



HUMAN SERVICES  
DEPARTMENT

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

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## General Information Memorandum

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### ISD-GI 17-15

**TO:** ISD Employees

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

**RE:** FFY 2017 SNAP Performance Report-Third

**DATE:** May 24, 2017

Attached please find the third 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 December 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](mailto: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	\$64,809	Total Error Rate %	7.18%
Total Dollar Errors	\$4,655	% Error Rate Over	4.46%
Total Dollar Over	\$2,893	% Error Rate Under	1.08%
Total Dollar Under	\$700	% Error Rate Ineligible	1.64%
Total Dollar Ineligible	\$1,062		

Total Reviewed	241
% In Error	15.8%

Cases Dropped	53
Correct	203
Overpaid	28
Underpaid	5
Ineligible	5

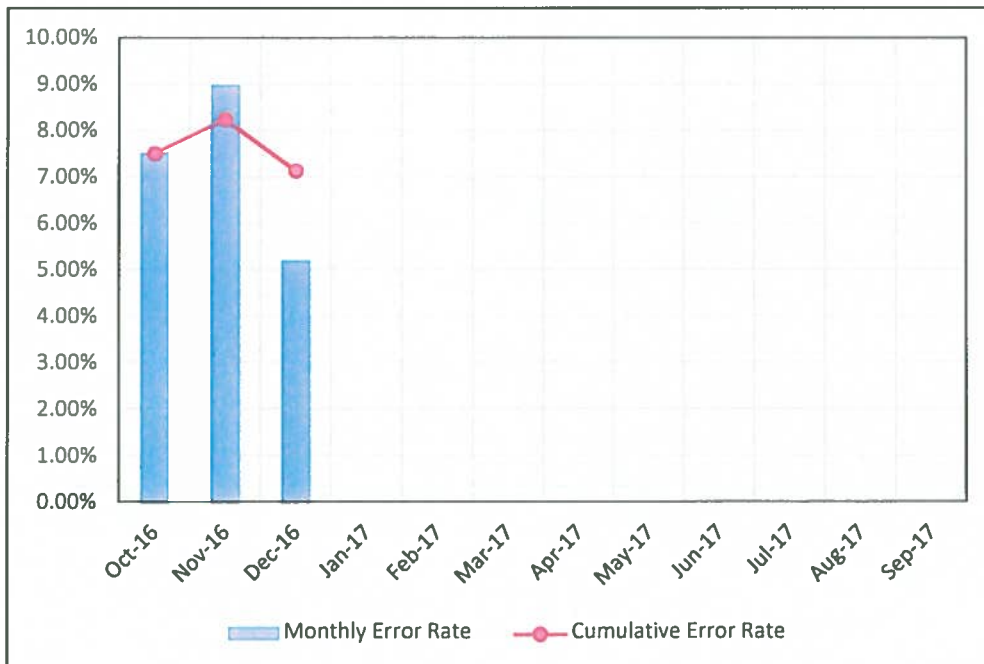
Agency Error Dollar Amount	Agency % Error Rate:
\$2,077	3.20%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,578	3.98%

### 2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$2,858	61.4%
Recertification	\$1,797	38.6%

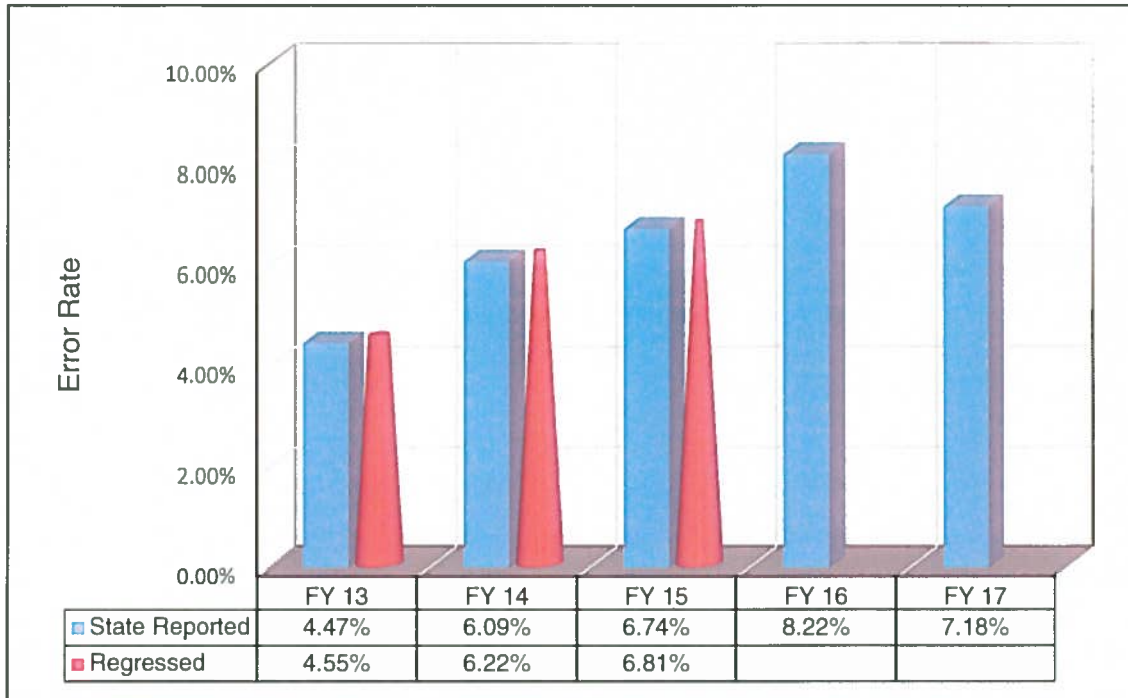
### 3. Error Rates By: Month and FFY Cumulative



