
General Information Memorandum

ISD-GI 19-37

TO: ISD Employees 
FROM: Karmela Martinez, Acting Director, Income Support Division
DATE: June 14, 2019
RE: FFY 2019 SNAP Performance Report-Fourth

Attached please find the fourth 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 January 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: Fourth 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	\$70,691		
Total Dollar Errors	\$5,582	Total Error Rate %	7.90%
Total Dollar Over	\$3,351	% Error Rate Over	4.74%
Total Dollar Under	\$1,113	% Error Rate Under	1.57%
Total Dollar Ineligible	\$1,118	% Error Rate Ineligible	1.58%

Cumulative Case Error Rate

Total Reviewed	302
% In Error	16.2%

Cases Dropped	90
Correct	253
Overpaid	32
Underpaid	12
Ineligible	5

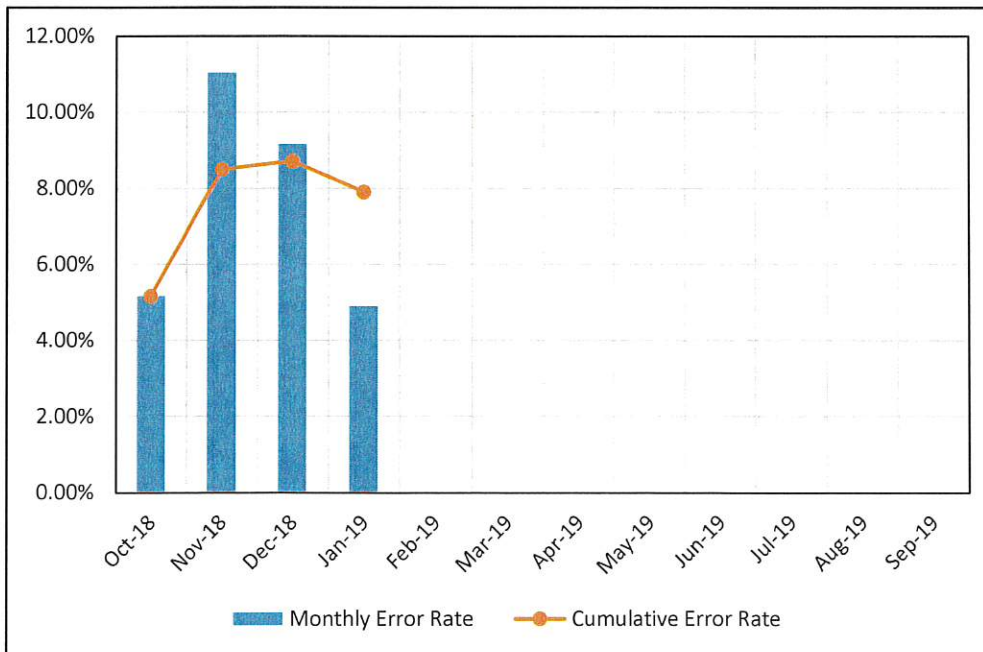
Agency Error (Dollar Amount)	Agency % Error Rate:
\$3,350	4.74%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,232	3.16%

