
General Information Memorandum

ISD-GI 19-43

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division *KJM*
DATE: September 18, 2019
RE: FFY 2019 SNAP Performance Report-Seventh

Attached please find the seventh 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 April 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: Seventh 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	\$118,097		
Total Dollar Errors	\$9,987	Total Error Rate %	8.46%
Total Dollar Over	\$5,735	% Error Rate Over	4.86%
Total Dollar Under	\$2,408	% Error Rate Under	2.04%
Total Dollar Ineligible	\$1,844	% Error Rate Ineligible	1.56%

Cumulative Case Error Rate

Total Reviewed	527
% In Error	16.3%

Cases Dropped	21
Correct	441
Overpaid	53
Underpaid	24
Ineligible	9

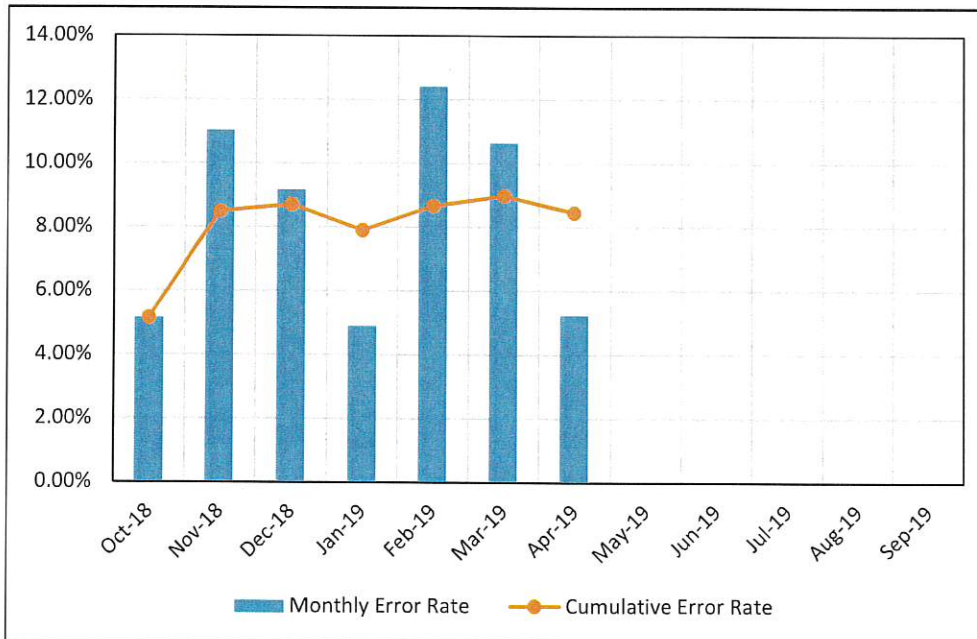
Agency Error (Dollar Amount)	Agency % Error Rate:
\$5,737	4.86%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$4,250	3.60%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$5,044	50.5%
Recertification	\$4,943	49.5%

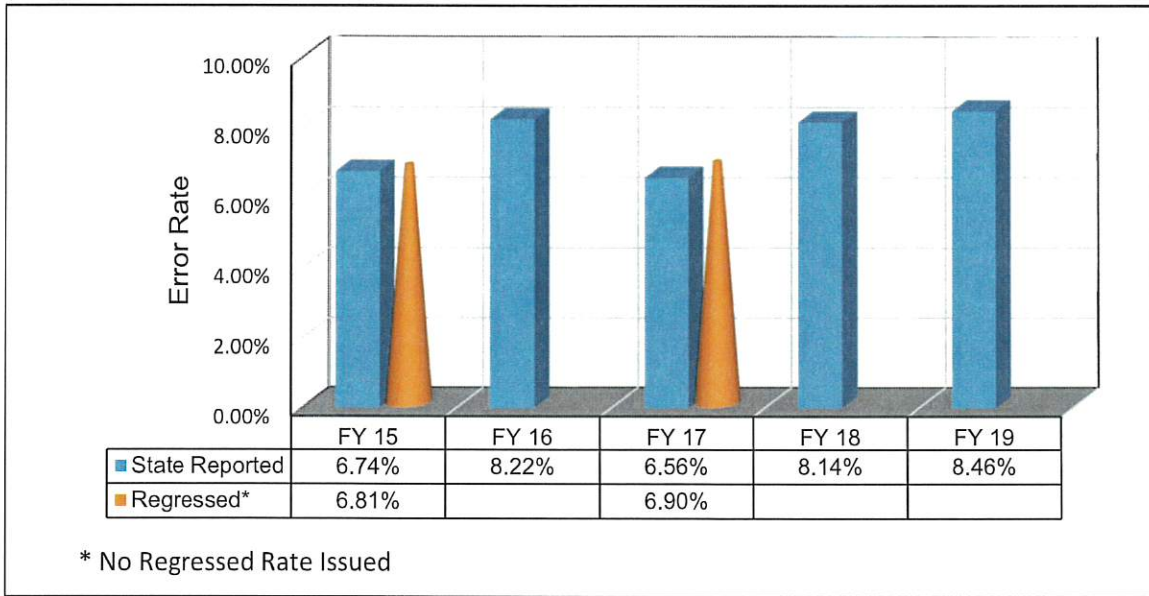
3. Error Rates By: Current Month and FFY Cumulative



