

General Information Memorandum

ISD-GI 13-36

TO: ISD Employees
FROM:  Ted Roth, Director, Income Support Division
RE: FFY 2013 SNAP Performance Report
DATE: July 23, 2013

Attached please find the fifth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2013. This report includes all Quality Control (QC) findings received for the review month of October 2012 through February 2013. All errors for October 2012 through February 2013 have been finalized. Along with payment and negative accuracy rates, data included in this report are the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2013 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 October 1, 2012, per IPP 12-08, 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 unit per month. **These completed reviews will be recorded on the Secondary Case Review Log and submitted to the Quality Improvement Section via email to HSD.QIS@state.nm.us** by the second working day of the month. If scanning is not an option, logs can be faxed to 505-827-7241.
- Level 2 A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per unit per month. The record reviews will not be required to be submitted to the Quality Improvement Section.

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 Stephanie Valdez, Quality Improvement Section at 827-777-8989 or e-mail at Stephanie.valdez1@state.nm.us.

Attachment

cc: Shalonda Moore, FNS SW Regional Office

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2013

1. STATE - Cumulative Payment Error Rates

Total Paid	\$125,460		
Total Dollar Errors	\$5,479	Total Error Rate %	4.37%
Total Dollar Over	\$2,475	% Error Rate Over	1.97%
Total Dollar Under	\$373	% Error Rate Under	0.30%
Total Dollar Ineligible	\$2,631	% Error Rate Ineligible	2.10%

Cumulative Case Error Rate

Total Reviewed	433
% in Error	6.93%

Agency Error (Dollar Amount):	\$2,274	Agency % Error Rate:	1.81%
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Client Error (Dollar Amount):	\$3,205	Client % Error Rate:	2.55%
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Cases Dropped	57
Correct	403
Overpaid	19
Underpaid	2
Ineligible	9

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	\$0		\$0		\$0	\$6,158	0.00%	0.00%	0.00%
07	W. Dona Ana	\$0	0%	\$189	100%	\$189	\$7,752	5.00%	7.29%	3.45%
17	McKinley	\$0		\$0		\$0	\$4,111	0.00%	0.00%	0.00%
23	Sandoval	\$0	0%	\$736	100%	\$736	\$9,386	7.84%	28.37%	13.43%
24	San Juan	\$145	100%	\$0	0%	\$145	\$9,348	1.40%	5.59%	2.65%
26	Santa Fe	\$66	36%	\$117	64%	\$183	\$4,116	4.45%	7.05%	3.34%
35	NW Bernalillo	\$0	0%	\$295	100%	\$295	\$8,826	3.34%	11.37%	5.38%
36	SW Bernalillo	\$137	30%	\$327	70%	\$464	\$9,517	4.88%	17.89%	8.47%
38	S. Dona Ana	\$437	100%	\$0	0%	\$437	\$5,520	7.92%	16.85%	7.98%
39	NE Bernalillo	\$145	100%	\$0	0%	\$145	\$11,082	1.31%	5.59%	2.65%
HIPAC Sub Totals		\$930	36%	\$1,664	64%	\$2,594	\$72,942	3.56%	100.00%	47.34%

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	\$0		\$0		\$0	\$3,349	0.00%	0.00%	0.00%
04	Colfax/Union	\$93	100%	\$0	0%	\$93	\$537	17.32%	3.22%	1.70%
05	Curry	\$0		\$0		\$0	\$3,609	0.00%	0.00%	0.00%
08	Eddy	\$0		\$0		\$0	\$742	0.00%	0.00%	0.00%
09	Grant/Hidalgo	\$54	0%	\$526	91%	\$580	\$1,796	32.29%	20.10%	10.59%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$16	0.00%	0.00%	0.00%
13	Lea	\$0	0%	\$288	100%	\$288	\$1,625	17.72%	9.98%	5.26%
14	Lincoln	\$0		\$0		\$0	\$2,712	0.00%	0.00%	0.00%
16	Luna	\$233	100%	\$0	0%	\$233	\$4,065	5.73%	8.08%	4.25%
19	Otero	\$86	100%	\$0	0%	\$86	\$3,641	2.36%	2.98%	1.57%
20	Quay	\$0		\$0		\$0	\$375	0.00%	0.00%	0.00%
21	Rio Arriba	\$196	35%	\$200	65%	\$396	\$5,231	5.85%	10.61%	5.58%
22	Roosevelt	\$0		\$0		\$0	\$1,085	0.00%	0.00%	0.00%
25	San Miguel	\$163	26%	\$466	74%	\$629	\$3,516	17.89%	21.80%	11.48%
27	Sierra	\$0		\$0		\$0	\$637	0.00%	0.00%	0.00%
28	Socorro	\$0		\$0		\$0	\$1,035	0.00%	0.00%	0.00%
29	Taos	\$0		\$0		\$0	\$2,748	0.00%	0.00%	0.00%
30	Torrance	\$0		\$0		\$0	\$2,495	0.00%	0.00%	0.00%
32	S. Valencia	\$0		\$0		\$0	\$1,598	0.00%	0.00%	0.00%
33	Cibola	\$0		\$0		\$0	\$1,560	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$728	0.00%	0.00%	0.00%
37	E. Dona Ana	\$115	100%	\$0	0%	\$115	\$4,421	2.60%	3.99%	2.10%
42	N. Valencia	\$494	100%	\$0	0%	\$494	\$4,052	12.19%	17.12%	9.02%
49	NMCP	\$0	0%	\$61	100%	\$61	\$945	6.46%	2.11%	1.11%
Non-HIPAC Sub Totals		\$1,344	47%	\$1,541	53%	\$2,885	\$52,518	5.49%	100.00%	52.66%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2013**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$125,460		
Total Dollar Errors	\$5,479	Total Error Rate %	4.37%
Total Dollar Over	\$2,475	% Error Rate Over	1.97%
Total Dollar Under	\$373	% Error Rate Under	0.30%
Total Dollar Ineligible	\$2,631	% Error Rate Ineligible	2.10%
Agency Error (Dollar Amount):		Agency % Error Rate:	
\$2,274		1.81%	
Client Error (Dollar Amount):		Client % Error Rate:	
\$3,205		2.55%	

