




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 17-13

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Human Services Department 

RE: FFY 2017 SNAP Performance Report

DATE: April 20, 2017

Attached please find the second issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2017. This report includes all Quality Control (QC) findings received for the review months of October 2016 through November 2016. Along with payment and negative accuracy rates, data included in this report is the recertification, SNAP Expedite and Non-Expedite application processing timeliness. The Performance Goals for the state for FFY 2017 are:

Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)
Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)
Expedite and Non-Expedite application processing timeliness of 95%

Effective April 1, 2017, in order to assist in meeting Performance Goals for Payment Accuracy (94%), Case Action and Procedural Error Rate (CAPER) (99%), and Application Processing Timeliness (95%), 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.

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 2017

1. STATE Cumulative Payment Error Rates

Total Paid	\$41,315		
Total Dollar Errors	\$3,425	Total Error Rate %	8.29%
Total Dollar Over	\$1,679	% Error Rate Over	4.06%
Total Dollar Under	\$700	% Error Rate Under	1.69%
Total Dollar Ineligible	\$1,046	% Error Rate Ineligible	2.53%

Cumulative Case Error Rate

Total Reviewed	161
% In Error	17.4%

Cases Dropped	35
Correct	133
Overpaid	19
Underpaid	5
Ineligible	4

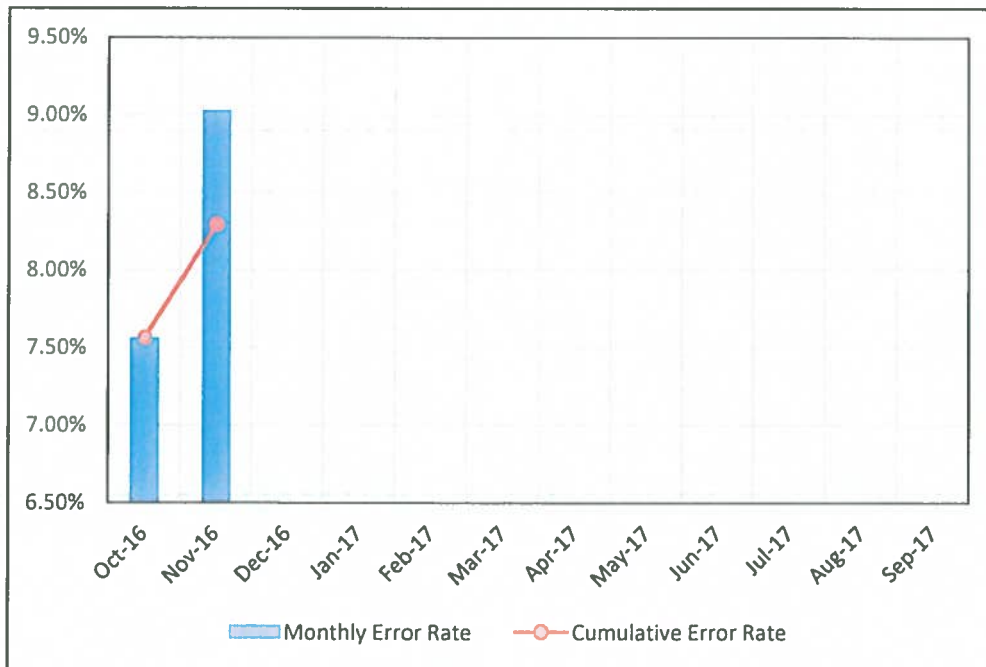
Agency Error Dollar Amount	Agency % Error Rate:
\$1,392	3.37%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,033	4.92%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$2,152	62.8%
Recertification	\$1,273	37.2%

