



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary-Designate
Marilyn Martinez, Acting Director

General Information Memorandum

ISD-GI 15-02

TO: ISD Employees

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

RE: FFY 2014 SNAP Performance Report

DATE: January 8, 2015

Attached please find the ninth 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 through August 2014. All errors for October 2013 through August 2014 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification, 7-day, and 30-day application processing 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 per supervisor per month. Of the 35 reviews, at least 20 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 15 must be reviewed using the case read function in ASPEN. **These completed reviews must 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 per supervisor per month. Of the 25 reviews, at least 15 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 10 must be reviewed using the case read function in ASPEN. **These completed reviews must be completed**

by the last working day of the 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 Case Read Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and barriers and the NVRA settlement agreement requirements were addressed. Supervisors should review cases from each one of their staff. A spreadsheet for each county office has been created to track the Second Party Reviews. The spreadsheets are located on the QIS Reports Monitoring shared drive in the folder named Second Party Reviews. Each region will have a folder containing the individual offices. **The spreadsheets must be completed monthly by the last calendar day of the month.**

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.

Attachment

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

1. STATE - Cumulative Payment Error Rates

Total Paid	\$258,691		
Total Dollar Errors	\$14,560	Total Error Rate %	5.63%
Total Dollar Over	\$8,441	% Error Rate Over	3.26%
Total Dollar Under	\$2,394	% Error Rate Under	0.93%
Total Dollar Ineligible	\$3,725	% Error Rate Ineligible	1.44%

Cumulative Case Error Rate

Total Reviewed	995
% in Error	10.05%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$9,145		3.54%	

Cases Dropped	83
Correct	895
Overpaid	60
Underpaid	21
Ineligible	19

Client Error (Dollar Amount):		Client % Error Rate:	
\$5,415		2.09%	

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	\$790	62%	\$486	38%	\$1,276	\$14,457	8.83%	16.65%	8.76%
07	W.Dona Ana	\$549	89%	\$70	11%	\$619	\$7,059	8.77%	8.08%	4.25%
17	McKinley	\$237	42%	\$327	58%	\$564	\$12,220	4.62%	7.36%	3.87%
23	Sandoval	\$237	81%	\$57	19%	\$294	\$15,419	1.91%	3.84%	2.02%
24	San Juan	\$175	31%	\$398	69%	\$573	\$12,134	4.72%	7.48%	3.94%
26	Santa Fe	\$817	92%	\$74	8%	\$891	\$15,220	5.85%	11.63%	6.12%
35	NW Bernalillo	\$116	24%	\$369	76%	\$485	\$16,346	2.97%	6.33%	3.33%
36	SW Bernalillo	\$1,064	71%	\$434	29%	\$1,498	\$21,062	7.11%	19.55%	10.29%
38	S. Dona Ana	\$255	35%	\$466	65%	\$721	\$12,423	5.80%	9.41%	4.95%
39	NE Bernalillo	\$700	94%	\$41	6%	\$741	\$18,060	4.10%	9.67%	5.09%
HIPAC Sub Totals		\$4,940	64%	\$2,722	36%	\$7,662	\$144,400	5.31%	100.00%	52.62%

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	\$379	78%	\$106	22%	\$485	\$9,000	5.39%	7.03%	3.33%
04	Colfax/Union	\$97	100%	\$0	0%	\$97	\$1,828	5.31%	1.41%	0.67%
05	Curry	\$178	57%	\$134	43%	\$312	\$7,894	3.95%	4.52%	2.14%
08	Eddy	\$245	100%	\$0	0%	\$245	\$4,088	5.99%	3.55%	1.68%
09	Grant/Hidalgo	\$158	100%	\$0	0%	\$158	\$4,748	3.33%	2.29%	1.09%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$1,369	0.00%	0.00%	0.00%
13	Lea	\$202	100%	\$0	0%	\$202	\$7,433	2.72%	2.93%	1.39%
14	Lincoln	\$446	87%	\$68	13%	\$514	\$3,183	16.15%	7.45%	3.53%
16	Luna	\$108	100%	\$0	0%	\$108	\$3,869	2.79%	1.57%	0.74%
19	Otero	\$135	100%	\$0	0%	\$135	\$5,775	2.34%	1.96%	0.93%
20	Quay	\$0		\$0		\$0	\$651	0.00%	0.00%	0.00%
21	Rio Arriba	\$349	72%	\$135	28%	\$484	\$11,525	4.20%	7.02%	3.32%
22	Roosevelt	\$0		\$0		\$0	\$1,599	0.00%	0.00%	0.00%
25	San Miguel	\$0	0%	\$328	100%	\$328	\$4,532	7.24%	4.76%	2.25%
27	Sierra	\$250	78%	\$70	22%	\$320	\$1,413	22.65%	4.64%	2.20%
28	Socorro	\$65	27%	\$173	73%	\$238	\$4,532	5.25%	3.45%	1.63%
29	Taos	\$655	37%	\$1,136	63%	\$1,791	\$7,729	23.17%	25.96%	12.30%
30	Torrance	\$396	100%	\$0	0%	\$396	\$3,594	11.02%	5.74%	2.72%
32	S. Valencia	\$287	80%	\$70	20%	\$357	\$4,315	8.27%	5.18%	2.45%
33	Cibola	\$0	0%	\$264	100%	\$264	\$4,576	5.77%	3.83%	1.81%
34	Eddy/Artesia	\$0		\$0		\$0	\$674	0.00%	0.00%	0.00%
37	E. Dona Ana	\$255	80%	\$65	20%	\$320	\$11,769	2.72%	4.64%	2.20%
42	N. Valencia	\$0	0%	\$144	100%	\$144	\$6,742	2.14%	2.09%	0.99%
49	NMCAP	\$0		\$0		\$0	\$1,453	0.00%	0.00%	0.00%
Non-HIPAC Sub Totals		\$4,205	61%	\$2,693	39%	\$6,898	\$114,291	6.04%	100.0%	47.38%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2014**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$258,691		
Total Dollar Errors	\$14,560	Total Error Rate %	5.63%
Total Dollar Over	\$8,441	% Error Rate Over	3.26%
Total Dollar Under	\$2,394	% Error Rate Under	0.93%
Total Dollar Ineligible	\$3,725	% Error Rate Ineligible	1.44%

