



**HUMAN SERVICES**  
DEPARTMENT

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

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## General Information Memorandum

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**ISD-GI 18-57**

**TO: ISD Employees**

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**FROM: Mary Brogdon, Director, Income Support Division**

**RE: FFY 2018 SNAP Performance Report-Ninth**

**DATE: November 14, 2018**

Attached please find the ninth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2018. This report includes all Quality Control (QC) findings received for the review months of October 2017 through June 2018. 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 2018 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](mailto:Carolyn.Craven@state.nm.us).

Attachment

## Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2018

### 1. STATE Cumulative Payment Error Rates

Total Paid	\$170,415		
Total Dollar Errors	\$13,715	Total Error Rate %	8.05%
Total Dollar Over	\$8,162	% Error Rate Over	4.79%
Total Dollar Under	\$2,300	% Error Rate Under	1.35%
Total Dollar Ineligible	\$3,253	% Error Rate Ineligible	1.91%

#### Cumulative Case Error Rate

Total Reviewed	749
% In Error	13.9%

Cases Dropped	133
Correct	645
Overpaid	67
Underpaid	20
Ineligible	17

Agency Error (Dollar Amount)	Agency % Error Rate:
\$6,996	4.11%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$6,719	3.94%

### 2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$7,065	51.5%
Recertification	\$6,650	48.5%

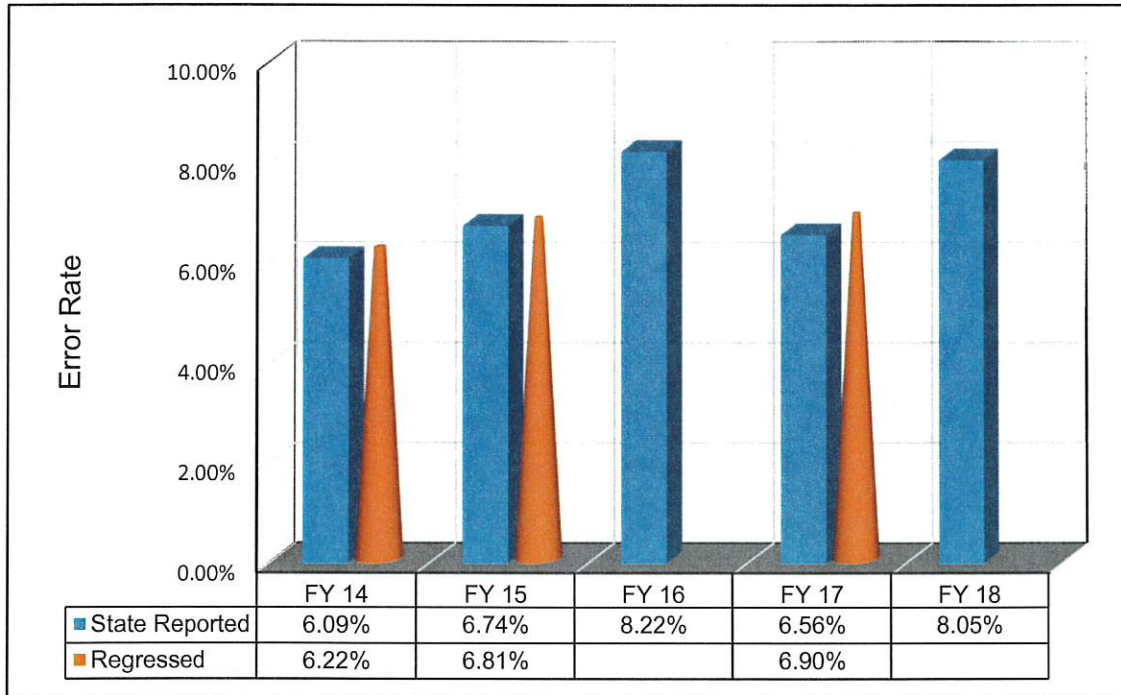
### 3. Error Rates By: Month and FFY Cumulative



