




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 16-78

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Human Services Department 

RE: FFY 2016 SNAP Performance Report

DATE: December 9, 2016

Attached please find the tenth 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 July 2016. All errors for October 2015 through July 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 | \$224,727 | | |
| Total Dollar Errors | \$18,360 | Total Error Rate % | 8.17% |
| Total Dollar Over | \$11,609 | % Error Rate Over | 5.17% |
| Total Dollar Under | \$2,066 | % Error Rate Under | 0.92% |
| Total Dollar Ineligible | \$4,685 | % Error Rate Ineligible | 2.08% |

Cumulative Case Error Rate

| | |
|-----------------------|---------------|
| Total Reviewed | 815 |
| % in Error | 15.83% |

| | | | |
|--------------------------------------|--|-----------------------------|--|
| Agency Error (Dollar Amount): | | Agency % Error Rate: | |
| \$11,095 | | 4.94% | |

| | |
|----------------------|------------|
| Cases Dropped | 165 |
| Correct | 686 |
| Overpaid | 89 |
| Underpaid | 21 |
| Ineligible | 19 |

| | | | |
|---|--|--------------------------------|--|
| Recipient Error (Dollar Amount): | | Recipient % Error Rate: | |
| \$7,265 | | 3.23% | |

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 | \$13,112 | 10.49% | 7.49% |
| 03 Chaves | \$785 | 76% | \$242 | 24% | \$1,027 | \$9,304 | 11.04% | 5.59% |
| 04 Colfax/Union | \$0 | | \$0 | | \$0 | \$922 | 0.00% | 0.00% |
| 05 Curry | \$41 | 41% | \$59 | 59% | \$100 | \$5,921 | 1.69% | 0.54% |
| 07 W.Dona Ana | \$192 | 60% | \$130 | 40% | \$322 | \$14,603 | 2.21% | 1.75% |
| 08 Eddy | \$68 | 100% | \$0 | 0% | \$68 | \$3,847 | 1.77% | 0.37% |
| 09 Grant/Hidalgo | \$581 | 84% | \$113 | 16% | \$694 | \$5,620 | 12.35% | 3.78% |
| 10 Guadalupe/DeBaca | \$0 | | \$0 | | \$0 | \$346 | 0.00% | 0.00% |
| 13 Lea | \$315 | 49% | \$327 | 51% | \$642 | \$9,212 | 6.97% | 3.50% |
| 14 Lincoln | \$0 | | \$0 | | \$0 | \$648 | 0.00% | 0.00% |
| 16 Luna | \$381 | 69% | \$174 | 31% | \$555 | \$3,681 | 15.08% | 3.02% |
| 17 McKinley | \$658 | 78% | \$185 | 22% | \$843 | \$11,016 | 7.65% | 4.59% |
| 19 Otero | \$292 | 87% | \$44 | 13% | \$336 | \$5,112 | 6.57% | 1.83% |
| 20 Quay | \$0 | | \$0 | | \$0 | \$1,395 | 0.00% | 0.00% |
| 21 Rio Arriba | \$138 | 32% | \$296 | 68% | \$434 | \$7,181 | 6.04% | 2.36% |
| 22 Roosevelt | \$110 | 46% | \$130 | 54% | \$240 | \$3,709 | 6.47% | 1.31% |
| 23 Sandoval | \$472 | 89% | \$61 | 11% | \$533 | \$11,151 | 4.78% | 2.90% |
| 24 San Juan | \$541 | 38% | \$867 | 62% | \$1,408 | \$12,203 | 11.54% | 7.67% |
| 25 San Miguel | \$115 | 100% | \$0 | 0% | \$115 | \$3,048 | 3.77% | 0.63% |
| 26 Santa Fe | \$624 | 60% | \$420 | 40% | \$1,044 | \$12,802 | 8.15% | 5.69% |
| 27 Sierra | \$59 | 13% | \$404 | 87% | \$463 | \$2,436 | 19.01% | 2.52% |
| 28 Socorro | \$0 | 0% | \$166 | 100% | \$166 | \$1,725 | 9.62% | 0.90% |
| 29 Taos | \$182 | 75% | \$60 | 25% | \$242 | \$2,819 | 8.58% | 1.32% |
| 30 Torrance | \$106 | 100% | \$0 | 0% | \$106 | \$1,681 | 6.31% | 0.58% |
| 32 S. Valencia | \$0 | | \$0 | | \$0 | \$3,634 | 0.00% | 0.00% |
| 33 Cibola | \$153 | 71% | \$62 | 29% | \$215 | \$5,067 | 4.24% | 1.17% |
| 34 Eddy/Artesia | \$0 | 0% | \$304 | 100% | \$304 | \$2,206 | 13.78% | 1.66% |
| 35 NW Bernalillo | \$1,014 | 79% | \$265 | 21% | \$1,279 | \$16,142 | 7.92% | 6.97% |
| 36 SW Bernalillo | \$1,623 | 71% | \$675 | 29% | \$2,298 | \$20,020 | 11.48% | 12.52% |
| 37 E. Dona Ana | \$51 | 100% | \$0 | 0% | \$51 | \$7,507 | 0.68% | 0.28% |
| 38 S. Dona Ana | \$296 | 43% | \$397 | 57% | \$693 | \$8,381 | 8.27% | 3.77% |
| 39 NE Bernalillo | \$1,040 | 65% | \$564 | 35% | \$1,604 | \$13,123 | 12.22% | 8.74% |
| 42 N. Valencia | \$168 | 14% | \$1,035 | 86% | \$1,203 | \$5,153 | 23.35% | 6.55% |
| Sub Totals | \$11,095 | 60% | \$7,265 | 40% | \$18,360 | \$224,727 | 8.17% | 100.0% |

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

3. STATE - Cumulative Payment Error Rates

| | | | |
|----------------------------|------------------|---------------------------|--------------|
| Total Paid | \$224,727 | | |
| Total Dollar Errors | \$18,360 | Total Error Rate % | 8.17% |
| Total Dollar Over | \$11,609 | % Error Rate Over | 5.17% |
| Total Dollar Under | \$2,066 | % Error Rate Under | 0.92% |
| Total Dollar Ineligible | \$4,685 | % Error Rate Ineligible | 2.08% |

Cumulative Case Error Rate

| | |
|-----------------------|--------|
| Total Reviewed | 815 |
| % In Error | 15.83% |

| | |
|--------------------------------------|-----------------------------|
| Agency Error (Dollar Amount): | Agency % Error Rate: |
| \$11,095 | 4.94% |

