



HUMAN SERVICES  
DEPARTMENT

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

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## General Information Memorandum

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**ISD-GI 17-07**

**TO:** ISD Employees

**FROM:** Sean Pearson, Deputy Secretary, Human Services Department 

**RE:** FFY 2016 SNAP Performance Report

**DATE:** February 9, 2017

Attached please find the final 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 September 2016. All errors for October 2015 through September 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](mailto:Carolyn.Craven@state.nm.us).

Attachment

**Quality Improvement Section SNAP Performance Report  
Quality Control Finding FFY 2016**

**1. STATE - Cumulative Payment Error Rates**

<b>Total Paid</b>	<b>\$271,225</b>		
<b>Total Dollar Errors</b>	<b>\$22,289</b>	<b>Total Error Rate %</b>	<b>8.22%</b>
Total Dollar Over	\$13,925	% Error Rate Over	5.13%
Total Dollar Under	\$2,266	% Error Rate Under	0.84%
Total Dollar Ineligible	\$6,098	% Error Rate Ineligible	2.25%

**Cumulative Case Error Rate**

<b>Total Reviewed</b>	<b>983</b>
<b>% in Error</b>	<b>15.26%</b>

<b>Agency Error (Dollar Amount):</b>		<b>Agency % Error Rate:</b>	
<b>\$13,801</b>		<b>5.09%</b>	

<b>Cases Dropped</b>	<b>193</b>
<b>Correct</b>	<b>833</b>
<b>Overpaid</b>	<b>101</b>
<b>Underpaid</b>	<b>25</b>
<b>Ineligible</b>	<b>24</b>

<b>Recipient Error (Dollar Amount):</b>		<b>Recipient % Error Rate:</b>	
<b>\$8,488</b>		<b>3.13%</b>	

**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	\$14,284	9.63%	6.17%
03 Chaves	\$785	76%	\$242	24%	\$1,027	\$10,564	9.72%	4.61%
04 Colfax/Union	\$146	100%	\$0	0%	\$146	\$1,090	13.39%	0.66%
05 Curry	\$120	67%	\$59	33%	\$179	\$8,061	2.22%	0.80%
07 W.Dona Ana	\$192	43%	\$252	57%	\$444	\$16,159	2.75%	1.99%
08 Eddy	\$839	100%	\$0	0%	\$839	\$5,488	15.29%	3.76%
09 Grant/Hidalgo	\$581	79%	\$152	21%	\$733	\$6,246	11.74%	3.29%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$590	0.00%	0.00%
13 Lea	\$315	49%	\$327	51%	\$642	\$10,760	5.97%	2.88%
14 Lincoln	\$159		\$0		\$159	\$1,036	15.35%	0.71%
16 Luna	\$807	82%	\$174	18%	\$981	\$4,331	22.65%	4.40%
17 McKinley	\$658	78%	\$185	22%	\$843	\$14,241	5.92%	3.78%
19 Otero	\$292	87%	\$44	13%	\$336	\$6,736	4.99%	1.51%
20 Quay	\$0		\$0		\$0	\$1,395	0.00%	0.00%
21 Rio Arriba	\$138	32%	\$296	68%	\$434	\$8,028	5.41%	1.95%
22 Roosevelt	\$110	46%	\$130	54%	\$240	\$3,903	6.15%	1.08%
23 Sandoval	\$540	80%	\$131	20%	\$671	\$13,888	4.83%	3.01%
24 San Juan	\$582	40%	\$867	60%	\$1,449	\$14,919	9.71%	6.50%
25 San Miguel	\$115	100%	\$0	0%	\$115	\$5,195	2.21%	0.52%
26 Santa Fe	\$1,195	74%	\$420	26%	\$1,615	\$16,000	10.09%	7.25%
27 Sierra	\$59	13%	\$404	87%	\$463	\$3,279	14.12%	2.08%
28 Socorro	\$0	0%	\$166	100%	\$166	\$1,875	8.85%	0.74%
29 Taos	\$182	75%	\$60	25%	\$242	\$4,178	5.79%	1.09%
30 Torrance	\$106	100%	\$0	0%	\$106	\$2,979	3.56%	0.48%
32 S. Valencia	\$0		\$0		\$0	\$4,295	0.00%	0.00%
33 Cibola	\$153	71%	\$62	29%	\$215	\$5,067	4.24%	0.96%
34 Eddy/Artesia	\$0	0%	\$385	100%	\$385	\$2,416	15.94%	1.73%
35 NW Bernalillo	\$1,014	79%	\$265	21%	\$1,279	\$18,970	6.74%	5.74%
36 SW Bernalillo	\$1,623	71%	\$675	29%	\$2,298	\$21,857	10.51%	10.31%
37 E. Dona Ana	\$97	20%	\$381	80%	\$478	\$10,474	4.56%	2.14%
38 S. Dona Ana	\$296	40%	\$450	60%	\$746	\$9,517	7.84%	3.35%
39 NE Bernalillo	\$1,439	72%	\$564	28%	\$2,003	\$15,823	12.66%	8.99%
42 N. Valencia	\$168	10%	\$1,512	90%	\$1,680	\$7,581	22.16%	7.54%
<b>Sub Totals</b>	<b>\$13,801</b>	<b>62%</b>	<b>\$8,488</b>	<b>38%</b>	<b>\$22,289</b>	<b>\$271,225</b>	<b>8.22%</b>	<b>100.0%</b>

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

**3. STATE - Cumulative Payment Error Rates**

<b>Total Paid</b>	<b>\$271,225</b>		
<b>Total Dollar Errors</b>	<b>\$22,289</b>	<b>Total Error Rate %</b>	<b>8.22%</b>
Total Dollar Over	\$13,925	% Error Rate Over	5.13%
Total Dollar Under	\$2,266	% Error Rate Under	0.84%
Total Dollar Ineligible	\$6,098	% Error Rate Ineligible	2.25%

