
General Information Memorandum

ISD-GI 15-37

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: FFY 2015 SNAP Performance Report

DATE: June 26, 2015

Attached please find the fifth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2015. This report includes all Quality Control (QC) findings received for the review month of October 2014 through February 2015. All errors for October 2014 through February 2015 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 2015 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 2015**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$115,171		
Total Dollar Errors	\$8,077	Total Error Rate %	7.01%
Total Dollar Over	\$5,300	% Error Rate Over	4.60%
Total Dollar Under	\$1,394	% Error Rate Under	1.21%
Total Dollar Ineligible	\$1,383	% Error Rate Ineligible	1.20%

Cumulative Case Error Rate	
Total Reviewed	422
% in Error	14.93%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$4,349		3.78%	

Cases Dropped	68
Correct	359
Overpaid	39
Underpaid	17
Ineligible	7

Client Error (Dollar Amount):		Client % Error Rate:	
\$3,728		3.24%	

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	\$99	100%	\$0	0%	\$99	\$4,384	2.26%	2.38%	1.23%
07	W.Dona Ana	\$503	73%	\$186	27%	\$689	\$7,741	8.90%	16.53%	8.53%
17	McKinley	\$0	0%	\$96	100%	\$96	\$3,816	2.52%	2.30%	1.19%
23	Sandoval	\$60	23%	\$198	77%	\$258	\$6,443	4.00%	6.19%	3.19%
24	San Juan	\$508	91%	\$48	9%	\$556	\$7,357	7.56%	13.34%	6.88%
26	Santa Fe	\$266	42%	\$373	58%	\$639	\$9,037	7.07%	15.33%	7.91%
35	NW Bernalillo	\$590	64%	\$335	36%	\$925	\$8,518	10.86%	22.20%	11.45%
36	SW Bernalillo	\$201	50%	\$200	50%	\$401	\$9,941	4.03%	9.62%	4.96%
38	S. Dona Ana	\$123	69%	\$54	31%	\$177	\$5,161	3.43%	4.25%	2.19%
39	NE Bernalillo	\$47	14%	\$280	86%	\$327	\$6,149	5.32%	7.85%	4.05%
HIPAC Sub Totals		\$2,397	58%	\$1,770	42%	\$4,167	\$68,547	6.08%	100.00%	51.59%

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	\$318	100%	\$0	0%	\$318	\$2,722	11.68%	8.13%	3.94%
04	Colfax/Union	\$194	100%	\$0	0%	\$194	\$987	19.66%	4.96%	2.40%
05	Curry	\$85	100%	\$0	0%	\$85	\$4,413	1.93%	2.17%	1.05%
08	Eddy	\$79	100%	\$0	0%	\$79	\$1,413	5.59%	2.02%	0.98%
09	Grant/Hidalgo	\$0		\$0		\$0	\$1,685	0.00%	0.00%	0.00%
10	Guadalupe/DeBaca	\$0	0%	\$104	100%	\$104	\$511	20.35%	2.66%	1.29%
13	Lea	\$0		\$0		\$0	\$2,467	0.00%	0.00%	0.00%
14	Lincoln	\$0		\$0		\$0	\$1,170	0.00%	0.00%	0.00%
16	Luna	\$0		\$0		\$0	\$1,306	0.00%	0.00%	0.00%
19	Otero	\$0	0%	\$166	100%	\$166	\$1,198	13.86%	4.25%	2.06%
20	Quay	\$0		\$0		\$0	\$610	0.00%	0.00%	0.00%
21	Rio Arriba	\$268	48%	\$294	52%	\$562	\$3,812	14.74%	14.37%	6.96%
22	Roosevelt	\$159	100%	\$0	0%	\$159	\$858	18.53%	4.07%	1.97%
25	San Miguel	\$74	41%	\$105	59%	\$179	\$1,209	14.81%	4.58%	2.22%
27	Sierra	\$87	100%	\$0	0%	\$87	\$904	9.62%	2.23%	1.08%
28	Socorro	\$47	12%	\$345	88%	\$392	\$1,638	23.93%	10.03%	4.85%
29	Taos	\$363	45%	\$446	55%	\$809	\$3,542	22.84%	20.69%	10.02%
30	Torrance	\$0		\$0		\$0	\$1,950	0.00%	0.00%	0.00%
32	S. Valencia	\$0	0%	\$77	100%	\$77	\$2,350	3.28%	1.97%	0.95%
33	Cibola	\$0		\$0		\$0	\$1,098	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$511	0.00%	0.00%	0.00%
37	E. Dona Ana	\$86	17%	\$421	83%	\$507	\$4,862	10.43%	12.97%	6.28%
42	N. Valencia	\$192		\$0		\$192	\$5,408	3.55%	4.91%	2.38%
Non-HIPAC Sub Totals		\$1,952	50%	\$1,958	50%	\$3,910	\$46,624	8.39%	100.0%	48.41%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2015**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$115,171		
Total Dollar Errors	\$8,077	Total Error Rate %	7.01%
Total Dollar Over	\$5,300	% Error Rate Over	4.60%
Total Dollar Under	\$1,394	% Error Rate Under	1.21%
Total Dollar Ineligible	\$1,383	% Error Rate Ineligible	1.20%

