

Active Reported Payment Error Rates

Report Run Date:

April 23, 2012

STATE-REPORTED SUMMARY DATA

FY 2012

Cumulative

State	Oct - Nov	Rank
ALASKA	0.00	1
NORTH DAKOTA	0.23	2
FLORIDA	0.27	3
SOUTH CAROLINA	0.58	4
LOUISIANA	0.66	5
MISSISSIPPI	0.73	6
MAINE	1.37	7
IDAHO	1.49	8
VIRGINIA	1.58	9
SOUTH DAKOTA	1.62	10
KANSAS	1.65	11
NORTH CAROLINA	1.67	12
TEXAS	1.75	13
NEW HAMPSHIRE	1.77	14
MONTANA	1.85	15
ALABAMA	1.89	16
IOWA	2.07	17
GEORGIA	2.18	18
WISCONSIN	2.20	19
DELAWARE	2.31	20
ILLINOIS	2.39	21
KENTUCKY	2.51	22
OHIO	2.65	23
PENNSYLVANIA	2.71	24
OREGON	2.76	25
NEW JERSEY	2.82	26
CALIFORNIA	3.09	27
DIST. OF COL.	3.15	28
WASHINGTON	3.19	29
INDIANA	3.21	30
MICHIGAN	3.50	31
MASSACHUSETTS	3.61	32
HAWAII	3.69	33
NEW MEXICO	3.76	34
NEBRASKA	4.01	35
COLORADO	4.24	36
MARYLAND	4.49	37
WYOMING	4.69	38
MINNESOTA	4.75	39
VIRGIN ISLANDS	5.06	40
MISSOURI	5.34	41
GUAM	5.47	42
UTAH	5.49	43
NEVADA	5.54	44
ARKANSAS	5.94	45
OKLAHOMA	5.99	46
NEW YORK	6.05	47
TENNESSEE	6.07	48
CONNECTICUT	6.48	49
ARIZONA	6.51	50
RHODE ISLAND	7.50	51
VERMONT	8.20	52
WEST VIRGINIA	9.72	53

Report Run Date:

April 23, 2012

FY 2011

Cumulative

FY 2012

Cumulative

State	Oct - Sep /2	Oct - Nov	Change
< WYOMING	9.63	4.69	-4.94
NORTH DAKOTA	4.34	0.23	-4.11
LOUISIANA	4.14	0.66	-3.48
KANSAS	4.93	1.65	-3.28
NEW HAMPSHIRE	4.74	1.77	-2.97
ALABAMA	4.75	1.89	-2.86
SOUTH CAROLINA	3.08	0.58	-2.50
MISSISSIPPI	2.78	0.73	-2.05
KENTUCKY	4.47	2.51	-1.96
MARYLAND	6.28	4.49	-1.79
MAINE	3.12	1.37	-1.75
VIRGINIA	3.06	1.58	-1.48
IOWA	3.55	2.07	-1.48
TEXAS	3.04	1.75	-1.29
IDAHO	2.66	1.49	-1.17
MONTANA	2.91	1.85	-1.06
CALIFORNIA	4.13	3.09	-1.04
OREGON	3.74	2.76	-0.98
NORTH CAROLINA	2.65	1.67	-0.98
NEW JERSEY	3.54	2.82	-0.72
ILLINOIS	3.08	2.39	-0.69
ALASKA	0.69	0.00	-0.69
OHIO	3.33	2.65	-0.68
MASSACHUSETTS	4.28	3.61	-0.67
GUAM	6.11	5.47	-0.64
MISSOURI	5.92	5.34	-0.58
FLORIDA	0.83	0.27	-0.56
WASHINGTON	3.72	3.19	-0.53
NEW MEXICO	4.28	3.76	-0.52
VIRGIN ISLANDS	5.51	5.06	-0.45
GEORGIA	2.58	2.18	-0.40
NEVADA	5.91	5.54	-0.37
PENNSYLVANIA	3.05	2.71	-0.34
RHODE ISLAND	7.83	7.50	-0.33
VERMONT	8.52	8.20	-0.32
COLORADO	4.33	4.24	-0.09
DIST. OF COL.	3.16	3.15	-0.01
SOUTH DAKOTA	1.59	1.62	0.03
MINNESOTA	4.69	4.75	0.06
DELAWARE	2.25	2.31	0.06
INDIANA	3.15	3.21	0.06
CONNECTICUT	6.38	6.48	0.10
ARKANSAS	5.76	5.94	0.18
ARIZONA	6.21	6.51	0.30
WISCONSIN	1.89	2.20	0.31
TENNESSEE	5.72	6.07	0.35
NEBRASKA	3.61	4.01	0.40
MICHIGAN	3.00	3.50	0.50
HAWAII	2.81	3.69	0.88
UTAH	4.11	5.49	1.38
NEW YORK	4.09	6.05	1.96
OKLAHOMA	3.90	5.99	2.09
WEST VIRGINIA	6.31	9.72	3.41

