
General Information Memorandum

ISD-GI 17-02

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Human Services Department 

RE: FFY 2016 SNAP Performance Report

DATE: January 12, 2017

Attached please find the eleventh 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 August 2016. All errors for October 2015 through August 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	\$248,407		
Total Dollar Errors	\$19,940	Total Error Rate %	8.03%
Total Dollar Over	\$12,503	% Error Rate Over	5.03%
Total Dollar Under	\$2,180	% Error Rate Under	0.88%
Total Dollar Ineligible	\$5,257	% Error Rate Ineligible	2.12%

Cumulative Case Error Rate

Total Reviewed	904
% in Error	15.15%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$11,781		4.74%	

Cases Dropped	174
Correct	767
Overpaid	92
Underpaid	23
Ineligible	22

Recipient Error (Dollar Amount):		Recipient % Error Rate:	
\$8,159		3.28%	

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	\$14,268	9.64%	6.90%
03 Chaves	\$785	76%	\$242	24%	\$1,027	\$9,855	10.42%	5.15%
04 Colfax/Union	\$146	100%	\$0	0%	\$146	\$1,090	13.39%	0.73%
05 Curry	\$41	41%	\$59	59%	\$100	\$6,522	1.53%	0.50%
07 W.Dona Ana	\$192	60%	\$130	40%	\$322	\$14,886	2.16%	1.61%
08 Eddy	\$68	100%	\$0	0%	\$68	\$3,987	1.71%	0.34%
09 Grant/Hidalgo	\$581	84%	\$113	16%	\$694	\$5,814	11.94%	3.48%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$590	0.00%	0.00%
13 Lea	\$315	49%	\$327	51%	\$642	\$10,028	6.40%	3.22%
14 Lincoln	\$0		\$0		\$0	\$648	0.00%	0.00%
16 Luna	\$807	82%	\$174	18%	\$981	\$4,137	23.71%	4.92%
17 McKinley	\$658	78%	\$185	22%	\$843	\$12,440	6.78%	4.23%
19 Otero	\$292	87%	\$44	13%	\$336	\$6,188	5.43%	1.69%
20 Quay	\$0		\$0		\$0	\$1,395	0.00%	0.00%
21 Rio Arriba	\$138	32%	\$296	68%	\$434	\$8,028	5.41%	2.18%
22 Roosevelt	\$110	46%	\$130	54%	\$240	\$3,903	6.15%	1.20%
23 Sandoval	\$540	90%	\$61	10%	\$601	\$12,439	4.83%	3.01%
24 San Juan	\$541	38%	\$867	62%	\$1,408	\$13,425	10.49%	7.06%
25 San Miguel	\$115	100%	\$0	0%	\$115	\$4,403	2.61%	0.58%
26 Santa Fe	\$624	60%	\$420	40%	\$1,044	\$14,033	7.44%	5.24%
27 Sierra	\$59	13%	\$404	87%	\$463	\$2,436	19.01%	2.32%
28 Socorro	\$0	0%	\$166	100%	\$166	\$1,875	8.85%	0.83%
29 Taos	\$182	75%	\$60	25%	\$242	\$3,501	6.91%	1.21%
30 Torrance	\$106	100%	\$0	0%	\$106	\$2,979	3.56%	0.53%
32 S. Valencia	\$0		\$0		\$0	\$4,295	0.00%	0.00%
33 Cibola	\$153	71%	\$62	29%	\$215	\$5,067	4.24%	1.08%
34 Eddy/Artesia	\$0	0%	\$385	100%	\$385	\$2,416	15.94%	1.93%
35 NW Bernalillo	\$1,014	79%	\$265	21%	\$1,279	\$17,339	7.38%	6.41%
36 SW Bernalillo	\$1,623	71%	\$675	29%	\$2,298	\$20,796	11.05%	11.52%
37 E. Dona Ana	\$97	20%	\$381	80%	\$478	\$9,991	4.78%	2.40%
38 S. Dona Ana	\$296	43%	\$397	57%	\$693	\$8,919	7.77%	3.48%
39 NE Bernalillo	\$1,040	65%	\$564	35%	\$1,604	\$14,659	10.94%	8.04%
42 N. Valencia	\$168	10%	\$1,467	90%	\$1,635	\$6,055	27.00%	8.20%
Sub Totals	\$11,781	59%	\$8,159	41%	\$19,940	\$248,407	8.03%	100.0%

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

3. STATE - Cumulative Payment Error Rates

Total Paid	\$248,407		
Total Dollar Errors	\$19,940	Total Error Rate %	8.03%
Total Dollar Over	\$12,503	% Error Rate Over	5.03%
Total Dollar Under	\$2,180	% Error Rate Under	0.88%
Total Dollar Ineligible	\$5,257	% Error Rate Ineligible	2.12%

Cumulative Case Error Rate

Total Reviewed	904
% in Error	15.15%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$11,781	4.74%

