



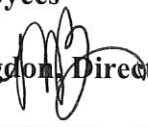
HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 17-41

TO: ISD Employees

FROM: Mary Brogdon,  Director, Income Support Division

RE: FFY 2017 SNAP Performance Report-Eighth

DATE: November 3, 2017

Attached please find the eighth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2017. This report includes all Quality Control (QC) findings received for the review months of October 2016 through May 2017. Along with payment and negative accuracy rates, data included in this report is the recertification, SNAP Expedite and Non-Expedite application processing timeliness. The Performance Goals for the state for FFY 2017 are:

Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)
Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)
Expedite and Non-Expedite application processing timeliness of 95%

Effective October 1, 2017, in order to assist in meeting Performance Goals for Payment Accuracy (94%), Case Action and Procedural Error Rate (CAPER) (99%), and Application Processing Timeliness (95%), all counties must complete **2** full SNAP new application reviews, **15** target SNAP renewals (recertifications and/or interim reports), **5** target SNAP approval reviews, and **2** target denial reviews per line manager. Cases should be pulled from the Second Party Review alerts in ASPEN. The office reviews must be completed by the last working day of the month.

Tracking should be entered on the separate Tracking Log spreadsheet on the QIS shared drive. The Tracking Log must be completed by the second business day of the next month.

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly. Staff from QIS will review a sample of these reviews each month.

If Line Managers are found to be non-compliant with mandatory Office Reviews, County Directors, will be required to review a minimum 5 cases per Line Manager prior to the last working day of the month.

If there are any questions or comments, please contact Carolyn Craven of the Quality Assessment Bureau at 827-7224 or e-mail at Carolyn.Craven@state.nm.us.

Attachment

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2017

1. STATE Cumulative Payment Error Rates

Total Paid	\$171,499		
Total Dollar Errors	\$11,229	Total Error Rate %	6.55%
Total Dollar Over	\$7,130	% Error Rate Over	4.16%
Total Dollar Under	\$1,835	% Error Rate Under	1.07%
Total Dollar Ineligible	\$2,264	% Error Rate Ineligible	1.32%

Cumulative Case Error Rate

Total Reviewed	654
% In Error	13.3%

Cases Dropped	130
Correct	567
Overpaid	62
Underpaid	14
Ineligible	11

Agency Error Dollar Amount	Agency % Error Rate:
\$4,807	2.80%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$6,422	3.74%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$5,300	47.2%
Recertification	\$5,929	52.8%

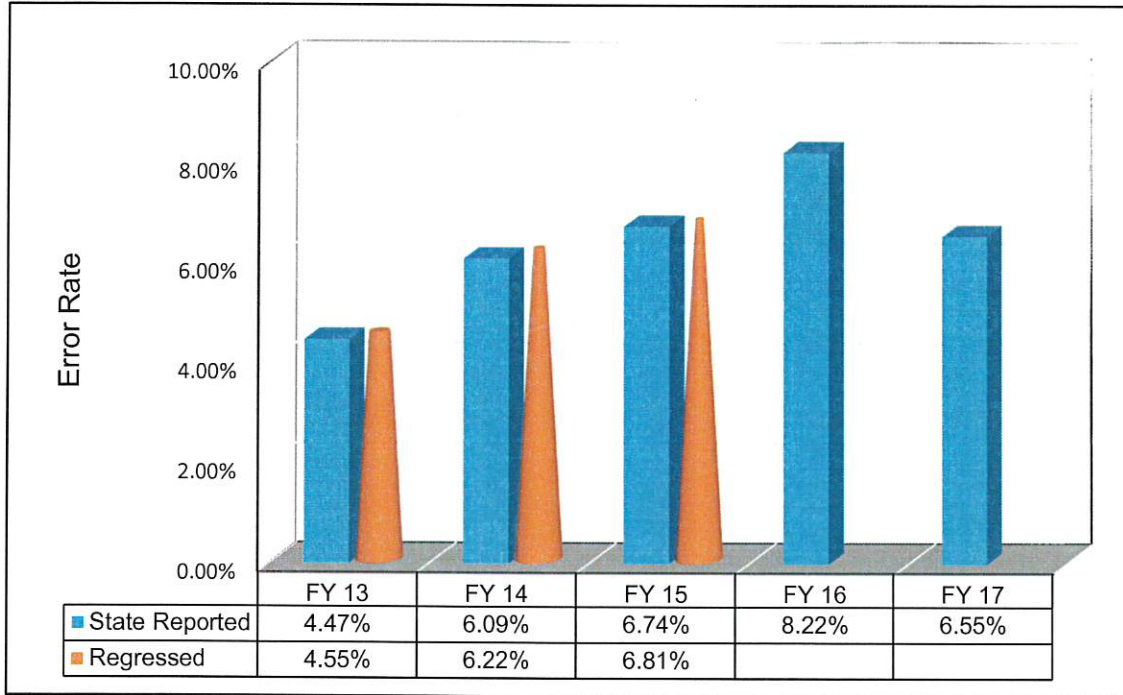
3. Error Rates By: Month and FFY Cumulative



