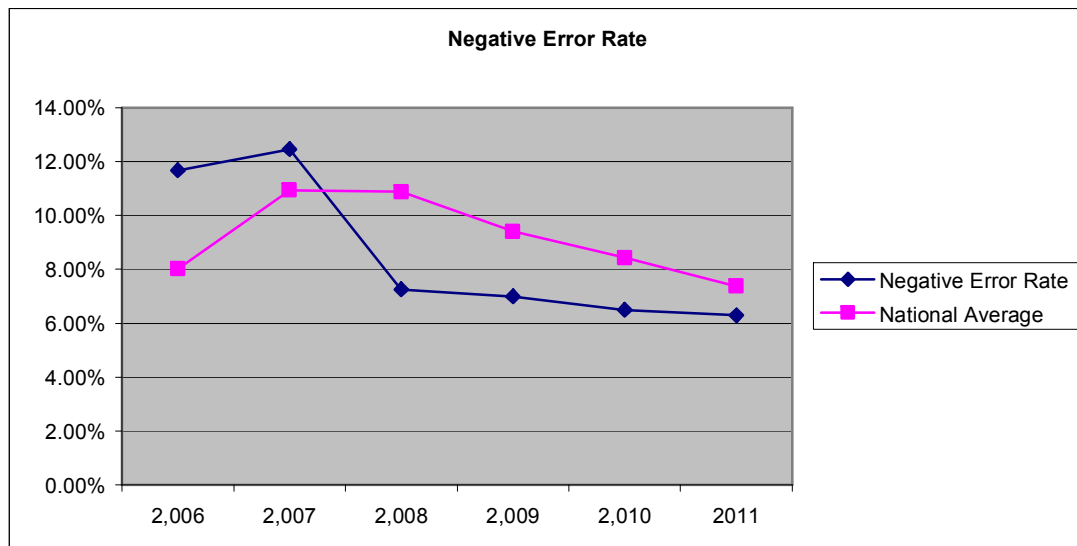
ACTIVE	2006	2007	2008	2009	2010	2011
Payment Error Rate	6.68%	7.05%	3.32%	2.72%	3.18%	4.45%
CO Ranking - Active	36	40	9	12	16	34
National Average	5.99%	5.64%	5.01%	4.36%	3.81%	3.80%

Green = Bonus Funds

Negative Error Rate: The following compares the performance measures for the Negative Error Rate for the past five years:

NEGATIVE	2,006	2,007	2,008	2,009	2,010	2011
Negative Error Rate	11.68%	12.46%	7.25%	7.00%	6.50%	6.37%
CO Ranking- Negative	46	44	30	29	32	34
National Average	8.02%	10.94%	10.88%	9.41%	8.43%	8.30%
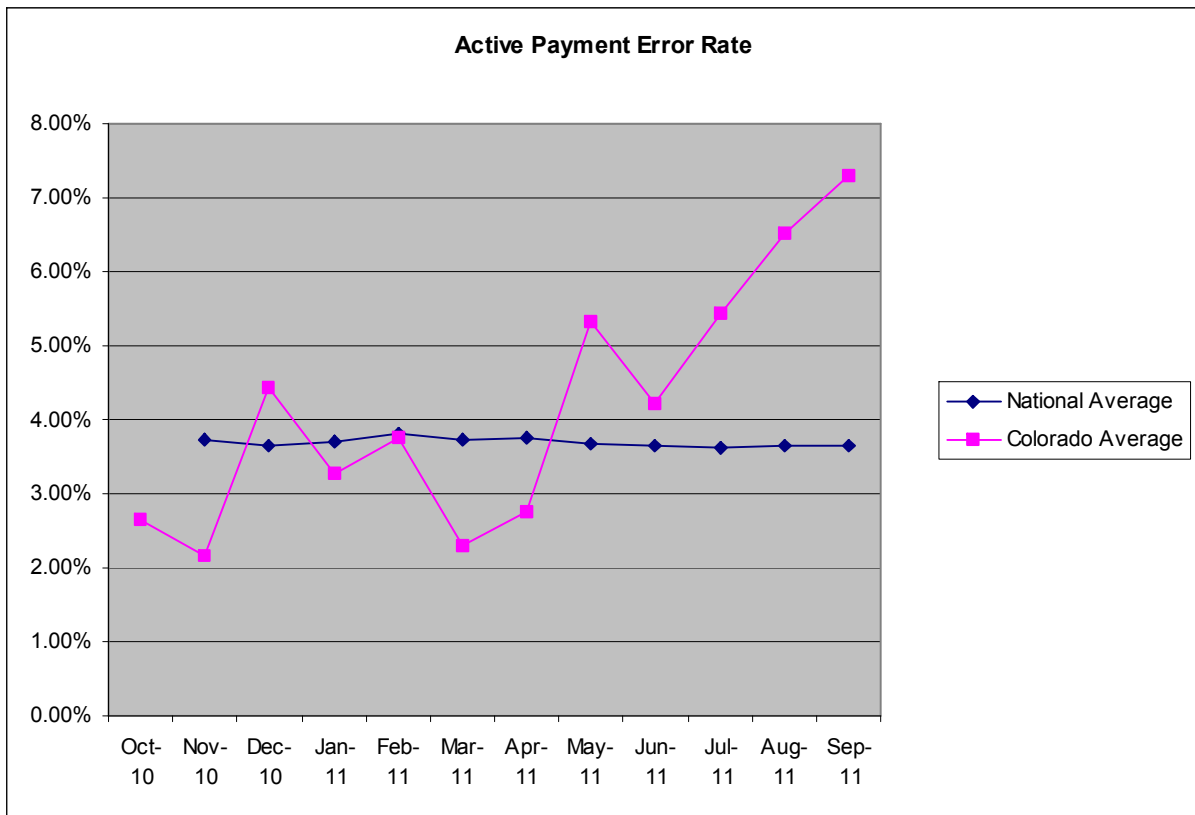
FFY 2011 Active Case Review

Colorado Sample:

Month	Total # Reviewed	Cases Complete	# with Errors	Total Funds	Total Misspent	Payment Error Rate	Case Error Rate
Oct-10	88	79	10	$27,140	$716	2.64%	12.66%
Nov-10	89	71	7	$17,832	$387	2.17%	9.86%
Dec-10	91	72	7	$21,606	$958	4.43%	9.72%
Jan-11	91	74	7	$21,647	$710	3.28%	9.46%
Feb-11	92	80	9	$24,024	$902	3.75%	11.25%
Mar-11	94	75	5	$24,091	$552	2.29%	6.67%
Apr-11	95	84	9	$25,851	$714	2.76%	10.71%
May-11	95	74	10	$23,207	$1,235	5.32%	13.51%
Jun-11	97	83	10	$27,151	$1,148	4.23%	12.05%
Jul-11	96	86	12	$30,100	$1,636	5.44%	13.95%
Aug-11	98	86	14	$26,235	$1,712	6.53%	16.28%
Sep-11	100	91	15	$32,992	$2,410	7.30%	16.48%
TOTAL	**1126**	**955**	**115**	**$301,876**	**$13,080**	**4.33%**	12.04%
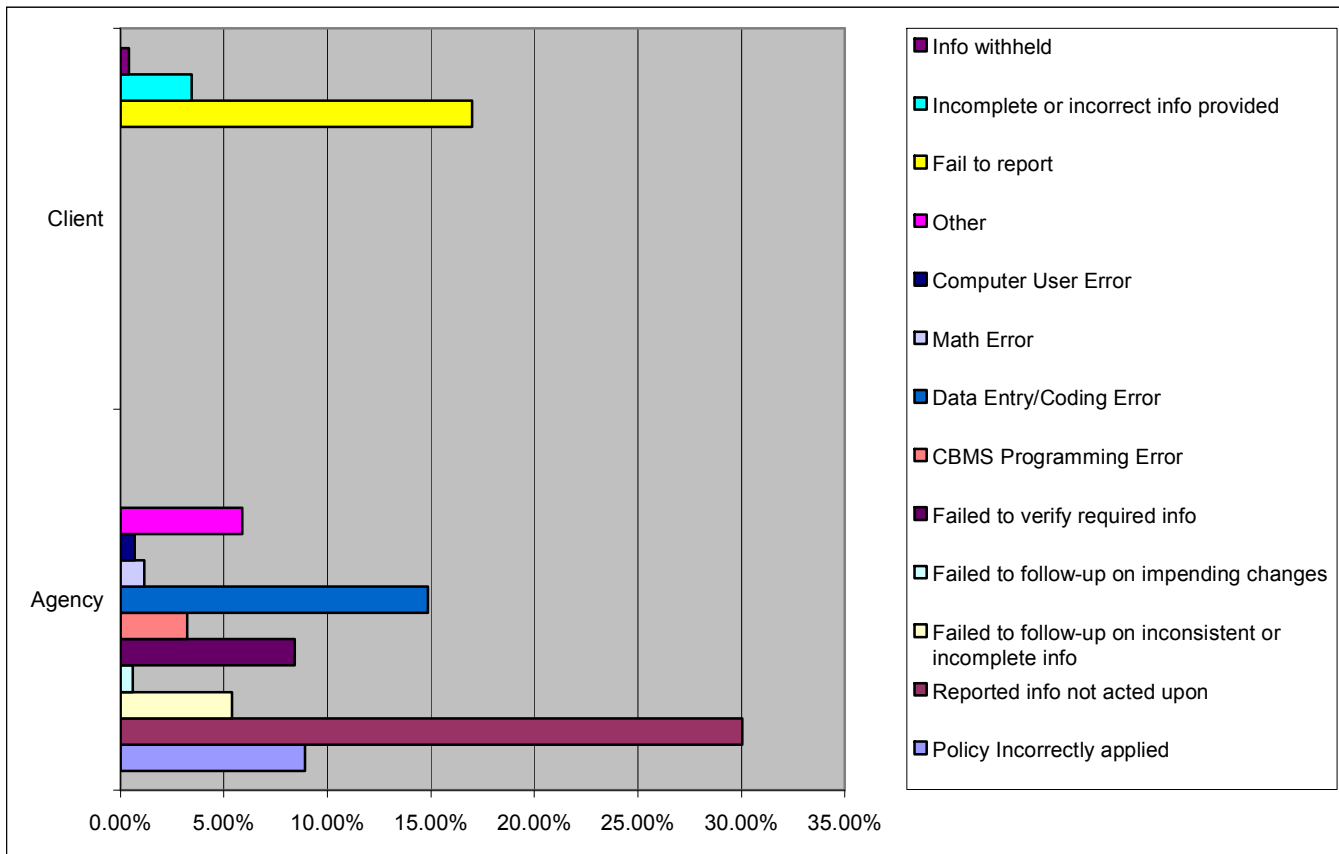
Colorado FFY 2011 compared to National Average for FFY 2011:

FFY 2011 Active Errors - Causes

The following indicates the cause of the Payment Errors by Agency and by Client:

AGENCY CAUSED	# of cases	% of cases	Error Dollars	% of $ Errors
Policy Incorrectly applied	15	13.04%	$1,166	8.91%
Reported info not acted upon	48	41.74%	$3,928	30.03%
Failed to follow-up on inconsistent or incomplete info	3	2.61%	$704	5.38%
Failed to follow-up on impending changes	1	0.87%	$76	0.58%
Failed to verify required info	5	4.35%	$1,101	8.42%
CBMS Programming Error	7	6.09%	$423	3.23%
Data Entry/Coding Error	14	12.17%	$1,944	14.86%
Mass Change				
Math Error	2	1.74%	$152	1.16%
Computer User Error	1	0.87%	$88	0.67%
Other	4	3.48%	$771	5.89%
SUBTOTAL	100	86.96%	$10,353	79.15%
CLIENT CAUSED	# of cases	% of cases	Error Dollars	% of $ Errors
Fail to report	11	9.57%	$2,221	16.98%
Incomplete or incorrect info provided	3	2.61%	$451	3.45%
Info withheld	1	0.87%	$55	0.42%
Incorrect info provided				
SUBTOTAL	15	13.04%	$2,727	20.85%
GRAND TOTAL	115	100.00%	$13,080	100.00%

9
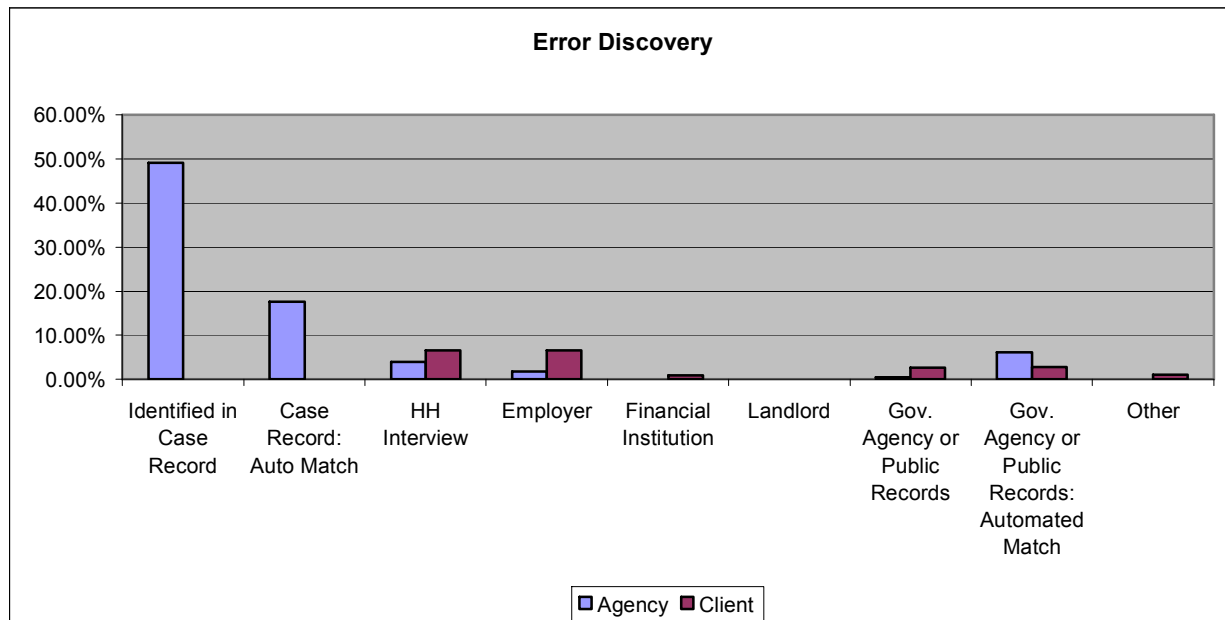
FFY 2011 Active Errors - Discovery

The following indicates how SNAP QA discovered the Payment Error:

AGENCY CAUSED	# of Cases	% Cases	Error Dollars	% of $ Errors
Identified in Case Record	67	58.26%	$6,433	49.18%
Case Record: Auto Match	21	18.26%	$2,302	17.60%
HH Interview	5	4.35%	$517	3.95%
Employer	1	0.87%	$240	1.83%
Financial Institution				
Landlord				
Gov. Agency or Public Records	1	0.87%	$59	0.45%
Gov. Agency or Public Records: Automated Match	5	4.35%	$802	6.13%
Other				
SUBTOTAL	**100**	**86.96%**	**$10,353**	**79.15%**
CLIENT CAUSED	# of Cases	% Cases	Error Dollars	% of $ Errors
Identified in Case Record				
Case Record: Auto Match				
HH Interview	6	5.22%	$859	6.57%
Employer	3	2.61%	$856	6.54%
Financial Institution	1	0.87%	$118	0.90%
Landlord	1		$56	
Gov. Agency or Public Records	2	1.74%	$340	2.60%
Gov. Agency or Public Records: Automated Match	1	0.87%	$367	2.81%
Other	1	0.87%	$131	1.00%
SUBTOTAL	**15**	**13.04%**	**$2,727**	**20.85%**
GRAND TOTAL	**115**	**100.00%**	**$13,080**	**100.00%**

76.52% of information needed to prevent errors is in the case record or CBMS at the time the Payment Error occurs and is not used by the worker.
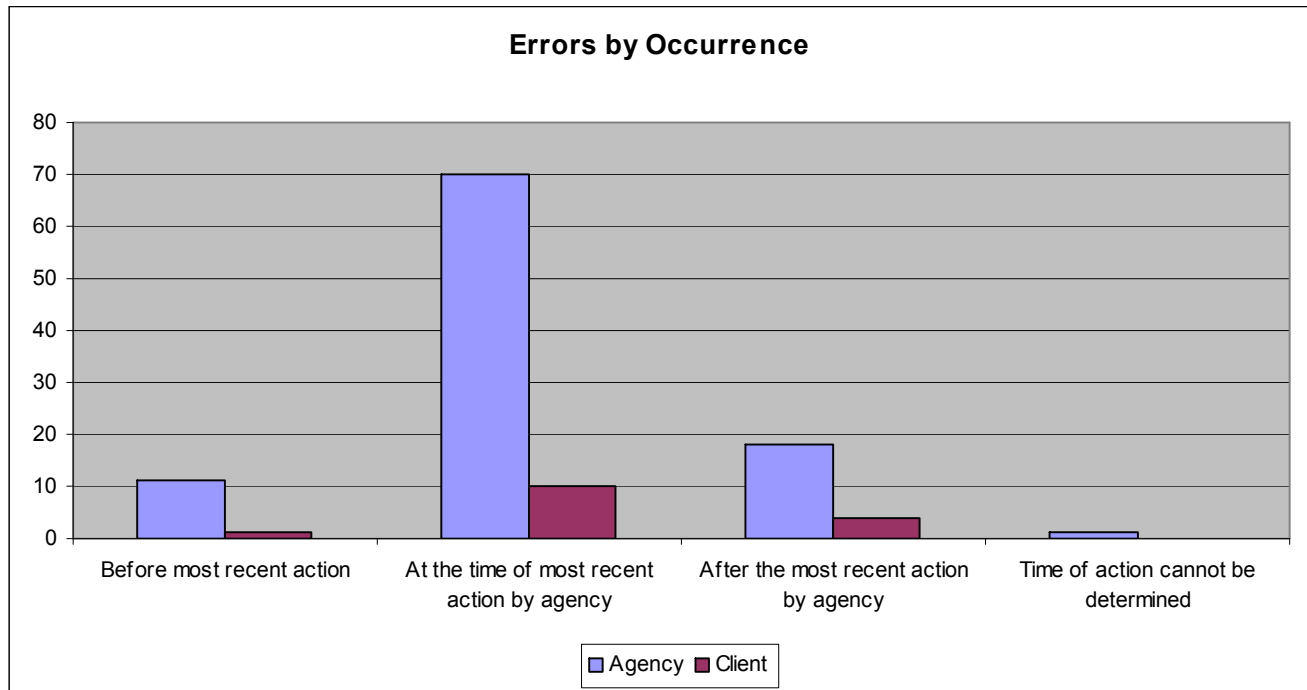
The following indicates when the line worker has access to the information that caused the Payment Error:

Most Recent Action	# of Cases	% Cases	Error $	% of $ Errors
AGENCY CAUSED				
Before	11	9.65%	$898	6.90%
At the Time	70	61.40%	$6,948	53.39%
After	18	15.79%	$2,440	18.75%
Undetermined	1	0.87%	$67	0.51%
Subtotal	**100**	**86.96%**	**$10,353**	**79.15%**
CLIENT CAUSED				
Before	1	0.88%	$55	0.42%
At the Time	10	8.77%	$1,562	12.00%
After	4	3.51%	$1,110	8.53%
Undetermined				
Subtotal	**15**	**13.04%**	**$2,727**	**20.85%**
Grand Total	**115**	**100.00%**	**$13,080.00**	**100.00%**

