



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-09

TO: ISD Employees

FROM: Mary Brogdon, Director, Income Support Division *SMA for MAB*

RE: FFY 2017 SNAP Performance Report-Final

DATE: March 9, 2018

Attached please find the Final 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 September 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	\$248,849		
Total Dollar Errors	\$16,325	Total Error Rate %	6.56%
Total Dollar Over	\$10,731	% Error Rate Over	4.31%
Total Dollar Under	\$2,485	% Error Rate Under	1.00%
Total Dollar Ineligible	\$3,109	% Error Rate Ineligible	1.25%

Cumulative Case Error Rate

Total Reviewed	991
% In Error	12.6%

Cases Dropped	185
Correct	852
Overpaid	101
Underpaid	22
Ineligible	16

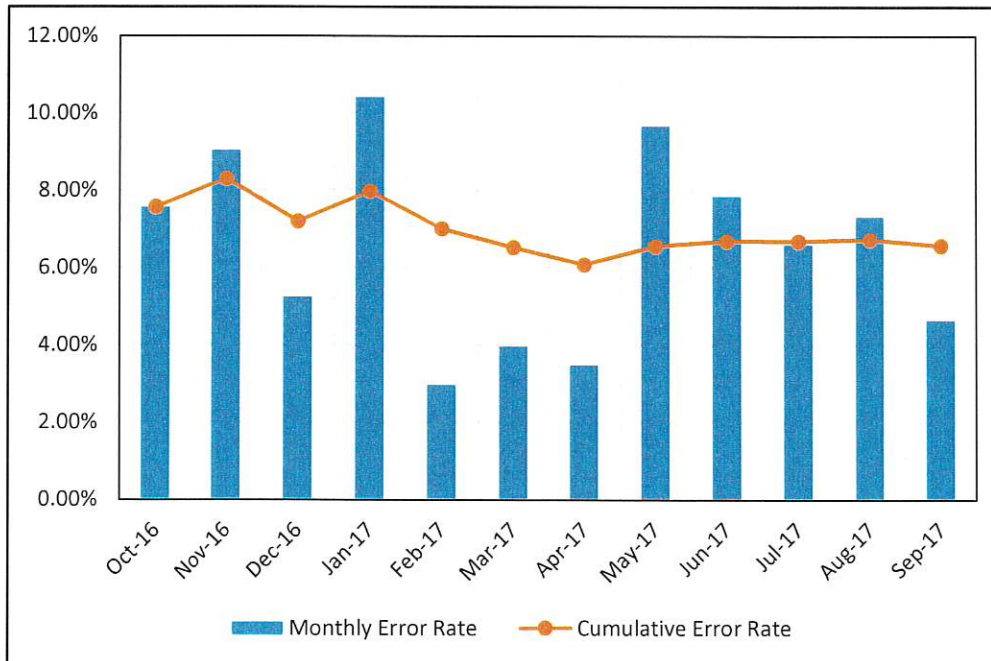
Agency Error Dollar Amount	Agency % Error Rate:
\$6,997	2.81%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$9,328	3.75%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$7,270	44.5%
Recertification	\$9,055	55.5%

