



New Mexico Human Services Department

Susana Martinez, Governor
Sidonie Squier, Secretary


Income Support Division
PO Box 2348
Santa Fe, NM 87504-2348
Phone: (505) 827-7250; Fax: (505) 827-7203

INTERDEPARTMENTAL MEMORANDUM

ISD-GI 12- 09

DATE: February 16, 2011

TO: ISD Staff

FROM:  Ted Roth, Acting Director
Income Support Division

RE: FFY 2011 SNAP Performance Report

Attached please find the twelfth and final state report of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2011. This report includes all Quality Control (QC) findings received for the review months of October 2010 through September 2011. The September 2011 errors have been finalized. Along with payment accuracy data included in this report are the performance of each county office in the negative accuracy rate, and for the 7-day and 30-day application processing timeliness based on the Monthly Statistical Report (MSR). The Performance Goals for the state for FFY 2011 are:

Payment Accuracy of 96% or better (effective July 2011)
Negative Accuracy rate of 98% or better
Expedite application processing timeliness of 98%
30-day application timeliness of 98% or better

Effective July 1, 2006, 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 per month per supervisor. Of the 35 reviews, at least 20 must be reviewed prior to disposition of the case. The county proceeds to Level 2 in the month following the month in which the error rate falls **below** 4.0%.
- **Level 2** A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per month per supervisor. Of the 25 reviews at, least 15 must be reviewed prior to disposition of the case.

Effective March 2007, counties with a timeliness rate below 98% in either 30-day or 7-day application processing will be required to submit a Corrective Action Plan (CAP) to the Regional Operations Manager (ROM). The ROM will take into consideration small offices with a limited number of applications that were processed in a given month when requesting CAPs; however any deficiencies will be addressed. CAPs are due at the end of the month following the last month in a reporting quarter.

Please reconcile the QC case findings that your office has received with the listing of QC cases entered into the QIS database. One copy of the listing is provided to each office. Case Finding codes are (0) Drop; (1) Eligible and Correct; (2) Overissuance; (3) Underissuance; and (4) Ineligible. A column has been added to the report to reflect cases that are pending a final ERC decision. *Please note that QC timeliness is reported on the data sheet. Timeliness codes are (1) Expedite Timely; (2) Expedite Untimely; (3) Expedite Drop; and (4) Non-Expedite Timely; (5) Non-Expedite Untimely; and (6) Non-Expedite Drop. Please report any discrepancies to QIS.*

Please share this data with staff as appropriate. If there are any questions or comments, please contact Sarah Kudza of the Quality Assessment Bureau at 827-722- for e-mail at sarah.kudza@state.nm.us.

Attachment

cc: Victor Hall, FNS SW Regional Office
Shalonda Moore, FNS SW Regional Office

RESCINDED

**Quality Improvement Section SNAP Performance Report
Quality Control Finding FFY 2011**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$325,853		
Total Dollar Errors	\$13,937	Total Error Rate %	4.28%
Total Dollar Over	\$7,678	% Error Rate Over	2.36%
Total Dollar Under	\$2,470	% Error Rate Under	0.76%
Total Dollar Ineligible	\$3,789	% Error Rate Ineligible	1.16%
Agency Error (Dollar Amount):		Agency % Error Rate:	
\$6,584		2.02%	
Client Error (Dollar Amount):		Client % Error Rate:	
\$7,353		2.26%	

