
General Information Memorandum

ISD-GI 20-02

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division
DATE: February 3, 2020
RE: FFY 2019 SNAP Performance Report-Eleventh



Attached please find the eleventh 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 August 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: Eleventh 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	\$193,767		
Total Dollar Errors	\$16,736	Total Error Rate %	8.64%
Total Dollar Over	\$10,039	% Error Rate Over	5.18%
Total Dollar Under	\$3,617	% Error Rate Under	1.87%
Total Dollar Ineligible	\$3,080	% Error Rate Ineligible	1.59%

Total Reviewed	851
% In Error	16.6%

Cases Dropped	226
Correct	711
Overpaid	88
Underpaid	38
Ineligible	15

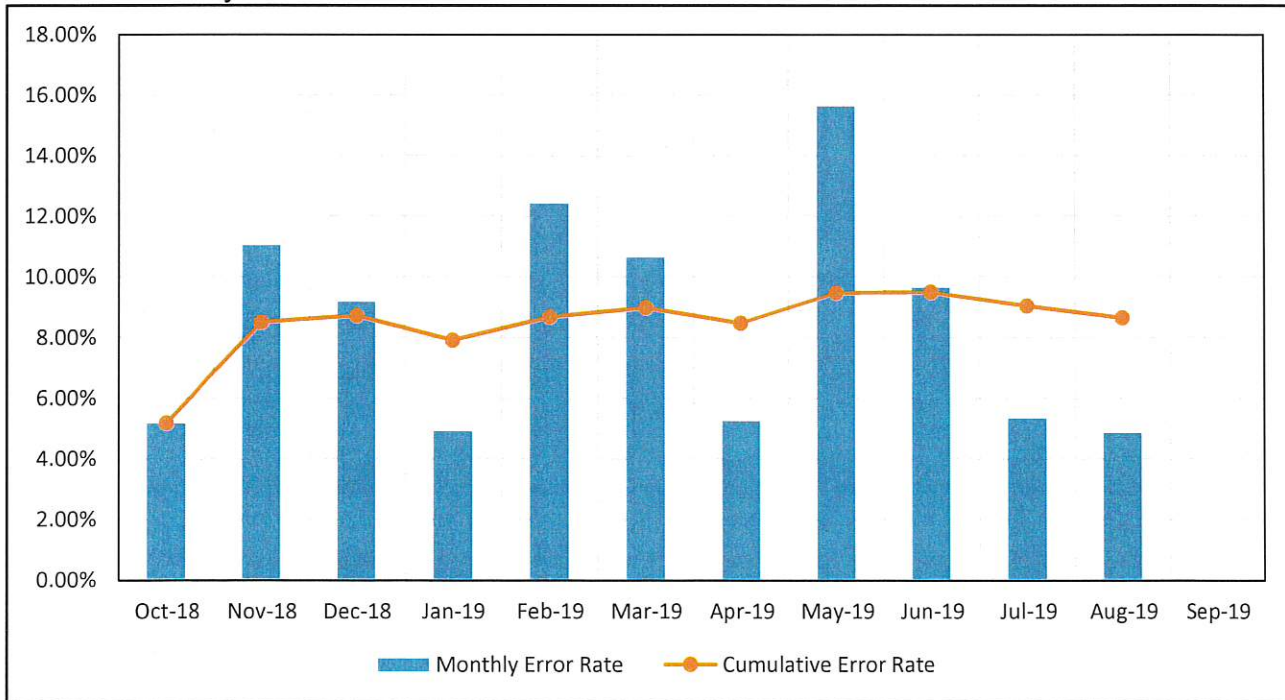
Agency Error (Dollar Amount)	Agency % Error Rate:
\$9,124	4.71%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$7,612	3.93%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$8,727	52.1%
Recertification	\$8,009	47.9%

