




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 19-39

TO: ISD Employees
FROM:  Karmela Martinez, Acting Director, Income Support Division
DATE: July 23, 2019
RE: FFY 2019 SNAP Performance Report-Fifth

Attached please find the fifth 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 February 2019. 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: Fifth SNAP Performance Report for FFY 2019

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2019

1. STATE Cumulative Payment Error Rates

Total Paid	\$85,214		
Total Dollar Errors	\$7,385	Total Error Rate %	8.67%
Total Dollar Over	\$4,286	% Error Rate Over	5.03%
Total Dollar Under	\$1,498	% Error Rate Under	1.76%
Total Dollar Ineligible	\$1,601	% Error Rate Ineligible	1.88%

Cumulative Case Error Rate

Total Reviewed	371
% In Error	16.7%

Cases Dropped	19
Correct	309
Overpaid	39
Underpaid	16
Ineligible	7

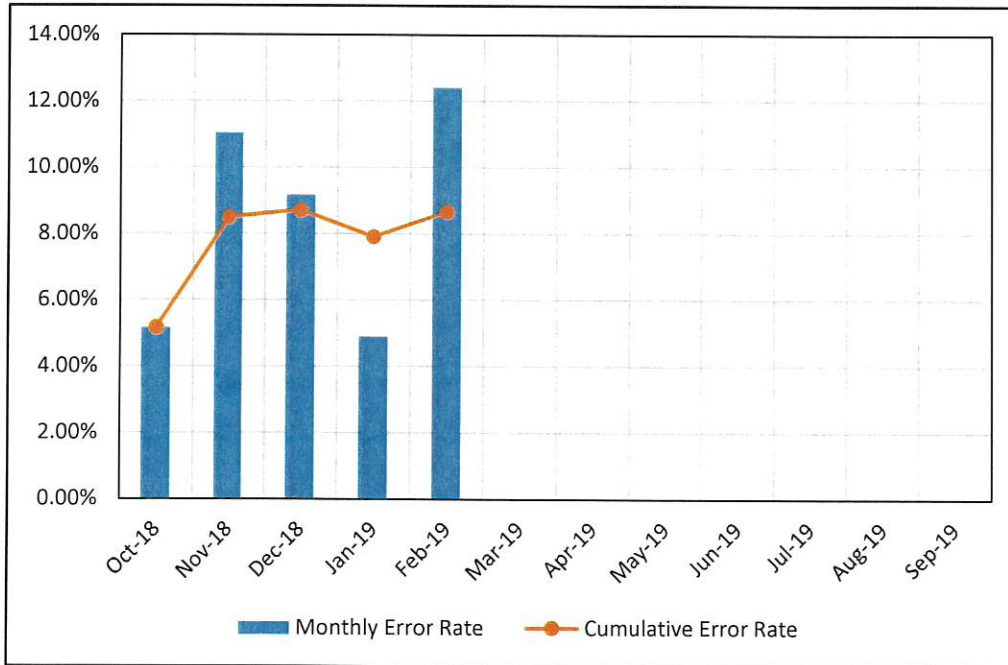
Agency Error (Dollar Amount)	Agency % Error Rate:
\$4,798	5.63%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,587	3.04%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$3,901	52.8%
Recertification	\$3,484	47.2%

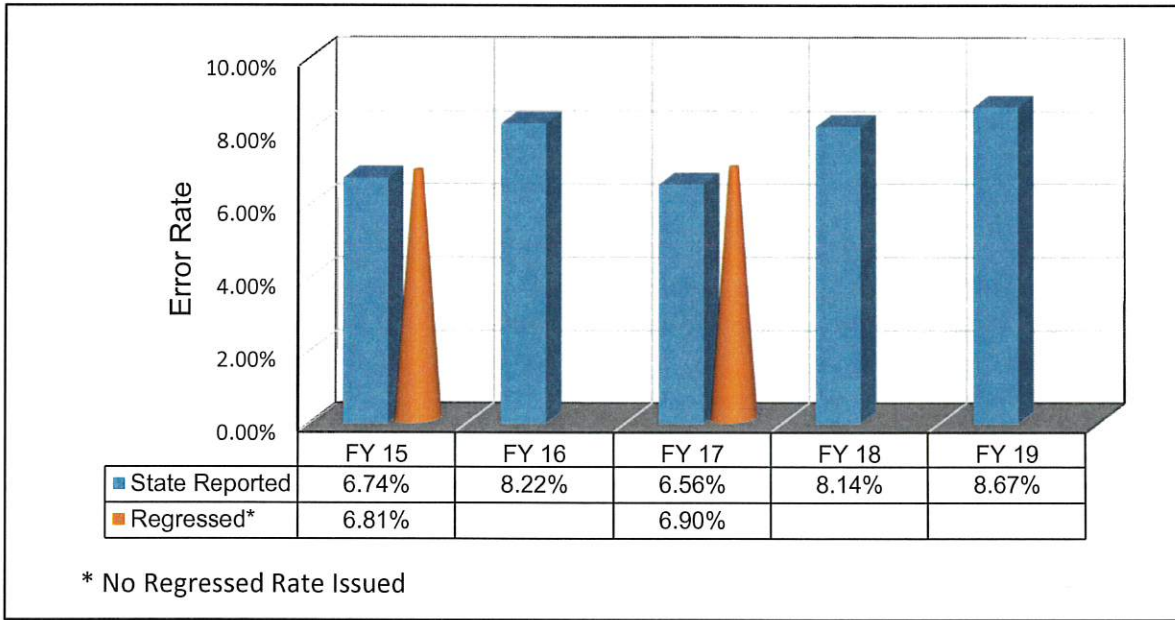
3. Payment Error Rates By: Current Month and FFY Cumulative



