General Information Memorandum

ISD-GI 19-40

TO:	**ISD Employees**
FROM:	**Karmela Martinez, Director, Income Support Division**
DATE:	**August 20, 2019**
RE:	**FFY 2019 SNAP Performance Report-Sixth**

Attached please find the sixth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2019. This report includes all Quality Control (QC) findings received for the review months of October 2018 through March 2019. Additional data included in this report is the recertification timeliness.

The FFY 2019 Performance Goals for the state 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 of 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: Sixth SNAP Performance Report for FFY 2019

Quality Improvement Section SNAP Performance Report
Quality Control Finding FFY 2019

1. STATE Cumulative Payment Error Rates

Total Paid	$101,495		
Total Dollar Errors	$9,117	Total Error Rate %	8.98%
Total Dollar Over	$5,033	% Error Rate Over	4.96%
Total Dollar Under	$2,240	% Error Rate Under	2.21%
Total Dollar Ineligible	$1,844	% Error Rate Ineligible	1.82%

Cumulative Case Error Rate	
Total Reviewed	450
% In Error	17.1%

Cases Dropped	15
Correct	373
Overpaid	47
Underpaid	21
Ineligible	9

Agency Error (Dollar Amount)	Agency % Error Rate:
$5,385	5.31%

Recipient Error (Dollar Amount)	Recipient % Error Rate
$3,732	3.68%

2. Dollar Error By Time of Occurrence

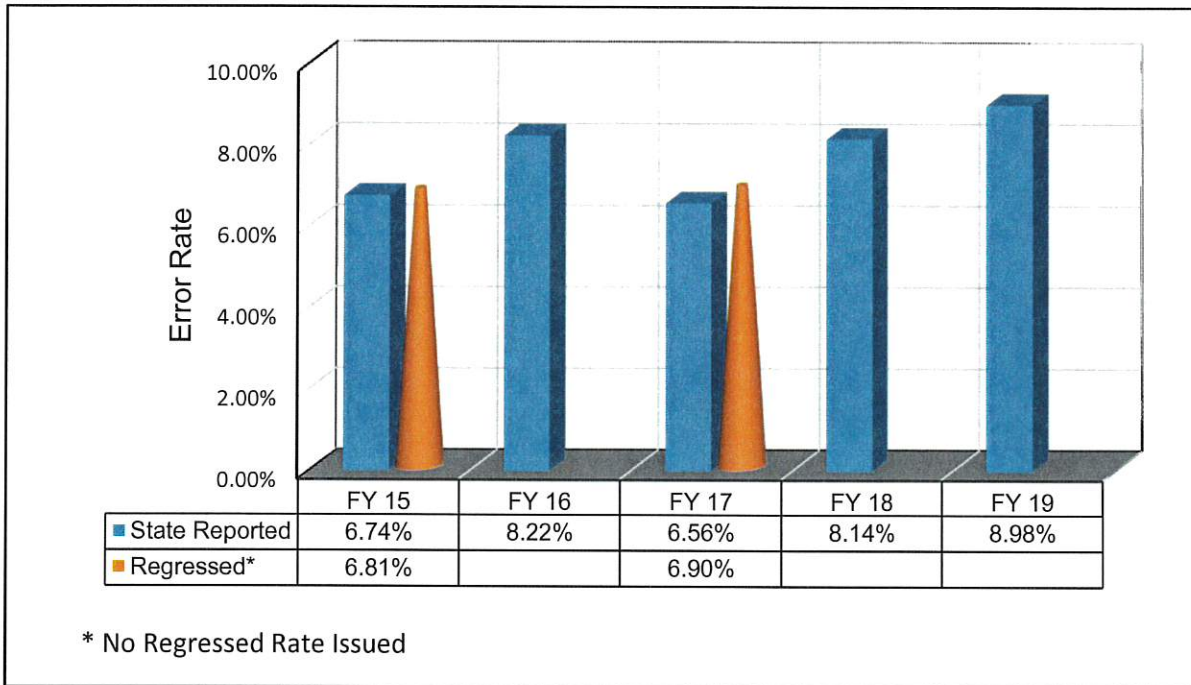|	$	%
Approval	$4,919	54.0%
Recertification	$4,198	46.0%

