
General Information Memorandum

ISD-GI 16-38

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: FFY 2016 SNAP Performance Report

DATE: June 6, 2016

Attached please find the forth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2016. This report includes all Quality Control (QC) findings received for the review months of October 2015 through January 2016. All errors for October 2015 through January 2016 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2016 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 per supervisor per month. Of the 35 reviews, at least 20 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 15 must be reviewed using the case read function in ASPEN. **These completed reviews must 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 per supervisor per month. Of the 25 reviews, at least 15 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 10 must be reviewed using the case read function in ASPEN. **These completed reviews must be completed**

by the last working day of the 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 Case Read Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and barriers and the NVRA settlement agreement requirements were addressed. Supervisors should review cases from each one of their staff. A spreadsheet for each county office has been created to track the Second Party Reviews. The spreadsheets are located on the QIS Reports Monitoring shared drive in the folder named Second Party Reviews. Each region will have a folder containing the individual offices. **The spreadsheets must be completed monthly by the last calendar day of the month.**

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 2016**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$91,539		
Total Dollar Errors	\$6,887	Total Error Rate %	7.52%
Total Dollar Over	\$4,942	% Error Rate Over	5.40%
Total Dollar Under	\$960	% Error Rate Under	1.05%
Total Dollar Ineligible	\$985	% Error Rate Ineligible	1.08%

Cumulative Case Error Rate

Total Reviewed	331
% in Error	14.80%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$4,383		4.79%	

Cases Dropped	61
Correct	282
Overpaid	39
Underpaid	7
Ineligible	3

Recipient Error (Dollar Amount):		Recipient % Error Rate:	
\$2,504		2.74%	

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

Counties	Agency \$ Error	Agency % Error	Recipient \$ Error	Recipient % Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share
01 SE Bernalillo	\$311	100%	\$0	0%	\$311	\$4,796	6.48%	4.52%
03 Chaves	\$785	76%	\$242	24%	\$1,027	\$7,132	14.40%	14.91%
04 Colfax/Union	\$0		\$0		\$0	\$323	0.00%	0.00%
05 Curry	\$0		\$0		\$0	\$1,878	0.00%	0.00%
07 W.Dona Ana	\$93	42%	\$130	58%	\$223	\$5,744	3.88%	3.24%
08 Eddy	\$68	100%	\$0	0%	\$68	\$2,566	2.65%	0.99%
09 Grant/Hidalgo	\$172	100%	\$0	0%	\$172	\$2,542	6.77%	2.50%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$194	0.00%	0.00%
13 Lea	\$315	100%	\$0	0%	\$315	\$1,751	17.99%	4.57%
14 Lincoln	\$0		\$0		\$0	\$454	0.00%	0.00%
16 Luna	\$381	100%	\$0	0%	\$381	\$1,357	28.08%	5.53%
17 McKinley	\$188	100%	\$0	0%	\$188	\$5,311	3.54%	2.73%
19 Otero	\$63	59%	\$44	41%	\$107	\$2,077	5.15%	1.55%
20 Quay	\$0		\$0		\$0	\$521	0.00%	0.00%
21 Rio Arriba	\$0		\$0		\$0	\$2,026	0.00%	0.00%
22 Roosevelt	\$0		\$0		\$0	\$1,380	0.00%	0.00%
23 Sandoval	\$0		\$0		\$0	\$4,953	0.00%	0.00%
24 San Juan	\$273	26%	\$789	74%	\$1,062	\$5,138	20.67%	15.42%
25 San Miguel	\$75	100%	\$0	0%	\$75	\$1,228	6.11%	1.09%
26 Santa Fe	\$46	13%	\$307	87%	\$353	\$3,935	8.97%	5.13%
27 Sierra	\$0		\$0		\$0	\$611	0.00%	0.00%
28 Socorro	\$0	0%	\$166	100%	\$166	\$497	33.40%	2.41%
29 Taos	\$0	0%	\$60	100%	\$60	\$646	9.29%	0.87%
30 Torrance	\$0		\$0		\$0	\$214	0.00%	0.00%
32 S. Valencia	\$0		\$0		\$0	\$2,636	0.00%	0.00%
33 Cibola	\$153	100%	\$0	0%	\$153	\$1,467	10.43%	2.22%
34 Eddy/Artesia	\$0	0%	\$173	100%	\$173	\$1,502	11.52%	2.51%
35 NW Bernalillo	\$226	72%	\$86	28%	\$312	\$6,920	4.51%	4.53%
36 SW Bernalillo	\$532	82%	\$118	18%	\$650	\$8,338	7.80%	9.44%
37 E. Dona Ana	\$51	100%	\$0	0%	\$51	\$3,502	1.46%	0.74%
38 S. Dona Ana	\$119	100%	\$0	0%	\$119	\$2,410	4.94%	1.73%
39 NE Bernalillo	\$364	63%	\$210	37%	\$574	\$4,846	11.84%	8.33%
42 N. Valencia	\$168	48%	\$179	52%	\$347	\$2,644	13.12%	5.04%
Sub Totals	\$4,383	64%	\$2,504	36%	\$6,887	\$91,539	7.52%	100.0%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2016**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$91,539		
Total Dollar Errors	\$6,887	Total Error Rate %	7.52%
Total Dollar Over	\$4,942	% Error Rate Over	5.40%
Total Dollar Under	\$960	% Error Rate Under	1.05%
Total Dollar Ineligible	\$985	% Error Rate Ineligible	1.08%

