

**California Department of Education**

**Report to the Governor and the Legislature:  
Administrative Errors in Alternative Payment, CalWORKs, and General Child Care  
Programs for Fiscal Year 2011–12**



**Prepared By:**

**California Department of Education  
Child Development Division  
Instruction and Learning Support Branch**

May 2013

*Description:* Administrative Errors in Alternative Payment, CalWORKs, and General Child Care Programs for Fiscal Year 2011–12

*Authority:* 2011 Budget Act Item 6110-001-0890, Provision 6(b)

*Recipient(s):* The Governor and the Legislature

*Due Date:* April 15, 2012

**California Department of Education**

**Report to the Governor and the Legislature:  
Administrative Errors in Alternative Payment, CalWORKs, and General Child Care  
Programs for Fiscal Year 2011–12**

**Table of Contents**

Executive Summary .....	1
Introduction .....	2
Background for the 2011–12 Reviews.....	2
Estimated Error Rates In Fiscal Year 2011–12 .....	3–14
Alternative Payment Monitoring Unit Reviews in Fiscal Year 2011–12 .....	3–9
Center-Based Monitoring Unit Reviews in Fiscal Year 2011–12.....	10–14

**Report to the Governor and the Legislature:  
Administrative Errors in Alternative Payment, CalWORKs, and General Child Care  
Programs for Fiscal Year 2011–12**

**Executive Summary**

This report is submitted in compliance with Provision 6(b) of Item 6110-001-0890 of the Budget Act of 2011. Provision 6(b) requires the California Department of Education (CDE) to select a statistically valid sample of family data files from contractors offering full-day child care and development programs and analyze these sample files to estimate rates of administrative errors in four different categories: (1) eligibility, (2) need, (3) family fee, and (4) provider reimbursement. Provision 6(b) requires the CDE to report estimated error rates annually to the Governor and the Legislature. In implementing Provision 6(b), the CDE also used federal regulations implementing the Improper Payments Information Act as guidance.

The CDE created the Alternative Payment Monitoring Unit (APMU) in 2006 as required by Provision 6(b). The Center-Based Monitoring Unit (CMU) was created in 2009 in response to new federal regulations extending error rate requirements to full-day centers. The APMU has previously reviewed each of California's Alternative Payment contractors at least once. For Fiscal Year (FY) 2011–12, contractors were selected for APMU reviews based on their prior error rate and the time since the last review. In FY 2011–12, the CMU conducted initial reviews of center-based contractors. Contractors were selected for initial reviews based on their size and compliance history.

The contractors reviewed by the APMU during FY 2011–12 had an average estimated error rate of 14.58 percent compared to the average error rate previously estimated for these same contractors of 23.63 percent. This decrease is consistent with the significant reduction in the statewide error rate estimated during the federally required statewide review in 2010.

The contractors receiving initial reviews by the CMU averaged an estimated error rate of 28.7 percent. The CDE believes that over time, the CMU reviews will yield a reduction in center-based error rates similar to the reduction in Alternative Payment error rates. We anticipate substantial reductions in error rates when these same contractors receive technical assistance and follow-up reviews.

In conducting both state and federal reviews, the CDE notes the finding of an administrative error does not indicate a family was factually ineligible or received services for which they were not entitled. Frequently, errors indicate that insufficient evidence was present in the file to support the decisions made by the contractor.

You can find this report on the CDE State Administrative Errors 2013 Web page at <http://www.cde.ca.gov/sp/cd/re/lrlegrpt2013ipia2.asp>. If you have questions regarding this report or need a copy, please contact Greg Hudson, Administrator, Southern Field Services, by phone at 916-323-1300 or by e-mail at [ghudson@cde.ca.gov](mailto:ghudson@cde.ca.gov).

## **Introduction**

This report is submitted in compliance with Provision 6(b) of Item 6110-001-0890 of the Budget Act of 2011. Provision 6(b) requires the California Department of Education (CDE) to select a statistically valid sample of family data files from contractors offering full-day child care and development programs and analyze these sample files to estimate administrative errors in four different categories: (1) eligibility, (2) need, (3) family fee, and (4) provider reimbursement. Provision 6(b) requires the CDE report estimated error rates annually to the Governor and the Legislature.

