



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

General Information Memorandum

ISD-GI 18-53

TO: ISD Employees

FROM:  Mary Brogdon, Director, Income Support Division

RE: FFY 2018 SNAP Performance Report-Eighth

DATE: October 17, 2018

Attached please find the eighth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2018. This report includes all Quality Control (QC) findings received for the review months of October 2017 through May 2018. Along with payment and negative accuracy rates, data included in this report is the recertification, SNAP Expedite and Non-Expedite application processing timeliness. The Performance Goals for the state for FFY 2018 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 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 2018

1. STATE Cumulative Payment Error Rates

Total Paid	\$150,260		
Total Dollar Errors	\$11,933	Total Error Rate %	7.94%
Total Dollar Over	\$6,644	% Error Rate Over	4.42%
Total Dollar Under	\$2,036	% Error Rate Under	1.35%
Total Dollar Ineligible	\$3,253	% Error Rate Ineligible	2.16%

Cumulative Case Error Rate

Total Reviewed	666
% In Error	13.5%

Cases Dropped	118
Correct	576
Overpaid	56
Underpaid	17
Ineligible	17

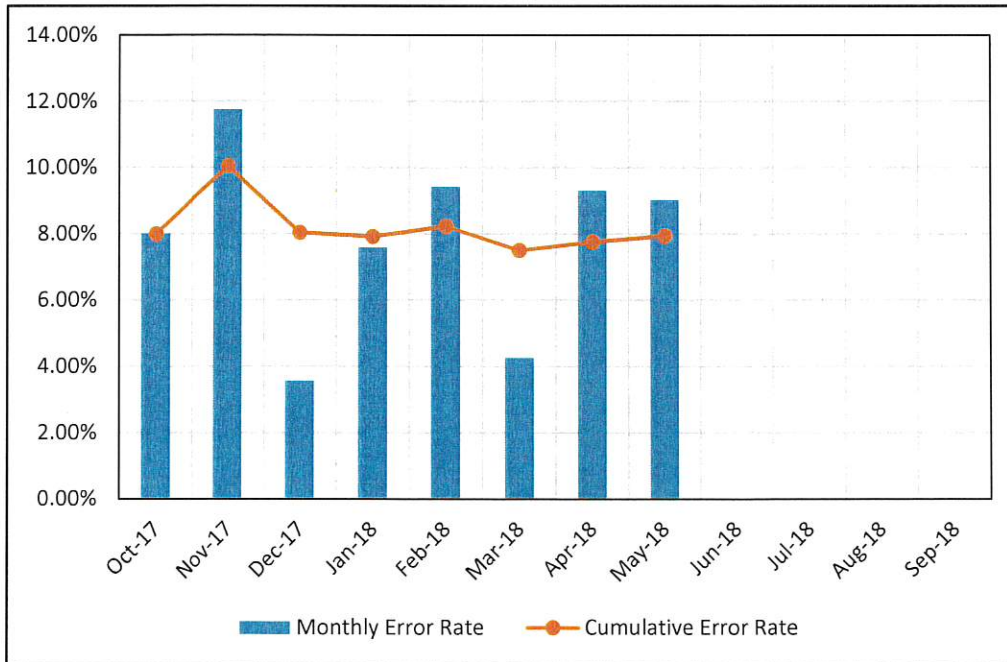
Agency Error (Dollar Amount)	Agency % Error Rate:
\$6,216	4.14%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$5,717	3.80%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$6,527	54.7%
Recertification	\$5,406	45.3%