Cumulative Case Error Rate

Total Reviewed	331
% in Error	14.80%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$4,383	4.79%

Cases Dropped	61
Correct	282
Overpaid	39
Underpaid	7
Ineligible	3

Recipient Error (Dollar Amount):	Recipient % Error Rate:
\$2,504	2.74%

4. REGIONAL - Cumulative Payment Error Rates

NE Region		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04	Colfax	\$0	\$0	\$0	\$323	0.00%
10	Guadalupe/DeBaca	\$0	\$0	\$0	\$194	0.00%
20	Quay	\$0	\$0	\$0	\$521	0.00%
21	Rio Arriba	\$0	\$0	\$0	\$2,026	0.00%
23	Sandoval	\$0	\$0	\$0	\$4,953	0.00%
25	San Miguel	\$75	\$0	\$75	\$1,228	6.11%
26	Santa Fe	\$46	\$307	\$353	\$3,935	8.97%
29	Taos	\$0	\$60	\$60	\$646	9.29%
NE Region Totals		\$121	\$367	\$488	\$13,826	3.53%

Region Share
0.00%
0.00%
0.00%
0.00%
0.00%
15.37%
72.34%
12.30%
100.00%

State Share
0.00%
0.00%
0.00%
0.00%
0.00%
1.09%
5.13%
0.87%
7.09%

NW Region		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17	McKinley	\$188	\$0	\$188	\$5,311	3.54%
24	San Juan	\$273	\$789	\$1,062	\$5,138	20.67%
27	Sierra	\$0	\$0	\$0	\$611	0.00%
28	Socorro	\$0	\$166	\$166	\$497	33.40%
32	S. Valencia	\$0	\$0	\$0	\$2,636	0.00%
33	Cibola	\$153	\$0	\$153	\$1,467	10.43%
42	N. Valencia	\$168	\$179	\$347	\$2,644	13.12%
NW Region Totals		\$782	\$1,134	\$1,916	\$18,304	10.47%

9.81%
55.43%
0.00%
8.66%
0.00%
7.99%
18.11%
100.00%

2.73%
15.42%
0.00%
2.41%
0.00%
2.22%
5.04%
27.82%

SW Region		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07	W. Dona Ana	\$93	\$130	\$223	\$5,744	3.88%
09	Grant/Hidalgo	\$172	\$0	\$172	\$2,542	6.77%
16	Luna	\$381	\$0	\$381	\$1,357	28.08%
19	Otero	\$63	\$44	\$107	\$2,077	5.15%
37	E. Dona Ana	\$51	\$0	\$51	\$3,502	1.46%
38	S. Dona Ana	\$119	\$0	\$119	\$2,410	4.94%
SW Region Totals		\$879	\$174	\$1,053	\$17,632	5.97%

21.18%
16.33%
36.18%
10.16%
4.84%
11.30%
100.00%

3.24%
2.50%
5.53%
1.55%
0.74%
1.73%
15.29%

SE Region		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03	Chaves	\$785	\$242	\$1,027	\$7,132	14.40%
05	Curry	\$0	\$0	\$0	\$1,878	0.00%
08	Eddy	\$68	\$0	\$68	\$2,566	2.65%
13	Lea	\$315	\$0	\$315	\$1,751	17.99%
14	Lincoln	\$0	\$0	\$0	\$454	0.00%
22	Roosevelt	\$0	\$0	\$0	\$1,380	0.00%
34	Eddy/Artesia	\$0	\$173	\$173	\$1,502	11.52%
SE Region Totals		\$1,168	\$415	\$1,583	\$16,663	9.50%

