



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-35

TO: ISD Employees

FROM:  Mary Brogdon, Director, Income Support Division

RE: FFY 2018 SNAP Performance Report-Fourth

DATE: June 22, 2018

Attached please find the fourth 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 January 2018. 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	\$71,673		
Total Dollar Errors	\$5,677	Total Error Rate %	7.92%
Total Dollar Over	\$3,267	% Error Rate Over	4.56%
Total Dollar Under	\$851	% Error Rate Under	1.19%
Total Dollar Ineligible	\$1,559	% Error Rate Ineligible	2.18%

Cumulative Case Error Rate

Total Reviewed	329
% In Error	10.9%

Cases Dropped	63
Correct	293
Overpaid	24
Underpaid	5
Ineligible	7

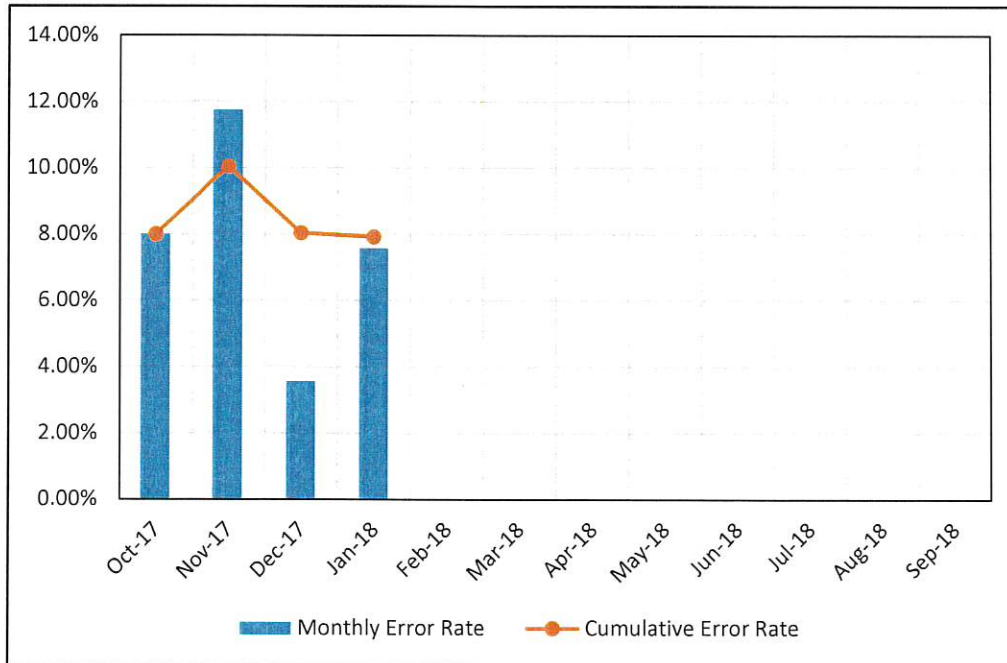
Agency Error (Dollar Amount)	Agency % Error Rate:
\$2,973	4.15%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,704	3.77%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$3,634	64.0%
Recertification	\$2,043	36.0%

