



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-22

TO: ISD Employees

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

RE: FFY 2018 SNAP Performance Report-Second

DATE: April 30, 2018

Attached please find the second 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 through November 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	\$36,744		
Total Dollar Errors	\$3,693	Total Error Rate %	10.05%
Total Dollar Over	\$1,993	% Error Rate Over	5.42%
Total Dollar Under	\$528	% Error Rate Under	1.44%
Total Dollar Ineligible	\$1,172	% Error Rate Ineligible	3.19%

Cumulative Case Error Rate

Total Reviewed	165
% In Error	12.7%

Cases Dropped	31
Correct	144
Overpaid	14
Underpaid	3
Ineligible	4

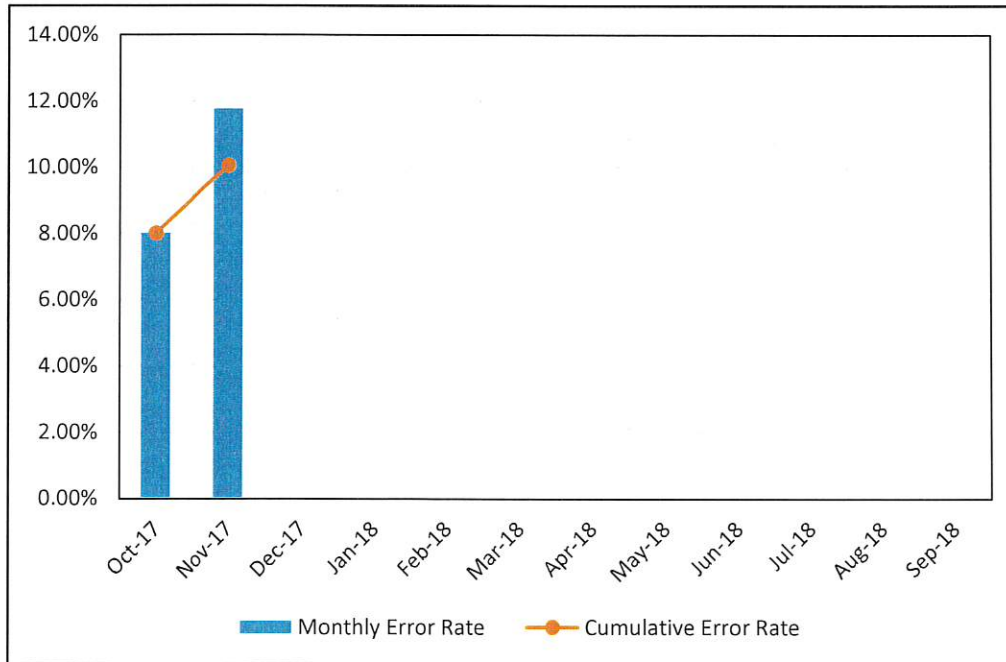
Agency Error Dollar Amount	Agency % Error Rate:
\$1,820	4.95%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$1,873	5.10%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$2,123	57.5%
Recertification	\$1,570	42.5%

