



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-58

TO: ISD Employees

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

RE: FFY 2018 SNAP Performance Report-Tenth

DATE: December 11, 2018

Attached please find the tenth 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 July 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	\$189,119		
Total Dollar Errors	\$14,769	Total Error Rate %	7.81%
Total Dollar Over	\$9,070	% Error Rate Over	4.80%
Total Dollar Under	\$2,446	% Error Rate Under	1.29%
Total Dollar Ineligible	\$3,253	% Error Rate Ineligible	1.72%

Cumulative Case Error Rate

Total Reviewed	831
% In Error	13.8%

Cases Dropped	149
Correct	716
Overpaid	76
Underpaid	22
Ineligible	17

Agency Error (Dollar Amount)	Agency % Error Rate:
\$7,303	3.86%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$7,466	3.95%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$7,568	51.2%
Recertification	\$7,201	48.8%

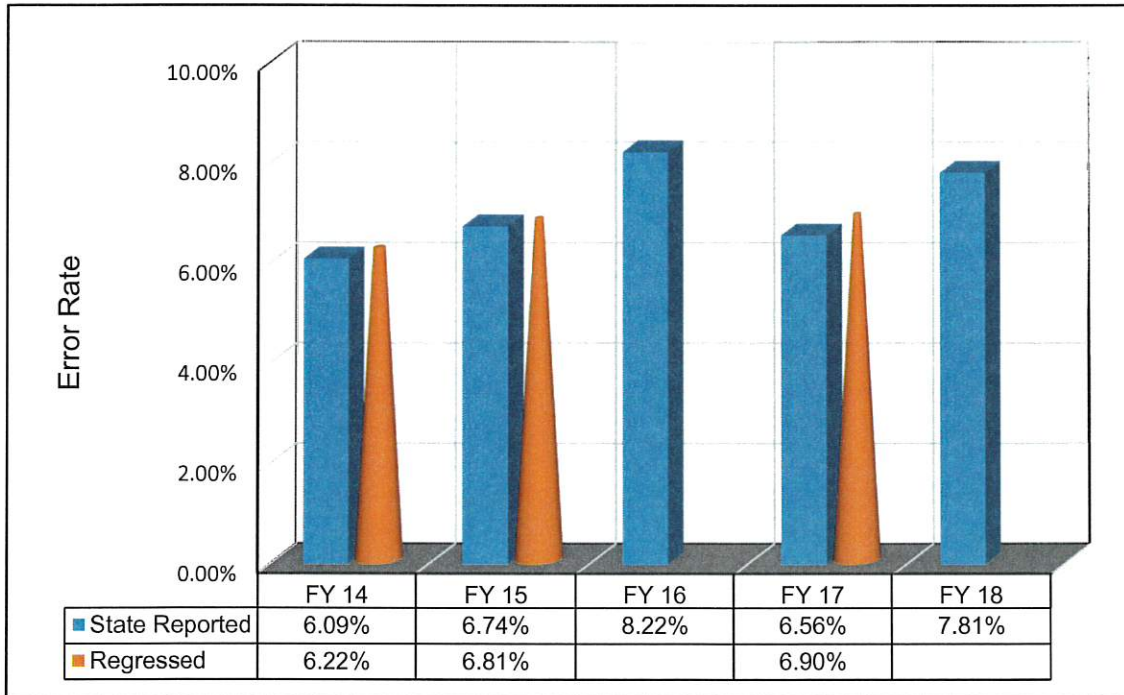
3. Error Rates By: Month and FFY Cumulative



