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## General Information Memorandum

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ISD-GI 13-40

TO: ISD Employees

FROM:  Marilyn Martinez, Acting Director, Income Support Division

RE: FFY 2013 SNAP Performance Report

DATE: August 26, 2013

Attached please find the sixth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2013. This report includes all Quality Control (QC) findings received for the review month of October 2012 through March 2013. All errors for October 2012 through March 2013 have been finalized. Along with payment and negative accuracy rates, data included in this report are the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2013 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 October 1, 2012, per IPP 12-08, counties with a payment accuracy rate of 96% or better must review cases at Level 2; all others must review cases at Level 1.

- Level 1 A county office with an error rate above **4.0%** is required to complete 35 full reviews per unit per month. **These completed reviews will be recorded on the Secondary Case Review Log and submitted to the Quality Improvement Section via email to [HSD.QIS@state.nm.us](mailto:HSD.QIS@state.nm.us)** by the second working day of the month. If scanning is not an option, logs can be faxed to 505-827-7241.
- Level 2 A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per unit per month. The record reviews will not be required to be submitted to the Quality Improvement Section.

**Effective March 2007**, counties with a timeliness rate below 98% in either 30-day or 7-day application processing will be required to submit a Corrective Action Plan (CAP) to the Regional Operations Manager (ROM). The ROM will take into consideration small offices with a limited number of applications that were processed in a given month when requesting CAPs; however any deficiencies will be addressed. CAPs are due at the end of the month following the last month in a reporting quarter.

Please reconcile the QC case findings that your office has received with the listing of QC cases entered into the QIS database. One copy of the listing is provided to each office. Case Finding codes are (0) Drop; (1) Eligible and Correct; (2) Overissuance; (3) Underissuance; and (4) Ineligible. A column has been added to the report to reflect cases that are pending a final ERC decision. *Please note that QC timeliness is reported on the data sheet. Timeliness codes are (1) Expedite Timely; (2) Expedite Untimely; (3) Expedite Drop; and (4) Non-Expedite Timely; (5) Non-Expedite Untimely; and (6) Non-Expedite Drop. Please report any discrepancies to QIS.*

Please share this data with staff as appropriate. If there are any questions or comments, please contact Stephanie Valdez, Quality Improvement Section at 827-7700 or e-mail at [Stephanie.valdez1@state.nm.us](mailto:Stephanie.valdez1@state.nm.us).

Attachment

cc: Shalonda Moore, FNS SW Regional Office

**RESCINDED**

**Quality Improvement Section SNAP Performance Report  
Quality Control Finding FFY 2013**

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

<b>Total Paid</b>	<b>\$152,239</b>		
<b>Total Dollar Errors</b>	<b>\$6,690</b>	<b>Total Error Rate %</b>	<b>4.39%</b>
Total Dollar Over	\$3,561	% Error Rate Over	2.34%
Total Dollar Under	\$373	% Error Rate Under	0.25%
Total Dollar Ineligible	\$2,756	% Error Rate Ineligible	1.81%

<b>Cumulative Case Error Rate</b>	
<b>Total Reviewed</b>	<b>529</b>
<b>% in Error</b>	<b>6.81%</b>

<b>Agency Error (Dollar Amount):</b>		<b>Agency % Error Rate:</b>	
<b>\$2,509</b>		<b>1.65%</b>	

<b>Client Error (Dollar Amount):</b>		<b>Client % Error Rate:</b>	
<b>\$4,181</b>		<b>2.75%</b>	

<b>Cases Dropped</b>	<b>59</b>
<b>Correct</b>	<b>493</b>
<b>Overpaid</b>	<b>24</b>
<b>Underpaid</b>	<b>2</b>
<b>Ineligible</b>	<b>10</b>

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

HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total Paid	County Error Rate	HIPAC Share	State Share
01	SE Bernalillo	\$0		\$0		\$0	\$3,441	0.00%	0.00%	0.00%
07	W.Dona Ana	\$0	0%	\$189	100%	\$189	\$4,500	1.16%	5.78%	2.83%
17	McKinley	\$0		\$0		\$0	\$636	0.00%	0.00%	0.00%
23	Sandoval	\$0	0%	\$736	100%	\$736	\$9,116	7.42%	22.51%	11.00%
24	San Juan	\$145	100%	\$0	0%	\$145	\$11,520	1.25%	4.43%	2.17%
26	Santa Fe	\$66	36%	\$117	64%	\$183	\$4,852	3.77%	5.60%	2.74%
35	NW Bernalillo	\$0	0%	\$295	100%	\$295	\$10,561	2.79%	9.02%	4.41%
36	SW Bernalillo	\$137	30%	\$327	70%	\$464	\$12,289	3.78%	14.19%	6.94%
38	S. Dona Ana	\$437	100%	\$0	0%	\$437	\$6,845	6.38%	13.36%	6.53%
39	NE Bernalillo	\$282	34%	\$539	65%	\$821	\$15,364	5.34%	25.11%	12.27%
<b>HIPAC Sub Totals</b>		<b>\$1,067</b>	<b>33%</b>	<b>\$1,203</b>	<b>67%</b>	<b>\$3,270</b>	<b>\$90,073</b>	<b>3.63%</b>	<b>100.00%</b>	<b>48.88%</b>

