



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

General Information Memorandum

ISD-GI 20-05

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division
DATE: April 13, 2020
RE: FFY 2020 SNAP Performance Report-First

A handwritten signature in black ink, appearing to read "K. Martinez", is positioned to the right of the "FROM:" line.

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2020. This report includes all Quality Control (QC) findings received for the review month of October 2019. Additional data included in this report is the recertification timeliness.

The FFY 2020 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: First SNAP Performance Report for FFY 2020

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2020

1. STATE Cumulative Payment Error Rates

Total Paid	\$17,759		
Total Dollar Errors	\$902	Total Error Rate %	5.08%
Total Dollar Over	\$646	% Error Rate Over	3.64%
Total Dollar Under	\$256	% Error Rate Under	1.44%
Total Dollar Ineligible	\$0	% Error Rate Ineligible	0.00%

Cumulative Case Error Rate

Total Reviewed	75
% In Error	14.7%

Cases Dropped	23
Correct	64
Overpaid	8
Underpaid	3
Ineligible	0

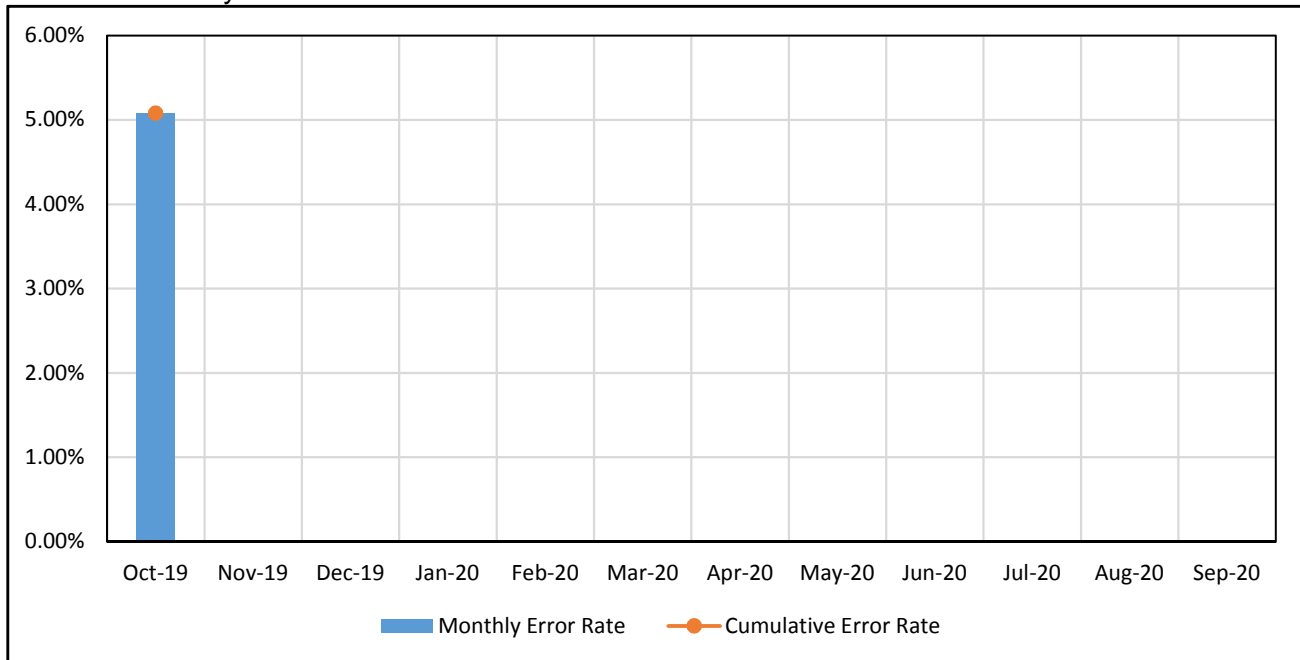
Agency Error (Dollar Amount)	Agency % Error Rate:
\$515	2.90%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$387	2.18%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$609	67.5%
Recertification	\$293	32.5%