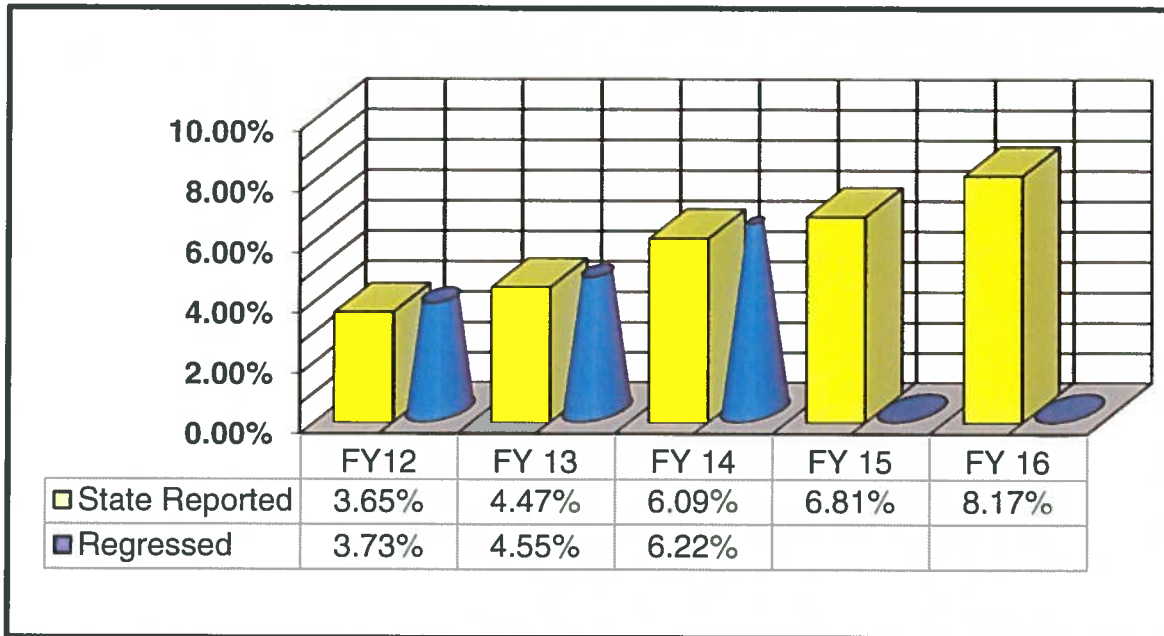
| | |
|----------------------|-----|
| Cases Dropped | 165 |
| Correct | 686 |
| Overpaid | 89 |
| Underpaid | 21 |
| Ineligible | 19 |

| | |
|---|--------------------------------|
| Recipient Error (Dollar Amount): | Recipient % Error Rate: |
| \$7,265 | 3.23% |

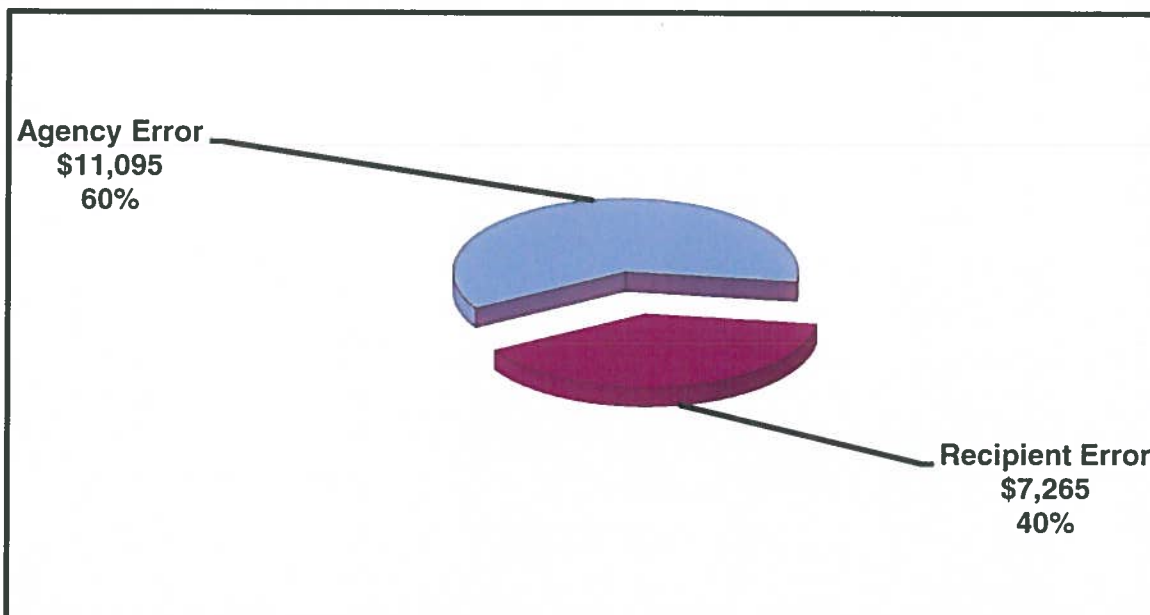
4. REGIONAL - Cumulative Payment Error Rates

