
General Information Memorandum

ISD-GI 18-45

TO: ISD Employees

FROM:  Mary Brogdon, Director, Income Support Division

RE: FFY 2018 SNAP Performance Report-Sixth

DATE: August 24, 2018

Attached please find the sixth 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 March 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	\$110,117		
Total Dollar Errors	\$8,258	Total Error Rate %	7.50%
Total Dollar Over	\$4,563	% Error Rate Over	4.14%
Total Dollar Under	\$1,195	% Error Rate Under	1.09%
Total Dollar Ineligible	\$2,500	% Error Rate Ineligible	2.27%

Cumulative Case Error Rate

Total Reviewed	495
% In Error	12.3%

Cases Dropped	93
Correct	434
Overpaid	38
Underpaid	10
Ineligible	13

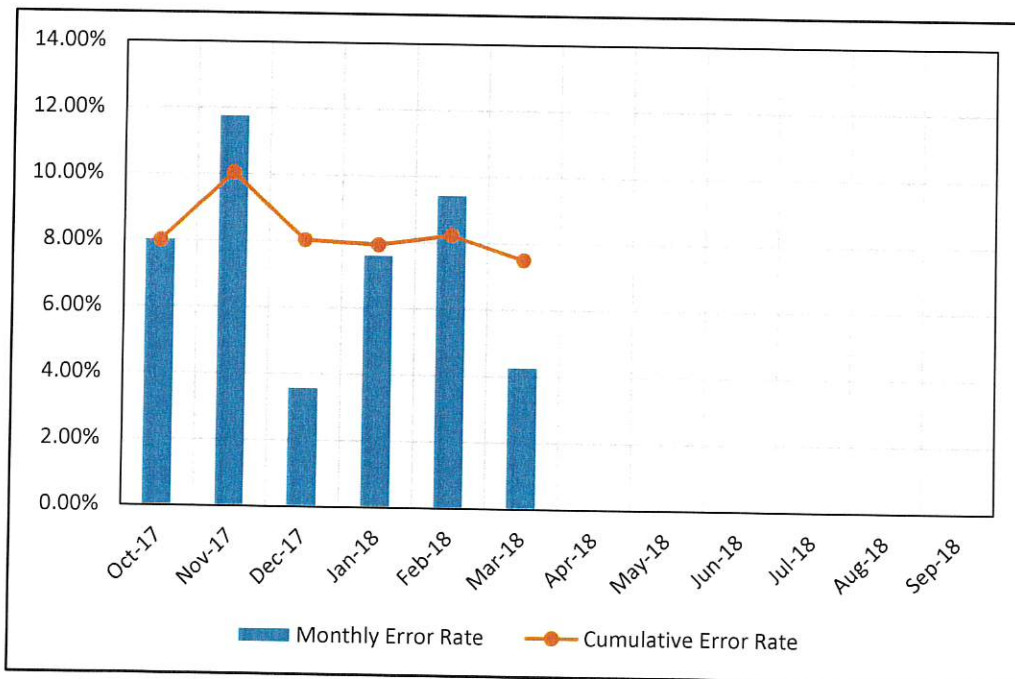
Agency Error (Dollar Amount)	Agency % Error Rate:
\$4,599	4.18%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$3,659	3.32%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$4,951	60.0%
Recertification	\$3,307	40.0%