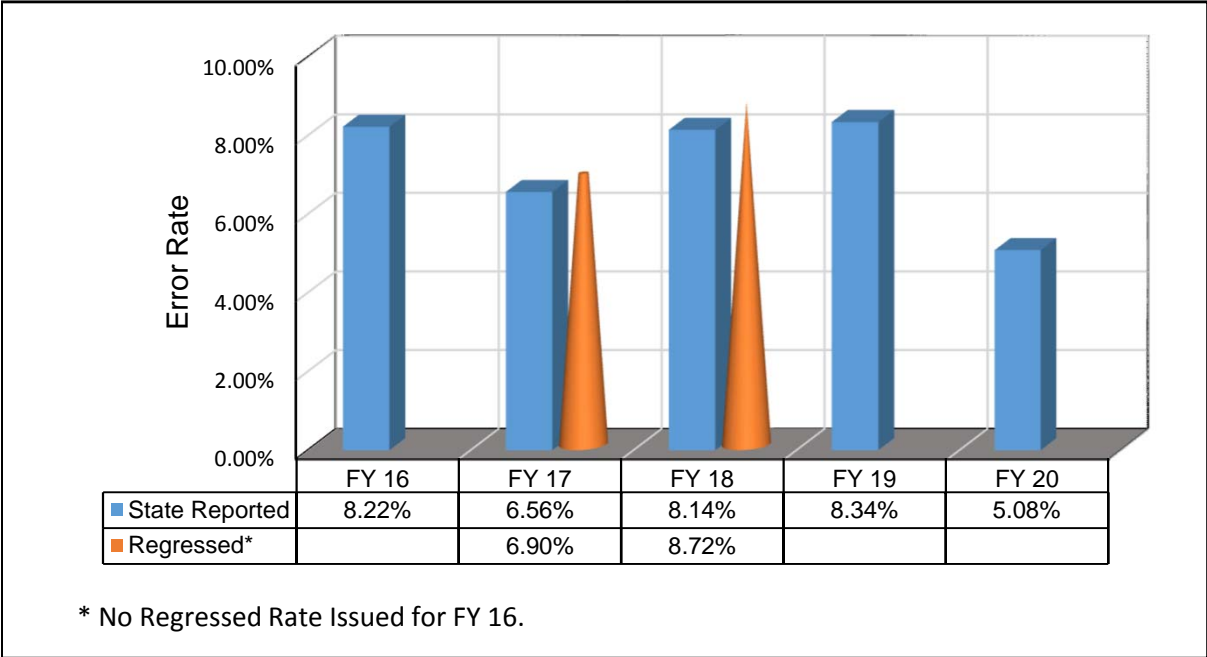
3. Error Rates By: Month and FFY Cumulative



