



HUMAN SERVICES
DEPARTMENT

Michelle Lujan Grisham, Governor
David R. Scrase, M.D., Secretary
Karmela Martinez, Acting ISD Director

General Information Memorandum

ISD-GI 19-28

TO: ISD Employees

FROM: Karmela Martinez, Acting Director, Income Support Division

RE: FFY 2019 SNAP Performance Report-Second

DATE: April 18, 2019

Attached please find the second issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2019. This report includes all Quality Control (QC) findings received for the review months of October 2018 through November 2018. Additional data included in this report is the recertification timeliness.

The FFY 2019 Performance Goals for the state 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 of 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 2019

1. STATE Cumulative Payment Error Rates

Total Paid	\$37,763		
Total Dollar Errors	\$3,207	Total Error Rate %	8.49%
Total Dollar Over	\$1,772	% Error Rate Over	4.69%
Total Dollar Under	\$756	% Error Rate Under	2.00%
Total Dollar Ineligible	\$679	% Error Rate Ineligible	1.80%

Total Reviewed	156
% In Error	14.7%

Cases Dropped	40
Correct	133
Overpaid	14
Underpaid	6
Ineligible	3

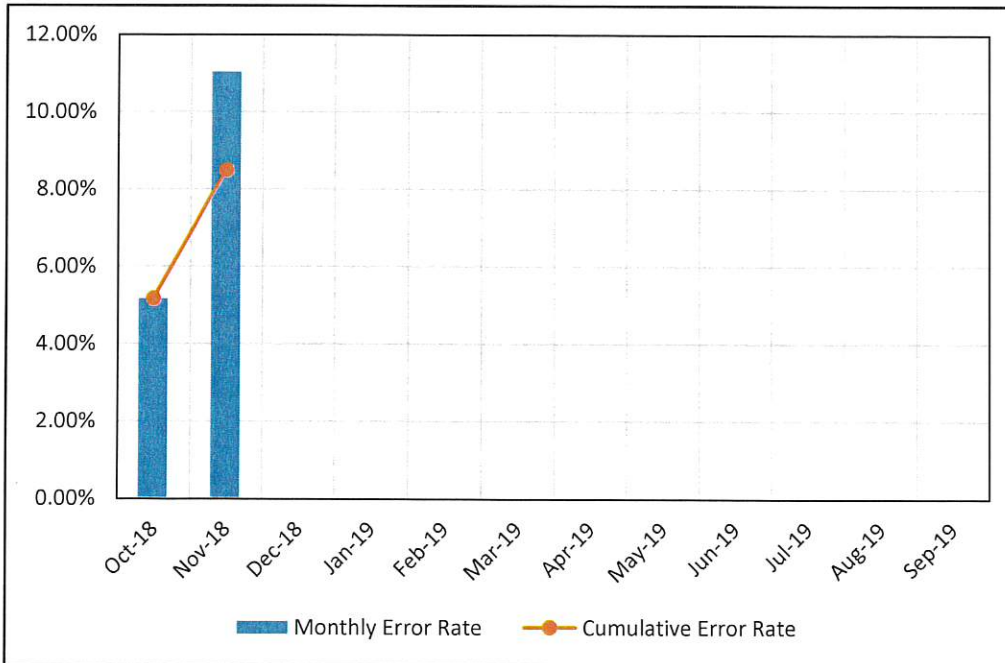
Agency Error (Dollar Amount)	Agency % Error Rate:
\$2,035	5.39%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$1,172	3.10%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$1,707	53.2%
Recertification	\$1,500	46.8%