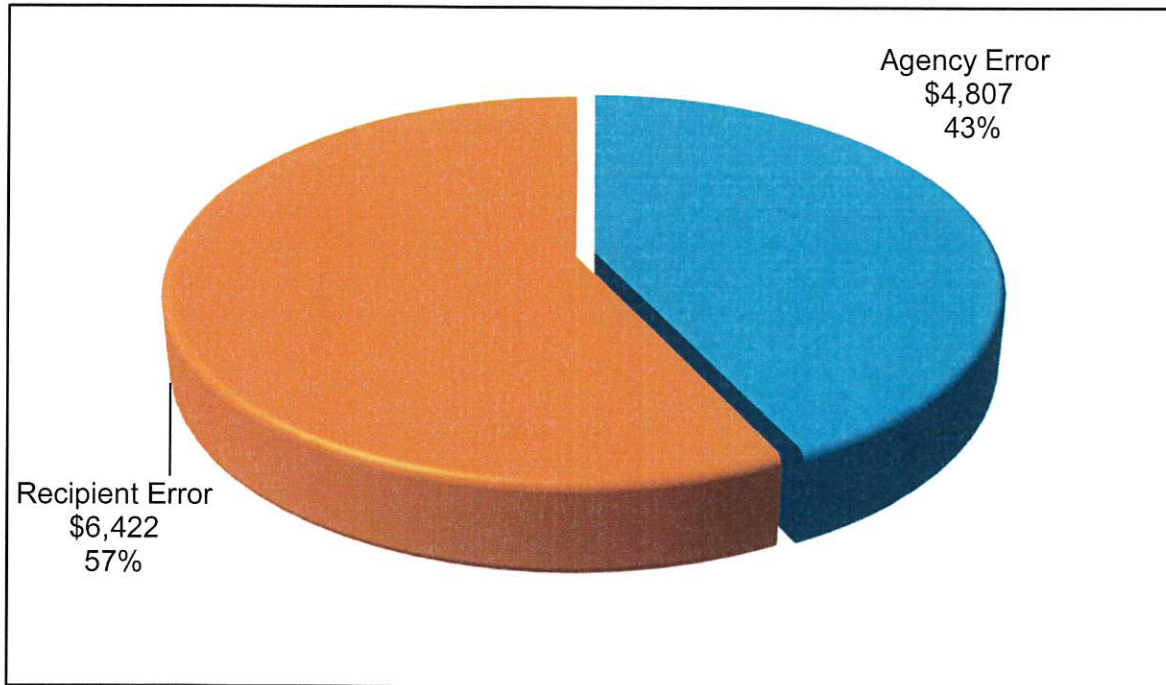
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	\$0	\$0	\$0	\$384	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$143	0.00%	0.00%	0.00%
20	Quay	\$0	\$75	\$75	\$1,939	3.87%	0.67%	0.00%
21	Rio Arriba	\$16	\$379	\$395	\$6,727	5.87%	3.52%	41.75%
23	Sandoval	\$0	\$368	\$368	\$9,151	4.02%	3.28%	15.63%
25	San Miguel	\$304	\$0	\$304	\$4,241	7.17%	2.71%	0.00%
26	Santa Fe	\$291	\$693	\$984	\$8,380	11.74%	8.76%	5.57%
29	Taos	\$70	\$0	\$70	\$1,804	3.88%	0.62%	51.09%
NE Region Totals		\$681	\$1,515	\$2,196	\$32,769	6.70%	19.56%	12.24%
NW Region								
17	McKinley	\$347	\$454	\$801	\$12,067	6.64%	7.13%	0.00%
24	San Juan	\$246	\$307	\$553	\$10,551	5.24%	4.92%	0.00%
27	Sierra	\$100	\$0	\$100	\$908	11.01%	0.89%	0.00%
28	Socorro	\$313	\$0	\$313	\$3,423	9.14%	2.79%	18.51%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$2,669	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$210	\$210	\$5,137	4.09%	1.87%	21.18%
NW Region Totals		\$1,006	\$971	\$1,977	\$34,755	5.69%	17.61%	8.40%
SW Region								
07	W. Dona Ana	\$49	\$326	\$375	\$8,428	4.45%	3.34%	0.00%
09	Grant	\$0	\$74	\$74	\$3,174	2.33%	0.66%	0.00%
16	Luna	\$60	\$0	\$60	\$2,004	2.99%	0.53%	0.00%