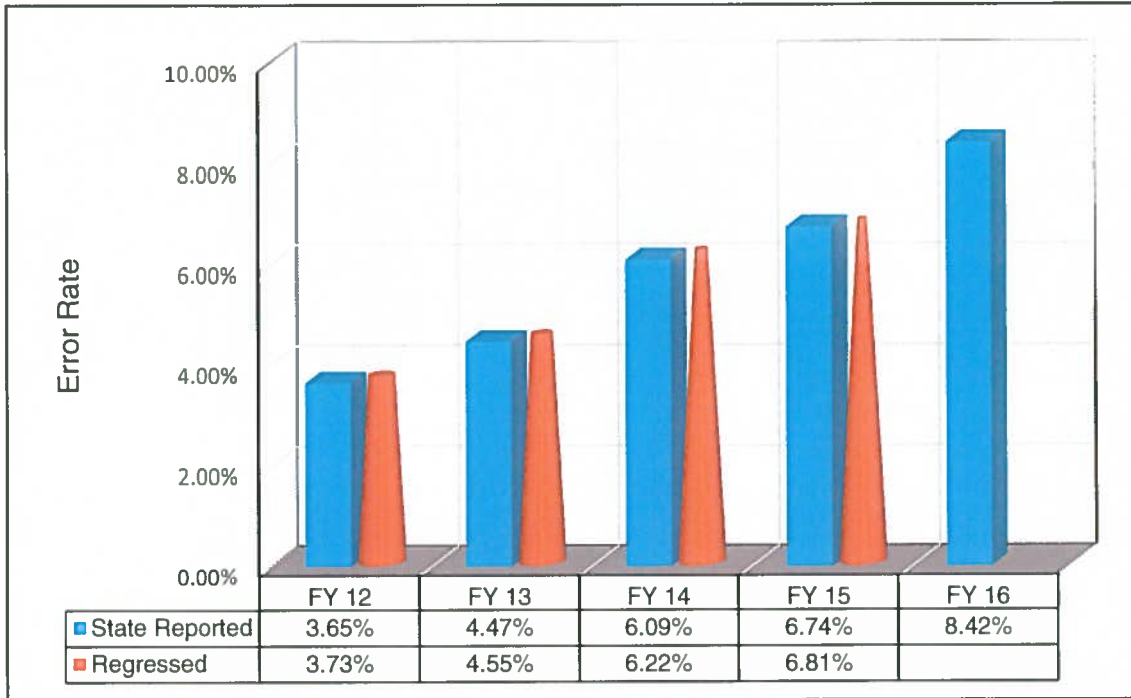
3. Error Rates By: Month and FFY Cumulative