| NE Region | Agency \$ Error | Recipient \$ Error | Total \$ Error | Total \$ Paid | County Error Rate | Region Share | State Share |
|------------------------------|-----------------|--------------------|-----------------|------------------|-------------------|----------------|----------------|
| 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 | \$7,181 | 6.04% | 18.33% | 2.36% |
| 23 Sandoval | \$472 | \$61 | \$533 | \$11,151 | 4.78% | 22.51% | 2.90% |
| 25 San Miguel | \$115 | \$0 | \$115 | \$3,048 | 3.77% | 4.86% | 0.63% |
| 26 Santa Fe | \$624 | \$420 | \$1,044 | \$12,802 | 8.15% | 44.09% | 5.69% |
| 29 Taos | \$182 | \$60 | \$242 | \$2,819 | 8.58% | 10.22% | 1.32% |
| NE Region Totals | \$1,531 | \$837 | \$2,368 | \$39,664 | 5.97% | 100.00% | 12.90% |
| NW Region | | | | | | | |
| 17 McKinley | \$658 | \$185 | \$843 | \$11,016 | 7.65% | 19.61% | 4.59% |
| 24 San Juan | \$541 | \$867 | \$1,408 | \$12,203 | 11.54% | 32.76% | 7.67% |
| 27 Sierra | \$59 | \$404 | \$463 | \$2,436 | 19.01% | 10.77% | 2.52% |
| 28 Socorro | \$0 | \$166 | \$166 | \$1,725 | 9.62% | 3.86% | 0.90% |
| 32 S. Valencia | \$0 | \$0 | \$0 | \$3,634 | 0.00% | 0.00% | 0.00% |
| 33 Cibola | \$153 | \$62 | \$215 | \$5,067 | 4.24% | 5.00% | 1.17% |
| 42 N. Valencia | \$168 | \$1,035 | \$1,203 | \$5,153 | 23.35% | 27.99% | 6.55% |
| NW Region Totals | \$1,579 | \$2,719 | \$4,298 | \$41,234 | 10.42% | 100.00% | 23.41% |
| SW Region | | | | | | | |
| 07 W. Dona Ana | \$192 | \$130 | \$322 | \$14,603 | 2.21% | 12.15% | 1.75% |
| 09 Grant/Hidalgo | \$581 | \$113 | \$694 | \$5,620 | 12.35% | 26.18% | 3.78% |
| 16 Luna | \$381 | \$174 | \$555 | \$3,681 | 15.08% | 20.94% | 3.02% |
| 19 Otero | \$292 | \$44 | \$336 | \$5,112 | 6.57% | 12.67% | 1.83% |
| 37 E. Dona Ana | \$51 | \$0 | \$51 | \$7,507 | 0.68% | 1.92% | 0.28% |
| 38 S. Dona Ana | \$296 | \$397 | \$693 | \$8,381 | 8.27% | 26.14% | 3.77% |
| SW Region Totals | \$1,793 | \$858 | \$2,651 | \$44,904 | 5.90% | 100.00% | 14.44% |
| SE Region | | | | | | | |
| 03 Chaves | \$785 | \$242 | \$1,027 | \$9,304 | 11.04% | 43.13% | 5.59% |
| 05 Curry | \$41 | \$59 | \$100 | \$5,921 | 1.69% | 4.20% | 0.54% |
| 08 Eddy | \$68 | \$0 | \$68 | \$3,847 | 1.77% | 2.86% | 0.37% |
| 13 Lea | \$315 | \$327 | \$642 | \$9,212 | 6.97% | 26.96% | 3.50% |
| 14 Lincoln | \$0 | \$0 | \$0 | \$648 | 0.00% | 0.00% | 0.00% |
| 22 Roosevelt | \$110 | \$130 | \$240 | \$3,709 | 6.47% | 10.08% | 1.31% |
| 34 Eddy/Artesia | \$0 | \$304 | \$304 | \$2,206 | 13.78% | 12.77% | 1.66% |
| SE Region Totals | \$1,319 | \$1,062 | \$2,381 | \$34,847 | 6.83% | 100.00% | 12.97% |
| Central Region | | | | | | | |
| 01 SE Bernalillo | \$1,090 | \$285 | \$1,375 | \$13,112 | 10.49% | 20.64% | 7.49% |
| 35 NW Bernalillo | \$1,014 | \$265 | \$1,279 | \$16,142 | 7.92% | 19.20% | 6.97% |
| 36 SW Bernalillo | \$1,623 | \$675 | \$2,298 | \$20,020 | 11.48% | 34.49% | 12.52% |
| 39 NE Bernalillo | \$1,040 | \$564 | \$1,604 | \$13,123 | 12.22% | 24.08% | 8.74% |
| 30 Torrance | \$106 | \$0 | \$106 | \$1,681 | 6.31% | 1.59% | 0.58% |
| Central Region Totals | \$4,873 | \$1,789 | \$6,662 | \$64,078 | 10.40% | 100.00% | 36.29% |
| State Totals | \$11,095 | \$7,265 | \$18,360 | \$224,727 | 8.17% | 100.00% | 100.00% |

