



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-47

TO: ISD Employees

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

RE: FFY 2018 SNAP Performance Report-Seventh

DATE: September 12, 2018

Attached please find the seventh 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 April 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.

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2018

1. STATE Cumulative Payment Error Rates

Total Paid	\$128,982		
Total Dollar Errors	\$10,013	Total Error Rate %	7.76%
Total Dollar Over	\$5,826	% Error Rate Over	4.52%
Total Dollar Under	\$1,644	% Error Rate Under	1.27%
Total Dollar Ineligible	\$2,543	% Error Rate Ineligible	1.97%

Cumulative Case Error Rate

Total Reviewed	583
% In Error	13.0%

Cases Dropped	93
Correct	507
Overpaid	48
Underpaid	14
Ineligible	14

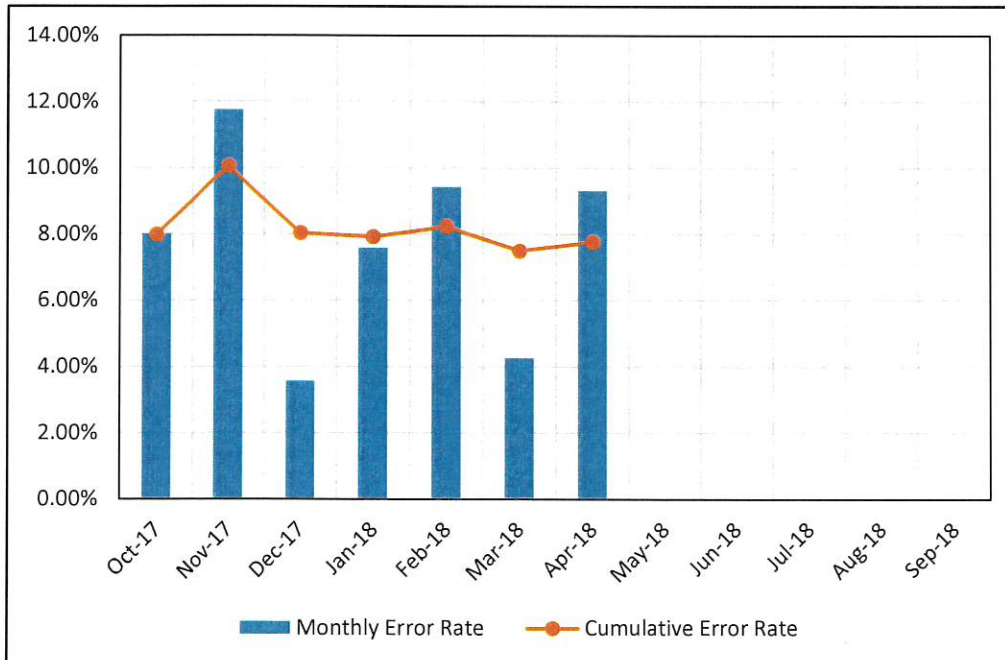
Agency Error (Dollar Amount)	Agency % Error Rate:
\$5,712	4.43%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$4,301	3.33%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$5,630	56.2%
Recertification	\$4,383	43.8%

