
General Information Memorandum

ISD-GI 20-04

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division *JKS*
DATE: March 5, 2020
RE: FFY 2019 SNAP Performance Report-Final

Attached please find the final 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 September 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: Final 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	\$216,708		
Total Dollar Errors	\$18,071	Total Error Rate %	8.34%
Total Dollar Over	\$10,759	% Error Rate Over	4.96%
Total Dollar Under	\$4,120	% Error Rate Under	1.90%
Total Dollar Ineligible	\$3,192	% Error Rate Ineligible	1.47%

Cumulative Case Error Rate

Total Reviewed	938
% In Error	16.5%

Cases Dropped	237
Correct	784
Overpaid	94
Underpaid	44
Ineligible	17

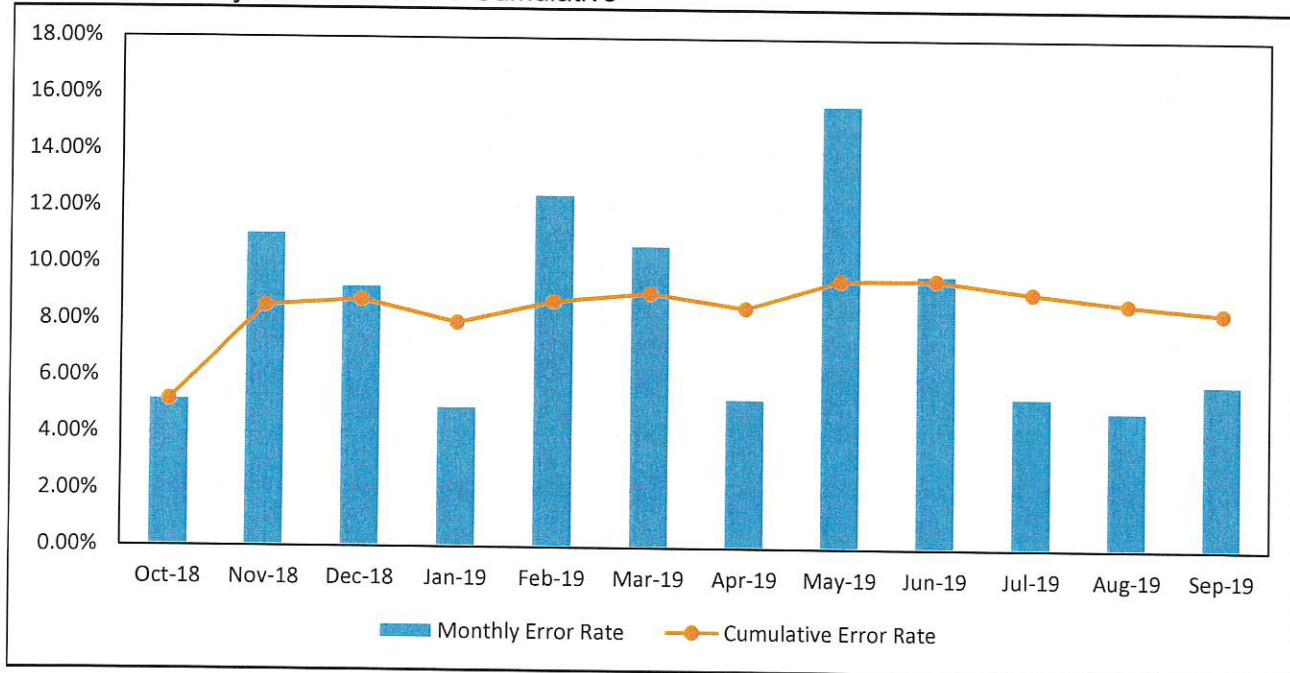
Agency Error (Dollar Amount)	Agency % Error Rate:
\$9,627	4.44%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$8,444	3.90%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$9,450	52.3%
Recertification	\$8,621	47.7%

