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## General Information Memorandum

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**ISD-GI 15-63**

**TO:** ISD Employees  
*Marilyn Martinez*  
**FROM:** Marilyn Martinez, Director, Income Support Division  
**RE:** FFY 2015 SNAP Performance Report  
**DATE:** November 6, 2015

Attached please find the ninth 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 June 2015. All errors for October 2014 through June 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](mailto:Carolyn.Craven@state.nm.us).

Attachment

**Quality Improvement Section SNAP Performance Report  
Quality Control Finding FFY 2015**

**1. STATE - Cumulative Payment Error Rates**

<b>Total Paid</b>	<b>\$198,463</b>		
<b>Total Dollar Errors</b>	<b>\$11,850</b>	<b>Total Error Rate %</b>	<b>5.97%</b>
Total Dollar Over	\$7,908	% Error Rate Over	3.98%
Total Dollar Under	\$1,872	% Error Rate Under	0.94%
Total Dollar Ineligible	\$2,070	% Error Rate Ineligible	1.04%

**Cumulative Case Error Rate**

<b>Total Reviewed</b>	<b>752</b>
<b>% in Error</b>	<b>12.23%</b>

<b>Agency Error (Dollar Amount):</b>		<b>Agency % Error Rate:</b>	
<b>\$6,614</b>		<b>3.33%</b>	

<b>Cases Dropped</b>	<b>130</b>
<b>Correct</b>	<b>660</b>
<b>Overpaid</b>	<b>59</b>
<b>Underpaid</b>	<b>22</b>
<b>Ineligible</b>	<b>11</b>

<b>Recipient Error (Dollar Amount):</b>		<b>Recipient % Error Rate:</b>	
<b>\$5,236</b>		<b>2.64%</b>	

**2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates**

HIPAC Counties		Agency \$ Error	Agency % Error	Recipient \$ Error	Recipient % Error	Total \$ Error	Total \$ Paid	County Error Rate	HIPAC Share	State Share
01	SE Bernalillo	\$200	100%	\$0	0%	\$200	\$8,006	2.50%	3.00%	1.69%
07	W. Dona Ana	\$503	73%	\$186	27%	\$689	\$12,805	5.38%	10.33%	5.81%
17	McKinley	\$388	80%	\$96	20%	\$484	\$10,071	4.81%	7.26%	4.08%
23	Sandoval	\$177	42%	\$247	58%	\$424	\$14,434	2.94%	6.36%	3.58%
24	San Juan	\$508	85%	\$89	15%	\$597	\$10,235	5.83%	8.95%	5.04%
26	Santa Fe	\$266	32%	\$561	68%	\$827	\$11,974	6.91%	12.40%	6.98%
35	NW Bernalillo	\$1,292	70%	\$560	30%	\$1,852	\$12,361	14.98%	27.76%	15.63%
36	SW Bernalillo	\$379	57%	\$282	43%	\$661	\$17,438	3.79%	9.91%	5.58%
38	S. Dona Ana	\$412	88%	\$54	12%	\$466	\$8,604	5.42%	6.99%	3.93%
39	NE Bernalillo	\$191	41%	\$280	59%	\$471	\$12,320	3.82%	7.06%	3.97%
<b>HIPAC Sub Totals</b>		<b>\$4,316</b>	<b>65%</b>	<b>\$2,355</b>	<b>35%</b>	<b>\$6,671</b>	<b>\$118,248</b>	<b>5.64%</b>	<b>100.00%</b>	<b>56.30%</b>

Non-HIPAC Counties		Agency \$ Error	Agency % Error	Recipient \$ Error	Recipient % Error	Total \$ Error	Total \$ Paid	County Error Rate	Non-HIPAC Share	State Share
03	Chaves	\$318	67%	\$159	33%	\$477	\$4,576	10.42%	9.21%	4.03%
04	Colfax/Union	\$357	76%	\$111	24%	\$468	\$1,624	28.82%	9.04%	3.95%
05	Curry	\$85	100%	\$0	0%	\$85	\$6,625	1.28%	1.64%	0.72%
08	Eddy	\$79	100%	\$0	0%	\$79	\$1,662	4.75%	1.53%	0.67%
09	Grant/Hidalgo	\$0		\$0		\$0	\$4,788	0.00%	0.00%	0.00%
10	Guadalupe/DeBaca	\$0	0%	\$104	100%	\$104	\$527	19.73%	2.01%	0.88%
13	Lea	\$0		\$0		\$0	\$3,109	0.00%	0.00%	0.00%
14	Lincoln	\$0		\$0		\$0	\$1,811	0.00%	0.00%	0.00%
16	Luna	\$88	100%	\$0	0%	\$88	\$3,714	2.37%	1.70%	0.74%
19	Otero	\$0	0%	\$257	100%	\$257	\$2,827	9.09%	4.96%	2.17%
20	Quay	\$0		\$0		\$0	\$610	0.00%	0.00%	0.00%
21	Rio Arriba	\$268	48%	\$294	52%	\$562	\$5,786	9.71%	10.85%	4.74%
22	Roosevelt	\$209	32%	\$436	68%	\$645	\$2,213	29.15%	12.45%	5.44%
25	San Miguel	\$74	28%	\$192	72%	\$266	\$2,305	11.54%	5.14%	2.24%
27	Sierra	\$87	100%	\$0	0%	\$87	\$2,667	3.26%	1.68%	0.73%
28	Socorro	\$92	21%	\$345	79%	\$437	\$3,506	12.46%	8.44%	3.69%
29	Taos	\$363	45%	\$446	55%	\$809	\$5,051	16.02%	15.62%	6.83%
30	Torrance	\$0		\$0		\$0	\$3,426	0.00%	0.00%	0.00%
32	S. Valencia	\$0	0%	\$116	100%	\$116	\$4,317	2.69%	2.24%	0.98%
33	Cibola	\$0		\$0		\$0	\$3,172	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$1,947	0.00%	0.00%	0.00%
37	E. Dona Ana	\$86	17%	\$421	83%	\$507	\$7,245	7.00%	9.79%	4.28%
42	N. Valencia	\$192	100%	\$0	0%	\$192	\$6,707	2.86%	3.71%	1.62%
<b>Non-HIPAC Sub Totals</b>		<b>\$2,298</b>	<b>44%</b>	<b>\$2,881</b>	<b>56%</b>	<b>\$5,179</b>	<b>\$80,215</b>	<b>6.46%</b>	<b>100.0%</b>	<b>43.70%</b>