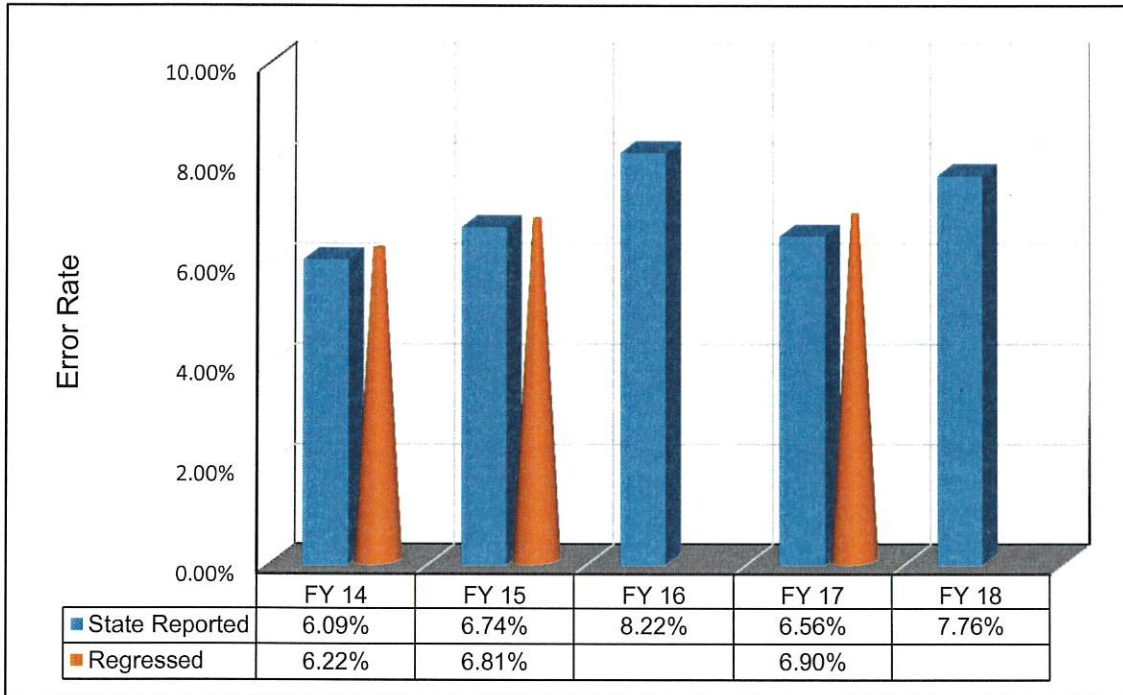
3. Error Rates By: Month and FFY Cumulative



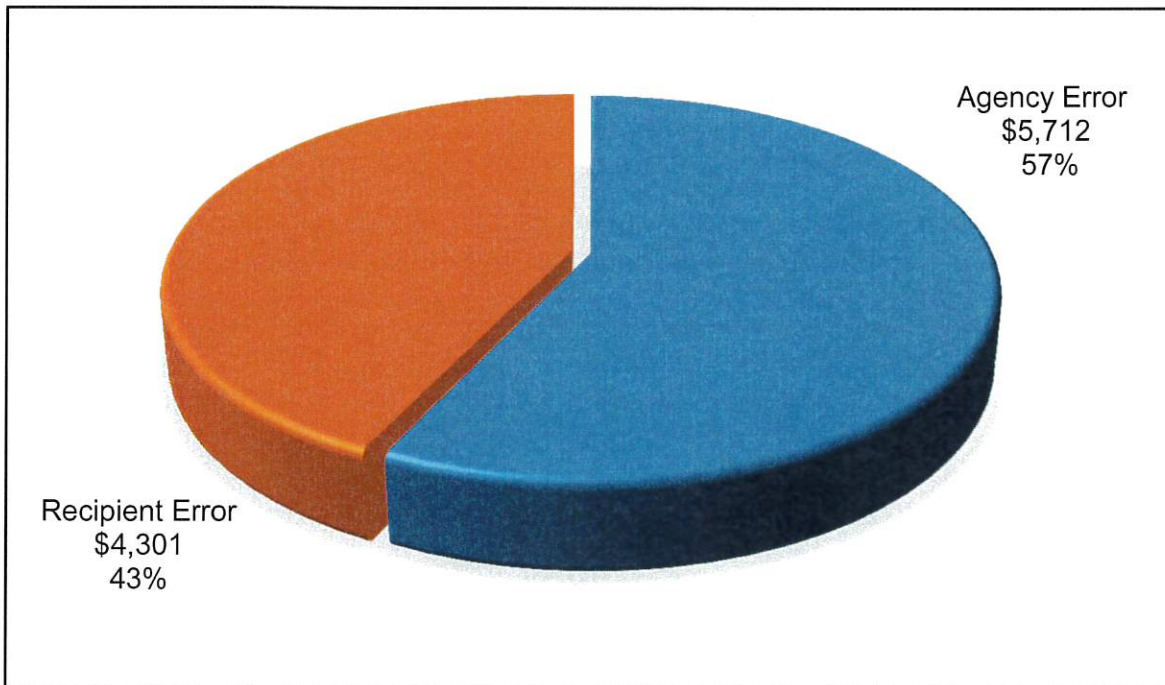
4. Regional Cumulative Payment Error Rates