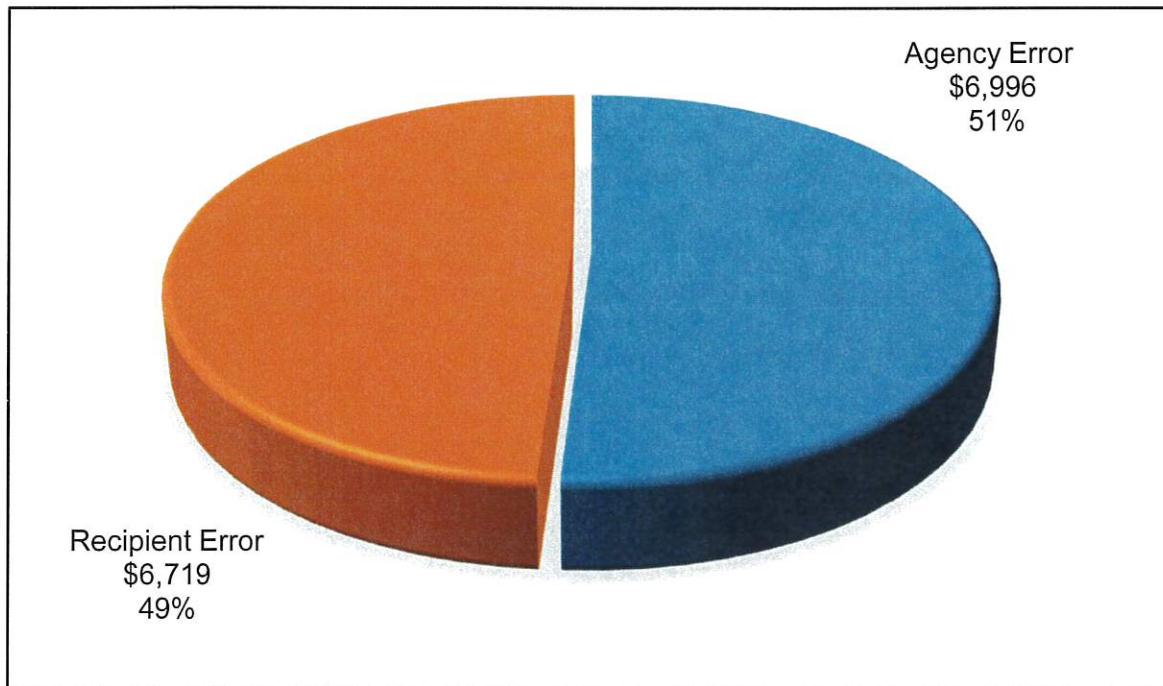
#### 4. Regional Cumulative Payment Error Rates