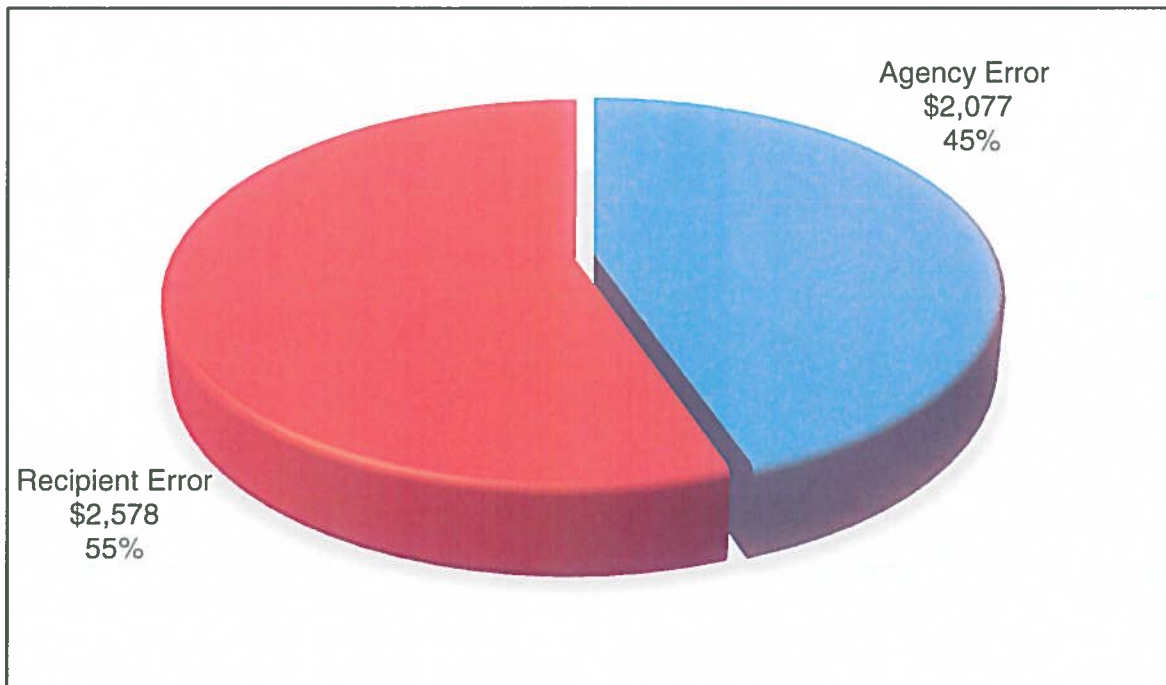
#### 4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
<b>NE Region</b>								
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%	1.61%	0.00%
21	Rio Arriba	\$16	\$298	\$314	\$3,041	10.33%	6.75%	2.78%
23	Sandoval	\$0	\$0	\$0	\$5,601	0.00%	0.00%	0.00%
25	San Miguel	\$194	\$0	\$194	\$2,509	7.73%	4.17%	0.00%
26	Santa Fe	\$239	\$355	\$594	\$2,248	26.42%	12.76%	0.00%
29	Taos	\$0	\$0	\$0	\$699	0.00%	0.00%	0.00%
<b>NE Region Totals</b>		<b>\$449</b>	<b>\$728</b>	<b>\$1,177</b>	<b>\$14,940</b>	<b>7.88%</b>	<b>25.28%</b>	<b>0.35%</b>
<b>NW Region</b>								
17	McKinley	\$347	\$0	\$347	\$4,357	7.96%	7.45%	4.00%
24	San Juan	\$135	\$169	\$304	\$4,225	7.20%	6.53%	0.00%
27	Sierra	\$0	\$0	\$0	\$155	0.00%	0.00%	0.00%
28	Socorro	\$0	\$0	\$0	\$674	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$787	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$49	\$49	\$675	7.26%	1.05%	0.00%
<b>NW Region Totals</b>		<b>\$482</b>	<b>\$218</b>	<b>\$700</b>	<b>\$10,873</b>	<b>6.44%</b>	<b>15.04%</b>	<b>1.94%</b>
<b>SW Region</b>								
07	W. Dona Ana	\$49	\$248	\$297	\$3,157	9.41%	6.38%	0.00%
09	Grant	\$0	\$74	\$74	\$771	9.60%	1.59%	0.00%
16	Luna	\$60	\$0	\$60	\$506	11.86%	1.29%	0.00%
19	Otero	\$0	\$0	\$0	\$1,022	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$50	\$50	\$1,875	2.67%	1.07%	0.00%
38	S. Dona Ana	\$213	\$0	\$213	\$2,890	7.37%	4.58%	9.91%
<b>SW Region Totals</b>		<b>\$322</b>	<b>\$372</b>	<b>\$694</b>	<b>\$10,221</b>	<b>6.79%</b>	<b>14.91%</b>	<b>4.54%</b>
<b>SE Region</b>								
03	Chaves	\$0	\$0	\$0	\$1,859	0.00%	0.00%	0.00%
05	Curry	\$55	\$299	\$354	\$1,496	23.66%	7.60%	27.19%
08	Eddy	\$0	\$0	\$0	\$1,566	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$1,576	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$194	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$1,968	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$791	0.00%	0.00%	0.00%
<b>SE Region Totals</b>		<b>\$55</b>	<b>\$299</b>	<b>\$354</b>	<b>\$9,450</b>	<b>3.75%</b>	<b>7.60%</b>	<b>7.42%</b>
<b>Central Region</b>								
01	SE Bernalillo	\$59	\$59	\$118	\$2,804	4.21%	2.53%	0.00%
35	NW Bernalillo	\$482	\$0	\$482	\$4,296	11.22%	10.35%	14.23%
36	SW Bernalillo	\$81	\$778	\$859	\$7,613	11.28%	18.45%	8.96%
39	NE Bernalillo	\$147	\$124	\$271	\$4,045	6.70%	5.82%	8.15%
30	Torrance	\$0	\$0	\$0	\$567	0.00%	0.00%	0.00%
<b>Central Region Totals</b>		<b>\$769</b>	<b>\$961</b>	<b>\$1,730</b>	<b>\$19,325</b>	<b>8.95%</b>	<b>37.16%</b>	<b>9.06%</b>
<b>State Totals</b>		<b>\$2,077</b>	<b>\$2,578</b>	<b>\$4,655</b>	<b>\$64,809</b>	<b>7.18%</b>	<b>100.00%</b>	<b>5.24%</b>