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

**3. STATE - Cumulative Payment Error Rates**

<b>Total Paid</b>	<b>\$198,463</b>		
<b>Total Dollar Errors</b>	<b>\$11,850</b>	<b>Total Error Rate %</b>	<b>5.97%</b>
Total Dollar Over	\$7,908	% Error Rate Over	3.98%
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**Cumulative Case Error Rate**

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<b>\$6,614</b>	<b>3.33%</b>

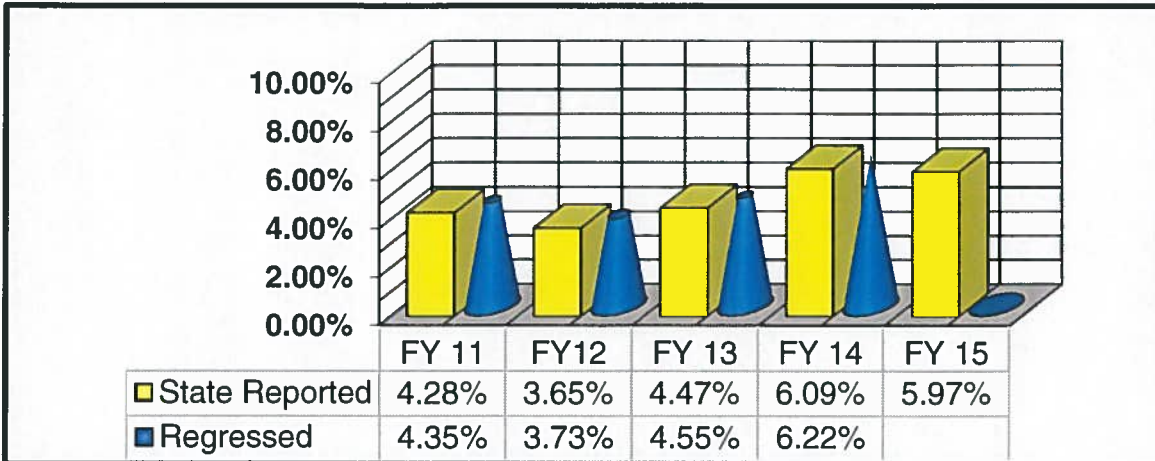
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<b>Ineligible</b>	11

<b>Recipient Error (Dollar Amount):</b>	<b>Recipient % Error Rate:</b>
<b>\$5,236</b>	<b>2.64%</b>

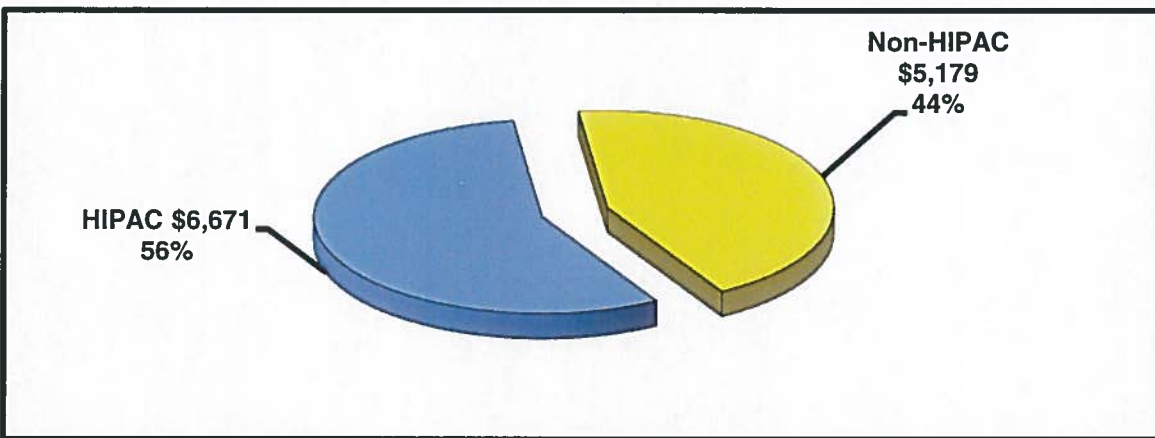
**4. REGIONAL - Cumulative Payment Error Rates**

Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
<b>NE Region</b>							
04 Colfax	\$357	\$111	\$468	\$1,624	28.82%	13.53%	3.95%
10 Guadalupe/DeBaca	\$0	\$104	\$104	\$527	19.73%	8.09%	0.88%
20 Quay	\$0	\$0	\$0	\$610	0.00%	0.00%	0.00%
21 Rio Arriba	\$268	\$294	\$562	\$5,786	9.71%	16.24%	4.74%
23 Sandoval	\$177	\$247	\$424	\$14,434	2.94%	22.16%	3.58%
25 San Miguel	\$74	\$192	\$266	\$2,305	11.54%	7.69%	2.24%
26 Santa Fe	\$266	\$561	\$827	\$11,974	6.91%	23.90%	6.98%
29 Taos	\$363	\$446	\$809	\$5,051	16.02%	23.38%	6.83%
<b>NE Region Totals</b>	<b>\$1,505</b>	<b>\$1,955</b>	<b>\$3,460</b>	<b>\$42,311</b>	<b>8.18%</b>	<b>100.00%</b>	<b>29.20%</b>
<b>NW Region</b>							
17 McKinley	\$388	\$96	\$484	\$10,071	4.81%	25.30%	4.08%
24 San Juan	\$508	\$89	\$597	\$10,235	5.83%	31.21%	5.04%
27 Sierra	\$87	\$0	\$87	\$2,667	3.26%	4.55%	0.73%
28 Socorro	\$92	\$345	\$437	\$3,506	12.46%	22.84%	3.69%
32 S. Valencia	\$0	\$116	\$116	\$4,317	2.69%	6.06%	0.98%
33 Cibola	\$0	\$0	\$0	\$3,172	0.00%	0.00%	0.00%
42 N. Valencia	\$192	\$0	\$192	\$6,707	2.86%	10.04%	1.62%
<b>NW Region Totals</b>	<b>\$1,267</b>	<b>\$646</b>	<b>\$1,913</b>	<b>\$40,675</b>	<b>4.70%</b>	<b>100.00%</b>	<b>16.14%</b>
<b>SW Region</b>							
07 W. Dona Ana	\$503	\$186	\$689	\$12,805	5.38%	36.02%	5.81%
09 Grant/Hidalgo	\$0	\$0	\$0	\$4,788	0.00%	0.00%	0.00%
16 Luna	\$88	\$0	\$88	\$3,714	2.37%	4.60%	0.74%
19 Otero	\$0	\$257	\$257	\$2,827	9.09%	13.43%	2.17%
37 E. Dona Ana	\$86	\$421	\$507	\$7,245	7.00%	26.50%	4.28%
38 S. Dona Ana	\$412	\$54	\$466	\$8,604	5.42%	24.36%	3.93%
<b>SW Region Totals</b>	<b>\$1,089</b>	<b>\$918</b>	<b>\$2,007</b>	<b>\$39,983</b>	<b>5.02%</b>	<b>104.91%</b>	<b>16.94%</b>
<b>SE Region</b>							
03 Chaves	\$318	\$159	\$477	\$4,576	10.42%	37.09%	4.03%
05 Curry	\$85	\$0	\$85	\$6,625	1.28%	6.61%	0.72%
08 Eddy	\$79	\$0	\$79	\$1,662	4.75%	6.14%	0.67%
13 Lea	\$0	\$0	\$0	\$3,109	0.00%	0.00%	0.00%
14 Lincoln	\$0	\$0	\$0	\$1,811	0.00%	0.00%	0.00%
22 Roosevelt	\$209	\$436	\$645	\$2,213	29.15%	50.16%	5.44%
34 Eddy/Artesia	\$0	\$0	\$0	\$1,947	0.00%	0.00%	0.00%
<b>SE Region Totals</b>	<b>\$691</b>	<b>\$595</b>	<b>\$1,286</b>	<b>\$21,943</b>	<b>5.86%</b>	<b>100.00%</b>	<b>10.85%</b>
<b>Central Region</b>							
01 SE Bernalillo	\$200	\$0	\$200	\$8,006	2.50%	6.28%	1.69%
35 NW Bernalillo	\$1,292	\$560	\$1,852	\$12,361	14.98%	58.17%	15.63%
36 SW Bernalillo	\$379	\$282	\$661	\$17,438	3.79%	20.76%	5.58%
39 NE Bernalillo	\$191	\$280	\$471	\$12,320	3.82%	14.79%	3.97%
30 Torrance	\$0	\$0	\$0	\$3,426	0.00%	0.00%	0.00%
<b>Central Region Totals</b>	<b>\$2,062</b>	<b>\$1,122</b>	<b>\$3,184</b>	<b>\$53,551</b>	<b>5.95%</b>	<b>100.00%</b>	<b>26.87%</b>
<b>State Totals</b>	<b>\$6,614</b>	<b>\$5,236</b>	<b>\$11,850</b>	<b>\$198,463</b>	<b>5.97%</b>	<b>100.00%</b>	<b>100.00%</b>

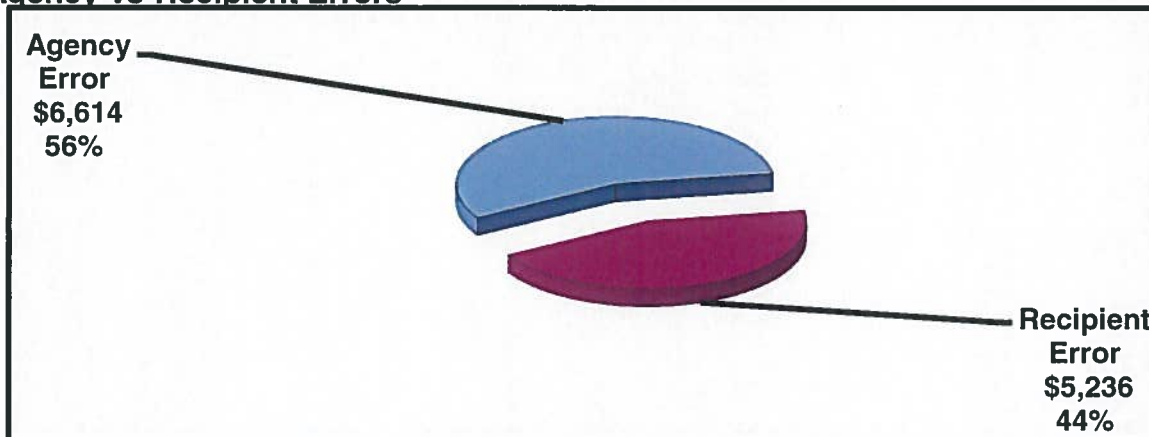
**5. STATE SNAP Error Rates- Current FY Compared to Previous FYs**



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



**7. Agency-vs-Recipient Errors**



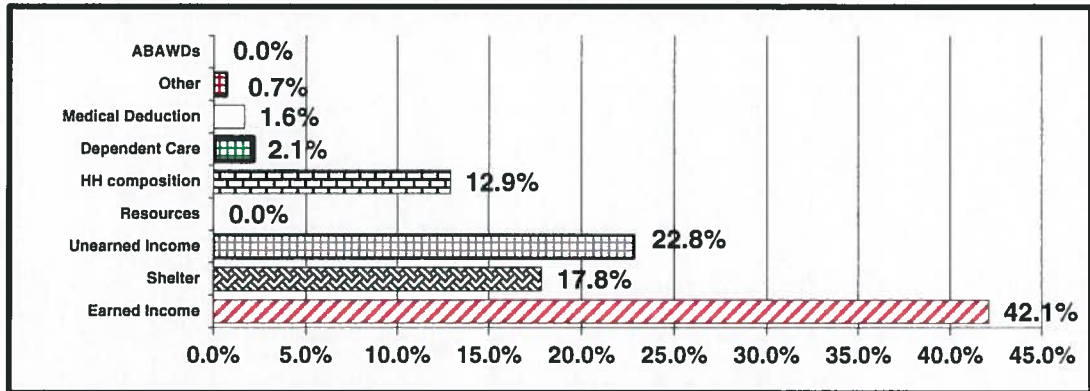
**Average Recipient Error = \$150**

**Average Agency Error = \$116**

**8. AGENCY/RECIPIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT**

<i>Food Stamps</i>	<i>Agency</i>	<i>Recipient</i>	<i>% Agency Cause</i>
Earned Income	\$2,676	\$2,312	53.6%
Shelter	\$800	\$1,314	37.8%
Unearned Income	\$1,436	\$1,264	53.2%
Resources	\$0	\$0	0.0%
HH composition	\$1,178	\$346	77.3%
Dependent Care	\$250	\$0	100.0%
Medical Deduction	\$195	\$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**