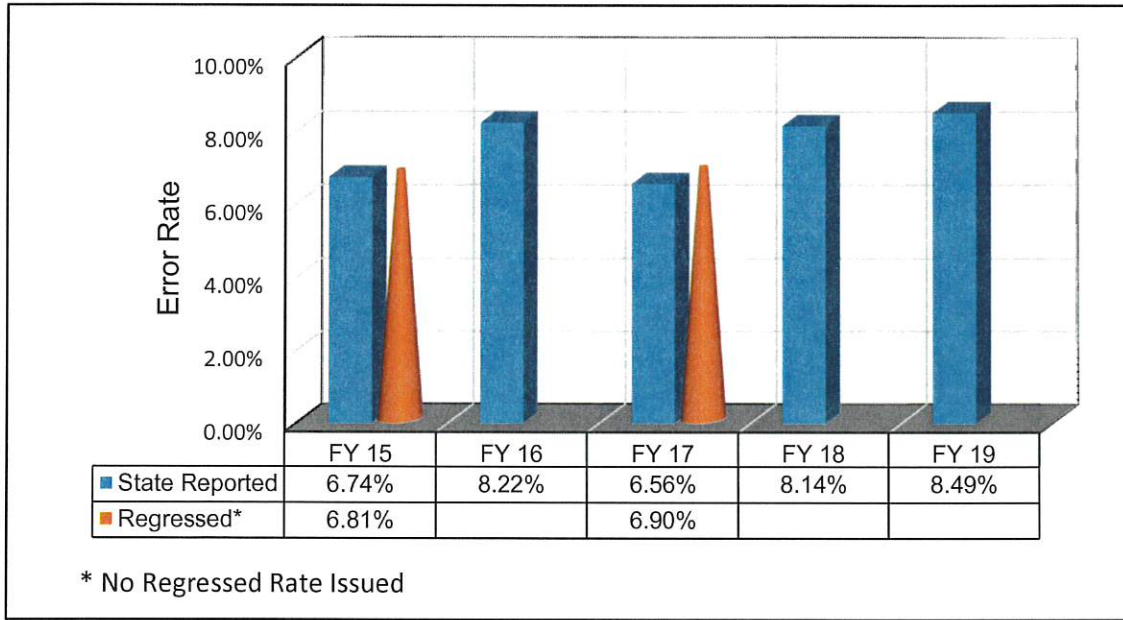
3. Error Rates By: Month and FFY Cumulative



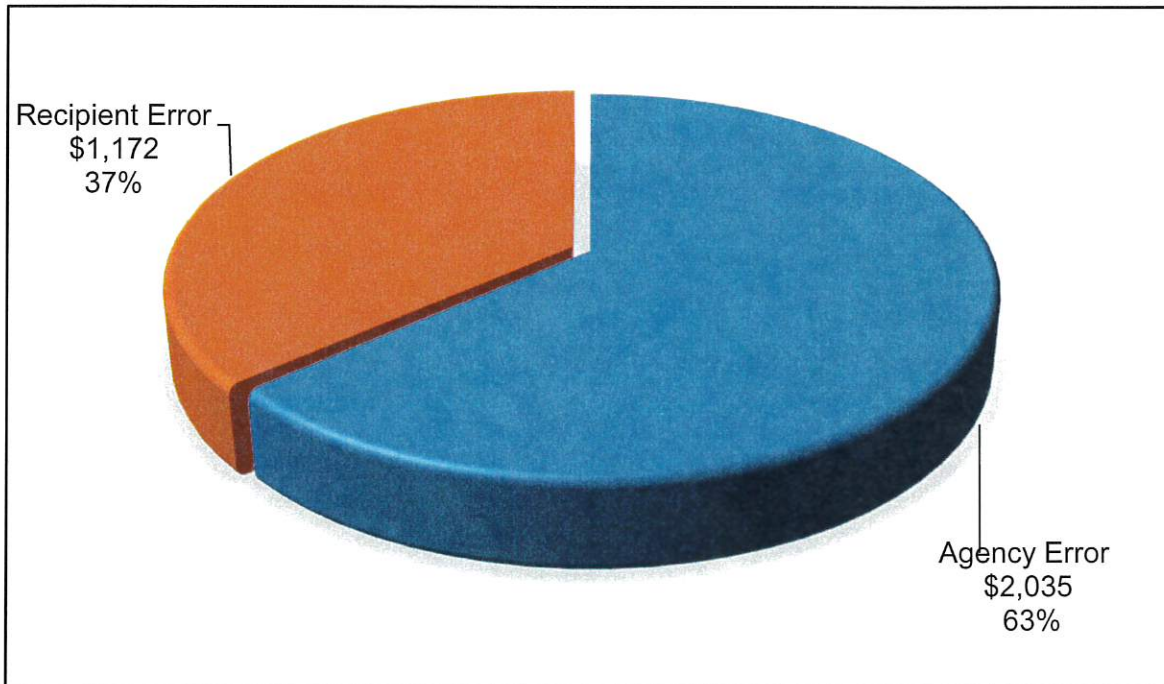
4. Regional Cumulative Payment Error Rates

