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## General Information Memorandum

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### ISD-GI 19-44

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division  
**DATE:** October 30, 2019  
**RE:** FFY 2019 SNAP Performance Report-Eighth



Attached please find the eighth 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 May 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](mailto:Carolyn.Craven@state.nm.us).

Attachment: Eighth 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	\$137,325		
Total Dollar Errors	\$12,991	Total Error Rate %	9.46%
Total Dollar Over	\$7,623	% Error Rate Over	5.55%
Total Dollar Under	\$2,792	% Error Rate Under	2.03%
Total Dollar Ineligible	\$2,576	% Error Rate Ineligible	1.88%

#### Cumulative Case Error Rate

Total Reviewed	608
% In Error	17.1%

Cases Dropped	17
Correct	504
Overpaid	65
Underpaid	28
Ineligible	11

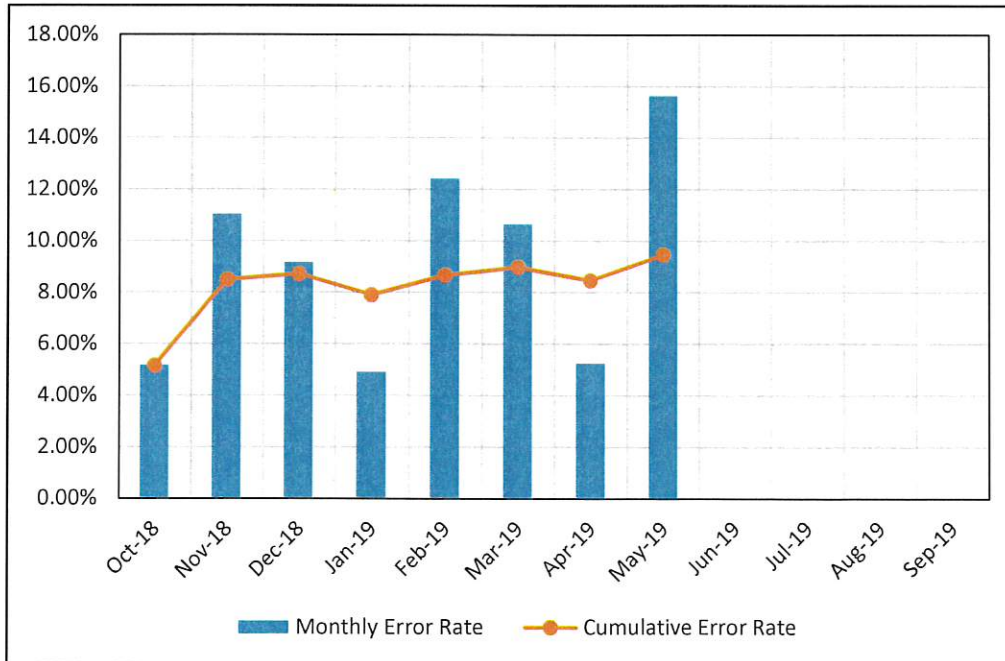
Agency Error (Dollar Amount)	Agency % Error Rate:
\$6,702	4.88%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$6,289	4.58%

### 2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$7,157	55.1%
Recertification	\$5,834	44.9%

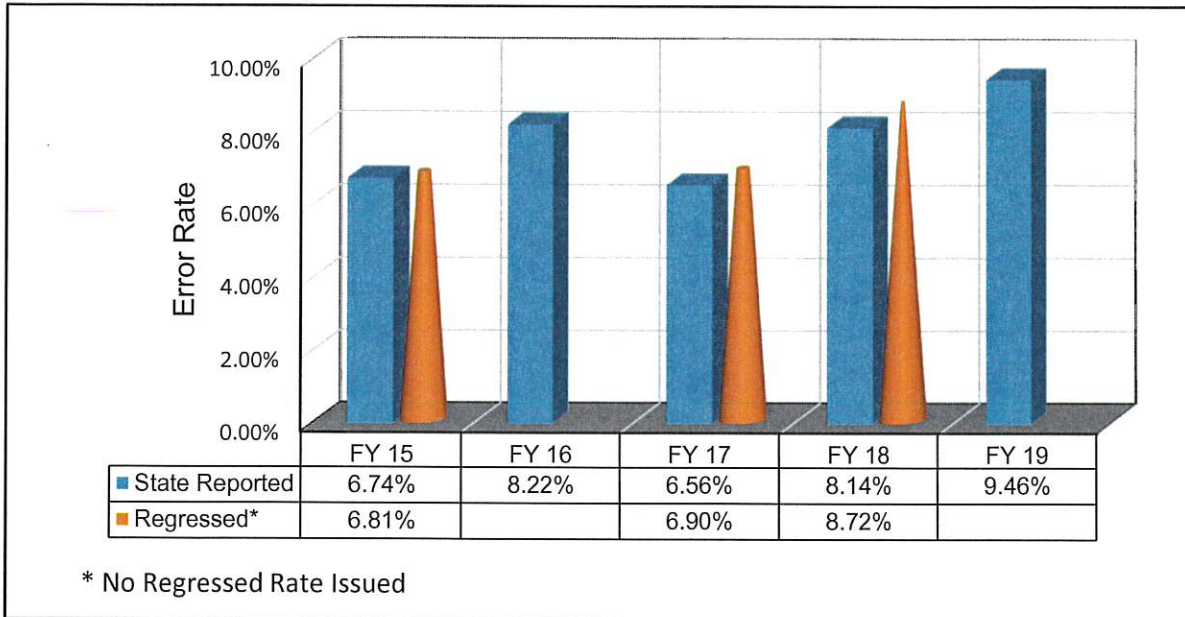
### 3. Error Rates By: Month and FFY Cumulative



