

General Information Memorandum

ISD-GI 15-06

TO: ISD Employees
FROM:  Marilyn Martinez, Director, Income Support Division
RE: Revised FFY 2014 SNAP Performance Report
DATE: April 3, 2015

Attached please find the revised final issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2014. This report includes all Quality Control (QC) findings received for the review month of October 2013 through September 2014. All errors for October 2013 through September 2014 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2014 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 **March 1, 2014, per IPP 14-01**, 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 supervisor per month. Of the 35 reviews, at least 20 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 15 must be reviewed using the case read function in ASPEN. **These completed reviews must be completed by the last working day of the month.** All of the reviews must contain SNAP as a Category of Eligibility (COE).
- Level 2: A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per supervisor per month. Of the 25 reviews, at least 15 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 10 must be reviewed using the case read function in ASPEN. **These completed reviews must be completed**

by the last working day of the month. All of the reviews must contain SNAP as a Category of Eligibility (COE).

Effective **March 1, 2014, per IPP 14-01**, counties will review cases using Criteria #152 for both Level 1 and Level 2 Case Read Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and barriers and the NVRA settlement agreement requirements were addressed. Supervisors should review cases from each one of their staff. A spreadsheet for each county office has been created to track the Second Party Reviews. The spreadsheets are located on the QIS Reports Monitoring shared drive in the folder named Second Party Reviews. Each region will have a folder containing the individual offices. **The spreadsheets must be completed monthly by the last calendar day of the month.**

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly.

If counties are found to be non-compliant with mandatory case reads, **County Directors**, as part of a remedial Corrective Action Plan, will review a minimum 5 cases per supervisor prior to the last working day of the month.

Please share this data with staff as appropriate. If there are any questions or comments, please contact Carolyn Craven of the Quality Assessment Bureau at 827-7224 or e-mail at Carolyn.Craven@state.nm.us.

Attachment

Quality Improvement Section SNAP Performance Report

Quality Control Finding FFY 2014

1. STATE - Cumulative Payment Error Rates

Total Paid	\$280,753		
Total Dollar Errors	\$17,094	Total Error Rate %	6.09%
Total Dollar Over	\$10,448	% Error Rate Over	3.72%
Total Dollar Under	\$2,732	% Error Rate Under	0.97%
Total Dollar Ineligible	\$3,914	% Error Rate Ineligible	1.39%

Cumulative Case Error Rate

Total Reviewed	1081
% in Error	10.64%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$10,158		3.62%	

Client Error (Dollar Amount):		Client % Error Rate:	
\$6,936		2.47%	

Cases Dropped	95
Correct	966
Overpaid	70
Underpaid	25
Ineligible	20

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	\$790	62%	\$486	38%	\$1,276	\$15,649	8.15%	14.77%	7.46%
07	W. Dona Ana	\$1,035	94%	\$70	6%	\$1,105	\$8,693	12.71%	12.79%	6.46%
17	McKinley	\$282	39%	\$437	61%	\$719	\$13,458	5.34%	8.32%	4.21%
23	Sandoval	\$237	81%	\$57	19%	\$294	\$15,672	1.88%	3.40%	1.72%
24	San Juan	\$175	31%	\$398	69%	\$573	\$12,301	4.66%	6.63%	3.35%
26	Santa Fe	\$817	92%	\$74	8%	\$891	\$15,549	5.73%	10.31%	5.21%
35	NW Bernalillo	\$116	24%	\$369	76%	\$485	\$17,834	2.72%	5.61%	2.84%
36	SW Bernalillo	\$1,064	63%	\$623	37%	\$1,687	\$22,583	7.47%	19.52%	9.87%
38	S. Dona Ana	\$333	42%	\$466	58%	\$799	\$13,141	6.08%	9.25%	4.67%
39	NE Bernalillo	\$700	86%	\$112	14%	\$812	\$19,920	4.08%	9.40%	4.75%
HIPAC Sub Totals		\$5,549	64%	\$3,092	36%	\$8,641	\$154,800	5.58%	100.00%	50.55%

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	\$379	78%	\$106	22%	\$485	\$9,343	5.19%	5.74%	2.84%
04	Colfax/Union	\$97	100%	\$0	0%	\$97	\$1,840	5.27%	1.15%	0.57%
05	Curry	\$178	57%	\$134	43%	\$312	\$8,916	3.50%	3.69%	1.83%
08	Eddy	\$245	100%	\$0	0%	\$245	\$5,385	4.55%	2.90%	1.43%
09	Grant/Hidalgo	\$158	100%	\$0	0%	\$158	\$4,888	3.23%	1.87%	0.92%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$1,369	0.00%	0.00%	0.00%
13	Lea	\$202	41%	\$288	59%	\$490	\$8,065	6.08%	5.80%	2.87%
14	Lincoln	\$446	87%	\$68	13%	\$514	\$3,183	16.15%	6.08%	3.01%
16	Luna	\$108	100%	\$0	0%	\$108	\$4,543	2.38%	1.28%	0.63%
19	Otero	\$135	100%	\$0	0%	\$135	\$6,168	2.19%	1.60%	0.79%
20	Quay	\$0		\$0		\$0	\$651	0.00%	0.00%	0.00%
21	Rio Arriba	\$525	80%	\$135	20%	\$660	\$12,408	5.32%	7.81%	3.86%
22	Roosevelt	\$0		\$0		\$0	\$1,662	0.00%	0.00%	0.00%
25	San Miguel	\$0	0%	\$328	100%	\$328	\$4,781	6.86%	3.88%	1.92%
27	Sierra	\$250	78%	\$70	22%	\$320	\$1,413	22.65%	3.79%	1.87%
28	Socorro	\$182	18%	\$809	82%	\$991	\$6,005	16.50%	11.72%	5.80%
29	Taos	\$766	40%	\$1,136	60%	\$1,902	\$9,117	20.86%	22.50%	11.13%
30	Torrance	\$396	100%	\$0	0%	\$396	\$3,870	10.23%	4.68%	2.32%
32	S. Valencia	\$287	80%	\$70	20%	\$357	\$4,315	8.27%	4.22%	2.09%
33	Cibola	\$0	0%	\$264	100%	\$264	\$4,576	5.77%	3.12%	1.54%
34	Eddy/Artesia	\$0		\$0		\$0	\$1,255	0.00%	0.00%	0.00%
37	E. Dona Ana	\$255	47%	\$292	53%	\$547	\$13,238	4.13%	6.47%	3.20%
42	N. Valencia	\$0	0%	\$144	100%	\$144	\$7,509	1.92%	1.70%	0.84%
49	NMCP	\$0		\$0		\$0	\$1,453	0.00%	0.00%	0.00%
Non-HIPAC Sub Totals		\$4,609	55%	\$3,844	45%	\$8,453	\$125,953	6.71%	100.0%	49.45%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2014**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$280,753		
Total Dollar Errors	\$17,094	Total Error Rate %	6.09%
Total Dollar Over	\$10,448	% Error Rate Over	3.72%
Total Dollar Under	\$2,732	% Error Rate Under	0.97%
Total Dollar Ineligible	\$3,914	% Error Rate Ineligible	1.39%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$10,158	3.62%

