

General Information Memorandum

ISD-GI 13-56

TO: ISD Employees
FROM:  Marilyn Martinez, Acting Director, Income Support Division
RE: FFY 2013 SNAP Performance Report
DATE: October 24, 2013

Attached please find the eighth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2013. This report includes all Quality Control (QC) findings received for the review month of October 2012 through May 2013. All errors for October 2012 through May 2013 have been finalized. Along with payment and negative accuracy rates, data included in this report are the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2013 are:

Payment Accuracy of 96% or better
Negative Accuracy Rate of 99%
Expedite application processing timeliness of 98%
30-day application timeliness of 98% or better

Effective October 1, 2012, per IPP 12-08, counties with a payment accuracy rate of 96% or better must review cases at Level 2; all others must review cases at Level 1.

- Level 1 A county office with an error rate above **4.0%** is required to complete 35 full reviews per unit per month. **These completed reviews will be recorded on the Secondary Case Review Log and submitted to the Quality Improvement Section via email to HSD.QIS@state.nm.us** by the second working day of the month. If scanning is not an option, logs can be faxed to 505-827-7241.
- Level 2 A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per unit per month. The record reviews will not be required to be submitted to the Quality Improvement Section.

Effective March 2007, counties with a timeliness rate below 98% in either 30-day or 7-day application processing will be required to submit a Corrective Action Plan (CAP) to the Regional Operations Manager (ROM). The ROM will take into consideration small offices with a limited number of applications that were processed in a given month when requesting CAPs; however

any deficiencies will be addressed. CAPs are due at the end of the month following the last month in a reporting quarter.

Please share this data with staff as appropriate. If there are any questions or comments, please contact Stephanie Valdez, Quality Improvement Section at 827-7708 or e-mail at Stephanie.valdez1@state.nm.us.

Attachment

cc: Shalonda Moore, FNS SW Regional Office

**Quality Improvement Section SNAP Performance Report
Quality Control Finding FFY 2013**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$202,990		
Total Dollar Errors	\$8,129	Total Error Rate %	4.00%
Total Dollar Over	\$4,421	% Error Rate Over	2.18%
Total Dollar Under	\$876	% Error Rate Under	0.43%
Total Dollar Ineligible	\$2,832	% Error Rate Ineligible	1.40%

Cumulative Case Error Rate	
Total Reviewed	711
% in Error	6.75%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$3,302		1.63%	

Cases Dropped	73
Correct	663
Overpaid	31
Underpaid	6
Ineligible	11

Client Error (Dollar Amount):		Client % Error Rate:	
\$4,827		2.38%	

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	HIPAC Share	State Share
01	SE Bernalillo	\$0		\$0		\$0	\$14,071	0.00%	0.00%	0.00%
07	W.Dona Ana	\$0	0%	\$189	100%	\$189	\$5,879	3.21%	4.57%	2.33%
17	McKinley	\$0		\$0		\$0	\$5,997	0.00%	0.00%	0.00%
23	Sandoval	\$0	0%	\$736	100%	\$736	\$14,656	5.02%	17.79%	9.05%
24	San Juan	\$287	100%	\$0	0%	\$287	\$13,870	2.07%	6.94%	3.53%
26	Santa Fe	\$164	58%	\$117	42%	\$281	\$6,961	4.04%	6.79%	3.46%
35	NW Bernalillo	\$0	0%	\$295	100%	\$295	\$13,700	2.15%	7.13%	3.63%
36	SW Bernalillo	\$304	43%	\$402	57%	\$706	\$17,546	4.02%	17.06%	8.68%
38	S. Dona Ana	\$524	100%	\$0	0%	\$524	\$8,446	6.20%	12.66%	6.45%
39	NE Bernalillo	\$581	52%	\$539	48%	\$1,120	\$19,953	5.61%	27.07%	13.78%
HIPAC Sub Totals		\$1,860	45%	\$2,278	55%	\$4,138	\$121,079	3.42%	100.00%	50.90%

Non-HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	Non-HIPAC Share	State Share
03	Chaves	\$0		\$0		\$0	\$7,179	0.00%	0.00%	0.00%
04	Colfax/Union	\$93	100%	\$0	0%	\$93	\$548	16.97%	2.33%	1.14%
05	Curry	\$0		\$0		\$0	\$3,948	0.00%	0.00%	0.00%
08	Eddy	\$0		\$0		\$0	\$2,262	0.00%	0.00%	0.00%
09	Grant/Hidalgo	\$54	9%	\$526	91%	\$580	\$3,930	14.76%	14.53%	7.13%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$216	0.00%	0.00%	0.00%
13	Lea	\$0	0%	\$288	100%	\$288	\$2,923	9.85%	7.22%	3.54%
14	Lincoln	\$0		\$0		\$0	\$3,879	0.00%	0.00%	0.00%
16	Luna	\$233	100%	\$0	0%	\$233	\$4,534	5.14%	5.84%	2.87%
19	Otero	\$86	100%	\$0	0%	\$86	\$4,525	1.90%	2.15%	1.06%
20	Quay	\$0		\$0		\$0	\$1,422	0.00%	0.00%	0.00%
21	Rio Arriba	\$204	50%	\$200	50%	\$404	\$7,393	5.46%	10.12%	4.97%
22	Roosevelt	\$0		\$0		\$0	\$1,720	0.00%	0.00%	0.00%
25	San Miguel	\$163	26%	\$466	74%	\$629	\$4,653	13.52%	15.76%	7.74%
27	Sierra	\$0		\$0		\$0	\$837	0.00%	0.00%	0.00%
28	Socorro	\$0	0%	\$74	100%	\$74	\$1,783	4.15%	1.85%	0.91%
29	Taos	\$0		\$0		\$0	\$4,387	0.00%	0.00%	0.00%
30	Torrance	\$0		\$0		\$0	\$3,468	0.00%	0.00%	0.00%
32	S. Valencia	\$0	0%	\$184	100%	\$184	\$2,958	6.22%	4.61%	2.26%
33	Cibola	\$0		\$0		\$0	\$2,512	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$2,115	0.00%	0.00%	0.00%
37	E. Dona Ana	\$115	36%	\$201	64%	\$316	\$6,984	4.52%	7.92%	3.89%
42	N. Valencia	\$494	47%	\$549	53%	\$1,043	\$5,835	17.87%	26.13%	12.83%
49	NMCAP	\$0	0%	\$61	100%	\$61	\$1,900	3.21%	1.53%	0.75%
Non-HIPAC Sub Totals		\$1,442	36%	\$2,549	64%	\$3,991	\$81,911	4.87%	100.0%	49.10%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2013**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$202,990		
Total Dollar Errors	\$8,129	Total Error Rate %	4.00%
Total Dollar Over	\$4,421	% Error Rate Over	2.18%
Total Dollar Under	\$876	% Error Rate Under	0.43%
Total Dollar Ineligible	\$2,832	% Error Rate Ineligible	1.40%
Agency Error (Dollar Amount):		Agency % Error Rate:	
\$3,302		1.63%	
Client Error (Dollar Amount):		Client % Error Rate:	
\$4,827		2.38%	