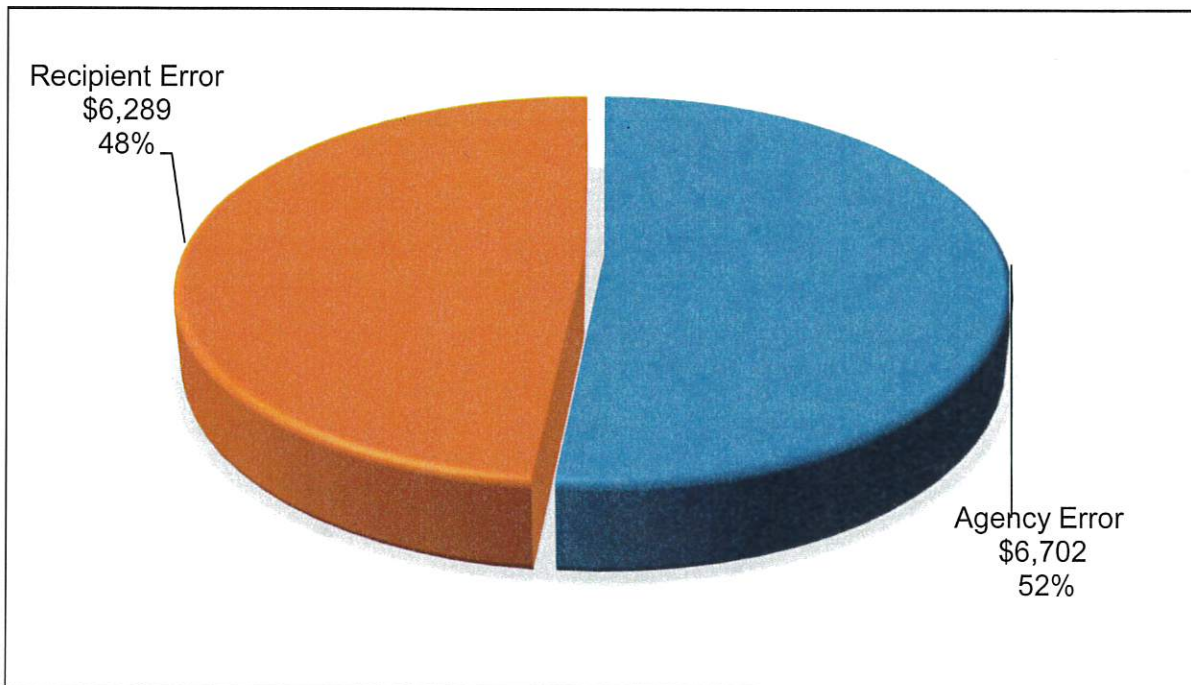
#### 4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Cofax	\$179	\$0	\$179	\$2,311	7.75%	1.38%	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	\$410	\$601	\$1,011	\$6,292	16.07%	7.78%	33.52%
23	Sandoval	\$527	\$431	\$958	\$7,886	12.15%	7.37%	11.14%
25	San Miguel	\$323	\$192	\$515	\$2,160	23.84%	3.96%	25.77%
26	Santa Fe	\$178	\$474	\$652	\$6,276	10.39%	5.02%	25.81%
29	Taos	\$47	\$99	\$146	\$3,283	4.45%	1.12%	0.00%
NE Region Totals		\$1,664	\$1,797	\$3,461	\$28,415	12.18%	26.64%	22.83%
NW Region								
17	McKinley	\$441	\$0	\$441	\$5,336	8.26%	3.39%	13.54%
24	San Juan	\$505	\$262	\$767	\$9,395	8.16%	5.90%	15.62%
27	Sierra	\$0	\$183	\$183	\$1,863	9.82%	1.41%	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	\$5,029	10.84%	4.20%	0.00%
NW Region Totals		\$1,170	\$766	\$1,936	\$24,859	7.79%	14.90%	8.78%
SW Region								
07	W. Dona Ana	\$160	\$484	\$644	\$5,376	11.98%	4.96%	9.42%
09	Grant	\$108	\$67	\$175	\$1,051	16.65%	1.35%	76.14%
16	Luna	\$0	\$0	\$0	\$3,330	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$2,800	0.00%	0.00%	0.00%
37	E. Dona Ana	\$469	\$0	\$469	\$6,449	7.27%	3.61%	0.00%
38	S. Dona Ana	\$399	\$0	\$399	\$6,961	5.73%	3.07%	16.24%
SW Region Totals		\$1,136	\$551	\$1,687	\$25,967	6.50%	12.99%	9.33%
SE Region								
03	Chaves	\$58	\$0	\$58	\$3,349	1.73%	0.45%	0.00%
05	Curry	\$264	\$399	\$663	\$6,655	9.96%	5.10%	14.86%
08	Eddy	\$0	\$0	\$0	\$1,215	0.00%	0.00%	0.00%
13	Lea	\$54	\$192	\$246	\$2,230	11.03%	1.89%	17.48%
14	Lincoln	\$0	\$47	\$47	\$696	6.75%	0.36%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$1,906	0.00%	0.00%	0.00%
SE Region Totals		\$376	\$638	\$1,014	\$16,051	6.32%	7.81%	7.17%
Central Region								
01	SE Bernalillo	\$627	\$206	\$833	\$6,103	13.65%	6.41%	0.00%
35	NW Bernalillo	\$596	\$117	\$713	\$9,928	7.18%	5.49%	5.43%
36	SW Bernalillo	\$525	\$1,276	\$1,801	\$12,605	14.29%	13.86%	33.49%
39	NE Bernalillo	\$360	\$723	\$1,083	\$11,364	9.53%	8.34%	0.00%
30	Torrance	\$248	\$215	\$463	\$2,033	22.77%	3.56%	52.83%
Central Region Totals		\$2,356	\$2,537	\$4,893	\$42,033	11.64%	37.66%	18.22%
State Totals		\$6,702	\$6,289	\$12,991	\$137,325	9.46%	100.00%	15.62%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$180