64.88%
0.00%
4.30%
19.90%
0.00%
0.00%
10.93%
100.00%

14.91%
0.00%
0.99%
4.57%
0.00%
0.00%
2.51%
22.99%

Central Region		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01	SE Bernalillo	\$311	\$0	\$311	\$4,796	6.48%
35	NW Bernalillo	\$226	\$86	\$312	\$6,920	4.51%
36	SW Bernalillo	\$532	\$118	\$650	\$8,338	7.80%
39	NE Bernalillo	\$364	\$210	\$574	\$4,846	11.84%
30	Torrance	\$0	\$0	\$0	\$214	0.00%
Central Region Totals		\$1,433	\$414	\$1,847	\$25,114	7.35%

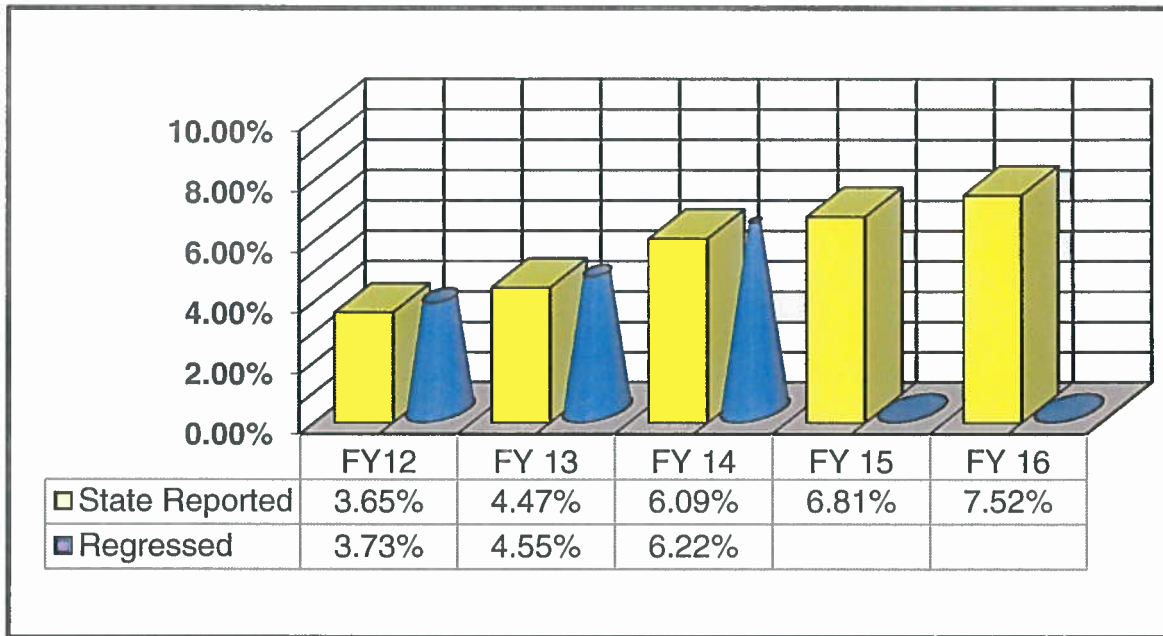
16.84%
16.89%
35.19%
31.08%
0.00%
100.00%

4.52%
4.53%
9.44%
8.33%
0.00%
26.82%

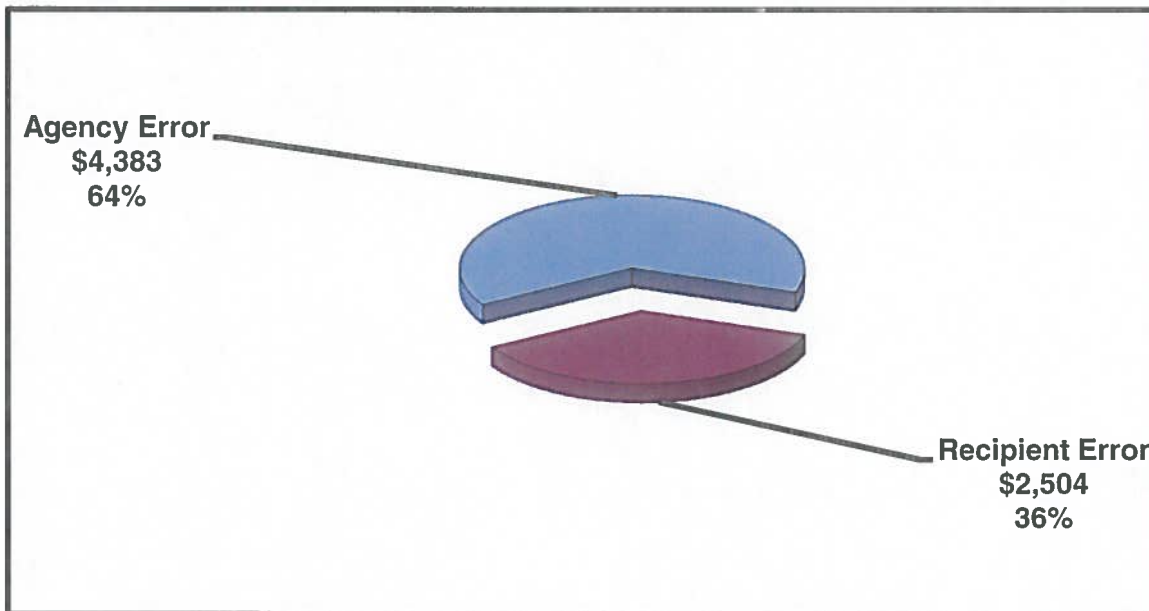
State Totals	\$4,383	\$2,504	\$6,887	\$91,539	7.52%
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100.00%	100.00%
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5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



