




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Sean Pearson, Deputy Secretary

General Information Memorandum

ISD-GI 16-73

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Human Services Department 

RE: FFY 2016 SNAP Performance Report

DATE: October 12, 2016

Attached please find the eighth 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 May 2016. All errors for October 2015 through May 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 September 1, 2016, in order to assist in meeting Performance Goals for Application Processing Timeliness (98%), Case Action and Procedural Error Rate (CAPER) (99%), and Payment Accuracy (96%), all counties must complete **20** pre-disposition SNAP new application reviews, **15** pre-disposition SNAP renewals (recertifications and/or interim reports), and **5** pre-disposition SNAP denials 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.

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	\$183,701		
Total Dollar Errors	\$15,071	Total Error Rate %	8.20%
Total Dollar Over	\$10,054	% Error Rate Over	5.47%
Total Dollar Under	\$1,844	% Error Rate Under	1.00%
Total Dollar Ineligible	\$3,173	% Error Rate Ineligible	1.73%

Cumulative Case Error Rate

Total Reviewed	658
% in Error	16.41%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$9,360		5.10%	

Cases Dropped	126
Correct	550
Overpaid	77
Underpaid	18
Ineligible	13

Recipient Error (Dollar Amount):		Recipient % Error Rate:	
\$5,711		3.11%	

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	\$1,090	79%	\$285	21%	\$1,375	\$10,292	13.36%	9.12%
03 Chaves	\$785	76%	\$242	24%	\$1,027	\$9,167	11.20%	6.81%
04 Colfax/Union	\$0		\$0		\$0	\$466	0.00%	0.00%
05 Curry	\$41	41%	\$59	59%	\$100	\$4,379	2.28%	0.66%
07 W.Dona Ana	\$192	60%	\$130	40%	\$322	\$12,677	2.54%	2.14%
08 Eddy	\$68	100%	\$0	0%	\$68	\$3,621	1.88%	0.45%
09 Grant/Hidalgo	\$581	84%	\$113	16%	\$694	\$5,019	13.83%	4.60%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$346	0.00%	0.00%
13 Lea	\$315	49%	\$327	51%	\$642	\$7,600	8.45%	4.26%
14 Lincoln	\$0		\$0		\$0	\$648	0.00%	0.00%
16 Luna	\$381	69%	\$174	31%	\$555	\$2,062	26.92%	3.68%
17 McKinley	\$584	76%	\$185	24%	\$769	\$8,065	9.54%	5.10%
19 Otero	\$108	71%	\$44	29%	\$152	\$3,839	3.96%	1.01%
20 Quay	\$0		\$0		\$0	\$1,395	0.00%	0.00%
21 Rio Arriba	\$92	24%	\$296	76%	\$388	\$5,970	6.50%	2.57%
22 Roosevelt	\$0		\$0		\$0	\$3,191	0.00%	0.00%
23 Sandoval	\$304	100%	\$0	0%	\$304	\$8,451	3.60%	2.02%
24 San Juan	\$541	38%	\$867	62%	\$1,408	\$10,445	13.48%	9.34%
25 San Miguel	\$115	100%	\$0	0%	\$115	\$2,657	4.33%	0.76%
26 Santa Fe	\$563	57%	\$420	43%	\$983	\$10,518	9.35%	6.52%
27 Sierra	\$59	13%	\$404	87%	\$463	\$1,584	29.23%	3.07%
28 Socorro	\$0	0%	\$166	100%	\$166	\$1,725	9.62%	1.10%
29 Taos	\$182	75%	\$60	25%	\$242	\$1,854	13.05%	1.61%
30 Torrance	\$0		\$0		\$0	\$1,256	0.00%	0.00%
32 S. Valencia	\$0		\$0		\$0	\$3,424	0.00%	0.00%
33 Cibola	\$153	71%	\$62	29%	\$215	\$3,538	6.08%	1.43%
34 Eddy/Artesia	\$0	0%	\$173	100%	\$173	\$1,879	9.21%	1.15%
35 NW Bernalillo	\$540	67%	\$265	33%	\$805	\$13,084	6.15%	5.34%
36 SW Bernalillo	\$1,255	80%	\$315	20%	\$1,570	\$15,324	10.25%	10.42%
37 E. Dona Ana	\$51	100%	\$0	0%	\$51	\$6,609	0.77%	0.34%
38 S. Dona Ana	\$296	43%	\$397	57%	\$693	\$7,200	9.63%	4.60%
39 NE Bernalillo	\$896	69%	\$399	31%	\$1,295	\$11,701	11.07%	8.59%
42 N. Valencia	\$168	34%	\$328	66%	\$496	\$3,715	13.35%	3.29%
Sub Totals	\$9,360	62%	\$5,711	38%	\$15,071	\$183,701	8.20%	100.0%