		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	\$1,198	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$192	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
21	Rio Arriba	\$0	\$61	\$61	\$1,962	3.11%	1.90%	4.35%
23	Sandoval	\$0	\$0	\$0	\$1,158	0.00%	0.00%	0.00%
25	San Miguel	\$104	\$0	\$104	\$192	54.17%	3.24%	54.17%
26	Santa Fe	\$178	\$0	\$178	\$1,511	11.78%	5.55%	17.57%
29	Taos	\$47	\$0	\$47	\$293	16.04%	1.47%	0.00%
NE Region Totals		\$329	\$61	\$390	\$6,506	5.99%	12.16%	7.41%
NW Region								
17	McKinley	\$0	\$0	\$0	\$1,681	0.00%	0.00%	0.00%
24	San Juan	\$271	\$76	\$347	\$670	51.79%	10.82%	27.44%
27	Sierra	\$0	\$0	\$0	\$46	0.00%	0.00%	0.00%
28	Socorro	\$0	\$0	\$0	\$576	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$697	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$0	\$0	\$846	0.00%	0.00%	0.00%
NW Region Totals		\$271	\$76	\$347	\$4,516	7.68%	10.82%	4.61%
SW Region								
07	W. Dona Ana	\$47	\$0	\$47	\$1,456	3.23%	1.47%	12.40%
09	Grant	\$108	\$0	\$108	\$492	21.95%	3.37%	36.00%
16	Luna	\$0	\$0	\$0	\$941	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,190	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$0	\$0	\$1,325	0.00%	0.00%	0.00%
38	S. Dona Ana	\$191	\$0	\$191	\$2,497	7.65%	5.96%	11.89%
SW Region Totals		\$346	\$0	\$346	\$7,901	4.38%	10.79%	7.21%
SE Region								
03	Chaves	\$0	\$0	\$0	\$1,792	0.00%	0.00%	0.00%
05	Curry	\$0	\$0	\$0	\$1,540	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$570	0.00%	0.00%	0.00%
13	Lea	\$0	\$192	\$192	\$1,068	17.98%	5.99%	0.00%
14	Lincoln	\$0	\$0	\$0	\$353	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$265	0.00%	0.00%	0.00%
SE Region Totals		\$0	\$192	\$192	\$5,588	3.44%	5.99%	0.00%
Central Region								
01	SE Bernalillo	\$263	\$0	\$263	\$1,511	17.41%	8.20%	21.24%
35	NW Bernalillo	\$217	\$0	\$217	\$2,321	9.35%	6.77%	9.75%
36	SW Bernalillo	\$172	\$843	\$1,015	\$4,914	20.66%	31.65%	33.17%
39	NE Bernalillo	\$189	\$0	\$189	\$3,411	5.54%	5.89%	15.85%
30	Torrance	\$248	\$0	\$248	\$1,095	22.65%	7.73%	58.24%
Central Region Totals		\$1,089	\$843	\$1,932	\$13,252	14.58%	60.24%	23.48%
State Totals		\$2,035	\$1,172	\$3,207	\$37,763	8.49%	100.00%	11.03%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$195

