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## General Information Memorandum

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**ISD-GI 14-23**

**TO: ISD Employees**

**FROM: *MM* Marilyn Martinez, Acting Director, Income Support Division**

**RE: FFY 2014 SNAP Performance Report**

**DATE: April 29, 2014**

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2014. This report includes all Quality Control (QC) findings received for the review month of October 2013. All errors for October 2013 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification timeliness. The Performance Goals for the state for FFY 2014 are:

Payment Accuracy of 96% or better  
Negative Accuracy Rate of 99%  
Expedite application processing timeliness of 98%  
30-day application timeliness of 98% or better

Effective **March 1, 2014, per IPP 14-01**, counties with a payment accuracy rate of 96% or better must review cases at Level 2; all others must review cases at Level 1.

- **Level 1** A county office with an error rate above **4.0%** is required to complete 35 full reviews (case reads) per supervisor per month. **These completed reviews will be completed by the last working day of the month.** All of the reviews must contain SNAP as a Category of Eligibility (COE).
- **Level 2** A county office with an error rate of **4.0% or less** is required to complete 25 full reviews (case reads) per supervisor per month. All of the reviews must contain SNAP as a Category of Eligibility (COE).

Effective **March 1, 2014, per IPP 14-01**, counties will review cases using Criteria #152 for both Level 1 and Level 2 Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and if barriers and the NVRA settlement agreement requirements were addressed.

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly.

If counties are found to be non-compliant with mandatory case reads, **County Directors**, as part of a remedial Corrective Action Plan, will review a minimum 5 cases per supervisor prior to the last working day of the month.

Please share this data with staff as appropriate. 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

**Quality Improvement Section SNAP Performance Report  
Quality Control Finding FFY 2014**

**1. STATE - Cumulative Payment Error Rates**

<b>Total Paid</b>	<b>\$23,389</b>			
<b>Total Dollar Errors</b>	<b>\$1,095</b>		<b>Total Error Rate %</b>	<b>4.68%</b>
Total Dollar Over	\$495		% Error Rate Over	2.12%
Total Dollar Under	\$0		% Error Rate Under	0.00%
Total Dollar Ineligible	\$600		% Error Rate Ineligible	2.57%
<b>Agency Error (Dollar Amount):</b>			<b>Agency % Error Rate:</b>	
<b>\$793</b>			<b>3.39%</b>	
<b>Client Error (Dollar Amount):</b>			<b>Client % Error Rate:</b>	
<b>\$302</b>			<b>1.29%</b>	

**Cumulative Case Error Rate**

<b>Total Reviewed</b>	<b>95</b>
<b>% in Error</b>	<b>6.32%</b>

<b>Cases Dropped</b>	<b>3</b>
<b>Correct</b>	<b>89</b>
<b>Overpaid</b>	<b>3</b>
<b>Underpaid</b>	<b>0</b>
<b>Ineligible</b>	<b>3</b>