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



6. Agency-vs-Recipient Errors



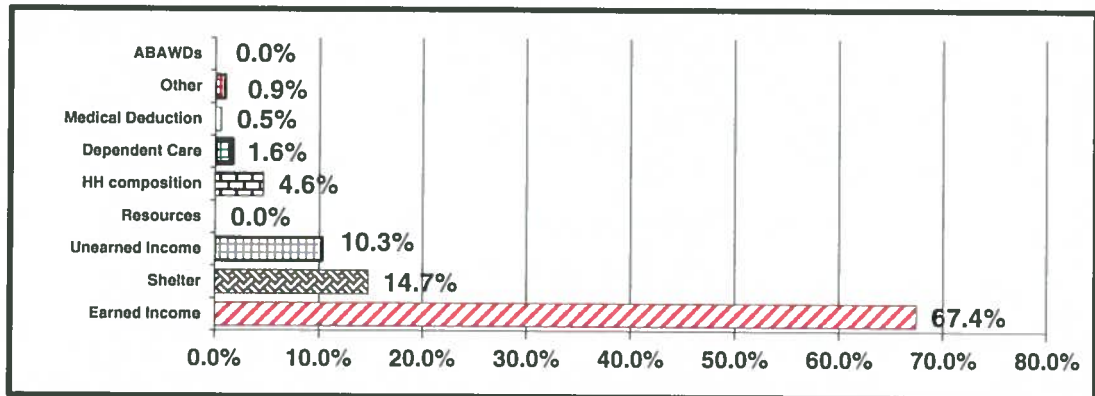
Average Agency Error = \$135

Average Recipient Error = \$155

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 | \$7,838 | \$4,539 | 63.3% |
| Shelter | \$914 | \$1,790 | 33.8% |
| Unearned Income | \$1,102 | \$781 | 58.5% |
| Resources | \$0 | \$0 | 0.0% |
| HH composition | \$688 | \$155 | 81.6% |
| 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 Description</i> |
|----------------|--------------|----------------|-----------------------------------|
| 61.97% | \$11,378 | 311 | WAGES & SALARIES |
| 3.75% | \$688 | 150 | HOUSEHOLD COMPOSITION |
| 11.24% | \$2,063 | 363 | SHELTER DEDUCTION |
| 0.00% | \$0 | 211 | BANK ACCOUNTS |
| 3.49% | \$641 | 364 | SUA |
| 0.00% | \$0 | 130 | CITIZENSHIP/NON-CITIZEN STATUS |
| 1.29% | \$236 | 344 | PA/GA GRANT |
| 0.92% | \$168 | 520 | ARITHMETIC COMPUTATION |
| 0.24% | \$44 | 342 | CONTRIBUTIONS |
| 1.62% | \$298 | 333 | SSI BENEFITS |
| 0.00% | \$0 | 334 | UCB BENEFITS |
| 1.52% | \$279 | 331 | RSDI BENEFITS |
| 0.00% | \$0 | 221 | REAL PROPERTY |
| 1.90% | \$349 | 346 | OTHER UEI |
| 0.60% | \$110 | 111 | STUDENT STATUS |
| 0.54% | \$99 | 365 | MEDICAL DEDUCTIONS |
| 0.00% | \$0 | 170 | SOCIAL SECURITY NUMBERS |
| 0.00% | \$0 | 160 | EMPLOYMENT AND TRAINING |
| 0.25% | \$45 | 140 | RESIDENCY |
| 0.00% | \$0 | 335 | WORKERS COMP BENEFITS |
| 3.69% | \$677 | 350 | CHILD SUPPORT |
| 0.00% | \$0 | 161 | ABAWDS |
| 0.00% | \$0 | 213 | OTHER LIQUID ASSETS/PERSONAL PROP |
| 0.00% | \$0 | 530 | TRANSITIONAL BEN |
| 5.44% | \$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 |
| 1.56% | \$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 | \$10,822 | \$7,565 | \$688 | \$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 | \$11,095 | \$7,838 | \$688 | \$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 87% of the agency-caused error rate.

11. DOLLAR ERROR BY: HOUSEHOLD SIZE

| | 1 | 2 | 3 | 4 | 5 | 6+ |
|----|---------|---------|---------|---------|---------|---------|
| \$ | \$2,904 | \$4,122 | \$3,185 | \$4,872 | \$1,616 | \$1,661 |
| % | 15.8% | 22.5% | 17.3% | 26.5% | 8.8% | 9.0% |

12. AVERAGE HOUSEHOLD SIZE

| | |
|-----------------------|-----|
| All Cases | 2.2 |
| Correct Cases | 2.1 |
| Error Cases | 2.9 |
| Recipient Error Cases | 3.1 |

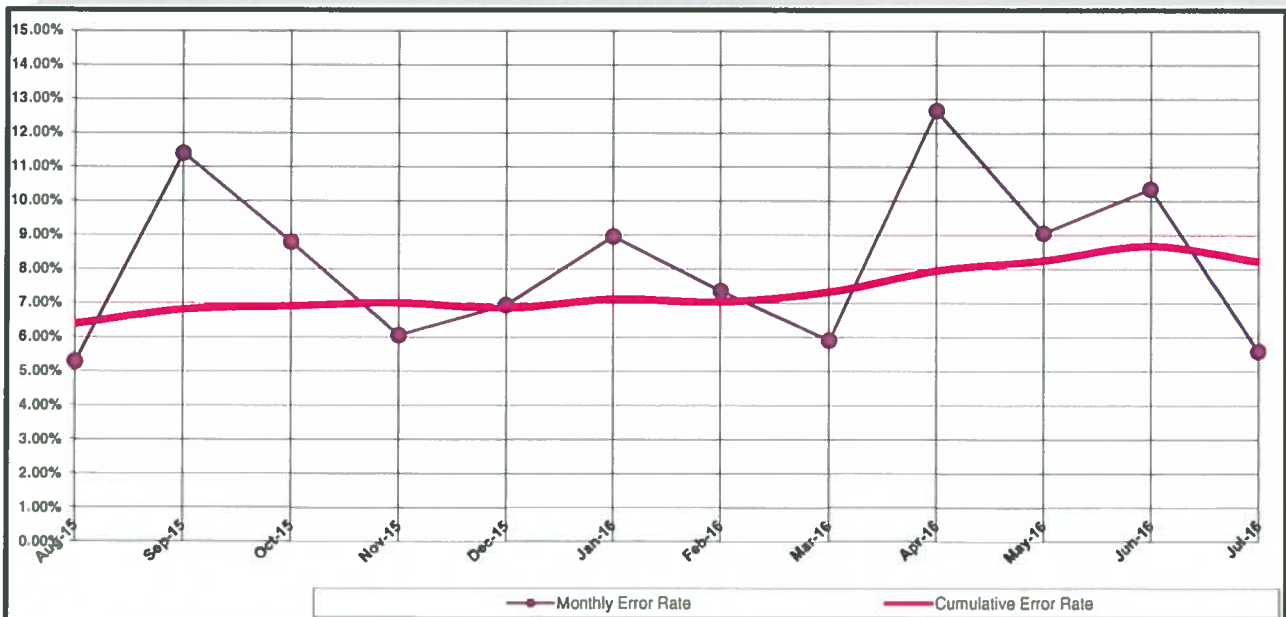
13. DOLLAR ERROR BY: TIME OF OCCURRENCE

| | \$ | % |
|-----------------|---------|-------|
| Approval | \$2,819 | 15.4% |
| Recert | \$5,931 | 32.3% |
| Change | \$3,244 | 17.7% |
| Transitional FS | \$0 | 0.0% |
| Interim | \$5,612 | 30.6% |
| Annual Report | \$686 | 3.7% |

14. CASE ERROR BY: TIME OF OCCURRENCE

| | # | % |
|-----------------|----|-------|
| Approval | 23 | 18.0% |
| Recert | 40 | 31.3% |
| Change | 16 | 12.5% |
| Transitional FS | 0 | 0.0% |
| Interim | 39 | 30.5% |
| Annual Report | 10 | 7.8% |

15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

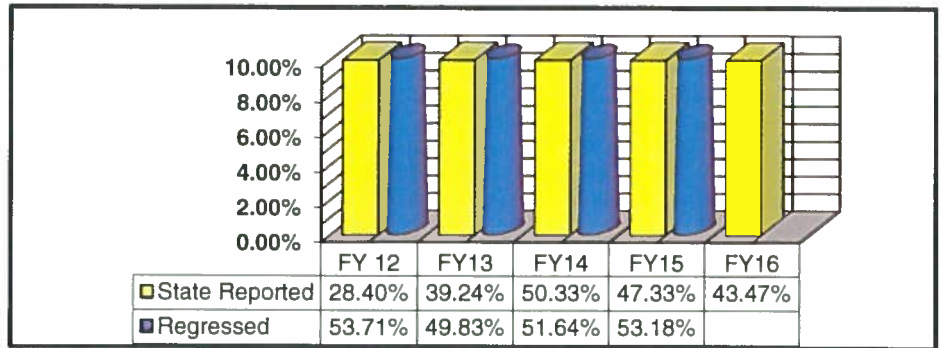


FFY 2016 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

| | |
|------------------|--------|
| Valid | 324 |
| Invalid Total | 326 |
| Invalid Error | 119 |
| Invalid Notice | 207 |
| Drop | 100 |
| Total Sampled | 750 |
| % Invalid Notice | 27.60% |
| % Invalid Error | 15.87% |
| % Invalid Total | 43.47% |