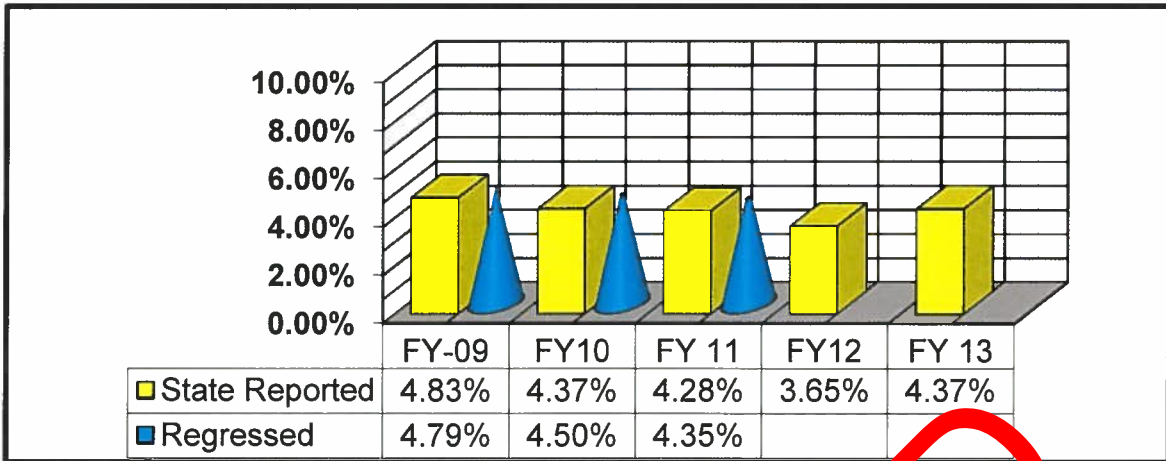
Cumulative Case Error Rate

Total Reviewed	433
% in Error	6.93%
Cases Dropped	57
Correct	403
Overpaid	19
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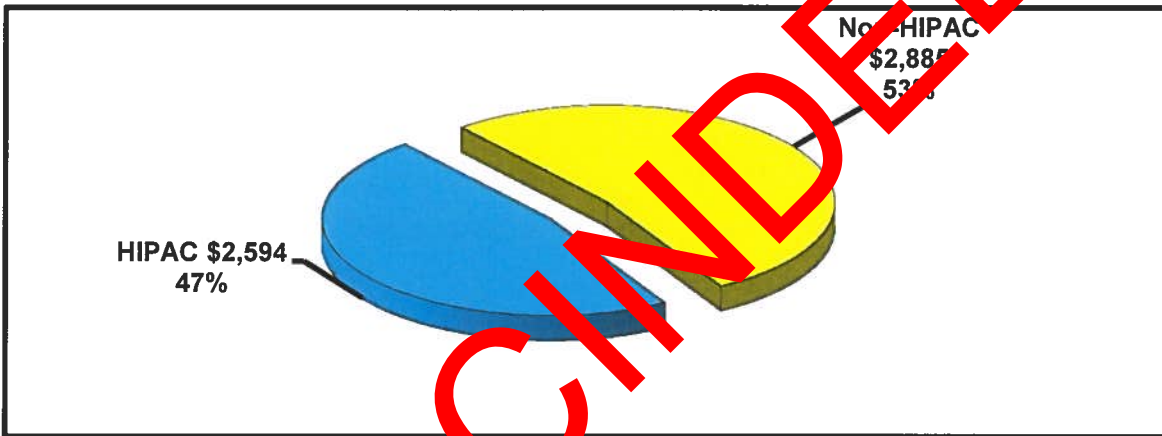
4. REGIONAL - Cumulative Payment Error Rates

Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Error Rate	State Share
NE Region							
04 Colfax	\$93	\$0	\$93	\$537	17.32%	7.60%	1.70%
21 Rio Arriba	\$106	\$200	\$306	\$5,231	5.85%	25.27%	5.58%
25 San Miguel	\$163	\$466	\$629	\$3,516	17.89%	31.94%	11.48%
26 Santa Fe	\$66	\$117	\$183	\$4,116	4.45%	15.11%	3.34%
29 Taos	\$0	\$0	\$0	\$2,748	0.00%	0.00%	0.00%
NE Region Totals	\$428	\$783	\$1,211	\$16,148	7.50%	100.00%	22.10%
NW Region							
17 McKinley	\$0	\$0	\$0	\$4,211	0.00%	0.00%	0.00%
23 Sandoval	\$0	\$736	\$736	\$9,382	7.84%	53.53%	13.43%
24 San Juan	\$145	\$0	\$145	\$10,150	1.40%	10.55%	2.65%
32 S. Valencia	\$0	\$0	\$0	\$1,598	0.00%	0.00%	0.00%
33 Cibola	\$0	\$0	\$0	\$5,560	0.00%	0.00%	0.00%
42 N. Valencia	\$494	\$0	\$494	\$4,002	12.19%	35.93%	9.02%
NW Region Totals	\$639	\$736	\$1,375	\$31,151	4.41%	100.00%	25.10%
SW Region							
07 W. Dona Ana	\$0	\$189	\$189	\$3,782	5.00%	11.52%	3.45%
09 Grant/Hidalgo	\$54	\$0	\$54	\$1,796	3.29%	35.37%	10.59%
14 Lincoln	\$0	\$0	\$0	\$2,712	0.00%	0.00%	0.00%
16 Luna	\$233	\$0	\$233	\$4,065	5.73%	14.21%	4.25%
19 Otero	\$86	\$0	\$86	\$3,641	2.36%	5.24%	1.57%
27 Sierra	\$0	\$0	\$0	\$637	0.00%	0.00%	0.00%
28 Socorro	\$0	\$0	\$0	\$1,035	0.00%	0.00%	0.00%
37 E. Dona Ana	\$115	\$0	\$115	\$4,421	2.60%	7.01%	2.10%
38 S. Dona Ana	\$0	\$0	\$0	\$5,520	0.00%	26.65%	7.98%
SW Region Totals	\$928	\$189	\$1,117	\$27,609	5.94%	100.00%	29.93%
SE Region							
03 Chaves	\$0	\$0	\$0	\$3,349	0.00%	0.00%	0.00%
05 Curry	\$0	\$0	\$0	\$3,609	0.00%	0.00%	0.00%
08 Eddy	\$0	\$0	\$0	\$742	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
13 Lea	\$0	\$288	\$288	\$1,625	17.72%	100.00%	5.26%
20 Quay	\$0	\$0	\$0	\$375	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,085	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$728	0.00%	0.00%	0.00%
SE Region Totals	\$0	\$288	\$288	\$11,529	2.50%	100.00%	5.26%
Central Region							
01 SE Bernalillo	\$0	\$0	\$0	\$6,158	0.00%	0.00%	0.00%
35 NW Bernalillo	\$0	\$295	\$295	\$8,826	3.34%	32.63%	5.38%
36 SW Bernalillo	\$137	\$327	\$464	\$9,517	4.88%	51.33%	8.47%
39 NE Bernalillo	\$145	\$0	\$145	\$11,082	1.31%	16.04%	2.65%
30 Torrance	\$0	\$0	\$0	\$2,495	0.00%	0.00%	0.00%
Central Region Totals	\$282	\$622	\$904	\$38,078	2.37%	100.00%	16.50%
49 NMCAP	\$0	\$61	\$61	\$945	6.46%	100.00%	1.11%
State Totals	\$2,274	\$3,205	\$5,479	\$125,460	4.37%	100.00%	100.00%

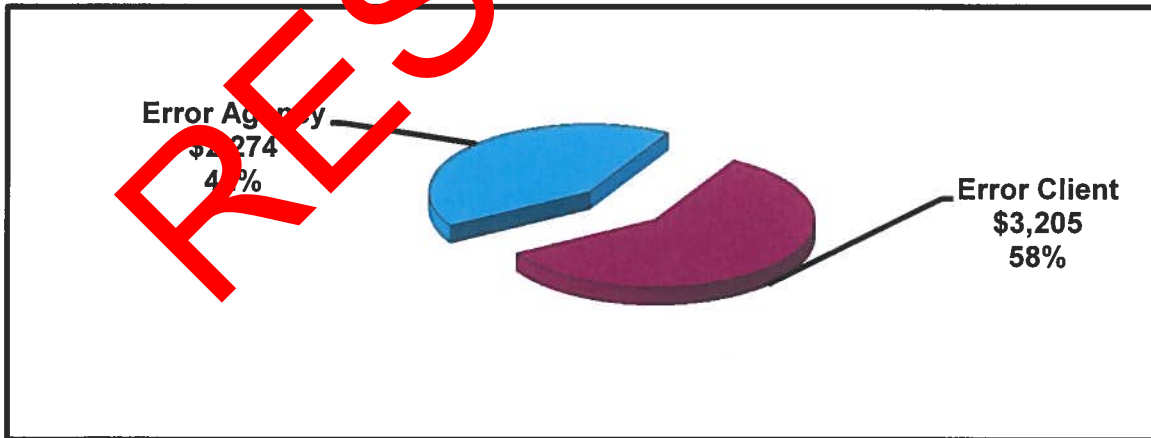
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Client Errors