Cumulative Case Error Rate

Total Reviewed	422
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Agency Error (Dollar Amount):	Agency % Error Rate:
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Cases Dropped	68
Correct	359
Overpaid	39
Underpaid	17
Ineligible	7

Client Error (Dollar Amount):	Client % Error Rate:
\$3,728	3.24%

4. REGIONAL - Cumulative Payment Error Rates

NE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Colfax	\$194	\$0	\$194	\$987	19.66%
10 Guadalupe/DeBaca	\$0	\$104	\$104	\$511	20.35%
20 Quay	\$0	\$0	\$0	\$610	0.00%
21 Rio Arriba	\$268	\$294	\$562	\$3,812	14.74%
23 Sandoval	\$60	\$198	\$258	\$6,443	4.00%
25 San Miguel	\$74	\$105	\$179	\$1,209	14.81%
26 Santa Fe	\$266	\$373	\$639	\$9,037	7.07%
29 Taos	\$363	\$446	\$809	\$3,542	22.84%
NE Region Totals	\$1,225	\$1,520	\$2,745	\$26,151	10.50%

Region Share
7.07%
16.22%
0.00%
20.47%
18.43%
6.52%
23.28%
29.47%
100.00%

State Share
2.40%
1.29%
0.00%
6.96%
3.19%
2.22%
7.91%
10.02%
33.99%

NW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$0	\$96	\$96	\$3,816	2.52%
24 San Juan	\$508	\$48	\$556	\$7,357	7.56%
27 Sierra	\$87	\$0	\$87	\$904	9.62%
28 Socorro	\$47	\$345	\$392	\$1,638	23.93%
32 S. Valencia	\$0	\$77	\$77	\$2,350	3.28%
33 Cibola	\$0	\$0	\$0	\$1,098	0.00%
42 N. Valencia	\$192	\$0	\$192	\$5,408	3.55%
NW Region Totals	\$834	\$566	\$1,400	\$22,571	6.20%

6.86%
39.71%
6.21%
28.00%
5.50%
0.00%
13.71%
100.00%

1.19%
6.88%
1.08%
4.85%
0.95%
0.00%
2.38%
17.33%

SW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$503	\$186	\$689	\$7,741	8.90%
09 Grant/Hidalgo	\$0	\$0	\$0	\$1,685	0.00%
16 Luna	\$0	\$0	\$0	\$1,306	0.00%
19 Otero	\$0	\$166	\$166	\$1,198	13.86%
37 E. Dona Ana	\$86	\$421	\$507	\$4,862	10.43%
38 S. Dona Ana	\$123	\$54	\$177	\$5,161	3.43%
SW Region Totals	\$712	\$827	\$1,539	\$21,953	7.01%

49.21%
0.00%
0.00%
11.86%
36.21%
12.64%
109.93%

8.53%
0.00%
0.00%
2.06%
6.28%
2.19%
19.05%

SE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$318	\$0	\$318	\$2,722	11.68%
05 Curry	\$85	\$0	\$85	\$4,413	1.93%
08 Eddy	\$79	\$0	\$79	\$1,413	5.59%
13 Lea	\$0	\$0	\$0	\$2,467	0.00%
14 Lincoln	\$0	\$0	\$0	\$1,170	0.00%
22 Roosevelt	\$159	\$0	\$159	\$858	18.53%
34 Eddy/Artesia	\$0	\$0	\$0	\$511	0.00%
SE Region Totals	\$641	\$0	\$641	\$13,554	4.73%

