



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Sean Pearson, Deputy Secretary

General Information Memorandum

ISD-GI 16-76

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Human Services Department *SP*

RE: FFY 2016 SNAP Performance Report

DATE: November 3, 2016

Attached please find the ninth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2016. This report includes all Quality Control (QC) findings received for the review months of October 2015 through June 2016. All errors for October 2015 through June 2016 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 2016 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 September 1, 2016, in order to assist in meeting Performance Goals for Application Processing Timeliness (98%), Case Action and Procedural Error Rate (CAPER) (99%), and Payment Accuracy (96%), all counties must complete **20** pre-disposition SNAP new application reviews, **15** pre-disposition SNAP renewals (recertifications and/or interim reports), and **5** pre-disposition SNAP denials per line manager. Cases should be pulled from the Second Party Review alerts in ASPEN. The office reviews must be completed by the last working day of the month.

Tracking should be entered on the separate Tracking Log spreadsheet on the QIS shared drive. The Tracking Log must be completed by the second business day of the next month.

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly. Staff from QIS will review a sample of these reviews each month.

If Line Managers are found to be non-compliant with mandatory Office Reviews, **County Directors**, will be required to review a minimum 5 cases per Line Manager 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 2016

1. STATE - Cumulative Payment Error Rates

Total Paid	\$204,981		
Total Dollar Errors	\$17,272	Total Error Rate %	8.43%
Total Dollar Over	\$10,795	% Error Rate Over	5.27%
Total Dollar Under	\$2,066	% Error Rate Under	1.01%
Total Dollar Ineligible	\$4,411	% Error Rate Ineligible	2.15%

Cumulative Case Error Rate

Total Reviewed	738
% in Error	15.99%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$10,374		5.06%	

Cases Dropped	144
Correct	620
Overpaid	80
Underpaid	21
Ineligible	17

Recipient Error (Dollar Amount):		Recipient % Error Rate:	
\$6,898		3.37%	

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

Counties	Agency \$ Error	Agency % Error	Recipient \$ Error	Recipient % Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share
01 SE Bernalillo	\$1,090	79%	\$285	21%	\$1,375	\$12,109	11.36%	7.96%
03 Chaves	\$785	76%	\$242	24%	\$1,027	\$9,183	11.18%	5.95%
04 Colfax/Union	\$0		\$0		\$0	\$922	0.00%	0.00%
05 Curry	\$41	41%	\$59	59%	\$100	\$5,256	1.90%	0.58%
07 W.Dona Ana	\$192	60%	\$130	40%	\$322	\$13,917	2.31%	1.86%
08 Eddy	\$68	100%	\$0	0%	\$68	\$3,653	1.86%	0.39%
09 Grant/Hidalgo	\$581	84%	\$113	16%	\$694	\$5,213	13.31%	4.02%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$346	0.00%	0.00%
13 Lea	\$315	49%	\$327	51%	\$642	\$8,882	7.23%	3.72%
14 Lincoln	\$0		\$0		\$0	\$648	0.00%	0.00%
16 Luna	\$381	69%	\$174	31%	\$555	\$2,498	22.22%	3.21%
17 McKinley	\$584	76%	\$185	24%	\$769	\$9,946	7.73%	4.45%
19 Otero	\$108	71%	\$44	29%	\$152	\$3,897	3.90%	0.88%
20 Quay	\$0		\$0		\$0	\$1,395	0.00%	0.00%
21 Rio Arriba	\$138	32%	\$296	68%	\$434	\$6,806	6.38%	2.51%
22 Roosevelt	\$0		\$0		\$0	\$3,385	0.00%	0.00%
23 Sandoval	\$472	89%	\$61	11%	\$533	\$10,513	5.07%	3.09%
24 San Juan	\$541	38%	\$867	62%	\$1,408	\$11,879	11.85%	8.15%
25 San Miguel	\$115	100%	\$0	0%	\$115	\$2,657	4.33%	0.67%
26 Santa Fe	\$624	60%	\$420	40%	\$1,044	\$11,387	9.17%	6.04%
27 Sierra	\$59	13%	\$404	87%	\$463	\$1,755	26.38%	2.68%
28 Socorro	\$0	0%	\$166	100%	\$166	\$1,725	9.62%	0.96%
29 Taos	\$182	75%	\$60	25%	\$242	\$2,048	11.82%	1.40%
30 Torrance	\$0		\$0		\$0	\$1,426	0.00%	0.00%
32 S. Valencia	\$0		\$0		\$0	\$3,424	0.00%	0.00%
33 Cibola	\$153	71%	\$62	29%	\$215	\$4,556	4.72%	1.24%
34 Eddy/Artesia	\$0	0%	\$173	100%	\$173	\$1,879	9.21%	1.00%
35 NW Bernalillo	\$974	79%	\$265	21%	\$1,239	\$14,739	8.41%	7.17%
36 SW Bernalillo	\$1,560	70%	\$675	30%	\$2,235	\$17,399	12.85%	12.94%
37 E. Dona Ana	\$51	100%	\$0	0%	\$51	\$7,239	0.70%	0.30%
38 S. Dona Ana	\$296	43%	\$397	57%	\$693	\$7,622	9.09%	4.01%
39 NE Bernalillo	\$896	63%	\$516	37%	\$1,412	\$12,119	11.65%	8.18%
42 N. Valencia	\$168	15%	\$977	85%	\$1,145	\$4,558	25.12%	6.63%
Sub Totals	\$10,374	60%	\$6,898	40%	\$17,272	\$204,981	8.43%	100.0%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2016**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$204,981		
Total Dollar Errors	\$17,272	Total Error Rate %	8.43%
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Agency Error (Dollar Amount):	Agency % Error Rate:
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Recipient Error (Dollar Amount):	Recipient % Error Rate:
\$6,898	3.37%