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

3. STATE - Cumulative Payment Error Rates

Total Paid	\$183,701		
Total Dollar Errors	\$15,071	Total Error Rate %	8.20%
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Agency Error (Dollar Amount):	Agency % Error Rate:
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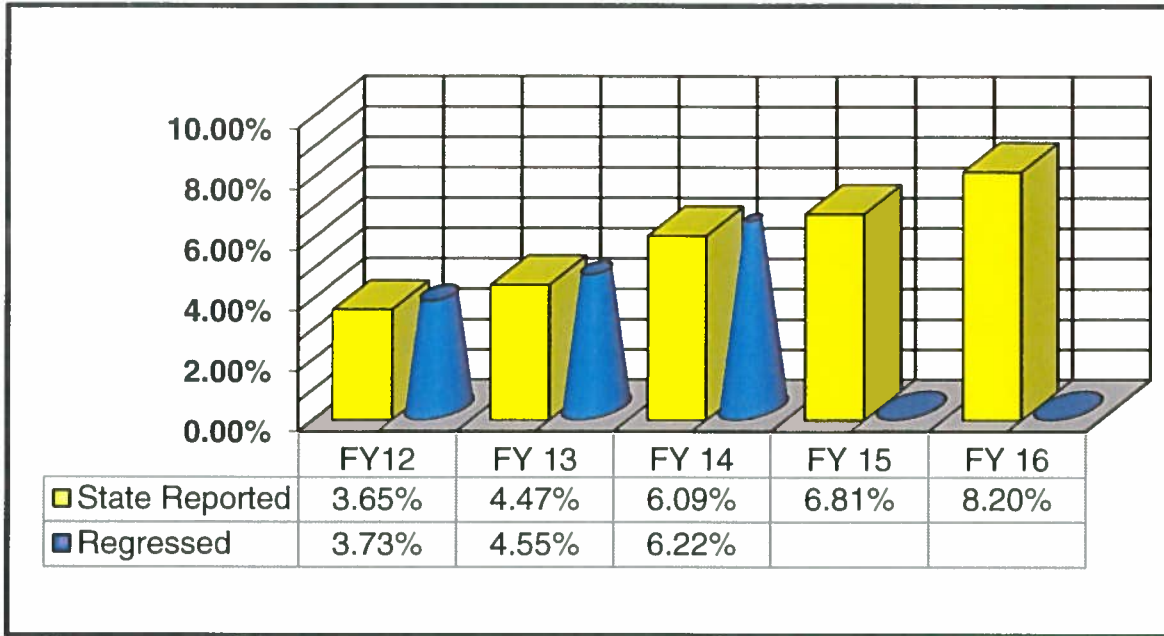
Recipient Error (Dollar Amount):	Recipient % Error Rate:
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Cases Dropped	126
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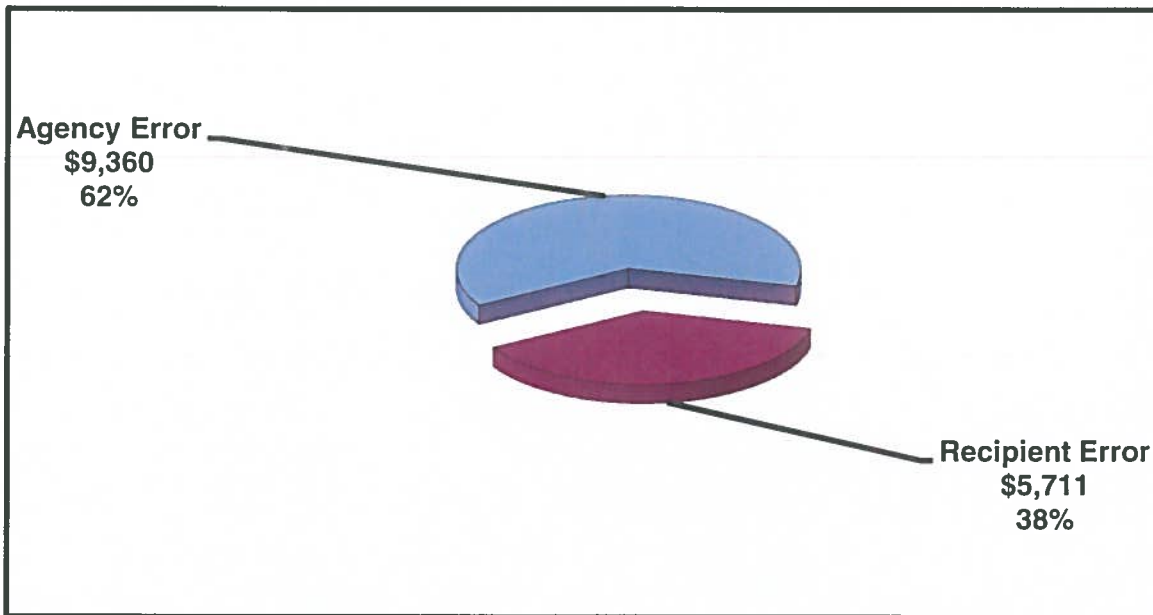
4. REGIONAL - Cumulative Payment Error Rates

	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
NE Region							
04 Colfax	\$0	\$0	\$0	\$466	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$346	0.00%	0.00%	0.00%
20 Quay	\$0	\$0	\$0	\$1,395	0.00%	0.00%	0.00%
21 Rio Arriba	\$92	\$296	\$388	\$5,970	6.50%	19.09%	2.57%
23 Sandoval	\$304	\$0	\$304	\$8,451	3.60%	14.96%	2.02%
25 San Miguel	\$115	\$0	\$115	\$2,657	4.33%	5.66%	0.76%
26 Santa Fe	\$563	\$420	\$983	\$10,518	9.35%	48.38%	6.52%
29 Taos	\$182	\$60	\$242	\$1,854	13.05%	11.91%	1.61%
NE Region Totals	\$1,256	\$776	\$2,032	\$31,657	6.42%	100.00%	13.48%
NW Region							
17 McKinley	\$584	\$185	\$769	\$8,065	9.54%	21.87%	5.10%
24 San Juan	\$541	\$867	\$1,408	\$10,445	13.48%	40.03%	9.34%
27 Sierra	\$59	\$404	\$463	\$1,584	29.23%	13.16%	3.07%
28 Socorro	\$0	\$166	\$166	\$1,725	9.62%	4.72%	1.10%
32 S. Valencia	\$0	\$0	\$0	\$3,424	0.00%	0.00%	0.00%
33 Cibola	\$153	\$62	\$215	\$3,538	6.08%	6.11%	1.43%
42 N. Valencia	\$168	\$328	\$496	\$3,715	13.35%	14.10%	3.29%
NW Region Totals	\$1,505	\$2,012	\$3,517	\$32,496	10.82%	100.00%	23.34%
SW Region							
07 W. Dona Ana	\$192	\$130	\$322	\$12,677	2.54%	13.05%	2.14%
09 Grant/Hidalgo	\$581	\$113	\$694	\$5,019	13.83%	28.13%	4.60%
16 Luna	\$381	\$174	\$555	\$2,062	26.92%	22.50%	3.68%
19 Otero	\$108	\$44	\$152	\$3,839	3.96%	6.16%	1.01%
37 E. Dona Ana	\$51	\$0	\$51	\$6,609	0.77%	2.07%	0.34%
38 S. Dona Ana	\$296	\$397	\$693	\$7,200	9.63%	28.09%	4.60%
SW Region Totals	\$1,609	\$858	\$2,467	\$37,406	6.60%	100.00%	16.37%
SE Region							
03 Chaves	\$785	\$242	\$1,027	\$9,167	11.20%	51.09%	6.81%
05 Curry	\$41	\$59	\$100	\$4,379	2.28%	4.98%	0.66%
08 Eddy	\$68	\$0	\$68	\$3,621	1.88%	3.38%	0.45%
13 Lea	\$315	\$327	\$642	\$7,600	8.45%	31.94%	4.26%
14 Lincoln	\$0	\$0	\$0	\$648	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$3,191	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$173	\$173	\$1,879	9.21%	8.61%	1.15%
SE Region Totals	\$1,209	\$801	\$2,010	\$30,485	6.59%	100.00%	13.34%
Central Region							
01 SE Bernalillo	\$1,090	\$285	\$1,375	\$10,292	13.36%	27.25%	9.12%
35 NW Bernalillo	\$540	\$265	\$805	\$13,084	6.15%	15.96%	5.34%
36 SW Bernalillo	\$1,255	\$315	\$1,570	\$15,324	10.25%	31.12%	10.42%
39 NE Bernalillo	\$896	\$399	\$1,295	\$11,701	11.07%	25.67%	8.59%
30 Tarrant	\$0	\$0	\$0	\$1,256	0.00%	0.00%	0.00%
Central Region Totals	\$3,781	\$1,264	\$5,045	\$51,657	9.77%	100.00%	33.47%
State Totals	\$9,360	\$5,711	\$15,071	\$183,701	8.20%	100.00%	100.00%

