



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 17-49

TO: ISD Employees

FROM: Mary Brogdon, Director, Income Support Division

RE: FFY 2017 SNAP Performance Report-Tenth

DATE: December 22, 2017

Attached please find the tenth 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 July 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	\$210,762		
Total Dollar Errors	\$14,070	Total Error Rate %	6.68%
Total Dollar Over	\$9,198	% Error Rate Over	4.36%
Total Dollar Under	\$2,151	% Error Rate Under	1.02%
Total Dollar Ineligible	\$2,721	% Error Rate Ineligible	1.29%

Cumulative Case Error Rate

Total Reviewed	817
% In Error	14.1%

Cases Dropped	163
Correct	702
Overpaid	83
Underpaid	18
Ineligible	14

Agency Error Dollar Amount	Agency % Error Rate:
\$6,078	2.88%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$7,992	3.79%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$6,675	47.4%
Recertification	\$7,395	52.6%

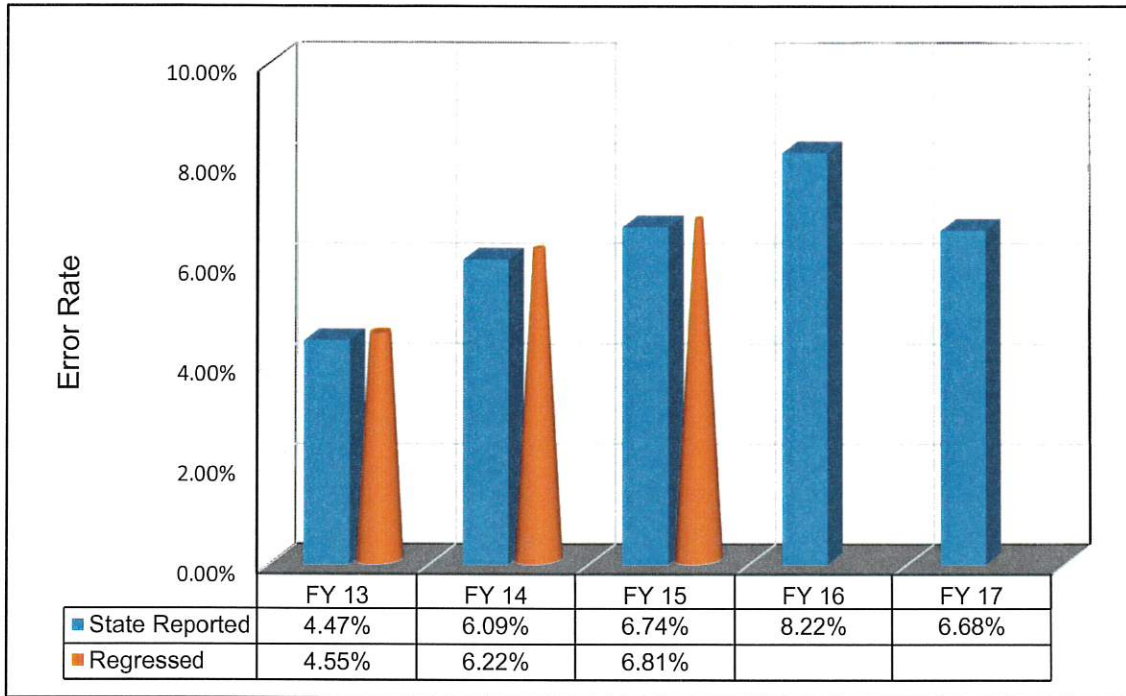
3. Error Rates By: Month and FFY Cumulative