		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	\$718	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$15	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$498	0.00%	0.00%	0.00%
21	Rio Arriba	\$166	\$177	\$343	\$3,031	11.32%	3.43%	11.58%
23	Sandoval	\$776	\$330	\$1,106	\$7,552	14.65%	11.05%	0.00%
25	San Miguel	\$59	\$50	\$109	\$2,970	3.67%	1.09%	0.00%
26	Santa Fe	\$536	\$126	\$662	\$8,269	8.01%	6.61%	4.24%
29	Taos	\$49	\$142	\$191	\$2,449	7.80%	1.91%	6.87%
NE Region Totals		\$1,586	\$825	\$2,411	\$25,502	9.45%	24.08%	4.20%
NW Region								
17	McKinley	\$49	\$201	\$250	\$8,241	3.03%	2.50%	0.00%
24	San Juan	\$325	\$275	\$600	\$8,662	6.93%	5.99%	22.26%
27	Sierra	\$39	\$0	\$39	\$748	5.21%	0.39%	0.00%
28	Socorro	\$0	\$112	\$112	\$3,754	2.98%	1.12%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$2,946	1.83%	0.54%	0.00%
42	N. Valencia	\$154	\$115	\$269	\$4,084	6.59%	2.69%	0.00%
NW Region Totals		\$567	\$757	\$1,324	\$28,802	4.60%	13.22%	6.76%
SW Region								
07	W. Dona Ana	\$0	\$276	\$276	\$7,090	3.89%	2.76%	22.42%
09	Grant	\$0	\$0	\$0	\$744	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$1,631	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$3,168	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$2,746	2.62%	0.72%	0.00%
38	S. Dona Ana	\$359	\$259	\$618	\$7,316	8.45%	6.17%	12.22%
SW Region Totals		\$431	\$535	\$966	\$22,695	4.26%	9.65%	13.37%
SE Region								
03	Chaves	\$0	\$437	\$437	\$3,386	12.91%	4.36%	0.00%
05	Curry	\$0	\$46	\$46	\$4,552	1.01%	0.46%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,533	0.00%	0.00%	0.00%
13	Lea	\$341	\$249	\$590	\$4,069	14.50%	5.89%	32.23%
14	Lincoln	\$45	\$0	\$45	\$1,434	3.14%	0.45%	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		\$386	\$732	\$1,118	\$15,821	7.07%	11.17%	26.85%
Central Region								
01	SE Bernalillo	\$207	\$546	\$753	\$4,978	15.13%	7.52%	15.79%
35	NW Bernalillo	\$522	\$197	\$719	\$6,870	10.47%	7.18%	16.61%
36	SW Bernalillo	\$423	\$446	\$869	\$9,875	8.80%	8.68%	0.00%
39	NE Bernalillo	\$518	\$192	\$710	\$11,031	6.44%	7.09%	11.50%
30	Torrance	\$1,072	\$71	\$1,143	\$3,181	35.93%	11.42%	33.02%
Central Region Totals		\$2,742	\$1,452	\$4,194	\$35,935	11.67%	41.89%	9.89%
State Totals		\$5,712	\$4,301	\$10,013	\$128,982	7.76%	100.00%	9.30%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$148