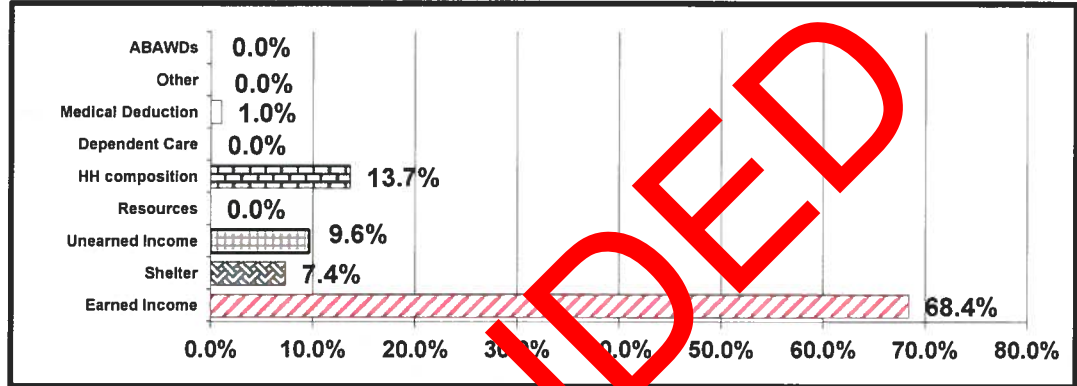
Average Client Error = \$229

Average Agency Error = \$142

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	\$897	\$2,849	23.9%
Shelter	\$281	\$122	69.7%
Unearned Income	\$294	\$234	55.7%
Resources	\$0	\$0	0.0%
HH composition	\$748	\$0	100.0%
Dependent Care	\$0	\$0	0.0%
Medical Deduction	\$54	\$0	100.0%
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 Description</i>
68.37%	\$2,849	31	WAGES & SALARIES
6.81%	\$373	150	HOUSEHOLD COMPOSITION
3.43%	\$188	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
0.92%	\$45	364	SUA
4.20%	\$230	130	CITIZENSHIP/NON-CITIZEN STATUS
0.85%	\$233	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.00%	\$0	342	CONTRIBUTIONS
1.11%	\$61	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
0.00%	\$0	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
4.27%	\$234	346	OTHER UEI
2.65%	\$145	111	STUDENT STATUS
0.99%	\$54	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 2013

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	\$0	\$0	\$0	\$0
P	\$2,274	\$897	\$748	\$294
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
Total	\$2,274	\$897	\$748	\$294

Agency errors with "policy or procedure not applied or not correctly applied" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "household composition" elements account for 85% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$866	\$1,005	\$1,757	\$145	\$1,543	\$163
%	15.8%	18.3%	32.1%	2.6%	28.2%	3.0%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.3
Correct Cases	2.3
Error Cases	2.7
Client Error Cases	2.4

14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$646	11.8%
Recert	\$2,265	41.0%
Change	\$717	12.9%
Transitional FS	\$0	0.0%
Semi Annual	\$1,776	32.0%
Annual Report	\$75	1.4%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	5	16.7%
Recert	12	40.0%
Change	5	16.7%
Transitional FS	0	0.0%
Semi-Annual	7	23.3%
Annual Report	1	3.3%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE



Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2013 as of 7/23/2013

17. REGIONAL - Cumulative Data Analysis of SNAP Dollars Issued vs. SNAP Dollars in Error 10/12 to 2/13

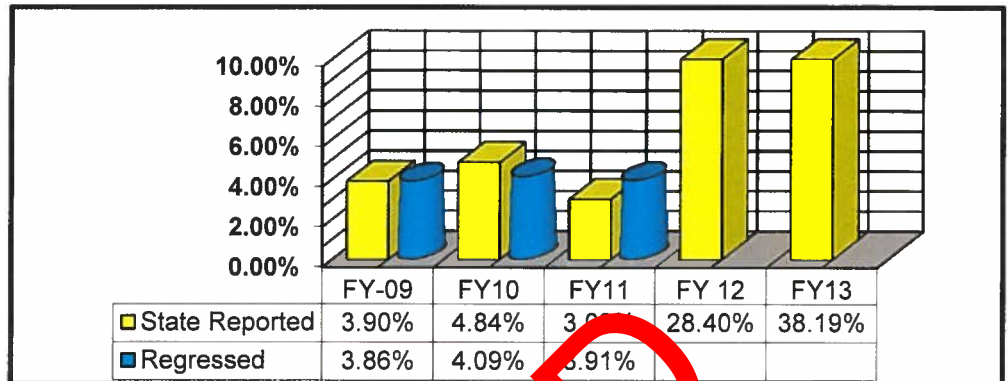
Northwest Region (I)	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
17 McKinley	\$15,304,683	23.6%	5.4%	\$4,211	\$0	0.00%	0.00%
23 Sandoval	\$14,393,963	22.2%	5.1%	\$9,382	\$736	53.53%	13.43%
24 San Juan	\$17,498,660	27.0%	6.2%	\$10,348	\$145	10.55%	2.65%
32 S. Valencia	\$4,265,093	6.6%	1.5%	\$1,598	\$0	0.00%	0.00%
33 Cibola	\$5,291,608	8.2%	1.9%	\$1,560	\$0	0.00%	0.00%
42 N. Valencia	\$8,020,962	12.4%	2.8%	\$4,052	\$494	35.93%	9.02%
Region I Totals	\$64,774,969	22.9%	22.9%	\$31,151	\$1,375	100.00%	25.10%
Northeast Region (II)							
04 Colfax	\$2,041,117	5.7%	0.7%	\$537	\$93	58%	1.70%
21 Rio Arriba	\$9,351,991	26.3%	3.3%	\$5,231	\$306	25.7%	5.58%
25 San Miguel	\$6,475,112	18.2%	2.3%	\$3,516	\$629	51.9%	11.48%
26 Santa Fe	\$12,948,693	36.4%	4.6%	\$4,116	\$113	15.7%	3.34%
29 Taos	\$4,803,099	13.5%	1.7%	\$2,748	\$0	0.00%	0.00%
Region II Totals	\$35,620,012	12.6%	12.6%	\$16,148	\$1,211	100.00%	22.10%
Central Region (III)							
01 SE Bernalillo	\$15,430,628	17.1%	5.5%	\$6,158	\$0	0.00%	0.00%
35 NW Bernalillo	\$19,973,560	22.2%	7.1%	\$8,826	\$293	32.63%	5.38%
36 SW Bernalillo	\$25,518,374	28.3%	9.0%	\$9,514	\$464	51.33%	8.47%
39 NE Bernalillo	\$25,622,373	28.4%	9.1%	\$11,000	\$45	16.04%	2.65%
30 Torrance	\$3,574,363	5.9%	1.3%	\$1,495	\$0	0.00%	0.00%
Region III Totals	\$90,119,298	31.8%	31.8%	\$38,078	\$904	100.00%	16.50%
Southeast Region (IV)							
03 Chaves	\$9,344,317	29.4%	3.3%	\$3,300	\$0	0.00%	0.00%
05 Curry	\$5,997,807	18.8%	2.1%	\$3,609	\$0	0.00%	0.00%
08 Eddy	\$4,073,938	12.8%	1.4%	\$742	\$0	0.00%	0.00%
10 Guadalupe/DeBaca	\$834,922	2.3%	0.3%	\$16	\$0	0.00%	0.00%
13 Lea	\$6,184,240	19.4%	2.2%	\$1,625	\$288	100.00%	5.26%
20 Quay	\$1,539,956	4.8%	0.5%	\$375	\$0	0.00%	0.00%
22 Roosevelt	\$1,968,719	6.2%	0.7%	\$1,085	\$0	0.00%	0.00%
34 Eddy/Artesia	\$1,881,228	5.8%	0.7%	\$728	\$0	0.00%	0.00%
Region IV Totals	\$31,825,127	100%	100%	\$11,529	\$288	100.00%	5.26%
Southwest Region (V)							
07 W. Dona Ana	\$13,090,290	21.6%	4.6%	\$3,782	\$189	11.52%	3.45%
09 Grant/Hidalgo	\$4,800,246	7.9%	1.7%	\$1,796	\$580	35.37%	10.59%
14 Lincoln	\$2,345,776	3.9%	0.8%	\$2,712	\$0	0.00%	0.00%
16 Luna	\$5,316,933	8.8%	1.9%	\$4,065	\$233	14.21%	4.25%
19 Otero	\$5,800,000	9.5%	2.1%	\$3,641	\$86	5.24%	1.57%
27 Sierra	\$3,332,911	5.2%	1.1%	\$637	\$0	0.00%	0.00%
28 Socorro	\$3,397,600	5.6%	1.2%	\$1,035	\$0	0.00%	0.00%
37 E. Dona Ana	\$4,176,000	16.8%	3.6%	\$4,421	\$115	7.01%	2.10%
38 S. Dona Ana	\$12,600,742	20.81%	4.5%	\$5,520	\$437	26.65%	7.98%
Region V Totals	\$60,700,144	21.4%	21.4%	\$27,609	\$1,640	100.00%	29.93%
49 NM CAP Unit	\$0	0.0%	0.0%	\$945	\$61	0.22%	1.11%
State Totals	\$283,039,750	100%	100%	\$125,460	\$5,479	100%	100%