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$136

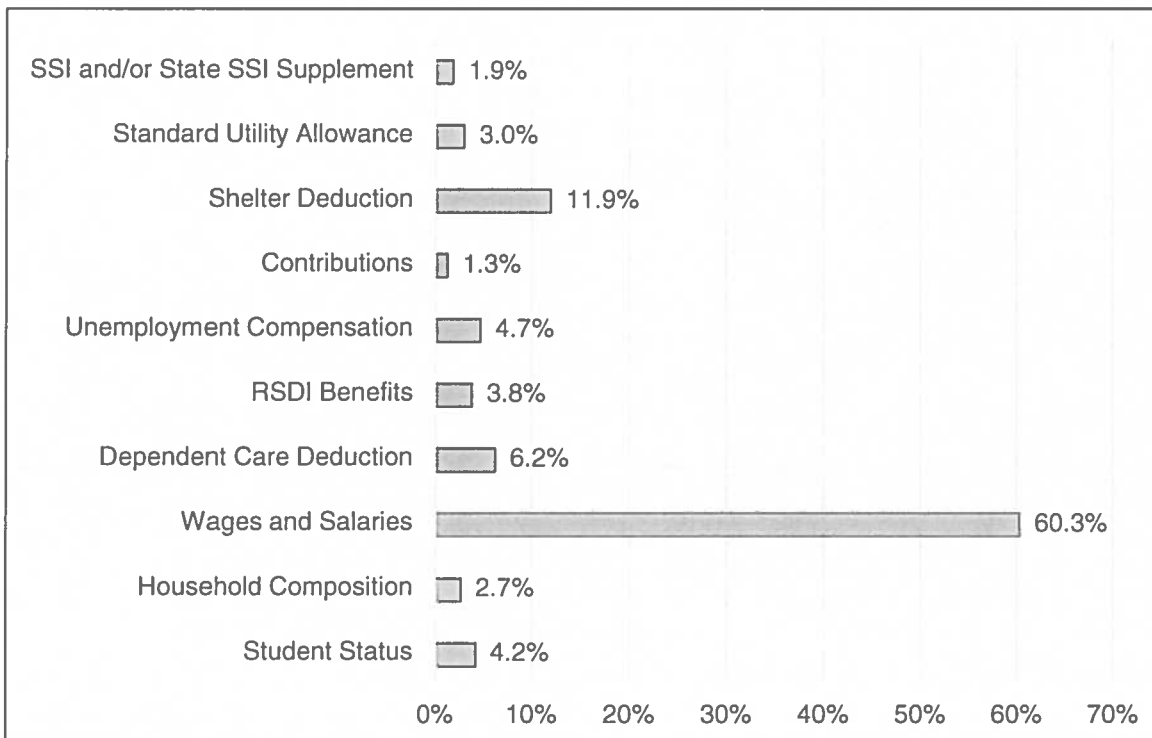
Average Agency Error: \$109

### 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	\$1,119	\$1,689	39.9%
323 - Dependent Care Deduction	\$239	\$50	82.7%
331 - RSDI Benefits	\$178	\$0	100.0%
334 - Unemployment Compensation	\$60	\$159	27.4%
342 - Contributions	\$59	\$0	100.0%
363 - Shelter Deduction	\$0	\$556	0.0%
364 - Standard Utility Allowance	\$141	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$87	\$0	100.0%