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Description</i>
40.03%	\$4,743	311	WAGES & SALARIES
9.05%	\$1,073	150	HOUSEHOLD COMPOSITION
16.69%	\$1,978	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
1.15%	\$136	364	SUA
2.51%	\$297	130	CITIZENSHIP/NON-CITIZEN STATUS
2.50%	\$296	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
1.73%	\$205	342	CONTRIBUTIONS
1.33%	\$158	333	SSI BENEFITS
1.59%	\$189	334	UCB BENEFITS
7.36%	\$872	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
7.79%	\$923	346	OTHER UEI
1.30%	\$154	111	STUDENT STATUS
1.65%	\$195	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
1.15%	\$136	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
2.07%	\$245	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
2.11%	\$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	\$4,976	\$1,884	\$1,117	\$1,208
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
<b>Total</b>	<b>\$6,614</b>	<b>\$2,676</b>	<b>\$1,178</b>	<b>\$1,436</b>

**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 80% of the agency-caused error rate.**

### 12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$3,155	\$1,563	\$2,210	\$2,719	\$1,603	\$600
%	26.6%	13.2%	18.6%	22.9%	13.5%	5.1%

### 13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.0
Error Cases	2.7
Recipient Error Cases	2.5

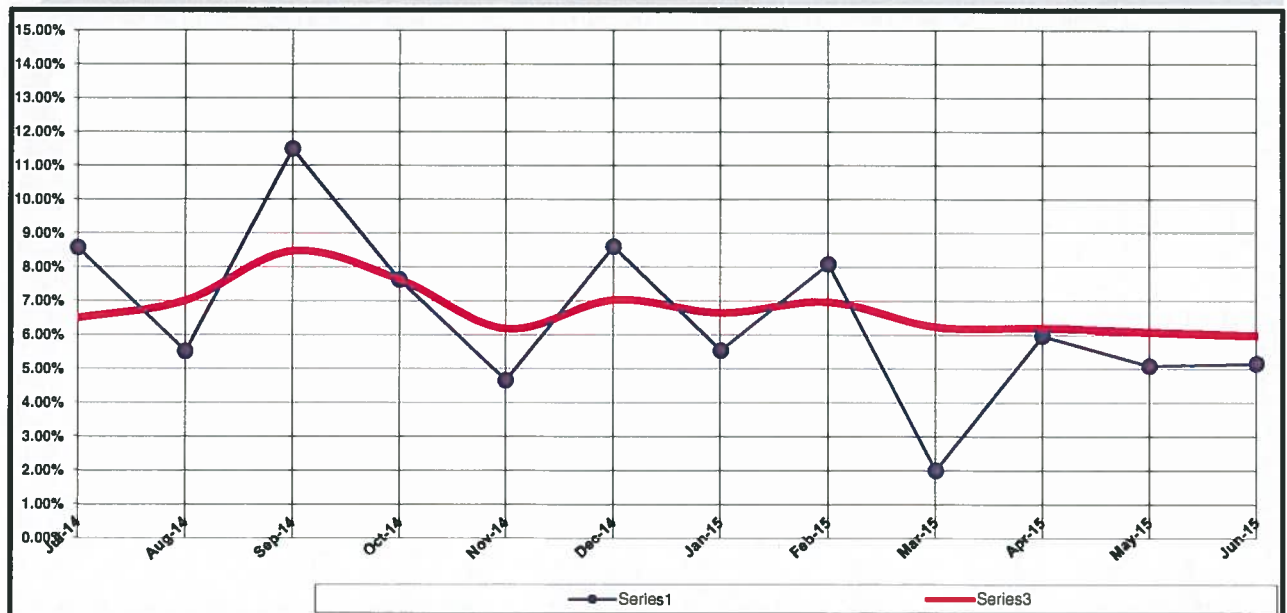
### 14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,462	12.3%
Recert	\$5,298	44.7%
Change	\$868	7.3%
Transitional FS	\$0	0.0%
Semi Annual	\$3,127	26.4%
Annual Report	\$1,095	9.2%

### 15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	13	14.1%
Recert	37	40.2%
Change	9	9.8%
Transitional FS	0	0.0%
Semi-Annual	21	22.8%
Annual Report	12	13.0%

### 16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

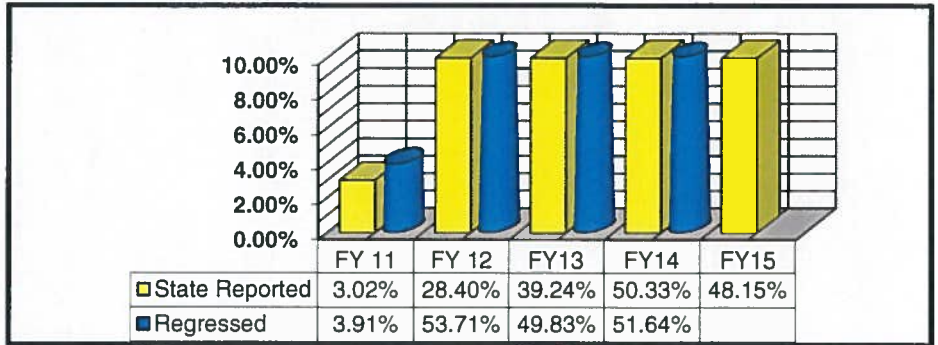


# FFY 2015 Negative Statewide Error Rates

## 1. Cumulative Negative Case Error Rate

Valid	281
Invalid Total	325
Invalid Error	53
Invalid Notice	239
Drop	69
Total Sampled	675
% Invalid Notice	35.41%
% Invalid Error	7.85%
% Invalid Total	48.15%