Non-HIPAC Counties		Agency \$ Error	Agency % Error	Client Error	Client % Error	Total \$ Error	Total Paid	County Error Rate	Non-HIPAC Share	State Share
03	Chaves	\$0		\$0		\$0	\$3,838	0.00%	0.00%	0.00%
04	Colfax/Union	\$93	100%	\$0	0%	\$93	\$537	17.32%	2.72%	1.39%
05	Curry	\$0		\$0		\$0	\$3,609	0.00%	0.00%	0.00%
08	Eddy	\$0		\$0		\$0	\$1,268	0.00%	0.00%	0.00%
09	Grant/Hidalgo	\$54	9%	\$526	91%	\$580	\$3,004	19.31%	16.96%	8.67%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$216	0.00%	0.00%	0.00%
13	Lea	\$0	0%	\$288	100%	\$288	\$1,755	16.41%	8.42%	4.30%
14	Lincoln	\$0		\$0		\$0	\$3,226	0.00%	0.00%	0.00%
16	Luna	\$233	100%	\$0	0%	\$233	\$4,500	5.18%	6.81%	3.48%
19	Otero	\$0	100%	\$0	0%	\$86	\$3,841	2.24%	2.51%	1.29%
20	Quay	\$0		\$0		\$0	\$375	0.00%	0.00%	0.00%
21	Rio Arriba	\$204	50%	\$200	50%	\$404	\$5,947	6.79%	11.81%	6.04%
22	Roosevelt	\$0		\$0		\$0	\$1,427	0.00%	0.00%	0.00%
25	San Miguel	\$163	26%	\$466	74%	\$629	\$4,368	14.40%	18.39%	9.40%
27	Sierra	\$0		\$0		\$0	\$637	0.00%	0.00%	0.00%
28	Socorro	\$0	0%	\$74	100%	\$74	\$1,767	4.19%	2.16%	1.11%
29	Taos	\$0		\$0		\$0	\$3,194	0.00%	0.00%	0.00%
30	Torrance	\$0		\$0		\$0	\$3,068	0.00%	0.00%	0.00%
32	S. Valencia	\$0		\$0		\$0	\$2,124	0.00%	0.00%	0.00%
33	Cibola	\$0		\$0		\$0	\$1,560	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$728	0.00%	0.00%	0.00%
37	E. Dona Ana	\$115	48%	\$125	52%	\$240	\$5,200	4.62%	7.02%	3.59%
42	N. Valencia	\$494	67%	\$238	33%	\$732	\$4,727	15.49%	21.40%	10.94%
49	NMCAP	\$0	0%	\$61	100%	\$61	\$1,250	4.88%	1.78%	0.91%
<b>Non-HIPAC Sub Totals</b>		<b>\$1,442</b>	<b>42%</b>	<b>\$1,978</b>	<b>58%</b>	<b>\$3,420</b>	<b>\$62,166</b>	<b>5.50%</b>	<b>100.0%</b>	<b>51.12%</b>

**Regional Cumulative SNAP Performance Report  
Quality Control Finding FFY2013**

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

<b>Total Paid</b>	<b>\$152,239</b>		
<b>Total Dollar Errors</b>	<b>\$6,690</b>	<b>Total Error Rate %</b>	<b>4.39%</b>
Total Dollar Over	\$3,561	% Error Rate Over	2.34%
Total Dollar Under	\$373	% Error Rate Under	0.25%
Total Dollar Ineligible	\$2,756	% Error Rate Ineligible	1.81%

<b>Agency Error (Dollar Amount):</b>	<b>Agency % Error Rate:</b>
<b>\$2,509</b>	<b>1.65%</b>

<b>Client Error (Dollar Amount):</b>	<b>Client % Error Rate:</b>
<b>\$4,181</b>	<b>2.75%</b>