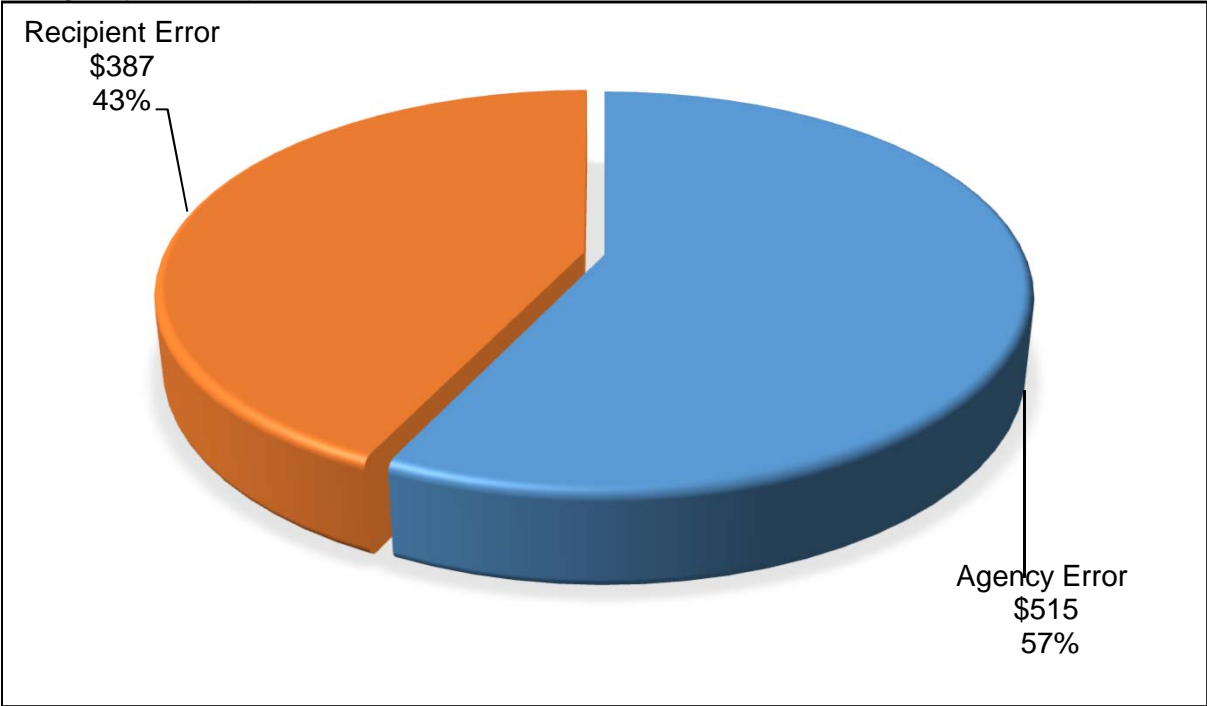
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
21	Rio Arriba	\$0	\$0	\$0	\$1,292	0.00%	0.00%	0.00%
23	Sandoval	\$117	\$0	\$117	\$1,348	8.68%	12.97%	8.68%
25	San Miguel	\$0	\$0	\$0	\$425	0.00%	0.00%	0.00%
26	Santa Fe	\$59	\$0	\$59	\$1,872	3.15%	6.54%	3.15%
29	Taos	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
NE Region Totals		\$176	\$0	\$176	\$4,953	3.55%	19.51%	3.55%
NW Region								
17	McKinley	\$216	\$45	\$261	\$744	35.08%	28.94%	35.08%
24	San Juan	\$0	\$75	\$75	\$399	18.80%	8.31%	18.80%
27	Sierra	\$0	\$0	\$0	\$174	0.00%	0.00%	0.00%
28	Socorro	\$0	\$0	\$0	\$496	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$0	\$0	\$337	0.00%	0.00%	0.00%
NW Region Totals		\$216	\$120	\$336	\$2,150	15.63%	37.25%	15.63%
SW Region								
07	W. Dona Ana	\$0	\$0	\$0	\$32	0.00%	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$783	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$59	0.00%	0.00%	0.00%
19	Otero	\$0	\$0	\$0	\$210	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$0	\$0	\$812	0.00%	0.00%	0.00%
38	S. Dona Ana	\$0	\$0	\$0	\$1,388	0.00%	0.00%	0.00%
SW Region Totals		\$0	\$0	\$0	\$3,284	0.00%	0.00%	0.00%
SE Region								
03	Chaves	\$0	\$0	\$0	\$51	0.00%	0.00%	0.00%
05	Curry	\$0	\$0	\$0	\$193	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$144	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$1,766	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$278	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$154	0.00%	0.00%	0.00%
SE Region Totals		\$0	\$0	\$0	\$2,586	0.00%	0.00%	0.00%
Central Region								
01	SE Bernalillo	\$38	\$0	\$38	\$268	14.18%	4.21%	14.18%
35	NW Bernalillo	\$0	\$0	\$0	\$759	0.00%	0.00%	0.00%
36	SW Bernalillo	\$0	\$0	\$0	\$1,258	0.00%	0.00%	0.00%
39	NE Bernalillo	\$0	\$267	\$267	\$1,839	14.52%	29.60%	14.52%
30	Torrance	\$85	\$0	\$85	\$662	12.84%	9.42%	12.84%
Central Region Totals		\$123	\$267	\$390	\$4,786	8.15%	43.24%	8.15%
State Totals		\$515	\$387	\$902	\$17,759	5.08%	100.00%	5.08%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$97