3. Payment Error Rates By: Current Month and FFY Cumulative
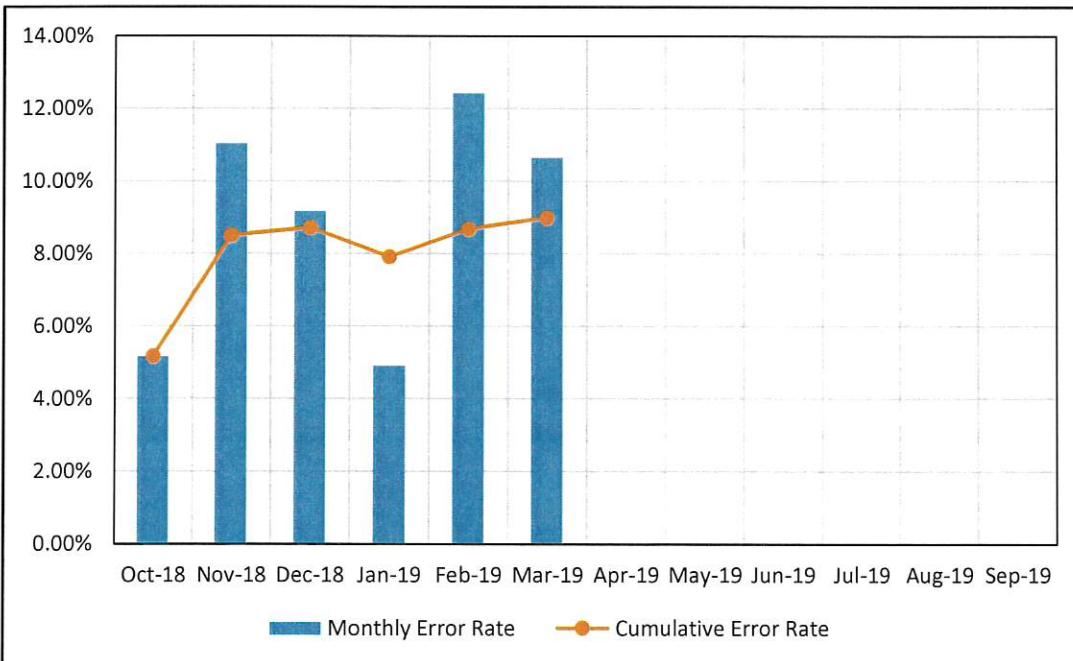
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency $ Error	Recipient $ Error	Total $ Error	Total $ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	$179	$0	$179	$2,131	8.40%	1.96%	0.00%
10	Guadalupe/De Baca	$0	$0	$0	$192	0.00%	0.00%	0.00%
20	Quay	$0	$0	$0	$15	0.00%	0.00%	0.00%
21	Rio Arriba	$255	$61	$316	$3,073	10.28%	3.47%	27.08%
23	Sandoval	$297	$431	$728	$4,461	16.32%	7.99%	60.45%
25	San Miguel	$323	$0	$323	$1,233	26.20%	3.54%	0.00%
26	Santa Fe	$178	$45	$223	$4,435	5.03%	2.45%	0.00%
29	Taos	$47	$0	$47	$1,918	2.45%	0.52%	0.00%
	NE Region Totals	$1,279	$537	$1,816	$17,458	10.40%	19.92%	20.19%
NW Region								
17	McKinley	$290	$0	$290	$4,221	6.87%	3.18%	26.63%
24	San Juan	$378	$176	$554	$7,981	6.94%	6.08%	18.90%
27	Sierra	$0	$183	$183	$778	23.52%	2.01%	0.00%
28	Socorro	$0	$0	$0	$1,571	0.00%	0.00%	0.00%
32	S. Valencia	$0	$0	$0	$0	0.00%	0.00%	0.00%
33	Cibola	$0	$0	$0	$1,610	0.00%	0.00%	0.00%
42	N. Valencia	$224	$321	$545	$4,230	12.88%	5.98%	24.45%
	NW Region Totals	$892	$680	$1,572	$20,391	7.71%	17.24%	21.43%
SW Region								
07	W. Dona Ana	$160	$346	$506	$3,408	14.85%	5.55%	0.00%