The Payment Errors are occurring AT or BEFORE the most recent action taken by the worker 73.43% (81 cases/115 total cases) of the time.
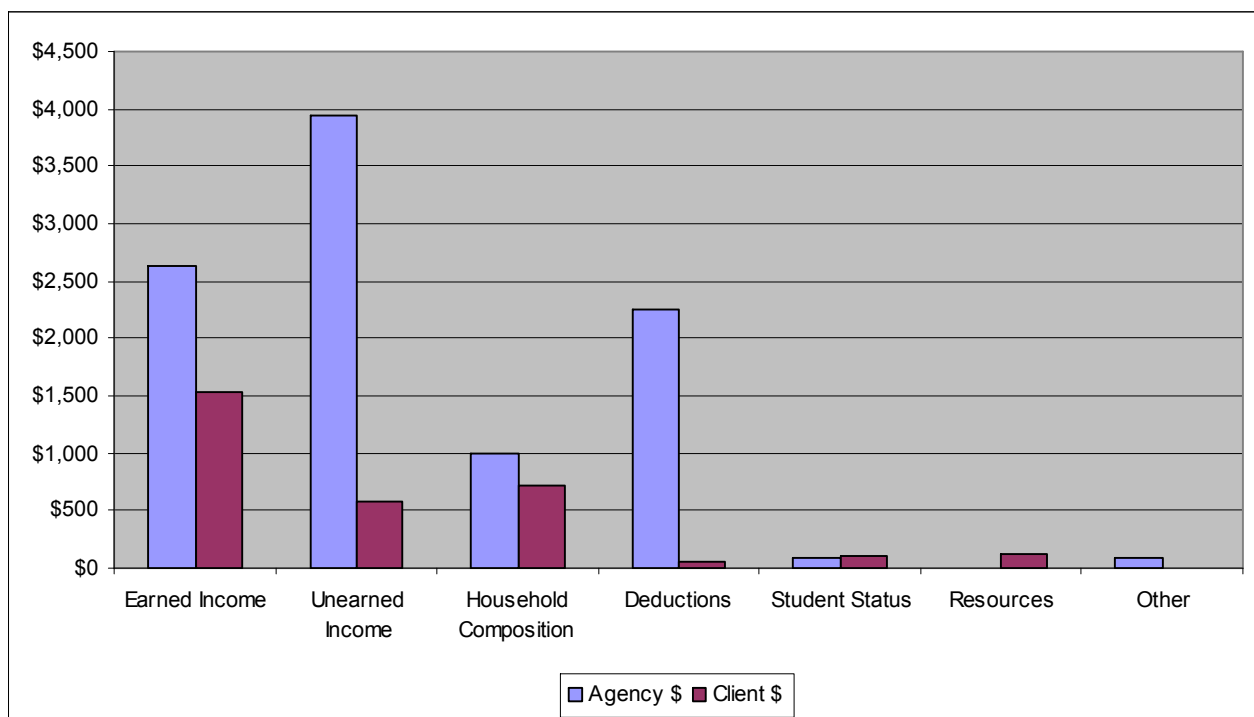
The following indicates what eligibility factor or element impacts the Payment Error Rate by total dollars:
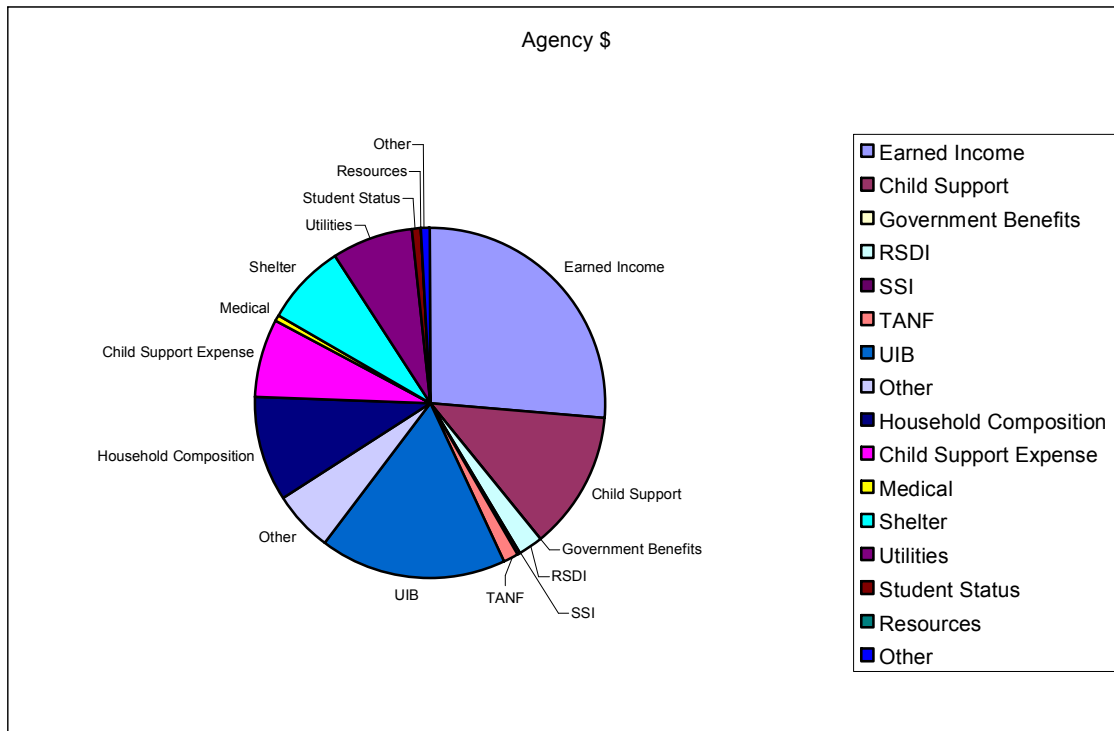
Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	$4,101	31.35%	29	25.22%
334 - Unemployment Compensation	$1,806	13.81%	12	10.43%
150 - Household Composition	$1,368	10.46%	7	6.09%
350 - Child Support Payments Received from Absent Parent	$1,271	9.72%	16	13.91%
363 - Shelter Deduction	$862	6.59%	15	13.04%
366 - Child Support Payment Deduction	$717	5.48%	7	6.09%
364 - Standard Utility Allowance	$695	5.31%	8	6.96%
331 - RSDI Benefits	$664	5.08%	4	3.48%
346 - Other Unearned Income	$344	2.63%	3	2.61%
111 - Student Status	$191	1.46%	2	1.74%
160 - Employment & Training Programs	$167	1.28%	1	0.87%
162 - Work Registration Requirements	$167	1.28%	1	0.87%
335 - Worker's Compensation	$150	1.15%	1	0.87%
344 - TANF, PA, or GA	$143	1.09%	2	1.74%
211 - Bank Accounts or Cash on Hand	$118	0.90%	1	0.87%
520 - Arithmetic Computation	$85	0.65%	1	0.87%
312 - Self-Employment	$57	0.44%	1	0.87%
336 - Other Government Benefits	$55	0.42%	1	0.87%
333 - SSI and/or State SSI Supplement	$48	0.37%	1	0.87%
332 - Veterans Benefits	$37	0.28%	1	0.87%
365 - Medical Deductions	$34	0.26%	1	0.87%
Totals	**$13,080**	**100.00%**	**115**	**100.00%**

Error ranking by high-level element by dollars and responsibility:
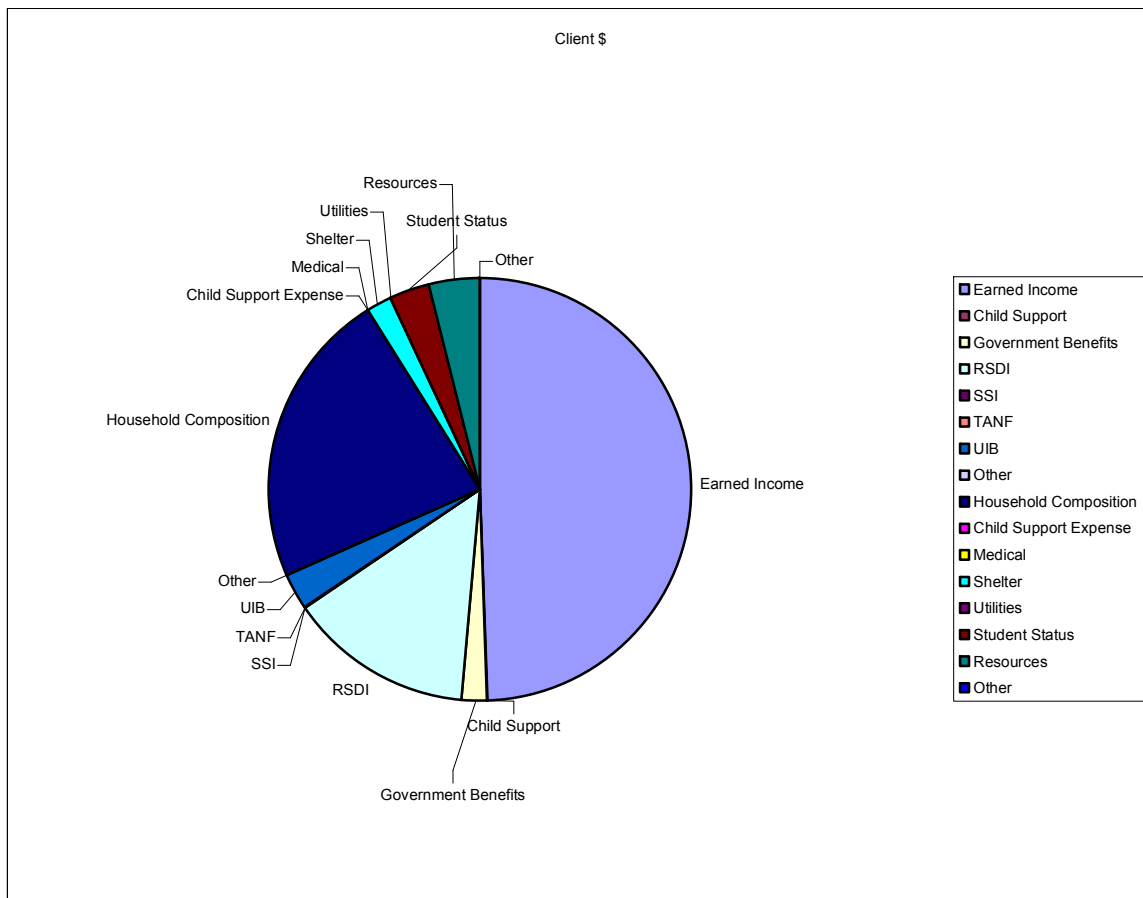
FFY 2011 Active Errors – Element Responsibility