Client Error (Dollar Amount):	Client % Error Rate:
\$6,936	2.47%

Cumulative Case Error Rate

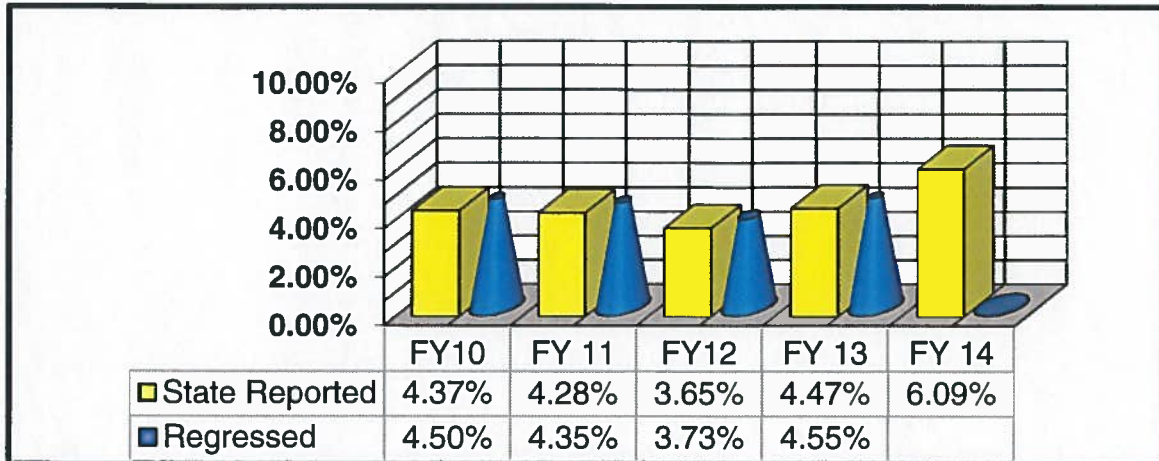
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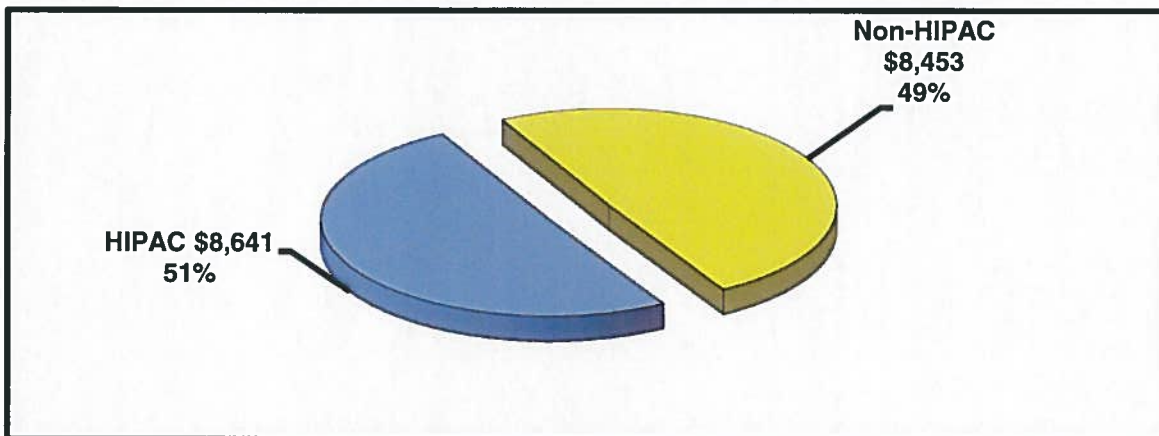
4. REGIONAL - Cumulative Payment Error Rates

