

Supplemental Nutrition Assistance Program Quality Assurance Division

Colorado Department of Human Services



2012 Annual Report

October 2011 – September 2012

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Executive Summary

The Supplemental Nutrition Assistance Program Quality Assurance (SNAPQA) Division has prepared this annual report for Federal Fiscal Year (FFY) 2012 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 2012.

States are required to have an Above Threshold Payment Error Rate (APER) at or below the national average APER each fiscal year and a Case and Procedural Error Rate (CAPER) at or below the national average each fiscal year. As of FFY 2012, the threshold is set at \$51 or higher. Prior years the threshold was \$26 or more. The increase to the threshold tolerance was expected to improve states ability to achieve the goal. Further, as of FFY 2012, the negative error rate was replaced by the CAPER. The new CAPER expands the scope of the previous assessment to include compliance with Federal procedural requirements including timeliness of actions and the adherence to the notice requirements, in addition to the correctness of the decision to deny or terminate benefits. The CAPER cannot be compared to the prior negative error rates.

As of Federal Fiscal Year (FFY) 2012, Food Nutrition Services (FNS) requires states to collect and transmit data on all reviews with errors, regardless of the dollar amount of the error, in addition to those with a dollar error of \$51 or more for analysis and reporting to congress. States are not required to meet a specific goal for the overall Payment Error Rate (PER) at this time.

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. SNAPQA offers services to assist counties in eligibility determination and payment accuracy. In FFY 2012, SNAPQA provided 1) training on the quality assurance process, 2) self-assessment skill enhancers, 3) Focus Points (demonstrating data entry errors), and 4) 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 statewide for FFY 2012 was 200,064. This represents an 8.92% growth from the prior year.
- The average monthly allotment statewide for FFY 2012 was \$68,251,860.

Sample Size

- Active Cases Sampled 1138
- Negative Actions Sampled 923



FFY 2012 SNAPOA At A Glance

The **Payment Error Rate (PER)** 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.

Payment Error Rate = 5.52%
Total Dollars Sampled = \$281,660
Total Erroneously Authorized = \$15,560

Colorado Actual Total Issuance = \$813,771,951

- **Colorado has a 3.71% Payment Error Rate for OVER PAYMENTS or \$30,166,133 in over issued funds.**
- **Colorado has a 1.82% Payment Error Rate in UNDER PAYMENTS or \$14,789,813 in under issued funds.**

Federal Performance Goal is determined using the Above Threshold Payment Error Rate (APER). All states are required to be at or below the national average above threshold payment error rate for the FFY. Colorado failed to meet the goal and is in the first year of liability. Colorado must have an Above Threshold Error Rate at or below the National Average and less than 6% for FFY 2013 to avoid a sanction. Colorado is facing a sanction based on projected FFY 2013 error results.

National Average = *3.42%
Colorado = *4.55%
Ranking = 36th out of 53

APER without worker caused errors = 1.40% (household and CBMS errors are not included).

For FFY 2012, 4.55% of sampled dollars are erroneously authorized at the Above Threshold Error Rate level for SNAP in Colorado.

- **Colorado has a 3.23% APER for OVER PAYMENTS or \$26,283,206 in over issued funds**
- **Colorado has a 1.32% APER in UNDER PAYMENTS or \$10,755,624 in under issued funds.**

The **Case Error Rate** measures the number of individual participating households whose payment amount contains an error of \$1 or more. This is derived by dividing the total number of households with an error in payment by the total number of households in the sample size.

Case Error Rate = 23.78%
Total Cases Completed = 984
Total Incorrect = 234

For FFY 2012, 23.78% of participating SNAP households sampled have an authorization error. The average number of cases receiving SNAP benefits for FFY 2012 was 224,214. **There is a potential for Colorado to have 51,950 households receiving benefits each month for an incorrect payment amount.**

The **Case and Procedural Error Rate (CAPER)** measures the validity of eligibility determinations, the validating of the notice to the household and the timeliness of negative actions in the 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. Note: this is the first year that the negative error rate includes noticing as a measurement and is now called CAPER.

National Average = *27.27%
Colorado = *68.79%
Ranking = 53rd of 53

* = Final Federal rate based on regression

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 = 90.91%

FFY 2012 SNAPQA Review Trends

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

Payment Error Rate:

83.58% of the erroneously authorized payments caused by the agency - the information was known BEFORE or AT the time the worker took the action.

- 40.19% of agency caused errors happen at recertification.
- 28.70% of agency caused errors are due to failure to act on reported information.
- 52.84% of the time the information was in the case file.

Top Agency Caused Payment Errors:

1. Wages:
 - a. Data entry/coding and fail to act are the largest causes:
 - i. Data entry is either failure to enter a full month, representative wages or the incorrect frequency code is used; and
 - ii. Fail to act is a combination of failure to act on reported information and failure to use Income Eligibility Verification System (IEVS) data to ensure wages are correct.
2. Shelter Deduction:
3. Household Composition:
4. Unemployment Compensation:
 - a. Misapplication of policy is the largest cause centering around misunderstanding the information provided through Department of Labor and Employment (DOLE) and the projection of income.
 - b. Data entry and coding is the second leading cause.

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

Opportunities to Reduce the Payment Error Rate:

1. Target pre-authorization reviews (supervisor, lead or peer review) to the following households at risk:
 - a. Household Size of 2, 3 or 4:
 - i. With an allotment of \$300 or more; and
 - ii. Earned income.
2. Provide additional and ongoing training on:
 - a. Determining representative income (earned and unearned);
 - 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.
3. 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 a discrepancy is not removed as already known when the discrepancy is the amount from a known source.
4. 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.

FFY 2012 SNAPOA Review Trends Continued

CAPER Error Rate:

Top Agency Caused Errors:

1. Data Entry errors that trigger the system to run back and issue incorrect denial or terminations including the incorrect reason.
2. Application/Recertification denied for fail to provide verification that has been received or requiring verification that is not necessary;
3. Misuse of CBMS – cases are rescinded in error causing system to duplicate a prior negative action; and
4. Employment First sanction and processes are incorrectly applied.

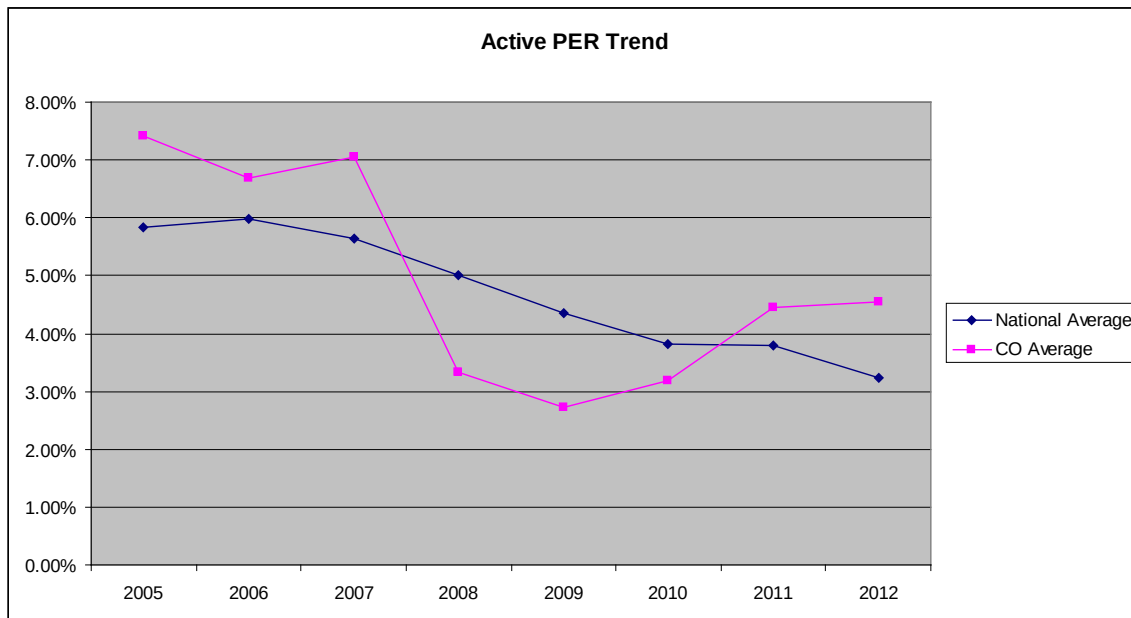
Opportunities to Reduce the Negative Error Rate:

1. Provide training and reinforcement of Data Entry in CBMS, particularly with regard to Effective Begin and End Dates;
2. Revise business processes to ensure returned verification is processed timely and accurately and that situations where verification is not returned are acted upon after the verification due date;
3. Ensure staff understand when it is appropriate to rescind a closed SNAP Case; and
4. Train on Employment First requirements, sanctions and periods of ineligibility, as well as how and when to comply a sanction versus a person becoming exempt during a sanction period.

