
General Information Memorandum

ISD-GI 14-28

TO: ISD Employees

FROM: *MM* Marilyn Martinez, Acting Director, Income Support Division

RE: FFY 2014 SNAP Performance Report

DATE: May 23, 2014

Attached please find the second issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2014. This report includes all Quality Control (QC) findings received for the review month of October 2013 through November 2013. All errors for October 2013 through November 2013 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification timeliness. The Performance Goals for the state for FFY 2014 are:

Payment Accuracy of 96% or better
Negative Accuracy Rate of 99%
Expedite application processing timeliness of 98%
30-day application timeliness of 98% or better

Effective **March 1, 2014, per IPP 14-01**, counties with a payment accuracy rate of 96% or better must review cases at Level 2; all others must review cases at Level 1.

- Level 1 A county office with an error rate above **4.0%** is required to complete 35 full reviews (case reads) per supervisor per month. **These completed reviews will be completed by the last working day of the month.** All of the reviews must contain SNAP as a Category of Eligibility (COE).
- Level 2 A county office with an error rate of **4.0% or less** is required to complete 25 full reviews (case reads) per supervisor per month. All of the reviews must contain SNAP as a Category of Eligibility (COE).

Effective **March 1, 2014, per IPP 14-01**, counties will review cases using Criteria #152 for both Level 1 and Level 2 Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and if barriers and the NVRA settlement agreement requirements were addressed.

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly.

If counties are found to be non-compliant with mandatory case reads, **County Directors**, as part of a remedial Corrective Action Plan, will review a minimum 5 cases per supervisor prior to the last working day of the month.

Please share this data with staff as appropriate. 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 2014

1. STATE - Cumulative Payment Error Rates

Total Paid	\$47,617		
Total Dollar Errors	\$1,737	Total Error Rate %	3.65%
Total Dollar Over	\$1,004	% Error Rate Over	2.11%
Total Dollar Under	\$0	% Error Rate Under	0.00%
Total Dollar Ineligible	\$733	% Error Rate Ineligible	1.54%

Cumulative Case Error Rate

Total Reviewed	184
% in Error	5.43%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$1,302		2.73%	

Cases Dropped	12
Correct	174
Overpaid	6
Underpaid	0
Ineligible	4

Client Error (Dollar Amount):		Client % Error Rate:	
\$435		0.91%	

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	HIPAC Share	State Share
01	SE Bernalillo	\$266	57%	\$200	43%	\$466	\$2,878	16.19%	41.39%	26.83%
07	W.Dona Ana	\$0		\$0		\$0	\$1,042	0.00%	0.00%	0.00%
17	McKinley	\$0		\$0		\$0	\$2,616	0.00%	0.00%	0.00%
23	Sandoval	\$0		\$0		\$0	\$2,768	0.00%	0.00%	0.00%
24	San Juan	\$0		\$0		\$0	\$1,674	0.00%	0.00%	0.00%
26	Santa Fe	\$158		\$0		\$158	\$4,077	3.88%	14.03%	9.10%
35	NW Bernalillo	\$0	0%	\$102	100%	\$102	\$2,762	3.69%	9.06%	5.87%
36	SW Bernalillo	\$0		\$0		\$0	\$3,410	0.00%	0.00%	0.00%
38	S. Dona Ana	\$0		\$0		\$0	\$2,059	0.00%	0.00%	0.00%
39	NE Bernalillo	\$400	100%	\$0	0%	\$400	\$6,126	6.53%	35.52%	23.03%
HIPAC Sub Totals		\$824	73%	\$302	27%	\$1,126	\$29,412	3.83%	100.00%	64.82%

