

SNAP/Food Assistance Highlights:

- The number of individuals receiving SNAP/food assistance from 2008 to 2015 grew by **95.8%** and households by **113%**.
- In spite of this dramatic growth, **Colorado ranked 13th best out of 53 reporting states** and territories for its timeliness of processing of new SNAP/food assistance applications at **96.18% in FY2016**.
- More recently, in **August 2016**, Colorado accomplished timely processing of **98.58%** for new applications and **97.19%** for expedited applications and **98.34%** for redeterminations.
- **Exceeding timely processing goals (95%) for new applications, expedited applications, and redeterminations for the first time!**

SNAP/ Food Assistance Caseload Growth, Timeliness, and Accuracy

FA 2

Colorado Counties Inc. & CHSDA

12/1/2016

Colorado counties are committed to serving families in the most efficient, effective manner that is tailored to meet the needs of individuals and the communities in which they live.

Counties invest in wrap around services, which means that families who come through our doors are screened for eligibility in SNAP/food assistance, cash assistance, work training, medical assistance, and other programs and interventions that can aid in achieving self-sufficiency.

While SNAP/food assistance is an entitlement program for customer benefits, counties rely on county administration funding to support SNAP/food assistance administrative costs. Counties are sorely under-allocated in county administration funding, which serves to pay for the staff and other activities that support SNAP/food assistance and other benefit programs. Consequently, counties must balance the competing priorities of meeting the high volume of customers seeking services and processing eligibility and meeting timeliness and accuracy standards. Counties also perform outreach activities to promote program awareness, access and enrollment within areas of our communities, particularly those where there are high populations of eligible but not enrolled, within this limited budget.

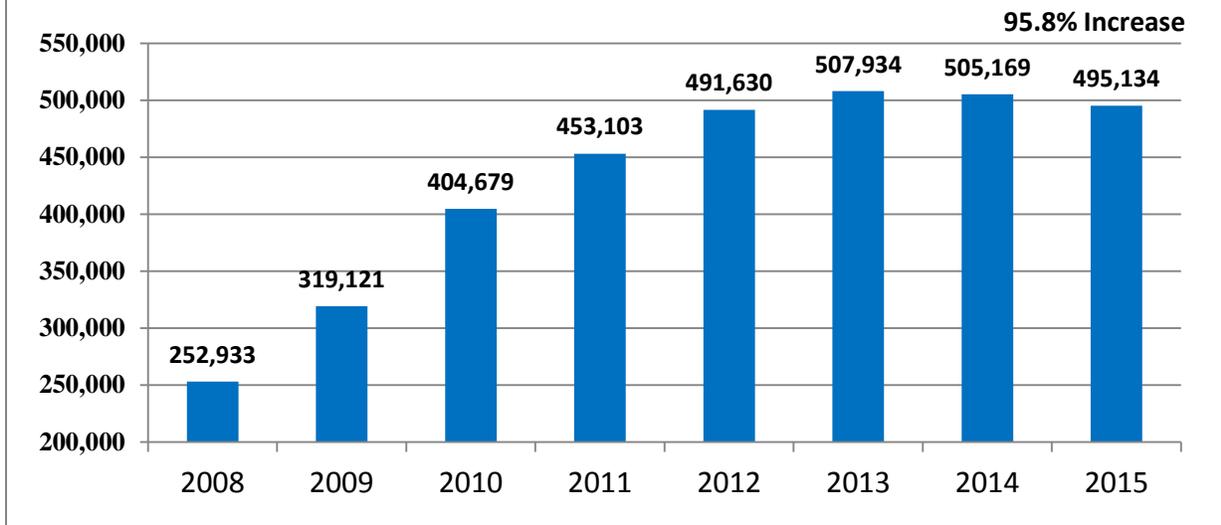
While counties remain committed to a continuous improvement philosophy and strive to improve our performance and service delivery in all areas for the communities that we serve, we are proud of the good work we do for our families and communities.

Participation:

Nationally and in Colorado, SNAP/food assistance has experienced major growth in recent years. The following graph reflects the growth in individuals receiving SNAP/food assistance in Colorado.

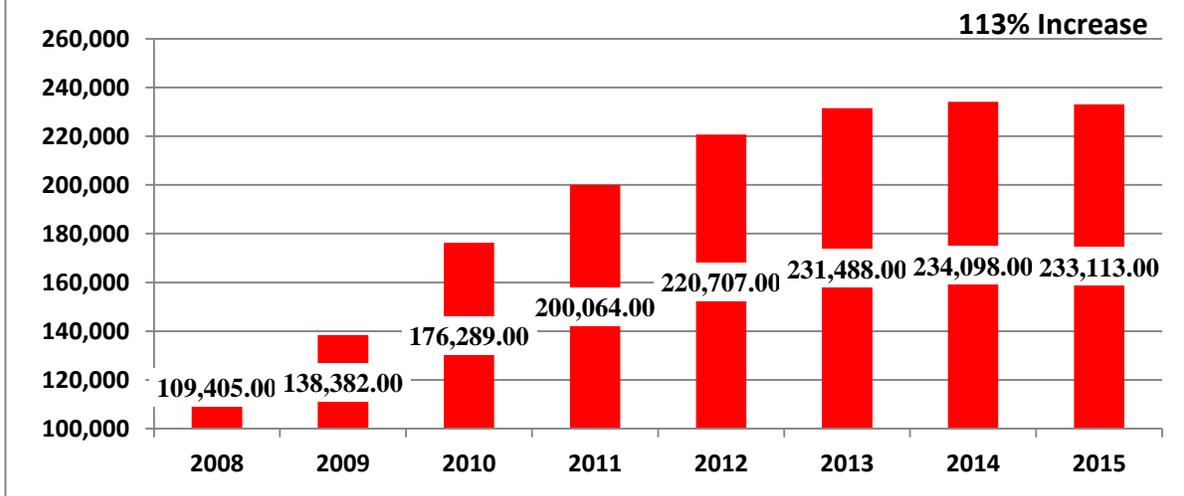
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Colorado - Number of Individuals Participating in Food Assistance, 2008 to 2015