In response to Legislative hearings and budget change proposals submitted by the CDE, the Budget Act includes an appropriation, as well as position authority and language, directing the CDE to conduct reviews of local child care contractors. Pursuant to this language, the CDE created the Alternative Payment Monitoring Unit (APMU) and the Center-Based Monitoring Unit (CMU).

In implementing the above language, the CDE has also been directed by federal regulations implementing the Improper Payments Information Act (IPIA)<sup>1</sup> which require state recipients of federal funding to identify and report rates of improper payments. In conducting both state and federal reviews, the CDE would note that the finding of an administrative error does not indicate a family was factually ineligible or received services for which they were not entitled. Errors indicate that insufficient evidence was present in the file to support the decisions made by the contractor or the contractor misinterpreted program rules.

## **Background for the 2011–12 Reviews**

During FY 2011–12, the APMU conducted reviews of 19 contractors, and the CMU conducted reviews of 39 contractors. At the request of contractors, the majority of APMU staff time in FY 2011–12 was dedicated to providing training and technical assistance.

In addition, during FY 2011–12 the APMU and the CMU staff piloted the Review Guide, a Child Development Division (CDD) quality assurance instrument and database. The purpose of the Review Guide and database was to assist contractors in completing a self-review using the CDD's family file sampling procedures and review standards. Twenty-seven contractors participated in the pilot. The CDD team worked closely with the participants to ensure they understood how to use the quality assurance tools and to answer any questions. At the end of the pilot, the CDD utilized the information gained to design improvements. The Review Guide and database were distributed in 2012.

---

<sup>1</sup> Public Law 107-300, enacted in 2002

Consistent with the approach taken in FY 2010–11, in FY 2011–12 the APMU directed its reviews to contractors whose previous reviews indicated high error rates, to contractors whose first review occurred several years ago, and to contractors required to complete a formal Error Rate Reduction Plan (ERRP).<sup>2</sup> Each of these contractors received technical assistance and advice in lowering their error rates from their assigned Field Services Consultant, the APMU team, or both.

The creation of an ERRP involves intensive technical assistance by CDD staff to identify local procedures that are the source of errors. Contractors are expected to develop quality assurance systems to measure and track implementation of the ERRP. Contractors are also expected to demonstrate an improved administrative error rate in the subsequent review.

Consistent with the approach taken in FY 2010–11, in FY 2011–12 the CMU directed its initial reviews to large contractors that had full-day child care programs. Each of the contractors received technical assistance throughout the review, and contractors that had an error rate percentage greater than 20 percent were required to complete a formal ERRP.

As in previous legislative reports, the APMU and the CMU are required to estimate an error rate for each contractor. To do this, an “error” is defined as a decision by a contractor’s representative that is both inconsistent with an applicable statute or regulation and that has a material impact on the program. Examples of material errors include the miscalculation of family income when the correct calculation would have led to a different (higher or lower) family fee, the lack of sufficient documentation in the file to determine eligibility, or the lack of sufficient documentation in the file to support the amount of child care being subsidized by the contractor.

Decisions that may be inconsistent with law or regulations but do not have a material impact on the program are not included in the error rate estimated by the APMU and the CMU. An example of a non-material program error is the miscalculation of family income when the correct calculation would not have resulted in a change in family fee or eligibility.

## **Estimated Error Rates in Fiscal Year 2011–12**

### **Alternative Payment Monitoring Unit Reviews in Fiscal Year 2011–12**

During FY 2011–12, the APMU reviewed 19 contractors and estimated an average error rate of 14.58 percent. The average rate for these contractors as a percentage of total payments in the sample cases is also reported in the chart on pages 6 and 7. The same 19 contractors had an average estimated error rate of 23.63 percent in previous

---

<sup>2</sup> Consistent with new federal rules requiring states with error rates in excess of 10 percent to implement corrective action plans, the CDE requires contractors with error rates in excess of 10 percent to implement Error Rate Reduction Plans.

reviews. These FY 2011–12 reviews indicate that on average, each of these contractors, subsequent to receiving technical assistance by CDD staff, reduced their previous rate of errors by over 38 percent.

This reduction in errors continues to reflect trends measured by APMU reviews during FY 2010–11. The predominance of low error rates in California’s Child Development programs is also reflected in the results of the federally mandated review conducted in FY 2010–11 which found a statewide average error rate of approximately 5.7 percent. The next federally mandated review will examine files from federal FY 2013. Results will be available in June 2014.