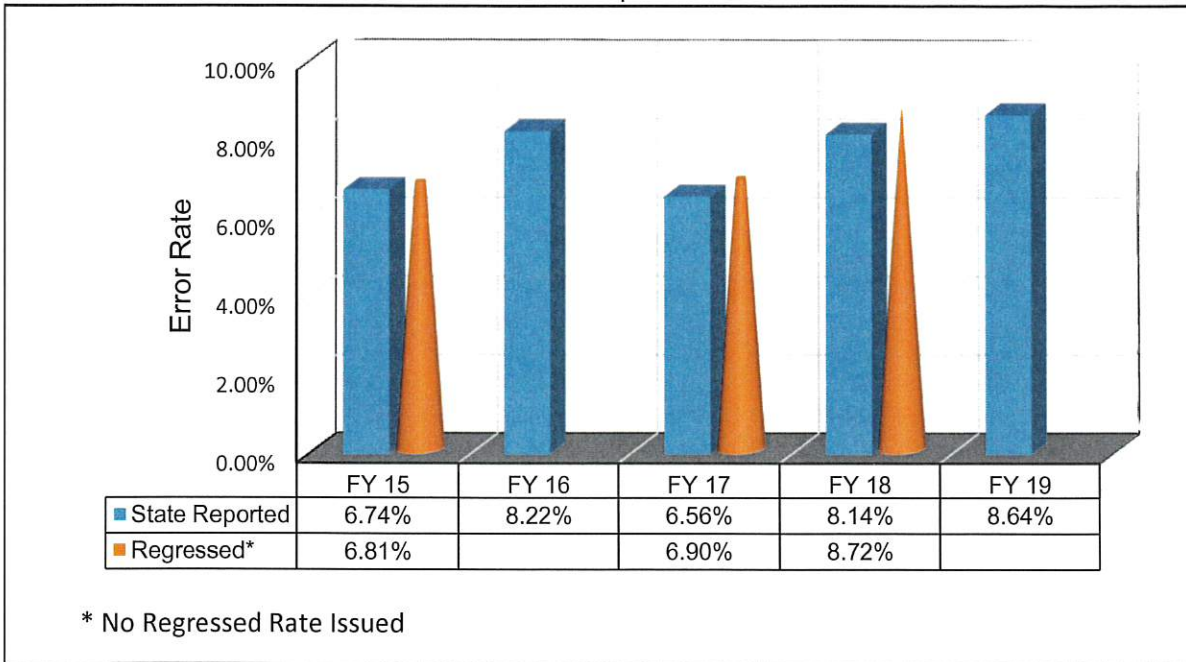
3. Error Rates By: Month and FFY Cumulative



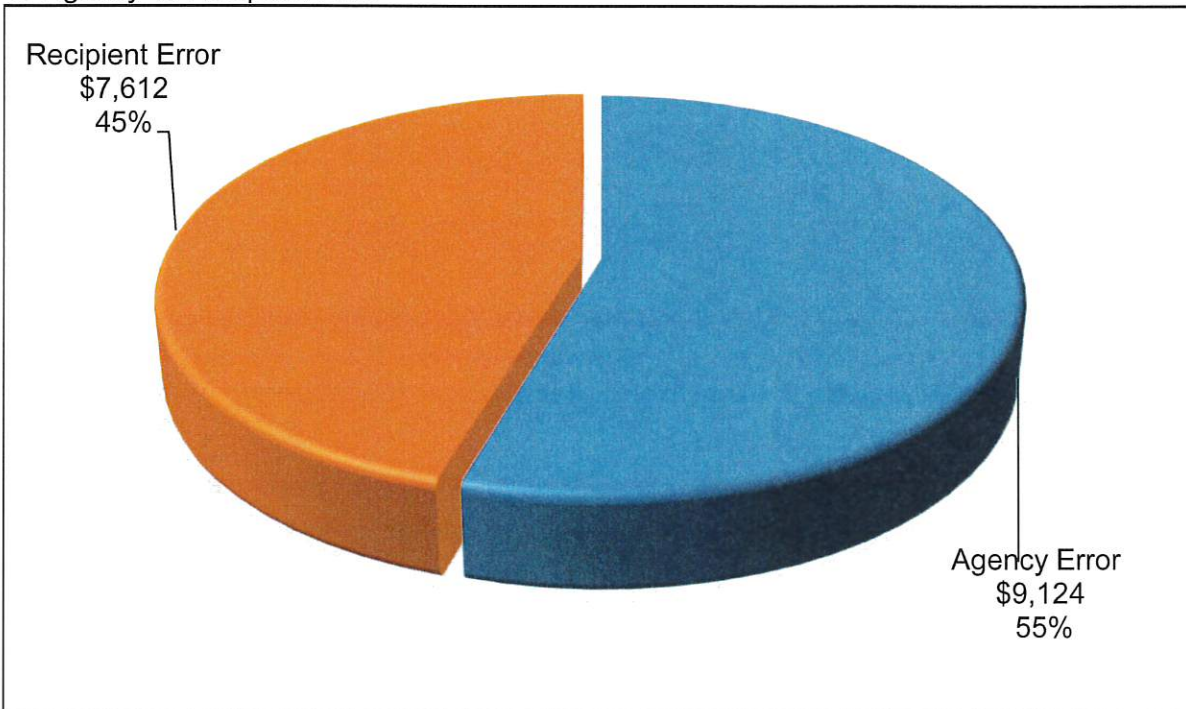
4. Regional Cumulative Payment Error Rates

