



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-26

TO: ISD Employees

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

RE: FFY 2018 SNAP Performance Report-Third

DATE: May 23, 2018

Attached please find the third 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 December 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	\$53,279		
Total Dollar Errors	\$4,282	Total Error Rate %	8.04%
Total Dollar Over	\$2,186	% Error Rate Over	4.10%
Total Dollar Under	\$729	% Error Rate Under	1.37%
Total Dollar Ineligible	\$1,367	% Error Rate Ineligible	2.57%

Cumulative Case Error Rate

Total Reviewed	246
% In Error	11.0%

Cases Dropped	48
Correct	219
Overpaid	17
Underpaid	4
Ineligible	6

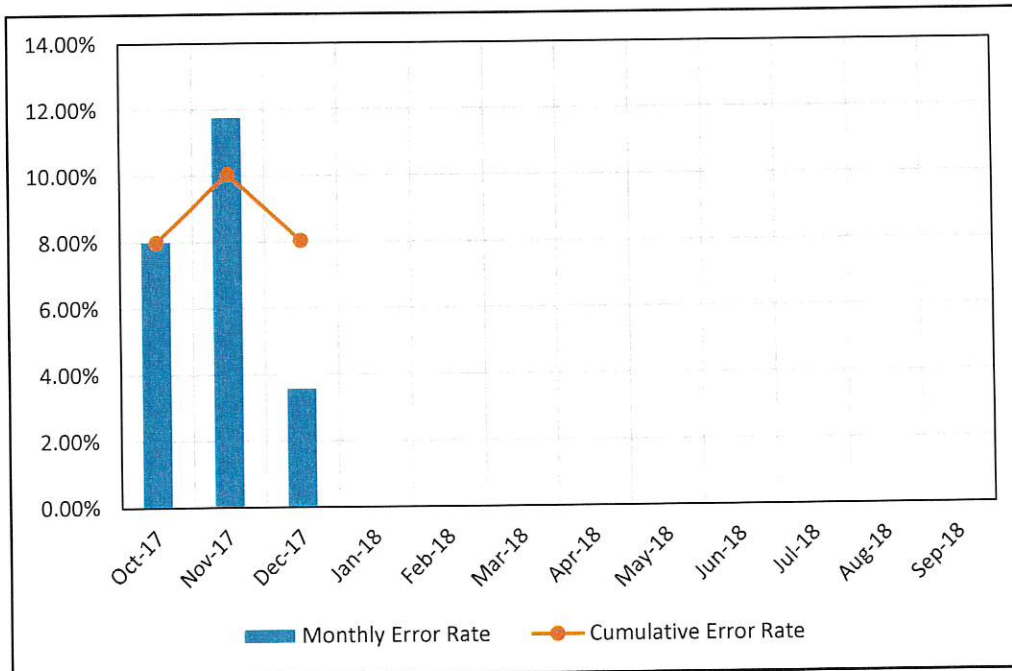
Agency Error Dollar Amount	Agency % Error Rate:
\$2,208	4.14%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,074	3.89%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$2,617	61.1%
Recertification	\$1,665	38.9%