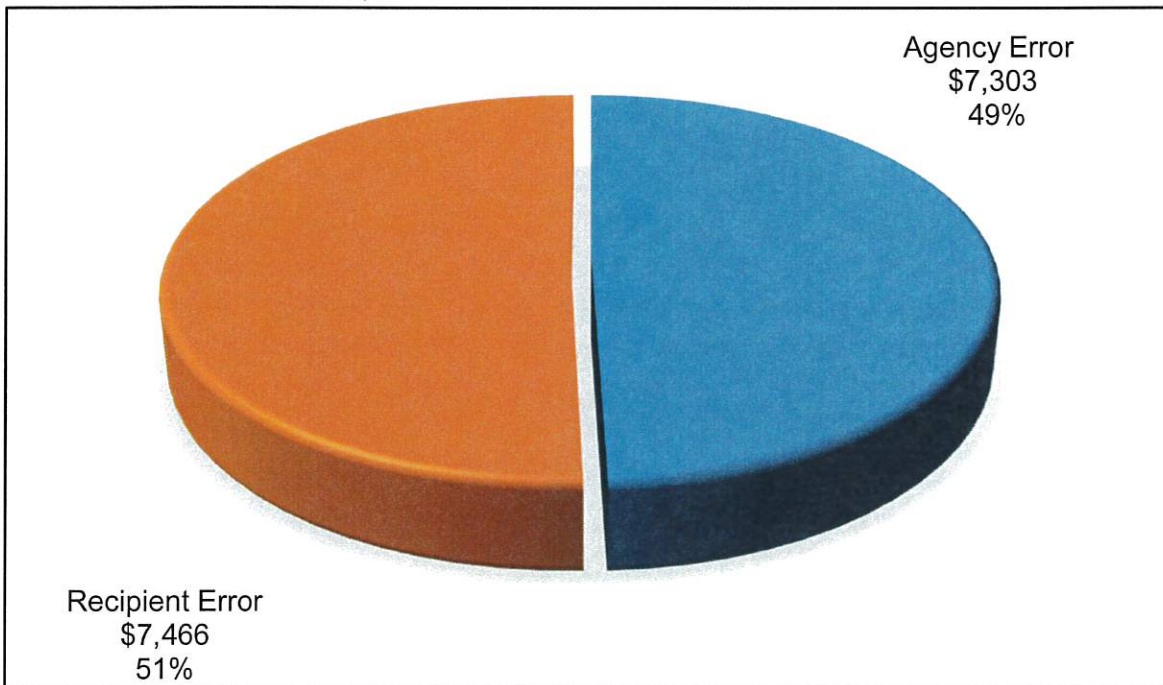
4. Regional Cumulative Payment Error Rates

		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	\$1,701	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$266	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$498	0.00%	0.00%	0.00%
21	Rio Arriba	\$465	\$282	\$747	\$4,501	16.60%	5.06%	54.69%
23	Sandoval	\$1,028	\$330	\$1,358	\$10,085	13.47%	9.19%	0.00%
25	San Miguel	\$59	\$50	\$109	\$3,979	2.74%	0.74%	0.00%
26	Santa Fe	\$576	\$301	\$877	\$9,981	8.79%	5.94%	0.00%
29	Taos	\$144	\$142	\$286	\$3,654	7.83%	1.94%	0.00%
NE Region Totals		\$2,272	\$1,105	\$3,377	\$34,665	9.74%	22.87%	10.37%
NW Region								
17	McKinley	\$49	\$340	\$389	\$14,022	2.77%	2.63%	5.01%
24	San Juan	\$542	\$275	\$817	\$14,330	5.70%	5.53%	6.80%
27	Sierra	\$39	\$352	\$391	\$1,235	31.66%	2.65%	0.00%
28	Socorro	\$0	\$208	\$208	\$4,382	4.75%	1.41%	67.61%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$4,106	1.32%	0.37%	0.00%
42	N. Valencia	\$154	\$207	\$361	\$5,715	6.32%	2.44%	15.36%
NW Region Totals		\$784	\$1,436	\$2,220	\$44,157	5.03%	15.03%	8.24%
SW Region								
07	W. Dona Ana	\$0	\$623	\$623	\$9,132	6.82%	4.22%	14.45%
09	Grant	\$0	\$120	\$120	\$2,811	4.27%	0.81%	0.00%
16	Luna	\$0	\$177	\$177	\$2,275	7.78%	1.20%	0.00%
19	Otero	\$0	\$0	\$0	\$5,202	0.00%	0.00%	0.00%
37	E. Dona Ana	\$140	\$48	\$188	\$4,001	4.70%	1.27%	11.39%
38	S. Dona Ana	\$471	\$259	\$730	\$9,725	7.51%	4.94%	0.00%
SW Region Totals		\$611	\$1,227	\$1,838	\$33,146	5.55%	12.44%	7.46%
SE Region								
03	Chaves	\$0	\$521	\$521	\$5,908	8.82%	3.53%	0.00%
05	Curry	\$0	\$227	\$227	\$7,777	2.92%	1.54%	0.00%
08	Eddy	\$0	\$0	\$0	\$2,012	0.00%	0.00%	0.00%
13	Lea	\$341	\$364	\$705	\$4,502	15.66%	4.77%	0.00%
14	Lincoln	\$45	\$0	\$45	\$1,641	2.74%	0.30%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$847	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$640	0.00%	0.00%	0.00%
SE Region Totals		\$386	\$1,112	\$1,498	\$23,327	6.42%	10.14%	0.00%
Central Region								
01	SE Bernalillo	\$461	\$941	\$1,402	\$7,201	19.47%	9.49%	0.00%
35	NW Bernalillo	\$724	\$258	\$982	\$9,921	9.90%	6.65%	10.62%
36	SW Bernalillo	\$475	\$1,124	\$1,599	\$15,726	10.17%	10.83%	3.59%
39	NE Bernalillo	\$518	\$192	\$710	\$16,890	4.20%	4.81%	0.00%
30	Torrance	\$1,072	\$71	\$1,143	\$3,857	29.63%	7.74%	0.00%
Central Region Totals		\$3,250	\$2,586	\$5,836	\$53,595	10.89%	39.52%	3.95%
State Totals		\$7,303	\$7,466	\$14,769	\$189,119	7.81%	100.00%	5.64%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$141