<b>Agency Error (Dollar Amount):</b>	<b>Agency % Error Rate:</b>
<b>\$13,801</b>	<b>5.09%</b>

<b>Recipient Error (Dollar Amount):</b>	<b>Recipient % Error Rate:</b>
<b>\$8,488</b>	<b>3.13%</b>

**Cumulative Case Error Rate**

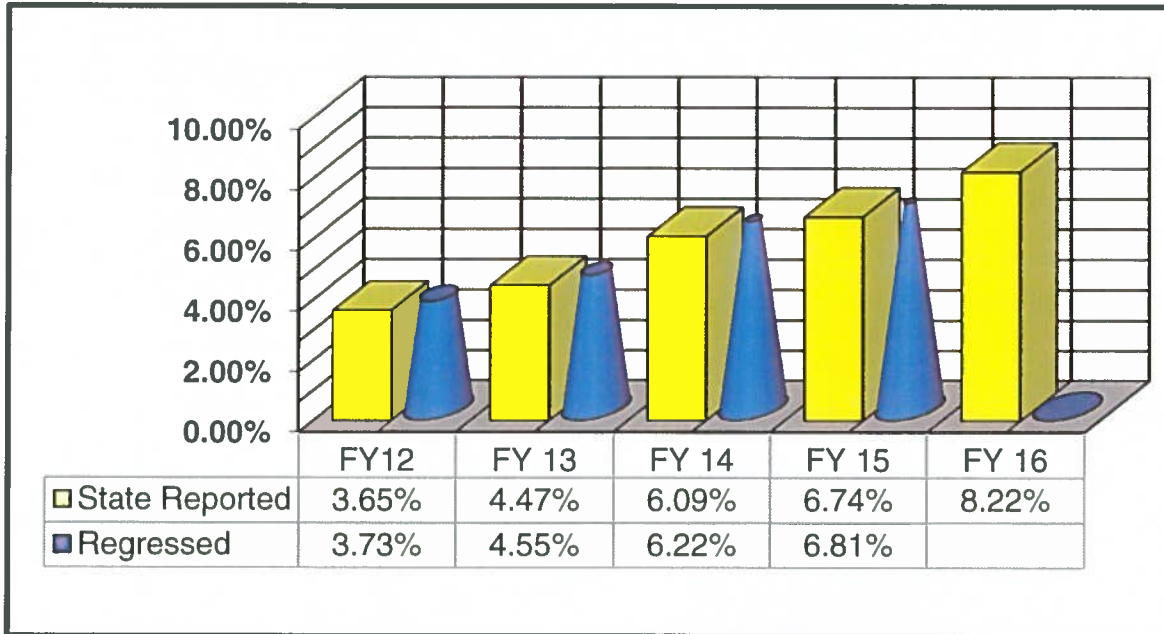
<b>Total Reviewed</b>	983
<b>% in Error</b>	15.26%

<b>Cases Dropped</b>	193
<b>Correct</b>	833
<b>Overpaid</b>	101
<b>Underpaid</b>	25
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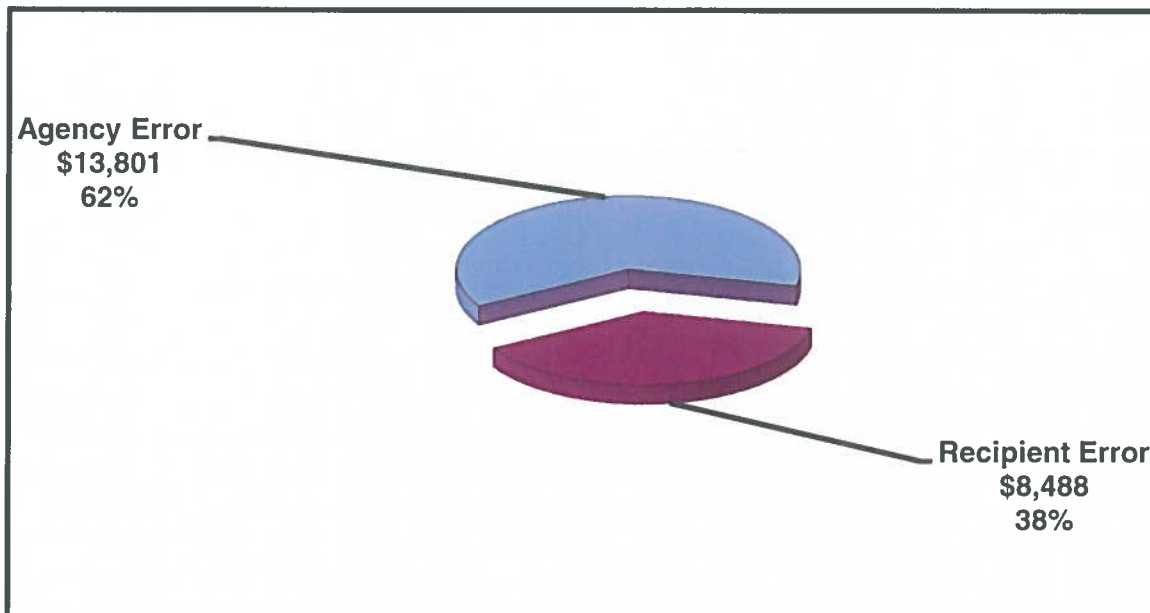
**4. REGIONAL - Cumulative Payment Error Rates**