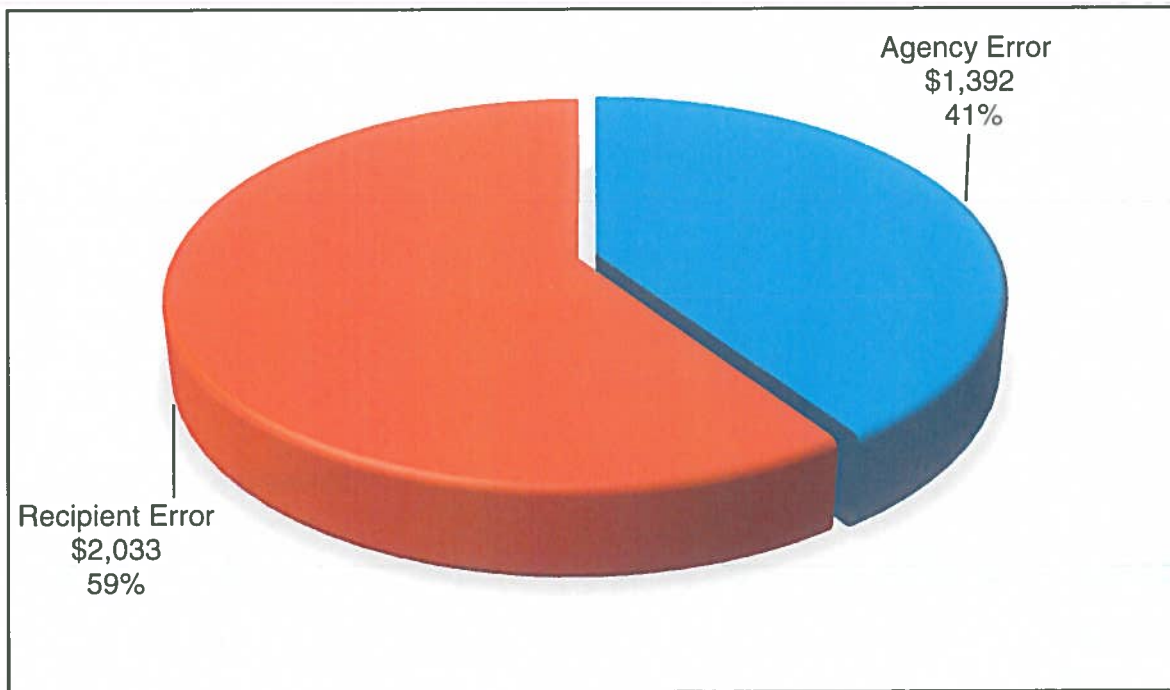
4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	\$0	\$0	\$0	\$226	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$143	0.00%	0.00%	0.00%
20	Quay	\$0	\$75	\$75	\$473	15.86%	2.19%	15.86%
21	Rio Arriba	\$0	\$298	\$298	\$2,465	12.09%	8.70%	44.59%
23	Sandoval	\$0	\$0	\$0	\$3,359	0.00%	0.00%	0.00%
25	San Miguel	\$194	\$0	\$194	\$1,936	10.02%	5.66%	0.00%
26	Santa Fe	\$239	\$355	\$594	\$1,447	41.05%	17.34%	33.16%
29	Taos	\$0	\$0	\$0	\$342	0.00%	0.00%	0.00%
NE Region Totals		\$433	\$728	\$1,161	\$10,391	11.17%	33.90%	10.31%
NW Region								
17	McKinley	\$277	\$0	\$277	\$2,609	10.62%	8.09%	0.00%
24	San Juan	\$135	\$169	\$304	\$2,702	11.25%	8.88%	0.00%
27	Sierra	\$0	\$0	\$0	\$155	0.00%	0.00%	0.00%
28	Socorro	\$0	\$0	\$0	\$354	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$771	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$49	\$49	\$675	7.26%	1.43%	13.73%
NW Region Totals		\$412	\$218	\$630	\$7,266	8.67%	18.39%	1.77%
SW Region								
07	W. Dona Ana	\$49	\$248	\$297	\$2,174	13.66%	8.67%	11.37%
09	Grant	\$0	\$74	\$74	\$771	9.60%	2.16%	9.60%
16	Luna	\$60	\$0	\$60	\$506	11.86%	1.75%	13.79%
19	Otero	\$0	\$0	\$0	\$665	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$50	\$50	\$1,210	4.13%	1.46%	10.82%
38	S. Dona Ana	\$45	\$0	\$45	\$1,194	3.77%	1.31%	0.00%
SW Region Totals		\$154	\$372	\$526	\$6,520	8.07%	15.36%	8.77%
SE Region								
03	Chaves	\$0	\$0	\$0	\$946	0.00%	0.00%	0.00%
05	Curry	\$0	\$0	\$0	\$194	0.00%	0.00%	0.00%
08	Eddy	\$0	\$0	\$0	\$1,232	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$296	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$194	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$1,029	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$791	0.00%	0.00%	0.00%
SE Region Totals		\$0	\$0	\$0	\$4,682	0.00%	0.00%	0.00%
Central Region								
01	SE Bernalillo	\$59	\$59	\$118	\$2,092	5.64%	3.45%	0.00%
35	NW Bernalillo	\$253	\$0	\$253	\$2,687	9.42%	7.39%	15.85%
36	SW Bernalillo	\$81	\$532	\$613	\$4,868	12.59%	17.90%	31.86%
39	NE Bernalillo	\$0	\$124	\$124	\$2,242	5.53%	3.62%	9.56%
30	Torrance	\$0	\$0	\$0	\$567	0.00%	0.00%	0.00%
Central Region Totals		\$393	\$715	\$1,108	\$12,456	8.90%	32.35%	16.61%
State Totals		\$1,392	\$2,033	\$3,425	\$41,315	8.29%	100.00%	9.03%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$127