6. Agency-vs-Recipient Errors



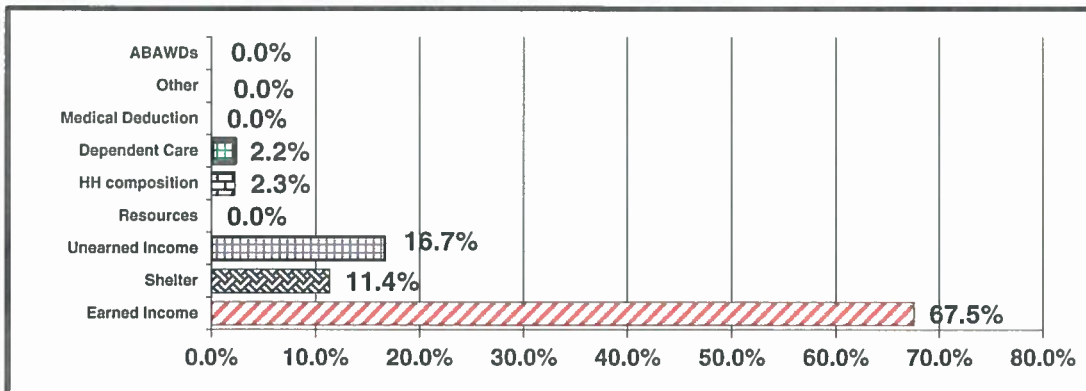
Average Agency Error = \$141

Average Recipient Error = \$139

7. AGENCY/RECIPIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

<i>Food Stamps</i>	<i>Agency</i>	<i>Recipient</i>	<i>% Agency Cause</i>
Earned Income	\$3,394	\$1,258	73.0%
Shelter	\$333	\$449	42.6%
Unearned Income	\$505	\$642	44.0%
Resources	\$0	\$0	0.0%
HH composition	\$0	\$155	0.0%
Dependent Care	\$151	\$0	100.0%
Medical Deduction	\$0	\$0	0.0%
Other	\$0	\$0	0.0%
ABAWDs	\$0	\$0	0.0%

8. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



9. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Discription</i>
56.72%	\$3,906	311	WAGES & SALARIES
2.25%	\$155	150	HOUSEHOLD COMPOSITION
11.35%	\$782	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
0.00%	\$0	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
1.12%	\$77	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.64%	\$44	342	CONTRIBUTIONS
1.45%	\$100	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
0.57%	\$39	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
5.07%	\$349	346	OTHER UEI
0.00%	\$0	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
7.81%	\$538	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
10.83%	\$746	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
2.19%	\$151	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

10. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2016

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

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

	ALL Err	EI	HHC	UEI
R	\$273	\$273	\$0	\$0
P	\$4,110	\$3,121	\$0	\$505
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	\$4,383	\$3,394	\$0	\$505

Agency errors with "policy or procedure not applied or not correctly applied" account for 100% of agency caused dollar errors.

Errors in "earned income" and "unearned income" elements account for 89% of the agency-caused error rate.

11. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$953	\$1,260	\$1,200	\$1,812	\$580	\$1,082
%	13.8%	18.3%	17.4%	26.3%	8.4%	15.7%

12. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.1
Error Cases	3.0
Recipient Error Cases	2.9

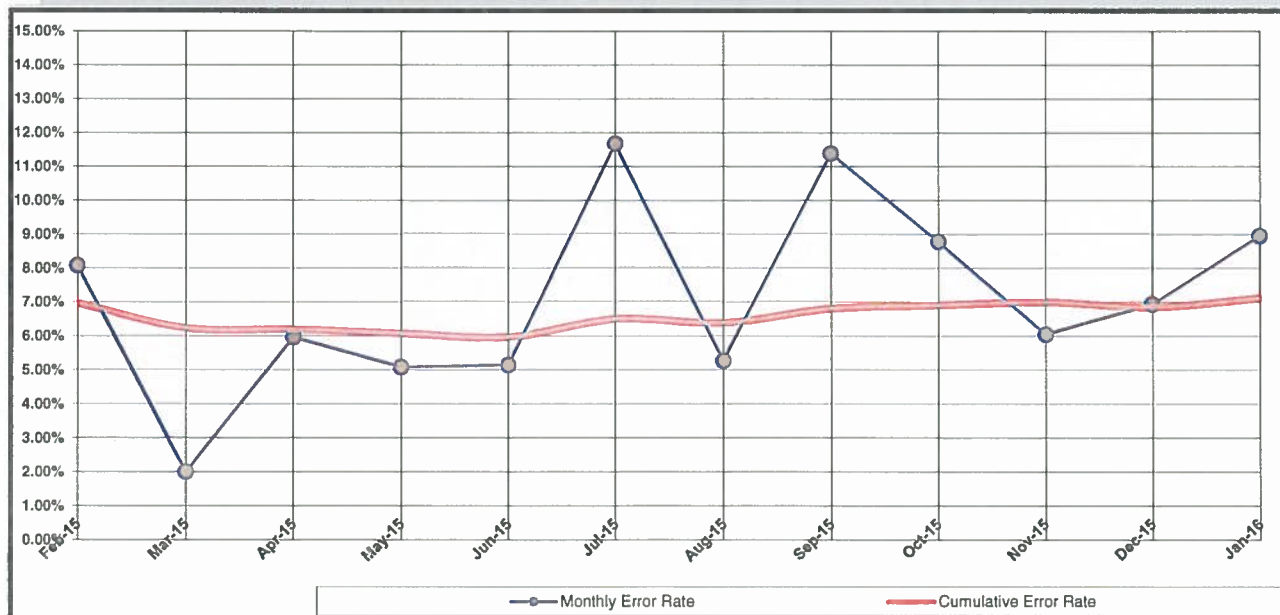
13. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$983	14.3%
Recert	\$2,475	35.9%
Change	\$1,068	15.5%
Transitional FS	\$0	0.0%
Interim	\$2,126	30.9%
Annual Report	\$167	2.4%

14. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	7	14.6%
Recert	20	41.7%
Change	5	10.4%
Transitional FS	0	0.0%
Interim	13	27.1%
Annual Report	3	6.3%

15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

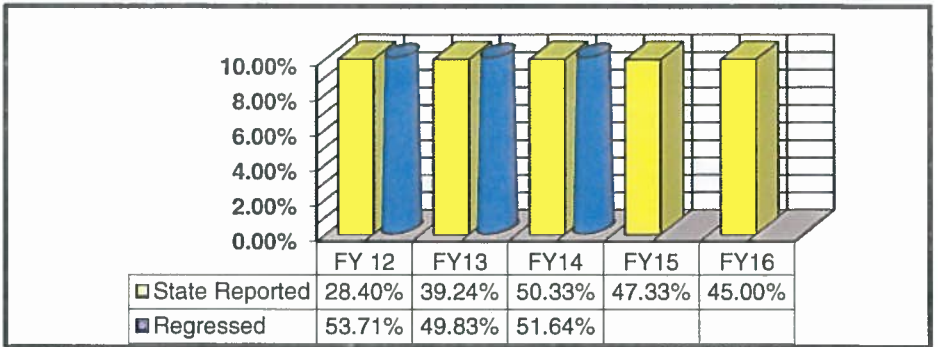


FFY 2016 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	131
Invalid Total	135
Invalid Error	40
Invalid Notice	95
Drop	34
Total Sampled	300
% Invalid Notice	31.67%
% Invalid Error	13.33%
% Invalid Total	45.00%