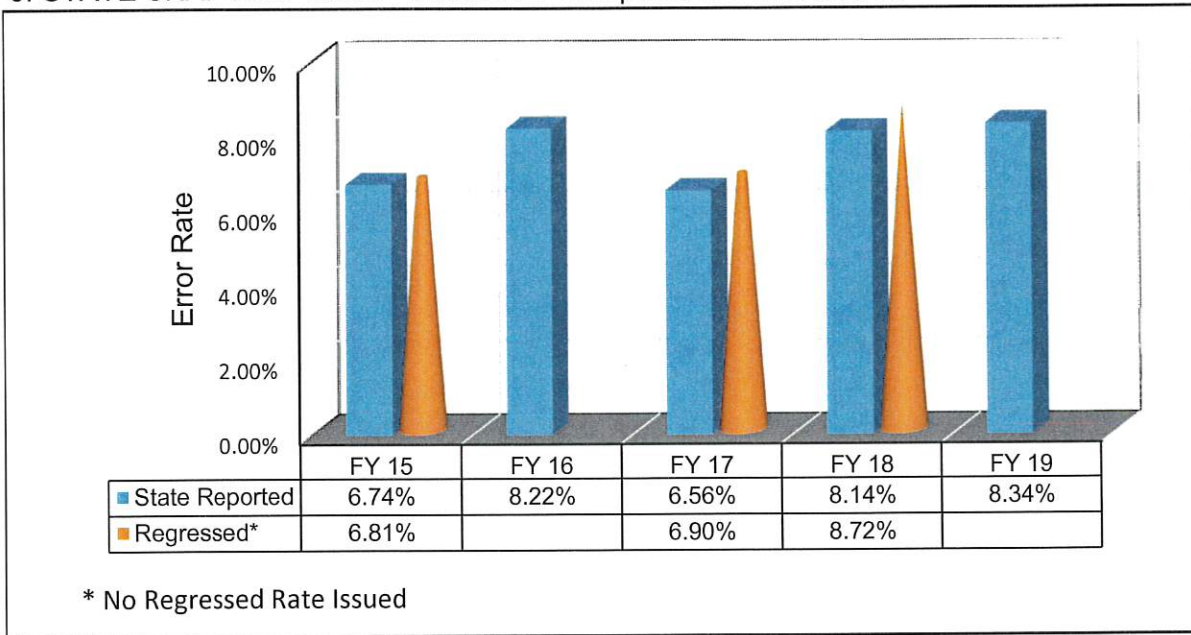
3. Error Rates By: Month and FFY Cumulative



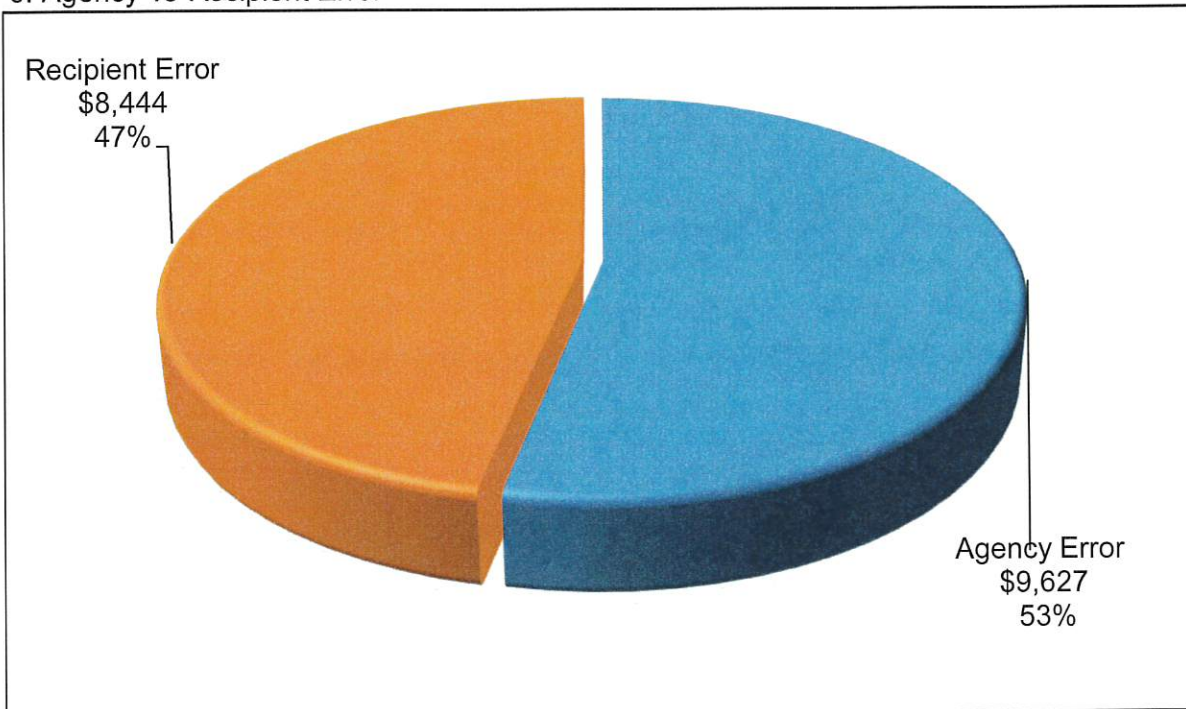
4. Regional Cumulative Payment Error Rates

