




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 19-30

TO: ISD Employees

FROM: Karmela Martinez,  Acting Director, Income Support Division

RE: FFY 2019 SNAP Performance Report-Third

DATE: May 13, 2019

Attached please find the third 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 December 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	\$55,615		
Total Dollar Errors	\$4,843	Total Error Rate %	8.71%
Total Dollar Over	\$2,771	% Error Rate Over	4.98%
Total Dollar Under	\$1,063	% Error Rate Under	1.91%
Total Dollar Ineligible	\$1,009	% Error Rate Ineligible	1.81%

Cumulative Case Error Rate

Total Reviewed	230
% In Error	17.4%

Cases Dropped	64
Correct	190
Overpaid	25
Underpaid	11
Ineligible	4

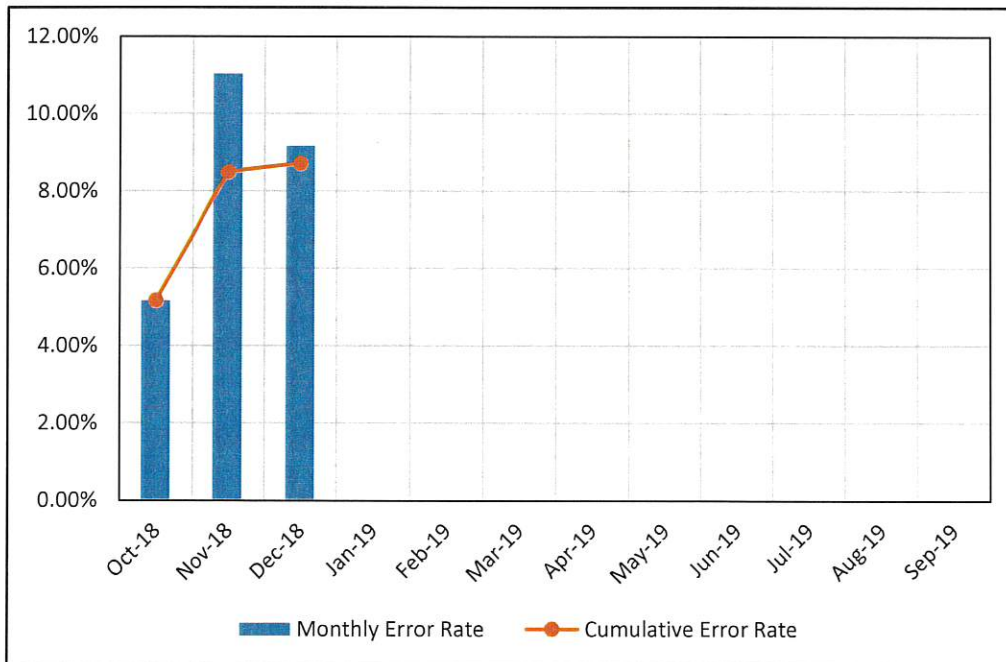
Agency Error (Dollar Amount)	Agency % Error Rate:
\$2,913	5.24%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$1,930	3.47%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$2,538	52.4%
Recertification	\$2,305	47.6%