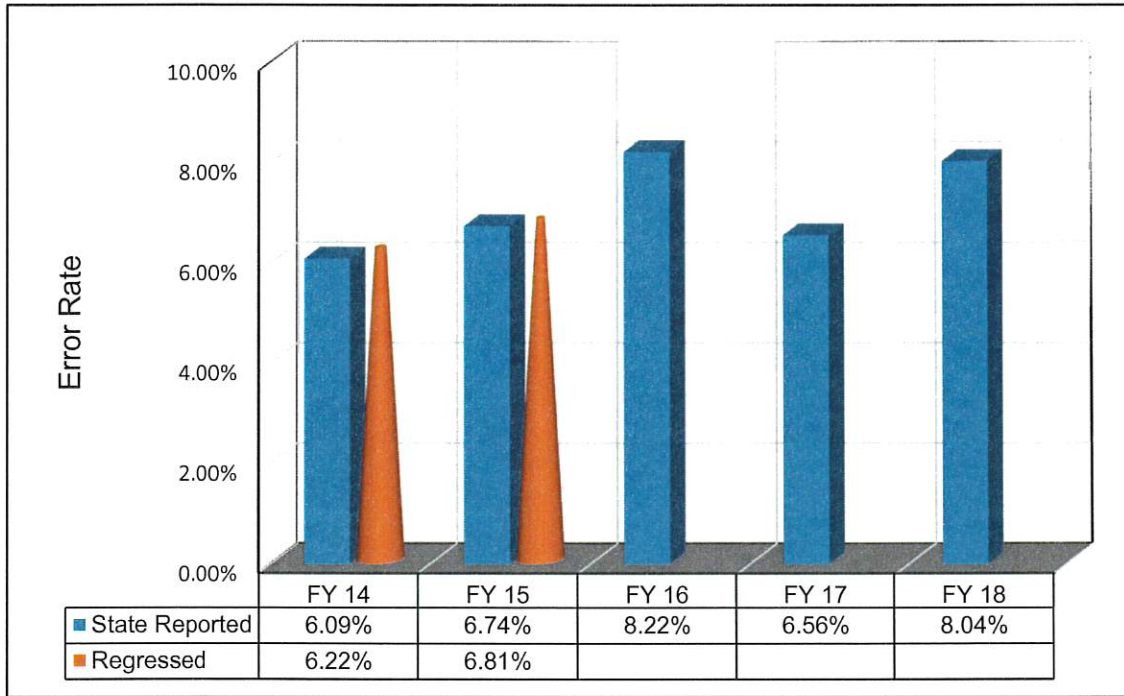
3. Error Rates By: Month and FFY Cumulative



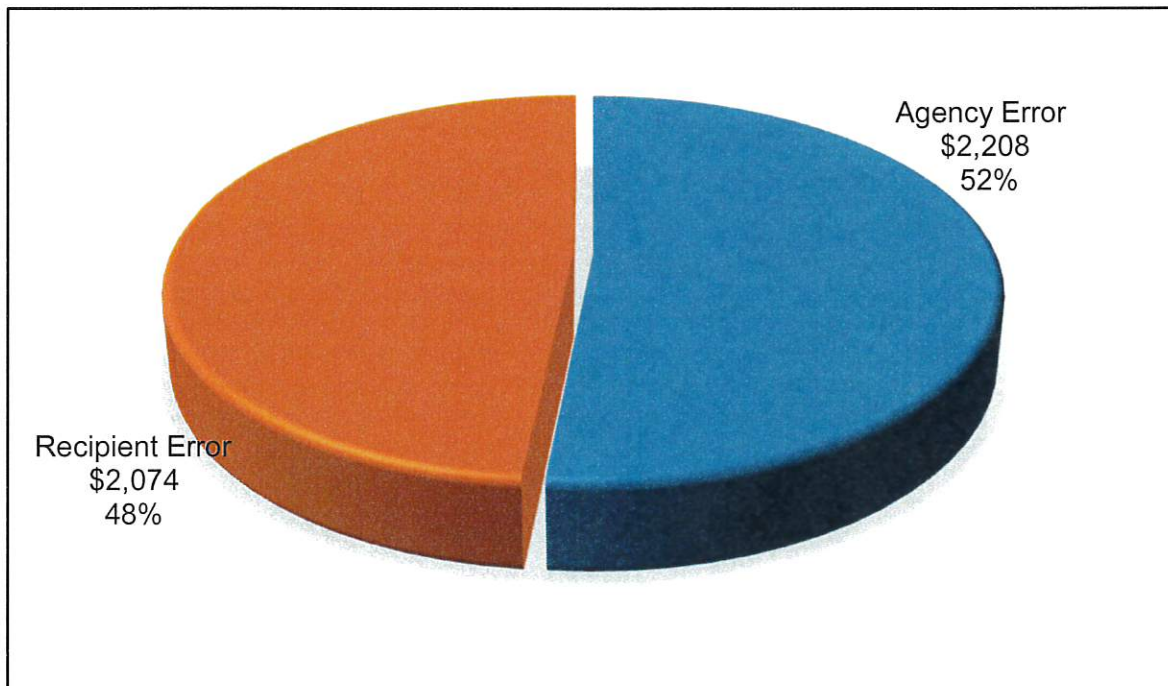
4. Regional Cumulative Payment Error Rates