2. Dollar Error At Time of Occurrence

	\$	%
Approval	\$2,809	50.3%
Recertification	\$2,773	49.7%

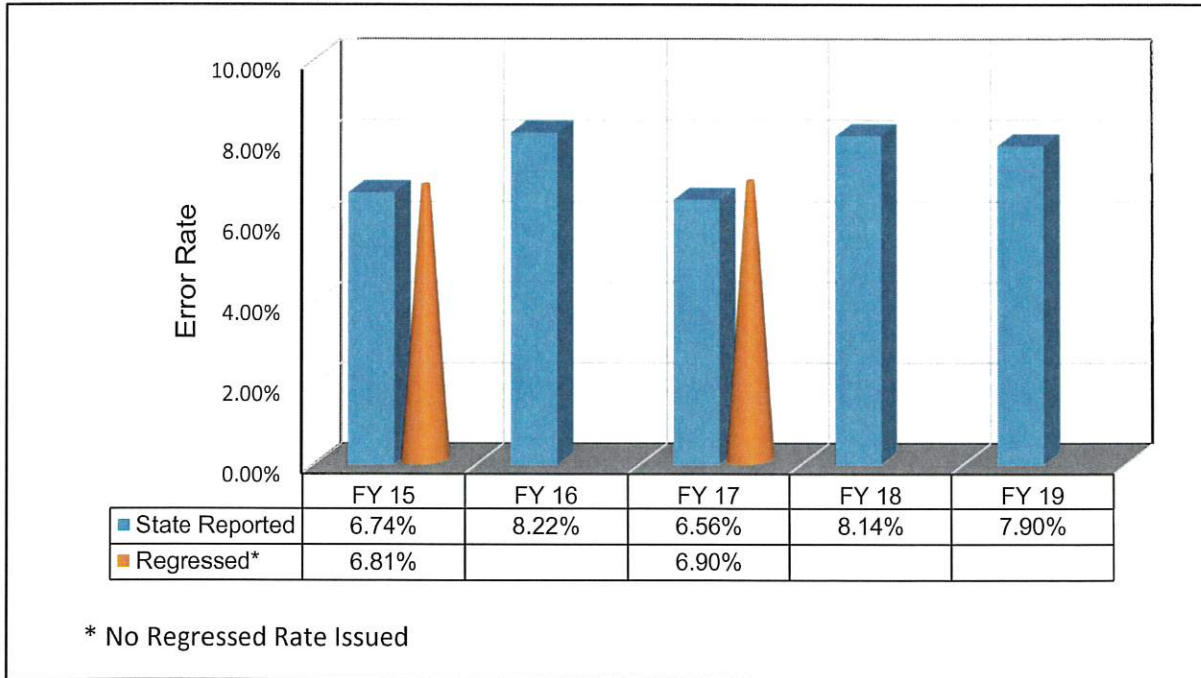
3. Error Rates By: Month and FFY Cumulative



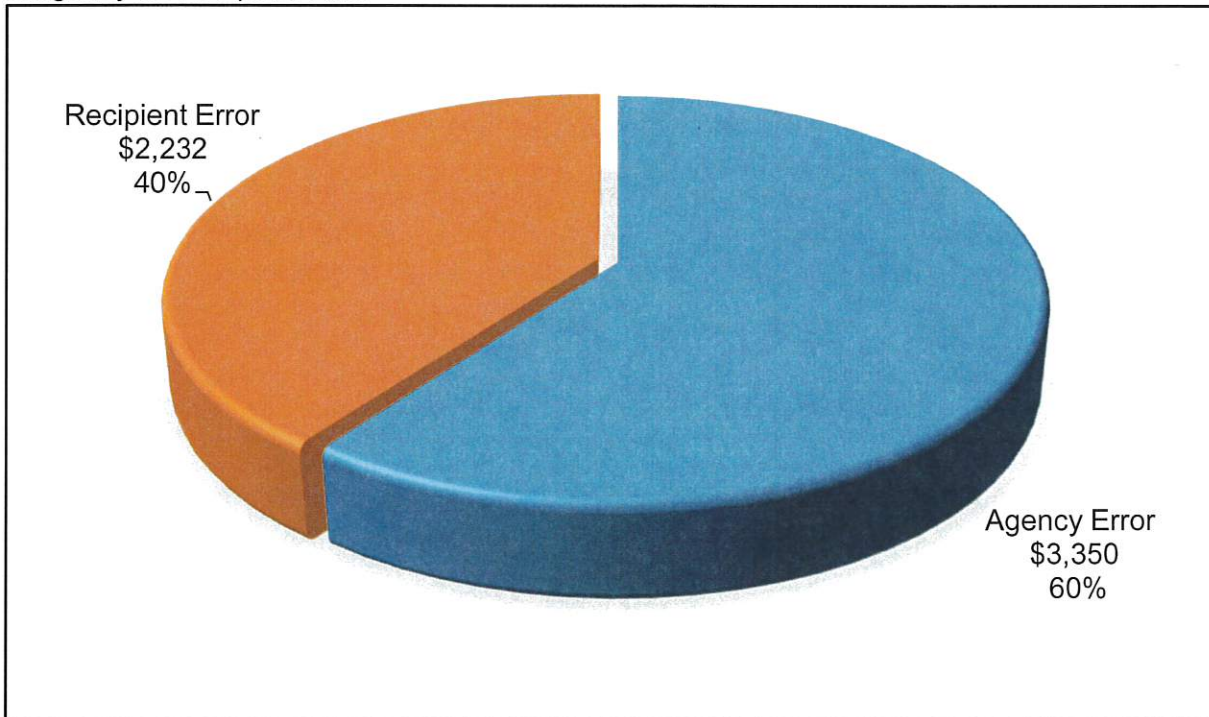
4. Regional Cumulative Payment Error Rates