### 8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$194	4.2%
Household Composition	\$124	2.7%
Wages and Salaries	\$2,808	60.3%
Dependent Care Deduction	\$289	6.2%
RSDI Benefits	\$178	3.8%
Unemployment Compensation	\$219	4.7%
Contributions	\$59	1.3%
Shelter Deduction	\$556	11.9%
Standard Utility Allowance	\$141	3.0%
SSI and/or State SSI Supplement	\$87	1.9%
Total	\$4,655	100.0%



## FFY 2017 Negative Statewide Error Rates

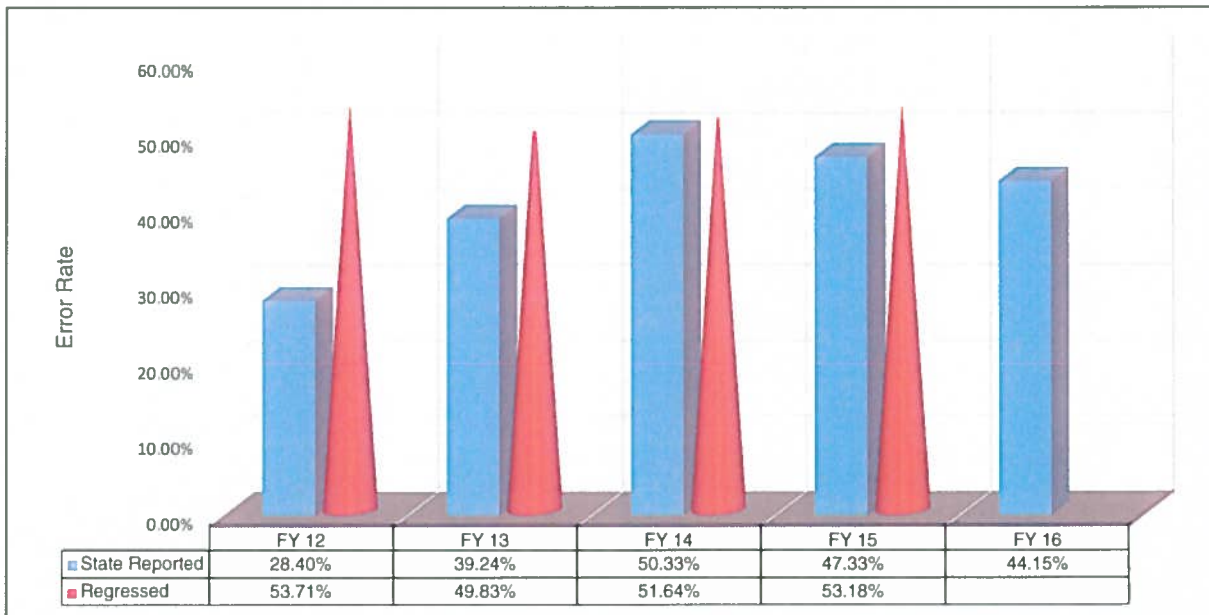
### 1. Cumulative Negative Case Error Rate

Valid	92
Invalid	105
Invalid Error	72
Invalid Notice	33
Drop	28
Total Sampled	225
% Invalid Notice	14.7%
% Invalid Error	32.0%
% Invalid Total	46.7%

### 2. Ranked Negative Action By Time of Occurrence

Closure	40	39.6%
Denial	61	60.4%

### 3. State Negative Error Rates



### 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	34	33.3%	2	2.0%	36	34.3%
Notices	14	13.7%	19	18.6%	33	31.4%
Verification	2	2.0%	8	7.8%	10	9.5%
Combined Gross Income	7	6.9%	1	1.0%	8	7.6%
Wages and Salaries	2	2.0%	6	5.9%	8	7.6%
Child Support Payments Received from Absent Parent	1	1.0%	1	1.0%	2	1.9%
Student Status	1	1.0%	1	1.0%	2	1.9%
Transitional Benefits	0	0.0%	1	1.0%	1	1.0%
Action Type	0	0.0%	1	1.0%	1	1.0%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	1.0%	1	1.0%

## 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	1	2	3	66.7%
20	Quay	0	1	1	100.0%
21	Rio Arriba	1	3	4	75.0%
23	Sandoval	6	4	10	40.0%
25	San Miguel	0	2	2	100.0%
26	Santa Fe	4	1	5	20.0%
29	Taos	3	3	6	50.0%
NE Region Totals		15	17	32	53.1%

### NW Region

17	McKinley	4	3	7	42.9%
24	San Juan	4	6	10	60.0%
27	Sierra	3	1	4	25.0%
28	Socorro	0	0	0	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	3	2	5	40.0%
42	N. Valencia	6	4	10	40.0%
NW Region Totals		20	16	36	44.4%

### SW Region

07	W. Dona Ana	3	5	8	62.5%
09	Grant	0	4	4	100.0%
16	Luna	1	2	3	66.7%
19	Otero	2	4	6	66.7%
37	E. Dona Ana	6	3	9	33.3%
38	S. Dona Ana	5	2	7	28.6%
SW Region Totals		17	20	37	54.1%