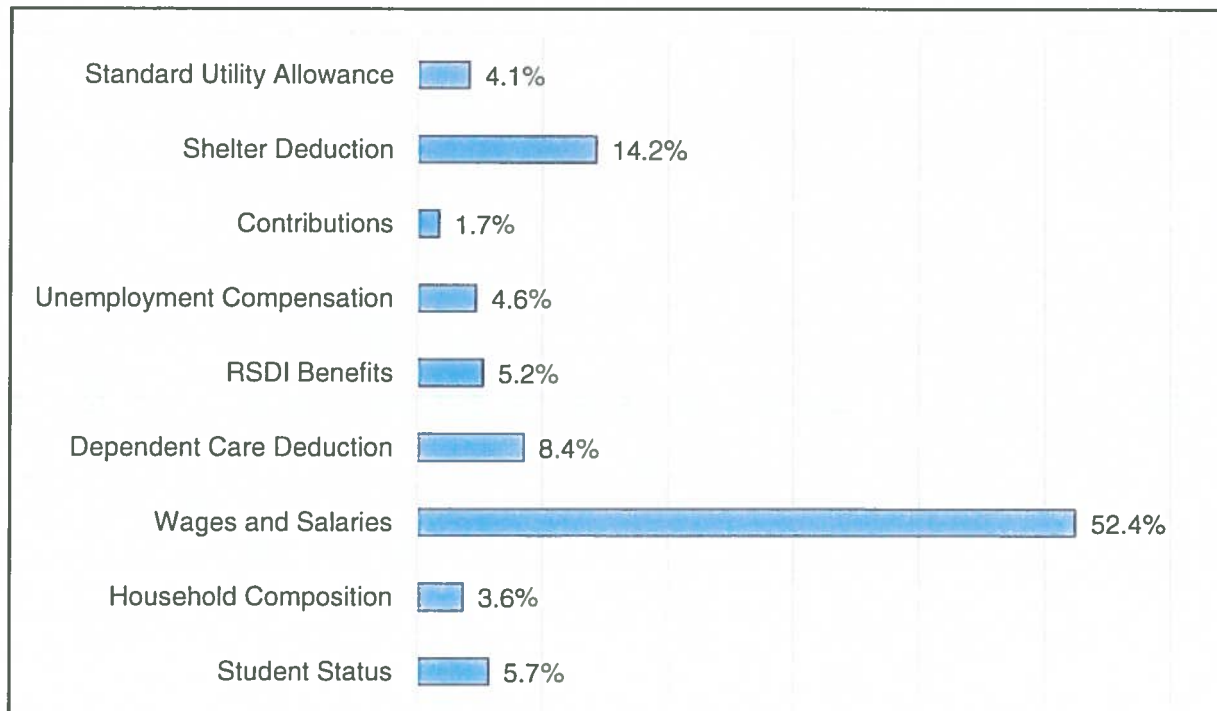
Average Agency Error: \$169

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$194	\$0	100.0%
150 - Household Composition	\$0	\$124	0.0%
311 - Wages and Salaries	\$581	\$1,212	32.4%
323 - Dependent Care Deduction	\$239	\$50	82.7%
331 - RSDI Benefits	\$178	\$0	100.0%
334 - Unemployment Compensation	\$0	\$159	0.0%
342 - Contributions	\$59	\$0	100.0%
363 - Shelter Deduction	\$0	\$488	0.0%
364 - Standard Utility Allowance	\$141	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$194	5.7%
Household Composition	\$124	3.6%
Wages and Salaries	\$1,793	52.4%
Dependent Care Deduction	\$289	8.4%
RSDI Benefits	\$178	5.2%
Unemployment Compensation	\$159	4.6%
Contributions	\$59	1.7%
Shelter Deduction	\$488	14.2%
Standard Utility Allowance	\$141	4.1%
Total	\$3,425	100.0%



FFY 2017 Negative Statewide Error Rates

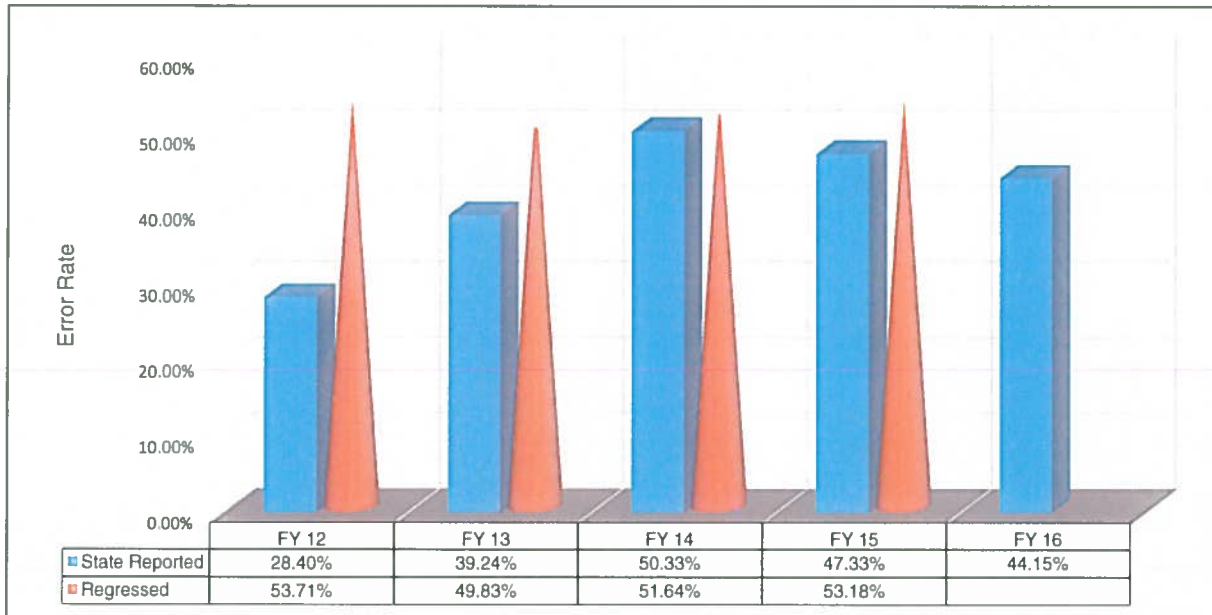
1. Cumulative Negative Case Error Rate

Valid	58
Invalid	69
Invalid Error	46
Invalid Notice	23
Drop	23
Total Sampled	150
% Invalid Notice	15.3%
% Invalid Error	30.7%
% Invalid Total	46.0%

