



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-38

TO: ISD Employees

FROM: MB Mary Brogdon, Director, Income Support Division

RE: FFY 2018 SNAP Performance Report-Fifth

DATE: July 20, 2018

Attached please find the fifth 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 February 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	\$89,979		
Total Dollar Errors	\$7,402	Total Error Rate %	8.23%
Total Dollar Over	\$4,325	% Error Rate Over	4.81%
Total Dollar Under	\$976	% Error Rate Under	1.08%
Total Dollar Ineligible	\$2,101	% Error Rate Ineligible	2.33%

Cumulative Case Error Rate

Total Reviewed	409
% In Error	12.7%

Cases Dropped	81
Correct	357
Overpaid	35
Underpaid	7
Ineligible	10

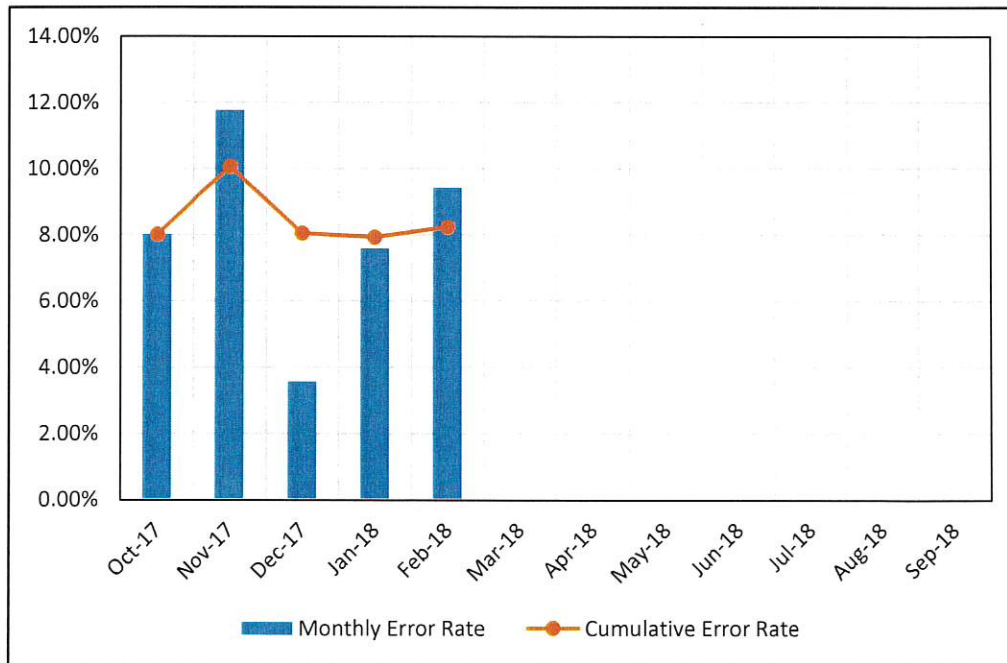
Agency Error (Dollar Amount)	Agency % Error Rate:
\$3,904	4.34%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$3,498	3.89%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$4,540	61.3%
Recertification	\$2,862	38.7%