2. State Negative Error Rates



3. Regional - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	1	0	1	0.0%
10	Guad/DeBaca	1	0	1	0.0%
20	Quay	1	0	1	0.0%
21	Rio Arriba	3	4	7	57.1%
23	Sandoval	6	6	12	50.0%
25	San Miguel	3	3	6	50.0%
26	Santa Fe	12	7	19	36.8%
29	Taos	1	3	4	75.0%
NE Region Totals		28	23	51	45.1%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	1	8	9	88.9%
24	San Juan	6	3	9	33.3%
27	Sierra	1	2	3	66.7%
28	Socorro	4	3	7	42.9%
32	S. Valencia	1	0	1	0.0%
33	Cibola	2	1	3	33.3%
42	N. Valencia	6	3	9	33.3%
NW Region Totals		21	20	41	48.8%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	8	3	11	27.3%
05	Curry	3	4	7	57.1%
08	Eddy	2	5	7	71.4%
13	Lea	9	7	16	43.8%
14	Lincoln	2	2	4	50.0%
22	Roosevelt	1	2	3	66.7%
34	Eddy/Artesia	1	2	3	66.7%
SE Region Totals		26	25	51	49.0%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	10	2	12	16.7%
09	Grant/Hidalgo	3	2	5	40.0%
16	Luna	2	0	2	0.0%
19	Otero	3	4	7	57.1%
37	E. Dona Ana	2	2	4	50.0%
38	S. Dona Ana	2	3	5	60.0%
SW Region Totals		22	13	35	37.1%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	5	8	13	61.5%
35	NW Bernalillo	7	13	20	65.0%
36	SW Bernalillo	14	16	30	53.3%
39	NE Bernalillo	6	17	23	73.9%
30	Torrance	2	0	2	0.0%
Central Region Totals		34	54	88	61.4%

Negative Action Time of Occurrence		
Closure	51	37.8%
Denial	84	62.2%

4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	53	39.26%	42	31.11%	95	70.37%
Application	14	10.37%	1	0.74%	15	11.11%
Unemployment Compensation	0	0.00%	0	0.00%	0	0.00%
Employment & Training	1	0.74%	0	0.00%	1	0.74%
Combined Net Income	1	0.74%	3	2.22%	4	2.96%
Combined Gross Income	3	2.22%	6	4.44%	9	6.67%
Verification	0	0.00%	1	0.74%	1	0.74%
Work Registration	1	0.74%	0	0.00%	1	0.74%
Wages and Salaries	6	4.44%	0	0.00%	6	4.44%
Household Composition	1	0.74%	1	0.74%	2	1.48%
Student Status	1	0.74%	0	0.00%	1	0.74%

FFY 2016 SNAP
Expedite Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'	Avg. Cumulative
NW Region 1													
Cibola	96.9%	96.5%	95.0%	98.8%	100.0%	96.5%	100.0%						97.7%
McKinley	95.4%	97.1%	96.2%	100.0%	98.5%	98.9%	98.7%						97.8%
San Juan	92.8%	98.9%	98.0%	95.1%	92.0%	97.5%	96.8%						95.9%
Sierra	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%						99.7%
Socorro	98.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%						99.5%
Valencia North	95.8%	97.9%	98.9%	99.3%	99.1%	98.0%	99.1%						98.3%
Valencia South	100.0%	95.3%	97.6%	98.8%	100.0%	100.0%	98.1%						98.5%
NW Region 1 Total	95.5%	98.0%	97.8%	97.6%	96.2%	98.2%	98.1%						97.3%
NE Region 2													
Colfax	97.2%	100.0%	100.0%	94.6%	100.0%	100.0%	96.4%						98.3%
Guadalupe	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%						98.8%
Quay	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						99.5%
Rio Arriba	99.4%	98.9%	99.4%	99.1%	99.5%	98.8%	100.0%						99.3%
San Miguel	99.0%	99.0%	97.6%	100.0%	98.7%	99.0%	97.9%						98.7%
Sandoval	99.1%	98.7%	100.0%	99.0%	98.2%	99.0%	99.7%						99.1%
Santa Fe	98.8%	98.3%	98.8%	98.3%	99.6%	99.6%	98.7%						98.9%
Taos	98.8%	100.0%	97.1%	98.6%	97.6%	98.8%	97.6%						98.4%
NE Region 2 Total	98.9%	98.9%	99.0%	98.7%	98.9%	99.2%	99.1%						99.0%
Central Region 3													
NE Bernalillo	94.1%	95.7%	93.4%	95.6%	95.3%	95.2%	96.3%						95.1%
NW Bernalillo	97.9%	97.6%	98.3%	99.6%	98.8%	99.1%	98.5%						98.5%
SE Bernalillo	94.0%	96.4%	96.7%	96.4%	96.5%	97.1%	96.6%						96.2%
SW Bernalillo	92.8%	94.3%	96.0%	95.0%	96.4%	96.9%	96.6%						95.4%
Torrance	97.3%	100.0%	100.0%	98.7%	94.7%	97.7%	98.7%						98.2%
Cen. Region 3 Total	95.0%	96.3%	96.1%	96.8%	96.7%	97.0%	97.1%						96.4%
SE Region 4													
Chaves	98.5%	98.6%	97.6%	97.7%	99.4%	98.0%	99.4%						98.5%
Curry	100.0%	100.0%	98.2%	95.8%	98.2%	99.5%	99.4%						98.7%
Eddy Artesia	97.9%	95.1%	100.0%	100.0%	97.9%	100.0%	100.0%						98.7%
Eddy Carlsbad	93.8%	94.8%	97.7%	98.2%	96.9%	98.3%	97.6%						96.8%
Lea	98.4%	97.8%	99.5%	96.4%	97.2%	97.1%	98.5%						97.8%
Lincoln	97.4%	95.6%	100.0%	100.0%	92.3%	100.0%	100.0%						97.9%
Roosevelt	90.2%	96.8%	96.9%	90.1%	98.5%	100.0%	96.2%						95.5%
SE Region 4 Total	97.3%	97.6%	98.5%	96.6%	97.7%	98.5%	98.8%						97.9%
SW Region 5													
East Dona Ana	95.8%	100.0%	96.9%	100.0%	97.5%	99.3%	99.4%						98.4%
Grant	97.3%	99.3%	100.0%	98.5%	100.0%	99.2%	100.0%						99.2%
Luna	100.0%	98.8%	97.7%	100.0%	97.1%	98.6%	100.0%						98.9%
Otero	100.0%	99.3%	100.0%	99.3%	99.2%	100.0%	99.2%						99.6%
South Dona Ana	97.9%	98.9%	96.8%	100.0%	95.1%	98.2%	97.5%						97.8%
West Dona Ana	98.2%	99.6%	99.0%	98.8%	98.2%	98.5%	99.0%						98.8%
SW Region 5 Total	98.1%	99.4%	98.5%	99.3%	98.0%	98.9%	99.2%						98.8%
STATE TOTAL	96.7%	97.7%	97.6%	97.7%	97.4%	98.1%	98.2%						97.6%