Cumulative Case Error Rate

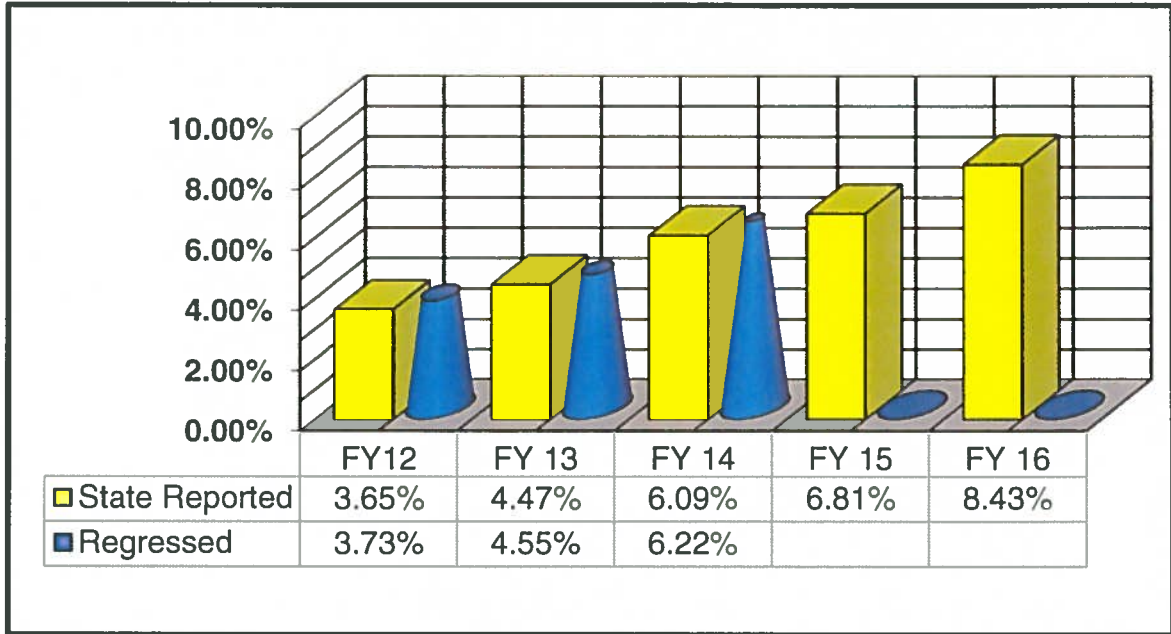
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% In Error	15.99%

Cases Dropped	144
Correct	620
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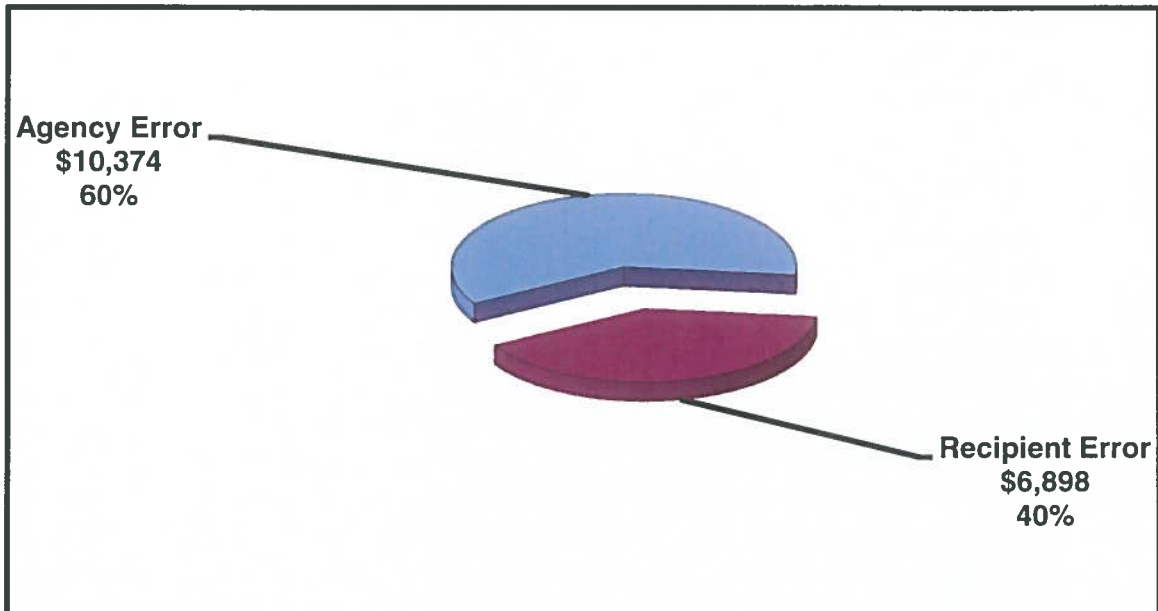
4. REGIONAL - Cumulative Payment Error Rates

Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
NE Region							
04 Colfax	\$0	\$0	\$0	\$922	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$346	0.00%	0.00%	0.00%
20 Quay	\$0	\$0	\$0	\$1,395	0.00%	0.00%	0.00%
21 Rio Arriba	\$138	\$296	\$434	\$6,806	6.38%	18.33%	2.51%
23 Sandoval	\$472	\$61	\$533	\$10,513	5.07%	22.51%	3.09%
25 San Miguel	\$115	\$0	\$115	\$2,657	4.33%	4.86%	0.67%
26 Santa Fe	\$624	\$420	\$1,044	\$11,387	9.17%	44.09%	6.04%
29 Taos	\$182	\$60	\$242	\$2,048	11.82%	10.22%	1.40%
NE Region Totals	\$1,531	\$837	\$2,368	\$36,074	6.56%	100.00%	13.71%
NW Region							
17 McKinley	\$584	\$185	\$769	\$9,946	7.73%	18.46%	4.45%
24 San Juan	\$541	\$867	\$1,408	\$11,879	11.85%	33.80%	8.15%
27 Sierra	\$59	\$404	\$463	\$1,755	26.38%	11.11%	2.68%
28 Socorro	\$0	\$166	\$166	\$1,725	9.62%	3.98%	0.96%
32 S. Valencia	\$0	\$0	\$0	\$3,424	0.00%	0.00%	0.00%
33 Cibola	\$153	\$62	\$215	\$4,556	4.72%	5.16%	1.24%
42 N. Valencia	\$168	\$977	\$1,145	\$4,558	25.12%	27.48%	6.63%
NW Region Totals	\$1,505	\$2,661	\$4,166	\$37,843	11.01%	100.00%	24.12%
SW Region							
07 W. Dona Ana	\$192	\$130	\$322	\$13,917	2.31%	13.05%	1.86%
09 Grant/Hidalgo	\$581	\$113	\$694	\$5,213	13.31%	28.13%	4.02%
16 Luna	\$381	\$174	\$555	\$2,498	22.22%	22.50%	3.21%
19 Otero	\$108	\$44	\$152	\$3,897	3.90%	6.16%	0.88%
37 E. Dona Ana	\$51	\$0	\$51	\$7,239	0.70%	2.07%	0.30%
38 S. Dona Ana	\$296	\$397	\$693	\$7,622	9.09%	28.09%	4.01%
SW Region Totals	\$1,609	\$858	\$2,467	\$40,386	6.11%	100.00%	14.28%
SE Region							
03 Chaves	\$785	\$242	\$1,027	\$9,183	11.18%	51.09%	5.95%
05 Curry	\$41	\$59	\$100	\$5,256	1.90%	4.98%	0.58%
08 Eddy	\$68	\$0	\$68	\$3,653	1.86%	3.38%	0.39%
13 Lea	\$315	\$327	\$642	\$8,882	7.23%	31.94%	3.72%
14 Lincoln	\$0	\$0	\$0	\$648	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$3,385	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$173	\$173	\$1,879	9.21%	8.61%	1.00%
SE Region Totals	\$1,209	\$801	\$2,010	\$32,886	6.11%	100.00%	11.64%
Central Region							
01 SE Bernalillo	\$1,090	\$285	\$1,375	\$12,109	11.36%	21.96%	7.96%
35 NW Bernalillo	\$974	\$265	\$1,239	\$14,739	8.41%	19.79%	7.17%
36 SW Bernalillo	\$1,560	\$675	\$2,235	\$17,399	12.85%	35.70%	12.94%
39 NE Bernalillo	\$896	\$516	\$1,412	\$12,119	11.65%	22.55%	8.18%
30 Torrance	\$0	\$0	\$0	\$1,426	0.00%	0.00%	0.00%
Central Region Totals	\$4,520	\$1,741	\$6,261	\$57,792	10.83%	100.00%	36.25%
State Totals	\$10,374	\$6,898	\$17,272	\$204,981	8.43%	100.00%	100.00%