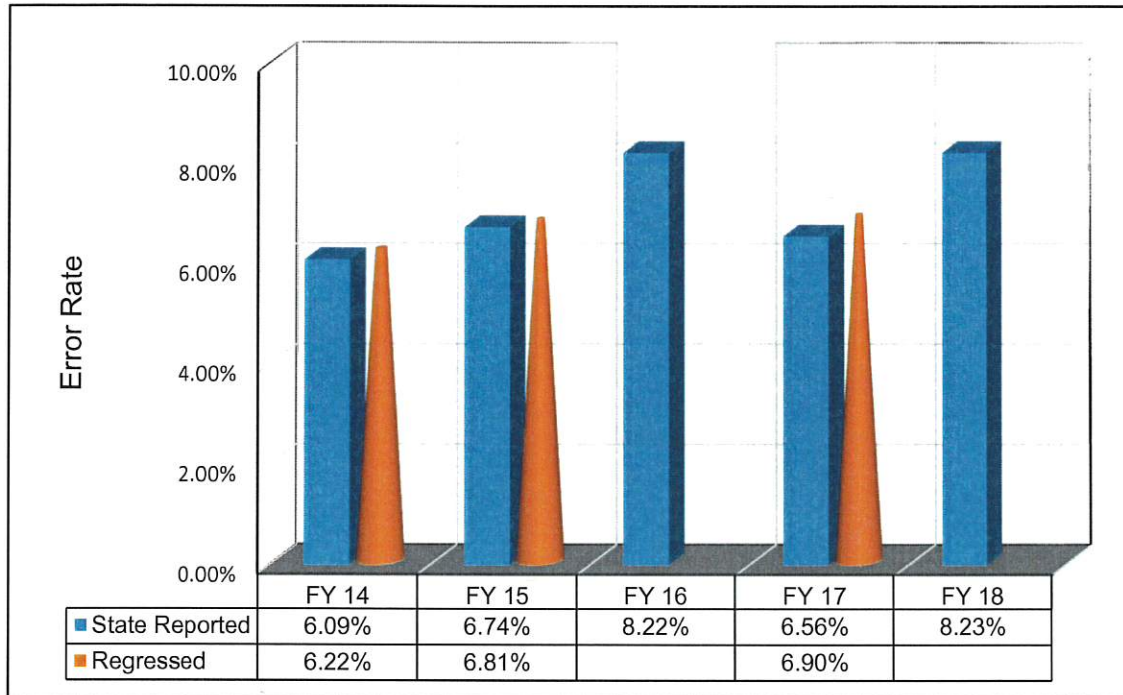
3. Error Rates By: Month and FFY Cumulative



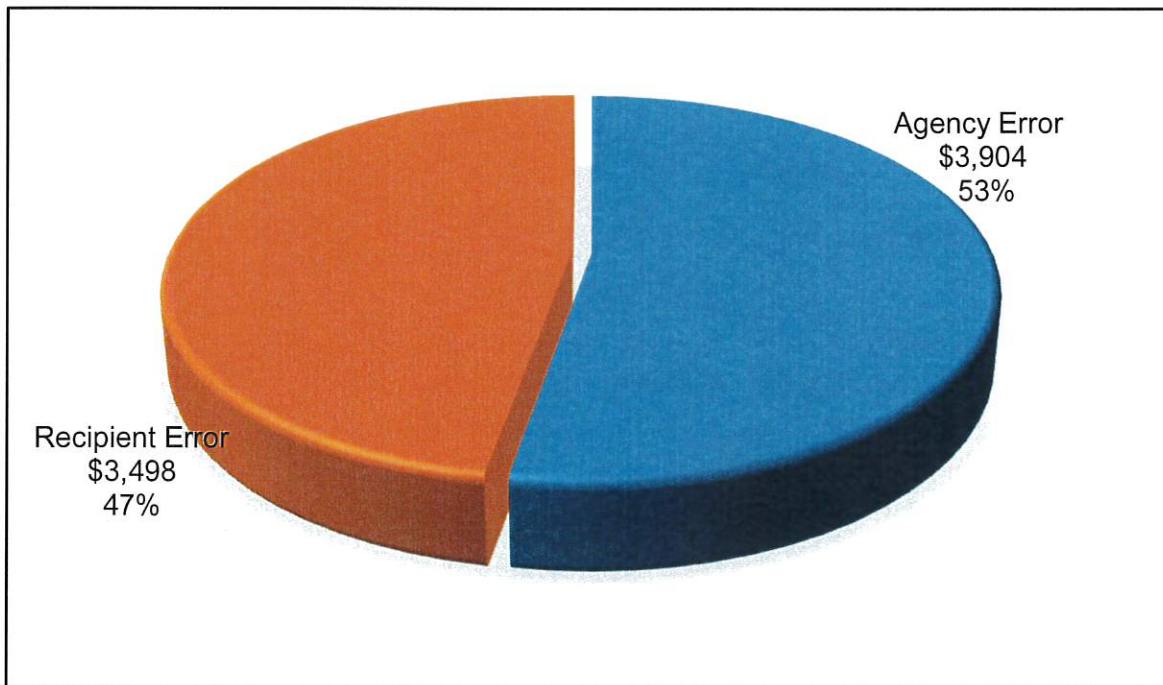
4. Regional Cumulative Payment Error Rates