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



6. Agency-vs-Recipient Errors



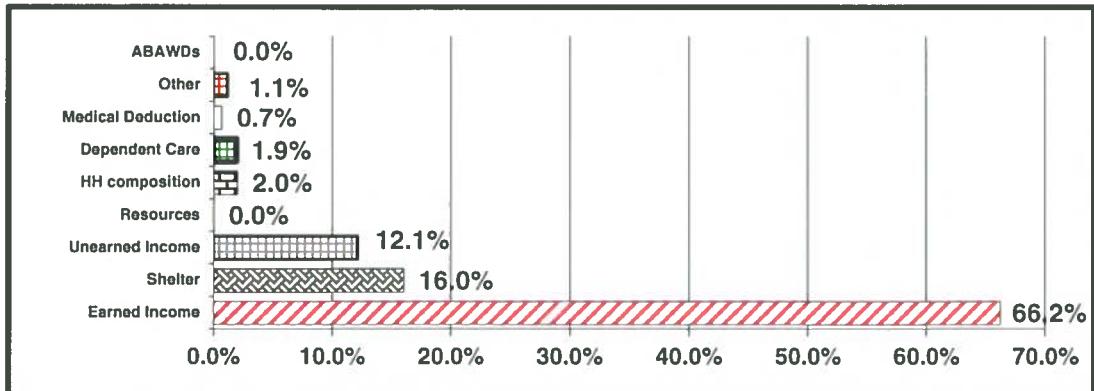
Average Agency Error = \$136

Average Recipient Error = \$146

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	\$6,710	\$3,269	67.2%
Shelter	\$851	\$1,567	35.2%
Unearned Income	\$1,102	\$720	60.5%
Resources	\$0	\$0	0.0%
HH composition	\$144	\$155	48.2%
Dependent Care	\$286	\$0	100.0%
Medical Deduction	\$99	\$0	100.0%
Other	\$168	\$0	100.0%
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>
59.58%	\$8,980	311	WAGES & SALARIES
1.69%	\$254	150	HOUSEHOLD COMPOSITION
11.79%	\$1,777	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
4.25%	\$641	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
1.57%	\$236	344	PA/GA GRANT
1.11%	\$168	520	ARITHMETIC COMPUTATION
0.29%	\$44	342	CONTRIBUTIONS
1.98%	\$298	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
1.85%	\$279	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
2.32%	\$349	346	OTHER UEI
0.00%	\$0	111	STUDENT STATUS
0.66%	\$99	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.30%	\$45	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
4.09%	\$616	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
6.63%	\$999	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
1.90%	\$286	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	\$9,087	\$6,437	\$144	\$1,102
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	\$9,360	\$6,710	\$144	\$1,102

Agency errors with "policy or procedure not applied or not correctly applied" and "no action on reported information" account for 100% of agency caused dollar errors.

Errors in "earned income" and "unearned income" elements account for 85% of the agency-caused error rate.

11. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$2,677	\$3,620	\$2,797	\$3,597	\$977	\$1,403
%	17.8%	24.0%	18.6%	23.9%	6.5%	9.3%

12. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.1
Error Cases	2.7
Recipient Error Cases	3.0