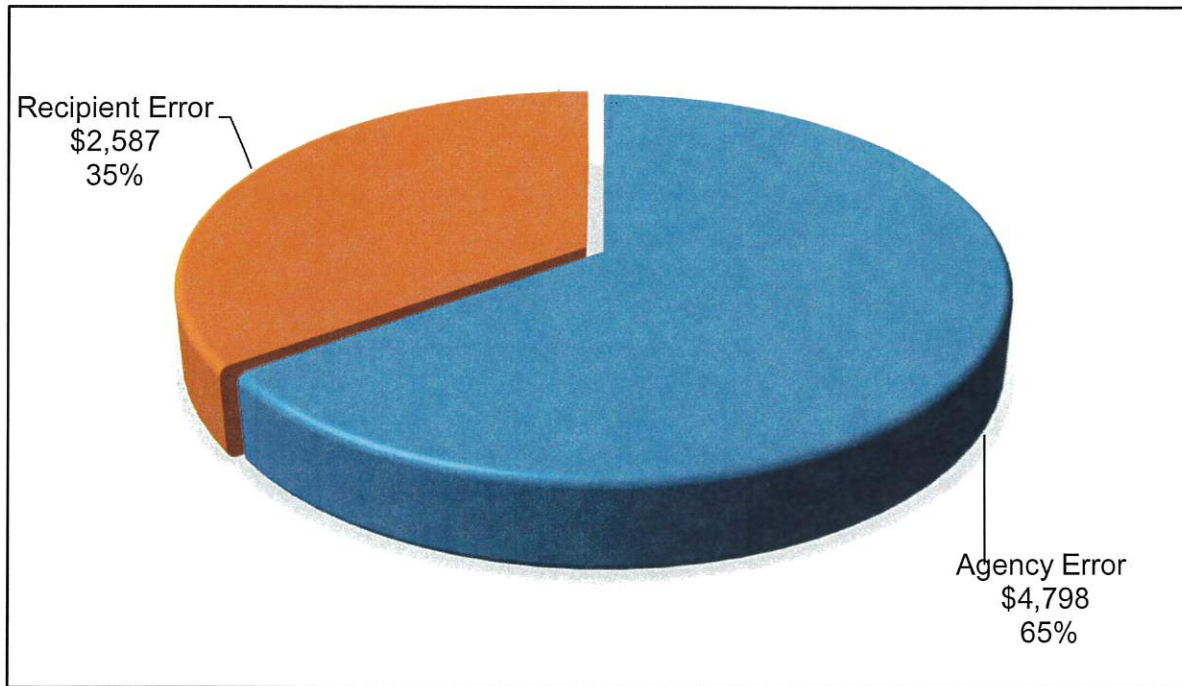
4. Regional Cumulative Payment Error Rates