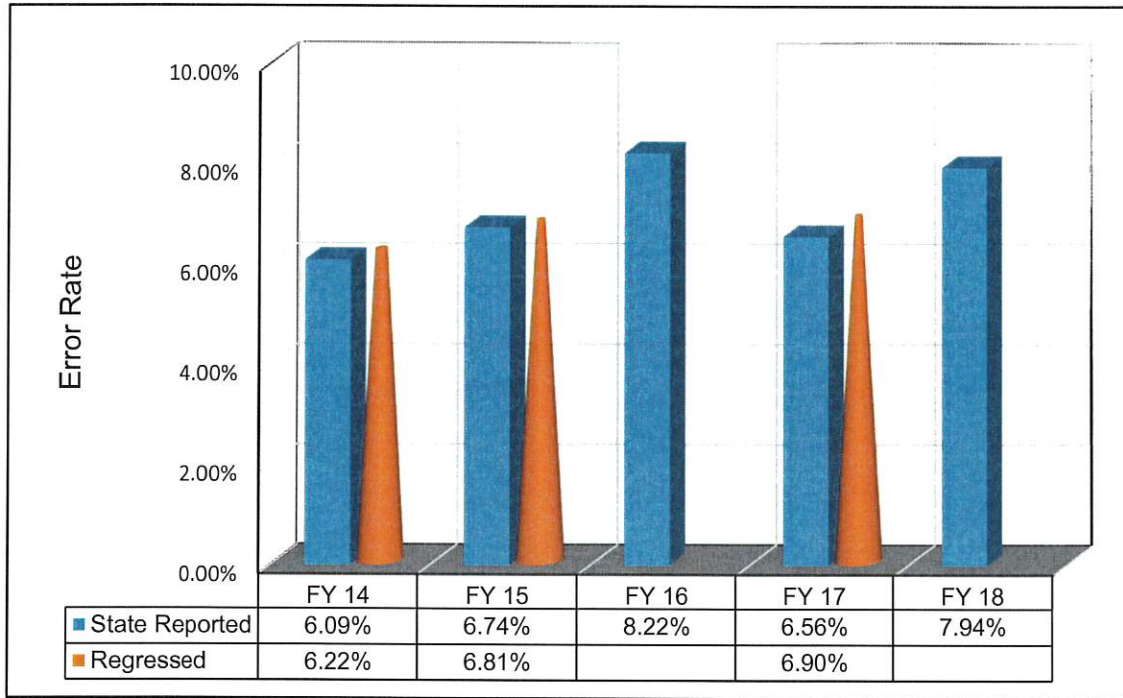
3. Error Rates By: Month and FFY Cumulative



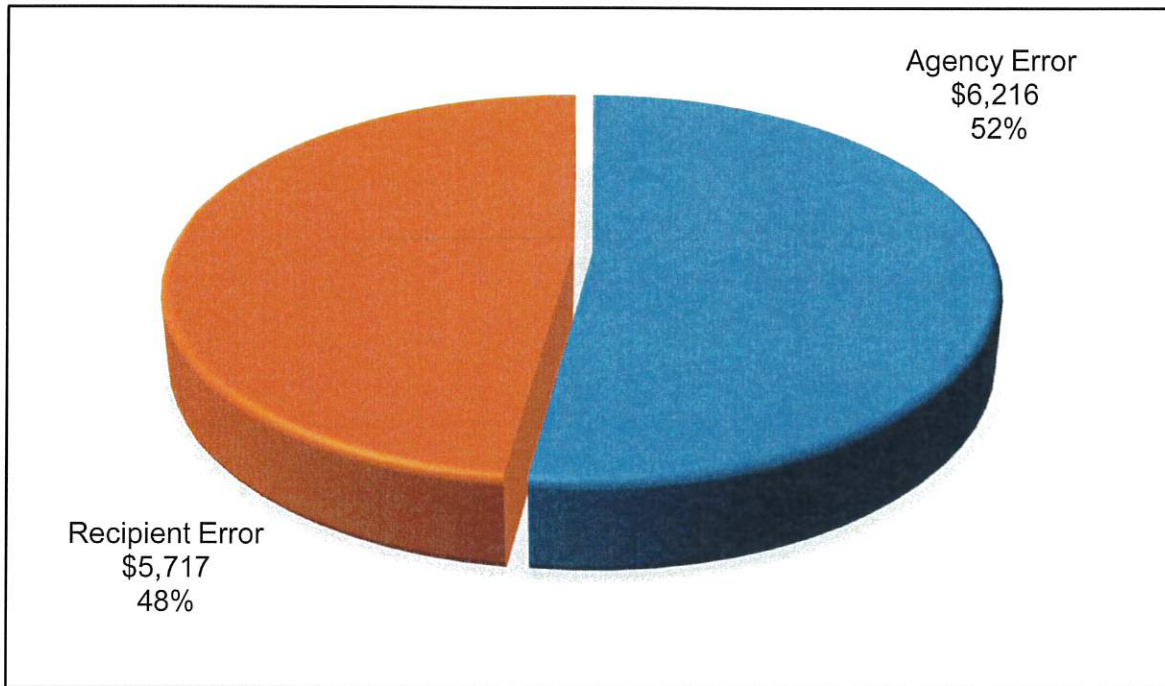
4. Regional Cumulative Payment Error Rates