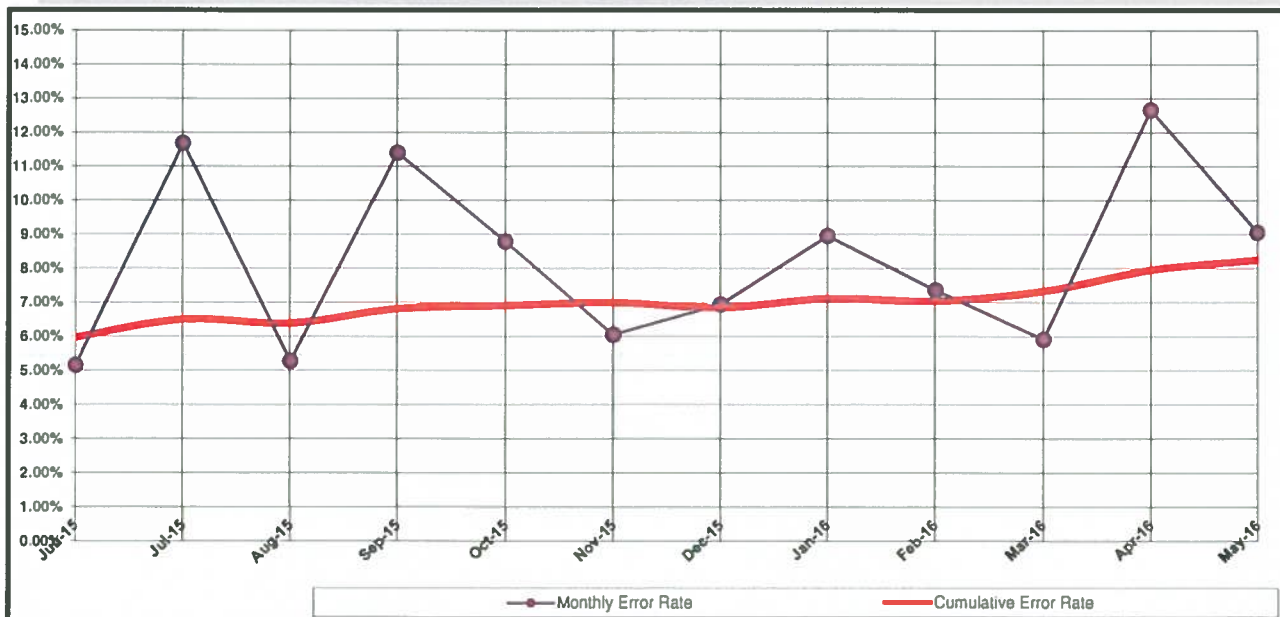
13. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$2,128	14.1%
Recert	\$4,876	32.4%
Change	\$2,580	17.1%
Transitional FS	\$0	0.0%
Interim	\$4,733	31.4%
Annual Report	\$686	4.6%

14. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	19	17.8%
Recert	35	32.7%
Change	13	12.1%
Transitional FS	0	0.0%
Interim	30	28.0%
Annual Report	10	9.3%

15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

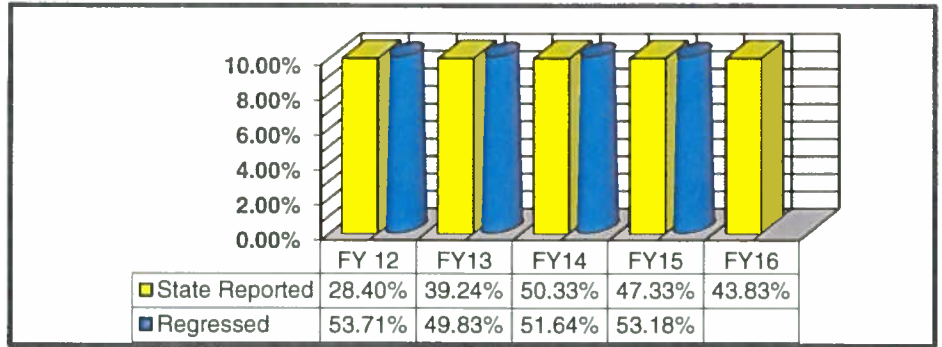


FFY 2016 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	258
Invalid Total	263
Invalid Error	92
Invalid Notice	171
Drop	79
Total Sampled	600
% Invalid Notice	28.50%
% Invalid Error	15.33%
% Invalid Total	43.83%

2. State Negative Error Rates



3. Regional - Cumulative Negative Error Rates

NE Region	Valid	Invalid	Total	Invalid
04 Colfax	2	0	2	0.0%
10 Guad/DeBaca	1	0	1	0.0%
20 Quay	4	1	5	20.0%
21 Rio Arriba	6	8	14	57.1%
23 Sandoval	11	9	20	45.0%
25 San Miguel	4	3	7	42.9%
26 Santa Fe	21	12	33	36.4%
29 Taos	4	4	8	50.0%
NE Region Totals	53	37	90	41.1%

NW Region	Valid	Invalid	Total	Invalid
17 McKinley	9	12	21	57.1%
24 San Juan	21	19	40	47.5%
27 Sierra	4	3	7	42.9%
28 Socorro	6	4	10	40.0%
32 S. Valencia	2	0	2	0.0%
33 Cibola	3	4	7	57.1%
42 N. Valencia	7	6	13	46.2%
NW Region Totals	52	48	100	48.0%

SE Region	Valid	Invalid	Total	Invalid
03 Chaves	14	7	21	33.3%
05 Curry	6	8	14	57.1%
08 Eddy	6	7	13	53.8%
13 Lea	14	11	25	44.0%
14 Lincoln	4	3	7	42.9%
22 Roosevelt	2	4	6	66.7%
34 Eddy/Artesia	3	2	5	40.0%
SE Region Totals	49	42	91	46.2%

SW Region Totals	Valid	Invalid	Total	Invalid
07 W. Dona Ana	19	8	27	29.6%
09 Grant/Hidalgo	4	5	9	55.6%
16 Luna	9	0	9	0.0%
19 Otero	3	6	9	66.7%
37 E. Dona Ana	4	7	11	63.6%
38 S. Dona Ana	5	5	10	50.0%
SW Region Totals	44	31	75	41.3%

Central Region	Valid	Invalid	Total	Invalid
01 SE Bernalillo	12	12	24	50.0%
35 NW Bernalillo	13	28	41	68.3%
36 SW Bernalillo	21	29	50	58.0%
39 NE Bernalillo	11	33	44	75.0%
30 Torrance	3	3	6	50.0%
Central Region Totals	60	105	165	63.6%

Negative Action Time of Occurrence		
Closure	102	38.8%
Denial	161	61.2%

4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	98	37.26%	73	27.76%	171	65.02%
Application	33	12.55%	2	0.76%	35	13.31%
Unemployment Compensation	1	0.38%	0	0.00%	1	0.38%
Employment & Training	1	0.38%	0	0.00%	1	0.38%
Combined Net Income	2	0.76%	3	1.14%	5	1.90%
Combined Gross Income	9	3.42%	8	3.04%	17	6.46%
Verification	2	0.76%	4	1.52%	6	2.28%
Work Registration	1	0.38%	0	0.00%	1	0.38%
Wages and Salaries	10	3.80%	3	1.14%	13	4.94%
Household Composition	1	0.38%	1	0.38%	2	0.76%
Student Status	1	0.38%	0	0.00%	1	0.38%