0.00

Reported Negative Error Rates

4/23/2012

BY RANK

State	Oct - Nov		Sample Months
	FY2012	Rank	
SOUTH DAKOTA	0.00	1	
MONTANA	2.56	2	
IDAHO	2.63	3	
NEW HAMPSHIRE	6.25	4	
ALASKA	6.25	4	
MISSISSIPPI	8.26	6	
NORTH DAKOTA	8.77	7	
MAINE	10.60	8	
TEXAS	10.67	9	
MICHIGAN	13.33	10	
KENTUCKY	14.36	11	
MINNESOTA	14.39	12	
WEST VIRGINIA	14.55	13	
OREGON	14.63	14	
ARKANSAS	14.75	15	
CALIFORNIA	14.81	16	
LOUISIANA	15.00	17	
MISSOURI	15.32	18	
NEW MEXICO	15.48	19	
WISCONSIN	15.58	20	
VIRGINIA	15.65	21	
WASHINGTON	16.22	22	
NEBRASKA	17.59	23	
DIST. OF COL.	17.91	24	
KANSAS	18.09	25	
IOWA	18.18	26	
SOUTH CAROLINA	18.24	27	
FLORIDA	18.57	28	
NORTH CAROLINA	19.67	29	
UTAH	19.71	30	
MASSACHUSETTS	19.84	31	
INDIANA	20.63	32	
HAWAII	20.93	33	
NEW YORK	21.62	34	
ALABAMA	23.27	35	
VIRGIN ISLANDS	23.33	36	
RHODE ISLAND	23.81	37	
OHIO	24.00	38	
OKLAHOMA	25.00	39	
ILLINOIS	27.03	40	
PENNSYLVANIA	28.13	41	
DELAWARE	28.15	42	
TENNESSEE	31.51	43	
MARYLAND	33.57	44	
ARIZONA	34.43	45	
CONNECTICUT	36.70	46	
WYOMING	37.78	47	
VERMONT	40.26	48	
GEORGIA	40.74	49	
NEVADA	40.97	50	
GUAM	50.00	51	
NEW JERSEY	58.88	52	
COLORADO	67.68	53	

Reported Negative Error Rates

IMPROVEMENT

FY 2012 negative review process is a change in the measure to focus on customer service. As such the FY 2012 is being used a base year to measure under the new system. Therefore we are not posting information about improvement over FY 2011. We will resume doing this when FY 2013 results are available.

Report Run Date:

April 23, 2012

STATE-REPORTED SUMMARY DATA

State	2011 Cumulative Oct - Sep	2011 Cumulative Oct. - Nov	FY 2012 Cumulative Oct* - Nov
CONNECTICUT	6.38	4.62	6.48
MAINE	3.12	4.92	1.37
MASSACHUSETTS	4.28	3.91	3.61
NEW HAMPSHIRE	4.74	3.95	1.77
NEW YORK	4.09	5.46	6.05
RHODE ISLAND	7.83	4.98	7.50
VERMONT	8.52	7.09	8.20
DELAWARE	2.25	0.35	2.31
DIST. OF COL.	3.16	1.86	3.15
MARYLAND	6.28	6.18	4.49
NEW JERSEY	3.54	3.14	2.82
PENNSYLVANIA	3.05	1.04	2.71
VIRGINIA	3.06	3.73	1.58
VIRGIN ISLANDS	5.51	3.16	5.06
WEST VIRGINIA	6.31	8.92	9.72
ALABAMA	4.75	2.78	1.89
FLORIDA	0.83	0.24	0.27
GEORGIA	2.58	1.84	2.18
KENTUCKY	4.47	5.66	2.51
MISSISSIPPI	2.78	3.76	0.73
NORTH CAROLINA	2.65	3.94	1.67
SOUTH CAROLINA	3.08	3.94	0.58
TENNESSEE	5.72	8.36	6.07
ILLINOIS	3.08	1.58	2.39
INDIANA	3.15	3.87	3.21
MICHIGAN	3.00	2.89	3.50
MINNESOTA	4.69	3.14	4.75
OHIO	3.33	3.77	2.65
WISCONSIN	1.89	2.81	2.20
ARKANSAS	5.76	7.00	5.94
LOUISIANA	4.14	7.47	0.66
NEW MEXICO	4.28	4.51	3.76
OKLAHOMA	3.90	4.82	5.99
TEXAS	3.04	2.08	1.75
COLORADO	4.33	2.45	4.24
IOWA	3.55	4.40	2.07
KANSAS	4.93	6.34	1.65
MISSOURI	5.92	4.34	5.34
MONTANA	2.91	2.37	1.85
NEBRASKA	3.61	4.76	4.01
NORTH DAKOTA	4.34	2.66	0.23
SOUTH DAKOTA	1.59	1.22	1.62
UTAH	4.11	8.50	5.49
WYOMING	9.63	13.22	4.69
ALASKA	0.69	1.11	0.00
ARIZONA	6.21	6.72	6.51
CALIFORNIA	4.13	4.64	3.09
GUAM	6.11	5.20	5.47
HAWAII	2.81	1.72	3.69
IDAHO	2.66	1.86	1.49
NEVADA	5.91	5.27	5.54
OREGON	3.74	3.36	2.76
WASHINGTON	3.72	3.81	3.19
U.S./1	3.64	3.73	3.12

1/ U.S. weighted by FY 2010 issuances.

* data is unweighted, and as of 04/23/2012

Reported Negative Error Rates /1

4/23/2012

State	FY2011	Oct - Nov		Sample Month
		FY2012	Rank	
NERO	CONNECTICUT	12.11	36.70	46
	MAINE	1.69	10.60	8
	MASSACHUSETTS	5.77	19.84	31
	NEW HAMPSHIRE	3.11	6.25	4
	NEW YORK	6.85	21.62	34
	RHODE ISLAND	5.32	23.81	37
	VERMONT	19.33	40.26	48
MARO	DELAWARE	7.78	28.15	42
	DIST. OF COL.	9.98	17.91	24
	MARYLAND	18.05	33.57	44
	NEW JERSEY	10.37	58.88	52
	PENNSYLVANIA	10.68	28.13	41
	VIRGINIA	7.60	15.65	21
	VIRGIN ISLANDS	8.55	23.33	36
	WEST VIRGINIA	6.43	14.55	13
	SERO	ALABAMA	13.09	23.27
FLORIDA		8.45	18.57	28
GEORGIA		7.94	40.74	49
KENTUCKY		3.76	14.36	11
MISSISSIPPI		2.30	8.26	6
NORTH CAROLINA		5.85	19.67	29
SOUTH CAROLINA		13.99	18.24	27
TENNESSEE		8.34	31.51	43
MWRO	ILLINOIS	9.07	27.03	40
	INDIANA	3.06	20.63	32
	MICHIGAN	4.44	13.33	10
	MINNESOTA	4.11	14.39	12
	OHIO	8.42	24.00	38
	WISCONSIN	4.75	15.58	20
SWRO	ARKANSAS	7.36	14.75	15
	LOUISIANA	4.82	15.00	17
	NEW MEXICO	3.87	15.48	19
	OKLAHOMA	4.96	25.00	39
	TEXAS	3.57	10.67	9
MPRO	COLORADO	6.29	67.68	53
	IOWA	3.83	18.18	26
	KANSAS	3.75	18.09	25
	MISSOURI	4.92	15.32	18
	MONTANA	2.10	2.56	2
	NEBRASKA	1.00	17.59	23
	NORTH DAKOTA	2.44	8.77	7
	SOUTH DAKOTA	0.46	0.00	1
	UTAH	11.36	19.71	30
	WYOMING	3.59	37.78	47
WRO	ALASKA	1.07	6.25	4
	ARIZONA	17.97	34.43	45
	CALIFORNIA	9.55	14.81	16
	GUAM	20.16	50.00	51
	HAWAII	7.45	20.93	33
	IDAHO	1.97	2.63	3
	NEVADA	11.49	40.97	50
	OREGON	2.64	14.63	14
	WASHINGTON	2.94	16.22	22
	U.S. /2	7.62	20.78	