2. Negative Action Time of Occurrence

Closure	29	41.8%
Denial	39	58.2%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Notices	11	16.2%	12	17.6%	23	33.3%
Application	21	30.9%	1	1.5%	22	31.9%
Verification	2	2.9%	6	8.8%	8	11.6%
Combined Gross Income	4	5.9%	1	1.5%	5	7.2%
Wages and Salaries	1	1.5%	4	5.9%	5	7.2%
Action Type	0	0.0%	1	1.5%	1	1.4%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	1.5%	1	1.4%
Combined Net Income	0	0.0%	1	1.5%	1	1.4%
Child Support Payments Received from Absent Parent	0	0.0%	1	1.5%	1	1.4%
Unemployment Compensation	0	0.0%	1	1.5%	1	1.4%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	0	1	1	100.0%
10	Guadalupe/De Baca	0	2	2	100.0%
20	Quay	0	1	1	100.0%
21	Rio Arriba	0	2	2	100.0%
23	Sandoval	2	1	3	33.3%
25	San Miguel	0	2	2	100.0%
26	Santa Fe	3	1	4	25.0%
29	Taos	2	1	3	33.3%
NE Region Totals		7	11	18	61.1%

NW Region

17	McKinley	2	3	5	60.0%
24	San Juan	4	2	6	33.3%
27	Sierra	1	1	2	50.0%
28	Socorro	0	0	0	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	2	2	4	50.0%
42	N. Valencia	3	2	5	40.0%
NW Region Totals		12	10	22	45.5%

SW Region

07	W. Dona Ana	2	5	7	71.4%
09	Grant	0	3	3	100.0%
16	Luna	0	0	0	0.0%
19	Otero	2	0	2	0.0%
37	E. Dona Ana	5	1	6	16.7%
38	S. Dona Ana	2	1	3	33.3%
SW Region Totals		11	10	21	47.6%

SE Region

03	Chaves	3	4	7	57.1%
05	Curry	2	1	3	33.3%
08	Eddy	2	0	2	0.0%
13	Lea	2	1	3	33.3%
14	Lincoln	0	1	1	100.0%
22	Roosevelt	0	1	1	100.0%
34	Eddy/Artesia	2	1	3	33.3%
SE Region Totals		11	9	20	45.0%

Central Region

01	SE Bernalillo	3	5	8	62.5%
35	NW Bernalillo	4	4	8	50.0%
36	SW Bernalillo	4	8	12	66.7%
39	NE Bernalillo	4	9	13	69.2%
30	Torrance	2	3	5	60.0%
Central Region Totals		17	29	46	63.0%

State Totals		58	69	127	54.3%
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FFY 2017 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'
Total APT												
Non Expedite Cases	4013	5721	5982	5949	5667							
Non Expedite Timely	3652	5372	5626	5549	5155							
Total Untimely	361	349	356	408	514							
Expedite Cases	5190	7762	7970	9207	7728							
Expedite Timely	4976	7049	7237	7625	6947							
Total Untimely	214	713	733	1590	782							
Total Timely Cases	8628	13227	12863	15156	12102							
Total Cases	8908	12421	13744	13174	13186							
APT	93.75%	92.12%	92.19%	86.92%	90.35%							
Total APT (excluding DHG Related Cases)												
Non Expedite Cases	4013	5721	5982	5949	5667							
Non Expedite Timely	3652	5372	5626	5549	5155							
Total Untimely	361	349	356	408	514							
Expedite Cases	5190	7762	7970	9207	7728							
Expedite Timely	4976	7049	7237	7625	6947							
Total Untimely	214	713	733	1590	782							
Total Timely Cases	8628	13227	12863	13174	12102							
Total Cases	8908	12421	13744	14966	13186							
DHG Non Expedite	264	121	30	27	37							
DHG Expedite	31	135	178	163	172							
Total DHG Cases	295	256	208	190	209							
APT	96.86%	93.91%	93.59%	88.03%	91.78%							