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%	100.0%	97.8%	94.3%	94.7%		97.8%
McKinley	94.4%	98.6%	95.1%	96.6%	96.8%	99.4%	95.7%	99.0%	92.4%	91.0%	91.8%		95.5%
San Juan	97.6%	96.9%	96.9%	93.2%	97.8%	99.1%	98.3%	99.7%	89.2%	89.1%	91.2%		95.4%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%		99.8%
Socorro	98.1%	100.0%	100.0%	98.2%	97.8%	94.8%	100.0%	100.0%	98.2%	97.9%	95.6%		98.2%
Valencia North	96.3%	92.9%	91.7%	96.4%	96.6%	92.2%	94.1%	98.9%	89.0%	84.3%	92.3%		93.2%
Valencia South	95.5%	98.4%	95.5%	94.3%	89.0%	88.2%	100.0%	95.1%	95.8%	84.8%	100.0%		94.2%
NW Region 1 Total	97.0%	97.5%	96.2%	95.6%	96.7%	97.4%	97.5%	99.2%	92.4%	90.3%	93.3%		95.7%
NE Region 2													
Colfax	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.6%	94.1%	92.1%		97.7%
Guadalupe	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	94.7%		97.8%
Quay	100.0%	100.0%	100.0%	95.0%	96.7%	100.0%	100.0%	100.0%	95.5%	90.6%	85.7%		96.7%
Rio Arriba	93.6%	98.3%	92.1%	94.9%	91.9%	97.7%	98.1%	99.0%	93.6%	88.2%	94.7%		94.7%
San Miguel	98.8%	96.3%	99.0%	100.0%	97.5%	98.8%	97.3%	98.6%	93.0%	98.6%	98.2%		97.8%
Sandoval	93.1%	94.8%	97.6%	98.1%	98.1%	98.0%	99.5%	96.3%	94.0%	90.9%	94.0%		95.9%
Santa Fe	93.4%	96.4%	97.5%	96.0%	97.4%	98.5%	99.2%	97.3%	92.2%	93.4%	93.3%		95.9%
Taos	98.0%	96.8%	99.1%	97.6%	96.5%	93.8%	100.0%	100.0%	96.1%	97.4%	95.3%		97.3%
NE Region 2 Total	95.0%	96.6%	97.4%	97.3%	96.8%	97.9%	99.1%	97.9%	93.4%	93.0%	94.2%		96.2%
Central Region 3													
NE Bernalillo	95.3%	92.9%	86.0%	78.7%	80.1%	95.1%	97.4%	98.6%	85.7%	84.6%	89.1%		89.4%
NW Bernalillo	94.8%	95.0%	92.9%	92.3%	87.8%	95.6%	99.2%	96.6%	84.2%	81.9%	84.6%		91.4%
SE Bernalillo	91.2%	91.0%	92.1%	90.2%	91.7%	94.1%	94.1%	94.7%	89.2%	89.1%	86.2%		91.2%
SW Bernalillo	97.3%	98.4%	95.5%	97.5%	95.6%	98.3%	98.2%	97.0%	90.4%	93.8%	93.2%		95.9%
Torrance	96.4%	96.2%	98.4%	93.0%	90.2%	95.8%	100.0%	100.0%	91.7%	88.9%	84.5%		94.1%
Cen. Region 3 Total	94.9%	94.6%	91.2%	89.0%	88.1%	95.9%	97.4%	97.1%	87.5%	87.3%	88.5%		92.0%
SE Region 4													
Chaves	97.4%	96.1%	99.0%	99.4%	99.4%	99.0%	99.5%	98.8%	95.1%	93.7%	92.7%		97.3%
Curry	89.7%	100.0%	88.1%	87.1%	97.5%	97.1%	99.3%	98.2%	97.2%	96.4%	92.2%		94.8%
Eddy Artesia	94.9%	94.6%	97.7%	97.6%	94.9%	94.9%	100.0%	98.1%	100.0%	87.0%	91.3%		95.5%
Eddy Carlsbad	86.5%	95.1%	100.0%	95.7%	94.1%	93.2%	98.1%	99.1%	94.1%	90.4%	90.7%		94.3%
Lea	73.8%	94.2%	91.7%	90.6%	84.6%	95.9%	96.3%	98.4%	91.9%	84.8%	90.7%		90.3%
Lincoln	100.0%	100.0%	98.6%	100.0%	97.8%	100.0%	100.0%	100.0%	89.5%	90.0%	83.7%		96.3%
Roosevelt	89.2%	97.7%	92.1%	93.0%	96.4%	95.0%	100.0%	100.0%	91.5%	95.7%	96.7%		95.2%
SE Region 4 Total	88.0%	96.4%	95.5%	93.9%	94.3%	96.6%	98.6%	98.7%	94.2%	91.1%	91.5%		94.4%
SW Region 5													
East Dona Ana	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	96.3%	96.2%		98.9%
Grant	96.5%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	95.3%	95.2%	92.3%		97.7%
Luna	94.4%	99.0%	95.3%	96.3%	96.3%	98.6%	97.1%	100.0%	89.6%	95.7%	93.2%		96.0%
Otero	100.0%	99.2%	98.5%	98.1%	100.0%	100.0%	99.0%	98.9%	87.0%	90.3%	88.5%		96.3%
South Dona Ana	98.5%	99.4%	100.0%	98.8%	98.6%	95.6%	97.6%	99.2%	96.1%	97.3%	95.2%		97.8%
West Dona Ana	98.3%	99.6%	100.0%	100.0%	100.0%	100.0%	99.4%	98.7%	96.4%	95.3%	94.3%		98.4%
SW Region 5 Total	98.5%	99.2%	99.3%	99.2%	99.4%	99.0%	99.0%	99.4%	94.4%	95.4%	94.0%		97.9%
STATE TOTAL	94.9%	96.7%	95.3%	94.3%	94.4%	97.2%	98.2%	98.3%	91.8%	90.9%	91.9%		94.9%

