



HUMAN SERVICES  
DEPARTMENT

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

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## General Information Memorandum

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**ISD-GI 18-07**

**TO: ISD Employees**

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

**RE: FFY 2017 SNAP Performance Report-Eleventh**

**DATE: February 5, 2018**

Attached please find the eleventh 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 August 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](mailto: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	\$229,011		
Total Dollar Errors	\$15,404	Total Error Rate %	6.73%
Total Dollar Over	\$10,095	% Error Rate Over	4.41%
Total Dollar Under	\$2,200	% Error Rate Under	0.96%
Total Dollar Ineligible	\$3,109	% Error Rate Ineligible	1.36%

#### Cumulative Case Error Rate

Total Reviewed	902
% In Error	13.9%

Cases Dropped	176
Correct	777
Overpaid	90
Underpaid	19
Ineligible	16

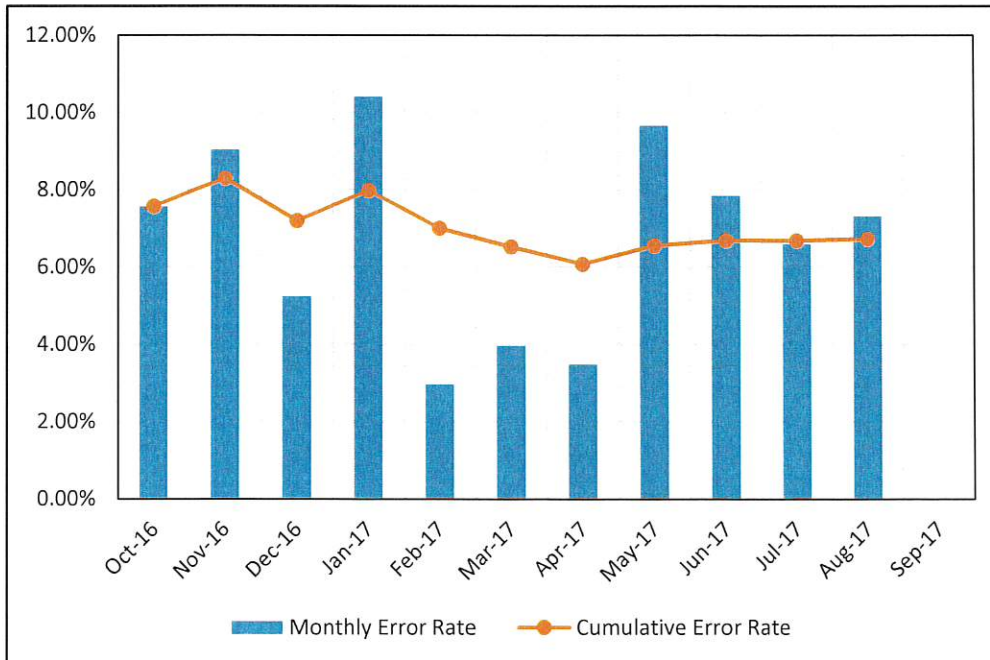
Agency Error Dollar Amount	Agency % Error Rate:
\$6,367	2.78%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$9,037	3.95%