### SE Region

03	Chaves	3	4	7	57.1%
05	Curry	3	1	4	25.0%
08	Eddy	4	1	5	20.0%
13	Lea	4	4	8	50.0%
14	Lincoln	1	2	3	66.7%
22	Roosevelt	0	1	1	100.0%
34	Eddy/Artesia	3	1	4	25.0%
SE Region Totals		18	14	32	43.8%

### Central Region

01	SE Bernalillo	4	8	12	66.7%
35	NW Bernalillo	5	4	9	44.4%
36	SW Bernalillo	6	11	17	64.7%
39	NE Bernalillo	5	11	16	68.8%
30	Torrance	2	4	6	66.7%
Central Region Totals		22	38	60	63.3%

State Totals		92	105	197	53.3%
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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'
<b>Total APT</b>												
Non Expedite Cases	4013	5721	5982	5949	5667	6123						
Non Expedite Timely	3652	5372	5626	5549	5155	5488						
Total Untimely	361	349	356	408	512	635						
Expedite Cases	5190	7762	7970	9207	7728	8174						
Expedite Timely	4976	7049	7237	7625	6947	7609						
Total Untimely	214	713	733	1590	781	565						
Total Timely Cases	8628	13227	12863	15156	12102	14297						
Total Cases	8908	12421	13744	13174	13186	13097						
APT	93.75%	92.12%	92.19%	86.92%	90.35%	91.61%						
<b>Total APT (excluding DHG Related Cases)</b>												
Non Expedite Cases	4013	5721	5982	5949	5667	6123						
Non Expedite Timely	3652	5372	5626	5549	5155	5488						
Total Untimely	361	349	356	408	514	636						
Expedite Cases	5190	7762	7970	9207	7728	8174						
Expedite Timely	4976	7049	7237	7625	6947	7609						
Total Untimely	214	713	733	1590	782	566						
Total Timely Cases	8628	13227	12863	13174	12102	14193						
Total Cases	8908	12421	13744	14966	13186	13097						
DHG Non Expedite	264	121	30	27	37	32						
DHG Expedite	31	135	178	163	172	72						
Total DHG Cases	295	256	208	190	209	104						
APT	96.86%	93.91%	93.59%	88.03%	91.78%	92.28%						

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
<b>NW Region 1</b>													
Cibola	93.5%	94.7%	93.4%	94.7%	92.9%	93.9%							93.9%
McKinley	90.9%	95.3%	92.9%	94.4%	85.8%	94.0%							92.2%
San Juan	88.2%	86.3%	86.8%	88.0%	83.9%	79.9%							85.5%
Sierra	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%							99.8%
Socorro	95.4%	97.1%	98.1%	100.0%	98.8%	94.4%							97.3%
Valencia North	90.9%	94.3%	89.4%	91.2%	90.8%	89.2%							91.0%
Valencia South	100.0%	100.0%				100.0%							100.0%
<b>NW Region 1 Total</b>	<b>91.4%</b>	<b>93.0%</b>	<b>91.4%</b>	<b>92.9%</b>	<b>88.6%</b>	<b>89.0%</b>							<b>91.1%</b>
<b>NE Region 2</b>													
Colfax	97.4%	98.6%	97.7%	97.9%	100.0%	100.0%							98.6%
Guadalupe	100.0%	89.3%	100.0%	100.0%	100.0%	92.9%							97.0%
Quay	90.9%	91.7%	90.2%	100.0%	96.9%	92.9%							93.8%
Rio Arriba	97.7%	92.9%	96.2%	96.8%	97.0%	92.6%							95.5%
San Miguel	97.5%	97.8%	97.8%	95.8%	97.4%	99.2%							97.6%
Sandoval	93.0%	98.6%	95.9%	97.0%	98.1%	98.0%							96.8%
Santa Fe	88.7%	96.1%	96.5%	94.7%	96.0%	93.1%							94.2%
Taos	91.7%	96.6%	96.4%	95.1%	94.8%	91.9%							94.4%
<b>NE Region 2 Total</b>	<b>93.1%</b>	<b>96.2%</b>	<b>96.3%</b>	<b>96.3%</b>	<b>97.1%</b>	<b>95.2%</b>							<b>95.7%</b>
<b>Central Region 3</b>													
NE Bernalillo	79.9%	90.6%	85.6%	85.7%	73.2%	76.4%							81.9%
NW Bernalillo	90.1%	91.3%	94.2%	88.2%	87.9%	88.8%							90.1%
SE Bernalillo	89.6%	93.8%	91.6%	85.6%	76.4%	70.0%							84.5%
SW Bernalillo	90.9%	95.4%	93.1%	88.7%	84.0%	77.6%							88.3%
Torrance	84.4%	83.1%	95.4%	93.4%	95.0%	95.2%							91.1%
<b>Cen. Region 3 Total</b>	<b>87.5%</b>	<b>92.4%</b>	<b>91.1%</b>	<b>87.4%</b>	<b>80.4%</b>	<b>79.4%</b>							<b>86.4%</b>
<b>SE Region 4</b>													
Chaves	94.8%	95.0%	98.4%	97.3%	95.8%	96.3%							96.3%
Curry	90.3%	98.1%	94.1%	93.1%	90.9%	86.8%							92.2%
Eddy Artesia	92.1%	86.5%	94.8%	92.9%	98.4%	96.0%							93.5%
Eddy Carlsbad	79.5%	94.8%	92.0%	90.9%	91.3%	94.9%							90.6%
Lea	89.6%	94.0%	93.6%	87.1%	94.2%	90.4%							91.5%
Lincoln	94.2%	98.7%	100.0%	98.4%	94.4%	94.7%							96.7%
Roosevelt	100.0%	94.3%	100.0%	97.8%	95.0%	91.3%							96.4%
<b>SE Region 4 Total</b>	<b>91.4%</b>	<b>95.0%</b>	<b>95.9%</b>	<b>93.9%</b>	<b>93.9%</b>	<b>92.9%</b>							<b>93.8%</b>
<b>SW Region 5</b>													
East Dona Ana	92.7%	95.0%	98.3%	98.6%	99.6%	98.7%							97.2%
Grant	96.3%	98.8%	97.8%	98.9%	100.0%	95.5%							97.9%
Luna	89.7%	97.8%	95.7%	94.7%	97.8%	97.3%							95.5%
Otero	91.6%	92.4%	97.1%	96.3%	100.0%	99.4%							96.1%
South Dona Ana	93.6%	92.9%	99.2%	98.9%	97.6%	98.8%							96.8%
West Dona Ana	95.9%	93.4%	96.7%	96.9%	98.2%	99.4%							96.8%
<b>SW Region 5 Total</b>	<b>93.6%</b>	<b>94.2%</b>	<b>97.6%</b>	<b>97.4%</b>	<b>98.6%</b>	<b>98.6%</b>							<b>96.7%</b>
<b>STATE TOTAL</b>	<b>91.0%</b>	<b>93.9%</b>	<b>94.0%</b>	<b>93.2%</b>	<b>91.0%</b>	<b>89.6%</b>							<b>92.1%</b>

