



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

General Information Memorandum

ISD-GI 17-45

TO: ISD Employees

FROM:  **Mary Brogdon, Director, Income Support Division**

RE: FFY 2017 SNAP Performance Report-Ninth

DATE: November 27, 2017

Attached please find the ninth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2017. This report includes all Quality Control (QC) findings received for the review months of October 2016 through June 2017. Along with payment and negative accuracy rates, data included in this report is the recertification, SNAP Expedite and Non-Expedite application processing timeliness. The Performance Goals for the state for FFY 2017 are:

Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)
Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)
Expedite and Non-Expedite application processing timeliness of 95%

Effective October 1, 2017, in order to assist in meeting Performance Goals for Payment Accuracy (94%), Case Action and Procedural Error Rate (CAPER) (99%), and Application Processing Timeliness (95%), all counties must complete **2** full SNAP new application reviews, **15** target SNAP renewals (recertifications and/or interim reports), **5** target SNAP approval reviews, and **2** target denial reviews per line manager. Cases should be pulled from the Second Party Review alerts in ASPEN. The office reviews must be completed by the last working day of the month.

Tracking should be entered on the separate Tracking Log spreadsheet on the QIS shared drive. The Tracking Log must be completed by the second business day of the next month.

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly. Staff from QIS will review a sample of these reviews each month.

If Line Managers are found to be non-compliant with mandatory Office Reviews, County Directors, will be required to review a minimum 5 cases per Line Manager prior to the last working day of the month.

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 2017

1. STATE Cumulative Payment Error Rates

Total Paid	\$191,835		
Total Dollar Errors	\$12,823	Total Error Rate %	6.68%
Total Dollar Over	\$8,484	% Error Rate Over	4.42%
Total Dollar Under	\$2,075	% Error Rate Under	1.08%
Total Dollar Ineligible	\$2,264	% Error Rate Ineligible	1.18%

Cumulative Case Error Rate

Total Reviewed	736
% In Error	13.6%

Cases Dropped	146
Correct	636
Overpaid	72
Underpaid	17
Ineligible	11

Agency Error Dollar Amount	Agency % Error Rate:
\$5,621	2.93%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$7,202	3.75%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$6,028	47.0%
Recertification	\$6,795	53.0%

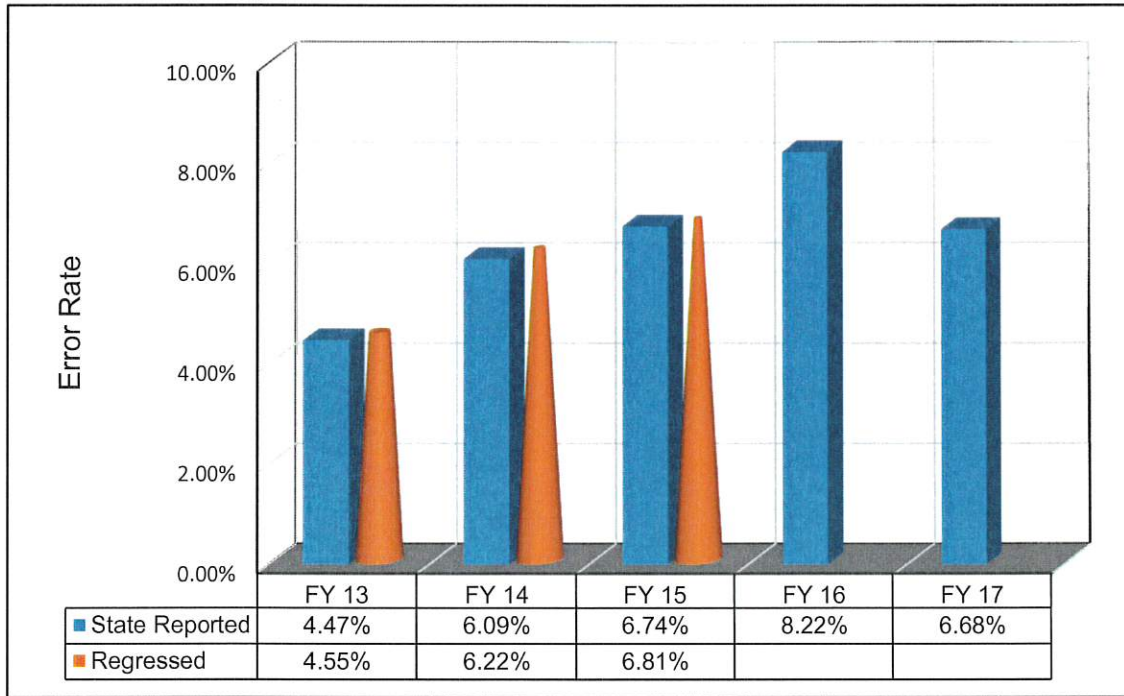
3. Error Rates By: Month and FFY Cumulative