## 2. State Negative Error Rates



## 3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	0	4	4	100.0%
10	Guad/DeBaca	2	0	2	0.0%
20	Quay	0	1	1	100.0%
21	Rio Arriba	6	10	16	62.5%
23	Sandoval	12	20	32	62.5%
25	San Miguel	9	4	13	30.8%
26	Santa Fe	14	22	36	61.1%
29	Taos	6	10	16	62.5%
<b>NE Region Totals</b>		<b>49</b>	<b>71</b>	<b>120</b>	<b>59.2%</b>

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	9	13	22	59.1%
24	San Juan	22	17	39	43.6%
27	Sierra	4	4	8	50.0%
28	Socorro	2	3	5	60.0%
32	S. Valencia	1	7	8	87.5%
33	Cibola	9	4	13	30.8%
42	N. Valencia	10	9	19	47.4%
<b>NW Region Totals</b>		<b>57</b>	<b>57</b>	<b>114</b>	<b>50.0%</b>

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	14	5	19	26.3%
05	Curry	7	4	11	36.4%
08	Eddy	6	3	9	33.3%
13	Lea	5	7	12	58.3%
14	Lincoln	2	6	8	75.0%
22	Roosevelt	1	4	5	80.0%
34	Eddy/Artesia	3	5	8	62.5%
<b>SE Region Totals</b>		<b>38</b>	<b>34</b>	<b>72</b>	<b>47.2%</b>

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	19	10	29	34.5%
09	Grant/Hidalgo	7	6	13	46.2%
16	Luna	3	11	14	78.6%
19	Otero	8	1	9	11.1%
37	E. Dona Ana	7	14	21	66.7%
38	S. Dona Ana	10	12	22	54.5%
<b>SW Region Totals</b>		<b>54</b>	<b>54</b>	<b>108</b>	<b>50.0%</b>

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	19	30	49	61.2%
35	NW Bernalillo	24	21	45	46.7%
36	SW Bernalillo	24	22	46	47.8%
39	NE Bernalillo	14	32	46	69.6%
30	Torrance	2	4	6	66.7%
<b>Central Region Totals</b>		<b>83</b>	<b>109</b>	<b>192</b>	<b>56.8%</b>

Negative Action Time of Occurrence		
Closure	161	49.5%
Denial	164	50.5%

## 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% Of Total
Notices	125	38.46%	137	42.15%	262	80.62%
Application	33	10.15%	2	0.62%	35	10.77%
Unemployment Compensation	0	0.00%	1	0.31%	1	0.31%
Employment & Training	2	0.62%	5	1.54%	7	2.15%
Combined Net Income	3	0.92%	6	1.85%	9	2.77%
Combined Gross Income	3	0.92%	3	0.92%	6	1.85%
Voluntary Quit/Reduced Work	0	0.00%	0	0.00%	0	0.00%
Other	0	0.00%	1	0.31%	1	0.31%
Wages and Salaries	1	0.31%	1	0.31%	2	0.62%
Work Registration	0	0.00%	1	0.31%	1	0.31%
Student Status	0	0.00%	1	0.31%	1	0.31%