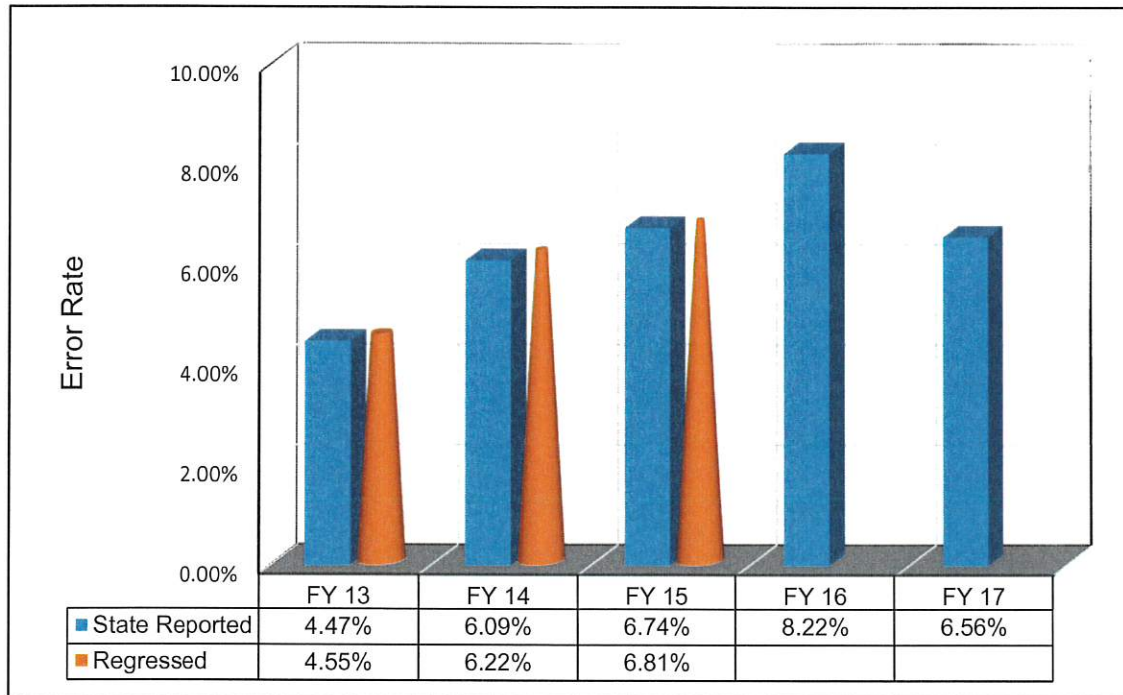
3. Error Rates By: Month and FFY Cumulative



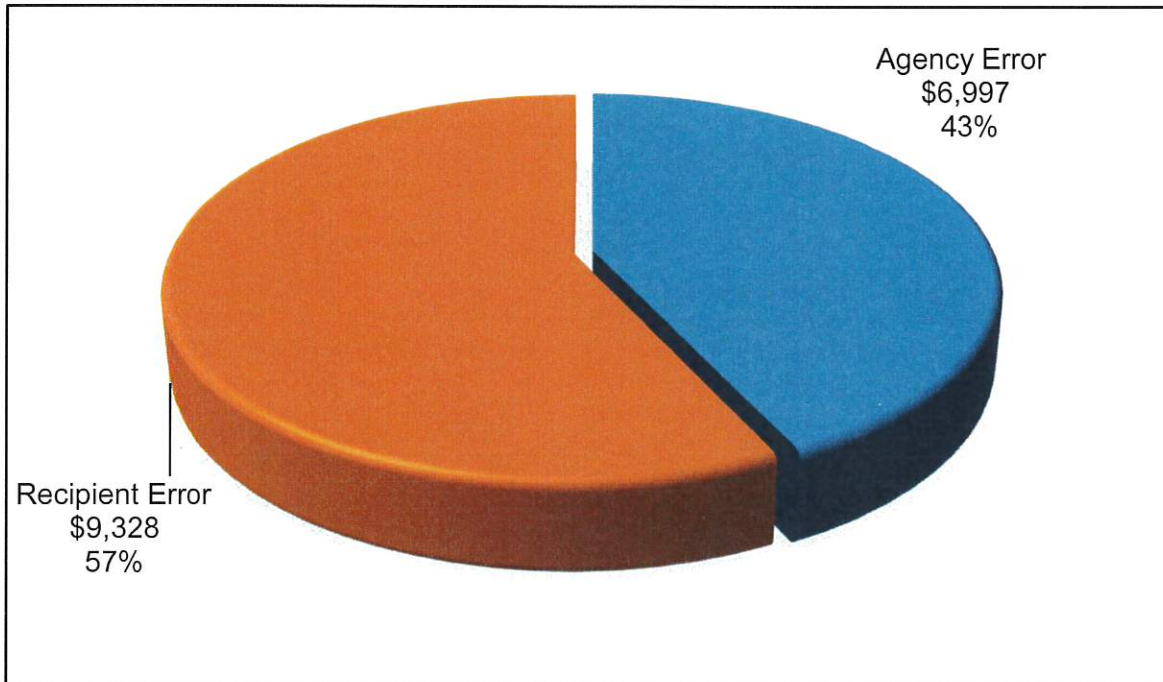
4. Regional Cumulative Payment Error Rates