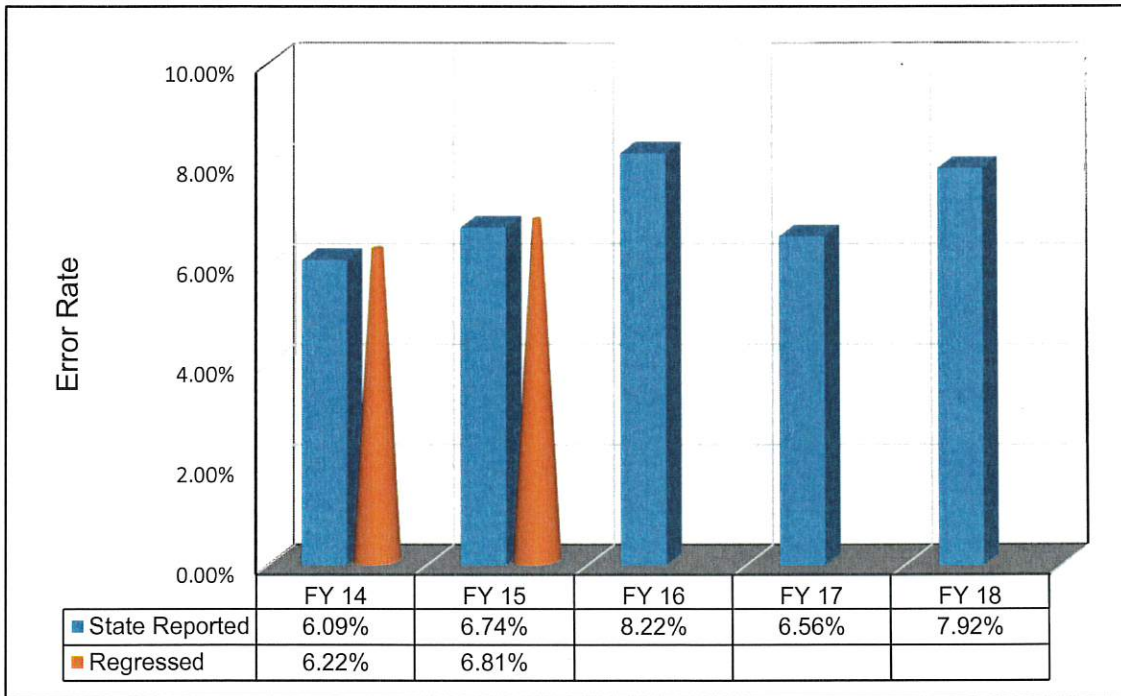
3. Error Rates By: Month and FFY Cumulative



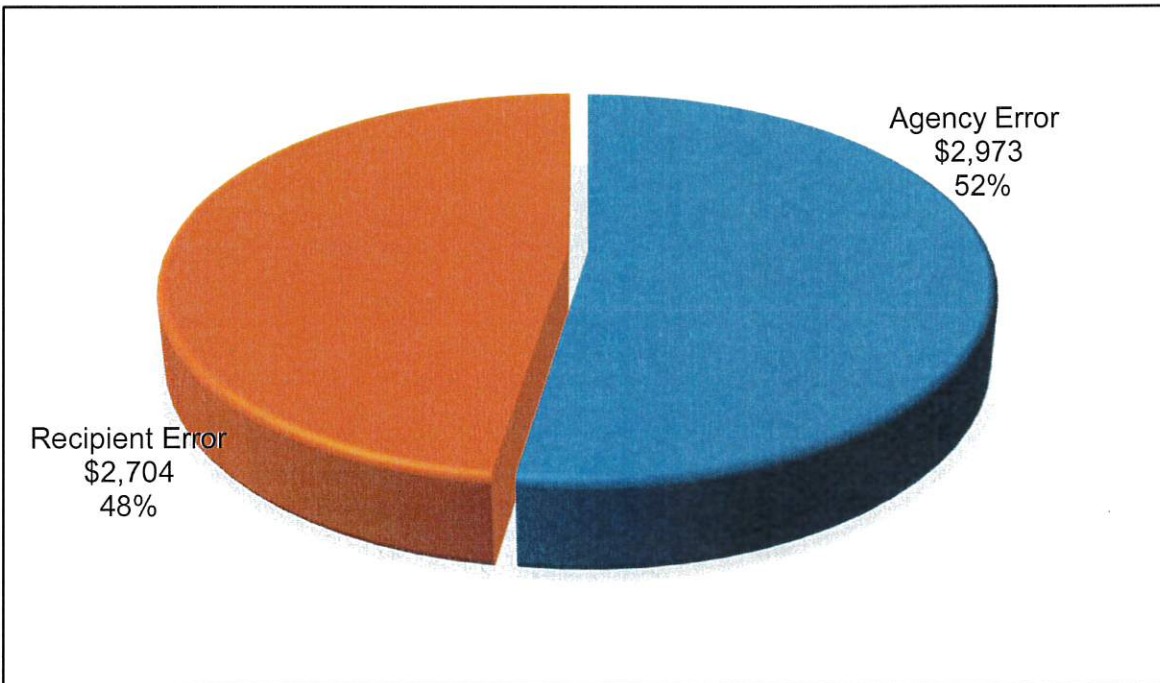
4. Regional Cumulative Payment Error Rates