### 2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$6,869	44.6%
Recertification	\$8,535	55.4%

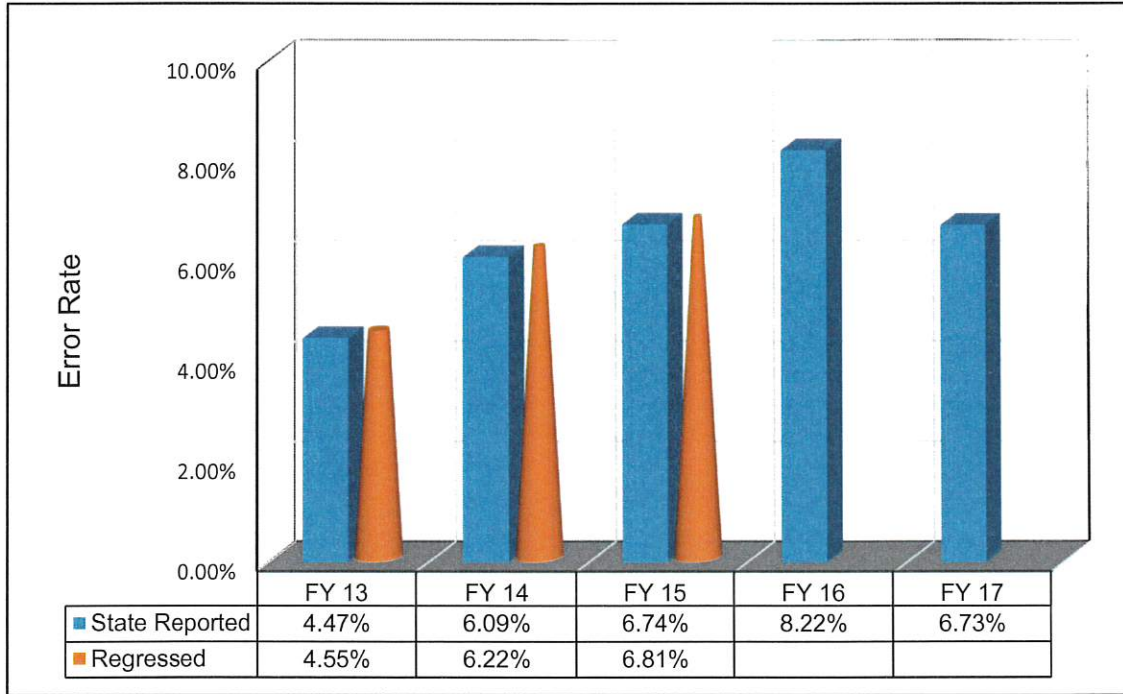
### 3. Error Rates By: Month and FFY Cumulative