Based on the 19 reviews in FY 2011–12, Alternative Payment and CalWORKs contractors have areas in which administrative improvements could still be effective in reducing errors. Below is a brief analysis of each area for which the CDD is required to estimate errors by current Budget Act language followed by explanatory tables and diagrams.

### **1. Eligibility Errors**

In FY 2011–12 reviews, eligibility errors were estimated at 6.0 percent of all dollars expended on services in the sample cases and 41.8 percent of all errors.

A significant number of errors in eligibility were attributed to a lack of supporting documentation regarding the presence or absence of the second parent in regards to the family size. Other issues that contributed to the eligibility error rate included the parent(s) not providing sufficient documentation of the family’s total countable income and/or the contractor not verifying the income documentation received.

### **2. Provider Payment Errors**

In FY 2011–12 reviews, provider payment errors were estimated at 5.5 percent of all dollars expended on services and 38.4 percent of all errors.

The majority of provider payment errors were due to the parent and/or provider not signing or initialing the attendance record and entering the time when the child arrived or departed the facility. Errors also occurred when contractors had policies that addressed parental noncompliance with sign-in/sign-out requirements; however, they did not follow these policies in cases selected in the sample.

The CDD has provided clarification regarding attendance requirements via a Management Bulletin. The CDD expects that a statewide, systemic dissemination of clarifying information through a Management Bulletin will reduce provider payment errors attributable to attendance records.

In addition, some contractors selected reimbursement ceilings that were not based on the child's need for care or age. *California Code of Regulations*, Title 5, Section 18074.2 states the appropriate criteria for the selection of Regional Market Rate ceilings are: (1) the age of the child, (2) the type of facility requested, and (3) the parent's approved need for care. Because the selection of reimbursement ceilings continues to be a source of provider payment errors, this subject has been included in statewide training sessions conducted by the CDD.

In a few instances, the reimbursement to providers exceeded the selected ceiling or was more than the amount the provider charged unsubsidized families.

### **3. Need Errors**

In FY 2011–12 reviews, need errors were estimated at 2.5 percent of all dollars expended on services and 17.4 percent of all errors.

These errors were generally caused by the certified hours of care not corresponding to the need documentation in the family data file. Examples included contractors certifying the child for full-time child care when the documentation in the file indicated part-time child care or not updating the hours of care as the parents' need changed.

### **4. Family Fee Errors**

In FY 2011–12 reviews, family fee errors were estimated at 0.3 percent of all dollars expended on services and 2.4 percent of all errors.

These errors contributed little to the error rates measured in dollars because the average family fee is small. Most of the family fee errors were attributable to mistakes in determining a family's average monthly income (e.g., confusion in calculating the different pay periods semi-monthly or bi-weekly). Income miscalculations often caused contractors to assess an incorrect family fee. Occasionally, family fee errors occurred when the contractor did not update the fee based on changes in family income.

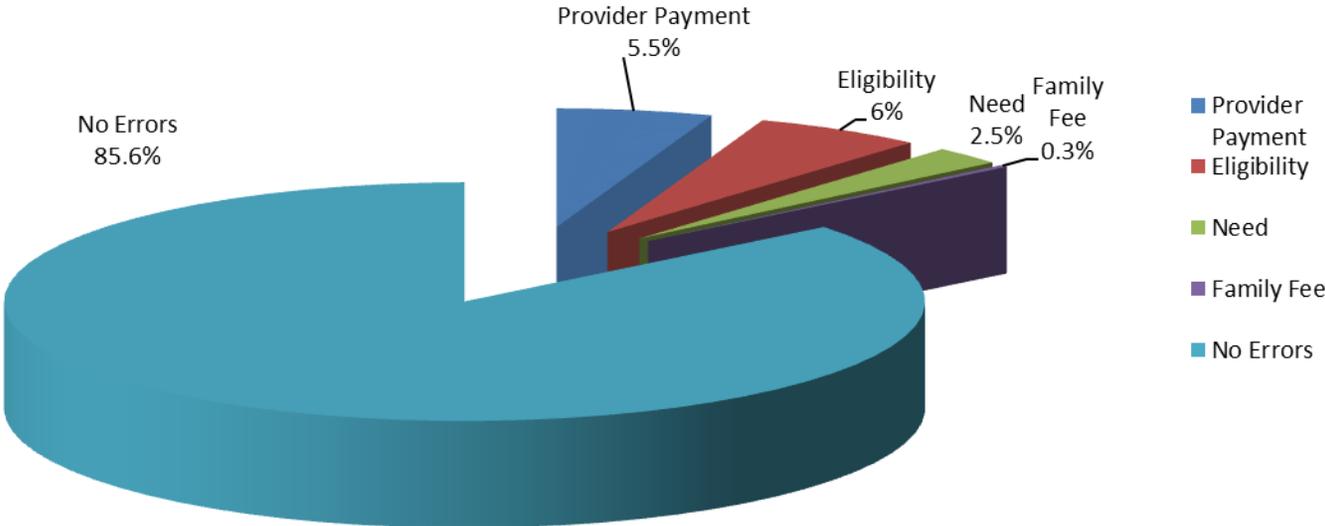
**Alternative Payment Monitoring Unit Error Rates By Contractor (Fiscal Year 2011–12)**