	Cumulative						County Error Rate	
	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month	
NE Region								
04	Colfax	\$179	\$57	\$236	\$2,659	8.88%	1.41%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$243	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$207	0.00%	0.00%	0.00%
21	Rio Arriba	\$410	\$673	\$1,083	\$7,733	14.00%	6.47%	0.00%
23	Sandoval	\$921	\$477	\$1,398	\$9,680	14.44%	8.35%	16.55%
25	San Miguel	\$515	\$313	\$828	\$3,513	23.57%	4.95%	24.09%
26	Santa Fe	\$178	\$582	\$760	\$9,050	8.40%	4.54%	11.00%
29	Taos	\$47	\$99	\$146	\$4,248	3.44%	0.87%	0.00%
NE Region Totals		\$2,250	\$2,201	\$4,451	\$37,333	11.92%	26.60%	15.11%
NW Region								
17	McKinley	\$602	\$0	\$602	\$10,550	5.71%	3.60%	0.00%
24	San Juan	\$546	\$512	\$1,058	\$12,807	8.26%	6.32%	4.79%
27	Sierra	\$0	\$183	\$183	\$2,408	7.60%	1.09%	0.00%
28	Socorro	\$0	\$91	\$91	\$2,100	4.33%	0.54%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$192	\$0	\$192	\$3,669	5.23%	1.15%	0.00%
42	N. Valencia	\$307	\$321	\$628	\$7,208	8.71%	3.75%	0.00%
NW Region Totals		\$1,647	\$1,107	\$2,754	\$38,742	7.11%	16.46%	2.58%
SW Region								
07	W. Dona Ana	\$205	\$550	\$755	\$7,137	10.58%	4.51%	0.00%
09	Grant	\$108	\$126	\$234	\$2,896	8.08%	1.40%	5.21%
16	Luna	\$129	\$0	\$129	\$4,966	2.60%	0.77%	19.54%
19	Otero	\$305	\$0	\$305	\$4,762	6.40%	1.82%	22.27%
37	E. Dona Ana	\$469	\$0	\$469	\$9,256	5.07%	2.80%	0.00%
38	S. Dona Ana	\$625	\$361	\$986	\$10,021	9.84%	5.89%	0.00%
SW Region Totals		\$1,841	\$1,037	\$2,878	\$39,038	7.37%	17.20%	4.64%
SE Region								
03	Chaves	\$58	\$0	\$58	\$4,816	1.20%	0.35%	0.00%
05	Curry	\$264	\$399	\$663	\$7,496	8.84%	3.96%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,481	0.00%	0.00%	0.00%
13	Lea	\$54	\$192	\$246	\$4,065	6.05%	1.47%	0.00%
14	Lincoln	\$0	\$47	\$47	\$1,049	4.48%	0.28%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$2,889	0.00%	0.00%	0.00%
SE Region Totals		\$376	\$638	\$1,014	\$21,796	4.65%	6.06%	0.00%
Central Region								
01	SE Bernalillo	\$706	\$206	\$912	\$8,082	11.28%	5.45%	0.00%
35	NW Bernalillo	\$800	\$117	\$917	\$13,794	6.65%	5.48%	4.16%
36	SW Bernalillo	\$599	\$1,321	\$1,920	\$15,795	12.16%	11.47%	0.00%
39	NE Bernalillo	\$657	\$770	\$1,427	\$16,264	8.77%	8.53%	4.96%
30	Torrance	\$248	\$215	\$463	\$2,923	15.84%	2.77%	0.00%
Central Region Totals		\$3,010	\$2,629	\$5,639	\$56,858	9.92%	33.69%	1.96%
State Totals		\$9,124	\$7,612	\$16,736	\$193,767	8.64%	100.00%	4.86%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$159