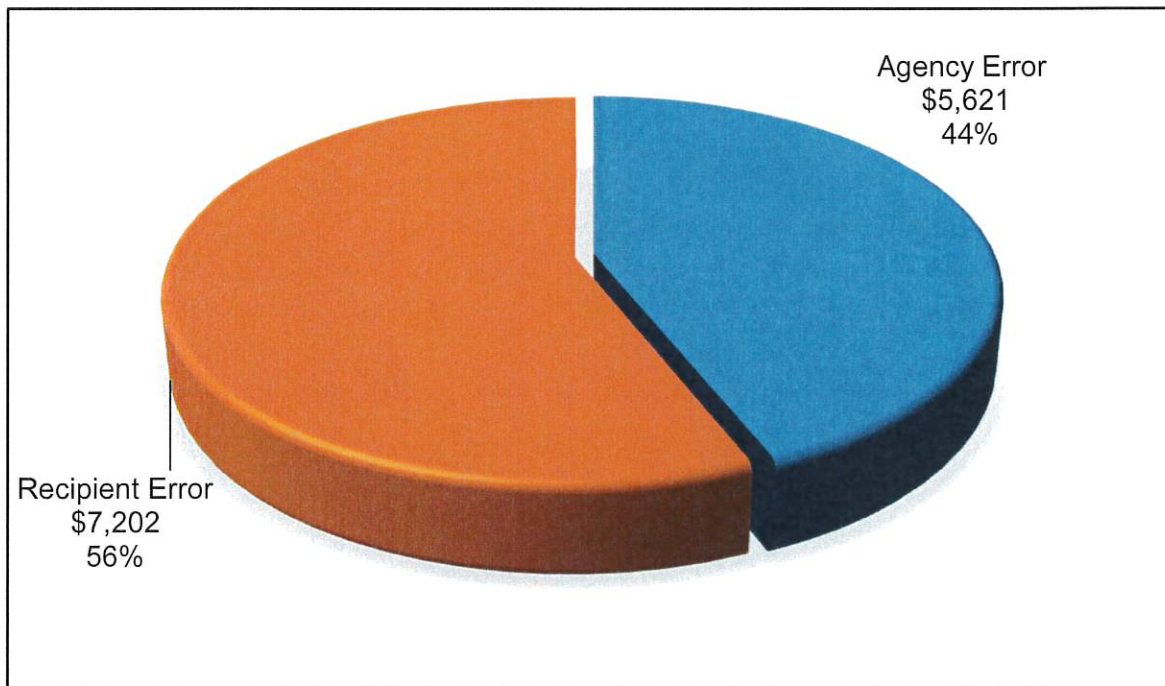
4. Regional Cumulative Payment Error Rates

