COLORADO

Office of Performance & Strategic Outcomes

Department of Human Services

Supplemental Nutrition Assistance Program Quality Assurance Unit

Colorado Department of Human Services

2013 Annual Report

October 2012 – September 2013

July 2014

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Executive Summary

The Supplemental Nutrition Assistance Program Quality Assurance (SNAPQA) Unit has prepared this annual report for Federal Fiscal Year (FFY) 2013 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 2013.

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 2013, the threshold is set at $51 or higher compared to prior years when the threshold was set at $26 or higher. The increase to the threshold tolerance was expected to improve states ability to achieve the goal. Further, as of FFY 2012 (October 1, 2011), 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. These include 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 FFY 2011 and prior negative error rates.

As of FFY 2012 (October 2011), 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 2013, 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 2013 was 224,214. This represents an 8.92% growth from the prior year.
- The average monthly allotment statewide for FFY 2013 was $69,149,131.

Sample Size

- Active Cases Sampled 1,166
- Negative Actions Sampled 902

FFY 2013 SNAPQA 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 (any amount from $1 up) dollars by the total amount of correctly authorized dollars in the sample size.

Payment Error Rate = 6.79%
Total Dollars Sampled = $295,846
Total Erroneously Authorized = $20,088

Colorado Actual FFY 2013 Total Issuance = $823,529,608
- **Colorado has a 4.75% Payment Error Rate for OVER PAYMENTS or $33,455,156 in over issued funds.**
- **Colorado has a 2.04% Payment Error Rate in UNDER PAYMENTS or $16,887,715 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 second year of liability. Colorado must have an Above Threshold Payment Error Rate at or below the National Average and less than 6% for FFY 2014 to avoid a sanction.

National Average = *3.20%
Colorado = *5.59%
Ranking = 46th out of 53

APER without worker caused errors = .68%.

For FFY 2013, 5.59% of sampled dollars are erroneously authorized at the Above Threshold Payment Error Rate level for SNAP in Colorado.
- **Colorado has a 4.12% APER for OVER PAYMENTS or $33,929,420 in over issued funds**
- **Colorado has a 1.47% APER in UNDER PAYMENTS or $12,105,885 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 = 27.85%
Total Cases Completed = 1,009
Total Incorrect = 281

For FFY 2013, 27.85% of participating SNAP households sampled have an authorization error. The average number of households receiving SNAP benefits for FFY 2013 was 250,633. There is a potential for Colorado to have 69,800 households receiving the incorrect amount of benefits each month .

The **Case and Procedural Error Rate (CAPER)** measures the validity of eligibility determinations, the validity 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 second year that the negative error rate includes noticing as a measurement and is now called CAPER.

National Average = *25.25%
Colorado = *52.83%
Ranking = 51st of 53

* = Final Federal rate based on regression

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The **Federal Timeliness Rate** measures the timeliness of processing for applications and re-certifications. 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 = 94.91%

County	TIMELY (Reg and EXP)		NOT TIMELY (Reg and EXP)		OTHER (Prior to FFY)		TIMELINESS TOTAL		% OF STATE TOTAL CASES REVIEWED	% OF STATE TIMELINESS RATE
	#	% of Sample	#	% of Sample	#	% of Sample	TOTAL CASES	TIMELINESS RATE	%	%
001 - Adams	27	24.32%	2	1.80%	82	73.87%	111	93.10%	10.77%	8.52%
002 - Alamosa	6	54.55%	0	0.00%	5	45.45%	11	100.00%	1.07%	1.89%
003 - Arapahoe	24	25.00%	3	3.13%	69	71.88%	96	88.89%	9.31%	7.57%
004 - Archuleta	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.19%	0.32%
006 - Bent	0	0.00%	0	0.00%	4	100.00%	4		0.39%	0.00%
007 - Boulder	11	23.91%	2	4.35%	33	71.74%	46	84.62%	4.46%	3.47%
080 - Broomfield	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
008 - Chaffee	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.39%	0.32%
009 - Cheyenne	0	0.00%	0	0.00%	2	100.00%	2		0.19%	0.00%
010 - Clear Creek	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.29%	0.32%
011 - Conejos	0	0.00%	0	0.00%	5	100.00%	5		0.48%	0.00%
014 - Custer	1	50.00%	0	0.00%	1	50.00%	2	100.00%	0.19%	0.32%
015 - Delta	3	42.86%	0	0.00%	4	57.14%	7	100.00%	0.68%	0.95%
016 - Denver	54	27.69%	4	2.05%	137	70.26%	195	93.10%	18.91%	17.03%
018 - Douglas	5	45.45%	0	0.00%	6	54.55%	11	100.00%	1.07%	1.58%
019 - Eagle	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
021 - El Paso	61	45.52%	0	0.00%	73	54.48%	134	100.00%	13.00%	19.24%
020 - Elbert	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
022 - Fremont	5	50.00%	0	0.00%	5	50.00%	10	100.00%	0.97%	1.58%
023 - Garfield	5	38.46%	0	0.00%	8	61.54%	13	100.00%	1.26%	1.58%
025 - Grand	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
028 - Huerfano	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.29%	0.32%
030 - Jefferson	21	27.27%	2	2.60%	54	70.13%	77	91.30%	7.47%	6.62%
031 - Kiowa	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.10%	0.32%
032 - Kit Carson	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.29%	0.32%
034 - La Plata	3	75.00%	0	0.00%	1	25.00%	4	100.00%	0.39%	0.95%
035 - Larimer	17	30.91%	0	0.00%	38	69.09%	55	100.00%	5.33%	5.36%
036 - Las Animas	3	37.50%	0	0.00%	5	62.50%	8	100.00%	0.78%	0.95%
038 - Logan	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
039 - Mesa	13	37.14%	1	2.86%	21	60.00%	35	92.86%	3.39%	4.10%
041 - Moffat	1	33.33%	0	0.00%	2	66.67%	3	100.00%	0.29%	0.32%
042 - Montezuma	1	20.00%	0	0.00%	4	80.00%	5	100.00%	0.48%	0.32%
043 - Montrose	4	25.00%	0	0.00%	12	75.00%	16	100.00%	1.55%	1.26%
044 - Morgan	1	14.29%	0	0.00%	6	85.71%	7	100.00%	0.68%	0.32%
045 - Otero	1	16.67%	0	0.00%	5	83.33%	6	100.00%	0.58%	0.32%
046 - Ouray	0	0.00%	0	0.00%	2	100.00%	2		0.19%	0.00%
047 - Park	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.39%	0.32%
050 - Prowers	2	33.33%	0	0.00%	4	66.67%	6	100.00%	0.58%	0.63%
051 - Pueblo	21	28.77%	2	2.74%	50	68.49%	73	91.30%	7.08%	6.62%
053 - Rio Grande	1	25.00%	0	0.00%	3	75.00%	4	100.00%	0.39%	0.32%
054 - Routt	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
055 - Saguache	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.10%	0.32%
058 - Sedgwick	1	100.00%	0	0.00%	0	0.00%	1	100.00%	0.10%	0.32%
059 - Summit	1	25.00%	1	25.00%	2	50.00%	4	50.00%	0.39%	0.32%
060 - Teller	2	66.67%	0	0.00%	1	33.33%	3	100.00%	0.29%	0.63%
062 - Weld	14	29.79%	0	0.00%	33	70.21%	47	100.00%	4.56%	4.42%
063 - Yuma	0	0.00%	0	0.00%	1	100.00%	1		0.10%	0.00%
TOTAL	**317**	**30.75%**	**17**	**1.65%**	**697**	**67.60%**	**1,031**	**94.91%**	**100%**	**100%**

FFY 2013 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:

79% of the erroneously authorized payments were caused by the agency - the information was known BEFORE or AT the time the worker took the action.
- ➢ 53% of agency caused errors happen at recertification.
- ➢ 45.91% of agency caused errors are due to failure to act on reported information.
- ➢ 56.51% of the time the information was in the case file.

Top Agency Caused Payment Errors:

1. Wages
2. Shelter Deduction
3. Standard Utility Allowance
4. Unemployment Compensation

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 with earned income of $900 or more.
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.

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 failure 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.
4. Employment First sanction and processes are incorrectly applied and/or untimely.