County	Agency	Total Error Rate	Total Dollar Payment	Total Dollar Error	Dollar Errors by Category			
					Eligibility	Need	Family Fee	Provider Payment
Yolo County	City of Davis	25%	\$ 20,232.38	\$ 5,070.41	\$ 2,699.36	\$ 1,113.82	\$ -	\$ 1,257.23
Los Angeles	Child Care Resource Center Inc.	15%	\$ 25,152.56	\$ 3,804.67	\$ 2,500.66	\$ 542.75	\$ 332.90	\$ 428.36
Santa Clara	Child Development Inc.	8%	\$ 35,685.69	\$ 2,954.41	\$ 800.00	\$ 234.25	\$ 61.00	\$ 1,859.16
San Francisco	Children's Council of San Francisco	7%	\$ 22,859.09	\$ 1,489.84	\$ 480.92	\$ 1,008.92	\$ -	\$ -
Los Angeles	Connections for Children	3%	\$ 17,146.52	\$ 470.79	\$ -	\$ -	\$ 277.25	\$ 193.54
Contra Costa	Contra Costa County Employment and Human Services	0%	\$ 16,855.68	\$ -	\$ -	\$ -	\$ -	\$ -
Los Angeles	Crystal Stairs	24%	\$ 26,473.15	\$ 6,326.48	\$ 395.53	\$ 1,285.87	\$ -	\$ 4,645.08
Santa Clara	Go Kids, Inc.	3%	\$ 12,932.24	\$ 407.26	\$ -	\$ -	\$ -	\$ 407.26
Trinity	Human Response Network	56%	\$ 12,254.45	\$ 6,918.26	\$ 3,484.37	\$ 1,233.69	\$ 145.20	\$ 2,055.00
San Francisco	Human Services Agency of San Francisco	12%	\$ 38,640.79	\$ 4,632.49	\$ 4,377.54	\$ -	\$ 76.85	\$ 178.10
Los Angeles	Mexican American Opportunities Foundation	4%	\$ 18,713.41	\$ 710.39	\$ -	\$ 383.49	\$ -	\$ 326.90
Mendocino	North Coast Opportunities	27%	\$ 17,595.49	\$ 4,722.43	\$ 2,164.01	\$ 616.88	\$ -	\$ 1,941.54
Plumas	Plumas Rural Services	0%	\$ 6,569.77	\$ -	\$ -	\$ -	\$ -	\$ -
Los Angeles	Pomona Unified School District	6%	\$ 15,987.04	\$ 918.29	\$ 362.55	\$ 12.95	\$ -	\$ 542.79
Riverside	Riverside County Dept. of Public Social Services	25%	\$ 21,730.37	\$ 5,533.46	\$ 670.38	\$ 1,707.00	\$ 195.20	\$ 2,960.88