Cumulative Case Error Rate	
Total Reviewed	1083
% In Error	10.99%

Cases Dropped	93
Correct	984
Overpaid	75
Underpaid	30
Ineligible	14

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	\$167	42%	\$227	58%	\$394	\$1,136	3.45%	4.15%	2.83%
07 W. Dona Ana	\$195	63%	\$113	37%	\$308	\$12,762	2.24%	3.24%	2.21%
17 McKinley	\$609	80%	\$153	20%	\$762	\$19,418	3.91%	8.02%	5.47%
23 Sandoval	\$552	24%	\$1,767	76%	\$2,319	\$5,476	14.08%	24.40%	16.64%
24 San Juan	\$304	100%	\$0	0%	\$304	\$18,303	1.66%	3.20%	2.18%
26 Santa Fe	\$398	71%	\$159	29%	\$557	\$15,635	3.56%	5.86%	4.00%
35 NW Bernalillo	\$387	40%	\$572	60%	\$959	\$23,865	4.02%	10.09%	6.88%
36 SW Bernalillo	\$539	41%	\$769	59%	\$1,308	\$28,019	4.67%	13.76%	9.39%
38 S. Dona Ana	\$618	100%	\$0	0%	\$618	\$15,919	3.88%	6.50%	4.43%
39 NE Bernalillo	\$665	34%	\$1,311	66%	\$1,976	\$28,643	6.90%	20.79%	14.18%
HIPAC Sub Totals	\$4,434	47%	\$5,071	51%	\$9,505	\$191,531	4.96%	100.00%	68.20%
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	\$616	30%	\$595	49%	\$1,211	\$15,256	7.94%	27.32%	8.69%
04 Colfax/Union	\$0	0%	\$0	0%	\$0	\$974	0.00%	0.00%	0.00%
05 Curry	\$103	30%	\$242	70%	\$345	\$8,284	4.16%	7.78%	2.48%
08 Eddy	\$0	0%	\$0	0%	\$0	\$4,493	0.00%	0.00%	0.00%
09 Grant/Hidalgo	\$28	100%	\$0	0%	\$28	\$5,398	0.52%	0.63%	0.20%
10 Guadalupe/DeBaca	\$0	0%	\$48	100%	\$48	\$2,049	2.34%	1.08%	0.34%
13 Lea	\$0	0%	\$0	0%	\$0	\$5,981	0.00%	0.00%	0.00%
14 Lincoln	\$0	0%	\$53	100%	\$53	\$1,104	4.80%	1.20%	0.38%
16 Luna	\$0	0%	\$0	0%	\$0	\$6,134	0.00%	0.00%	0.00%
19 Otero	\$0	0%	\$0	0%	\$0	\$4,851	0.00%	0.00%	0.00%
20 Quay	\$0	0%	\$0	0%	\$0	\$1,667	0.00%	0.00%	0.00%
21 Rio Arriba	\$128	39%	\$200	61%	\$328	\$8,535	3.84%	7.40%	2.35%
22 Roosevelt	\$0	0%	\$0	0%	\$0	\$3,006	0.00%	0.00%	0.00%
25 San Miguel	\$171	54%	\$145	46%	\$316	\$12,266	2.58%	7.13%	2.27%
27 Sierra	\$31	100%	\$0	0%	\$31	\$2,178	1.42%	0.70%	0.22%
28 Socorro	\$0	0%	\$0	0%	\$0	\$3,543	0.00%	0.00%	0.00%
29 Taos	\$83	100%	\$0	0%	\$83	\$7,792	1.07%	1.87%	0.60%
30 Torrance	\$84	19%	\$367	81%	\$451	\$3,030	14.88%	10.18%	3.24%
32 S. Valencia	\$200	100%	\$0	0%	\$200	\$3,752	5.33%	4.51%	1.44%
33 Cibola	\$0	0%	\$282	100%	\$282	\$8,387	3.36%	6.36%	2.02%
34 Eddy/Artesia	\$0	0%	\$0	0%	\$0	\$2,760	0.00%	0.00%	0.00%
37 E. Dona Ana	\$127	27%	\$350	73%	\$477	\$9,703	4.92%	10.76%	3.42%
42 N. Valencia	\$149	100%	\$0	0%	\$149	\$8,738	1.71%	3.36%	1.07%
49 NMCAIP	\$93	100%	\$0	0%	\$93	\$4,441	2.09%	2.10%	0.67%
Non-HIPAC Sub Totals	\$2,150	49%	\$2,282	51%	\$4,432	\$134,322	3.30%	100.00%	31.80%

Regional Cumulative SNAP Performance Report Quality Control Finding FFY2011

3. STATE - Cumulative Payment Error Rates

Total Paid	\$325,853		
Total Dollar Errors	\$13,937	Total Error Rate %	4.28%
Total Dollar Over	\$7,678	% Error Rate Over	2.36%
Total Dollar Under	\$2,470	% Error Rate Under	0.76%
Total Dollar Ineligible	\$3,789	% Error Rate Ineligible	1.16%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$6,584	2.02%