Non-HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	Non-HIPAC Share	State Share
03	Chaves	\$233	100%	\$0	0%	\$233	\$2,726	8.55%	38.13%	13.41%
04	Colfax/Union	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
05	Curry	\$0		\$0		\$0	\$380	0.00%	0.00%	0.00%
08	Eddy	\$245	100%	\$0	0%	\$245	\$1,194	20.52%	40.10%	14.10%
09	Grant/Hidalgo	\$0		\$0		\$0	\$1,548	0.00%	0.00%	0.00%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
13	Lea	\$0		\$0		\$0	\$1,484	0.00%	0.00%	0.00%
14	Lincoln	\$0		\$0		\$0	\$239	0.00%	0.00%	0.00%
16	Luna	\$0		\$0		\$0	\$303	0.00%	0.00%	0.00%
19	Otero	\$0		\$0		\$0	\$2,292	0.00%	0.00%	0.00%
20	Quay	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
21	Rio Arriba	\$0		\$0		\$0	\$1,029	0.00%	0.00%	0.00%
22	Roosevelt	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
25	San Miguel	\$0		\$0		\$0	\$169	0.00%	0.00%	0.00%
27	Sierra	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
28	Socorro	\$0		\$0		\$0	\$349	0.00%	0.00%	0.00%
29	Taos	\$0	0%	\$133	100%	\$133	\$444	29.95%	21.77%	7.66%
30	Torrance	\$0		\$0		\$0	\$760	0.00%	0.00%	0.00%
32	S. Valencia	\$0		\$0		\$0	\$951	0.00%	0.00%	0.00%
33	Cibola	\$0		\$0		\$0	\$1,276	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0		\$0		\$0	\$1,573	0.00%	0.00%	0.00%
42	N. Valencia	\$0		\$0		\$0	\$1,220	0.00%	0.00%	0.00%
49	NMCPAP	\$0		\$0		\$0	\$268	0.00%	0.00%	0.00%
Non-HIPAC Sub Totals		\$478	78%	\$133	22%	\$611	\$18,205	3.36%	100.0%	35.18%

Regional Cumulative SNAP Performance Report Quality Control Finding FFY2014

3. STATE - Cumulative Payment Error Rates

Total Paid	\$47,617		
Total Dollar Errors	\$1,737	Total Error Rate %	3.65%
Total Dollar Over	\$1,004	% Error Rate Over	2.11%
Total Dollar Under	\$0	% Error Rate Under	0.00%
Total Dollar Ineligible	\$733	% Error Rate Ineligible	1.54%

Agency Error (Dollar Amount):	Agency % Error Rate:
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Client Error (Dollar Amount):	Client % Error Rate:
\$435	0.91%

Cumulative Case Error Rate

Total Reviewed	184
% In Error	5.43%

Cases Dropped	12
Correct	174
Overpaid	6
Underpaid	0
Ineligible	4

4. REGIONAL - Cumulative Payment Error Rates

NE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Colfax	\$0	\$0	\$0	\$0	0.00%
21 Rio Arriba	\$0	\$0	\$0	\$1,029	0.00%
25 San Miguel	\$0	\$0	\$0	\$169	0.00%
26 Santa Fe	\$158	\$0	\$158	\$4,077	3.88%
29 Taos	\$0	\$133	\$133	\$444	29.95%
NE Region Totals	\$158	\$133	\$291	\$5,719	5.09%

Region Share
0.00%
0.00%
0.00%
54.30%
45.70%
100.00%

State Share
0.00%
0.00%
0.00%
9.10%
7.66%
16.75%

NW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$0	\$0	\$0	\$2,616	0.00%
23 Sandoval	\$0	\$0	\$0	\$2,768	0.00%
24 San Juan	\$0	\$0	\$0	\$1,674	0.00%
32 S. Valencia	\$0	\$0	\$0	\$951	0.00%
33 Cibola	\$0	\$0	\$0	\$1,276	0.00%
42 N. Valencia	\$0	\$0	\$0	\$1,220	0.00%
NW Region Totals	\$0	\$0	\$0	\$10,505	0.00%