Cumulative Case Error Rate

Total Reviewed	995
% In Error	10.05%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$9,145	3.54%

Cases Dropped	83
Correct	895
Overpaid	60
Underpaid	21
Ineligible	19

Client Error (Dollar Amount):	Client % Error Rate:
\$5,415	2.09%

4. REGIONAL - Cumulative Payment Error Rates

NE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Colfax	\$97	\$0	\$97	\$1,828	5.31%
21 Rio Arriba	\$349	\$135	\$484	\$11,525	4.20%
23 Sandoval	\$237	\$57	\$294	\$15,419	1.91%
25 San Miguel	\$0	\$328	\$328	\$4,532	7.24%
26 Santa Fe	\$817	\$74	\$891	\$15,220	5.85%
29 Taos	\$655	\$1,136	\$1,791	\$7,729	23.17%
NE Region Totals	\$2,155	\$1,730	\$3,885	\$56,253	6.91%

Region Share
2.50%
12.46%
15.46%
8.44%
22.93%
46.10%
100.00%

State Share
0.67%
3.32%
2.02%
2.25%
6.12%
12.30%
26.68%

NW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$237	\$327	\$564	\$12,220	4.62%
24 San Juan	\$175	\$398	\$573	\$12,134	4.72%
32 S. Valencia	\$287	\$70	\$357	\$4,315	8.27%
33 Cibola	\$0	\$264	\$264	\$4,576	5.77%
42 N. Valencia	\$0	\$144	\$144	\$6,742	2.14%
NW Region Totals	\$699	\$1,203	\$1,902	\$39,987	4.76%

29.65%
30.13%
18.77%
13.88%
7.57%
100.00%

3.87%
3.94%
2.45%
1.81%
0.99%
13.06%

SW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$549	\$70	\$619	\$7,059	8.77%
09 Grant/Hidalgo	\$158	\$0	\$158	\$4,748	3.33%
14 Lincoln	\$446	\$68	\$514	\$3,183	16.15%
16 Luna	\$108	\$0	\$108	\$3,869	2.79%
19 Otero	\$135	\$0	\$135	\$5,775	2.34%
27 Sierra	\$250	\$70	\$320	\$1,413	22.65%
28 Socorro	\$65	\$173	\$238	\$4,532	5.25%
37 E. Dona Ana	\$255	\$65	\$320	\$11,769	2.72%
38 S. Dona Ana	\$255	\$466	\$721	\$12,423	5.80%
SW Region Totals	\$2,221	\$912	\$3,133	\$54,771	5.72%

19.76%
5.04%
16.41%
3.45%
4.31%
10.21%
7.60%
10.21%
23.01%
100.00%

4.25%
1.09%
3.53%
0.74%
0.93%
2.20%
1.63%
2.20%
4.95%
21.52%

SE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$379	\$106	\$485	\$9,000	5.39%
05 Curry	\$178	\$134	\$312	\$7,894	3.95%
08 Eddy	\$245	\$0	\$245	\$4,088	5.99%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$1,369	0.00%
13 Lea	\$202	\$0	\$202	\$7,433	2.72%
20 Quay	\$0	\$0	\$0	\$651	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,599	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$674	0.00%
SE Region Totals	\$1,004	\$240	\$1,244	\$32,708	3.80%