Recipient Error (Dollar Amount):	Recipient % Error Rate:
\$8,159	3.28%

Cases Dropped	174
Correct	767
Overpaid	92
Underpaid	23
Ineligible	22

4. REGIONAL - Cumulative Payment Error Rates

NE Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Colfax	\$146	\$0	\$146	\$1,090	13.39%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$590	0.00%
20 Quay	\$0	\$0	\$0	\$1,395	0.00%
21 Rio Arriba	\$138	\$296	\$434	\$8,028	5.41%
23 Sandoval	\$540	\$61	\$601	\$12,439	4.83%
25 San Miguel	\$115	\$0	\$115	\$4,403	2.61%
26 Santa Fe	\$624	\$420	\$1,044	\$14,033	7.44%
29 Taos	\$182	\$60	\$242	\$3,501	6.91%
NE Region Totals	\$1,745	\$837	\$2,582	\$45,479	5.68%

Region Share
5.65%
0.00%
0.00%
16.81%
23.28%
4.45%
40.43%
9.37%
100.00%

State Share
0.73%
0.00%
0.00%
2.18%
3.01%
0.58%
5.24%
1.21%
12.95%

NW Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$658	\$185	\$843	\$12,440	6.78%
24 San Juan	\$541	\$867	\$1,408	\$13,425	10.49%
27 Sierra	\$59	\$404	\$463	\$2,436	19.01%
28 Socorro	\$0	\$166	\$166	\$1,875	8.85%
32 S. Valencia	\$0	\$0	\$0	\$4,295	0.00%
33 Cibola	\$153	\$62	\$215	\$5,067	4.24%
42 N. Valencia	\$168	\$1,467	\$1,635	\$6,055	27.00%
NW Region Totals	\$1,579	\$3,151	\$4,730	\$45,593	10.37%

17.82%
29.77%
9.79%
3.51%
0.00%
4.55%
34.57%
100.00%

4.23%
7.06%
2.32%
0.83%
0.00%
1.08%
8.20%
23.72%

SW Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$192	\$130	\$322	\$14,886	2.16%
09 Grant/Hidalgo	\$581	\$113	\$694	\$5,814	11.94%
16 Luna	\$807	\$174	\$981	\$4,137	23.71%
19 Otero	\$292	\$44	\$336	\$6,188	5.43%
37 E. Dona Ana	\$97	\$381	\$478	\$9,991	4.78%
38 S. Dona Ana	\$296	\$397	\$693	\$8,919	7.77%
SW Region Totals	\$2,265	\$1,239	\$3,504	\$49,935	7.02%

9.19%
19.81%
28.00%
9.59%
13.64%
19.78%
100.00%

1.61%
3.48%
4.92%
1.69%
2.40%
3.48%
17.57%

SE Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$785	\$242	\$1,027	\$9,855	10.42%
05 Curry	\$41	\$59	\$100	\$6,522	1.53%
08 Eddy	\$68	\$0	\$68	\$3,987	1.71%
13 Lea	\$315	\$327	\$642	\$10,028	6.40%
14 Lincoln	\$0	\$0	\$0	\$648	0.00%
22 Roosevelt	\$110	\$130	\$240	\$3,903	6.15%
34 Eddy/Artesia	\$0	\$385	\$385	\$2,416	15.94%
SE Region Totals	\$1,319	\$1,143	\$2,462	\$37,359	6.59%

41.71%
4.06%
2.76%
26.08%
0.00%
9.75%
15.64%
100.00%

5.15%
0.50%
0.34%
3.22%
0.00%
1.20%
1.93%
12.35%

Central Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$1,090	\$285	\$1,375	\$14,268	9.64%
35 NW Bernalillo	\$1,014	\$265	\$1,279	\$17,339	7.38%
36 SW Bernalillo	\$1,623	\$675	\$2,298	\$20,796	11.05%
39 NE Bernalillo	\$1,040	\$564	\$1,604	\$14,659	10.94%
30 Tarrant	\$106	\$0	\$106	\$2,979	3.56%
Central Region Totals	\$4,873	\$1,789	\$6,662	\$70,041	9.51%