		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	\$306	0.00%	0.00%	0.00%
21	Rio Arriba	\$98	\$177	\$275	\$2,117	12.99%	3.72%	0.00%
23	Sandoval	\$584	\$330	\$914	\$5,228	17.48%	12.35%	19.22%
25	San Miguel	\$59	\$50	\$109	\$2,110	5.17%	1.47%	0.00%
26	Santa Fe	\$480	\$126	\$606	\$5,426	11.17%	8.19%	9.72%
29	Taos	\$49	\$66	\$115	\$1,151	9.99%	1.55%	6.18%
NE Region Totals		\$1,270	\$749	\$2,019	\$16,959	11.91%	27.28%	11.00%
NW Region								
17	McKinley	\$0	\$201	\$201	\$4,713	4.26%	2.72%	0.00%
24	San Juan	\$0	\$116	\$116	\$4,392	2.64%	1.57%	0.00%
27	Sierra	\$39	\$0	\$39	\$683	5.71%	0.53%	0.00%
28	Socorro	\$0	\$112	\$112	\$1,743	6.43%	1.51%	28.72%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$2,658	2.03%	0.73%	0.00%
42	N. Valencia	\$154	\$0	\$154	\$3,110	4.95%	2.08%	27.55%
NW Region Totals		\$193	\$483	\$676	\$17,666	3.83%	9.13%	8.19%
SW Region								
07	W. Dona Ana	\$0	\$0	\$0	\$5,418	0.00%	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$705	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$1,204	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,608	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$2,389	3.01%	0.97%	0.00%
38	S. Dona Ana	\$207	\$259	\$466	\$5,579	8.35%	6.30%	12.80%
SW Region Totals		\$279	\$259	\$538	\$16,903	3.18%	7.27%	5.35%
SE Region								
03	Chaves	\$0	\$437	\$437	\$3,057	14.30%	5.90%	0.00%
05	Curry	\$0	\$0	\$0	\$3,312	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,014	0.00%	0.00%	0.00%
13	Lea	\$0	\$249	\$249	\$2,453	10.15%	3.36%	0.00%
14	Lincoln	\$45	\$0	\$45	\$1,172	3.84%	0.61%	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		\$45	\$686	\$731	\$11,855	6.17%	9.88%	0.00%
Central Region								
01	SE Bernalillo	\$192	\$486	\$678	\$3,820	17.75%	9.16%	8.33%
35	NW Bernalillo	\$191	\$197	\$388	\$5,022	7.73%	5.24%	0.00%
36	SW Bernalillo	\$300	\$446	\$746	\$7,234	10.31%	10.08%	14.65%
39	NE Bernalillo	\$362	\$192	\$554	\$7,906	7.01%	7.48%	0.00%
30	Torrance	\$1,072	\$0	\$1,072	\$2,614	41.01%	14.48%	0.00%
Central Region Totals		\$2,117	\$1,321	\$3,438	\$26,596	12.93%	46.45%	7.18%
State Totals		\$3,904	\$3,498	\$7,402	\$89,979	8.23%	100.00%	7.58%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$159