09	Grant	$108	$0	$108	$748	14.44%	1.18%	0.00%
16	Luna	$0	$0	$0	$2,289	0.00%	0.00%	0.00%
19	Otero	$0	$0	$0	$2,548	0.00%	0.00%	0.00%
37	E. Dona Ana	$304	$0	$304	$4,739	6.41%	3.33%	5.36%
38	S. Dona Ana	$279	$0	$279	$5,893	4.73%	3.06%	0.00%
	SW Region Totals	$851	$346	$1,197	$19,625	6.10%	13.13%	1.64%
SE Region								
03	Chaves	$0	$0	$0	$2,341	0.00%	0.00%	0.00%
05	Curry	$264	$0	$264	$4,779	5.52%	2.90%	0.00%
08	Eddy	$0	$0	$0	$1,200	0.00%	0.00%	0.00%
13	Lea	$0	$192	$192	$1,921	9.99%	2.11%	0.00%
14	Lincoln	$0	$47	$47	$696	6.75%	0.52%	17.15%
22	Roosevelt	$0	$0	$0	$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	$0	$0	$0	$807	0.00%	0.00%	0.00%
	SE Region Totals	$264	$239	$503	$11,744	4.28%	5.52%	1.99%
Central Region								
01	SE Bernalillo	$585	$206	$791	$5,220	15.15%	8.68%	30.95%
35	NW Bernalillo	$484	$117	$601	$7,048	8.53%	6.59%	8.64%
36	SW Bernalillo	$422	$884	$1,306	$9,503	13.74%	14.32%	2.91%
39	NE Bernalillo	$360	$723	$1,083	$8,880	12.20%	11.88%	0.00%
30	Torrance	$248	$0	$248	$1,626	15.25%	2.72%	0.00%
	Central Region Totals	$2,099	$1,930	$4,029	$32,277	12.48%	44.19%	8.90%
	State Totals	$5,385	$3,732	$9,117	$101,495	8.98%	100.00%	10.64%