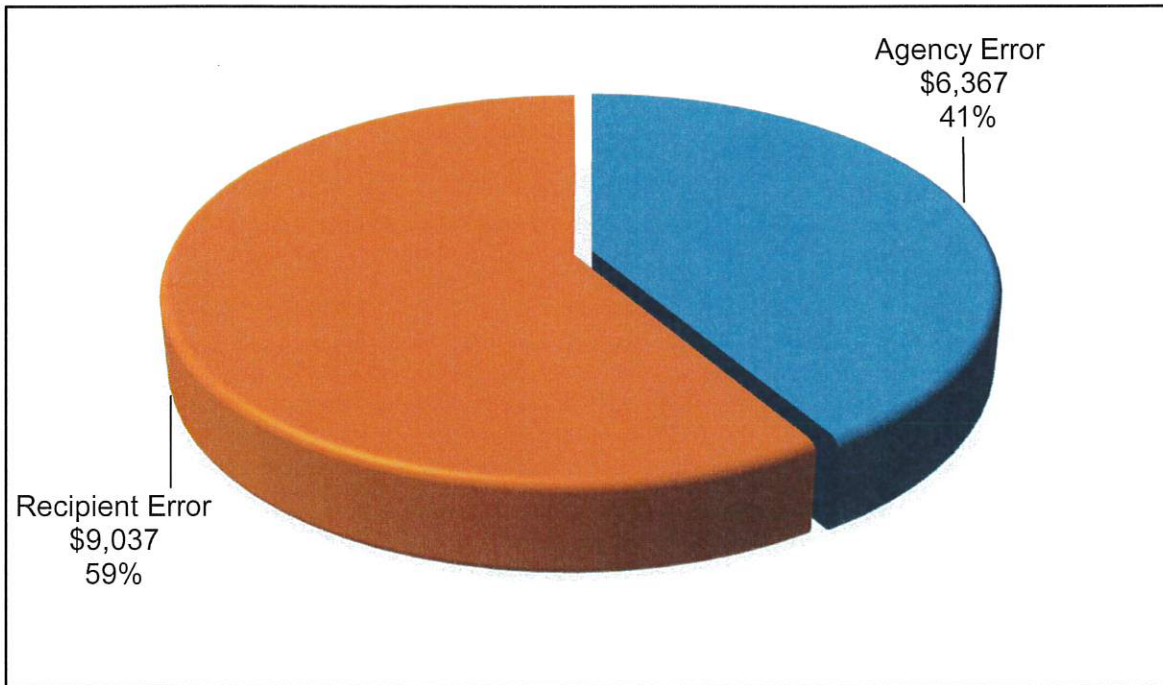
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
<b>NE Region</b>								
04	Colfax	\$0	\$0	\$0	\$406	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$320	0.00%	0.00%	0.00%
20	Quay	\$0	\$75	\$75	\$2,088	3.59%	0.49%	0.00%
21	Rio Arriba	\$16	\$379	\$395	\$7,147	5.53%	2.56%	0.00%
23	Sandoval	\$0	\$368	\$368	\$12,166	3.02%	2.39%	0.00%
25	San Miguel	\$304	\$194	\$498	\$5,043	9.88%	3.23%	0.00%
26	Santa Fe	\$599	\$693	\$1,292	\$10,875	11.88%	8.39%	0.00%
29	Taos	\$137	\$0	\$137	\$2,927	4.68%	0.89%	0.00%
<b>NE Region Totals</b>		<b>\$1,056</b>	<b>\$1,709</b>	<b>\$2,765</b>	<b>\$40,972</b>	<b>6.75%</b>	<b>17.95%</b>	<b>0.00%</b>
<b>NW Region</b>								
17	McKinley	\$540	\$513	\$1,053	\$17,533	6.01%	6.84%	0.00%
24	San Juan	\$295	\$352	\$647	\$13,289	4.87%	4.20%	5.16%
27	Sierra	\$100	\$0	\$100	\$1,557	6.42%	0.65%	0.00%
28	Socorro	\$386	\$0	\$386	\$3,844	10.04%	2.51%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$3,802	0.00%	0.00%	0.00%
42	N. Valencia	\$86	\$330	\$416	\$6,877	6.05%	2.70%	15.47%
<b>NW Region Totals</b>		<b>\$1,407</b>	<b>\$1,195</b>	<b>\$2,602</b>	<b>\$46,918</b>	<b>5.55%</b>	<b>16.89%</b>	<b>4.17%</b>
<b>SW Region</b>								
07	W. Dona Ana	\$254	\$326	\$580	\$11,031	5.26%	3.77%	0.00%
09	Grant	\$0	\$74	\$74	\$3,895	1.90%	0.48%	0.00%
16	Luna	\$60	\$357	\$417	\$3,346	12.46%	2.71%	0.00%
19	Otero	\$229	\$0	\$229	\$4,831	4.74%	1.49%	0.00%
37	E. Dona Ana	\$179	\$689	\$868	\$9,330	9.30%	5.63%	0.00%
38	S. Dona Ana	\$349	\$1,062	\$1,411	\$11,646	12.12%	9.16%	0.00%
<b>SW Region Totals</b>		<b>\$1,071</b>	<b>\$2,508</b>	<b>\$3,579</b>	<b>\$44,079</b>	<b>8.12%</b>	<b>23.23%</b>	<b>0.00%</b>
<b>SE Region</b>								
03	Chaves	\$388	\$132	\$520	\$8,102	6.42%	3.38%	0.00%
05	Curry	\$153	\$712	\$865	\$4,069	21.26%	5.62%	46.65%
08	Eddy	\$0	\$0	\$0	\$6,180	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$6,018	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$1,929	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%
<b>SE Region Totals</b>		<b>\$541</b>	<b>\$844</b>	<b>\$1,385</b>	<b>\$31,741</b>	<b>4.36%</b>	<b>8.99%</b>	<b>15.48%</b>
<b>Central Region</b>								
01	SE Bernalillo	\$262	\$130	\$392	\$8,209	4.78%	2.54%	0.00%
35	NW Bernalillo	\$655	\$562	\$1,217	\$12,699	9.58%	7.90%	46.36%
36	SW Bernalillo	\$491	\$1,285	\$1,776	\$24,111	7.37%	11.53%	0.00%
39	NE Bernalillo	\$773	\$804	\$1,577	\$16,174	9.75%	10.24%	18.07%
30	Torrance	\$111	\$0	\$111	\$4,108	2.70%	0.72%	9.50%
<b>Central Region Totals</b>		<b>\$2,292</b>	<b>\$2,781</b>	<b>\$5,073</b>	<b>\$65,301</b>	<b>7.77%</b>	<b>32.93%</b>	<b>13.72%</b>
<b>State Totals</b>		<b>\$6,367</b>	<b>\$9,037</b>	<b>\$15,404</b>	<b>\$229,011</b>	<b>6.73%</b>	<b>100.00%</b>	<b>7.31%</b>