**2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates**

HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	HIPAC Share	State Share
01	SE Bernalillo	\$160	44%	\$200	56%	\$360	\$1,999	18.01%	41.76%	32.88%
07	W.Dona Ana	\$0		\$0		\$0	\$410	0.00%	0.00%	0.00%
17	McKinley	\$0		\$0		\$0	\$1,524	0.00%	0.00%	0.00%
23	Sandoval	\$0		\$0		\$0	\$1,200	0.00%	0.00%	0.00%
24	San Juan	\$0		\$0		\$0	\$837	0.00%	0.00%	0.00%
26	Santa Fe	\$0		\$0		\$0	\$1,558	0.00%	0.00%	0.00%
35	NW Bernalillo	\$0	0%	\$102	100%	\$102	\$1,246	8.19%	11.83%	9.32%
36	SW Bernalillo	\$0		\$0		\$0	\$2,331	0.00%	0.00%	0.00%
38	S. Dona Ana	\$0		\$0		\$0	\$984	0.00%	0.00%	0.00%
39	NE Bernalillo	\$400	100%	\$0	0%	\$400	\$2,709	14.77%	46.40%	36.53%
<b>HIPAC Sub Totals</b>		<b>\$560</b>	<b>65%</b>	<b>\$302</b>	<b>35%</b>	<b>\$862</b>	<b>\$14,798</b>	<b>5.83%</b>	<b>100.00%</b>	<b>78.72%</b>
Non-HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	Non-HIPAC Share	State Share
03	Chaves	\$233	100%	\$0	0%	\$233	\$1,857	12.55%	100.00%	21.28%
04	Colfax/Union	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
05	Curry	\$0		\$0		\$0	\$254	0.00%	0.00%	0.00%
08	Eddy	\$0		\$0		\$0	\$32	0.00%	0.00%	0.00%
09	Grant/Hidalgo	\$0		\$0		\$0	\$727	0.00%	0.00%	0.00%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
13	Lea	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
14	Lincoln	\$0		\$0		\$0	\$239	0.00%	0.00%	0.00%
16	Luna	\$0		\$0		\$0	\$200	0.00%	0.00%	0.00%
19	Otero	\$0		\$0		\$0	\$1,371	0.00%	0.00%	0.00%
20	Quay	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
21	Rio Arriba	\$0		\$0		\$0	\$805	0.00%	0.00%	0.00%
22	Roosevelt	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
25	San Miguel	\$0		\$0		\$0	\$169	0.00%	0.00%	0.00%
27	Sierra	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
28	Socorro	\$0		\$0		\$0	\$75	0.00%	0.00%	0.00%
29	Taos	\$0		\$0		\$0	\$283	0.00%	0.00%	0.00%
30	Torrance	\$0		\$0		\$0	\$367	0.00%	0.00%	0.00%
32	S. Valencia	\$0		\$0		\$0	\$762	0.00%	0.00%	0.00%
33	Cibola	\$0		\$0		\$0	\$395	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0		\$0		\$0	\$967	0.00%	0.00%	0.00%
42	N. Valencia	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
49	NMCAP	\$0		\$0		\$0	\$88	0.00%	0.00%	0.00%
<b>Non-HIPAC Sub Totals</b>		<b>\$233</b>	<b>100%</b>	<b>\$0</b>	<b>0%</b>	<b>\$233</b>	<b>\$8,591</b>	<b>2.71%</b>	<b>100.00%</b>	<b>21.28%</b>

## Regional Cumulative SNAP Performance Report Quality Control Finding FFY2014

### 3. STATE - Cumulative Payment Error Rates

<b>Total Paid</b>	<b>\$23,389</b>		
<b>Total Dollar Errors</b>	<b>\$1,095</b>	<b>Total Error Rate %</b>	<b>4.68%</b>
Total Dollar Over	\$495	% Error Rate Over	2.12%
Total Dollar Under	\$0	% Error Rate Under	0.00%
Total Dollar Ineligible	\$600	% Error Rate Ineligible	2.57%

<b>Agency Error (Dollar Amount):</b>	<b>Agency % Error Rate:</b>
<b>\$793</b>	<b>3.39%</b>

<b>Client Error (Dollar Amount):</b>	<b>Client % Error Rate:</b>
<b>\$302</b>	<b>1.29%</b>

#### Cumulative Case Error Rate

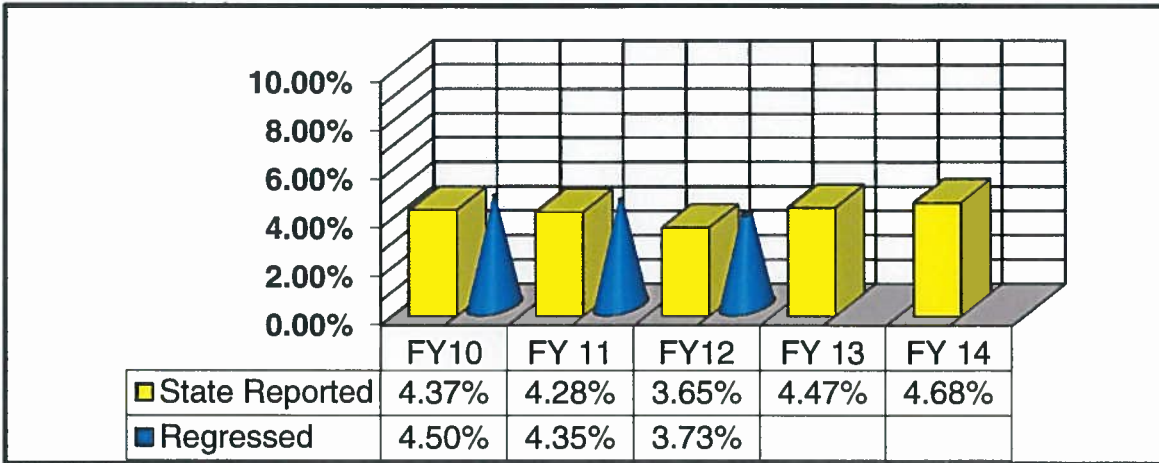
<b>Total Reviewed</b>	<b>95</b>
<b>% in Error</b>	<b>6.32%</b>