20.64%
19.20%
34.49%
24.08%
1.59%
100.00%

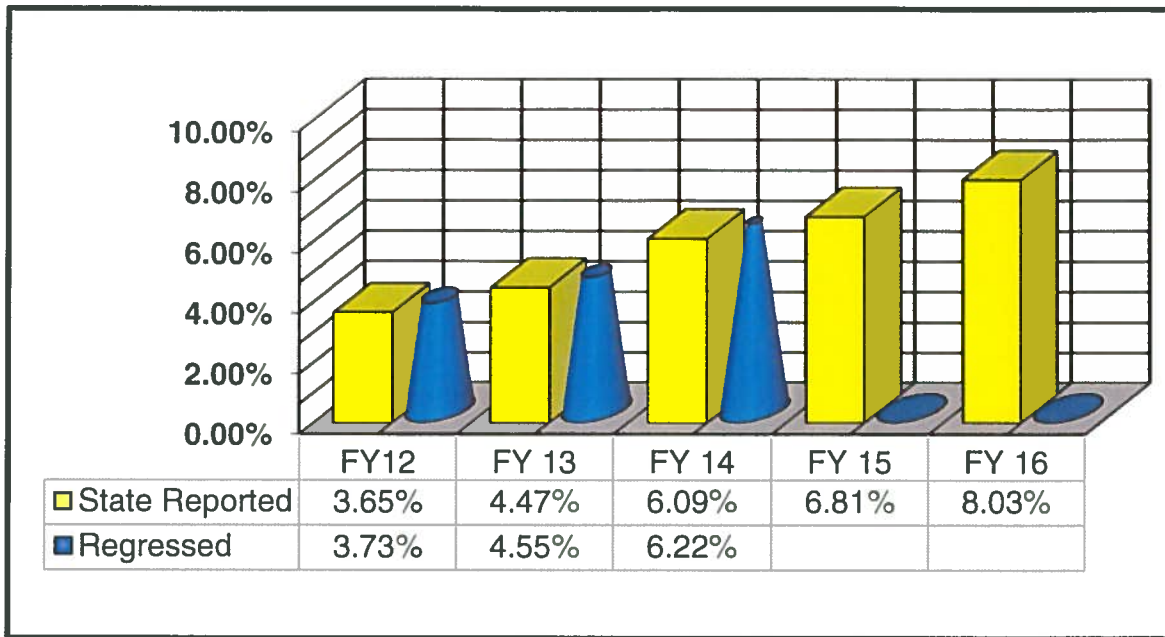
6.90%
6.41%
11.52%
8.04%
0.53%
33.41%

State Totals	\$11,781	\$8,159	\$19,940	\$248,407	8.03%
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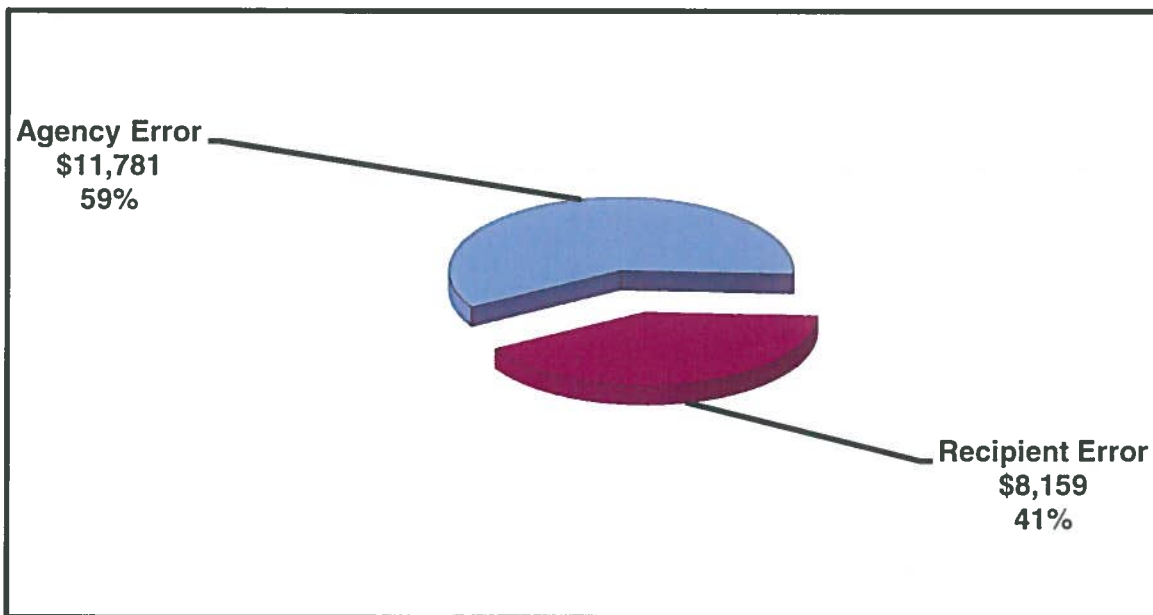
100.00%