19	Otero	\$229	\$0	\$229	\$3,506	6.53%	2.04%	23.04%
37	E. Dona Ana	\$100	\$447	\$547	\$6,623	8.26%	4.87%	10.09%
38	S. Dona Ana	\$349	\$771	\$1,120	\$8,922	12.55%	9.97%	15.74%
SW Region Totals		\$787	\$1,618	\$2,405	\$32,657	7.36%	21.42%	11.47%
SE Region								
03	Chaves	\$343	\$132	\$475	\$5,179	9.17%	4.23%	36.88%
05	Curry	\$113	\$299	\$412	\$3,098	13.30%	3.67%	0.00%
08	Eddy	\$0	\$0	\$0	\$5,823	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$4,187	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$959	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$3,878	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$1,432	0.00%	0.00%	0.00%
SE Region Totals		\$456	\$431	\$887	\$24,556	3.61%	7.90%	11.48%
Central Region								
01	SE Bernalillo	\$262	\$130	\$392	\$7,175	5.46%	3.49%	27.32%
35	NW Bernalillo	\$542	\$133	\$675	\$7,797	8.66%	6.01%	0.00%
36	SW Bernalillo	\$348	\$1,285	\$1,633	\$19,273	8.47%	14.54%	4.10%
39	NE Bernalillo	\$683	\$339	\$1,022	\$10,065	10.15%	9.10%	9.04%
30	Torrance	\$42	\$0	\$42	\$2,452	1.71%	0.37%	0.00%
Central Region Totals		\$1,877	\$1,887	\$3,764	\$46,762	8.05%	33.52%	7.62%
State Totals		\$4,807	\$6,422	\$11,229	\$171,499	6.55%	100.00%	9.66%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$137