		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%	1.31%	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	\$7,940	13.64%	5.99%	0.00%
23	Sandoval	\$1,011	\$477	\$1,488	\$11,023	13.50%	8.23%	6.70%
25	San Miguel	\$515	\$313	\$828	\$3,668	22.57%	4.58%	0.00%
26	Santa Fe	\$178	\$582	\$760	\$9,859	7.71%	4.21%	0.00%
29	Taos	\$108	\$99	\$207	\$5,633	3.67%	1.15%	4.40%
NE Region Totals		\$2,401	\$2,201	\$4,602	\$41,232	11.16%	25.47%	3.87%
NW Region								
17	McKinley	\$602	\$0	\$602	\$11,850	5.08%	3.33%	0.00%
24	San Juan	\$627	\$512	\$1,139	\$13,378	8.51%	6.30%	14.19%
27	Sierra	\$0	\$183	\$183	\$2,408	7.60%	1.01%	0.00%
28	Socorro	\$0	\$91	\$91	\$2,360	3.86%	0.50%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$192	\$0	\$192	\$3,684	5.21%	1.06%	0.00%
42	N. Valencia	\$307	\$321	\$628	\$7,834	8.02%	3.48%	0.00%
NW Region Totals		\$1,728	\$1,107	\$2,835	\$41,514	6.83%	15.69%	2.92%
SW Region								
07	W. Dona Ana	\$205	\$550	\$755	\$8,587	8.79%	4.18%	0.00%
09	Grant	\$108	\$126	\$234	\$3,412	6.86%	1.29%	0.00%
16	Luna	\$129	\$0	\$129	\$5,278	2.44%	0.71%	0.00%
19	Otero	\$305	\$0	\$305	\$4,799	6.36%	1.69%	0.00%
37	E. Dona Ana	\$584	\$151	\$735	\$11,688	6.29%	4.07%	10.94%
38	S. Dona Ana	\$727	\$361	\$1,088	\$11,771	9.24%	6.02%	5.83%
SW Region Totals		\$2,058	\$1,188	\$3,246	\$45,535	7.13%	17.96%	5.66%
SE Region								
03	Chaves	\$58	\$0	\$58	\$6,416	0.90%	0.32%	0.00%
05	Curry	\$264	\$399	\$663	\$8,016	8.27%	3.67%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,631	0.00%	0.00%	0.00%
13	Lea	\$54	\$192	\$246	\$4,257	5.78%	1.36%	0.00%
14	Lincoln	\$0	\$149	\$149	\$1,501	9.93%	0.82%	22.57%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$234	\$234	\$3,394	6.89%	1.29%	46.34%
SE Region Totals		\$376	\$974	\$1,350	\$25,215	5.35%	7.47%	9.83%
Central Region								
01	SE Bernalillo	\$706	\$266	\$972	\$9,212	10.55%	5.38%	5.31%
35	NW Bernalillo	\$800	\$345	\$1,145	\$15,070	7.60%	6.34%	17.87%
36	SW Bernalillo	\$599	\$1,321	\$1,920	\$17,382	11.05%	10.62%	0.00%
39	NE Bernalillo	\$711	\$770	\$1,481	\$18,498	8.01%	8.20%	2.42%
30	Torrance	\$248	\$272	\$520	\$3,050	17.05%	2.88%	44.88%
Central Region Totals		\$3,064	\$2,974	\$6,038	\$63,212	9.55%	33.41%	6.28%
State Totals		\$9,627	\$8,444	\$18,071	\$216,708	8.34%	100.00%	5.82%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$151