		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	\$1,868	5.25%	1.73%	0.00%
23	Sandoval	\$367	\$330	\$697	\$3,930	17.74%	12.28%	19.22%
25	San Miguel	\$59	\$0	\$59	\$1,570	3.76%	1.04%	0.00%
26	Santa Fe	\$306	\$126	\$432	\$3,865	11.18%	7.61%	9.72%
29	Taos	\$0	\$66	\$66	\$1,075	6.14%	1.16%	6.18%
NE Region Totals		\$830	\$522	\$1,352	\$13,220	10.23%	23.82%	11.00%
NW Region								
17	McKinley	\$0	\$201	\$201	\$3,927	5.12%	3.54%	0.00%
24	San Juan	\$0	\$0	\$0	\$2,965	0.00%	0.00%	0.00%
27	Sierra	\$39	\$0	\$39	\$352	11.08%	0.69%	0.00%
28	Socorro	\$0	\$112	\$112	\$536	20.90%	1.97%	28.72%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$2,451	2.20%	0.95%	0.00%
42	N. Valencia	\$154	\$0	\$154	\$2,606	5.91%	2.71%	27.55%
NW Region Totals		\$193	\$367	\$560	\$13,204	4.24%	9.86%	8.19%
SW Region								
07	W. Dona Ana	\$0	\$0	\$0	\$3,906	0.00%	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$705	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$1,138	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,503	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$1,839	3.92%	1.27%	0.00%
38	S. Dona Ana	\$156	\$192	\$348	\$3,546	9.81%	6.13%	12.80%
SW Region Totals		\$228	\$192	\$420	\$12,637	3.32%	7.40%	5.35%
SE Region								
03	Chaves	\$0	\$437	\$437	\$2,486	17.58%	7.70%	0.00%
05	Curry	\$0	\$0	\$0	\$2,318	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,014	0.00%	0.00%	0.00%
13	Lea	\$0	\$249	\$249	\$2,435	10.23%	4.39%	0.00%
14	Lincoln	\$0	\$0	\$0	\$957	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	\$10,057	6.82%	12.08%	0.00%
Central Region								
01	SE Bernalillo	\$192	\$294	\$486	\$3,227	15.06%	8.56%	8.33%
35	NW Bernalillo	\$191	\$197	\$388	\$4,708	8.24%	6.83%	0.00%
36	SW Bernalillo	\$300	\$446	\$746	\$6,794	10.98%	13.14%	14.65%
39	NE Bernalillo	\$255	\$0	\$255	\$6,451	3.95%	4.49%	0.00%
30	Torrance	\$784	\$0	\$784	\$1,375	57.02%	13.81%	0.00%
Central Region Totals		\$1,722	\$937	\$2,659	\$22,555	11.79%	46.84%	7.18%
State Totals		\$2,973	\$2,704	\$5,677	\$71,673	7.92%	100.00%	7.58%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$169