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 SNAPQA Statistics (9 Year Trend)

Active Payment Error Rate: The following statistics compare the performance measure for the <u>Above</u> Payment Error Rate for the past nine years:

ACTIVE	2013**	2012**	2011	2010	2009	2008	2007	2006	2005
National Average	3.20%	3.24%	3.80%	3.81%	4.36%	5.01%	5.64%	5.99%	5.84%
CO Ranking - Active	46	36	34	16	12	9	40	36	44
Active	5.59%	4.55%	4.45%	3.18%	2.72%	3.32%	7.05%	6.68%	7.42%

** = Threshold at $50
Green = bonus dollars and Red = Liability year

Active PER Trend
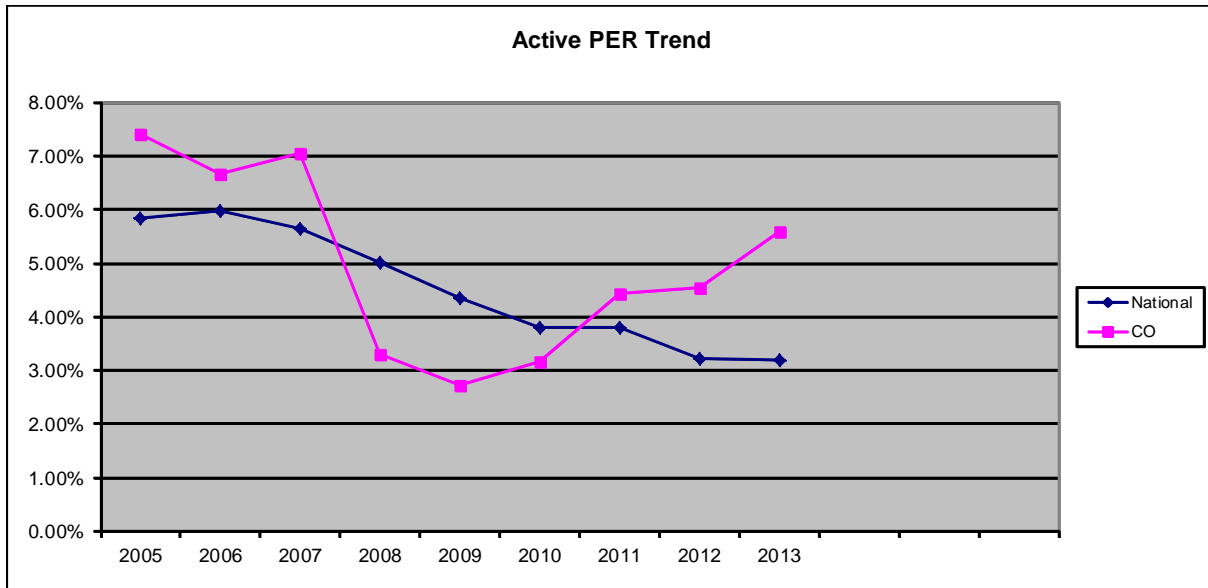
Negative Error Rate/CAPER: The following compares the performance measures for the Negative Error Rate for the past seven years (note: FFY 2013 and FFY 2012 should not be compared to prior years when analyzing the accuracy of a negative action due to the new CAPER process) and provides the first and second year CAPER Error Rate:

NEGATIVE	2013	2012	2011	2,010	2,009	2,008	2,007	2,006	2,005
National Average	25.25%	22.70%	7.39%	8.43%	9.41%	10.96%	10.94%	8.02%	6.91%
CO Ranking- Negative	51	53	28	32	29	30	44	46	45
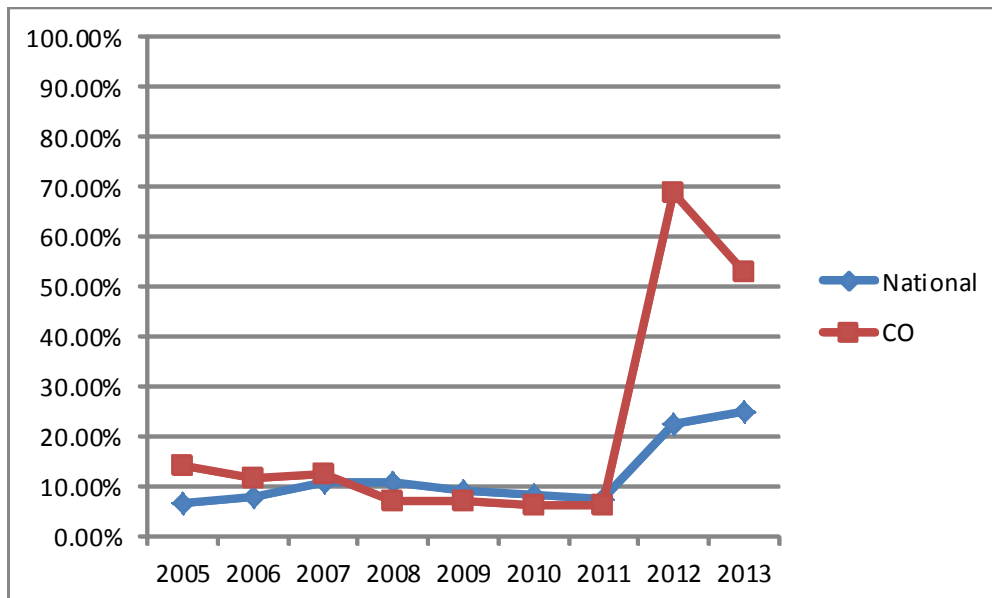
FFY 2013 Active Case Review

Colorado Sample for Payment Errors <u>Above</u> the Threshold of $50:

Month	Total # Reviewed	Cases Complete	# with Errors	Total Funds	Total Misspent	Payment Error Rate	Case Error Rate
Oct-12	96	83	11	$24,188	$1,126	4.66%	13.25%
Nov-12	96	87	7	$28,335	$822	2.90%	8.05%
Dec-12	97	87	8	$25,344	$1,626	6.42%	9.20%
Jan-13	97	87	10	$23,542	$1,243	5.28%	11.49%
Feb-13	98	86	13	$26,286	$1,791	6.81%	15.12%
Mar-13	98	84	17	$23,124	$2,301	9.95%	20.24%
Apr-13	97	84	8	$27,929	$1,148	4.11%	9.52%
May-13	98	84	8	$21,529	$976	4.53%	9.52%
Jun-13	98	81	11	$24,120	$1,662	6.89%	13.58%
Jul-13	97	85	6	$22,815	$826	3.62%	7.06%
Aug-13	97	78	9	$21,623	$1,392	6.44%	11.54%
Sep-13	97	83	7	$27,011	$1,379	5.11%	8.43%
TOTAL	**1166**	**1009**	**115**	**$295,846**	**$16,292**	**5.51%**	**11.40%**

Colorado FFY 2012 Payment Errors <u>Above</u> the Threshold compared to the National Average for FFY 2013:
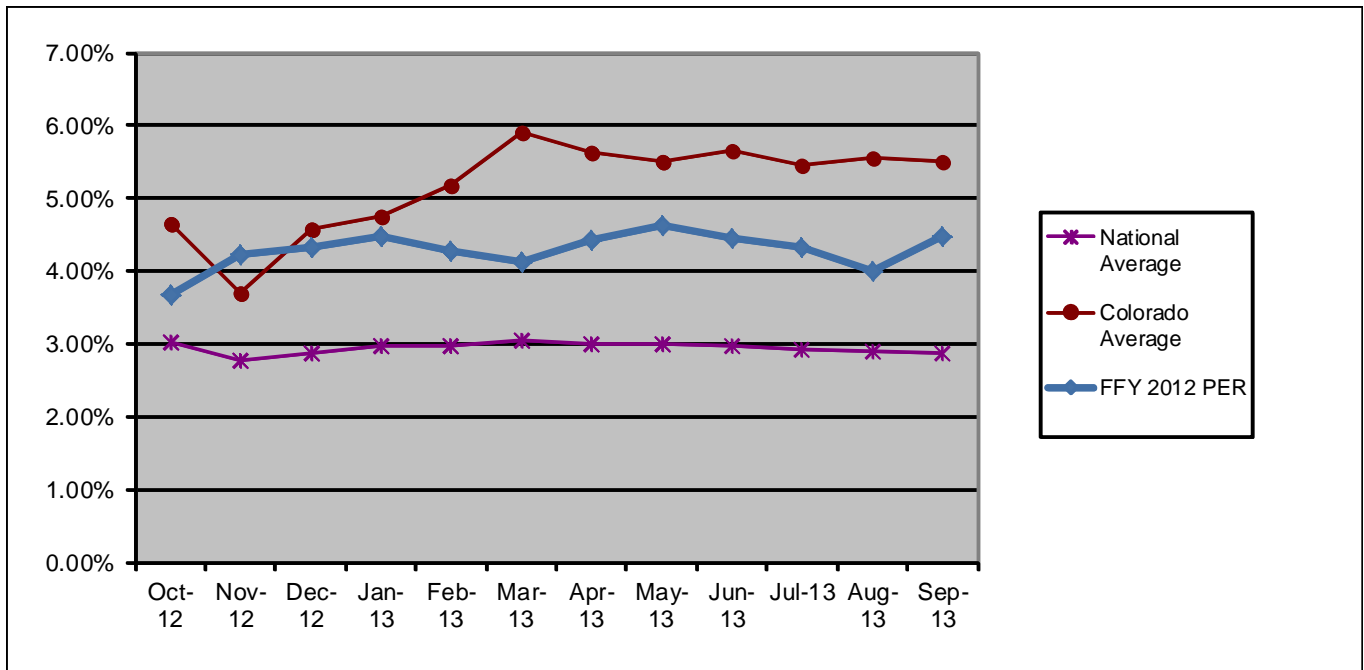
The following indicates the cause of the Above Threshold Payment Errors by Agency and by Client:

AGENCY CAUSED	# of cases	% of cases	Error Dollars	% of $ Errors
Information reported by a collateral contact inaccurate.				
Acted on incorrect Federal computer match information that was not required to be verified.				
Policy incorrectly applied.	15	13.04%	$1,893	11.62%
Reported information disregarded or not applied.	35	30.43%	$4,729	29.03%
Agency failed to follow up on inconsistent or incomplete information.	10	8.70%	$941	5.78%
Agency failed to follow up on impending changes.	2	1.74%	$365	2.24%
Agency failed to verify required information.	3	2.61%	$608	3.73%
Computer programming error.	12	10.43%	$1,998	12.26%
Data entry and/or coding error.	15	13.04%	$1,898	11.65%
Mass Change.				
Arithmetic computation.				
Computer user error.	1	0.87%	$59	0.36%
Other (Agency).	5	4.35%	$641	3.93%
SUBTOTAL	**98**	**85.22%**	**$13,132**	**80.60%**
CLIENT CAUSED				
Information not reported.	12	10.43%	$2,333	14.32%
Incomplete or incorrect information provided.				
Information withheld by client.	5	4.35%	$827	5.08%
Incorrect information provided by client.				
SUBTOTAL	**17**	**14.78%**	**$3,160**	**19.40%**
NOT SPECIFIED				
SUBTOTAL				
GRAND TOTAL	**115**	**100.00%**	**$16,292**	**100.00%**

Red = area of highest risk

Agency Caused Error

Legend:
- Information reported by a collateral contact inaccurate.
- Acted on incorrect Federal computer match information that was not required to be verified.
- Policy incorrectly applied.
- Reported information disregarded or not applied.
- Agency failed to follow up on inconsistent or incomplete information.
- Agency failed to follow up on impending changes.
- Agency failed to verify required information.
- Computer programming error.
- Data entry and/or coding error.
- Mass Change.
- Arithmetic computation.
- Computer user error.

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	71	61.74%	$9,206	**56.51%**
Case Record: Auto Match	14	12.17%	$2,517	15.45%
HH Interview	3	2.61%	$287	1.76%
Employer				
Financial Institution				
Landlord	1	0.87%	$108	0.66%
Gov. Agency or Public Records	3	2.61%	$351	2.15%
Gov. Agency or Public Records: Automated Match	6	5.22%	$663	4.07%
Other				
SUBTOTAL	**98**	**85.22%**	**$13,132**	**80.60%**
CLIENT CAUSED				
Identified in Case Record	1	0.87%	$150	0.92%
Case Record: Auto Match	1	0.87%	$76	0.47%
HH Interview	6	5.22%	$1,263	7.75%
Employer	4	3.48%	$756	4.64%
Financial Institution				
Landlord				
Gov. Agency or Public Records	2	1.74%	$303	1.86%
Gov. Agency or Public Records: Automated Match	1	0.87%	$266	1.63%
Other	2	1.74%	$346	2.12%
SUBTOTAL	**17**	**14.78%**	**$3,160**	**19.40%**
NOT SPECIFIED		**0.00%**		**0.00%**
GRAND TOTAL	**115**	**100.00%**	**$16,292**	**100.00%**

Red – area of highest risk

73.91% (71 errors identified in case record + 14 identified by auto match/115 total errors) 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.

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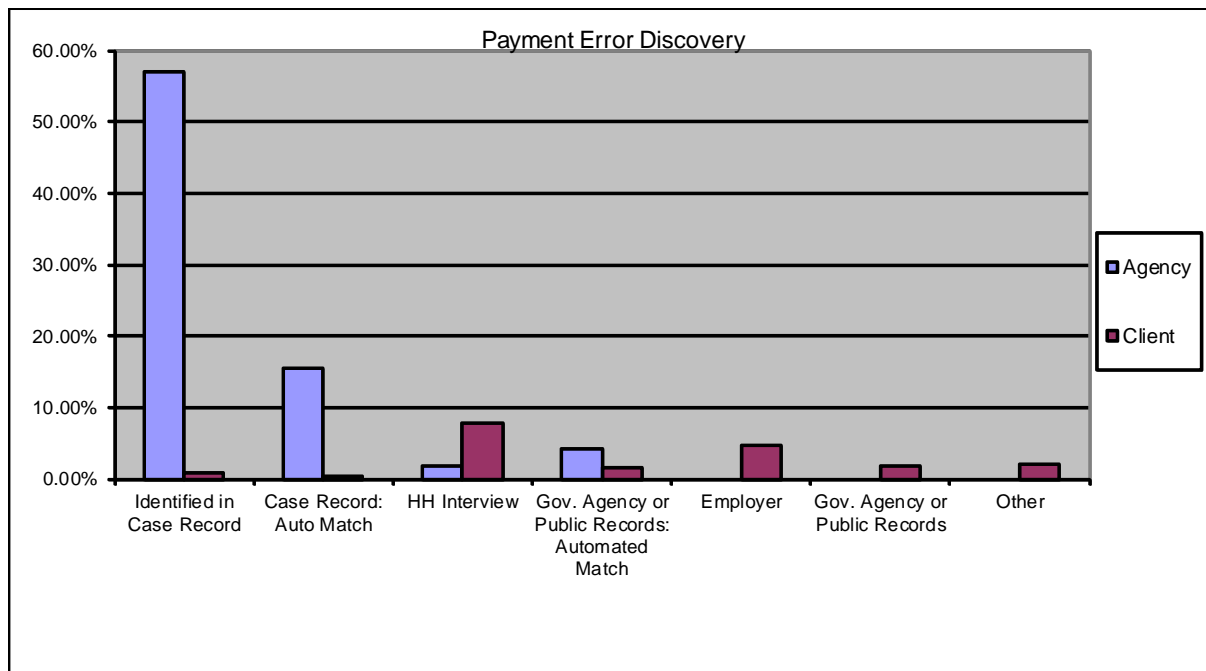
FFY 2013 Active Errors - Occurrence

The following indicates when (before, at or after the most recent action taken) the eligibility 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	25	4	30
RRR	7	46	17	70
Subtotal	8	71	21	100
CLIENT CAUSED				
Application		3	2	5
RRR	2	3	2	7
Subtotal	2	6	4	12
Grand Total	10	77	25	112

Note: There were three cases where the time the error occurred could not be determined.

The Payment Errors are occurring AT or BEFORE the most recent action taken by the worker 79% of the time (79 cases/100 total agency caused errors).
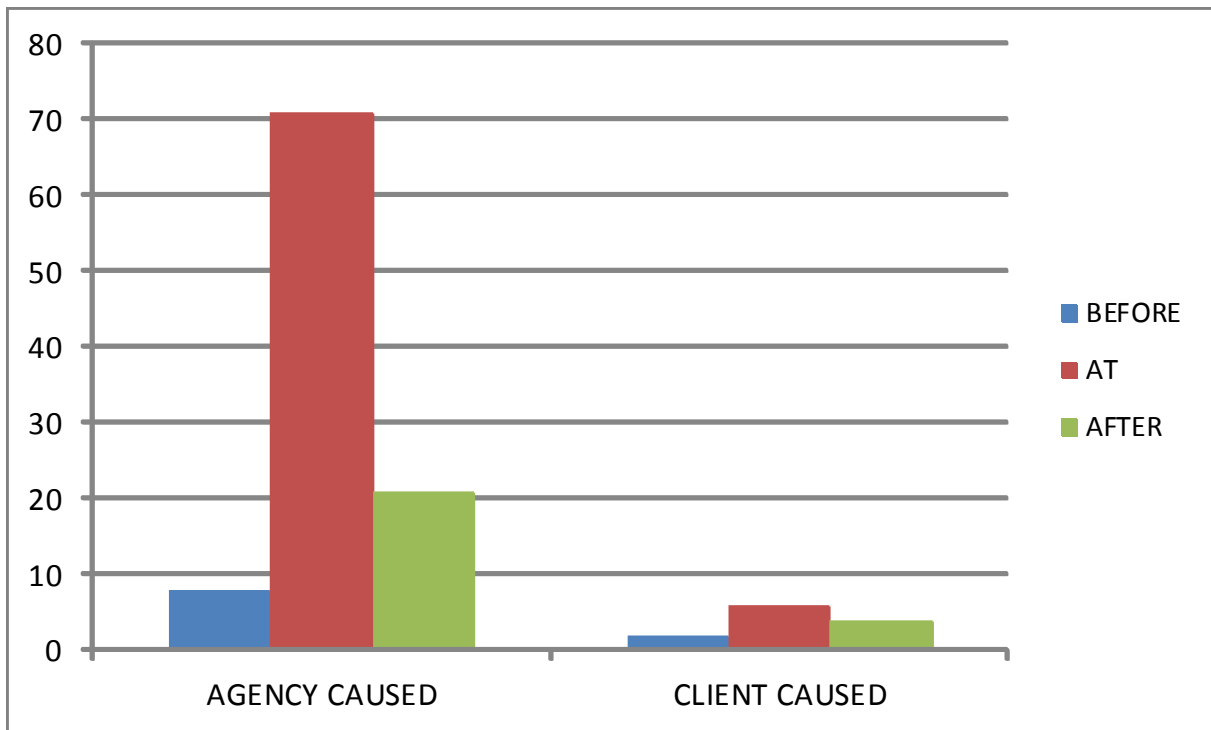
The following indicates what eligibility factor or error element impacts the Payment Error Rate by total dollars:

Error Elements	Error Dollars	Percent By Total	Error Cases	Percent By Total
311 - Wages and Salaries	$5,966	36.62%	32	27.83%
363 - Shelter Deduction	$1,690	10.37%	17	14.78%
364 - Standard Utility Allowance	$1,531	9.40%	16	13.91%
334 - Unemployment Compensation	$1,066	6.54%	7	6.09%
150 - Household Composition	$1,040	6.38%	8	6.96%
350 - Child Support Payments Received from Absent Parent	$961	5.90%	7	6.09%
333 - SSI and/or State SSI Supplement	$908	5.57%	5	4.35%
344 - TANF, PA, or GA	$735	4.51%	5	4.35%
111 - Student Status	$589	3.62%	4	3.48%
331 - RSDI Benefits	$490	3.01%	4	3.48%
312 - Self-Employment	$269	1.65%	1	0.87%
336 - Other Government Benefits	$229	1.41%	1	0.87%
520 - Arithmetic Computation	$191	1.17%	1	0.87%
346 - Other Unearned Income	$146	0.90%	1	0.87%
345 - Educational Grants/Scholarships/Loans	$103	0.63%	1	0.87%
151 - Recipient Disqualification	$92	0.56%	1	0.87%
130 - Citizenship and Non-Citizen Status	$87	0.53%	1	0.87%
365 - Medical Deductions	$68	0.42%	1	0.87%
323 - Dependent Care Deduction	$67	0.41%	1	0.87%
342 - Contributions	$64	0.39%	1	0.87%
Totals	**$16,292**	**100.00%**	**115**	**100.00%**

Ranking of error elements by highest dollar value:

% By Error $

Legend:
- 311 - Wages and Salaries
- 363 - Shelter Deduction
- 364 - Standard Utility Allowance
- 334 - Unemployment Compensation
- 150 - Household Composition
- 350 - Child Support Payments Received from Absent Parent
- 333 - SSI and/or State SSI Supplement
- 344 - TANF, PA, or GA
- 111 - Student Status
- 331 - RSDI Benefits
- 312 - Self-Employment
- 336 - Other Government Benefits
- 520 - Arithmetic Computation
- 346 - Other Unearned Income
- 345 - Educational Grants/Scholarships/Loans
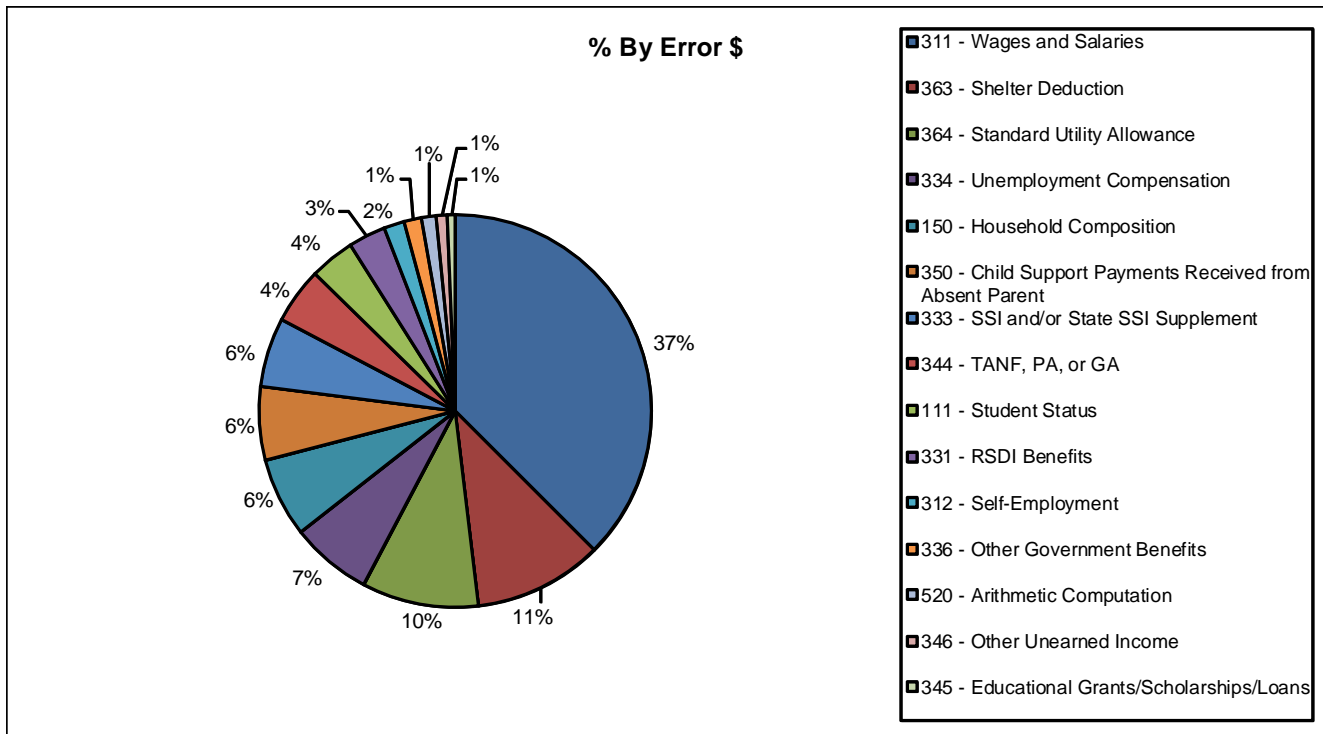
The following chart indicates sub-level elements caused by the agency (county or state) by dollar errors that staff should focus on at the time action is taken on the case:

Agency Caused Errors

- 111 - Student Status
- 130 - Citizenship and Non-Citizen Status
- 150 - Household Composition
- 151 - Recipient Disqualification
- 311 - Wages and Salaries
- 312 - Self-Employment
- 323 - Dependent Care Deduction
- 331 - RSDI Benefits
- 333 - SSI and/or State SSI Supplement
- 334 - Unemployment Compensation
- 336 - Other Government Benefits
- 342 - Contributions
- 344 - TANF, PA, or GA
- 345 - Educational Grants/Scholarships/Loans
- 346 - Other Unearned Income
- 350 - Child Support Payments Received from Absent Parent
- 363 - Shelter Deduction
- 364 - Standard Utility Allowance

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:

Client Caused Errors

- 150 - Household Composition
- 311 - Wages and Salaries
- 331 - RSDI Benefits
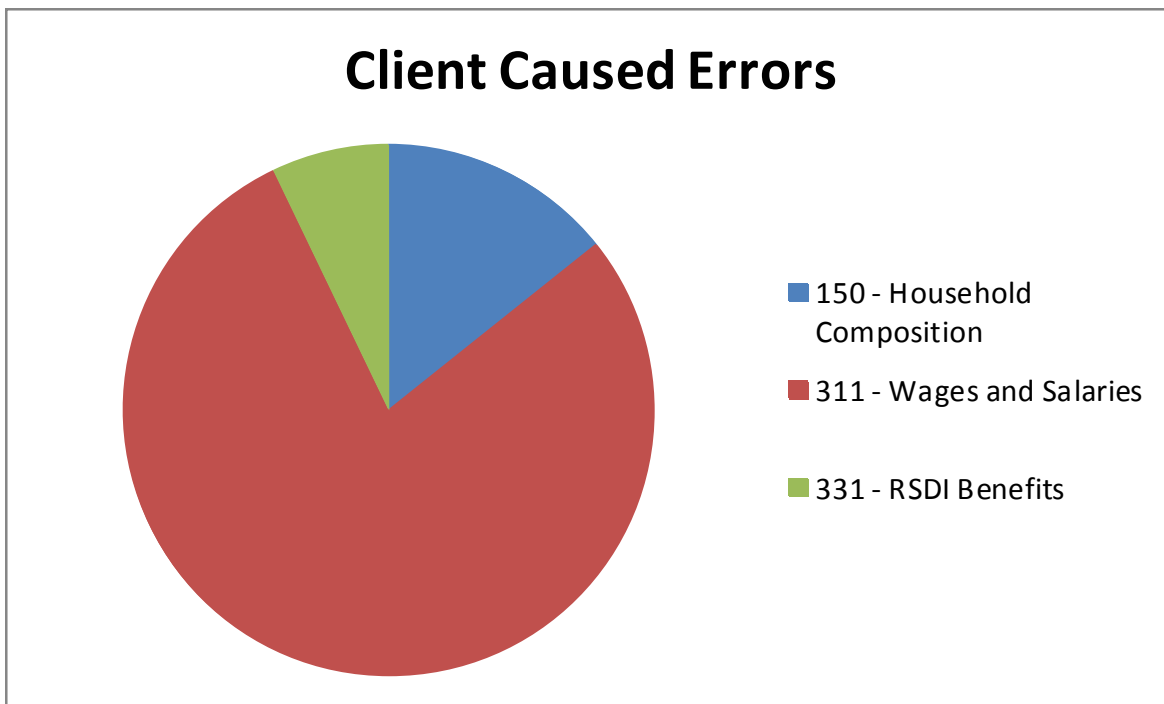
FFY 2013 Active Errors – Element Ranking

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

Note: the ranking of elements is provided directly by Federal Food Nutrition Services.