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%	94.7%	93.4%	94.7%	92.9%								93.8%
McKinley	90.9%	95.3%	92.9%	94.4%	85.8%								91.9%
San Juan	88.2%	86.3%	86.8%	88.0%	83.9%								86.6%
Sierra	98.6%	100.0%	100.0%	100.0%	100.0%								99.7%
Socorro	95.4%	97.1%	98.1%	100.0%	98.8%								97.9%
Valencia North	90.9%	94.3%	89.4%	91.2%	90.8%								91.3%
Valencia South	100.0%	100.0%											100.0%
NW Region 1 Total	91.4%	93.0%	91.4%	92.9%	88.6%								91.5%
NE Region 2													
Colfax	97.4%	98.6%	97.7%	97.9%	100.0%								98.3%
Guadalupe	100.0%	89.3%	100.0%	100.0%	100.0%								97.9%
Quay	90.9%	91.7%	90.2%	100.0%	96.9%								93.9%
Rio Arriba	97.7%	92.9%	96.2%	96.8%	97.0%								96.1%
San Miguel	97.5%	97.8%	97.8%	95.8%	97.4%								97.3%
Sandoval	93.0%	98.6%	95.9%	97.0%	98.1%								96.5%
Santa Fe	88.7%	96.1%	96.5%	94.7%	96.0%								94.4%
Taos	91.7%	96.6%	96.4%	95.1%	94.8%								94.9%
NE Region 2 Total	93.1%	96.2%	96.3%	96.3%	97.1%								95.8%
Central Region 3													
NE Bernalillo	79.9%	90.6%	85.6%	85.7%	73.2%								83.0%
NW Bernalillo	90.1%	91.3%	94.2%	88.2%	87.9%								90.3%
SE Bernalillo	89.6%	93.8%	91.6%	85.6%	76.4%								87.4%
SW Bernalillo	90.9%	95.4%	93.1%	88.7%	84.0%								90.4%
Torrance	84.4%	83.1%	95.4%	93.4%	95.0%								90.3%
Cen. Region 3 Total	87.5%	92.4%	91.1%	87.4%	80.4%								87.8%
SE Region 4													
Chaves	94.8%	95.0%	98.4%	97.3%	95.8%								96.3%
Curry	90.3%	98.1%	94.1%	93.1%	90.9%								93.3%
Eddy Artesia	92.1%	86.5%	94.8%	92.9%	98.4%								92.9%
Eddy Carlsbad	79.5%	94.8%	92.0%	90.9%	91.3%								89.7%
Lea	89.6%	94.0%	93.6%	87.1%	94.2%								91.7%
Lincoln	94.2%	98.7%	100.0%	98.4%	94.4%								97.1%
Roosevelt	100.0%	94.3%	100.0%	97.8%	95.0%								97.4%
SE Region 4 Total	91.4%	95.0%	95.9%	93.9%	93.9%								94.0%
SW Region 5													
East Dona Ana	92.7%	95.0%	98.3%	98.6%	99.6%								96.8%
Grant	96.3%	98.8%	97.8%	98.9%	100.0%								98.4%
Luna	89.7%	97.8%	95.7%	94.7%	97.8%								95.1%
Otero	91.6%	92.4%	97.1%	96.3%	100.0%								95.5%
South Dona Ana	93.6%	92.9%	99.2%	98.9%	97.6%								96.4%
West Dona Ana	95.9%	93.4%	96.7%	96.9%	98.2%								96.2%
SW Region 5 Total	93.6%	94.2%	97.6%	97.4%	98.6%								96.3%
STATE TOTAL	91.0%	93.9%	94.0%	93.2%	91.0%								92.6%