0.00%
0.00%
0.00%
0.00%
0.00%
0.00%

SW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$0	\$0	\$0	\$1,042	0.00%
09 Grant/Hidalgo	\$0	\$0	\$0	\$1,548	0.00%
14 Lincoln	\$0	\$0	\$0	\$239	0.00%
16 Luna	\$0	\$0	\$0	\$303	0.00%
19 Otero	\$0	\$0	\$0	\$2,292	0.00%
27 Sierra	\$0	\$0	\$0	\$0	0.00%
28 Socorro	\$0	\$0	\$0	\$349	0.00%
37 E. Dona Ana	\$0	\$0	\$0	\$1,573	0.00%
38 S. Dona Ana	\$0	\$0	\$0	\$2,059	0.00%
SW Region Totals	\$0	\$0	\$0	\$9,405	0.00%

0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%

SE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$233	\$0	\$233	\$2,726	8.55%
05 Curry	\$0	\$0	\$0	\$380	0.00%
08 Eddy	\$245	\$0	\$245	\$1,194	20.52%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$0	0.00%
13 Lea	\$0	\$0	\$0	\$1,484	0.00%
20 Quay	\$0	\$0	\$0	\$0	0.00%
22 Roosevelt	\$0	\$0	\$0	\$0	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$0	0.00%
SE Region Totals	\$478	\$0	\$478	\$5,784	8.26%

48.74%
0.00%
51.26%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
100.00%

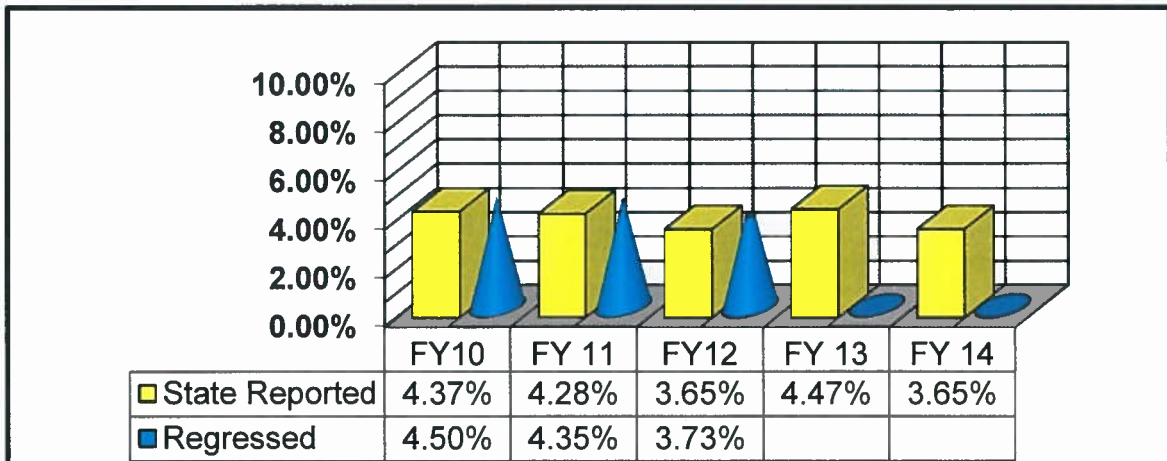
13.41%
0.00%
14.10%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
0.00%
27.52%

Central Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$266	\$200	\$466	\$2,878	16.19%
35 NW Bernalillo	\$0	\$102	\$102	\$2,762	3.69%
36 SW Bernalillo	\$0	\$0	\$0	\$3,410	0.00%
39 NE Bernalillo	\$400	\$0	\$400	\$6,126	6.53%
30 Torrance	\$0	\$0	\$0	\$760	0.00%
Central Region Totals	\$666	\$302	\$968	\$15,936	6.07%
49 NMCAP	\$0	\$0	\$0	\$268	0.00%
State Totals	\$1,302	\$435	\$1,737	\$47,617	3.65%