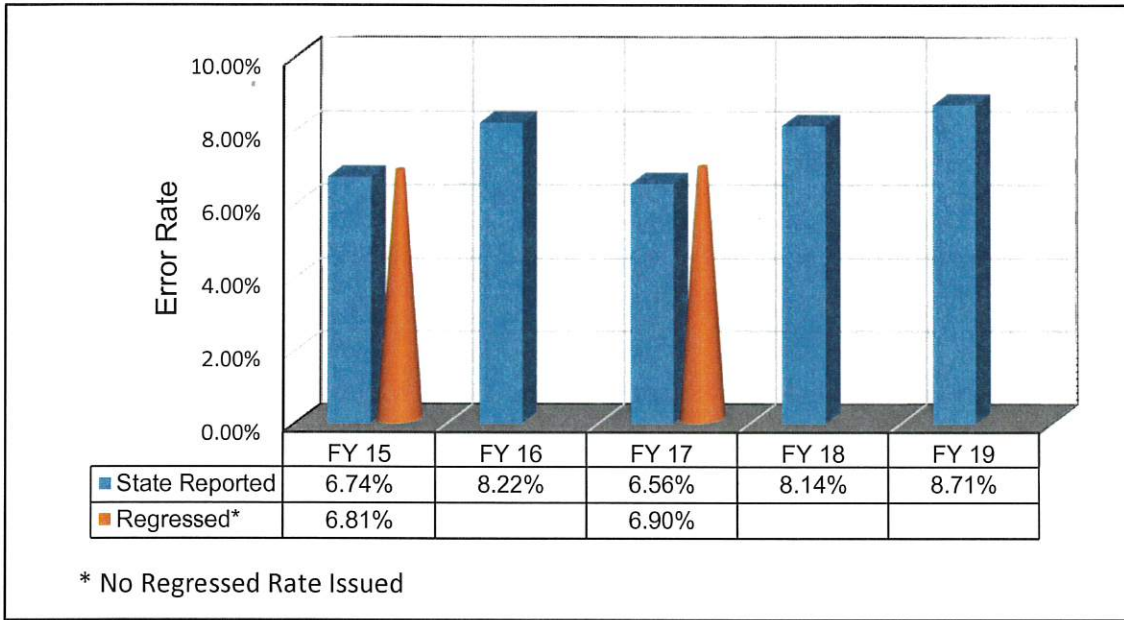
3. Error Rates By: Month and FFY Cumulative



