




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-15

TO: ISD Employees

FROM:  Mary Brogdon, Director, Income Support Division

RE: FFY 2018 SNAP Performance Report-First

DATE: April 11, 2018

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2018. This report includes all Quality Control (QC) findings received for the review months of October 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 2018 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 2018

1. STATE Cumulative Payment Error Rates

| | | | |
|-------------------------|----------|-------------------------|-------|
| Total Paid | \$16,636 | | |
| Total Dollar Errors | \$1,330 | Total Error Rate % | 7.99% |
| Total Dollar Over | \$350 | % Error Rate Over | 2.10% |
| Total Dollar Under | \$0 | % Error Rate Under | 0.00% |
| Total Dollar Ineligible | \$980 | % Error Rate Ineligible | 5.89% |

Cumulative Case Error Rate

| | |
|----------------|------|
| Total Reviewed | 80 |
| % In Error | 8.8% |

| | |
|---------------|----|
| Cases Dropped | 18 |
| Correct | 73 |
| Overpaid | 4 |
| Underpaid | 0 |
| Ineligible | 3 |

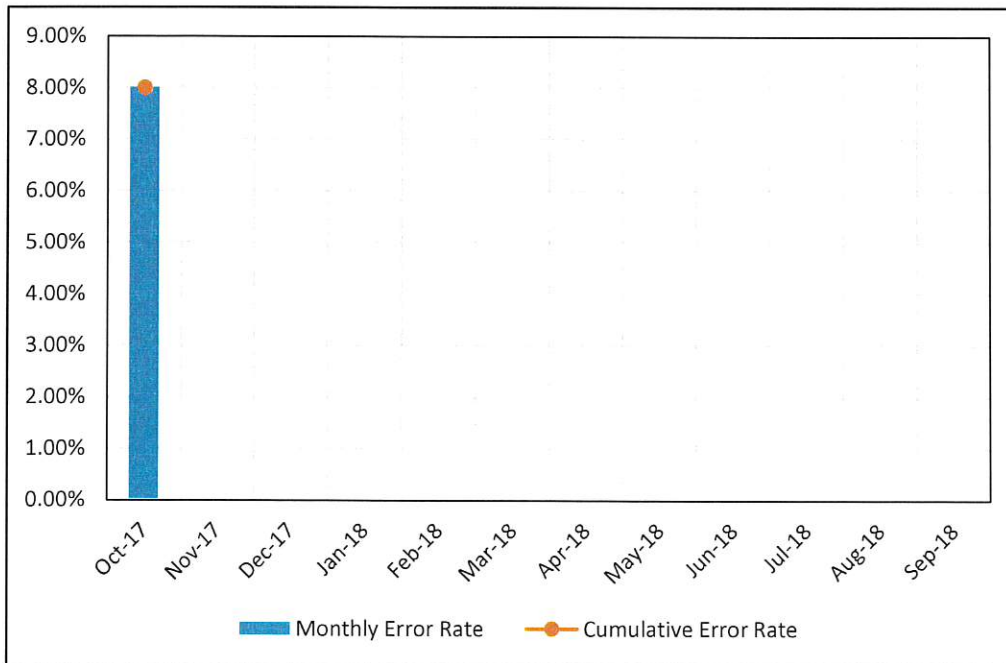
| | |
|----------------------------|----------------------|
| Agency Error Dollar Amount | Agency % Error Rate: |
| \$146 | 0.88% |

| | |
|---------------------------------|------------------------|
| Recipient Error (Dollar Amount) | Recipient % Error Rate |
| \$1,184 | 7.12% |

2. Dollar Error By Time of Occurrence

| | \$ | % |
|-----------------|-------|-------|
| Approval | \$854 | 64.2% |
| Recertification | \$476 | 35.8% |