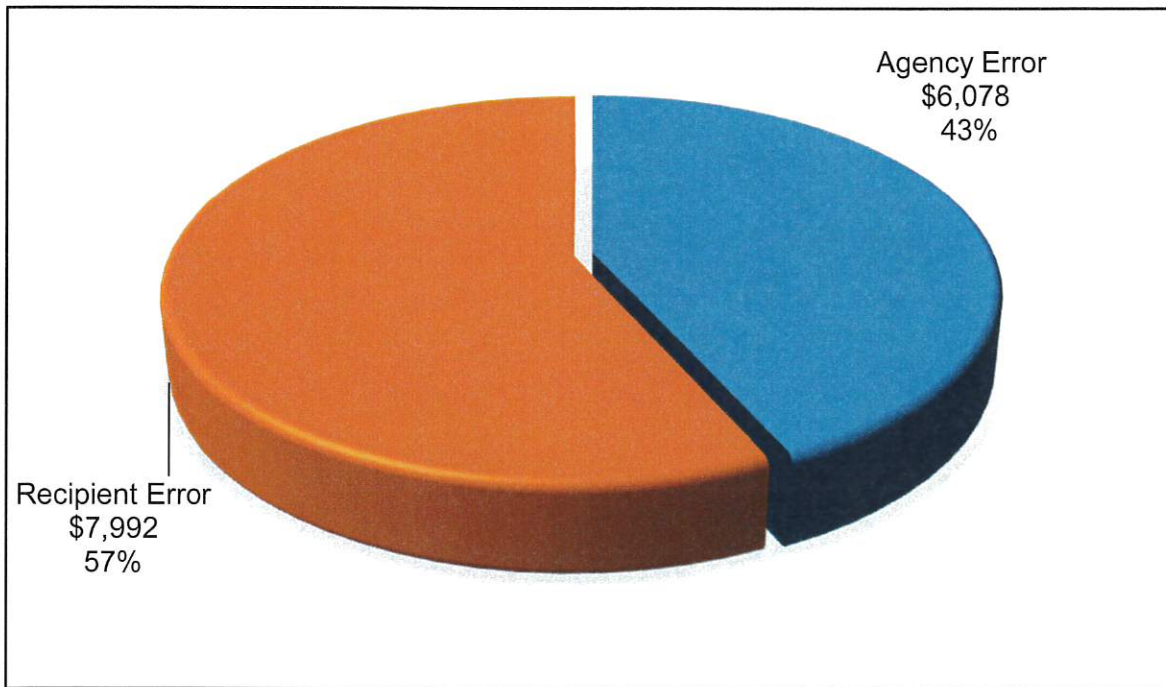
4. Regional Cumulative Payment Error Rates

		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%	0.53%	0.00%
21	Rio Arriba	\$16	\$379	\$395	\$6,953	5.68%	2.81%	0.00%
23	Sandoval	\$0	\$368	\$368	\$10,504	3.50%	2.62%	0.00%
25	San Miguel	\$304	\$194	\$498	\$4,455	11.18%	3.54%	100.00%
26	Santa Fe	\$599	\$693	\$1,292	\$10,621	12.16%	9.18%	12.90%
29	Taos	\$137	\$0	\$137	\$2,424	5.65%	0.97%	10.81%
NE Region Totals		\$1,056	\$1,709	\$2,765	\$37,423	7.39%	19.65%	17.79%
NW Region								
17	McKinley	\$540	\$513	\$1,053	\$15,525	6.78%	7.48%	11.68%
24	San Juan	\$246	\$352	\$598	\$12,340	4.85%	4.25%	4.42%
27	Sierra	\$100	\$0	\$100	\$908	11.01%	0.71%	0.00%
28	Socorro	\$386	\$0	\$386	\$3,650	10.58%	2.74%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$3,608	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$255	\$255	\$5,836	4.37%	1.81%	11.31%
NW Region Totals		\$1,272	\$1,120	\$2,392	\$41,883	5.71%	17.00%	7.58%
SW Region								
07	W. Dona Ana	\$254	\$326	\$580	\$10,157	5.71%	4.12%	0.00%
09	Grant	\$0	\$74	\$74	\$3,879	1.91%	0.53%	0.00%
16	Luna	\$60	\$357	\$417	\$3,346	12.46%	2.96%	0.00%
19	Otero	\$229	\$0	\$229	\$4,472	5.12%	1.63%	0.00%
37	E. Dona Ana	\$179	\$689	\$868	\$9,149	9.49%	6.17%	16.76%
38	S. Dona Ana	\$349	\$1,062	\$1,411	\$11,229	12.57%	10.03%	6.56%
SW Region Totals		\$1,071	\$2,508	\$3,579	\$42,232	8.47%	25.44%	7.86%
SE Region								
03	Chaves	\$388	\$132	\$520	\$7,971	6.52%	3.70%	2.25%
05	Curry	\$113	\$299	\$412	\$3,098	13.30%	2.93%	0.00%
08	Eddy	\$0	\$0	\$0	\$6,180	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$4,969	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$1,153	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$4,011	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$1,432	0.00%	0.00%	0.00%
SE Region Totals		\$501	\$431	\$932	\$28,814	3.23%	6.62%	1.45%
Central Region								
01	SE Bernalillo	\$262	\$130	\$392	\$7,433	5.27%	2.79%	0.00%
35	NW Bernalillo	\$655	\$199	\$854	\$11,916	7.17%	6.07%	0.00%
36	SW Bernalillo	\$491	\$1,285	\$1,776	\$22,828	7.78%	12.62%	4.45%
39	NE Bernalillo	\$728	\$610	\$1,338	\$14,851	9.01%	9.51%	6.88%
30	Torrance	\$42	\$0	\$42	\$3,382	1.24%	0.30%	0.00%
Central Region Totals		\$2,178	\$2,224	\$4,402	\$60,410	7.29%	31.29%	4.05%
State Totals		\$6,078	\$7,992	\$14,070	\$210,762	6.68%	100.00%	6.59%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$133