Colorado SNAPOA Statistics

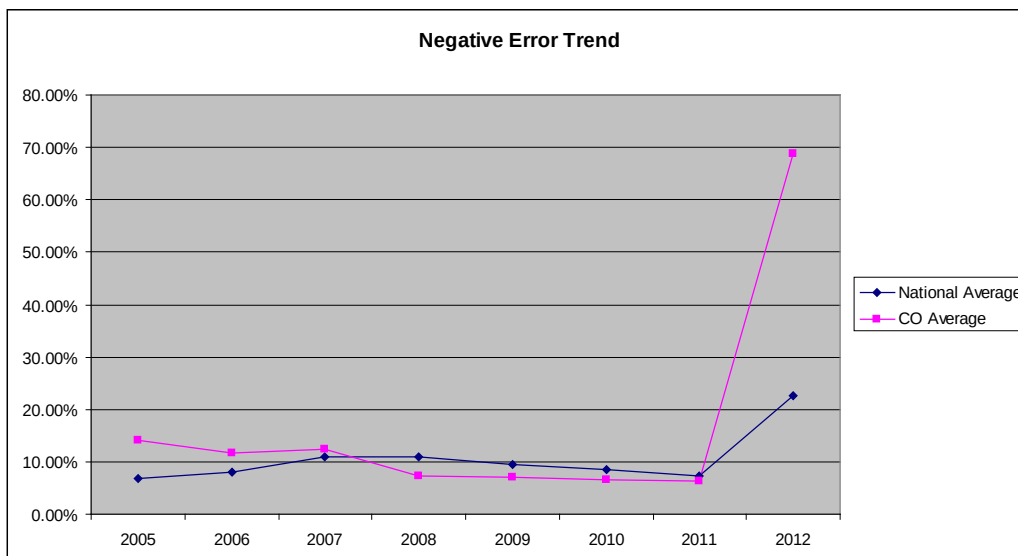
Active Payment Error Rate: The following statistics compare the performance measure for the Above Payment Error Rate for the past eight years:

ACTIVE	2005	2006	2007	2008	2009	2010	2011	2012
Above Threshold	7.42%	6.68%	7.05%	3.32%	2.72%	3.18%	4.45%	4.55%
CO Ranking	44	36	40	9	12	16	34	36
National Average	5.84%	5.99%	5.64%	5.01%	4.36%	3.81%	3.80%	3.24%
Green = Bonus Funds								



Negative Error Rate/CAPER: The following compares the performance measures for the Negative Error Rate for the past seven years (note: FFY 2012 should not be compared to prior years when analyzing the accuracy of a negative action due to the new CAPER process) and provides the first year CAPER Error Rate:

NEGATIVE	2005	2006	2007	2008	2009	2010	2011	2012
Negative Error Rate	14.03%	11.67%	12.46%	7.25%	7.00%	6.50%	6.29%	68.71%
CO Ranking	45	46	44	30	29	32	28	53
National Average	6.91%	8.02%	10.94%	10.96%	9.41%	8.43%	7.39%	22.70%

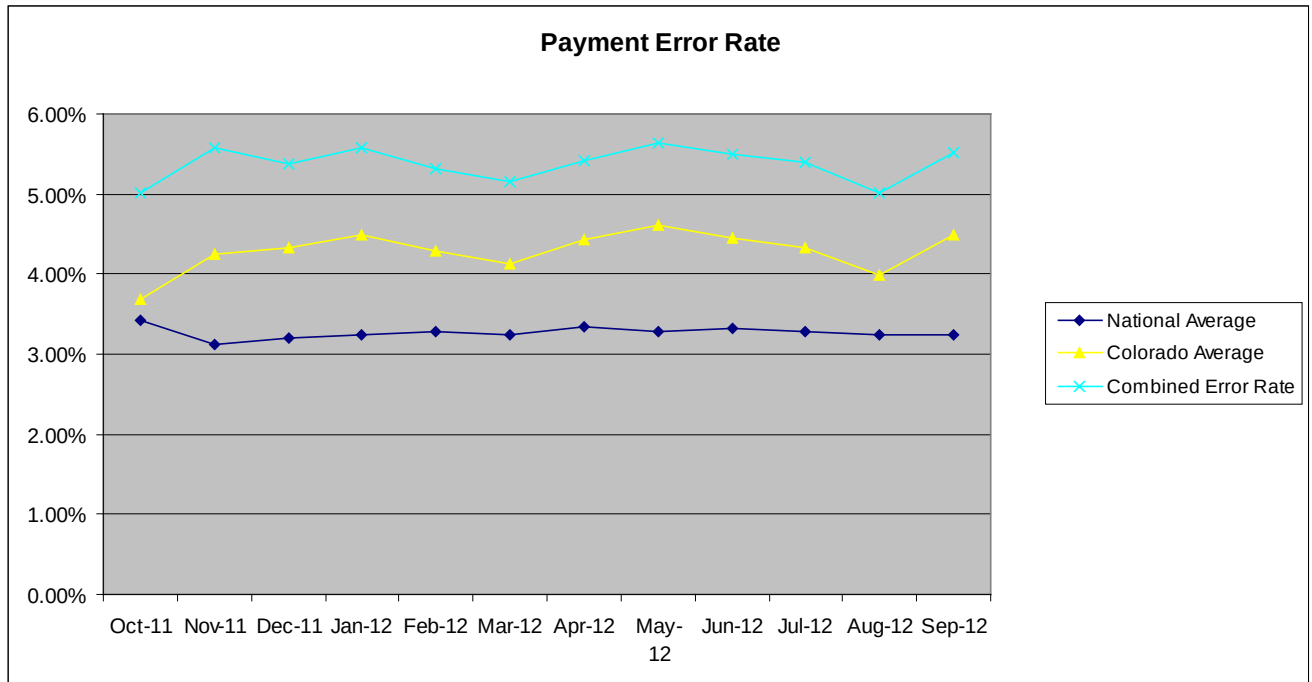


FFY 2012 Active Case Review

Colorado Sample for Payment Errors (\$1 or more):

Month	Total # Reviewed	Cases Complete	# with Errors	Total Funds	Total Misspent	Payment Error Rate	Case Error Rate
Oct-12	92	81	24	\$23,314	\$1,167	5.01%	29.63%
Nov-12	92	82	25	\$24,768	\$1,517	6.12%	30.49%
Dec-12	94	85	19	\$24,522	\$1,216	4.96%	22.35%
Jan-12	94	86	23	\$24,779	\$1,525	6.15%	26.74%
Feb-12	94	82	11	\$21,720	\$915	4.21%	13.41%
Mar-12	96	84	21	\$23,819	\$1,039	4.36%	25.00%
Apr-12	95	86	16	\$28,498	\$1,903	6.68%	18.60%
May-12	95	76	19	\$20,998	\$1,571	7.48%	25.00%
Jun-12	96	79	20	\$20,992	\$895	4.26%	25.32%
Jul-12	96	77	15	\$19,872	\$837	4.21%	19.48%
Aug-12	97	81	17	\$27,171	\$497	1.83%	20.99%
Sep-12	97	85	24	\$21,207	\$2,478	11.68%	28.24%
TOTAL	1138	984	234	\$281,660	\$15,560	5.52%	23.78%