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
NE Region							
04	Colfax	\$0	\$0	\$0	\$718	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$15	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$306	0.00%	0.00%
21	Rio Arriba	\$98	\$177	\$275	\$2,444	11.25%	3.33%
23	Sandoval	\$776	\$330	\$1,106	\$6,664	16.60%	13.39%
25	San Miguel	\$59	\$50	\$109	\$2,302	4.74%	1.32%
26	Santa Fe	\$480	\$126	\$606	\$6,948	8.72%	7.34%
29	Taos	\$49	\$66	\$115	\$1,343	8.56%	1.39%
NE Region Totals		\$1,462	\$749	\$2,211	\$20,740	10.66%	26.77%
NW Region							
17	McKinley	\$49	\$201	\$250	\$7,264	3.44%	3.03%
24	San Juan	\$124	\$116	\$240	\$7,045	3.41%	2.91%
27	Sierra	\$39	\$0	\$39	\$683	5.71%	0.47%
28	Socorro	\$0	\$112	\$112	\$1,935	5.79%	1.36%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$2,946	1.83%	0.65%
42	N. Valencia	\$154	\$115	\$269	\$3,240	8.30%	3.26%
NW Region Totals		\$366	\$598	\$964	\$23,480	4.11%	11.67%
SW Region							
07	W. Dona Ana	\$0	\$0	\$0	\$5,859	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$705	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$1,204	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$2,976	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$2,677	2.69%	0.87%