	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
NE Region							
04 Colfax	\$97	\$0	\$97	\$1,840	5.27%	2.33%	0.57%
21 Rio Arriba	\$525	\$135	\$660	\$12,408	5.32%	15.82%	3.86%
23 Sandoval	\$237	\$57	\$294	\$15,672	1.88%	14.29%	1.72%
25 San Miguel	\$0	\$328	\$328	\$4,781	6.86%	7.86%	1.92%
26 Santa Fe	\$817	\$74	\$891	\$15,549	5.73%	21.36%	5.21%
29 Taos	\$766	\$1,136	\$1,902	\$9,117	20.86%	45.59%	11.13%
NE Region Totals	\$2,442	\$1,730	\$4,172	\$59,367	7.03%	100.00%	24.41%
NW Region							
17 McKinley	\$282	\$437	\$719	\$13,458	5.34%	34.95%	4.21%
24 San Juan	\$175	\$398	\$573	\$12,301	4.66%	27.86%	3.35%
32 S. Valencia	\$287	\$70	\$357	\$4,315	8.27%	17.36%	2.09%
33 Cibola	\$0	\$264	\$264	\$4,576	5.77%	12.83%	1.54%
42 N. Valencia	\$0	\$144	\$144	\$7,509	1.92%	7.00%	0.84%
NW Region Totals	\$744	\$1,313	\$2,057	\$42,159	4.88%	100.00%	12.03%
SW Region							
07 W. Dona Ana	\$1,035	\$70	\$1,105	\$8,693	12.71%	23.63%	6.46%
09 Grant/Hidalgo	\$158	\$0	\$158	\$4,888	3.23%	3.38%	0.92%
14 Lincoln	\$446	\$68	\$514	\$3,183	16.15%	10.99%	3.01%
16 Luna	\$108	\$0	\$108	\$4,543	2.38%	2.31%	0.63%
19 Otero	\$135	\$0	\$135	\$6,168	2.19%	2.89%	0.79%
27 Sierra	\$250	\$70	\$320	\$1,413	22.65%	6.84%	1.87%
28 Socorro	\$182	\$809	\$991	\$6,005	16.50%	21.19%	5.80%
37 E. Dona Ana	\$255	\$292	\$547	\$13,238	4.13%	11.70%	3.20%
38 S. Dona Ana	\$333	\$466	\$799	\$13,141	6.08%	17.08%	4.67%
SW Region Totals	\$2,902	\$1,775	\$4,677	\$61,272	7.63%	100.00%	27.36%
SE Region							
03 Chaves	\$379	\$106	\$485	\$9,343	5.19%	31.66%	2.84%
05 Curry	\$178	\$134	\$312	\$8,916	3.50%	20.37%	1.83%
08 Eddy	\$245	\$0	\$245	\$5,385	4.55%	15.99%	1.43%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$1,369	0.00%	0.00%	0.00%
13 Lea	\$202	\$288	\$490	\$8,065	6.08%	31.98%	2.87%
20 Quay	\$0	\$0	\$0	\$651	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,662	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$1,255	0.00%	0.00%	0.00%
SE Region Totals	\$1,004	\$528	\$1,532	\$36,646	4.18%	100.00%	8.96%
Central Region							
01 SE Bernalillo	\$790	\$486	\$1,276	\$15,649	8.15%	27.41%	7.46%
35 NW Bernalillo	\$116	\$369	\$485	\$17,834	2.72%	10.42%	2.84%
36 SW Bernalillo	\$1,064	\$623	\$1,687	\$22,583	7.47%	36.23%	9.87%
39 NE Bernalillo	\$700	\$112	\$812	\$19,920	4.08%	17.44%	4.75%
30 Torrance	\$396	\$0	\$396	\$3,870	10.23%	8.51%	2.32%
Central Region Totals	\$3,066	\$1,590	\$4,656	\$79,856	5.83%	100.00%	27.24%
49 NMCAP	\$0	\$0	\$0	\$1,453	0.00%		0.00%
State Totals	\$10,158	\$6,936	\$17,094	\$280,753	6.09%	100.00%	100.00%

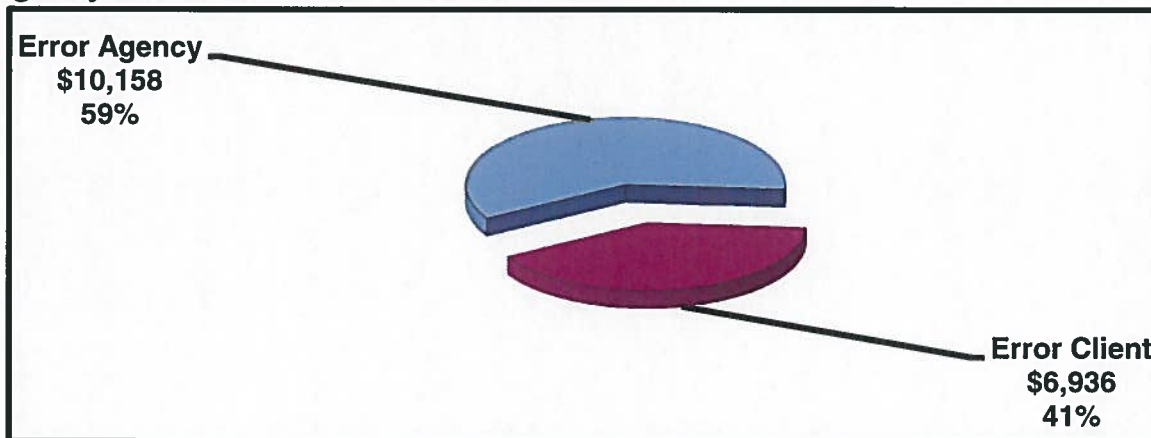
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Client Errors