49.61%
13.26%
12.32%
0.00%
0.00%
24.80%
0.00%
100.00%

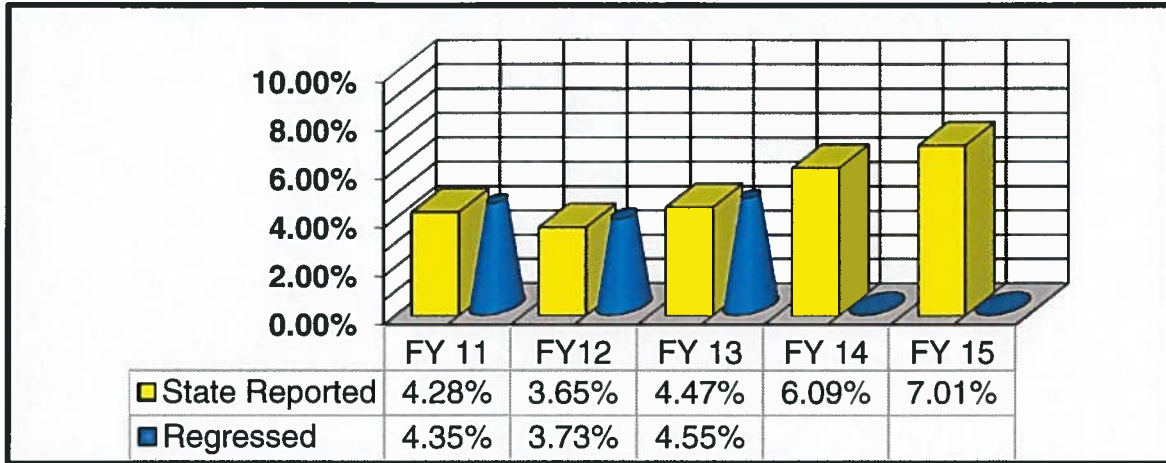
3.94%
1.05%
0.98%
0.00%
0.00%
1.97%
0.00%
7.94%

Central Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$99	\$0	\$99	\$4,384	2.26%
35 NW Bernalillo	\$590	\$335	\$925	\$8,518	10.86%
36 SW Bernalillo	\$201	\$200	\$401	\$9,941	4.03%
39 NE Bernalillo	\$47	\$280	\$327	\$6,149	5.32%
30 Tarrant	\$0	\$0	\$0	\$1,950	0.00%
Central Region Totals	\$937	\$815	\$1,752	\$30,942	5.66%
State Totals	\$4,349	\$3,728	\$8,077	\$115,171	7.01%

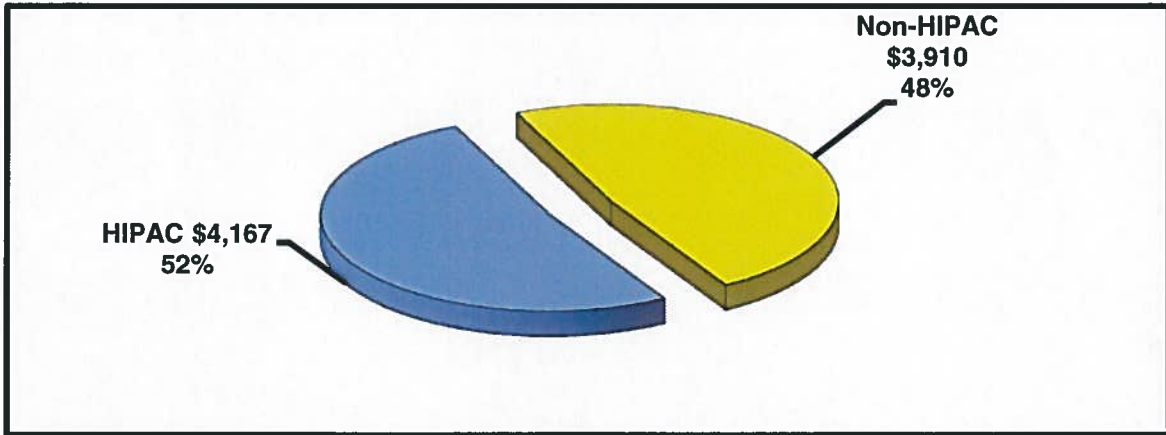
5.65%
52.80%
22.89%
18.66%
0.00%
100.00%

1.23%
11.45%
4.96%
4.05%
0.00%
21.69%
100.00%

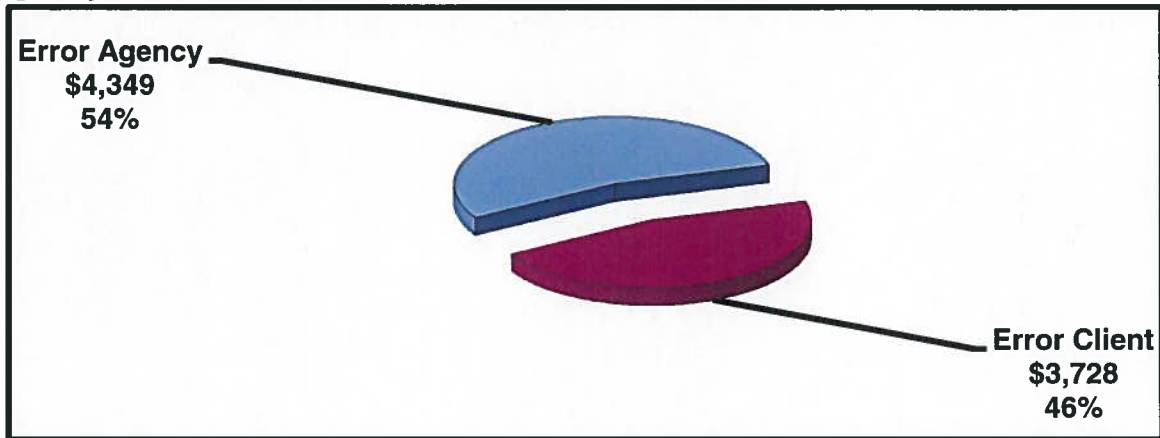
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Client Errors