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



6. Agency-vs-Recipient Errors



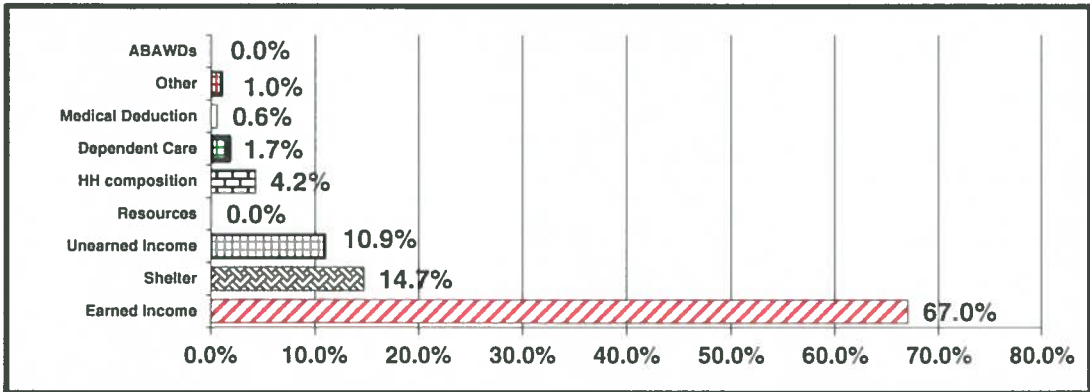
Average Agency Error = \$138

Average Recipient Error = \$160

7. AGENCY/RECIPIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

<i>Food Stamps</i>	<i>Agency</i>	<i>Recipient</i>	<i>% Agency Cause</i>
Earned Income	\$7,290	\$4,278	63.0%
Shelter	\$851	\$1,684	33.6%
Unearned Income	\$1,102	\$781	58.5%
Resources	\$0	\$0	0.0%
HH composition	\$578	\$155	78.9%
Dependent Care	\$286	\$0	100.0%
Medical Deduction	\$99	\$0	100.0%
Other	\$168	\$0	100.0%
ABAWDs	\$0	\$0	0.0%

8. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



9. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Discription</i>
61.19%	\$10,569	311	WAGES & SALARIES
3.98%	\$688	150	HOUSEHOLD COMPOSITION
10.97%	\$1,894	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
3.71%	\$641	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
1.37%	\$236	344	PA/GA GRANT
0.97%	\$168	520	ARITHMETIC COMPUTATION
0.25%	\$44	342	CONTRIBUTIONS
1.73%	\$298	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
1.62%	\$279	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
2.02%	\$349	346	OTHER UEI
0.00%	\$0	111	STUDENT STATUS
0.57%	\$99	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.26%	\$45	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
3.92%	\$677	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
5.78%	\$999	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
1.66%	\$286	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

10. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2016

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	\$273	\$273	\$0	\$0
P	\$10,101	\$7,017	\$578	\$1,102
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	\$10,374	\$7,290	\$578	\$1,102

Agency errors with "policy or procedure not applied or not correctly applied" and "no action on reported information" account for 100% of agency caused dollar errors.

Errors in "earned income" and "unearned income" elements account for 86% of the agency-caused error rate.

11. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$2,794	\$3,978	\$2,904	\$4,741	\$1,452	\$1,403
%	16.2%	23.0%	16.8%	27.4%	8.4%	8.1%

12. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.1
Error Cases	2.8
Recipient Error Cases	3.1