\*Beginning June 2016, DHG impacted cases are included

March 2017 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>March 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>March 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orrr.</i>	<i>March 2017</i>
<b>NW Region 1</b>		<b>NW Region 1</b>		<b>NW Region 1</b>	
Cibola	93.9%	Cibola	0.0%	Cibola	93.9%
McKinley	94.0%	McKinley	0.0%	McKinley	94.0%
San Juan	79.9%	San Juan	0.0%	San Juan	79.9%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	94.4%	Socorro	0.0%	Socorro	94.4%
Valencia North	89.2%	Valencia North	1.1%	Valencia North	90.3%
Valencia South	100.0%	Valencia South	0.0%	Valencia South	100.0%
<b>NW Region 1 Total</b>	<b>89.0%</b>	<b>NW Region 1 Total</b>	<b>0.1%</b>	<b>NW Region 1 Total</b>	<b>89.1%</b>
<b>NE Region 2</b>		<b>NE Region 2</b>		<b>NE Region 2</b>	
Colfax	100.0%	Colfax	0.0%	Colfax	100.0%
Guadalupe	92.9%	Guadalupe	0.0%	Guadalupe	92.9%
Quay	92.9%	Quay	0.0%	Quay	92.9%
Rio Arriba	92.6%	Rio Arriba	0.0%	Rio Arriba	92.6%
San Miguel	99.2%	San Miguel	0.0%	San Miguel	99.2%
Sandoval	98.0%	Sandoval	0.0%	Sandoval	98.0%
Santa Fe	93.1%	Santa Fe	0.0%	Santa Fe	93.1%
Taos	91.9%	Taos	0.0%	Taos	91.9%
<b>NE Region 2 Total</b>	<b>95.2%</b>	<b>NE Region 2 Total</b>	<b>0.0%</b>	<b>NE Region 2 Total</b>	<b>95.2%</b>
<b>Central Region 3</b>		<b>Central Region 3</b>		<b>Central Region 3</b>	
NE Bernalillo	76.4%	NE Bernalillo	0.0%	NE Bernalillo	76.4%
NW Bernalillo	88.8%	NW Bernalillo	4.1%	NW Bernalillo	92.9%
SE Bernalillo	70.0%	SE Bernalillo	1.4%	SE Bernalillo	71.4%
SW Bernalillo	77.6%	SW Bernalillo	0.0%	SW Bernalillo	77.6%
Torrance	95.2%	Torrance	0.0%	Torrance	95.2%
<b>Cent. Region 3 Total</b>	<b>79.4%</b>	<b>Cent. Region 3 Total</b>	<b>1.1%</b>	<b>Cent. Region 3 Total</b>	<b>80.5%</b>
<b>SE Region 4</b>		<b>SE Region 4</b>		<b>SE Region 4</b>	
Chaves	96.3%	Chaves	0.5%	Chaves	96.8%
Curry	86.8%	Curry	0.0%	Curry	86.8%
Eddy Artesia	96.0%	Eddy Artesia	2.0%	Eddy Artesia	98.0%
Eddy Carlsbad	94.9%	Eddy Carlsbad	1.0%	Eddy Carlsbad	95.9%
Lea	90.4%	Lea	0.0%	Lea	90.4%
Lincoln	94.7%	Lincoln	0.0%	Lincoln	94.7%
Roosevelt	91.3%	Roosevelt	0.0%	Roosevelt	91.3%
<b>SE Region 4 Total</b>	<b>92.9%</b>	<b>SE Region 4 Total</b>	<b>0.3%</b>	<b>SE Region 4 Total</b>	<b>93.2%</b>
<b>SW Region 5</b>		<b>SW Region 5</b>		<b>SW Region 5</b>	
East Dona Ana	98.7%	East Dona Ana	0.0%	East Dona Ana	98.7%
Grant	95.5%	Grant	0.0%	Grant	95.5%
Luna	97.3%	Luna	0.0%	Luna	97.3%
Otero	99.4%	Otero	0.0%	Otero	99.4%
South Dona Ana	98.8%	South Dona Ana	0.0%	South Dona Ana	98.8%
West Dona Ana	99.4%	West Dona Ana	0.0%	West Dona Ana	99.4%
<b>SW Region 5 Total</b>	<b>98.6%</b>	<b>SW Region 5 Total</b>	<b>0.0%</b>	<b>SW Region 5 Total</b>	<b>98.6%</b>
<b>STATE TOTAL</b>	<b>89.6%</b>	<b>STATE TOTAL</b>	<b>0.5%</b>	<b>STATE TOTAL</b>	<b>90.1%</b>