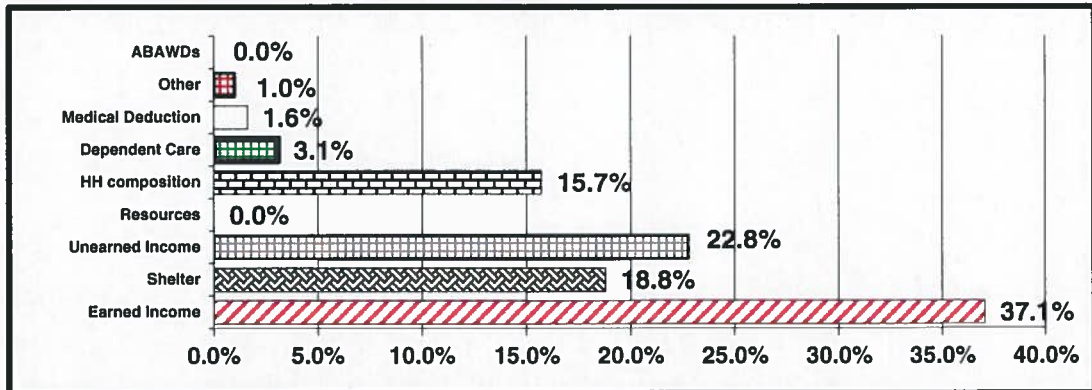
Average Client Error = \$162

Average Agency Error = \$109

8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

Food Stamps	Agency	Client	% Agency Cause
Earned Income	\$1,588	\$1,405	53.1%
Shelter	\$629	\$888	41.5%
Unearned Income	\$658	\$1,180	35.8%
Resources	\$0	\$0	0.0%
HH composition	\$1,015	\$255	79.9%
Dependent Care	\$250	\$0	100.0%
Medical Deduction	\$130	\$0	100.0%
Other	\$79	\$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 Discription
36.37%	\$2,938	311	WAGES & SALARIES
10.14%	\$819	150	HOUSEHOLD COMPOSITION
17.10%	\$1,381	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
1.68%	\$136	364	SUA
3.68%	\$297	130	CITIZENSHIP/NON-CITIZEN STATUS
3.66%	\$296	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
2.54%	\$205	342	CONTRIBUTIONS
0.71%	\$57	333	SSI BENEFITS
2.34%	\$189	334	UCB BENEFITS
2.08%	\$168	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
11.43%	\$923	346	OTHER UEI
1.91%	\$154	111	STUDENT STATUS
1.61%	\$130	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
0.98%	\$79	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
0.68%	\$55	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
3.10%	\$250	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR — FFY 2015

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	\$1,638	\$792	\$61	\$228
P	\$2,711	\$796	\$954	\$430
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	\$4,349	\$1,588	\$1,015	\$658

Agency errors with "No action on reported information" and "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 75% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$1,949	\$831	\$1,847	\$2,615	\$526	\$309
%	24.1%	10.3%	22.9%	32.4%	6.5%	3.8%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.0
Error Cases	2.7
Client Error Cases	2.7