**Cumulative Case Error Rate**

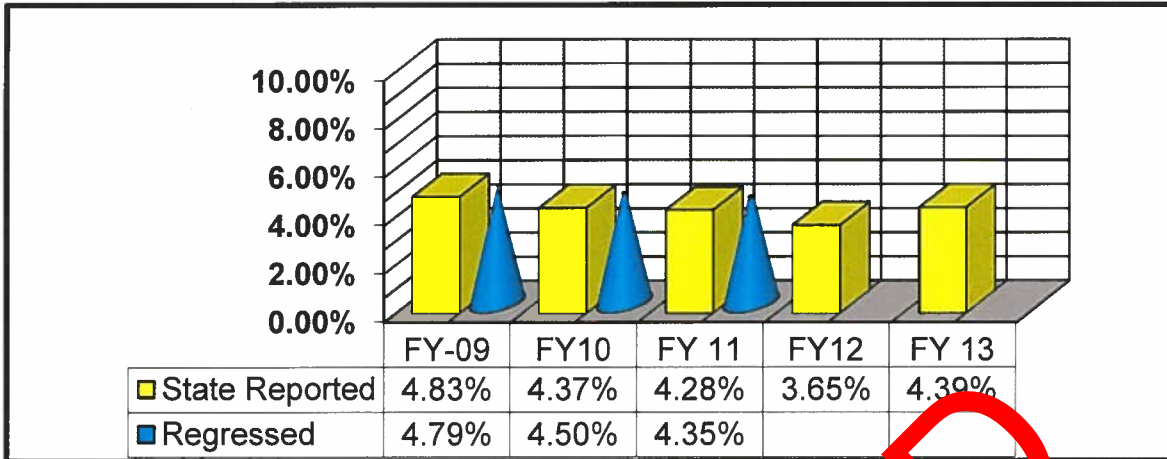
<b>Total Reviewed</b>	529
<b>% in Error</b>	6.81%

<b>Cases Dropped</b>	59
<b>Correct</b>	493
<b>Overpaid</b>	24
<b>Underpaid</b>	2
<b>Ineligible</b>	10

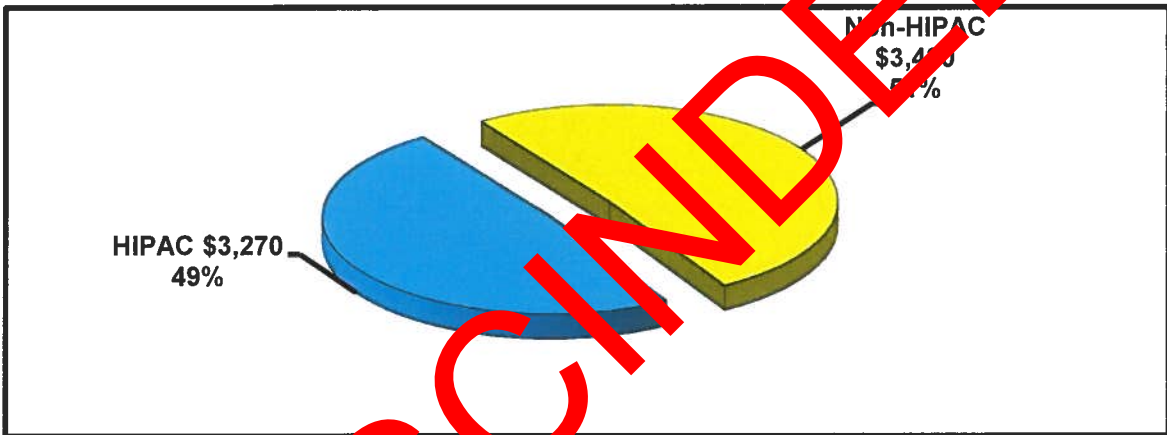
**4. REGIONAL - Cumulative Payment Error Rates**

Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	Count	Error Rate	Region Share	State Share
<b>NE Region</b>								
04 Colfax	\$93	\$0	\$93	\$537	17	17.32%	7.10%	1.39%
21 Rio Arriba	\$204	\$200	\$404	\$5,947	6	6.79%	2.86%	6.04%
25 San Miguel	\$163	\$466	\$629	\$4,368	14	14.00%	48.05%	9.40%
26 Santa Fe	\$66	\$117	\$183	\$4,852	3	3.71%	13.98%	2.74%
29 Taos	\$0	\$0	\$0	\$3,194	0	0.00%	0.00%	0.00%
<b>NE Region Totals</b>	<b>\$526</b>	<b>\$783</b>	<b>\$1,309</b>	<b>\$18,898</b>	<b>37</b>	<b>6.93%</b>	<b>100.00%</b>	<b>19.57%</b>
<b>NW Region</b>								
17 McKinley	\$0	\$0	\$0	\$4,636	0	0.00%	0.00%	0.00%
23 Sandoval	\$0	\$736	\$736	\$11,216	7	7.42%	45.63%	11.00%
24 San Juan	\$145	\$0	\$145	\$11,620	1	1.25%	8.99%	2.17%
32 S. Valencia	\$0	\$0	\$0	\$1,124	0	0.00%	0.00%	0.00%
33 Cibola	\$0	\$0	\$0	\$1,700	0	0.00%	0.00%	0.00%
42 N. Valencia	\$494	\$238	\$732	\$4,727	15	15.49%	45.38%	10.94%
<b>NW Region Totals</b>	<b>\$639</b>	<b>\$974</b>	<b>\$1,613</b>	<b>\$24,583</b>	<b>34</b>	<b>4.66%</b>	<b>100.00%</b>	<b>24.11%</b>
<b>SW Region</b>								
07 W. Dona Ana	\$0	\$189	\$189	\$4,546	4	4.16%	10.28%	2.83%
09 Grant/Hidalgo	\$54	\$26	\$80	\$3,004	3	19.31%	31.54%	8.67%
14 Lincoln	\$0	\$0	\$0	\$3,226	0	0.00%	0.00%	0.00%
16 Luna	\$233	\$0	\$233	\$4,500	5	5.18%	12.67%	3.48%
19 Otero	\$86	\$0	\$86	\$3,841	2	2.24%	4.68%	1.29%
27 Sierra	\$0	\$0	\$0	\$637	0	0.00%	0.00%	0.00%
28 Socorro	\$0	\$74	\$74	\$1,767	4	4.19%	4.02%	1.11%
37 E. Dona Ana	\$15	\$124	\$240	\$5,200	4	4.62%	13.05%	3.59%
38 S. Dona Ana	\$437	\$0	\$437	\$6,845	6	6.38%	23.76%	6.53%
<b>SW Region Totals</b>	<b>\$925</b>	<b>\$914</b>	<b>\$1,839</b>	<b>\$33,566</b>	<b>33</b>	<b>5.48%</b>	<b>100.00%</b>	<b>27.49%</b>
<b>SE Region</b>								
03 Chaves	\$0	\$0	\$0	\$3,838	0	0.00%	0.00%	0.00%
05 Curry	\$0	\$0	\$0	\$3,609	0	0.00%	0.00%	0.00%
08 Eddy	\$0	\$0	\$0	\$1,268	0	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$216	0	0.00%	0.00%	0.00%
13 Lea	\$0	\$288	\$288	\$1,755	16	16.41%	100.00%	4.30%
20 Quay	\$0	\$0	\$0	\$375	0	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,427	0	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$728	0	0.00%	0.00%	0.00%
<b>SE Region Totals</b>	<b>\$0</b>	<b>\$288</b>	<b>\$288</b>	<b>\$13,216</b>	<b>16</b>	<b>2.18%</b>	<b>100.00%</b>	<b>4.30%</b>
<b>Central Region</b>								
01 SE Bernalillo	\$0	\$0	\$0	\$9,444	0	0.00%	0.00%	0.00%
35 NW Bernalillo	\$0	\$295	\$295	\$10,561	3	2.79%	18.67%	4.41%
36 SW Bernalillo	\$137	\$327	\$464	\$12,289	4	3.78%	29.37%	6.94%
39 NE Bernalillo	\$282	\$539	\$821	\$15,364	5	5.34%	51.96%	12.27%
30 Torrance	\$0	\$0	\$0	\$3,068	0	0.00%	0.00%	0.00%
<b>Central Region Totals</b>	<b>\$419</b>	<b>\$1,161</b>	<b>\$1,580</b>	<b>\$50,726</b>	<b>12</b>	<b>3.11%</b>	<b>100.00%</b>	<b>23.62%</b>
49 NMCPAP	\$0	\$61	\$61	\$1,250	5	4.88%	100.00%	0.91%
<b>State Totals</b>	<b>\$2,509</b>	<b>\$4,181</b>	<b>\$6,690</b>	<b>\$152,239</b>	<b>152</b>	<b>4.39%</b>	<b>100.00%</b>	<b>100.00%</b>