Client Error (Dollar Amount):	Client % Error Rate:
\$7,353	2.26%

Cumulative Case Error Rate

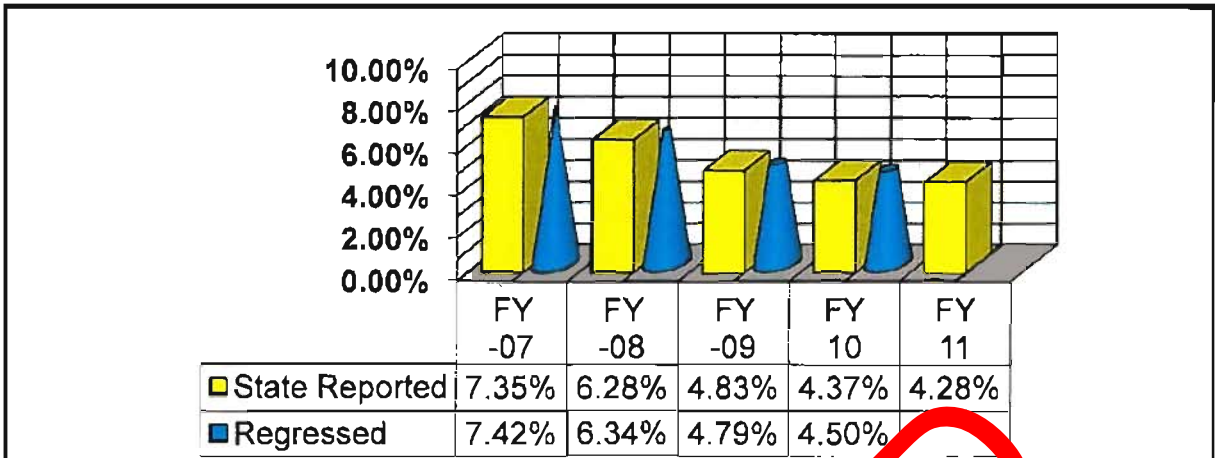
Total Reviewed	1083
% In Error	10.89%

Cases Dropped	93
Correct	984
Overpaid	75
Underpaid	30
Ineligible	14

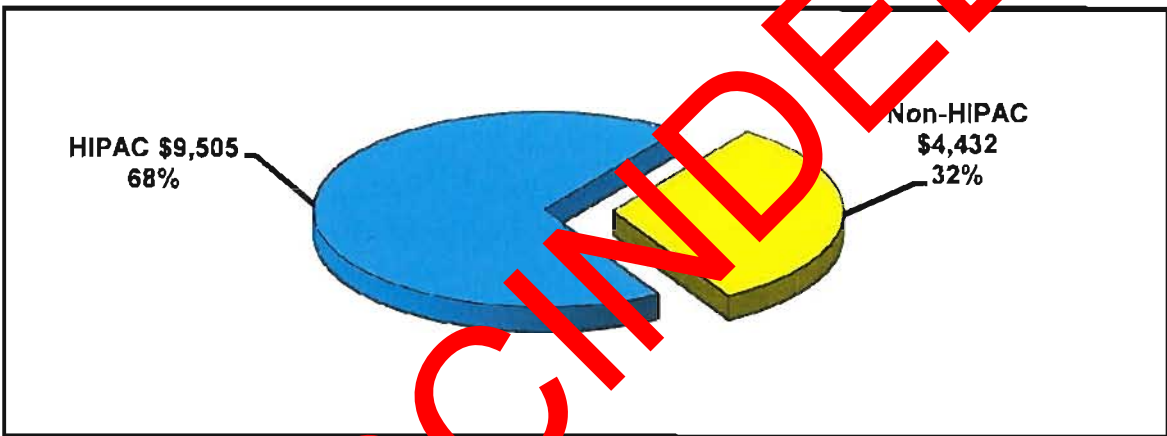
4. REGIONAL - Cumulative Payment Error Rates

Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Error Rate	State Share
NE Region							
04 Colfax	\$0	\$0	\$0	\$974	0.00%	0.00%	0.00%
21 Rio Arriba	\$128	\$200	\$328	\$8,535	3.84%	25.55%	2.35%
25 San Miguel	\$171	\$145	\$316	\$12,266	2.58%	24.61%	2.27%
26 Santa Fe	\$398	\$159	\$557	\$15,630	3.57%	43.38%	4.00%
29 Taos	\$83	\$0	\$83	\$7,700	1.08%	6.46%	0.60%
NE Region Totals	\$780	\$504	\$1,284	\$45,205	2.84%	100.00%	9.21%
NW Region							
17 McKinley	\$609	\$153	\$762	\$19,400	3.91%	18.97%	5.47%
23 Sandoval	\$552	\$1,767	\$2,319	\$15,476	14.08%	57.74%	16.64%
24 San Juan	\$304	\$0	\$304	\$18,385	1.66%	7.57%	2.18%
32 S. Valencia	\$200	\$0	\$200	\$3,752	5.33%	4.98%	1.44%
33 Cibola	\$0	\$282	\$282	\$7,387	3.36%	7.02%	2.02%
42 N. Valencia	\$149	\$0	\$149	\$8,738	1.71%	3.71%	1.07%
NW Region Totals	\$1,814	\$2,202	\$4,016	\$75,129	5.35%	100.00%	28.82%
SW Region							
07 W. Dona Ana	\$195	\$113	\$308	\$13,762	2.24%	19.67%	2.21%
09 Grant/Hidalgo	\$28	\$0	\$28	\$5,398	0.52%	1.79%	0.20%
14 Lincoln	\$0	\$53	\$53	\$1,104	4.80%	3.38%	0.38%
16 Luna	\$0	\$0	\$0	\$6,134	0.00%	0.00%	0.00%
19 Otero	\$0	\$0	\$0	\$4,851	1.05%	3.26%	0.37%
27 Sierra	\$31	\$0	\$31	\$2,178	1.42%	1.98%	0.22%
28 Socorro	\$0	\$0	\$0	\$3,543	0.00%	0.00%	0.00%
37 E. Dona Ana	\$12	\$250	\$477	\$9,703	4.92%	30.46%	3.42%
38 S. Dona Ana	\$8	\$0	\$618	\$15,919	3.88%	39.46%	4.43%
SW Region Totals	\$1,008	\$516	\$1,566	\$62,592	2.50%	100.00%	11.24%
SE Region							
03 Chaves	\$0	\$595	\$1,211	\$15,256	7.94%	64.07%	8.69%
05 Curry	\$103	\$242	\$345	\$8,284	4.16%	18.25%	2.48%
08 Eddy	\$0	\$0	\$0	\$4,493	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$48	\$48	\$2,049	2.34%	2.54%	0.34%
13 Lea	\$286	\$0	\$286	\$5,981	4.78%	15.13%	2.05%
20 Quay	\$0	\$0	\$0	\$1,667	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$3,006	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$2,760	0.00%	0.00%	0.00%
SE Region Totals	\$1,005	\$885	\$1,890	\$43,496	4.35%	100.00%	13.56%
Central Region							
01 SE Bernalillo	\$167	\$227	\$394	\$11,436	3.45%	7.74%	2.83%
35 NW Bernalillo	\$387	\$572	\$959	\$23,865	4.02%	18.85%	6.88%
36 SW Bernalillo	\$539	\$769	\$1,308	\$28,019	4.67%	25.71%	9.39%
39 NE Bernalillo	\$665	\$1,311	\$1,976	\$28,643	6.90%	38.84%	14.18%
30 Torrance	\$84	\$367	\$451	\$3,030	14.88%	11.23%	3.24%
Central Region Totals	\$1,842	\$3,246	\$5,088	\$94,993	5.36%	100.00%	36.51%
49 NMCAP	\$93	\$0	\$93	\$4,441	2.09%		0.67%
State Totals	\$6,584	\$7,353	\$13,937	\$325,853	4.28%	100.00%	100.00%