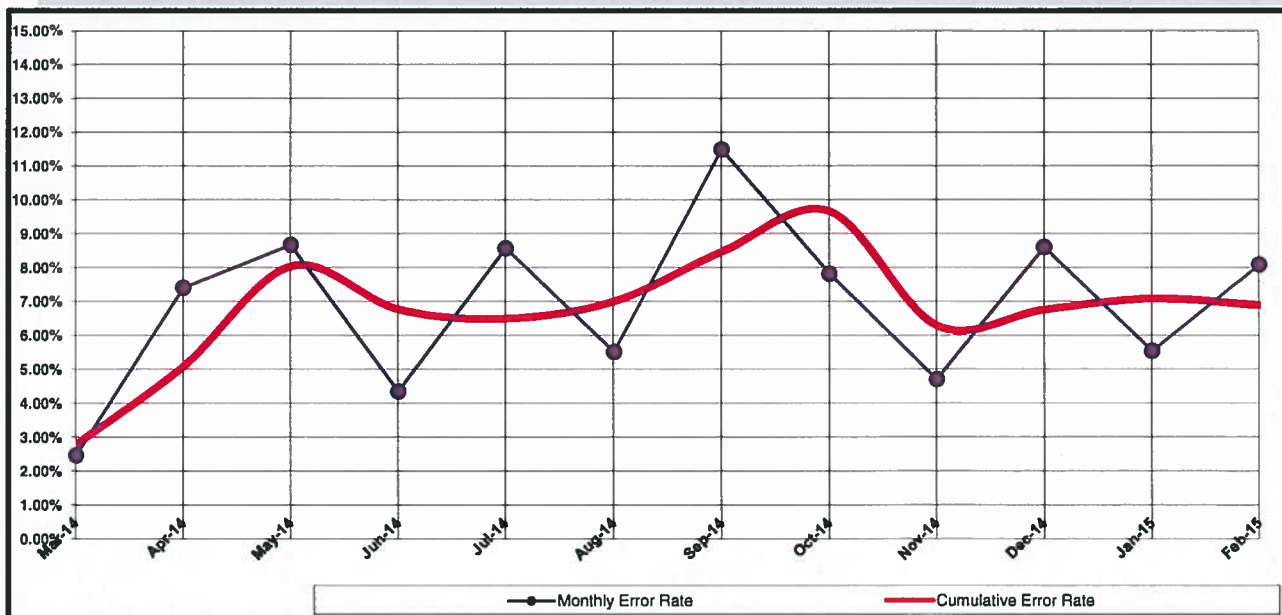
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,421	17.6%
Recert	\$3,832	47.4%
Change	\$351	4.3%
Transitional FS	\$0	0.0%
Semi Annual	\$1,902	23.5%
Annual Report	\$571	7.1%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	12	19.0%
Recert	27	42.9%
Change	5	7.9%
Transitional FS	0	0.0%
Semi-Annual	11	17.5%
Annual Report	8	12.7%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

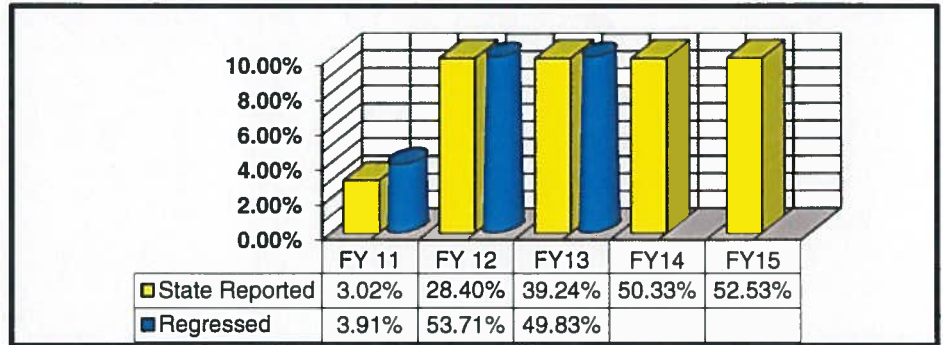


FFY 2015 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	134
Invalid Total	197
Invalid Error	33
Invalid Notice	164
Drop	44
Total Sampled	375
% Invalid Notice	43.73%
% Invalid Error	8.80%
% Invalid Total	52.53%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	0	3	3	100.0%
10	Guad/DeBaca	1	0	1	0.0%
20	Quay	0	1	1	100.0%
21	Rio Arriba	2	6	8	75.0%
23	Sandoval	4	10	14	71.4%
25	San Miguel	3	2	5	40.0%
26	Santa Fe	5	15	20	75.0%
29	Taos	3	8	11	72.7%
NE Region Totals		18	45	63	71.4%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	3	8	11	72.7%
24	San Juan	15	6	21	28.6%
27	Sierra	2	3	5	60.0%
28	Socorro	1	3	4	75.0%
32	S. Valencia	0	4	4	100.0%
33	Cibola	5	3	8	37.5%
42	N. Valencia	7	5	12	41.7%
NW Region Totals		33	32	65	49.2%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	11	1	12	8.3%
05	Curry	4	4	8	50.0%
08	Eddy	4	2	6	33.3%
13	Lea	2	5	7	71.4%
14	Lincoln	0	4	4	100.0%
22	Roosevelt	0	2	2	0.0%
34	Eddy/Artesia	1	1	2	0.0%
SE Region Totals		22	19	41	46.3%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	9	5	14	35.7%
09	Grant/Hidalgo	5	4	9	44.4%
16	Luna	0	6	6	100.0%
19	Otero	3	0	3	0.0%
37	E. Dona Ana	4	9	13	69.2%
38	S. Dona Ana	4	8	12	66.7%
SW Region Totals		25	32	57	56.1%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	5	17	22	77.3%
35	NW Bernalillo	12	15	27	55.6%
36	SW Bernalillo	12	14	26	53.8%
39	NE Bernalillo	6	19	25	76.0%
30	Torrance	1	4	5	80.0%
Central Region Totals		36	69	105	65.7%