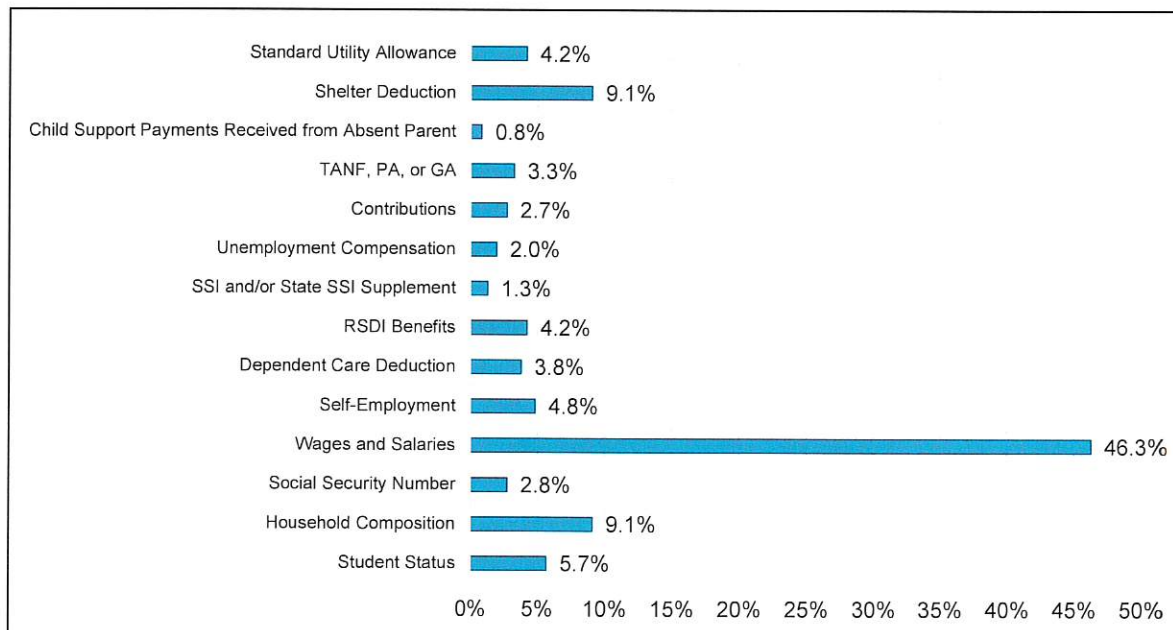
Average Agency Error: \$120

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$637	\$0	100.0%
150 - Household Composition	\$313	\$708	30.7%
170 - Social Security Number	\$0	\$309	0.0%
311 - Wages and Salaries	\$1,747	\$3,452	33.6%
312 - Self-Employment	\$542	\$0	100.0%
323 - Dependent Care Deduction	\$375	\$50	88.2%
331 - RSDI Benefits	\$248	\$227	52.2%
333 - SSI and/or State SSI Supplement	\$145	\$0	100.0%
334 - Unemployment Compensation	\$60	\$159	27.4%
342 - Contributions	\$238	\$68	77.8%
344 - TANF, PA, or GA	\$162	\$204	44.3%
350 - Child Support Payments Received from Absent Parent	\$0	\$93	0.0%
363 - Shelter Deduction	\$0	\$1,020	0.0%
364 - Standard Utility Allowance	\$340	\$132	72.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$637	5.7%
Household Composition	\$1,021	9.1%
Social Security Number	\$309	2.8%
Wages and Salaries	\$5,199	46.3%
Self-Employment	\$542	4.8%
Dependent Care Deduction	\$425	3.8%
RSDI Benefits	\$475	4.2%
SSI and/or State SSI Supplement	\$145	1.3%
Unemployment Compensation	\$219	2.0%
Contributions	\$306	2.7%
TANF, PA, or GA	\$366	3.3%
Child Support Payments Received from Absent Parent	\$93	0.8%
Shelter Deduction	\$1,020	9.1%
Standard Utility Allowance	\$472	4.2%
Total	\$11,229	100.0%