		Cumulative					County Error Rate	
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	
								Current Month
NE Region								
04	Colfax	\$179	\$0	\$179	\$2,116	8.46%	2.42%	100.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$192	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$15	0.00%	0.00%	0.00%
21	Rio Arriba	\$53	\$61	\$114	\$2,327	4.90%	1.54%	0.00%
23	Sandoval	\$297	\$0	\$297	\$3,748	7.92%	4.02%	6.08%
25	San Miguel	\$323	\$0	\$323	\$800	40.38%	4.37%	506.67%
26	Santa Fe	\$178	\$45	\$223	\$4,061	5.49%	3.02%	0.00%
29	Taos	\$47	\$0	\$47	\$1,064	4.42%	0.64%	0.00%
NE Region Totals		\$1,077	\$106	\$1,183	\$14,323	8.26%	16.02%	12.62%
NW Region								
17	McKinley	\$151	\$0	\$151	\$3,699	4.08%	2.04%	0.00%
24	San Juan	\$378	\$76	\$454	\$7,452	6.09%	6.15%	0.00%
27	Sierra	\$0	\$183	\$183	\$529	34.59%	2.48%	0.00%
28	Socorro	\$0	\$0	\$0	\$1,571	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$1,610	0.00%	0.00%	0.00%
42	N. Valencia	\$224	\$0	\$224	\$2,917	7.68%	3.03%	28.57%
NW Region Totals		\$753	\$259	\$1,012	\$17,778	5.69%	13.70%	4.74%
SW Region								
07	W. Dona Ana	\$160	\$346	\$506	\$2,758	18.35%	6.85%	0.00%
09	Grant	\$108	\$0	\$108	\$748	14.44%	1.46%	0.00%
16	Luna	\$0	\$0	\$0	\$1,754	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,857	0.00%	0.00%	0.00%
37	E. Dona Ana	\$251	\$0	\$251	\$3,751	6.69%	3.40%	23.88%
38	S. Dona Ana	\$279	\$0	\$279	\$5,517	5.06%	3.78%	0.00%
SW Region Totals		\$798	\$346	\$1,144	\$16,385	6.98%	15.49%	9.45%
SE Region								
03	Chaves	\$0	\$0	\$0	\$2,341	0.00%	0.00%	0.00%
05	Curry	\$264	\$0	\$264	\$3,452	7.65%	3.57%	54.96%
08	Eddy	\$0	\$0	\$0	\$1,200	0.00%	0.00%	0.00%
13	Lea	\$0	\$192	\$192	\$1,352	14.20%	2.60%	0.00%
14	Lincoln	\$0	\$0	\$0	\$422	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$615	0.00%	0.00%	0.00%
SE Region Totals		\$264	\$192	\$456	\$9,382	4.86%	6.17%	31.29%
Central Region								
01	SE Bernalillo	\$392	\$118	\$510	\$4,312	11.83%	6.91%	4.83%
35	NW Bernalillo	\$484	\$0	\$484	\$5,694	8.50%	6.55%	15.39%
36	SW Bernalillo	\$422	\$843	\$1,265	\$8,096	15.63%	17.13%	23.00%
39	NE Bernalillo	\$360	\$723	\$1,083	\$7,682	14.10%	14.66%	29.22%
30	Torrance	\$248	\$0	\$248	\$1,562	15.88%	3.36%	0.00%
Central Region Totals		\$1,906	\$1,684	\$3,590	\$27,346	13.13%	48.61%	17.17%
State Totals		\$4,798	\$2,587	\$7,385	\$85,214	8.67%	100.00%	12.41%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$185

