
General Information Memorandum

ISD-GI 19-45

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division
DATE: November 22, 2019
RE: FFY 2019 SNAP Performance Report-Ninth



Attached please find the ninth 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 June 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: Ninth 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	\$156,438		
Total Dollar Errors	\$14,834	Total Error Rate %	9.48%
Total Dollar Over	\$9,111	% Error Rate Over	5.82%
Total Dollar Under	\$3,085	% Error Rate Under	1.97%
Total Dollar Ineligible	\$2,638	% Error Rate Ineligible	1.69%

Total Reviewed	691
% In Error	17.4%

Cases Dropped	190
Correct	572
Overpaid	76
Underpaid	32
Ineligible	12

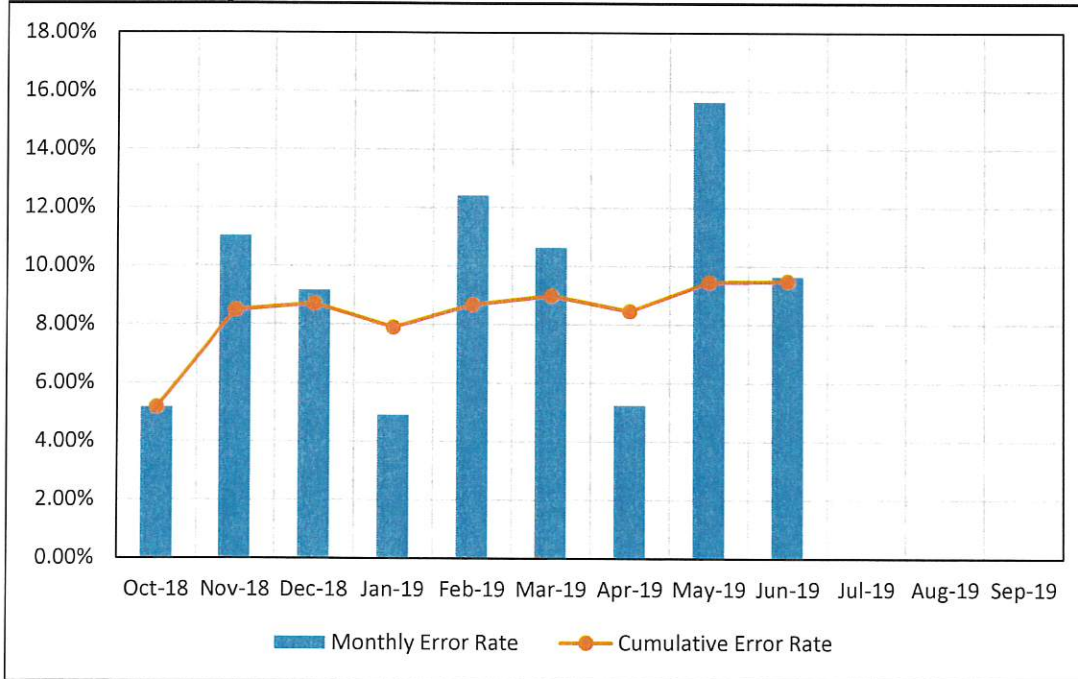
Agency Error (Dollar Amount)	Agency % Error Rate:
\$8,036	5.14%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$6,798	4.35%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$7,887	53.2%
Recertification	\$6,947	46.8%