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 | 9 | 10 | 19 | 52.6% |
| 23 | Sandoval | 12 | 11 | 23 | 47.8% |
| 25 | San Miguel | 5 | 3 | 8 | 37.5% |
| 26 | Santa Fe | 26 | 16 | 42 | 38.1% |
| 29 | Taos | 5 | 4 | 9 | 44.4% |
| NE Region Totals | | 65 | 45 | 110 | 40.9% |

| NW Region | | Valid | Invalid | Total | Invalid |
|-------------------------|-------------|-----------|-----------|------------|--------------|
| 17 | McKinley | 12 | 14 | 26 | 53.8% |
| 24 | San Juan | 22 | 24 | 46 | 52.2% |
| 27 | Sierra | 6 | 6 | 12 | 50.0% |
| 28 | Socorro | 8 | 5 | 13 | 38.5% |
| 32 | S. Valencia | 2 | 1 | 3 | 33.3% |
| 33 | Cibola | 5 | 5 | 10 | 50.0% |
| 42 | N. Valencia | 8 | 7 | 15 | 46.7% |
| NW Region Totals | | 63 | 62 | 125 | 49.6% |

| SE Region | | Valid | Invalid | Total | Invalid |
|-------------------------|--------------|-----------|-----------|------------|--------------|
| 03 | Chaves | 18 | 10 | 28 | 35.7% |
| 05 | Curry | 11 | 8 | 19 | 42.1% |
| 08 | Eddy | 6 | 7 | 13 | 53.8% |
| 13 | Lea | 17 | 13 | 30 | 43.3% |
| 14 | Lincoln | 5 | 3 | 8 | 37.5% |
| 22 | Roosevelt | 3 | 4 | 7 | 57.1% |
| 34 | Eddy/Artesia | 5 | 2 | 7 | 28.6% |
| SE Region Totals | | 65 | 47 | 112 | 42.0% |

| SW Region Totals | | Valid | Invalid | Total | Invalid |
|-------------------------|---------------|-----------|-----------|------------|--------------|
| 07 | W. Dona Ana | 28 | 11 | 39 | 28.2% |
| 09 | Grant/Hidalgo | 5 | 7 | 12 | 58.3% |
| 16 | Luna | 9 | 0 | 9 | 0.0% |
| 19 | Otero | 5 | 6 | 11 | 54.5% |
| 37 | E. Dona Ana | 5 | 9 | 14 | 64.3% |
| 38 | S. Dona Ana | 8 | 7 | 15 | 46.7% |
| SW Region Totals | | 60 | 40 | 100 | 40.0% |

| Central Region | | Valid | Invalid | Total | Invalid |
|------------------------------|---------------|-----------|------------|------------|--------------|
| 01 | SE Bernalillo | 14 | 16 | 30 | 53.3% |
| 35 | NW Bernalillo | 15 | 32 | 47 | 68.1% |
| 36 | SW Bernalillo | 26 | 35 | 61 | 57.4% |
| 39 | NE Bernalillo | 12 | 42 | 54 | 77.8% |
| 30 | Torrance | 4 | 7 | 11 | 63.6% |
| Central Region Totals | | 71 | 132 | 203 | 65.0% |

| Negative Action Time of Occurrence | | |
|------------------------------------|-----|-------|
| Closure | 131 | 40.2% |
| Denial | 195 | 59.8% |

4. Negative Case Element Ranking

| Error Elements | Denials | | Closures | | Invalid | % Of Total |
|---------------------------|---------|--------|----------|--------|---------|------------|
| Notices | 116 | 35.58% | 91 | 27.91% | 207 | 63.50% |
| Application | 39 | 11.96% | 3 | 0.92% | 42 | 12.88% |
| Unemployment Compensation | 1 | 0.31% | 1 | 0.31% | 2 | 0.61% |
| Employment & Training | 1 | 0.31% | 0 | 0.00% | 1 | 0.31% |
| Combined Net Income | 2 | 0.61% | 4 | 1.23% | 6 | 1.84% |
| Combined Gross Income | 12 | 3.68% | 12 | 3.68% | 24 | 7.36% |
| Verification | 3 | 0.92% | 5 | 1.53% | 8 | 2.45% |
| Work Registration | 1 | 0.31% | 0 | 0.00% | 1 | 0.31% |
| Wages and Salaries | 14 | 4.29% | 5 | 1.53% | 19 | 5.83% |
| Household Composition | 1 | 0.31% | 1 | 0.31% | 2 | 0.61% |
| Student Status | 2 | 0.61% | 0 | 0.00% | 2 | 0.61% |
| Other | 6 | 1.84% | 6 | 1.84% | 12 | 3.68% |