38.99%
25.08%
19.69%
0.00%
16.24%
0.00%
0.00%
0.00%
0.00%
100.00%

3.33%
2.14%
1.68%
0.00%
1.39%
0.00%
0.00%
0.00%
0.00%
8.54%

Central Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$790	\$486	\$1,276	\$14,457	8.83%
35 NW Bernalillo	\$116	\$369	\$485	\$16,346	2.97%
36 SW Bernalillo	\$1,064	\$434	\$1,498	\$21,062	7.11%
39 NE Bernalillo	\$700	\$41	\$741	\$18,060	4.10%
30 Torrance	\$396	\$0	\$396	\$3,594	11.02%
Central Region Totals	\$3,066	\$1,330	\$4,396	\$73,519	5.98%
49 NMCAP	\$0	\$0	\$0	\$1,453	0.00%

29.03%
11.03%
34.08%
16.86%
9.01%
100.00%

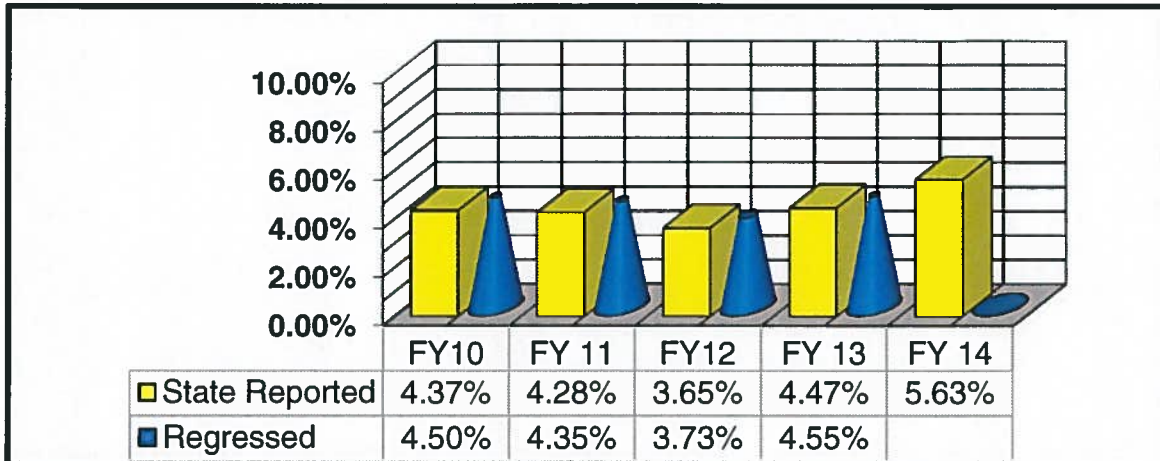
8.76%
3.33%
10.29%
5.09%
2.72%
30.19%
0.00%

State Totals	\$9,145	\$5,415	\$14,560	\$258,691	5.63%
---------------------	----------------	----------------	-----------------	------------------	--------------