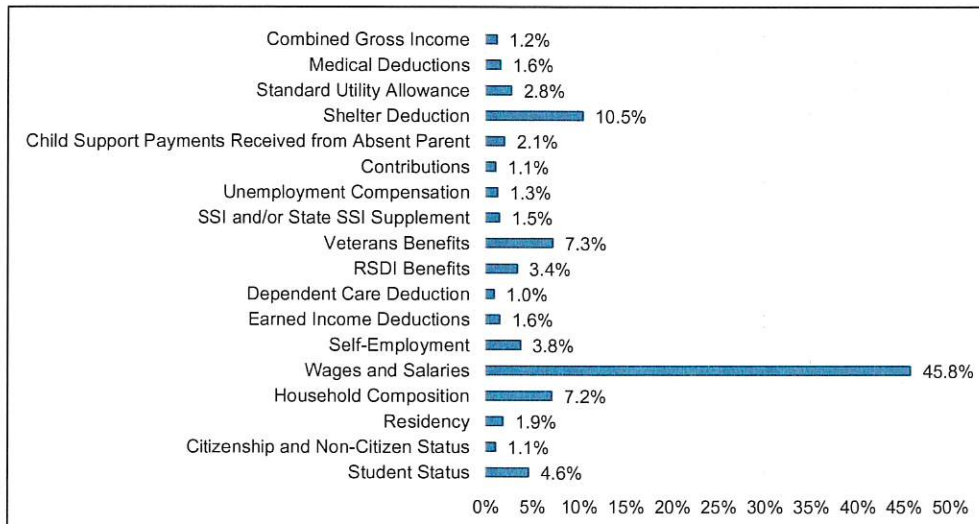
Average Agency Error: \$122

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$384	\$81	82.6%
130 - Citizenship and Non-Citizen Status	\$110	\$0	100.0%
140 - Residency	\$0	\$192	0.0%
150 - Household Composition	\$285	\$435	39.6%
311 - Wages and Salaries	\$1,960	\$2,629	42.7%
312 - Self-Employment	\$379	\$0	100.0%
321 - Earned Income Deductions	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$51	\$46	52.6%
331 - RSDI Benefits	\$345	\$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	\$455	\$596	43.3%
364 - Standard Utility Allowance	\$284	\$0	100.0%
365 - Medical Deductions	\$87	\$76	53.4%
371 - Combined Gross Income	\$125	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$465	4.6%
Citizenship and Non-Citizen Status	\$110	1.1%
Residency	\$192	1.9%
Household Composition	\$720	7.2%
Wages and Salaries	\$4,589	45.8%
Self-Employment	\$379	3.8%
Earned Income Deductions	\$156	1.6%
Dependent Care Deduction	\$97	1.0%
RSDI Benefits	\$345	3.4%
Veterans Benefits	\$728	7.3%
SSI and/or State SSI Supplement	\$154	1.5%
Unemployment Compensation	\$134	1.3%
Contributions	\$112	1.1%
Child Support Payments Received from Absent Parent	\$209	2.1%
Shelter Deduction	\$1,051	10.5%
Standard Utility Allowance	\$284	2.8%
Medical Deductions	\$163	1.6%
Combined Gross Income	\$125	1.2%
Total	\$10,013	100.0%