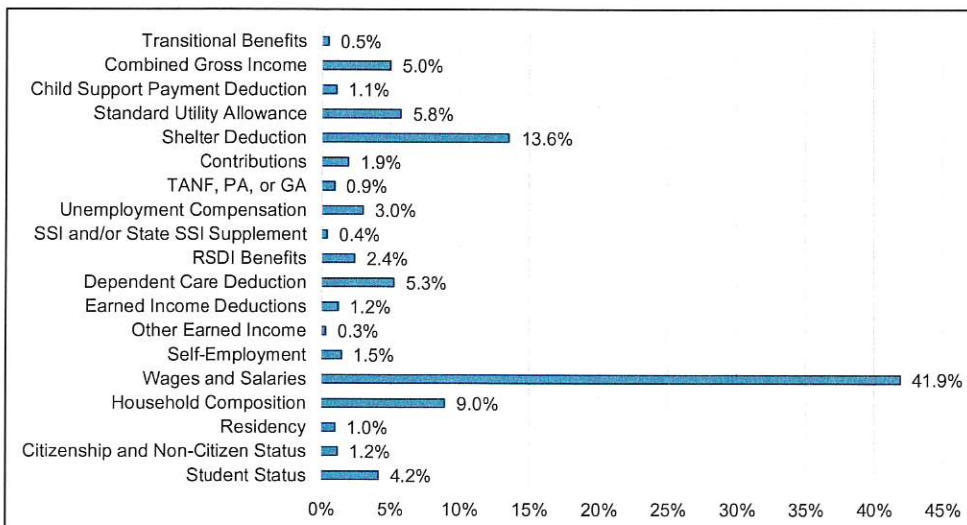
Average Agency Error: \$97

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	\$1,165	0.0%
311 - Wages and Salaries	\$2,664	\$2,784	48.9%
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	\$314	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$52	\$0	100.0%
334 - Unemployment Compensation	\$58	\$333	14.8%
342 - Contributions	\$60	\$192	23.8%
344 - TANF, PA, or GA	\$120	\$0	100.0%
363 - Shelter Deduction	\$919	\$843	52.2%
364 - Standard Utility Allowance	\$659	\$88	88.2%
366 - Child Support Payment Deduction	\$138	\$0	100.0%
371 - Combined Gross Income	\$109	\$540	16.8%
530 - Transitional Benefits	\$62	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$540	4.2%
Citizenship and Non-Citizen Status	\$152	1.2%
Residency	\$128	1.0%
Household Composition	\$1,165	9.0%
Wages and Salaries	\$5,448	41.9%
Self-Employment	\$189	1.5%
Other Earned Income	\$41	0.3%
Earned Income Deductions	\$156	1.2%
Dependent Care Deduction	\$685	5.3%
RSDI Benefits	\$314	2.4%
SSI and/or State SSI Supplement	\$52	0.4%
Unemployment Compensation	\$391	3.0%