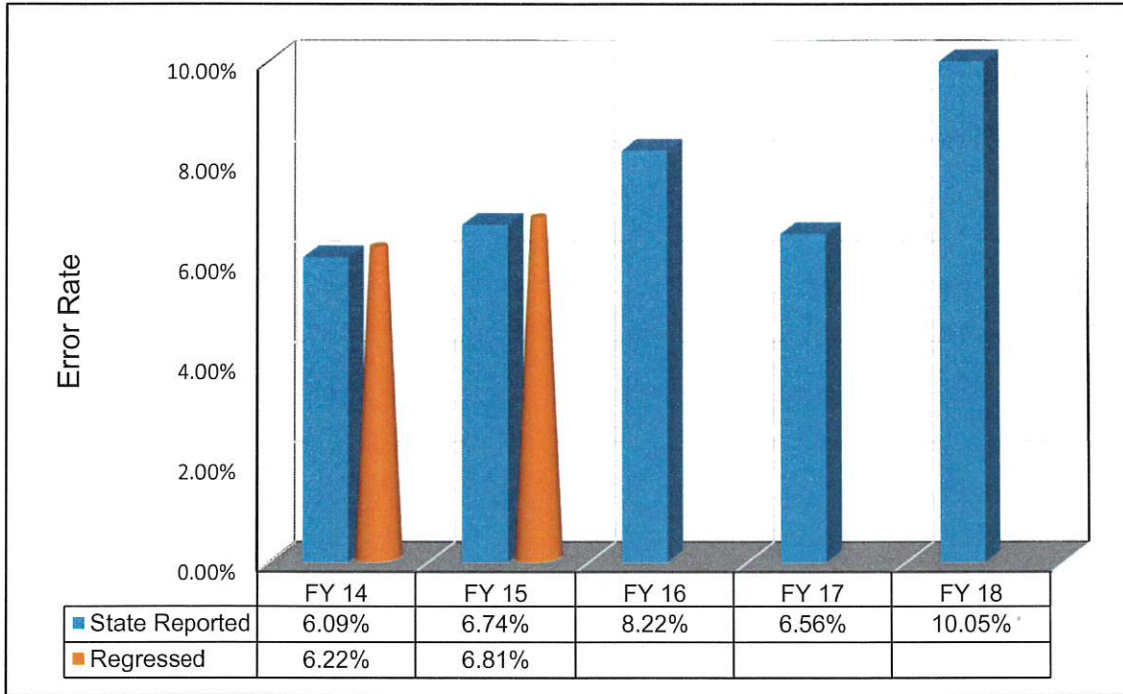
3. Error Rates By: Month and FFY Cumulative



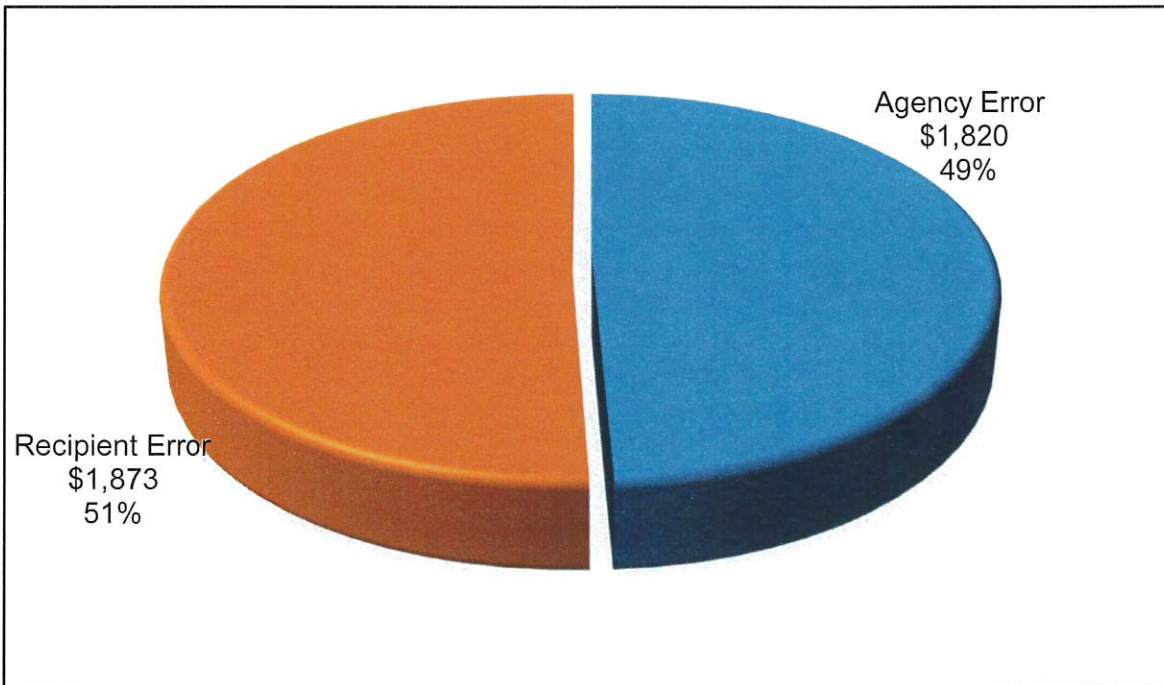
4. Regional Cumulative Payment Error Rates