<b>Cases Dropped</b>	<b>3</b>
<b>Correct</b>	<b>89</b>
<b>Overpaid</b>	<b>3</b>
<b>Underpaid</b>	<b>0</b>
<b>Ineligible</b>	<b>3</b>

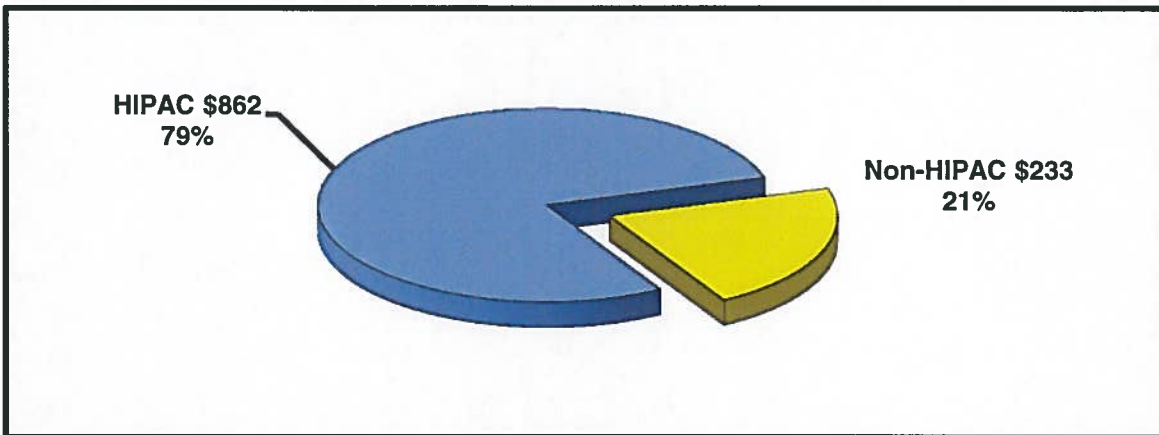
### 4. REGIONAL - Cumulative Payment Error Rates