		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	\$1,988	2.57%	0.91%	0.00%
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	\$2,182	5.22%	2.04%	0.00%
23	Sandoval	\$180	\$0	\$180	\$1,824	9.87%	3.22%	40.37%
25	San Miguel	\$171	\$0	\$171	\$770	22.21%	3.06%	0.00%
26	Santa Fe	\$178	\$45	\$223	\$3,143	7.10%	3.99%	0.00%
29	Taos	\$47	\$0	\$47	\$1,064	4.42%	0.84%	0.00%
NE Region Totals		\$680	\$106	\$786	\$11,178	7.03%	14.08%	6.12%
NW Region								
17	McKinley	\$151	\$0	\$151	\$3,699	4.08%	2.71%	0.00%
24	San Juan	\$378	\$76	\$454	\$4,955	9.16%	8.13%	0.00%
27	Sierra	\$0	\$183	\$183	\$494	37.04%	3.28%	47.78%
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	\$1,257	0.00%	0.00%	0.00%
42	N. Valencia	\$60	\$0	\$60	\$2,343	2.56%	1.07%	8.75%
NW Region Totals		\$589	\$259	\$848	\$14,319	5.92%	15.19%	5.87%
SW Region								
07	W. Dona Ana	\$160	\$346	\$506	\$2,170	23.32%	9.06%	63.19%
09	Grant	\$108	\$0	\$108	\$748	14.44%	1.93%	0.00%
16	Luna	\$0	\$0	\$0	\$1,223	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$1,563	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$0	\$0	\$2,700	0.00%	0.00%	0.00%
38	S. Dona Ana	\$279	\$0	\$279	\$5,324	5.24%	5.00%	3.16%
SW Region Totals		\$547	\$346	\$893	\$13,728	6.50%	16.00%	9.94%
SE Region								
03	Chaves	\$0	\$0	\$0	\$2,341	0.00%	0.00%	0.00%
05	Curry	\$70	\$0	\$70	\$3,099	2.26%	1.25%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,146	0.00%	0.00%	0.00%
13	Lea	\$0	\$192	\$192	\$1,240	15.48%	3.44%	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	\$583	0.00%	0.00%	0.00%
SE Region Totals		\$70	\$192	\$262	\$8,762	2.99%	4.69%	0.00%
Central Region								
01	SE Bernalillo	\$321	\$118	\$439	\$2,841	15.45%	7.86%	0.00%
35	NW Bernalillo	\$363	\$0	\$363	\$4,908	7.40%	6.50%	2.38%
36	SW Bernalillo	\$172	\$843	\$1,015	\$7,009	14.48%	18.18%	0.00%
39	NE Bernalillo	\$360	\$368	\$728	\$6,467	11.26%	13.04%	6.50%
30	Torrance	\$248	\$0	\$248	\$1,479	16.77%	4.44%	0.00%
Central Region Totals		\$1,464	\$1,329	\$2,793	\$22,704	12.30%	50.04%	2.71%
State Totals		\$3,350	\$2,232	\$5,582	\$70,691	7.90%	100.00%	4.90%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$172