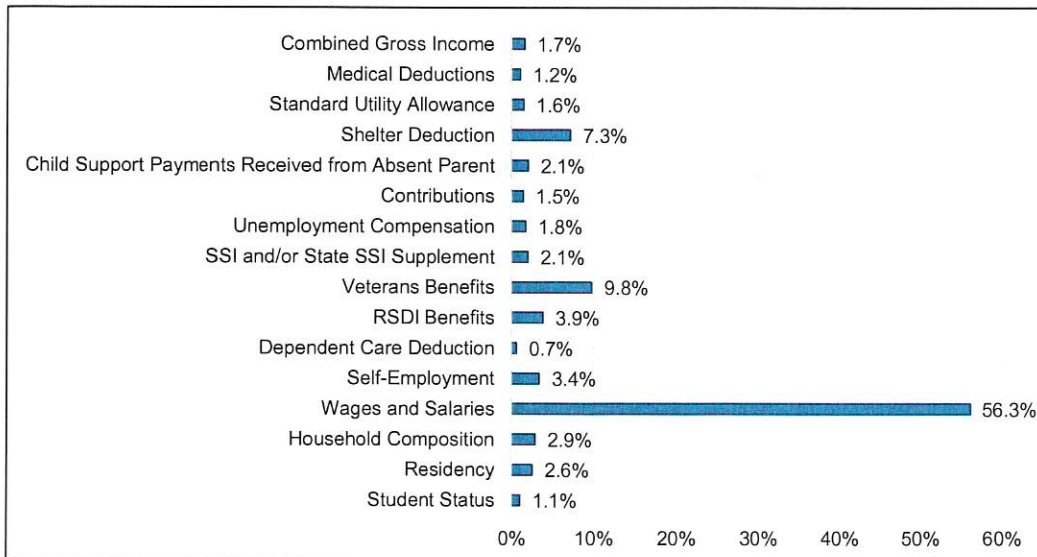
Average Agency Error: \$130

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	\$217	\$0	100.0%
311 - Wages and Salaries	\$1,536	\$2,629	36.9%
312 - Self-Employment	\$255	\$0	100.0%
323 - Dependent Care Deduction	\$51	\$0	100.0%
331 - RSDI Benefits	\$288	\$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	\$189	\$350	35.1%
364 - Standard Utility Allowance	\$118	\$0	100.0%
365 - Medical Deductions	\$87	\$0	100.0%
371 - Combined Gross Income	\$125	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$81	1.1%
Residency	\$192	2.6%
Household Composition	\$217	2.9%
Wages and Salaries	\$4,165	56.3%
Self-Employment	\$255	3.4%
Dependent Care Deduction	\$51	0.7%
RSDI Benefits	\$288	3.9%
Veterans Benefits	\$728	9.8%
SSI and/or State SSI Supplement	\$154	2.1%
Unemployment Compensation	\$134	1.8%
Contributions	\$112	1.5%
Child Support Payments Received from Absent Parent	\$156	2.1%
Shelter Deduction	\$539	7.3%
Standard Utility Allowance	\$118	1.6%
Medical Deductions	\$87	1.2%
Combined Gross Income	\$125	1.7%
Total	\$7,402	100.0%



