



HUMAN SERVICES
DEPARTMENT

Michelle Lujan Grisham, Governor
David R. Scrase, M.D., Secretary - Designate

General Information Memorandum

ISD-GI 19-05

TO: ISD Employees

FROM: Karmela Martinez, Acting Director, Income Support Division

J for KM

RE: FFY 2018 SNAP Performance Report-Eleventh

DATE: January 22, 2019

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 August 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	\$207,035		
Total Dollar Errors	\$16,193	Total Error Rate %	7.82%
Total Dollar Over	\$9,654	% Error Rate Over	4.66%
Total Dollar Under	\$3,175	% Error Rate Under	1.53%
Total Dollar Ineligible	\$3,364	% Error Rate Ineligible	1.62%

Total Reviewed	909
% In Error	13.6%

Cases Dropped	169
Correct	785
Overpaid	82
Underpaid	24
Ineligible	18

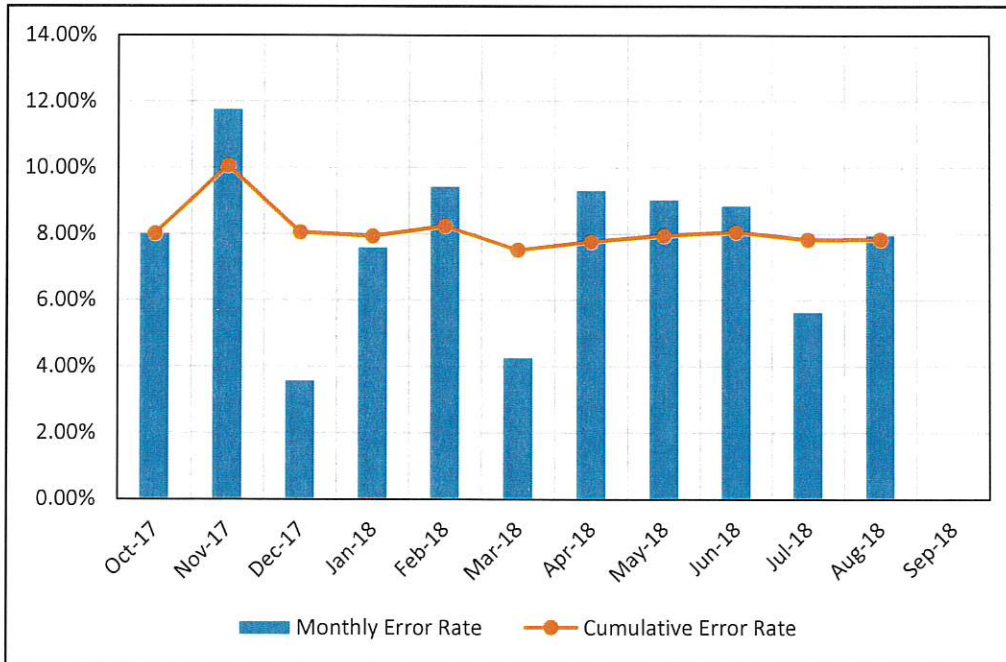
Agency Error (Dollar Amount)	Agency % Error Rate:
\$8,250	3.98%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$7,943	3.84%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$8,771	54.2%
Recertification	\$7,422	45.8%