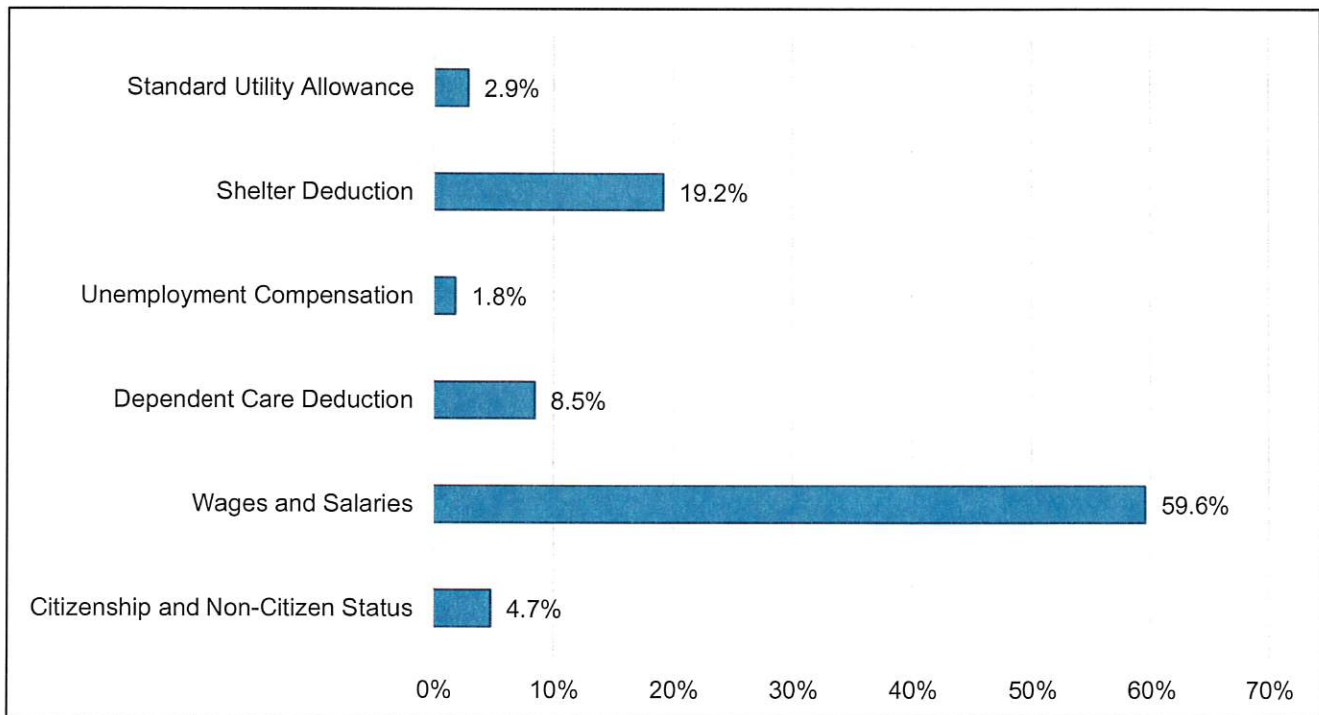
Average Agency Error: \$120

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$108	\$0	100.0%
130 - Citizenship and Non-Citizen Status	\$152	\$0	100.0%
311 - Wages and Salaries	\$984	\$926	51.5%
323 - Dependent Care Deduction	\$271	\$0	100.0%
334 - Unemployment Compensation	\$58	\$0	100.0%
363 - Shelter Deduction	\$370	\$246	60.1%
364 - Standard Utility Allowance	\$92	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Citizenship and Non-Citizen Status	\$152	4.7%
Wages and Salaries	\$1,910	59.6%
Dependent Care Deduction	\$271	8.5%
Unemployment Compensation	\$58	1.8%
Shelter Deduction	\$616	19.2%
Standard Utility Allowance	\$92	2.9%
Student Status	\$108	3.4%
Total	\$3,207	96.6%