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

	FY 15	FY 16	FY 17	FY 18	FY 19
■ State Reported	6.74%	8.22%	6.56%	8.14%	8.98%
■ Regressed*	6.81%		6.90%		

* No Regressed Rate Issued

6. Agency-vs-Recipient Error

Recipient Error
$3,732
41%

Agency Error
$5,385
59%
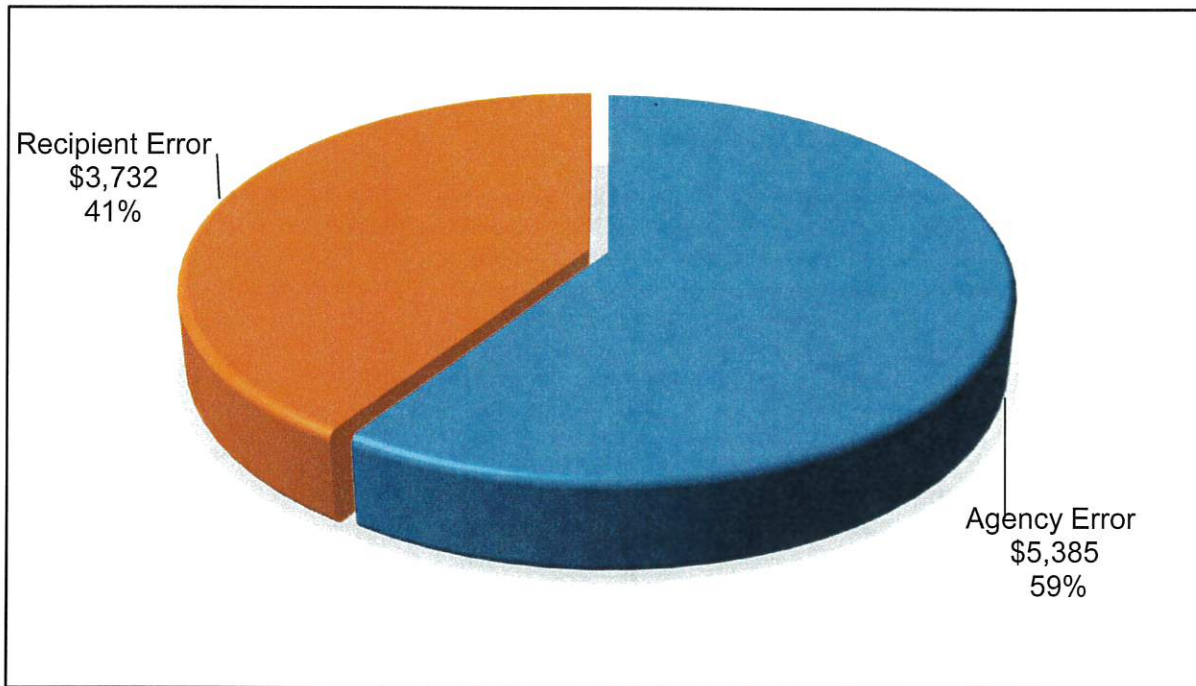
Average Recipient Error:	$162

Average Agency Error:	$100

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	$540	$0	100.0%
130 - Citizenship and Non-Citizen Status	$152	$0	100.0%
140 - Residency	$128	$0	100.0%
150 - Household Composition	$0	$620	0.0%
311 - Wages and Salaries	$2,135	$2,003	51.6%
312 - Self-Employment	$189	$0	100.0%
314 - Other Earned Income	$0	$41	0.0%
321 - Earned Income Deductions	$117	$0	100.0%
323 - Dependent Care Deduction	$382	$303	55.8%
331 - RSDI Benefits	$113	$0	100.0%
334 - Unemployment Compensation	$58	$0	100.0%
342 - Contributions	$60	$0	100.0%
363 - Shelter Deduction	$775	$677	53.4%
364 - Standard Utility Allowance	$498	$88	85.0%
366 - Child Support Payment Deduction	$67	$0	100.0%
371 - Combined Gross Income	$109	$0	100.0%
530 - Transitional Benefits	$62	$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	$540	5.9%
Citizenship and Non-Citizen Status	$152	1.7%
Residency	$128	1.4%
Household Composition	$620	6.8%
Wages and Salaries	$4,138	45.4%
Self-Employment	$189	2.1%
Other Earned Income	$41	0.4%
Earned Income Deductions	$117	1.3%
Dependent Care Deduction	$685	7.5%
RSDI Benefits	$113	1.2%
Unemployment Compensation	$58	0.6%
Contributions	$60	0.7%
Shelter Deduction	$1,452	15.9%
Standard Utility Allowance	$586	6.4%
Child Support Payment Deduction	$67	0.7%
Combined Gross Income	$109	1.2%
Transitional Benefits	$62	0.7%
Total	$9,117	98.1%

Category	%
Transitional Benefits	0.7%
Combined Gross Income	1.2%
Child Support Payment Deduction	0.7%
Standard Utility Allowance	6.4%
Shelter Deduction	15.9%
Contributions	0.7%
Unemployment Compensation	0.6%
RSDI Benefits	1.2%
Dependent Care Deduction	7.5%
Earned Income Deductions	1.3%
Other Earned Income	0.4%
Self-Employment	2.1%
Wages and Salaries	45.4%
Household Composition	6.8%
Residency	1.4%
Citizenship and Non-Citizen Status	1.7%
Student Status	5.9%

FFY 2019 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	323
Invalid	63
Drop	64
Total Sampled	450
% Invalid Notice	0.5%
% Invalid Error	15.8%
% Invalid Total	16.3%