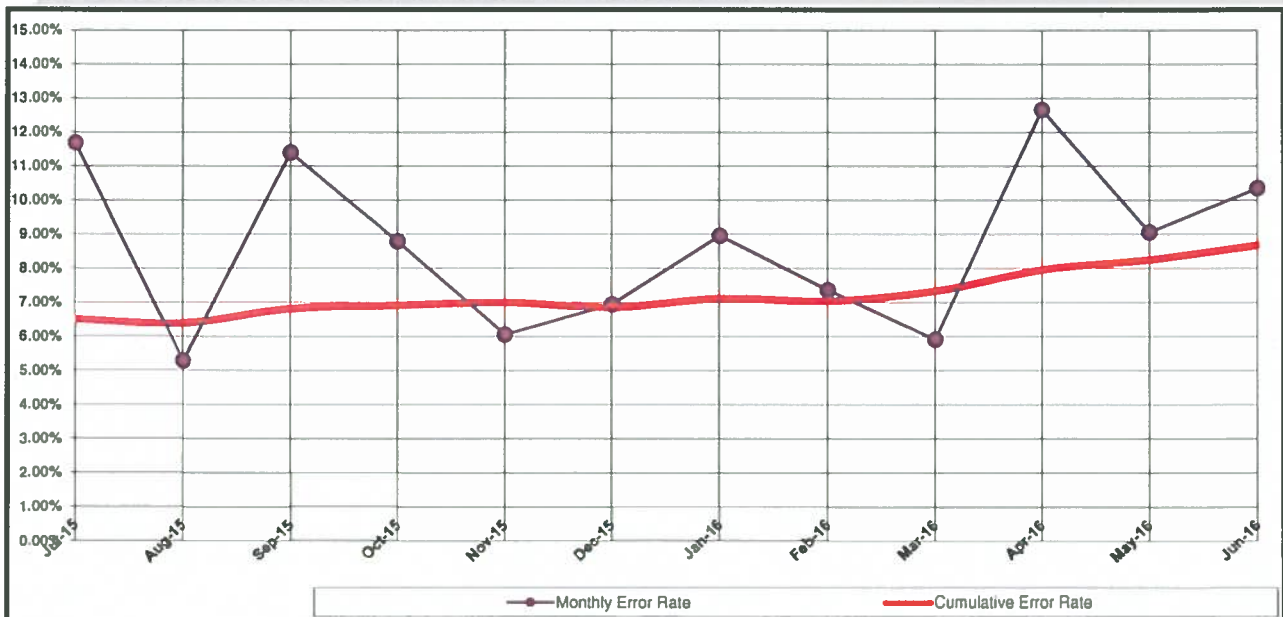
13. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$2,819	16.3%
Recert	\$5,525	32.0%
Change	\$3,204	18.6%
Transitional FS	\$0	0.0%
Interim	\$4,970	28.8%
Annual Report	\$686	4.0%

14. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	23	19.7%
Recert	36	30.8%
Change	15	12.8%
Transitional FS	0	0.0%
Interim	33	28.2%
Annual Report	10	8.5%

15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

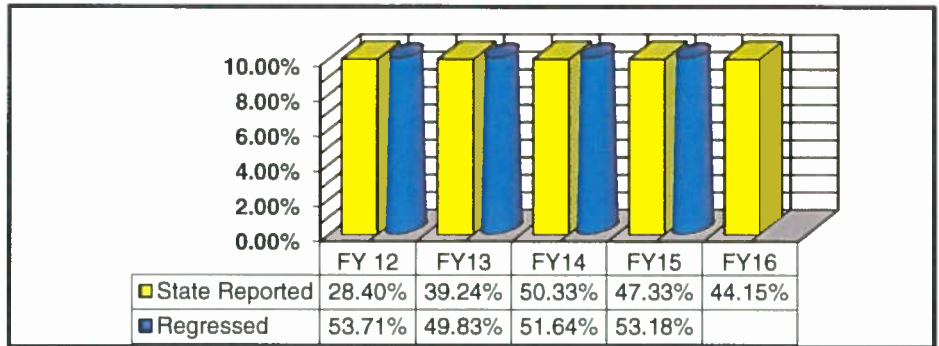


FFY 2016 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	289
Invalid Total	298
Invalid Error	103
Invalid Notice	195
Drop	88
Total Sampled	675
% Invalid Notice	28.89%
% Invalid Error	15.26%
% Invalid Total	44.15%

2. State Negative Error Rates



3. Regional - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	3	0	3	0.0%
10	Guad/DeBaca	1	0	1	0.0%
20	Quay	4	1	5	20.0%
21	Rio Arriba	6	10	16	62.5%
23	Sandoval	12	10	22	45.5%
25	San Miguel	4	3	7	42.9%
26	Santa Fe	24	15	39	38.5%
29	Taos	4	4	8	50.0%
NE Region Totals		58	43	101	42.6%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	12	12	24	50.0%
24	San Juan	21	20	41	48.8%
27	Sierra	5	5	10	50.0%
28	Socorro	6	5	11	45.5%
32	S. Valencia	2	0	2	0.0%
33	Cibola	3	4	7	57.1%
42	N. Valencia	8	6	14	42.9%
NW Region Totals		57	52	109	47.7%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	16	8	24	33.3%
05	Curry	9	8	17	47.1%
08	Eddy	6	7	13	53.8%
13	Lea	14	12	26	46.2%
14	Lincoln	5	3	8	37.5%
22	Roosevelt	2	4	6	66.7%
34	Eddy/Artesia	5	2	7	28.6%
SE Region Totals		57	44	101	43.6%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	23	10	33	30.3%
09	Grant/Hidalgo	5	6	11	54.5%
16	Luna	9	0	9	0.0%
19	Otero	4	6	10	60.0%
37	E. Dona Ana	5	7	12	58.3%
38	S. Dona Ana	7	6	13	46.2%
SW Region Totals		53	35	88	39.8%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	13	16	29	55.2%
35	NW Bernalillo	13	30	43	69.8%
36	SW Bernalillo	23	35	58	60.3%
39	NE Bernalillo	12	39	51	76.5%
30	Torrance	3	4	7	57.1%
Central Region Totals		64	124	188	66.0%

Negative Action Time of Occurrence		
Closure	115	38.6%
Denial	183	61.4%

4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	111	37.25%	84	28.19%	195	65.44%
Application	38	12.75%	3	1.01%	41	13.76%
Unemployment Compensation	1	0.34%	0	0.00%	1	0.34%
Employment & Training	1	0.34%	0	0.00%	1	0.34%
Combined Net Income	2	0.67%	3	1.01%	5	1.68%
Combined Gross Income	10	3.36%	8	2.68%	18	6.04%
Verification	2	0.67%	4	1.34%	6	2.01%
Work Registration	1	0.34%	0	0.00%	1	0.34%
Wages and Salaries	12	4.03%	4	1.34%	16	5.37%
Household Composition	1	0.34%	1	0.34%	2	0.67%
Student Status	2	0.67%	0	0.00%	2	0.67%
Other	5	1.68%	1.68	1.90%	10	3.36%