	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
<b>NE Region</b>							
04 Colfax	\$0	\$0	\$0	\$0	0.00%		0.00%
21 Rio Arriba	\$0	\$0	\$0	\$805	0.00%		0.00%
25 San Miguel	\$0	\$0	\$0	\$169	0.00%		0.00%
26 Santa Fe	\$0	\$0	\$0	\$1,558	0.00%		0.00%
29 Taos	\$0	\$0	\$0	\$283	0.00%		0.00%
<b>NE Region Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$2,815</b>	<b>0.00%</b>		<b>0.00%</b>
<b>NW Region</b>							
17 McKinley	\$0	\$0	\$0	\$1,524	0.00%		0.00%
23 Sandoval	\$0	\$0	\$0	\$1,200	0.00%		0.00%
24 San Juan	\$0	\$0	\$0	\$837	0.00%		0.00%
32 S. Valencia	\$0	\$0	\$0	\$762	0.00%		0.00%
33 Cibola	\$0	\$0	\$0	\$395	0.00%		0.00%
42 N. Valencia	\$0	\$0	\$0	\$0	0.00%		0.00%
<b>NW Region Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$4,718</b>	<b>0.00%</b>		<b>0.00%</b>
<b>SW Region</b>							
07 W. Dona Ana	\$0	\$0	\$0	\$410	0.00%		0.00%
09 Grant/Hidalgo	\$0	\$0	\$0	\$727	0.00%		0.00%
14 Lincoln	\$0	\$0	\$0	\$239	0.00%		0.00%
16 Luna	\$0	\$0	\$0	\$200	0.00%		0.00%
19 Otero	\$0	\$0	\$0	\$1,371	0.00%		0.00%
27 Sierra	\$0	\$0	\$0	\$0	0.00%		0.00%
28 Socorro	\$0	\$0	\$0	\$75	0.00%		0.00%
30 Torrance	\$0	\$0	\$0	\$367	0.00%		0.00%
37 E. Dona Ana	\$0	\$0	\$0	\$967	0.00%		0.00%
38 S. Dona Ana	\$0	\$0	\$0	\$984	0.00%		0.00%
<b>SW Region Totals</b>	<b>\$0</b>	<b>\$0</b>	<b>\$0</b>	<b>\$5,340</b>	<b>0.00%</b>		<b>0.00%</b>
<b>SE Region</b>							
03 Chaves	\$233	\$0	\$233	\$1,857	12.55%	100.00%	21.28%
05 Curry	\$0	\$0	\$0	\$254	0.00%	0.00%	0.00%
08 Eddy	\$0	\$0	\$0	\$32	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
13 Lea	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
20 Quay	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
<b>SE Region Totals</b>	<b>\$233</b>	<b>\$0</b>	<b>\$233</b>	<b>\$2,143</b>	<b>10.87%</b>	<b>100.00%</b>	<b>21.28%</b>
<b>Central Region</b>							
01 SE Bernalillo	\$160	\$200	\$360	\$1,999	18.01%	41.76%	32.88%
35 NW Bernalillo	\$0	\$102	\$102	\$1,246	8.19%	11.83%	9.32%
36 SW Bernalillo	\$0	\$0	\$0	\$2,331	0.00%	0.00%	0.00%
39 NE Bernalillo	\$400	\$0	\$400	\$2,709	14.77%	46.40%	36.53%
<b>Central Region Totals</b>	<b>\$560</b>	<b>\$302</b>	<b>\$862</b>	<b>\$8,285</b>	<b>10.40%</b>	<b>100.00%</b>	<b>78.72%</b>
49 NMCAP	\$0	\$0	\$0	\$88	0.00%		0.00%
<b>State Totals</b>	<b>\$793</b>	<b>\$302</b>	<b>\$1,095</b>	<b>\$23,389</b>	<b>4.68%</b>	<b>100.00%</b>	<b>100.00%</b>

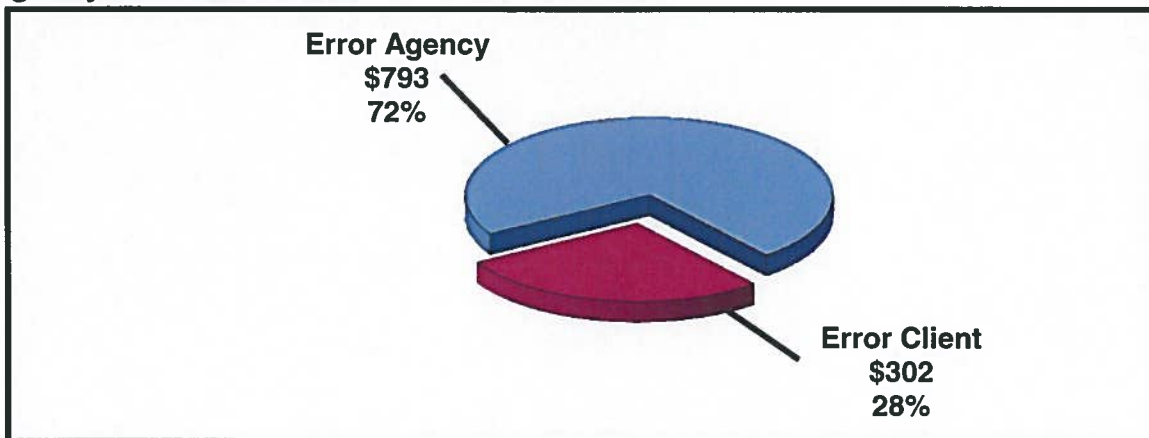
**5. STATE SNAP Error Rates- Current FY Compared to Previous FYs**



