
General Information Memorandum

ISD-GI 15-45

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: FFY 2016 SNAP Corrective Action Plans (CAP) and Best Practices

DATE: August 4, 2015

This memorandum is to inform offices that the FFY 2016 State of New Mexico SNAP Corrective Action Plans are due August 31, 2015. The annual Corrective Action Plan will be sent via email on August 4, 2015.

Please refer to ISD-GI 15-06 Revised FFY 2014 SNAP Performance Report that was issued on April 3, 2015, for the corresponding data on the CAP.

The FFY 2016 state goals are as follows:

SNAP Payment Accuracy	96% or better
SNAP Negative Accuracy	99% or better
Expedite Application Processing Timeliness	98% or better
30-day Application Processing Timeliness	98% or better

All county offices are to complete the Corrective Action Plan and/or Best Practices Initiatives and submit to the QIS Management Analyst assigned to your office by August 31, 2015. If a county office met or surpassed any of the goals in FFY 2014, provide the Best Practice Initiatives that assisted in the achievement of those goals and indicate how those goals have been maintained. If a county office did not meet goals in FFY 2014, provide the Corrective Action Plan with initiatives to achieve and maintain performance goals.

If you have any questions, please contact Kathy A. Blea at 505-827-7760 or at KathyA.Blea@state.nm.us.

Attachments

County:

2016 Corrective Action Plan - Due 8/31/15

Performance Goals:

A. Payment Error Rates

Goal: Achieve a SNAP cumulative payment error rate of 4% or below

B. Timeliness-Expedited SNAP Services

Goal: Achieve a SNAP expedite timeliness rate of 98%

C. Timeliness-Regular 30 day Processing

Goal: Achieve a SNAP timeliness rate of 98% or better for actual applications processed prior to the 30th day.

D. Valid Negative Actions

Goal: Achieve a SNAP negative action accuracy of application denials and case closures rate of 99% or better

E. Acknowledgement

I acknowledge that I have reviewed and understand the Corrective Action Plan as it is being submitted by this county office. I agree to cooperate in the process and will work toward achieving the goals as required. I understand that the County office performance in this CAP may be used to evaluate my own job performance and can be documented in my performance evaluation.

County Director: _____

Date: _____

Describe Actions and Initiatives to Achieve the Performance Goals and Maintain Performance Goals

A. **Payment Error Rate** – to achieve a SNAP payment error rate of 4% or better

Did not Achieve Goal FFY14 with ___ %

Initiative	Person Responsible	Implementation Time-frame	Monitored by:	Measurement for effectiveness

D. Valid Negative Actions – to achieve a SNAP negative action accuracy of application denials and case closures rate of 99% or better

Did not Achieve Goal FY14 with ___ %

Initiative	Person Responsible	Implementation Time-frame	Monitor	Measurement for effectiveness

County:

2016 Best Practices - Due 8/31/15

Performance Goals:

A. Payment Error Rates

Goal: Achieve a SNAP cumulative payment error rate of 4% or below

B. Timeliness-Expedited SNAP Services

Goal: Achieve a SNAP expedite timeliness rate of 98%

C. Timeliness-Regular 30 day Processing

Goal: Achieve a SNAP timeliness rate of 98% or better for actual applications processed prior to the 30th day.

D. Valid Negative Actions

Goal: Achieve a SNAP negative action accuracy of application denials and case closures rate of 99% or better

**Congratulations on meeting the Performance Goals for Federal Fiscal Year 2014 in the areas listed below.
Please provide a summary describing the best practices implemented in your office.**

Describe the Best Practices to Achieve the Performance Goals/

A. Payment Error Rate – to achieve a SNAP payment error rate of 4% or better

Achieved Goal FFY14 with ___ %

Initiative	Person Responsible	Implementation Time-frame	Monitored by:	Measurement for effectiveness

D. Valid Negative Actions – to achieve a SNAP negative action accuracy of application denials and case closures rate of 99% or better

Achieved Goal FY14 with ___ %

Initiative	Person Responsible	Implementation Time-frame	Monitor	Measurement for effectiveness