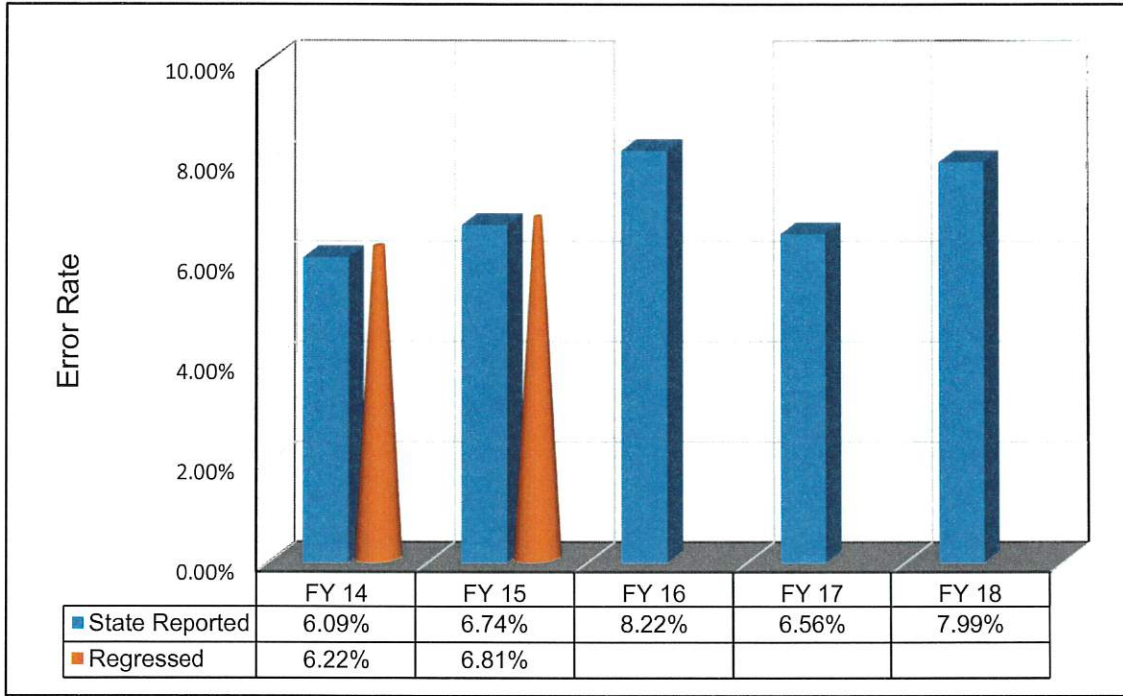
3. Error Rates By: Month and FFY Cumulative



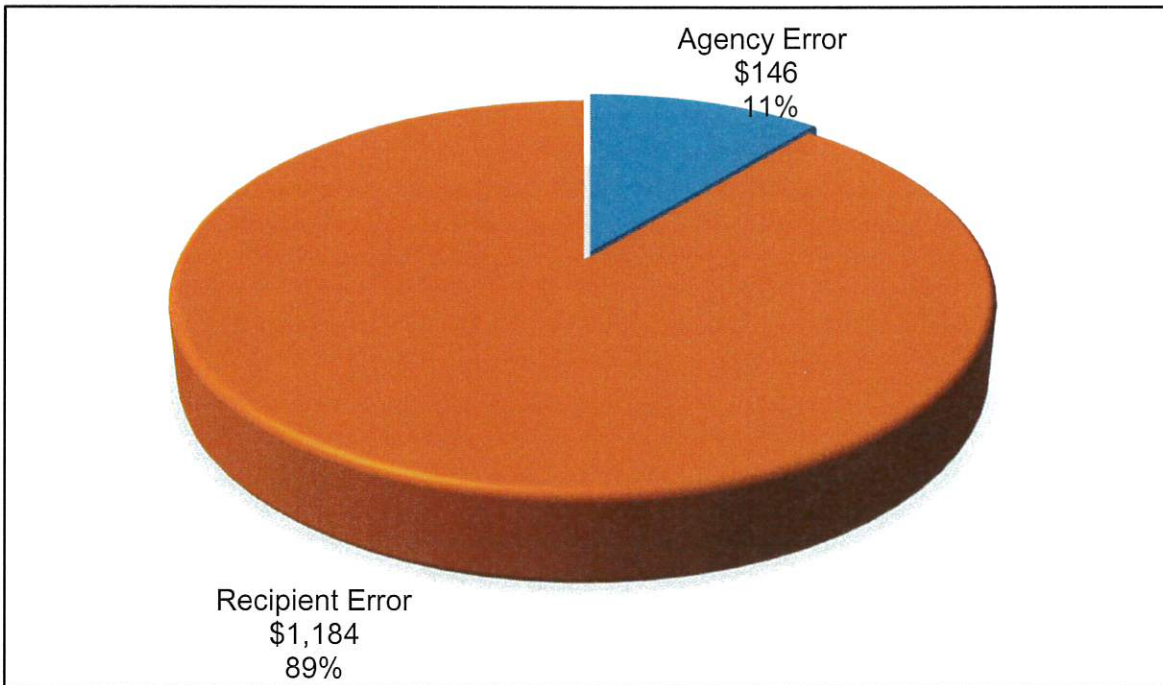
4. Regional Cumulative Payment Error Rates