Negative Action Time of Occurrence		
Closure	97	49.2%
Denial	100	50.8%

4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	80	40.61%	84	42.64%	164	83.25%
Application	19	9.64%	1	51.00%	20	10.15%
Verification	0	0.00%	0	0.00%	0	0.00%
Employment & Training	0	0.00%	3	1.52%	3	1.52%
Combined Net Income	1	0.51%	4	2.03%	5	2.54%
Combined Gross Income	1	0.51%	2	1.02%	3	1.52%
Voluntary Quit/Reduced Work	0	0.00%	0	0.00%	0	0.00%
Other	0	0.00%	1	0.51%	1	0.51%
Wages and Salaries	0	0.00%	0	0.00%	0	0.00%
Work Registration	0	0.00%	1	0.51%	1	0.51%
Student Status	0	0.00%	0	0.00%	0	0.00%

FFY 2015 Expedite Application Processing Timeliness

	October 14'	November 14'	December 14'	January 15'	February 15'	March 15'	April 15'	May 15'	June 15'	July 15'	August 15'	September 15'	Avg. Cumulative
NE Region													
Colfax	96.8%	100.0%	90.5%	82.8%	100.0%	95.7%	100.0%	100.0%					95.7%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
Quay	100.0%	93.8%	87.0%	100.0%	100.0%	100.0%	100.0%	100.0%					97.6%
Rio Arriba	93.6%	94.8%	87.7%	92.9%	89.2%	97.9%	97.8%	98.1%					94.0%
San Miguel	89.7%	95.4%	97.6%	97.0%	93.5%	88.5%	96.8%	94.2%					94.1%
Sandoval	81.8%	85.7%	80.9%	82.9%	73.7%	80.3%	89.2%	95.5%					83.7%
Santa Fe	72.5%	74.9%	67.6%	76.2%	74.5%	80.8%	88.6%	94.2%					78.7%
Taos	82.9%	86.1%	92.6%	89.9%	91.7%	94.8%	98.8%	98.4%					91.9%
NE Region TOTAL	89.6%	85.1%	81.1%	84.4%	80.9%	86.4%	92.5%	97.6%					87.2%
NW Region													
Cibola	93.5%	90.5%	86.2%	94.3%	96.6%	92.9%	100.0%	96.9%					93.9%
McKinley	87.7%	91.6%	91.7%	87.7%	89.6%	93.6%	96.0%	95.3%					91.6%
San Juan	91.5%	84.0%	90.0%	88.3%	79.7%	83.9%	96.3%	92.6%					88.3%
Sierra	94.1%	91.7%	97.5%	100.0%	100.0%	100.0%	95.7%	90.0%					96.1%
Socorro	96.7%	92.0%	92.1%	97.6%	96.9%	100.0%	100.0%	94.3%					92.4%
S. Valencia	88.4%	94.8%	95.9%	96.4%	96.2%	98.1%	98.0%	93.3%					95.1%
N. Valencia	91.5%	92.3%	92.7%	90.9%	76.7%	86.3%	92.7%	89.3%					89.1%
NW Region TOTAL	91.9%	89.0%	91.5%	91.2%	87.3%	90.1%	96.3%	93.1%					91.3%
SW Region													
Dona Ana (West)	98.8%	90.7%	95.1%	97.0%	95.3%	99.0%	95.4%	96.3%					95.9%
Dona Ana (East)	95.0%	85.3%	85.3%	94.4%	93.4%	100.0%	97.1%	99.2%					93.7%
Dona Ana (Southern)	90.0%	81.3%	86.3%	85.5%	86.0%	92.4%	94.6%	95.2%					88.9%
Grant/Hidalgo	93.1%	93.8%	90.8%	91.4%	79.7%	92.2%	96.4%	96.5%					91.7%
Luna	90.9%	98.3%	98.9%	95.5%	100.0%	95.2%	93.9%	95.8%					96.1%
Otero	95.9%	95.9%	91.5%	99.0%	96.3%	94.9%	98.0%	97.8%					96.2%
SW Region Total	93.4%	90.3%	91.5%	94.8%	91.9%	96.4%	96.0%	96.8%					93.9%
SE Region													
Chaves	88.0%	90.4%	95.5%	95.3%	85.7%	91.2%	99.1%	97.5%					92.8%
Curry	86.1%	82.2%	94.5%	97.6%	90.0%	94.1%	95.8%	97.9%					92.3%
Eddy	90.5%	88.1%	86.7%	77.9%	93.9%	88.9%	89.4%	84.2%					87.5%
Eddy (Artesia)	85.7%	90.9%	100.0%	89.3%	85.5%	76.5%	89.5%	83.3%					87.6%
Lea	97.3%	91.1%	81.3%	94.9%	86.6%	93.3%	96.8%	97.5%					92.3%
Lincoln	85.7%	93.8%	96.6%	100.0%	100.0%	95.5%	96.6%	100.0%					96.0%
Roosevelt	95.5%	92.3%	100.0%	100.0%	87.5%	85.7%	93.6%	100.0%					94.3%
SE Region Total	89.8%	88.9%	91.8%	93.1%	88.3%	90.8%	95.3%	94.3%					91.5%
Central Region													
Bernalillo (NE)	87.6%	86.0%	90.0%	90.8%	86.4%	88.8%	92.3%	92.2%					89.3%
Bernalillo (NW)	87.5%	91.4%	85.3%	87.7%	86.5%	92.5%	98.2%	98.4%					90.9%
Bernalillo (SE)	85.5%	83.7%	86.7%	82.2%	82.6%	91.7%	95.1%	97.9%					88.2%
Bernalillo (SW)	91.6%	86.0%	90.3%	87.7%	80.2%	90.0%	89.2%	91.3%					88.3%
Torrance	88.6%	91.6%	84.0%	92.3%	91.7%	94.2%	98.2%	96.7%					92.2%
Central Region Total	88.2%	86.4%	88.1%	87.7%	84.3%	89.0%	93.8%	95.3%					89.1%
STATE TOTAL	90.6%	87.5%	88.1%	89.3%	85.7%	90.0%	94.5%	95.4%					90.1%