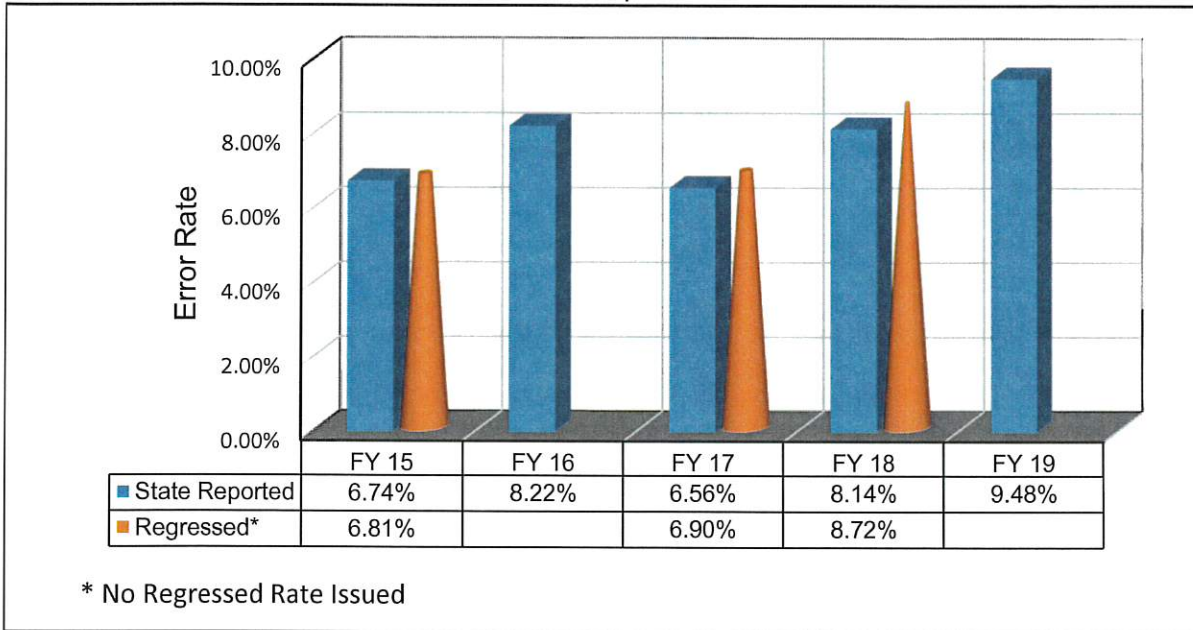
3. Error Rates By: Month and FFY Cumulative



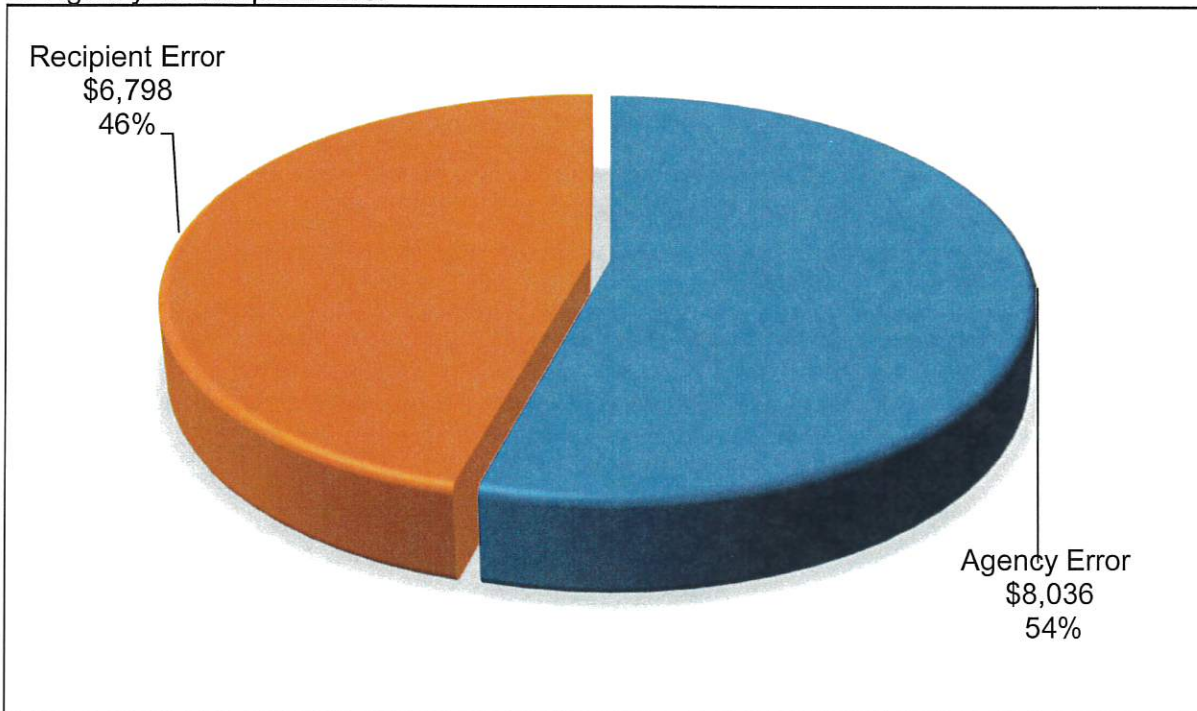
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	\$179	\$57	\$236	\$2,570	9.18%	1.59%	22.01%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$228	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	\$6,658	15.18%	6.82%	0.00%
23	Sandoval	\$737	\$477	\$1,214	\$8,568	14.17%	8.18%	37.54%
25	San Miguel	\$323	\$192	\$515	\$2,519	20.44%	3.47%	0.00%
26	Santa Fe	\$178	\$474	\$652	\$7,389	8.82%	4.40%	0.00%
29	Taos	\$47	\$99	\$146	\$3,705	3.94%	0.98%	0.00%
NE Region Totals		\$1,874	\$1,900	\$3,774	\$31,652	11.92%	25.44%	9.67%
NW Region								
17	McKinley	\$602	\$0	\$602	\$7,353	8.19%	4.06%	7.98%
24	San Juan	\$505	\$262	\$767	\$10,155	7.55%	5.17%	0.00%
27	Sierra	\$0	\$183	\$183	\$2,408	7.60%	1.23%	0.00%
28	Socorro	\$0	\$0	\$0	\$1,803	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$192	\$0	\$192	\$3,462	5.55%	1.29%	10.45%
42	N. Valencia	\$307	\$321	\$628	\$5,628	11.16%	4.23%	13.86%
NW Region Totals		\$1,606	\$766	\$2,372	\$30,809	7.70%	15.99%	7.33%
SW Region								
07	W. Dona Ana	\$160	\$484	\$644	\$5,400	11.93%	4.34%	0.00%
09	Grant	\$108	\$67	\$175	\$1,385	12.64%	1.18%	0.00%