FFY 2013 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	259
invalid	160
drop	6
total	419
% invalid	38.19%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid #	Invalid #	Total #	Invalid Rate
04	Colfax	4	1	5	20.0%
21	Rio Arriba	7	2	9	22.2%
25	San Miguel	2	2	4	50.0%
26	Santa Fe	19	4	23	17.4%
29	Taos	2	1	3	33.3%
NE Region Totals		34	10	44	22.7%

NW Region		Valid #	Invalid #	Total #	Invalid Rate
10	Lincoln	7	6	13	46.2%
23	San Juan	8	10	18	55.6%
24	San Juan	15	9	24	37.5%
25	S. Valencia	5	2	7	28.6%
33	Cibola	0	8	8	100.0%
42	N. Valencia	5	3	8	37.5%
NW Region Totals		40	38	78	48.7%

SW Region Totals		Valid #	Invalid #	Total #	Invalid Rate
07	W. Dona Ana	7	1	8	12.5%
09	Grant/Hidalgo	3	4	7	57.1%
14	Lincoln	5	1	6	16.7%
16	Luna	1	7	8	87.5%
19	Otero	9	4	13	30.8%
27	Sierra	2	0	2	0.0%
28	Socorro	2	1	3	33.3%
37	E. Dona Ana	7	4	11	36.4%
38	S. Dona Ana	6	7	13	53.8%
SW Region Totals		45	35	80	43.8%

SE Region		Valid #	Invalid #	Total #	Invalid Rate
03	Chaves	16	2	18	11.1%
05	Curry	3	4	7	57.1%
08	Eddy	5	4	9	44.4%
10	Guad/DeBaca	0	0	0	
13	Lea	9	5	14	35.7%
20	Quay	1	1	2	50.0%
22	Roosevelt	3	1	4	25.0%
34	Eddy/Artesia	2	2	4	50.0%
SE Region Totals		39	19	58	32.8%

Central Region		Valid #	Invalid #	Total #	Invalid Rate
01	SE Bernalillo	15	10	25	40.0%
35	NW Bernalillo	20	11	31	35.5%
36	SW Bernalillo	22	11	33	33.3%
39	NE Bernalillo	42	25	67	37.3%
30	Torrance	2	1	3	33.3%
Central Region Totals		99	57	156	36.5%

Negative Action Time of Occurrence			
Closure	132	82.5%	
Denial	27	16.9%	

Central Unit		Valid #	Invalid #	Total #	Invalid Rate
49	CAP	0	0	0	

FFY 2013 Expedite Application Processing Timeliness

	October 13'	November 13'	December 13'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				99.6%
Rio Arriba	99.5%	100.0%	100.0%	99.6%	99.5%	99.4%	100.0%	98.9%	99.4%				99.6%
San Miguel	99.1%	99.0%	100.0%	96.3%	96.6%	98.2%	99.2%	99.0%	100.0%				98.5%
Santa Fe	98.8%	99.3%	98.5%	98.5%	98.0%	98.8%	95.1%	96.3%	98.4%				98.0%
Taos	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%	100.0%	100.0%	100.0%				99.6%
NE Region TOTAL	99.2%	99.6%	99.2%	98.6%	98.3%	99.1%	97.9%	98.2%	99.2%				98.8%
NW Region													
Cibola	98.7%	100.0%	98.8%	100.0%	100.0%	100.0%	98.7%	99.0%	100.0%				99.4%
McKinley	97.8%	94.7%	100.0%	99.0%	99.5%	98.9%	99.0%	98.1%	100.0%				98.6%
Sandoval	98.9%	99.2%	100.0%	99.3%	98.2%	98.7%	97.8%	98.9%	98.8%				98.9%
San Juan	99.5%	100.0%	100.0%	99.4%	99.5%	100.0%	99.6%	99.7%	100.0%				99.8%
Valencia South	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%
Valencia North	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	99.2%				99.6%
NW Region TOTAL	98.9%	98.8%	99.9%	99.5%	99.2%	99.4%	99.0%	98.9%	99.6%				99.2%
SW Region													
Dona Ana (West)	99.0%	99.2%	100.0%	99.7%	100.0%	100.0%	100.0%	99.7%	99.6%				99.7%
Dona Ana (East)	100.0%	99.4%	99.4%	99.6%	100.0%	100.0%	100.0%	97.9%	98.1%				99.4%
Dona Ana (Southern)	99.1%	100.0%	99.0%	98.4%	100.0%	100.0%	100.0%	100.0%	99.0%				99.5%
Grant/Hidalgo	100.0%	98.7%	98.2%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%				99.5%
Lincoln	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%
Luna	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				99.9%
Otero	98.3%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%				99.6%
Sierra	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				99.8%
Socorro	98.2%	98.1%	100.0%	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%				99.2%
SW Region Total	99.1%	99.4%	99.4%	99.6%	100.0%	100.0%	99.7%	99.6%	99.4%				99.6%
SE Region													
Chaves	98.8%	100.0%	98.6%	99.0%	98.4%	98.7%	99.4%	100.0%	99.4%				99.2%
Curry	100.0%	100.0%	98.0%	99.8%	99.8%	100.0%	97.5%	99.2%	100.0%				99.4%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%
Eddy	98.4%	100.0%	100.0%	100.0%	95.9%	97.9%	97.8%	96.6%	99.1%				98.4%
Eddy (Artesia)	97.6%	100.0%	100.0%	97.4%	100.0%	100.0%	97.1%	100.0%	100.0%				99.0%
Lea	100.0%	100.0%	99.0%	99.2%	100.0%	100.0%	98.7%	98.5%	99.3%				99.3%
Quay	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%				99.0%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%				99.6%
SE Region Total	99.2%	99.8%	99.9%	99.3%	98.8%	99.2%	98.5%	98.7%	99.4%				99.1%
Central Region													
Bernalillo (NE)	99.5%	99.5%	99.7%	99.3%	99.7%	99.1%	99.7%	99.9%	99.6%				99.5%
Bernalillo (NW)	99.0%	98.6%	99.4%	98.6%	99.6%	99.3%	99.1%	98.6%	99.1%				99.0%
Bernalillo (SE)	98.8%	99.1%	99.8%	99.6%	99.6%	99.8%	100.0%	99.6%	99.0%				99.5%
Bernalillo (SW)	96.7%	99.1%	98.9%	99.3%	99.3%	99.3%	99.2%	99.3%	99.5%				98.9%
Torrance	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%				99.7%
Central Region Total	98.5%	99.1%	99.4%	99.2%	99.6%	99.3%	99.5%	99.4%	99.3%				99.3%
Central Unit	na	na	na	na	100.0%	na	na	na	na				100.0%
CAP Unit	na	0.0%	100.0%	na	na	na	100.0%	100.0%	na				98.5%
STATE TOTAL	98.9%	99.2%	99.4%	99.3%	99.4%	99.4%	99.2%	99.1%	99.4%				99.2%