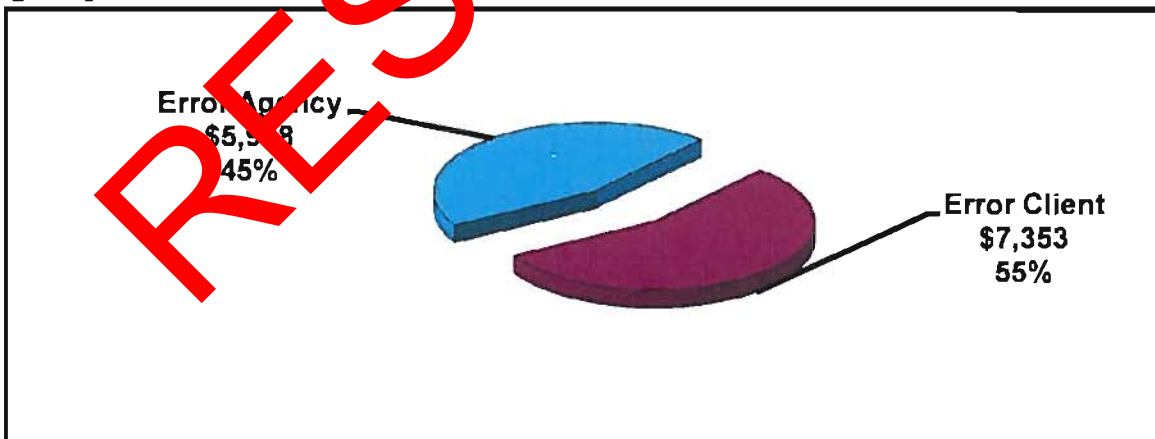
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Client Errors



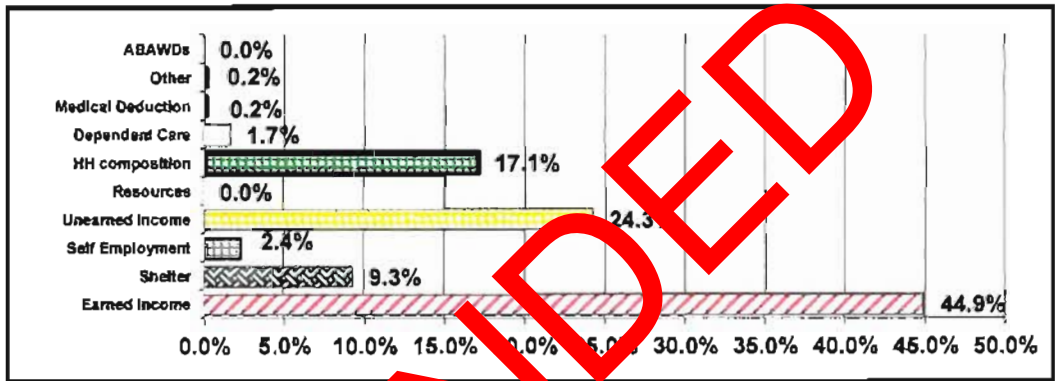
Average Client Error = \$167

Average Agency Error = \$89

8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

Food Stamps	Agency	Client	% Agency Cause
Earned Income	\$1,186	\$5,074	18.9%
Shelter	\$1,024	\$271	79.1%
Self Employment	\$219	\$109	66.8%
Unearned Income	\$1,980	\$1,400	58.6%
Resources	\$0	\$0	0.0%
HH composition	\$1,887	\$499	79.1%
Dependent Care	\$230	\$0	100.0%
Medical Deduction	\$28	\$0	100.0%
Other	\$30	\$0	100.0%
ABAWDs	\$0	\$0	0.0%

9. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



10. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

Percent	Total	Element	Element Description
44.92%	\$6,260	311	WAGES & SALARIES
8.45%	\$1,178	160	HOUSEHOLD COMPOSITION
5.02%	\$699	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
4.28%	\$598	364	SUA
1.17%	\$167	130	CITIZENSHIP/NON-CITIZEN STATUS
3.79%	\$528	344	PA/GA GRANT
0.22%	\$30	620	ARITHMETIC COMPUTATION
1.54%	\$215	342	CONTRIBUTIONS
0.99%	\$278	333	SSI BENEFITS
3.63%	\$506	334	UCB BENEFITS
2.62%	\$365	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
7.68%	\$1,071	346	OTHER UEI
6.80%	\$948	111	STUDENT STATUS
0.20%	\$28	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.87%	\$93	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
2.99%	\$417	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	630	TRANSITIONAL BEN
2.35%	\$328	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
1.65%	\$230	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR -- FFY 2011

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 ISD2 or CSED systems caused error
- V Inadequate verification
- X Old or invalid data or coding not removed from ISD2

	ALL Err	EI	HHC	UEI
R	\$1,767	\$0	\$559	\$899
P	\$3,843	\$982	\$1,202	\$686
V	\$153	\$49	\$0	\$0
M	\$514	\$155	\$0	\$359
F	\$162	\$0	\$126	\$36
X	\$126	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
Total	\$6,365	\$1,186	\$1,887	\$1,980

Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", and "math or transcription" account for 93% of agency caused dollar errors. Errors in "earned income" and "unearned income" elements account for 50% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$1,589	\$2,191	\$4,362	\$3,232	\$1,177	\$1,386
%	11.4%	15.7%	31.3%	23.2%	8.4%	9.9%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.4
Correct Cases	2.2
Error Cases	3.2
Clean Error Cases	3.3

14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$3,442	24.7%
Recert	\$2,609	18.7%
Change	\$1,363	9.8%
Transitional FS	\$261	1.9%
Semi Annual	\$5,996	44.0%
Annual Report	\$883	6.4%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	26	22.0%
Recert	20	16.9%
Change	16	13.6%
Transitional FS	3	2.5%
Semi-Annual	49	41.5%
Annual Report	4	3.4%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE



Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2010 as of 2/8/2012

17. REGIONAL - Cumulative Data Analysis of SNAP Dollars Issued vs. SNAP Dollars in Error 10/10 to 9/11

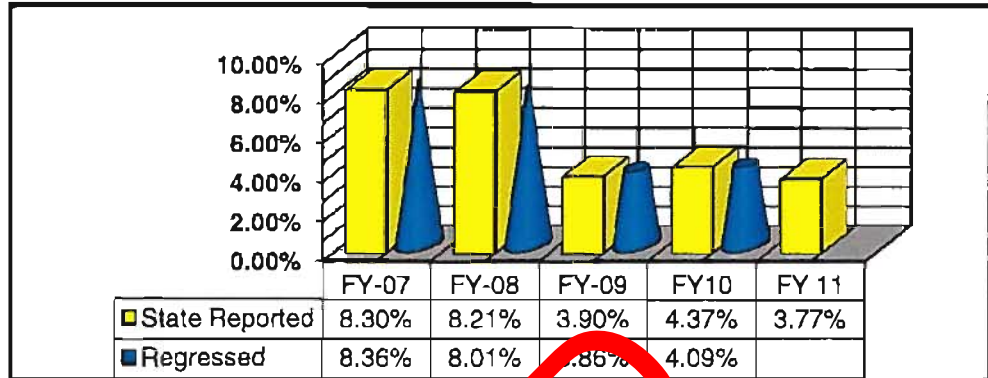
Northwest Region (I)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s In Error	Region Share \$'s In Error	State Share \$'s In Error
17	McKinley	34,026,185	25.1%	5.4%	\$19,473	\$762	18.97%	5.47%
23	Sandoval	30,137,261	22.2%	4.8%	\$16,476	\$2,319	57.74%	16.64%
24	San Juan	36,773,566	27.1%	5.9%	\$18,303	\$304	7.57%	2.18%
32	S. Valencia	8,000,184	5.9%	1.3%	\$3,752	\$200	4.98%	1.44%
33	Cibola	9,296,865	6.8%	1.5%	\$8,387	\$282	7.02%	2.02%
42	N. Valencia	17,527,104	12.9%	2.8%	\$8,738	\$149	3.71%	1.07%
Region I Totals		135,761,165	21.6%	21.6%	\$75,129	\$4,016	100.00%	28.82%
Northeast Region (II)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s In Error	Region Share \$'s In Error	State Share \$'s In Error
04	Colfax	3,904,220	5.1%	0.6%	\$974	\$0	0.00%	0.00%
21	Rio Arriba	19,195,773	25.3%	3.1%	\$8,535	\$328	2.55%	2.35%
25	San Miguel	13,523,198	17.8%	2.2%	\$12,268	\$316	24.1%	2.27%
26	Santa Fe	29,402,587	38.7%	4.7%	\$15,635	\$57	43.8%	4.00%
29	Taos	9,887,325	13.0%	1.6%	\$7,792	\$83	1.46%	0.60%
Region II Totals		75,913,103	12.1%	12.1%	\$45,202	\$1,264	100.00%	9.21%
Central Region (III)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s In Error	Region Share \$'s In Error	State Share \$'s In Error
01	SE Bernalillo	38,252,668	18.7%	6.1%	\$11,436	\$394	7.74%	2.83%
35	NW Bernalillo	44,516,873	21.8%	7.1%	\$23,859	\$519	18.85%	6.88%
36	SW Bernalillo	57,727,283	28.2%	9.2%	\$25,119	\$1,300	25.71%	9.39%
39	NE Bernalillo	55,860,101	27.3%	8.9%	\$26,143	\$1,976	38.84%	14.18%
30	Torrance	8,146,530	6.0%	1.3%	\$3,031	\$451	8.86%	3.24%
Region III Totals		204,503,455	32.6%	32.6%	\$79,593	\$5,088	100.00%	36.51%
Southeast Region (IV)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s In Error	Region Share \$'s In Error	State Share \$'s In Error
03	Chaves	21,559,126	28.7%	3.4%	\$1,211	\$1,211	64.07%	8.89%
05	Curry	14,116,045	18.8%	2.8%	\$8,284	\$345	18.25%	2.48%
08	Eddy	10,330,413	13.8%	1.6%	\$4,493	\$0	0.00%	0.00%
10	Guadalupe/DeBaca	1,894,053	2.5%	0.3%	\$2,049	\$48	3.74%	0.34%
13	Lea	15,064,552	20.1%	2.4%	\$5,981	\$286	15.13%	2.05%
20	Quay	3,308,879	4.4%	0.5%	\$1,667	\$0	0.00%	0.00%
22	Roosevelt	4,468,466	6.0%	0.7%	\$3,006	\$0	0.00%	0.00%
34	Eddy/Artesia	4,307,998	5.7%	0.7%	\$2,760	\$0	0.00%	0.00%
Region IV Totals		75,047,532	10.0%	7.7%	\$43,496	\$1,890	101.20%	13.56%
Southwest Region (V)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s In Error	Region Share \$'s In Error	State Share \$'s In Error
07	W. Dona Ana	28,348,484	20.8%	4.5%	\$13,762	\$308	19.67%	2.21%
09	Grant/Hidalgo	11,379,659	8.3%	1.8%	\$5,398	\$28	1.79%	0.20%
14	Lincoln	4,787,547	3.5%	0.8%	\$1,104	\$53	3.38%	0.38%
16	Luna	11,807,656	8.6%	1.9%	\$6,134	\$0	0.00%	0.00%
19	Otero	13,699,285	10.0%	2.2%	\$4,851	\$51	3.26%	0.37%
27	Sierra	6,333,333	4.9%	1.1%	\$2,178	\$31	1.98%	0.22%
28	Socorro	7,532,111	5.5%	1.2%	\$3,543	\$0	0.00%	0.00%
37	E. Dona Ana	2,690,000	16.6%	3.6%	\$9,703	\$477	30.46%	3.42%
38	S. Dona Ana	2,092,095	21.66%	4.7%	\$15,919	\$618	39.46%	4.43%
Region V Totals		138,351,396	21.8%	21.8%	\$62,592	\$1,566	100.00%	11.24%
49	NM CAP Unit	1,650,000	0.0%	0.0%	\$4,441	\$93	0.15%	0.67%
State Totals		627,778,302	100%	100%	\$325,853	\$13,937	100%	100%