		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	\$1,349	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$222	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$498	0.00%	0.00%	0.00%
21	Rio Arriba	\$326	\$177	\$503	\$3,415	14.73%	4.22%	41.67%
23	Sandoval	\$828	\$330	\$1,158	\$8,700	13.31%	9.70%	4.53%
25	San Miguel	\$59	\$50	\$109	\$3,137	3.47%	0.91%	0.00%
26	Santa Fe	\$536	\$126	\$662	\$8,641	7.66%	5.55%	0.00%
29	Taos	\$49	\$142	\$191	\$3,352	5.70%	1.60%	0.00%
NE Region Totals		\$1,798	\$825	\$2,623	\$29,314	8.95%	21.98%	5.56%
NW Region								
17	McKinley	\$49	\$201	\$250	\$11,249	2.22%	2.10%	0.00%
24	San Juan	\$445	\$275	\$720	\$10,956	6.57%	6.03%	5.23%
27	Sierra	\$39	\$352	\$391	\$1,235	31.66%	3.28%	72.28%
28	Socorro	\$0	\$112	\$112	\$4,240	2.64%	0.94%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$3,586	1.51%	0.45%	0.00%
42	N. Valencia	\$154	\$115	\$269	\$4,467	6.02%	2.25%	0.00%
NW Region Totals		\$687	\$1,109	\$1,796	\$36,100	4.98%	15.05%	6.47%
SW Region								
07	W. Dona Ana	\$0	\$351	\$351	\$7,393	4.75%	2.94%	24.75%
09	Grant	\$0	\$120	\$120	\$1,739	6.90%	1.01%	12.06%
16	Luna	\$0	\$177	\$177	\$1,876	9.43%	1.48%	72.24%
19	Otero	\$0	\$0	\$0	\$3,672	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$2,776	2.59%	0.60%	0.00%
38	S. Dona Ana	\$471	\$259	\$730	\$8,191	8.91%	6.12%	12.80%
SW Region Totals		\$543	\$907	\$1,450	\$25,647	5.65%	12.15%	16.40%
SE Region								
03	Chaves	\$0	\$437	\$437	\$3,957	11.04%	3.66%	0.00%
05	Curry	\$0	\$227	\$227	\$5,256	4.32%	1.90%	25.71%
08	Eddy	\$0	\$0	\$0	\$1,533	0.00%	0.00%	0.00%
13	Lea	\$341	\$249	\$590	\$4,084	14.45%	4.94%	0.00%
14	Lincoln	\$45	\$0	\$45	\$1,449	3.11%	0.38%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$847	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$640	0.00%	0.00%	0.00%
SE Region Totals		\$386	\$913	\$1,299	\$17,766	7.31%	10.89%	9.31%
Central Region								
01	SE Bernalillo	\$207	\$941	\$1,148	\$5,906	19.44%	9.62%	42.56%
35	NW Bernalillo	\$582	\$197	\$779	\$8,303	9.38%	6.53%	4.19%
36	SW Bernalillo	\$423	\$562	\$985	\$12,104	8.14%	8.25%	5.20%
39	NE Bernalillo	\$518	\$192	\$710	\$11,587	6.13%	5.95%	0.00%
30	Torrance	\$1,072	\$71	\$1,143	\$3,304	34.59%	9.58%	0.00%
Central Region Totals		\$2,802	\$1,963	\$4,765	\$41,204	11.56%	39.93%	10.84%
State Totals		\$6,216	\$5,717	\$11,933	\$150,260	7.94%	100.00%	9.02%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$150