FFY 2016 SNAP
Non Expedite Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'	Avg. Cumulative
NW Region 1													
Cibola	100.0%	98.7%	97.6%	98.4%	95.7%	100.0%	98.2%	100.0%	97.8%	94.3%	94.7%	92.1%	97.3%
McKinley	94.4%	98.6%	95.1%	96.6%	96.8%	99.4%	95.7%	99.0%	92.4%	91.0%	91.8%	94.5%	95.4%
San Juan	97.6%	96.9%	96.9%	93.2%	97.8%	99.1%	98.3%	99.7%	89.2%	89.1%	91.2%	86.0%	94.6%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	99.8%
Socorro	98.1%	100.0%	100.0%	98.2%	97.8%	94.8%	100.0%	100.0%	98.2%	97.9%	95.6%	95.4%	98.0%
Valencia North	96.3%	92.9%	91.7%	96.4%	96.6%	92.2%	94.1%	98.9%	89.0%	84.3%	92.3%	87.8%	92.7%
Valencia South	95.5%	98.4%	95.5%	94.3%	89.0%	88.2%	100.0%	95.1%	95.8%	84.8%	100.0%	97.3%	94.5%
NW Region 1 Total	97.0%	97.5%	96.2%	95.6%	96.7%	97.4%	97.5%	99.2%	92.4%	90.3%	93.3%	90.5%	95.3%
NE Region 2													
Colfax	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	88.6%	94.1%	92.1%	92.9%	97.3%
Guadalupe	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%	100.0%	94.7%	92.0%	92.3%	97.4%
Quay	100.0%	100.0%	100.0%	95.0%	96.7%	100.0%	100.0%	100.0%	95.5%	90.6%	85.7%	90.9%	96.2%
Rio Arriba	93.6%	98.3%	92.1%	94.9%	91.9%	97.7%	98.1%	99.0%	93.6%	88.2%	94.7%	95.2%	94.8%
San Miguel	98.8%	96.3%	99.0%	100.0%	97.5%	98.8%	97.3%	98.6%	93.0%	98.6%	98.2%	95.6%	97.6%
Sandoval	93.1%	94.8%	97.6%	98.1%	98.1%	98.0%	99.5%	96.3%	94.0%	90.9%	94.0%	94.0%	95.7%
Santa Fe	93.4%	96.4%	97.5%	96.0%	97.4%	98.5%	99.2%	97.3%	92.2%	93.4%	93.3%	96.1%	95.9%
Taos	98.0%	96.8%	99.1%	97.6%	96.5%	93.8%	100.0%	100.0%	96.1%	97.4%	95.3%	96.4%	97.3%
NE Region 2 Total	95.0%	96.6%	97.4%	97.3%	96.8%	97.9%	99.1%	97.9%	93.4%	93.0%	94.2%	95.0%	96.1%
Central Region 3													
NE Bernalillo	95.3%	92.9%	86.0%	78.7%	80.1%	95.1%	97.4%	98.6%	85.7%	84.6%	89.1%	85.3%	89.1%
NW Bernalillo	94.8%	95.0%	92.9%	92.3%	87.8%	95.6%	99.2%	96.6%	84.2%	81.9%	84.6%	91.1%	91.3%
SE Bernalillo	91.2%	91.0%	92.1%	90.2%	91.7%	94.1%	94.1%	94.7%	89.2%	89.1%	86.2%	87.8%	91.0%
SW Bernalillo	97.3%	98.4%	95.5%	97.5%	95.6%	98.3%	98.2%	97.0%	90.4%	93.8%	93.2%	93.4%	95.7%
Torrance	96.4%	96.2%	98.4%	93.0%	90.2%	95.8%	100.0%	100.0%	91.7%	88.9%	84.5%	95.8%	94.2%
Cent. Region 3 Total	94.9%	94.6%	91.2%	89.0%	88.1%	95.9%	97.4%	97.1%	87.5%	87.3%	88.5%	89.7%	91.8%
SE Region 4													
Chaves	97.4%	96.1%	99.0%	99.4%	99.4%	99.0%	99.5%	98.8%	95.1%	93.7%	92.7%	97.8%	97.3%
Curry	89.7%	100.0%	88.1%	87.1%	97.5%	97.1%	99.3%	98.2%	97.2%	96.4%	92.2%	90.2%	94.4%
Eddy Artesia	94.9%	94.6%	97.7%	97.6%	94.9%	94.9%	100.0%	98.1%	100.0%	87.0%	91.3%	91.8%	95.2%
Eddy Carlsbad	86.5%	95.1%	100.0%	95.7%	94.1%	93.2%	98.1%	99.1%	94.1%	90.4%	90.7%	89.4%	93.9%
Lea	73.8%	94.2%	91.7%	90.6%	84.6%	95.9%	96.3%	98.4%	91.9%	84.8%	90.7%	90.2%	90.3%
Lincoln	100.0%	100.0%	98.6%	100.0%	97.8%	100.0%	100.0%	100.0%	89.5%	90.0%	83.7%	97.0%	96.4%
Roosevelt	89.2%	97.7%	92.1%	93.0%	96.4%	95.0%	100.0%	100.0%	91.5%	95.7%	96.7%	92.7%	95.0%
SE Region 4 Total	88.0%	96.4%	95.5%	93.9%	94.3%	96.6%	98.6%	98.7%	94.2%	91.1%	91.5%	92.7%	94.3%
SW Region 5													
East Dona Ana	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	96.0%	96.3%	96.2%	94.5%	98.5%
Grant	96.5%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%	95.3%	95.2%	92.3%	94.1%	97.4%
Luna	94.4%	99.0%	95.3%	96.3%	96.3%	98.6%	97.1%	100.0%	89.6%	95.7%	93.2%	93.9%	95.8%
Otero	100.0%	99.2%	98.5%	98.1%	100.0%	100.0%	99.0%	98.9%	87.0%	90.3%	88.5%	94.4%	96.2%
South Dona Ana	98.5%	99.4%	100.0%	98.8%	98.6%	95.6%	97.6%	99.2%	96.1%	97.3%	95.2%	91.8%	97.3%
West Dona Ana	98.3%	99.6%	100.0%	100.0%	100.0%	100.0%	99.4%	98.7%	96.4%	95.3%	94.3%	94.3%	98.0%
SW Region 5 Total	98.5%	99.2%	99.3%	99.2%	99.4%	99.0%	99.0%	99.4%	94.4%	95.4%	94.0%	93.8%	97.6%
STATE TOTAL	94.9%	96.7%	95.3%	94.3%	94.4%	97.2%	98.2%	98.3%	91.8%	90.9%	91.9%	92.0%	94.7%