NE Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
04 Colfax	\$146	\$0	\$146	\$1,090	13.39%	4.53%	0.66%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$590	0.00%	0.00%	0.00%
20 Quay	\$0	\$0	\$0	\$1,395	0.00%	0.00%	0.00%
21 Rio Arriba	\$138	\$296	\$434	\$8,028	5.41%	13.47%	1.95%
23 Sandoval	\$540	\$131	\$671	\$13,888	4.83%	20.82%	3.01%
25 San Miguel	\$115	\$0	\$115	\$5,195	2.21%	3.57%	0.52%
26 Santa Fe	\$1,195	\$420	\$1,615	\$16,000	10.09%	50.11%	7.25%
29 Taos	\$182	\$60	\$242	\$4,178	5.79%	7.51%	1.09%
<b>NE Region Totals</b>	<b>\$2,316</b>	<b>\$907</b>	<b>\$3,223</b>	<b>\$50,364</b>	<b>6.40%</b>	<b>100.00%</b>	<b>14.46%</b>
NW Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
17 McKinley	\$658	\$185	\$843	\$14,241	5.92%	17.50%	3.78%
24 San Juan	\$582	\$867	\$1,449	\$14,919	9.71%	30.09%	6.50%
27 Sierra	\$59	\$404	\$463	\$3,279	14.12%	9.61%	2.08%
28 Socorro	\$0	\$166	\$166	\$1,875	8.85%	3.45%	0.74%
32 S. Valencia	\$0	\$0	\$0	\$4,295	0.00%	0.00%	0.00%
33 Cibola	\$153	\$62	\$215	\$5,067	4.24%	4.46%	0.96%
42 N. Valencia	\$168	\$1,512	\$1,680	\$7,581	22.16%	34.88%	7.54%
<b>NW Region Totals</b>	<b>\$1,620</b>	<b>\$3,196</b>	<b>\$4,816</b>	<b>\$51,257</b>	<b>9.40%</b>	<b>100.00%</b>	<b>21.61%</b>
SW Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
07 W. Dona Ana	\$192	\$252	\$444	\$16,159	2.75%	11.94%	1.99%
09 Grant/Hidalgo	\$581	\$152	\$733	\$6,246	11.74%	19.71%	3.29%
16 Luna	\$807	\$174	\$981	\$4,331	22.65%	26.39%	4.40%
19 Otero	\$292	\$44	\$336	\$6,736	4.99%	9.04%	1.51%
37 E. Dona Ana	\$97	\$381	\$478	\$10,474	4.56%	12.86%	2.14%
38 S. Dona Ana	\$296	\$450	\$746	\$9,517	7.84%	20.06%	3.35%
<b>SW Region Totals</b>	<b>\$2,265</b>	<b>\$1,453</b>	<b>\$3,718</b>	<b>\$53,463</b>	<b>6.95%</b>	<b>100.00%</b>	<b>16.68%</b>
SE Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
03 Chaves	\$785	\$242	\$1,027	\$10,564	9.72%	29.59%	4.61%
05 Curry	\$120	\$59	\$179	\$8,061	2.22%	5.16%	0.80%
08 Eddy	\$839	\$0	\$839	\$5,488	15.29%	24.17%	3.76%
13 Lea	\$315	\$327	\$642	\$10,760	5.97%	18.50%	2.88%
14 Lincoln	\$159	\$0	\$159	\$1,036	15.35%	3.30%	0.71%
22 Roosevelt	\$110	\$130	\$240	\$3,903	6.15%	6.91%	1.08%
34 Eddy/Artesia	\$0	\$385	\$385	\$2,416	15.94%	11.09%	1.73%
<b>SE Region Totals</b>	<b>\$2,328</b>	<b>\$1,143</b>	<b>\$3,471</b>	<b>\$42,228</b>	<b>8.22%</b>	<b>100.00%</b>	<b>15.57%</b>
Central Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
01 SE Bernalillo	\$1,090	\$285	\$1,375	\$14,284	9.63%	19.47%	6.17%
35 NW Bernalillo	\$1,014	\$265	\$1,279	\$18,970	6.74%	18.11%	5.74%
36 SW Bernalillo	\$1,623	\$675	\$2,298	\$21,857	10.51%	32.54%	10.31%
39 NE Bernalillo	\$1,439	\$564	\$2,003	\$15,823	12.66%	28.37%	8.99%
30 Torrance	\$106	\$0	\$106	\$2,979	3.56%	1.50%	0.48%
<b>Central Region Totals</b>	<b>\$5,272</b>	<b>\$1,789</b>	<b>\$7,061</b>	<b>\$73,913</b>	<b>9.55%</b>	<b>100.00%</b>	<b>31.68%</b>
<b>State Totals</b>	<b>\$13,801</b>	<b>\$8,488</b>	<b>\$22,289</b>	<b>\$271,225</b>	<b>8.22%</b>	<b>100.00%</b>	<b>100.00%</b>