FFY 2015 Non-Expedite
Application Processing Timeliness

	October 14'	November 14'	December 14'	January 15'	February 15'	March 15'	April 15'	May 15'	June 15'	July 15'	August 15'	September 15'	Avg. Cumulative
NE Region													
Colfax	90.7%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%					98.4%
Guadalupe	88.3%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					98.1%
Quay	98.0%	91.7%	100.0%	93.1%	100.0%	93.8%	93.3%	94.0%					95.5%
Rio Arriba	97.8%	92.8%	100.0%	90.3%	95.7%	98.8%	98.8%	100.0%					96.8%
San Miguel	96.0%	97.1%	97.3%	94.6%	97.4%	100.0%	97.6%	100.0%					97.5%
Sandoval	90.8%	91.6%	92.1%	83.1%	90.9%	84.9%	90.1%	91.4%					89.4%
Santa Fe	87.8%	88.7%	89.8%	87.9%	96.0%	95.2%	94.0%	94.2%					91.7%
Taos	94.2%	96.5%	92.6%	96.5%	98.7%	100.0%	100.0%	98.7%					97.1%
NE Region TOTAL	93.0%	92.6%	93.4%	89.1%	87.8%	92.7%	94.1%	97.3%					95.6%
NW Region													
Cibola	98.7%	93.8%	98.4%	94.6%	98.2%	89.5%	98.2%	96.4%					96.0%
McKinley	95.2%	88.5%	81.3%	91.7%	90.7%	92.5%	95.1%	98.2%					91.6%
San Juan	92.5%	97.3%	98.0%	96.5%	93.6%	95.6%	93.3%	96.7%					95.4%
Sierra	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	95.8%	96.3%					98.8%
Socorro	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%					99.3%
S. Valencia	100.0%	97.2%	97.8%	100.0%	93.3%	97.8%	97.6%	100.0%					97.9%
N. Valencia	94.4%	99.0%	96.5%	88.8%	97.8%	93.9%	94.7%	90.5%					94.5%
NW Region TOTAL	97.0%	96.0%	96.0%	95.0%	94.7%	94.8%	95.2%	96.9%					96.2%
SW Region													
Dona Ana (West)	98.3%	95.9%	97.9%	98.6%	98.0%	98.0%	96.9%	96.7%					97.5%
Dona Ana (East)	99.0%	99.3%	96.8%	100.0%	98.1%	99.4%	98.3%	98.9%					98.7%
Dona Ana (Southern)	100.0%	86.6%	99.2%	87.2%	92.9%	96.8%	95.8%	96.8%					94.4%
Grant/Hidalgo	97.2%	93.8%	97.3%	97.6%	98.5%	94.4%	95.8%	97.4%					96.5%
Luna	98.0%	99.2%	100.0%	98.4%	100.0%	97.3%	100.0%	98.5%					98.9%
Otero	100.0%	96.0%	100.0%	96.7%	100.0%	98.6%	100.0%	97.0%					98.5%
SW Region Total	99.0%	95.3%	98.3%	96.1%	97.3%	97.7%	97.6%	97.6%					97.4%
SE Region													
Chaves	97.6%	100.0%	98.0%	95.9%	96.5%	97.4%	94.6%	94.6%					96.8%
Curry	91.8%	90.7%	89.3%	88.0%	88.0%	94.2%	97.5%	94.0%					91.7%
Eddy	94.2%	97.0%	97.8%	94.7%	87.7%	92.0%	94.2%	95.9%					94.2%
Eddy (Artesia)	97.4%	96.6%	100.0%	96.8%	92.4%	92.9%	92.3%	94.1%					95.3%
Lea	76.9%	91.7%	95.1%	94.7%	86.2%	93.3%	87.8%	97.1%					90.4%
Lincoln	100.0%	100.0%	100.0%	100.0%	93.5%	94.2%	97.4%	100.0%					98.1%
Roosevelt	77.8%	91.7%	100.0%	88.9%	90.9%	75.9%	87.1%	96.9%					88.6%
SE Region Total	90.8%	95.5%	96.4%	93.9%	91.1%	93.5%	93.0%	96.1%					93.6%
Central Region													
Bernalillo (NE)	93.2%	98.9%	92.4%	87.3%	83.3%	86.0%	92.3%	96.6%					91.3%
Bernalillo (NW)	90.6%	92.2%	89.0%	87.6%	91.6%	93.2%	94.7%	94.3%					91.6%
Bernalillo (SE)	92.0%	87.1%	83.5%	77.7%	83.7%	91.3%	99.1%	92.2%					88.3%
Bernalillo (SW)	90.2%	98.2%	85.1%	93.7%	88.6%	95.3%	94.0%	95.7%					92.6%
Torrance	97.4%	94.5%	97.9%	93.2%	99.0%	95.7%	96.8%	92.3%					95.8%
Central Region Total	92.7%	94.3%	88.3%	87.3%	88.1%	91.6%	94.6%	94.2%					91.4%
STATE TOTAL	94.5%	94.5%	93.6%	91.5%	92.9%	94.0%	94.9%	96.4%					94.0%