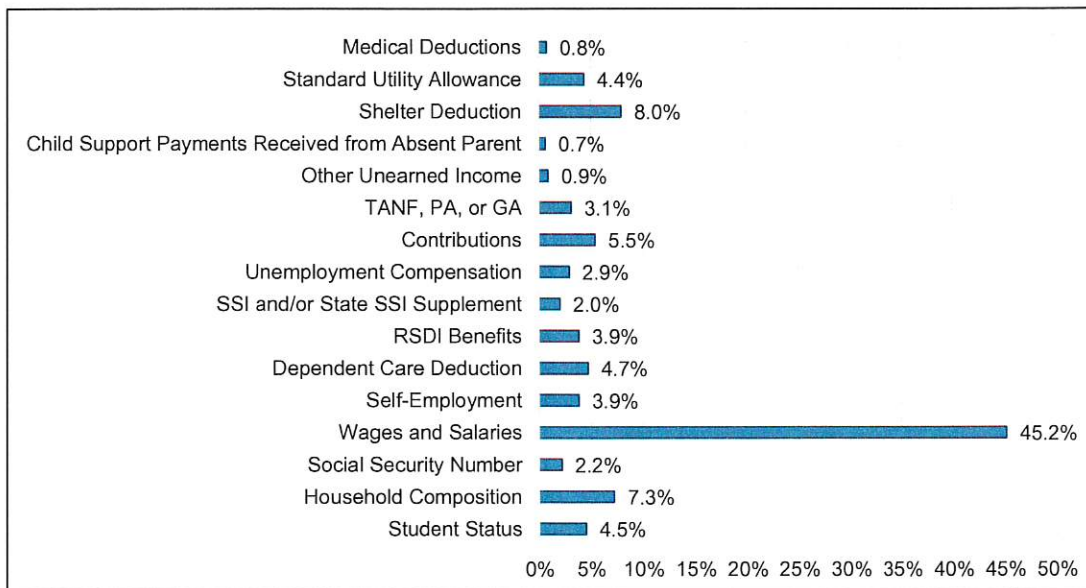
Average Agency Error: \$111

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	\$4,337	31.8%
312 - Self-Employment	\$542	\$0	100.0%
323 - Dependent Care Deduction	\$618	\$50	92.5%
331 - RSDI Benefits	\$315	\$227	58.1%
333 - SSI and/or State SSI Supplement	\$287	\$0	100.0%
334 - Unemployment Compensation	\$60	\$353	14.5%
342 - Contributions	\$416	\$353	54.1%
344 - TANF, PA, or GA	\$238	\$204	53.8%
346 - Other Unearned Income	\$79	\$51	60.8%
350 - Child Support Payments Received from Absent Parent	\$0	\$93	0.0%
363 - Shelter Deduction	\$45	\$1,079	4.0%
364 - Standard Utility Allowance	\$391	\$228	63.2%
365 - Medical Deductions	\$112	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$637	4.5%
Household Composition	\$1,021	7.3%