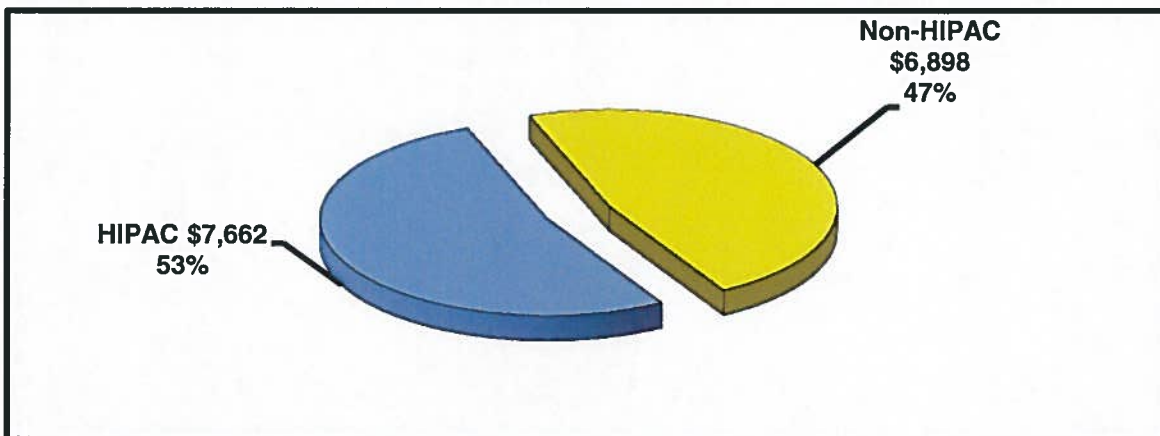
100.00%

100.00%

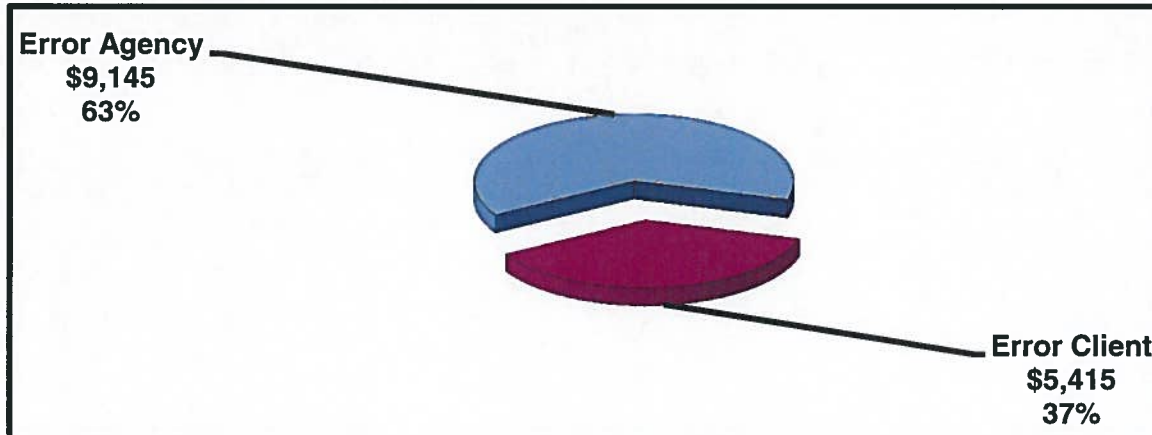
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Client Errors



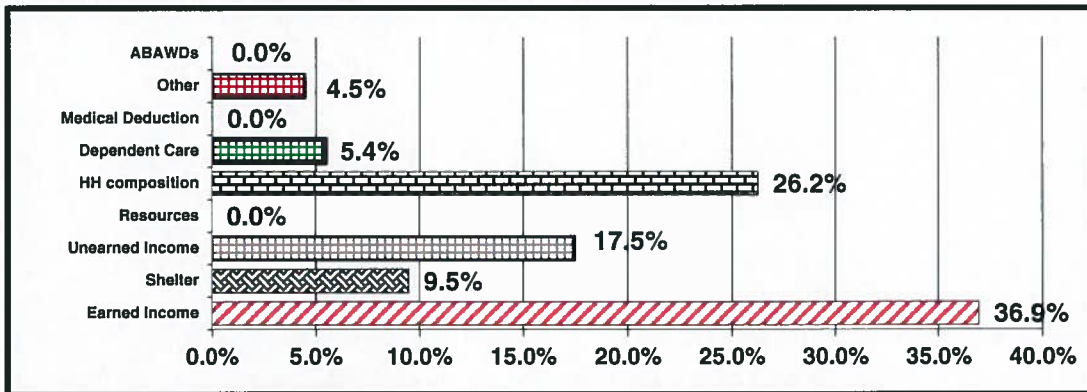
Average Client Error = \$146

Average Agency Error = \$145

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	\$2,494	\$2,885	46.4%
Shelter	\$644	\$733	46.8%
Unearned Income	\$1,362	\$1,181	53.6%
Resources	\$0	\$0	0.0%
HH composition	\$3,311	\$510	86.7%
Dependent Care	\$685	\$106	86.6%
Medical Deduction	\$0	\$0	0.0%
Other	\$649	\$0	100.0%
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>
35.32%	\$5,142	311	WAGES & SALARIES
14.32%	\$2,085	150	HOUSEHOLD COMPOSITION
6.66%	\$969	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.80%	\$408	364	SUA
2.38%	\$347	130	CITIZENSHIP/NON-CITIZEN STATUS
4.00%	\$582	344	PA/GA GRANT
3.16%	\$460	520	ARITHMETIC COMPUTATION
0.29%	\$42	342	CONTRIBUTIONS
1.13%	\$165	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
8.83%	\$1,285	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
0.75%	\$109	346	OTHER UEI
9.14%	\$1,331	111	STUDENT STATUS
0.00%	\$0	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
1.30%	\$189	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
2.07%	\$301	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
1.63%	\$237	312	SELF-EMPLOYMENT INCOME
0.41%	\$59	332	VA BENEFITS
0.00%	\$0	347	UEI-TANF
0.40%	\$58	371	COMBINED GROSS INCOME
0.00%	\$0	163	VOLUNTARY QUIT
5.43%	\$791	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

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

	ALL Err	EI	HHC	UEI
R	\$1,743	\$539	\$354	\$285
P	\$7,232	\$1,955	\$2,957	\$907
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	\$170	\$0	\$0	\$170
Total	\$9,145	\$2,494	\$3,311	\$1,362

Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", "ASPEN or CSED system caused error" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "Household Composition" elements account for 78% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$3,055	\$2,880	\$3,009	\$3,338	\$1,584	\$694
%	21.0%	19.8%	20.7%	22.9%	10.9%	4.8%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.2
Error Cases	2.7
Client Error Cases	2.6

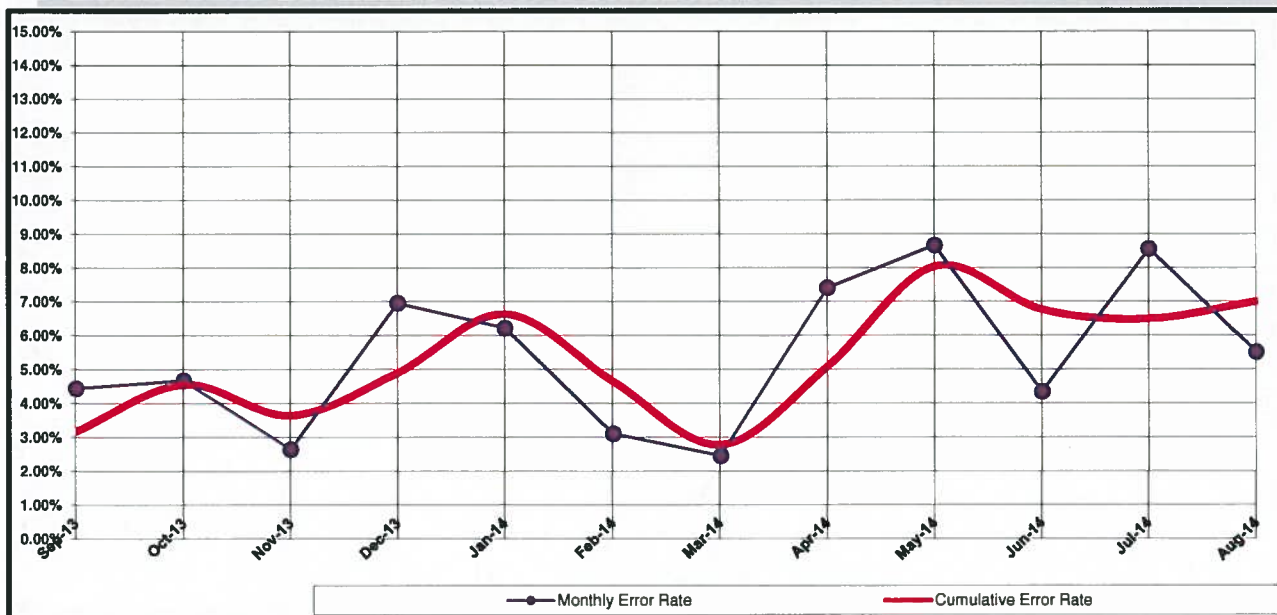
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$4,191	28.8%
Recert	\$2,593	17.8%
Change	\$1,305	9.0%
Transitional FS	\$0	0.0%
Semi Annual	\$5,973	41.0%
Annual Report	\$422	2.9%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	26	26.3%
Recert	21	21.2%
Change	12	12.1%
Transitional FS	0	0.0%
Semi-Annual	38	38.4%
Annual Report	2	2.0%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