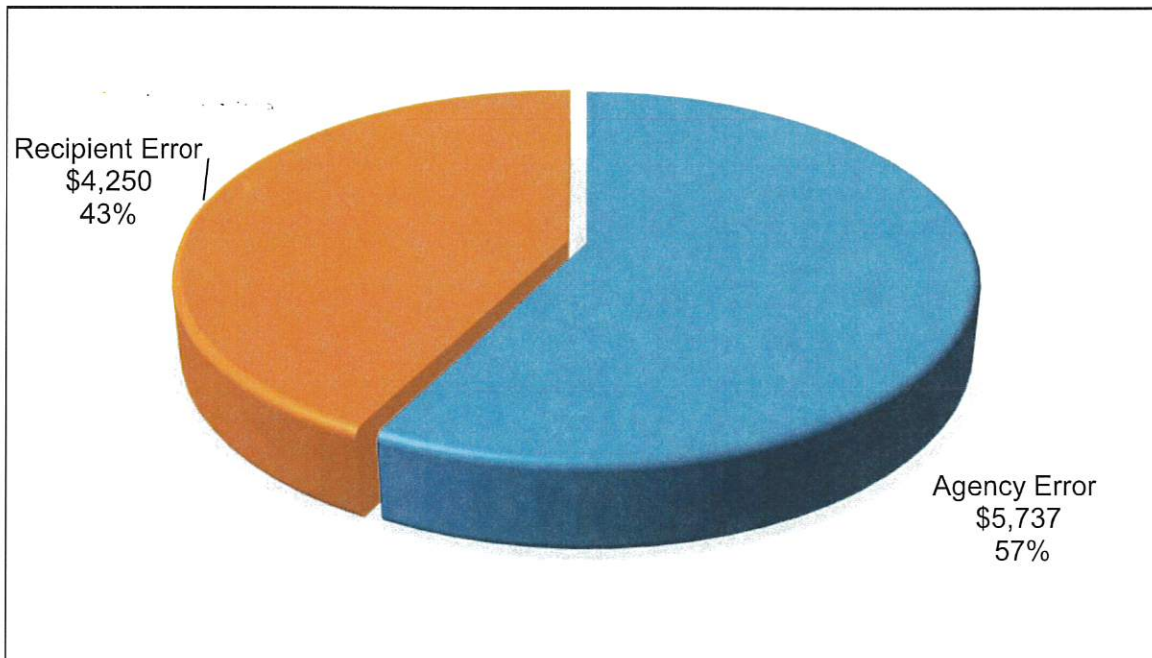
4. Regional Cumulative Payment Error Rates