Social Security Number	\$309	2.2%
Wages and Salaries	\$6,362	45.2%
Self-Employment	\$542	3.9%
Dependent Care Deduction	\$668	4.7%
RSDI Benefits	\$542	3.9%
SSI and/or State SSI Supplement	\$287	2.0%
Unemployment Compensation	\$413	2.9%
Contributions	\$769	5.5%
TANF, PA, or GA	\$442	3.1%
Other Unearned Income	\$130	0.9%
Child Support Payments Received from Absent Parent	\$93	0.7%
Shelter Deduction	\$1,124	8.0%
Standard Utility Allowance	\$619	4.4%
Medical Deductions	\$112	0.8%
Total	\$14,070	100.0%



FFY 2017 Negative Statewide Error Rates

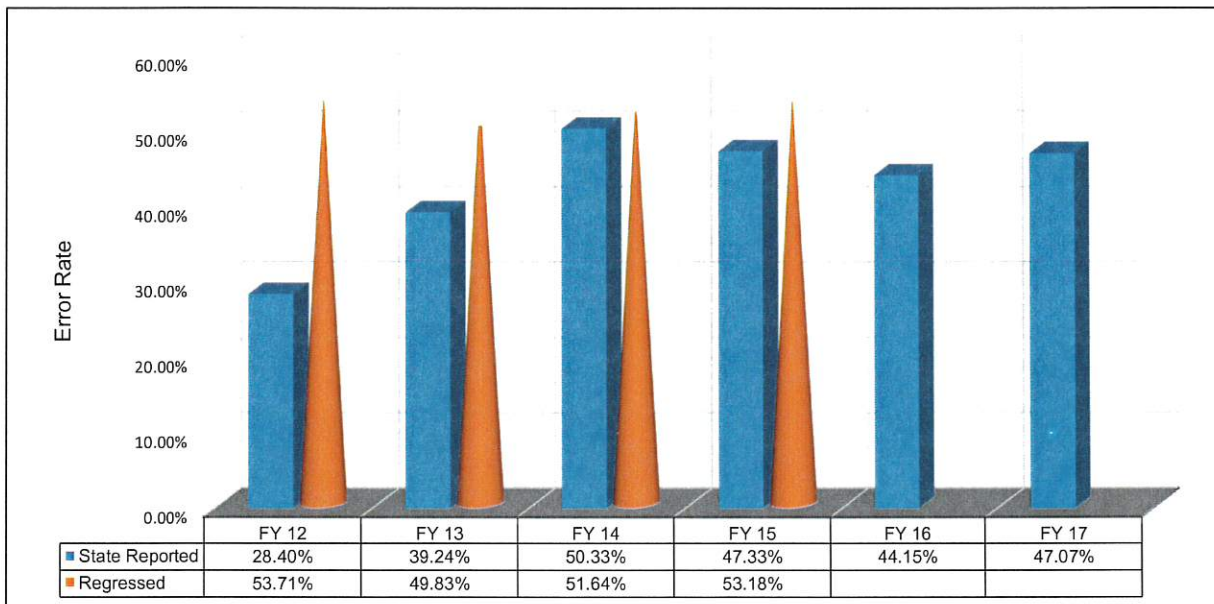
1. Cumulative Negative Case Error Rate

Valid	328
Invalid	353
Invalid Error	263
Invalid Notice	90
Drop	69
Total Sampled	750
% Invalid Notice	12.0%
% Invalid Error	35.1%
% Invalid Total	47.1%