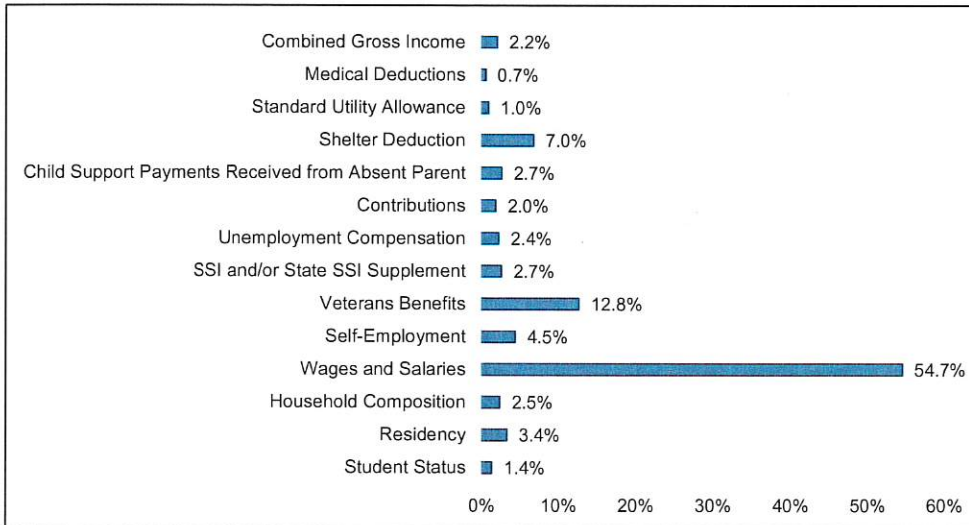
Average Agency Error: \$149

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$0	\$81	0.0%
140 - Residency	\$0	\$192	0.0%
150 - Household Composition	\$140	\$0	100.0%
311 - Wages and Salaries	\$1,223	\$1,885	39.4%
312 - Self-Employment	\$255	\$0	100.0%
332 - Veterans Benefits	\$728	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$154	\$0	100.0%
334 - Unemployment Compensation	\$0	\$134	0.0%
342 - Contributions	\$0	\$112	0.0%
350 - Child Support Payments Received from Absent Parent	\$156	\$0	100.0%
363 - Shelter Deduction	\$95	\$300	24.1%
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	1.4%
Residency	\$192	3.4%
Household Composition	\$140	2.5%
Wages and Salaries	\$3,108	54.7%
Self-Employment	\$255	4.5%
Veterans Benefits	\$728	12.8%
SSI and/or State SSI Supplement	\$154	2.7%
Unemployment Compensation	\$134	2.4%
Contributions	\$112	2.0%
Child Support Payments Received from Absent Parent	\$156	2.7%
Shelter Deduction	\$395	7.0%
Standard Utility Allowance	\$59	1.0%
Medical Deductions	\$38	0.7%
Combined Gross Income	\$125	2.2%
Total	\$5,677	89.1%



FFY 2018 Negative Statewide Error Rates

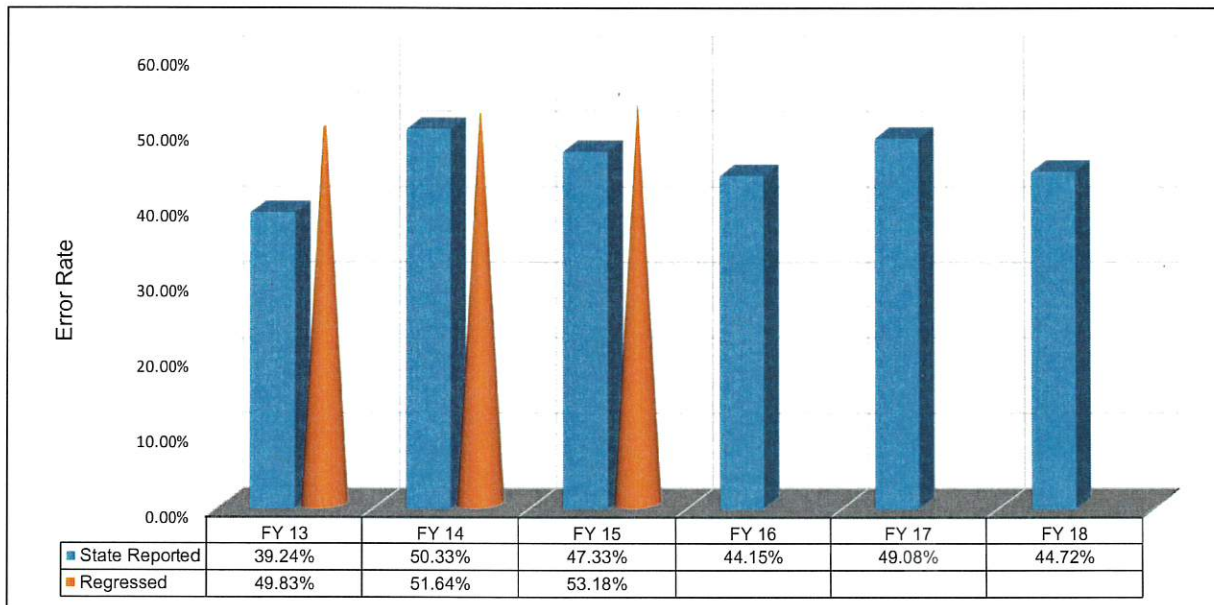
1. Cumulative Negative Case Error Rate

Valid	157
Invalid	127
Invalid Error	83
Invalid Notice	44
Drop	16
Total Sampled	300
% Invalid Notice	15.5%
% Invalid Error	29.2%
% Invalid Total	44.7%