**Alternative Payment Monitoring Unit Error Rates By Contractor (Fiscal Year 2011–12)**

County	Agency	Total Error Rate	Total Dollar Payment	Total Dollar Error	Dollar Errors by Category			
					Eligibility	Need	Family Fee	Provider Payment
Santa Cruz	Santa Cruz County Parents Association	10%	\$ 30,661.10	\$ 3,017.04	\$ 945.40	\$ -	\$ -	\$ 2,071.64
Nevada	Sierra Nevada Children's Services	12%	\$ 17,207.54	\$ 2,137.52	\$ 647.89	\$ 991.14	\$ -	\$ 498.49
Calaveras	The Resource Connection of Calaveras	31%	\$ 18,075.02	\$ 5,595.50	\$ 3,986.75	\$ 558.82	\$ 262.10	\$ 787.83
Butte	Valley Oaks Children's Services	9%	\$ 17,312.00	\$ 1,573.53	\$ -	\$ 105.00	\$ -	\$ 1,468.53
<b>TOTALS:</b>			<b>\$ 392,084.29</b>	<b>\$ 56,282.77</b>	<b>\$ 23,515.36</b>	<b>\$ 9,794.58</b>	<b>\$ 1,350.50</b>	<b>\$ 21,622.33</b>
<b>ERRORS AS PERCENTAGE OF TOTAL PAYMENTS</b>				<b>14.3%</b>	<b>6.0%</b>	<b>2.5%</b>	<b>0.3%</b>	<b>5.5%</b>
<b>ERRORS AS PERCENTAGE OF ALL DOLLARS PAID IN ERROR</b>				<b>100.0%</b>	<b>41.8%</b>	<b>17.4%</b>	<b>2.4%</b>	<b>38.4%</b>

# Errors by Category as a Percentage of Total Payments



## Comparison Of Alternative Payment Monitoring Unit Error Rates: Baseline vs. Current Review

County	Agency	Baseline Review Error Rate	Current Error Rate
Yolo County	City of Davis	9%	25%
Los Angeles	Child Care Resource Center Inc.	33%	15%
Santa Clara	Child Development Inc.	20%	8%
*San Francisco	Children's Council of San Francisco	17%	7%
Los Angeles	Connections for Children	46%	3%
*Contra Costa	Contra Costa County Employment and Human Services	21%	0%
Los Angeles	Crystal Stairs	13%	24%
*Santa Clara	Go Kids, Inc.	45%	3%
Trinity	Human Response Network	55%	56%
*San Francisco	Human Services Agency of San Francisco	24%	12%
Los Angeles	Mexican American Opportunities Foundation	17%	4%
Mendocino	North Coast Opportunities	15%	27%
*Plumas	Plumas Rural Services	19%	0%
Los Angeles	Pomona Unified School District	17%	6%
*Riverside	Riverside County Dept. of Public Social Services	18%	25%
Santa Cruz	Santa Cruz County Parents Association	31%	10%
Nevada	Sierra Nevada Children's Services	23%	12%
Calaveras	The Resource Connection of Calaveras	21%	31%
Butte	Valley Oaks Children's Services	5%	9%
<b>Average Error Rate</b>		<b>23.63%</b>	<b>14.58%</b>

\* Current error rate based on third review

## Center-Based Monitoring Unit Reviews in Fiscal Year 2011–12

During FY 2011–12, the CMU conducted initial reviews of 39 contractors. Contractors were selected for reviews based on a combination of their size and the CDD's assessment that an error rate review might lead to a measurable improvement in the contractor's administrative procedures. As with the APMU reviews, error rates for these center-based contractors were expected to be high during initial reviews. However, it is also expected that technical assistance, along with formal ERRPs where appropriate, would lead to significant reductions in error rates in future reviews.

The average estimated error rate for these 39 contractors was 28.7 percent. Below is a brief analysis of common errors found by the CMU during FY 2011–12 followed by an explanatory table and chart.

### 1. Eligibility Errors

In FY 2011–12 reviews, eligibility errors were estimated at 21.4 percent of all dollars expended on services and 74.5 percent of all administrative errors.

The most common error was the lack of sufficient documentation in a file to support the family's eligibility either because insufficient documentation was gathered to support the family's eligibility or because sufficient verification of the information did not occur.

### 2. Need Errors

In FY 2011–12 reviews, errors in need determinations were estimated at 6.0 percent of all dollars expended on services and 20.9 percent of all errors.

The errors were generally caused by the contractor inaccurately certifying the hours of need based on the documentation in the file. Examples included certified hours of care that were inconsistent with the documentation in the file or certified hours of care that were not updated as the parents' need changed.

### 3. Attendance Errors

In FY 2011–12 reviews, contractor claim errors were estimated at 1.1 percent of all dollars expended on services and 4.0 percent of all administrative errors.