\*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
<b>NW Region 1</b>													
Cibola	97.7%	98.2%	97.7%	94.4%	97.9%	92.1%							96.3%
McKinley	97.8%	95.1%	92.8%	95.8%	93.5%	98.7%							95.6%
San Juan	95.3%	85.8%	86.8%	86.1%	84.8%	88.1%							87.8%
Sierra	96.3%	100.0%	100.0%	97.6%	100.0%	98.2%							98.7%
Socorro	97.8%	96.6%	95.8%	97.4%	97.2%	97.4%							97.0%
Valencia North	98.5%	94.6%	94.7%	95.0%	93.7%	93.2%							95.0%
Valencia South	100.0%	100.0%		100.0%	100.0%	100.0%							100.0%
<b>NW Region 1 Total</b>	<b>96.9%</b>	<b>92.8%</b>	<b>91.9%</b>	<b>92.0%</b>	<b>90.9%</b>	<b>93.0%</b>							<b>92.9%</b>
<b>NE Region 2</b>													
Colfax	100.0%	100.0%	97.6%	100.0%	95.0%	97.9%							98.4%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							100.0%
Quay	100.0%	98.3%	98.0%	100.0%	100.0%	97.1%							98.9%
Rio Arriba	98.3%	95.5%	97.7%	95.3%	98.0%	98.3%							97.2%
San Miguel	99.0%	99.3%	97.8%	98.7%	100.0%	96.5%							98.6%
Sandoval	96.5%	97.1%	98.0%	97.5%	95.6%	96.8%							96.9%
Santa Fe	97.6%	95.3%	95.7%	96.8%	96.1%	96.6%							96.4%
Taos	96.8%	98.6%	95.1%	95.4%	96.4%	95.0%							96.2%
<b>NE Region 2 Total</b>	<b>97.7%</b>	<b>96.8%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>96.8%</b>	<b>96.9%</b>							<b>97.0%</b>
<b>Central Region 3</b>													
NE Bernalillo	90.9%	63.3%	86.9%	62.9%	93.3%	95.5%							82.1%
NW Bernalillo	96.7%	93.0%	75.5%	47.0%	69.5%	92.2%							79.0%
SE Bernalillo	94.1%	93.3%	86.3%	84.2%	90.4%	88.7%							89.5%
SW Bernalillo	92.3%	76.8%	72.0%	54.9%	79.2%	77.5%							75.5%
Torrance	88.5%	92.8%	94.5%	94.7%	99.2%	91.0%							93.5%
<b>Cen. Region 3 Total</b>	<b>93.4%</b>	<b>81.3%</b>	<b>81.2%</b>	<b>60.8%</b>	<b>83.9%</b>	<b>89.3%</b>							<b>81.7%</b>
<b>SE Region 4</b>													
Chaves	98.8%	97.3%	98.1%	97.6%	98.0%	97.3%							97.9%
Curry	98.3%	97.3%	97.3%	78.2%	88.0%	94.9%							92.3%
Eddy Artesia	95.8%	98.6%	100.0%	96.8%	91.1%	94.5%							96.1%
Eddy Carlsbad	93.8%	94.1%	95.0%	95.8%	90.8%	93.1%							93.8%
Lea	97.8%	92.7%	96.8%	89.3%	72.7%	88.2%							89.6%
Lincoln	98.3%	97.5%	98.6%	98.6%	96.0%	100.0%							98.2%
Roosevelt	96.8%	91.5%	98.3%	94.8%	90.2%	98.4%							95.0%
<b>SE Region 4 Total</b>	<b>97.3%</b>	<b>95.5%</b>	<b>97.3%</b>	<b>91.8%</b>	<b>88.1%</b>	<b>94.0%</b>							<b>94.0%</b>
<b>SW Region 5</b>													
East Dona Ana	97.8%	95.1%	91.3%	97.8%	95.1%	95.1%							95.4%
Grant	96.7%	99.3%	98.0%	96.5%	98.6%	97.0%							97.7%
Luna	98.9%	98.6%	98.8%	99.3%	100.0%	99.1%							99.1%
Otero	96.7%	95.6%	93.8%	95.8%	96.7%	97.5%							96.0%
South Dona Ana	97.5%	95.4%	97.0%	96.7%	96.4%	96.7%							96.6%
West Dona Ana	94.7%	97.0%	95.8%	97.3%	97.0%	98.7%							96.8%
<b>SW Region 5 Total</b>	<b>96.7%</b>	<b>96.7%</b>	<b>95.4%</b>	<b>97.2%</b>	<b>96.9%</b>	<b>97.4%</b>							<b>96.7%</b>
<b>STATE TOTAL</b>	<b>95.9%</b>	<b>90.8%</b>	<b>90.8%</b>	<b>82.7%</b>	<b>89.9%</b>	<b>93.1%</b>							<b>90.5%</b>