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$139

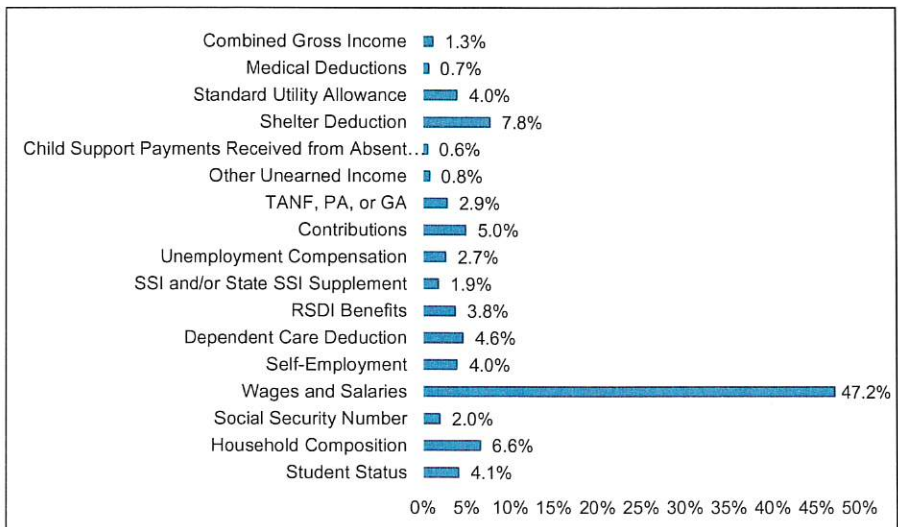
Average Agency Error: \$106

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	\$2,160	\$5,113	29.7%
312 - Self-Employment	\$611	\$0	100.0%
323 - Dependent Care Deduction	\$663	\$50	93.0%
331 - RSDI Benefits	\$355	\$227	61.0%
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	\$1,154	3.8%
364 - Standard Utility Allowance	\$391	\$228	63.2%
365 - Medical Deductions	\$112	\$0	100.0%
371 - Combined Gross Income	\$0	\$194	0.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$637	4.1%
Household Composition	\$1,021	6.6%
Social Security Number	\$309	2.0%
Wages and Salaries	\$7,273	47.2%
Self-Employment	\$611	4.0%
Dependent Care Deduction	\$713	4.6%
RSDI Benefits	\$582	3.8%
SSI and/or State SSI Supplement	\$287	1.9%
Unemployment Compensation	\$413	2.7%
Contributions	\$769	5.0%
TANF, PA, or GA	\$442	2.9%
Other Unearned Income	\$130	0.8%
Child Support Payments Received from Absent Parent	\$93	0.6%
Shelter Deduction	\$1,199	7.8%
Standard Utility Allowance	\$619	4.0%
Medical Deductions	\$112	0.7%
Combined Gross Income	\$194	1.3%
Total	\$15,404	100.0%



## FFY 2017 Negative Statewide Error Rates

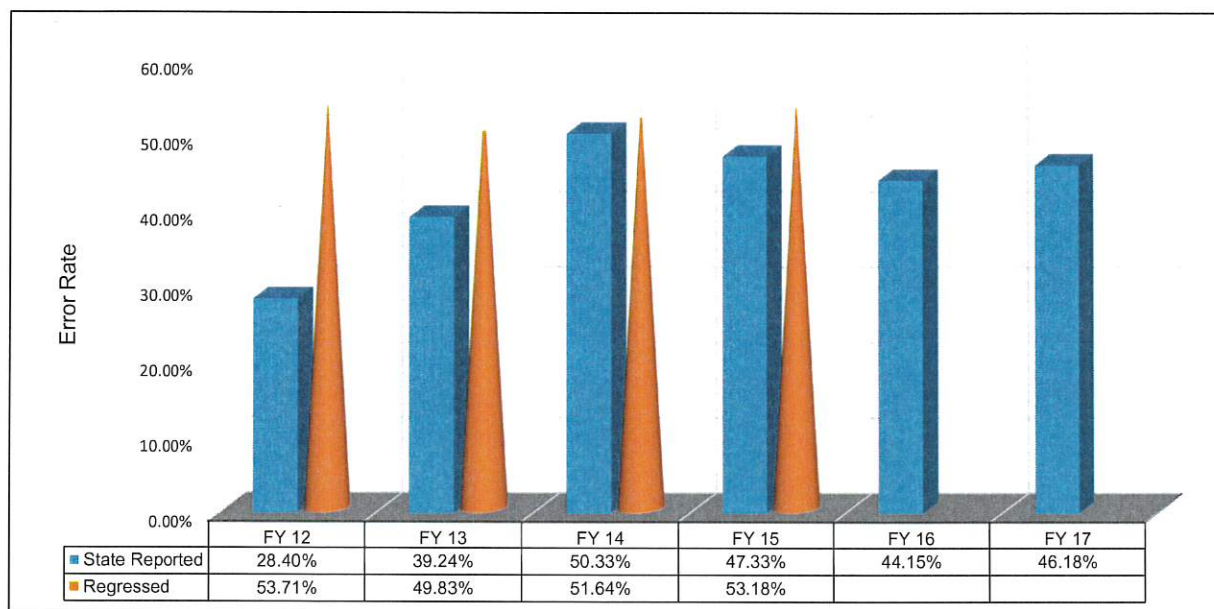
### 1. Cumulative Negative Case Error Rate