		Cumulative					County Error Rate	
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	
								Current Month
<b>NE Region</b>								
04	Colfax	\$0	\$0	\$0	\$1,701	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$222	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$498	0.00%	0.00%	0.00%
21	Rio Arriba	\$465	\$177	\$642	\$4,309	14.90%	4.68%	15.55%
23	Sandoval	\$1,028	\$330	\$1,358	\$9,996	13.59%	9.90%	15.43%
25	San Miguel	\$59	\$50	\$109	\$3,882	2.81%	0.79%	0.00%
26	Santa Fe	\$576	\$301	\$877	\$9,390	9.34%	6.39%	28.70%
29	Taos	\$144	\$142	\$286	\$3,654	7.83%	2.09%	31.46%
<b>NE Region Totals</b>		<b>\$2,272</b>	<b>\$1,000</b>	<b>\$3,272</b>	<b>\$33,652</b>	<b>9.72%</b>	<b>23.86%</b>	<b>14.96%</b>
<b>NW Region</b>								
17	McKinley	\$49	\$201	\$250	\$11,249	2.22%	1.82%	0.00%
24	San Juan	\$445	\$275	\$720	\$12,903	5.58%	5.25%	0.00%
27	Sierra	\$39	\$352	\$391	\$1,235	31.66%	2.85%	0.00%
28	Socorro	\$0	\$112	\$112	\$4,240	2.64%	0.82%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$3,899	1.38%	0.39%	0.00%
42	N. Valencia	\$154	\$115	\$269	\$5,116	5.26%	1.96%	0.00%
<b>NW Region Totals</b>		<b>\$687</b>	<b>\$1,109</b>	<b>\$1,796</b>	<b>\$39,009</b>	<b>4.60%</b>	<b>13.10%</b>	<b>0.00%</b>
<b>SW Region</b>								
07	W. Dona Ana	\$0	\$434	\$434	\$7,824	5.55%	3.16%	19.26%
09	Grant	\$0	\$120	\$120	\$2,160	5.56%	0.87%	0.00%
16	Luna	\$0	\$177	\$177	\$2,068	8.56%	1.29%	0.00%
19	Otero	\$0	\$0	\$0	\$5,202	0.00%	0.00%	0.00%
37	E. Dona Ana	\$72	\$0	\$72	\$2,983	2.41%	0.52%	0.00%
38	S. Dona Ana	\$471	\$259	\$730	\$8,822	8.27%	5.32%	0.00%
<b>SW Region Totals</b>		<b>\$543</b>	<b>\$990</b>	<b>\$1,533</b>	<b>\$29,059</b>	<b>5.28%</b>	<b>11.18%</b>	<b>2.43%</b>
<b>SE Region</b>								
03	Chaves	\$0	\$521	\$521	\$5,090	10.24%	3.80%	7.41%
05	Curry	\$0	\$227	\$227	\$6,189	3.67%	1.66%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,729	0.00%	0.00%	0.00%
13	Lea	\$341	\$364	\$705	\$4,496	15.68%	5.14%	27.91%
14	Lincoln	\$45	\$0	\$45	\$1,449	3.11%	0.33%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$847	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$640	0.00%	0.00%	0.00%
<b>SE Region Totals</b>		<b>\$386</b>	<b>\$1,112</b>	<b>\$1,498</b>	<b>\$20,440</b>	<b>7.33%</b>	<b>10.92%</b>	<b>7.44%</b>
<b>Central Region</b>								
01	SE Bernalillo	\$461	\$941	\$1,402	\$7,067	19.84%	10.22%	21.88%
35	NW Bernalillo	\$582	\$258	\$840	\$8,584	9.79%	6.12%	21.71%
36	SW Bernalillo	\$475	\$1,046	\$1,521	\$13,555	11.22%	11.09%	36.94%
39	NE Bernalillo	\$518	\$192	\$710	\$15,310	4.64%	5.18%	0.00%
30	Torrance	\$1,072	\$71	\$1,143	\$3,510	32.56%	8.33%	0.00%
<b>Central Region Totals</b>		<b>\$3,108</b>	<b>\$2,508</b>	<b>\$5,616</b>	<b>\$48,026</b>	<b>11.69%</b>	<b>40.95%</b>	<b>12.47%</b>
<b>State Totals</b>		<b>\$6,996</b>	<b>\$6,719</b>	<b>\$13,715</b>	<b>\$170,415</b>	<b>8.05%</b>	<b>100.00%</b>	<b>8.84%</b>