\*Beginning June 2016, DHG impacted cases are included

March 2017 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>March 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>March 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Ord.</i>	<i>March 2017</i>
<b>NW Region 1</b>		<b>NW Region 1</b>		<b>NW Region 1</b>	
Cibola	92.1%	Cibola	1.7%	Cibola	93.8%
McKinley	98.7%	McKinley	0.6%	McKinley	99.3%
San Juan	88.1%	San Juan	0.0%	San Juan	88.1%
Sierra	98.2%	Sierra	0.0%	Sierra	98.2%
Socorro	97.4%	Socorro	2.6%	Socorro	100.0%
Valencia North	93.2%	Valencia North	0.0%	Valencia North	93.2%
Valencia South	100.0%	Valencia South	0.0%	Valencia South	100.0%
<b>NW Region 1 Total</b>	<b>93.0%</b>	<b>NW Region 1 Total</b>	<b>0.4%</b>	<b>NW Region 1 Total</b>	<b>93.4%</b>
<b>NE Region 2</b>		<b>NE Region 2</b>		<b>NE Region 2</b>	
Colfax	97.9%	Colfax	0.0%	Colfax	97.9%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	97.1%	Quay	0.0%	Quay	97.1%
Rio Arriba	98.3%	Rio Arriba	0.7%	Rio Arriba	99.0%
San Miguel	96.5%	San Miguel	0.0%	San Miguel	96.5%
Sandoval	96.8%	Sandoval	2.7%	Sandoval	99.5%
Santa Fe	96.6%	Santa Fe	2.0%	Santa Fe	98.6%
Taos	95.0%	Taos	0.0%	Taos	95.0%
<b>NE Region 2 Total</b>	<b>96.9%</b>	<b>NE Region 2 Total</b>	<b>1.4%</b>	<b>NE Region 2 Total</b>	<b>98.3%</b>
<b>Central Region 3</b>		<b>Central Region 3</b>		<b>Central Region 3</b>	
NE Bernalillo	95.5%	NE Bernalillo	0.1%	NE Bernalillo	95.6%
NW Bernalillo	92.2%	NW Bernalillo	0.1%	NW Bernalillo	92.3%
SE Bernalillo	88.7%	SE Bernalillo	0.5%	SE Bernalillo	89.2%
SW Bernalillo	77.5%	SW Bernalillo	0.0%	SW Bernalillo	77.5%
Torrance	91.0%	Torrance	2.5%	Torrance	93.5%
<b>Cent. Region 3 Total</b>	<b>89.3%</b>	<b>Cent. Region 3 Total</b>	<b>0.2%</b>	<b>Cent. Region 3 Total</b>	<b>89.5%</b>
<b>SE Region 4</b>		<b>SE Region 4</b>		<b>SE Region 4</b>	
Chaves	97.3%	Chaves	0.0%	Chaves	97.3%
Curry	94.9%	Curry	0.0%	Curry	94.9%
Eddy Artesia	94.5%	Eddy Artesia	1.8%	Eddy Artesia	96.3%
Eddy Carlsbad	93.1%	Eddy Carlsbad	1.5%	Eddy Carlsbad	94.6%
Lea	88.2%	Lea	3.1%	Lea	91.3%
Lincoln	100.0%	Lincoln	0.0%	Lincoln	100.0%
Roosevelt	98.4%	Roosevelt	0.0%	Roosevelt	98.4%
<b>SE Region 4 Total</b>	<b>94.0%</b>	<b>SE Region 4 Total</b>	<b>1.2%</b>	<b>SE Region 4 Total</b>	<b>95.2%</b>
<b>SW Region 5</b>		<b>SW Region 5</b>		<b>SW Region 5</b>	
East Dona Ana	95.1%	East Dona Ana	3.5%	East Dona Ana	98.6%
Grant	97.0%	Grant	1.5%	Grant	98.5%
Luna	99.1%	Luna	0.9%	Luna	100.0%
Otero	97.5%	Otero	2.5%	Otero	100.0%
South Dona Ana	96.7%	South Dona Ana	2.6%	South Dona Ana	99.3%
West Dona Ana	98.7%	West Dona Ana	0.8%	West Dona Ana	99.5%
<b>SW Region 5 Total</b>	<b>97.4%</b>	<b>SW Region 5 Total</b>	<b>1.9%</b>	<b>SW Region 5 Total</b>	<b>99.3%</b>
<b>STATE TOTAL</b>	<b>93.1%</b>	<b>STATE TOTAL</b>	<b>0.8%</b>	<b>STATE TOTAL</b>	<b>93.9%</b>

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