1/ State rates are based on un-weighted sample data,
as of April 23, 2012, for FY2012

2/ US total is weighted by FY 10 negative caseloads <<<

Report Date:

April 23, 2012

State	2011									2012		
	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV
CONNECTICUT	5.31	13.29	7.65	6.76	7.17	5.42	7.51	6.64	5.12	2.45	7.43	5.44
MAINE	3.79	2.01	1.67	2.21	2.05	3.52	2.49	1.53	4.46	4.26	2.11	0.67
MASSACHUSETTS	2.97	7.57	5.10	6.63	3.34	2.82	4.22	3.27	0.99	5.39	2.16	5.28
NEW HAMPSHIRE	2.90	6.11	5.17	4.70	7.04	3.61	6.20	5.92	2.58	5.18	0.45	2.82
NEW YORK	4.73	4.69	2.72	2.26	4.09	3.83	4.77	3.57	4.20	3.26	8.28	3.68
RHODE ISLAND	3.13	8.12	7.44	9.61	10.35	9.16	6.28	5.67	9.57	15.28	7.30	7.71
VERMONT	9.09	7.03	14.20	9.58	8.30	8.50	9.21	4.12	6.28	8.81	9.73	6.37
DELAWARE	0.00	1.39	0.51	1.31	2.69	2.09	7.05	1.18	3.84	7.28	0.11	4.08
DIST. OF COL.	3.00	3.66	4.39	2.25	3.57	5.10	1.32	1.93	4.57	3.88	4.05	2.37
MARYLAND	8.46	7.09	7.02	10.03	6.30	6.16	9.85	4.02	2.55	1.16	8.31	0.72
NEW JERSEY	5.77	4.78	1.93	2.94	4.30	1.88	1.53	2.65	5.03	2.32	4.02	1.55
PENNSYLVANIA	1.63	5.38	9.88	4.75	4.59	2.02	1.13	0.52	0.95	4.13	4.06	1.33
VIRGINIA	0.23	3.42	0.57	0.38	1.32	1.17	2.96	4.20	2.69	6.33	0.26	2.93
VIRGIN ISLANDS	6.79	12.58	4.64	7.96	3.79	2.22	8.26	3.33	2.35	5.24	0.77	8.97
WEST VIRGINIA	3.54	11.49	4.62	8.78	8.05	4.00	4.61	3.47	7.78	3.03	10.19	9.21
ALABAMA	1.77	7.33	5.40	0.60	9.67	3.86	5.47	6.11	8.76	2.69	2.89	0.90
FLORIDA	0.00	0.96	1.60	0.72	3.43	0.98	0.47	0.72	0.84	0.00	0.54	0.00
GEORGIA	3.46	1.61	2.14	2.34	2.80	2.99	0.74	2.03	4.93	5.08	2.21	2.13
KENTUCKY	5.66	3.69	7.65	3.12	4.92	3.06	2.55	3.92	4.35	3.93	1.70	3.53
MISSISSIPPI	5.33	1.62	3.14	1.88	2.24	2.25	3.32	3.09	1.85	0.84	0.64	0.81
NORTH CAROLINA	2.70	2.19	3.50	3.76	1.70	1.98	1.32	3.54	2.47	1.30	1.97	1.28
SOUTH CAROLINA	6.04	5.91	5.62	1.77	1.99	2.32	2.14	1.49	1.65	0.00	0.50	0.68
TENNESSEE	4.05	4.44	5.03	9.61	6.60	2.06	4.26	9.68	0.59	2.23	4.69	7.37
ILLINOIS	1.82	4.86	7.12	4.12	0.32	1.99	3.97	3.08	1.77	4.77	4.04	0.93