		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	\$2,311	7.75%	1.79%	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	\$303	\$61	\$364	\$4,362	8.34%	3.64%	3.72%
23	Sandoval	\$336	\$431	\$767	\$6,171	12.43%	7.68%	2.28%
25	San Miguel	\$323	\$0	\$323	\$1,415	22.83%	3.23%	0.00%
26	Santa Fe	\$178	\$45	\$223	\$4,614	4.83%	2.23%	0.00%
29	Taos	\$47	\$99	\$146	\$2,943	4.96%	1.46%	9.66%
NE Region Totals		\$1,366	\$636	\$2,002	\$22,023	9.09%	20.05%	4.07%
NW Region								
17	McKinley	\$290	\$0	\$290	\$4,221	6.87%	2.90%	0.00%
24	San Juan	\$378	\$262	\$640	\$8,582	7.46%	6.41%	14.31%
27	Sierra	\$0	\$183	\$183	\$1,422	12.87%	1.83%	0.00%
28	Socorro	\$0	\$0	\$0	\$1,611	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$1,625	0.00%	0.00%	0.00%
42	N. Valencia	\$224	\$321	\$545	\$4,230	12.88%	5.46%	0.00%
NW Region Totals		\$892	\$766	\$1,658	\$21,691	7.64%	16.60%	6.62%
SW Region								
07	W. Dona Ana	\$160	\$346	\$506	\$3,911	12.94%	5.07%	0.00%
09	Grant	\$108	\$0	\$108	\$963	11.21%	1.08%	0.00%
16	Luna	\$0	\$0	\$0	\$2,658	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$2,740	0.00%	0.00%	0.00%
37	E. Dona Ana	\$469	\$0	\$469	\$5,990	7.83%	4.70%	13.19%
38	S. Dona Ana	\$279	\$0	\$279	\$6,222	4.48%	2.79%	0.00%
SW Region Totals		\$1,016	\$346	\$1,362	\$22,484	6.06%	13.64%	5.77%
SE Region								
03	Chaves	\$58	\$0	\$58	\$3,157	1.84%	0.58%	7.11%
05	Curry	\$264	\$333	\$597	\$6,211	9.61%	5.98%	23.25%
08	Eddy	\$0	\$0	\$0	\$1,215	0.00%	0.00%	0.00%
13	Lea	\$0	\$192	\$192	\$1,921	9.99%	1.92%	0.00%
14	Lincoln	\$0	\$47	\$47	\$696	6.75%	0.47%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$1,177	0.00%	0.00%	0.00%
SE Region Totals		\$322	\$572	\$894	\$14,377	6.22%	8.95%	14.85%
Central Region								
01	SE Bernalillo	\$627	\$206	\$833	\$6,014	13.85%	8.34%	5.29%
35	NW Bernalillo	\$484	\$117	\$601	\$7,866	7.64%	6.02%	0.00%
36	SW Bernalillo	\$422	\$884	\$1,306	\$11,127	11.74%	13.08%	0.00%
39	NE Bernalillo	\$360	\$723	\$1,083	\$10,889	9.95%	10.84%	0.00%
30	Torrance	\$248	\$0	\$248	\$1,626	15.25%	2.48%	0.00%
Central Region Totals		\$2,141	\$1,930	\$4,071	\$37,522	10.85%	40.76%	0.80%
State Totals		\$5,737	\$4,250	\$9,987	\$118,097	8.46%	100.00%	5.24%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$163