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$149

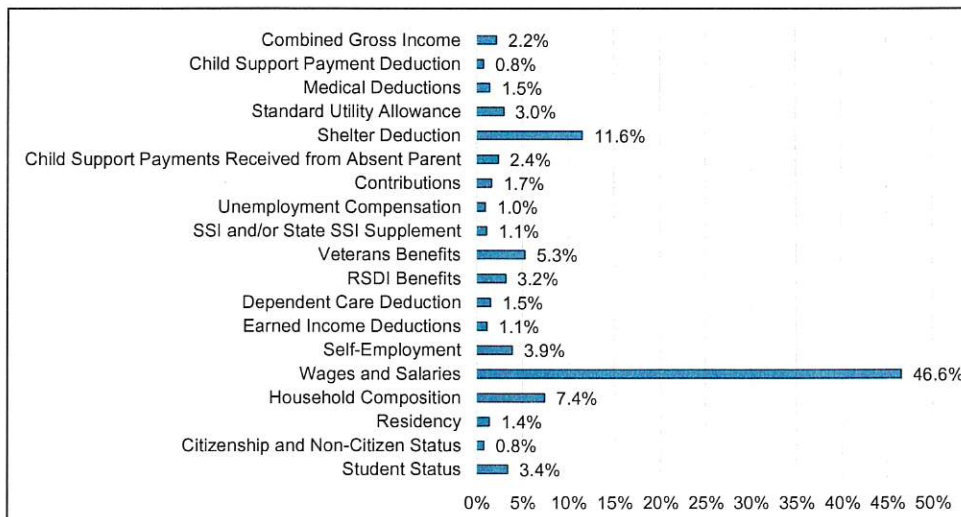
Average Agency Error: \$119

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$384	\$81	82.6%
130 - Citizenship and Non-Citizen Status	\$110	\$0	100.0%
140 - Residency	\$0	\$192	0.0%
150 - Household Composition	\$584	\$435	57.3%
311 - Wages and Salaries	\$2,326	\$4,066	36.4%
312 - Self-Employment	\$538	\$0	100.0%
321 - Earned Income Deductions	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$51	\$161	24.1%
331 - RSDI Benefits	\$440	\$0	100.0%
332 - Veterans Benefits	\$728	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$154	\$0	100.0%
334 - Unemployment Compensation	\$0	\$134	0.0%
342 - Contributions	\$0	\$232	0.0%
350 - Child Support Payments Received from Absent Parent	\$329	\$0	100.0%
363 - Shelter Deduction	\$507	\$1,081	31.9%
364 - Standard Utility Allowance	\$325	\$84	79.5%
365 - Medical Deductions	\$127	\$76	62.6%
366 - Child Support Payment Deduction	\$112	\$0	100.0%
371 - Combined Gross Income	\$125	\$177	41.4%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$465	3.4%
Citizenship and Non-Citizen Status	\$110	0.8%
Residency	\$192	1.4%
Household Composition	\$1,019	7.4%
Wages and Salaries	\$6,392	46.6%
Self-Employment	\$538	3.9%
Earned Income Deductions	\$156	1.1%
Dependent Care Deduction	\$212	1.5%
RSDI Benefits	\$440	3.2%
Veterans Benefits	\$728	5.3%
SSI and/or State SSI Supplement	\$154	1.1%
Unemployment Compensation	\$134	1.0%
Contributions	\$232	1.7%
Child Support Payments Received from Absent Parent	\$329	2.4%
Shelter Deduction	\$1,588	11.6%
Standard Utility Allowance	\$409	3.0%
Medical Deductions	\$203	1.5%
Child Support Payment Deduction	\$112	0.8%
Combined Gross Income	\$302	2.2%
Total	\$13,715	100.0%



