

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.

Example 1: Household applied on 11/7 for a household of 1. The household reported on the application earned income, paid every two weeks and provided one check stub with a pay period of 10/21 through 11/3 received on 11/6 with a gross of \$703.00. This job would not be considered a new job and it is not anticipated that the household would receive less than a full month of pay in the month of application (November).

The worker data entered the employer on the Employment History window using an Effective Begin Date of 11/1 and an Employer Information Begin Date of 11/1. This causes CBMS to read the job as new and tells the system to use actual gross data entered for November and not to convert by the 2.166666 or 4.333333.

The screenshot shows the 'Employment History' window for 'Ima Applicant'. It features a 'Summary' table and a 'Detail' section. Two red callouts highlight errors in date entry:

- Summary Table:**

Employer Name	Monthly Amount Earned	Effective Begin Date	Effective End Date
Current Employer	\$1,600	07/18/2013	07/31/2013
		11/01/2013	
		12/11/2013	
- Detail Section:**
 - *Effective Begin Date:** 11/01/2013 (Callout: "The Effective Begin Date should = the application date (11/7)")
 - *Self-Employed:** Yes No
 - Farming:** Yes No
 - Occupation:** [Dropdown]
 - Employment Type:** Permanent (over 90)
 - Monthly Amount Earned:** \$ 694 . 00
 - Estimated Average Hrs./Week:** 40 . 00
- Employer Information Section:**
 - *Begin Date:** 11/01/2013 (Callout: "The 'Begin Date' of this job should = the actual date OR the 1st day of the month of the oldest check.")
 - *Name:** Current Employer
 - Email Address:** [Field]
 - Telephone #:** [Field]

The worker correctly entered the pay frequency as “every two weeks.”

https://cbms.state.co.us/CBMSIDPrd/ModalPopupPage.jsp

Earned Income

Employer Name: Current Employer

Type	Frequency	Effective Begin Date	Effective End Date
Wages, Salaries, Bonus and	Every 2 weeks	11/01/2013	

Detail

* Effective Begin Date: 11/01/2013

* Type: Wages, Salaries, Bon

Frequency: Every 2 weeks

* Date Reported: 11/07/2013

The Effective Begin Date should = the application date (11/7)

The worker also correctly data entered the one check stub received from the household as it was representative of what the household is likely to earn in each two week period and set the FA Use Month to November.

CBMS - Income Received Details -- Webpage Dialog

https://cbms.state.co.us/CBMSIDPrd/ModalPopupPage.jsp

Income Received Details

Employer Name: Current Employer

Income Type: Wages, Salaries, Bonus and Commission

Income Type	Date Received	Gross Amount	Pay Period Begin Date	Pay Period End Date
Representative	11/06/2013	\$703.00	10/21/2013	11/03/2013

Detail

* Check Type: Representative Not Representative Estimated Not Paid

Pay Period

* Begin Date: 10/21/2013

End Date: 11/03/2013

* FA Use Month: 11/2013

CW Use Month: 11/2013

Total # of Hours Worked: 85 . 25

* Date Received: 11/06/2013

CBMS is programmed to use the Employer Information "Begin Date" to determine when to use actual gross or convert by 2.166666 in an initial application month. May 2013 Training Titled "Earned Income Solving the Mystery" instructed staff to enter the date employment with this employer began OR if that date is unknown the first day of the month the oldest check is received – in this case 10/1.

CBMS used actual total gross of \$703 for November based on the incorrect data entry of the Begin Date as follows and issued an allotment:

+ Page Actions

Payment Month:
11/2013

Gross Income Test | Housing/Shelter | Adjusted Income | Budget | Resource Test

Detail

Household Size:
1

Gross Income Total:
\$ 703 . 00

Gross Income Standard:
\$ 1245 . 00

Test Result:
PASS

Had the correct Begin Date of 10/1 been used, the system would have taken the 1 representative check of \$703 and multiplied it by 2.166666 for a total monthly gross of \$1,523.17. **This gross income exceeds the limit for a household of one of \$1,245 and the household was not eligible. This household was overpaid \$151 for November.**

The system correctly converted the income for December and closed the SNAP benefits.

Payment Month:
12/2013

Gross Income Test | Housing/Shelter | Adjusted Income | Budget | Resource Test

Detail

Household Size:
1

Gross Income Total:
\$ 1523 . 17

Gross Income Standard:
\$ 1245 . 00

Test Result:
FAIL

Example 2: A household applied on 7/25 for a HH of 5 (2A + 3C). The household was on SNAP before and the SNAP ended February 2012. Household reported on the application mother was still working at RMT, but she was now working part-time rather than full-time as of 7/15. The household listed wages of \$9.50 an hour, 15 hours a week and paid every other week. The household provided an employer letter on 7/25 during the interview that verified the change of hours as of 7/25 and the employee would be working approximately 15 hours per week. Last, the household provided a check stub for the pay period of 6/23 through 7/6 with a gross of \$614.08 (based on 64.64 hours) paid on 7/12. This check is not a good projection of future pay as it is based on hours prior to the change on 7/15.

The RMT employer was previously in CBMS (since 2008) and the worker made no changes to the Employment History window. However, the Monthly Amount Earned and the Estimated Average Hrs/Week should have been end dated by changing the Effective Begin date to 7/15 by typing over the current 4/22 date and entering \$618 monthly amount and 15 hours a week to allow system to correctly determine Employment First mandatory vs. exempt.