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'	Arg. Cumulative
<b>NE Region</b>													
Colfax	90.7%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%
Guadalupe	88.3%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%	93.3%	94.1%	97.2%
Quay	98.0%	91.7%	100.0%	93.1%	100.0%	93.8%	93.3%	94.0%	100.0%	95.5%	90.9%	88.6%	94.9%
Rio Arriba	97.8%	92.8%	100.0%	90.3%	95.7%	98.8%	98.8%	100.0%	95.5%	96.0%	91.8%	93.1%	95.9%
San Miguel	96.0%	97.1%	97.3%	94.6%	97.4%	100.0%	97.6%	100.0%	96.3%	100.0%	93.0%	99.0%	97.4%
Sandoval	90.8%	91.6%	92.1%	83.1%	90.9%	84.9%	90.1%	91.4%	88.8%	94.4%	92.2%	92.7%	90.3%
Santa Fe	87.8%	88.7%	89.8%	87.9%	96.0%	95.2%	94.0%	94.2%	90.6%	95.5%	94.8%	95.6%	92.5%
Taos	94.2%	96.5%	92.6%	96.5%	98.7%	100.0%	100.0%	98.7%	95.4%	100.0%	96.5%	92.9%	96.8%
<b>NE Region TOTAL</b>	<b>93.0%</b>	<b>92.6%</b>	<b>93.4%</b>	<b>89.1%</b>	<b>87.8%</b>	<b>92.7%</b>	<b>94.1%</b>	<b>97.3%</b>	<b>92.6%</b>	<b>96.1%</b>	<b>93.7%</b>	<b>94.4%</b>	<b>95.5%</b>
<b>NW Region</b>													
Cibola	98.7%	93.8%	98.4%	94.6%	98.2%	89.5%	98.2%	96.4%	98.4%	95.3%	98.8%	94.3%	96.2%
McKinley	95.2%	88.5%	81.3%	91.7%	90.7%	92.5%	95.1%	98.2%	92.9%	96.5%	96.6%	94.6%	92.8%
San Juan	92.5%	97.3%	98.0%	96.5%	93.6%	95.6%	93.3%	96.7%	90.1%	95.7%	99.2%	98.5%	95.6%
Sierra	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	95.8%	96.3%	98.0%	96.8%	76.4%	98.0%	96.6%
Socorro	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	96.0%	100.0%	100.0%	100.0%	99.2%
S. Valencia	100.0%	97.2%	97.8%	100.0%	93.3%	97.8%	97.6%	100.0%	100.0%	100.0%	98.3%	90.0%	97.7%
N. Valencia	94.4%	99.0%	96.5%	88.8%	97.8%	93.9%	94.7%	90.5%	92.0%	100.0%	100.0%	89.3%	94.7%
<b>NW Region TOTAL</b>	<b>97.0%</b>	<b>96.0%</b>	<b>96.0%</b>	<b>95.0%</b>	<b>94.7%</b>	<b>94.8%</b>	<b>95.2%</b>	<b>96.9%</b>	<b>93.3%</b>	<b>95.8%</b>	<b>96.3%</b>	<b>95.4%</b>	<b>96.1%</b>
<b>SW Region</b>													
Dona Ana (West)	98.3%	95.9%	97.9%	98.6%	98.0%	98.0%	96.9%	96.7%	99.0%	96.2%	97.7%	99.1%	97.7%
Dona Ana (East)	99.0%	99.3%	96.8%	100.0%	98.1%	99.4%	98.3%	98.9%	97.5%	98.3%	98.7%	97.9%	98.5%
Dona Ana (Southern)	100.0%	86.6%	99.2%	87.2%	92.9%	96.8%	95.8%	96.8%	91.5%	98.5%	92.3%	94.9%	94.4%
Grant/Hidalgo	97.2%	93.8%	97.3%	97.6%	98.5%	94.4%	95.8%	97.4%	93.0%	95.4%	89.0%	96.8%	95.5%
Luna	98.0%	99.2%	100.0%	98.4%	100.0%	97.3%	100.0%	98.5%	93.1%	97.1%	95.2%	94.0%	97.6%
Otero	100.0%	96.0%	100.0%	96.7%	100.0%	98.6%	100.0%	97.0%	95.8%	97.9%	97.2%	96.9%	98.0%
<b>SW Region Total</b>	<b>99.0%</b>	<b>95.3%</b>	<b>98.3%</b>	<b>96.1%</b>	<b>97.3%</b>	<b>97.7%</b>	<b>97.6%</b>	<b>97.6%</b>	<b>95.9%</b>	<b>97.4%</b>	<b>95.7%</b>	<b>95.2%</b>	<b>96.9%</b>
<b>SE Region</b>													
Chaves	97.6%	100.0%	98.0%	95.9%	96.5%	97.4%	94.6%	94.6%	96.4%	98.9%	97.3%	98.9%	97.2%
Curry	91.8%	90.7%	89.3%	88.0%	88.0%	94.2%	97.5%	94.0%	96.4%	90.0%	94.3%	95.2%	92.5%
Eddy	94.2%	97.0%	97.8%	94.7%	87.7%	92.0%	94.2%	95.9%	96.7%	96.4%	92.2%	97.7%	94.7%
Eddy (Artesia)	97.4%	96.6%	100.0%	96.8%	92.4%	92.9%	92.3%	94.1%	100.0%	96.4%	92.2%	87.7%	94.9%
Lea	76.9%	91.7%	95.1%	94.7%	86.2%	93.3%	87.8%	97.1%	97.5%	95.6%	92.0%	89.6%	91.5%
Lincoln	100.0%	100.0%	100.0%	100.0%	93.5%	94.2%	97.4%	100.0%	97.9%	98.0%	83.6%	91.5%	96.3%
Roosevelt	77.8%	91.7%	100.0%	88.9%	90.9%	75.9%	87.1%	96.9%	96.6%	93.5%	89.5%	97.8%	90.5%
<b>SE Region Total</b>	<b>90.8%</b>	<b>95.5%</b>	<b>96.4%</b>	<b>93.9%</b>	<b>91.1%</b>	<b>93.5%</b>	<b>93.0%</b>	<b>96.1%</b>	<b>97.2%</b>	<b>96.0%</b>	<b>93.1%</b>	<b>95.0%</b>	<b>93.9%</b>
<b>Central Region</b>													
Bernalillo (NE)	93.2%	98.9%	92.4%	87.3%	83.3%	86.0%	92.3%	96.6%	94.3%	89.9%	94.4%	97.6%	92.2%
Bernalillo (NW)	90.6%	92.2%	89.0%	87.6%	91.6%	93.2%	94.7%	94.3%	94.8%	93.3%	95.0%	90.1%	92.2%
Bernalillo (SE)	92.0%	87.1%	83.5%	77.7%	83.7%	91.3%	99.1%	92.2%	93.2%	93.9%	90.3%	89.7%	89.5%
Bernalillo (SW)	90.2%	98.2%	85.1%	93.7%	88.6%	95.3%	94.0%	95.7%	96.2%	92.2%	97.1%	97.1%	93.6%
Torrance	97.4%	94.5%	97.9%	93.2%	99.0%	95.7%	96.8%	92.3%	98.1%	100.0%	97.4%	100.0%	96.9%
<b>Central Region Total</b>	<b>92.7%</b>	<b>94.3%</b>	<b>88.3%</b>	<b>87.3%</b>	<b>88.1%</b>	<b>91.6%</b>	<b>94.6%</b>	<b>94.2%</b>	<b>95.3%</b>	<b>93.9%</b>	<b>94.7%</b>	<b>94.3%</b>	<b>92.4%</b>
<b>STATE TOTAL</b>	<b>94.5%</b>	<b>94.5%</b>	<b>93.6%</b>	<b>91.5%</b>	<b>92.9%</b>	<b>94.0%</b>	<b>94.9%</b>	<b>96.4%</b>	<b>94.8%</b>	<b>96.0%</b>	<b>94.8%</b>	<b>95.2%</b>	<b>94.4%</b>