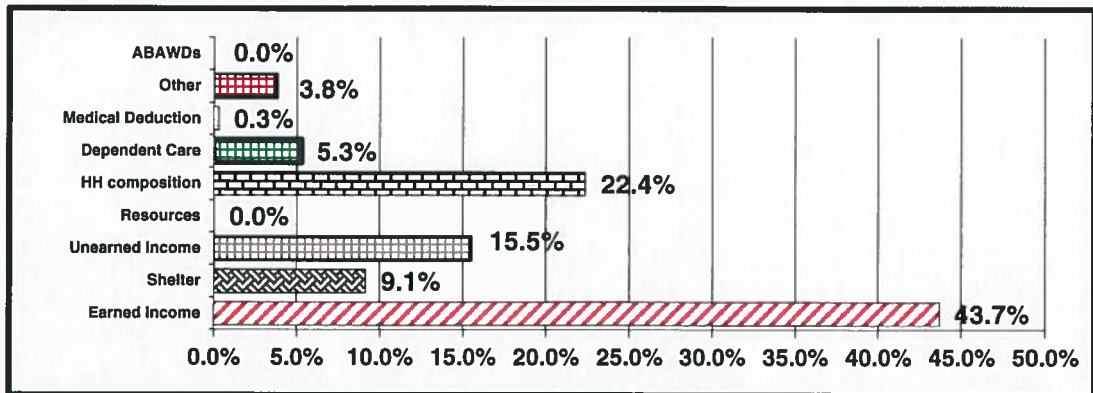
Average Client Error = \$158

Average Agency Error = \$143

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	\$3,169	\$4,296	42.5%
Shelter	\$831	\$733	53.1%
Unearned Income	\$1,468	\$1,181	55.4%
Resources	\$0	\$0	0.0%
HH composition	\$3,311	\$510	86.7%
Dependent Care	\$685	\$216	76.0%
Medical Deduction	\$45	\$0	100.0%
Other	\$649	\$0	100.0%
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>
41.22%	\$7,046	311	WAGES & SALARIES
12.20%	\$2,085	150	HOUSEHOLD COMPOSITION
6.35%	\$1,086	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.80%	\$478	364	SUA
2.03%	\$347	130	CITIZENSHIP/NON-CITIZEN STATUS
4.02%	\$688	344	PA/GA GRANT
2.69%	\$460	520	ARITHMETIC COMPUTATION
0.25%	\$42	342	CONTRIBUTIONS
0.97%	\$165	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
7.93%	\$1,356	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
0.64%	\$109	346	OTHER UEI
7.79%	\$1,331	111	STUDENT STATUS
0.26%	\$45	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
1.11%	\$189	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
1.76%	\$301	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
2.04%	\$348	312	SELF-EMPLOYMENT INCOME
0.35%	\$59	332	VA BENEFITS
0.00%	\$0	347	UEI-TANF
0.34%	\$58	371	COMBINED GROSS INCOME
0.00%	\$0	163	VOLUNTARY QUIT
5.27%	\$901	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2014

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

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

	ALL Err	EI	HHC	UEI
R	\$2,228	\$954	\$354	\$285
P	\$7,760	\$2,215	\$2,957	\$1,013
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	\$170	\$0	\$0	\$170
Total	\$10,158	\$3,169	\$3,311	\$1,468

Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", "ASPEN or CSED system caused error" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "Household Composition" elements account for 78% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$3,431	\$3,100	\$3,645	\$4,094	\$1,584	\$1,240
%	20.1%	18.1%	21.3%	23.9%	9.3%	7.3%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.2
Error Cases	2.7
Client Error Cases	2.8

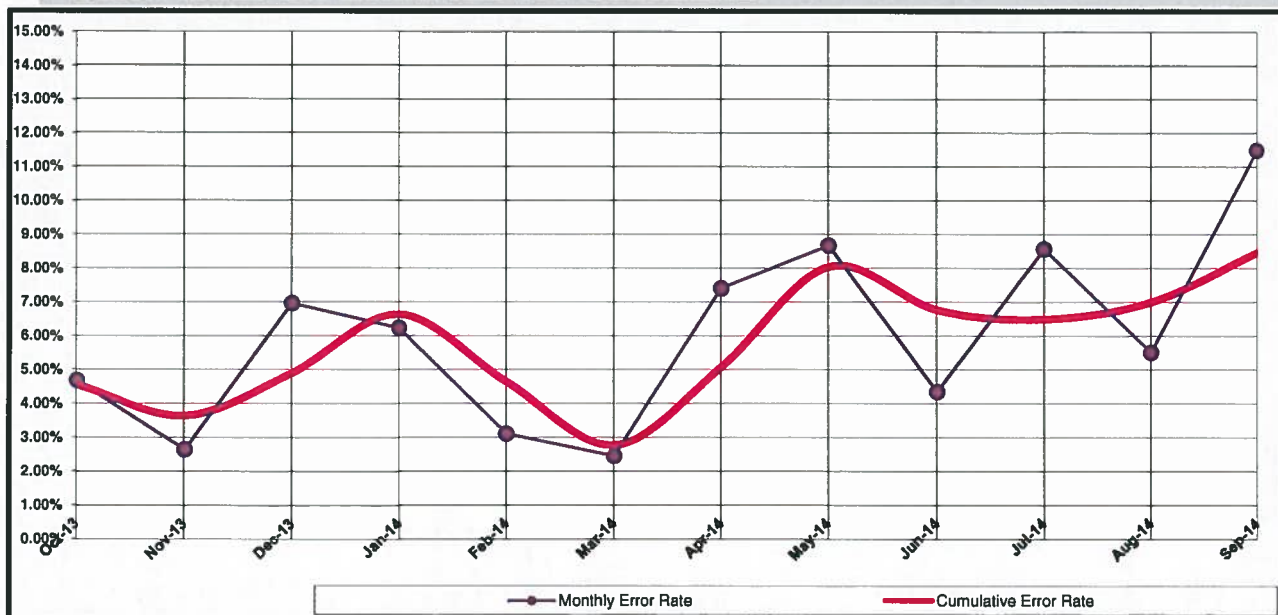
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$5,362	31.4%
Recert	\$2,794	16.3%
Change	\$1,791	10.5%
Transitional FS	\$0	0.0%
Semi Annual	\$6,532	38.2%
Annual Report	\$539	3.2%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	31	27.2%
Recert	23	20.2%
Change	14	12.3%
Transitional FS	0	0.0%
Semi-Annual	43	37.7%
Annual Report	3	2.6%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