The screenshot shows the 'Employment History' application window. At the top, the title is 'Employment History'. Below it, there is a dropdown menu for '*Name:' with 'Employee' selected. The main section is titled 'Summary' and contains a table with the following data:

Employer Name	Monthly Amount Earned	Effective Begin Date	Effective End Date
RMT		04/22/2008	

Below the summary table is the 'Detail' section. It contains several fields:

- *Effective Begin Date: 04/22/2008 (highlighted with a red box and callout: "Type over EBD with 7/15 to start a new record.")
- Effective End Date: 12/31/2013
- *Self-Employed: Yes No
- Farming: Yes No
- Occupation: General Labor
- *Employment Type: Permanent (over 90)
- *Monthly Amount Earned: \$ 1600 .00
- *Estimated Average Hrs/Week: 40 .00 (highlighted with a red box and callout: "These fields need to be updated when wages change as Employment First and student status is determined from this data.")

The 'Employer Information' section includes:

- *Begin Date: 04/22/2008
- End Date: 11/08/2013
- *Name: RMT
- FEIN: [Redacted]
- Email Address: [Redacted]
- Telephone #: 970 207 1023 x [Redacted]
- *Verification: Received
- *Source: Check Stub

The 'EF/WFD' section includes:

- Insurance Type: [Redacted]
- PTO Type: [Redacted]
- Labor Market Type: [Redacted]

The 'Employment Termination' section includes:

- Reason: [Redacted]
- Verification: [Redacted]
- Source: [Redacted]

In July, the worker did not make any changes to the Earned Income window. This is correct as none of the information on this window changed.

CBMS - Earned Income -- Webpage Dialog
 https://cbms.state.co.us/CBMSIDEPrd/ModalPopupPage.jsp

Earned Income

Employer Name: [Redacted]

Summary

Type	Frequency	Effective Begin Date	Effective End Date
Wages, Salaries, Bonus and	Every 2 weeks	05/01/2008	

Detail

* Effective Begin Date: 05/01/2008 Effective End Date: [Redacted]

* Type: Wages, Salaries, Bon * Frequency: Every 2 weeks # of Days Worked/Month: [Redacted]

* Date Reported: 05/01/2008

The worker correctly entered the actual 7/12 gross income of \$614.06; however, this check was no longer representative of pay and should have been coded as "not representative." The worker also correctly entered an estimated gross of \$285 (\$9.50 an hour x 15 hrs = \$142.5 x 2 weeks) with a pay date of 7/26.

CBMS - Income Received Details -- Webpage Dialog
 https://cbms.state.co.us/CBMSIDEPrd/ModalPopupPage.jsp

Income Received Details

Representative	07/12/2013	\$614.08	06/23/2013	07/06/2013
Estimated	07/26/2013	\$285.00	07/07/2013	07/20/2013

Detail

* Check Type:
 Representative Not Representative Estimated Not Paid

Pay Period

* Begin Date: 06/23/2013 End Date: 07/06/2013

* FA Use Month: 07/2013 CW Use Month: 07/2013

* Total # of Hours Worked: 61 . 64 * Date Received: 07/12/2013

* Gross Amount: \$ 614 . 08 Year to Date Total: \$ 0 . 00

Lump Sum: Yes No Report Date: MM/DD/YYYY Unavailable: Yes No

* Verification: Received. * Source: Check Stub

This allowed CBMS to correctly project wages using actual for July of \$974.00 ($\$614.08 + \$285 = \$899.08/2 = \449.54×2.166666). HOWEVER, August was incorrect and projected with \$0 wages because the data entry was not complete.

Summary

Total Countable Earned Income:	Total Countable Unearned Income:
\$ 974 .00	\$ 14 .86
Total Earned Income Deduction:	Total Unearned Income Deduction:
\$ 0 .00	\$ 0 .00
Total Net Earned Income:	Total Net Unearned Income:
\$ 974 .00	\$ 14 .86
Total Net Income:	
\$ 988 .86	

Detail

Type	Source	Countable Value	Reason For Exemption/Exclusio
Child/Spouse Support	Child Support Arrears	\$14.86	
Earned		\$0.00	Exempt per
Earned		\$974.00	

August, CBMS used \$0 wages as there was not an estimated or representative check to use for August forward.

Summary

Total Countable Earned Income:	Total Countable Unearned Income:
\$ 0 .00	\$ 131 .14
Total Earned Income Deduction:	Total Unearned Income Deduction:
\$ 0 .00	\$ 0 .00
Total Net Earned Income:	Total Net Unearned Income:
\$ 0 .00	\$ 131 .14
Total Net Income:	
\$ 131 .14	

Detail

Type	Source	Countable Value	Reason For Exemption/Exclusio
Child/Spouse Support	Child Support Arrears	\$131.14	
Earned		\$0.00	Exempt per
Earned		\$0.00	
Earned		\$0.00	

A worker must data enter at least one (1) check for the next month in order to inform CBMS that the two July checks are not a reflection of August due to the decrease in hours. CBMS will not use only the estimated check forward as it is programed to pull from the current month. CBMS no longer pulls form old months and averages. This means the worker must enter at least one check for the following month when the month of application is not a correct projection so that CBMS will use that amount to project for the future. In this case the worker needed to have entered the 9/9 check with a gross of \$285. CBMS would then have used the same projection list above for July and then used \$285 times 2.166666= \$617.50 for August forward. **This household was overpaid in August and September of \$149 a month for a total of \$298.**

CORRECT DATE ENTRY:

Income Received Details window:

Check Type:	Date Received:	Gross Amount:	Begin Date:	End Date:
Representative	7/12/13	\$614.08	6/23/13	7/6/2013
Estimated	7/26/13	\$285.00	7/7/13	7/20/13
Estimated	8/9/13	\$285.00	7/21/13	8/3/13