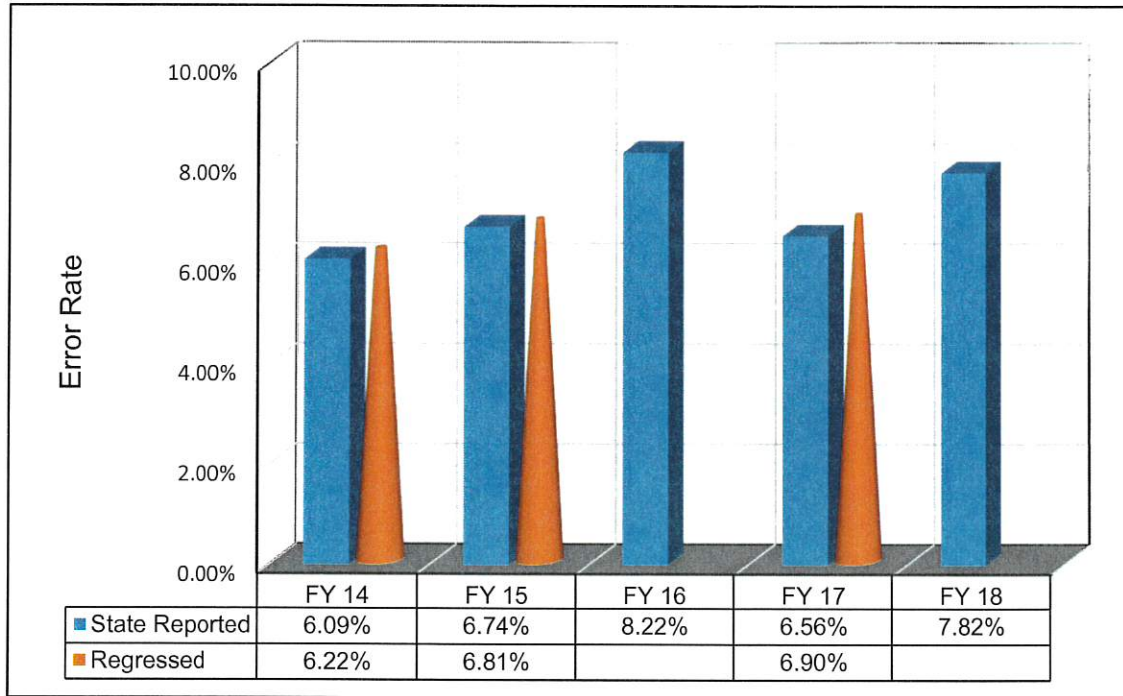
3. Error Rates By: Month and FFY Cumulative



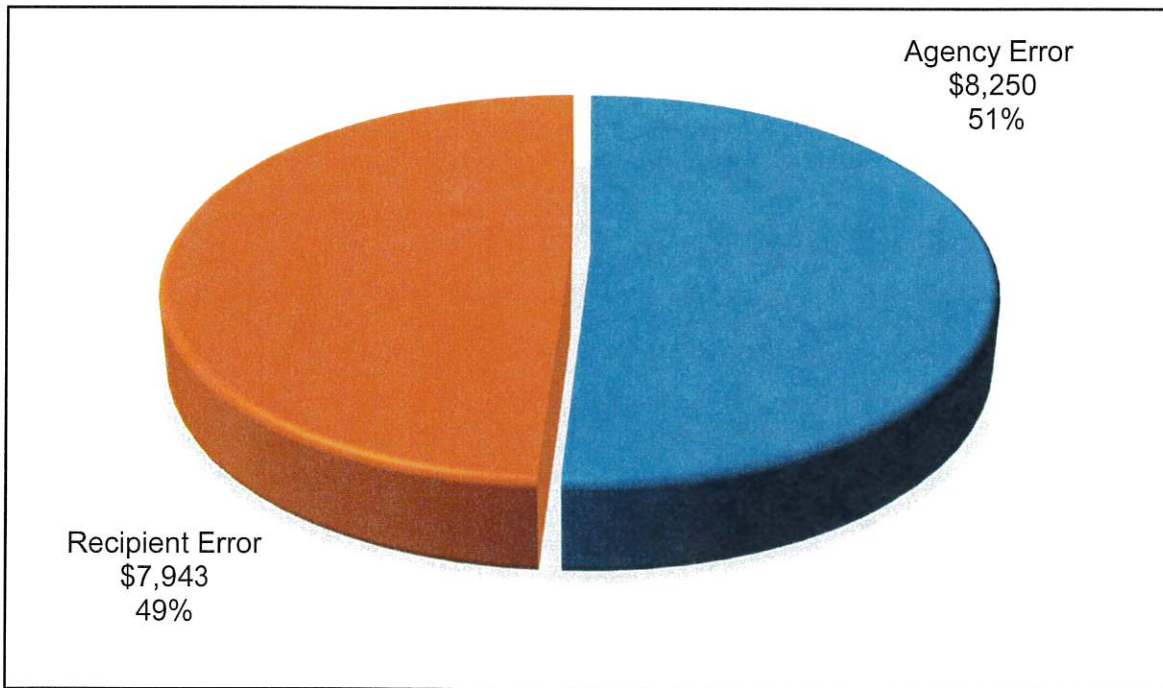
4. Regional Cumulative Payment Error Rates