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



**6. Agency-vs-Recipient Errors**



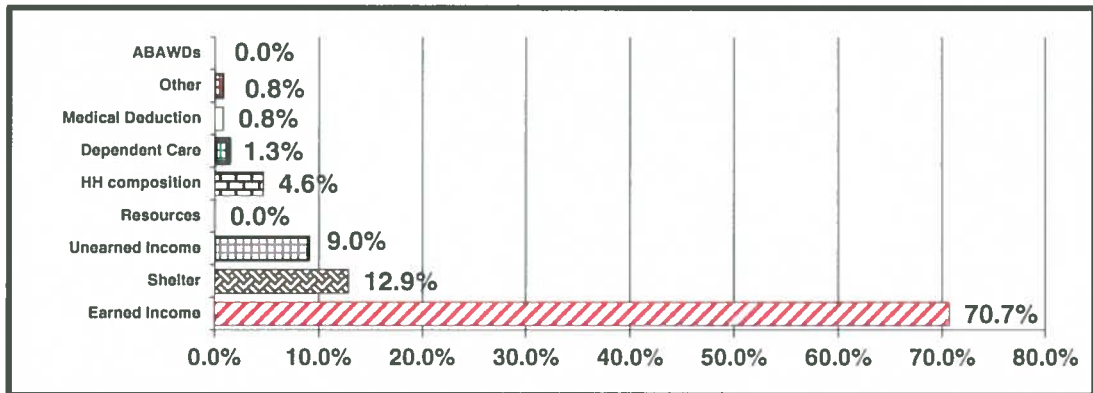
**Average Agency Error = \$145**

**Average Recipient Error = \$154**

**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	\$10,231	\$5,520	65.0%
Shelter	\$914	\$1,951	31.9%
Unearned Income	\$1,143	\$862	57.0%
Resources	\$0	\$0	0.0%
HH composition	\$881	\$155	85.0%
Dependent Care	\$286	\$0	100.0%
Medical Deduction	\$178	\$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>
66.19%	\$14,752	311	WAGES & SALARIES
3.75%	\$835	150	HOUSEHOLD COMPOSITION
9.98%	\$2,224	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.88%	\$641	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
1.06%	\$236	344	PA/GA GRANT
0.75%	\$168	520	ARITHMETIC COMPUTATION
0.20%	\$44	342	CONTRIBUTIONS
1.52%	\$339	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
1.25%	\$279	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
1.93%	\$430	346	OTHER UEI
0.70%	\$156	111	STUDENT STATUS
0.80%	\$178	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.20%	\$45	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
3.04%	\$677	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
4.48%	\$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
1.28%	\$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	\$13,528	\$9,958	\$881	\$1,143
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
<b>Total</b>	<b>\$13,801</b>	<b>\$10,231</b>	<b>\$881</b>	<b>\$1,143</b>

**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 89% of the agency-caused error rate.**

### 11. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$3,305	\$4,466	\$4,166	\$5,690	\$2,960	\$1,702
%	14.8%	20.0%	18.7%	25.5%	13.3%	7.6%

### 12. AVERAGE HOUSEHOLD SIZE

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

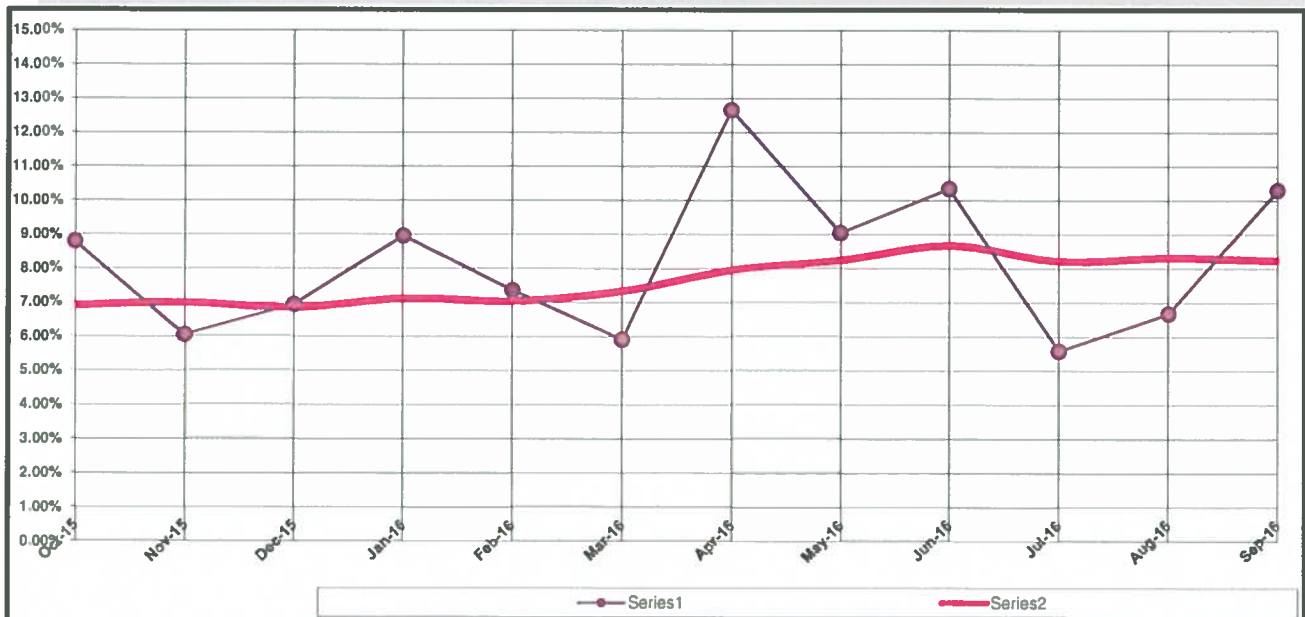
### 13. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$4,458	20.0%
Recert	\$6,747	30.3%
Change	\$3,549	15.9%
Transitional FS	\$0	0.0%
Interim	\$6,659	29.9%
Annual Report	\$808	3.6%

### 14. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	30	20.0%
Recert	46	30.7%
Change	18	12.0%
Transitional FS	0	0.0%
Interim	45	30.0%
Annual Report	11	7.3%