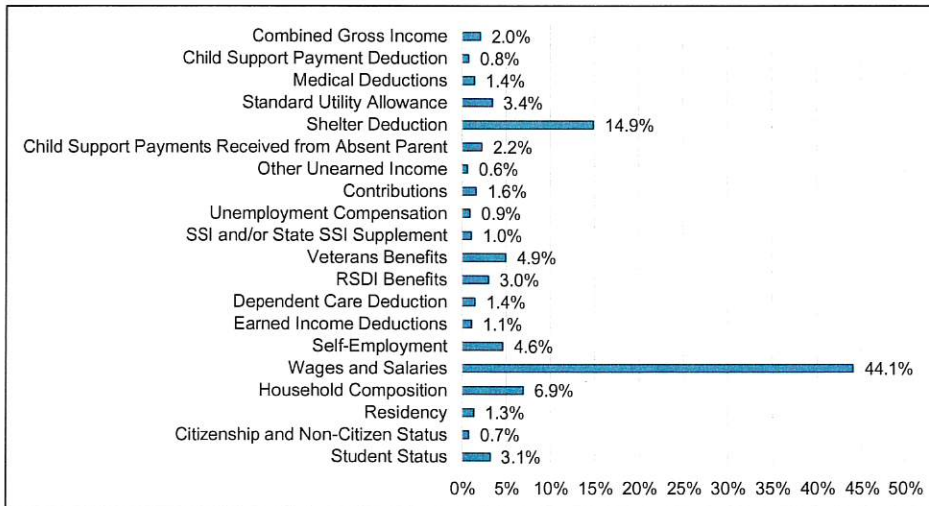
Average Agency Error: \$118

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	\$584	\$435	57.3%
311 - Wages and Salaries	\$2,394	\$4,114	36.8%
312 - Self-Employment	\$538	\$139	79.5%
321 - Earned Income Deductions	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$51	\$161	24.1%
331 - RSDI Benefits	\$440	\$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	\$232	0.0%
346 - Other Unearned Income	\$0	\$92	0.0%
350 - Child Support Payments Received from Absent Parent	\$329	\$0	100.0%
363 - Shelter Deduction	\$746	\$1,453	33.9%
364 - Standard Utility Allowance	\$325	\$180	64.4%
365 - Medical Deductions	\$127	\$76	62.6%
366 - Child Support Payment Deduction	\$112	\$0	100.0%
371 - Combined Gross Income	\$125	\$177	41.4%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$465	3.1%
Citizenship and Non-Citizen Status	\$110	0.7%
Residency	\$192	1.3%
Household Composition	\$1,019	6.9%
Wages and Salaries	\$6,508	44.1%
Self-Employment	\$677	4.6%
Earned Income Deductions	\$156	1.1%
Dependent Care Deduction	\$212	1.4%
RSDI Benefits	\$440	3.0%
Veterans Benefits	\$728	4.9%
SSI and/or State SSI Supplement	\$154	1.0%
Unemployment Compensation	\$134	0.9%
Contributions	\$232	1.6%
Other Unearned Income	\$92	0.6%
Child Support Payments Received from Absent Parent	\$329	2.2%
Shelter Deduction	\$2,199	14.9%
Standard Utility Allowance	\$505	3.4%
Medical Deductions	\$203	1.4%
Child Support Payment Deduction	\$112	0.8%
Combined Gross Income	\$302	2.0%
Total	\$14,769	100.0%