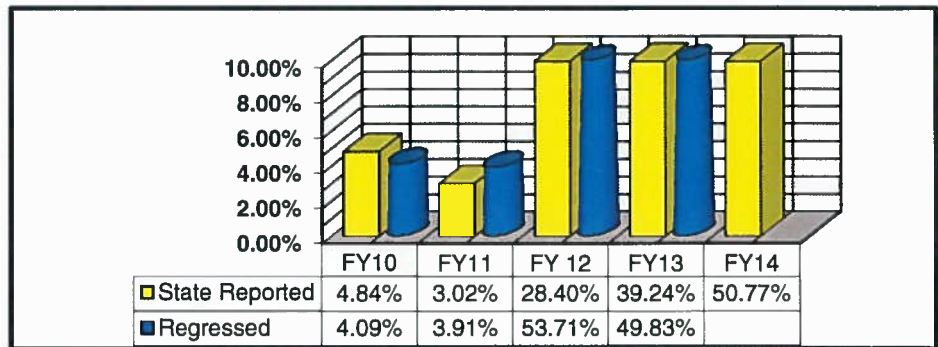


FFY 2014 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	392
Invalid Total	430
Invalid Error	98
Invalid Notice	332
Drop	25
Total Sampled	847
% Invalid Notice	39.20%
% Invalid Error	11.57%
% Invalid Total	50.77%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	2	3	5	60.0%
21	Rio Arriba	10	10	20	50.0%
23	Sandoval	28	29	57	50.9%
25	San Miguel	11	11	22	50.0%
26	Santa Fe	10	20	30	66.7%
29	Taos	4	9	13	69.2%
NE Region Totals		65	82	147	55.8%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	16	17	33	51.5%
05	Curry	7	10	17	58.8%
08	Eddy	7	10	17	58.8%
10	Guad/DeBaca	0	0	0	
13	Lea	6	22	28	78.6%
20	Quay	3	2	5	40.0%
22	Roosevelt	4	5	9	55.6%
34	Eddy/Artesia	2	1	3	33.3%
SE Region Totals		45	67	112	59.8%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	19	18	37	48.6%
24	San Juan	18	22	40	55.0%
32	S. Valencia	4	4	8	50.0%
33	Cibola	10	6	16	37.5%
42	N. Valencia	18	12	30	40.0%
NW Region Totals		69	62	131	47.3%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	21	15	36	41.7%
09	Grant/Hidalgo	4	7	11	63.6%
14	Lincoln	2	2	4	50.0%
16	Luna	7	1	8	12.5%
19	Otero	12	7	19	36.8%
27	Sierra	1	4	5	80.0%
28	Socorro	8	1	9	11.1%
37	E. Dona Ana	19	24	43	55.8%
38	S. Dona Ana	7	12	19	63.2%
SW Region Totals		81	73	154	47.4%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	12	21	33	63.6%
35	NW Bernalillo	33	35	68	51.5%
36	SW Bernalillo	45	30	75	40.0%
39	NE Bernalillo	36	52	88	59.1%
30	Torrance	6	6	12	50.0%
Central Region Totals		132	144	276	52.2%

Central Unit		Valid	Invalid	Total	Invalid
49	CAP	0	1	1	100.0%

4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total
Notices	175	157	332	77.21%
Application	55	5	60	13.95%
Verification	11	6	17	3.95%
Employment & Training	2	7	9	2.09%
Combined Net Income	2	1	3	0.70%
Combined Gross Income	1	2	3	0.70%
Voluntary Quit/Reduced Work	1	1	2	0.47%
Other	1	0	1	0.23%
Wages and Salaries	1	0	1	0.23%
Work Registration	0	1	1	0.23%
Student Status	0	1	1	0.23%

Negative Action Time of Occurrence		
Closure	187	43.5%
Denial	243	56.5%

	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
NE Region													
Colfax			100.0%								100.0%		100.0%
Rio Arriba	0.0%	100.0%	100.0%	0.0%			80.0%	100.0%	100.0%	100.0%	100.0%		78.6%
Sandoval	33.3%	66.7%	66.7%	100.0%	0.0%	50.0%	100.0%	33.3%	100.0%	100.0%	33.3%		60.0%
San Miguel				100.0%	100.0%		100.0%	100.0%	100.0%		100.0%		100.0%
Santa Fe	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	100.0%		93.1%
Taos	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	50.0%			93.8%
NE Region TOTAL	57.1%	81.8%	90.0%	80.0%	90.0%	83.3%	92.3%	77.8%	90.0%	87.5%	80.0%		83.8%
NW Region													
Cibola		50.0%	100.0%					100.0%	100.0%				80.0%
McKinley	50.0%	100.0%	50.0%	0.0%	0.0%	100.0%	0.0%	50.0%	85.7%	100.0%	20.0%		53.8%
San Juan	100.0%				80.0%	66.7%	100.0%	100.0%	100.0%	0.0%	100.0%		83.3%
Valencia South	100.0%		100.0%			100.0%					100.0%		100.0%
Valencia North		100.0%		100.0%	100.0%	100.0%				100.0%			100.0%
NW Region TOTAL	83.3%	83.3%	66.7%	50.0%	71.4%	85.7%	66.7%	80.0%	90.0%	66.7%	42.9%		73.8%
SW Region													
Dona Ana (West)			100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	0.0%		90.9%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	75.0%	100.0%		93.3%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	66.7%		66.7%	100.0%		83.3%
Grant/Hidalgo	100.0%	100.0%	100.0%					100.0%					100.0%
Lincoln	100.0%				100.0%				0.0%	100.0%			80.0%
Luna		100.0%				100.0%		100.0%	100.0%	100.0%	100.0%		100.0%
Otero	100.0%			100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%
Sierra					100.0%				100.0%	100.0%			100.0%
Socorro			100.0%	100.0%	100.0%	100.0%							100.0%
SW Region Total	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%	87.5%	91.7%	83.3%	85.7%		92.4%
SE Region													
Chaves	100.0%		0.0%	66.7%	100.0%		100.0%	100.0%	50.0%	100.0%			81.3%
Curry	100.0%		50.0%	100.0%		100.0%	100.0%	0.0%	100.0%	100.0%	100.0%		72.7%
Guadalupe							100.0%						100.0%
Eddy		100.0%	100.0%								100.0%		100.0%
Eddy (Artesia)											100.0%		100.0%
Lea		100.0%	100.0%	100.0%	100.0%				0.0%	0.0%			80.0%
Quay			100.0%										100.0%
Roosevelt										100.0%			100.0%
SE Region Total	100.0%	100.0%	71.4%	83.3%	100.0%	100.0%	100.0%	71.4%	50.0%	75.0%	100.0%		82.2%
Central Region													
Bernalillo (NE)	100.0%	83.3%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	100.0%	100.0%		88.6%
Bernalillo (NW)	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	66.7%		94.7%
Bernalillo (SE)	100.0%	100.0%	50.0%		50.0%	100.0%	100.0%	100.0%		50.0%	100.0%		88.0%
Bernalillo (SW)	100.0%	100.0%	100.0%	100.0%	100.0%		50.0%	100.0%	100.0%	100.0%	0.0%		93.3%
Torrance		100.0%				100.0%		100.0%	100.0%		100.0%		100.0%
Central Region Total	100.0%	96.7%	81.8%	100.0%	90.0%	93.3%	90.0%	100.0%	84.6%	90.0%	80.0%		91.7%
Central Unit													
CAP Unit	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
STATE TOTAL	90.7%	90.7%	83.7%	91.7%	91.1%	87.5%	91.7%	83.3%	85.7%	83.8%	75.7%		87.0%