The errors were generally caused by parents and/or contractor staff not documenting the reasons for absences.

### 4. Family Fee Errors

In FY 2011–12 reviews, family fee errors were estimated at 0.2 percent of all dollars expended on services and 0.6 percent of all errors.

Most errors in this area were attributed to miscalculations of monthly income or family size.

**Center-Based Monitoring Unit Error Rates By Contractor (Fiscal Year 2011–12)**

County	Agency	Total Error Rate	Total Dollar Payment	Total Dollar Error	Dollar Errors by Category			
					Eligibility	Need	Family Fee	Attendance
Stanislaus	Stanislaus County Office of Education	3%	\$ 10,026.13	\$ 311.96	\$ -	\$ 231.03	\$ -	\$ 80.93
Los Angeles	Pasadena Unified School District	46%	\$ 30,323.58	\$ 13,896.94	\$ 8,141.18	\$ 5,448.06	\$ 307.70	\$ -
Sacramento	City of Sacramento	5%	\$ 14,013.63	\$ 720.26	\$ 687.60	\$ -	\$ -	\$ 32.66
Los Angeles	*Dubnoff Center for Children	100%	\$ 14,900.36	\$ 14,900.36	\$ 14,068.36	\$ 832.00	\$ -	\$ -
Los Angeles	Eben-Ezer Children's Day Care	0%	\$ 11,125.36	\$ -	\$ -	\$ -	\$ -	\$ -
Santa Barbara	Santa Barbara Elementary School District	0%	\$ 10,157.02	\$ -	\$ -	\$ -	\$ -	\$ -
San Bernardino	Barstow Unified School District	84%	\$ 1,552.26	\$ 1,304.65	\$ 1,125.95	\$ 149.55	\$ 29.15	\$ -
Los Angeles	ABC Unified School District	100%	\$ 15,680.72	\$ 15,680.72	\$ 8,567.50	\$ 7,113.22	\$ -	\$ -
San Joaquin	Head Start Child Development Council	1%	\$ 6,461.04	\$ 34.38	\$ -	\$ -	\$ -	\$ 34.38
Los Angeles	*Estrada Courts	79%	\$ 27,215.53	\$ 21,463.95	\$ 19,690.80	\$ 1,773.15	\$ -	\$ -
Kern	Kern Union High School District	0%	\$ 5,093.42	\$ -	\$ -	\$ -	\$ -	\$ -
Los Angeles	Paramount Unified School District	0%	\$ 10,798.77	\$ -	\$ -	\$ -	\$ -	\$ -
Yuba	Marysville Joint Unified School District	6%	\$ 7,395.15	\$ 446.96	\$ 412.56	\$ -	\$ 34.40	\$ -
Kern	Delano Union Elementary School District	0%	\$ 10,558.10	\$ -	\$ -	\$ -	\$ -	\$ -
San Luis Obispo	Community Action Partnership-San Luis Obispo	0%	\$ 14,476.35	\$ -	\$ -	\$ -	\$ -	\$ -
Los Angeles	*Center for Community and Family Services	11%	\$ 24,462.70	\$ 2,708.28	\$ 794.18	\$ 1,402.70	\$ -	\$ 511.40