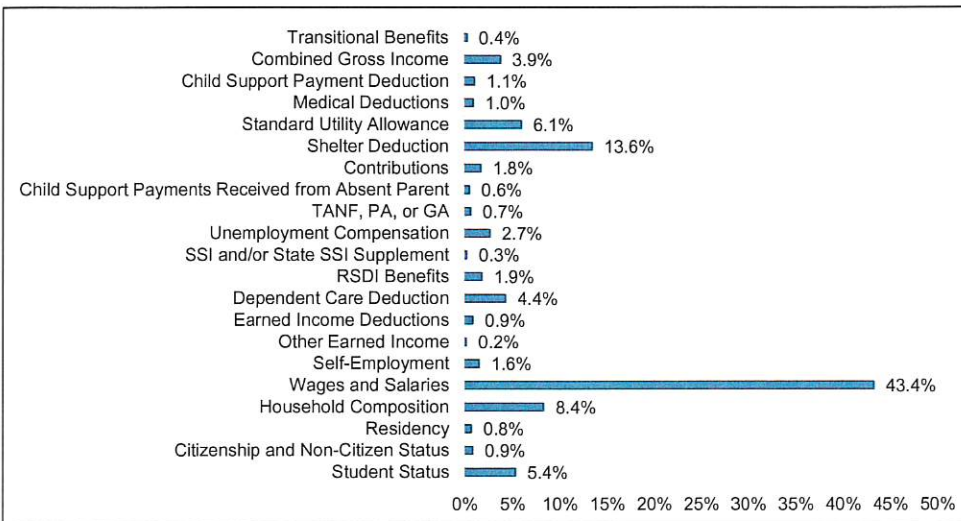
Average Agency Error: \$97

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$902	\$0	100.0%
130 - Citizenship and Non-Citizen Status	\$152	\$0	100.0%
140 - Residency	\$128	\$0	100.0%
150 - Household Composition	\$237	\$1,165	16.9%
311 - Wages and Salaries	\$3,546	\$3,716	48.8%
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	\$426	\$303	58.4%
331 - RSDI Benefits	\$314	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$52	\$0	100.0%
334 - Unemployment Compensation	\$58	\$399	12.7%
342 - Contributions	\$60	\$238	20.1%
344 - TANF, PA, or GA	\$120	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$101	\$0	100.0%
363 - Shelter Deduction	\$1,151	\$1,122	50.6%
364 - Standard Utility Allowance	\$930	\$88	91.4%
365 - Medical Deductions	\$166	\$0	100.0%
366 - Child Support Payment Deduction	\$191	\$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	\$902	5.4%
Citizenship and Non-Citizen Status	\$152	0.9%
Residency	\$128	0.8%
Household Composition	\$1,402	8.4%
Wages and Salaries	\$7,262	43.4%
Self-Employment	\$263	1.6%
Other Earned Income	\$41	0.2%
Earned Income Deductions	\$156	0.9%
Dependent Care Deduction	\$729	4.4%
RSDI Benefits	\$314	1.9%
SSI and/or State SSI Supplement	\$52	0.3%
Unemployment Compensation	\$457	2.7%
TANF, PA, or GA	\$120	0.7%
Child Support Payments Received from Absent Parent	\$101	0.6%
Contributions	\$298	1.8%
Shelter Deduction	\$2,273	13.6%
Standard Utility Allowance	\$1,018	6.1%
Medical Deductions	\$166	1.0%
Child Support Payment Deduction	\$191	1.1%
Combined Gross Income	\$649	3.9%
Transitional Benefits	\$62	0.4%
Total	\$16,736	100.0%