**6. HIPAC Dollar Errors - Compared to the Remainder of the State**



**7. Agency-vs-Client Errors**



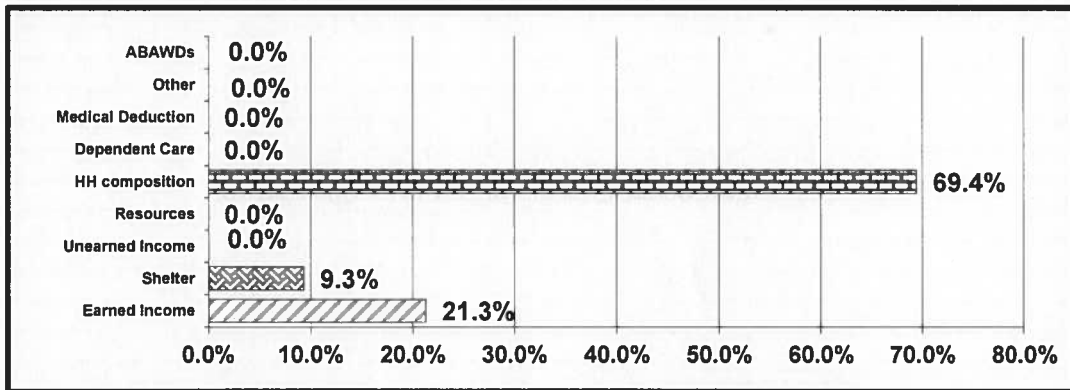
**Average Client Error = \$151**

**Average Agency Error = \$198**

**8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT**

<i>Food Stamps</i>	<i>Agency</i>	<i>Client</i>	<i>% Agency Cause</i>
Earned Income	\$233	\$0	100.0%
Shelter	\$0	\$102	0.0%
Unearned Income	\$0	\$0	0.0%
Resources	\$0	\$0	0.0%
HH composition	\$560	\$200	73.7%
Dependent Care	\$0	\$0	0.0%
Medical Deduction	\$0	\$0	0.0%
Other	\$0	\$0	0.0%
ABAWDs	\$0	\$0	0.0%

**9. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT**



**10. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT**

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Discription</i>
21.28%	\$233	311	WAGES & SALARIES
0.00%	\$0	150	HOUSEHOLD COMPOSITION
9.32%	\$102	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
0.00%	\$0	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
0.00%	\$0	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.00%	\$0	342	CONTRIBUTIONS
0.00%	\$0	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
0.00%	\$0	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
0.00%	\$0	346	OTHER UEI
69.41%	\$760	111	STUDENT STATUS
0.00%	\$0	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
0.00%	\$0	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
0.00%	\$0	312	SELF-EMPLOYMENT INCOME
0.00%	\$0	332	VA BENEFITS
0.00%	\$0	347	UEI-TANF
0.00%	\$0	371	COMBINED GROSS INCOME
0.00%	\$0	163	VOLUNTARY QUIT
0.00%	\$0	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

**11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2014**

In this table, general cause for agency error is ranked by the top three error causing areas

- F No action on anticipated or known changes
- M Math or transcription error
- O Other
- P Policy or procedure not applied or not correctly applied
- R No action on reported information
- S ASPEN or CSED systems caused error
- V Inadequate verification
- X Old or invalid data or coding not removed from ASPEN

	ALL Err	EI	HHC	UEI
R	\$0	\$0	\$0	\$0
P	\$793	\$233	\$560	\$0
V	\$0	\$0	\$0	\$0
M	\$0	\$0	\$0	\$0
F	\$0	\$0	\$0	\$0
X	\$0	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$793</b>	<b>\$233</b>	<b>\$560</b>	<b>\$0</b>

**Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", and "math or transcription" account for 100% of agency caused dollar errors. Errors in "earned income" and "unearned income" elements account for 100% of the agency-caused error rate.**

**12. DOLLAR ERROR BY: HOUSEHOLD SIZE**

	1	2	3	4	5	6+
\$	\$600	\$102	\$160	\$233	\$0	\$0
%	54.8%	9.3%	14.6%	21.3%	0.0%	0.0%