*Beginning June 2016, DHG impacted cases are included

FFY 2016 SNAP
Expedite Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'	Avg. Cumulative
NW Region 1													
Cibola	96.9%	96.5%	95.0%	98.8%	100.0%	96.5%	100.0%	100.0%	98.0%	96.4%	97.0%	94.7%	97.5%
McKinley	95.4%	97.1%	96.2%	100.0%	98.5%	98.9%	98.7%	100.0%	98.9%	96.1%	98.8%	99.3%	98.2%
San Juan	92.8%	98.9%	98.0%	95.1%	92.0%	97.5%	96.8%	98.9%	97.5%	94.8%	96.0%	95.7%	96.2%
Sierra	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	99.6%
Socorro	98.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.2%	100.0%	97.2%	97.8%	100.0%	99.1%
Valencia North	95.8%	97.9%	98.9%	99.3%	99.1%	98.0%	99.1%	99.0%	95.8%	100.0%	96.7%	95.7%	97.9%
Valencia South	100.0%	95.3%	97.6%	98.8%	100.0%	100.0%	98.1%	100.0%	98.2%	93.9%	98.5%	98.2%	98.2%
NW Region 1 Total	95.5%	98.0%	97.8%	97.6%	96.2%	98.2%	98.1%	99.2%	97.8%	96.1%	97.1%	96.9%	97.4%
NE Region 2													
Colfax	97.2%	100.0%	100.0%	94.6%	100.0%	100.0%	96.4%	100.0%	100.0%	100.0%	97.7%	100.0%	98.8%
Guadalupe	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.3%
Quay	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
Rio Arriba	99.4%	98.9%	99.4%	99.1%	99.5%	98.8%	100.0%	99.5%	96.5%	94.7%	94.0%	94.4%	97.9%
San Miguel	99.0%	99.0%	97.6%	100.0%	98.7%	99.0%	97.9%	98.7%	98.2%	100.0%	100.0%	96.9%	98.8%
Sandoval	99.1%	98.7%	100.0%	99.0%	98.2%	99.0%	99.7%	99.4%	98.3%	98.0%	97.9%	96.5%	98.7%
Santa Fe	98.8%	98.3%	98.8%	98.3%	99.6%	99.6%	98.7%	97.8%	96.6%	97.1%	96.5%	96.8%	98.1%
Taos	98.8%	100.0%	97.1%	98.6%	97.6%	98.8%	97.6%	97.6%	97.5%	93.3%	98.9%	94.7%	97.5%
NE Region 2 Total	98.9%	98.9%	99.0%	98.7%	98.9%	99.2%	99.1%	98.8%	97.6%	97.1%	97.1%	96.3%	98.3%
Central Region 3													
NE Bernalillo	94.1%	95.7%	93.4%	95.6%	95.3%	95.2%	96.3%	97.5%	89.9%	92.0%	93.5%	93.3%	94.3%
NW Bernalillo	97.9%	97.6%	98.3%	99.6%	98.8%	99.1%	98.5%	99.5%	95.7%	93.7%	96.6%	96.7%	97.7%
SE Bernalillo	94.0%	96.4%	96.7%	96.4%	96.5%	97.1%	96.6%	98.7%	92.6%	95.8%	95.9%	94.2%	95.9%
SW Bernalillo	92.8%	94.3%	96.0%	95.0%	96.4%	96.9%	96.6%	95.9%	94.9%	92.4%	91.9%	94.4%	94.8%
Torrance	97.3%	100.0%	100.0%	98.7%	94.7%	97.7%	98.7%	100.0%	93.9%	96.1%	93.8%	98.7%	97.5%
Cen. Region 3 Total	95.0%	96.3%	96.1%	96.8%	96.7%	97.0%	97.1%	98.0%	93.0%	93.4%	94.4%	94.9%	95.7%
SE Region 4													
Chaves	98.5%	98.6%	97.6%	97.7%	99.4%	98.0%	99.4%	98.8%	98.1%	96.9%	98.2%	98.2%	98.3%
Curry	100.0%	100.0%	98.2%	95.8%	98.2%	99.5%	99.4%	99.5%	98.1%	100.0%	97.5%	97.4%	98.6%
Eddy Artesia	97.9%	95.1%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%	97.4%	98.0%	94.9%	100.0%	98.4%
Eddy Carlsbad	93.8%	94.8%	97.7%	98.2%	96.9%	98.3%	97.6%	98.3%	96.3%	98.2%	97.7%	90.8%	96.6%
Lea	98.4%	97.8%	99.5%	96.4%	97.2%	97.1%	98.5%	99.6%	97.0%	96.5%	95.8%	97.6%	97.6%
Lincoln	97.4%	95.6%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%	97.6%	100.0%	97.4%	100.0%	98.4%
Roosevelt	90.2%	96.8%	96.9%	90.1%	98.5%	100.0%	96.2%	100.0%	100.0%	96.2%	98.9%	97.8%	96.8%
SE Region 4 Total	97.3%	97.6%	98.5%	96.6%	97.7%	98.5%	98.8%	99.3%	97.6%	97.7%	97.2%	97.0%	97.8%
SW Region 5													
East Dona Ana	95.8%	100.0%	96.9%	100.0%	97.5%	99.3%	99.4%	100.0%	99.3%	96.5%	97.8%	99.3%	98.5%
Grant	97.3%	99.3%	100.0%	98.5%	100.0%	99.2%	100.0%	100.0%	100.0%	99.1%	98.6%	97.4%	99.1%
Luna	100.0%	98.8%	97.7%	100.0%	97.1%	98.6%	100.0%	98.2%	98.8%	100.0%	98.8%	100.0%	99.0%
Otero	100.0%	99.3%	100.0%	99.3%	99.2%	100.0%	99.2%	100.0%	97.9%	99.0%	95.4%	97.1%	98.9%
South Dona Ana	97.9%	98.9%	96.8%	100.0%	95.1%	98.2%	97.5%	98.0%	97.2%	93.4%	95.4%	93.8%	96.9%
West Dona Ana	98.2%	99.6%	99.0%	98.8%	98.2%	98.5%	99.0%	99.5%	94.9%	98.0%	97.8%	97.3%	98.2%
SW Region 5 Total	98.1%	99.4%	98.5%	99.3%	98.0%	98.9%	99.2%	99.4%	97.5%	97.5%	97.4%	97.5%	98.4%
STATE TOTAL	96.7%	97.7%	97.6%	97.7%	97.4%	98.1%	98.2%	98.8%	96.1%	95.8%	96.2%	96.2%	97.2%