		Cumulative					County Error Rate	
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	
								Current Month
NE Region								
04	Colfax	\$0	\$0	\$0	\$384	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$143	0.00%	0.00%	0.00%
20	Quay	\$0	\$75	\$75	\$1,939	3.87%	0.58%	0.00%
21	Rio Arriba	\$16	\$379	\$395	\$6,953	5.68%	3.08%	0.00%
23	Sandoval	\$0	\$368	\$368	\$10,013	3.68%	2.87%	0.00%
25	San Miguel	\$304	\$0	\$304	\$4,261	7.13%	2.37%	0.00%
26	Santa Fe	\$523	\$693	\$1,216	\$10,032	12.12%	9.48%	14.04%
29	Taos	\$70	\$0	\$70	\$1,804	3.88%	0.55%	0.00%
NE Region Totals		\$913	\$1,515	\$2,428	\$35,529	6.83%	18.93%	8.41%
NW Region								
17	McKinley	\$347	\$454	\$801	\$13,367	5.99%	6.25%	0.00%
24	San Juan	\$246	\$307	\$553	\$11,322	4.88%	4.31%	0.00%
27	Sierra	\$100	\$0	\$100	\$908	11.01%	0.78%	0.00%
28	Socorro	\$386	\$0	\$386	\$3,650	10.58%	3.01%	32.16%
32	S. Valencia	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$2,669	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$210	\$210	\$5,438	3.86%	1.64%	0.00%
NW Region Totals		\$1,079	\$971	\$2,050	\$37,370	5.49%	15.99%	2.79%
SW Region								
07	W. Dona Ana	\$254	\$326	\$580	\$9,859	5.88%	4.52%	14.33%
09	Grant	\$0	\$74	\$74	\$3,879	1.91%	0.58%	0.00%
16	Luna	\$60	\$357	\$417	\$2,587	16.12%	3.25%	61.23%
19	Otero	\$229	\$0	\$229	\$4,022	5.69%	1.79%	0.00%
37	E. Dona Ana	\$179	\$447	\$626	\$7,705	8.12%	4.88%	7.30%
38	S. Dona Ana	\$349	\$1,011	\$1,360	\$10,451	13.01%	10.61%	15.70%
SW Region Totals		\$1,071	\$2,215	\$3,286	\$38,503	8.53%	25.63%	15.07%
SE Region								
03	Chaves	\$343	\$132	\$475	\$5,973	7.95%	3.70%	0.00%
05	Curry	\$113	\$299	\$412	\$3,098	13.30%	3.21%	0.00%
08	Eddy	\$0	\$0	\$0	\$5,823	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$4,544	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$959	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$3,878	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$1,432	0.00%	0.00%	0.00%
SE Region Totals		\$456	\$431	\$887	\$25,707	3.45%	6.92%	0.00%
Central Region								
01	SE Bernalillo	\$262	\$130	\$392	\$7,389	5.31%	3.06%	0.00%
35	NW Bernalillo	\$655	\$199	\$854	\$10,379	8.23%	6.66%	6.93%
36	SW Bernalillo	\$415	\$1,285	\$1,700	\$21,121	8.05%	13.26%	3.63%
39	NE Bernalillo	\$728	\$456	\$1,184	\$12,612	9.39%	9.23%	6.36%
30	Torrance	\$42	\$0	\$42	\$3,225	1.30%	0.33%	0.00%
Central Region Totals		\$2,102	\$2,070	\$4,172	\$54,726	7.62%	32.54%	5.12%
State Totals		\$5,621	\$7,202	\$12,823	\$191,835	6.68%	100.00%	7.84%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$141