| | | 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 | \$0 | 0.00% | 0.00% | 0.00% |
| 10 | Guadalupe/De Baca | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| 20 | Quay | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| 21 | Rio Arriba | \$0 | \$0 | \$0 | \$219 | 0.00% | 0.00% | 0.00% |
| 23 | Sandoval | \$0 | \$81 | \$81 | \$909 | 8.91% | 6.09% | 8.91% |
| 25 | San Miguel | \$0 | \$0 | \$0 | \$717 | 0.00% | 0.00% | 0.00% |
| 26 | Santa Fe | \$74 | \$0 | \$74 | \$611 | 12.11% | 5.56% | 12.11% |
| 29 | Taos | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| NE Region Totals | | \$74 | \$81 | \$155 | \$2,456 | 6.31% | 11.65% | 6.31% |
| NW Region | | | | | | | | |
| 17 | McKinley | \$0 | \$0 | \$0 | \$1,076 | 0.00% | 0.00% | 0.00% |
| 24 | San Juan | \$0 | \$0 | \$0 | \$979 | 0.00% | 0.00% | 0.00% |
| 27 | Sierra | \$0 | \$0 | \$0 | \$29 | 0.00% | 0.00% | 0.00% |
| 28 | Socorro | \$0 | \$0 | \$0 | \$65 | 0.00% | 0.00% | 0.00% |
| 32 | S. Valencia | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| 33 | Cibola | \$0 | \$0 | \$0 | \$832 | 0.00% | 0.00% | 0.00% |
| 42 | N. Valencia | \$0 | \$0 | \$0 | \$756 | 0.00% | 0.00% | 0.00% |
| NW Region Totals | | \$0 | \$0 | \$0 | \$3,737 | 0.00% | 0.00% | 0.00% |
| SW Region | | | | | | | | |
| 07 | W. Dona Ana | \$0 | \$0 | \$0 | \$558 | 0.00% | 0.00% | 0.00% |
| 09 | Grant | \$0 | \$0 | \$0 | \$192 | 0.00% | 0.00% | 0.00% |
| 16 | Luna | \$0 | \$0 | \$0 | \$309 | 0.00% | 0.00% | 0.00% |
| 19 | Otero | \$0 | \$0 | \$0 | \$895 | 0.00% | 0.00% | 0.00% |
| 37 | E. Dona Ana | \$72 | \$0 | \$72 | \$686 | 10.50% | 5.41% | 10.50% |
| 38 | S. Dona Ana | \$0 | \$0 | \$0 | \$705 | 0.00% | 0.00% | 0.00% |
| SW Region Totals | | \$72 | \$0 | \$72 | \$3,345 | 2.15% | 5.41% | 2.15% |
| SE Region | | | | | | | | |
| 03 | Chaves | \$0 | \$437 | \$437 | \$739 | 59.13% | 32.86% | 59.13% |
| 05 | Curry | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| 08 | Eddy | \$0 | \$0 | \$0 | \$192 | 0.00% | 0.00% | 0.00% |
| 13 | Lea | \$0 | \$249 | \$249 | \$1,392 | 17.89% | 18.72% | 17.89% |
| 14 | Lincoln | \$0 | \$0 | \$0 | \$352 | 0.00% | 0.00% | 0.00% |
| 22 | Roosevelt | \$0 | \$0 | \$0 | \$87 | 0.00% | 0.00% | 0.00% |
| 34 | Eddy/Artesia | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| SE Region Totals | | \$0 | \$686 | \$686 | \$2,762 | 24.84% | 51.58% | 24.84% |
| Central Region | | | | | | | | |
| 01 | SE Bernalillo | \$0 | \$294 | \$294 | \$768 | 38.28% | 22.11% | 38.28% |
| 35 | NW Bernalillo | \$0 | \$123 | \$123 | \$1,206 | 10.20% | 9.25% | 10.20% |
| 36 | SW Bernalillo | \$0 | \$0 | \$0 | \$1,162 | 0.00% | 0.00% | 0.00% |
| 39 | NE Bernalillo | \$0 | \$0 | \$0 | \$1,200 | 0.00% | 0.00% | 0.00% |
| 30 | Torrance | \$0 | \$0 | \$0 | \$0 | 0.00% | 0.00% | 0.00% |
| Central Region Totals | | \$0 | \$417 | \$417 | \$4,336 | 9.62% | 31.35% | 9.62% |
| State Totals | | \$146 | \$1,184 | \$1,330 | \$16,636 | 7.99% | 100.00% | 7.99% |