		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	\$5,499	13.58%	4.61%	0.00%
23	Sandoval	\$1,028	\$330	\$1,358	\$11,247	12.07%	8.39%	0.00%
25	San Miguel	\$59	\$50	\$109	\$4,239	2.57%	0.67%	0.00%
26	Santa Fe	\$576	\$301	\$877	\$10,333	8.49%	5.42%	0.00%
29	Taos	\$144	\$142	\$286	\$4,127	6.93%	1.77%	0.00%
NE Region Totals		\$2,272	\$1,105	\$3,377	\$37,910	8.91%	20.85%	0.00%
NW Region								
17	McKinley	\$49	\$340	\$389	\$14,254	2.73%	2.40%	0.00%
24	San Juan	\$542	\$275	\$817	\$16,747	4.88%	5.05%	0.00%
27	Sierra	\$187	\$352	\$539	\$1,395	38.64%	3.33%	92.50%
28	Socorro	\$0	\$208	\$208	\$4,382	4.75%	1.28%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$4,106	1.32%	0.33%	0.00%
42	N. Valencia	\$154	\$384	\$538	\$6,426	8.37%	3.32%	24.89%
NW Region Totals		\$932	\$1,613	\$2,545	\$47,677	5.34%	15.72%	9.23%
SW Region								
07	W. Dona Ana	\$0	\$673	\$673	\$10,001	6.73%	4.16%	5.75%
09	Grant	\$0	\$120	\$120	\$3,143	3.82%	0.74%	0.00%
16	Luna	\$70	\$177	\$247	\$3,032	8.15%	1.53%	9.25%
19	Otero	\$0	\$0	\$0	\$5,862	0.00%	0.00%	0.00%
37	E. Dona Ana	\$140	\$127	\$267	\$5,680	4.70%	1.65%	4.71%
38	S. Dona Ana	\$471	\$319	\$790	\$10,853	7.28%	4.88%	5.32%
SW Region Totals		\$681	\$1,416	\$2,097	\$38,571	5.44%	12.95%	4.77%
SE Region								
03	Chaves	\$0	\$521	\$521	\$7,650	6.81%	3.22%	0.00%
05	Curry	\$0	\$227	\$227	\$7,777	2.92%	1.40%	0.00%
08	Eddy	\$0	\$0	\$0	\$2,095	0.00%	0.00%	0.00%
13	Lea	\$341	\$364	\$705	\$4,694	15.02%	4.35%	0.00%
14	Lincoln	\$719	\$0	\$719	\$2,205	32.61%	4.44%	119.50%
22	Roosevelt	\$0	\$0	\$0	\$862	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$640	0.00%	0.00%	0.00%
SE Region Totals		\$1,060	\$1,112	\$2,172	\$25,923	8.38%	13.41%	25.96%
Central Region								
01	SE Bernalillo	\$461	\$941	\$1,402	\$7,580	18.50%	8.66%	0.00%
35	NW Bernalillo	\$779	\$258	\$1,037	\$10,203	10.16%	6.40%	4.11%
36	SW Bernalillo	\$475	\$1,124	\$1,599	\$17,455	9.16%	9.87%	0.00%
39	NE Bernalillo	\$518	\$303	\$821	\$17,263	4.76%	5.07%	7.03%
30	Torrance	\$1,072	\$71	\$1,143	\$4,209	27.16%	7.06%	0.00%
Central Region Totals		\$3,305	\$2,697	\$6,002	\$56,710	10.58%	37.07%	2.98%
State Totals		\$8,250	\$7,943	\$16,193	\$207,035	7.82%	100.00%	7.00%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$137