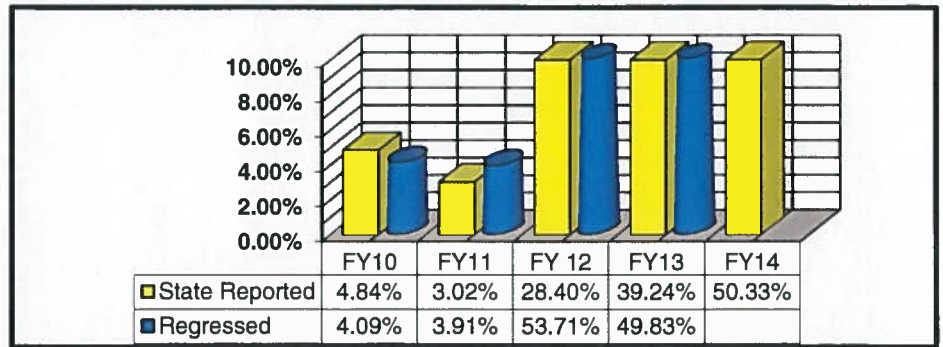


FFY 2014 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	428
Invalid Total	464
Invalid Error	101
Invalid Notice	363
Drop	30
Total Sampled	922
% Invalid Notice	39.37%
% Invalid Error	10.95%
% Invalid Total	50.33%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	2	3	5	60.0%
21	Rio Arriba	10	11	21	52.4%
23	Sandoval	31	30	61	49.2%
25	San Miguel	12	11	23	47.8%
26	Santa Fe	10	22	32	68.8%
29	Taos	5	11	16	68.8%
NE Region Totals		70	88	158	55.7%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	17	18	35	51.4%
05	Curry	7	10	17	58.8%
08	Eddy	7	10	17	58.8%
10	Guad/DeBaca	1	0	1	0.0%
13	Lea	6	23	29	79.3%
20	Quay	4	2	6	33.3%
22	Roosevelt	4	5	9	55.6%
34	Eddy/Artesia	3	1	4	25.0%
SE Region Totals		49	69	118	58.5%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	21	19	40	47.5%
24	San Juan	20	23	43	53.5%
32	S. Valencia	5	5	10	50.0%
33	Cibola	11	6	17	35.3%
42	N. Valencia	19	13	32	40.6%
NW Region Totals		76	66	142	46.5%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	24	16	40	40.0%
09	Grant/Hidalgo	4	10	14	71.4%
14	Lincoln	2	4	6	66.7%
16	Luna	7	1	8	12.5%
19	Otero	12	8	20	40.0%
27	Sierra	1	4	5	80.0%
28	Socorro	9	1	10	10.0%
37	E. Dona Ana	22	26	48	54.2%
38	S. Dona Ana	8	14	22	63.6%
SW Region Totals		89	84	173	48.6%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	15	24	39	61.5%
35	NW Bernalillo	35	37	72	51.4%
36	SW Bernalillo	49	33	82	40.2%
39	NE Bernalillo	39	54	93	58.1%
30	Torrance	6	8	14	57.1%
Central Region Totals		144	156	300	52.0%

Central Unit		Valid	Invalid	Total	Invalid
49	CAP	0	1	1	100.0%

4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	186	40.09%	177	38.15%	363	78.23%
Application	57	12.28%	5	1.08%	62	13.36%
Verification	11	2.37%	6	1.29%	17	3.66%
Employment & Training	1	0.22%	9	1.94%	10	2.16%
Combined Net Income	2	0.43%	1	0.22%	3	0.65%
Combined Gross Income	1	0.22%	2	0.43%	3	0.65%
Voluntary Quit/Reduced Work	1	0.22%	1	0.22%	2	0.43%
Other	1	0.22%	0	0.00%	1	0.22%
Wages and Salaries	1	0.22%	0	0.00%	1	0.22%
Work Registration	0	0.00%	1	0.22%	1	0.22%
Student Status	0	0.00%	1	0.22%	1	0.22%