		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	\$621	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	\$291	0.00%	0.00%	0.00%
21	Rio Arriba	\$98	\$0	\$98	\$1,149	8.53%	2.29%	15.24%
23	Sandoval	\$0	\$330	\$330	\$2,021	16.33%	7.71%	0.00%
25	San Miguel	\$59	\$0	\$59	\$1,480	3.99%	1.38%	0.00%
26	Santa Fe	\$306	\$0	\$306	\$2,569	11.91%	7.15%	0.00%
29	Taos	\$0	\$0	\$0	\$7	0.00%	0.00%	0.00%
NE Region Totals		\$463	\$330	\$793	\$8,138	9.74%	18.52%	5.27%
NW Region								
17	McKinley	\$0	\$201	\$201	\$2,673	7.52%	4.69%	20.68%
24	San Juan	\$0	\$0	\$0	\$2,850	0.00%	0.00%	0.00%
27	Sierra	\$39	\$0	\$39	\$160	24.38%	0.91%	29.77%
28	Socorro	\$0	\$0	\$0	\$146	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$15	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$2,067	2.61%	1.26%	0.00%
42	N. Valencia	\$0	\$0	\$0	\$2,047	0.00%	0.00%	0.00%
NW Region Totals		\$39	\$255	\$294	\$9,958	2.95%	6.87%	7.70%
SW Region								
07	W. Dona Ana	\$0	\$0	\$0	\$3,035	0.00%	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$690	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$969	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,169	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$1,139	6.32%	1.68%	0.00%
38	S. Dona Ana	\$156	\$0	\$156	\$2,046	7.62%	3.64%	0.00%
SW Region Totals		\$228	\$0	\$228	\$9,048	2.52%	5.32%	0.00%
SE Region								
03	Chaves	\$0	\$437	\$437	\$2,165	20.18%	10.21%	0.00%
05	Curry	\$0	\$0	\$0	\$2,318	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$630	0.00%	0.00%	0.00%
13	Lea	\$0	\$249	\$249	\$2,435	10.23%	5.82%	0.00%
14	Lincoln	\$0	\$0	\$0	\$453	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	\$8,848	7.75%	16.02%	0.00%
Central Region								
01	SE Bernalillo	\$70	\$294	\$364	\$1,763	20.65%	8.50%	7.95%
35	NW Bernalillo	\$191	\$197	\$388	\$4,612	8.41%	9.06%	5.09%
36	SW Bernalillo	\$178	\$312	\$490	\$5,047	9.71%	11.44%	0.00%
39	NE Bernalillo	\$255	\$0	\$255	\$4,490	5.68%	5.96%	0.00%
30	Torrance	\$784	\$0	\$784	\$1,375	57.02%	18.31%	25.69%
Central Region Totals		\$1,478	\$803	\$2,281	\$17,287	13.19%	53.27%	3.52%
State Totals		\$2,208	\$2,074	\$4,282	\$53,279	8.04%	100.00%	3.56%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$189