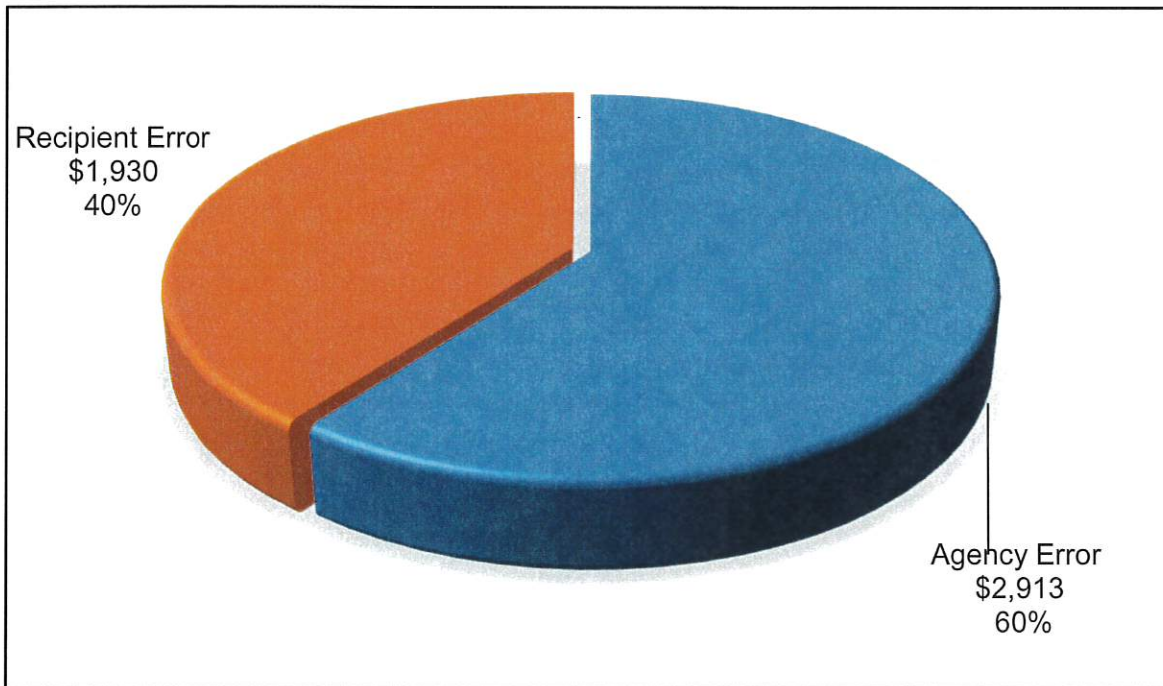
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	\$51	\$0	\$51	\$1,592	3.20%	1.05%	12.94%
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	\$2,182	5.22%	2.35%	24.09%
23	Sandoval	\$71	\$0	\$71	\$1,554	4.57%	1.47%	17.93%
25	San Miguel	\$171	\$0	\$171	\$667	25.64%	3.53%	14.11%
26	Santa Fe	\$178	\$45	\$223	\$2,357	9.46%	4.60%	5.32%
29	Taos	\$47	\$0	\$47	\$838	5.61%	0.97%	0.00%
NE Region Totals		\$571	\$106	\$677	\$9,397	7.20%	13.98%	9.93%
NW Region								
17	McKinley	\$151	\$0	\$151	\$3,073	4.91%	3.12%	10.85%
24	San Juan	\$378	\$76	\$454	\$3,508	12.94%	9.37%	4.59%
27	Sierra	\$0	\$0	\$0	\$111	0.00%	0.00%	0.00%
28	Socorro	\$0	\$0	\$0	\$768	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$1,065	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$0	\$0	\$1,657	0.00%	0.00%	0.00%
NW Region Totals		\$529	\$76	\$605	\$10,182	5.94%	12.49%	5.00%
SW Region								
07	W. Dona Ana	\$47	\$265	\$312	\$1,863	16.75%	6.44%	65.11%
09	Grant	\$108	\$0	\$108	\$684	15.79%	2.23%	0.00%
16	Luna	\$0	\$0	\$0	\$1,223	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,371	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$0	\$0	\$2,388	0.00%	0.00%	0.00%
38	S. Dona Ana	\$229	\$0	\$229	\$3,744	6.12%	4.73%	3.05%
SW Region Totals		\$384	\$265	\$649	\$11,273	5.76%	13.40%	8.99%
SE Region								
03	Chaves	\$0	\$0	\$0	\$1,984	0.00%	0.00%	0.00%
05	Curry	\$70	\$0	\$70	\$2,352	2.98%	1.45%	8.62%
08	Eddy	\$0	\$0	\$0	\$954	0.00%	0.00%	0.00%
13	Lea	\$0	\$192	\$192	\$1,240	15.48%	3.96%	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	\$457	0.00%	0.00%	0.00%
SE Region Totals		\$70	\$192	\$262	\$7,340	3.57%	5.41%	4.00%
Central Region								
01	SE Bernalillo	\$321	\$118	\$439	\$2,071	21.20%	9.06%	31.43%
35	NW Bernalillo	\$320	\$0	\$320	\$3,101	10.32%	6.61%	13.21%
36	SW Bernalillo	\$172	\$843	\$1,015	\$6,036	16.82%	20.96%	0.00%
39	NE Bernalillo	\$298	\$330	\$628	\$4,928	12.74%	12.97%	28.94%
30	Torrance	\$248	\$0	\$248	\$1,287	19.27%	5.12%	0.00%
Central Region Totals		\$1,359	\$1,291	\$2,650	\$17,423	15.21%	54.72%	17.21%
State Totals		\$2,913	\$1,930	\$4,843	\$55,615	8.71%	100.00%	9.43%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$193