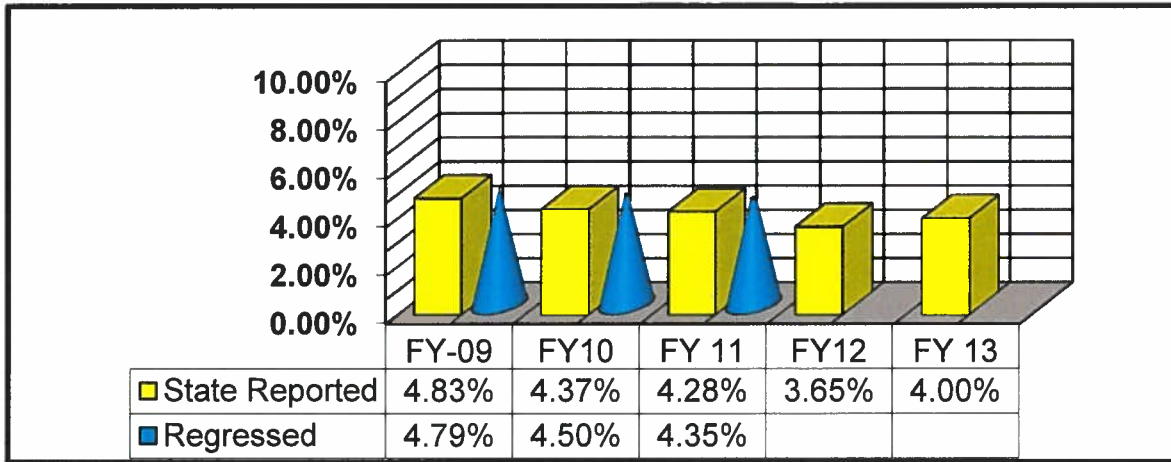
Cumulative Case Error Rate

Total Reviewed	711
% in Error	6.75%
Cases Dropped	73
Correct	663
Overpaid	31
Underpaid	6
Ineligible	11

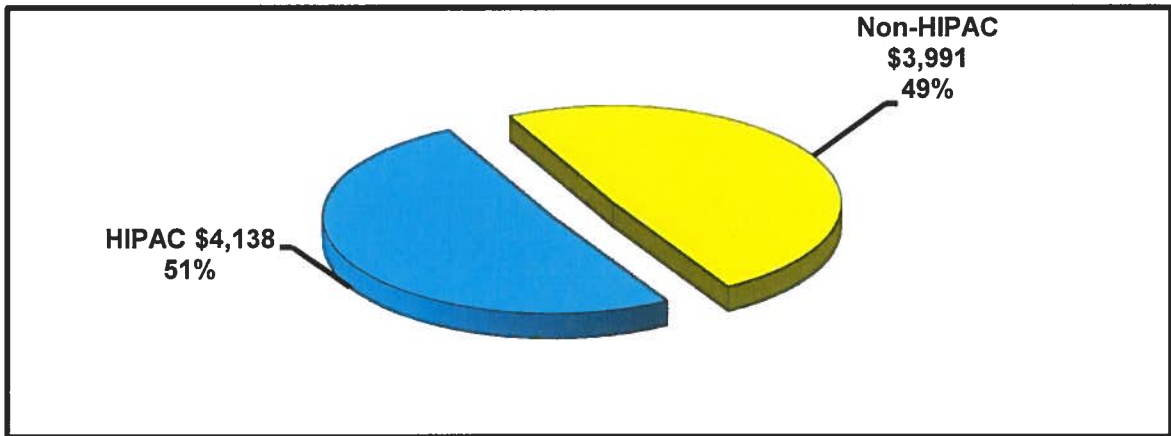
4. REGIONAL - Cumulative Payment Error Rates