2. Ranked Negative Action By Time of Occurrence

Closure	62	48.8%
Denial	65	51.2%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	%	Count	%		
Application	39	30.7%	21	16.5%	60	47.2%
Notices	20	15.7%	24	18.9%	44	34.6%
Verification	0	0.0%	9	7.1%	9	7.1%
Wages and Salaries	3	2.4%	5	3.9%	8	6.3%
Action Type	0	0.0%	2	1.6%	2	1.6%
Combined Net Income	1	0.8%	0	0.0%	1	0.8%
Unemployment Compensation	0	0.0%	1	0.8%	1	0.8%
RSDI Benefits	1	0.8%	0	0.0%	1	0.8%
Self-Employment	1	0.8%	0	0.0%	1	0.8%

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	8	3	11	27.3%
23	Sandoval	13	9	22	40.9%
25	San Miguel	5	1	6	16.7%
26	Santa Fe	8	7	15	46.7%
29	Taos	1	1	2	50.0%
NE Region Totals		40	21	61	34.4%

NW Region

17	McKinley	2	3	5	60.0%
24	San Juan	7	8	15	53.3%
27	Sierra	2	2	4	50.0%
28	Socorro	4	1	5	20.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	3	2	5	40.0%
42	N. Valencia	6	3	9	33.3%
NW Region Totals		24	19	43	44.2%

SW Region

07	W. Dona Ana	5	5	10	50.0%
09	Grant	1	0	1	0.0%
16	Luna	1	4	5	80.0%
19	Otero	5	3	8	37.5%
37	E. Dona Ana	5	4	9	44.4%
38	S. Dona Ana	4	3	7	42.9%
SW Region Totals		21	19	40	47.5%

SE Region

03	Chaves	7	4	11	36.4%
05	Curry	2	4	6	66.7%
08	Eddy	4	3	7	42.9%
13	Lea	4	6	10	60.0%
14	Lincoln	2	2	4	50.0%
22	Roosevelt	0	5	5	100.0%
34	Eddy/Artesia	0	2	2	100.0%
SE Region Totals		19	26	45	57.8%

Central Region

01	SE Bernalillo	8	5	13	38.5%
35	NW Bernalillo	13	12	25	48.0%
36	SW Bernalillo	17	7	24	29.2%
39	NE Bernalillo	13	15	28	53.6%
30	Torrance	2	3	5	60.0%
Central Region Totals		53	42	95	44.2%

State Totals		157	127	284	44.7%
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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 2018 QC Recertification Timeliness

October-17	November-17	December-17	January-18	February-18	March-18	April-18	May-18	June-18	July-18	August-18	September-18
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NE Region

4 Colfax												
10 Guadalupe/De Baca												
20 Quay			100%									
21 Rio Arriba	50%	100%	100%	100%								
23 Sandoval	50%	100%	100%	100%								
25 San Miguel	100%		100%	100%								
26 Santa Fe	80%	100%		100%								
29 Taos				100%								
NE Region Totals	73%	100%	100%	100%								

NW Region

17 McKinley	67%	50%	100%	100%								
24 San Juan	100%	20%										
27 Sierra			100%	0%								
28 Socorro												
32 S. Valencia		100%										
33 Cibola	100%	100%	50%	0%								
42 N. Valencia	33%	100%	100%	100%								
NW Region Totals	70%	50%	86%	50%								

SW Region

7 W. Dona Ana	100%	100%	75%	50%								
9 Grant												
16 Luna		100%	100%	100%								
19 Otero	100%	100%		100%								
37 E. Dona Ana	100%	67%	100%									
38 S. Dona Ana	100%	67%	100%	100%								
SW Region Totals	100%	82%	89%	86%								

SE Region

3 Chaves		33%	100%									
5 Curry		50%	0%									
8 Eddy		0%		100%								
13 Lea	50%	0%										
14 Lincoln	100%		100%									
22 Roosevelt												
34 Eddy/Artesia												
SE Region Totals	67%	29%	50%	100%								

Central Region

1 SE Bernalillo	100%	100%	100%	50%								
35 NW Bernalillo	100%	100%	100%	100%								
36 SW Bernalillo	0%	67%	75%	67%								
39 NE Bernalillo	100%	0%	100%	50%								
30 Torrance		100%										
Central Region Totals	71%	71%	91%	64%								

State Totals	76%	63%	86%	77%								
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