FFY 2014 Expedite Application Processing Timeliness

Combined Timeliness	August 2014
NE Region	
Colfax	100.0%
Rio Arriba	91.9%
San Miguel	92.8%
Sandoval	69.7%
Santa Fe	77.5%
Taos	84.7%
NE Region TOTAL	86.1%
NW Region	
Cibola	89.0%
McKinley	87.0%
San Juan	85.4%
S.Valencia	87.8%
N. Valencia	90.5%
NW Region TOTAL	87.9%
SW Region	
Dona Ana (West)	81.9%
Dona Ana (East)	87.6%
Dona Ana (Southern)	76.8%
Grant/Hidalgo	84.8%
Lincoln	82.8%
Luna	82.4%
Otero	93.6%
Sierra	80.0%
Socorro	84.1%
SW Region Total	85.0%
SE Region	
Chaves	88.7%
Curry	85.0%
Guadalupe	87.5%
Eddy	90.8%
Eddy (Artesia)	81.6%
Lea	82.5%
Quay	75.0%
Roosevelt	96.3%
SE Region Total	85.9%
Central Region	
Bernalillo (NE)	79.1%
Bernalillo (NW)	79.1%
Bernalillo (SE)	80.1%
Bernalillo (SW)	85.6%
Torrance	81.5%
Central Region Total	81.1%
STATE TOTAL	85.2%

*Cases Impacted by Court Order	August 2014
NE Region	
Colfax	0.0%
Rio Arriba	1.3%
San Miguel	1.9%
Sandoval	1.9%
Santa Fe	4.2%
Taos	6.2%
NE Region TOTAL	2.6%
NW Region	
Cibola	3.9%
McKinley	1.2%
San Juan	1.0%
S.Valencia	5.7%
N. Valencia	3.3%
NW Region TOTAL	3.0%
SW Region	
Dona Ana (West)	17.5%
Dona Ana (East)	2.9%
Dona Ana (Southern)	5.1%
Grant/Hidalgo	3.4%
Lincoln	2.9%
Luna	14.2%
Otero	3.5%
Sierra	2.4%
Socorro	10.8%
SW Region Total	7.7%
SE Region	
Chaves	5.9%
Curry	3.5%
Guadalupe	0.0%
Eddy	2.1%
Eddy (Artesia)	2.2%
Lea	4.1%
Quay	12.1%
Roosevelt	0.0%
SE Region Total	3.7%
Central Region	
Bernalillo (NE)	13.1%
Bernalillo (NW)	6.3%
Bernalillo (SE)	2.7%
Bernalillo (SW)	5.3%
Torrance	7.7%
Central Region Total	7.0%
STATE TOTAL	4.8%