	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
NE Region							
04 Colfax	\$93	\$0	\$93	\$548	16.97%	6.61%	1.14%
21 Rio Arriba	\$204	\$200	\$404	\$7,393	5.46%	28.71%	4.97%
25 San Miguel	\$163	\$466	\$629	\$4,653	13.52%	44.71%	7.74%
26 Santa Fe	\$164	\$117	\$281	\$6,961	4.04%	19.97%	3.46%
29 Taos	\$0	\$0	\$0	\$4,387	0.00%	0.00%	0.00%
NE Region Totals	\$624	\$783	\$1,407	\$23,942	5.88%	100.00%	17.31%
NW Region							
17 McKinley	\$0	\$0	\$0	\$5,997	0.00%	0.00%	0.00%
23 Sandoval	\$0	\$736	\$736	\$14,656	5.02%	32.71%	9.05%
24 San Juan	\$287	\$0	\$287	\$13,870	2.07%	12.76%	3.53%
32 S. Valencia	\$0	\$184	\$184	\$2,958	6.22%	8.18%	2.26%
33 Cibola	\$0	\$0	\$0	\$2,512	0.00%	0.00%	0.00%
42 N. Valencia	\$494	\$549	\$1,043	\$5,835	17.87%	46.36%	12.83%
NW Region Totals	\$781	\$1,469	\$2,250	\$45,828	4.91%	100.00%	27.68%
SW Region							
07 W. Dona Ana	\$0	\$189	\$189	\$5,879	3.21%	9.44%	2.33%
09 Grant/Hidalgo	\$54	\$526	\$580	\$3,930	14.76%	28.97%	7.13%
14 Lincoln	\$0	\$0	\$0	\$3,879	0.00%	0.00%	0.00%
16 Luna	\$233	\$0	\$233	\$4,534	5.14%	11.64%	2.87%
19 Otero	\$86	\$0	\$86	\$4,525	1.90%	4.30%	1.06%
27 Sierra	\$0	\$0	\$0	\$837	0.00%	0.00%	0.00%
28 Socorro	\$0	\$74	\$74	\$1,783	4.15%	3.70%	0.91%
37 E. Dona Ana	\$115	\$201	\$316	\$6,984	4.52%	15.78%	3.89%
38 S. Dona Ana	\$524	\$0	\$524	\$8,446	6.20%	26.17%	6.45%
SW Region Totals	\$1,012	\$990	\$2,002	\$40,797	4.91%	100.00%	24.63%
SE Region							
03 Chaves	\$0	\$0	\$0	\$7,179	0.00%	0.00%	0.00%
05 Curry	\$0	\$0	\$0	\$3,948	0.00%	0.00%	0.00%
08 Eddy	\$0	\$0	\$0	\$2,262	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$216	0.00%	0.00%	0.00%
13 Lea	\$0	\$288	\$288	\$2,923	9.85%	100.00%	3.54%
20 Quay	\$0	\$0	\$0	\$1,422	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,720	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$2,115	0.00%	0.00%	0.00%
SE Region Totals	\$0	\$288	\$288	\$21,785	1.32%	100.00%	3.54%
Central Region							
01 SE Bernalillo	\$0	\$0	\$0	\$14,071	0.00%	0.00%	0.00%
35 NW Bernalillo	\$0	\$295	\$295	\$13,700	2.15%	13.91%	3.63%
36 SW Bernalillo	\$304	\$402	\$706	\$17,546	4.02%	33.29%	8.68%
39 NE Bernalillo	\$581	\$539	\$1,120	\$19,953	5.61%	52.81%	13.78%
30 Torrance	\$0	\$0	\$0	\$3,468	0.00%	0.00%	0.00%
Central Region Totals	\$885	\$1,236	\$2,121	\$68,738	3.09%	100.00%	26.09%
49 NMCAP	\$0	\$61	\$61	\$1,900	3.21%	100.00%	0.75%
State Totals	\$3,302	\$4,827	\$8,129	\$202,990	4.00%	100.00%	100.00%

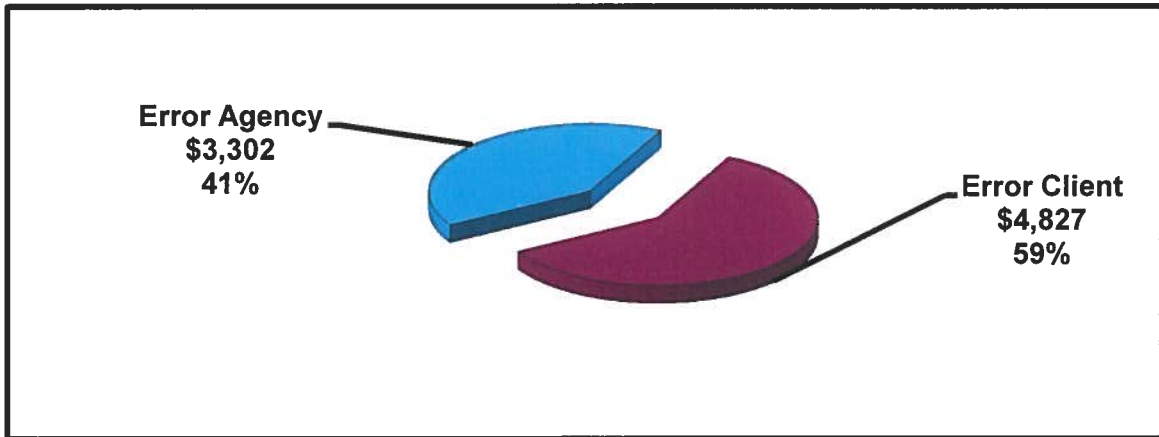
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