Negative Action Time of Occurrence		
Closure	208	44.8%
Denial	256	55.2%

FFY 2014 Expedite Application Processing Timeliness

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Avg. Cumulative
NE Region													
Colfax	93.3%	81.8%	75.0%	59.3%	82.1%	78.4%	87.9%	78.4%	92.5%	95.7%	100.0%	96.0%	85.0%
Guadalupe	100.0%	80.0%	92.3%	85.0%	37.5%	36.8%	48.1%	55.2%	40.0%	23.5%	87.5%	83.3%	64.1%
Quay	89.7%	91.7%	62.8%	75.9%	75.9%	75.7%	60.7%	55.8%	51.1%	43.8%	87.1%	71.4%	70.1%
Rio Arriba	87.0%	82.9%	83.0%	85.7%	78.6%	87.3%	92.6%	88.3%	90.0%	73.3%	93.2%	92.5%	86.2%
San Miguel	93.3%	74.5%	85.3%	68.1%	73.6%	81.5%	71.4%	88.2%	90.5%	83.8%	91.8%	91.8%	82.8%
Sandoval	98.8%	86.9%	60.6%	52.7%	42.7%	49.7%	55.4%	65.4%	63.7%	75.9%	75.7%	75.7%	66.9%
Santa Fe	95.1%	82.1%	78.7%	60.6%	62.4%	63.0%	64.6%	64.6%	73.0%	81.1%	80.0%	80.0%	73.8%
Taos	97.0%	87.8%	81.3%	83.2%	73.9%	83.7%	79.8%	85.8%	92.2%	82.7%	93.3%	93.3%	86.2%
NE Region Total	94.8%	83.5%	75.2%	69.0%	62.2%	67.3%	68.8%	72.0%	75.5%	76.8%	88.6%	85.5%	76.6%
NW Region													
Cibola	98.3%	87.0%	86.7%	84.4%	75.3%	70.7%	80.2%	84.1%	78.4%	91.4%	92.9%	96.1%	85.4%
McKinley	99.5%	81.3%	67.1%	58.3%	60.5%	55.6%	52.8%	51.3%	59.4%	78.0%	88.2%	92.0%	70.3%
San Juan	98.5%	88.8%	81.9%	68.2%	64.0%	66.2%	69.0%	54.1%	78.4%	83.6%	86.4%	92.3%	77.6%
Sierra	94.9%	92.6%	91.5%	90.9%	87.8%	95.5%	82.6%	94.7%	92.5%	80.7%	97.1%	95.7%	91.4%
Socorro	90.5%	95.8%	85.7%	93.1%	87.1%	87.3%	89.7%	93.6%	86.1%	87.7%	82.4%	97.1%	89.7%
N. Valencia	98.9%	97.9%	82.9%	86.0%	73.0%	74.5%	78.2%	71.9%	82.9%	82.3%	93.8%	96.5%	84.9%
S. Valencia	100.0%	97.2%	86.3%	84.5%	77.1%	80.2%	87.1%	78.3%	91.7%	92.8%	93.5%	94.4%	88.6%
NW Region Total	98.1%	90.5%	79.9%	75.7%	70.5%	70.9%	72.2%	66.8%	77.6%	84.5%	90.6%	94.9%	81.0%
SW Region													
Dona Ana (East)	65.6%	78.7%	73.8%	59.4%	47.1%	63.8%	67.1%	76.8%	64.1%	82.9%	90.5%	90.3%	71.7%
Grant/Hidalgo	79.8%	71.8%	68.5%	67.8%	63.8%	73.9%	75.8%	77.1%	54.9%	68.3%	88.2%	93.5%	73.6%
Luna	76.5%	82.0%	77.3%	85.3%	79.6%	76.8%	77.0%	88.0%	88.7%	72.2%	96.6%	98.2%	83.2%
Otero	85.4%	86.9%	78.7%	86.5%	84.4%	86.0%	85.0%	90.1%	87.3%	56.8%	97.1%	95.7%	85.0%
Dona Ana (Southern)	86.3%	65.7%	73.9%	72.4%	56.4%	76.1%	72.1%	75.2%	79.5%	90.8%	81.9%	92.7%	76.9%
Dona Ana (West)	65.6%	70.5%	69.1%	55.6%	67.7%	72.3%	77.7%	80.6%	79.2%	89.9%	99.4%	98.6%	77.2%
SW Region Total	78.6%	76.4%	72.7%	65.9%	65.1%	73.8%	75.3%	81.0%	74.1%	75.1%	92.3%	94.8%	77.1%
SE Region													
Chaves	92.3%	86.5%	89.0%	75.9%	69.4%	75.7%	81.6%	82.2%	85.5%	82.4%	94.6%	95.1%	84.2%
Curry	85.0%	63.0%	47.5%	55.2%	71.6%	66.7%	76.3%	76.8%	81.5%	92.0%	88.5%	92.8%	74.7%
Eddy (Artesia)	83.3%	61.9%	37.5%	59.1%	33.3%	45.7%	68.3%	56.5%	71.7%	86.2%	83.8%	93.5%	65.1%
Eddy	66.3%	72.1%	60.0%	57.9%	61.7%	71.1%	59.2%	80.5%	80.9%	67.6%	92.9%	94.6%	72.1%
Lea	81.4%	76.0%	59.6%	68.3%	61.8%	72.4%	74.4%	63.2%	69.2%	84.2%	86.6%	85.2%	73.5%
Lincoln	41.4%	53.6%	36.7%	59.5%	63.6%	67.9%	64.7%	85.4%	83.7%	98.0%	85.7%	94.3%	69.5%
Roosevelt	90.5%	82.6%	64.0%	60.4%	46.2%	72.6%	72.2%	45.9%	71.1%	93.8%	96.3%	100.0%	74.6%
SE Region Total	80.0%	75.2%	67.1%	65.9%	63.9%	70.8%	74.4%	74.3%	79.4%	86.1%	89.8%	93.6%	76.7%
Central Region													
Bernalillo (NE)	98.4%	99.4%	94.9%	78.0%	54.9%	46.9%	41.7%	43.9%	52.3%	79.0%	92.2%	89.8%	72.6%
Bernalillo (NW)	95.1%	95.6%	94.9%	74.7%	74.9%	77.2%	63.8%	45.0%	44.8%	80.3%	85.4%	83.5%	76.3%
Bernalillo (SE)	98.1%	98.4%	91.6%	69.0%	71.2%	74.5%	66.5%	53.0%	51.6%	79.7%	82.8%	92.1%	77.4%
Bernalillo (SW)	98.0%	97.6%	91.3%	65.5%	61.8%	71.8%	59.8%	62.4%	70.3%	86.2%	90.9%	88.1%	78.6%
Torrance	100.0%	96.3%	77.3%	78.8%	81.6%	83.3%	85.2%	79.8%	76.5%	91.4%	89.2%	96.8%	86.4%
Central Region Total	97.6%	97.9%	92.9%	72.7%	66.1%	68.8%	58.6%	51.6%	54.3%	81.7%	88.1%	90.1%	76.7%
STATE TOTAL	91.2%	88.8%	81.6%	69.8%	65.3%	69.7%	67.5%	65.4%	68.7%	80.6%	90.0%	91.5%	77.5%