	October 14'	November 14'	December 14'	January 15'	February 15'	March 15'	April 15'	May 15'	June 15'	July 15'	August 15'	September 15'	Yearly Average
NE Region													
Colfax		0.0%											0.0%
Guadalupe				0.0%									0.0%
Quay	100.0%												100.0%
Rio Arriba	66.7%	66.7%	0.0%	100.0%	50.0%								61.5%
Sandoval	100.0%	66.7%	100.0%	66.7%	50.0%								71.4%
San Miguel	100.0%	100.0%		100.0%									100.0%
Santa Fe	50.0%	100.0%	75.0%	75.0%	80.0%								80.0%
Taos		100.0%		100.0%	100.0%								100.0%
NE Region TOTAL	77.8%	85.7%	50.0%	83.3%	50.0%								75.0%
NW Region													
Cibola	100.0%				100.0%								100.0%
McKinley	100.0%	100.0%	50.0%	100.0%	100.0%								87.5%
San Juan	100.0%	66.7%	66.7%	75.0%	100.0%								78.6%
Sierra	100.0%	100.0%	100.0%										100.0%
Socorro	100.0%	100.0%	100.0%	100.0%									100.0%
Valencia South		100.0%	50.0%	100.0%	100.0%								80.0%
Valencia North				100.0%	100.0%								100.0%
NW Region TOTAL	100.0%	87.5%	70.0%	90.0%	100.0%								88.4%
SW Region													
Dona Ana (West)	100.0%	100.0%	33.3%	100.0%	66.7%								75.0%
Dona Ana (East)	50.0%	100.0%	100.0%		100.0%								83.3%
Dona Ana (South)	100.0%	50.0%		100.0%	100.0%								91.7%
Grant/Hidalgo			100.0%		100.0%								100.0%
Luna	100.0%												100.0%
Otero	0.0%		100.0%	0.0%									33.3%
SW Region Total	80.0%	75.0%	71.4%	83.3%	91.7%								82.1%
SE Region													
Chaves	100.0%	100.0%		100.0%	50.0%								83.3%
Curry		0.0%	100.0%	0.0%	100.0%								66.7%
Eddy			100.0%	100.0%	100.0%								100.0%
Eddy (Artesia)					100.0%								100.0%
Lea	100.0%			50.0%	0.0%								50.0%
Lincoln		50.0%											50.0%
Roosevelt													
SE Region Total	100.0%	50.0%	100.0%	75.0%	71.4%								75.0%
Central Region													
Bernalillo (NE)	100.0%	66.7%	100.0%		33.3%								62.5%
Bernalillo (NW)	50.0%	50.0%	80.0%	100.0%	100.0%								76.5%
Bernalillo (SE)	100.0%	100.0%	66.7%	100.0%	100.0%								88.9%
Bernalillo (SW)	66.7%	100.0%	100.0%	75.0%	66.7%								83.3%
Torrance	100.0%	100.0%											100.0%
Central Region Total	76.9%	83.3%	85.7%	84.6%	70.0%								80.6%
STATE TOTAL	82.1%	81.0%	73.8%	83.6%	80.0%								80.3%