6. HIPAC Dollar Errors - Compared to the Remainder of the State



7. Agency-vs-Client Errors



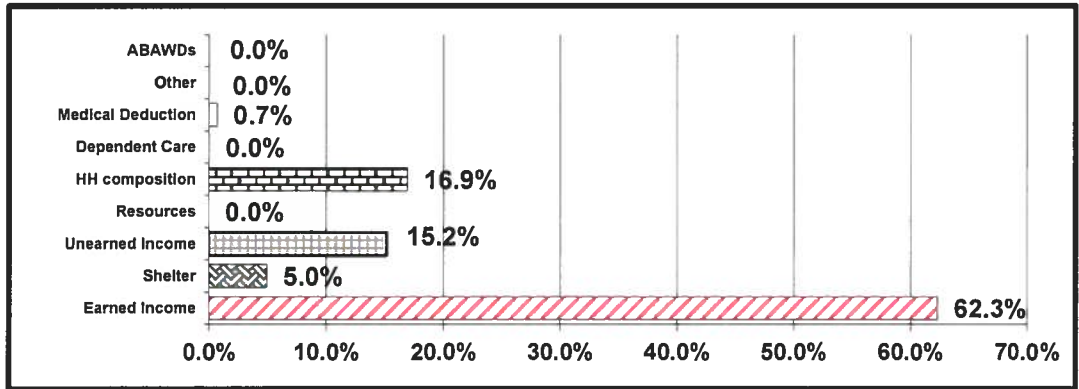
Average Client Error = \$210

Average Agency Error = \$132

8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

<i>Food Stamps</i>	<i>Agency</i>	<i>Client</i>	<i>% Agency Cause</i>
Earned Income	\$1,186	\$3,878	23.4%
Shelter	\$281	\$122	69.7%
Unearned Income	\$479	\$753	38.9%
Resources	\$0	\$0	0.0%
HH composition	\$1,302	\$74	94.6%
Dependent Care	\$0	\$0	0.0%
Medical Deduction	\$54	\$0	100.0%
Other	\$0	\$0	0.0%
ABAWDs	\$0	\$0	0.0%

9. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



10. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Description</i>
59.37%	\$4,826	311	WAGES & SALARIES
8.33%	\$677	150	HOUSEHOLD COMPOSITION
2.31%	\$188	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.64%	\$215	364	SUA
2.83%	\$230	130	CITIZENSHIP/NON-CITIZEN STATUS
3.94%	\$320	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
2.26%	\$184	342	CONTRIBUTIONS
2.89%	\$235	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
2.26%	\$184	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
4.71%	\$383	346	OTHER UEI
4.86%	\$395	111	STUDENT STATUS
0.66%	\$54	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
0.00%	\$0	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
2.93%	\$238	312	SELF-EMPLOYMENT INCOME
0.00%	\$0	332	VA BENEFITS
0.00%	\$0	347	UEI--TANF
0.00%	\$0	371	COMBINED GROSS INCOME
0.00%	\$0	163	VOLUNTARY QUIT
0.00%	\$0	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2013

In this table, general cause for agency error is ranked by the top three error causing areas

- F No action on anticipated or known changes
- M Math or transcription error
- O Other
- P Policy or procedure not applied or not correctly applied
- R No action on reported information
- S ISD2 or CSED systems caused error
- V Inadequate verification
- X Old or invalid data or coding not removed from ISD2

	ALL Err	EI	HHC	UEI
R	\$0	\$0	\$0	\$0
P	\$2,969	\$1,088	\$1,165	\$381
V	\$0	\$0	\$0	\$0
M	\$0	\$0	\$0	\$0
F	\$0	\$0	\$0	\$0
X	\$0	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
Total	\$2,969	\$1,088	\$1,165	\$381

Agency errors with "policy or procedure not applied or not correctly applied" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "household composition" elements account for 89% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$1,499	\$1,209	\$2,557	\$913	\$1,788	\$163
%	18.4%	14.9%	31.5%	11.2%	22.0%	2.0%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.3
Correct Cases	2.3
Error Cases	2.8
Client Error Cases	2.4

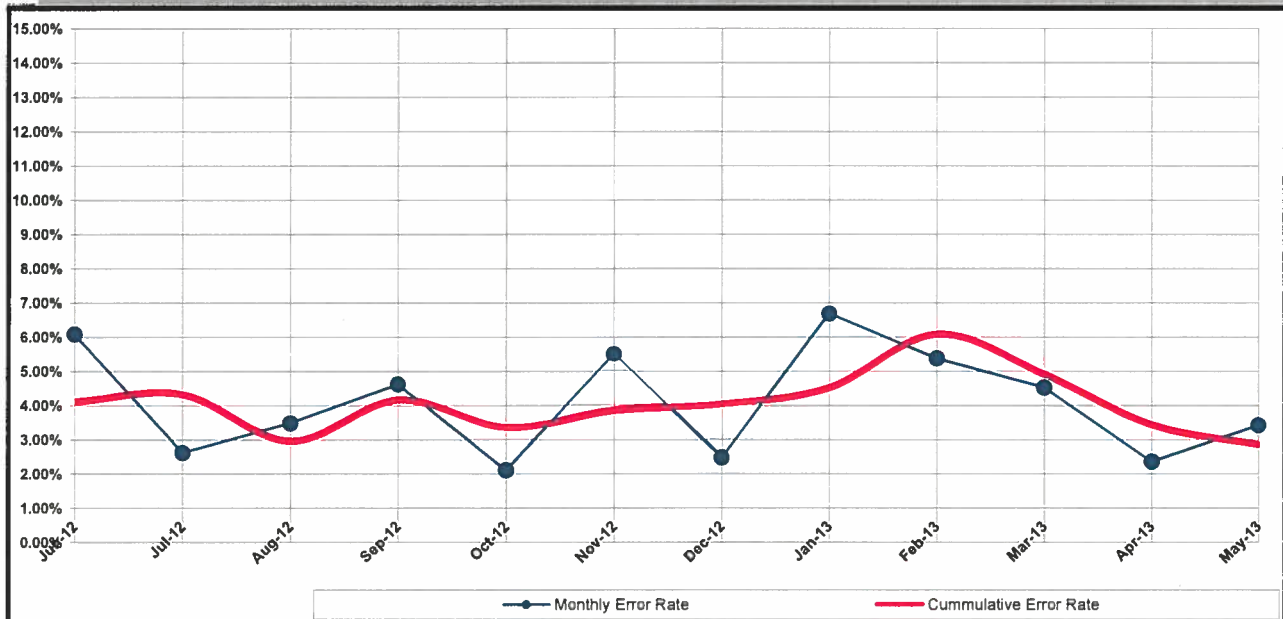
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,542	19.0%
Recert	\$2,728	33.6%
Change	\$793	9.8%
Transitional FS	\$0	0.0%
Semi Annual	\$2,893	35.6%
Annual Report	\$173	2.1%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	12	25.0%
Recert	15	31.3%
Change	6	12.5%
Transitional FS	0	0.0%
Semi-Annual	13	27.1%
Annual Report	2	4.2%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE



Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2013 as of 10/16/2013

17. REGIONAL - Cumulative Data Analysis of SNAP Dollars Issued vs. SNAP Dollars in Error 10/12 to 5/13

Northwest Region (I)	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
17 McKinley	\$24,581,070	23.7%	5.4%	\$5,997	\$0	0.00%	0.00%
23 Sandoval	\$23,070,531	22.2%	5.1%	\$14,656	\$736	32.71%	9.05%
24 San Juan	\$28,145,420	27.1%	6.2%	\$13,870	\$287	12.76%	3.53%
32 S. Valencia	\$6,846,030	6.6%	1.5%	\$2,958	\$184	8.18%	2.26%
33 Cibola	\$8,401,410	8.1%	1.9%	\$2,512	\$0	0.00%	0.00%
42 N. Valencia	\$12,858,168	12.4%	2.8%	\$5,835	\$1,043	46.36%	12.83%
Region I Totals	\$103,902,629	23.0%	23.0%	\$45,828	\$2,250	100.00%	27.68%

Northeast Region (II)	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
04 Colfax	\$3,151,930	5.5%	0.7%	\$548	\$93	6.61%	1.14%
21 Rio Arriba	\$15,071,850	26.4%	3.3%	\$7,393	\$404	28.71%	4.97%
25 San Miguel	\$10,189,327	17.8%	2.3%	\$4,653	\$629	44.71%	7.74%
26 Santa Fe	\$20,886,038	36.6%	4.6%	\$6,961	\$281	19.97%	3.46%
29 Taos	\$7,803,057	13.7%	1.7%	\$4,387	\$0	0.00%	0.00%
Region II Totals	\$57,102,202	12.6%	12.6%	\$23,942	\$1,407	100.00%	17.31%

Central Region (III)	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
01 SE Bernalillo	\$24,576,025	17.1%	5.4%	\$14,071	\$0	0.00%	0.00%
35 NW Bernalillo	\$31,951,939	22.2%	7.1%	\$13,700	\$295	13.91%	3.63%
36 SW Bernalillo	\$40,721,823	28.3%	9.0%	\$17,546	\$706	33.29%	8.68%
39 NE Bernalillo	\$40,845,488	28.4%	9.0%	\$19,953	\$1,120	52.81%	13.78%
30 Torrance	\$5,748,706	5.9%	1.3%	\$3,468	\$0	0.00%	0.00%
Region III Totals	\$143,843,981	31.8%	31.8%	\$68,738	\$2,121	100.00%	26.09%

Southeast Region (IV)	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
03 Chaves	\$14,938,618	29.5%	3.3%	\$7,179	\$0	0.00%	0.00%
05 Curry	\$9,556,000	18.8%	2.1%	\$3,948	\$0	0.00%	0.00%
08 Eddy	\$6,487,143	12.8%	1.4%	\$2,262	\$0	0.00%	0.00%
10 Guadalupe/DeBaca	\$1,329,277	2.3%	0.3%	\$216	\$0	0.00%	0.00%
13 Lea	\$9,802,019	19.3%	2.2%	\$2,923	\$288	100.00%	3.54%
20 Quay	\$2,448,825	4.8%	0.5%	\$1,422	\$0	0.00%	0.00%
22 Roosevelt	\$3,157,312	6.2%	0.7%	\$1,720	\$0	0.00%	0.00%
34 Eddy/Artesia	\$2,975,865	5.9%	0.7%	\$2,115	\$0	0.00%	0.00%
Region IV Totals	\$50,695,059	11%	11%	\$21,785	\$288	100.00%	3.54%

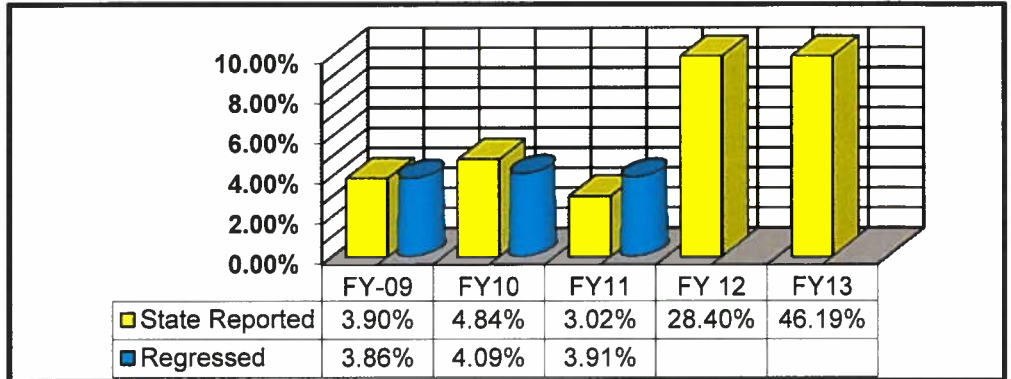
Southwest Region (V)	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
07 W. Dona Ana	\$21,056,209	21.7%	4.7%	\$5,879	\$189	9.44%	2.33%
09 Grant/Hidalgo	\$7,595,281	7.8%	1.7%	\$3,930	\$580	28.97%	7.13%
14 Lincoln	\$3,800,902	3.9%	0.8%	\$3,879	\$0	0.00%	0.00%
16 Luna	\$8,466,474	8.7%	1.9%	\$4,534	\$233	11.64%	2.87%
19 Otero	\$9,381,308	9.7%	2.1%	\$4,525	\$86	4.30%	1.06%
27 Sierra	\$4,999,811	5.1%	1.1%	\$837	\$0	0.00%	0.00%
28 Socorro	\$5,439,470	5.6%	1.2%	\$1,783	\$74	3.70%	0.91%
37 E. Dona Ana	\$16,270,714	16.7%	3.6%	\$6,984	\$316	15.78%	3.89%
38 S. Dona Ana	\$20,133,471	20.73%	4.4%	\$8,446	\$524	26.17%	6.45%
Region V Totals	\$97,143,640	21.5%	21.5%	\$40,797	\$2,002	100.00%	24.63%
49 NM CAP Unit	\$0	0.0%	0.0%	\$1,900	\$61	0.15%	0.75%
State Totals	\$452,687,511	100%	100%	\$202,990	\$8,129	100%	100%