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$237

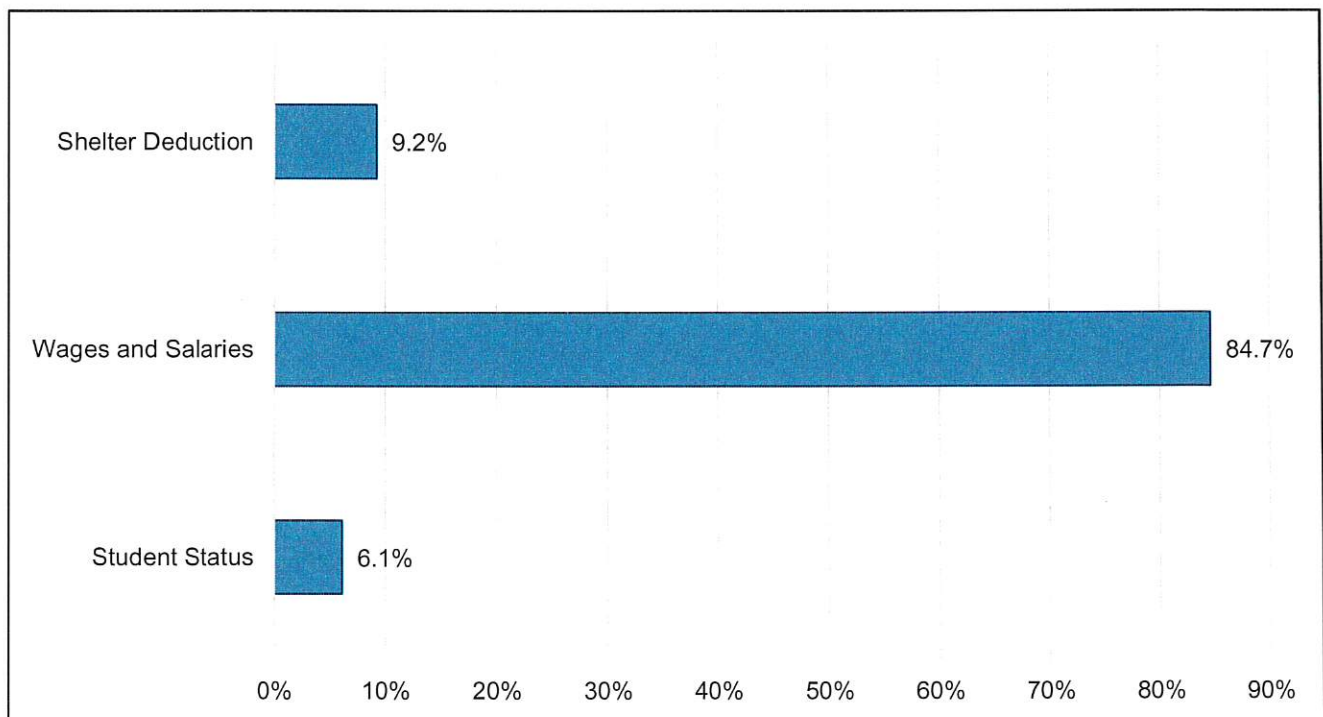
Average Agency Error: \$73

7. Agency/Recipient Dollar Error Breakdown By General Element

| Error Cause | Agency | Recipient | % Agency |
|--------------------------|--------|-----------|----------|
| 111 - Student Status | \$0 | \$81 | 0.0% |
| 311 - Wages and Salaries | \$146 | \$980 | 13.0% |
| 363 - Shelter Deduction | \$0 | \$123 | 0.0% |