### 15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

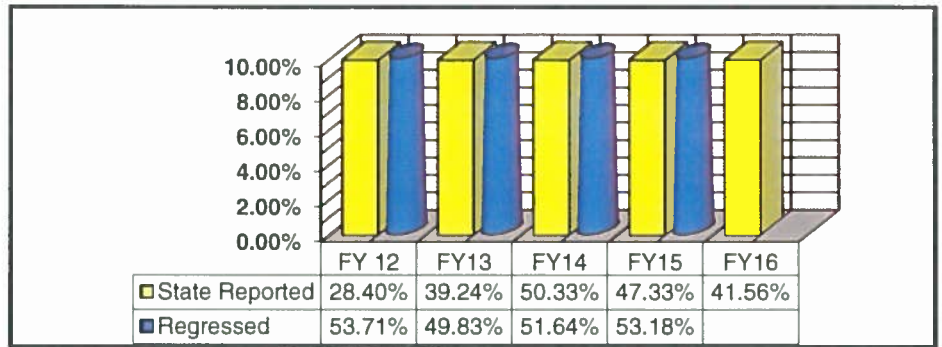


# FFY 2016 Negative Statewide Error Rates

## 1. Cumulative Negative Case Error Rate

Valid	401
Invalid Total	374
Invalid Error	143
Invalid Notice	231
Drop	125
Total Sampled	900
% Invalid Notice	25.67%
% Invalid Error	15.89%
% Invalid Total	41.56%

## 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	11	10	21	47.6%
23	Sandoval	14	17	31	54.8%
25	San Miguel	7	5	12	41.7%
26	Santa Fe	28	18	46	39.1%
29	Taos	5	6	11	54.5%
<b>NE Region Totals</b>		<b>74</b>	<b>57</b>	<b>131</b>	<b>43.5%</b>

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	12	18	30	60.0%
24	San Juan	25	25	50	50.0%
27	Sierra	6	6	12	50.0%
28	Socorro	11	5	16	31.3%
32	S. Valencia	4	1	5	20.0%
33	Cibola	6	5	11	45.5%
42	N. Valencia	10	8	18	44.4%
<b>NW Region Totals</b>		<b>74</b>	<b>68</b>	<b>142</b>	<b>47.9%</b>

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	23	10	33	30.3%
05	Curry	16	8	24	33.3%
08	Eddy	6	9	15	60.0%
13	Lea	20	13	33	39.4%
14	Lincoln	6	3	9	33.3%
22	Roosevelt	5	5	10	50.0%
34	Eddy/Artesia	6	3	9	33.3%
<b>SE Region Totals</b>		<b>82</b>	<b>51</b>	<b>133</b>	<b>38.3%</b>

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	34	16	50	32.0%
09	Grant/Hidalgo	6	8	14	57.1%
16	Luna	11	1	12	8.3%
19	Otero	7	9	16	56.3%
37	E. Dona Ana	8	11	19	57.9%
38	S. Dona Ana	9	8	17	47.1%
<b>SW Region Totals</b>		<b>75</b>	<b>53</b>	<b>128</b>	<b>41.4%</b>

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	16	18	34	52.9%
35	NW Bernalillo	21	36	57	63.2%
36	SW Bernalillo	32	36	68	52.9%
39	NE Bernalillo	22	47	69	68.1%
30	Torrance	5	8	13	61.5%
<b>Central Region Totals</b>		<b>96</b>	<b>145</b>	<b>241</b>	<b>60.2%</b>

Negative Action Time of Occurrence		
Closure	155	41.4%
Denial	219	58.6%

## 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% Of Total
Notices	128	34.22%	103	27.54%	231	61.76%
Application	46	12.30%	4	1.07%	50	13.37%
Unemployment Compensation	1	0.27%	1	0.27%	2	0.53%
Employment & Training	1	0.27%	0	0.00%	1	0.27%
Combined Net Income	3	0.80%	4	1.07%	7	1.87%
Combined Gross Income	15	4.01%	16	4.28%	31	8.29%
Verification	3	0.80%	7	1.87%	10	2.67%
Work Registration	1	0.27%	0	0.00%	1	0.27%
Wages and Salaries	15	4.01%	8	2.14%	23	6.15%
Household Composition	1	0.27%	1	0.27%	2	0.53%
Student Status	3	0.80%	0	0.00%	3	0.80%
Other	7	1.87%	6	1.60%	13	3.47%





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
<b>NW Region 1</b>													
Cibola	93.5%	94.7%	93.4%										93.9%
McKinley	90.9%	95.3%	92.9%										93.0%
San Juan	88.2%	86.3%	86.8%										87.1%
Sierra	98.6%	100.0%	100.0%										99.5%
Socorro	95.4%	97.1%	98.1%										96.9%
Valencia North	90.9%	94.3%	89.4%										91.5%
Valencia South	100.0%	100.0%											100.0%
<b>NW Region 1 Total</b>	<b>91.4%</b>	<b>93.0%</b>	<b>91.4%</b>										<b>91.9%</b>
<b>NE Region 2</b>													
Colfax	97.4%	98.6%	97.7%										97.9%
Guadalupe	100.0%	89.3%	100.0%										96.4%
Quay	90.9%	91.7%	90.2%										90.9%
Rio Arriba	97.7%	92.9%	96.2%										95.6%
San Miguel	97.5%	97.8%	97.8%										97.7%
Sandoval	93.0%	98.6%	95.9%										95.8%
Santa Fe	88.7%	96.1%	96.5%										93.8%
Taos	91.7%	96.6%	96.4%										94.9%
<b>NE Region 2 Total</b>	<b>93.1%</b>	<b>96.2%</b>	<b>96.3%</b>										<b>95.2%</b>
<b>Central Region 3</b>													
NE Bernalillo	79.9%	90.6%	85.6%										85.4%
NW Bernalillo	90.1%	91.3%	94.2%										91.9%
SE Bernalillo	89.6%	93.8%	91.6%										91.7%
SW Bernalillo	90.9%	95.4%	93.1%										93.1%
Torrance	84.4%	83.1%	95.4%										87.6%
<b>Cen. Region 3 Total</b>	<b>87.5%</b>	<b>92.4%</b>	<b>91.1%</b>										<b>90.3%</b>
<b>SE Region 4</b>													
Chaves	94.8%	95.0%	98.4%										96.1%
Curry	90.3%	98.1%	94.1%										94.2%
Eddy Artesia	92.1%	86.5%	94.8%										91.1%
Eddy Carlsbad	79.5%	94.8%	92.0%										88.8%
Lea	89.6%	94.0%	93.6%										92.4%
Lincoln	94.2%	98.7%	100.0%										97.6%
Roosevelt	100.0%	94.3%	100.0%										98.1%
<b>SE Region 4 Total</b>	<b>91.4%</b>	<b>95.0%</b>	<b>95.9%</b>										<b>94.1%</b>
<b>SW Region 5</b>													
East Dona Ana	92.7%	95.0%	98.3%										95.3%
Grant	96.3%	98.8%	97.8%										97.6%
Luna	89.7%	97.8%	95.7%										94.4%
Otero	91.6%	92.4%	97.1%										93.7%
South Dona Ana	93.6%	92.9%	99.2%										95.2%
West Dona Ana	95.9%	93.4%	96.7%										95.3%
<b>SW Region 5 Total</b>	<b>93.6%</b>	<b>94.2%</b>	<b>97.6%</b>										<b>95.1%</b>
<b>STATE TOTAL</b>	<b>91.0%</b>	<b>93.9%</b>	<b>94.0%</b>										<b>93.0%</b>