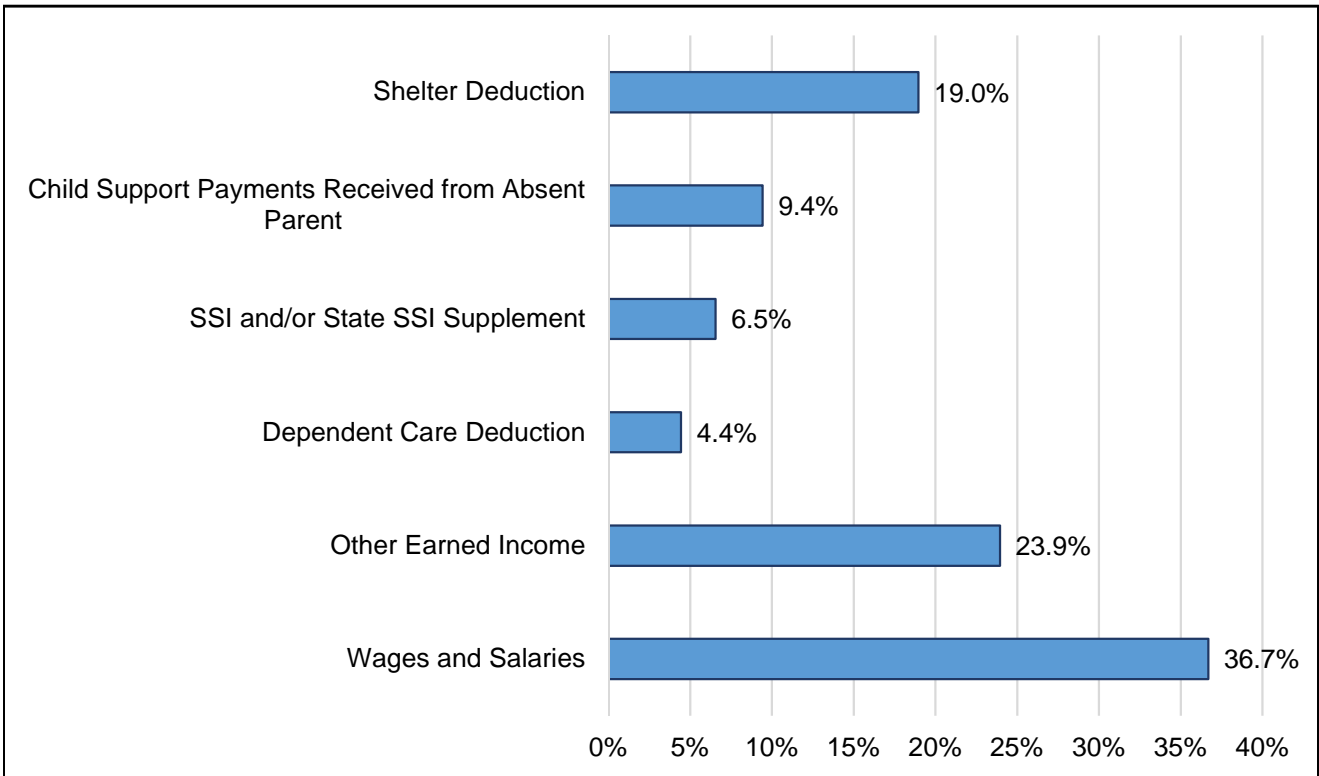
Average Agency Error: \$74

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
311 - Wages and Salaries	\$331	\$0	100.0%
314 - Other Earned Income	\$0	\$216	0.0%
323 - Dependent Care Deduction	\$40	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$59	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$85	\$0	100.0%
363 - Shelter Deduction	\$0	\$171	0.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Wages and Salaries	\$331	36.7%