FFY 2011 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	918
invalid	36
drop	6
total	954
% Invalid	3.77%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid #	Invalid #	Total #	Invalid Rate
04	Colfax	11	0	11	0.0%
21	Rio Arriba	25	2	27	7.4%
25	San Miguel	19	1	20	5.0%
26	Santa Fe	39	4	43	9.3%
29	Taos	17	0	17	0.0%
NE Region Totals		111	7	118	5.9%

NW Region		Valid #	Invalid #	Total #	Invalid Rate
17	McKenney	41	1	42	2.4%
23	Windov	30	3	33	9.1%
24	San Juan	44	2	46	4.3%
32	S. Valencia	7	1	8	12.5%
39	Cibola	9	2	11	18.2%
42	N. Valencia	27	0	27	0.0%
NW Region Totals		158	9	167	5.4%

SW Region		Valid #	Invalid #	Total #	Invalid Rate
07	W. Dona Ana	46	0	46	0.0%
09	Grant/Hidalgo	14	2	16	12.5%
14	Lincoln	10	0	10	0.0%
16	Luna	21	2	23	8.7%
19	Otero	23	1	24	4.2%
27	Sierra	4	1	5	20.0%
28	Socorro	12	0	12	0.0%
37	E. Dona Ana	35	1	36	2.8%
38	S. Dona Ana	22	1	23	4.3%
SW Region Totals		187	7	194	3.6%

SE Region		Valid #	Invalid #	Total #	Invalid Rate
03	Chaves	33	0	33	0.0%
05	Curry	22	2	24	8.3%
08	Eddy	16	0	16	0.0%
10	Guad/DeBaca	4	0	4	0.0%
13	Lea	27	2	29	6.9%
20	Quay	3	0	3	0.0%
22	Roosevelt	14	0	14	0.0%
34	Eddy/Artesia	6	0	6	0.0%
SE Region Totals		125	4	129	3.1%

Central Region		Valid #	Invalid #	Total #	Invalid Rate
01	SE Bernalillo	54	1	55	1.8%
35	NW Bernalillo	77	3	80	3.8%
36	SW Bernalillo	80	2	82	2.4%
39	NE Bernalillo	105	3	108	2.8%
30	Torrance	17	0	17	0.0%
Central Region Totals		333	9	342	2.6%