2. Ranked Negative Action By Time of Occurrence

Closure	123	35.6%
Denial	222	64.4%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	%	Count	%		
Application	158	45.8%	25	7.2%	183	51.8%
Notices	32	9.3%	58	16.8%	90	25.5%
Verification	5	1.4%	18	5.2%	23	6.5%
Combined Gross Income	12	3.5%	6	1.7%	18	5.1%
Wages and Salaries	8	2.3%	8	2.3%	16	4.5%
Student Status	4	1.2%	1	0.3%	5	1.4%
Transitional Benefits	0	0.0%	3	0.9%	3	0.8%
Combined Net Income	2	0.6%	1	0.3%	3	0.8%
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	2	1	3	33.3%
10	Guadalupe/De Baca	2	2	4	50.0%
20	Quay	2	2	4	50.0%
21	Rio Arriba	8	6	14	42.9%
23	Sandoval	21	18	39	46.2%
25	San Miguel	3	5	8	62.5%
26	Santa Fe	19	14	33	42.4%
29	Taos	8	6	14	42.9%
NE Region Totals		65	54	119	45.4%

NW Region

17	McKinley	7	8	15	53.3%
24	San Juan	13	23	36	63.9%
27	Sierra	7	6	13	46.2%
28	Socorro	1	2	3	66.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	7	3	10	30.0%
42	N. Valencia	19	20	39	51.3%
NW Region Totals		54	62	116	53.4%

SW Region

07	W. Dona Ana	16	13	29	44.8%
09	Grant	10	9	19	47.4%
16	Luna	6	4	10	40.0%
19	Otero	12	8	20	40.0%
37	E. Dona Ana	15	11	26	42.3%
38	S. Dona Ana	14	4	18	22.2%
SW Region Totals		73	49	122	40.2%

SE Region

03	Chaves	11	8	19	42.1%
05	Curry	6	6	12	50.0%
08	Eddy	16	6	22	27.3%
13	Lea	11	12	23	52.2%
14	Lincoln	1	6	7	85.7%
22	Roosevelt	2	4	6	66.7%
34	Eddy/Artesla	4	2	6	33.3%
SE Region Totals		51	44	95	46.3%

Central Region

01	SE Bernalillo	14	34	48	70.8%
35	NW Bernalillo	23	23	46	50.0%
36	SW Bernalillo	20	28	48	58.3%
39	NE Bernalillo	22	53	75	70.7%
30	Torrance	6	6	12	50.0%
Central Region Totals		85	144	229	62.9%

State Totals		328	353	681	51.8%
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FFY 2018 Application Processing Timeliness
FFY 2018 Expedite Application Processing Timeliness
FFY 2018 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%		100%		
25 San Miguel	100%	75%	100%		100%	100%	100%		67%	100%		
26 Santa Fe		100%	100%	100%	100%	100%	100%	80%		100%		
29 Taos			100%	100%				100%		100%		
NE Region Totals	100%	86%	100%	83%	100%	100%	100%	82%	80%	100%		

NW Region

17 McKinley	100%	100%	100%	100%	100%		100%		0%	67%		
24 San Juan	75%	100%	67%		50%	75%	60%			0%		
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%	100%		
42 N. Valencia	0%		100%	0%	0%	50%	0%	50%		0%		
NW Region Totals	67%	100%	79%	80%	63%	71%	73%	83%	63%	56%		

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%	100%		
37 E. Dona Ana	100%	100%		67%	67%		67%	100%	0%	100%		
38 S. Dona Ana	100%	100%	100%	100%	75%	67%	0%	100%		100%		
SW Region Totals	83%	100%	86%	83%	83%	90%	70%	71%	75%	100%		

SE Region

3 Chaves		100%	100%	100%		50%		0%		75%		
5 Curry		100%	100%				33%	0%				
8 Eddy		100%					100%	100%	100%	0%		
13 Lea	100%		50%		100%	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%	67%		

Central Region

1 SE Bernalillo	100%	100%	67%	100%	100%		0%		71%			
35 NW Bernalillo	50%	100%	100%	50%	100%	100%	100%	50%		50%		
36 SW Bernalillo	100%	100%	71%	67%	80%	50%	67%	25%	100%	75%		
39 NE Bernalillo	100%	67%	100%	50%	100%	100%	100%	80%		80%		
30 Tarrant	100%	0%			100%	100%	100%			100%		
Central Region Totals	92%	82%	84%	73%	94%	86%	82%	55%	78%	75%		

State Totals	85%	92%	85%	80%	87%	86%	78%	68%	71%	75%		
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