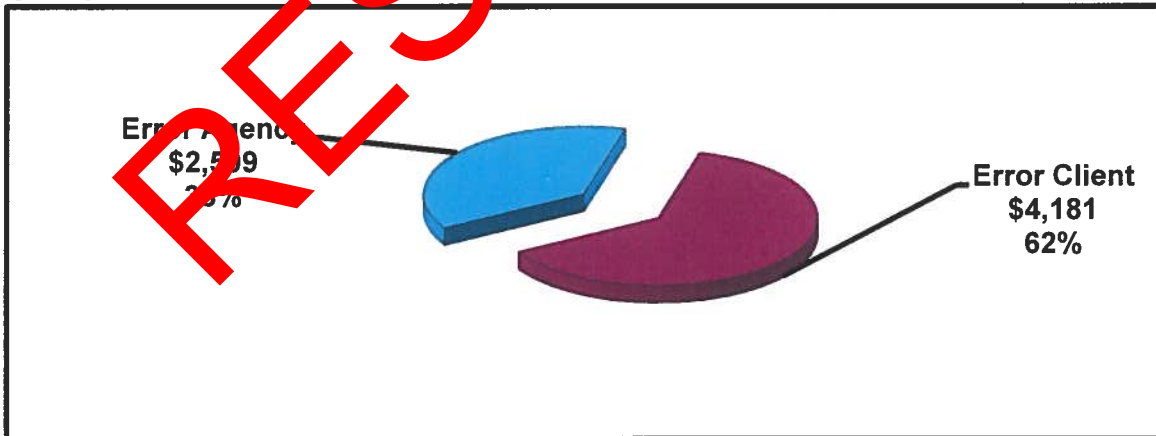
**5. STATE SNAP Error Rates- Current FY Compared to Previous FYs**



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



**7. Agency-vs-Client Errors**



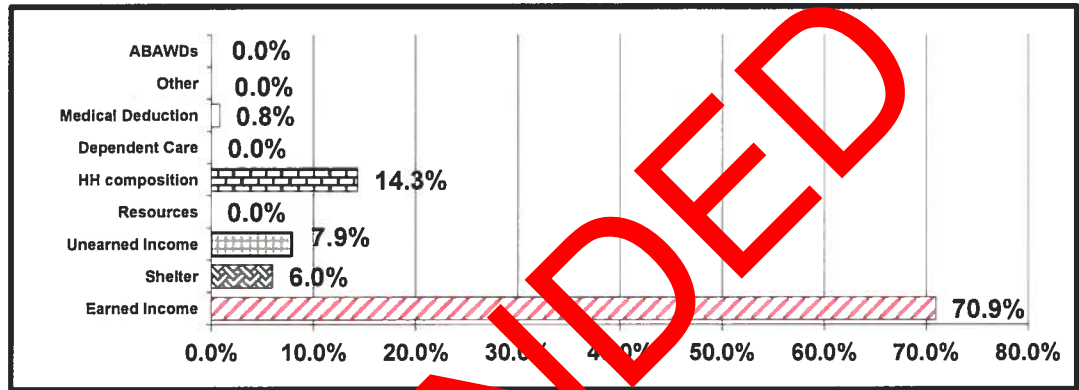
**Average Client Error = \$232**

**Average Agency Error = \$139**

8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

<i>Food Stamps</i>	<i>Agency</i>	<i>Client</i>	<i>% Agency Cause</i>
Earned Income	\$995	\$3,751	21.0%
Shelter	\$281	\$122	69.7%
Unearned Income	\$294	\$234	55.7%
Resources	\$0	\$0	0.0%
HH composition	\$885	\$74	92.3%
Dependent Care	\$0	\$0	0.0%
Medical Deduction	\$54	\$0	100.0%
Other	\$0	\$0	0.0%
ABAWDs	\$0	\$0	0.0%

9. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



10. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Description</i>
67.38%	\$4,508	311	WAGES & SALARIES
7.62%	\$510	150	HOUSEHOLD COMPOSITION
2.81%	\$188	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
3.21%	\$215	364	SUA
3.41%	\$230	130	CITIZENSHIP/NON-CITIZEN STATUS
3.48%	\$233	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.00%	\$0	342	CONTRIBUTIONS
0.01%	\$61	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
0.00%	\$0	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
4.60%	\$308	346	OTHER UEI
2.17%	\$145	111	STUDENT STATUS
0.81%	\$54	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
0.00%	\$0	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
0.00%	\$0	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
3.56%	\$238	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
0.00%	\$0	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

### 11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2013

In this table, general cause for agency error is ranked by the top three error causing areas

- F No action on anticipated or known changes
- M Math or transcription error
- O Other
- P Policy or procedure not applied or not correctly applied
- R No action on reported information
- S ISD2 or CSED systems caused error
- V Inadequate verification
- X Old or invalid data or coding not removed from ISD2

	ALL Err	EI	HHC	UEI
R	\$0	\$0	\$0	\$0
P	\$2,274	\$897	\$748	\$294
V	\$0	\$0	\$0	\$0
M	\$0	\$0	\$0	\$0
F	\$0	\$0	\$0	\$0
X	\$0	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
<b>Total</b>	<b>\$2,274</b>	<b>\$897</b>	<b>\$748</b>	<b>\$294</b>