FFY 2014 Non-Expedite
Application Processing Timeliness

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Avg. Cumulative
NE Region													
Colfax	65.5%	19.9%	35.4%	69.7%	68.6%	71.0%	78.5%	74.4%	78.9%	95.0%	83.3%	78.6%	68.2%
Guadalupe	72.0%	25.0%	30.8%	63.0%	43.5%	56.5%	54.5%	46.9%	73.3%	41.5%	92.2%	100.0%	58.3%
Quay	78.2%	21.5%	52.2%	66.7%	62.6%	78.6%	80.8%	70.6%	61.1%	62.5%	87.9%	92.4%	67.9%
Rio Arriba	61.2%	49.2%	43.9%	71.5%	73.5%	73.7%	49.0%	48.4%	83.6%	72.1%	87.6%	96.4%	67.5%
San Miguel	67.4%	21.9%	48.5%	57.7%	64.1%	81.0%	86.2%	83.3%	79.4%	87.5%	95.8%	100.0%	72.7%
Sandoval	68.5%	20.9%	46.6%	41.2%	49.1%	58.2%	59.6%	72.2%	69.9%	82.9%	89.1%	94.3%	62.7%
Santa Fe	72.4%	23.3%	46.0%	44.9%	51.6%	62.6%	69.3%	73.2%	75.4%	82.5%	89.1%	94.9%	65.4%
Taos	86.0%	23.3%	41.9%	71.0%	70.9%	82.7%	93.0%	89.2%	89.0%	85.3%	95.3%	96.4%	77.0%
NE Region Total	68.6%	23.9%	45.2%	54.1%	58.7%	67.6%	66.5%	69.9%	75.4%	80.4%	90.0%	94.1%	67.5%
NW Region													
Cibola	81.8%	19.7%	43.0%	70.4%	86.1%	89.1%	94.9%	89.8%	89.2%	93.3%	96.4%	97.2%	79.2%
McKinley	87.8%	19.9%	69.5%	66.6%	67.6%	71.6%	67.1%	68.5%	71.1%	88.7%	83.0%	94.3%	71.3%
San Juan	85.3%	18.8%	55.3%	72.5%	67.3%	68.3%	71.8%	76.5%	74.6%	87.1%	100.0%	90.2%	72.3%
Sierra	76.2%	80.7%	93.9%	89.7%	93.4%	95.0%	93.1%	93.4%	91.9%	98.3%	87.2%	98.7%	91.0%
Socorro	67.7%	67.9%	82.4%	82.0%	92.6%	96.3%	91.7%	96.5%	87.7%	89.7%	98.7%	100.0%	87.8%
N. Valencia	84.2%	23.9%	50.0%	68.5%	70.4%	82.5%	75.7%	82.2%	82.8%	92.4%	96.5%	97.3%	75.5%
S.Valencia	82.1%	23.5%	62.0%	76.8%	87.4%	81.2%	81.8%	82.2%	78.9%	93.8%	100.0%	98.1%	79.0%
NW Region Total	81.8%	22.5%	58.9%	73.1%	76.3%	78.7%	77.4%	80.2%	79.7%	90.8%	94.5%	96.5%	79.4%
SW Region													
Dona Ana (East)	67.1%	78.7%	83.4%	73.2%	78.0%	82.3%	83.4%	85.6%	75.1%	80.8%	98.1%	95.0%	81.7%
Grant/Hidalgo	69.5%	72.9%	74.5%	63.3%	77.4%	79.9%	87.9%	80.3%	74.7%	99.0%	90.8%	94.8%	80.4%
Luna	73.3%	65.5%	69.5%	76.1%	74.9%	81.6%	79.0%	80.0%	90.1%	78.1%	97.5%	94.4%	80.0%
Otero	66.1%	65.2%	77.6%	68.8%	66.1%	85.0%	80.5%	87.0%	89.6%	71.6%	99.1%	98.8%	79.6%
Dona Ana (Southern)	68.0%	74.0%	76.9%	75.9%	68.9%	76.7%	73.5%	84.1%	88.7%	94.6%	94.6%	97.8%	81.1%
Dona Ana (West)	61.7%	67.7%	71.9%	65.5%	68.6%	74.4%	73.8%	73.8%	72.7%	99.2%	98.8%	96.7%	77.1%
SW Region Total	66.4%	70.6%	75.9%	70.4%	72.6%	79.2%	78.9%	81.0%	80.2%	84.9%	96.5%	96.3%	80.0%
SE Region													
Chaves	72.9%	73.6%	86.4%	81.8%	85.4%	80.9%	81.8%	86.7%	84.7%	82.3%	91.7%	98.8%	83.9%
Curry	59.0%	61.6%	59.6%	69.4%	54.7%	30.3%	53.5%	74.5%	74.3%	77.9%	93.9%	96.3%	67.1%
Eddy (Artesia)	56.7%	58.2%	85.1%	60.5%	64.2%	63.2%	74.5%	71.4%	66.7%	80.2%	100.0%	97.5%	73.2%
Eddy	70.5%	47.8%	67.7%	65.3%	77.1%	80.0%	84.3%	77.5%	80.9%	72.9%	95.3%	100.0%	76.6%
Lea	75.9%	71.1%	82.0%	75.1%	76.3%	81.4%	75.7%	56.2%	72.8%	64.9%	83.7%	82.8%	74.8%
Lincoln	73.9%	52.1%	38.3%	46.5%	40.9%	43.9%	41.1%	69.0%	63.2%	97.6%	93.4%	93.3%	62.8%
Roosevelt	73.2%	65.7%	64.1%	70.9%	54.0%	69.4%	59.6%	60.0%	73.0%	73.2%	85.7%	100.0%	70.7%
SE Region Total	69.6%	65.6%	74.7%	70.9%	70.7%	69.7%	72.3%	74.9%	76.2%	78.0%	92.0%	95.5%	72.7%
Central Region													
Bernalillo (NE)	81.4%	61.4%	74.0%	27.4%	42.2%	59.5%	52.3%	50.7%	53.1%	97.9%	98.3%	94.2%	66.0%
Bernalillo (NW)	68.6%	62.5%	63.1%	28.5%	46.0%	62.3%	57.4%	63.2%	60.2%	76.5%	75.7%	90.3%	62.9%
Bernalillo (SE)	65.2%	53.8%	50.2%	24.0%	43.6%	71.2%	62.0%	60.4%	54.4%	89.3%	73.0%	76.8%	60.3%
Bernalillo (SW)	67.9%	63.1%	59.2%	24.5%	36.6%	58.7%	54.6%	61.5%	72.1%	96.2%	96.8%	94.1%	65.4%
Torrance	67.9%	26.6%	46.1%	44.5%	55.9%	71.1%	76.6%	79.3%	78.1%	95.4%	95.1%	97.8%	69.5%
Central Region Total	70.8%	55.4%	60.1%	26.8%	43.0%	63.8%	57.3%	59.5%	61.2%	90.3%	87.8%	90.6%	63.9%
STATE TOTAL	70.9%	35.5%	59.5%	43.9%	59.2%	70.9%	68.8%	72.1%	73.4%	85.5%	92.0%	94.7%	68.9%