FFY 2013 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	360
invalid	309
drop	10
total	669
% invalid	46.19%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NE Region					
04	Colfax	7	3	10	30.0%
21	Rio Arriba	9	9	18	50.0%
25	San Miguel	2	2	4	50.0%
26	Santa Fe	23	14	37	37.8%
29	Taos	3	3	6	50.0%
NE Region Totals		44	31	75	41.3%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NW Region					
17	McKinley	7	13	20	65.0%
23	Sandoval	17	16	33	48.5%
24	San Juan	18	20	38	52.6%
32	S. Valencia	5	6	11	54.5%
33	Cibola	2	10	12	83.3%
42	N. Valencia	9	8	17	47.1%
NW Region Totals		58	73	131	55.7%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SW Region Totals					
07	W. Dona Ana	13	10	23	43.5%
09	Grant/Hidalgo	3	9	12	75.0%
14	Lincoln	5	2	7	28.6%
16	Luna	8	10	18	55.6%
19	Otero	15	6	21	28.6%
27	Sierra	4	2	6	33.3%
28	Socorro	2	3	5	60.0%
37	E. Dona Ana	11	10	21	47.6%
38	S. Dona Ana	9	8	17	47.1%
SW Region Totals		70	60	130	46.2%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SE Region					
03	Chaves	21	4	25	16.0%
05	Curry	4	10	14	71.4%
08	Eddy	5	7	12	58.3%
10	Guad/DeBaca	0	0	0	
13	Lea	10	11	21	52.4%
20	Quay	2	2	4	50.0%
22	Roosevelt	4	2	6	33.3%
34	Eddy/Artesia	3	5	8	62.5%
SW Region Totals		49	41	90	45.6%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Region					
01	SE Bernalillo	19	15	34	44.1%
35	NW Bernalillo	26	29	55	52.7%
36	SW Bernalillo	33	19	52	36.5%
39	NE Bernalillo	59	39	98	39.8%
30	Torrance	2	2	4	50.0%
Central Region Totals		139	104	243	42.8%

Negative Action Time of Occurrence

Closure	252	81.6%
Denial	57	18.4%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Unit					
49	CAP	0	0	0	

FFY 2013 Expedite Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
Rio Arriba	99.5%	100.0%	100.0%	99.6%	99.5%	99.4%	100.0%	98.9%	99.4%	100.0%	94.3%	87.7%	98.2%
San Miguel	99.1%	99.0%	100.0%	96.3%	96.6%	98.2%	99.2%	99.0%	100.0%	100.0%	99.2%	100.0%	98.8%
Santa Fe	98.8%	99.3%	98.5%	98.5%	98.0%	98.8%	95.1%	96.3%	98.4%	97.7%	97.8%	98.9%	98.0%
Taos	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
NE Region TOTAL	99.2%	99.6%	99.2%	98.6%	98.3%	99.1%	97.9%	98.2%	99.2%	98.6%	97.4%	96.4%	98.5%
NW Region													
Cibola	98.7%	100.0%	98.8%	100.0%	100.0%	100.0%	98.7%	99.0%	100.0%	100.0%	98.9%	100.0%	99.5%
McKinley	97.8%	94.7%	100.0%	99.0%	99.5%	98.9%	99.0%	98.1%	100.0%	96.8%	100.0%	99.0%	98.5%
Sandoval	98.9%	99.2%	100.0%	99.3%	98.2%	98.7%	97.8%	98.9%	98.8%	99.2%	99.4%	99.1%	99.0%
San Juan	99.5%	100.0%	100.0%	99.4%	99.5%	100.0%	99.6%	99.7%	100.0%	98.8%	100.0%	100.0%	99.7%
Valencia South	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Valencia North	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	99.2%	98.6%	100.0%	97.8%	99.4%
NW Region TOTAL	98.9%	98.8%	99.9%	99.5%	99.2%	99.4%	99.0%	98.9%	99.5%	98.7%	99.7%	99.3%	99.2%
SW Region													
Dona Ana (West)	99.0%	99.2%	100.0%	99.7%	100.0%	100.0%	100.0%	99.7%	99.6%	99.7%	99.4%	100.0%	99.7%
Dona Ana (East)	100.0%	99.4%	99.4%	99.6%	100.0%	100.0%	100.0%	97.9%	98.1%	99.5%	99.3%	96.7%	99.3%
Dona Ana (Southern)	99.1%	100.0%	99.0%	98.4%	100.0%	100.0%	100.0%	100.0%	99.0%	99.3%	99.1%	96.2%	99.4%
Grant/Hidalgo	100.0%	98.7%	98.2%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%
Lincoln	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Luna	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	84.0%	99.2%
Otero	98.3%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	99.4%	100.0%	99.6%
Sierra	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%	99.6%
Socorro	98.2%	98.1%	100.0%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	98.3%	100.0%	99.2%
SW Region Total	99.1%	99.4%	99.4%	99.6%	100.0%	100.0%	99.7%	99.6%	99.4%	99.6%	99.3%	97.4%	99.5%
SE Region													
Chaves	98.8%	100.0%	98.6%	99.0%	98.4%	98.7%	99.4%	100.0%	99.4%	99.5%	99.5%	96.4%	99.2%
Curry	100.0%	100.0%	98.0%	99.2%	100.0%	100.0%	97.5%	99.2%	100.0%	99.4%	99.2%	100.0%	99.4%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eddy	98.4%	100.0%	100.0%	100.0%	95.9%	97.9%	97.8%	96.6%	99.1%	99.2%	100.0%	95.8%	98.5%
Eddy (Artesia)	97.6%	100.0%	100.0%	97.4%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%
Lea	100.0%	100.0%	98.0%	99.2%	100.0%	100.0%	98.7%	98.5%	99.3%	98.7%	98.8%	100.0%	99.2%
Quay	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%	100.0%	99.3%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	99.7%
SE Region Total	99.2%	99.8%	98.9%	99.3%	98.8%	99.2%	98.5%	98.7%	99.4%	99.4%	99.5%	98.4%	99.1%
Central Region													
Bernalillo (NE)	99.5%	99.5%	99.7%	99.3%	99.7%	99.1%	99.7%	99.9%	99.6%	99.6%	99.3%	99.1%	99.5%
Bernalillo (NW)	99.0%	98.6%	99.4%	98.6%	99.6%	99.3%	99.1%	98.6%	99.1%	99.0%	98.4%	99.6%	99.0%
Bernalillo (SE)	98.8%	99.1%	99.8%	99.6%	99.6%	99.8%	100.0%	99.6%	99.0%	98.9%	99.8%	99.5%	99.4%
Bernalillo (SW)	96.7%	99.1%	98.9%	99.3%	99.3%	99.3%	99.2%	99.3%	99.5%	98.9%	99.5%	99.3%	99.0%
Torrance	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	97.0%	100.0%	99.5%
Central Region Total	98.5%	99.1%	99.4%	99.2%	99.6%	99.3%	99.5%	99.4%	99.3%	99.1%	99.2%	99.4%	99.2%
Central Unit	na	na	na	na	100.0%	na	na	na	na	100.0%	na	100.0%	100.0%
CAP Unit	na	0.0%	100.0%	na	na	na	100.0%	100.0%	na	na	na	na	98.5%
STATE TOTAL	98.9%	99.2%	99.4%	99.3%	99.4%	99.4%	99.2%	99.1%	99.4%	99.1%	99.1%	98.7%	99.2%