FFY 2017 SNAP
Non Expedite Application Processing Timeliness

| | October 16' | November 16' | December 16' | January 17' | February 17' | March 17' | April 17' | May 17' | June 17' | July 17' | August 17' | September 17' | Avg. Cumulative |
|----------------------------|--------------|--------------|--------------|-------------|--------------|-----------|-----------|---------|----------|----------|------------|---------------|-----------------|
| NW Region 1 | | | | | | | | | | | | | |
| Cibola | 93.5% | | | | | | | | | | | | 93.5% |
| McKinley | 90.9% | | | | | | | | | | | | 90.9% |
| San Juan | 88.2% | | | | | | | | | | | | 88.2% |
| Sierra | 98.6% | | | | | | | | | | | | 98.6% |
| Socorro | 95.4% | | | | | | | | | | | | 95.4% |
| Valencia North | 90.9% | | | | | | | | | | | | 90.9% |
| Valencia South | 100.0% | | | | | | | | | | | | 100.0% |
| NW Region 1 Total | 91.4% | | | | | | | | | | | | 91.4% |
| NE Region 2 | | | | | | | | | | | | | |
| Colfax | 97.4% | | | | | | | | | | | | 97.4% |
| Guadalupe | 100.0% | | | | | | | | | | | | 100.0% |
| Quay | 90.9% | | | | | | | | | | | | 90.9% |
| Rio Arriba | 97.7% | | | | | | | | | | | | 97.7% |
| San Miguel | 97.5% | | | | | | | | | | | | 97.5% |
| Sandoval | 93.0% | | | | | | | | | | | | 93.0% |
| Santa Fe | 88.7% | | | | | | | | | | | | 88.7% |
| Taos | 91.7% | | | | | | | | | | | | 91.7% |
| NE Region 2 Total | 93.1% | | | | | | | | | | | | 93.1% |
| Central Region 3 | | | | | | | | | | | | | |
| NE Bernalillo | 79.9% | | | | | | | | | | | | 79.9% |
| NW Bernalillo | 90.1% | | | | | | | | | | | | 90.1% |
| SE Bernalillo | 89.6% | | | | | | | | | | | | 89.6% |
| SW Bernalillo | 90.9% | | | | | | | | | | | | 90.9% |
| Torrance | 84.4% | | | | | | | | | | | | 84.4% |
| Cen. Region 3 Total | 87.5% | | | | | | | | | | | | 87.5% |
| SE Region 4 | | | | | | | | | | | | | |
| Chaves | 94.8% | | | | | | | | | | | | 94.8% |
| Curry | 90.3% | | | | | | | | | | | | 90.3% |
| Eddy Artesia | 92.1% | | | | | | | | | | | | 92.1% |
| Eddy Carlsbad | 79.5% | | | | | | | | | | | | 79.5% |
| Lea | 89.6% | | | | | | | | | | | | 89.6% |
| Lincoln | 94.2% | | | | | | | | | | | | 94.2% |
| Roosevelt | 100.0% | | | | | | | | | | | | 100.0% |
| SE Region 4 Total | 91.4% | | | | | | | | | | | | 91.4% |
| SW Region 5 | | | | | | | | | | | | | |
| East Dona Ana | 92.7% | | | | | | | | | | | | 92.7% |
| Grant | 96.3% | | | | | | | | | | | | 96.3% |
| Luna | 89.7% | | | | | | | | | | | | 89.7% |
| Otero | 91.6% | | | | | | | | | | | | 91.6% |
| South Dona Ana | 93.6% | | | | | | | | | | | | 93.6% |
| West Dona Ana | 95.9% | | | | | | | | | | | | 95.9% |
| SW Region 5 Total | 93.6% | | | | | | | | | | | | 93.6% |
| STATE TOTAL | 91.0% | | | | | | | | | | | | 91.0% |

*Beginning June 2016, DHG impacted cases are included

FFY 2017 SNAP
Expedite Application Processing Timeliness

| | October 16' | November 16' | December 16' | January 17' | February 17' | March 17' | April 17' | May 17' | June 17' | July 17' | August 17' | September 17' | Avg. Cumulative |
|----------------------------|--------------|--------------|--------------|-------------|--------------|-----------|-----------|---------|----------|----------|------------|---------------|-----------------|
| NW Region 1 | | | | | | | | | | | | | |
| Cibola | 97.7% | | | | | | | | | | | | 97.7% |
| McKinley | 97.8% | | | | | | | | | | | | 97.8% |
| San Juan | 95.3% | | | | | | | | | | | | 95.3% |
| Sierra | 96.3% | | | | | | | | | | | | 96.3% |
| Socorro | 97.8% | | | | | | | | | | | | 97.8% |
| Valencia North | 98.5% | | | | | | | | | | | | 98.5% |
| Valencia South | 100.0% | | | | | | | | | | | | 100.0% |
| NW Region 1 Total | 96.9% | | | | | | | | | | | | 96.9% |
| NE Region 2 | | | | | | | | | | | | | |
| Colfax | 100.0% | | | | | | | | | | | | 100.0% |
| Guadalupe | 100.0% | | | | | | | | | | | | 100.0% |
| Quay | 100.0% | | | | | | | | | | | | 100.0% |
| Rio Arriba | 98.3% | | | | | | | | | | | | 98.3% |
| San Miguel | 99.0% | | | | | | | | | | | | 99.0% |
| Sandoval | 96.5% | | | | | | | | | | | | 96.5% |
| Santa Fe | 97.6% | | | | | | | | | | | | 97.6% |
| Taos | 96.8% | | | | | | | | | | | | 96.8% |
| NE Region 2 Total | 97.7% | | | | | | | | | | | | 97.7% |
| Central Region 3 | | | | | | | | | | | | | |
| NE Bernalillo | 90.9% | | | | | | | | | | | | 90.9% |
| NW Bernalillo | 96.7% | | | | | | | | | | | | 96.7% |
| SE Bernalillo | 94.1% | | | | | | | | | | | | 94.1% |
| SW Bernalillo | 92.3% | | | | | | | | | | | | 92.3% |
| Torrance | 88.5% | | | | | | | | | | | | 88.5% |
| Cen. Region 3 Total | 93.4% | | | | | | | | | | | | 93.4% |
| SE Region 4 | | | | | | | | | | | | | |
| Chaves | 98.8% | | | | | | | | | | | | 98.8% |
| Curry | 98.3% | | | | | | | | | | | | 98.3% |
| Eddy Artesia | 95.8% | | | | | | | | | | | | 95.8% |
| Eddy Carlsbad | 93.8% | | | | | | | | | | | | 93.8% |
| Lea | 97.8% | | | | | | | | | | | | 97.8% |
| Lincoln | 98.3% | | | | | | | | | | | | 98.3% |
| Roosevelt | 96.8% | | | | | | | | | | | | 96.8% |
| SE Region 4 Total | 97.3% | | | | | | | | | | | | 97.3% |
| SW Region 5 | | | | | | | | | | | | | |
| East Dona Ana | 97.8% | | | | | | | | | | | | 97.8% |
| Grant | 96.7% | | | | | | | | | | | | 96.7% |
| Luna | 98.9% | | | | | | | | | | | | 98.9% |
| Otero | 96.7% | | | | | | | | | | | | 96.7% |
| South Dona Ana | 97.5% | | | | | | | | | | | | 97.5% |
| West Dona Ana | 94.7% | | | | | | | | | | | | 94.7% |
| SW Region 5 Total | 96.7% | | | | | | | | | | | | 96.7% |
| STATE TOTAL | 95.9% | | | | | | | | | | | | 95.9% |