		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	\$429	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	\$168	0.00%	0.00%	0.00%
21	Rio Arriba	\$0	\$0	\$0	\$506	0.00%	0.00%	0.00%
23	Sandoval	\$0	\$330	\$330	\$1,758	18.77%	8.94%	29.33%
25	San Miguel	\$59	\$0	\$59	\$1,293	4.56%	1.60%	10.24%
26	Santa Fe	\$306	\$0	\$306	\$2,125	14.40%	8.29%	15.32%
29	Taos	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
NE Region Totals		\$365	\$330	\$695	\$6,279	11.07%	18.82%	14.13%
NW Region								
17	McKinley	\$0	\$0	\$0	\$1,701	0.00%	0.00%	0.00%
24	San Juan	\$0	\$0	\$0	\$2,466	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	\$15	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$1,331	4.06%	1.46%	10.82%
42	N. Valencia	\$0	\$0	\$0	\$1,233	0.00%	0.00%	0.00%
NW Region Totals		\$0	\$54	\$54	\$6,840	0.79%	1.46%	1.74%
SW Region								
07	W. Dona Ana	\$0	\$0	\$0	\$1,533	0.00%	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$384	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$531	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,154	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$1,070	6.73%	1.95%	0.00%
38	S. Dona Ana	\$156	\$0	\$156	\$1,939	8.05%	4.22%	12.64%
SW Region Totals		\$228	\$0	\$228	\$6,611	3.45%	6.17%	4.78%
SE Region								
03	Chaves	\$0	\$437	\$437	\$2,074	21.07%	11.83%	0.00%
05	Curry	\$0	\$0	\$0	\$1,054	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$611	0.00%	0.00%	0.00%
13	Lea	\$0	\$249	\$249	\$1,911	13.03%	6.74%	0.00%
14	Lincoln	\$0	\$0	\$0	\$352	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$847	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	\$6,849	10.02%	18.58%	0.00%
Central Region								
01	SE Bernalillo	\$0	\$294	\$294	\$882	33.33%	7.96%	0.00%
35	NW Bernalillo	\$66	\$197	\$263	\$2,155	12.20%	7.12%	14.75%
36	SW Bernalillo	\$178	\$312	\$490	\$3,665	13.37%	13.27%	19.58%
39	NE Bernalillo	\$255	\$0	\$255	\$2,306	11.06%	6.90%	23.06%
30	Torrance	\$728	\$0	\$728	\$1,157	62.92%	19.71%	62.92%
Central Region Totals		\$1,227	\$803	\$2,030	\$10,165	19.97%	54.97%	27.67%
State Totals		\$1,820	\$1,873	\$3,693	\$36,744	10.05%	100.00%	11.75%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$187