**Agency errors with "policy or procedure not applied or not correctly applied" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "household composition" elements account for 85% of the agency-caused error rate.**

### 12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$964	\$1,079	\$2,120	\$684	\$1,680	\$163
%	14.4%	16.1%	31.7%	10.2%	25.1%	2.4%

### 13. AVERAGE HOUSEHOLD SIZE

All Cases	2.3
Correct Cases	2.3
Error Cases	2.8
Cont Error Cases	2.5

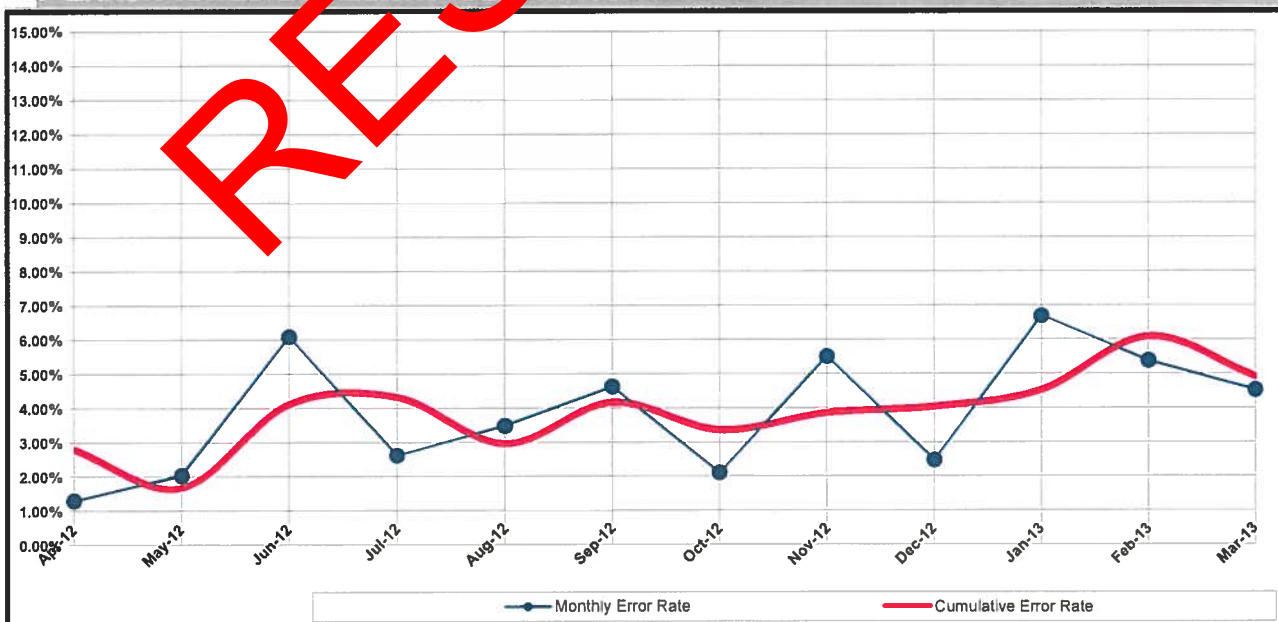
### 14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$771	11.5%
Recert	\$2,503	37.8%
Change	\$717	10.7%
Transitional FS	\$0	0.0%
Semi Annual	\$2,503	37.8%
Annual Report	\$73	1.1%