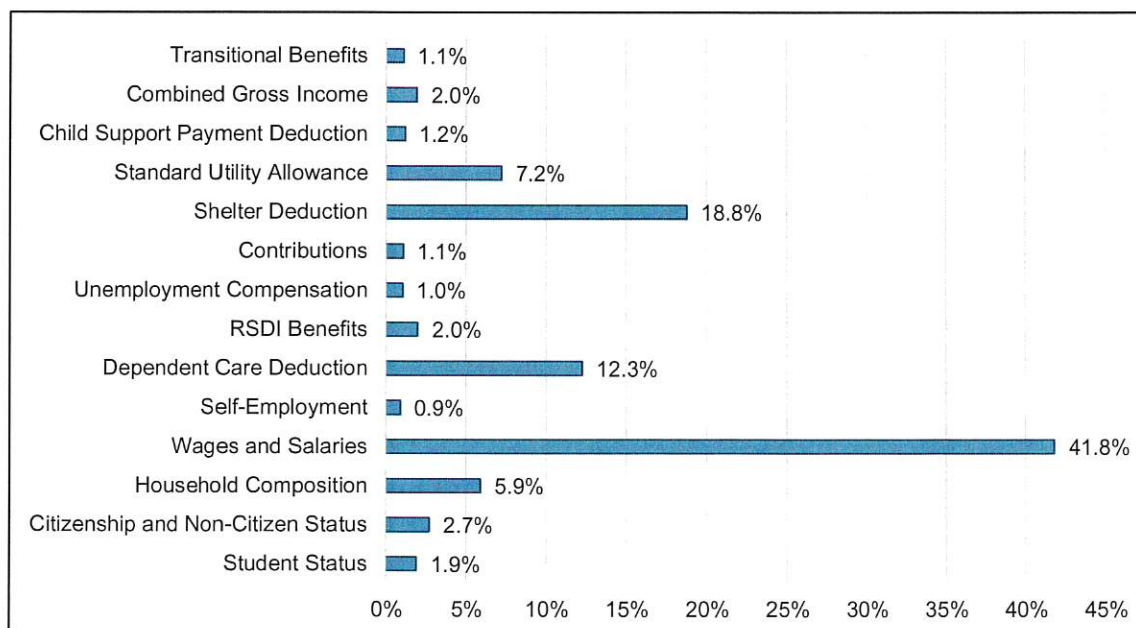
Average Agency Error: \$93

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	\$1,364	\$971	58.4%
312 - Self-Employment	\$50	\$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	\$421	\$628	40.1%
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 Cause	Error Dollars	%
Student Status	\$108	1.9%
Citizenship and Non-Citizen Status	\$152	2.7%
Household Composition	\$330	5.9%
Wages and Salaries	\$2,335	41.8%
Self-Employment	\$50	0.9%
Dependent Care Deduction	\$685	12.3%
RSDI Benefits	\$113	2.0%
Unemployment Compensation	\$58	1.0%
Contributions	\$60	1.1%
Shelter Deduction	\$1,049	18.8%
Standard Utility Allowance	\$404	7.2%
Child Support Payment Deduction	\$67	1.2%
Combined Gross Income	\$109	2.0%
Transitional Benefits	\$62	1.1%
Total	\$5,582	96.9%