## FFY 2018 Negative Statewide Error Rates

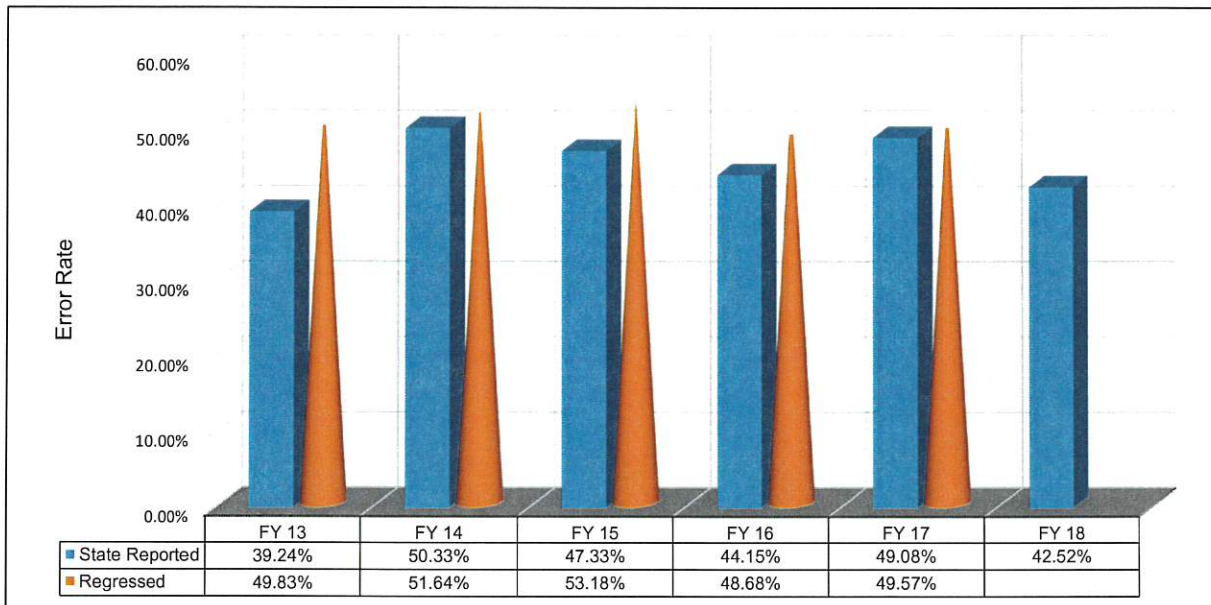
### 1. Cumulative Negative Case Error Rate

Valid	365
Invalid	270
Invalid Error	181
Invalid Notice	89
Drop	40
Total Sampled	675
% Invalid Notice	14.0%
% Invalid Error	28.5%
% Invalid Total	42.5%

### 2. Ranked Negative Action By Time of Occurrence

Closure	128	56.4%
Denial	99	43.6%

### 3. State Negative Error Rates



### 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	48	21.1%	41	18.1%	89	33.0%
Notices	40	17.6%	49	21.6%	89	33.0%
Verification	1	0.4%	18	7.9%	19	7.0%
Wages and Salaries	4	1.8%	12	5.3%	16	5.9%
Action Type	0	0.0%	3	1.3%	3	1.1%
Combined Gross Income	4	1.8%	1	0.4%	5	1.9%
Transitional Benefits	0	0.0%	2	0.9%	2	0.7%
Combined Net Income	1	0.4%	0	0.0%	1	0.4%
Child Support Payment Deduction (includes Exclusions)	1	0.4%	1	0.4%	2	0.7%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	0.4%	1	0.4%

## 5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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### NE Region

04	Colfax	8	0	8	0.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	5	0	5	0.0%
21	Rio Arriba	13	6	19	31.6%
23	Sandoval	30	22	52	42.3%
25	San Miguel	11	4	15	26.7%
26	Santa Fe	18	14	32	43.8%
29	Taos	6	2	8	25.0%
NE Region Totals		93	48	141	34.0%

### NW Region

17	McKinley	6	8	14	57.1%
24	San Juan	20	20	40	50.0%
27	Sierra	4	2	6	33.3%
28	Socorro	9	2	11	18.2%
32	S. Valencia	0	0	0	0.0%
33	Cibola	6	5	11	45.5%
42	N. Valencia	13	6	19	31.6%
NW Region Totals		58	43	101	42.6%