Average Agency Error: \$125

FFY 2018 Negative Statewide Error Rates

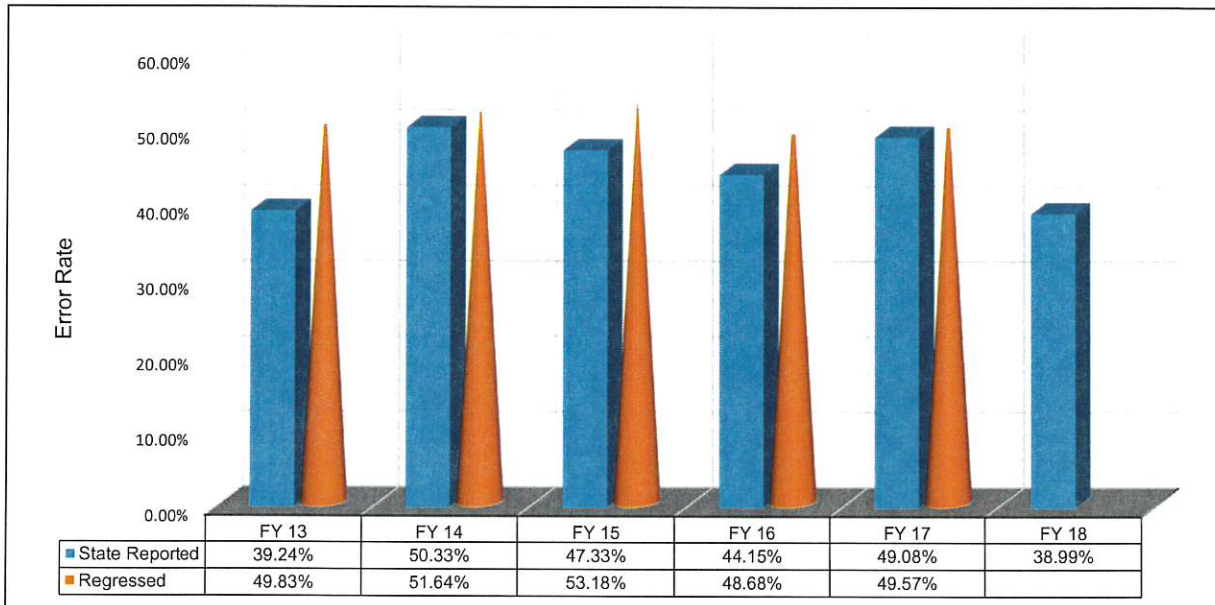
1. Cumulative Negative Case Error Rate

Valid		460
Invalid		294
	Invalid Error	188
	Invalid Notice	106
Drop		71
Total Sampled		825
	% Invalid Notice	14.1%
	% Invalid Error	24.9%
% Invalid Total		39.0%

2. Ranked Negative Action By Time of Occurrence

Closure	141	56.9%
Denial	107	43.1%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	48	19.2%	41	16.4%	89	30.3%
Notices	48	19.2%	58	23.2%	106	36.1%
Verification	2	0.8%	19	7.6%	21	7.1%
Wages and Salaries	4	1.6%	15	6.0%	19	6.5%
Action Type	0	0.0%	4	1.6%	4	1.4%
Combined Gross Income	4	1.6%	1	0.4%	5	1.7%
Transitional Benefits	0	0.0%	2	0.8%	2	0.7%
Combined Net Income	1	0.4%	0	0.0%	1	0.3%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	0.4%	1	0.3%
Child Support Payments Received from Absent Parent	1	0.4%	1	0.4%	2	0.7%

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	Rio Arriba	15	6	21	28.6%
23	Sandoval	33	23	56	41.1%
25	San Miguel	12	5	17	29.4%
26	Santa Fe	23	15	38	39.5%
29	Taos	9	2	11	18.2%
NE Region Totals		107	51	158	32.3%

NW Region

17	McKinley	9	8	17	47.1%
24	San Juan	24	22	46	47.8%
27	Sierra	5	2	7	28.6%
28	Socorro	9	2	11	18.2%
32	S. Valencia	0	0	0	0.0%
33	Cibola	6	6	12	50.0%
42	N. Valencia	16	7	23	30.4%
NW Region Totals		69	47	116	40.5%

SW Region

07	W. Dona Ana	23	11	34	32.4%
09	Grant	7	2	9	22.2%
16	Luna	4	9	13	69.2%
19	Otero	18	7	25	28.0%
37	E. Dona Ana	15	8	23	34.8%
38	S. Dona Ana	15	5	20	25.0%
SW Region Totals		82	42	124	33.9%

SE Region

03	Chaves	22	10	32	31.3%
05	Curry	9	8	17	47.1%
08	Eddy	9	7	16	43.8%
13	Lea	10	12	22	54.5%
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		57	54	111	48.6%