Other Earned Income	\$216	23.9%
Dependent Care Deduction	\$40	4.4%
SSI and/or State SSI Supplement	\$59	6.5%
Child Support Payments Received from Absent Parent	\$85	9.4%
Shelter Deduction	\$171	19.0%
Total	\$902	100.0%



FFY 2020 Negative Statewide Error Rates

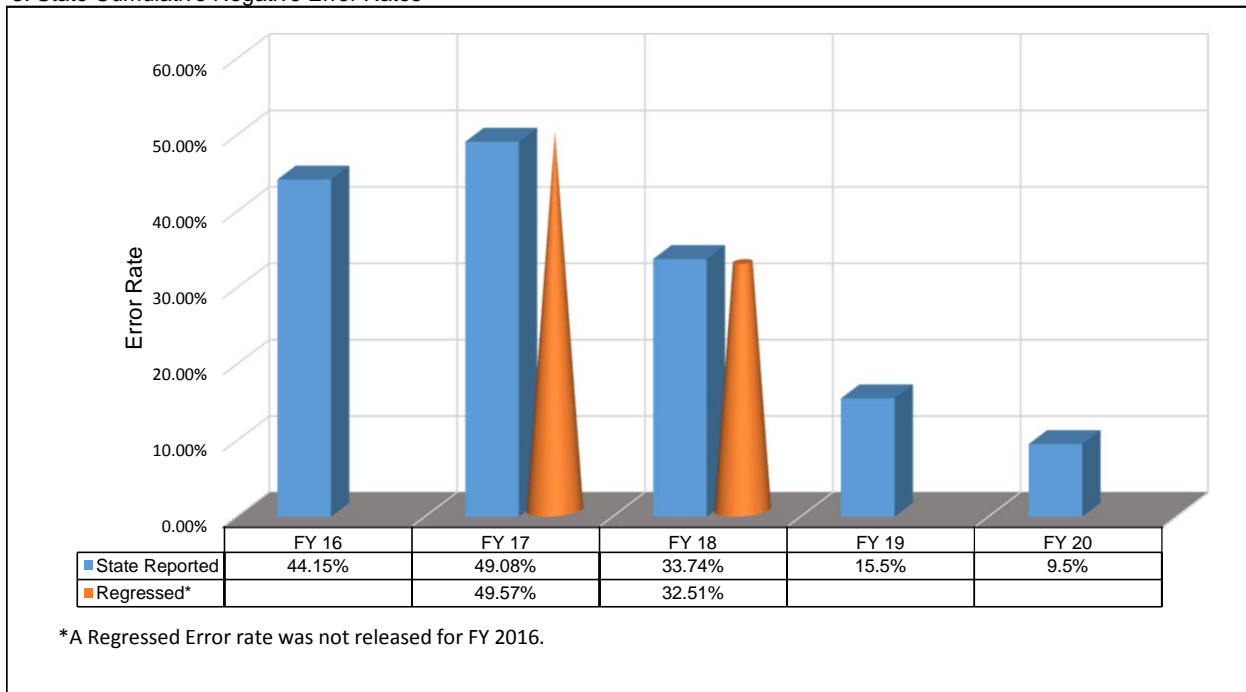
1. Cumulative Negative Case Error Rate

Valid	57	
Invalid	6	
Drop	12	
Total Sampled	75	
	% Invalid Notice	0.0%
	% Invalid Error	9.5%
	% Invalid Total	9.5%