The following chart indicates sub-level elements caused by the agency (county or state) by dollar errors that staff should focus on at the time action is taken on the case:

The following chart indicates the sub-level elements caused by clients by dollar error indicating that staff should focus on the highest error elements during interviews:

13

FFY 2011 Active Errors – Element Ranking

Each of the following elements are ranked from largest payment error to smallest and demonstrates the party responsible and the cause:

Ranking # 1

311 - Wages and Salaries		Error Dollars	% of $ Errors	# of Cases	% of Cases
	Before	$0	0.00%	0	0.00%
	At	$2,277	17.41%	21	2.20%
	After	$1,824	13.94%	8	0.84%
	Other	$0	0.00%	0	0.00%
	Total	**$4,101**	**31.35%**	**29**	**3.04%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$155	1.19%	3	0.31%
12 - Reported information disregarded or not applied		$887	6.78%	10	1.05%
14 - Agency failed to follow up on inconsistent or incomplete information		$240	1.83%	1	0.10%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$1,056	8.07%	5	0.52%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$113	0.86%	1	0.10%
21 - Computer user error		$88	0.67%	1	0.10%
	Cause Sub Total	**$2,539**	**19.41%**	**21**	**2.20%**
Client Caused					
1 - Information not reported		$1,476	11.28%	6	0.63%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$55	0.42%	1	0.10%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$1,531**	**11.70%**	**7**	**0.73%**
Not Specified					
Not Specified		$31	0.24%	1	0.10%
	Cause Sub Total	**$31**	**0.24%**	**1**	**0.10%**

Ranking # 2

		Error Dollars	% of $ Errors	# of Cases	% of Cases
334 - Unemployment Compensation					
	Before	$0	0.00%	0	0.00%
	At	$1,268	9.69%	10	1.05%
	After	$538	4.11%	2	0.21%
	Other	$0	0.00%	0	0.00%
	Total	**$1,806**	**13.81%**	**12**	**1.26%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$195	1.49%	4	0.42%
12 - Reported information disregarded or not applied		$249	1.90%	3	0.31%
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$573	4.38%	1	0.10%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$233	1.78%	2	0.21%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$1,250**	**9.56%**	**10**	**1.05%**
Client Caused					
1 - Information not reported		$86	0.66%	1	0.10%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$86**	**0.66%**	**1**	**0.10%**
Not Specified					
Not Specified		$470	3.59%	1	0.10%
	Cause Sub Total	**$470**	**3.59%**	**1**	**0.10%**

Ranking # 3

150 - Household Composition		Error Dollars	% of $ Errors	# of Cases	% of Cases
	Before	$0	0.00%	0	0.00%
	At	$1,129	8.63%	5	0.52%
	After	$239	1.83%	2	0.21%
	Other	$0	0.00%	0	0.00%
	Total	**$1,368**	**10.46%**	**7**	**0.73%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		$494	3.78%	4	0.42%
14 - Agency failed to follow up on inconsistent or incomplete information		$367	2.81%	1	0.10%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$167	1.28%	1	0.10%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$1,028**	**7.86%**	**6**	**0.63%**
Client Caused					
1 - Information not reported		$0	0.00%	0	0.00%
2 - Incomplete or incorrect information provided		$340	2.60%	1	0.10%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$340**	**2.60%**	**1**	**0.10%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

FFY 2011 Active Errors – Element Ranking

Ranking # 4

	Error Dollars	% of $ Errors	# of Cases	% of Cases
350 - Child Support Payments Received from Absent Parent				
Before	$393	3.00%	3	0.31%
At	$540	4.13%	9	0.94%
After	$338	2.58%	4	0.42%
Other	$0	0.00%	0	0.00%
Total	**$1,271**	**9.72%**	**16**	**1.68%**
Agency Caused				
7 - Information reported by a collateral contact inaccurate	$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified	$0	0.00%	0	0.00%
10 - Policy incorrectly applied	$288	2.20%	3	0.31%
12 - Reported information disregarded or not applied	$470	3.59%	6	0.63%
14 - Agency failed to follow up on inconsistent or incomplete information	$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes	$0	0.00%	0	0.00%
16 - Agency failed to verify required information	$114	0.87%	2	0.21%
17 - Computer programming error	$296	2.26%	4	0.42%
18 - Data entry and/or coding error	$0	0.00%	0	0.00%
19 - Mass Change	$0	0.00%	0	0.00%
20 - Arithmetic computation	$0	0.00%	0	0.00%
21 - Computer user error	$0	0.00%	0	0.00%
Cause Sub Total	**$1,168**	**8.93%**	**15**	**1.57%**
Client Caused				
1 - Information not reported	$0	0.00%	0	0.00%
2 - Incomplete or incorrect information provided	$0	0.00%	0	0.00%
3 - Information withheld by client	$0	0.00%	0	0.00%
4 - Incorrect information provided by client	$0	0.00%	0	0.00%
Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**
Not Specified				
Not Specified	$103	0.79%	1	0.10%
Cause Sub Total	**$103**	**0.79%**	**1**	**0.10%**

FFY 2011 Active Errors – Element Ranking

Ranking # 5

		Error Dollars	% of $ Errors	# of Cases	% of Cases
363 - Shelter Deduction					
	Before	$113	0.86%	2	0.21%
	At	$652	4.98%	11	1.15%
	After	$30	0.23%	1	0.10%
	Other	$67	0.51%	1	0.10%
	Total	**$862**	**6.59%**	**15**	**1.57%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$172	1.31%	2	0.21%
12 - Reported information disregarded or not applied		$428	3.27%	8	0.84%
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$59	0.45%	1	0.10%
18 - Data entry and/or coding error		$108	0.83%	2	0.21%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$39	0.30%	1	0.10%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$806**	**6.16%**	**14**	**1.47%**
Client Caused					
1 - Information not reported		$0	0.00%	0	0.00%
2 - Incomplete or incorrect information provided		$56	0.43%	1	0.10%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$56**	**0.43%**	**1**	**0.10%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

Ranking # 6

		Error Dollars	% of $ Errors	# of Cases	% of Cases
366 - Child Support Payment Deduction					
	Before	$77	0.59%	2	0.21%
	At	$640	4.89%	5	0.52%
	After	$0	0.00%	0	0.00%
	Other	$0	0.00%	0	0.00%
	Total	**$717**	**5.48%**	**7**	**0.73%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		$175	1.34%	3	0.31%
14 - Agency failed to follow up on inconsistent or incomplete information		$97	0.74%	1	0.10%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$377	2.88%	1	0.10%
17 - Computer programming error		$68	0.52%	2	0.21%
18 - Data entry and/or coding error		$0	0.00%	0	0.00%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$717**	**5.48%**	**7**	**0.73%**
Client Caused					
1 - Information not reported		$0	0.00%	0	0.00%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

Ranking # 7

		Error Dollars	% of $ Errors	# of Cases	% of Cases
364 - Standard Utility Allowance					
	Before	$190	1.45%	2	0.21%
	At	$374	2.86%	5	0.52%
	After	$131	1.00%	1	0.10%
	Other	$0	0.00%	0	0.00%
	Total	**$695**	**5.31%**	**8**	**0.84%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		$498	3.81%	6	0.63%
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$197	1.51%	2	0.21%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$695**	**5.31%**	**8**	**0.84%**
Client Caused					
1 - Information not reported		$0	0.00%	0	0.00%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