FFY 2013 30-Day Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	97.6%	100.0%	100.0%				99.2%
Rio Arriba	99.4%	99.2%	99.4%	99.4%	96.6%	99.1%	97.9%	98.9%	97.5%				98.6%
San Miguel	100.0%	99.1%	98.8%	99.3%	99.3%	97.2%	100.0%	99.2%	100.0%				99.2%
Santa Fe	96.2%	98.9%	99.6%	98.4%	100.0%	99.7%	100.0%	99.2%	100.0%				99.0%
Taos	99.0%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	100.0%				99.4%
NE Region TOTAL	98.3%	99.3%	99.5%	98.6%	98.8%	99.1%	99.4%	99.2%					99.0%
NW Region													
Cibola	97.6%	95.1%	96.7%	99.2%	100.0%	97.6%	99.1%	98.3%	95.7%				97.7%
McKinley	98.4%	98.7%	98.2%	99.2%	97.8%	95.1%	97.2%	97.7%	98.6%				97.9%
Sandoval	95.2%	95.2%	95.4%	94.8%	94.4%	98.6%	98.9%	97.8%	97.2%				96.4%
San Juan	97.3%	99.3%	99.5%	99.1%	97.8%	98.1%	99.5%	98.8%	99.3%				98.8%
S. Valencia	100.0%	100.0%	98.7%	93.2%	98.6%	100.0%	100.0%	100.0%	98.8%				98.6%
N. Valencia	99.5%	100.0%	100.0%	100.0%	100.0%	98.1%	99.4%	96.9%	98.6%				99.2%
NW Region TOTAL	97.7%	98.1%	98.1%	98.1%	97.5%	97.8%	99.0%	98.2%					98.1%
SW Region													
Dona Ana (West)	98.9%	98.5%	100.0%	99.1%	100.0%	99.6%	100.0%	99.1%	98.4%				99.3%
Dona Ana (East)	99.2%	100.0%	99.4%	99.0%	100.0%	100.0%	99.6%	100.0%	100.0%				99.7%
Dona Ana (Southern)	99.3%	98.6%	97.0%	99.6%	99.0%	99.0%	99.5%	98.8%	97.9%				98.7%
Grant/Hidalgo	99.2%	100.0%	97.4%	98.0%	96.2%	97.9%	100.0%	99.9%	97.8%				98.5%
Lincoln	98.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	94.2%				98.8%
Luna	98.6%	97.6%	99.1%	97.3%	94.6%	98.5%	100.0%	100.0%	100.0%				98.5%
Otero	98.1%	100.0%	98.5%	98.4%	98.3%	97.2%	99.3%	97.7%	100.0%				98.7%
Sierra	100.0%	100.0%	98.2%	100.0%	98.7%	100.0%	100.0%	100.0%	98.4%				99.5%
Socorro	100.0%	100.0%	97.1%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%				99.1%
SW Region Total	99.0%	99.2%	98.8%	98.9%	98.6%	99.4%	99.8%	99.3%					99.1%
SE Region													
Chaves	97.7%	96.3%	96.3%	99.0%	100.0%	99.5%	100.0%	100.0%	98.8%				98.8%
Curry	95.2%	98.4%	98.8%	94.1%	97.9%	98.3%	98.3%	98.1%	99.2%				97.0%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%
Eddy	99.1%	98.3%	95.2%	100.0%	97.0%	96.2%	97.8%	97.5%	98.8%				97.7%
Eddy (Artesia)	100.0%	98.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				99.5%
Lea	98.7%	98.4%	97.6%	98.5%	94.9%	97.0%	98.3%	96.0%	99.4%				97.7%
Quay	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%				99.7%
Roosevelt	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				99.8%
SE Region Total	98.1%	97.7%	97.2%	98.2%	98.1%	98.5%	99.1%	98.5%					98.3%
Central Region													
Bernalillo (NE)	99.0%	99.2%	99.6%	99.1%	98.9%	99.4%	99.4%	99.3%	99.4%				99.3%
Bernalillo (NW)	98.5%	98.8%	98.2%	97.6%	98.2%	98.1%	98.8%	98.9%	98.0%				98.4%
Bernalillo (SE)	94.4%	95.8%	96.4%	98.1%	97.1%	98.8%	99.7%	99.4%	99.3%				97.8%
Bernalillo (SW)	96.5%	96.4%	98.7%	98.4%	96.9%	98.2%	99.0%	98.5%	98.4%				97.9%
Torrance	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%				99.8%
Central Region Total	97.5%	97.9%	98.6%	98.4%	97.9%	98.7%	99.2%	99.0%					98.5%
Central Off Elig Unit	na	na	100.0%	na	na	na	na	na	na				100.0%
CAP Unit	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%				98.6%
STATE TOTAL	98.1%	98.4%	98.5%	98.5%	98.1%	98.7%	99.3%	98.9%	98.8%				98.6%