2. Ranked Negative Action By Time of Occurrence

Closure	1	0.0%
Denial	5	100.0%

3. State Cumulative Negative Error Rates



4. Monthly Total Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	0	0.0%	0	0.0%	0	0.0%
Application	0	0.0%	0	0.0%	0	0.0%
Combined Gross Income	0	0.0%	0	0.0%	0	0.0%
RSDI Benefits	1	16.7%	0	0.0%	1	16.7%
Self-Employment	0	0.0%	0	0.0%	0	0.0%
Notices	0	0.0%	1	16.7%	1	16.7%
Residency	0	0.0%	0	0.0%	0	0.0%
Medical Deductions	2	33.3%	0	0.0%	2	33.3%
Verification	0	0.0%	0	0.0%	0	0.0%
Wages and Salaries	2	33.3%	0	0.0%	2	33.3%

5. Regional Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid %
NE Region					
04	Colfax	1	0	1	0.0%
10	Guadalupe/De Baca	1	0	1	0.0%
20	Quay	0	0	0	0.0%
21	Rio Arriba	2	0	2	0.0%
23	Sandoval	1	0	1	0.0%
25	San Miguel	1	0	1	0.0%
26	Santa Fe	6	1	7	14.3%
29	Taos	0	0	0	0.0%
NE Region Totals		12	1	13	7.7%

NW Region

17	McKinley	2	0	2	0.0%
24	San Juan	4	0	4	0.0%
27	Sierra	0	0	0	0.0%
28	Socorro	1	0	1	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	1	0	1	0.0%
42	N. Valencia	3	0	3	0.0%
NW Region Totals		11	0	11	0.0%

SW Region

07	W. Dona Ana	4	0	4	0.0%
09	Grant	2	1	3	33.3%
16	Luna	0	0	0	0.0%
19	Otero	1	0	1	0.0%
37	E. Dona Ana	0	0	0	0.0%
38	S. Dona Ana	3	0	3	0.0%
SW Region Totals		10	1	11	9.1%

SE Region

03	Chaves	1	0	1	0.0%
05	Curry	2	0	2	0.0%
08	Eddy	1	0	1	0.0%
13	Lea	2	0	2	0.0%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	0	0	0	0.0%
SE Region Totals		7	0	7	0.0%

Central Region

01	SE Bernalillo	4	2	6	33.3%
35	NW Bernalillo	1	0	1	0.0%
36	SW Bernalillo	3	0	3	0.0%
39	NE Bernalillo	7	2	9	22.2%
30	Torrance	2	0	2	0.0%
Central Region Totals		17	4	21	19.0%

State Totals		57	6	63	9.5%
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FFY 2020 Application Processing Timeliness

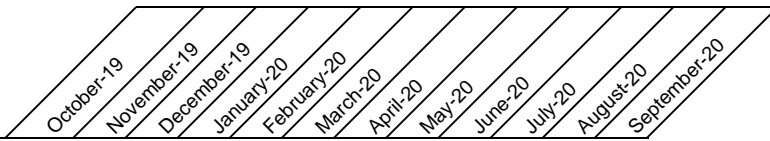
FFY 2020 Expedite Application Processing Timeliness

FFY 2020 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 2020 QC Recertification Timeliness



NE Region

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

NW Region

17	McKinley	100%																		
24	San Juan	100%																		
27	Sierra	100%																		
28	Socorro	100%																		
32	S. Valencia																			
33	Cibola																			
42	N. Valencia	100%																		
NW Region Totals		100%																		

SW Region

7	W. Dona Ana	100%																		
9	Grant	0%																		
16	Luna	100%																		
19	Otero	100%																		
37	E. Dona Ana	100%																		
38	S. Dona Ana	100%																		
SW Region Totals		90%																		

SE Region

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

Central Region

1	SE Bernalillo																			
35	NW Bernalillo																			
36	SW Bernalillo	67%																		
39	NE Bernalillo	67%																		
30	Torrance																			
Central Region Totals		67%																		

State Totals		91%																		
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