FFY 2017 Negative Statewide Error Rates

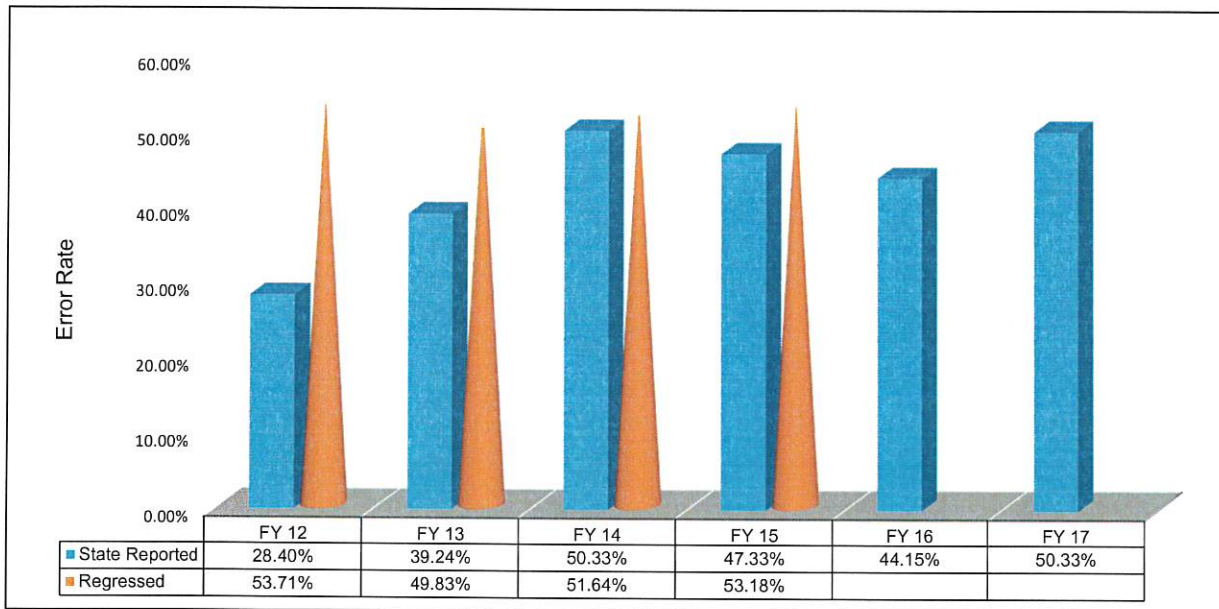
1. Cumulative Negative Case Error Rate

Valid	244
Invalid	302
Invalid Error	227
Invalid Notice	75
Drop	54
Total Sampled	600
% Invalid Notice	12.5%
% Invalid Error	37.8%
% Invalid Total	50.3%

2. Ranked Negative Action By Time of Occurrence

Closure	104	35.0%
Denial	192	65.0%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	140	47.3%	21	7.1%	161	53.3%
Notices	24	8.1%	51	17.2%	75	24.8%
Verification	4	1.4%	14	4.7%	18	6.0%
Combined Gross Income	12	4.1%	4	1.4%	16	5.3%
Wages and Salaries	5	1.7%	7	2.4%	12	4.0%
Student Status	4	1.4%	1	0.3%	5	1.7%
Combined Net Income	2	0.7%	1	0.3%	3	1.0%
Transitional Benefits	0	0.0%	2	0.7%	2	0.7%
Joint TANF/SNAP Processing and Reporting	0	0.0%	2	0.7%	2	0.7%
Child Support Payments Received from Absent Parent	1	0.3%	1	0.3%	2	0.7%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	0	1	1	100.0%
10	Guadalupe/De Baca	1	2	3	66.7%
20	Quay	2	2	4	50.0%
21	Rio Arriba	5	5	10	50.0%
23	Sandoval	17	14	31	45.2%
25	San Miguel	0	4	4	100.0%
26	Santa Fe	16	12	28	42.9%
29	Taos	7	6	13	46.2%
NE Region Totals		48	46	94	48.9%

NW Region

17	McKinley	6	8	14	57.1%
24	San Juan	10	21	31	67.7%
27	Sierra	6	3	9	33.3%
28	Socorro	0	1	1	100.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	6	2	8	25.0%
42	N. Valencia	11	19	30	63.3%
NW Region Totals		39	54	93	58.1%

SW Region

07	W. Dona Ana	12	12	24	50.0%
09	Grant	6	7	13	53.8%
16	Luna	6	3	9	33.3%
19	Otero	8	7	15	46.7%
37	E. Dona Ana	12	7	19	36.8%
38	S. Dona Ana	14	4	18	22.2%
SW Region Totals		58	40	98	40.8%