38	S. Dona Ana	\$207	\$259	\$466	\$6,072	7.67%	5.64%
SW Region Totals		\$279	\$259	\$538	\$19,493	2.76%	6.51%
SE Region							
03	Chaves	\$0	\$437	\$437	\$3,386	12.91%	5.29%
05	Curry	\$0	\$46	\$46	\$4,410	1.04%	0.56%
08	Eddy	\$0	\$0	\$0	\$1,533	0.00%	0.00%
13	Lea	\$0	\$249	\$249	\$3,011	8.27%	3.02%
14	Lincoln	\$45	\$0	\$45	\$1,364	3.30%	0.54%
22	Roosevelt	\$0	\$0	\$0	\$847	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$0	0.00%	0.00%
SE Region Totals		\$45	\$732	\$777	\$14,551	5.34%	9.41%
Central Region							
01	SE Bernalillo	\$207	\$486	\$693	\$4,598	15.07%	8.39%
35	NW Bernalillo	\$383	\$197	\$580	\$6,033	9.61%	7.02%
36	SW Bernalillo	\$423	\$446	\$869	\$8,354	10.40%	10.52%
39	NE Bernalillo	\$362	\$192	\$554	\$9,675	5.73%	6.71%
30	Torrance	\$1,072	\$0	\$1,072	\$2,966	36.14%	12.98%
Central Region Totals		\$2,447	\$1,321	\$3,768	\$31,626	11.91%	45.63%
State Totals		\$4,599	\$3,659	\$8,258	\$110,117	7.50%	100.00%

Current Month

0.00%
0.00%
0.00%
0.00%
13.37%
0.00%
0.00%
0.00%
5.08%

1.92%
4.67%
0.00%
0.00%
0.00%
0.00%
0.00%
88.46%
4.95%

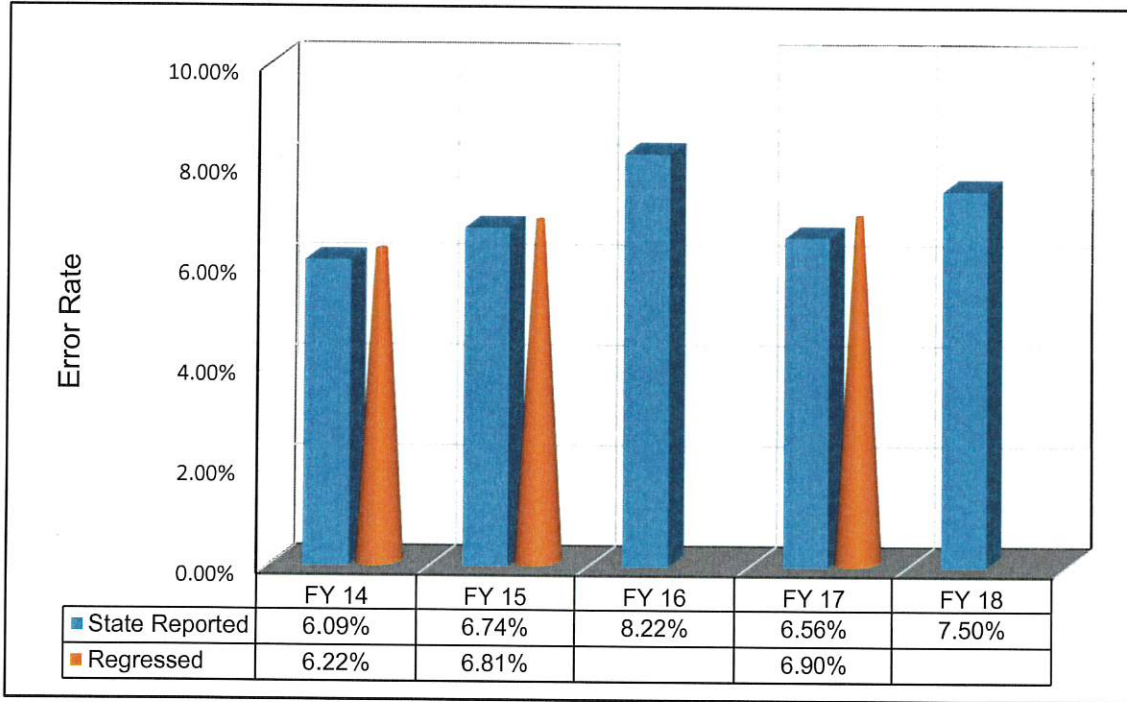
0.00%
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4.19%
0.00%
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0.00%
0.00%
0.00%
0.00%
1.71%