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

	#	%
Approval	6	16.7%
Recert	13	36.1%
Change	5	13.9%
Transitional FS	0	0.0%
Semi-Annual	10	27.8%
Annual Report	2	5.6%

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



**Regional Cumulative SNAP Performance Report**  
**Quality Control Finding FFY2013 as of 8/21/2013**

**17. REGIONAL - Cumulative Data Analysis of SNAP Dollars Issued vs. SNAP Dollars in Error 10/12 to 3/13**

	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
<b>Northwest Region (I)</b>							
17 McKinley	\$18,386,125	23.6%	5.4%	\$4,636	\$0	0.00%	0.00%
23 Sandoval	\$17,300,026	22.2%	5.1%	\$9,916	\$736	45.63%	11.00%
24 San Juan	\$21,062,361	27.1%	6.2%	\$11,620	\$145	8.99%	2.17%
32 S. Valencia	\$5,132,497	6.6%	1.5%	\$2,124	\$0	0.00%	0.00%
33 Cibola	\$6,335,444	8.1%	1.9%	\$1,560	\$0	0.00%	0.00%
42 N. Valencia	\$9,629,170	12.4%	2.8%	\$4,727	\$732	45.38%	10.94%
<b>Region I Totals</b>	<b>\$77,845,623</b>	<b>22.9%</b>	<b>22.9%</b>	<b>\$34,583</b>	<b>\$1,613</b>	<b>100.00%</b>	<b>24.11%</b>
<b>Northeast Region (II)</b>							
04 Colfax	\$2,410,431	5.6%	0.7%	\$537	\$93	7.00%	1.39%
21 Rio Arriba	\$11,261,108	26.3%	3.3%	\$5,947	\$404	30.80%	6.04%
25 San Miguel	\$7,746,385	18.1%	2.3%	\$4,368	\$629	48.00%	9.40%
26 Santa Fe	\$15,595,952	36.4%	4.6%	\$4,852	\$53	13.00%	2.74%
29 Taos	\$5,793,999	13.5%	1.7%	\$3,194	\$0	0.00%	0.00%
<b>Region II Totals</b>	<b>\$42,807,875</b>	<b>12.6%</b>	<b>12.6%</b>	<b>\$18,898</b>	<b>\$1,309</b>	<b>100.00%</b>	<b>19.57%</b>
<b>Central Region (III)</b>							
01 SE Bernalillo	\$18,487,778	17.1%	5.4%	\$9,444	\$0	0.00%	0.00%
35 NW Bernalillo	\$23,997,015	22.2%	7.1%	\$10,560	\$295	18.67%	4.41%
36 SW Bernalillo	\$30,625,899	28.3%	9.0%	\$12,119	\$64	29.37%	6.94%
39 NE Bernalillo	\$30,734,077	28.4%	9.0%	\$15,360	\$21	51.96%	12.27%
30 Torrance	\$4,310,651	5.9%	1.3%	\$1,068	\$0	0.00%	0.00%
<b>Region III Totals</b>	<b>\$108,155,420</b>	<b>31.8%</b>	<b>31.8%</b>	<b>\$50,716</b>	<b>\$1,580</b>	<b>100.00%</b>	<b>23.62%</b>
<b>Southeast Region (IV)</b>							
03 Chaves	\$11,204,553	29.4%	3.3%	\$3,838	\$0	0.00%	0.00%
05 Curry	\$7,191,397	18.8%	2.1%	\$3,609	\$0	0.00%	0.00%
08 Eddy	\$4,896,232	12.8%	1.4%	\$1,268	\$0	0.00%	0.00%
10 Guadalupe/DeBaca	\$999,148	2.3%	0.3%	\$216	\$0	0.00%	0.00%
13 Lea	\$7,400,365	19.4%	2.2%	\$1,755	\$288	100.00%	4.30%
20 Quay	\$1,845,979	4.8%	0.5%	\$375	\$0	0.00%	0.00%
22 Roosevelt	\$2,364,926	6.2%	0.7%	\$1,427	\$0	0.00%	0.00%
34 Eddy/Artesia	\$2,258,688	5.8%	0.7%	\$728	\$0	0.00%	0.00%
<b>Region IV Totals</b>	<b>\$38,161,288</b>	<b>11%</b>	<b>11%</b>	<b>\$13,216</b>	<b>\$288</b>	<b>100.00%</b>	<b>4.30%</b>
<b>Southwest Region (V)</b>							
07 W. Dona Ana	\$15,743,325	21.6%	4.6%	\$4,546	\$189	10.28%	2.83%
09 Grant/Hidalgo	\$5,736,393	7.9%	1.7%	\$3,004	\$580	31.54%	8.67%
14 Lincoln	\$2,830,561	3.9%	0.8%	\$3,226	\$0	0.00%	0.00%
16 Luna	\$6,375,434	8.8%	1.9%	\$4,500	\$233	12.67%	3.48%
19 Otero	\$6,981,250	9.2%	2.1%	\$3,841	\$86	4.68%	1.29%
27 Sierra	\$3,633,310	5.2%	1.1%	\$637	\$0	0.00%	0.00%
28 Socorro	\$1,073,680	5.6%	1.2%	\$1,767	\$74	4.02%	1.11%
37 E. Dona Ana	\$12,000,449	16.7%	3.6%	\$5,200	\$240	13.05%	3.59%
38 S. Dona Ana	\$15,150,124	20.78%	4.5%	\$6,845	\$437	23.76%	6.53%
<b>Region V Totals</b>	<b>\$72,845,779</b>	<b>21.4%</b>	<b>21.4%</b>	<b>\$33,566</b>	<b>\$1,839</b>	<b>100.00%</b>	<b>27.49%</b>
49 NM CAP Unit	\$0	0.0%	0.0%	\$1,250	\$61	0.18%	0.91%
<b>State Totals</b>	<b>\$339,815,695</b>	<b>100%</b>	<b>100%</b>	<b>\$152,239</b>	<b>\$6,690</b>	<b>100%</b>	<b>100%</b>