Ranking # 8

		Error Dollars	% of $ Errors	# of Cases	% of Cases
331 - RSDI Benefits					
	Before	$0	0.00%	0	0.00%
	At	$480	3.67%	3	0.31%
	After	$184	1.41%	1	0.10%
	Other	$0	0.00%	0	0.00%
	Total	**$664**	**5.08%**	**4**	**0.42%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		$223	1.70%	2	0.21%
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$0	0.00%	0	0.00%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$223**	**1.70%**	**2**	**0.21%**
Client Caused					
1 - Information not reported		$441	3.37%	2	0.21%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$441**	**3.37%**	**2**	**0.21%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

Ranking # 9

		Error Dollars	% of $ Errors	# of Cases	% of Cases
346 - Other Unearned Income					
	Before	$0	0.00%	0	0.00%
	At	$344	2.63%	3	0.31%
	After	$0	0.00%	0	0.00%
	Other	$0	0.00%	0	0.00%
	Total	**$344**	**2.63%**	**3**	**0.31%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$223	1.70%	1	0.10%
12 - Reported information disregarded or not applied		$45	0.34%	1	0.10%
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes		$76	0.58%	1	0.10%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$0	0.00%	0	0.00%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$344**	**2.63%**	**3**	**0.31%**
Client Caused					
1 - Information not reported		$0	0.00%	0	0.00%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

Ranking # 10

		Error Dollars	% of $ Errors	# of Cases	% of Cases
111 - Student Status					
	Before	$91	0.70%	1	0.10%
	At	$100	0.76%	1	0.10%
	After	$0	0.00%	0	0.00%
	Other	$0	0.00%	0	0.00%
	Total	**$191**	**1.46%**	**2**	**0.21%**
Agency Caused					
7 - Information reported by a collateral contact inaccurate		$0	0.00%	0	0.00%
8 - Acted on incorrect Federal computer match information that was not required to be verified		$0	0.00%	0	0.00%
10 - Policy incorrectly applied		$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		$0	0.00%	0	0.00%
14 - Agency failed to follow up on inconsistent or incomplete information		$0	0.00%	0	0.00%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$0	0.00%	0	0.00%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$91	0.70%	1	0.10%
19 - Mass Change		$0	0.00%	0	0.00%
20 - Arithmetic computation		$0	0.00%	0	0.00%
21 - Computer user error		$0	0.00%	0	0.00%
	Cause Sub Total	**$91**	**0.70%**	**1**	**0.10%**
Client Caused					
1 - Information not reported		$100	0.76%	1	0.10%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$0	0.00%	0	0.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$100**	**0.76%**	**1**	**0.10%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

FFY 2011 Active Sample by County

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE	% of State Dollars	% of State PER
Adams	81	11	13.58%	$27,422	$846	3.09%	9.08%	6.47%
Alamosa	6			$1,402			0.46%	0.00%
Arapahoe	110	10	9.09%	$39,907	$1,235	3.09%	13.22%	9.44%
Archuleta	2			$1,461			0.48%	0.00%
Baca	1			$259			0.09%	0.00%
Bent	1			$235			0.08%	0.00%
Boulder	30	3	10.00%	$8,124	$453	5.58%	2.69%	3.46%
Broomfield	4			$1,202			0.40%	0.00%
Chaffee	5	1		$1,381	$152	11.01%	0.46%	1.16%
Cheyenne								
Clear Creek								
Conejos	3			$400			0.13%	0.00%
Costilla	4	2	50.00%	$1,436	$136	9.47%	0.48%	1.04%
Crowley	3			$642			0.21%	0.00%
Custer								
Delta	8	2	25.00%	$2,104	$108	5.13%	0.70%	0.83%
Denver	173	27	15.61%	$50,680	$2,610	5.15%	16.79%	19.95%
Dolores								
Douglas	10		0.00%	$3,955		0.00%	1.31%	0.00%
Eagle	1			$367		0.00%	0.12%	0.00%
Elbert								
El Paso	143	18	12.59%	$47,669	$2,969	6.23%	15.79%	22.70%
Fremont	12	2	16.67%	$5,384	$88	1.63%	1.78%	0.67%
Garfield	12	3	25.00%	$3,196	$167	5.23%	1.06%	1.28%
Gilpin								
Grand								
Gunnison	4		0.00%	$805		0.00%	0.27%	0.00%
Hinsdale								
Huerfano	6		0.00%	$902		0.00%	0.30%	0.00%
Jackson	1			$157		0.00%	0.05%	0.00%
Jefferson	53	4	7.55%	$17,873	$334	1.87%	5.92%	2.55%
Kiowa								
Kit Carson	2	1	50.00%	$881	$58	6.58%	0.29%	0.44%
Lake	2			$1,141		0.00%	0.38%	0.00%
La Plata	8			$1,599		0.00%	0.53%	0.00%
Larimer	39	5	12.82%	$11,377	$816	7.17%	3.77%	6.24%
Las Animas	7			$1,766		0.00%	0.59%	0.00%
Lincoln								
Logan	3			$577		0.00%	0.19%	0.00%
Mesa	34	4	11.76%	$11,500	$346	3.01%	3.81%	2.65%
Mineral	1			$200			0.07%	0.00%
Moffat	5	2	40.00%	$864	$338	39.12%	0.29%	2.58%
Montezuma	4	2	50.00%	$1,767	$90	5.09%	0.59%	0.69%
Montrose	10	2	20.00%	$2,171	$133	6.13%	0.72%	1.02%
Morgan	9			$3,217			1.07%	0.00%
Otero	9			$1,885			0.62%	0.00%