Actual Timeliness	August 2014
NE Region	
Colfax	100.0%
Rio Arriba	93.2%
San Miguel	94.7%
Sandoval	71.6%
Santa Fe	81.7%
Taos	90.9%
NE Region TOTAL	88.7%
NW Region	
Cibola	92.9%
McKinley	88.2%
San Juan	86.4%
S.Valencia	93.5%
N. Valencia	93.8%
NW Region TOTAL	90.9%
SW Region	
Dona Ana (West)	99.4%
Dona Ana (East)	90.5%
Dona Ana (Southern)	81.9%
Grant/Hidalgo	88.2%
Lincoln	85.7%
Luna	96.6%
Otero	97.1%
Sierra	82.4%
Socorro	94.9%
SW Region Total	92.7%
SE Region	
Chaves	94.6%
Curry	88.5%
Guadalupe	87.5%
Eddy	92.9%
Eddy (Artesia)	83.8%
Lea	86.6%
Quay	87.1%
Roosevelt	96.3%
SE Region Total	89.7%
Central Region	
Bernalillo (NE)	92.2%
Bernalillo (NW)	85.4%
Bernalillo (SE)	82.8%
Bernalillo (SW)	90.9%
Torrance	89.2%
Central Region Total	88.1%
STATE TOTAL	90.0%

FFY 2014 30-Day Application Processing Timeliness

<i>Combined Timeliness</i>	<i>August 2014</i>
NE Region	
Colfax	75.0%
Rio Arriba	79.6%
San Miguel	84.9%
Sandoval	82.5%
Santa Fe	75.6%
Taos	92.9%
NE Region TOTAL	81.8%
NW Region	
Cibola	90.4%
McKinley	77.6%
San Juan	84.8%
S. Valencia	96.6%
N. Valencia	90.1%
NW Region TOTAL	87.9%
SW Region	
Dona Ana (West)	84.5%
Dona Ana (East)	82.6%
Dona Ana (Southern)	81.3%
Grant/Hidalgo	90.8%
Lincoln	75.4%
Luna	80.0%
Otero	82.6%
Sierra	84.6%
Socorro	83.8%
SW Region Total	82.8%
SE Region	
Chaves	86.5%
Curry	86.1%
Guadalupe	80.4%
Eddy	82.8%
Eddy (Artesia)	82.2%
Lea	77.9%
Quay	77.6%
Roosevelt	76.2%
SE Region Total	81.2%
Central Region	
Bernalillo (NE)	77.4%
Bernalillo (NW)	74.5%
Bernalillo (SE)	63.3%
Bernalillo (SW)	92.1%
Torrance	85.4%
Central Region Total	78.5%
STATE TOTAL	82.4%

<i>*Cases Impacted by Court Order</i>	<i>August 2014</i>
NE Region	
Colfax	8.3%
Rio Arriba	8.0%
San Miguel	10.9%
Sandoval	5.6%
Santa Fe	13.5%
Taos	2.4%
NE Region TOTAL	8.1%
NW Region	
Cibola	6.0%
McKinley	5.4%
San Juan	15.2%
S. Valencia	3.4%
N. Valencia	6.4%
NW Region TOTAL	7.3%
SW Region	
Dona Ana (West)	14.3%
Dona Ana (East)	15.5%
Dona Ana (Southern)	13.3%
Grant/Hidalgo	0.0%
Lincoln	18.0%
Luna	17.5%
Otero	16.5%
Sierra	2.6%
Socorro	14.9%
SW Region Total	12.9%
SE Region	
Chaves	5.2%
Curry	7.8%
Guadalupe	11.8%
Eddy	12.5%
Eddy (Artesia)	17.8%
Lea	5.8%
Quay	10.3%
Roosevelt	9.5%
SE Region Total	10.1%
Central Region	
Bernalillo (NE)	20.9%
Bernalillo (NW)	1.2%
Bernalillo (SE)	9.7%
Bernalillo (SW)	4.7%
Torrance	9.7%
Central Region Total	9.2%
STATE TOTAL	9.5%

<i>Actual Timeliness</i>	<i>August 2014</i>
NE Region	
Colfax	83.3%
Rio Arriba	87.6%
San Miguel	95.8%
Sandoval	89.1%
Santa Fe	89.1%
Taos	95.3%
NE Region TOTAL	90.0%
NW Region	
Cibola	96.4%
McKinley	83.0%
San Juan	100.0%
S. Valencia	100.0%
N. Valencia	96.5%
NW Region TOTAL	95.2%
SW Region	
Dona Ana (West)	98.8%
Dona Ana (East)	98.1%
Dona Ana (Southern)	94.6%
Grant/Hidalgo	90.8%
Lincoln	93.4%
Luna	97.5%
Otero	99.1%
Sierra	87.2%
Socorro	98.7%
SW Region Total	95.6%
SE Region	
Chaves	91.7%
Curry	93.9%
Guadalupe	92.2%
Eddy	95.3%
Eddy (Artesia)	100.0%
Lea	83.7%
Quay	87.9%
Roosevelt	85.7%
SE Region Total	91.3%
Central Region	
Bernalillo (NE)	98.3%
Bernalillo (NW)	75.7%
Bernalillo (SE)	73.0%
Bernalillo (SW)	96.8%
Torrance	95.1%
Central Region Total	87.8%
STATE TOTAL	92.0%