Ranking # 1		Error Dollars	% of $ Errors	# of Cases	% of Cases
311 - Wages and Salaries					
	Before	$1,440	24.14%	5	15.63%
	At	$2,958	49.58%	19	59.38%
	After	$1,200	20.11%	6	18.75%
	Other	$368	6.17%	2	6.25%
	Total	**$5,966**	**100.00%**	**32**	**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		$620	10.39%	3	9.38%
12 - Reported information disregarded or not applied		$1,128	18.91%	7	21.88%
14 - Agency failed to follow up on inconsistent or incomplete		$283	4.74%	4	12.50%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$497	8.33%	1	3.13%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$583	9.77%	3	9.38%
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	**$3,111**	**52.15%**	**18**	**56.25%**
Client Caused					
1 - Information not reported		$1,957	32.80%	9	28.13%
2 - Incomplete or incorrect information provided		$0	0.00%	0	0.00%
3 - Information withheld by client		$713	11.95%	4	12.50%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$2,670**	**44.75%**	**13**	**40.63%**
Not Specified					
Not Specified		$185	3.10%	1	3.13%
	Cause Sub Total	**$185**	**3.10%**	**1**	**3.13%**

FFY 2013 Active Errors – Element Ranking

Ranking # 2

		Error Dollars	% of $ Errors	# of Cases	% of Cases
363 - Shelter Deduction					
	Before	$323	19.11%	3	17.65%
	At	$1,114	65.92%	12	70.59%
	After	$72	4.26%	1	5.88%
	Other	$181	10.71%	1	5.88%
	Total	**$1,690**	**100.00%**	**17**	**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		$289	17.10%	3	17.65%
12 - Reported information disregarded or not applied		$566	33.49%	5	29.41%
14 - Agency failed to follow up on inconsistent or incomplete		$216	12.78%	2	11.76%
15 - Agency failed to follow up on impending changes		$0	0.00%	0	0.00%
16 - Agency failed to verify required information		$59	3.49%	1	5.88%
17 - Computer programming error		$65	3.85%	1	5.88%
18 - Data entry and/or coding error		$495	29.29%	5	29.41%
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	**$1,690**	**100.00%**	**17**	**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 2013 Active Errors – Element Ranking

Ranking # 3

		Error Dollars	% of $ Errors	# of Cases	% of Cases
364 - Standard Utility Allowance					
	Before	$108	7.05%	1	6.25%
	At	$1,121	73.22%	12	75.00%
	After	$302	19.73%	3	18.75%
	Other	$0	0.00%	0	0.00%
	Total	**$1,531**	**100.00%**	**16**	**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		$186	12.15%	2	12.50%
12 - Reported information disregarded or not applied		$866	56.56%	9	56.25%
14 - Agency failed to follow up on inconsistent or incomplete		$108	7.05%	1	6.25%
15 - Agency failed to follow up on impending changes		$165	10.78%	1	6.25%
16 - Agency failed to verify required information		$52	3.40%	1	6.25%
17 - Computer programming error		$0	0.00%	0	0.00%
18 - Data entry and/or coding error		$154	10.06%	2	12.50%
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	**$1,531**	**100.00%**	**16**	**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 2013 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	$348	32.65%	2	28.57%
	After	$718	67.35%	5	71.43%
	Other	$0	0.00%	0	0.00%
	Total	**$1,066**	**100.00%**	**7**	**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		$98	9.19%	1	14.29%
12 - Reported information disregarded or not applied		$441	41.37%	3	42.86%
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		$200	18.76%	1	14.29%
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		$250	23.45%	1	14.29%
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	**$989**	**92.78%**	**6**	**85.71%**
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		$77	7.22%	1	14.29%
	Cause Sub Total	**$77**	**7.22%**	**1**	**14.29%**

FFY 2013 Active Errors – Element Ranking

Ranking # 5

		Error Dollars	% of $ Errors	# of Cases	% of Cases
150 - Household Composition					
	Before	$0	0.00%	0	0.00%
	At	$1,040	100.00%	8	100.00%
	After	$0	0.00%	0	0.00%
	Other	$0	0.00%	0	0.00%
	Total	**$1,040**	**100.00%**	**8**	**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		$534	51.35%	3	37.50%
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		$328	31.54%	3	37.50%
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	**$862**	**82.88%**	**6**	**75.00%**
Client Caused					
1 - Information not reported		$178	17.12%	2	25.00%
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	**$178**	**17.12%**	**2**	**25.00%**
Not Specified					
Not Specified		$0	0.00%	0	0.00%
	Cause Sub Total	**$0**	**0.00%**	**0**	**0.00%**

FFY 2013 Active Errors – Element Ranking

Ranking # 6

		Error Dollars	% of $ Errors	# of Cases	% of Cases
350 - Child Support Payments Received from Absent Parent					
	Before	$0	0.00%	0	0.00%
	At	$263	27.37%	3	42.86%
	After	$698	72.63%	4	57.14%
	Other	$0	0.00%	0	0.00%
	Total	**$961**	**100.00%**	**7**	**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		$100	10.41%	1	14.29%
14 - Agency failed to follow up on inconsistent or incomplete		$78	8.12%	1	14.29%
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		$783	81.48%	5	71.43%
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	**$961**	**100.00%**	**7**	**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 2013 Active Errors – Element Ranking

Ranking # 7

		Error Dollars	% of $ Errors	# of Cases	% of Cases
333 - SSI and/or State SSI Supplement					
	Before	$0	0.00%	0	0.00%
	At	$169	18.61%	1	20.00%
	After	$739	81.39%	4	80.00%
	Other	$0	0.00%	0	0.00%
	Total	**$908**	**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		$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		$545	60.02%	3	60.00%
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	**$545**	**60.02%**	**3**	**60.00%**
Client Caused					
1 - Information not reported		$198	21.81%	1	20.00%
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	**$198**	**21.81%**	**1**	**20.00%**
Not Specified					
Not Specified		$165	18.17%	1	20.00%
	Cause Sub Total	**$165**	**18.17%**	**1**	**20.00%**

FFY 2013 Active Errors – Element Ranking

Ranking # 8

		Error Dollars	% of $ Errors	# of Cases	% of Cases
344 - TANF, PA, or GA					
	Before	$165	22.45%	1	20.00%
	At	$71	9.66%	1	20.00%
	After	$499	67.89%	3	60.00%
	Other	$0	0.00%	0	0.00%
	Total	**$735**	**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		$71	9.66%	1	20.00%
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		$605	82.31%	3	60.00%
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		$59	8.03%	1	20.00%
	Cause Sub Total	**$735**	**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%**

Ranking # 9

		Error Dollars	% of $ Errors	# of Cases	% of Cases
111 - Student Status					
	Before	$422	71.65%	3	75.00%
	At	$167	28.35%	1	25.00%
	After	$0	0.00%	0	0.00%
	Other	$0	0.00%	0	0.00%
	Total	**$589**	**100.00%**	**4**	**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		$255	43.29%	2	50.00%
12 - Reported information disregarded or not applied		$334	56.71%	2	50.00%
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	**$589**	**100.00%**	**4**	**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 2013 Active Errors – Element Ranking

Ranking # 10

		Error Dollars	% of $ Errors	# of Cases	% of Cases
331 - RSDI Benefits					
	Before	$114	23.27%	1	25.00%
	At	$212	43.27%	2	50.00%
	After	$164	33.47%	1	25.00%
	Other	$0	0.00%	0	0.00%
	Total	**$490**	**100.00%**	**4**	**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		$124	25.31%	1	25.00%
14 - Agency failed to follow up on inconsistent or incomplete		$164	33.47%	1	25.00%
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		$88	17.96%	1	25.00%
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	**$376**	**76.73%**	**3**	**75.00%**
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		$114	23.27%	1	25.00%
4 - Incorrect information provided by client		$0	0.00%	0	0.00%
	Cause Sub Total	**$114**	**23.27%**	**1**	**25.00%**
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	**$14,976**	**91.92%**	**105**	**91.30%**
Total All	**$16,292**	**100.00%**	**115**	**100.00%**