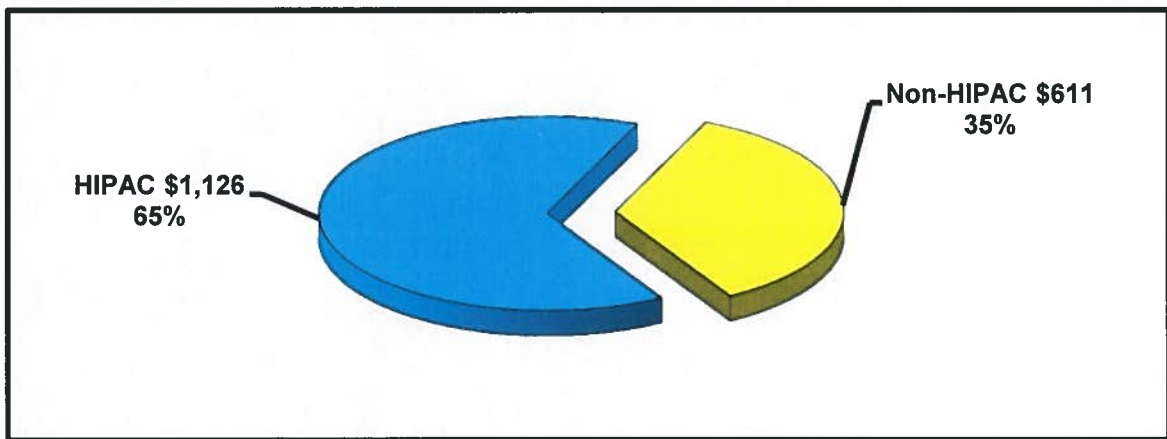
48.14%
10.54%
0.00%
41.32%
0.00%
100.00%
100.00%

26.83%
5.87%
0.00%
23.03%
0.00%
55.73%
100.00%

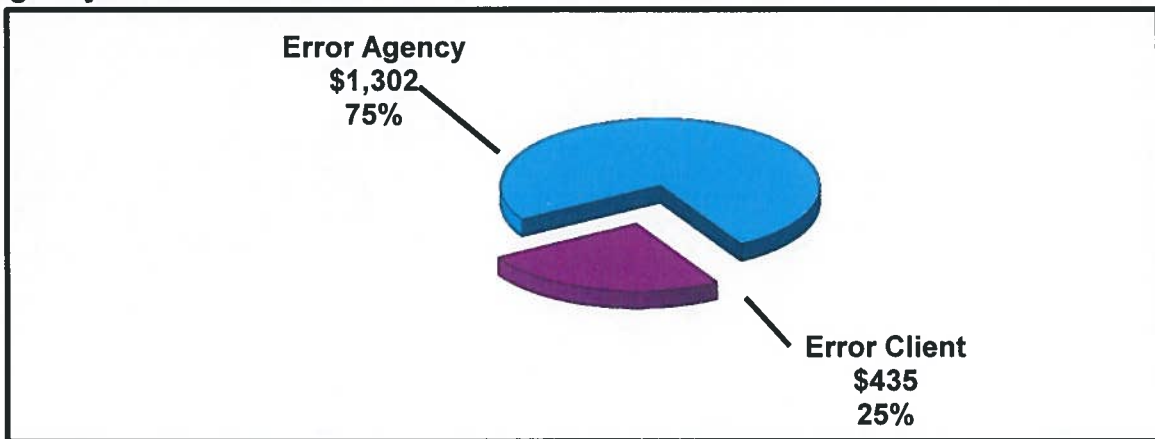
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