County	Complete	Errors	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	ERROR RATE	% of State Dollars	% of State PER
Ouray								
Park	2			$338			0.11%	0.00%
Phillips								
Pitkin	1			$58			0.02%	0.00%
Prowers	4	1	25.00%	$1,140	$56	4.91%	0.38%	0.43%
Pueblo	64	8	12.50%	$19,602	$1,142	5.83%	6.49%	8.73%
Rio Blanco	2			$441			0.15%	0.00%
Rio Grande	6			$1,693			0.56%	0.00%
Routt	1			$49			0.02%	0.00%
Saguache	3	1	33.33%	$860	$70	8.14%	0.28%	0.54%
San Juan								
San Miguel	1		0.00%	$200		0.00%	0.07%	0.00%
Sedgwick								
Summit	2			$676			0.22%	0.00%
Teller	6		0.00%	$1,379			0.46%	0.00%
Washington	1		0.00%	$565			0.19%	0.00%
Weld	53	6	11.32%	$18,193	$933	5.13%	6.03%	7.13%
Yuma	3		0.00%	$774			0.26%	0.00%
TOTAL	**955**	**115**	**12.04%**	**$301,876**	**$13,080**	**4.33%**	**100.00%**	**100.00%**
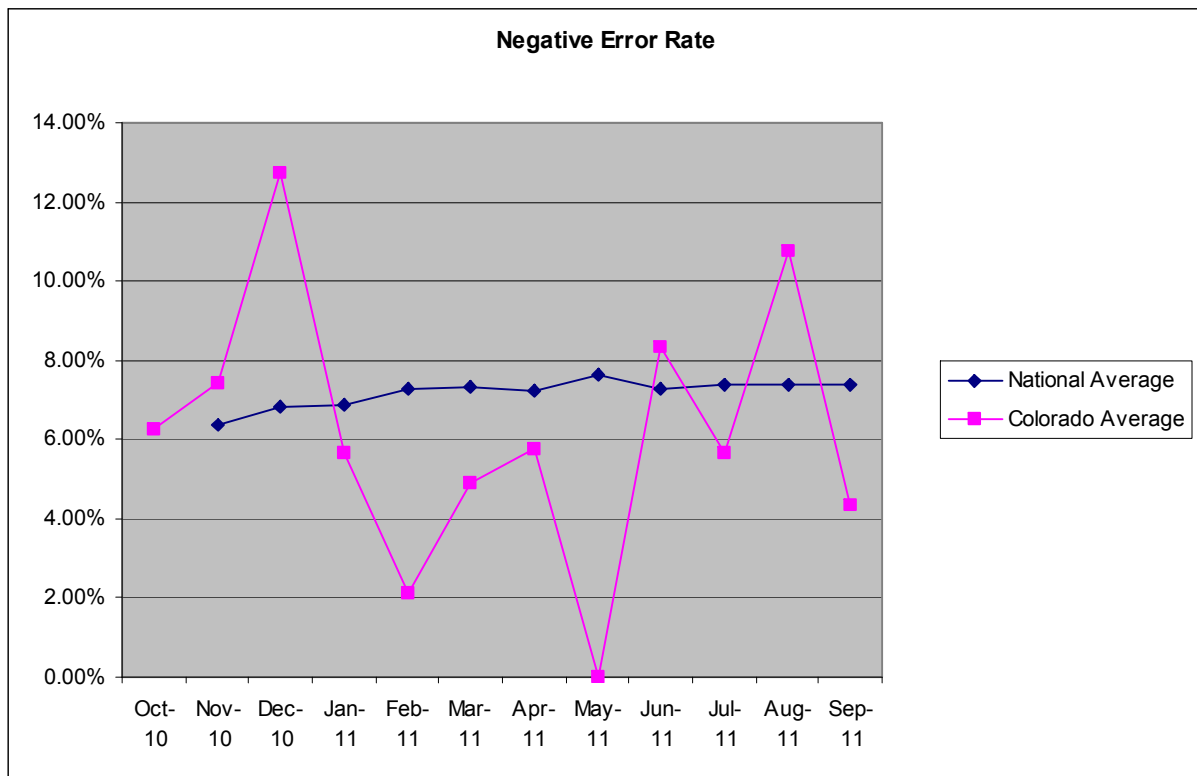
County	Income							Deductions				Other			TOTAL	
	Earned $	Child Support $	RSDI $	SSI $	TANF	UIB $	Other $	Child Support	Medical	Shelter	Utilities	HH Comp	Student Status	Other	Agency	Client
Adams																
Agency	$79	$45			$51			$46		$30	$32			85	$368	
Client	$55								$56			$367				$478
Arapahoe																
Agency	$535	$69				$68		$78			$45				$795	
Client												$340	$100			$440
Boulder																
Agency	$137	$198													$335	
Client														118		$118
Denver																
Agency	$214	$367			$92	$233	$226	$26		$332	$306	$493			$2,289	
Client	$235					$86										$321
El Paso																
Agency	$464	$59				$583	$268	$51		$106		$167			$1,698	
Client	$856		$367	$48												$1,271
Jefferson																
Agency	$45		$184			$68	$37								$334	
Client																$0
Larimer																
Agency	$113	$99						$377				$96			$685	
Client	$131															$131
Mesa																
Agency		$124									$131		$91		$346	
Client																$0
Pueblo																
Agency	$240	$122				$573		$42		$93		$72			$1,142	
Client																$0
Weld																
Agency	663	69							34			167			$933	
Client																$0
Big 10 Total	$3,767	$1,152	$551	$48	$143	$1,611	$531	$620	$34	$617	$514	$1,702	$191	$203	$8,925	$2,759
BIG 10 Grand	$11,684															
All Others																
Agency	$137	$119	$39			$195		$97		$197	$229				$1,013	
Client	$254		$74				$55									$383
All Others	$391	$119	$113	$0	$0	$195	$55	$97	$0	$197	$229	$0	$0	$0	$1,013	$383
Statewide	$4,158	$1,271	$664	$48	$143	$1,806	$586	$717	$34	$814	$743	$1,702	$191	$203	$9,938	$3,142

FFY 2011 Negative Case Review

Colorado Sample:

| Month	Sampled	Completed	NSTR	Incomplete	Total Errors	Error Rate	Rolling Error Rate
October	73	48	25		3	6.25%	6.25%
November	79	54	25		4	7.41%	6.86%
December	80	55	25		7	12.73%	8.92%
January	78	53	25		3	5.66%	8.10%
February	76	47	29		1	2.13%	7.00%
March	84	61	23		3	4.92%	6.60%
April	73	52	21		3	5.77%	6.49%
May	72	47	25		0	0.00%	5.76%
June	74	48	26		4	8.33%	6.02%
July	81	53	28		3	5.66%	5.98%
August	87	65	22		7	10.77%	6.53%
September	95	69	26		3	4.35%	6.10%
TOTAL	**952**	**652**	**300**	**0**	**41**	**6.10%**	**6.29%**
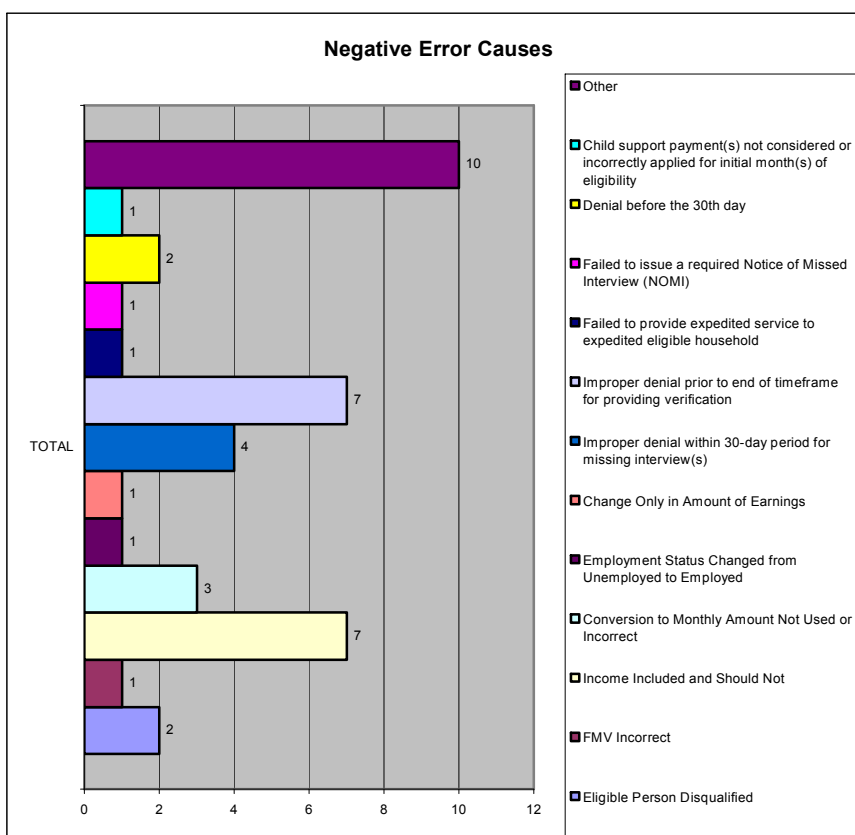
Colorado FFY 2011 compared to the National Average for FFY 2011:

The following indicates the cause of the invalid Negative Actions by Agency only:

CAUSE	GENERAL			INCOME					APP/RRF		Other	TOTAL
	Student Status	Residency	Employment and Training	Other Non-Liquid Resources	Wages and Salaries	UIB Income	Other Unearned Income	Child Support Income	Application	Verification	Other	
Eligible Person Disqualified			2									2
FMV Incorrect				1								1
Income Included and Should Not					2	2	1	2				7
Conversion to Monthly Amount Not Used or Incorrect					3							3
Employment Status Changed from Unemployed to Employed					1							1
Change Only in Amount of Earnings					1							1
Improper denial within 30-day period for missing interview(s)									4			4
Improper denial prior to end of timeframe for providing verification										7		7
Failed to provide expedited service to expedited eligible household									1			1
Failed to issue a required Notice of Missed Interview (NOMI)									1			1
Denial before the 30th day									2			2
Child support payment(s) not considered or incorrectly applied for initial month(s) of eligibility								1				1
Other	1	1			1			2	2		3	10
GRAND TOTAL	1	1	2	1	8	2	1	5	10	7	3	41