Valid	368
Invalid	381
Invalid Error	281
Invalid Notice	100
Drop	76
Total Sampled	825
% Invalid Notice	12.1%
% Invalid Error	34.1%
% Invalid Total	46.2%

### 2. Ranked Negative Action By Time of Occurrence

Closure	129	34.5%
Denial	244	65.5%

### 3. State Negative Error Rates



### 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	169	45.3%	25	6.7%	194	50.9%
Notices	37	9.9%	63	16.9%	100	26.2%
Verification	5	1.3%	18	4.8%	23	6.0%
Wages and Salaries	14	3.8%	8	2.1%	22	5.8%
Combined Gross Income	12	3.2%	6	1.6%	18	4.7%
Student Status	4	1.1%	2	0.5%	6	1.6%
Transitional Benefits	0	0.0%	3	0.8%	3	0.8%
Combined Net Income	2	0.5%	1	0.3%	3	0.8%
Joint TANF/SNAP Processing and Reporting	0	0.0%	2	0.5%	2	0.5%
Child Support Payments Received from Absent Parent	1	0.3%	1	0.3%	2	0.5%

## 5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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### NE Region

04	Cofax	2	2	4	50.0%
10	Guadalupe/De Baca	2	3	5	60.0%
20	Quay	3	2	5	40.0%
21	Rio Arriba	11	6	17	35.3%
23	Sandoval	21	18	39	46.2%
25	San Miguel	3	8	11	72.7%
26	Santa Fe	20	16	36	44.4%
29	Taos	9	6	15	40.0%
NE Region Totals		71	61	132	46.2%

### NW Region

17	McKinley	12	9	21	42.9%
24	San Juan	15	23	38	60.5%
27	Sierra	7	7	14	50.0%
28	Socorro	1	2	3	66.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	8	3	11	27.3%
42	N. Valencia	20	22	42	52.4%
NW Region Totals		63	66	129	51.2%

### SW Region

07	W. Dona Ana	18	14	32	43.8%
09	Grant	10	10	20	50.0%
16	Luna	7	4	11	36.4%
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		76	51	127	40.2%

### SE Region

03	Chaves	12	8	20	40.0%
05	Curry	7	7	14	50.0%
08	Eddy	20	7	27	25.9%
13	Lea	11	12	23	52.2%
14	Lincoln	1	7	8	87.5%
22	Roosevelt	2	4	6	66.7%
34	Eddy/Artesia	4	2	6	33.3%
SE Region Totals		57	47	104	45.2%

### Central Region

01	SE Bernalillo	16	35	51	68.6%
35	NW Bernalillo	28	27	55	49.1%
36	SW Bernalillo	25	30	55	54.5%
39	NE Bernalillo	26	56	82	68.3%
30	Torrance	6	8	14	57.1%
Central Region Totals		101	156	257	60.7%

State Totals		368	381	749	50.9%
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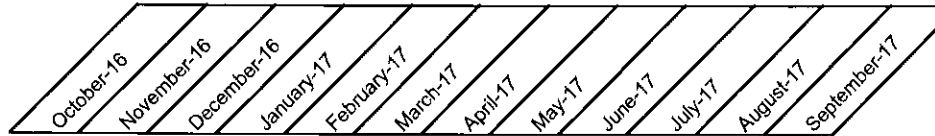