6. HIPAC Dollar Errors - Compared to the Remainder of the State



7. Agency-vs-Client Errors



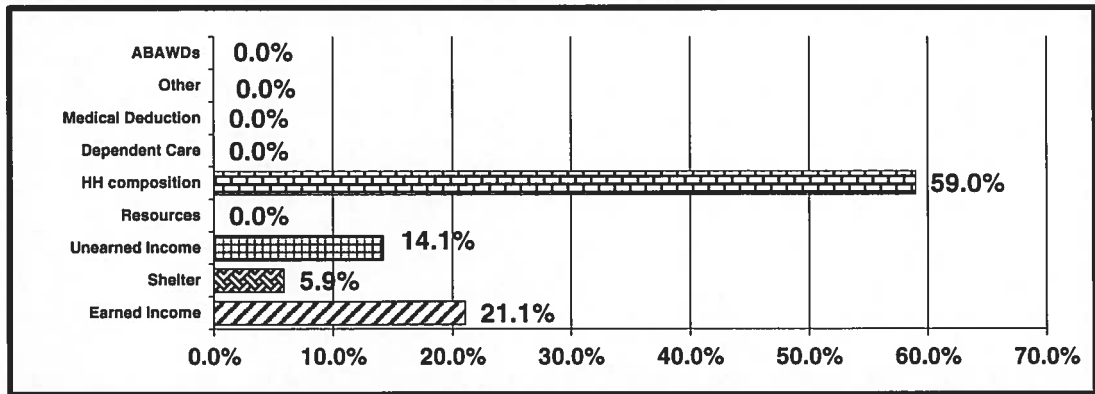
Average Client Error = \$145

Average Agency Error = \$186

8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

<i>Food Stamps</i>	<i>Agency</i>	<i>Client</i>	<i>% Agency Cause</i>
Earned Income	\$233	\$133	63.7%
Shelter	\$0	\$102	0.0%
Unearned Income	\$245	\$0	100.0%
Resources	\$0	\$0	0.0%
HH composition	\$824	\$200	80.5%
Dependent Care	\$0	\$0	0.0%
Medical Deduction	\$0	\$0	0.0%
Other	\$0	\$0	0.0%
ABAWDs	\$0	\$0	0.0%

9. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



10. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Discription</i>
13.41%	\$233	311	WAGES & SALARIES
13.76%	\$239	150	HOUSEHOLD COMPOSITION
5.87%	\$102	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
0.00%	\$0	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
0.00%	\$0	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.00%	\$0	342	CONTRIBUTIONS
0.00%	\$0	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
14.10%	\$245	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
0.00%	\$0	346	OTHER UEI
52.85%	\$918	111	STUDENT STATUS
0.00%	\$0	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
0.00%	\$0	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
0.00%	\$0	312	SELF-EMPLOYMENT INCOME
0.00%	\$0	332	VA BENEFITS
0.00%	\$0	347	UEI-TANF
0.00%	\$0	371	COMBINED GROSS INCOME
0.00%	\$0	163	VOLUNTARY QUIT
0.00%	\$0	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2014

In this table, general cause for agency error is ranked by the top three error causing areas

- F No action on anticipated or known changes
- M Math or transcription error
- O Other
- P Policy or procedure not applied or not correctly applied
- R No action on reported information
- S ASPEN or CSED systems caused error
- V Inadequate verification
- X Old or invalid data or coding not removed from ASPEN

	ALL Err	EI	HHC	UEI
R	\$0	\$0	\$0	\$0
P	\$1,302	\$233	\$824	\$245
V	\$0	\$0	\$0	\$0
M	\$0	\$0	\$0	\$0
F	\$0	\$0	\$0	\$0
X	\$0	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
Total	\$1,302	\$233	\$824	\$245

Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", and "math or transcription" account for 100% of agency caused dollar errors. Errors in "earned income" and "unearned income" elements account for 100% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$600	\$393	\$160	\$584	\$0	\$0
%	34.5%	22.6%	9.2%	33.6%	0.0%	0.0%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.1
Correct Cases	2.1
Error Cases	2.4
Client Error Cases	1.7