8. SNAP Dollar Error Breakdown By General Element

| | Error Dollars | % |
|--------------------|---------------|--------|
| Student Status | \$81 | 6.1% |
| Wages and Salaries | \$1,126 | 84.7% |
| Shelter Deduction | \$123 | 9.2% |
| Total | \$1,330 | 100.0% |



FFY 2017 Negative Statewide Error Rates

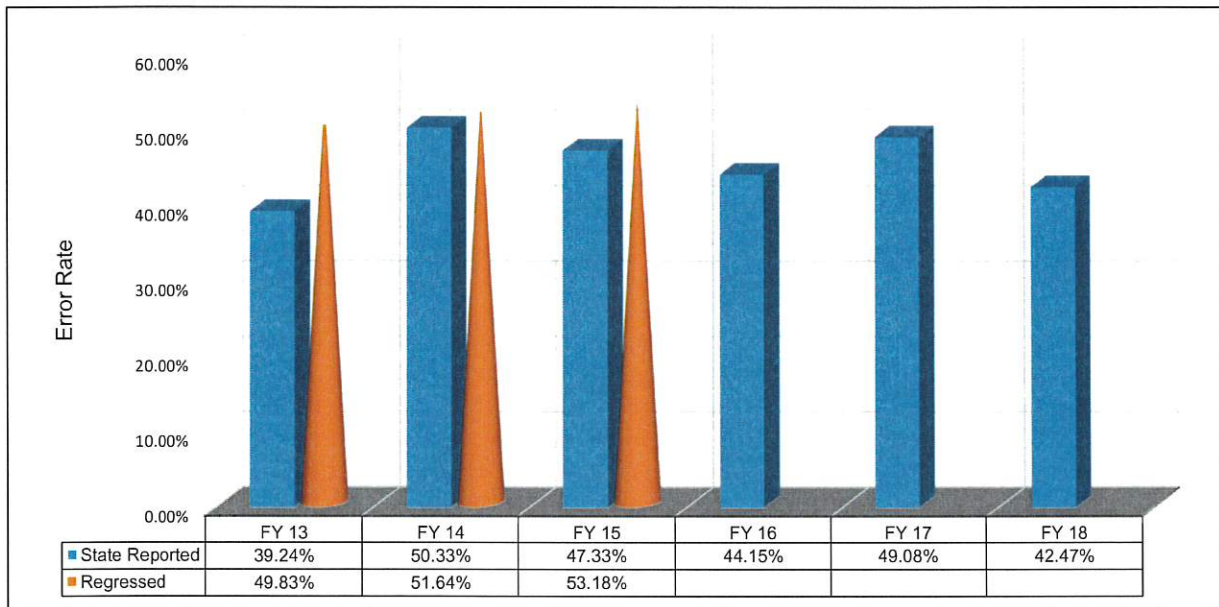
1. Cumulative Negative Case Error Rate

| | |
|------------------|-------|
| Valid | 42 |
| Invalid | 31 |
| Invalid Error | 18 |
| Invalid Notice | 13 |
| Drop | 2 |
| Total Sampled | 75 |
| % Invalid Notice | 17.8% |
| % Invalid Error | 24.7% |
| % Invalid Total | 42.5% |