100.00%

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



6. Agency-vs-Recipient Errors



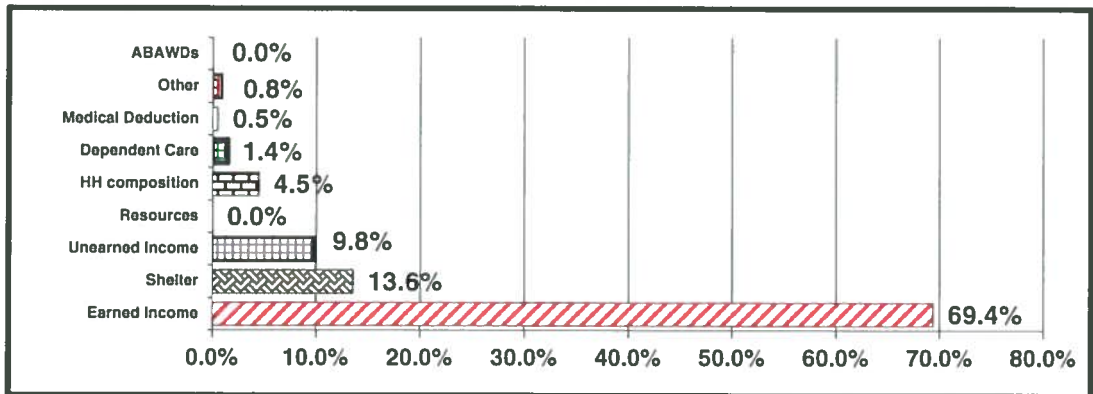
Average Agency Error = \$135

Average Recipient Error = \$163

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	\$8,478	\$5,352	61.3%
Shelter	\$914	\$1,790	33.8%
Unearned Income	\$1,102	\$862	56.1%
Resources	\$0	\$0	0.0%
HH composition	\$734	\$155	82.6%
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>
64.35%	\$12,831	311	WAGES & SALARIES
3.45%	\$688	150	HOUSEHOLD COMPOSITION
10.35%	\$2,063	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
3.21%	\$641	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
1.18%	\$236	344	PA/GA GRANT
0.84%	\$168	520	ARITHMETIC COMPUTATION
0.22%	\$44	342	CONTRIBUTIONS
1.49%	\$298	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
1.40%	\$279	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
2.16%	\$430	346	OTHER UEI
0.78%	\$156	111	STUDENT STATUS
0.50%	\$99	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.23%	\$45	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
3.40%	\$677	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
5.01%	\$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
1.43%	\$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	\$11,508	\$8,205	\$734	\$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	\$11,781	\$8,478	\$734	\$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 88% of the agency-caused error rate.

11. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$2,985	\$4,396	\$3,663	\$5,238	\$1,997	\$1,661
%	15.0%	22.0%	18.4%	26.3%	10.0%	8.3%

12. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.1
Error Cases	2.9
Recipient Error Cases	3.1

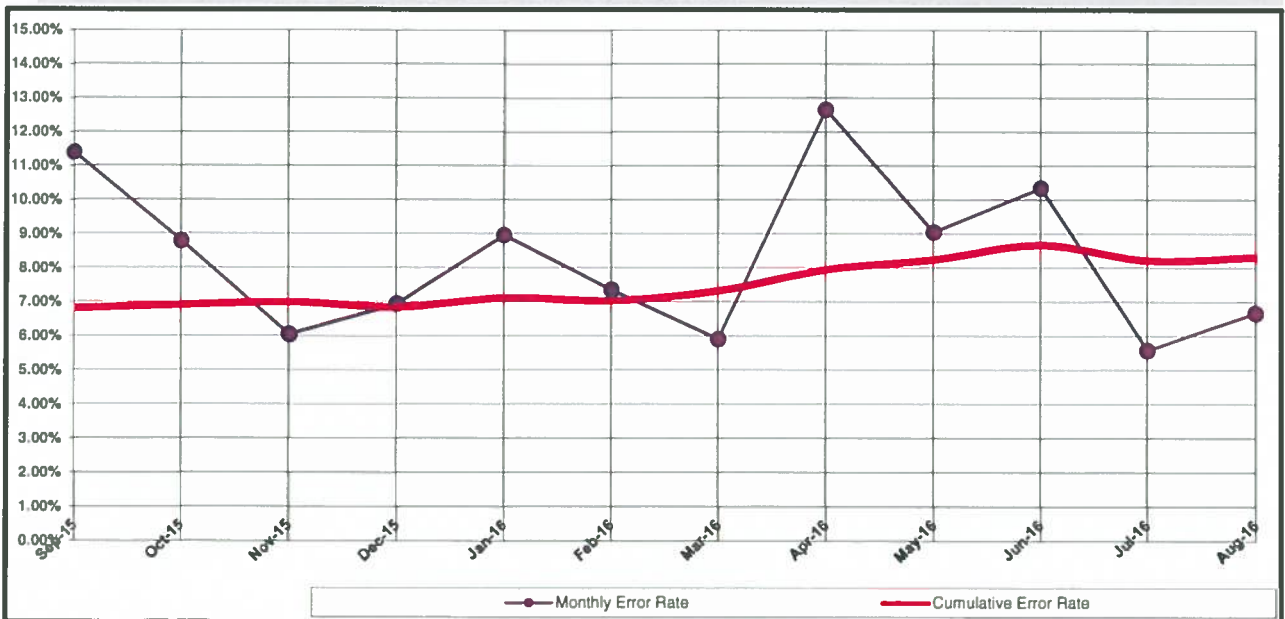
13. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$3,017	15.1%
Recert	\$6,312	31.7%
Change	\$3,390	17.0%
Transitional FS	\$0	0.0%
Interim	\$6,467	32.4%
Annual Report	\$686	3.4%

14. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	25	18.4%
Recert	41	30.1%
Change	17	12.5%
Transitional FS	0	0.0%
Interim	43	31.6%
Annual Report	10	7.4%

15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

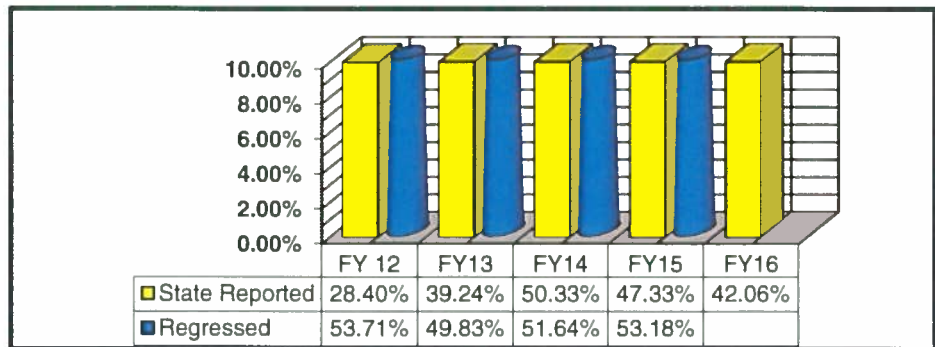


FFY 2016 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	365
Invalid Total	347
Invalid Error	132
Invalid Notice	215
Drop	113
Total Sampled	825
% Invalid Notice	26.06%
% Invalid Error	16.00%
% Invalid Total	42.06%

2. State Negative Error Rates



3. Regional - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	4	0	4	0.0%
10	Guad/DeBaca	1	0	1	0.0%
20	Quay	4	1	5	20.0%
21	Rio Arriba	10	10	20	50.0%
23	Sandoval	13	13	26	50.0%
25	San Miguel	6	4	10	40.0%
26	Santa Fe	27	16	43	37.2%
29	Taos	5	5	10	50.0%
NE Region Totals		70	49	119	41.2%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	12	18	30	60.0%
24	San Juan	23	24	47	51.1%
27	Sierra	6	6	12	50.0%
28	Socorro	8	5	13	38.5%
32	S. Valencia	4	1	5	20.0%
33	Cibola	6	5	11	45.5%
42	N. Valencia	8	7	15	46.7%
NW Region Totals		67	66	133	49.6%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	22	10	32	31.3%
05	Curry	13	8	21	38.1%
08	Eddy	6	7	13	53.8%
13	Lea	17	13	30	43.3%
14	Lincoln	6	3	9	33.3%
22	Roosevelt	4	5	9	55.6%
34	Eddy/Artesia	5	2	7	28.6%
SE Region Totals		73	48	121	39.7%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	32	13	45	28.9%
09	Grant/Hidalgo	5	8	13	61.5%
16	Luna	10	1	11	9.1%
19	Otero	5	8	13	61.5%
37	E. Dona Ana	8	9	17	52.9%
38	S. Dona Ana	8	8	16	50.0%
SW Region Totals		68	47	115	40.9%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	15	17	32	53.1%
35	NW Bernalillo	19	34	53	64.2%
36	SW Bernalillo	30	35	65	53.8%
39	NE Bernalillo	18	44	62	71.0%
30	Torrance	5	7	12	58.3%
Central Region Totals		87	137	224	61.2%

Negative Action Time of Occurrence		
Closure	141	40.6%
Denial	206	59.4%

4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% Of Total
Notices	119	34.29%	96	27.67%	215	61.96%
Application	43	12.39%	4	1.15%	47	13.54%
Unemployment Compensation	1	0.29%	1	0.29%	2	0.58%
Employment & Training	1	0.29%	0	0.00%	1	0.29%
Combined Net Income	3	0.86%	4	1.15%	7	2.02%
Combined Gross Income	14	4.03%	13	3.75%	27	7.78%
Verification	3	0.86%	7	2.02%	10	2.88%
Work Registration	1	0.29%	0	0.00%	1	0.29%
Wages and Salaries	14	4.03%	6	1.73%	20	5.76%
Household Composition	1	0.29%	1	0.29%	2	0.58%
Student Status	3	0.86%	0	0.00%	3	0.86%
Other	7	2.02%	7	2.02%	14	4.03%