SE Region

03	Chaves	8	7	15	46.7%
05	Curry	4	6	10	60.0%
08	Eddy	12	6	18	33.3%
13	Lea	6	9	15	60.0%
14	Lincoln	1	5	6	83.3%
22	Roosevelt	1	3	4	75.0%
34	Eddy/Artesia	3	2	5	40.0%
SE Region Totals		35	38	73	52.1%

Central Region

01	SE Bernalillo	12	28	40	70.0%
35	NW Bernalillo	16	18	34	52.9%
36	SW Bernalillo	15	25	40	62.5%
39	NE Bernalillo	16	47	63	74.6%
30	Torrance	5	6	11	54.5%
Central Region Totals		64	124	188	66.0%

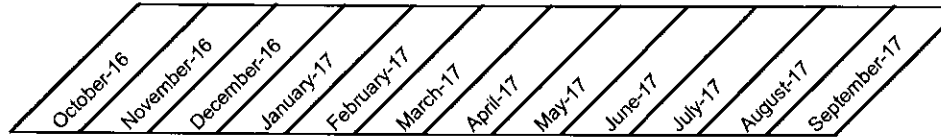
State Totals		244	302	546	55.3%
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FFY 2017 Application Processing Timeliness
FFY 2017 Expedite Application Processing Timeliness
FFY 2017 Non Expedite Application Processing Timeliness

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

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

FFY 2017 QC Recertification Timeliness



NE Region

4 Colfax	100%						100%	100%				
10 Guadalupe/De Baca												
20 Quay		0%				100%						
21 Rio Arriba	100%	100%	100%	100%	100%		100%	100%				
23 Sandoval	100%	100%	100%	50%	100%	100%		50%				
25 San Miguel	100%	75%	100%		100%	100%	100%					
26 Santa Fe		100%	100%	100%	100%	100%	100%	80%				
29 Taos			100%	100%				100%				
NE Region Totals	100%	86%	100%	83%	100%	100%	100%	82%				

NW Region

17 McKinley	100%	100%	100%	100%	100%		100%					
24 San Juan	75%	100%	67%		50%	75%	60%					
27 Sierra		100%			100%		100%					
28 Socorro		100%	100%	100%				100%				
32 S. Valencia			0%									
33 Cibola		100%			0%	100%	100%	100%				
42 N. Valencia	0%		100%	0%	0%	50%	0%	50%				
NW Region Totals	67%	100%	79%	80%	63%	71%	73%	83%				

SW Region

7 W. Dona Ana	100%	100%	67%	100%	100%	100%	75%					
9 Grant		100%				100%		0%				
16 Luna		100%				100%	100%					
19 Otero	0%	100%	100%	0%		100%	100%	0%				
37 E. Dona Ana	100%	100%		67%	67%		67%	100%				
38 S. Dona Ana	100%	100%	100%	100%	75%	67%	0%	100%				
SW Region Totals	83%	100%	86%	83%	83%	90%	70%	71%				

SE Region

3 Chaves		100%	100%	100%		50%		0%				
5 Curry		100%	100%				33%	0%				
8 Eddy		100%					100%	100%				
13 Lea	100%		50%		100%	100%		100%				
14 Lincoln						100%	100%					
22 Roosevelt		100%		100%				0%				
34 Eddy/Artesia	100%				100%	100%	100%					
SE Region Totals	100%	100%	83%	100%	100%	86%	67%	40%				

Central Region

1 SE Bernalillo	100%	100%	67%	100%	100%		0%					
35 NW Bernalillo	50%	100%	100%	50%	100%	100%	100%	50%				
36 SW Bernalillo	100%	100%	71%	67%	80%	50%	67%	25%				
39 NE Bernalillo	100%	67%	100%	50%	100%	100%	100%	80%				
30 Torrance	100%	0%			100%	100%	100%					
Central Region Totals	92%	82%	84%	73%	94%	86%	82%	55%				

State Totals	85%	92%	85%	80%	87%	86%	78%	68%				
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