2. Ranked Negative Action By Time of Occurrence

Closure	33	46.2%
Denial	26	53.8%

3. State Negative Error Rates

	FY 15	FY 16	FY 17	FY 18	FY 19
State Reported	47.33%	44.15%	49.08%	33.74%	16.3%
Regressed*	53.18%		49.57%		

*A Regressed Error rate was not released for FY 2016.
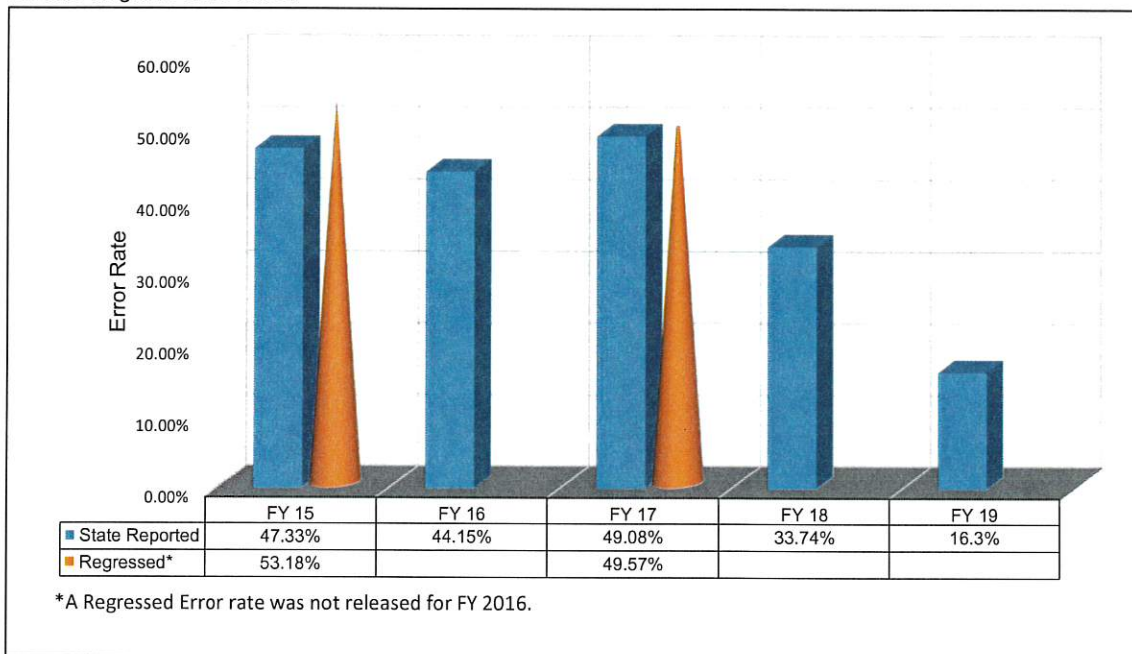
4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	1	1.7%	2	3.4%	3	4.8%
Application	1	1.7%	3	5.1%	4	6.3%
Combined Gross Income	2	3.4%	1	1.7%	3	4.8%
Combined Net Income	1	1.7%	0	0.0%	1	1.6%
Household Composition	2	3.4%	0	0.0%	2	3.2%
Notices	13	22.0%	13	22.0%	26	41.3%
Residency	0	0.0%	2	3.4%	2	3.2%
Transitional Benefits	0	0.0%	1	1.7%	1	1.6%
Verification	1	1.7%	5	8.5%	6	9.5%
Wages and Salaries	5	8.5%	6	10.2%	11	17.5%

5. Regional Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid %
NE Region					
04	Colfax	2	2	4	50.0%
10	Guadalupe/De Baca	1	0	1	0.0%
20	Quay	2	0	2	0.0%
21	Rio Arriba	9	2	11	18.2%
23	Sandoval	13	2	15	13.3%
25	San Miguel	3	0	3	0.0%
26	Santa Fe	12	2	14	14.3%
29	Taos	5	3	8	37.5%
NE Region Totals		47	11	58	19.0%