FFY 2013 Active Sample by County

County	Complete	$> Threshold (PER)	$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Above Threshold Error Rate	% of State PER	Below Threshold $ Errors	ERROR RATE
Adams	111	10	25	31.53%	$37,711	$1,634	4.33%	10.03%	$465	5.57%
Alamosa	11	1	3	36.36%	$2,978	$225	7.56%	1.38%	$120	11.58%
Arapahoe	96	7	15	22.92%	$30,858	$1,172	3.80%	7.19%	$285	4.72%
Archuleta	2	0		0.00%	$1,192	$0	0.00%	0.00%		0.00%
Baca	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Bent	4	1		25.00%	$1,374	$229	16.67%	1.41%		16.67%
Boulder	43	5	5	23.26%	$13,122	$616	4.69%	3.78%	$177	6.04%
Broomfield	1			0.00%	$116			0.00%		0.00%
Chaffee	4	1	1	50.00%	$760	$86	11.32%	0.53%	$5	11.97%
Cheyenne	2	0		0.00%	$1,033	$0	0.00%	0.00%		0.00%
Clear Creek	3	0		0.00%	$615	$0	0.00%	0.00%		0.00%
Conejos	5	0		0.00%	$498	$0	0.00%	0.00%		0.00%
Costilla	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Crowley	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Custer	1	0		0.00%	$200	$0	0.00%	0.00%		0.00%
Delta	7	1		14.29%	$2,471	$92	3.72%	0.56%		3.72%
Denver	194	31	37	35.05%	$51,006	$5,249	10.29%	32.22%	$927	12.11%
Dolores	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Douglas	11	1		9.09%	$2,765	$103	3.73%	0.63%		3.73%
Eagle	1	0		0.00%	$200	$0	0.00%	0.00%		0.00%
Elbert	1	0		0.00%	$200	$0	0.00%	0.00%		0.00%
El Paso	133	15	20	26.32%	$39,809	$1,638	4.11%	10.05%	$452	5.25%
Fremont	10	1	1	20.00%	$2,788	$165	5.92%	1.01%	$25	6.81%
Garfield	13	0		0.00%	$3,969	$0	0.00%	0.00%		0.00%
Gilpin	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Grand	1	0		0.00%	$367	$0	0.00%	0.00%		0.00%
Gunnison	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Hinsdale	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Huerfano	3	0	1	33.33%	$926	$0	0.00%	0.00%	$39	4.21%
Jackson	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Jefferson	71	8	8	22.54%	$19,355	$1,018	5.26%	6.25%	$240	6.50%
Kiowa	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Kit Carson	3	1		33.33%	$1,735	$274	15.79%	1.68%		15.79%
Lake	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
La Plata	4	1	1	50.00%	$743	$99	13.32%	0.61%	$8	14.40%
Larimer	55	5	15	36.36%	$15,887	$481	3.03%	2.95%	$300	4.92%
Las Animas	8	0	1	12.50%	$2,342	$0	0.00%	0.00%	$2	0.09%
Lincoln	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Logan	1	0		0.00%	$326	$0	0.00%	0.00%		0.00%
Mesa	35	8	3	31.43%	$8,573	$972	11.34%	5.97%	$94	12.43%
Mineral	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Moffat	3	1	2	100.00%	$1,232	$179	14.53%	1.10%	$68	20.05%
Montezuma	5	0		0.00%	$1,582	$0	0.00%	0.00%		0.00%
Montrose	16	2	4	37.50%	$3,263	$226	6.93%	1.39%	$55	8.61%
Morgan	7	0	1	14.29%	$2,814	$0	0.00%	0.00%	42	1.49%
Otero	6	0	1	16.67%	$2,700	$0	0.00%	0.00%	$7	0.26%

Red = above 3% goal

FFY 2013 Active Sample by County Continued

County	Complete	Errors	$< Threshold	Case Error Rate	COUPON ALLOTMENT	DOLLARS IN ERROR	Above Threshold Error Rate	% of State PER	Below Threshold $ Errors	ERROR RATE
Ouray	2	0		0.00%	$400	$0	0.00%	0.00%		0.00%
Park	4	1		25.00%	$1,379	$167	12.11%	1.03%		12.11%
Phillips	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Pitkin	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Prowers	6	2	1	50.00%	$2,237	$277	12.38%	1.70%	$3	12.52%
Pueblo	65	6	7	20.00%	$17,285	$658	3.81%	4.04%	$90	4.33%
Rio Blanco	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Rio Grande	4	0	1	25.00%	$1,074	$0	0.00%	0.00%	$6	0.56%
Routt	1	0		0.00%	$200	$0	0.00%	0.00%		0.00%
Saguache	1	0	1	100.00%	$65	$0	0.00%	0.00%	$49	75.38%
San Juan	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
San Miguel	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Sedgwick	1	0		0.00%	$640	$0	0.00%	0.00%		0.00%
Summit	4	1	2	75.00%	$826	$90	10.90%	0.55%	$68	19.13%
Teller	2	0		0.00%	$277	$0	0.00%	0.00%		0.00%
Washington	0	0		#DIV/0!	$0	$0	#DIV/0!	0.00%		#DIV/0!
Weld	47	5	10	31.91%	$15,880	$642	4.04%	3.94%	$269	5.74%
Yuma	1	0		0.00%	$73	$0	0.00%	0.00%		0.00%
TOTAL	**1,009**	**115**	**166**	**27.85%**	**$295,846**	**$16,292**	**5.51%**	**100.00%**	**$3,796**	**6.79%**

Red = above 3% goal

FFY 2013 Active Stats - Large Counties

County	Income							Deductions					Other			TOTAL	
	Earned $	Child Support $	RSDI $	SSI $	TANF	UIB $	Other $	Child Support	Child Care	Medical	Shelter	Utilities	HH Comp	Student Status	Other	Agency	Client
Adams																	
Agency	$406					$250	$146				$185		$133	$134	$191	**$1,445**	
Client	$189																**$189**
Arapahoe																	
Agency	$177			$301							$150	$344	$200			**$1,172**	
Client																	**$0**
Boulder																	
Agency		$78	$75	$169		$180										**$502**	
Client			$114														**$114**
Denver																	
Agency	$2,164			$165	$314	$277	$123				$560	$547		$367		**$4,517**	
Client	$732																**$732**
El Paso																	
Agency	$695	$236	$88								$178	$84	$87	$55		**$1,423**	
Client	$108												$178				**$286**
Jefferson																	
Agency		$133		$198							$309		$228			**$868**	
Client	$150																**$150**
Larimer																	
Agency	$207	$85							$67			$122				**$481**	
Client																	**$0**
Mesa																	
Agency		$182	$164								$187	$93				**$626**	
Client	$346																**$346**
Pueblo																	
Agency		$100	$124			$198						$165				**$587**	
Client																	**$0**
Weld																	
Agency					$126	$161										**$287**	
Client	$355																**$355**
Big 10 Total	**$5,529**	**$814**	**$565**	**$833**	**$440**	**$1,066**	**$269**	**$0**	**$67**	**$0**	**$1,569**	**$1,355**	**$826**	**$556**	**$191**	**$11,908**	**$2,172**
BIG 10 Grand	**$14,080**																
All Other Counties																	
Agency	$598	$147			$165		$332				$189	$176	$259	$167			
Client	$179																$179
All Others	**$777**	**$147**	**$0**	**$0**	**$165**	**$0**	**$332**	**$0**	**$0**	**$0**	**$189**	**$176**	**$259**	**$167**	**$0**	**$0**	**$179**
Statewide	**$6,306**	**$961**	**$565**	**$833**	**$605**	**$1,066**	**$601**	**$0**	**$67**	**$0**	**$1,758**	**$1,531**	**$1,085**	**$723**	**$191**	**$11,908**	**$2,351**
TOTAL	**$16,292**																

Colorado Sample:

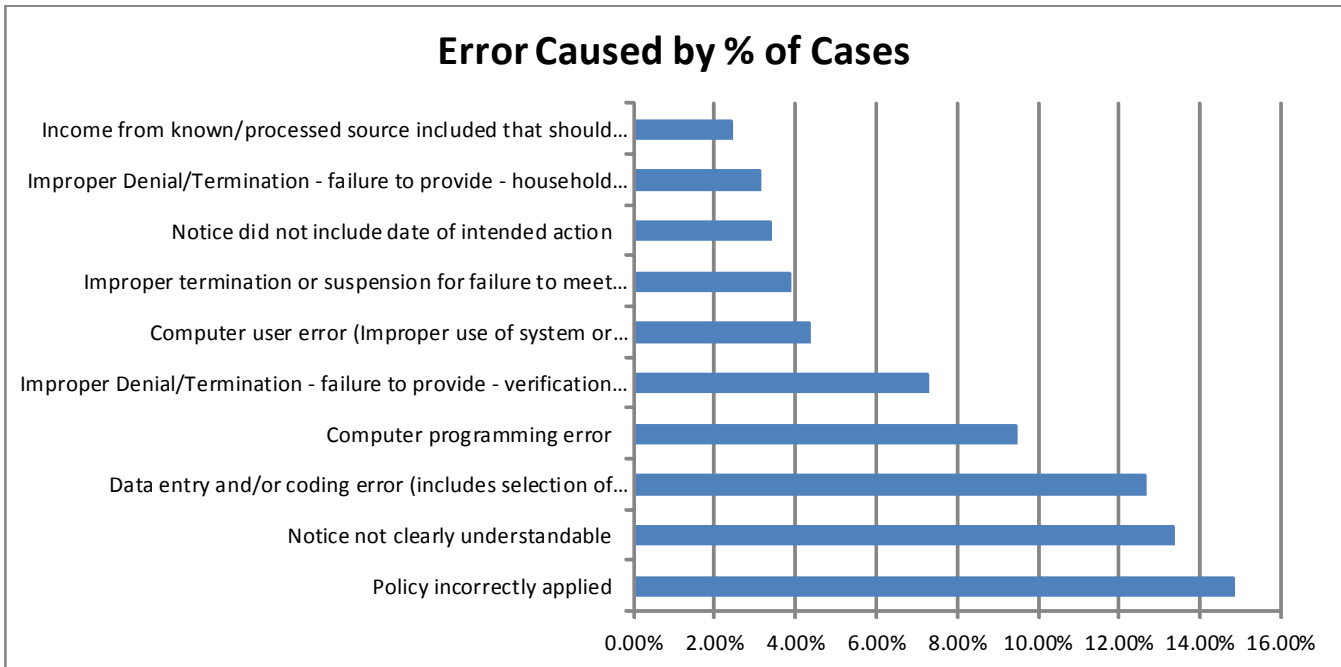| Month	Sampled	Completed	NSTR	Incomplete	Total Errors	Error Rate	Rolling Error Rate
October	80	74	6		46	62.16%	62.16%
November	71	67	4		41	61.19%	61.70%
December	76	63	13		38	60.32%	61.27%
January	79	68	11		34	50.00%	58.46%
February	69	60	9		33	55.00%	57.83%
March	70	64	6		40	62.50%	58.59%
April	74	64	10		31	48.44%	57.17%
May	76	62	14		30	48.39%	56.13%
June	73	61	12		22	36.07%	54.03%
July	79	68	11		31	45.59%	53.15%
August	78	65	13		28	43.08%	52.23%
September	77	62	15		37	59.68%	52.83%
TOTAL	902	778	124	0	411	52.83%	52.83%

Colorado FFY 2013 and FFY 2012 compared to the National Average for FFY 2013. Colorado Average is the CAPER for FFY 2013:
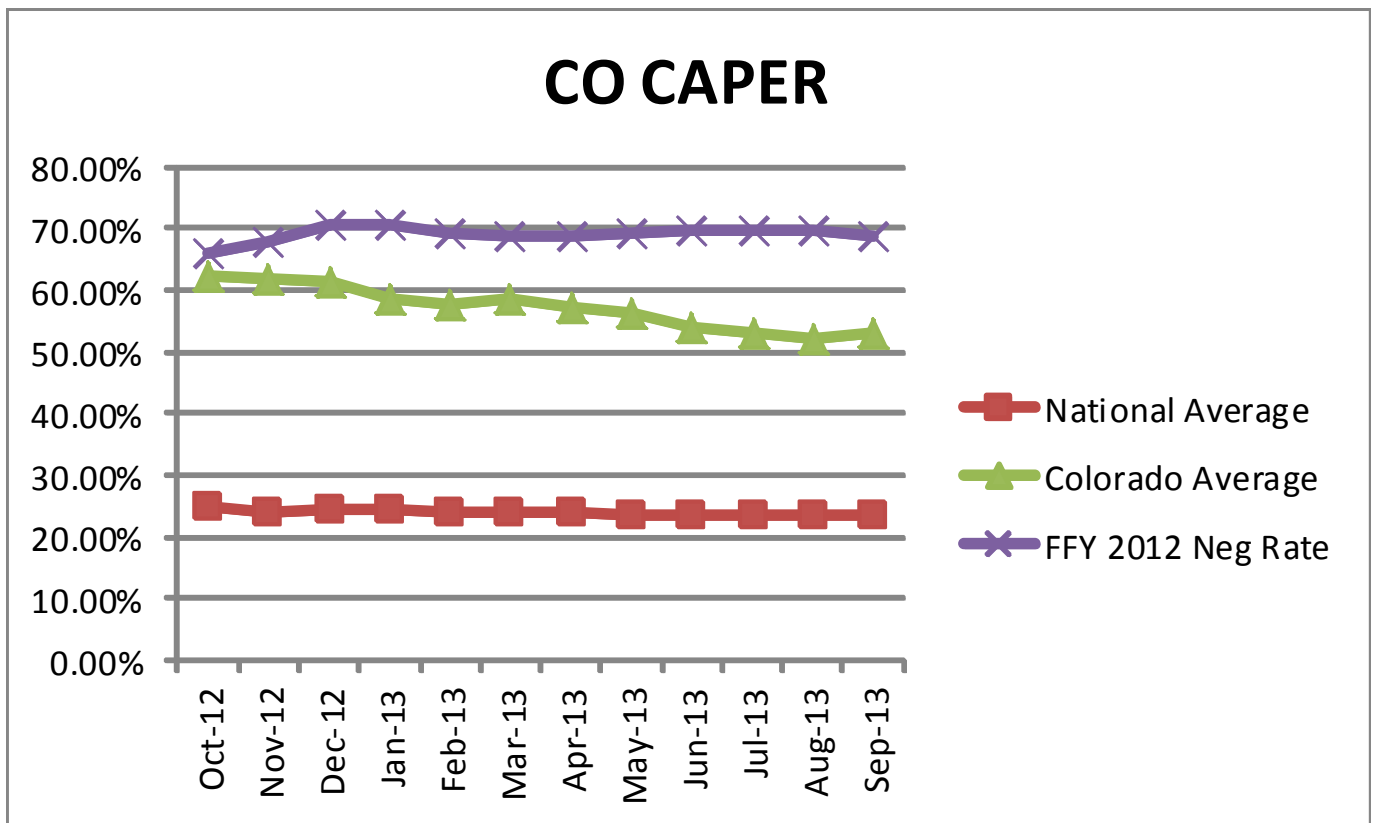
The following indicates the top 10 causes of the invalid Negative Actions:

ERROR CAUSES	# Cases	% Cases
Policy incorrectly applied	61	14.84%
Notice not clearly understandable	55	13.38%
Data entry and/or coding error (includes selection of incorrect codes)	52	12.65%
Computer programming error	39	9.49%
Improper Denial/Termination - failure to provide - verification was received or is in case file	30	7.30%
Computer user error (Improper use of system or unauthorized process or work around)	18	4.38%
Improper termination or suspension for failure to meet reporting requirements	16	3.89%
Notice did not include date of intended action	14	3.41%
Improper Denial/Termination - failure to provide - household never notified of needed verification	13	3.16%
Income from known/processed source included that should not have been	10	2.43%

Error Caused by % of Cases

Category	%
Income from known/processed source included that should...	
Improper Denial/Termination - failure to provide - household...	
Notice did not include date of intended action	
Improper termination or suspension for failure to meet...	
Computer user error (Improper use of system or...	
Improper Denial/Termination - failure to provide - verification...	
Computer programming error	
Data entry and/or coding error (includes selection of...	
Notice not clearly understandable	
Policy incorrectly applied	

FFY 2013 CAPER Errors - Ranking

Note: the ranking of elements is provided directly by Federal Food Nutrition Services.