FFY 2019 Negative Statewide Error Rates

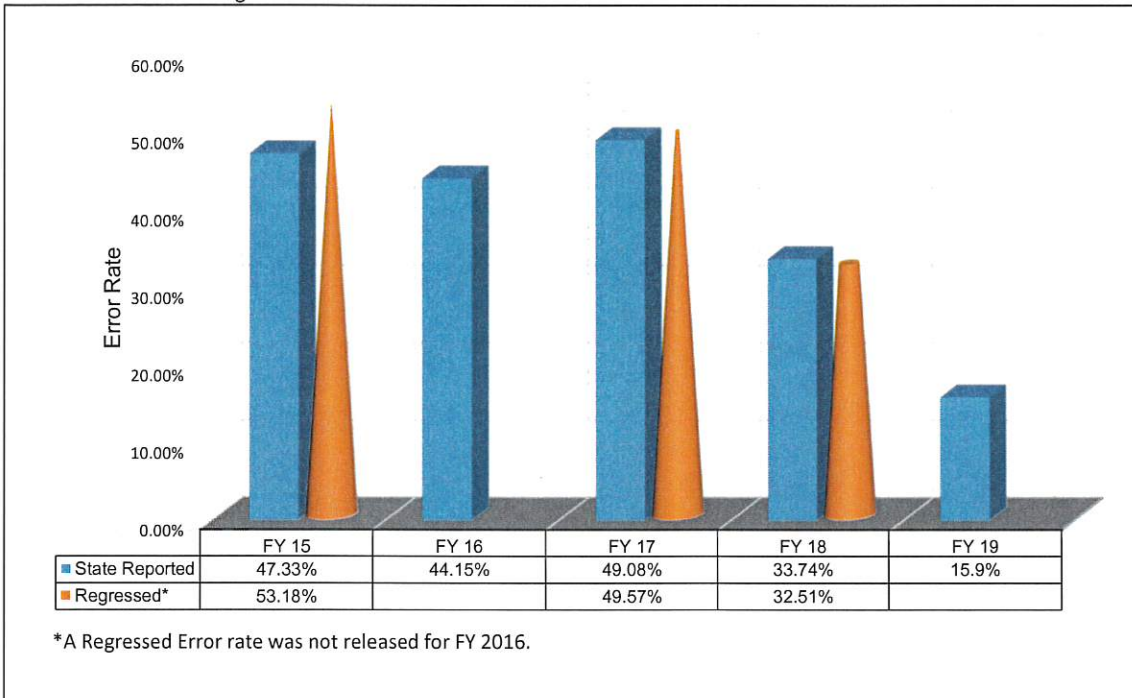
1. Cumulative Negative Case Error Rate

Valid		589
Invalid		111
Drop		125
Total Sampled		825
	% Invalid Notice	0.4%
	% Invalid Error	15.4%
% Invalid Total		15.9%

2. Ranked Negative Action By Time of Occurrence

Closure	56	64.7%
Denial	46	35.3%

3. State Cumulative Negative Error Rates



4. Monthly Total Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	1	1.0%	3	2.9%	4	3.6%
Application	2	2.0%	4	3.9%	6	5.4%
Combined Gross Income	2	2.0%	1	1.0%	3	2.7%
Unemployment Compensation	0	0.0%	2	2.0%	2	1.8%
Self-Employment	1	1.0%	1	1.0%	2	1.8%
Notices	28	27.5%	22	21.6%	50	45.0%
Residency	0	0.0%	4	3.9%	4	3.6%
Transitional Benefits	0	0.0%	3	2.9%	3	2.7%
Verification	1	1.0%	10	9.8%	11	9.9%
Wages and Salaries	11	10.8%	6	5.9%	17	15.3%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %	
NE Region					
04	Colfax	4	2	6	33.3%
10	Guadalupe/De Baca	4	0	4	0.0%
20	Quay	5	0	5	0.0%
21	Rio Arriba	17	2	19	10.5%
23	Sandoval	26	5	31	16.1%
25	San Miguel	4	2	6	33.3%
26	Santa Fe	18	4	22	18.2%
29	Taos	9	3	12	25.0%
NE Region Totals		87	18	105	17.1%