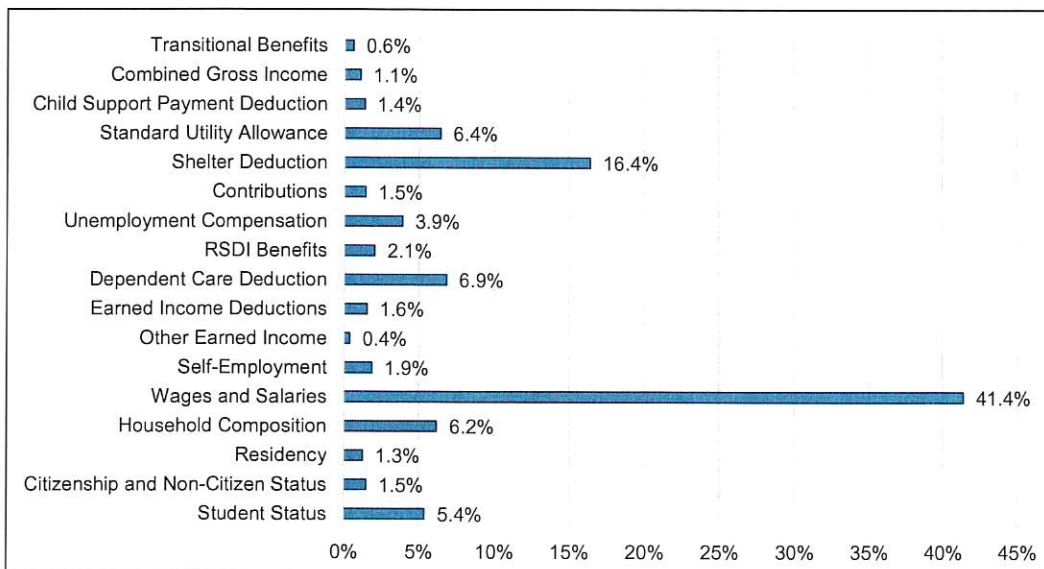
Average Agency Error: \$96

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	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$382	\$303	55.8%
331 - RSDI Benefits	\$207	\$0	100.0%
334 - Unemployment Compensation	\$58	\$333	14.8%
342 - Contributions	\$60	\$86	41.1%
363 - Shelter Deduction	\$865	\$776	52.7%
364 - Standard Utility Allowance	\$556	\$88	86.3%
366 - Child Support Payment Deduction	\$138	\$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	5.4%
Citizenship and Non-Citizen Status	\$152	1.5%
Residency	\$128	1.3%
Household Composition	\$620	6.2%
Wages and Salaries	\$4,138	41.4%
Self-Employment	\$189	1.9%
Other Earned Income	\$41	0.4%
Earned Income Deductions	\$156	1.6%
Dependent Care Deduction	\$685	6.9%
RSDI Benefits	\$207	2.1%
Unemployment Compensation	\$391	3.9%
Contributions	\$146	1.5%
Shelter Deduction	\$1,641	16.4%
Standard Utility Allowance	\$644	6.4%
Child Support Payment Deduction	\$138	1.4%
Combined Gross Income	\$109	1.1%
Transitional Benefits	\$62	0.6%
Total	\$9,987	98.3%



FFY 2019 Negative Statewide Error Rates

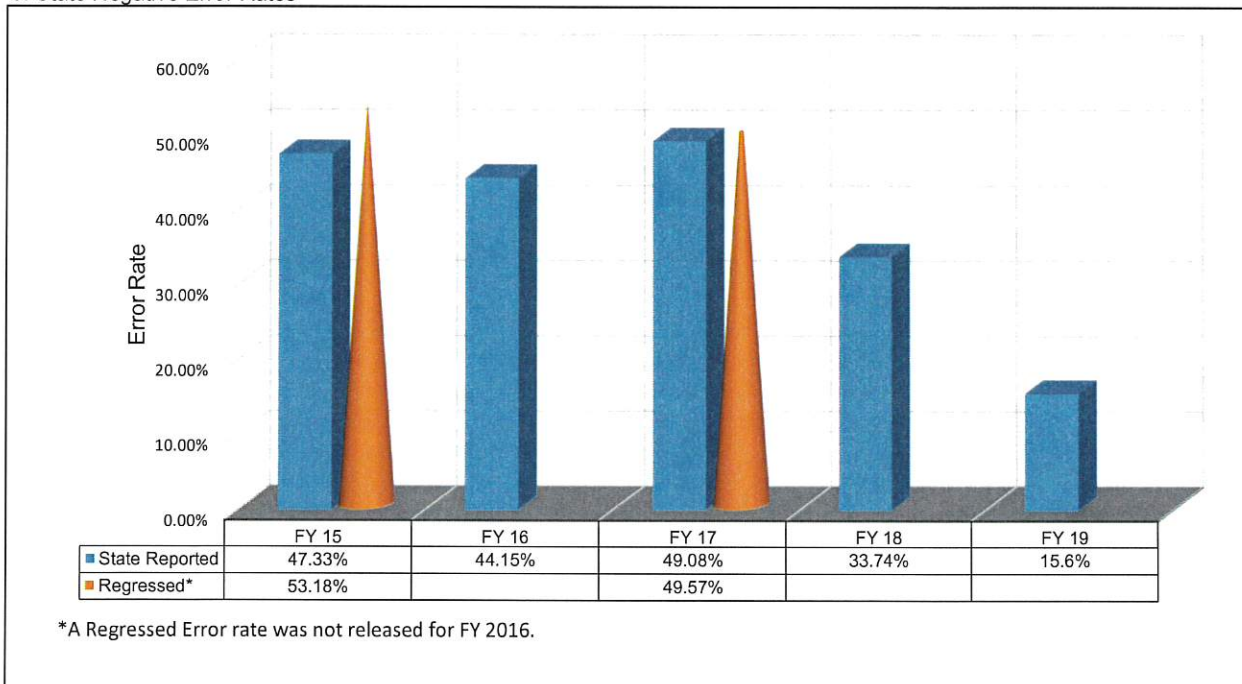
1. Cumulative Negative Case Error Rate

Valid		379
Invalid		70
Drop		76
Total Sampled		525
	% Invalid Notice	6.0%
	% Invalid Error	9.6%
% Invalid Total		15.6%