FFY 2017 SNAP
Non Expedite Application Processing Timeliness

	October 16'	November 16'	December 16'	January 17'	February 17'	March 17'	April 17'	May 17'	June 17'	July 17'	August 17'	September 17'	Avg. Cumulative
NW Region 1													
Cibola	93.5%	94.7%											94.1%
McKinley	90.9%	95.3%											93.1%
San Juan	88.2%	86.3%											87.3%
Sierra	98.6%	100.0%											99.3%
Socorro	95.4%	97.1%											96.3%
Valencia North	90.9%	94.3%											92.6%
Valencia South	100.0%	100.0%											100.0%
NW Region 1 Total	91.4%	93.0%											92.2%
NE Region 2													
Colfax	97.4%	98.6%											98.0%
Guadalupe	100.0%	89.3%											94.7%
Quay	90.9%	91.7%											91.3%
Rio Arriba	97.7%	92.9%											95.3%
San Miguel	97.5%	97.8%											97.7%
Sandoval	93.0%	98.6%											95.8%
Santa Fe	88.7%	96.1%											92.4%
Taos	91.7%	96.6%											94.2%
NE Region 2 Total	93.1%	96.2%											94.7%
Central Region 3													
NE Bernalillo	79.9%	90.6%											85.3%
NW Bernalillo	90.1%	91.3%											90.7%
SE Bernalillo	89.6%	93.8%											91.7%
SW Bernalillo	90.9%	95.4%											93.2%
Torrance	84.4%	83.1%											83.8%
Cen. Region 3 Total	87.5%	92.4%											90.0%
SE Region 4													
Chaves	94.8%	95.0%											94.9%
Curry	90.3%	98.1%											94.2%
Eddy Artesia	92.1%	86.5%											89.3%
Eddy Carlsbad	79.5%	94.8%											87.2%
Lea	89.6%	94.0%											91.8%
Lincoln	94.2%	98.7%											96.5%
Roosevelt	100.0%	94.3%											97.2%
SE Region 4 Total	91.4%	95.0%											93.2%
SW Region 5													
East Dona Ana	92.7%	95.0%											93.9%
Grant	96.3%	98.8%											97.6%
Luna	89.7%	97.8%											93.8%
Otero	91.6%	92.4%											92.0%
South Dona Ana	93.6%	92.9%											93.3%
West Dona Ana	95.9%	93.4%											94.7%
SW Region 5 Total	93.6%	94.2%											93.9%
STATE TOTAL	91.0%	93.9%											92.5%

*Beginning June 2016, DHS impacted cases are included

FFY 2017 SNAP
Expedite Application Processing Timeliness

	October 16'	November 16'	December 16'	January 17'	February 17'	March 17'	April 17'	May 17'	June 17'	July 17'	August 17'	September 17'	Avg. Cumulative
NW Region 1													
Cibola	97.7%	98.2%											98.0%
McKinley	97.8%	95.1%											96.5%
San Juan	95.3%	85.8%											90.6%
Sierra	96.3%	100.0%											98.2%
Socorro	97.8%	96.6%											97.2%
Valencia North	98.5%	94.6%											96.6%
Valencia South	100.0%	100.0%											100.0%
NW Region 1 Total	96.9%	92.8%											94.9%
NE Region 2													
Colfax	100.0%	100.0%											100.0%
Guadalupe	100.0%	100.0%											100.0%
Quay	100.0%	98.3%											99.2%
Rio Arriba	98.3%	95.5%											96.9%
San Miguel	99.0%	99.3%											99.2%
Sandoval	96.5%	97.1%											96.8%
Santa Fe	97.6%	95.3%											96.5%
Taos	96.8%	98.6%											97.7%
NE Region 2 Total	97.7%	96.8%											97.3%
Central Region 3													
NE Bernalillo	90.9%	63.3%											77.1%
NW Bernalillo	96.7%	93.0%											94.9%
SE Bernalillo	94.1%	93.3%											93.7%
SW Bernalillo	92.3%	76.8%											84.6%
Torrance	88.5%	92.8%											90.7%
Cen. Region 3 Total	93.4%	81.3%											87.4%
SE Region 4													
Chaves	98.8%	97.3%											98.1%
Curry	98.3%	97.3%											97.8%
Eddy Artesia	95.8%	98.6%											97.2%
Eddy Carlsbad	93.8%	94.1%											94.0%
Lea	97.8%	92.7%											95.3%
Lincoln	98.3%	97.5%											97.9%
Roosevelt	96.8%	91.5%											94.2%
SE Region 4 Total	97.3%	95.5%											96.4%
SW Region 5													
East Dona Ana	97.8%	95.1%											96.5%
Grant	96.7%	99.3%											98.0%
Luna	98.9%	98.6%											98.8%
Otero	96.7%	95.6%											96.2%
South Dona Ana	97.5%	95.4%											96.5%
West Dona Ana	94.7%	97.0%											95.9%
SW Region 5 Total	96.7%	96.7%											96.7%
STATE TOTAL	95.9%	90.8%											93.4%