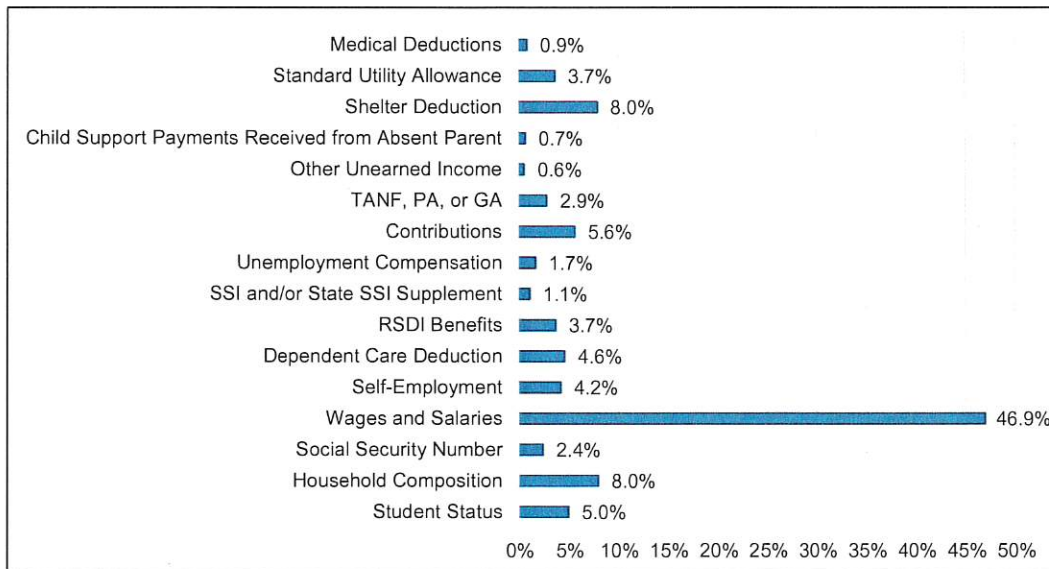
Average Agency Error: \$115

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$637	\$0	100.0%
150 - Household Composition	\$313	\$708	30.7%
170 - Social Security Number	\$0	\$309	0.0%
311 - Wages and Salaries	\$2,025	\$3,992	33.7%
312 - Self-Employment	\$542	\$0	100.0%
323 - Dependent Care Deduction	\$542	\$50	91.6%
331 - RSDI Benefits	\$248	\$227	52.2%
333 - SSI and/or State SSI Supplement	\$145	\$0	100.0%
334 - Unemployment Compensation	\$60	\$159	27.4%
342 - Contributions	\$416	\$308	57.5%
344 - TANF, PA, or GA	\$162	\$204	44.3%
346 - Other Unearned Income	\$79	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$0	\$93	0.0%
363 - Shelter Deduction	\$0	\$1,020	0.0%
364 - Standard Utility Allowance	\$340	\$132	72.0%
365 - Medical Deductions	\$112	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$637	5.0%
Household Composition	\$1,021	8.0%
Social Security Number	\$309	2.4%
Wages and Salaries	\$6,017	46.9%
Self-Employment	\$542	4.2%
Dependent Care Deduction	\$592	4.6%
RSDI Benefits	\$475	3.7%
SSI and/or State SSI Supplement	\$145	1.1%
Unemployment Compensation	\$219	1.7%
Contributions	\$724	5.6%
TANF, PA, or GA	\$366	2.9%
Other Unearned Income	\$79	0.6%
Child Support Payments Received from Absent Parent	\$93	0.7%
Shelter Deduction	\$1,020	8.0%
Standard Utility Allowance	\$472	3.7%
Medical Deductions	\$112	0.9%
Total	\$12,823	100.0%