FFY 2018 Negative Statewide Error Rates

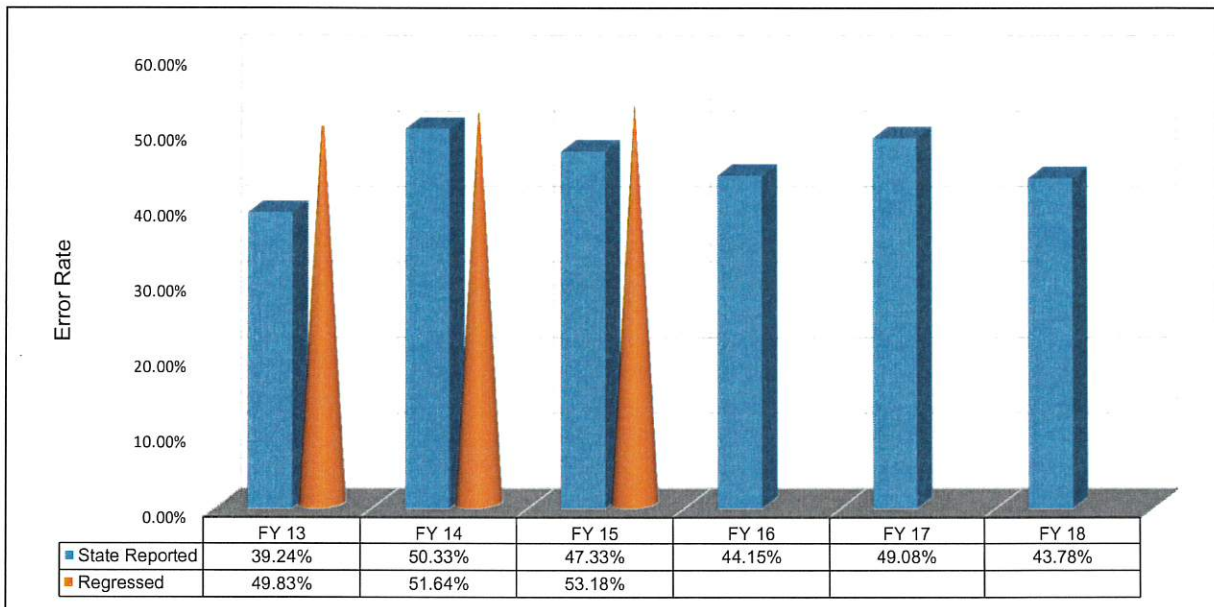
1. Cumulative Negative Case Error Rate

Valid	280
Invalid	218
Invalid Error	144
Invalid Notice	74
Drop	27
Total Sampled	525
% Invalid Notice	14.9%
% Invalid Error	28.9%
% Invalid Total	43.8%

2. Ranked Negative Action By Time of Occurrence

Closure	85	48.9%
Denial	89	51.1%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	46	26.4%	39	22.4%	85	39.0%
Notices	36	20.7%	38	21.8%	74	33.9%
Verification	0	0.0%	1	0.6%	1	0.5%
Wages and Salaries	2	1.1%	3	1.7%	5	2.3%
Action Type	3	1.7%	1	0.6%	4	1.8%
Combined Gross Income	0	0.0%	1	0.6%	1	0.5%
Transitional Benefits	0	0.0%	1	0.6%	1	0.5%
Combined Net Income	0	0.0%	1	0.6%	1	0.5%
Child Support Payment Deduction (includes Exclusions)	1	0.6%	0	0.0%	1	0.5%
Medical Deductions	1	0.6%	0	0.0%	1	0.5%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	13	0	13	0.0%
10	Guadalupe/De Baca	6	0	6	0.0%
20	Quay	7	2	9	22.2%
21	Rio Arriba	31	16	47	34.0%
23	Sandoval	52	42	94	44.7%
25	San Miguel	18	12	30	40.0%
26	Santa Fe	37	33	70	47.1%
29	Taos	11	3	14	21.4%
NE Region Totals		175	108	283	38.2%

NW Region

17	McKinley	13	18	31	58.1%
24	San Juan	39	40	79	50.6%
27	Sierra	12	6	18	33.3%
28	Socorro	16	3	19	15.8%
32	S. Valencia	0	0	0	0.0%
33	Cibola	12	7	19	36.8%
42	N. Valencia	28	14	42	33.3%
NW Region Totals		120	88	208	42.3%

SW Region

07	W. Dona Ana	22	21	43	48.8%
09	Grant	17	3	20	15.0%
16	Luna	6	12	18	66.7%
19	Otero	24	19	43	44.2%
37	E. Dona Ana	28	12	40	30.0%
38	S. Dona Ana	26	14	40	35.0%
SW Region Totals		123	81	204	39.7%

SE Region

03	Chaves	30	15	45	33.3%
05	Curry	16	15	31	48.4%
08	Eddy	13	12	25	48.0%
13	Lea	16	22	38	57.9%
14	Lincoln	11	6	17	35.3%
22	Roosevelt	0	15	15	100.0%
34	Eddy/Artesia	2	9	11	81.8%
SE Region Totals		88	94	182	51.6%

Central Region

01	SE Bernalillo	28	39	67	58.2%
35	NW Bernalillo	70	39	109	35.8%
36	SW Bernalillo	60	28	88	31.8%
39	NE Bernalillo	60	61	121	50.4%
30	Torrance	8	10	18	55.6%
Central Region Totals		226	177	403	43.9%

State Totals		732	548	1280	42.8%
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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>