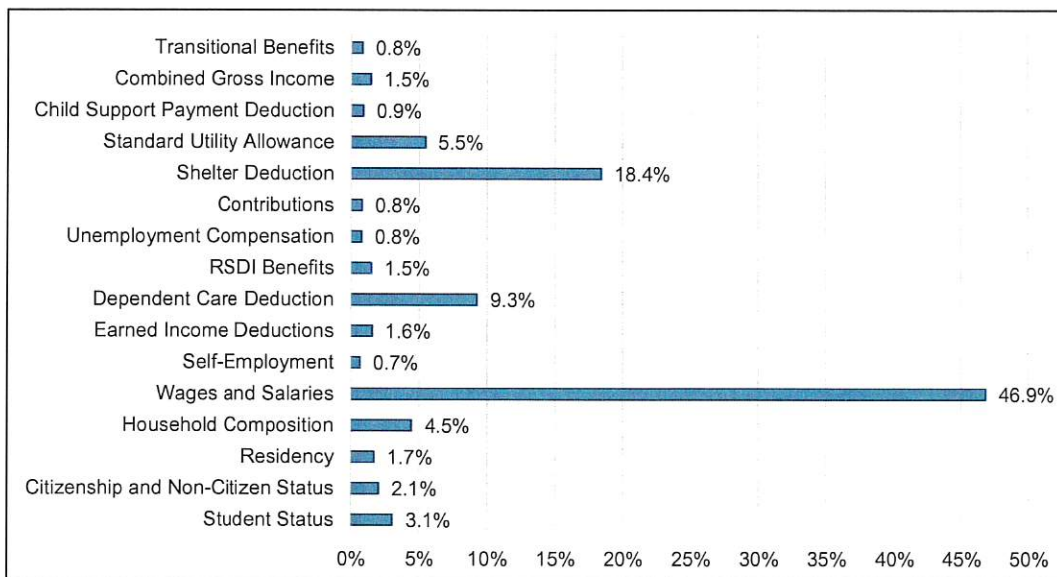
Average Agency Error: \$100

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$227	\$0	100.0%
130 - Citizenship and Non-Citizen Status	\$152	\$0	100.0%
140 - Residency	\$128	\$0	100.0%
150 - Household Composition	\$0	\$330	0.0%
311 - Wages and Salaries	\$2,135	\$1,326	61.7%
312 - Self-Employment	\$50	\$0	100.0%
321 - Earned Income Deductions	\$117	\$0	100.0%
323 - Dependent Care Deduction	\$382	\$303	55.8%
331 - RSDI Benefits	\$113	\$0	100.0%
334 - Unemployment Compensation	\$58	\$0	100.0%
342 - Contributions	\$60	\$0	100.0%
363 - Shelter Deduction	\$734	\$628	53.9%
364 - Standard Utility Allowance	\$404	\$0	100.0%
366 - Child Support Payment Deduction	\$67	\$0	100.0%
371 - Combined Gross Income	\$109	\$0	100.0%
530 - Transitional Benefits	\$62	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$227	3.1%
Citizenship and Non-Citizen Status	\$152	2.1%
Residency	\$128	1.7%
Household Composition	\$330	4.5%
Wages and Salaries	\$3,461	46.9%
Self-Employment	\$50	0.7%
Earned Income Deductions	\$117	1.6%
Dependent Care Deduction	\$685	9.3%
RSDI Benefits	\$113	1.5%
Unemployment Compensation	\$58	0.8%
Contributions	\$60	0.8%
Shelter Deduction	\$1,362	18.4%
Standard Utility Allowance	\$404	5.5%
Child Support Payment Deduction	\$67	0.9%
Combined Gross Income	\$109	1.5%
Transitional Benefits	\$62	0.8%
Total	\$7,385	97.7%