*Beginning June 2016, DHG impacted cases are included

November 2016 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>November 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>November 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orr.</i>	<i>November 2016</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	94.7%	Cibola	5.3%	Cibola	100.0%
McKinley	95.3%	McKinley	0.0%	McKinley	95.3%
San Juan	86.3%	San Juan	0.3%	San Juan	86.6%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	97.1%	Socorro	0.0%	Socorro	97.1%
Valencia North	94.3%	Valencia North	0.0%	Valencia North	94.3%
Valencia South	100.0%	Valencia South	0.0%	Valencia South	100.0%
NW Region 1 Total	93.0%	NW Region 1 Total	0.5%	NW Region 1 Total	93.5%
NE Region 2		NE Region 2		NE Region 2	
Colfax	98.6%	Colfax	1.4%	Colfax	100.0%
Guadalupe	89.3%	Guadalupe	6.9%	Guadalupe	96.2%
Quay	91.7%	Quay	8.3%	Quay	100.0%
Rio Arriba	92.9%	Rio Arriba	0.0%	Rio Arriba	92.9%
San Miguel	97.8%	San Miguel	0.0%	San Miguel	97.8%
Sandoval	98.6%	Sandoval	0.5%	Sandoval	99.1%
Santa Fe	96.1%	Santa Fe	1.7%	Santa Fe	97.8%
Taos	96.6%	Taos	0.0%	Taos	96.6%
NE Region 2 Total	96.2%	NE Region 2 Total	1.2%	NE Region 2 Total	97.4%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	90.6%	NE Bernalillo	7.7%	NE Bernalillo	98.3%
NW Bernalillo	91.3%	NW Bernalillo	3.2%	NW Bernalillo	94.5%
SE Bernalillo	93.8%	SE Bernalillo	2.2%	SE Bernalillo	96.0%
SW Bernalillo	95.4%	SW Bernalillo	1.7%	SW Bernalillo	97.1%
Torrance	83.1%	Torrance	7.0%	Torrance	90.1%
Cent. Region 3 Total	92.4%	Cent. Region 3 Total	3.8%	Cent. Region 3 Total	96.2%
SE Region 4		SE Region 4		SE Region 4	
Chaves	95.0%	Chaves	1.2%	Chaves	96.2%
Curry	98.1%	Curry	1.0%	Curry	99.1%
Eddy Artesia	86.5%	Eddy Artesia	0.0%	Eddy Artesia	86.5%
Eddy Carlsbad	94.8%	Eddy Carlsbad	2.0%	Eddy Carlsbad	96.8%
Lea	94.0%	Lea	0.0%	Lea	94.0%
Lincoln	98.7%	Lincoln	0.0%	Lincoln	98.7%
Roosevelt	94.3%	Roosevelt	0.0%	Roosevelt	94.3%
SE Region 4 Total	95.0%	SE Region 4 Total	0.7%	SE Region 4 Total	95.7%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	95.0%	East Dona Ana	1.3%	East Dona Ana	96.3%
Grant	98.8%	Grant	0.0%	Grant	98.8%
Luna	97.8%	Luna	2.2%	Luna	100.0%
Otero	92.4%	Otero	3.3%	Otero	95.7%
South Dona Ana	92.9%	South Dona Ana	4.2%	South Dona Ana	97.1%
West Dona Ana	93.4%	West Dona Ana	3.0%	West Dona Ana	96.4%
SW Region 5 Total	94.2%	SW Region 5 Total	2.7%	SW Region 5 Total	96.9%
STATE TOTAL	93.9%	STATE TOTAL	2.0%	STATE TOTAL	95.9%

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

November 2016 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>November 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>November 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orr.</i>	<i>November 2016</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	98.2%	Cibola	0.0%	Cibola	98.2%
McKinley	95.1%	McKinley	3.5%	McKinley	98.6%
San Juan	85.8%	San Juan	3.5%	San Juan	89.3%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	96.6%	Socorro	2.2%	Socorro	98.8%
Valencia North	94.6%	Valencia North	1.3%	Valencia North	95.9%
Valencia South	100.0%	Valencia South	0.0%	Valencia South	100.0%
NW Region 1 Total	92.8%	NW Region 1 Total	2.3%	NW Region 1 Total	95.1%
NE Region 2		NE Region 2		NE Region 2	
Colfax	100.0%	Colfax	0.0%	Colfax	100.0%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	98.3%	Quay	1.7%	Quay	100.0%
Rio Arriba	95.5%	Rio Arriba	0.7%	Rio Arriba	96.2%
San Miguel	99.3%	San Miguel	0.0%	San Miguel	99.3%
Sandoval	97.1%	Sandoval	1.3%	Sandoval	98.4%
Santa Fe	95.3%	Santa Fe	1.4%	Santa Fe	96.7%
Taos	98.6%	Taos	0.7%	Taos	99.3%
NE Region 2 Total	96.8%	NE Region 2 Total	1.1%	NE Region 2 Total	97.9%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	63.3%	NE Bernalillo	2.4%	NE Bernalillo	65.7%
NW Bernalillo	93.0%	NW Bernalillo	2.6%	NW Bernalillo	95.6%
SE Bernalillo	93.3%	SE Bernalillo	4.1%	SE Bernalillo	97.4%
SW Bernalillo	76.8%	SW Bernalillo	2.7%	SW Bernalillo	79.5%
Torrance	92.8%	Torrance	0.0%	Torrance	92.8%
Cent. Region 3 Total	81.3%	Cent. Region 3 Total	2.7%	Cent. Region 3 Total	84.0%
SE Region 4		SE Region 4		SE Region 4	
Chaves	97.3%	Chaves	0.0%	Chaves	97.3%
Curry	97.3%	Curry	1.1%	Curry	98.4%
Eddy Artesia	98.6%	Eddy Artesia	0.0%	Eddy Artesia	98.6%
Eddy Carlsbad	94.1%	Eddy Carlsbad	0.0%	Eddy Carlsbad	94.1%
Lea	92.7%	Lea	0.0%	Lea	92.7%
Lincoln	97.5%	Lincoln	0.0%	Lincoln	97.5%
Roosevelt	91.5%	Roosevelt	0.0%	Roosevelt	91.5%
SE Region 4 Total	95.5%	SE Region 4 Total	0.1%	SE Region 4 Total	95.6%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	95.1%	East Dona Ana	0.0%	East Dona Ana	95.1%
Grant	99.3%	Grant	0.7%	Grant	100.0%
Luna	98.6%	Luna	0.0%	Luna	98.6%
Otero	95.6%	Otero	0.0%	Otero	95.6%
South Dona Ana	95.4%	South Dona Ana	0.0%	South Dona Ana	95.4%
West Dona Ana	97.0%	West Dona Ana	0.0%	West Dona Ana	97.0%
SW Region 5 Total	96.7%	SW Region 5 Total	0.1%	SW Region 5 Total	96.8%
STATE TOTAL	90.8%	STATE TOTAL	1.6%	STATE TOTAL	92.4%