Negative Error Causes

28

FFY 2011 Negative Sample by County

County	Complete	Errors	Neg Case Error Rate
Adams	61	5	8.20%
Alamosa	10		0.00%
Arapahoe	76	4	5.26%
Bent	1	0	0.00%
Boulder	18	0	0.00%
Broomfield	5	0	0.00%
Chaffee	2	1	50.00%
Costilla	1	0	0.00%
Crowley	2	1	50.00%
Delta	5		0.00%
Denver	132	10	7.58%
Douglas	6	0	0.00%
Eagle	1	0	0.00%
El Paso	82	3	3.66%
Fremont	5	3	60.00%
Garfield	6	0	0.00%
Gunnison	2		0.00%
Huerfano	3	0	0.00%
Jefferson	41	4	9.76%
Kit Carson	1	0	0.00%
Lake	1	0	0.00%
La Plata	7	1	14.29%
Larimer	33	1	3.03%
Las Animas	1	0	0.00%
Logan	3	0	0.00%
Mesa	44	4	9.09%
Moffat	3	0	0.00%
Montezuma	4	0	0.00%
Montrose	3	0	0.00%
Morgan	3	0	0.00%
Otero	5	0	0.00%
Park	2	1	50.00%
Phillips	1	0	0.00%
Prowers	2	0	0.00%
Pueblo	31	2	6.45%
Rio Grande	2	1	50.00%
Routt	2	0	0.00%
Saguache	3	0	0.00%
San Juan	1		0.00%
San Miguel	1	0	0.00%
Sedgwick	1	0	0.00%
Summit	2		0.00%
Teller	2		0.00%
Washington	1		0.00%
Weld	34		0.00%
TOTAL	**652**	**41**	**6.29%**

FFY 2011 Timeliness

County	TIMELY (Regular and EXP)		NOT TIMELY (Regular and EXP)		OTHER Prior to Current FFY)		TIMELINESS TOTAL		% OF STATE TOTAL CASES REVIEWED	% OF STATE TIMELINESS RATE
	#	%	#	%	#	%	TOTAL CASES	TIMELINESS RATE	%	%
Adams	22	21.78%	1	0.99%	78	77.23%	101	95.65%	8.97%	7.61%
Alamosa	1	16.67%	0	0.00%	5	83.33%	6	100.00%	0.53%	0.35%
Arapahoe	37	28.91%	9	7.03%	82	64.06%	128	80.43%	11.37%	12.80%
Archuleta	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.18%	0.35%
Baca	2	100.00%	0	0.00%	0	0.00%	2	100.00%	0.18%	0.69%
Bent	0	0.00%	0	0.00%	1	100.00%	1		0.09%	0.00%
Boulder	13	29.55%	3	6.82%	28	63.64%	44	81.25%	3.91%	4.50%
Broomfield	1	16.67%	2	33.33%	3	50.00%	6	33.33%	0.53%	0.35%
Chaffee	3	60.00%	0	0.00%	2	40.00%	5	100.00%	0.44%	1.04%
Cheyenne	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.09%	0.35%
Conejos	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.27%	0.35%
Costilla	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.36%	0.35%
Crowley	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.27%	0.35%
Delta	2	22.22%	1	11.11%	6	66.67%	9	66.67%	0.80%	0.69%
Denver	42	20.59%	20	9.80%	142	69.61%	204	67.74%	18.12%	14.53%
Douglas	5	38.46%	0	0.00%	8	61.54%	13	100.00%	1.15%	1.73%
Eagle	0	0.00%	0	0.00%	2	100.00%	2		0.18%	0.00%
El Paso	47	29.01%	2	1.23%	113	69.75%	162	95.92%	14.39%	16.26%
Fremont	3	23.08%	0	0.00%	10	76.92%	13	100.00%	1.15%	1.04%
Garfield	4	30.77%	0	0.00%	9	69.23%	13	100.00%	1.15%	1.38%
Gunnison	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.36%	0.35%
Huerfano	2	33.33%	0	0.00%	4	66.67%	6	100.00%	0.53%	0.69%
Jackson	0	0.00%	0	0.00%	1	100.00%	1		0.09%	0.00%
Jefferson	20	32.26%	5	8.06%	37	59.68%	62	80.00%	5.51%	6.92%
Kit Carson	0	0.00%	0	0.00%	2	100.00%	2		0.18%	0.00%
Lake	0	0.00%	1	50.00%	1	50.00%	2	0.00%	0.18%	0.00%
La Plata	4	40.00%	0	0.00%	6	60.00%	10	100.00%	0.89%	1.38%
Larimer	10	20.41%	1	2.04%	38	77.55%	49	90.91%	4.35%	3.46%
Las Animas	1	14.29%	1	14.29%	5	71.43%	7	50.00%	0.62%	0.35%
Lincoln	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.09%	0.35%
Logan	2	66.67%	0	0.00%	1	33.33%	3	100.00%	0.27%	0.69%
Mesa	10	22.73%	4	9.09%	30	68.18%	44	71.43%	3.91%	3.46%
Mineral	0	0.00%	1	100.00%	0	0.00%	1	0.00%	0.09%	0.00%
Moffat	1	20.00%	0	0.00%	4	80.00%	5	100.00%	0.44%	0.35%
Montezuma	2	50.00%	0	0.00%	2	50.00%	4	100.00%	0.36%	0.69%
Montrose	3	25.00%	0	0.00%	9	75.00%	12	100.00%	1.07%	1.04%
Morgan	5	55.56%	0	0.00%	4	44.44%	9	100.00%	0.80%	1.73%
Otero	2	22.22%	0	0.00%	7	77.78%	9	100.00%	0.80%	0.69%

County	TIMELY (Regular and EXP)		NOT TIMELY (Regular and EXP)		OTHER Prior to Current FFY)		TIMELINESS TOTAL		% OF STATE TOTAL CASES REVIEWED	% OF STATE TIMELINESS RATE
	#	%	#	%	#	%	TOTAL CASES	TIMELINESS RATE	%	%
Park	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.36%	0.35%
Pitkin	0	0.00%	0	0.00%	1	100.00%	1		0.09%	0.00%
Prowers	1	16.67%	0	0.00%	5	83.33%	6	100.00%	0.53%	0.35%
Pueblo	15	19.74%	6	7.89%	55	72.37%	76	71.43%	6.75%	5.19%
Rio Blanco	2	66.67%	0	0.00%	1	33.33%	3	100.00%	0.27%	0.69%
Rio Grande	3	42.86%	0	0.00%	4	57.14%	7	100.00%	0.62%	1.04%
Routt	0	0.00%	0	0.00%	1	100.00%	1		0.09%	0.00%
Saguache	0	0.00%	1	25.00%	3	75.00%	4	0.00%	0.36%	0.00%
San Miguel	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.09%	0.35%
Summit	2	66.67%	1	33.33%	0	0.00%	3	66.67%	0.27%	0.69%
Teller	1	16.67%	0	0.00%	5	83.33%	6	100.00%	0.53%	0.35%
Washington	0	0.00%	0	0.00%	1	100.00%	1		0.09%	0.00%
Weld	12	21.05%	3	5.26%	42	73.68%	57	80.00%	5.06%	4.15%
Yuma	0	0.00%	0	0.00%	3	100.00%	3		0.27%	0.00%
TOTAL	**289**	**25.67%**	**62**	**5.51%**	**775**	**68.83%**	**1,126**	**82.34%**	**100%**	**100%**