Negative Action Time of Occurrence		
Closure	20	55.6%
Denial	18	44.4%

Central Region		Valid #	Invalid #	Total #	Invalid Rate
49	CAP	4	0	4	0.0%

FFY 2011 Expedite Application Processing Timeliness

	October 10'	November 10'	December 10'	January 11'	February 11'	March 10'	April 11'	May 11'	June 11'	July 11'	August 11'	September 11'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	100.0%	97.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.4%	99.3%
Rio Arriba	99.4%	99.5%	100.0%	100.0%	99.4%	99.4%	99.3%	100.0%	98.8%	100.0%	98.4%	99.5%	99.5%
San Miguel	100.0%	96.9%	100.0%	98.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	99.3%
Santa Fe	100.0%	99.2%	99.3%	98.5%	99.6%	99.1%	98.9%	100.0%	99.3%	93.5%	99.1%	100.0%	98.9%
Taos	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	97.0%	100.0%	98.4%	98.8%	97.4%	99.2%
NE Region TOTAL	99.8%	99.1%	99.7%	98.9%	99.7%	99.2%	99.1%	99.5%	99.3%	97.1%	99.0%	99.2%	99.2%
NW Region													
Cibola	98.6%	100.0%	98.5%	100.0%	100.0%	100.0%	98.4%	98.4%	90.0%	100.0%	100.0%	100.0%	98.8%
McKinley	97.6%	96.8%	99.2%	99.3%	99.0%	99.3%	98.2%	97.4%	100.0%	97.9%	98.8%	98.7%	98.5%
Sandoval	99.1%	99.6%	99.6%	99.7%	100.0%	99.2%	99.6%	99.6%	100.0%	99.6%	99.3%	99.3%	99.5%
San Juan	98.1%	94.6%	100.0%	99.7%	100.0%	100.0%	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	99.5%
Valencia South	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	98.2%	99.9%
Valencia North	100.0%	99.2%	100.0%	99.1%	100.0%	100.0%	100.0%	99.2%	99.2%	99.2%	99.2%	99.2%	99.5%
NW Region TOTAL	98.8%	97.9%	99.6%	99.6%	99.8%	99.6%	99.4%	99.2%	99.2%	99.3%	99.5%	99.3%	99.3%
SW Region													
Dona Ana (West)	99.2%	99.6%	99.5%	99.6%	100.0%	100.0%	99.2%	98.9%	100.0%	100.0%	100.0%	100.0%	99.7%
Dona Ana (East)	100.0%	100.0%	100.0%	100.0%	98.7%	99.3%	99.3%	100.0%	98.8%	100.0%	100.0%	100.0%	99.7%
Dona Ana (Southern)	96.2%	99.0%	100.0%	100.0%	98.7%	99.2%	99.9%	100.0%	100.0%	99.0%	98.4%	99.2%	99.1%
Grant/Hidalgo	100.0%	97.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	98.6%	99.6%
Lincoln	97.3%	100.0%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%
Luna	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	99.9%
Otero	97.7%	99.2%	94.3%	96.9%	97.8%	95.9%	97.5%	98.2%	95.2%	100.0%	99.1%	99.2%	97.7%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	99.8%
Socorro	100.0%	100.0%	100.0%	100.0%	99.5%	98.0%	100.0%	100.0%	100.0%	97.7%	95.0%	97.6%	98.8%
SW Region Total	98.9%	99.4%	99.1%	99.4%	99.2%	98.9%	99.2%	99.3%	99.2%	99.7%	99.2%	99.5%	99.3%
SE Region													
Chaves	100.0%	100.0%	99.9%	100.0%	100.0%	100.0%	99.1%	100.0%	99.3%	100.0%	100.0%	100.0%	99.8%
Curry	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%	99.1%	99.0%	100.0%	99.2%	99.2%	99.5%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eddy	99.0%	98.9%	99.7%	98.8%	100.0%	100.0%	99.0%	100.0%	99.2%	100.0%	97.1%	97.4%	98.9%
Eddy (Artesia)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Lea	98.1%	99.1%	97.7%	96.8%	96.4%	94.4%	100.0%	99.1%	95.7%	96.2%	95.9%	98.4%	97.3%
Quay	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.3%	99.6%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SE Region Total	99.2%	99.5%	99.0%	98.9%	99.2%	98.6%	99.3%	99.6%	98.6%	99.2%	98.5%	98.8%	99.1%
Central Region													
Bernalillo (NE)	99.5%	98.8%	99.6%	99.5%	99.3%	99.1%	99.7%	99.6%	99.6%	99.7%	99.4%	99.4%	99.4%
Bernalillo (NW)	99.0%	98.5%	98.6%	98.2%	99.1%	99.6%	99.0%	98.0%	98.6%	99.4%	98.7%	99.2%	98.8%
Bernalillo (SE)	99.5%	99.8%	100.0%	99.8%	100.0%	99.3%	99.0%	100.0%	99.3%	100.0%	99.5%	100.0%	99.7%
Bernalillo (SW)	99.8%	98.5%	99.8%	98.5%	97.8%	99.6%	99.4%	99.6%	99.8%	99.1%	99.6%	98.6%	99.2%
Torrance	100.0%	100.0%	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	100.0%	100.0%	98.0%	100.0%	99.5%
Central Region Total	99.5%	98.8%	99.5%	99.0%	99.0%	99.3%	99.3%	99.3%	99.3%	99.5%	99.3%	99.2%	99.3%
<i>July-Torrance moved to Central Region from SW Region</i>													
Central Unit	na	na	na	na	na	na	na	100.0%	na	na	na	100.0%	100.0%
CAP Unit	na	100.0%	na	100.0%	100.0%	na	na	100.0%	na	na	na	na	100.0%
STATE TOTAL	99.3%	98.9%	99.5%	99.2%	99.3%	99.3%	99.3%	99.4%	99.3%	99.2%	99.2%	99.3%	99.3%