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

FFY 2016 QC Recertification Timeliness

	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%		100.0%		100.0%
Guadalupe	100.0%						100.0%				100.0%		100.0%
Quay													
Rio Arriba	100.0%			100.0%	33.3%		100.0%		100.0%	100.0%	100.0%		85.7%
Sandoval	100.0%	100.0%	75.0%	0.0%	0.0%	66.7%	100.0%	100.0%	80.0%		100.0%		77.3%
San Miguel	100.0%	100.0%		100.0%		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%	100.0%	100.0%	100.0%		92.6%
Taos			100.0%	0.0%	100.0%			100.0%	100.0%		50.0%		80.0%
NE Region TOTAL	100.0%	100.0%	80.0%	71.4%	80.0%	85.7%	100.0%	90.0%	92.3%	100.0%	92.3%		88.5%
NW Region													
Cibola		100.0%			100.0%	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%	33.3%	100.0%	100.0%		75.0%
San Juan	80.0%	100.0%	66.7%	100.0%		66.7%	100.0%	100.0%	100.0%	100.0%	100.0%		88.5%
Sierra		100.0%	100.0%					100.0%		100.0%	100.0%		100.0%
Socorro					100.0%	100.0%		100.0%			100.0%		100.0%
Valencia South	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%	0.0%	100.0%		92.3%
Valencia North	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%		100.0%	100.0%	50.0%		88.9%
NW Region TOTAL	91.7%	82.4%	78.6%	87.5%	75.0%	91.7%	100.0%	100.0%	71.4%	90.0%	88.9%		87.8%
SW Region													
Dona Ana (West)	100.0%	75.0%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%		90.6%
Dona Ana (East)	100.0%	100.0%		100.0%	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%	0.0%			94.7%
Grant/Hidalgo	0.0%	66.7%			100.0%	100.0%	100.0%	100.0%		0.0%	100.0%		76.9%
Luna	75.0%							100.0%	100.0%	66.7%	100.0%		83.3%
Otero	100.0%	100.0%	100.0%	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%	100.0%	66.7%	100.0%		91.7%
SE Region													
Chaves	100.0%		75.0%	50.0%	100.0%					100.0%	100.0%		85.7%
Curry			100.0%	0.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		92.9%
Eddy	100.0%	100.0%	100.0%		100.0%				100.0%	100.0%	100.0%		100.0%
Eddy (Artesia)	0.0%		100.0%		100.0%					100.0%			80.0%
Lea	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%	0.0%			90.0%
Lincoln	0.0%		0.0%		100.0%								33.3%
Roosevelt		100.0%	100.0%			100.0%	0.0%			100.0%	100.0%		87.5%
SE Region Total	75.0%	100.0%	81.8%	33.3%	100.0%	100.0%	50.0%	100.0%	100.0%	87.5%	100.0%		87.1%
Central Region													
Bernalillo (NE)	75.0%	100.0%	50.0%	81.8%	70.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%		84.6%
Bernalillo (NW)	62.5%	100.0%	50.0%	80.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	66.7%		82.1%
Bernalillo (SE)	80.0%	75.0%	100.0%	100.0%	75.0%	100.0%	80.0%	100.0%	50.0%	75.0%	100.0%		86.4%
Bernalillo (SW)	100.0%	75.0%	85.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%		93.8%
Torrance						100.0%		100.0%		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%	92.3%	88.9%	91.7%		87.4%
STATE TOTAL	83.1%	86.8%	82.5%	83.3%	83.7%	90.7%	95.9%	98.0%	91.3%	86.3%	94.0%		88.4%