FFY 2013 30-Day Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%
Rio Arriba	99.4%	99.2%	99.4%	99.4%	96.6%	99.1%	97.9%	98.9%	97.5%	94.9%	98.9%	95.4%	98.3%
San Miguel	100.0%	99.1%	98.8%	99.3%	99.3%	97.2%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	99.4%
Santa Fe	96.2%	98.9%	99.6%	98.4%	100.0%	99.7%	100.0%	99.2%	100.0%	99.2%	99.6%	100.0%	99.2%
Taos	99.0%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	100.0%	98.7%	99.0%	100.0%	99.4%
NE Region TOTAL	98.3%	99.3%	99.5%	98.6%	98.8%	99.1%	99.4%	99.2%	99.3%	99.0%	99.5%	99.0%	99.1%
NW Region													
Cibola	97.6%	95.1%	96.7%	99.2%	100.0%	97.6%	99.1%	98.3%	95.7%	97.5%	99.0%	100.0%	98.0%
McKinley	98.4%	98.7%	98.2%	99.2%	97.8%	95.1%	97.2%	97.7%	98.6%	97.0%	97.8%	99.6%	98.0%
Sandoval	95.2%	95.2%	95.4%	94.8%	94.4%	98.6%	98.9%	97.8%	97.2%	96.6%	96.7%	99.2%	96.7%
San Juan	97.3%	99.3%	99.5%	99.1%	97.8%	98.1%	99.5%	98.8%	99.3%	98.9%	99.8%	99.6%	98.9%
S. Valencia	100.0%	100.0%	98.7%	93.2%	98.6%	100.0%	100.0%	100.0%	98.8%	98.6%	97.8%	97.5%	98.4%
N. Valencia	99.5%	100.0%	100.0%	100.0%	100.0%	98.1%	99.4%	96.9%	98.6%	100.0%	98.8%	99.2%	99.2%
NW Region TOTAL	97.7%	98.1%	98.1%	98.1%	97.5%	97.8%	99.0%	98.2%	98.4%	98.0%	98.5%	99.4%	98.2%
SW Region													
Dona Ana (West)	98.9%	98.5%	100.0%	99.1%	100.0%	99.6%	100.0%	99.1%	98.4%	97.9%	99.4%	98.6%	99.2%
Dona Ana (East)	99.2%	100.0%	99.4%	99.0%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	95.7%	99.7%
Dona Ana (Southern)	99.3%	98.6%	97.0%	99.6%	99.0%	99.0%	99.5%	98.4%	97.9%	99.5%	99.6%	97.7%	98.9%
Grant/Hidalgo	99.2%	100.0%	97.4%	98.0%	96.2%	97.9%	100.0%	100.0%	97.8%	100.0%	99.2%	100.0%	98.8%
Lincoln	98.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	94.2%	98.6%	98.5%	91.7%	98.5%
Luna	98.6%	97.6%	99.1%	97.3%	94.6%	98.5%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	98.6%
Otero	98.1%	100.0%	98.5%	98.4%	98.3%	99.2%	99.3%	97.7%	100.0%	100.0%	94.9%	100.0%	98.6%
Sierra	100.0%	100.0%	98.2%	100.0%	98.3%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	99.6%
Socorro	100.0%	100.0%	97.1%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%
SW Region Total	99.0%	99.2%	98.8%	98.9%	98.6%	99.4%	99.8%	99.3%	98.9%	99.3%	99.1%	97.8%	99.1%
SE Region													
Chaves	97.7%	96.3%	98.3%	99.0%	100.0%	99.5%	100.0%	100.0%	98.8%	99.3%	99.6%	100.0%	99.0%
Curry	95.2%	98.4%	94.3%	94.1%	97.9%	98.3%	98.3%	98.1%	99.2%	99.2%	96.8%	96.6%	97.2%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eddy	99.1%	97.3%	95.2%	100.0%	97.0%	96.2%	97.8%	97.5%	98.8%	96.9%	96.9%	87.0%	97.3%
Eddy (Artesia)	100.0%	98.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%	83.3%	99.2%
Lea	98.7%	98.4%	97.6%	98.5%	94.9%	97.0%	98.3%	96.0%	99.4%	98.8%	98.4%	93.3%	97.8%
Quay	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
Roosevelt	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
SE Region Total	98.1%	97.7%	97.2%	98.2%	98.1%	98.5%	99.1%	98.5%	99.3%	99.0%	98.4%	96.5%	98.3%
Central Region													
Bernalillo (NE)	99.0%	99.2%	99.6%	99.1%	98.9%	99.4%	99.4%	99.3%	99.4%	99.4%	99.8%	99.4%	99.3%
Bernalillo (NW)	98.5%	98.8%	98.2%	97.6%	98.2%	98.1%	98.8%	98.9%	98.0%	98.4%	99.2%	98.5%	98.5%
Bernalillo (SE)	94.4%	95.8%	96.4%	98.1%	97.1%	98.8%	99.7%	99.4%	99.3%	99.1%	98.9%	99.6%	98.2%
Bernalillo (SW)	96.5%	96.4%	98.7%	98.4%	96.9%	98.2%	99.0%	98.5%	98.4%	98.7%	98.1%	97.2%	97.9%
Torrance	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	98.8%	96.4%	99.4%
Central Region Total	97.5%	97.9%	98.6%	98.4%	97.9%	98.7%	99.2%	99.0%	98.8%	98.9%	99.0%	98.5%	98.6%
Central Off Elig Unit	na	na	100.0%	na	na	na	na	na	na	na	na	na	100.0%
CAP Unit	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	90.0%	na	98.1%
STATE TOTAL	98.1%	98.4%	98.5%	98.5%	98.1%	98.7%	99.3%	98.9%	98.8%	98.8%	98.9%	98.7%	98.6%

