

Q-FIT INTRODUCTION SHEET

WHAT IS A Q-FIT?

A health tracker is a wearable device that monitors and reports activity to help people achieve their fitness goals. The device tracks distance, calories, duration, and intensity to provide an overview of the user's movement and is then used to improve their overall health.

The Public Assistance Quality Assurance (PAQA) team has collaborated with program areas to create an accuracy health tracker. The PAQA Q-Fit provides quarterly accuracy rates and the top three (3) contributing payment errors for each program. For each payment error, PAQA identifies what regulation requires and what QA reviews find. We then collaborate with the program representatives to provide guidance to resolve the issue based on current training and identify recommendations to monitor progress at the county level for the following programs:

1. Adult Financial
2. Child Care Assistance Program (CCCAP)
3. Colorado Works
4. Supplemental Nutrition Assistance Program (SNAP)
5. Low-income Energy Assistance Program (LEAP)

PAQA uses a 95/3 (for SNAP) or 95/5 sampling technique to gather QA data, meaning that if QA reviewed the entire population the results would be consistent with the findings of the PAQA review 95% of the time with a 3% to 5% margin of error. Therefore, even if the data does not include a case sampled from your county, we can be confident that the findings are consistent with what you would find in your broader caseload.

The PAQA Q-Fit utilizes data provided to you in the Monthly SNAP Report Card, the Adult Financial or Colorado Works Monthly Report, or the EAQA Error Frequency Reports. These reports track case and payment data at the county and state levels cumulatively, beginning with each Federal Fiscal Year (FFY). They are located on the QAQI tab on the CDHS Portal.

The Q-Fit is located on the QAQI tab on the CDHS Portal and housed in the Public Assistance Quality Assurance (PAQA) link.

WHY A Q-FIT?

The Quality Assurance/Quality Improvement Division strives to provide state and county staff with accurate, reliable data based on statistically sound sampling methods to inform policy and practice decisions. Knowing the statewide case and payment errors are only part of the equation. Understanding the cause of the errors and using the information to drive change is the key.

Do you know your county case and payment accuracy rates? How does the state data compare to your county findings? Case errors represent rework- the time taken by county resources to correct case information and, in many instances, correct under or over-payments outside of the sample month. Eliminating case errors and reducing the case error rate will allow counties to streamline their tasks and better allocate resources.



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The Q-Fit informs practice by identifying data that drives accuracy trends. It includes quick solutions and references to program and QA resources to address and resolve issues as they arise in an easy to read document and includes guidance for counties to monitor their internal processes to track success.

HOW TO USE THE Q-FIT

Counties have many options to check for accuracy, identify specific training opportunities, and monitor progress. These include:

- Pre-authorization
- County reviews
- Analysis and prevention

How could your county incorporate the Q-Fit in these processes? Review the “Where Are We Now?” section on the first page of the Q-Fit to identify the case and payment accuracy rates. Does the statewide data align with error trends in your county based on your case reviews? Could your county use the Q-Fit to inform practice? Are the top three (3) contributing errors included as a (high-risk) area for pre-authorization or case file reviews? Could you use the Q-Fit in unit meetings and/or individual staffing to highlight training opportunities?

Case Accuracy

Case accuracy tracks findings that may not directly cause a payment error, but reflect actions taken that are against rule or policy. These matter because they indicate incorrect interpretation of policy, cause other errors and additional work to correct, or could affect payment for future months.

Payment Accuracy

Payment accuracy tracks findings that result in an over or under payment by the county in the sample month. These matter because they affect our families, causing them to receive benefits they are not eligible for or causing them to pay more than they should.

The PAQA Q-Fit is a newsletter provided at least quarterly that provides the top three (3) payment errors, statewide payment error (for SNAP) and accuracy rates, and recommendations for correction and monitoring for Adult Financial, CCCAP, Colorado Works, SNAP, and LEAP to inform policy and procedural decisions. Please contact Toni Myles at Toni.Myles@state.co.us or Paula Lujan at Paula.Lujan@state.co.us for more information regarding quality assurance activities. Please contact the respective Program representative for policy and/or procedural directions as follows:

- cdhs_emplbendiv@state.co.us for Adult Financial and Colorado Works.
- cdhs_cccap_chats@state.co.us for CCCAP
- cdhs_foodstamp_policy@state.co.us for Food Assistance Policy
- cdhs_LEAP_program@state.co.us for LEAP