INDIANA	4.30	2.34	2.88	5.33	3.03	2.41	1.57	0.97	2.83	3.79	3.24	3.19
MICHIGAN	3.81	4.39	1.13	4.76	2.56	1.40	0.71	6.55	4.54	0.54	2.11	4.90
MINNESOTA	7.07	5.53	3.17	1.63	3.13	4.26	4.21	7.74	7.81	6.37	2.89	6.80
OHIO	3.50	3.54	3.25	2.16	3.97	3.92	1.99	5.27	3.54	1.44	2.06	3.30
WISCONSIN	0.90	0.38	1.92	1.36	1.53	1.73	5.83	1.38	0.45	1.44	1.57	2.83
ARKANSAS	3.66	9.01	7.33	6.03	5.18	2.66	2.60	5.88	6.96	5.82	1.18	11.21
LOUISIANA	7.63	4.44	5.98	4.56	4.56	0.95	4.20	1.25	0.45	1.44	0.31	1.06
NEW MEXICO	4.34	4.03	4.04	1.93	2.76	5.96	4.47	4.96	3.82	6.21	4.68	2.73
OKLAHOMA	2.22	1.40	3.78	3.47	2.09	5.01	4.62	2.49	5.10	6.58	5.63	6.38
TEXAS	2.51	0.84	1.76	2.13	4.27	2.80	6.56	3.36	4.66	3.07	1.65	1.84
COLORADO	4.66	3.28	3.75	2.36	2.76	5.37	4.23	5.44	6.53	7.30	3.78	4.77
IOWA	4.72	2.61	3.75	1.78	0.32	3.80	4.71	2.24	6.81	3.37	1.60	2.45
KANSAS	5.81	3.93	7.47	2.75	5.23	3.98	4.12	3.55	6.72	3.12	1.21	2.07
MISSOURI	6.05	4.08	5.77	3.42	6.91	6.73	6.66	8.03	6.71	8.25	3.74	6.77
MONTANA	2.48	1.99	2.35	1.70	1.21	3.06	1.12	2.00	4.91	10.13	3.37	0.00
NEBRASKA	1.58	5.55	2.03	2.07	2.32	2.55	3.45	3.25	7.70	3.99	4.27	3.78
NORTH DAKOTA	2.32	1.69	4.23	2.97	7.62	5.22	7.18	4.15	2.43	7.33	0.00	0.59
SOUTH DAKOTA	1.11	3.61	1.64	0.28	1.06	1.30	1.70	2.35	2.00	1.86	3.39	0.00
UTAH	1.49	2.61	3.75	4.07	1.48	2.94	0.42	8.19	3.32	3.41	9.54	1.69
WYOMING	9.07	8.81	12.86	6.56	10.30	9.91	7.96	8.74	5.18	10.81	7.97	1.86
ALASKA	0.26	1.70	0.87	0.79	0.77	0.37	0.87	0.00	0.00	0.40	0.00	0.00
ARIZONA	6.28	7.13	12.04	3.50	6.12	4.46	1.39	5.63	6.10	9.04	7.10	5.97
CALIFORNIA	5.00	1.13	4.87	3.69	4.01	4.52	4.38	2.94	5.99	3.39	4.79	1.60
GUAM	8.40	3.73	8.41	5.84	4.10	3.43	4.85	10.93	11.98	3.19	6.60	4.06
HAWAII	5.08	2.36	3.03	2.64	2.03	0.33	2.44	4.01	5.79	2.48	3.63	3.75
IDAHO	5.06	4.79	1.45	1.97	2.36	1.86	1.09	4.00	3.56	1.85	2.89	0.20
NEVADA	2.18	5.49	8.06	6.46	4.69	6.23	5.24	6.26	6.77	8.99	6.29	4.65
OREGON	3.56	7.23	2.39	4.51	4.76	3.08	3.40	2.49	1.93	4.52	3.49	1.98
WASHINGTON	5.02	4.19	6.57	4.16	3.66	2.30	1.19	1.47	4.55	3.80	2.49	3.84