Central Region

01	SE Bernalillo	21	16	37	43.2%
35	NW Bernalillo	36	27	63	42.9%
36	SW Bernalillo	38	16	54	29.6%
39	NE Bernalillo	45	36	81	44.4%
30	Torrance	5	5	10	50.0%
Central Region Totals		145	100	245	40.8%

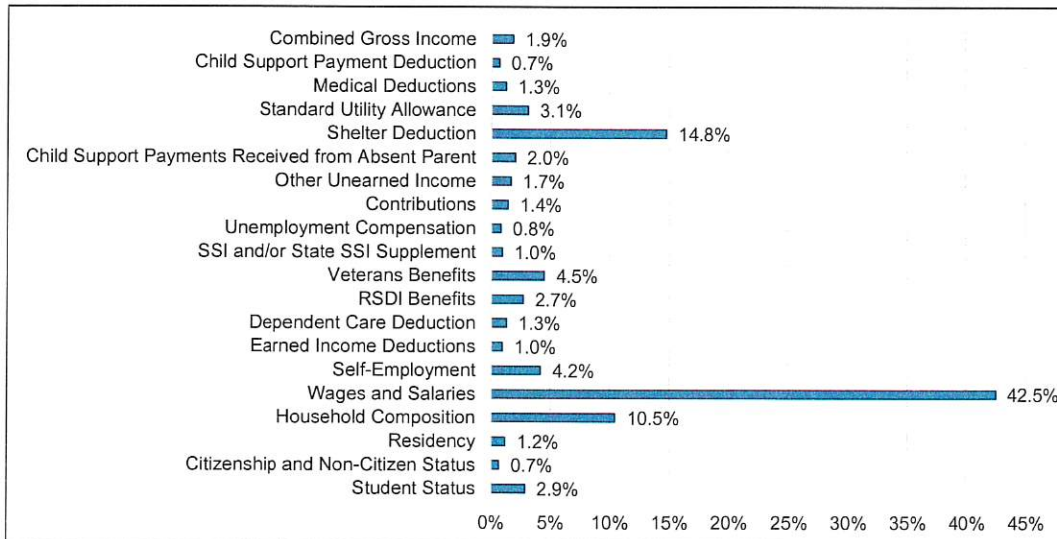
State Totals		460	294	754	39.0%
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7. Agency/Recipient Dollar Error Breakdown By General Element

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	\$1,258	\$435	74.3%
311 - Wages and Salaries	\$2,612	\$4,275	37.9%
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	\$269	0.0%
350 - Child Support Payments Received from Absent Parent	\$329	\$0	100.0%
363 - Shelter Deduction	\$801	\$1,592	33.5%
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	2.9%
Citizenship and Non-Citizen Status	\$110	0.7%
Residency	\$192	1.2%
Household Composition	\$1,693	10.5%
Wages and Salaries	\$6,887	42.5%
Self-Employment	\$677	4.2%
Earned Income Deductions	\$156	1.0%
Dependent Care Deduction	\$212	1.3%
RSDI Benefits	\$440	2.7%
Veterans Benefits	\$728	4.5%
SSI and/or State SSI Supplement	\$154	1.0%
Unemployment Compensation	\$134	0.8%
Contributions	\$232	1.4%
Other Unearned Income	\$269	1.7%
Child Support Payments Received from Absent Parent	\$329	2.0%
Shelter Deduction	\$2,393	14.8%
Standard Utility Allowance	\$505	3.1%
Medical Deductions	\$203	1.3%
Child Support Payment Deduction	\$112	0.7%
Combined Gross Income	\$302	1.9%
Total	\$16,193	100.0%



FFY 2019 Application Processing Timeliness

FFY 2019 Expedite Application Processing Timeliness

FFY 2019 Non-Expedite Application Processing Timeliness

Timeliness information is 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								100%				
20 Quay			100%						100%			
21 Rio Arriba	50%	100%	100%	100%		100%		100%	100%			
23 Sandoval	50%	100%	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%	100%	
29 Taos				100%	100%		100%	100%			100%	
NE Region Totals	73%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

NW Region

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

SW Region

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

SE Region

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

Central Region

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

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