16	Luna	\$0	\$0	\$0	\$4,029	0.00%	0.00%	0.00%
19	Otero	\$250	\$0	\$250	\$4,413	5.67%	1.69%	15.50%
37	E. Dona Ana	\$469	\$0	\$469	\$6,802	6.90%	3.16%	0.00%
38	S. Dona Ana	\$569	\$361	\$930	\$8,108	11.47%	6.27%	46.29%
SW Region Totals		\$1,556	\$912	\$2,468	\$30,137	8.19%	16.64%	18.73%
SE Region								
03	Chaves	\$58	\$0	\$58	\$4,176	1.39%	0.39%	0.00%
05	Curry	\$264	\$399	\$663	\$6,822	9.72%	4.47%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,230	0.00%	0.00%	0.00%
13	Lea	\$54	\$192	\$246	\$2,564	9.59%	1.66%	0.00%
14	Lincoln	\$0	\$47	\$47	\$1,049	4.48%	0.32%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$2,726	0.00%	0.00%	0.00%
SE Region Totals		\$376	\$638	\$1,014	\$18,567	5.46%	6.84%	0.00%
Central Region								
01	SE Bernalillo	\$706	\$206	\$912	\$6,739	13.53%	6.15%	12.42%
35	NW Bernalillo	\$711	\$117	\$828	\$11,634	7.12%	5.58%	6.74%
36	SW Bernalillo	\$599	\$1,321	\$1,920	\$13,051	14.71%	12.94%	26.68%
39	NE Bernalillo	\$360	\$723	\$1,083	\$11,784	9.19%	7.30%	0.00%
30	Torrance	\$248	\$215	\$463	\$2,065	22.42%	3.12%	0.00%
Central Region Totals		\$2,624	\$2,582	\$5,206	\$45,273	11.50%	35.10%	9.66%
State Totals		\$8,036	\$6,798	\$14,834	\$156,438	9.48%	100.00%	9.64%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$174