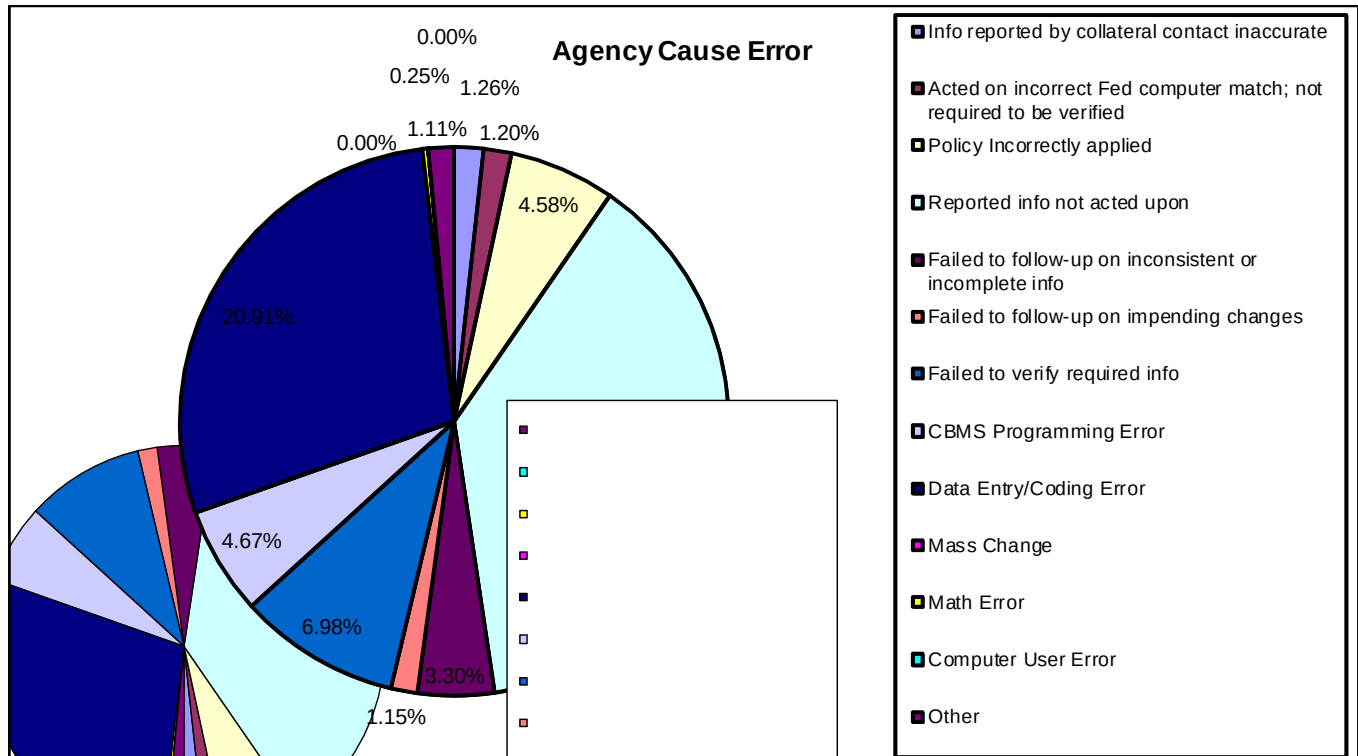
Colorado FFY 2012 Above Threshold PER compared to Combined PER and the National Average for FFY 2012:



FFY 2012 Active Errors - Causes

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

AGENCY CAUSED	# of cases	% of cases	Error Dollars	% of \$ Errors
Info reported by collateral contact inaccurate	1	0.01%	\$159	1.25%
Acted on incorrect Fed computer match; not required to be verified	1	1.15%	\$152	1.20%
Policy Incorrectly applied	4	4.60%	\$578	4.54%
Reported info not acted upon	29	33.33%	\$3,516	27.65%
Failed to follow-up on inconsistent or incomplete info	4	4.60%	\$417	3.28%
Failed to follow-up on impending changes	1	1.15%	\$145	1.14%
Failed to verify required info	4	4.60%	\$881	6.93%
CBMS Programming Error	5	5.75%	\$589	4.63%
Data Entry/Coding Error	16	18.39%	\$2,639	20.75%
Mass Change				
Math Error	1	1.15%	\$31	0.24%
Computer User Error		0.00%		0.00%
Other	2	2.30%	\$140	1.10%
SUBTOTAL	68	78.16%	\$9,247	72.71%
CLIENT CAUSED				
Fail to report	11	12.64%	\$1,571	12.35%
Incomplete or incorrect info provided		0.00%		0.00%
Info withheld	5	5.75%	\$1,558	12.25%
Incorrect info provided	2	2.30%	\$246	1.93%
SUBTOTAL	18	20.69%	\$3,375	26.54%
NOT SPECIFIED	1	1.15%	\$96	0.75%
SUBTOTAL	1	1.15%	\$96	0.75%
GRAND TOTAL	87	100.00%	\$12,718	100.00%

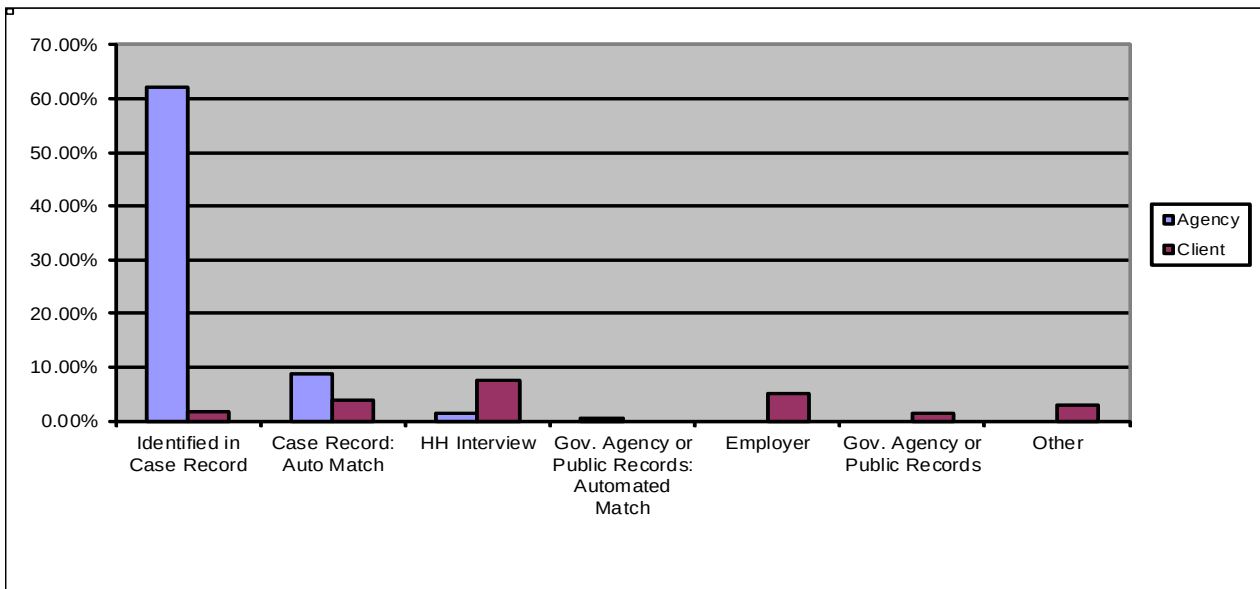


FFY 2012 Active Errors - Discovery

The following indicates how SNAPQA discovered the Payment Errors Above the Threshold:

AGENCY CAUSED	# of Cases	% Cases	Error Dollars	% of \$ Errors
Identified in Case Record	55	63.95%	\$7,838	62.10%
Case Record: Auto Match	9	10.47%	\$1,113	8.82%
HH Interview	2	2.33%	\$165	1.31%
Employer	1	1.16%	\$52	0.41%
Financial Institution				
Landlord				
Gov. Agency or Public Records		0.00%		0.00%
Gov. Agency or Public Records: Automated Match	1	1.16%	\$79	0.63%
Other				
SUBTOTAL	68	79.07%	\$9,247	73.26%
CLIENT CAUSED				
Identified in Case Record	1	1.16%	\$223	1.77%
Case Record: Auto Match	1	1.16%	\$496	3.93%
HH Interview	9	10.47%	\$936	7.42%
Employer	3	3.49%	\$648	5.13%
Financial Institution		0.00%		0.00%
Landlord				
Gov. Agency or Public Records	2	2.33%	\$183	1.45%
Gov. Agency or Public Records: Automated Match	1	1.16%	\$528	4.18%
Other	1	1.16%	\$361	2.86%
SUBTOTAL	18	20.93%	\$3,375	26.74%
NOT SPECIFIED		0.00%		0.00%
GRAND TOTAL	86	100.00%	\$12,622	100.00%

76.74% 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.

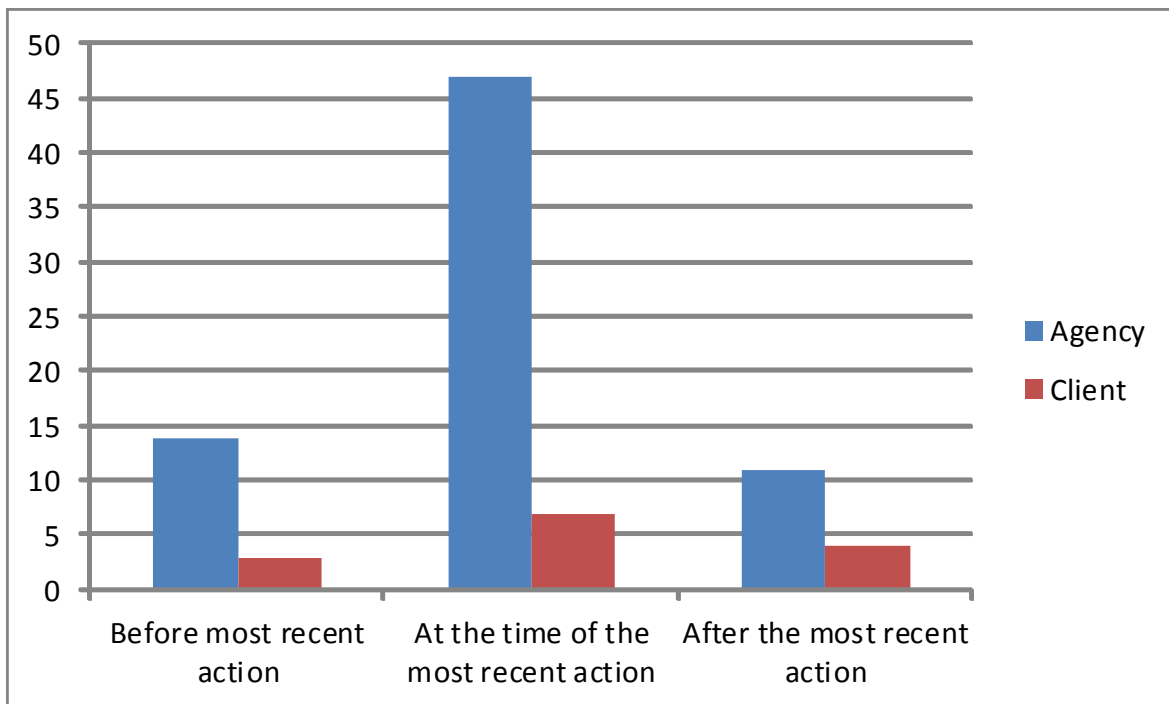


FFY 2012 Active Errors - Occurrence

The following indicates when the line worker has access to the information that caused the Payment Error:

Most Recent Action	BEFORE	AT	AFTER	
	# of Cases	# of Cases	# of Cases	Total
AGENCY CAUSED				
Application	1	14	3	18
RRR	13	33	8	54
Subtotal	14	47	11	72
CLIENT CAUSED				
Application		2	2	4
RRR	3	5	2	10
Subtotal	3	7	4	14
Grand Total	17	54	15	86

The Payment Errors are occurring AT or BEFORE the most recent action taken by the worker 82.55% of the time (71 cases/86 total cases).

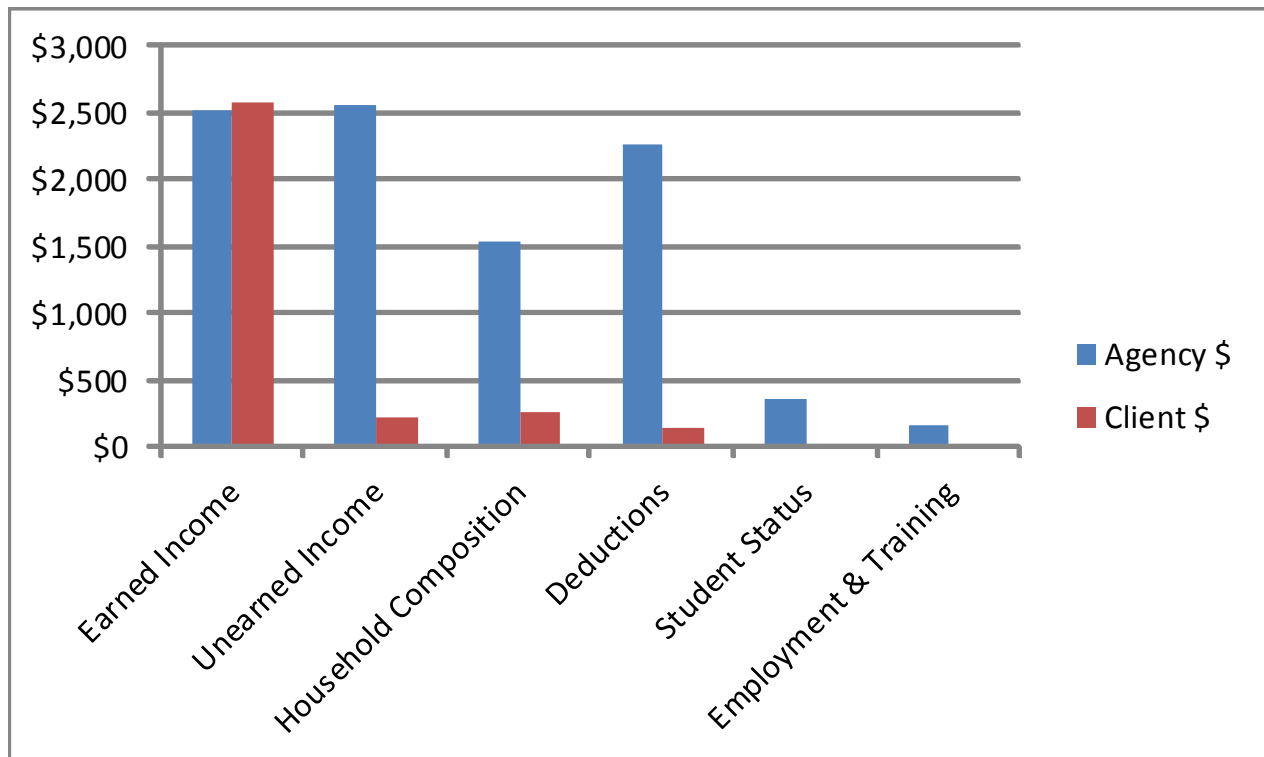


FFY 2012 Active Errors - Elements

The following indicates what eligibility factor or element impacts the Payment Error Rate by total dollars:

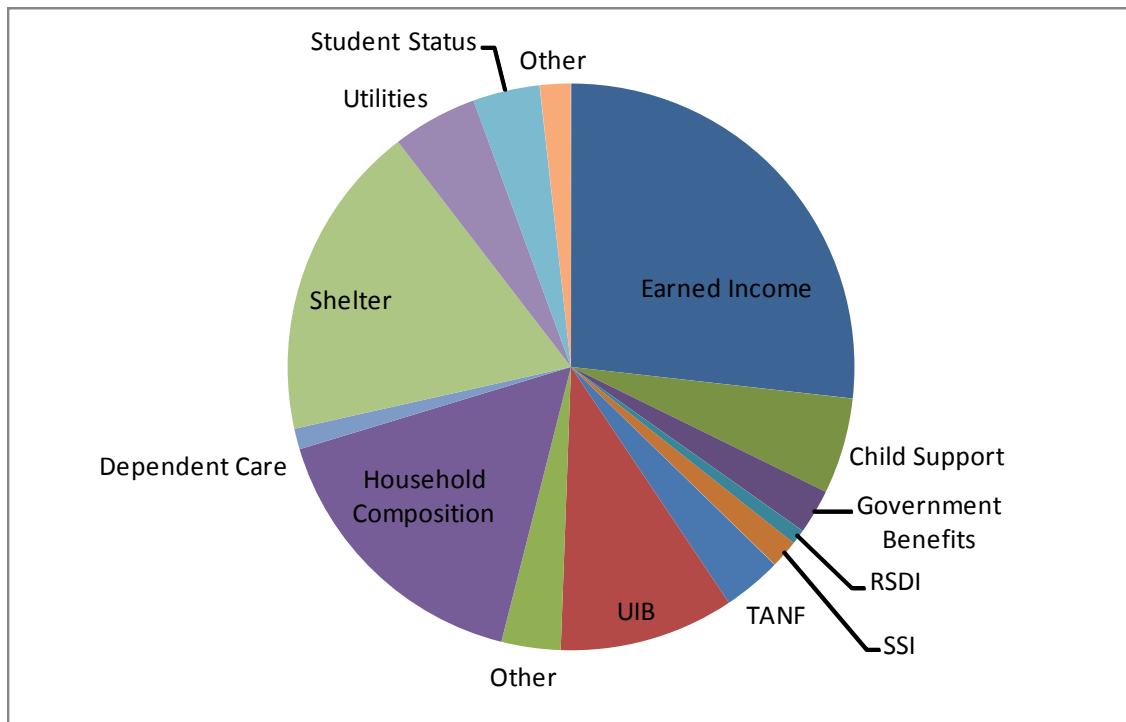
Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	\$5,108	40.47%	27	31.40%
363 - Shelter Deduction	\$1,852	14.67%	18	20.93%
150 - Household Composition	\$1,795	14.22%	11	12.79%
334 - Unemployment Compensation	\$937	7.42%	5	5.81%
350 - Child Support Payments Received from Absent Parent	\$607	4.81%	6	6.98%
364 - Standard Utility Allowance	\$454	3.60%	5	5.81%
111 - Student Status	\$359	2.84%	2	2.33%
346 - Other Unearned Income	\$317	2.51%	3	3.49%
344 - TANF, PA, or GA	\$315	2.50%	2	2.33%
336 - Other Government Benefits	\$239	1.89%	1	1.16%
160 - Employment & Training Programs	\$167	1.32%	1	1.16%
333 - SSI and/or State SSI Supplement	\$152	1.20%	1	1.16%
342 - Contributions	\$129	1.02%	1	1.16%
323 - Dependent Care Deduction	\$112	0.89%	2	2.33%
331 - RSDI Benefits	\$79	0.63%	1	1.16%
Totals	\$12,622	100.00%	86	100.00%

Error ranking by high-level element by dollars and responsibility:

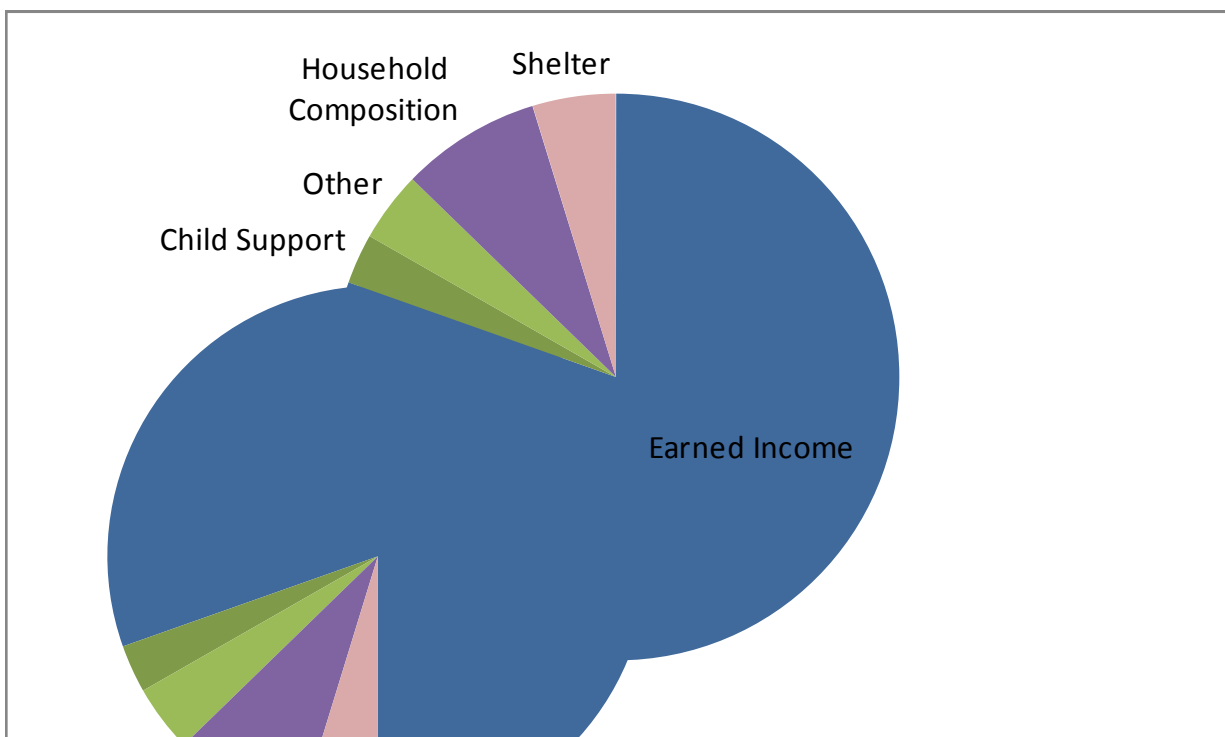


FFY 2012 Active Errors – Element Responsibility

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:



FFY 2012 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:

Note: the Ranking of Elements is provided directly by Food Nutrition Services.

Ranking # 1					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
311 - Wages and Salaries					
	Before	\$518	10.14%	4	14.81%
	At	\$1,608	31.48%	15	55.56%
	After	\$2,982	58.38%	8	29.63%
	Other	\$0	0.00%	0	0.00%
	Total	\$5,108	100.00%	27	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$91	1.78%	1	3.70%
12 - Reported information disregarded or not applied		\$136	2.66%	2	7.41%
14 - Agency failed to follow up on inconsistent or incomplete		\$153	3.00%	2	7.41%
15 - Agency failed to follow up on impending changes		\$0	0.00%	0	0.00%
16 - Agency failed to verify required information		\$451	8.83%	2	7.41%
17 - Computer programming error		\$0	0.00%	0	0.00%
18 - Data entry and/or coding error		\$1,595	31.23%	7	25.93%
19 - Mass Change		\$0	0.00%	0	0.00%
20 - Arithmetic computation		\$31	0.61%	1	3.70%
21 - Computer user error		\$0	0.00%	0	0.00%
	Cause Sub Total	\$2,457	48.10%	15	55.56%
Client Caused					
1 - Information not reported		\$1,093	21.40%	7	25.93%
2 - Incomplete or incorrect information provided		\$0	0.00%	0	0.00%
3 - Information withheld by client		\$1,497	29.31%	4	14.81%
4 - Incorrect information provided by client		\$0	0.00%	0	0.00%
	Cause Sub Total	\$2,590	50.70%	11	40.74%
Not Specified					
Not Specified		\$61	1.19%	1	3.70%
	Cause Sub Total	\$61	1.19%	1	3.70%

FFY 2012 Active Errors – Element Ranking

Ranking # 2					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
363 - Shelter Deduction					
	Before	\$800	43.20%	6	33.33%
	At	\$884	47.73%	10	55.56%
	After	\$168	9.07%	2	11.11%
	Other	\$0	0.00%	0	0.00%
	Total	\$1,852	100.00%	18	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$120	6.48%	1	5.56%
12 - Reported information disregarded or not applied		\$795	42.93%	8	44.44%
14 - Agency failed to follow up on inconsistent or incomplete		\$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		\$630	34.02%	6	33.33%
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	\$1,545	83.42%	15	83.33%
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		\$61	3.29%	1	5.56%
4 - Incorrect information provided by client		\$246	13.28%	2	11.11%
	Cause Sub Total	\$307	16.58%	3	16.67%
Not Specified					
Not Specified		\$0	0.00%	0	0.00%
	Cause Sub Total	\$0	0.00%	0	0.00%

FFY 2012 Active Errors – Element Ranking

Ranking # 3

		Error Dollars	% of \$ Errors	# of Cases	% of Cases
150 - Household Composition					
	Before	\$292	16.27%	2	18.18%
	At	\$1,249	69.58%	7	63.64%
	After	\$167	9.30%	1	9.09%
	Other	\$87	4.85%	1	9.09%
	Total	\$1,795	100.00%	11	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$167	9.30%	1	9.09%
12 - Reported information disregarded or not applied		\$854	47.58%	6	54.55%
14 - Agency failed to follow up on inconsistent or incomplete		\$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		\$332	18.50%	1	9.09%
17 - Computer programming error		\$0	0.00%	0	0.00%
18 - Data entry and/or coding error		\$185	10.31%	1	9.09%
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	\$1,538	85.68%	9	81.82%
Client Caused					
1 - Information not reported		\$257	14.32%	2	18.18%
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	\$257	14.32%	2	18.18%
Not Specified					
Not Specified		\$0	0.00%	0	0.00%
	Cause Sub Total	\$0	0.00%	0	0.00%

FFY 2012 Active Errors – Element Ranking

Ranking # 4					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
334 - Unemployment Compensation					
	Before	\$0	0.00%	0	0.00%
	At	\$937	100.00%	5	100.00%
	After	\$0	0.00%	0	0.00%
	Other	\$0	0.00%	0	0.00%
	Total	\$937	100.00%	5	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		\$568	60.62%	2	40.00%
14 - Agency failed to follow up on inconsistent or incomplete		\$126	13.45%	1	20.00%
15 - Agency failed to follow up on impending changes		\$145	15.47%	1	20.00%
16 - Agency failed to verify required information		\$98	10.46%	1	20.00%
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	\$937	100.00%	5	100.00%
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%

FFY 2012 Active Errors – Element Ranking

Ranking # 5					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
350 - Child Support Payments Received from Absent Parent					
	Before	\$77	12.69%	1	16.67%
	At	\$171	28.17%	2	33.33%
	After	\$267	43.99%	2	33.33%
	Other	\$92	15.16%	1	16.67%
	Total	\$607	100.00%	6	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		\$197	32.45%	2	33.33%
14 - Agency failed to follow up on inconsistent or incomplete		\$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		\$318	52.39%	3	50.00%
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	\$515	84.84%	5	83.33%
Client Caused					
1 - Information not reported		\$92	15.16%	1	16.67%
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	\$92	15.16%	1	16.67%
Not Specified					
Not Specified		\$0	0.00%	0	0.00%
	Cause Sub Total	\$0	0.00%	0	0.00%

FFY 2012 Active Errors – Element Ranking

Ranking # 6					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
364 - Standard Utility Allowance					
	Before	\$0	0.00%	0	0.00%
	At	\$454	100.00%	5	100.00%
	After	\$0	0.00%	0	0.00%
	Other	\$0	0.00%	0	0.00%
	Total	\$454	100.00%	5	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		\$225	49.56%	3	60.00%
14 - Agency failed to follow up on inconsistent or incomplete		\$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		\$229	50.44%	2	40.00%
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	\$454	100.00%	5	100.00%
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%