2. Ranked Negative Action By Time of Occurrence

| | | |
|---------|----|-------|
| Closure | 7 | 22.6% |
| Denial | 24 | 77.4% |

3. State Negative Error Rates



4. Negative Case Element Ranking

| Error Elements | Denials | | Closures | | Invalid | % of Total |
|--------------------|---------|-------|----------|-------|---------|------------|
| Notices | 9 | 29.0% | 5 | 16.1% | 14 | 45.2% |
| Application | 13 | 41.9% | 0 | 0.0% | 13 | 41.9% |
| Verification | 0 | 0.0% | 2 | 6.5% | 2 | 6.5% |
| RSDI Benefits | 1 | 3.2% | 0 | 0.0% | 1 | 3.2% |
| Wages and Salaries | 1 | 3.2% | 0 | 0.0% | 1 | 3.2% |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

5. Regional Cumulative Negative Error Rates

| | | Valid | Invalid | Total | Invalid % |
|------------------|-------------------|-------|---------|-------|-----------|
| NE Region | | | | | |
| 04 | Colfax | 0 | 0 | 0 | 0.0% |
| 10 | Guadalupe/De Baca | 0 | 0 | 0 | 0.0% |
| 20 | Quay | 0 | 0 | 0 | 0.0% |
| 21 | Rio Arriba | 6 | 1 | 7 | 14.3% |
| 23 | Sandoval | 3 | 1 | 4 | 25.0% |
| 25 | San Miguel | 0 | 1 | 1 | 100.0% |
| 26 | Santa Fe | 3 | 4 | 7 | 57.1% |
| 29 | Taos | 0 | 0 | 0 | 0.0% |
| NE Region Totals | | 12 | 7 | 19 | 36.8% |

| | | | | | |
|------------------|-------------|---|---|----|--------|
| NW Region | | | | | |
| 17 | McKinley | 1 | 1 | 2 | 50.0% |
| 24 | San Juan | 0 | 2 | 2 | 100.0% |
| 27 | Sierra | 0 | 2 | 2 | 100.0% |
| 28 | Socorro | 1 | 0 | 1 | 0.0% |
| 32 | S. Valencia | 0 | 0 | 0 | 0.0% |
| 33 | Cibola | 1 | 0 | 1 | 0.0% |
| 42 | N. Valencia | 1 | 1 | 2 | 50.0% |
| NW Region Totals | | 4 | 6 | 10 | 60.0% |

| | | | | | |
|------------------|-------------|---|---|---|--------|
| SW Region | | | | | |
| 07 | W. Dona Ana | 1 | 0 | 1 | 0.0% |
| 09 | Grant | 1 | 0 | 1 | 0.0% |
| 16 | Luna | 0 | 0 | 0 | 0.0% |
| 19 | Otero | 1 | 1 | 2 | 50.0% |
| 37 | E. Dona Ana | 1 | 1 | 2 | 50.0% |
| 38 | S. Dona Ana | 0 | 2 | 2 | 100.0% |
| SW Region Totals | | 4 | 4 | 8 | 50.0% |

| | | | | | |
|------------------|--------------|---|---|---|--------|
| SE Region | | | | | |
| 03 | Chaves | 0 | 0 | 0 | 0.0% |
| 05 | Curry | 0 | 2 | 2 | 100.0% |
| 08 | Eddy | 1 | 0 | 1 | 0.0% |
| 13 | Lea | 2 | 1 | 3 | 33.3% |
| 14 | Lincoln | 1 | 0 | 1 | 0.0% |
| 22 | Roosevelt | 0 | 1 | 1 | 100.0% |
| 34 | Eddy/Artesia | 0 | 1 | 1 | 100.0% |
| SE Region Totals | | 4 | 5 | 9 | 55.6% |

| | | | | | |
|-----------------------|---------------|----|---|----|-------|
| Central Region | | | | | |
| 01 | SE Bernalillo | 5 | 2 | 7 | 28.6% |
| 35 | NW Bernalillo | 5 | 1 | 6 | 16.7% |
| 36 | SW Bernalillo | 5 | 2 | 7 | 28.6% |
| 39 | NE Bernalillo | 2 | 2 | 4 | 50.0% |
| 30 | Torrance | 1 | 2 | 3 | 66.7% |
| Central Region Totals | | 18 | 9 | 27 | 33.3% |

| | | | | | |
|--------------|--|----|----|----|-------|
| State Totals | | 42 | 31 | 73 | 42.5% |
|--------------|--|----|----|----|-------|

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>