2. Ranked Negative Action By Time of Occurrence

Closure	37	50.0%
Denial	27	50.0%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	1	1.6%	2	3.1%	3	4.3%
Application	1	1.6%	4	6.3%	5	7.1%
Combined Gross Income	2	3.1%	1	1.6%	3	4.3%
Combined Net Income	1	1.6%	0	0.0%	1	1.4%
Household Composition	2	3.1%	0	0.0%	2	2.9%
Notices	13	20.3%	14	21.9%	27	38.6%
Residency	0	0.0%	2	3.1%	2	2.9%
Transitional Benefits	0	0.0%	1	1.6%	1	1.4%
Verification	1	1.6%	7	10.9%	8	11.4%
Wages and Salaries	6	9.4%	6	9.4%	12	17.1%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %	
NE Region					
04	Colfax	3	2	5	40.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	2	0	2	0.0%
21	Rio Arriba	11	2	13	15.4%
23	Sandoval	16	3	19	15.8%
25	San Miguel	3	0	3	0.0%
26	Santa Fe	14	2	16	12.5%
29	Taos	5	3	8	37.5%
NE Region Totals		56	12	68	17.6%

NW Region					
17	McKinley	6	1	7	14.3%
24	San Juan	37	5	42	11.9%
27	Sierra	3	2	5	40.0%
28	Socorro	1	2	3	66.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	7	0	7	0.0%
42	N. Valencia	11	2	13	15.4%
NW Region Totals		65	12	77	15.6%

SW Region					
07	W. Dona Ana	18	2	20	10.0%
09	Grant	9	1	10	10.0%
16	Luna	7	2	9	22.2%
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		62	11	73	15.1%

SE Region					
03	Chaves	11	3	14	21.4%
05	Curry	20	6	26	23.1%
08	Eddy	9	2	11	18.2%
13	Lea	10	1	11	9.1%
14	Lincoln	3	0	3	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	5	1	6	16.7%
SE Region Totals		58	13	71	18.3%

Central Region					
01	SE Bernalillo	28	4	32	12.5%
35	NW Bernalillo	39	5	44	11.4%
36	SW Bernalillo	23	3	26	11.5%
39	NE Bernalillo	44	7	51	13.7%
30	Torrance	4	3	7	42.9%
Central Region Totals		138	22	160	13.8%

State Totals		379	70	449	15.6%
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FFY 2019 Application Processing Timeliness

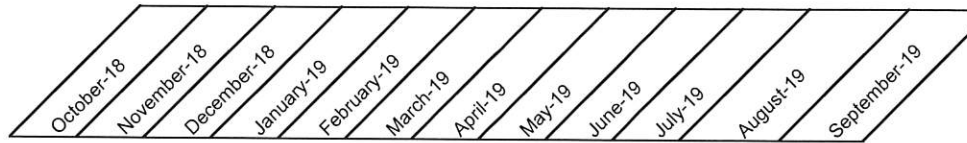
FFY 2019 Expedite Application Processing Timeliness

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

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

NW Region

17 McKinley	100%	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%				100%					
32 S. Valencia								100%					
33 Cibola		100%	100%		100%			100%					
42 N. Valencia	100%	100%	100%	100%	33%	100%							
NW Region Totals	100%	100%	90%	89%	71%	88%	86%						

SW Region

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

SE Region

3 Chaves	100%	100%	100%	100%			100%						
5 Curry		100%	100%				100%						
8 Eddy	100%												
13 Lea								100%					
14 Lincoln		100%						100%					
22 Roosevelt								100%					
34 Eddy/Artesia		100%		100%									
SE Region Totals	100%	100%	100%	100%			100%	100%					

Central Region

1 SE Bernalillo	100%	100%	75%	67%	100%	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%	100%						
30 Torrance	100%	100%					0%	100%					
Central Region Totals	100%	91%	80%	87%	100%	88%	93%						

State Totals	100%	93%	79%	87%	87%	93%	96%						
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