*Beginning June 2016, DHG impacted cases are included

October 2016 Non Expedite Timeliness

| <i>Timeliness Including Total Cases</i> | <i>October 2016</i> | <i>*Cases Impacted by Court Order</i> | <i>October 2016</i> | <i>Timeliness excluding Cases Impacted by DHG Court Orrt.</i> | <i>October 2016</i> |
|---|---------------------|---------------------------------------|---------------------|---|---------------------|
| NW Region 1 | | NW Region 1 | | NW Region 1 | |
| Cibola | 93.5% | Cibola | 6.5% | Cibola | 100.0% |
| McKinley | 90.9% | McKinley | 2.0% | McKinley | 92.9% |
| San Juan | 88.2% | San Juan | 10.3% | San Juan | 98.5% |
| Sierra | 98.6% | Sierra | 0.0% | Sierra | 98.6% |
| Socorro | 95.4% | Socorro | 3.0% | Socorro | 98.4% |
| Valencia North | 90.9% | Valencia North | 4.3% | Valencia North | 95.2% |
| Valencia South | 100.0% | Valencia South | 0.0% | Valencia South | 100.0% |
| NW Region 1 Total | 91.4% | NW Region 1 Total | 4.5% | NW Region 1 Total | 95.9% |
| NE Region 2 | | NE Region 2 | | NE Region 2 | |
| Colfax | 97.4% | Colfax | 2.6% | Colfax | 100.0% |
| Guadalupe | 100.0% | Guadalupe | 0.0% | Guadalupe | 100.0% |
| Quay | 90.9% | Quay | 4.3% | Quay | 95.2% |
| Rio Arriba | 97.7% | Rio Arriba | 1.1% | Rio Arriba | 98.8% |
| San Miguel | 97.5% | San Miguel | 2.5% | San Miguel | 100.0% |
| Sandoval | 93.0% | Sandoval | 5.8% | Sandoval | 98.8% |
| Santa Fe | 88.7% | Santa Fe | 9.0% | Santa Fe | 97.7% |
| Taos | 91.7% | Taos | 6.8% | Taos | 98.5% |
| NE Region 2 Total | 93.1% | NE Region 2 Total | 5.5% | NE Region 2 Total | 98.6% |
| Central Region 3 | | Central Region 3 | | Central Region 3 | |
| NE Bernalillo | 79.9% | NE Bernalillo | 17.4% | NE Bernalillo | 97.3% |
| NW Bernalillo | 90.1% | NW Bernalillo | 9.9% | NW Bernalillo | 100.0% |
| SE Bernalillo | 89.6% | SE Bernalillo | 5.7% | SE Bernalillo | 95.3% |
| SW Bernalillo | 90.9% | SW Bernalillo | 5.4% | SW Bernalillo | 96.3% |
| Torrance | 84.4% | Torrance | 14.1% | Torrance | 98.5% |
| Cent. Region 3 Total | 87.5% | Cent. Region 3 Total | 9.6% | Cent. Region 3 Total | 97.1% |
| SE Region 4 | | SE Region 4 | | SE Region 4 | |
| Chaves | 94.8% | Chaves | 3.4% | Chaves | 98.2% |
| Curry | 90.3% | Curry | 1.6% | Curry | 91.9% |
| Eddy Artesia | 92.1% | Eddy Artesia | 7.9% | Eddy Artesia | 100.0% |
| Eddy Carlsbad | 79.5% | Eddy Carlsbad | 17.4% | Eddy Carlsbad | 96.9% |
| Lea | 89.6% | Lea | 0.6% | Lea | 90.2% |
| Lincoln | 94.2% | Lincoln | 5.8% | Lincoln | 100.0% |
| Roosevelt | 100.0% | Roosevelt | 0.0% | Roosevelt | 100.0% |
| SE Region 4 Total | 91.4% | SE Region 4 Total | 4.3% | SE Region 4 Total | 95.7% |
| SW Region 5 | | SW Region 5 | | SW Region 5 | |
| East Dona Ana | 92.7% | East Dona Ana | 6.7% | East Dona Ana | 99.4% |
| Grant | 96.3% | Grant | 3.7% | Grant | 100.0% |
| Luna | 89.7% | Luna | 8.9% | Luna | 98.6% |
| Otero | 91.6% | Otero | 8.4% | Otero | 100.0% |
| South Dona Ana | 93.6% | South Dona Ana | 5.8% | South Dona Ana | 99.4% |
| West Dona Ana | 95.9% | West Dona Ana | 3.7% | West Dona Ana | 99.6% |
| SW Region 5 Total | 93.6% | SW Region 5 Total | 5.9% | SW Region 5 Total | 99.5% |
| STATE TOTAL | 91.0% | STATE TOTAL | 6.6% | STATE TOTAL | 97.6% |