FFY 2012 Active Errors – Element Ranking

Ranking # 7					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
111 - Student Status					
	Before	\$0	0.00%	0	0.00%
	At	\$359	100.00%	2	100.00%
	After	\$0	0.00%	0	0.00%
	Other	\$0	0.00%	0	0.00%
	Total	\$359	100.00%	2	100.00%
Agency Caused					
7 - Information reported by a collateral contact inaccurate		\$159	44.29%	1	50.00%
8 - Acted on incorrect Federal computer match information that was		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$200	55.71%	1	50.00%
12 - Reported information disregarded or not applied		\$0	0.00%	0	0.00%
14 - Agency failed to follow up on inconsistent or incomplete		\$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	\$359	100.00%	2	100.00%
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%

FFY 2012 Active Errors – Element Ranking

Ranking # 8					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
346 - Other Unearned Income					
	Before	\$0	0.00%	0	0.00%
	At	\$317	100.00%	3	100.00%
	After	\$0	0.00%	0	0.00%
	Other	\$0	0.00%	0	0.00%
	Total	\$317	100.00%	3	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		\$223	70.35%	2	66.67%
14 - Agency failed to follow up on inconsistent or incomplete		\$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		\$94	29.65%	1	33.33%
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	\$317	100.00%	3	100.00%
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%

FFY 2012 Active Errors – Element Ranking

Ranking # 9					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
344 - TANF, PA, or GA					
	Before	\$0	0.00%	0	0.00%
	At	\$138	43.81%	1	50.00%
	After	\$177	56.19%	1	50.00%
	Other	\$0	0.00%	0	0.00%
	Total	\$315	100.00%	2	100.00%
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		\$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		\$138	43.81%	1	50.00%
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		\$177	56.19%	1	50.00%
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	\$315	100.00%	2	100.00%
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%

FFY 2012 Active Errors – Element Ranking

Ranking # 10					
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
336 - Other Government Benefits					
	Before	\$239	100.00%	1	100.00%
	At	\$0	0.00%	0	0.00%
	After	\$0	0.00%	0	0.00%
	Other	\$0	0.00%	0	0.00%
	Total	\$239	100.00%	1	100.00%
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		\$0	0.00%	0	0.00%
10 - Policy incorrectly applied		\$0	0.00%	0	0.00%
12 - Reported information disregarded or not applied		\$239	100.00%	1	100.00%
14 - Agency failed to follow up on inconsistent or incomplete		\$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	\$239	100.00%	1	100.00%
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%
		Error Dollars	% of \$ Errors	# of Cases	% of Cases
Total Top Ten		\$11,983	94.94%	80	93.02%
Total All		\$12,622	100.00%	86	100.00%

FFY 2012 Active Sample by County

County	Complete	\$> Threshold (PER)	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Below Threshold \$ Errors	ERROR RATE	% of State Dollars
Adams	114	8	15	20.18%	\$34,758	\$1,705	\$229	5.56%	12.43%
Alamosa	5	1	1	40.00%	\$1,973	\$87	\$14	5.12%	0.65%
Arapahoe	84	8	13	25.00%	\$24,624	\$1,428	\$256	6.84%	10.83%
Archuleta	2	0	1	50.00%	\$891	\$0	\$10	1.12%	0.06%
Baca	1	0		0.00%	\$16	\$0		0.00%	0.00%
Bent				#DIV/0!					0.00%
Boulder	48	4	10	29.17%	\$11,056	\$511	\$190	6.34%	4.51%
Broomfield	9	0		0.00%	\$2,238	0		0.00%	0.00%
Chaffee	4	0	1	25.00%	\$1,259	\$0	\$49	3.89%	0.32%
Cheyenne				#DIV/0!					0.00%
Clear Creek	5	1		20.00%	\$1,052	\$58		5.51%	0.37%
Conejos	3	0		0.00%	\$412			0.00%	0.00%
Costilla	3	0	1	33.33%	\$172	\$0	\$6	3.49%	0.04%
Crowley	1			0.00%	\$381			0.00%	0.00%
Custer	1			0.00%	\$526			0.00%	0.00%
Delta	10	0		0.00%	\$2,822	\$0		0.00%	0.00%
Denver	192	19	27	23.96%	\$54,406	\$2,271	\$567	5.22%	18.25%
Dolores				#DIV/0!					0.00%
Douglas	12	1	3	33.33%	\$3,528	\$84	\$53	3.88%	0.88%
Eagle	1			0.00%	\$793				0.00%
Elbert	4		1	25.00%	\$977		\$4	0.41%	0.03%
El Paso	121	12	18	24.79%	\$38,722	\$1,499	\$301	4.65%	11.57%
Fremont	6			0.00%	\$1,132			0.00%	0.00%
Garfield	10	1	4	50.00%	\$1,769	\$129	\$54	10.34%	1.18%
Gilpin	1			0.00%	\$200				0.00%
Grand	1	1		100.00%	\$614	\$120		19.54%	0.77%
Gunnison	2	1		50.00%	\$664	\$138		20.78%	0.89%
Hinsdale				#DIV/0!					0.00%
Huerfano	2	0		0.00%	\$250	0		0.00%	0.00%
Jackson	2		1	50.00%	\$385		\$43	11.17%	0.28%
Jefferson	65	5	14	29.23%	\$19,139	\$697	\$327	5.35%	6.58%
Kiowa	1			0.00%	\$526			0.00%	0.00%
Kit Carson	1	1		100.00%	\$340	\$168			1.08%
Lake				#DIV/0!					0.00%
La Plata	7	0	2	28.57%	\$1,774	0	\$46	2.59%	0.30%
Larimer	40	7	2	22.50%	\$11,167	\$743	\$56	7.16%	5.14%
Las Animas	9	0	1	11.11%	\$2,105	0	\$17	0.81%	0.11%
Lincoln				#DIV/0!					0.00%
Logan	1	0		0.00%	\$358	0		0.00%	0.00%
Mesa	37	1	7	21.62%	\$8,866	\$212	\$176	4.38%	2.49%
Mineral				#DIV/0!				#DIV/0!	0.00%
Moffat	3			0.00%	\$1,139			0.00%	0.00%
Montezuma	5	0		0.00%	\$1,337	\$0		0.00%	0.00%
Montrose	13	0	2	15.38%	\$3,051	\$0	\$47	1.54%	0.30%
Morgan	2			0.00%	\$115			0.00%	0.00%
Otero	6	0		0.00%	\$1,701	\$0		0.00%	0.00%

FFY 2011 Active Sample by County Continued

County	Complete	Errors	\$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Below Threshold \$ Errors	ERROR RATE	% of State Dollars
Ouray	1			0.00%	\$200			0.00%	0.00%
Park	5			0.00%	\$1,586			0.00%	0.00%
Phillips				#DIV/0!					0.00%
Pitkin	1	0		0.00%	\$367	\$0		0.00%	0.00%
Prowers	6	0	2	33.33%	\$1,620	\$0	\$37	2.28%	0.24%
Pueblo	77	6	15	27.27%	\$23,064	\$686	\$308	4.31%	6.39%
Rio Blanco	2			0.00%	\$726			0.00%	0.00%
Rio Grande	3			0.00%	\$558			0.00%	0.00%
Routt	4	1	1	50.00%	\$1,775	\$1,052	\$15	60.11%	6.86%
Saguache	3	0	1	33.33%	\$600	\$0	\$35	5.83%	0.23%
San Juan	1			0.00%	\$367			0.00%	0.00%
San Miguel				#DIV/0!				#DIV/0!	0.00%
Sedgwick	1			0.00%	\$495			0.00%	0.00%
Summit	2	2		100.00%	\$473	\$192		40.59%	1.23%
Teller	3	0		0.00%	\$673	\$0		0.00%	0.00%
Washington	1	0		0.00%	\$367	\$0		0.00%	0.00%
Weld	39	6	5	28.21%	\$11,315	\$842	\$92	8.25%	6.00%
Yuma	1	0		0.00%	\$236	\$0		0.00%	0.00%
TOTAL	984	86	148	23.78%	\$281,660	\$12,622	\$2,932	5.52%	100.00%