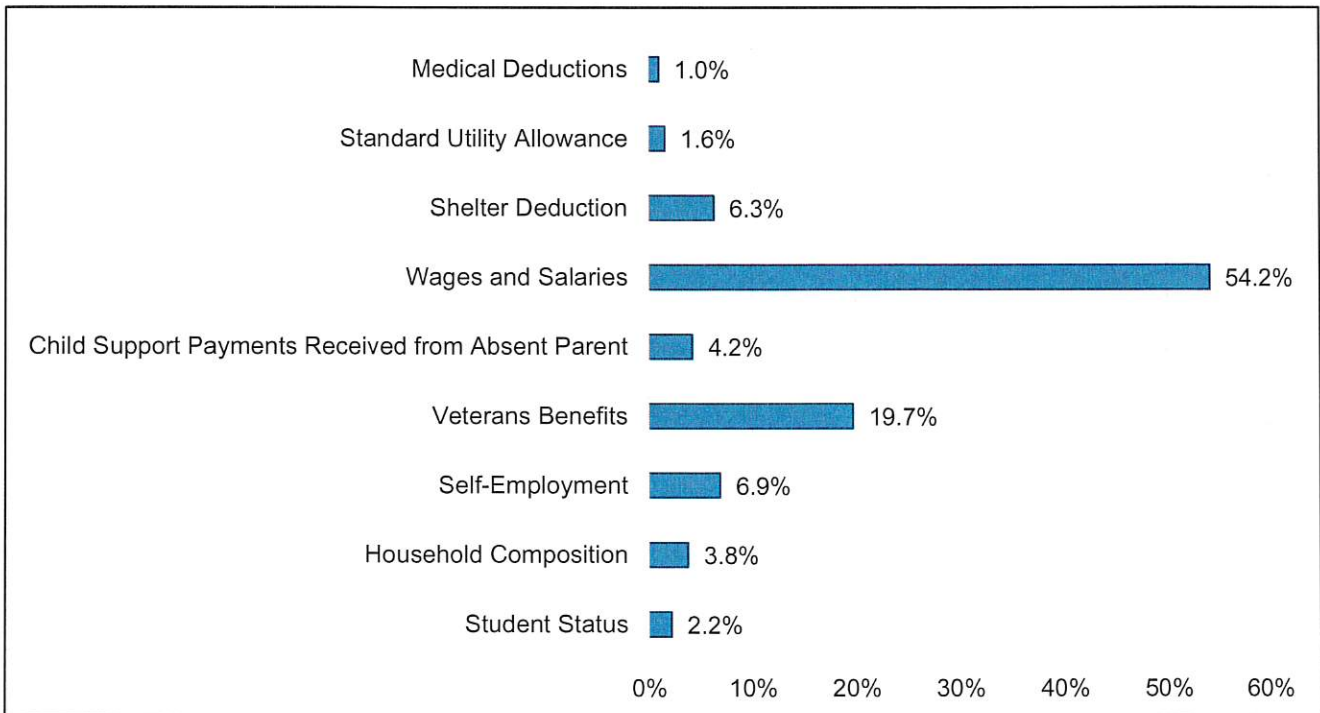
Average Agency Error: \$165

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$0	\$81	0.0%
150 - Household Composition	\$140	\$0	100.0%
312 - Self-Employment	\$255	\$0	100.0%
332 - Veterans Benefits	\$728	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$156	\$0	100.0%
311 - Wages and Salaries	\$444	\$1,558	22.2%
363 - Shelter Deduction	\$0	\$234	0.0%
364 - Standard Utility Allowance	\$59	\$0	100.0%
365 - Medical Deductions	\$38	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$81	2.2%
Household Composition	\$140	3.8%
Self-Employment	\$255	6.9%
Veterans Benefits	\$728	19.7%
Child Support Payments Received from Absent Parent	\$156	4.2%
Wages and Salaries	\$2,002	54.2%
Shelter Deduction	\$234	6.3%
Standard Utility Allowance	\$59	1.6%
Medical Deductions	\$38	1.0%
Total	\$3,693	12.9%