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

October 2016 Expedite Timeliness

| <i>Timeliness Including Total Cases</i> | <i>October 2016</i> | <i>*Cases Impacted by Court Order</i> | <i>October 2016</i> | <i>Timeliness excluding Cases Impacted by DHG Court Ordr.</i> | <i>October 2016</i> |
|---|---------------------|---------------------------------------|---------------------|---|---------------------|
| NW Region 1 | | NW Region 1 | | NW Region 1 | |
| Cibola | 97.7% | Cibola | 0.0% | Cibola | 97.7% |
| McKinley | 97.8% | McKinley | 0.0% | McKinley | 97.8% |
| San Juan | 95.3% | San Juan | 0.0% | San Juan | 95.3% |
| Sierra | 96.3% | Sierra | 0.0% | Sierra | 96.3% |
| Socorro | 97.8% | Socorro | 2.2% | Socorro | 100.0% |
| Valencia North | 98.5% | Valencia North | 1.5% | Valencia North | 100.0% |
| Valencia South | 100.0% | Valencia South | 0.0% | Valencia South | 100.0% |
| NW Region 1 Total | 96.9% | NW Region 1 Total | 0.1% | NW Region 1 Total | 97.0% |
| 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 | 98.3% | Rio Arriba | 1.1% | Rio Arriba | 99.4% |
| San Miguel | 99.0% | San Miguel | 0.0% | San Miguel | 99.0% |
| Sandoval | 96.5% | Sandoval | 0.0% | Sandoval | 96.5% |
| Santa Fe | 97.6% | Santa Fe | 0.3% | Santa Fe | 97.9% |
| Taos | 96.8% | Taos | 1.0% | Taos | 97.8% |
| NE Region 2 Total | 97.7% | NE Region 2 Total | 0.4% | NE Region 2 Total | 98.1% |
| Central Region 3 | | Central Region 3 | | Central Region 3 | |
| NE Bernalillo | 90.9% | NE Bernalillo | 0.4% | NE Bernalillo | 91.3% |
| NW Bernalillo | 96.7% | NW Bernalillo | 0.4% | NW Bernalillo | 97.1% |
| SE Bernalillo | 94.1% | SE Bernalillo | 1.7% | SE Bernalillo | 95.8% |
| SW Bernalillo | 92.3% | SW Bernalillo | 2.0% | SW Bernalillo | 94.3% |
| Torrance | 88.5% | Torrance | 3.5% | Torrance | 92.0% |
| Cent. Region 3 Total | 93.4% | Cent. Region 3 Total | 1.1% | Cent. Region 3 Total | 94.5% |
| SE Region 4 | | SE Region 4 | | SE Region 4 | |
| Chaves | 98.8% | Chaves | 0.0% | Chaves | 98.8% |
| Curry | 98.3% | Curry | 0.0% | Curry | 98.3% |
| Eddy Artesia | 95.8% | Eddy Artesia | 0.0% | Eddy Artesia | 95.8% |
| Eddy Carlsbad | 93.8% | Eddy Carlsbad | 0.0% | Eddy Carlsbad | 93.8% |
| Lea | 97.8% | Lea | 0.0% | Lea | 97.8% |
| Lincoln | 98.3% | Lincoln | 0.0% | Lincoln | 98.3% |
| Roosevelt | 96.8% | Roosevelt | 0.0% | Roosevelt | 96.8% |
| SE Region 4 Total | 97.3% | SE Region 4 Total | 0.0% | SE Region 4 Total | 97.3% |
| SW Region 5 | | SW Region 5 | | SW Region 5 | |
| East Dona Ana | 97.8% | East Dona Ana | 0.6% | East Dona Ana | 98.4% |
| Grant | 96.7% | Grant | 1.6% | Grant | 98.3% |
| Luna | 98.9% | Luna | 0.0% | Luna | 98.9% |
| Otero | 96.7% | Otero | 0.8% | Otero | 97.5% |
| South Dona Ana | 97.5% | South Dona Ana | 0.0% | South Dona Ana | 97.5% |
| West Dona Ana | 94.7% | West Dona Ana | 0.0% | West Dona Ana | 94.7% |
| SW Region 5 Total | 96.7% | SW Region 5 Total | 0.5% | SW Region 5 Total | 97.2% |
| STATE TOTAL | 95.9% | STATE TOTAL | 0.6% | STATE TOTAL | 96.5% |

*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% | 100.0% | | | 83.3% |
| 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% | | | 100.0% |
| Santa Fe | 100.0% | 100.0% | 75.0% | 100.0% | 100.0% | 100.0% | 100.0% | 66.7% | 100.0% | 100.0% | | | 91.7% |
| 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% | 100.0% | | | 88.0% |
| NW Region | | | | | | | | | | | | | |
| Cibola | | 100.0% | | | 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% | 100.0% | | | 73.3% |
| San Juan | 80.0% | 100.0% | 66.7% | 100.0% | | 66.7% | 100.0% | 100.0% | 100.0% | 100.0% | | | 88.0% |
| Sierra | | 100.0% | 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% | 0.0% | | | 90.9% |
| Valencia North | 100.0% | 100.0% | 66.7% | 100.0% | | 100.0% | 100.0% | | 100.0% | 100.0% | | | 93.8% |
| NW Region TOTAL | 91.7% | 82.4% | 78.6% | 87.5% | 75.0% | 91.7% | 100.0% | 100.0% | 71.4% | 90.0% | | | 87.7% |
| SW Region | | | | | | | | | | | | | |
| Dona Ana (West) | 100.0% | 75.0% | 100.0% | 85.7% | 100.0% | 80.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 90.0% |
| Dona Ana (East) | 100.0% | 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% | 0.0% | | | 94.7% |
| Gran/Hidalgo | 0.0% | 66.7% | | | 100.0% | 100.0% | 100.0% | 100.0% | | 0.0% | | | 75.0% |
| Luna | 75.0% | | | | | | | 100.0% | 100.0% | 66.7% | | | 80.0% |
| Otero | 100.0% | 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% | 66.7% | | | 90.9% |
| SE Region | | | | | | | | | | | | | |
| Chaves | 100.0% | | 75.0% | 50.0% | 100.0% | | | | | 100.0% | | | 83.3% |
| Curry | | | 100.0% | 0.0% | 100.0% | 100.0% | | 100.0% | 100.0% | 100.0% | | | 91.7% |
| Eddy | 100.0% | 100.0% | 100.0% | | 100.0% | | | | 100.0% | 100.0% | | | 100.0% |
| Eddy (Artesia) | 0.0% | | 100.0% | | 100.0% | | | | | 100.0% | | | 80.0% |
| Lea | 100.0% | | 100.0% | | 100.0% | 100.0% | 100.0% | | 100.0% | 0.0% | | | 90.0% |
| Lincoln | 0.0% | | 0.0% | | 100.0% | | | | | | | | 33.3% |
| Roosevelt | | 100.0% | 100.0% | | | 100.0% | 0.0% | | | 100.0% | | | 85.7% |
| SE Region Total | 75.0% | 100.0% | 81.8% | 33.3% | 100.0% | 100.0% | 50.0% | 100.0% | 100.0% | 87.5% | | | 85.5% |
| Central Region | | | | | | | | | | | | | |
| Bernalillo (NE) | 75.0% | 100.0% | 50.0% | 81.8% | 70.0% | 100.0% | 100.0% | 100.0% | 100.0% | 80.0% | | | 84.3% |
| Bernalillo (NW) | 62.5% | 100.0% | 50.0% | 80.0% | 100.0% | 75.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 83.3% |
| Bernalillo (SE) | 80.0% | 75.0% | 100.0% | 100.0% | 75.0% | 100.0% | 80.0% | 100.0% | 50.0% | 75.0% | | | 84.6% |
| Bernalillo (SW) | 100.0% | 75.0% | 85.7% | 100.0% | 100.0% | 75.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | 93.5% |
| Torrance | | | | | | 100.0% | | 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% | 88.9% | | | 87.1% |
| STATE TOTAL | 83.1% | 86.8% | 82.5% | 83.3% | 83.7% | 90.7% | 95.9% | 98.0% | 91.3% | 86.3% | | | 87.9% |