FFY 2018 Negative Statewide Error Rates

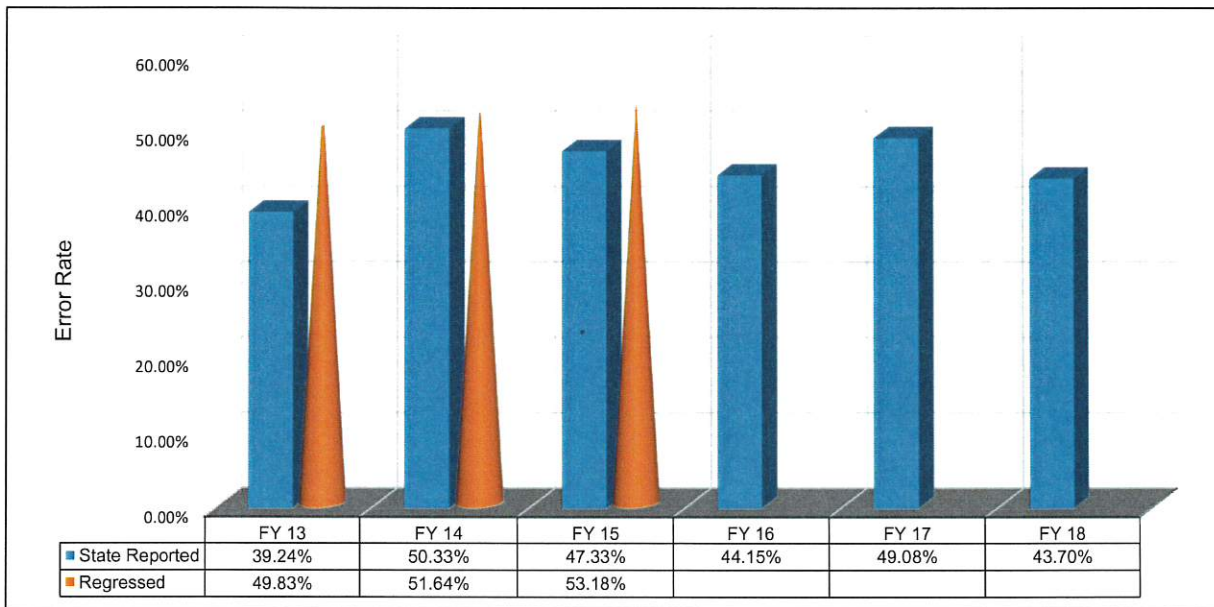
1. Cumulative Negative Case Error Rate

Valid	201
Invalid	156
Invalid Error	102
Invalid Notice	54
Drop	18
Total Sampled	375
% Invalid Notice	15.1%
% Invalid Error	28.6%
% Invalid Total	43.7%

2. Ranked Negative Action By Time of Occurrence

Closure	76	49.0%
Denial	78	51.0%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	45	29.2%	27	17.5%	72	46.2%
Notices	27	17.5%	27	17.5%	54	34.6%
Verification	0	0.0%	13	8.4%	13	8.3%
Wages and Salaries	3	1.9%	5	3.2%	8	5.1%
Action Type	0	0.0%	2	1.3%	2	1.3%
Transitional Benefits	0	0.0%	1	0.6%	1	0.6%
Combined Net Income	1	0.6%	0	0.0%	1	0.6%
Child Support Payment Deduction (includes Exclusions)	1	0.6%	0	0.0%	1	0.6%
Medical Deductions	1	0.6%	0	0.0%	1	0.6%
Unemployment Compensation	0	0.0%	1	0.6%	1	0.6%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	4	0	4	0.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	2	0	2	0.0%
21	Rio Arriba	9	4	13	30.8%
23	Sandoval	15	13	28	46.4%
25	San Miguel	6	4	10	40.0%
26	Santa Fe	8	10	18	55.6%
29	Taos	3	1	4	25.0%
NE Region Totals		49	32	81	39.5%

NW Region

17	McKinley	4	4	8	50.0%
24	San Juan	11	10	21	47.6%
27	Sierra	2	2	4	50.0%
28	Socorro	5	1	6	16.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	4	2	6	33.3%
42	N. Valencia	8	3	11	27.3%
NW Region Totals		34	22	56	39.3%

SW Region

07	W. Dona Ana	5	5	10	50.0%
09	Grant	4	1	5	20.0%
16	Luna	1	4	5	80.0%
19	Otero	6	4	10	40.0%
37	E. Dona Ana	9	4	13	30.8%
38	S. Dona Ana	5	4	9	44.4%
SW Region Totals		30	22	52	42.3%

SE Region

03	Chaves	8	5	13	38.5%
05	Curry	2	5	7	71.4%
08	Eddy	4	4	8	50.0%
13	Lea	4	6	10	60.0%
14	Lincoln	3	2	5	40.0%
22	Roosevelt	0	5	5	100.0%
34	Eddy/Artesia	0	3	3	100.0%
SE Region Totals		21	30	51	58.8%

Central Region

01	SE Bernalillo	9	10	19	52.6%
35	NW Bernalillo	20	12	32	37.5%
36	SW Bernalillo	18	7	25	28.0%
39	NE Bernalillo	18	18	36	50.0%
30	Torrance	2	3	5	60.0%
Central Region Totals		67	50	117	42.7%

State Totals		201	156	357	43.7%
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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%	100%							
25 San Miguel	100%		100%	100%	100%							
26 Santa Fe	80%	100%		100%	100%							
29 Taos				100%	100%							
NE Region Totals	73%	100%	100%	100%	100%							

NW Region

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

SW Region

7 W. Dona Ana	100%	100%	75%	50%								
9 Grant												
16 Luna		100%	100%	100%								
19 Otero	100%	100%		100%	100%							
37 E. Dona Ana	100%	67%	100%		100%							
38 S. Dona Ana	100%	67%	100%	100%	75%							
SW Region Totals	100%	82%	89%	86%	83%							

SE Region

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

Central Region

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

State Totals	76%	63%	86%	77%	97%							
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