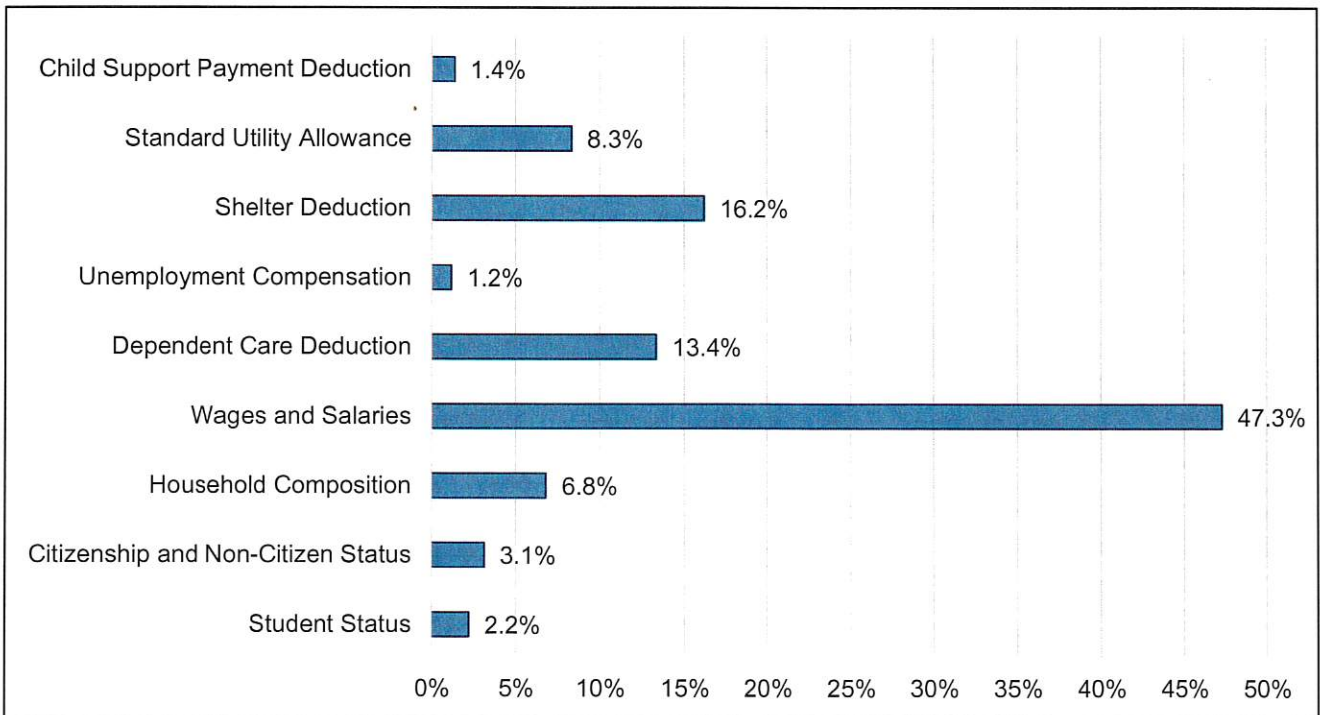
Average Agency Error: \$97

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%
150 - Household Composition	\$0	\$330	0.0%
311 - Wages and Salaries	\$1,321	\$971	57.6%
323 - Dependent Care Deduction	\$382	\$265	59.0%
334 - Unemployment Compensation	\$58	\$0	100.0%
363 - Shelter Deduction	\$421	\$364	53.6%
364 - Standard Utility Allowance	\$404	\$0	100.0%
366 - Child Support Payment Deduction	\$67	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$108	2.2%
Citizenship and Non-Citizen Status	\$152	3.1%
Household Composition	\$330	6.8%
Wages and Salaries	\$2,292	47.3%
Dependent Care Deduction	\$647	13.4%
Unemployment Compensation	\$58	1.2%
Shelter Deduction	\$785	16.2%
Standard Utility Allowance	\$404	8.3%
Child Support Payment Deduction	\$67	1.4%
Total	\$4,843	100.0%