FFY 2016 SNAP
Non Expedite Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'	Avg. Cumulative
NW Region 1													
Cibola	100.0%	98.7%	97.6%	98.4%	95.7%	100.0%	98.2%						98.4%
McKinley	94.4%	98.6%	95.1%	96.6%	96.8%	99.4%	95.7%						96.7%
San Juan	97.6%	96.9%	96.9%	93.2%	97.8%	99.1%	98.3%						97.1%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
Socorro	98.1%	100.0%	100.0%	98.2%	97.8%	94.8%	100.0%						98.4%
Valencia North	96.3%	92.9%	91.7%	96.4%	96.6%	92.2%	94.1%						94.3%
Valencia South	95.5%	98.4%	95.5%	94.3%	89.0%	88.2%	100.0%						94.4%
NW Region 1 Total	97.0%	97.5%	96.2%	95.6%	96.7%	97.4%	97.5%						96.8%
NE Region 2													
Colfax	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
Guadalupe	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						99.3%
Quay	100.0%	100.0%	100.0%	95.0%	96.7%	100.0%	100.0%						98.8%
Rio Arriba	93.6%	98.3%	92.1%	94.9%	91.9%	97.7%	98.1%						95.2%
San Miguel	98.8%	96.3%	99.0%	100.0%	97.5%	98.8%	97.3%						98.2%
Sandoval	93.1%	94.8%	97.6%	98.1%	98.1%	98.0%	99.5%						97.0%
Santa Fe	93.4%	96.4%	97.5%	96.0%	97.4%	98.5%	99.2%						96.9%
Taos	98.0%	96.8%	99.1%	97.6%	96.5%	93.8%	100.0%						97.4%
NE Region 2 Total	95.0%	96.6%	97.4%	97.3%	96.8%	97.9%	99.1%						97.2%
Central Region 3													
NE Bernalillo	95.3%	92.9%	86.0%	78.7%	80.1%	95.1%	97.4%						89.4%
NW Bernalillo	94.8%	95.0%	92.9%	92.3%	87.8%	95.6%	99.2%						93.9%
SE Bernalillo	91.2%	91.0%	92.1%	90.2%	91.7%	94.1%	94.1%						92.1%
SW Bernalillo	97.3%	98.4%	95.5%	97.5%	95.6%	98.3%	98.2%						97.3%
Torrance	96.4%	96.2%	98.4%	93.0%	90.2%	95.8%	100.0%						95.7%
Cen. Region 3 Total	94.9%	94.6%	91.2%	89.0%	88.1%	95.9%	97.4%						93.0%
SE Region 4													
Chaves	97.4%	96.1%	99.0%	99.4%	99.4%	99.0%	99.5%						98.5%
Curry	89.7%	100.0%	88.1%	87.1%	97.5%	97.1%	99.3%						94.1%
Eddy Artesia	94.9%	94.6%	97.7%	97.6%	94.9%	94.9%	100.0%						96.4%
Eddy Carlsbad	86.5%	95.1%	100.0%	95.7%	94.1%	93.2%	98.1%						94.7%
Lea	73.8%	94.2%	91.7%	90.6%	84.6%	95.9%	96.3%						89.6%
Lincoln	100.0%	100.0%	98.6%	100.0%	97.8%	100.0%	100.0%						99.5%
Roosevelt	89.2%	97.7%	92.1%	93.0%	96.4%	95.0%	100.0%						94.8%
SE Region 4 Total	88.0%	96.4%	95.5%	93.9%	94.3%	96.6%	98.6%						94.8%
SW Region 5													
East Dona Ana	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%						99.9%
Grant	96.5%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%						99.1%
Luna	94.4%	99.0%	95.3%	96.3%	96.3%	98.6%	97.1%						96.7%
Otero	100.0%	99.2%	98.5%	98.1%	100.0%	100.0%	99.0%						99.3%
South Dona Ana	98.5%	99.4%	100.0%	98.8%	98.6%	95.6%	97.6%						98.4%
West Dona Ana	98.3%	99.6%	100.0%	100.0%	100.0%	100.0%	99.4%						99.6%
SW Region 5 Total	98.5%	99.2%	99.3%	99.2%	99.4%	99.0%	99.0%						99.1%
STATE TOTAL	94.9%	96.7%	95.3%	94.3%	94.4%	97.2%	98.2%						95.9%