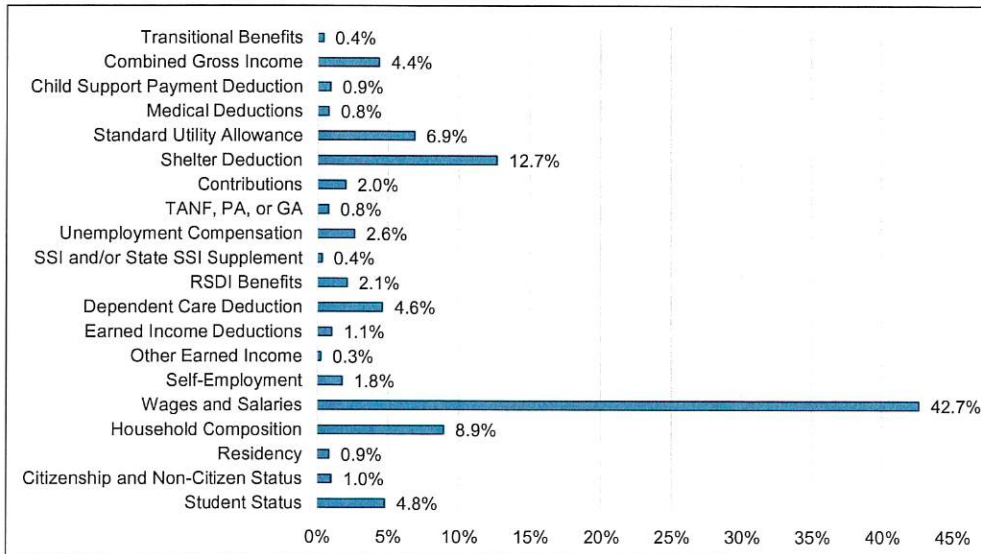
Average Agency Error: \$99

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$710	\$0	100.0%
130 - Citizenship and Non-Citizen Status	\$152	\$0	100.0%
140 - Residency	\$128	\$0	100.0%
150 - Household Composition	\$161	\$1,165	12.1%
311 - Wages and Salaries	\$3,139	\$3,190	49.6%
312 - Self-Employment	\$263	\$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	\$238	20.1%
344 - TANF, PA, or GA	\$120	\$0	100.0%
363 - Shelter Deduction	\$981	\$900	52.2%
364 - Standard Utility Allowance	\$930	\$88	91.4%
365 - Medical Deductions	\$121	\$0	100.0%
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	\$710	4.8%
Citizenship and Non-Citizen Status	\$152	1.0%
Residency	\$128	0.9%
Household Composition	\$1,326	8.9%
Wages and Salaries	\$6,329	42.7%
Self-Employment	\$263	1.8%
Other Earned Income	\$41	0.3%
Earned Income Deductions	\$156	1.1%
Dependent Care Deduction	\$685	4.6%
RSDI Benefits	\$314	2.1%
SSI and/or State SSI Supplement	\$52	0.4%
Unemployment Compensation	\$391	2.6%
TANF, PA, or GA	\$120	0.8%
Contributions	\$298	2.0%
Shelter Deduction	\$1,881	12.7%
Standard Utility Allowance	\$1,018	6.9%
Medical Deductions	\$121	0.8%
Child Support Payment Deduction	\$138	0.9%
Combined Gross Income	\$649	4.4%
Transitional Benefits	\$62	0.4%
Total	\$14,834	100.0%



FFY 2019 Negative Statewide Error Rates

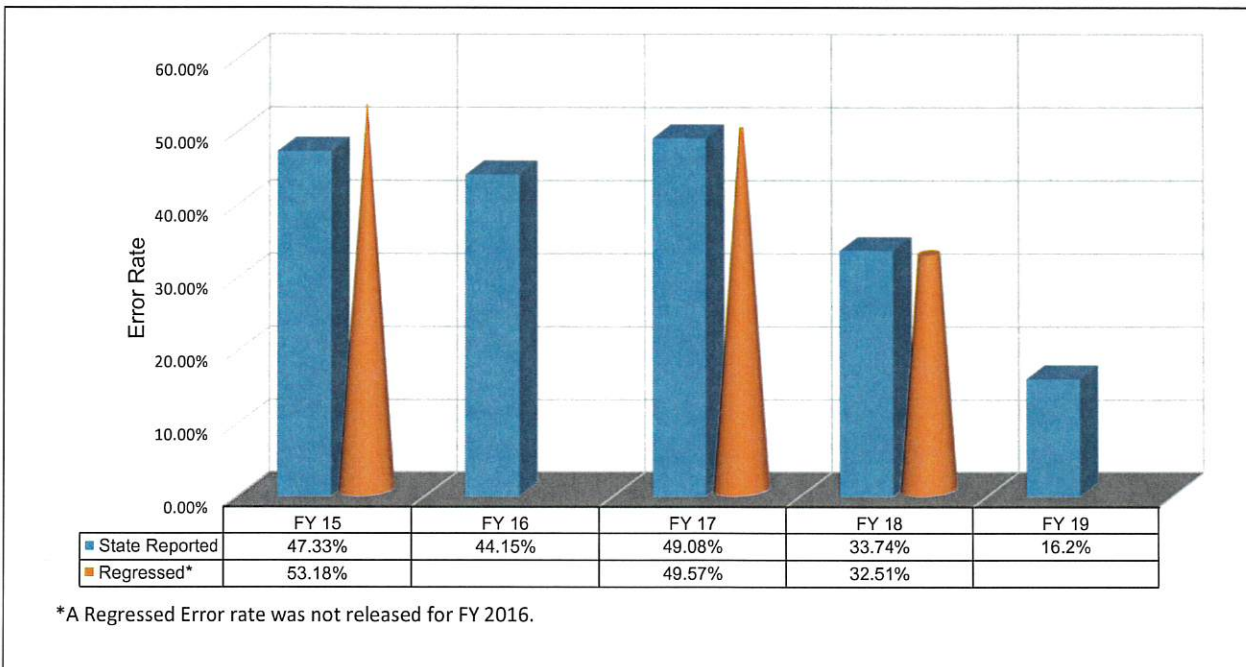
1. Cumulative Negative Case Error Rate

Valid		486
Invalid		94
Drop		95
Total Sampled		675
	% Invalid Notice	6.7%
	% Invalid Error	9.5%
% Invalid Total		16.2%