TANF, PA, or GA	\$120	0.9%
Contributions	\$252	1.9%
Shelter Deduction	\$1,762	13.6%
Standard Utility Allowance	\$747	5.8%
Child Support Payment Deduction	\$138	1.1%
Combined Gross Income	\$649	5.0%
Transitional Benefits	\$62	0.5%
Total	\$12,991	94.5%



## FFY 2019 Negative Statewide Error Rates

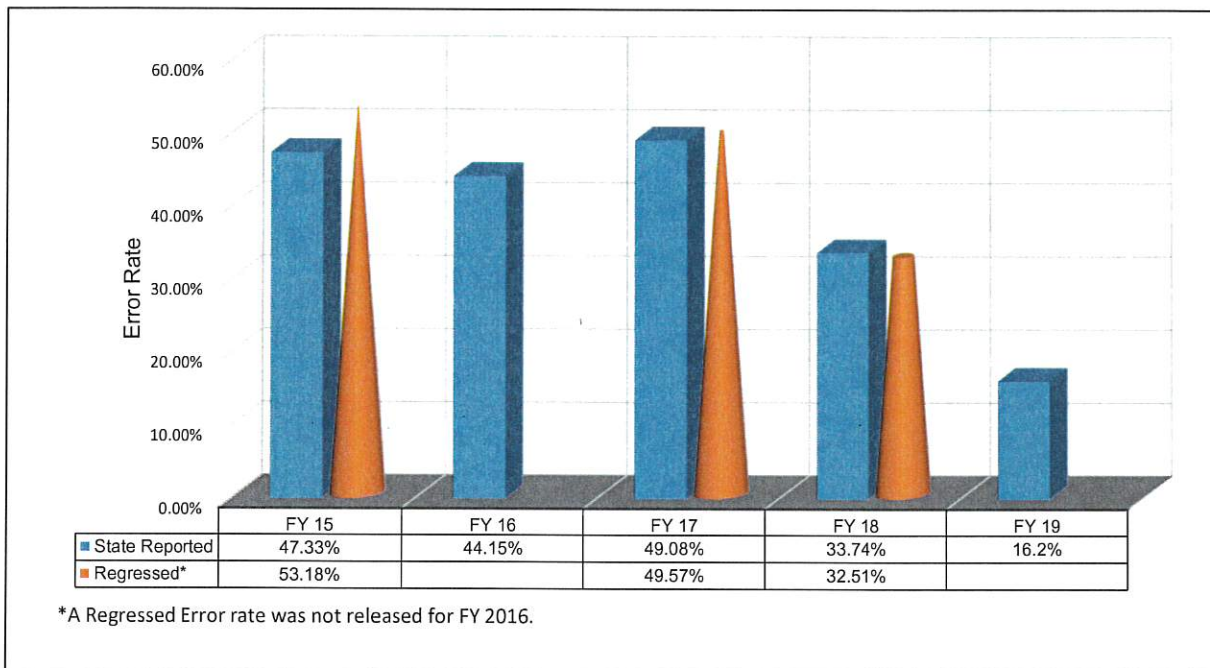
### 1. Cumulative Negative Case Error Rate

Valid	429
Invalid	83
Invalid Error	50
Invalid Notice	33
Drop	88
Total Sampled	600
% Invalid Notice	6.4%
% Invalid Error	9.8%
% Invalid Total	16.2%

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

Closure	45	52.9%
Denial	31	47.1%

### 3. State Negative Error Rates



### 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	1	1.3%	3	3.9%	4	4.8%
Application	2	2.6%	4	5.3%	6	7.2%
Combined Gross Income	2	2.6%	1	1.3%	3	3.6%
Student Status	1	1.3%	1	1.3%	2	2.4%
Household Composition	2	2.6%	0	0.0%	2	2.4%
Notices	16	21.1%	17	22.4%	33	39.8%
Residency	0	0.0%	3	3.9%	3	3.6%
Transitional Benefits	0	0.0%	1	1.3%	1	1.2%
Verification	1	1.3%	9	11.8%	10	12.0%
Wages and Salaries	6	7.9%	6	7.9%	12	14.5%