		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	\$450	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%	0.46%	0.00%
21	Rio Arriba	\$16	\$379	\$395	\$7,729	5.11%	2.42%	0.00%
23	Sandoval	\$0	\$368	\$368	\$12,539	2.93%	2.25%	0.00%
25	San Miguel	\$304	\$194	\$498	\$5,851	8.51%	3.05%	0.00%
26	Santa Fe	\$599	\$693	\$1,292	\$12,080	10.70%	7.91%	0.00%
29	Taos	\$182	\$0	\$182	\$3,249	5.60%	1.11%	13.98%
NE Region Totals		\$1,101	\$1,709	\$2,810	\$44,306	6.34%	17.21%	1.35%
NW Region								
17	McKinley	\$540	\$513	\$1,053	\$18,786	5.61%	6.45%	0.00%
24	San Juan	\$343	\$405	\$748	\$14,473	5.17%	4.58%	8.53%
27	Sierra	\$100	\$0	\$100	\$2,410	4.15%	0.61%	0.00%
28	Socorro	\$386	\$0	\$386	\$3,994	9.66%	2.36%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$4,319	0.00%	0.00%	0.00%
42	N. Valencia	\$131	\$330	\$461	\$7,024	6.56%	2.82%	30.61%
NW Region Totals		\$1,500	\$1,248	\$2,748	\$51,022	5.39%	16.83%	3.56%
SW Region								
07	W. Dona Ana	\$254	\$326	\$580	\$11,755	4.93%	3.55%	0.00%
09	Grant	\$0	\$74	\$74	\$4,007	1.85%	0.45%	0.00%
16	Luna	\$60	\$418	\$478	\$5,270	9.07%	2.93%	3.17%
19	Otero	\$360	\$0	\$360	\$5,528	6.51%	2.21%	18.79%
37	E. Dona Ana	\$224	\$689	\$913	\$9,962	9.16%	5.59%	7.12%
38	S. Dona Ana	\$349	\$1,183	\$1,532	\$12,045	12.72%	9.38%	30.33%
SW Region Totals		\$1,247	\$2,690	\$3,937	\$48,567	8.11%	24.12%	7.98%
SE Region								
03	Chaves	\$388	\$132	\$520	\$9,123	5.70%	3.19%	0.00%
05	Curry	\$153	\$712	\$865	\$4,746	18.23%	5.30%	0.00%
08	Eddy	\$0	\$0	\$0	\$6,374	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$7,670	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$2,286	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		\$541	\$844	\$1,385	\$35,642	3.89%	8.48%	0.00%
Central Region								
01	SE Bernalillo	\$262	\$130	\$392	\$8,403	4.67%	2.40%	0.00%
35	NW Bernalillo	\$723	\$562	\$1,285	\$13,073	9.83%	7.87%	18.18%
36	SW Bernalillo	\$531	\$1,341	\$1,872	\$25,948	7.21%	11.47%	5.23%
39	NE Bernalillo	\$981	\$804	\$1,785	\$17,538	10.18%	10.93%	15.25%
30	Torrance	\$111	\$0	\$111	\$4,350	2.55%	0.68%	0.00%
Central Region Totals		\$2,608	\$2,837	\$5,445	\$69,312	7.86%	33.35%	9.27%
State Totals		\$6,997	\$9,328	\$16,325	\$248,849	6.56%	100.00%	4.64%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$135