FFY 2018 Negative Statewide Error Rates

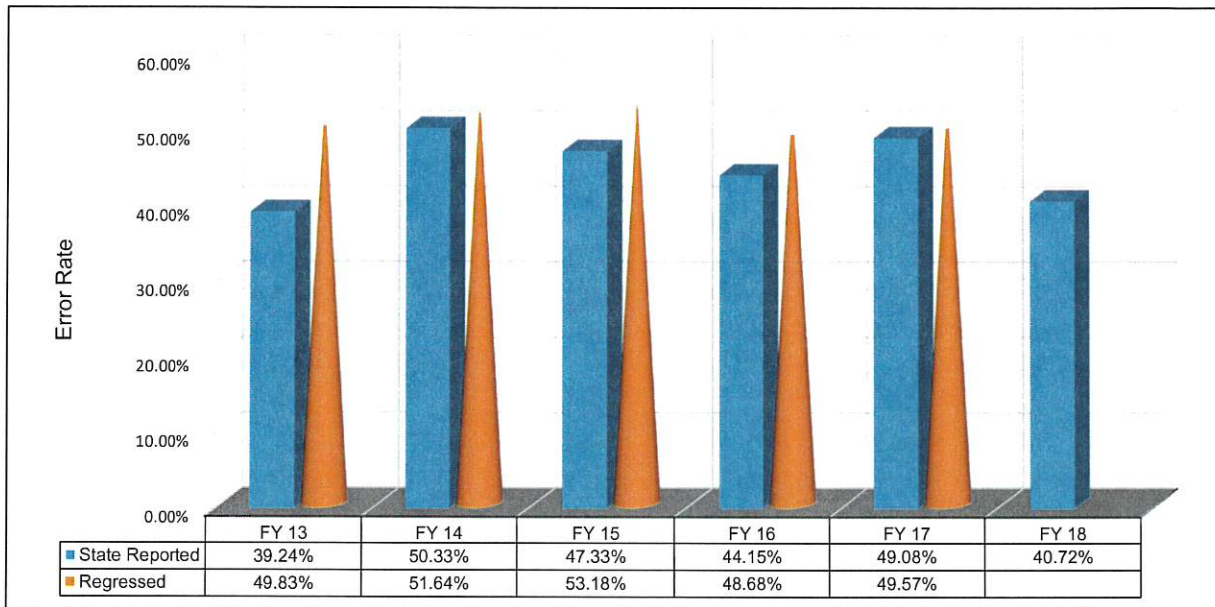
1. Cumulative Negative Case Error Rate

Valid	409
Invalid	281
Invalid Error	183
Invalid Notice	98
Drop	60
Total Sampled	750
% Invalid Notice	14.2%
% Invalid Error	26.5%
% Invalid Total	40.7%

2. Ranked Negative Action By Time of Occurrence

Closure	134	56.3%
Denial	104	43.7%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	48	20.2%	41	17.2%	89	31.7%
Notices	44	18.5%	54	22.7%	98	34.9%
Verification	2	0.8%	18	7.6%	20	7.1%
Wages and Salaries	4	1.7%	13	5.5%	17	6.0%
Action Type	0	0.0%	3	1.3%	3	1.1%
Combined Gross Income	4	1.7%	1	0.4%	5	1.8%
Transitional Benefits	0	0.0%	2	0.8%	2	0.7%
Combined Net Income	1	0.4%	0	0.0%	1	0.4%
Child Support Payment Deduction (includes Exclusions)	1	0.4%	1	0.4%	2	0.7%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	0.4%	1	0.4%

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	2	0	2	0.0%
20	Quay	5	0	5	0.0%
21	Río Arriba	15	6	21	28.6%
23	Sandoval	32	22	54	40.7%
25	San Miguel	12	5	17	29.4%
26	Santa Fe	20	15	35	42.9%
29	Taos	8	2	10	20.0%
NE Region Totals		102	50	152	32.9%