Sources: Supplemental Nutrition Assistance Program State Activity Report Fiscal Year - 2008-2015. Table 1: Participation and Issuance and Supplemental Nutrition Assistance Program Average Monthly Participation (Persons) Last Published 10/19/2016.

Colorado - Number of Households Participating in Food Assistance, 2008 to 2015



Sources: Supplemental Nutrition Assistance Program State Activity Report Fiscal Year 2008-2015. Table 1: Participation and Issuance and Supplemental Nutrition Assistance Program Average Monthly Participation (Households) Last Published 10/19/2016.

Timeliness:

Federal comparison data from a sub sample of timeliness data pulled by Federal Nutrition Services Quality Assurance office from October 2015 to March 2016 (6months of the federal fiscal year) found Colorado ranked 13th best out of 53 reporting states and territories for timely processing of new SNAP/food assistance applications at 96.18 % in FY2016. More recently, in August 2016, **Colorado achieved timeliness of 98.58% for new applications and 97.19% for expedited applications and 98.34% for redeterminations.** These numbers show significant improvement from the **96.9%** and **94.9%** respective rates from August 2015. Similarly, the percentage of benefit redeterminations processed in a timely fashion improved from **92.51%** in August 2015. **Colorado has achieved and exceeded the goal (95%) in timely application processing in all application categories for 11 consecutive months.** The improvements in timely processing are remarkable given the growth in the number of Colorado individuals (+**95.8%**) and households (+**113%**) receiving SNAP/food assistance from 2008 to 2015.

Accuracy:

Colorado counties have been working collaboratively with the state to improve our overall error rates. Currently, the payment error rate (PER) for under and overpayments in Colorado lands us in the middle of the pack, when looking comparatively across all states. Overall, Colorado ranks 30th out of 53 states and territories for FFY2015. Compared to FFY2014 Colorado went from 27th to 30th among states in its overall error rate.

Colorado is also responsible for measuring incorrect negative actions taken on a case, which is defined as the Case & Procedural Error Rate (CAPER). The national CAPER average for October 2014 through September 2015 is 25.88 % (FFY 2015 and finalized). While at first blush, Colorado's rate of 40.68% is alarming, it is important to recognize that when state-level errors are removed from this calculation, which includes faulty CBMS notices and other technology-based problems that are beyond the control of counties, the combined county CAPER for this period was 25.14%, which is much more in line with the national average. Even though our CAPER placed us 46thst out of 53 states, Colorado has made significant strides and now ranks 31st out of 53 states based on October 2015 thru March 2016 data. In a state to state comparison Colorado had ranked 9th most CAPER improved in FFY2015. The most recent data FFY2016 (October 2015 thru March 2016) **shows Colorado now ranks 2nd most improved of 53 states, and may likely receive a performance bonus (PAI)!**

While these numbers help paint a more accurate pictures, counties are still not satisfied with our error rates. Together, counties and CDHS developed an action plan that includes state, county and combined commitments all aimed in gaining further improvements, and looking through a sustainability lens. These strategies include ongoing data analysis in driving understanding and decisions, revisiting efficiencies in county business processes, and system enhancements.

Sources:

CDHS. 2015. *C-STAT: Summary Report January – March 2016*. Denver, Colorado: Colorado Department of Human Services.

Supplemental Nutrition Assistance Program. 2015. *State Activity Report – Fiscal Year 2015*, Average Monthly Benefit – Ranked per Household – FY 2014: Table 29 pg. 44.

Supplemental Nutrition Assistance Program. 2016. *Supplemental Nutrition Assistance Program Participation and Issuance*, Tables 1– FY 2008 & FY 2015 and Supplemental Nutrition Assistance Program Average Monthly Participation (Households) as of October 7, 2016. Washington, DC: US Department of Agriculture. <http://www.fns.usda.gov>

Supplemental Nutrition Assistance Program. 2016a. SNAP Table: Prevalence of Household-Level Food Insecurity and Very Low Food Security, Average 2013-15, U.S. Department of Agriculture. Available online at: <http://www.fns.usda.gov>

Supplemental Nutrition Assistance Program FY 2014 Error Rates, U.S. Department of Agriculture. Available online at <http://www.fns.usda.gov>

Unpublished documents provided to the Colorado Department of Human Services by the U.S. Department of Agriculture.

SNAPQA Monthly Reports provided by the Colorado Department of Human Services.