FFY 2011 MSR

	October 10'	November 10'	December 10'	January 11'	February 11'	March 11'	April 11'	May 11'	June 11'	July 11'	August 11'	September 11'	Yearly Average
NE Region													
Colfax	100.0%	98.7%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	98.9%	99.6%
Rio Arriba	99.5%	99.5%	99.7%	99.8%	99.4%	99.5%	99.4%	99.7%	99.2%	99.1%	98.0%	99.1%	99.3%
San Miguel	100.0%	98.7%	99.6%	98.7%	99.6%	99.3%	99.6%	100.0%	99.6%	99.6%	99.7%	99.7%	99.5%
Santa Fe	99.8%	99.2%	99.7%	98.9%	99.7%	99.5%	98.8%	100.0%	99.2%	96.7%	98.0%	98.4%	99.0%
Taos	100.0%	99.6%	99.6%	99.5%	99.1%	98.7%	99.6%	98.3%	100.0%	99.5%	99.6%	99.3%	99.4%
NE Region TOTAL	99.8%	99.2%	99.7%	99.2%	99.5%	99.4%	99.3%	99.7%	99.4%	98.4%	98.6%	99.1%	99.4%
NW Region													
Cibola	99.2%	99.5%	99.5%	100.0%	100.0%	100.0%	99.0%	99.5%	97.3%	100.0%	100.0%	100.0%	99.5%
McKinley	99.4%	99.0%	99.6%	99.8%	99.8%	99.6%	99.5%	98.9%	99.8%	99.7%	99.3%	99.5%	99.4%
Sandoval	99.1%	99.5%	99.6%	99.1%	99.4%	99.7%	99.5%	99.7%	99.7%	99.7%	99.7%	99.5%	99.5%
San Juan	99.5%	98.8%	99.7%	99.9%	99.9%	99.7%	99.6%	99.5%	99.8%	99.4%	99.7%	99.7%	99.6%
S. Valencia	100.0%	100.0%	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.5%	100.0%	99.5%	99.9%
N. Valencia	99.7%	99.1%	100.0%	99.4%	99.2%	99.3%	100.0%	99.1%	99.7%	99.4%	99.3%	99.7%	99.5%
NW Region TOTAL	99.4%	99.2%	99.7%	99.6%	99.7%	99.7%	99.6%	99.4%	99.5%	99.5%	99.7%	99.6%	99.6%
SW Region													
Dona Ana (West)	99.6%	99.7%	99.3%	99.4%	99.2%	99.7%	99.5%	99.4%	99.5%	99.8%	100.0%	99.7%	99.6%
Dona Ana (East)	99.8%	99.6%	100.0%	100.0%	99.4%	99.8%	99.8%	99.6%	99.5%	99.8%	99.8%	100.0%	99.7%
Dona Ana (Southern)	99.0%	99.5%	99.7%	99.5%	99.7%	99.8%	99.7%	99.5%	100.0%	99.5%	99.0%	98.9%	99.5%
Grant/Hidalgo	99.6%	98.6%	100.0%	99.6%	99.5%	100.0%	99.4%	99.5%	99.5%	100.0%	99.6%	99.6%	99.6%
Lincoln	98.5%	100.0%	100.0%	98.1%	98.8%	100.0%	100.0%	99.0%	99.2%	100.0%	99.2%	99.1%	99.4%
Luna	100.0%	100.0%	100.0%	99.6%	100.0%	100.0%	99.4%	99.5%	99.5%	100.0%	100.0%	99.5%	99.8%
Otero	98.9%	99.1%	98.4%	98.6%	98.5%	98.5%	99.4%	99.1%	98.5%	99.7%	99.5%	99.7%	99.0%
Sierra	99.4%	100.0%	99.3%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	99.8%
Socorro	100.0%	100.0%	100.0%	99.4%	100.0%	99.4%	100.0%	100.0%	100.0%	99.2%	97.7%	99.3%	99.5%
SW Region Total	99.5%	99.4%	99.6%	99.4%	99.4%	99.5%	99.6%	99.5%	99.5%	99.8%	99.3%	99.5%	99.5%
SE Region													
Chaves	99.7%	100.0%	99.3%	99.5%	99.7%	98.5%	99.7%	100.0%	99.3%	99.0%	99.3%	99.8%	99.5%
Curry	99.6%	99.4%	99.6%	99.4%	100.0%	99.6%	99.7%	99.7%	99.4%	99.4%	99.4%	99.2%	99.5%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
Eddy	99.0%	99.6%	99.6%	98.7%	99.5%	100.0%	99.6%	100.0%	99.3%	99.6%	98.6%	98.6%	99.3%
Eddy (Artesia)	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
Lea	99.5%	99.2%	99.2%	98.7%	98.0%	97.6%	98.9%	99.7%	98.0%	97.1%	97.8%	98.2%	99.1%
Quay	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	99.0%	99.8%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	99.0%	99.1%	100.0%	100.0%	100.0%	99.8%
SE Region Total	99.6%	99.6%	99.1%	99.3%	99.6%	99.0%	99.5%	99.8%	99.1%	98.9%	99.4%	99.4%	99.6%
Central Region													
Bernalillo (NE)	99.6%	99.4%	99.6%	99.5%	99.5%	99.3%	99.7%	99.3%	99.5%	99.7%	99.2%	99.1%	99.4%
Bernalillo (NW)	99.3%	99.2%	99.2%	99.1%	99.6%	99.8%	99.2%	99.1%	99.1%	99.3%	99.2%	99.4%	99.3%
Bernalillo (SE)	99.5%	99.8%	99.9%	99.9%	100.0%	99.2%	99.4%	99.7%	99.3%	99.9%	99.5%	100.0%	99.7%
Bernalillo (SW)	99.7%	99.0%	99.5%	99.1%	98.9%	99.7%	99.7%	99.6%	99.5%	99.2%	99.8%	99.0%	99.4%
Torrance	100.0%	100.0%	100.0%	99.5%	100.0%	98.7%	100.0%	99.4%	100.0%	100.0%	99.4%	99.3%	99.7%
Central Region Total	99.5%	99.3%	99.5%	99.4%	99.5%	99.5%	99.6%	99.4%	99.4%	99.5%	99.4%	99.4%	99.5%
													99.6%
													99.5%
STATE TOTAL	99.6%	99.5%	99.6%	99.4%	99.6%	99.5%	99.5%	99.5%	99.4%	99.4%	99.3%	99.4%	99.5%