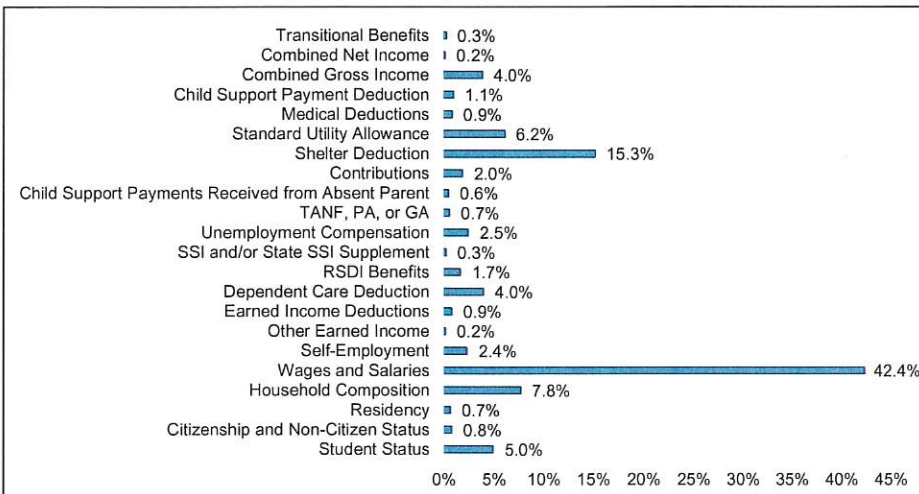
Average Agency Error: \$96

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	\$3,717	\$3,950	48.5%
312 - Self-Employment	\$432	\$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	\$295	16.9%
344 - TANF, PA, or GA	\$120	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$101	\$0	100.0%
363 - Shelter Deduction	\$1,212	\$1,551	43.9%
364 - Standard Utility Allowance	\$1,032	\$88	92.1%
365 - Medical Deductions	\$166	\$0	100.0%
366 - Child Support Payment Deduction	\$191	\$0	100.0%
371 - Combined Gross Income	\$109	\$607	15.2%
372 - Combined Net Income	\$0	\$45	0.0%
530 - Transitional Benefits	\$62	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$902	5.0%
Citizenship and Non-Citizen Status	\$152	0.8%
Residency	\$128	0.7%
Household Composition	\$1,402	7.8%
Wages and Salaries	\$7,667	42.4%
Self-Employment	\$432	2.4%
Other Earned Income	\$41	0.2%
Earned Income Deductions	\$156	0.9%
Dependent Care Deduction	\$729	4.0%
RSDI Benefits	\$314	1.7%
SSI and/or State SSI Supplement	\$52	0.3%
Unemployment Compensation	\$457	2.5%
TANF, PA, or GA	\$120	0.7%
Child Support Payments Received from Absent Parent	\$101	0.6%
Contributions	\$355	2.0%
Shelter Deduction	\$2,763	15.3%
Standard Utility Allowance	\$1,120	6.2%
Medical Deductions	\$166	0.9%
Child Support Payment Deduction	\$191	1.1%
Combined Gross Income	\$716	4.0%
Combined Net Income	\$45	0.2%
Transitional Benefits	\$62	0.3%
Total	\$18,071	100.0%