*Beginning June 2016, DHG impacted cases are included

February 2017 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>February 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>February 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Or-'</i>	<i>February 2017</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	92.9%	Cibola	0.0%	Cibola	92.9%
McKinley	85.8%	McKinley	0.0%	McKinley	85.8%
San Juan	83.9%	San Juan	0.0%	San Juan	83.9%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	98.8%	Socorro	0.0%	Socorro	98.8%
Valencia North	90.8%	Valencia North	0.0%	Valencia North	90.8%
Valencia South	0.0%	Valencia South	0.0%	Valencia South	0.0%
NW Region 1 Total	88.6%	NW Region 1 Total	0.0%	NW Region 1 Total	88.6%
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	96.9%	Quay	0.0%	Quay	96.9%
Rio Arriba	97.0%	Rio Arriba	0.0%	Rio Arriba	97.0%
San Miguel	97.4%	San Miguel	0.0%	San Miguel	97.4%
Sandoval	98.1%	Sandoval	0.0%	Sandoval	98.1%
Santa Fe	96.0%	Santa Fe	0.0%	Santa Fe	96.0%
Taos	94.8%	Taos	0.0%	Taos	94.8%
NE Region 2 Total	97.1%	NE Region 2 Total	0.0%	NE Region 2 Total	97.1%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	73.2%	NE Bernalillo	0.0%	NE Bernalillo	73.2%
NW Bernalillo	87.9%	NW Bernalillo	6.8%	NW Bernalillo	94.7%
SE Bernalillo	76.4%	SE Bernalillo	0.5%	SE Bernalillo	76.9%
SW Bernalillo	84.0%	SW Bernalillo	0.0%	SW Bernalillo	84.0%
Torrance	95.0%	Torrance	2.4%	Torrance	97.4%
Cent. Region 3 Total	80.4%	Cent. Region 3 Total	1.5%	Cent. Region 3 Total	81.9%
SE Region 4		SE Region 4		SE Region 4	
Chaves	95.8%	Chaves	1.0%	Chaves	96.8%
Curry	90.9%	Curry	1.2%	Curry	92.1%
Eddy Artesia	98.4%	Eddy Artesia	0.0%	Eddy Artesia	98.4%
Eddy Carlsbad	91.3%	Eddy Carlsbad	0.0%	Eddy Carlsbad	91.3%
Lea	94.2%	Lea	0.0%	Lea	94.2%
Lincoln	94.4%	Lincoln	5.6%	Lincoln	100.0%
Roosevelt	95.0%	Roosevelt	0.0%	Roosevelt	95.0%
SE Region 4 Total	93.9%	SE Region 4 Total	1.0%	SE Region 4 Total	94.9%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	99.6%	East Dona Ana	0.0%	East Dona Ana	99.6%
Grant	100.0%	Grant	0.0%	Grant	100.0%
Luna	97.8%	Luna	0.0%	Luna	97.8%
Otero	100.0%	Otero	0.0%	Otero	100.0%
South Dona Ana	97.6%	South Dona Ana	0.0%	South Dona Ana	97.6%
West Dona Ana	98.2%	West Dona Ana	0.0%	West Dona Ana	98.2%
SW Region 5 Total	98.6%	SW Region 5 Total	0.0%	SW Region 5 Total	98.6%
STATE TOTAL	91.0%	STATE TOTAL	0.5%	STATE TOTAL	91.5%

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

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%	98.2%	97.7%	94.4%	97.9%								97.2%
McKinley	97.8%	95.1%	92.8%	95.8%	93.5%								95.0%
San Juan	95.3%	85.8%	86.8%	86.1%	84.8%								87.8%
Sierra	96.3%	100.0%	100.0%	97.6%	100.0%								98.8%
Socorro	97.8%	96.6%	95.8%	97.4%	97.2%								97.0%
Valencia North	98.5%	94.6%	94.7%	95.0%	93.7%								95.3%
Valencia South	100.0%	100.0%		100.0%	100.0%								100.0%
NW Region 1 Total	96.9%	92.8%	91.9%	92.0%	90.9%								92.9%
NE Region 2													
Colfax	100.0%	100.0%	97.6%	100.0%	95.0%								98.5%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Quay	100.0%	98.3%	98.0%	100.0%	100.0%								99.3%
Rio Arriba	98.3%	95.5%	97.7%	95.3%	98.0%								97.0%
San Miguel	99.0%	99.3%	97.8%	98.7%	100.0%								99.0%
Sandoval	96.5%	97.1%	98.0%	97.5%	95.6%								96.9%
Santa Fe	97.6%	95.3%	95.7%	96.8%	96.1%								96.3%
Taos	96.8%	98.6%	95.1%	95.4%	96.4%								96.5%
NE Region 2 Total	97.7%	96.8%	97.0%	97.0%	96.8%								97.1%
Central Region 3													
NE Bernalillo	90.9%	63.3%	86.9%	62.9%	93.3%								79.5%
NW Bernalillo	96.7%	93.0%	75.5%	47.0%	69.5%								76.3%
SE Bernalillo	94.1%	93.3%	86.3%	84.2%	90.4%								89.7%
SW Bernalillo	92.3%	76.8%	72.0%	54.9%	79.2%								75.0%
Torrance	88.5%	92.8%	94.5%	94.7%	99.2%								93.9%
Cen. Region 3 Total	93.4%	81.3%	81.2%	60.8%	83.9%								80.1%
SE Region 4													
Chaves	98.8%	97.3%	98.1%	97.6%	98.0%								98.0%
Curry	98.3%	97.3%	97.3%	78.2%	88.0%								91.8%
Eddy Artesia	95.8%	98.6%	100.0%	96.8%	91.1%								96.5%
Eddy Carlsbad	93.8%	94.1%	95.0%	95.8%	90.8%								93.9%
Lea	97.8%	92.7%	96.8%	89.3%	72.7%								89.9%
Lincoln	98.3%	97.5%	98.6%	98.6%	96.0%								97.8%
Roosevelt	96.8%	91.5%	98.3%	94.8%	90.2%								94.3%
SE Region 4 Total	97.3%	95.5%	97.3%	91.8%	88.1%								94.0%
SW Region 5													
East Dona Ana	97.8%	95.1%	91.3%	97.8%	95.1%								95.4%
Grant	96.7%	99.3%	98.0%	96.5%	98.6%								97.8%
Luna	98.9%	98.6%	98.8%	99.3%	100.0%								99.1%
Otero	96.7%	95.6%	93.8%	95.8%	96.7%								95.7%
South Dona Ana	97.5%	95.4%	97.0%	96.7%	96.4%								96.6%
West Dona Ana	94.7%	97.0%	95.8%	97.3%	97.0%								96.4%
SW Region 5 Total	96.7%	96.7%	95.4%	97.2%	96.9%								96.6%
STATE TOTAL	95.9%	90.8%	90.8%	82.7%	89.9%								90.0%