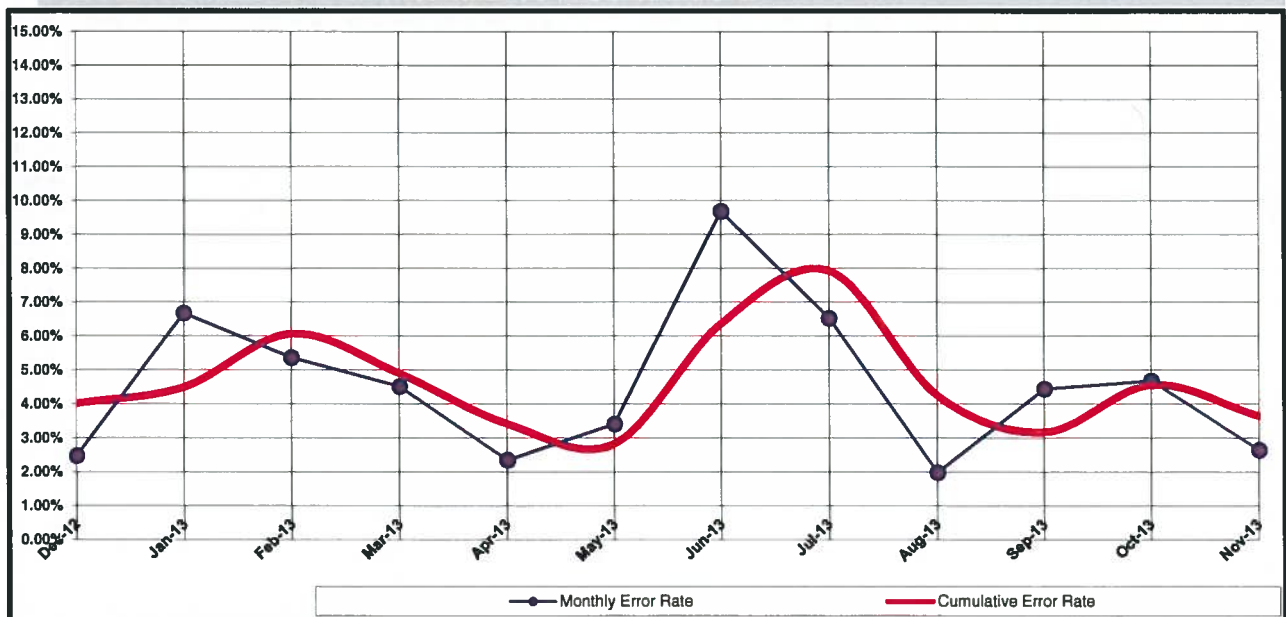
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$0	0.0%
Recert	\$160	9.2%
Change	\$102	5.9%
Transitional FS	\$0	0.0%
Semi Annual	\$1,475	84.9%
Annual Report	\$0	0.0%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	0	0.0%
Recert	1	10.0%
Change	1	10.0%
Transitional FS	0	0.0%
Semi-Annual	8	80.0%
Annual Report	0	0.0%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