FFY 2019 Negative Statewide Error Rates

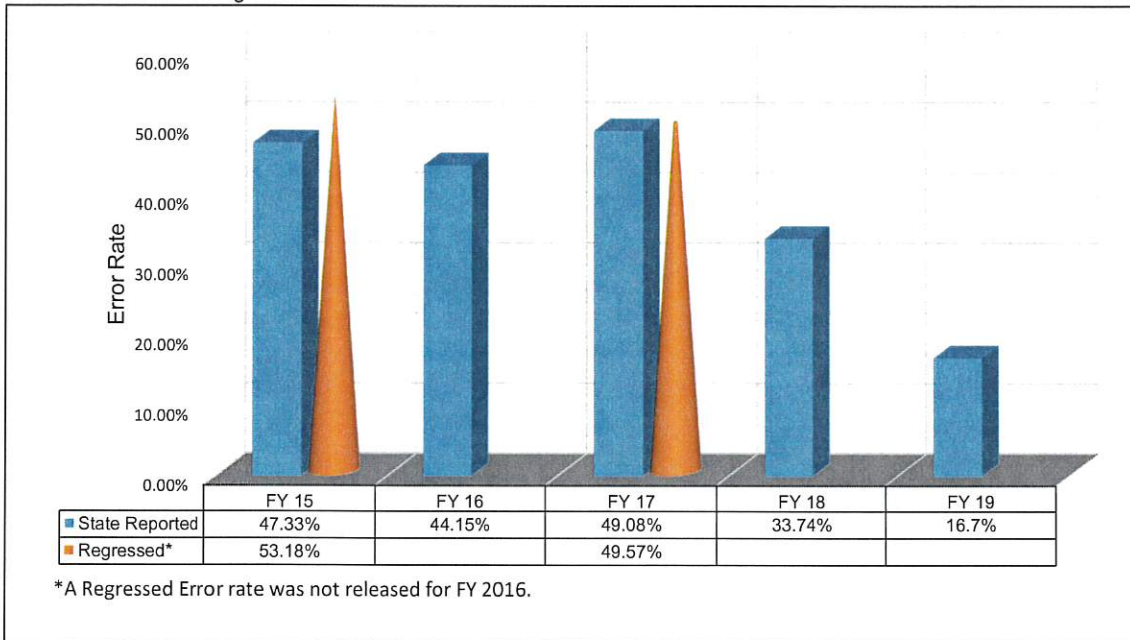
1. Cumulative Negative Case Error Rate

Valid	214
Invalid	43
Drop	43
Total Sampled	300
% Invalid Notice	1.6%
% Invalid Error	15.2%
% Invalid Total	16.7%

2. Monthly Negative Action By Time of Occurrence

Closure	3	30.0%
Denial	7	70.0%

3. State Cumulative Negative Error Rates



4. Monthly Total Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Notices	2	20.0%	2	20.0%	4	9.3%
Verification	1	10.0%	0	0.0%	1	2.3%
Wages and Salaries	3	30.0%	0	0.0%	3	7.0%
Application	0	0.0%	1	10.0%	1	2.3%
Combined Gross Income	1	10.0%	0	0.0%	1	2.3%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %	
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	1	6	16.7%
23	Sandoval	11	2	13	15.4%
25	San Miguel	2	0	2	0.0%
26	Santa Fe	8	1	9	11.1%
29	Taos	3	2	5	40.0%
NE Region Totals		32	6	38	15.8%

NW Region					
17	McKinley	2	1	3	33.3%
24	San Juan	21	2	23	8.7%
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	9	2	11	18.2%
NW Region Totals		35	7	42	16.7%

SW Region					
07	W. Dona Ana	12	2	14	14.3%
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	4	1	5	20.0%
38	S. Dona Ana	8	0	8	0.0%
SW Region Totals		42	7	49	14.3%

SE Region					
03	Chaves	7	3	10	30.0%
05	Curry	12	3	15	20.0%
08	Eddy	6	1	7	14.3%
13	Lea	6	1	7	14.3%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	2	0	2	0.0%
SE Region Totals		34	8	42	19.0%

Central Region					
01	SE Bernalillo	16	4	20	20.0%
35	NW Bernalillo	25	4	29	13.8%
36	SW Bernalillo	8	3	11	27.3%
39	NE Bernalillo	19	3	22	13.6%
30	Torrance	3	1	4	25.0%
Central Region Totals		71	15	86	17.4%

State Totals		214	43	257	16.7%
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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	Coifax		50%	50%	100%							
10	Guadalupe/De Baca											
20	Quay			100%								
21	Rio Arriba	100%	100%									
23	Sandoval	100%	100%	100%	100%							
25	San Miguel											
26	Santa Fe	100%	100%	50%	100%							
29	Taos	100%		0%	0%							
NE Region Totals		100%	86%	50%	80%							

NW Region

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

SW Region

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

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

State Totals		100%	93%	79%	90%							
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