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
<b>NE Region</b>													
Colfax	96.8%	100.0%	90.5%	82.8%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.2%
Guadalupe	100.0%	100.0%	100.0%	100.0%	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%	96.4%	100.0%	100.0%	92.6%	97.5%
Rio Arriba	93.6%	94.8%	87.7%	92.9%	89.2%	97.9%	97.8%	98.1%	97.6%	98.0%	97.2%	98.5%	95.3%
San Miguel	89.7%	95.4%	97.6%	97.0%	93.5%	88.5%	96.8%	94.2%	98.3%	98.5%	100.0%	99.0%	95.7%
Sandoval	81.8%	85.7%	80.9%	82.9%	73.7%	80.3%	89.2%	95.5%	95.7%	97.8%	97.6%	99.3%	88.4%
Santa Fe	72.5%	74.9%	67.6%	76.2%	74.5%	80.8%	88.6%	94.2%	96.6%	99.1%	97.3%	96.8%	84.9%
Taos	82.9%	86.1%	92.6%	89.9%	91.7%	94.8%	98.8%	98.4%	100.0%	100.0%	96.6%	98.6%	94.2%
<b>NE Region TOTAL</b>	<b>89.6%</b>	<b>85.1%</b>	<b>81.1%</b>	<b>84.4%</b>	<b>80.9%</b>	<b>86.4%</b>	<b>92.5%</b>	<b>97.6%</b>	<b>96.9%</b>	<b>98.5%</b>	<b>97.8%</b>	<b>98.3%</b>	<b>90.8%</b>
<b>NW Region</b>													
Cibola	93.5%	90.5%	86.2%	94.3%	96.6%	92.9%	100.0%	96.9%	100.0%	97.1%	95.7%	98.1%	95.1%
McKinley	87.7%	91.6%	91.7%	87.7%	89.6%	93.6%	96.0%	95.3%	96.9%	97.2%	97.1%	98.3%	93.6%
San Juan	91.5%	84.0%	90.0%	88.3%	79.7%	83.9%	96.3%	92.6%	91.4%	95.2%	96.6%	95.1%	90.4%
Sierra	94.1%	91.7%	97.5%	100.0%	100.0%	100.0%	95.7%	90.0%	93.8%	94.9%	92.1%	82.6%	94.4%
Socorro	96.7%	92.0%	92.1%	97.6%	96.9%	100.0%	100.0%	94.3%	98.2%	95.6%	88.4%	98.0%	95.8%
S.Valencia	88.4%	94.8%	95.9%	96.4%	96.2%	98.1%	98.0%	93.3%	96.7%	94.7%	100.0%	96.4%	95.7%
N. Valencia	91.5%	92.3%	92.7%	90.9%	76.7%	86.3%	92.7%	89.3%	93.8%	91.9%	88.9%	94.3%	90.1%
<b>NW Region TOTAL</b>	<b>91.9%</b>	<b>89.0%</b>	<b>91.5%</b>	<b>91.2%</b>	<b>87.3%</b>	<b>90.1%</b>	<b>96.3%</b>	<b>93.1%</b>	<b>94.5%</b>	<b>95.1%</b>	<b>94.9%</b>	<b>95.6%</b>	<b>92.5%</b>
<b>SW Region</b>													
Dona Ana (West)	98.8%	90.7%	95.1%	97.0%	95.3%	99.0%	95.4%	96.3%	99.1%	98.6%	99.0%	99.1%	96.9%
Dona Ana (East)	95.0%	85.3%	85.3%	94.4%	93.4%	100.0%	97.1%	99.2%	99.3%	99.2%	99.2%	97.2%	95.4%
Dona Ana (Southern)	90.0%	81.3%	86.3%	85.5%	86.0%	92.4%	94.6%	95.2%	96.3%	99.0%	98.5%	98.3%	92.0%
Grant/Hidalgo	93.1%	93.8%	90.8%	91.4%	79.7%	92.2%	96.4%	96.5%	98.6%	100.0%	100.0%	98.2%	94.2%
Luna	90.9%	98.3%	98.9%	95.5%	100.0%	95.2%	93.9%	95.8%	100.0%	98.9%	100.0%	97.0%	97.0%
Otero	95.9%	95.9%	91.5%	99.0%	96.3%	94.9%	98.0%	97.8%	100.0%	100.0%	100.0%	98.2%	97.3%
<b>SW Region Total</b>	<b>93.4%</b>	<b>90.3%</b>	<b>91.5%</b>	<b>94.8%</b>	<b>91.9%</b>	<b>96.4%</b>	<b>96.0%</b>	<b>96.8%</b>	<b>99.0%</b>	<b>99.2%</b>	<b>99.2%</b>	<b>98.2%</b>	<b>95.6%</b>
<b>SE Region</b>													
Chaves	88.0%	90.4%	95.5%	95.3%	85.7%	91.2%	99.1%	97.5%	96.4%	99.3%	97.0%	97.9%	94.4%
Curry	86.1%	82.2%	94.5%	97.6%	90.0%	94.1%	95.8%	97.9%	100.0%	98.3%	96.9%	99.2%	94.4%
Eddy	90.5%	88.1%	86.7%	77.9%	93.9%	88.9%	89.4%	84.2%	96.6%	93.5%	98.8%	89.4%	89.8%
Eddy (Artesia)	85.7%	90.9%	100.0%	89.3%	85.5%	76.5%	89.5%	83.3%	97.7%	96.9%	97.7%	88.6%	90.1%
Lea	97.3%	91.1%	81.3%	94.9%	86.6%	93.3%	96.8%	97.5%	97.5%	99.4%	97.5%	98.2%	94.3%
Lincoln	85.7%	93.8%	96.6%	100.0%	100.0%	95.5%	96.6%	100.0%	100.0%	96.8%	97.0%	100.0%	96.8%
Roosevelt	95.5%	92.3%	100.0%	100.0%	87.5%	85.7%	93.6%	100.0%	100.0%	100.0%	95.8%	100.0%	95.9%
<b>SE Region Total</b>	<b>89.8%</b>	<b>88.9%</b>	<b>91.8%</b>	<b>93.1%</b>	<b>88.3%</b>	<b>90.8%</b>	<b>95.3%</b>	<b>94.3%</b>	<b>97.9%</b>	<b>98.0%</b>	<b>97.3%</b>	<b>96.7%</b>	<b>93.5%</b>
<b>Central Region</b>													
Bernalillo (NE)	87.6%	86.0%	90.0%	90.8%	86.4%	88.8%	92.3%	92.2%	94.2%	94.1%	92.9%	94.0%	90.8%
Bernalillo (NW)	87.5%	91.4%	85.3%	87.7%	86.5%	92.5%	98.2%	98.4%	97.5%	96.8%	98.7%	98.2%	93.2%
Bernalillo (SE)	85.5%	83.7%	86.7%	82.2%	82.6%	91.7%	95.1%	97.9%	95.4%	97.8%	95.7%	96.2%	90.9%
Bernalillo (SW)	91.6%	86.0%	90.3%	87.7%	80.2%	90.0%	89.2%	91.3%	93.7%	99.4%	92.8%	95.3%	90.6%
Torrance	88.6%	91.6%	84.0%	92.3%	91.7%	94.2%	98.2%	96.7%	100.0%	92.8%	93.8%	93.4%	93.1%
<b>Central Region Total</b>	<b>88.2%</b>	<b>86.4%</b>	<b>88.1%</b>	<b>87.7%</b>	<b>84.3%</b>	<b>89.0%</b>	<b>93.8%</b>	<b>95.3%</b>	<b>95.3%</b>	<b>96.6%</b>	<b>94.7%</b>	<b>95.7%</b>	<b>91.3%</b>
<b>STATE TOTAL</b>	<b>90.6%</b>	<b>87.5%</b>	<b>88.1%</b>	<b>89.3%</b>	<b>85.7%</b>	<b>90.0%</b>	<b>94.5%</b>	<b>95.4%</b>	<b>96.5%</b>	<b>97.4%</b>	<b>96.5%</b>	<b>96.8%</b>	<b>92.4%</b>