FFY 2019 Negative Statewide Error Rates

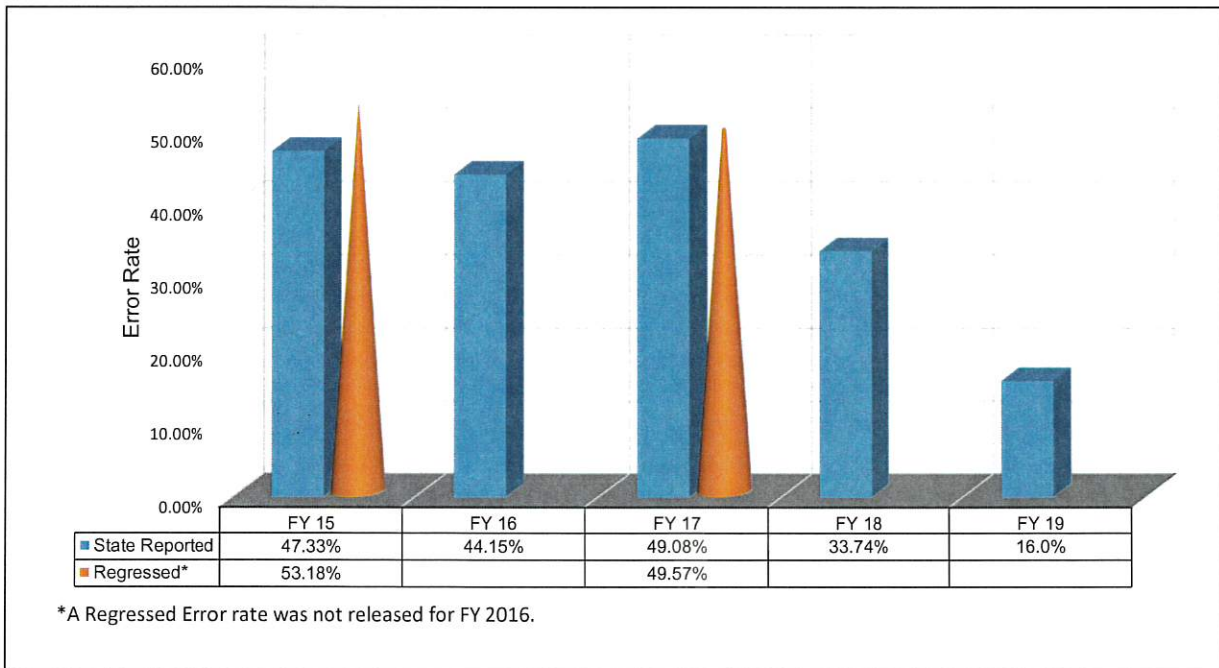
1. Cumulative Negative Case Error Rate

Valid	267
Invalid	51
Drop	57
Total Sampled	375
	% Invalid Notice
	0.6%
	% Invalid Error
	15.4%
% Invalid Total	16.0%

2. Monthly Negative Action by Time of Occurrence

Closure	6	75.0%
Denial	2	25.0%

3. State Cumulative Negative Error Rates



4. Monthly Total Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	1	12.5%	2	25.0%	3	5.9%
Notices	1	12.5%	1	12.5%	2	3.9%
Wages and Salaries	0	0.0%	2	25.0%	2	3.9%
Application	0	0.0%	1	12.5%	1	2.0%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	1	1	2	50.0%
10	Guadalupe/De Baca	1	0	1	0.0%
20	Quay	1	0	1	0.0%
21	Rio Arriba	6	2	8	25.0%
23	Sandoval	12	2	14	14.3%
25	San Miguel	2	0	2	0.0%
26	Santa Fe	10	1	11	9.1%
29	Taos	4	2	6	33.3%
NE Region Totals		37	8	45	17.8%

NW Region

17	McKinley	6	1	7	14.3%
24	San Juan	27	3	30	10.0%
27	Sierra	1	2	3	66.7%
28	Socorro	0	0	0	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	3	0	3	0.0%
42	N. Valencia	9	2	11	18.2%
NW Region Totals		46	8	54	14.8%

SW Region

07	W. Dona Ana	14	2	16	12.5%
09	Grant	8	1	9	11.1%
16	Luna	6	2	8	25.0%
19	Otero	10	2	12	16.7%
37	E. Dona Ana	5	2	7	28.6%
38	S. Dona Ana	9	0	9	0.0%
SW Region Totals		52	9	61	14.8%

SE Region

03	Chaves	8	3	11	27.3%
05	Curry	16	3	19	15.8%
08	Eddy	8	2	10	20.0%
13	Lea	7	1	8	12.5%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	3	0	3	0.0%
SE Region Totals		43	9	52	17.3%

Central Region

01	SE Bernalillo	19	4	23	17.4%
35	NW Bernalillo	30	4	34	11.8%
36	SW Bernalillo	11	3	14	21.4%
39	NE Bernalillo	26	5	31	16.1%
30	Torrance	3	1	4	25.0%
Central Region Totals		89	17	106	16.0%

State Totals		267	51	318	16.0%
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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>

FFY 2019 QC Recertification Timeliness

October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
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NE Region

4 Colfax		50%	50%	100%								
10 Guadalupe/De Baca												
20 Quay			100%									
21 Rio Arriba	100%	100%		100%	100%							
23 Sandoval	100%	100%	100%	100%	100%							
25 San Miguel												
26 Santa Fe	100%	100%	50%	100%	100%							
29 Taos	100%		0%									
NE Region Totals	100%	86%	50%	80%	100%							

NW Region

17 McKinley	100%	100%	100%	100%	100%							
24 San Juan	100%	100%	50%	50%	100%							
27 Sierra		100%		100%	100%							
28 Socorro			100%	100%								
32 S. Valencia												
33 Cibola		100%	100%		100%							
42 N. Valencia	100%	100%	100%	100%	33%							
NW Region Totals	100%	100%	90%	89%	71%							

SW Region

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

SE Region

3 Chaves	100%	100%	100%	100%								
5 Curry		100%	100%									
8 Eddy	100%											
13 Lea												
14 Lincoln		100%										
22 Roosevelt												
34 Eddy/Artesia		100%		100%								
SE Region Totals	100%	100%	100%	100%								

Central Region

1 SE Bernalillo	100%	100%	75%	67%	100%							
35 NW Bernalillo	100%	75%	100%	100%	100%							
36 SW Bernalillo	100%	100%	0%	100%	100%							
39 NE Bernalillo	100%	100%	100%	67%	100%							
30 Tarrant	100%	100%										
Central Region Totals	100%	91%	80%	87%	100%							

State Totals	100%	93%	79%	87%	87%							
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