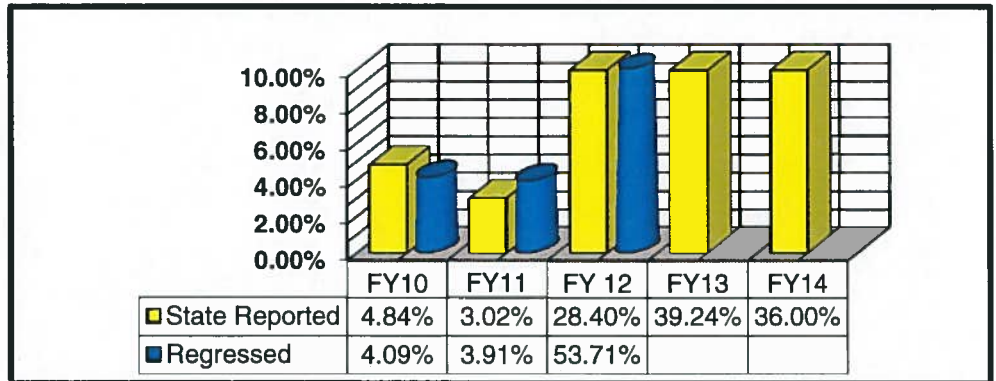


FFY 2014 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	96
invalid	54
drop	0
total	150
% Invalid	36.00%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NE Region					
04	Colfax	1	0	1	0.0%
21	Rio Arriba	3	2	5	40.0%
25	San Miguel	2	3	5	60.0%
26	Santa Fe	3	0	3	0.0%
29	Taos	2	3	5	60.0%
NE Region Totals		11	8	19	42.1%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NW Region					
17	McKinley	7	2	9	22.2%
23	Sandoval	7	4	11	36.4%
24	San Juan	2	2	4	50.0%
32	S. Valencia	3	1	4	25.0%
33	Cibola	0	0	0	
42	N. Valencia	5	5	10	50.0%
NW Region Totals		24	14	38	36.8%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SW Region Totals					
07	W. Dona Ana	5	1	6	16.7%
09	Grant/Hidalgo	2	2	4	50.0%
14	Lincoln	0	0	0	
16	Luna	1	0	1	0.0%
19	Otero	3	0	3	0.0%
27	Sierra	1	1	2	50.0%
28	Socorro	1	0	1	0.0%
37	E. Dona Ana	5	2	7	28.6%
38	S. Dona Ana	1	3	4	75.0%
SW Region Totals		19	9	28	32.1%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SE Region					
03	Chaves	4	1	5	20.0%
05	Curry	3	1	4	25.0%
08	Eddy	0	3	3	100.0%
10	Guad/DeBaca	0	0	0	
13	Lea	0	6	6	100.0%
20	Quay	1	1	2	50.0%
22	Roosevelt	1	2	3	66.7%
34	Eddy/Artesia	0	0	0	
SW Region Totals		9	14	23	60.9%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Region					
01	SE Bernalillo	2	0	2	0.0%
35	NW Bernalillo	6	1	7	14.3%
36	SW Bernalillo	12	4	16	25.0%
39	NE Bernalillo	9	4	13	30.8%
30	Torrance	4	0	4	0.0%
Central Region Totals		33	9	42	21.4%

Negative Action Time of Occurrence

Closure	40	74.1%
Denial	14	25.9%

FFY 2014 Recertification Timeliness

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Ave'
NE Region													
Colfax													
Rio Arriba	0.0%	100.0%											50.0%
San Miguel													
Santa Fe	100.0%	80.0%											85.7%
Taos	100.0%	100.0%											100.0%
NE Region TOTAL	75.0%	93.3%											83.3%
NW Region													
Cibola		50.0%											
McKinley	50.0%	100.0%											66.7%
Sandoval	33.3%	66.7%											50.0%
San Juan	100.0%												100.0%
Valencia South	100.0%												100.0%
Valencia North		100.0%											
NW Region TOTAL	66.7%	79.2%											70.6%
SW Region													
Dona Ana (West)													
Dona Ana (East)	100.0%	100.0%											100.0%
Dona Ana (South)	100.0%	100.0%											100.0%
Grant/Hidalgo	100.0%	100.0%											100.0%
Lincoln	100.0%												100.0%
Luna		100.0%											
Otero	100.0%												100.0%
Sierra													
Socorro													
SW Region Total	100.0%	100.0%											100.0%
SE Region													
Chaves	100.0%												100.0%
Curry	100.0%												100.0%
Guadalupe													
Eddy		100.0%											
Eddy (Artesia)													
Lea		100.0%											
Quay													
Roosevelt													
SE Region Total	100.0%	100.0%											100.0%
Central Region													
Bernalillo (NE)	100.0%	83.3%											88.9%
Bernalillo (NW)	100.0%	100.0%											100.0%
Bernalillo (SE)	100.0%	100.0%											100.0%
Bernalillo (SW)	100.0%	100.0%											100.0%
Torrance		100.0%											100.0%
Central Region Total	100.0%	96.7%											97.2%
Central Unit													
CAP Unit	100.0%	100.0%											100.0%
STATE TOTAL	90.7%	90.7%											90.7%