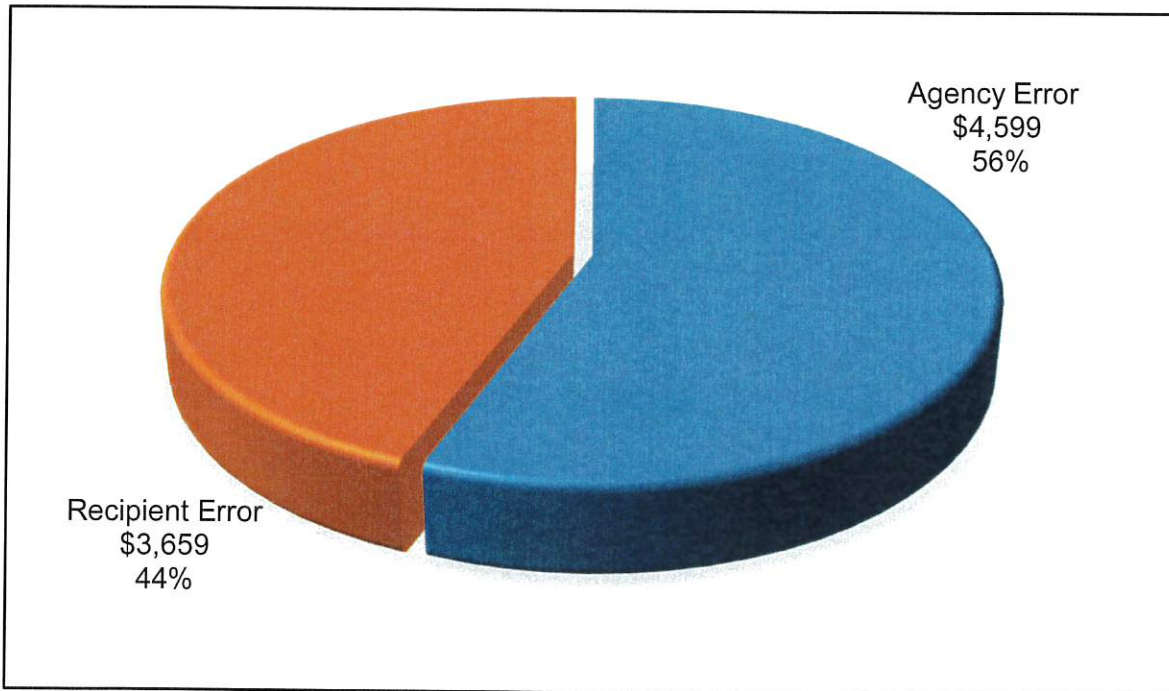
1.93%
18.99%
10.98%
0.00%
0.00%
6.56%

4.30%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$152

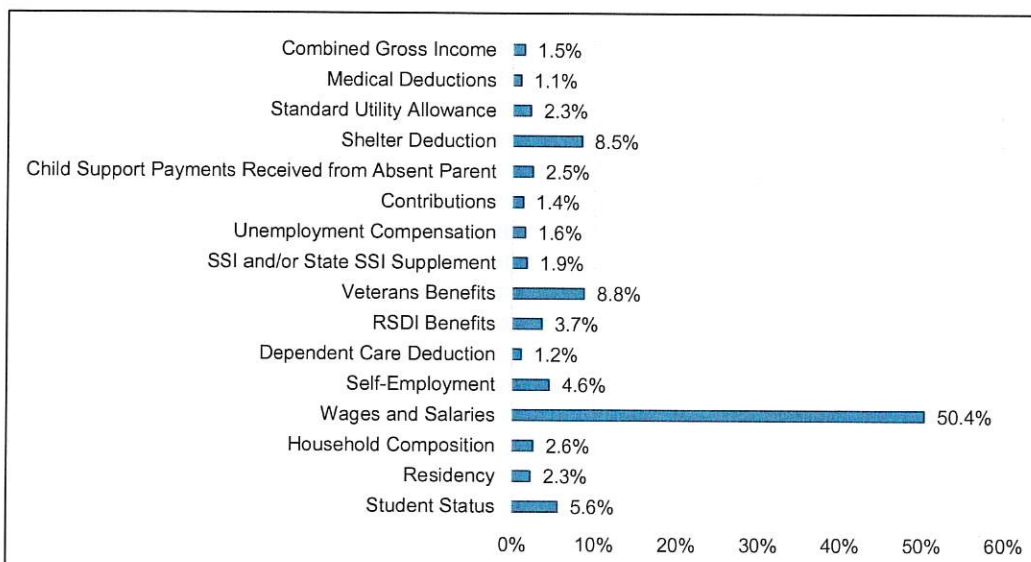
Average Agency Error: \$124

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$384	\$81	82.6%
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	\$379	\$0	100.0%
323 - Dependent Care Deduction	\$51	\$46	52.6%
331 - RSDI Benefits	\$303	\$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	\$209	\$0	100.0%
363 - Shelter Deduction	\$238	\$465	33.9%
364 - Standard Utility Allowance	\$188	\$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	\$465	5.6%
Residency	\$192	2.3%
Household Composition	\$217	2.6%
Wages and Salaries	\$4,165	50.4%
Self-Employment	\$379	4.6%
Dependent Care Deduction	\$97	1.2%
RSDI Benefits	\$303	3.7%
Veterans Benefits	\$728	8.8%
SSI and/or State SSI Supplement	\$154	1.9%
Unemployment Compensation	\$134	1.6%
Contributions	\$112	1.4%
Child Support Payments Received from Absent Parent	\$209	2.5%
Shelter Deduction	\$703	8.5%
Standard Utility Allowance	\$188	2.3%
Medical Deductions	\$87	1.1%
Combined Gross Income	\$125	1.5%
Total	\$8,258	100.0%