FFY 2019 Negative Statewide Error Rates

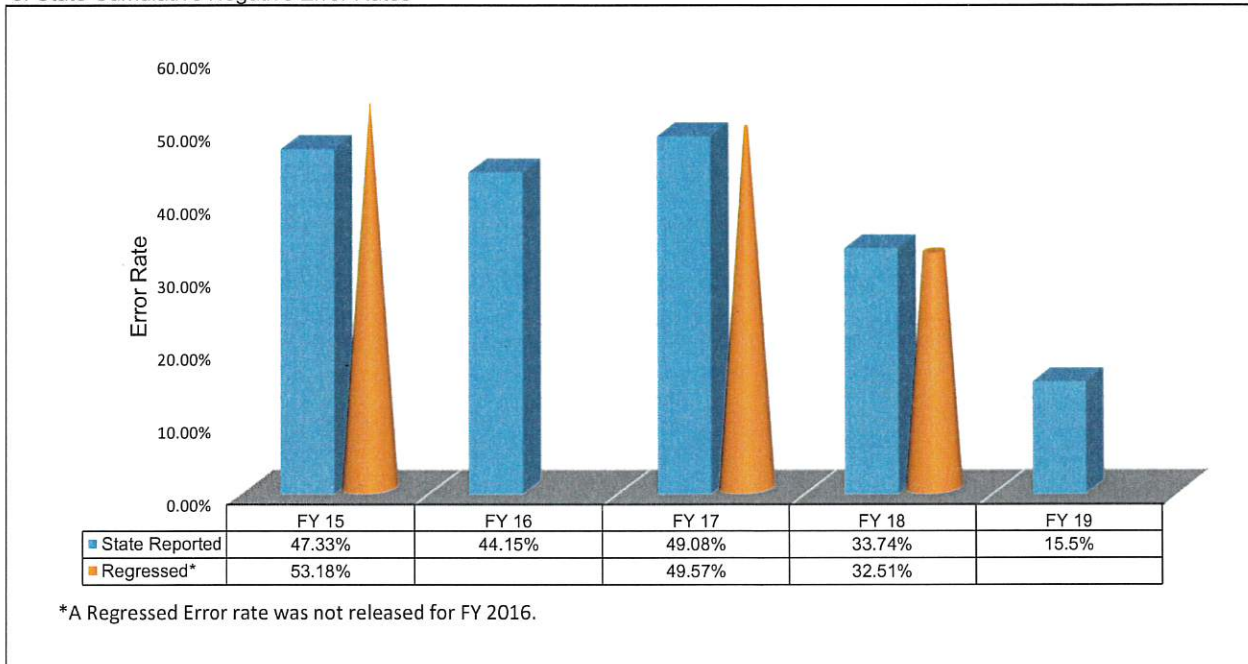
1. Cumulative Negative Case Error Rate

Valid	644
Invalid	118
Drop	138
Total Sampled	900
% Invalid Notice	0.4%
% Invalid Error	15.1%
% Invalid Total	15.5%

2. Ranked Negative Action By Time of Occurrence

Closure	58	64.7%
Denial	49	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	0.9%	3	2.8%	4	3.4%
Application	2	1.9%	4	3.7%	6	5.1%
Combined Gross Income	2	1.9%	1	0.9%	3	2.5%
Unemployment Compensation	0	0.0%	2	1.9%	2	1.7%
Self-Employment	1	0.9%	1	0.9%	2	1.7%
Notices	29	27.1%	25	23.4%	54	45.8%
Residency	1	0.9%	3	2.8%	4	3.4%
Transitional Benefits	0	0.0%	3	2.8%	3	2.5%
Verification	1	0.9%	10	9.3%	11	9.3%
Wages and Salaries	12	11.2%	6	5.6%	18	15.3%