\*Beginning June 2016, DHG 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
<b>NW Region 1</b>													
Cibola	97.7%	98.2%	97.7%										97.9%
McKinley	97.8%	95.1%	92.8%										95.2%
San Juan	95.3%	85.8%	86.8%										89.3%
Sierra	96.3%	100.0%	100.0%										98.8%
Socorro	97.8%	96.6%	95.8%										96.7%
Valencia North	98.5%	94.6%	94.7%										95.9%
Valencia South	100.0%	100.0%											100.0%
<b>NW Region 1 Total</b>	<b>96.9%</b>	<b>92.8%</b>	<b>91.9%</b>										<b>93.9%</b>
<b>NE Region 2</b>													
Colfax	100.0%	100.0%	97.6%										99.2%
Guadalupe	100.0%	100.0%	100.0%										100.0%
Quay	100.0%	98.3%	98.0%										98.8%
Rio Arriba	98.3%	95.5%	97.7%										97.2%
San Miguel	99.0%	99.3%	97.8%										98.7%
Sandoval	96.5%	97.1%	98.0%										97.2%
Santa Fe	97.6%	95.3%	95.7%										96.2%
Taos	96.8%	98.6%	95.1%										96.8%
<b>NE Region 2 Total</b>	<b>97.7%</b>	<b>96.8%</b>	<b>97.0%</b>										<b>97.2%</b>
<b>Central Region 3</b>													
NE Bernalillo	90.9%	63.3%	86.9%										80.4%
NW Bernalillo	96.7%	93.0%	75.5%										88.4%
SE Bernalillo	94.1%	93.3%	86.3%										91.2%
SW Bernalillo	92.3%	76.8%	72.0%										80.4%
Torrance	88.5%	92.8%	94.5%										91.9%
<b>Cen. Region 3 Total</b>	<b>93.4%</b>	<b>81.3%</b>	<b>81.2%</b>										<b>85.3%</b>
<b>SE Region 4</b>													
Chaves	98.8%	97.3%	98.1%										98.1%
Curry	98.3%	97.3%	97.3%										97.6%
Eddy Artesia	95.8%	98.6%	100.0%										98.1%
Eddy Carlsbad	93.8%	94.1%	95.0%										94.3%
Lea	97.8%	92.7%	96.8%										95.8%
Lincoln	98.3%	97.5%	98.6%										98.1%
Roosevelt	96.8%	91.5%	98.3%										95.5%
<b>SE Region 4 Total</b>	<b>97.3%</b>	<b>95.5%</b>	<b>97.3%</b>										<b>96.7%</b>
<b>SW Region 5</b>													
East Dona Ana	97.8%	95.1%	91.3%										94.7%
Grant	96.7%	99.3%	98.0%										98.0%
Luna	98.9%	98.6%	98.8%										98.8%
Otero	96.7%	95.6%	93.8%										95.4%
South Dona Ana	97.5%	95.4%	97.0%										96.6%
West Dona Ana	94.7%	97.0%	95.8%										95.8%
<b>SW Region 5 Total</b>	<b>96.7%</b>	<b>96.7%</b>	<b>95.4%</b>										<b>96.3%</b>
<b>STATE TOTAL</b>	<b>95.9%</b>	<b>90.8%</b>	<b>90.8%</b>										<b>92.5%</b>