	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
<b>NE Region</b>													
Colfax			0.0%				50.0%						33.3%
Guadalupe					0.0%				100.0%				50.0%
Quay	100.0%												100.0%
Rio Arriba	66.7%	66.7%	0.0%	100.0%	50.0%	100.0%	100.0%	100.0%	50.0%				73.9%
Sandoval	100.0%	66.7%	100.0%	66.7%	50.0%	100.0%	80.0%	80.0%	75.0%				77.4%
San Miguel	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%					100.0%
Santa Fe	50.0%	100.0%	75.0%	75.0%	80.0%	100.0%	50.0%	100.0%	100.0%				82.8%
Taos		100.0%		100.0%	100.0%			100.0%	0.0%				85.7%
<b>NE Region TOTAL</b>	<b>77.8%</b>	<b>85.7%</b>	<b>50.0%</b>	<b>83.3%</b>	<b>50.0%</b>	<b>100.0%</b>	<b>76.9%</b>	<b>93.3%</b>	<b>70.0%</b>				<b>79.0%</b>
<b>NW Region</b>													
Cibola	100.0%				100.0%	0.0%	100.0%	100.0%					83.3%
McKinley	100.0%	100.0%	50.0%	100.0%	100.0%	50.0%	66.7%	75.0%	75.0%				76.2%
San Juan	100.0%	66.7%	66.7%	75.0%	100.0%	100.0%	50.0%	100.0%	100.0%				81.0%
Sierra	100.0%	100.0%	100.0%			100.0%		100.0%					100.0%
Socorro	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%				100.0%
Valencia South		100.0%	50.0%	100.0%	100.0%	100.0%		100.0%	0.0%				66.7%
Valencia North				100.0%	100.0%	100.0%		100.0%	66.7%				90.9%
<b>NW Region TOTAL</b>	<b>100.0%</b>	<b>87.5%</b>	<b>70.0%</b>	<b>90.0%</b>	<b>100.0%</b>	<b>75.0%</b>	<b>75.0%</b>	<b>90.9%</b>	<b>63.6%</b>				<b>82.7%</b>
<b>SW Region</b>													
Dona Ana (West)	100.0%	100.0%	33.3%	100.0%	66.7%	100.0%	100.0%	100.0%	60.0%				80.8%
Dona Ana (East)	50.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%				90.9%
Dona Ana (South)	100.0%	50.0%		100.0%	100.0%	66.7%	100.0%	100.0%	50.0%				86.4%
Grant/Hidalgo			100.0%		100.0%		100.0%	100.0%	100.0%				100.0%
Luna	100.0%					50.0%		50.0%	100.0%				77.8%
Otero	0.0%		100.0%	0.0%			100.0%	100.0%	100.0%				81.8%
<b>SW Region Total</b>	<b>80.0%</b>	<b>75.0%</b>	<b>71.4%</b>	<b>83.3%</b>	<b>91.7%</b>	<b>75.0%</b>	<b>100.0%</b>	<b>93.3%</b>	<b>76.9%</b>				<b>84.9%</b>
<b>SE Region</b>													
Chaves	100.0%	100.0%		100.0%	50.0%	100.0%	50.0%	100.0%	66.7%				76.9%
Curry		0.0%	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%					77.8%
Eddy			100.0%	100.0%	100.0%	100.0%							100.0%
Eddy (Artesia)					100.0%	100.0%	100.0%						100.0%
Lea	100.0%			50.0%	0.0%		33.3%						50.0%
Lincoln		50.0%						100.0%	100.0%				75.0%
Roosevelt							100.0%	100.0%					100.0%
<b>SE Region Total</b>	<b>100.0%</b>	<b>50.0%</b>	<b>100.0%</b>	<b>75.0%</b>	<b>71.4%</b>	<b>100.0%</b>	<b>66.7%</b>	<b>100.0%</b>	<b>75.0%</b>				<b>78.3%</b>
<b>Central Region</b>													
Bernalillo (NE)	100.0%	66.7%	100.0%		33.3%	66.7%	83.3%	100.0%	100.0%				80.0%
Bernalillo (NW)	50.0%	50.0%	80.0%	100.0%	100.0%	66.7%	66.7%	100.0%	25.0%				69.0%
Bernalillo (SE)	100.0%	100.0%	66.7%	100.0%	100.0%	60.0%	100.0%	50.0%	0.0%				66.7%
Bernalillo (SW)	66.7%	100.0%	100.0%	75.0%	66.7%	50.0%	50.0%	83.3%	71.4%				76.7%
Torrance	100.0%	100.0%						100.0%	100.0%				100.0%
<b>Central Region Total</b>	<b>76.9%</b>	<b>83.3%</b>	<b>85.7%</b>	<b>84.6%</b>	<b>70.0%</b>	<b>60.0%</b>	<b>76.9%</b>	<b>86.7%</b>	<b>57.9%</b>				<b>75.0%</b>
<b>STATE TOTAL</b>	<b>82.1%</b>	<b>81.0%</b>	<b>73.8%</b>	<b>83.6%</b>	<b>80.0%</b>	<b>76.2%</b>	<b>79.6%</b>	<b>91.8%</b>	<b>66.7%</b>				<b>79.6%</b>