FFY 2017 Negative Statewide Error Rates

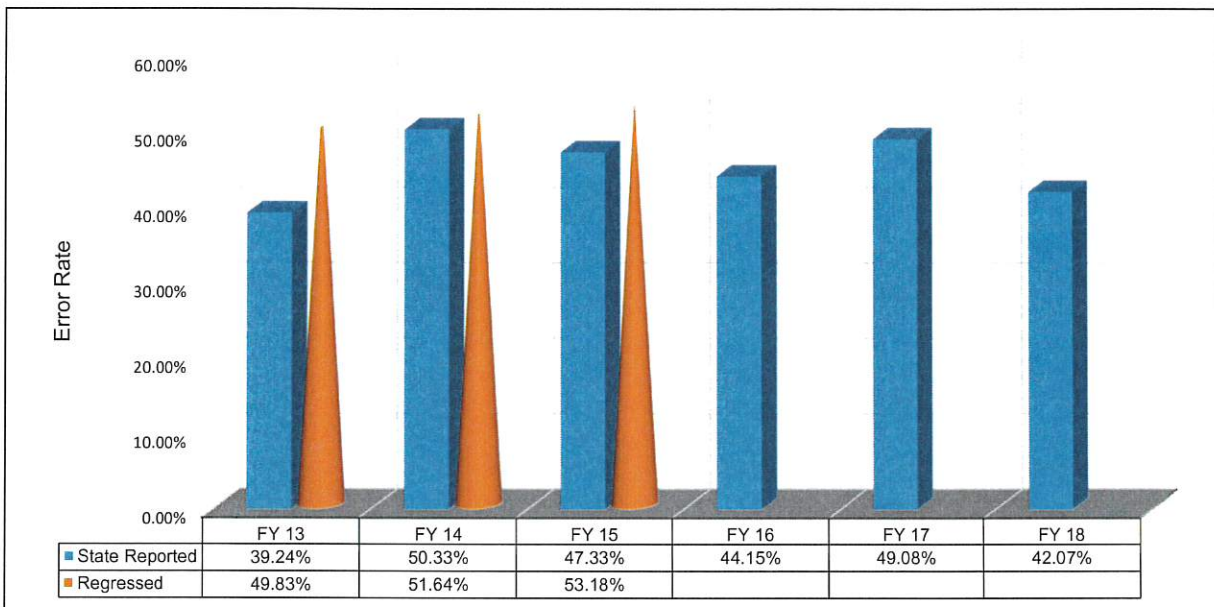
1. Cumulative Negative Case Error Rate

Valid	84
Invalid	61
Invalid Error	39
Invalid Notice	22
Drop	5
Total Sampled	150
% Invalid Notice	15.2%
% Invalid Error	26.9%
% Invalid Total	42.1%

2. Ranked Negative Action By Time of Occurrence

Closure	27	44.3%
Denial	34	55.7%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	21	34.4%	8	13.1%	29	47.5%
Notices	11	18.0%	11	18.0%	22	36.1%
Verification	0	0.0%	5	8.2%	5	8.2%
Wages and Salaries	1	1.6%	2	3.3%	3	4.9%
Unemployment Compensation	0	0.0%	1	1.6%	1	1.6%
RSDI Benefits	1	1.6%	0	0.0%	1	1.6%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	1	0	1	0.0%
10	Guadalupe/De Baca	0	0	0	0.0%
20	Quay	1	0	1	0.0%
21	Rio Arriba	6	1	7	14.3%
23	Sandoval	5	4	9	44.4%
25	San Miguel	4	1	5	20.0%
26	Santa Fe	3	6	9	66.7%
29	Taos	1	0	1	0.0%
NE Region Totals		21	12	33	36.4%

NW Region

17	McKinley	1	2	3	66.7%
24	San Juan	0	4	4	100.0%
27	Sierra	2	2	4	50.0%
28	Socorro	1	0	1	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	2	2	4	50.0%
42	N. Valencia	1	3	4	75.0%
NW Region Totals		7	13	20	65.0%

SW Region

07	W. Dona Ana	3	0	3	0.0%
09	Grant	1	0	1	0.0%
16	Luna	1	1	2	50.0%
19	Otero	2	3	5	60.0%
37	E. Dona Ana	2	1	3	33.3%
38	S. Dona Ana	2	2	4	50.0%
SW Region Totals		11	7	18	38.9%

SE Region

03	Chaves	3	1	4	25.0%
05	Curry	0	3	3	100.0%
08	Eddy	1	1	2	50.0%
13	Lea	3	2	5	40.0%
14	Lincoln	2	1	3	33.3%
22	Roosevelt	0	3	3	100.0%
34	Eddy/Artesia	0	1	1	100.0%
SE Region Totals		9	12	21	57.1%

Central Region

01	SE Bernalillo	7	3	10	30.0%
35	NW Bernalillo	11	2	13	15.4%
36	SW Bernalillo	10	3	13	23.1%
39	NE Bernalillo	6	6	12	50.0%
30	Torrance	2	3	5	60.0%
Central Region Totals		36	17	53	32.1%

State Totals		84	61	145	42.1%
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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>