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 15'	August 16'	September 16'	Yearly Average
NE Region													
Colfax	100.0%	100.0%											100.0%
Guadalupe	100.0%												100.0%
Quay													
Rio Arriba	100.0%			100.0%									100.0%
Sandoval	100.0%	100.0%	75.0%	0.0%									77.8%
San Miguel	100.0%	100.0%		100.0%									100.0%
Santa Fe	100.0%	100.0%	75.0%	100.0%									87.5%
Taos			100.0%	0.0%									50.0%
NE Region TOTAL	100.0%	100.0%	80.0%	71.4%									86.7%
NW Region													
Cibola		100.0%											100.0%
McKinley	100.0%	50.0%	80.0%	75.0%									70.6%
San Juan	80.0%	100.0%	66.7%	100.0%									84.6%
Sierra		100.0%	100.0%										100.0%
Socorro													
Valencia South	100.0%	100.0%	100.0%	100.0%									100.0%
Valencia North	100.0%	100.0%	66.7%	100.0%									87.5%
NW Region TOTAL	91.7%	82.4%	78.6%	87.5%									84.3%
SW Region													
Dona Ana (West)	100.0%	75.0%	100.0%	85.7%									87.5%
Dona Ana (East)	100.0%	100.0%		100.0%									100.0%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%									100.0%
Grant/Hidalgo	0.0%	66.7%											50.0%
Luna	75.0%												75.0%
Otero	100.0%	100.0%	100.0%	100.0%									100.0%
SW Region Total	85.7%	84.6%	100.0%	91.7%									88.6%
SE Region													
Chaves	100.0%		75.0%	50.0%									80.0%
Curry			100.0%	0.0%									50.0%
Eddy	100.0%	100.0%	100.0%										100.0%
Eddy (Artesia)	0.0%		100.0%										50.0%
Lea	100.0%		100.0%										100.0%
Lincoln	0.0%		0.0%										0.0%
Roosevelt		100.0%	100.0%										100.0%
SE Region Total	75.0%	100.0%	81.8%	33.3%									76.0%
Central Region													
Bernalillo (NE)	75.0%	100.0%	50.0%	81.8%									81.0%
Bernalillo (NW)	62.5%	100.0%	50.0%	80.0%									70.6%
Bernalillo (SE)	80.0%	75.0%	100.0%	100.0%									87.5%
Bernalillo (SW)	100.0%	75.0%	85.7%	100.0%									89.5%
Torrance													
Central Region Total	72.2%	85.7%	82.4%	87.5%									82.2%
STATE TOTAL	83.1%	86.8%	82.5%	83.3%									83.9%