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	na	na	na	na	na								
Rio Arriba	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
San Miguel	na	0.0%	100.0%	100.0%	na								80.0%
Santa Fe	66.7%	na	na	75.0%	100.0%								75.0%
Taos	na	na	100.0%	100.0%	100.0%								100.0%
NE Region TOTAL	83.3%	50.0%	100.0%	93.8%	100.0%								90.9%
NW Region													
Cibola	na	na	na	na	na								
McKinley	100.0%	100.0%	na	100.0%	na								100.0%
Sandoval	100.0%	100.0%	100.0%	100.0%	66.7%								93.3%
San Juan	100.0%	100.0%	50.0%	100.0%	100.0%								90.9%
Valencia South	100.0%	na	na	100.0%	100.0%								100.0%
Valencia North	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
NW Region TOTAL	100.0%	100.0%	83.3%	100.0%	91.7%								95.7%
SW Region													
Dona Ana (West)	100.0%	100.0%	100.0%	50.0%	na								85.7%
Dona Ana (East)	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Dona Ana (Southern)	100.0%	100.0%	na	100.0%	100.0%								100.0%
Grant/Hidalgo	na	100.0%	100.0%	100.0%	na								100.0%
Lincoln	100.0%	na	na	na	na								100.0%
Luna	100.0%	100.0%	na	100.0%	100.0%								100.0%
Otero	100.0%	100.0%	na	100.0%	100.0%								100.0%
Sierra	na	na	na	100.0%	100.0%								100.0%
Socorro	na	na	na	na	na								
SW Region Total	100.0%	100.0%	100.0%	92.9%	100.0%								97.6%
SE Region													
Chaves	50.0%	100.0%	100.0%	100.0%	na								83.3%
Curry	0.0%	100.0%	100.0%	100.0%	na								80.0%
Guadalupe	na	na	na	na	na								
Eddy	na	na	100.0%	na	100.0%								100.0%
Eddy (Artesia)	na	na	100.0%	na	na								100.0%
Lea	100.0%	na	100.0%	na	na								100.0%
Quay	na	na	na	na	na								
Roosevelt	na	100.0%	na	na	na								100.0%
SE Region Total	60.0%	100.0%	100.0%	100.0%	100.0%								88.9%
Central Region													
Bernalillo (NE)	100.0%	83.3%	100.0%	75.0%	100.0%								90.0%
Bernalillo (NW)	100.0%	100.0%	50.0%	100.0%	100.0%								93.3%
Bernalillo (SE)	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Bernalillo (SW)	71.4%	100.0%	100.0%	100.0%	50.0%								78.6%
Torrance	100.0%	100.0%	na	na	na								100.0%
Central Region Total	87.5%	96.7%	87.5%	93.8%	87.5%								90.2%
Central Unit	na	na	na	na	na								
CAP Unit	100.0%	100.0%	100.0%	100.0%	na								100.0%
STATE TOTAL	89.6%	95.0%	93.9%	93.5%	94.9%								93.2%

RESCINDED