NW Region

17	McKinley	7	8	15	53.3%
24	San Juan	23	20	43	46.5%
27	Sierra	4	2	6	33.3%
28	Socorro	9	2	11	18.2%
32	S. Valencia	0	0	0	0.0%
33	Cibola	6	5	11	45.5%
42	N. Valencia	14	6	20	30.0%
NW Region Totals		63	43	106	40.6%

SW Region

07	W. Dona Ana	14	10	24	41.7%
09	Grant	5	1	6	16.7%
16	Luna	3	9	12	75.0%
19	Otero	18	7	25	28.0%
37	E. Dona Ana	14	7	21	33.3%
38	S. Dona Ana	14	5	19	26.3%
SW Region Totals		68	39	107	36.4%

SE Region

03	Chaves	21	10	31	32.3%
05	Curry	9	7	16	43.8%
08	Eddy	8	7	15	46.7%
13	Lea	7	11	18	61.1%
14	Lincoln	6	4	10	40.0%
22	Roosevelt	0	9	9	100.0%
34	Eddy/Artesia	1	4	5	80.0%
SE Region Totals		52	52	104	50.0%

Central Region

01	SE Bernalillo	17	16	33	48.5%
35	NW Bernalillo	32	27	59	45.8%
36	SW Bernalillo	35	14	49	28.6%
39	NE Bernalillo	36	35	71	49.3%
30	Torrance	4	5	9	55.6%
Central Region Totals		124	97	221	43.9%

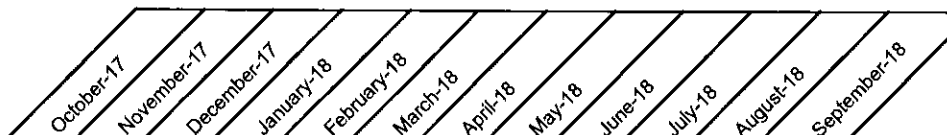
State Totals		409	281	690	40.7%
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FFY 2018 Application Processing Timeliness
FFY 2018 Expedite Application Processing Timeliness
FFY 2018 Non Expedite Application Processing Timeliness

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



NE Region

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

NW Region

17	McKinley	67%	50%	100%	100%	100%	100%	100%	100%	100%	100%		
24	San Juan	100%	20%			100%	100%	67%	100%		100%		
27	Sierra			100%	0%			100%	100%				
28	Socorro							100%			100%		
32	S. Valencia		100%										
33	Cibola	100%	100%	50%	0%	100%			50%	75%			
42	N. Valencia	33%	100%	100%	100%		100%	50%	100%		100%		
NW Region Totals		70%	50%	86%	50%	100%	100%	82%	90%	86%	100%		

SW Region

7	W. Dona Ana	100%	100%	75%	50%		100%	100%	100%	100%	100%		
9	Grant								100%	100%	100%		
16	Luna		100%	100%	100%			100%	100%	50%			
19	Otero	100%	100%		100%	100%	100%	100%	0%	100%			
37	E. Dona Ana	100%	67%	100%		100%	100%	100%	100%	100%	100%		
38	S. Dona Ana	100%	67%	100%	100%	75%	100%	100%	50%		100%		
SW Region Totals		100%	82%	89%	86%	83%	100%	100%	75%	88%	100%		

SE Region

3	Chaves		33%	100%		100%	50%		100%	100%	100%		
5	Curry		50%	0%		100%	100%		100%	100%	100%		
8	Eddy		0%		100%		100%			100%	100%		
13	Lea	50%	0%				50%	100%					
14	Lincoln	100%		100%		100%	100%	100%					
22	Roosevelt												
34	Eddy/Artesla								100%				
SE Region Totals		67%	29%	50%	100%	100%	71%	100%	100%	100%	100%		

Central Region

1	SE Bernalillo	100%	100%	100%	50%	100%	100%	100%	100%	100%			
35	NW Bernalillo	100%	100%	100%	100%	100%		100%	100%	100%	100%		
36	SW Bernalillo	0%	67%	75%	67%	100%	100%	100%	100%	100%	100%		
39	NE Bernalillo	100%	0%	100%	50%	100%	100%	50%	100%		100%		
30	Torrance		100%										
Central Region Totals		71%	71%	91%	64%	100%	100%	85%	100%	100%	100%		

State Totals		76%	63%	86%	77%	97%	94%	90%	91%	95%	100%		
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