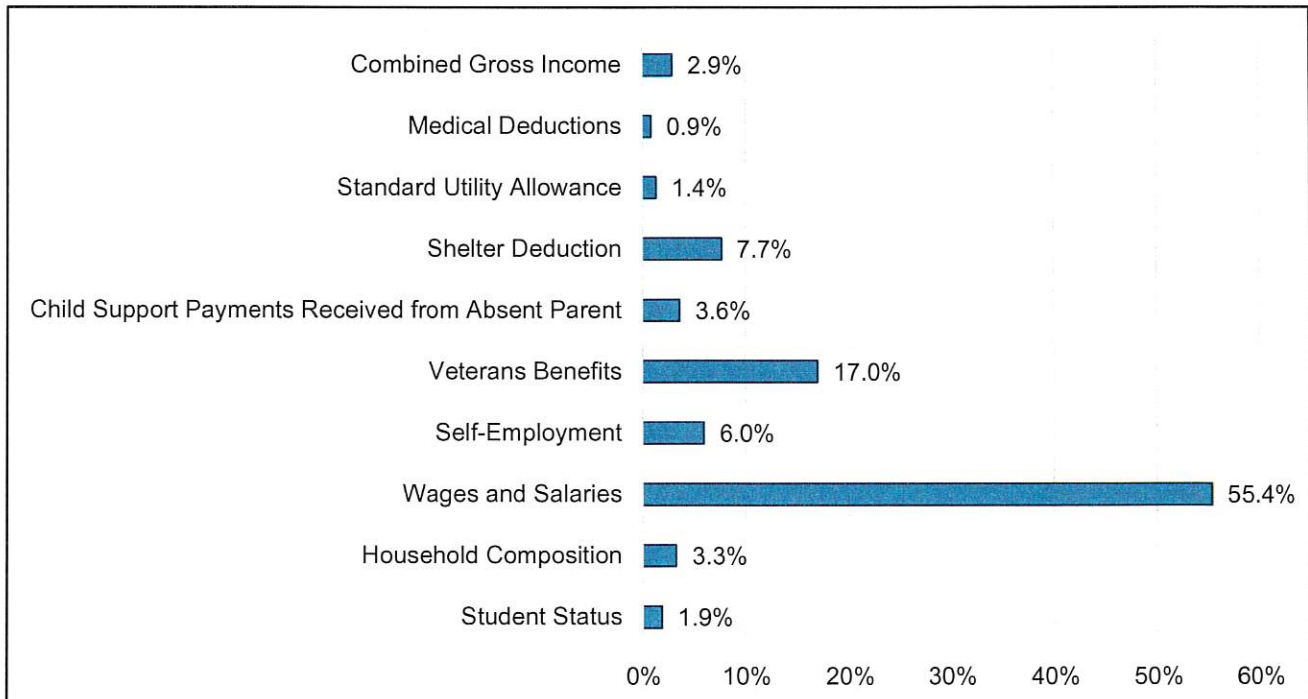
Average Agency Error: \$138

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%
311 - Wages and Salaries	\$612	\$1,759	25.8%
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%
363 - Shelter Deduction	\$95	\$234	28.9%
364 - Standard Utility Allowance	\$59	\$0	100.0%
365 - Medical Deductions	\$38	\$0	100.0%
371 - Combined Gross Income	\$125	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$81	1.9%
Household Composition	\$140	3.3%
Wages and Salaries	\$2,371	55.4%
Self-Employment	\$255	6.0%
Veterans Benefits	\$728	17.0%
Child Support Payments Received from Absent Parent	\$156	3.6%
Shelter Deduction	\$329	7.7%
Standard Utility Allowance	\$59	1.4%
Medical Deductions	\$38	0.9%
Combined Gross Income	\$125	2.9%
Total	\$4,282	100.0%