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Ave
NE Region													
Colfax			100.0%								100.0%		100.0%
Rio Arriba	0.0%	100.0%	100.0%	0.0%			80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	83.3%
Sandoval	33.3%	66.7%	66.7%	100.0%	0.0%	50.0%	100.0%	33.3%	100.0%	100.0%	33.3%		60.0%
San Miguel				100.0%	100.0%		100.0%	100.0%	100.0%		100.0%	100.0%	100.0%
Santa Fe	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%		93.1%
Taos	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	50.0%		100.0%	94.4%
NE Region TOTAL	57.1%	81.8%	90.0%	80.0%	90.0%	83.3%	92.3%	77.8%	90.0%	87.5%	80.0%	100.0%	85.0%
NW Region													
Cibola		50.0%	100.0%					100.0%	100.0%			100.0%	83.3%
McKinley	50.0%	100.0%	50.0%	0.0%	0.0%	100.0%	0.0%	50.0%	85.7%	100.0%	20.0%	0.0%	50.0%
San Juan	100.0%				80.0%	66.7%	100.0%	100.0%	100.0%	0.0%	100.0%	100.0%	85.0%
Valencia South	100.0%		100.0%			100.0%					100.0%		100.0%
Valencia North		100.0%		100.0%	100.0%	100.0%				100.0%		100.0%	100.0%
NW Region TOTAL	83.3%	83.3%	66.7%	50.0%	71.4%	85.7%	66.7%	80.0%	90.0%	66.7%	42.9%	66.7%	73.1%
SW Region													
Dona Ana (West)			100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	0.0%	66.7%	85.7%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	75.0%	100.0%		93.3%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	66.7%		66.7%	100.0%		83.3%
Grant/Hidalgo	100.0%	100.0%	100.0%					100.0%					100.0%
Lincoln	100.0%				100.0%				0.0%	100.0%			80.0%
Luna		100.0%				100.0%		100.0%	100.0%	100.0%	100.0%		100.0%
Otero	100.0%			100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Sierra					100.0%				100.0%	100.0%			100.0%
Socorro			100.0%	100.0%	100.0%	100.0%						100.0%	100.0%
SW Region Total	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	87.5%	91.7%	83.3%	85.7%	83.3%	91.8%
SE Region													
Chaves	100.0%		0.0%	66.7%	100.0%		100.0%	100.0%	50.0%	100.0%			81.3%
Curry	100.0%		50.0%	100.0%		100.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	75.0%
Guadalupe							100.0%						100.0%
Eddy		100.0%	100.0%								100.0%	100.0%	100.0%
Eddy (Artesia)										100.0%			100.0%
Lea		100.0%	100.0%	100.0%	100.0%				0.0%	0.0%			80.0%
Quay			100.0%										100.0%
Roosevelt										100.0%		100.0%	100.0%
SE Region Total	100.0%	100.0%	71.4%	83.3%	100.0%	100.0%	100.0%	71.4%	50.0%	75.0%	100.0%	100.0%	83.7%
Central Region													
Bernalillo (NE)	100.0%	83.3%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%	100.0%	89.7%
Bernalillo (NW)	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	94.9%
Bernalillo (SE)	100.0%	100.0%	50.0%		50.0%	100.0%	100.0%	100.0%		50.0%	100.0%		88.0%
Bernalillo (SW)	100.0%	100.0%	100.0%	100.0%	100.0%		50.0%	100.0%	100.0%	100.0%	0.0%	33.3%	87.9%
Torrance		100.0%					100.0%		100.0%	100.0%	100.0%		100.0%
Central Region Total	100.0%	96.7%	81.8%	100.0%	90.0%	93.3%	90.0%	100.0%	84.6%	90.0%	80.0%	75.0%	90.8%
Central Unit													
CAP Unit	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
STATE TOTAL	90.7%	90.7%	83.7%	91.7%	91.1%	87.5%	91.7%	83.3%	85.7%	83.8%	75.7%	84.4%	86.8%