### SW Region

07	W. Dona Ana	10	10	20	50.0%
09	Grant	5	1	6	16.7%
16	Luna	3	8	11	72.7%
19	Otero	16	7	23	30.4%
37	E. Dona Ana	14	7	21	33.3%
38	S. Dona Ana	14	5	19	26.3%
SW Region Totals		62	38	100	38.0%

### SE Region

03	Chaves	19	9	28	32.1%
05	Curry	6	7	13	53.8%
08	Eddy	8	7	15	46.7%
13	Lea	6	11	17	64.7%
14	Lincoln	4	4	8	50.0%
22	Roosevelt	0	9	9	100.0%
34	Eddy/Artesia	0	4	4	100.0%
SE Region Totals		43	51	94	54.3%

### Central Region

01	SE Bernalillo	13	14	27	51.9%
35	NW Bernalillo	30	26	56	46.4%
36	SW Bernalillo	32	13	45	28.9%
39	NE Bernalillo	31	32	63	50.8%
30	Torrance	3	5	8	62.5%
Central Region Totals		109	90	199	45.2%

State Totals		365	270	635	42.5%
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FFY 2018 Application Processing Timeliness  
FFY 2018 Expedite Application Processing Timeliness  
FFY 2018 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 2018 QC Recertification Timeliness**



**NE Region**

4 Colfax													
10 Guadalupe/De Baca								100%					
20 Quay			100%						100%				
21 Rio Arriba	50%	100%	100%	100%		100%		100%	100%				
23 Sandoval	50%	100%	100%	100%	100%	100%			100%				
25 San Miguel	100%		100%	100%	100%		100%			100%			
26 Santa Fe	80%	100%		100%	100%	100%		100%	100%				
29 Taos				100%	100%		100%	100%					
NE Region Totals	73%	100%	100%	100%	100%	100%	100%	100%	100%				

**NW Region**

17 McKinley	67%	50%	100%	100%	100%	100%	100%	100%	100%				
24 San Juan	100%	20%			100%	100%	67%	100%					
27 Sierra			100%	0%			100%	100%					
28 Socorro							100%						
32 S. Valencia		100%											
33 Cibola	100%	100%	50%	0%	100%			50%	75%				
42 N. Valencia	33%	100%	100%	100%		100%	50%	100%					
NW Region Totals	70%	50%	86%	50%	100%	100%	82%	90%	86%				

**SW Region**

7 W. Dona Ana	100%	100%	75%	50%		100%	100%	100%	100%				
9 Grant								100%	100%				
16 Luna		100%	100%	100%			100%	100%	50%				
19 Otero	100%	100%		100%	100%	100%	100%	0%	100%				
37 E. Dona Ana	100%	67%	100%		100%	100%	100%	100%	100%				
38 S. Dona Ana	100%	67%	100%	100%	75%	100%	100%	50%					
SW Region Totals	100%	82%	89%	86%	83%	100%	100%	75%	88%				

**SE Region**

3 Chaves		33%	100%		100%	50%		100%	100%				
5 Curry		50%	0%		100%	100%		100%	100%				
8 Eddy		0%		100%		100%			100%				
13 Lea	50%	0%				50%	100%						
14 Lincoln	100%		100%		100%	100%	100%						
22 Roosevelt													
34 Eddy/Artesia								100%					
SE Region Totals	67%	29%	50%	100%	100%	71%	100%	100%	100%				

**Central Region**

1 SE Bernalillo	100%	100%	100%	50%	100%	100%	100%	100%	100%				
35 NW Bernalillo	100%	100%	100%	100%	100%		100%	100%	100%				
36 SW Bernalillo	0%	67%	75%	67%	100%	100%	100%	100%	100%				
39 NE Bernalillo	100%	0%	100%	50%	100%	100%	50%	100%					
30 Tarrant		100%											
Central Region Totals	71%	71%	91%	64%	100%	100%	85%	100%	100%				

State Totals	76%	63%	86%	77%	97%	94%	90%	91%	95%				
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