



New Mexico Human Services Department

Income Support Division

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Susana Martinez, Governor
Sidonie Squier, Secretary

ISSUED ELECTRONICALLY

INTERDEPARTMENTAL MEMORANDUM

ISD GI – 12-14

DATE: March 5, 2012

TO: All ISD Employees

FROM: *for* Ted Roth, Acting Director
Income Support Division

Penny Jameson

RE: Income Support Division's Accomplishments of FFY 2011

This GI is to provide you with a list of accomplishments that the Income Support Division was able to achieve in FFY 2011. These accomplishments would not have been possible if it wasn't for all your hard work and effort.

- ❖ FFY11 SNAP payment error rate is state reported as 4.28%-the lowest ever!
- ❖ FFY11 SNAP negative Error rate is state reported as 3.77%-improvement from the previous year!
- ❖ Medicaid PERM (Payment Error Reduction Measure) error rate for FFY 2009 was 1.9%, 4th in the nation! This information was presented to the U.S. Congress last month.
- ❖ A recent analysis of MAWC application processing, over a one year time period, showed a 97.5% timeliness rate.
- ❖ New Mexico received a SNAP Timeliness Bonus Award of \$1.5 million for being the 4th best in the nation for SNAP approval timeliness!
- ❖ New Mexico received, from the USDA, the "Excellence in Program Integrity Award"- this was presented to the state in each region that has shown continuous dedication and commitment to payment accuracy by achieving the lowest combined payment error rate and negative error rate as averaged over the past three years.

- ❖ New Mexico received a “Certificate of Achievement” from the National Association for Community Service Programs for providing the cleanest data on the FY10 Community Services Block Grant (CSBG) Information Survey.
- ❖ To ease the SNAP workload on field staff and reduce barriers for applicants and recipients, the Department was approved by FNS for two waivers. First, is the Postponed Expedite Interview waiver and second, the Elderly/Disabled Recertification Interview waiver.
- ❖ With the completion of the recent IVES/PARIS review, there was a significant savings to the Department due to redetermination of all program benefits.
- ❖ Food Distribution by the FANS Bureau:
 - Homeless Meals Program: there 511,393 meals were served through 81 homeless shelters across the state with state funds.
 - TEFAP Program: there was \$3,276,378 (4,659,754 pounds) worth of commodity food distributed to an average of 42,872 households a month, which included 97,100 meals a month (or 1,165,201 meals for the year) at shelters across the state.
 - School Commodities Program: there was \$11,412,190 (11,161,580 pounds) worth of commodity food was ordered stored, divided and delivered. FANS delivered a total 187,420 cases of USDA commodity foods to 88 School Districts, 33 Private Schools, Charter Schools and Residential Centers, 24 Bureau of Indian Affairs (BIA) Schools.
 - SNAP Education: there were 441,841 SNAP recipients and SNAP eligible-participants attended more than one SNAP Ed class across the state.
- ❖ Staff from the field offices and central office continues to work extremely hard on the development of ASPEN, our new eligibility system. There is not enough thanks to all the staff that has participated and has shown such commitment and dedication to the project.
- ❖ The Income Support Division was profiled in the United States Department of Agriculture (USDA) final report of State’s SNAP Business Process Re-engineering (BPR). New Mexico is listed as one of today’s BPR leaders.
- ❖ Ninety-six percent (96%) of the ISD field offices are in some form of the Process Management Model, helping the state achieve the status as a BPR leader.

County offices across the state continue to assist fellow counties with work load sharing. This is truly a sign of an effective team. According to Andrew Carnegie “Teamwork is the ability to work together toward a common vision. The ability to direct individual accomplishment toward organizational objectives. It is the fuel that allows ordinary people to attain extraordinary results.” These accomplishments and many more demonstrate this quote to a tee! THANKS TO ALL!