## 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	4	0	4	0.0%
21	Rio Arriba	13	2	15	13.3%
23	Sandoval	17	5	22	22.7%
25	San Miguel	3	1	4	25.0%
26	Santa Fe	14	3	17	17.6%
29	Taos	7	3	10	30.0%
NE Region Totals		63	16	79	20.3%

NW Region					
17	McKinley	7	1	8	12.5%
24	San Juan	42	6	48	12.5%
27	Sierra	6	2	8	25.0%
28	Socorro	1	2	3	66.7%
32	S. Valencia	0	0	0	0.0%
33	Cibola	8	0	8	0.0%
42	N. Valencia	13	4	17	23.5%
NW Region Totals		77	15	92	16.3%

SW Region					
07	W. Dona Ana	20	3	23	13.0%
09	Grant	10	1	11	9.1%
16	Luna	9	2	11	18.2%
19	Otero	11	2	13	15.4%
37	E. Dona Ana	9	4	13	30.8%
38	S. Dona Ana	10	1	11	9.1%
SW Region Totals		69	13	82	15.9%

SE Region					
03	Chaves	12	4	16	25.0%
05	Curry	21	6	27	22.2%
08	Eddy	11	2	13	15.4%
13	Lea	11	1	12	8.3%
14	Lincoln	3	0	3	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	6	1	7	14.3%
SE Region Totals		64	14	78	17.9%

Central Region					
01	SE Bernalillo	29	5	34	14.7%
35	NW Bernalillo	45	6	51	11.8%
36	SW Bernalillo	28	3	31	9.7%
39	NE Bernalillo	50	8	58	13.8%
30	Torrance	4	3	7	42.9%
Central Region Totals		156	25	181	13.8%

State Totals		429	83	512	16.2%
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FFY 2019 Application Processing Timeliness

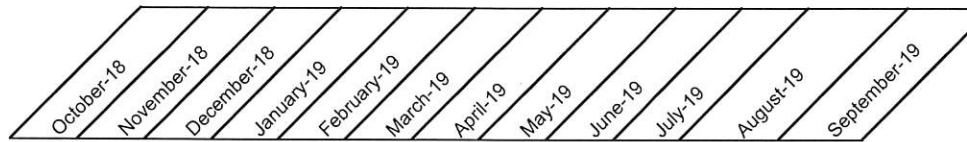
FFY 2019 Expedite Application Processing Timeliness

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%	67%				
23	Sandoval	100%	100%	100%	100%	100%	100%	100%	100%				
25	San Miguel						100%	100%	100%				
26	Santa Fe	100%	100%	50%	100%	100%			100%				
29	Taos	100%		0%				100%	100%				
<b>NE Region Totals</b>		<b>100%</b>	<b>86%</b>	<b>50%</b>	<b>80%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>91%</b>				

**NW Region**

17	McKinley	100%	100%	100%	100%	100%	100%	100%	100%				
24	San Juan	100%	100%	50%	50%	100%	100%		50%				
27	Sierra		100%		100%	100%	50%		100%				
28	Socorro			100%	100%			100%					
32	S. Valencia							100%					
33	Cibola		100%	100%		100%		100%					
42	N. Valencia	100%	100%	100%	100%	33%	100%		50%				
<b>NW Region Totals</b>		<b>100%</b>	<b>100%</b>	<b>90%</b>	<b>89%</b>	<b>71%</b>	<b>88%</b>	<b>86%</b>	<b>71%</b>				

**SW Region**

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

**SE Region**

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

**Central Region**

1	SE Bernalillo	100%	100%	75%	67%	100%	100%	100%					
35	NW Bernalillo	100%	75%	100%	100%	100%	100%		83%				
36	SW Bernalillo	100%	100%	0%	100%	100%	67%		100%				
39	NE Bernalillo	100%	100%	100%	67%	100%	100%	100%	100%				
30	Torrance	100%	100%				0%	100%	100%				
<b>Central Region Totals</b>		<b>100%</b>	<b>91%</b>	<b>80%</b>	<b>87%</b>	<b>100%</b>	<b>88%</b>	<b>93%</b>	<b>91%</b>				

<b>State Totals</b>		<b>100%</b>	<b>93%</b>	<b>79%</b>	<b>87%</b>	<b>87%</b>	<b>93%</b>	<b>96%</b>	<b>91%</b>				
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