*Beginning June 2016, DHS impacted cases are included

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%	100.0%	98.0%	96.4%	97.0%		97.7%
McKinley	95.4%	97.1%	96.2%	100.0%	98.5%	98.9%	98.7%	100.0%	98.9%	96.1%	98.8%		98.1%
San Juan	92.8%	98.9%	98.0%	95.1%	92.0%	97.5%	96.8%	98.9%	97.5%	94.8%	96.0%		96.2%
Sierra	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%		99.5%
Socorro	98.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.2%	100.0%	97.2%	97.8%		99.0%
Valencia North	95.8%	97.9%	98.9%	99.3%	99.1%	98.0%	99.1%	99.0%	95.8%	100.0%	96.7%		98.1%
Valencia South	100.0%	95.3%	97.6%	98.8%	100.0%	100.0%	98.1%	100.0%	98.2%	93.9%	98.5%		98.2%
NW Region 1 Total	95.5%	98.0%	97.8%	97.6%	96.2%	98.2%	98.1%	99.2%	97.8%	96.1%	97.1%		97.4%
NE Region 2													
Colfax	97.2%	100.0%	100.0%	94.6%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	97.7%		98.7%
Guadalupe	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.2%
Quay	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.7%
Rio Arriba	99.4%	98.9%	99.4%	99.1%	99.5%	98.8%	100.0%	99.5%	96.5%	94.7%	94.0%		98.2%
San Miguel	99.0%	99.0%	97.6%	100.0%	98.7%	99.0%	97.9%	98.7%	98.2%	100.0%	100.0%		98.9%
Sandoval	99.1%	98.7%	100.0%	99.0%	98.2%	99.0%	99.7%	99.4%	98.3%	98.0%	97.9%		98.8%
Santa Fe	98.8%	98.3%	98.8%	98.3%	99.6%	99.6%	98.7%	97.8%	96.6%	97.1%	96.5%		98.2%
Taos	98.8%	100.0%	97.1%	98.6%	97.6%	98.8%	97.6%	97.6%	97.5%	93.3%	98.9%		97.8%
NE Region 2 Total	98.9%	98.9%	99.0%	98.7%	98.9%	99.2%	99.1%	98.8%	97.6%	97.1%	97.1%		98.5%
Central Region 3													
NE Bernalillo	94.1%	95.7%	93.4%	95.6%	95.3%	95.2%	96.3%	97.5%	89.9%	92.0%	93.5%		94.4%
NW Bernalillo	97.9%	97.6%	98.3%	99.6%	98.8%	99.1%	98.5%	99.5%	95.7%	93.7%	96.6%		97.8%
SE Bernalillo	94.0%	96.4%	96.7%	96.4%	96.5%	97.1%	96.6%	98.7%	92.6%	95.8%	95.9%		96.1%
SW Bernalillo	92.8%	94.3%	96.0%	95.0%	96.4%	96.9%	96.6%	95.9%	94.9%	92.4%	91.9%		94.8%
Torrance	97.3%	100.0%	100.0%	98.7%	94.7%	97.7%	98.7%	100.0%	93.9%	96.1%	93.8%		97.4%
Cen. Region 3 Total	95.0%	96.3%	96.1%	96.8%	96.7%	97.0%	97.1%	98.0%	93.0%	93.4%	94.4%		95.8%
SE Region 4													
Chaves	98.5%	98.6%	97.6%	97.7%	99.4%	98.0%	99.4%	98.8%	98.1%	96.9%	98.2%		98.3%
Curry	100.0%	100.0%	98.2%	95.8%	98.2%	99.5%	99.4%	99.5%	98.1%	100.0%	97.5%		98.7%
Eddy Artesia	97.9%	95.1%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	97.4%	98.0%	94.9%		98.3%
Eddy Carlsbad	93.8%	94.8%	97.7%	98.2%	96.9%	98.3%	97.6%	98.3%	96.3%	98.2%	97.7%		97.1%
Lea	98.4%	97.8%	99.5%	96.4%	97.2%	97.1%	98.5%	99.6%	97.0%	96.5%	95.8%		97.6%
Lincoln	97.4%	95.6%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	97.6%	100.0%	97.4%		98.2%
Roosevelt	90.2%	96.8%	96.9%	90.1%	98.5%	100.0%	96.2%	100.0%	100.0%	96.2%	98.9%		96.7%
SE Region 4 Total	97.3%	97.6%	98.5%	96.6%	97.7%	98.5%	98.8%	99.3%	97.6%	97.7%	97.2%		97.9%
SW Region 5													
East Dona Ana	95.8%	100.0%	96.9%	100.0%	97.5%	99.3%	99.4%	100.0%	99.3%	96.5%	97.8%		98.4%
Grant	97.3%	99.3%	100.0%	98.5%	100.0%	99.2%	100.0%	100.0%	100.0%	99.1%	98.6%		99.3%
Luna	100.0%	98.8%	97.7%	100.0%	97.1%	98.6%	100.0%	98.2%	98.8%	100.0%	98.8%		98.9%
Otero	100.0%	99.3%	100.0%	99.3%	99.2%	100.0%	99.2%	100.0%	97.9%	99.0%	95.4%		99.0%
South Dona Ana	97.9%	98.9%	96.8%	100.0%	95.1%	98.2%	97.5%	98.0%	97.2%	93.4%	95.4%		97.1%
West Dona Ana	98.2%	99.6%	99.0%	98.8%	98.2%	98.5%	99.0%	99.5%	94.9%	98.0%	97.8%		98.3%
SW Region 5 Total	98.1%	99.4%	98.5%	99.3%	98.0%	98.9%	99.2%	99.4%	97.5%	97.5%	97.4%		98.5%
STATE TOTAL	96.7%	97.7%	97.6%	97.7%	97.4%	98.1%	98.2%	98.8%	96.1%	95.8%	96.2%		97.3%