		Valid	Invalid	Total	Invalid %
NW Region					
17	McKinley	6	1	7	14.3%
24	San Juan	32	3	35	8.6%
27	Sierra	2	2	4	50.0%
28	Socorro	1	0	1	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	4	0	4	0.0%
42	N. Valencia	10	2	12	16.7%
NW Region Totals		55	8	63	12.7%

		Valid	Invalid	Total	Invalid %
SW Region					
07	W. Dona Ana	16	2	18	11.1%
09	Grant	8	1	9	11.1%
16	Luna	6	2	8	25.0%
19	Otero	10	2	12	16.7%
37	E. Dona Ana	9	3	12	25.0%
38	S. Dona Ana	9	1	10	10.0%
SW Region Totals		58	11	69	15.9%

		Valid	Invalid	Total	Invalid %
SE Region					
03	Chaves	10	3	13	23.1%
05	Curry	19	5	24	20.8%
08	Eddy	9	2	11	18.2%
13	Lea	7	1	8	12.5%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	4	1	5	20.0%
SE Region Totals		50	12	62	19.4%

		Valid	Invalid	Total	Invalid %
Central Region					
01	SE Bernalillo	24	4	28	14.3%
35	NW Bernalillo	31	5	36	13.9%
36	SW Bernalillo	15	3	18	16.7%
39	NE Bernalillo	39	6	45	13.3%
30	Torrance	4	3	7	42.9%
Central Region Totals		113	21	134	15.7%

		Valid	Invalid	Total	Invalid %
State Totals		323	63	386	16.3%

FFY 2019 Application Processing Timeliness

FFY 2019 Expedite Application Processing Timeliness

FFY 2019 Non-Expedite Application Processing Timeliness

Timeliness information is available in the Monthly Statistical Reports at:

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

FFY 2019 QC Recertification Timeliness

NE Region

		October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
4	Colfax		50%	50%	100%								
10	Guadalupe/De Baca												
20	Quay			100%									
21	Rio Arriba	100%	100%		100%	100%	100%						
23	Sandoval	100%	100%	100%	100%	100%	100%						
25	San Miguel						100%						
26	Santa Fe	100%	100%	50%	100%	100%							
29	Taos	100%		0%									
	NE Region Totals	100%	86%	50%	80%	100%	100%						

NW Region

		October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
17	McKinley	100%	100%	100%	100%	100%	100%						
24	San Juan	100%	100%	50%	50%	100%	100%						
27	Sierra		100%		100%	100%	50%						
28	Socorro			100%	100%								
32	S. Valencia												
33	Cibola		100%	100%		100%							
42	N. Valencia	100%	100%	100%	100%	33%	100%						
	NW Region Totals	100%	100%	90%	89%	71%	88%						

SW Region

		October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
7	W. Dona Ana	100%	100%	100%	100%		100%						
9	Grant	100%	100%	100%	100%								
16	Luna		100%	100%		100%	100%						
19	Otero		100%			0%	100%						
37	E. Dona Ana	100%	100%	100%	100%	100%	100%						
38	S. Dona Ana	100%	67%	67%	100%								
	SW Region Totals	100%	89%	89%	100%	75%	100%						

SE Region

		October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
3	Chaves	100%	100%	100%	100%								
5	Curry		100%	100%			100%						
8	Eddy	100%											
13	Lea												
14	Lincoln		100%										
22	Roosevelt												
34	Eddy/Artesia		100%		100%								
	SE Region Totals	100%	100%	100%	100%		100%						

Central Region

		October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
1	SE Bernalillo	100%	100%	75%	67%	100%	100%						
35	NW Bernalillo	100%	75%	100%	100%	100%	100%						
36	SW Bernalillo	100%	100%	0%	100%	100%	67%						
39	NE Bernalillo	100%	100%	100%	67%	100%	100%						
30	Torrance	100%	100%				0%						
	Central Region Totals	100%	91%	80%	87%	100%	88%						

	October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
State Totals	100%	93%	79%	87%	87%	93%						