**13. AVERAGE HOUSEHOLD SIZE**

All Cases	2.0
Correct Cases	1.9
Error Cases	2.0
Client Error Cases	1.5

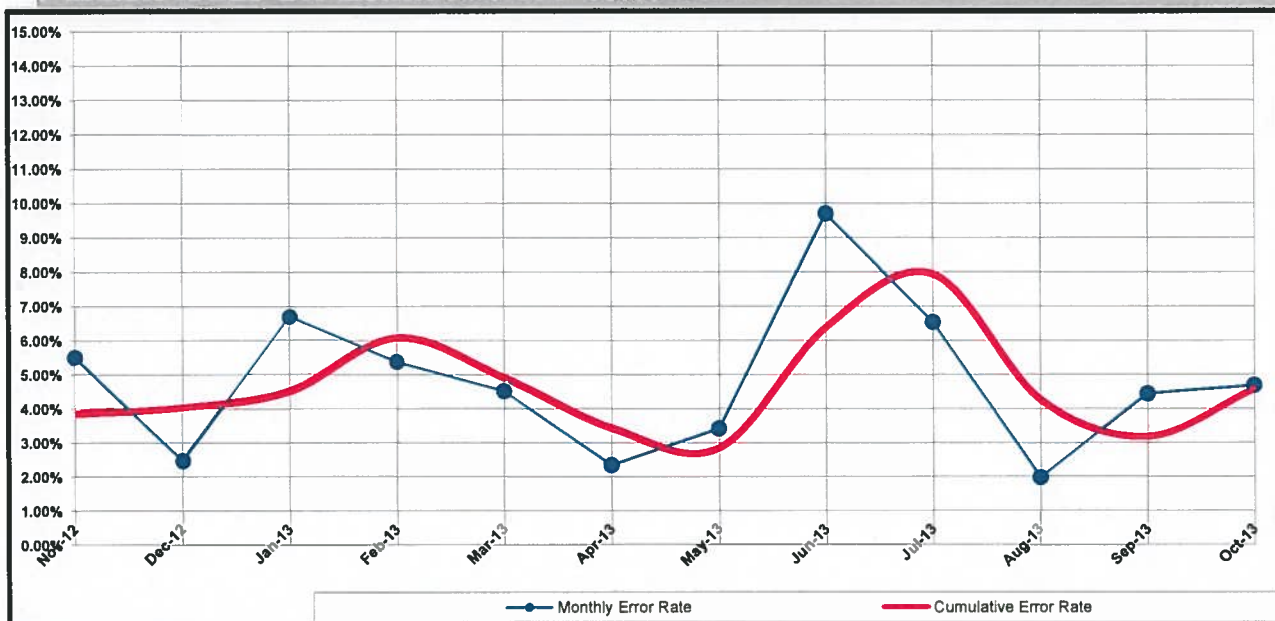
**14. DOLLAR ERROR BY: TIME OF OCCURRENCE**

	\$	%
Approval	\$0	0.0%
Recert	\$160	14.6%
Change	\$102	9.3%
Transitional FS	\$0	0.0%
Semi Annual	\$833	76.1%
Annual Report	\$0	0.0%