*Beginning June 2016, DHG impacted cases are included

FFY 2016 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'
Total APT												
Non Expedite Cases	4715	4468	5033	4580	4775	5211	4744	4368	4574	4070	4789	
Non Expedite Timely	4129	3951	4385	3856	4121	4502	4317	3983	4199	3700	4397	
Total Untimely	586	517	648	724	654	709	427	385	375	370	392	
Expedite Cases	4962	5252	5177	5686	5119	5215	4900	5012	5386	4857	5604	
Expedite Timely	4769	5116	5012	5534	4971	5098	4797	4686	5175	4655	5393	
Total Untimely	193	136	165	152	148	117	103	326	211	202	211	
Total Timely Cases	8898	9067	10210	10266	9894	10426	9644	9380	9960	8355	9790	
Total Cases	9677	9720	9397	9390	9092	9600	9114	8669	9374	8927	10393	
APT	91.95%	93.28%	92.04%	91.47%	91.89%	92.08%	95.40%	92.43%	94.12%	93.59%	94.20%	
Total APT (excluding DHG Related Cases)												
Non Expedite Cases	4715	4468	5033	4580	4775	5211	4744	4368	4574	4070	4789	
Non Expedite Timely	4129	3951	4385	3856	4121	4502	4317	3983	4199	3700	4397	
Total Untimely	586	517	648	724	654	709	427	385	375	370	392	
Expedite Cases	4962	5252	5177	5686	5119	5215	4900	5012	5386	4857	5604	
Expedite Timely	4769	5116	5012	5534	4971	5098	4797	4686	5175	4655	5393	
Total Untimely	193	136	165	152	148	117	103	326	211	202	211	
Total Timely Cases	8898	9067	10210	10266	9894	10426	9644	9380	9960	8355	9790	
Total Cases	9677	9720	9397	9390	9092	9600	9114	8669	9374	8612	10393	
DHG Non Expedite	345	371	413	464	387	463	342	312	263	268	294	
DHG Expedite	28	15	39	20	16	23	16	104	158	47	49	
Total DHG Cases	373	386	452	484	403	486	358	416	421	315	343	
APT	95.64%	97.14%	96.30%	95.99%	95.80%	97.56%	98.15%	96.71%	98.27%	97.02%	97.41%	

August 2016 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>August 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>August 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Ordr.</i>	<i>August 2016</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	97.0%	Cibola	0.0%	Cibola	97.0%
McKinley	98.8%	McKinley	0.0%	McKinley	98.8%
San Juan	96.0%	San Juan	0.9%	San Juan	96.9%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	97.8%	Socorro	0.0%	Socorro	97.8%
Valencia North	96.7%	Valencia North	0.8%	Valencia North	97.5%
Valencia South	98.5%	Valencia South	0.0%	Valencia South	98.5%
NW Region 1 Total	97.1%	NW Region 1 Total	0.5%	NW Region 1 Total	97.6%
NE Region 2		NE Region 2		NE Region 2	
Colfax	97.7%	Colfax	0.0%	Colfax	97.7%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	100.0%	Quay	0.0%	Quay	100.0%
Rio Arriba	94.0%	Rio Arriba	3.7%	Rio Arriba	97.7%
San Miguel	100.0%	San Miguel	0.0%	San Miguel	100.0%
Sandoval	97.9%	Sandoval	0.0%	Sandoval	97.9%
Santa Fe	96.5%	Santa Fe	0.0%	Santa Fe	96.5%
Taos	98.9%	Taos	0.0%	Taos	98.9%
NE Region 2 Total	97.1%	NE Region 2 Total	0.7%	NE Region 2 Total	97.8%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	93.5%	NE Bernalillo	0.5%	NE Bernalillo	94.0%
NW Bernalillo	96.6%	NW Bernalillo	1.1%	NW Bernalillo	97.7%
SE Bernalillo	95.9%	SE Bernalillo	0.3%	SE Bernalillo	96.2%
SW Bernalillo	91.9%	SW Bernalillo	4.2%	SW Bernalillo	96.1%
Torrance	93.8%	Torrance	2.6%	Torrance	96.4%
Cen. Region 3 Total	94.4%	Cen. Region 3 Total	1.5%	Cen. Region 3 Total	95.9%
SE Region 4		SE Region 4		SE Region 4	
Chaves	98.2%	Chaves	0.0%	Chaves	98.2%
Curry	97.5%	Curry	0.5%	Curry	98.0%
Eddy Artesia	94.9%	Eddy Artesia	0.0%	Eddy Artesia	94.9%
Eddy Carlsbad	97.7%	Eddy Carlsbad	0.7%	Eddy Carlsbad	98.4%
Lea	95.8%	Lea	1.4%	Lea	97.2%
Lincoln	97.4%	Lincoln	2.6%	Lincoln	100.0%
Roosevelt	98.9%	Roosevelt	0.0%	Roosevelt	98.9%
SE Region 4 Total	97.2%	SE Region 4 Total	0.7%	SE Region 4 Total	97.9%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	97.8%	East Dona Ana	0.0%	East Dona Ana	97.8%
Grant	98.6%	Grant	0.0%	Grant	98.6%
Luna	98.8%	Luna	0.0%	Luna	98.8%
Otero	95.4%	Otero	0.0%	Otero	95.4%
South Dona Ana	95.4%	South Dona Ana	0.0%	South Dona Ana	95.4%
West Dona Ana	97.8%	West Dona Ana	0.0%	West Dona Ana	97.8%
SW Region 5 Total	97.4%	SW Region 5 Total	0.0%	SW Region 5 Total	97.4%
STATE TOTAL	96.2%	STATE TOTAL	0.9%	STATE TOTAL	97.1%

*Retro-active months due to court order-cases processed back to date suspended.