FFY 2017 Negative Statewide Error Rates

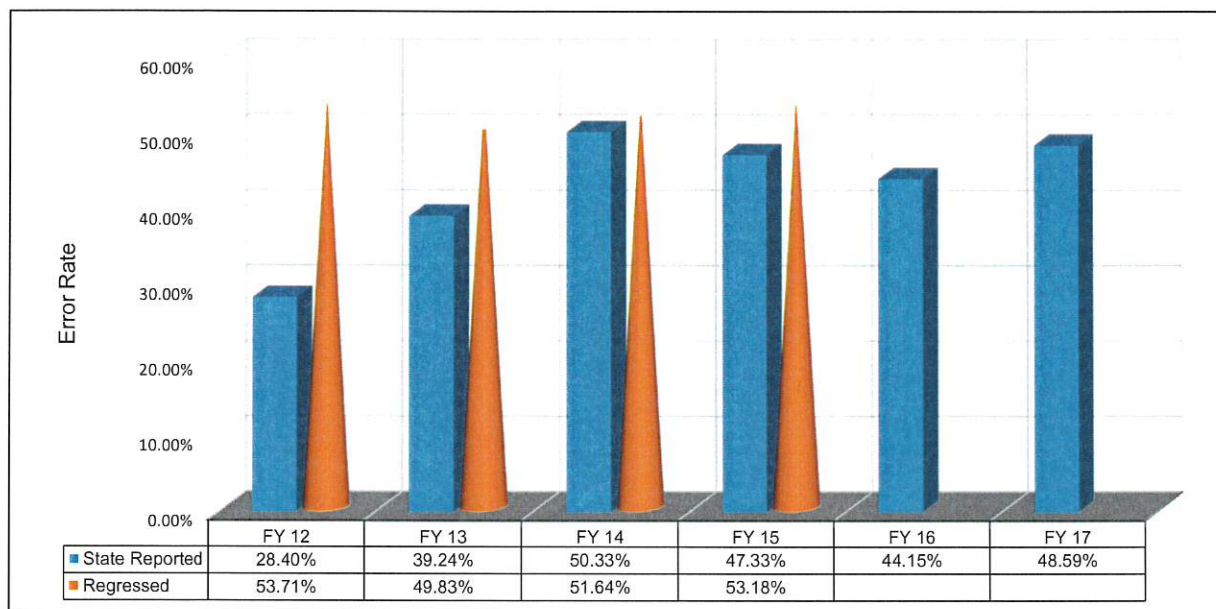
1. Cumulative Negative Case Error Rate

Valid	286
Invalid	328
Invalid Error	247
Invalid Notice	81
Drop	61
Total Sampled	675
% Invalid Notice	12.0%
% Invalid Error	36.6%
% Invalid Total	48.6%

2. Ranked Negative Action By Time of Occurrence

Closure	113	35.2%
Denial	207	64.8%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	%	Count	%		
Application	150	46.9%	24	7.5%	174	53.0%
Notices	27	8.4%	54	16.9%	81	24.7%
Verification	4	1.3%	16	5.0%	20	6.1%
Combined Gross Income	12	3.8%	5	1.6%	17	5.2%
Wages and Salaries	7	2.2%	7	2.2%	14	4.3%
Student Status	4	1.3%	1	0.3%	5	1.5%
Combined Net Income	2	0.6%	1	0.3%	3	0.9%
Transitional Benefits	0	0.0%	2	0.6%	2	0.6%
Joint TANF/SNAP Processing and Reporting	0	0.0%	2	0.6%	2	0.6%
Child Support Payments Received from Absent Parent	1	0.3%	1	0.3%	2	0.6%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	1	1	2	50.0%
10	Guadalupe/De Baca	2	2	4	50.0%
20	Quay	2	2	4	50.0%
21	Rio Arriba	7	6	13	46.2%
23	Sandoval	19	16	35	45.7%
25	San Miguel	3	5	8	62.5%
26	Santa Fe	18	14	32	43.8%
29	Taos	7	6	13	46.2%
NE Region Totals		59	52	111	46.8%

NW Region

17	McKinley	6	8	14	57.1%
24	San Juan	12	21	33	63.6%
27	Sierra	7	5	12	41.7%
28	Socorro	1	1	2	50.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	6	3	9	33.3%
42	N. Valencia	14	19	33	57.6%
NW Region Totals		46	57	103	55.3%

SW Region

07	W. Dona Ana	14	13	27	48.1%
09	Grant	8	7	15	46.7%
16	Luna	6	3	9	33.3%
19	Otero	11	7	18	38.9%
37	E. Dona Ana	14	8	22	36.4%
38	S. Dona Ana	14	4	18	22.2%
SW Region Totals		67	42	109	38.5%