2. Ranked Negative Action By Time of Occurrence

Closure	50	58.8%
Denial	36	41.2%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
	Count	Rate	Count	Rate		
Action Type	1	1.2%	3	3.5%	4	4.3%
Application	2	2.3%	4	4.7%	6	6.4%
Combined Gross Income	2	2.3%	1	1.2%	3	3.2%
Unemployment Compensation	0	0.0%	2	2.3%	2	2.1%
Household Composition	2	2.3%	0	0.0%	2	2.1%
Notices	20	23.3%	19	22.1%	39	41.5%
Residency	0	0.0%	3	3.5%	3	3.2%
Transitional Benefits	0	0.0%	2	2.3%	2	2.1%
Verification	1	1.2%	10	11.6%	11	11.7%
Wages and Salaries	8	9.3%	6	7.0%	14	14.9%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	4	2	6	33.3%
10	Guadalupe/De Baca	3	0	3	0.0%
20	Quay	4	0	4	0.0%
21	Rio Arriba	14	2	16	12.5%
23	Sandoval	20	5	25	20.0%
25	San Miguel	4	1	5	20.0%
26	Santa Fe	16	3	19	15.8%
29	Taos	7	3	10	30.0%
NE Region Totals		72	16	88	18.2%

NW Region

17	McKinley	8	1	9	11.1%
24	San Juan	45	9	54	16.7%
27	Sierra	6	2	8	25.0%
28	Socorro	1	3	4	75.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	8	0	8	0.0%
42	N. Valencia	16	5	21	23.8%
NW Region Totals		84	20	104	19.2%

SW Region

07	W. Dona Ana	24	5	29	17.2%
09	Grant	11	1	12	8.3%
16	Luna	11	2	13	15.4%
19	Otero	12	2	14	14.3%
37	E. Dona Ana	9	5	14	35.7%
38	S. Dona Ana	12	1	13	7.7%
SW Region Totals		79	16	95	16.8%

SE Region

03	Chaves	15	4	19	21.1%
05	Curry	23	6	29	20.7%
08	Eddy	12	2	14	14.3%
13	Lea	15	2	17	11.8%
14	Lincoln	5	0	5	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	7	1	8	12.5%
SE Region Totals		77	15	92	16.3%

Central Region

01	SE Bernalillo	30	5	35	14.3%
35	NW Bernalillo	47	7	54	13.0%
36	SW Bernalillo	35	3	38	7.9%
39	NE Bernalillo	57	9	66	13.6%
30	Torrance	5	3	8	37.5%
Central Region Totals		174	27	201	13.4%

State Totals		486	94	580	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

	October-18	November-18	December-18	January-19	February-19	March-19	April-19	May-19	June-19	July-19	August-19	September-19
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NE Region

4 Colfax		50%	50%	100%			100%					
10 Guadalupe/De Baca												
20 Quay			100%						100%			
21 Rio Arriba	100%	100%		100%	100%	100%	100%	67%	100%			
23 Sandoval	100%	100%	100%	100%	100%	100%	100%	100%	100%			
25 San Miguel						100%	100%	100%	100%			
26 Santa Fe	100%	100%	50%	100%	100%			100%				
29 Taos	100%		0%				100%	100%				
NE Region Totals	100%	86%	50%	80%	100%	100%	100%	91%	100%			

NW Region

17 McKinley	100%	100%	100%	100%	100%	100%	100%	100%	100%			
24 San Juan	100%	100%	50%	50%	100%	100%		50%	100%			
27 Sierra		100%		100%	100%	50%		100%	0%			
28 Socorro			100%	100%			100%					
32 S. Valencia							100%		100%			
33 Cibola		100%	100%		100%		100%		100%			
42 N. Valencia	100%	100%	100%	100%	33%	100%		50%				
NW Region Totals	100%	100%	90%	89%	71%	88%	86%	71%	91%			

SW Region

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

SE Region

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

Central Region

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

State Totals	100%	93%	79%	87%	87%	93%	96%	91%	97%			
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