August 2016 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>August 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>August 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Ord.</i>	<i>August 2016</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	94.7%	Cibola	3.9%	Cibola	98.6%
McKinley	91.8%	McKinley	6.9%	McKinley	98.7%
San Juan	91.2%	San Juan	6.6%	San Juan	97.8%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	95.6%	Socorro	0.0%	Socorro	95.6%
Valencia North	92.3%	Valencia North	4.7%	Valencia North	97.0%
Valencia South	100.0%	Valencia South	0.0%	Valencia South	100.0%
NW Region 1 Total	93.3%	NW Region 1 Total	4.8%	NW Region 1 Total	98.1%
NE Region 2		NE Region 2		NE Region 2	
Colfax	92.1%	Colfax	7.9%	Colfax	100.0%
Guadalupe	92.0%	Guadalupe	8.0%	Guadalupe	100.0%
Quay	85.7%	Quay	14.3%	Quay	100.0%
Rio Arriba	94.7%	Rio Arriba	1.7%	Rio Arriba	96.4%
San Miguel	98.2%	San Miguel	0.9%	San Miguel	99.1%
Sandoval	94.0%	Sandoval	5.0%	Sandoval	99.0%
Santa Fe	93.3%	Santa Fe	4.7%	Santa Fe	98.0%
Taos	95.3%	Taos	3.5%	Taos	98.8%
NE Region 2 Total	94.2%	NE Region 2 Total	4.3%	NE Region 2 Total	98.5%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	89.1%	NE Bernalillo	8.9%	NE Bernalillo	98.0%
NW Bernalillo	84.6%	NW Bernalillo	9.7%	NW Bernalillo	94.3%
SE Bernalillo	86.2%	SE Bernalillo	8.9%	SE Bernalillo	95.1%
SW Bernalillo	93.2%	SW Bernalillo	4.1%	SW Bernalillo	97.3%
Torrance	84.5%	Torrance	13.5%	Torrance	98.0%
Cent. Region 3 Total	88.5%	Cent. Region 3 Total	8.0%	Cent. Region 3 Total	96.5%
SE Region 4		SE Region 4		SE Region 4	
Chaves	92.7%	Chaves	6.2%	Chaves	98.9%
Curry	92.2%	Curry	2.4%	Curry	94.6%
Eddy Artesia	91.3%	Eddy Artesia	6.4%	Eddy Artesia	97.7%
Eddy Carlsbad	90.7%	Eddy Carlsbad	8.3%	Eddy Carlsbad	99.0%
Lea	90.7%	Lea	7.3%	Lea	98.0%
Lincoln	83.7%	Lincoln	13.9%	Lincoln	97.6%
Roosevelt	96.7%	Roosevelt	0.0%	Roosevelt	96.7%
SE Region 4 Total	91.5%	SE Region 4 Total	6.2%	SE Region 4 Total	97.7%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	96.2%	East Dona Ana	2.8%	East Dona Ana	99.0%
Grant	92.3%	Grant	5.7%	Grant	98.0%
Luna	93.2%	Luna	6.8%	Luna	100.0%
Otero	88.5%	Otero	9.7%	Otero	98.2%
South Dona Ana	95.2%	South Dona Ana	4.3%	South Dona Ana	99.5%
West Dona Ana	94.3%	West Dona Ana	5.0%	West Dona Ana	99.3%
SW Region 5 Total	94.0%	SW Region 5 Total	5.1%	SW Region 5 Total	99.1%
STATE TOTAL	91.9%	STATE TOTAL	5.9%	STATE TOTAL	97.8%

*Retro-active months due to court order-cases processed back to date suspended.

	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%							100.0%
Guadalupe	100.0%						100.0%						100.0%
Quay													
Rio Arriba	100.0%			100.0%	33.3%		100.0%						77.8%
Sandoval	100.0%	100.0%	75.0%	0.0%	0.0%	66.7%	100.0%	100.0%					75.0%
San Miguel	100.0%	100.0%		100.0%			100.0%						100.0%
Santa Fe	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	66.7%					88.9%
Taos			100.0%	0.0%	100.0%			100.0%					80.0%
NE Region TOTAL	100.0%	100.0%	80.0%	71.4%	80.0%	85.7%	100.0%	90.0%					85.9%
NW Region													
Cibola		100.0%			100.0%	100.0%	100.0%	100.0%					100.0%
McKinley	100.0%	50.0%	80.0%	75.0%	0.0%	100.0%	100.0%	100.0%					76.0%
San Juan	80.0%	100.0%	66.7%	100.0%		66.7%	100.0%	100.0%					86.4%
Sierra		100.0%	100.0%										100.0%
Socorro					100.0%	100.0%		100.0%					100.0%
Valencia South	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%						100.0%
Valencia North	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%						91.7%
NW Region TOTAL	91.7%	82.4%	78.6%	87.5%	75.0%	91.7%	100.0%	100.0%					88.8%
SW Region													
Dona Ana (West)	100.0%	75.0%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%					88.5%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%					100.0%
Grant/Hidalgo	0.0%	66.7%			100.0%	100.0%	100.0%	100.0%					81.8%
Luna	75.0%							100.0%					80.0%
Otero	100.0%	100.0%	100.0%	100.0%		100.0%							100.0%
SW Region Total	85.7%	84.6%	100.0%	91.7%	100.0%	90.9%	100.0%	100.0%					92.6%
SE Region													
Chaves	100.0%		75.0%	50.0%	100.0%								81.8%
Curry			100.0%	0.0%	100.0%	100.0%		100.0%					87.5%
Eddy	100.0%	100.0%	100.0%		100.0%								100.0%
Eddy (Artesia)	0.0%		100.0%		100.0%								75.0%
Lea	100.0%		100.0%		100.0%	100.0%	100.0%						100.0%
Lincoln	0.0%		0.0%		100.0%								33.3%
Roosevelt		100.0%	100.0%			100.0%	0.0%						80.0%
SE Region Total	75.0%	100.0%	81.8%	33.3%	100.0%	100.0%	50.0%	100.0%					83.7%
Central Region													
Bernalillo (NE)	75.0%	100.0%	50.0%	81.8%	70.0%	100.0%	100.0%	100.0%					84.4%
Bernalillo (NW)	62.5%	100.0%	50.0%	80.0%	100.0%	75.0%	100.0%	100.0%					78.6%
Bernalillo (SE)	80.0%	75.0%	100.0%	100.0%	75.0%	100.0%	80.0%	100.0%					87.9%
Bernalillo (SW)	100.0%	75.0%	85.7%	100.0%	100.0%	75.0%	100.0%	100.0%					91.9%
Torrance						100.0%		100.0%					100.0%
Central Region Total	72.2%	85.7%	82.4%	87.5%	76.5%	90.0%	94.7%	100.0%					86.4%
STATE TOTAL	83.1%	86.8%	82.5%	83.3%	83.7%	90.7%	95.9%	98.0%					87.7%