*Beginning June 2016, DHS impacted cases are included

FFY 2016 Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'
Total APT												
Non Expedite Cases	4715	4468	5033	4580	4775	5211	4744	4368	4574	4070	4789	4212
Non Expedite Timely	4129	3951	4385	3856	4121	4502	4317	3983	4199	3700	4397	3854
Total Untimely	586	517	648	724	654	709	427	385	375	370	392	358
Expedite Cases	4962	5252	5177	5686	5119	5215	4900	5012	5386	4857	5604	5188
Expedite Timely	4769	5116	5012	5534	4971	5098	4797	4686	5175	4655	5393	4985
Total Untimely	193	136	165	152	148	117	103	326	211	202	211	203
Total Timely Cases	8898	9067	10210	10266	9894	10426	9644	9380	9960	8355	9790	8839
Total Cases	9677	9720	9397	9390	9092	9600	9114	8669	9374	8927	10393	9400
APT	91.95%	93.28%	92.04%	91.47%	91.89%	92.08%	95.40%	92.43%	94.12%	93.59%	94.20%	94.03%
Total APT (excluding DHG Related Cases)												
Non Expedite Cases	4715	4468	5033	4580	4775	5211	4744	4368	4574	4070	4789	4212
Non Expedite Timely	4129	3951	4385	3856	4121	4502	4317	3983	4199	3700	4397	3965
Total Untimely	586	517	648	724	654	709	427	385	375	370	392	247
Expedite Cases	4962	5252	5177	5686	5119	5215	4900	5012	5386	4857	5604	5188
Expedite Timely	4769	5116	5012	5534	4971	5098	4797	4686	5175	4655	5393	5073
Total Untimely	193	136	165	152	148	117	103	326	211	202	211	115
Total Timely Cases	8898	9067	10210	10266	9894	10426	9644	9380	9960	8355	9790	9038
Total Cases	9677	9720	9397	9390	9092	9600	9114	8669	9374	8612	10393	9400
DHG Non Expedite	345	371	413	464	387	463	342	312	263	268	294	247
DHG Expedite	28	15	39	20	16	23	16	104	158	47	49	115
Total DHG Cases	373	386	452	484	403	486	358	416	421	315	343	362
APT	95.64%	97.14%	96.30%	95.99%	95.80%	97.56%	98.15%	96.71%	98.27%	97.02%	97.41%	96.15%

September 2016 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>September 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>September 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orrt.</i>	<i>September 2016</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	92.1%	Cibola	0.0%	Cibola	92.1%
McKinley	94.5%	McKinley	0.0%	McKinley	94.5%
San Juan	86.0%	San Juan	10.0%	San Juan	96.0%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	95.4%	Socorro	3.4%	Socorro	98.8%
Valencia North	87.8%	Valencia North	7.5%	Valencia North	95.3%
Valencia South	97.3%	Valencia South	2.7%	Valencia South	100.0%
NW Region 1 Total	90.5%	NW Region 1 Total	5.6%	NW Region 1 Total	96.1%
NE Region 2		NE Region 2		NE Region 2	
Colfax	92.9%	Colfax	7.1%	Colfax	100.0%
Guadalupe	92.3%	Guadalupe	7.7%	Guadalupe	100.0%
Quay	90.9%	Quay	9.1%	Quay	100.0%
Rio Arriba	95.2%	Rio Arriba	2.3%	Rio Arriba	97.5%
San Miguel	95.6%	San Miguel	3.3%	San Miguel	98.9%
Sandoval	94.0%	Sandoval	4.9%	Sandoval	98.9%
Santa Fe	96.1%	Santa Fe	3.9%	Santa Fe	100.0%
Taos	96.4%	Taos	3.6%	Taos	100.0%
NE Region 2 Total	95.0%	NE Region 2 Total	4.3%	NE Region 2 Total	99.3%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	85.3%	NE Bernalillo	14.1%	NE Bernalillo	99.4%
NW Bernalillo	91.1%	NW Bernalillo	7.9%	NW Bernalillo	99.0%
SE Bernalillo	87.8%	SE Bernalillo	6.1%	SE Bernalillo	93.9%
SW Bernalillo	93.4%	SW Bernalillo	3.7%	SW Bernalillo	97.1%
Torrance	95.8%	Torrance	0.0%	Torrance	95.8%
Cen. Region 3 Total	89.7%	Cen. Region 3 Total	7.7%	Cen. Region 3 Total	97.4%
SE Region 4		SE Region 4		SE Region 4	
Chaves	97.8%	Chaves	2.2%	Chaves	100.0%
Curry	90.2%	Curry	2.2%	Curry	92.4%
Eddy Artesia	91.8%	Eddy Artesia	0.0%	Eddy Artesia	91.8%
Eddy Carlsbad	89.4%	Eddy Carlsbad	7.5%	Eddy Carlsbad	96.9%
Lea	90.2%	Lea	0.0%	Lea	90.2%
Lincoln	97.0%	Lincoln	3.0%	Lincoln	100.0%
Roosevelt	92.7%	Roosevelt	1.7%	Roosevelt	94.4%
SE Region 4 Total	92.7%	SE Region 4 Total	2.3%	SE Region 4 Total	95.0%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	94.5%	East Dona Ana	5.5%	East Dona Ana	100.0%
Grant	94.1%	Grant	5.9%	Grant	100.0%
Luna	93.9%	Luna	4.5%	Luna	98.4%
Otero	94.4%	Otero	4.9%	Otero	99.3%
South Dona Ana	91.8%	South Dona Ana	4.8%	South Dona Ana	96.6%
West Dona Ana	94.3%	West Dona Ana	4.9%	West Dona Ana	99.2%
SW Region 5 Total	93.8%	SW Region 5 Total	5.0%	SW Region 5 Total	98.8%
STATE TOTAL	92.0%	STATE TOTAL	5.4%	STATE TOTAL	97.4%

*Retro-active months due to court order-cases processed back to date suspended.