\*Beginning June 2016, DHG impacted cases are included

December 2016 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>December 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>December 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orrt</i>	<i>December 2016</i>
<b>NW Region 1</b>		<b>NW Region 1</b>		<b>NW Region 1</b>	
Cibola	93.4%	Cibola	0.0%	Cibola	93.4%
McKinley	92.9%	McKinley	0.0%	McKinley	92.9%
San Juan	86.8%	San Juan	0.0%	San Juan	86.8%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	98.1%	Socorro	0.0%	Socorro	98.1%
Valencia North	89.4%	Valencia North	0.0%	Valencia North	89.4%
Valencia South		Valencia South	0.0%	Valencia South	0.0%
<b>NW Region 1 Total</b>	<b>91.4%</b>	<b>NW Region 1 Total</b>	<b>0.0%</b>	<b>NW Region 1 Total</b>	<b>91.4%</b>
<b>NE Region 2</b>		<b>NE Region 2</b>		<b>NE Region 2</b>	
Colfax	97.7%	Colfax	2.3%	Colfax	100.0%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	90.2%	Quay	7.2%	Quay	97.4%
Rio Arriba	96.2%	Rio Arriba	1.2%	Rio Arriba	97.4%
San Miguel	97.8%	San Miguel	0.0%	San Miguel	97.8%
Sandoval	95.9%	Sandoval	0.3%	Sandoval	96.2%
Santa Fe	96.5%	Santa Fe	0.4%	Santa Fe	96.9%
Taos	96.4%	Taos	0.0%	Taos	96.4%
<b>NE Region 2 Total</b>	<b>96.3%</b>	<b>NE Region 2 Total</b>	<b>0.8%</b>	<b>NE Region 2 Total</b>	<b>97.1%</b>
<b>Central Region 3</b>		<b>Central Region 3</b>		<b>Central Region 3</b>	
NE Bernalillo	85.6%	NE Bernalillo	0.1%	NE Bernalillo	85.7%
NW Bernalillo	94.2%	NW Bernalillo	2.2%	NW Bernalillo	96.4%
SE Bernalillo	91.6%	SE Bernalillo	0.3%	SE Bernalillo	91.9%
SW Bernalillo	93.1%	SW Bernalillo	1.6%	SW Bernalillo	94.7%
Torrance	95.4%	Torrance	2.2%	Torrance	97.6%
<b>Cent. Region 3 Total</b>	<b>91.1%</b>	<b>Cent. Region 3 Total</b>	<b>1.0%</b>	<b>Cent. Region 3 Total</b>	<b>92.1%</b>
<b>SE Region 4</b>		<b>SE Region 4</b>		<b>SE Region 4</b>	
Chaves	98.4%	Chaves	0.0%	Chaves	98.4%
Curry	94.1%	Curry	2.1%	Curry	96.2%
Eddy Artesia	94.8%	Eddy Artesia	0.0%	Eddy Artesia	94.8%
Eddy Carlsbad	92.0%	Eddy Carlsbad	0.0%	Eddy Carlsbad	92.0%
Lea	93.6%	Lea	0.0%	Lea	93.6%
Lincoln	100.0%	Lincoln	0.0%	Lincoln	100.0%
Roosevelt	100.0%	Roosevelt	0.0%	Roosevelt	100.0%
<b>SE Region 4 Total</b>	<b>95.9%</b>	<b>SE Region 4 Total</b>	<b>0.4%</b>	<b>SE Region 4 Total</b>	<b>96.3%</b>
<b>SW Region 5</b>		<b>SW Region 5</b>		<b>SW Region 5</b>	
East Dona Ana	98.3%	East Dona Ana	0.0%	East Dona Ana	98.3%
Grant	97.8%	Grant	0.0%	Grant	97.8%
Luna	95.7%	Luna	0.0%	Luna	95.7%
Otero	97.1%	Otero	0.0%	Otero	97.1%
South Dona Ana	99.2%	South Dona Ana	0.0%	South Dona Ana	99.2%
West Dona Ana	96.7%	West Dona Ana	0.0%	West Dona Ana	96.7%
<b>SW Region 5 Total</b>	<b>97.6%</b>	<b>SW Region 5 Total</b>	<b>0.0%</b>	<b>SW Region 5 Total</b>	<b>97.6%</b>
<b>STATE TOTAL</b>	<b>94.0%</b>	<b>STATE TOTAL</b>	<b>0.5%</b>	<b>STATE TOTAL</b>	<b>94.5%</b>

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

December 2016 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>December 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>December 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Ord.</i>	<i>December 2016</i>
<b>NW Region 1</b>		<b>NW Region 1</b>		<b>NW Region 1</b>	
Cibola	97.7%	Cibola	2.3%	Cibola	100.0%
McKinley	92.8%	McKinley	5.5%	McKinley	98.3%
San Juan	86.8%	San Juan	1.5%	San Juan	88.3%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	95.8%	Socorro	1.4%	Socorro	97.2%
Valencia North	94.7%	Valencia North	1.8%	Valencia North	96.5%
Valencia South		Valencia South	0.0%	Valencia South	0.0%
<b>NW Region 1 Total</b>	<b>91.9%</b>	<b>NW Region 1 Total</b>	<b>2.4%</b>	<b>NW Region 1 Total</b>	<b>94.3%</b>
<b>NE Region 2</b>		<b>NE Region 2</b>		<b>NE Region 2</b>	
Colfax	97.6%	Colfax	2.4%	Colfax	100.0%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	98.0%	Quay	0.0%	Quay	98.0%
Rio Arriba	97.7%	Rio Arriba	0.4%	Rio Arriba	98.1%
San Miguel	97.8%	San Miguel	0.7%	San Miguel	98.5%
Sandoval	98.0%	Sandoval	1.8%	Sandoval	99.8%
Santa Fe	95.7%	Santa Fe	2.0%	Santa Fe	97.7%
Taos	95.1%	Taos	1.3%	Taos	96.4%
<b>NE Region 2 Total</b>	<b>97.0%</b>	<b>NE Region 2 Total</b>	<b>1.4%</b>	<b>NE Region 2 Total</b>	<b>98.4%</b>
<b>Central Region 3</b>		<b>Central Region 3</b>		<b>Central Region 3</b>	
NE Bernalillo	86.9%	NE Bernalillo	2.6%	NE Bernalillo	89.5%
NW Bernalillo	75.5%	NW Bernalillo	5.2%	NW Bernalillo	80.7%
SE Bernalillo	86.3%	SE Bernalillo	11.2%	SE Bernalillo	97.5%
SW Bernalillo	72.0%	SW Bernalillo	1.5%	SW Bernalillo	73.5%
Torrance	94.5%	Torrance	4.5%	Torrance	99.0%
<b>Cent. Region 3 Total</b>	<b>81.2%</b>	<b>Cent. Region 3 Total</b>	<b>2.3%</b>	<b>Cent. Region 3 Total</b>	<b>83.5%</b>
<b>SE Region 4</b>		<b>SE Region 4</b>		<b>SE Region 4</b>	
Chaves	98.1%	Chaves	1.4%	Chaves	99.5%
Curry	97.3%	Curry	0.5%	Curry	97.8%
Eddy Artesia	100.0%	Eddy Artesia	0.0%	Eddy Artesia	100.0%
Eddy Carlsbad	95.0%	Eddy Carlsbad	3.1%	Eddy Carlsbad	98.1%
Lea	96.8%	Lea	0.8%	Lea	97.6%
Lincoln	98.6%	Lincoln	0.0%	Lincoln	98.6%
Roosevelt	98.3%	Roosevelt	0.0%	Roosevelt	98.3%
<b>SE Region 4 Total</b>	<b>97.3%</b>	<b>SE Region 4 Total</b>	<b>1.1%</b>	<b>SE Region 4 Total</b>	<b>98.4%</b>
<b>SW Region 5</b>		<b>SW Region 5</b>		<b>SW Region 5</b>	
East Dona Ana	91.3%	East Dona Ana	4.8%	East Dona Ana	96.1%
Grant	98.0%	Grant	1.3%	Grant	99.3%
Luna	98.8%	Luna	0.6%	Luna	99.4%
Otero	93.8%	Otero	2.5%	Otero	96.3%
South Dona Ana	97.0%	South Dona Ana	1.8%	South Dona Ana	98.8%
West Dona Ana	95.8%	West Dona Ana	0.7%	West Dona Ana	96.5%
<b>SW Region 5 Total</b>	<b>95.4%</b>	<b>SW Region 5 Total</b>	<b>3.0%</b>	<b>SW Region 5 Total</b>	<b>98.4%</b>
<b>STATE TOTAL</b>	<b>90.8%</b>	<b>STATE TOTAL</b>	<b>2.1%</b>	<b>STATE TOTAL</b>	<b>92.9%</b>