Rank #1

511 - Other	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Data entry and/or coding error (includes selection of incorrect codes)	19	4.97%	33	8.64%	0	0.00%	52	13.61%
Computer programming error	8	2.09%	31	8.12%	0	0.00%	39	10.21%
Computer user error (Improper use of system or unauthorized process or work around)	10	2.62%	8	2.09%	0	0.00%	18	4.71%
Policy incorrectly applied	2	0.52%	10	2.62%	0	0.00%	12	3.14%
Other	0	0.00%	3	0.79%	0	0.00%	3	0.79%
Total	**39**	10.21%	**85**	22.25%	**0**	0.00%	**124**	32.46%

Rank #2

415 - Verification	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Improper Denial/Termination - failure to provide - verification was received or is in case file	23	6.02%	7	1.83%	0	0.00%	30	7.85%
Policy incorrectly applied	7	1.83%	9	2.36%	0	0.00%	16	4.19%
Improper Denial/Termination - failure to provide - household never notified of needed verification	11	2.88%	2	0.52%	0	0.00%	13	3.40%
Improper denial prior to end of timeframe for providing verification	8	2.09%	1	0.26%	0	0.00%	9	2.36%
No application or case record information to support denial/termination/suspension	1	0.26%	4	1.05%	0	0.00%	5	1.31%
Verification of income requested for a person not associated with current application	1	0.26%	3	0.79%	0	0.00%	4	1.05%
Improper Denial/Termination - failure to provide - for verification requested for another program	0	0.00%	4	1.05%	0	0.00%	4	1.05%
Improper Denial/Termination - failure to provide - household not given at least 10 days to provide	2	0.52%	0	0.00%	0	0.00%	2	0.52%
Verification was in case file	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Improper Denial/Termination - failure to provide - failed to send a request for contact	0	0.00%	1	0.26%	0	0.00%	1	0.26%
Total	**54**	14.14%	**31**	8.12%	**0**	0.00%	**85**	22.25%

Rank #3

540 - Notices	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Notice not clearly understandable	15	3.93%	40	10.47%	0	0.00%	55	14.40%
Notice did not include date of intended action	0	0.00%	14	3.66%	0	0.00%	14	3.66%
Failed to send notice of action	2	0.52%	0	0.00%	0	0.00%	2	0.52%
Notice reason does not match reason for action	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Notice was not complete	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Notice was sent to wrong address	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Total	**20**	5.24%	**54**	14.14%	**0**	0.00%	**74**	19.37%

Rank #4

413 - Application	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Policy incorrectly applied	11	2.88%	1	0.26%	0	0.00%	12	3.14%
Late denial agency failed to process the application timely	5	1.31%	0	0.00%	0	0.00%	5	1.31%
Improper denial within 30-day period for missing interview(s)	5	1.31%	0	0.00%	0	0.00%	5	1.31%
Failed to issue a required Notice of Missed Interview (NOMI)	4	1.05%	0	0.00%	0	0.00%	4	1.05%
Failed to process the reapplication timely (recertification application)	2	0.52%	0	0.00%	0	0.00%	2	0.52%
Denial before the 30th day	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Improper denial for missing interview when never scheduled	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Total	**29**	7.59%	**1**	0.26%	**0**	0.00%	**30**	7.85%

Rank #5

311 - Wages and Salaries	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Income from known/processed source included that should not have been	1	0.26%	6	1.57%	0	0.00%	7	1.83%
Policy incorrectly applied	0	0.00%	5	1.31%	0	0.00%	5	1.31%
Failed to consider or incorrectly considered reported information	2	0.52%	2	0.52%	0	0.00%	4	1.05%
Agency failed to follow up on inconsistent or incomplete information	2	0.52%	0	0.00%	0	0.00%	2	0.52%
Agency failed to follow up on known and reported impending changes	0	0.00%	1	0.26%	0	0.00%	1	0.26%
Improper income calculation	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Household unemployed	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Conversion to monthly amount not used or incorrectly applied	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Total	**8**	2.09%	**14**	3.66%	**0**	0.00%	**22**	5.76%

Rank #6

416 - Action Type	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Improper termination or suspension for failure to meet reporting requirements	0	0.00%	16	4.19%	0	0.00%	16	4.19%
Policy incorrectly applied	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Total	**1**	0.26%	**16**	4.19%	**0**	0.00%	**17**	4.45%

Rank #7

160 - Employment & Training Programs	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Agency failed to follow up on known and reported impending changes	1	0.26%	4	1.05%	0	0.00%	5	1.31%
Policy incorrectly applied	0	0.00%	4	1.05%	0	0.00%	4	1.05%
Individual inappropriately sanctioned	0	0.00%	3	0.79%	0	0.00%	3	0.79%
Eligible person(s) disqualified	1	0.26%	2	0.52%	0	0.00%	3	0.79%
Failure to cooperate with work program when not required to register for work program	0	0.00%	1	0.26%	0	0.00%	1	0.26%
Total	**2**	0.52%	**14**	3.66%	**0**	0.00%	**16**	4.19%

Rank #8

312 - Self-Employment	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Failed to consider or incorrectly considered reported information	1	0.26%	1	0.26%	0	0.00%	2	0.52%
Improper income calculation	1	0.26%	1	0.26%	0	0.00%	2	0.52%
Income from known/processed source included that should not have been	0	0.00%	1	0.26%	0	0.00%	1	0.26%
Total	**2**	0.52%	**3**	0.79%	**0**	0.00%	**5**	1.31%

Rank #9

162 - Work Registration	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Policy incorrectly applied	1	0.26%	2	0.52%	0	0.00%	3	0.79%
Eligible person(s) excluded - exempt from work requirements - employed	2	0.52%	0	0.00%	0	0.00%	2	0.52%
Total	**3**	0.79%	**2**	0.52%	**0**	0.00%	**5**	1.31%

Rank #10 350 - Child Support Payments Received from Absent Parent	Denials	% of Cases	Terminations	% of Cases	Suspensions	% of Cases	Total Invalid	% of Cases
Child support payment(s) not considered or incorrectly applied for initial month(s)of eligibility	1	0.26%	1	0.26%	0	0.00%	2	0.52%
Income from known/processed source included that should not have been	1	0.26%	0	0.00%	0	0.00%	1	0.26%
Failed to consider or incorrectly considered reported information	0	0.00%	1	0.26%	0	0.00%	1	0.26%
Total	**2**	**0.52%**	**2**	**0.52%**	**0**	**0.00%**	**4**	**1.05%**

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 **66.67%** of all CAPER errors cited. Colorado's CAPER without system caused errors was 35.22%.

FFY 2013 CAPER Sample by County

County	Complete	Errors	Neg Case Error Rate	CBMS/NOAA Errors	County Error Rate
Adams	77	37	48.05%	9	36.36%
Alamosa	4	3	75.00%	0	75.00%
Arapahoe	81	40	49.38%	12	34.57%
Archuleta	1	1	100.00%	0	100.00%
Baca					
Bent					
Boulder	35	18	51.43%	9	25.71%
Broomfield	4	3	75.00%	1	50.00%
Chaffee	3	1	33.33%	0	33.33%
Cheyenne					
Clear Creek					
Conejos					
Costilla	1	1	100.00%	0	100.00%
Crowley					
Custer					
Delta	3	2	66.67%	1	33.33%
Denver	142	80	56.34%	23	40.14%
Dolores	2	0	0.00%		0.00%
Douglas	7	1	14.29%	0	14.29%
Eagle	7	4	57.14%	1	42.86%
El Paso	118	51	43.22%	19	27.12%
Elbert	1	1	100.00%	1	0.00%
Fremont	8	5	62.50%	0	62.50%
Garfield	7	4	57.14%	1	42.86%
Gilpin	2	2	100.00%	1	50.00%
Grand					
Gunnison	1	0	0.00%		0.00%
Hinsdale					
Huerfano	1	0	0.00%		0.00%
Jackson					
Jefferson	63	34	53.97%	12	34.92%
Kiowa					
Kit Carson	1	0	0.00%		0.00%
Lake	1	1	100.00%	0	100.00%
La Plata	11	4	36.36%	3	9.09%
Larimer	36	24	66.67%	6	50.00%
Las Animas	4	2	50.00%	1	25.00%
Lincoln					
Logan	4	1	25.00%	1	0.00%
Mesa	35	19	54.29%	6	37.14%
Mineral					
Moffat	1	1	100.00%	1	0.00%
Montezuma	1	1	100.00%	1	0.00%
Montrose	6	2	33.33%	1	16.67%
Morgan	1	0	0.00%		0.00%
Otero	6	3	50.00%	1	33.33%

County	Complete	Errors	Neg Case Error Rate	CBMS/NOAA Errors	County Error Rate
Ouray					
Park	3	2	66.67%	1	33.33%
Phillips					
Pitkin	1	1	100.00%	1	0.00%
Prowers	4	3	75.00%	0	75.00%
Pueblo	40	26	65.00%	8	45.00%
Rio Blanco	1	1	100.00%	0	100.00%
Rio Grande	3	2	66.67%	0	66.67%
Routt	1	0	0.00%	0	0.00%
Saguache	2	2	100.00%	1	50.00%
San Juan					
San Miguel	1	1	100.00%	0	100.00%
Sedgwick	1	1	100.00%	0	100.00%
Summit					
Teller					
Washington	1	0	0.00%	0	0.00%
Weld	43	25	58.14%	14	25.58%
Yuma	2	1	50.00%	1	0.00%
TOTAL	**778**	**411**	**52.83%**	**137**	**35.22%**

GREEN Shade = at or below the 21% goal