September 2016 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>September 2016</i>	<i>*Cases Impacted by Court Order</i>	<i>September 2016</i>	<i>Timeliness excluding Cases Impacted by DHG Court Order</i>	<i>September 2016</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	94.7%	Cibola	0.0%	Cibola	94.7%
McKinley	99.3%	McKinley	0.0%	McKinley	99.3%
San Juan	95.7%	San Juan	2.4%	San Juan	98.1%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	100.0%	Socorro	0.0%	Socorro	100.0%
Valencia North	95.7%	Valencia North	2.1%	Valencia North	97.8%
Valencia South	98.2%	Valencia South	0.0%	Valencia South	98.2%
NW Region 1 Total	96.9%	NW Region 1 Total	1.3%	NW Region 1 Total	98.2%
NE Region 2		NE Region 2		NE Region 2	
Colfax	100.0%	Colfax	0.0%	Colfax	100.0%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	100.0%	Quay	0.0%	Quay	100.0%
Rio Arriba	94.4%	Rio Arriba	1.8%	Rio Arriba	96.2%
San Miguel	96.9%	San Miguel	1.0%	San Miguel	97.9%
Sandoval	96.5%	Sandoval	1.5%	Sandoval	98.0%
Santa Fe	96.8%	Santa Fe	1.0%	Santa Fe	97.8%
Taos	94.7%	Taos	1.3%	Taos	96.0%
NE Region 2 Total	96.3%	NE Region 2 Total	1.3%	NE Region 2 Total	97.6%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	93.3%	NE Bernalillo	4.3%	NE Bernalillo	97.6%
NW Bernalillo	96.7%	NW Bernalillo	1.8%	NW Bernalillo	98.5%
SE Bernalillo	94.2%	SE Bernalillo	1.4%	SE Bernalillo	95.6%
SW Bernalillo	94.4%	SW Bernalillo	4.7%	SW Bernalillo	99.1%
Torrance	98.7%	Torrance	1.3%	Torrance	100.0%
Cen. Region 3 Total	94.9%	Cen. Region 3 Total	3.1%	Cen. Region 3 Total	98.0%
SE Region 4		SE Region 4		SE Region 4	
Chaves	98.2%	Chaves	0.6%	Chaves	98.8%
Curry	97.4%	Curry	0.0%	Curry	97.4%
Eddy Artesia	100.0%	Eddy Artesia	0.0%	Eddy Artesia	100.0%
Eddy Carlsbad	90.8%	Eddy Carlsbad	3.1%	Eddy Carlsbad	93.9%
Lea	97.6%	Lea	0.0%	Lea	97.6%
Lincoln	100.0%	Lincoln	0.0%	Lincoln	100.0%
Roosevelt	97.8%	Roosevelt	1.1%	Roosevelt	98.9%
SE Region 4 Total	97.0%	SE Region 4 Total	0.7%	SE Region 4 Total	97.7%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	99.3%	East Dona Ana	0.7%	East Dona Ana	100.0%
Grant	97.4%	Grant	0.8%	Grant	98.2%
Luna	100.0%	Luna	0.0%	Luna	100.0%
Otero	97.1%	Otero		Otero	97.1%
South Dona Ana	93.8%	South Dona Ana	4.0%	South Dona Ana	97.8%
West Dona Ana	97.3%	West Dona Ana	1.8%	West Dona Ana	99.1%
SW Region 5 Total	97.5%	SW Region 5 Total	1.2%	SW Region 5 Total	98.7%
STATE TOTAL	96.2%	STATE TOTAL	1.8%	STATE TOTAL	98.0%

*Retro-active months due to court order-cases processed back to date suspended.

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 15'	August 16'	September 16'	Yearly Average
NE Region													
Colfax	100.0%	100.0%				100.0%			100.0%				100.0%
Guadalupe	100.0%						100.0%						100.0%
Quay													
Rio Arriba	100.0%			100.0%	33.3%		100.0%		100.0%				81.8%
Sandoval	100.0%	100.0%	75.0%	0.0%	0.0%	66.7%	100.0%	100.0%	80.0%				76.2%
San Miguel	100.0%	100.0%		100.0%		100.0%		100.0%					100.0%
Santa Fe	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%				90.0%
Taos			100.0%	0.0%	100.0%			100.0%	100.0%				87.5%
NE Region TOTAL	100.0%	100.0%	80.0%	71.4%	80.0%	85.7%	100.0%	90.0%	92.3%				87.0%
NW Region													
Cibola		100.0%			100.0%	100.0%	100.0%	100.0%	100.0%				100.0%
McKinley	100.0%	50.0%	80.0%	75.0%	0.0%	100.0%	100.0%	100.0%	33.3%				71.4%
San Juan	80.0%	100.0%	66.7%	100.0%		66.7%	100.0%	100.0%	100.0%				87.0%
Sierra		100.0%	100.0%					100.0%					100.0%
Socorro					100.0%	100.0%		100.0%					100.0%
Valencia South	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%		100.0%				100.0%
Valencia North	100.0%	100.0%	66.7%	100.0%		100.0%	100.0%		100.0%				92.3%
NW Region TOTAL	91.7%	82.4%	78.6%	87.5%	75.0%	91.7%	100.0%	100.0%	71.4%				87.5%
SW Region													
Dona Ana (West)	100.0%	75.0%	100.0%	85.7%	100.0%	80.0%	100.0%	100.0%	100.0%				89.7%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				100.0%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%				100.0%
Gran/Hidalgo	0.0%	66.7%			100.0%	100.0%	100.0%	100.0%					81.8%
Luna	75.0%							100.0%	100.0%				85.7%
Otero	100.0%	100.0%	100.0%	100.0%		100.0%			100.0%				100.0%
SW Region Total	85.7%	84.6%	100.0%	91.7%	100.0%	90.9%	100.0%	100.0%	100.0%				93.3%
SE Region													
Chaves	100.0%		75.0%	50.0%	100.0%								81.8%
Curry			100.0%	0.0%	100.0%	100.0%		100.0%	100.0%				90.0%
Eddy	100.0%	100.0%	100.0%		100.0%				100.0%				100.0%
Eddy (Artesia)	0.0%		100.0%		100.0%								75.0%
Lea	100.0%		100.0%		100.0%	100.0%	100.0%		100.0%				100.0%
Lincoln	0.0%		0.0%		100.0%								33.3%
Roosevelt		100.0%	100.0%			100.0%	0.0%						80.0%
SE Region Total	75.0%	100.0%	81.8%	33.3%	100.0%	100.0%	50.0%	100.0%	100.0%				85.1%
Central Region													
Bernalillo (NE)	75.0%	100.0%	50.0%	81.8%	70.0%	100.0%	100.0%	100.0%	100.0%				84.8%
Bernalillo (NW)	62.5%	100.0%	50.0%	80.0%	100.0%	75.0%	100.0%	100.0%	100.0%				81.8%
Bernalillo (SE)	80.0%	75.0%	100.0%	100.0%	75.0%	100.0%	80.0%	100.0%	50.0%				85.7%
Bernalillo (SW)	100.0%	75.0%	85.7%	100.0%	100.0%	75.0%	100.0%	100.0%	100.0%				92.9%
Torrance						100.0%		100.0%					100.0%
Central Region Total	72.2%	85.7%	82.4%	87.5%	76.5%	90.0%	94.7%	100.0%	92.3%				86.9%
STATE TOTAL	83.1%	86.8%	82.5%	83.3%	83.7%	90.7%	95.9%	98.0%	91.3%				88.1%