\*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
<b>NE Region</b>													
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%	100.0%	80.0%
San Miguel	100.0%	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%	100.0%	93.5%
Taos			100.0%	0.0%	100.0%			100.0%	100.0%		50.0%	100.0%	81.8%
<b>NE Region TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>80.0%</b>	<b>71.4%</b>	<b>80.0%</b>	<b>85.7%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>92.3%</b>	<b>100.0%</b>	<b>92.3%</b>	<b>100.0%</b>	<b>89.6%</b>
<b>NW Region</b>													
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%	100.0%	78.4%
San Juan	80.0%	100.0%	66.7%	100.0%		66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	86.7%
Sierra		100.0%	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%	66.7%	85.7%
<b>NW Region TOTAL</b>	<b>91.7%</b>	<b>82.4%</b>	<b>78.6%</b>	<b>87.5%</b>	<b>75.0%</b>	<b>91.7%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>71.4%</b>	<b>90.0%</b>	<b>88.9%</b>	<b>85.7%</b>	<b>87.6%</b>
<b>SW Region</b>													
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%	80.0%	89.2%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	#DIV/0!	100.0%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	0.0%		100.0%	95.0%
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%	100.0%	84.6%
Otero	100.0%	100.0%	100.0%	100.0%		100.0%			100.0%	100.0%	100.0%	100.0%	100.0%
<b>SW Region Total</b>	<b>85.7%</b>	<b>84.6%</b>	<b>100.0%</b>	<b>91.7%</b>	<b>100.0%</b>	<b>90.9%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>66.7%</b>	<b>100.0%</b>	<b>88.9%</b>	<b>91.5%</b>
<b>SE Region</b>													
Chaves	100.0%		75.0%	50.0%	100.0%					100.0%	100.0%	100.0%	86.7%
Curry			100.0%	0.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	93.3%
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%		100.0%	90.9%
Lincoln	0.0%		0.0%		100.0%							100.0%	50.0%
Roosevelt		100.0%	100.0%			100.0%	0.0%			100.0%	100.0%		87.5%
<b>SE Region Total</b>	<b>75.0%</b>	<b>100.0%</b>	<b>81.8%</b>	<b>33.3%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>50.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>87.5%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>87.9%</b>
<b>Central Region</b>													
Bernalillo (NE)	75.0%	100.0%	50.0%	81.8%	70.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	84.9%
Bernalillo (NW)	62.5%	100.0%	50.0%	80.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	83.3%
Bernalillo (SE)	80.0%	75.0%	100.0%	100.0%	75.0%	100.0%	80.0%	100.0%	50.0%	75.0%	100.0%	100.0%	86.7%
Bernalillo (SW)	100.0%	75.0%	85.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.2%
Torrance						100.0%		100.0%		100.0%	100.0%		100.0%
<b>Central Region Total</b>	<b>72.2%</b>	<b>85.7%</b>	<b>82.4%</b>	<b>87.5%</b>	<b>76.5%</b>	<b>90.0%</b>	<b>94.7%</b>	<b>100.0%</b>	<b>92.3%</b>	<b>88.9%</b>	<b>91.7%</b>	<b>100.0%</b>	<b>87.9%</b>
<b>STATE TOTAL</b>	<b>83.1%</b>	<b>86.8%</b>	<b>82.5%</b>	<b>83.3%</b>	<b>83.7%</b>	<b>90.7%</b>	<b>95.9%</b>	<b>98.0%</b>	<b>91.3%</b>	<b>86.3%</b>	<b>94.0%</b>	<b>93.5%</b>	<b>88.8%</b>