FFY 2019 Negative Statewide Error Rates

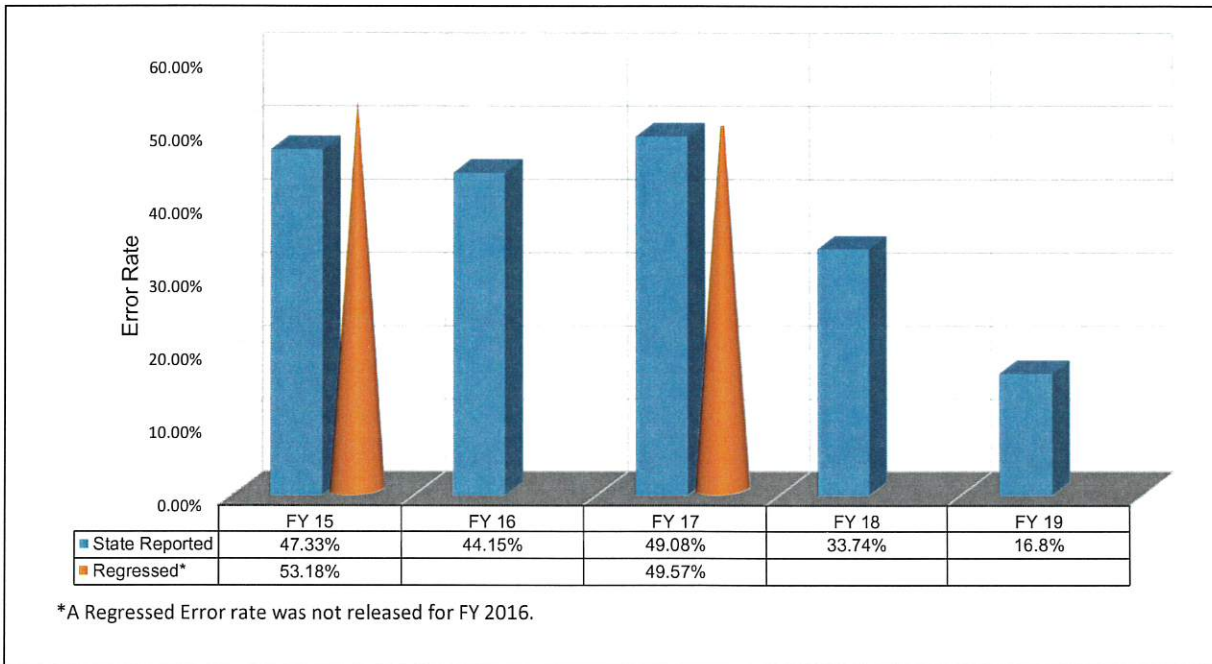
1. Cumulative Negative Case Error Rate

Valid	164	
Invalid	33	
Drop	28	
Total Sampled	225	
	% Invalid Notice	3.0%
	% Invalid Error	13.7%
% Invalid Total	16.8%	

2. Monthly Negative Action By Time of Occurrence

Closure	6	60.0%
Denial	4	40.0%

3. State Cumulative Negative Error Rates



4. Monthly Total Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	%	Count	%		
Notices	2	20.0%	4	40.0%	6	18.2%
Verification	0	0.0%	1	10.0%	1	3.0%
Wages and Salaries	1	10.0%	0	0.0%	1	3.0%
Household Composition	1	10.0%	0	0.0%	1	3.0%
Residency	0	0.0%	1	10.0%	1	3.0%

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	5	0	5	0.0%
23	Sandoval	9	2	11	18.2%
25	San Miguel	0	0	0	0.0%
26	Santa Fe	7	1	8	12.5%
29	Taos	3	1	4	25.0%
NE Region Totals		27	4	31	12.9%

NW Region

17	McKinley	2	1	3	33.3%
24	San Juan	16	2	18	11.1%
27	Sierra	1	2	3	66.7%
28	Socorro	0	0	0	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	2	0	2	0.0%
42	N. Valencia	8	2	10	20.0%
NW Region Totals		29	7	36	19.4%

SW Region

07	W. Dona Ana	8	2	10	20.0%
09	Grant	6	0	6	0.0%
16	Luna	5	2	7	28.6%
19	Otero	7	2	9	22.2%
37	E. Dona Ana	3	1	4	25.0%
38	S. Dona Ana	3	0	3	0.0%
SW Region Totals		32	7	39	17.9%

SE Region

03	Chaves	6	2	8	25.0%
05	Curry	10	2	12	16.7%
08	Eddy	4	1	5	20.0%
13	Lea	5	0	5	0.0%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesla	0	0	0	0.0%
SE Region Totals		26	5	31	16.1%

Central Region

01	SE Bernalillo	12	4	16	25.0%
35	NW Bernalillo	16	3	19	15.8%
36	SW Bernalillo	4	1	5	20.0%
39	NE Bernalillo	16	1	17	5.9%
30	Torrance	2	1	3	33.3%
Central Region Totals		50	10	60	16.7%

State Totals		164	33	197	16.8%
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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%								
10 Guadalupe/De Baca											
20 Quay			100%								
21 Rio Arriba	100%	100%									
23 Sandoval	100%	100%	100%								
25 San Miguel											
26 Santa Fe	100%	100%	50%								
29 Taos	100%		0%								
NE Region Totals	100%	86%	50%								

NW Region

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

SW Region

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

SE Region

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

Central Region

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

State Totals	100%	93%	79%								
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