FFY 2019 Negative Statewide Error Rates

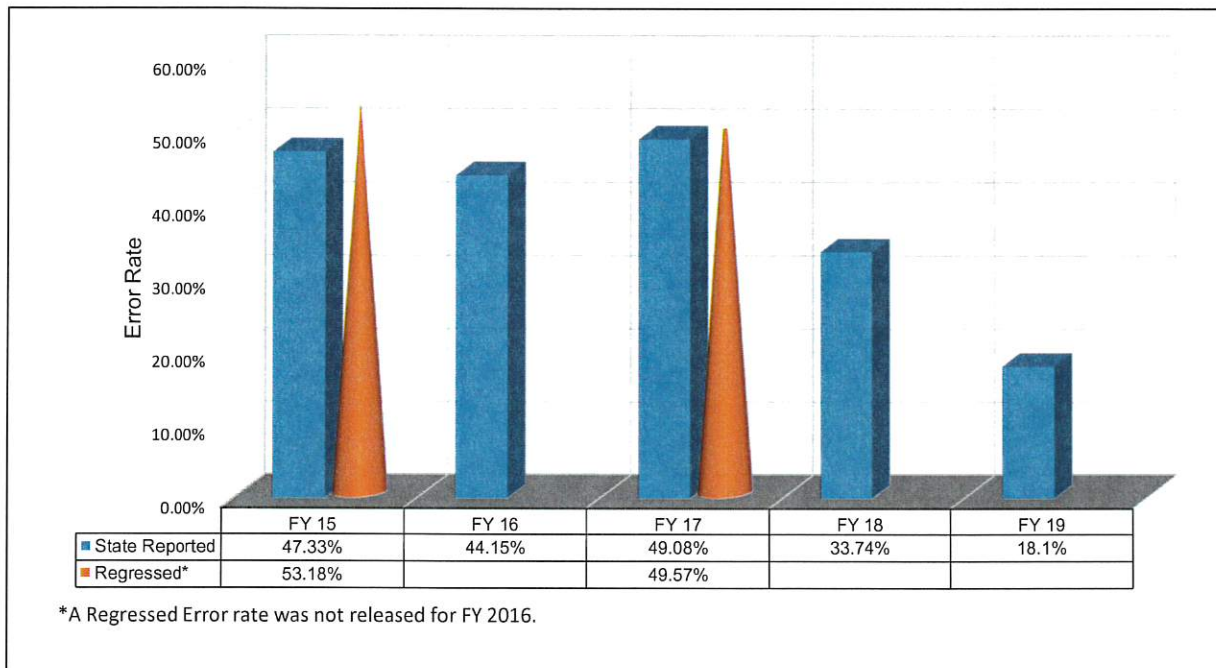
1. Cumulative Negative Case Error Rate

Valid	104
Invalid	23
Invalid Error	22
Invalid Notice	1
Drop	23
Total Sampled	150
% Invalid Notice	0.8%
% Invalid Error	17.3%
% Invalid Total	18.1%

2. Ranked Negative Action By Time of Occurrence

Closure	9	50.0%
Denial	7	50.0%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Notices	5	31.3%	4	25.0%	9	39.1%
Verification	0	0.0%	2	12.5%	2	8.7%
Application	1	6.3%	0	0.0%	1	4.3%
Combined Gross Income	0	0.0%	1	6.3%	1	4.3%
Child Support Payment Deduction (includes Exclusions)	1	6.3%	0	0.0%	1	4.3%
Self-Employment	0	0.0%	1	6.3%	1	4.3%
Residency	0	0.0%	1	6.3%	1	4.3%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	1	0	1	0.0%
10	Guadalupe/De Baca	1	0	1	0.0%
20	Quay	1	0	1	0.0%
21	Rio Arriba	4	0	4	0.0%
23	Sandoval	5	1	6	16.7%
25	San Miguel	0	0	0	0.0%
26	Santa Fe	3	1	4	25.0%
29	Taos	3	1	4	25.0%
NE Region Totals		18	3	21	14.3%

NW Region

17	McKinley	0	1	1	100.0%
24	San Juan	11	2	13	15.4%
27	Sierra	1	2	3	66.7%
28	Socorro	0	0	0	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	0	0	0	0.0%
42	N. Valencia	4	1	5	20.0%
NW Region Totals		16	6	22	27.3%

SW Region

07	W. Dona Ana	4	1	5	20.0%
09	Grant	4	0	4	0.0%
16	Luna	4	2	6	33.3%
19	Otero	2	2	4	50.0%
37	E. Dona Ana	2	0	2	0.0%
38	S. Dona Ana	1	0	1	0.0%
SW Region Totals		17	5	22	22.7%

SE Region

03	Chaves	1	1	2	50.0%
05	Curry	9	1	10	10.0%
08	Eddy	1	1	2	50.0%
13	Lea	3	0	3	0.0%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	0	0	0	0.0%
SE Region Totals		15	3	18	16.7%

Central Region

01	SE Bernalillo	9	2	11	18.2%
35	NW Bernalillo	11	3	14	21.4%
36	SW Bernalillo	4	0	4	0.0%
39	NE Bernalillo	12	0	12	0.0%
30	Torrance	2	1	3	33.3%
Central Region Totals		38	6	44	13.6%

State Totals		104	23	127	18.1%
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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>