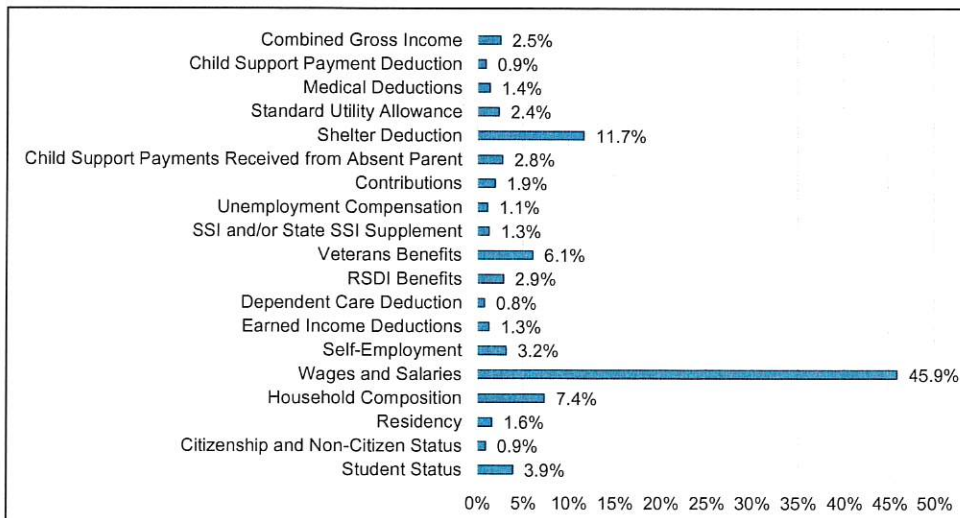
Average Agency Error: \$120

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$384	\$81	82.6%
130 - Citizenship and Non-Citizen Status	\$110	\$0	100.0%
140 - Residency	\$0	\$192	0.0%
150 - Household Composition	\$445	\$435	50.6%
311 - Wages and Salaries	\$2,072	\$3,407	37.8%
312 - Self-Employment	\$379	\$0	100.0%
321 - Earned Income Deductions	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$51	\$46	52.6%
331 - RSDI Benefits	\$345	\$0	100.0%
332 - Veterans Benefits	\$728	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$154	\$0	100.0%
334 - Unemployment Compensation	\$0	\$134	0.0%
342 - Contributions	\$0	\$232	0.0%
350 - Child Support Payments Received from Absent Parent	\$329	\$0	100.0%
363 - Shelter Deduction	\$455	\$937	32.7%
364 - Standard Utility Allowance	\$284	\$0	100.0%
365 - Medical Deductions	\$87	\$76	53.4%
366 - Child Support Payment Deduction	\$112	\$0	100.0%
371 - Combined Gross Income	\$125	\$177	41.4%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$465	3.9%
Citizenship and Non-Citizen Status	\$110	0.9%
Residency	\$192	1.6%
Household Composition	\$880	7.4%
Wages and Salaries	\$5,479	45.9%
Self-Employment	\$379	3.2%
Earned Income Deductions	\$156	1.3%
Dependent Care Deduction	\$97	0.8%
RSDI Benefits	\$345	2.9%
Veterans Benefits	\$728	6.1%
SSI and/or State SSI Supplement	\$154	1.3%
Unemployment Compensation	\$134	1.1%
Contributions	\$232	1.9%
Child Support Payments Received from Absent Parent	\$329	2.8%
Shelter Deduction	\$1,392	11.7%
Standard Utility Allowance	\$284	2.4%
Medical Deductions	\$163	1.4%
Child Support Payment Deduction	\$112	0.9%
Combined Gross Income	\$302	2.5%
Total	\$11,933	100.0%