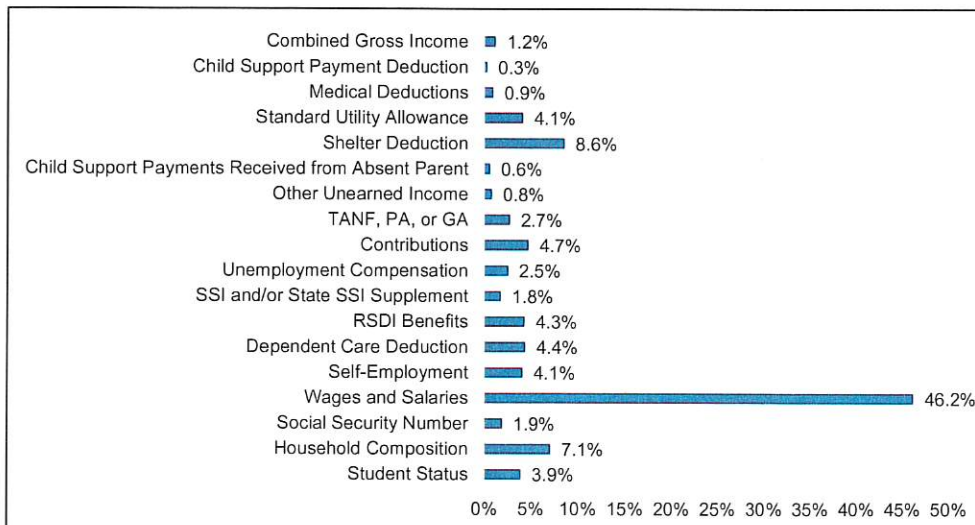
Average Agency Error: \$100

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$637	\$0	100.0%
150 - Household Composition	\$444	\$708	38.5%
170 - Social Security Number	\$0	\$309	0.0%
311 - Wages and Salaries	\$2,435	\$5,113	32.3%
312 - Self-Employment	\$665	\$0	100.0%
323 - Dependent Care Deduction	\$663	\$50	93.0%
331 - RSDI Benefits	\$355	\$348	50.5%
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	\$130	\$1,268	9.3%
364 - Standard Utility Allowance	\$391	\$284	57.9%
365 - Medical Deductions	\$152	\$0	100.0%
366 - Child Support Payment Deduction	\$45	\$0	100.0%
371 - Combined Gross Income	\$0	\$194	0.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$637	3.9%
Household Composition	\$1,152	7.1%
Social Security Number	\$309	1.9%
Wages and Salaries	\$7,548	46.2%
Self-Employment	\$665	4.1%
Dependent Care Deduction	\$713	4.4%
RSDI Benefits	\$703	4.3%
SSI and/or State SSI Supplement	\$287	1.8%
Unemployment Compensation	\$413	2.5%
Contributions	\$769	4.7%
TANF, PA, or GA	\$442	2.7%
Other Unearned Income	\$130	0.8%
Child Support Payments Received from Absent Parent	\$93	0.6%
Shelter Deduction	\$1,398	8.6%
Standard Utility Allowance	\$675	4.1%
Medical Deductions	\$152	0.9%
Child Support Payment Deduction	\$45	0.3%
Combined Gross Income	\$194	1.2%
Total	\$16,325	100.0%



FFY 2017 Negative Statewide Error Rates

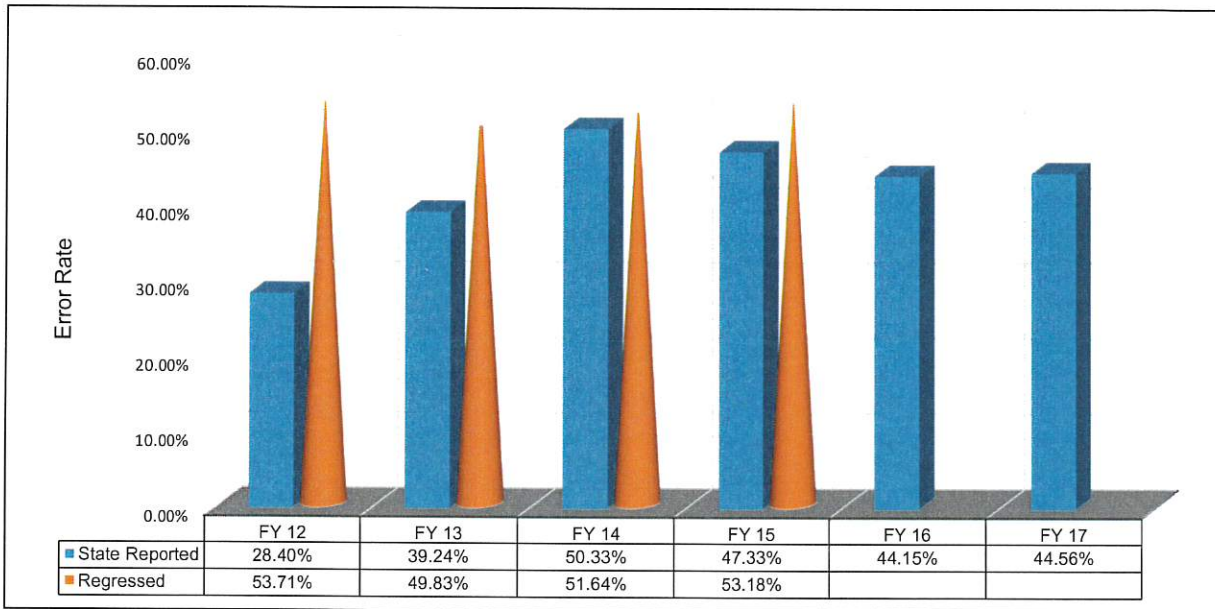
1. Cumulative Negative Case Error Rate

Valid	416
Invalid	401
Invalid Error	288
Invalid Notice	113
Drop	83
Total Sampled	900
% Invalid Notice	12.6%
% Invalid Error	32.0%
% Invalid Total	44.6%