Red = above 3% goal
Green = under 3% goal

FFY 2012 Active Stats - Large Counties

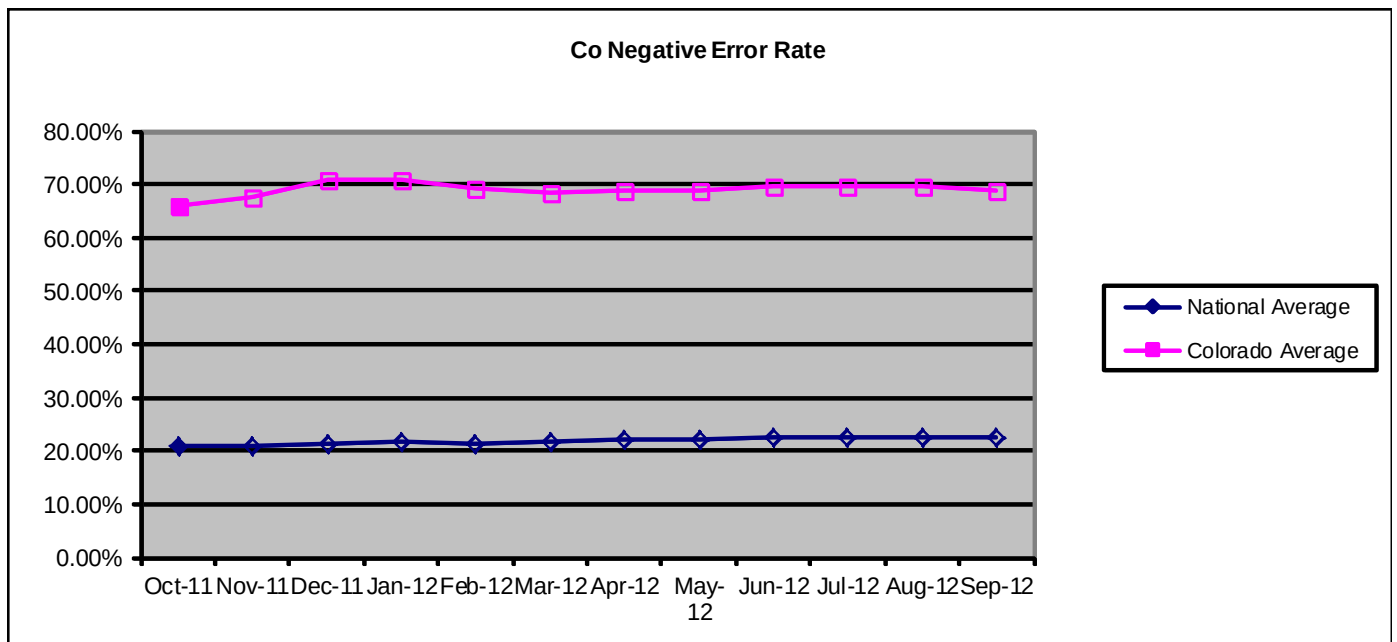
	Income							Deductions					Other			TOTAL	
County	Earned \$	Child Support \$	RSDI \$	SSI \$	TANF	UIB \$	Other \$	Child Support	Child Care	Medical	Shelter	Utilities	HH Comp	Student Status	Other	Agency	Client
Adams																	
Agency		\$120				\$145					\$239	\$118	\$254			\$876	
Client	\$829																\$829
Arapahoe																	
Agency					\$177	\$694					\$109			\$159		\$1,139	
Client	\$235										\$54						\$289
Boulder																	
Agency		\$55														\$55	
Client	\$223										\$233						\$456
Denver																	
Agency	\$533				\$138				\$112		\$302	\$77	\$494			\$1,656	
Client	\$496												\$119				\$615
El Paso																	
Agency	\$171	\$77					\$132				\$277		\$665			\$1,322	
Client	\$177																\$177
Jefferson																	
Agency	\$536										\$161					\$697	
Client																	\$0
Larimer																	
Agency							\$91				\$120	\$111	\$125	\$200		\$647	
Client	\$96																\$96
Mesa																	
Agency		\$212														\$212	
Client																	\$0
Pueblo																	
Agency		\$51		\$152			\$239					\$91				\$533	
Client											\$153						\$153
Weld																	
Agency				\$79								\$57			\$167	\$303	
Client	\$447	\$92															\$539
Big 10 Total	\$3,743	\$607	\$0	\$231	\$315	\$839	\$462	\$0	\$112	\$0	\$1,648	\$454	\$1,657	\$359	\$167	\$7,440	\$3,154
BIG 10 Grand	\$10,594																
All Others																	
Agency	\$1,278					\$98	\$94				\$204					\$1,674	
Client	\$87						\$129						\$138				\$354
All Others	\$1,365	\$0	\$0	\$0	\$0	\$98	\$223	\$0	\$0	\$0	\$204	\$0	\$138	\$0	\$0	\$1,674	\$354
Statewide	\$5,108	\$607	\$0	\$231	\$315	\$937	\$685	\$0	\$112	\$0	\$1,852	\$454	\$1,795	\$359	\$167	\$9,114	\$3,508
TOTAL	\$12,622																

FFY 2012 CAPER Case Review - Sample

Colorado Sample:

Month	Sampled	Completed	NSTR	Incomplete	Total Errors	Error Rate	Rolling Error Rate
October	107	100	7		66	66.00%	66.00%
November	104	98	6		68	69.39%	67.68%
December	116	106	10		81	76.42%	70.72%
January	110	105	5		74	70.48%	70.66%
February	119	111	8		72	64.86%	69.42%
March	116	111	5		72	64.86%	68.62%
April	37	34	3		25	73.53%	69.38%
May	40	38	2		27	71.05%	69.50%
June	41	38	3		31	81.58%	68.88%
July	42	38	4		26	68.42%	68.38%
August	48	46	2		31	67.39%	69.51%
September	43	38	5		20	52.63%	68.97%
TOTAL	923	863	60	0	593	68.71%	68.71%

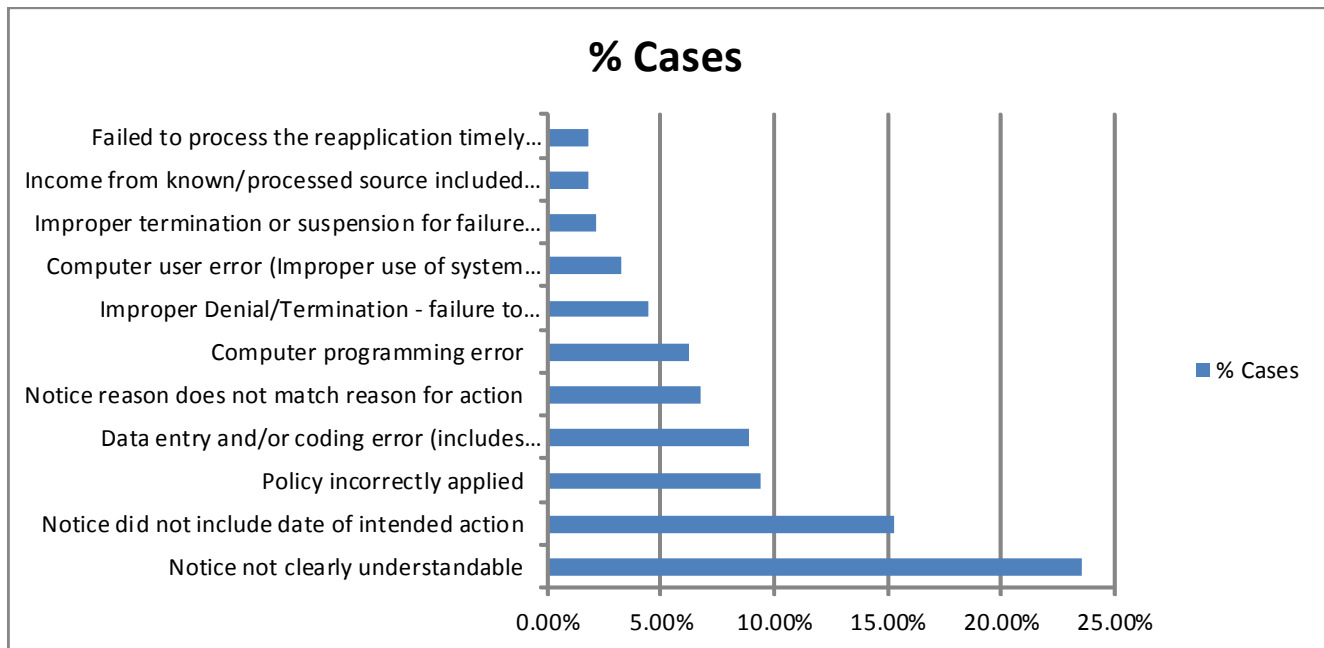
Colorado FFY 2012 compared to the National Average for FFY 2012:



FFY 2012 CAPER Errors - Causes

The following indicates the top 10 causes of the invalid Negative Actions:

ERROR CAUSES	# Cases	% Cases
Notice not clearly understandable	133	23.54%
Notice did not include date of intended action	86	15.22%
Policy incorrectly applied	53	9.38%
Data entry and/or coding error (includes selection of incorrect codes)	50	8.85%
Notice reason does not match reason for action	38	6.73%
Computer programming error	35	6.19%
Improper Denial/Termination - failure to provide - verification was received or is in case file	25	4.42%
Computer user error (Improper use of system or unauthorized process or work around)	18	3.19%
Improper termination or suspension for failure to meet reporting requirements	12	2.12%
Income from known/processed source included that should not have been	10	1.77%
Failed to process the reapplication timely (recertification application)	10	1.77%



FFY 2012 CAPER Errors - Ranking

Note: the Ranking of Elements is provided directly by Food Nutrition Services.