FFY 2018 Negative Statewide Error Rates

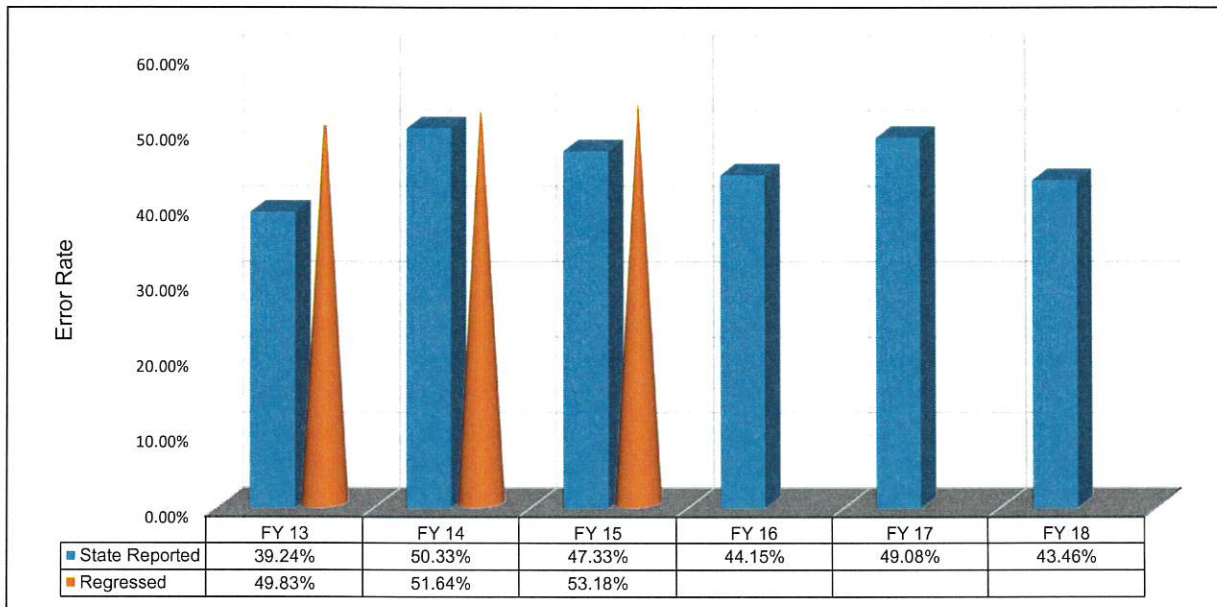
1. Cumulative Negative Case Error Rate

Valid	121
Invalid	93
Invalid Error	63
Invalid Notice	30
Drop	11
Total Sampled	225
% Invalid Notice	14.0%
% Invalid Error	29.4%
% Invalid Total	43.5%

2. Ranked Negative Action By Time of Occurrence

Closure	44	47.3%
Denial	49	52.7%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	%	Count	%		
Application	31	33.3%	13	14.0%	44	47.3%
Notices	13	14.0%	17	18.3%	30	32.3%
Verification	0	0.0%	7	7.5%	7	7.5%
Wages and Salaries	3	3.2%	4	4.3%	7	7.5%
Action Type	0	0.0%	2	2.2%	2	2.2%
Unemployment Compensation	0	0.0%	1	1.1%	1	1.1%
RSDI Benefits	1	1.1%	0	0.0%	1	1.1%
Self-Employment	1	1.1%	0	0.0%	1	1.1%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	3	0	3	0.0%
10	Guadalupe/De Baca	0	0	0	0.0%
20	Quay	2	0	2	0.0%
21	Rio Arriba	7	3	10	30.0%
23	Sandoval	8	7	15	46.7%
25	San Miguel	5	1	6	16.7%
26	Santa Fe	5	6	11	54.5%
29	Taos	1	1	2	50.0%
NE Region Totals		31	18	49	36.7%

NW Region

17	McKinley	1	3	4	75.0%
24	San Juan	5	6	11	54.5%
27	Sierra	2	2	4	50.0%
28	Socorro	2	1	3	33.3%
32	S. Valencia	0	0	0	0.0%
33	Cibola	2	2	4	50.0%
42	N. Valencia	2	3	5	60.0%
NW Region Totals		14	17	31	54.8%

SW Region

07	W. Dona Ana	4	4	8	50.0%
09	Grant	1	0	1	0.0%
16	Luna	1	3	4	75.0%
19	Otero	4	3	7	42.9%
37	E. Dona Ana	3	2	5	40.0%
38	S. Dona Ana	3	3	6	50.0%
SW Region Totals		16	15	31	48.4%

SE Region

03	Chaves	6	2	8	25.0%
05	Curry	1	3	4	75.0%
08	Eddy	2	3	5	60.0%
13	Lea	4	2	6	33.3%
14	Lincoln	2	2	4	50.0%
22	Roosevelt	0	4	4	100.0%
34	Eddy/Artesia	0	1	1	100.0%
SE Region Totals		15	17	32	53.1%

Central Region

01	SE Bernalillo	8	4	12	33.3%
35	NW Bernalillo	13	6	19	31.6%
36	SW Bernalillo	13	4	17	23.5%
39	NE Bernalillo	9	9	18	50.0%
30	Torrance	2	3	5	60.0%
Central Region Totals		45	26	71	36.6%

State Totals		121	93	214	43.5%
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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>