FFY 2018 Negative Statewide Error Rates

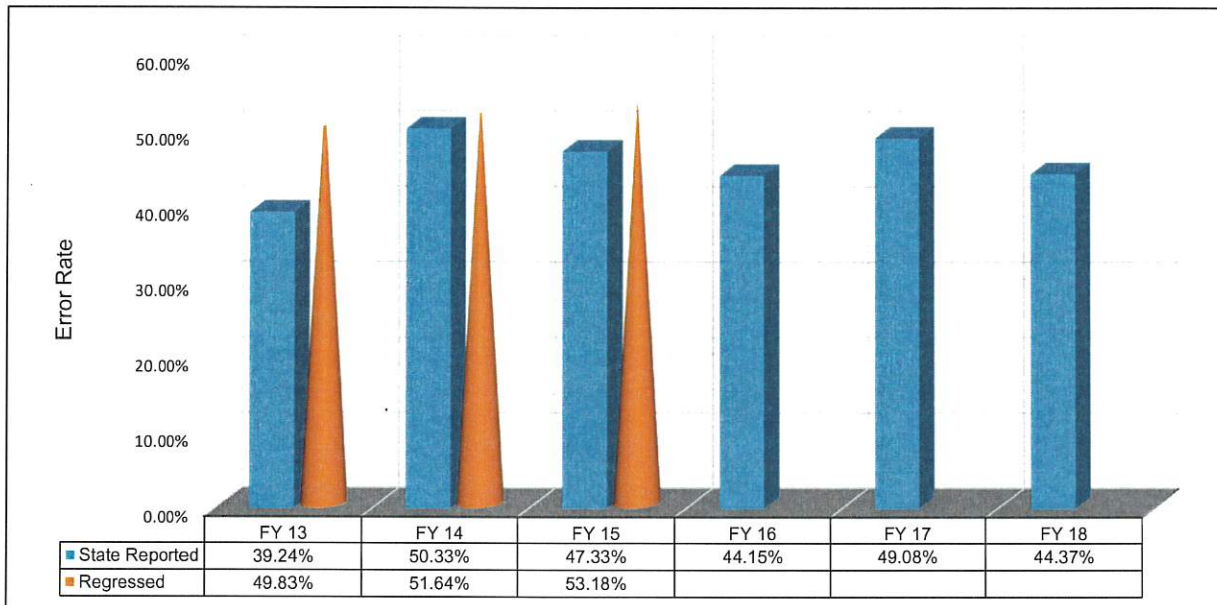
1. Cumulative Negative Case Error Rate

Valid	316
Invalid	252
Invalid Error	171
Invalid Notice	81
Drop	32
Total Sampled	600
% Invalid Notice	14.3%
% Invalid Error	30.1%
% Invalid Total	44.4%

2. Ranked Negative Action By Time of Occurrence

Closure	118	55.4%
Denial	95	44.6%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	47	22.1%	41	19.2%	88	34.9%
Notices	38	17.8%	43	20.2%	81	32.1%
Verification	1	0.5%	17	8.0%	18	7.1%
Wages and Salaries	4	1.9%	10	4.7%	14	5.6%
Action Type	0	0.0%	3	1.4%	3	1.2%
Combined Gross Income	3	1.4%	1	0.5%	4	1.6%
Transitional Benefits	0	0.0%	1	0.5%	1	0.4%
Combined Net Income	1	0.5%	0	0.0%	1	0.4%
Child Support Payment Deduction (includes Exclusions)	1	0.5%	1	0.5%	2	0.8%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	0.5%	1	0.4%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	7	0	7	0.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	4	0	4	0.0%
21	Río Arriba	11	6	17	35.3%
23	Sandoval	25	21	46	45.7%
25	San Miguel	11	4	15	26.7%
26	Santa Fe	13	13	26	50.0%
29	Taos	4	2	6	33.3%
NE Region Totals		77	46	123	37.4%

NW Region

17	McKinley	5	6	11	54.5%
24	San Juan	18	16	34	47.1%
27	Sierra	4	2	6	33.3%
28	Socorro	8	2	10	20.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	6	4	10	40.0%
42	N. Valencia	13	5	18	27.8%
NW Region Totals		54	35	89	39.3%

SW Region

07	W. Dona Ana	9	10	19	52.6%
09	Grant	4	1	5	20.0%
16	Luna	2	8	10	80.0%
19	Otero	10	6	16	37.5%
37	E. Dona Ana	13	7	20	35.0%
38	S. Dona Ana	9	5	14	35.7%
SW Region Totals		47	37	84	44.0%

SE Region

03	Chaves	15	9	24	37.5%
05	Curry	4	7	11	63.6%
08	Eddy	7	7	14	50.0%
13	Lea	6	11	17	64.7%
14	Lincoln	4	4	8	50.0%
22	Roosevelt	0	9	9	100.0%
34	Eddy/Artesia	0	4	4	100.0%
SE Region Totals		36	51	87	58.6%

Central Region

01	SE Bernalillo	12	13	25	52.0%
35	NW Bernalillo	28	23	51	45.1%
36	SW Bernalillo	30	12	42	28.6%
39	NE Bernalillo	29	31	60	51.7%
30	Torrance	3	4	7	57.1%
Central Region Totals		102	83	185	44.9%

State Totals		316	252	568	44.4%
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FFY 2018 Application Processing Timeliness
FFY 2018 Expedite Application Processing Timeliness
FFY 2018 Non Expedite Application Processing Timeliness

Timeliness information is now available in the Monthly Statistical Reports at:

<http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