FFY 2018 Negative Statewide Error Rates

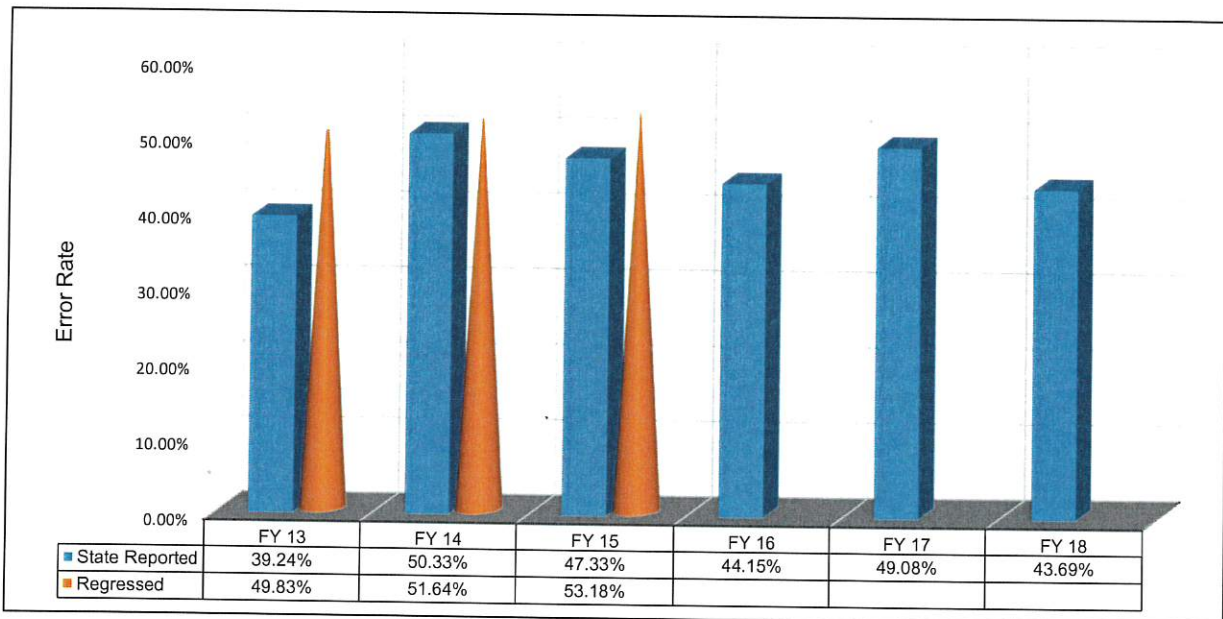
1. Cumulative Negative Case Error Rate

Valid	442
Invalid	343
Invalid Error	274
Invalid Notice	69
Drop	40
Total Sampled	825
% Invalid Notice	8.8%
% Invalid Error	34.9%
% Invalid Total	43.7%

2. Ranked Negative Action By Time of Occurrence

Closure	95	51.6%
Denial	89	48.4%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	%	Count	%		
Application	45	24.5%	35	19.0%	80	23.3%
Notices	34	18.5%	35	19.0%	69	20.1%
Verification	0	0.0%	15	8.2%	15	4.4%
Wages and Salaries	4	2.2%	6	3.3%	10	2.9%
Action Type	0	0.0%	3	1.6%	3	0.9%
Combined Gross Income	3	1.6%	0	0.0%	3	0.9%
Transitional Benefits	0	0.0%	1	0.5%	1	0.3%
Combined Net Income	1	0.5%	0	0.0%	1	0.3%
Child Support Payment Deduction (includes Exclusions)	1	0.5%	0	0.0%	1	0.3%
Medical Deductions	1	0.5%	0	0.0%	1	0.3%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	8	0	8	0.0%
10	Guadalupe/De Baca	4	0	4	0.0%
20	Quay	4	1	5	20.0%
21	Rio Arriba	19	10	29	34.5%
23	Sandoval	31	27	58	46.6%
25	San Miguel	12	8	20	40.0%
26	Santa Fe	20	21	41	51.2%
29	Taos	6	2	8	25.0%
NE Region Totals		104	69	173	39.9%

NW Region

17	McKinley	8	10	18	55.6%
24	San Juan	24	23	47	48.9%
27	Sierra	7	4	11	36.4%
28	Socorro	10	2	12	16.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	8	4	12	33.3%
42	N. Valencia	18	8	26	30.8%
NW Region Totals		75	51	126	40.5%

SW Region

07	W. Dona Ana	13	13	26	50.0%
09	Grant	10	2	12	16.7%
16	Luna	3	8	11	72.7%
19	Otero	12	11	23	47.8%
37	E. Dona Ana	18	8	26	30.8%
38	S. Dona Ana	13	9	22	40.9%
SW Region Totals		69	51	120	42.5%

SE Region

03	Chaves	17	10	27	37.0%
05	Curry	8	10	18	55.6%
08	Eddy	8	8	16	50.0%
13	Lea	10	14	24	58.3%
14	Lincoln	7	4	11	36.4%
22	Roosevelt	0	10	10	100.0%
34	Eddy/Artesia	1	6	7	85.7%
SE Region Totals		51	62	113	54.9%

Central Region

01	SE Bernalillo	18	24	42	57.1%
35	NW Bernalillo	44	24	68	35.3%
36	SW Bernalillo	38	17	55	30.9%
39	NE Bernalillo	38	39	77	50.6%
30	Torrance	5	6	11	54.5%
Central Region Totals		143	110	253	43.5%

State Totals		442	343	785	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>