5. Regional Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid %
NE Region					
04	Colfax	5	2	7	28.6%
10	Guadalupe/De Baca	4	0	4	0.0%
20	Quay	5	0	5	0.0%
21	Rio Arriba	19	2	21	9.5%
23	Sandoval	28	7	35	20.0%
25	San Miguel	5	2	7	28.6%
26	Santa Fe	20	4	24	16.7%
29	Taos	10	3	13	23.1%
NE Region Totals		96	20	116	17.2%

NW Region					
17	McKinley	16	2	18	11.1%
24	San Juan	51	10	61	16.4%
27	Sierra	9	2	11	18.2%
28	Socorro	3	3	6	50.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	9	0	9	0.0%
42	N. Valencia	22	6	28	21.4%
NW Region Totals		110	23	133	17.3%

SW Region					
07	W. Dona Ana	36	5	41	12.2%
09	Grant	12	1	13	7.7%
16	Luna	13	2	15	13.3%
19	Otero	16	3	19	15.8%
37	E. Dona Ana	14	7	21	33.3%
38	S. Dona Ana	18	2	20	10.0%
SW Region Totals		109	20	129	15.5%

SE Region					
03	Chaves	17	4	21	19.0%
05	Curry	31	7	38	18.4%
08	Eddy	15	2	17	11.8%
13	Lea	20	2	22	9.1%
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		98	17	115	14.8%

Central Region					
01	SE Bernalillo	40	6	46	13.0%
35	NW Bernalillo	67	9	76	11.8%
36	SW Bernalillo	49	7	56	12.5%
39	NE Bernalillo	66	13	79	16.5%
30	Torrance	9	3	12	25.0%
Central Region Totals		231	38	269	14.1%

State Totals		644	118	762	15.5%
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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%			100%			
10 Guadalupe/De Baca										100%			
20 Quay			100%						100%				
21 Rio Arriba	100%	100%		100%	100%	100%	100%	67%	100%	50%			100%
23 Sandoval	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
25 San Miguel						100%	100%	100%	100%	100%	100%	100%	100%
26 Santa Fe	100%	100%	50%	100%	100%			100%				100%	100%
29 Taos	100%		0%				100%	100%					100%
NE Region Totals	100%	86%	50%	80%	100%	100%	100%	91%	100%	86%	100%	100%	100%

NW Region

17 McKinley	100%	100%	100%	100%	100%	100%	100%	100%	100%		100%	100%	
24 San Juan	100%	100%	50%	50%	100%	100%		50%	100%	100%	100%	100%	50%
27 Sierra		100%		100%	100%	50%		100%	0%				
28 Socorro			100%	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%	100%	100%
NW Region Totals	100%	100%	90%	89%	71%	88%	86%	71%	91%	100%	100%	100%	83%

SW Region

7 W. Dona Ana	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%	100%	100%
9 Grant	100%	100%	100%	100%				100%	100%		100%	100%	100%
16 Luna		100%	100%		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%	100%	100%
38 S. Dona Ana	100%	67%	67%	100%			100%	100%		100%	100%	100%	100%
SW Region Totals	100%	89%	89%	100%	75%	100%	100%	100%	100%	100%	100%	100%	100%

SE Region

3 Chaves	100%	100%	100%	100%			100%		100%				100%
5 Curry		100%	100%			100%		100%	100%	100%			100%
8 Eddy	100%								100%		100%		100%
13 Lea							100%	100%					100%
14 Lincoln		100%					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%	100%	100%

Central Region

1 SE Bernalillo	100%	100%	75%	67%	100%	100%	100%		100%		100%	100%	100%
35 NW Bernalillo	100%	75%	100%	100%	100%	100%		83%	100%	75%	100%	100%	100%
36 SW Bernalillo	100%	100%	0%	100%	100%	67%		100%	100%	100%	100%	100%	25%
39 NE Bernalillo	100%	100%	100%	67%	100%	100%	100%	100%		100%		67%	75%
30 Torrance	100%	100%				0%	100%	100%		100%			
Central Region Totals	100%	91%	80%	87%	100%	88%	93%	91%	100%	93%	94%	67%	67%

State Totals	100%	93%	79%	87%	87%	93%	96%	91%	97%	94%	98%	89%	89%
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