NW Region

17	McKinley	13	1	14	7.1%
24	San Juan	49	10	59	16.9%
27	Sierra	8	2	10	20.0%
28	Socorro	3	3	6	50.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	8	0	8	0.0%
42	N. Valencia	20	6	26	23.1%
NW Region Totals		101	22	123	17.9%

SW Region

07	W. Dona Ana	32	5	37	13.5%
09	Grant	12	1	13	7.7%
16	Luna	12	2	14	14.3%
19	Otero	14	2	16	12.5%
37	E. Dona Ana	10	6	16	37.5%
38	S. Dona Ana	15	2	17	11.8%
SW Region Totals		95	18	113	15.9%

SE Region

03	Chaves	15	4	19	21.1%
05	Curry	30	6	36	16.7%
08	Eddy	15	2	17	11.8%
13	Lea	18	2	20	10.0%
14	Lincoln	6	0	6	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	9	2	11	18.2%
SE Region Totals		93	16	109	14.7%

Central Region

01	SE Bernalillo	36	6	42	14.3%
35	NW Bernalillo	61	9	70	12.9%
36	SW Bernalillo	43	6	49	12.2%
39	NE Bernalillo	64	13	77	16.9%
30	Torrance	9	3	12	25.0%
Central Region Totals		213	37	250	14.8%

State Totals		589	111	700	15.9%
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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
NE Region													
4	Colfax		50%	50%	100%			100%			100%		
10	Guadalupe/De Baca										100%		
20	Quay			100%						100%			
21	Rio Arriba	100%	100%		100%	100%	100%	100%	67%	100%	50%		
23	Sandoval	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
25	San Miguel						100%	100%	100%	100%	100%	100%	
26	Santa Fe	100%	100%	50%	100%	100%			100%			100%	
29	Taos	100%		0%				100%	100%				
NE Region Totals		100%	86%	50%	80%	100%	100%	100%	91%	100%	86%	100%	
NW Region													
17	McKinley	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	
24	San Juan	100%	100%	50%	50%	100%	100%		50%	100%	100%	100%	
27	Sierra		100%		100%	100%	50%		100%	0%			
28	Socorro			100%	100%			100%			100%		
32	S. Valencia							100%		100%			
33	Cibola		100%	100%		100%		100%		100%		100%	
42	N. Valencia	100%	100%	100%	100%	33%	100%		50%		100%	100%	
NW Region Totals		100%	100%	90%	89%	71%	88%	86%	71%	91%	100%	100%	
SW Region													
7	W. Dona Ana	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	
9	Grant	100%	100%	100%	100%				100%	100%		100%	
16	Luna		100%	100%		100%	100%			100%	100%	100%	
19	Otero		100%			0%	100%	100%	100%	100%		100%	
37	E. Dona Ana	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
38	S. Dona Ana	100%	67%	67%	100%			100%	100%		100%	100%	
SW Region Totals		100%	89%	89%	100%	75%	100%	100%	100%	100%	100%	100%	
SE Region													
3	Chaves	100%	100%	100%	100%			100%		100%			
5	Curry		100%	100%			100%		100%	100%	100%		
8	Eddy	100%								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%	100%	100%	
Central Region													
1	SE Bernalillo	100%	100%	75%	67%	100%	100%	100%		100%		100%	
35	NW Bernalillo	100%	75%	100%	100%	100%	100%		83%	100%	75%	100%	
36	SW Bernalillo	100%	100%	0%	100%	100%	67%		100%	100%	100%	100%	
39	NE Bernalillo	100%	100%	100%	67%	100%	100%	100%	100%		100%	67%	
30	Torrance	100%	100%				0%	100%	100%		100%		
Central Region Totals		100%	91%	80%	87%	100%	88%	93%	91%	100%	93%	94%	
State Totals		100%	93%	79%	87%	87%	93%	96%	91%	97%	94%	98%	