*Beginning June 2016, DHG impacted cases are included

February 2017 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>February 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>February 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orr</i>	<i>February 2017</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	97.9%	Cibola	0.0%	Cibola	97.9%
McKinley	93.5%	McKinley	3.6%	McKinley	97.1%
San Juan	84.8%	San Juan	2.5%	San Juan	87.3%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	97.2%	Socorro	1.4%	Socorro	98.6%
Valencia North	93.7%	Valencia North	2.7%	Valencia North	96.4%
Valencia South	100.0%	Valencia South	0.0%	Valencia South	100.0%
NW Region 1 Total	90.9%	NW Region 1 Total	2.4%	NW Region 1 Total	93.3%
NE Region 2		NE Region 2		NE Region 2	
Colfax	95.0%	Colfax	2.4%	Colfax	97.4%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	100.0%	Quay	0.0%	Quay	100.0%
Rio Arriba	98.0%	Rio Arriba	0.0%	Rio Arriba	98.0%
San Miguel	100.0%	San Miguel	0.0%	San Miguel	100.0%
Sandoval	95.6%	Sandoval	2.5%	Sandoval	98.1%
Santa Fe	96.1%	Santa Fe	2.9%	Santa Fe	99.0%
Taos	96.4%	Taos	0.7%	Taos	97.1%
NE Region 2 Total	96.8%	NE Region 2 Total	1.6%	NE Region 2 Total	98.4%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	93.3%	NE Bernalillo	2.6%	NE Bernalillo	95.9%
NW Bernalillo	69.5%	NW Bernalillo	1.6%	NW Bernalillo	71.1%
SE Bernalillo	90.4%	SE Bernalillo	2.4%	SE Bernalillo	92.8%
SW Bernalillo	79.2%	SW Bernalillo	1.7%	SW Bernalillo	80.9%
Torrance	99.2%	Torrance	0.0%	Torrance	99.2%
Cen. Region 3 Total	83.9%	Cen. Region 3 Total	2.0%	Cen. Region 3 Total	85.9%
SE Region 4		SE Region 4		SE Region 4	
Chaves	98.0%	Chaves	0.5%	Chaves	98.5%
Curry	88.0%	Curry	3.0%	Curry	91.0%
Eddy Artesia	91.1%	Eddy Artesia	2.1%	Eddy Artesia	93.2%
Eddy Carlsbad	90.8%	Eddy Carlsbad	6.6%	Eddy Carlsbad	97.4%
Lea	72.7%	Lea	1.9%	Lea	74.6%
Lincoln	96.0%	Lincoln	2.0%	Lincoln	98.0%
Roosevelt	90.2%	Roosevelt	1.5%	Roosevelt	91.7%
SE Region 4 Total	88.1%	SE Region 4 Total	2.6%	SE Region 4 Total	90.7%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	95.1%	East Dona Ana	3.0%	East Dona Ana	98.1%
Grant	98.6%	Grant	0.7%	Grant	99.3%
Luna	100.0%	Luna	0.0%	Luna	100.0%
Otero	96.7%	Otero	2.2%	Otero	98.9%
South Dona Ana	96.4%	South Dona Ana	0.7%	South Dona Ana	97.1%
West Dona Ana	97.0%	West Dona Ana	1.1%	West Dona Ana	98.1%
SW Region 5 Total	96.9%	SW Region 5 Total	1.5%	SW Region 5 Total	98.4%
STATE TOTAL	89.9%	STATE TOTAL	2.0%	STATE TOTAL	91.9%

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

