

SNAPQA FOCUS POINTS

Worker Caused Errors

SNAPQA is providing actual examples of errors caused by CBMS worker data entry as an information sharing and training tool for county workers in an effort to prevent similar errors and increase the payment accuracy rate for the State of Colorado. Please share with staff who enter data into CBMS.

A single person household (non-ABAWD county) is registered for Employment First and scheduled to attend an orientation on January 24, 2013. The person fails to appear or contact the agency resulting in a sanction.

The worker must enter the non-compliance on the "Individual Compliance" window. It is critical that the worker is aware of the negative action deadline (a.k.a the NOA cutoff date) in order to data enter the correct Effective Begin Date (EBD). The EBD is used to determine the month of sanction and to allow for advance notice (a minimum of 11 days advance notice must be given prior the month the allotment is affected).

In this case, the worker incorrectly used the date of non-compliance as the EBD because the date of non-compliance is after the negative action deadline of January 18th by close of business. This incorrect date created a sanction effective February 1st and sent a notice of sanction on 1/25, thus, not allowing the household the 11 days advanced notice or the ability to comply prior to the effective date.

The screenshot displays the 'Individual Compliance' window in the CBMS system. At the top, a 'Summary' table lists two entries:

Effective Begin Date	Effective End Date	Type	Cure Comply	Type of Act
03/04/2011		EF-Missed appointment	No	
01/24/2013		EF-Missed appointment	No	

Below the summary is the 'Detail' section for 'Individual Compliance'. A callout bubble points to the 'Effective Begin Date' field, stating 'Correct date = 2/1/2013'. The form fields are as follows:

- *Effective Begin Date:** 01/24/2013
- Effective End Date:** MM/DD/YYYY
- *Type:** EF-Missed appointme
- *Cure Comply:** Yes (radio), No (radio)
- Cure/Comply/Regain Date:** MM/DD/YYYY
- *Good Cause:** No good cause
- Verification:** Received.
- *Source:** Work programs
- Type of Act:** Refuse (radio), Failure (radio)
- Comment:** clnt failed to attend scheduled 1/24/13 EFO; March 2013 sanction placed. 1jh

The correct EBD is entered as 2/1/2013 to create a sanction for March.

A single person household fails to attend an Employment First Appointment on 5/30. The worker entered a non-compliance using a 7/1 EBD; however, the correct EBD is 6/1 (as the actual non-compliance occurred after negative action in May) and should take affect July 1st.

Summary

Effective Begin Date	Effective End Date	Type	Cure Comply	Type of Act
07/01/2012		EF-Missed appointment	No	

Detail

Individual Compliance

***Effective Begin Date:** 07/01/2012

Effective End Date: MM/DD/YYYY

***Type:** EF-Missed appointme

Cure Comply: Yes No

Cure/Comply/Regain Date: MM/DD/YYYY

Good Cause: No good cause

Verification: Received.

***Source:** Work programs

Type of Act:

Refuse

Failure

Comment:

Correct Date = 6/1/12

A worker with security to run EDBC and authorize the sanction must do so before the sanction will occur and before a notice of adverse action is sent. This case should have been authorized by 6/10 in order to authorize the July 1st sanction and send timely notice. Unfortunately, in this case, the sanction was not authorized timely. A Mass Update ran on 10/1 and picked up the non-compliance and set the sanction as 11/1 and mailed a notice. This creates an untimely notice as the agency is required to send a notice of adverse action within 10 days of the non-compliance (in this case by 6/10) for the negative action to be valid.

Summary

Effective Begin Date	Effective End Date	Begin Date	Reversal	End Date	Type	St
09/08/2012		11/01/2012		11/30/2012	Fail to Participate	Active

Detail

***Effective Begin Date:** 09/08/2012

Effective End Date: MM/DD/YYYY

***Action Type:**

Sanction

Disqualification

POI

Reversal: Yes No

Reversal Date: MM/DD/YYYY

Reversal Reason:

Sanction/Disqualification

The notice was mailed 10/1/12.

Date and time of eligibility determination : 10/01/2012 08:30 PM

At the date and time shown above, your eligibility for one or more programs was determined. The details of that eligibility determination are as follows:

Your Food Assistance benefits will end on 10/31/2012 because: We have determined that none of your household members are eligible to receive food stamp benefits.