2. Ranked Negative Action By Time of Occurrence

Closure	140	35.6%
Denial	252	64.4%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	175	44.6%	25	6.4%	200	49.9%
Notices	39	9.9%	74	18.9%	113	28.2%
Verification	5	1.3%	18	4.6%	23	5.7%
Wages and Salaries	14	3.6%	8	2.0%	22	5.5%
Combined Gross Income	12	3.1%	6	1.5%	18	4.5%
Student Status	4	1.0%	2	0.5%	6	1.5%
Transitional Benefits	0	0.0%	3	0.8%	3	0.7%
Combined Net Income	2	0.5%	1	0.3%	3	0.7%
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	Colfax	2	2	4	50.0%
10	Guadalupe/De Baca	2	3	5	60.0%
20	Quay	4	2	6	33.3%
21	Rio Arriba	12	6	18	33.3%
23	Sandoval	23	19	42	45.2%
25	San Miguel	5	8	13	61.5%
26	Santa Fe	21	16	37	43.2%
29	Taos	11	6	17	35.3%
NE Region Totals		80	62	142	43.7%

NW Region

17	McKinley	13	10	23	43.5%
24	San Juan	15	26	41	63.4%
27	Sierra	8	7	15	46.7%
28	Socorro	1	2	3	66.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	8	4	12	33.3%
42	N. Valencia	22	22	44	50.0%
NW Region Totals		67	71	138	51.4%

SW Region

07	W. Dona Ana	22	17	39	43.6%
09	Grant	10	10	20	50.0%
16	Luna	8	4	12	33.3%
19	Otero	14	8	22	36.4%
37	E. Dona Ana	17	12	29	41.4%
38	S. Dona Ana	15	5	20	25.0%
SW Region Totals		86	56	142	39.4%

SE Region

03	Chaves	14	8	22	36.4%
05	Curry	9	9	18	50.0%
08	Eddy	22	7	29	24.1%
13	Lea	12	13	25	52.0%
14	Lincoln	2	7	9	77.8%
22	Roosevelt	2	4	6	66.7%
34	Eddy/Artesia	4	2	6	33.3%
SE Region Totals		65	50	115	43.5%

Central Region

01	SE Bernalillo	21	35	56	62.5%
35	NW Bernalillo	33	27	60	45.0%
36	SW Bernalillo	29	31	60	51.7%
39	NE Bernalillo	29	60	89	67.4%
30	Torrance	6	9	15	60.0%
Central Region Totals		118	162	280	57.9%

State Totals		416	401	817	49.1%
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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										100%		
20 Quay		0%				100%			100%			
21 Rio Arriba	100%	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%	100%
26 Santa Fe		100%	100%	100%	100%	100%	100%	80%		100%	100%	67%
29 Taos			100%	100%				100%		100%	100%	100%
NE Region Totals	100%	86%	100%	83%	100%	100%	100%	82%	80%	100%	78%	83%

NW Region

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

SW Region

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

SE Region

3 Chaves		100%	100%	100%		50%		0%		75%	100%	100%
5 Curry		100%	100%				33%	0%			75%	100%
8 Eddy		100%					100%	100%	100%	0%		
13 Lea	100%		50%		100%	100%		100%		100%	50%	100%
14 Lincoln						100%	100%		0%			100%
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%	71%	100%

Central Region

1 SE Bernalillo	100%	100%	67%	100%	100%		0%		71%		67%	100%
35 NW Bernalillo	50%	100%	100%	50%	100%	100%	100%	50%		50%	67%	0%
36 SW Bernalillo	100%	100%	71%	67%	80%	50%	67%	25%	100%	75%	50%	33%
39 NE Bernalillo	100%	67%	100%	50%	100%	100%	100%	80%		80%	100%	100%
30 Torrance	100%	0%			100%	100%	100%			100%	100%	100%
Central Region Totals	92%	82%	84%	73%	94%	86%	82%	55%	78%	75%	69%	67%

State Totals	85%	92%	85%	80%	87%	86%	78%	68%	71%	75%	67%	85%
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