FFY 2018 Application Processing Timeliness  
FFY 2018 Expedite Application Processing Timeliness  
FFY 2018 Non Expedite Application Processing Timeliness

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**



**NE Region**

4	Colfax	100%						100%	100%			
10	Guadalupe/De Baca										100%	
20	Quay		0%				100%			100%		
21	Rio Arriba	100%	100%	100%	100%	100%		100%	100%	100%		100%
23	Sandoval	100%	100%	100%	50%	100%	100%		50%		100%	0%
25	San Miguel	100%	75%	100%		100%	100%	100%		67%	100%	100%
26	Santa Fe		100%	100%	100%	100%	100%	100%	80%		100%	100%
29	Taos			100%	100%				100%		100%	100%
<b>NE Region Totals</b>		<b>100%</b>	<b>86%</b>	<b>100%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>82%</b>	<b>80%</b>	<b>100%</b>	<b>78%</b>

**NW Region**

17	McKinley	100%	100%	100%	100%	100%		100%		0%	67%	33%
24	San Juan	75%	100%	67%		50%	75%	60%			0%	50%
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%	0%
42	N. Valencia	0%		100%	0%	0%	50%	0%	50%		0%	67%
<b>NW Region Totals</b>		<b>67%</b>	<b>100%</b>	<b>79%</b>	<b>80%</b>	<b>63%</b>	<b>71%</b>	<b>73%</b>	<b>83%</b>	<b>63%</b>	<b>56%</b>	<b>45%</b>

**SW Region**

7	W. Dona Ana	100%	100%	67%	100%	100%	100%	75%		100%		0%
9	Grant		100%				100%		0%	100%		100%
16	Luna		100%				100%	100%		100%		
19	Otero	0%	100%	100%	0%		100%	100%	0%	67%	100%	50%
37	E. Dona Ana	100%	100%		67%	67%		67%	100%	0%	100%	100%
38	S. Dona Ana	100%	100%	100%	100%	75%	67%	0%	100%		100%	100%
<b>SW Region Totals</b>		<b>83%</b>	<b>100%</b>	<b>86%</b>	<b>83%</b>	<b>83%</b>	<b>90%</b>	<b>70%</b>	<b>71%</b>	<b>75%</b>	<b>100%</b>	<b>75%</b>

**SE Region**

3	Chaves		100%	100%	100%		50%		0%		75%	100%
5	Curry		100%	100%				33%	0%			75%
8	Eddy		100%					100%	100%	100%	0%	
13	Lea	100%		50%		100%	100%		100%		100%	50%
14	Lincoln						100%	100%		0%		
22	Roosevelt		100%		100%				0%			
34	Eddy/Artesia	100%				100%	100%	100%				
<b>SE Region Totals</b>		<b>100%</b>	<b>100%</b>	<b>83%</b>	<b>100%</b>	<b>100%</b>	<b>86%</b>	<b>67%</b>	<b>40%</b>	<b>50%</b>	<b>67%</b>	<b>71%</b>

**Central Region**

1	SE Bernalillo	100%	100%	67%	100%	100%		0%		71%		67%
35	NW Bernalillo	50%	100%	100%	50%	100%	100%	100%	50%		50%	67%
36	SW Bernalillo	100%	100%	71%	67%	80%	50%	67%	25%	100%	75%	50%
39	NE Bernalillo	100%	67%	100%	50%	100%	100%	100%	80%		80%	100%
30	Torrance	100%	0%			100%	100%	100%			100%	100%
<b>Central Region Totals</b>		<b>92%</b>	<b>82%</b>	<b>84%</b>	<b>73%</b>	<b>94%</b>	<b>86%</b>	<b>82%</b>	<b>55%</b>	<b>78%</b>	<b>75%</b>	<b>69%</b>

<b>Slate Totals</b>		<b>85%</b>	<b>92%</b>	<b>85%</b>	<b>80%</b>	<b>87%</b>	<b>86%</b>	<b>78%</b>	<b>68%</b>	<b>71%</b>	<b>75%</b>	<b>67%</b>
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