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	na	na	na	na	na	na	na	na					
Rio Arriba	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
San Miguel	na	0.0%	100.0%	100.0%	na	100.0%	na	100.0%					85.7%
Santa Fe	66.7%	na	na	75.0%	100.0%	100.0%	50.0%	50.0%					69.2%
Taos	na	na	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
NE Region TOTAL	83.3%	50.0%	100.0%	93.8%	100.0%	100.0%	83.3%	87.5%					90.2%
NW Region													
Cibola	na	na	na	na	na	na	100.0%	na					
McKinley	100.0%	100.0%	na	100.0%	na	100.0%	100.0%	100.0%					100.0%
Sandoval	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	85.7%	66.7%					88.5%
San Juan	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%					94.1%
Valencia South	100.0%	na	na	100.0%	100.0%	na	100.0%	na					100.0%
Valencia North	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
NW Region TOTAL	100.0%	100.0%	83.3%	100.0%	91.7%	100.0%	97.6%	91.7%					94.7%
SW Region													
Dona Ana (West)	100.0%	100.0%	100.0%	50.0%	na	100.0%	100.0%	100.0%					90.0%
Dona Ana (East)	100.0%	100.0%	100.0%	100.0%	100.0%	na	100.0%	100.0%					100.0%
Dona Ana (Southern)	100.0%	100.0%	na	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
Grant/Hidalgo	na	100.0%	100.0%	100.0%	na	100.0%	100.0%	na					100.0%
Lincoln	100.0%	na	na	na	na	na	na	na					100.0%
Luna	100.0%	100.0%	na	100.0%	100.0%	na	na	na					100.0%
Otero	100.0%	100.0%	na	100.0%	100.0%	na	na	100.0%					100.0%
Sierra	na	na	na	100.0%	100.0%	na	100.0%	na					100.0%
Socorro	na	na	na	na	na	100.0%	na	100.0%					
SW Region Total	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%	100.0%					98.3%
SE Region													
Chaves	50.0%	100.0%	100.0%	100.0%	na	na	100.0%	100.0%					92.9%
Curry	0.0%	100.0%	100.0%	100.0%	na	na	na	na					80.0%
Guadalupe	na	na	na	na	na	na	na	na					
Eddy	na	na	100.0%	na	100.0%	na	na	na					100.0%
Eddy (Artesia)	na	na	100.0%	na	na	na	100.0%	na					100.0%
Lea	100.0%	na	100.0%	na	na	100.0%	100.0%	na					100.0%
Quay	na	na	na	na	na	na	na	100.0%					
Roosevelt	na	100.0%	na	na	na	na	na	na					100.0%
SE Region Total	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					93.3%
Central Region													
Bernalillo (NE)	100.0%	83.3%	100.0%	75.0%	100.0%	100.0%	83.3%	100.0%					90.0%
Bernalillo (NW)	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%	100.0%					95.7%
Bernalillo (SE)	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%	75.0%					88.0%
Bernalillo (SW)	71.4%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%	85.7%					85.7%
Torrance	100.0%	100.0%	na	na	na	100.0%	na	na					100.0%
Central Region Total	87.5%	96.7%	87.5%	93.8%	87.5%	94.3%	95.8%	90.2%					90.0%
Central Unit													
Central Unit	na	na	na	na	na	na	na	na					
CAP Unit	100.0%	100.0%	100.0%	100.0%	na	na	100.0%	100.0%					100.0%
STATE TOTAL	89.6%	95.0%	93.9%	93.5%	94.9%	94.7%	94.0%	90.5%					93.2%