Rank #1						
540 - Notices	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Notice not clearly understandable	99	17.58%	39	6.93%	138	24.51%
Notice did not include date of intended action	26	4.62%	59	10.48%	86	15.28%
Notice reason does not match reason for action	30	5.33%	8	1.42%	38	6.75%
Notice was not complete	3	0.53%	5	0.89%	8	1.42%
Notice was sent to wrong address	1	0.18%	2	0.36%	3	0.53%
Policy incorrectly applied	2	0.36%	1	0.18%	3	0.53%
Notice did not include rights of household	2	0.36%	0	0.00%	2	0.36%
Failed to send notice of action	1	0.18%	1	0.18%	2	0.36%
Total	164	29.13%	115	20.43%	280	49.73%
Rank #2						
511 - Other	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Data entry and/or coding error (includes selection of incorrect codes)	22	3.91%	32	5.68%	54	9.59%
Computer programming error	19	3.37%	19	3.37%	38	6.75%
Computer user error (Improper use of system or unauthorized process or work around)	14	2.49%	5	0.89%	19	3.37%
Policy incorrectly applied	3	0.53%	5	0.89%	8	1.42%
Other	4	0.71%	4	0.71%	8	1.42%
Total	62	11.01%	65	11.55%	127	22.56%
Rank #3						
415 - Verification	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Improper Denial/Termination - failure to provide - verification was received or is in case file	22	3.91%	5	0.89%	27	4.80%
Policy incorrectly applied	4	0.71%	8	1.42%	12	2.13%
Improper denial prior to end of timeframe for providing verification	6	1.07%	2	0.36%	8	1.42%
Improper Denial/Termination - failure to provide - household never notified of needed verification	4	0.71%	2	0.36%	6	1.07%
Improper Denial/Termination - failure to provide - household not given at least 10 days to provide	4	0.71%	0	0.00%	4	0.71%
Improper Denial/Termination - failure to provide - case should have been processed without the deduction	2	0.36%	1	0.18%	3	0.53%
Verification of income requested for a person not associated with current application	0	0.00%	3	0.53%	3	0.53%
Verification was in case file	0	0.00%	1	0.18%	1	0.18%
No application or case record information to support denial/termination/suspension	1	0.18%	0	0.00%	1	0.18%
Total	43	7.64%	22	3.91%	65	11.55%

FFY 2012 CAPER Errors - Ranking

Rank #4						
413 - Application	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Failed to process the reapplication timely (recertification application)	9	1.60%	1	0.18%	10	1.78%
Late denial agency failed to process the application timely	8	1.42%	1	0.18%	9	1.60%
Improper denial within 30-day period for missing interview(s)	7	1.24%	0	0.00%	7	1.24%
Policy incorrectly applied	6	1.07%	0	0.00%	6	1.07%
Total	30	5.33%	2	0.36%	32	5.68%
Rank #5						
416 - Action Type	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Improper termination or suspension for failure to meet reporting requirements	1	0.18%	13	2.31%	14	2.49%
Policy incorrectly applied	4	0.71%	3	0.53%	7	1.24%
Total	5	0.89%	16	2.84%	21	3.73%
Rank #6						
311 - Wages and Salaries	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Income from known/processed source included that should not have been	1	0.18%	3	0.53%	4	0.71%
Conversion to monthly amount not used or incorrectly applied	1	0.18%	2	0.36%	3	0.53%
Improper income calculation	3	0.53%	0	0.00%	3	0.53%
Policy incorrectly applied	1	0.18%	1	0.18%	2	0.36%
Improper calculation - Income included holiday or overtime pay	0	0.00%	1	0.18%	1	0.18%
Improper calculation - Income averaged incorrectly	1	0.18%	0	0.00%	1	0.18%
Averaging not used or incorrectly applied	1	0.18%	0	0.00%	1	0.18%
Failed to consider or incorrectly considered reported information	0	0.00%	1	0.18%	1	0.18%
Agency failed to follow up on inconsistent or incomplete information	1	0.18%	0	0.00%	1	0.18%
Total	9	1.60%	8	1.42%	17	3.02%
Rank #7						
160 - Employment & Training Programs	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Policy incorrectly applied	2	0.36%	1	0.18%	3	0.53%
Individual inappropriately sanctioned	1	0.18%	1	0.18%	2	0.36%
Eligible person(s) disqualified	2	0.36%	0	0.00%	2	0.36%
Total	5	0.89%	2	0.36%	7	1.24%

FFY 2012 CAPER Errors - Ranking

Rank #8						
162 - Work Registration	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Eligible person(s) excluded - exempt from work requirements - physically or mentally unfit	0	0.00%	2	0.36%	2	0.36%
Eligible person(s) excluded	1	0.18%	0	0.00%	1	0.18%
Ineligible person(s) included	0	0.00%	1	0.18%	1	0.18%
Policy incorrectly applied	0	0.00%	1	0.18%	1	0.18%
Eligible person(s) excluded - exempt from work requirements - employed	0	0.00%	1	0.18%	1	0.18%
Total	1	0.18%	5	0.89%	6	1.07%
Rank #9						
334 - Unemployment Compensation	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Agency failed to follow up on known and reported impending changes	1	0.18%	0	0.00%	1	0.18%
Income from known/processed source included that should not have been	0	0.00%	1	0.18%	1	0.18%
Failed to consider or incorrectly considered reported information	1	0.18%	0	0.00%	1	0.18%
Policy incorrectly applied	1	0.18%	0	0.00%	1	0.18%
Total	3	0.53%	1	0.18%	4	0.71%
Rank #10						
331 - RSDI Benefits	Denials	% of Cases	Terminations	% of Cases	Total Invalid	% of Cases
Income from known/processed source included that should not have been	1	0.18%	1	0.18%	2	0.36%
Policy incorrectly applied	2	0.36%	0	0.00%	2	0.36%
Total	3	0.53%	1	0.18%	4	0.71%

The Colorado Department of Human Services (CDHS) has implemented multiple changes to the Colorado Benefits Management System (CBMS) to address the system caused noticing issues. The most recent implementation occurred in October 2013 and prevents the system from running back more than 3 months on most triggers and suspends notices of denial and termination for any past month.

The county departments of human/social services were responsible for 50.93% of all CAPER errors cited. Colorado's CAPER without system caused errors was 34.99%.

FFY 2012 CAPER Sample by County

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Adams	70	51	72.86%	28	32.86%
Alamosa	6	4	66.67%	4	0.00%
Arapahoe	118	80	67.80%	45	29.66%
Archuleta			#DIV/0!		#DIV/0!
Baca					
Bent	1	1	100.00%	1	0.00%
Boulder	39	27	69.23%	14	33.33%
Broomfield	9	4	44.44%	2	22.22%
Chaffee	6	5	83.33%		83.33%
Cheyenne					
Clear Creek					
Conejos	1	1	100.00%		100.00%
Costilla					
Crowley	1	0	0.00%		0.00%
Custer					
Delta	4	4	100.00%	1	75.00%
Denver	150	102	68.00%	37	43.33%
Dolores					
Douglas	10	8	80.00%	5	30.00%
Eagle	4	3	75.00%	3	0.00%
El Paso	125	90	72.00%	40	40.00%
Elbert	2	2	100.00%	1	50.00%
Fremont	13	8	61.54%	4	30.77%
Garfield	7	6	85.71%	3	42.86%
Gilpin					
Grand	1	1	100.00%	1	0.00%
Gunnison					
Hinsdale					
Huerfano	5	3	60.00%	1	40.00%
Jackson					
Jefferson	59	44	74.58%	18	44.07%
Kiowa					
Kit Carson					
Lake	1		0.00%		0.00%
La Plata	10	5	50.00%	4	10.00%
Larimer	37	20	54.05%	10	27.03%
Las Animas	9	5	55.56%	3	22.22%
Lincoln					
Logan	5	4	80.00%	3	20.00%
Mesa	26	19	73.08%	11	30.77%
Mineral					
Moffat	4	3	75.00%	3	0.00%
Montezuma	3	1	33.33%		33.33%
Montrose	10	5	50.00%	3	20.00%
Morgan	8	5	62.50%	2	37.50%
Otero	4	3	75.00%	1	50.00%

County	Complete	Errors	Neg Case Error Rate	CBMS/ NOAA Errors	County Error Rate
Ouray					
Park					
Phillips					
Pitkin	2	2	100.00%		100.00%
Prowers	2	2	100.00%	2	0.00%
Pueblo	44	29	65.91%	17	27.27%
Rio Blanco					
Rio Grande	5	4	80.00%	2	40.00%
Routt	1	1	100.00%		100.00%
Saguache	1	1	100.00%		100.00%
San Juan					
San Miguel	2	2	100.00%	1	50.00%
Sedgwick	1	1	100.00%		100.00%
Summit					
Teller	4	3	75.00%	2	25.00%
Washington					
Weld	53	34	64.15%	19	28.30%
Yuma					
TOTAL	863	593	68.71%	291	34.99%