SE Region

03	Chaves	10	8	18	44.4%
05	Curry	5	6	11	54.5%
08	Eddy	12	6	18	33.3%
13	Lea	7	9	16	56.3%
14	Lincoln	1	6	7	85.7%
22	Roosevelt	2	4	6	66.7%
34	Eddy/Artesia	4	2	6	33.3%
SE Region Totals		41	41	82	50.0%

Central Region

01	SE Bernalillo	12	31	43	72.1%
35	NW Bernalillo	20	22	42	52.4%
36	SW Bernalillo	17	27	44	61.4%
39	NE Bernalillo	18	50	68	73.5%
30	Torrance	6	6	12	50.0%
Central Region Totals		73	136	209	65.1%

State Totals		286	328	614	53.4%
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FFY 2017 Application Processing Timeliness
FFY 2017 Expedite Application Processing Timeliness
FFY 2017 Non Expedite Application Processing Timeliness

Timeliness information is now available in the Monthly Statistical Reports at:

<http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

FFY 2017 QC Recertification Timeliness

October-16	November-16	December-16	January-17	February-17	March-17	April-17	May-17	June-17	July-17	August-17	September-17
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NE Region

4 Colfax	100%						100%	100%				
10 Guadalupe/De Baca												
20 Quay		0%				100%			100%			
21 Rio Arriba	100%	100%	100%	100%	100%		100%	100%	100%			
23 Sandoval	100%	100%	100%	50%	100%	100%		50%				
25 San Miguel	100%	75%	100%		100%	100%	100%		67%			
26 Santa Fe		100%	100%	100%	100%	100%	100%	80%				
29 Taos			100%	100%				100%				
NE Region Totals	100%	86%	100%	83%	100%	100%	100%	82%	80%			

NW Region

17 McKinley	100%	100%	100%	100%	100%		100%		0%			
24 San Juan	75%	100%	67%		50%	75%	60%					
27 Sierra		100%			100%		100%		100%			
28 Socorro		100%	100%	100%				100%	0%			
32 S. Valencia			0%									
33 Cibola		100%			0%	100%	100%	100%	100%			
42 N. Valencia	0%		100%	0%	0%	50%	0%	50%				
NW Region Totals	67%	100%	79%	80%	63%	71%	73%	83%	63%			

SW Region

7 W. Dona Ana	100%	100%	67%	100%	100%	100%	75%		100%			
9 Grant		100%				100%		0%	100%			
16 Luna		100%				100%	100%		100%			
19 Otero	0%	100%	100%	0%		100%	100%	0%	67%			
37 E. Dona Ana	100%	100%		67%	67%		67%	100%	0%			
38 S. Dona Ana	100%	100%	100%	100%	75%	67%	0%	100%				
SW Region Totals	83%	100%	86%	83%	83%	90%	70%	71%	67%			

SE Region

3 Chaves		100%	100%	100%		50%		0%				
5 Curry		100%	100%				33%	0%				
8 Eddy		100%					100%	100%	100%			
13 Lea	100%		50%		100%	100%		100%				
14 Lincoln						100%	100%		0%			
22 Roosevelt		100%		100%				0%				
34 Eddy/Artesia	100%				100%	100%	100%					
SE Region Totals	100%	100%	83%	100%	100%	86%	67%	40%	50%			

Central Region

1 SE Bernalillo	100%	100%	67%	100%	100%		0%		71%			
35 NW Bernalillo	50%	100%	100%	50%	100%	100%	100%	50%				
36 SW Bernalillo	100%	100%	71%	67%	80%	50%	67%	25%	100%			
39 NE Bernalillo	100%	67%	100%	50%	100%	100%	100%	80%				
30 Torrance	100%	0%			100%	100%	100%					
Central Region Totals	92%	82%	84%	73%	94%	86%	82%	55%	78%			

Slate Totals	85%	92%	85%	80%	87%	86%	78%	68%	71%			
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