**15. CASE ERROR BY: TIME OF OCCURRENCE**

	#	%
Approval	0	0.0%
Recert	1	16.7%
Change	1	16.7%
Transitional FS	0	0.0%
Semi-Annual	4	66.7%
Annual Report	0	0.0%

**16. ERROR RATES BY: MONTH AND FFY CUMULATIVE**



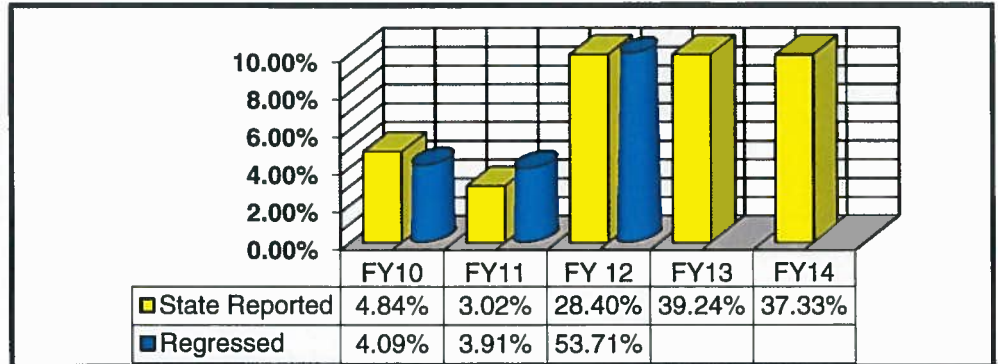


# FFY 2014 Negative Statewide Error Rates

## 1. Cumulative Negative Case Error Rate

valid	47
invalid	28
drop	0
total	75
% invalid	37.33%

## 2. State Negative Error Rates



## 3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>NE Region</b>					
04	Colfax	0	0	0	
21	Rio Arriba	2	1	3	33.3%
25	San Miguel	2	1	3	33.3%
26	Santa Fe	2	0	2	0.0%
29	Taos	0	1	1	100.0%
<b>NE Region Totals</b>		<b>6</b>	<b>3</b>	<b>9</b>	<b>33.3%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>NW Region</b>					
17	McKinley	1	1	2	50.0%
23	Sandoval	2	3	5	60.0%
24	San Juan	0	1	1	100.0%
32	S. Valencia	2	0	2	0.0%
33	Cibola	0	0	0	
42	N. Valencia	3	2	5	40.0%
<b>NW Region Totals</b>		<b>8</b>	<b>7</b>	<b>15</b>	<b>46.7%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>SW Region Totals</b>					
07	W. Dona Ana	2	1	3	33.3%
09	Grant/Hidalgo	2	2	4	50.0%
14	Lincoln	0	0	0	
16	Luna	1	0	1	0.0%
19	Otero	2	0	2	0.0%
27	Sierra	1	1	2	50.0%
28	Socorro	1	0	1	0.0%
37	E. Dona Ana	3	1	4	25.0%
38	S. Dona Ana	0	1	1	100.0%
<b>SW Region Totals</b>		<b>12</b>	<b>6</b>	<b>18</b>	<b>33.3%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>SE Region</b>					
03	Chaves	3	1	4	25.0%
05	Curry	2	1	3	33.3%
08	Eddy	0	3	3	100.0%
10	Guad/DeBaca	0	0	0	
13	Lea	0	3	3	100.0%
20	Quay	1	1	2	50.0%
22	Roosevelt	1	1	2	50.0%
34	Eddy/Artesia	0	0	0	
<b>SW Region Totals</b>		<b>7</b>	<b>10</b>	<b>17</b>	<b>58.8%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>Central Region</b>					
01	SE Bernalillo	1	0	1	0.0%
35	NW Bernalillo	2	1	3	33.3%
36	SW Bernalillo	3	1	4	25.0%
39	NE Bernalillo	5	0	5	0.0%
30	Torrance	3	0	3	0.0%
<b>Central Region Totals</b>		<b>14</b>	<b>2</b>	<b>16</b>	<b>12.5%</b>

### Negative Action Time of Occurrence

Closure	19	67.9%
Denial	9	32.1%



	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Avg
<b>NE Region</b>													
Colfax													
Rio Arriba	0.0%												0.0%
San Miguel													
Santa Fe	100.0%												100.0%
Taos	100.0%												100.0%
<b>NE Region TOTAL</b>	<b>75.0%</b>												<b>75.0%</b>
<b>NW Region</b>													
Cibola													
McKinley	50.0%												50.0%
Sandoval	33.3%												33.3%
San Juan	100.0%												100.0%
Valencia South	100.0%												100.0%
Valencia North													
<b>NW Region TOTAL</b>	<b>66.7%</b>												<b>66.7%</b>
<b>SW Region</b>													
Dona Ana (West)													
Dona Ana (East)	100.0%												100.0%
Dona Ana (South)	100.0%												100.0%
Grant/Hidalgo	100.0%												100.0%
Lincoln	100.0%												100.0%
Luna													
Otero	100.0%												100.0%
Sierra													
Socorro													
<b>SW Region Total</b>	<b>100.0%</b>												<b>100.0%</b>
<b>SE Region</b>													
Chaves	100.0%												100.0%
Curry	100.0%												100.0%
Guadalupe													
Eddy													
Eddy (Artesia)													
Lea													
Quay													
Roosevelt													
<b>SE Region Total</b>	<b>100.0%</b>												<b>100.0%</b>
<b>Central Region</b>													
Bernalillo (NE)	100.0%												100.0%
Bernalillo (NW)	100.0%												100.0%
Bernalillo (SE)	100.0%												100.0%
Bernalillo (SW)	100.0%												100.0%
Torrance													
<b>Central Region Total</b>	<b>100.0%</b>												<b>100.0%</b>
<b>Central Unit</b>													
CAP Unit	100.0%												100.0%
<b>STATE TOTAL</b>	<b>90.7%</b>												<b>90.7%</b>