**Center-Based Monitoring Unit Error Rates By Contractor (Fiscal Year 2011–12)**

County	Agency	Total Error Rate	Total Dollar Payment	Total Dollar Error	Dollar Errors by Category			
					Eligibility	Need	Family Fee	Attendance
Riverside	*Thousand Palms Child Care Center	5%	\$ 7,898.65	\$ 411.65	\$ 374.74	\$ -	\$ 18.00	\$ 18.91
San Mateo	Peninsula Family Service	40%	\$ 17,874.19	\$ 7,152.77	\$ 6,305.30	\$ 718.54	\$ -	\$ 128.93
Orange	*National Pediatric Support Services	14%	\$ 17,393.36	\$ 2,486.27	\$ 721.98	\$ 1,764.29	\$ -	\$ -
Los Angeles	Mexican American Opportunity Foundation.	15%	\$ 27,289.41	\$ 4,216.86	\$ 4,005.46	\$ -	\$ -	\$ 211.40
Los Angeles	Plaza Community	21%	\$ 27,820.81	\$ 5,872.11	\$ 3,369.24	\$ 2,379.10	\$ -	\$ 123.77
San Mateo	*Bayshore Child Care Services	29%	\$ 27,709.32	\$ 8,129.66	\$ 6,995.51	\$ -	\$ 163.80	\$ 970.35
Alameda	Hayward Unified School District	68%	\$ 9,406.35	\$ 6,379.51	\$ 3,080.44	\$ 1,705.25	\$ 53.60	\$ 1,540.22
San Francisco	Economic Opportunity Council	100%	\$ 15,988.42	\$ 5,689.06	\$ 4,367.99	\$ 721.98	\$ 21.00	\$ 578.09
Contra Costa	YWCA of Contra Costa and Sacramento	10%	\$ 13,449.67	\$ 1,345.17	\$ -	\$ 1,278.67	\$ 66.50	\$ -
Sonoma	Extended Child Care Coalition of Sonoma	0%	\$ 3,415.64	\$ -	\$ -	\$ -	\$ -	\$ -
Los Angeles	Inglewood Unified School District	29%	\$ 22,385.24	\$ 6,474.57	\$ 6,465.17	\$ -	\$ 9.40	\$ -
Contra Costa	Pittsburg Unified School District	7%	\$ 5,940.88	\$ 424.56	\$ -	\$ 412.56	\$ 12.00	\$ -
Siskiyou	Siskiyou Child Care Council	83%	\$ 4,632.34	\$ 3,834.96	\$ 2,663.08	\$ 1,031.40	\$ -	\$ 140.48
Sacramento	Elk Grove Unified School District	0%	\$ 5,853.20	\$ -	\$ -	\$ -	\$ -	\$ -
Los Angeles	Long Beach Community College District	71%	\$ 7,318.13	\$ 5,162.50	\$ 2,428.95	\$ 2,574.72	\$ -	\$ 158.83
Los Angeles	Para Los Ninos	100%	\$ 18,355.50	\$ 18,355.50	\$ 18,355.50	\$ -	\$ -	\$ -
Riverside	Family Service Association	24%	\$ 33,715.17	\$ 8,239.76	\$ 2,413.48	\$ 5,826.28	\$ -	\$ -

**Center-Based Monitoring Unit Error Rates By Contractor (Fiscal Year 2011–12)**

County	Agency	Total Error Rate	Total Dollar Payment	Total Dollar Error	Dollar Errors by Category			
					Eligibility	Need	Family Fee	Attendance
Fresno	West Hills Community College	33%	\$ 21,842.32	\$ 7,141.95	\$ 6,120.32	\$ 880.13	\$ 10.00	\$ 131.50
Sacramento	Continuing Development, Inc.	21%	\$ 35,033.83	\$ 7,203.94	\$ 6,149.80	\$ 962.64	\$ 91.50	\$ -
Sacramento	Child Development, Inc.	10%	\$ 22,434.79	\$ 2,219.54	\$ 2,174.54	\$ -	\$ 45.00	\$ -
Humboldt	Changing Tides Family Services	1%	\$ 11,961.99	\$ 108.30	\$ -	\$ -	\$ -	\$ 108.30
San Diego	Escondido Community Child Development Center	23%	\$ 25,780.55	\$ 5,937.28	\$ 3,403.61	\$ -	\$ 257.40	\$ 2,276.27
San Diego	Chicano Federation of San Diego County	0%	\$ 23,928.04	\$ -	\$ -	\$ -	\$ -	\$ -
<b>TOTALS:</b>			<b>\$ 621,667.92</b>	<b>\$ 178,254.38</b>	<b>\$ 132,883.24</b>	<b>\$ 37,205.27</b>	<b>\$ 1,119.45</b>	<b>\$ 7,046.42</b>
<b>ERRORS AS PERCENTAGE OF TOTAL PAYMENTS</b>				<b>28.7%</b>	<b>21.4%</b>	<b>6.0%</b>	<b>0.2%</b>	<b>1.1%</b>
<b>ERRORS AS PERCENTAGE OF ALL DOLLARS PAID IN ERROR</b>				<b>100.0%</b>	<b>74.5%</b>	<b>20.9%</b>	<b>0.6%</b>	<b>4.0%</b>

\* Indicates the contractor either relinquished all contracts during fiscal year 2011–12 or the contracts were not renewed for fiscal year 2012–13.

## Errors by Category as a Percentage of Total Claims