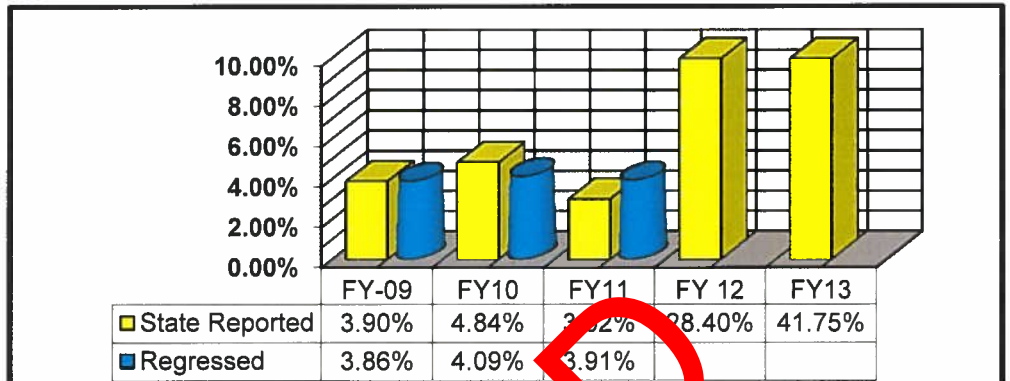


# FFY 2013 Negative Statewide Error Rates

## 1. Cumulative Negative Case Error Rate

valid	293
invalid	210
drop	7
total	503
% invalid	41.75%

## 2. State Negative Error Rates



## 3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>NE Region</b>					
04	Colfax	4	2	6	33.3%
21	Rio Arriba	7	3	10	30.0%
25	San Miguel	2	2	4	50.0%
26	Santa Fe	21	6	27	22.2%
29	Taos	2	2	4	50.0%
<b>NE Region Totals</b>		<b>36</b>	<b>15</b>	<b>51</b>	<b>29.4%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>NW Region</b>					
17	Munley	7	8	15	53.3%
23	Sandoval	12	13	25	52.0%
24	San Juan	15	13	28	46.4%
32	S. Valencia	5	3	8	37.5%
33	Socorro	2	8	10	80.0%
	N. Valencia	6	4	10	40.0%
<b>NW Region Totals</b>		<b>47</b>	<b>49</b>	<b>96</b>	<b>51.0%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>SW Region Totals</b>					
07	W. Dona Ana	11	9	20	45.0%
09	Grant/Hidalgo	3	6	9	66.7%
14	Lincoln	5	6	11	16.7%
16	Luna	4	10	14	71.4%
19	Otero	11	4	15	26.7%
27	Sierra	3	1	4	25.0%
28	Socorro	5	0	5	60.0%
37	E. Dona Ana	8	7	15	46.7%
38	S. Dona Ana	8	8	16	50.0%
<b>SW Region Totals</b>		<b>58</b>	<b>49</b>	<b>104</b>	<b>47.1%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>SE Region</b>					
03	Chaves	18	3	21	14.3%
05	Curry	3	7	10	70.0%
08	Eddy	5	4	9	44.4%
10	Guad/DeBaca	0	0	0	
13	Lea	9	9	18	50.0%
20	Quay	1	1	2	50.0%
22	Roosevelt	4	1	5	20.0%
34	Eddy/Artesia	2	2	4	50.0%
<b>SW Region Totals</b>		<b>42</b>	<b>27</b>	<b>69</b>	<b>39.1%</b>

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>Central Region</b>					
01	SE Bernalillo	16	11	27	40.7%
35	NW Bernalillo	21	18	39	46.2%
36	SW Bernalillo	27	13	40	32.5%
39	NE Bernalillo	47	27	74	36.5%
30	Torrance	2	1	3	33.3%
<b>Central Region Totals</b>		<b>113</b>	<b>70</b>	<b>183</b>	<b>38.3%</b>

### Negative Action Time of Occurrence

Closure	175	83.3%
Denial	35	16.7%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
<b>Central Unit</b>					
49	CAP	0	0	0	

FFY 2013 Expedite Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
<b>NE Region</b>													
Colfax	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			99.7%
Rio Arriba	99.5%	100.0%	100.0%	99.6%	99.5%	99.4%	100.0%	98.9%	99.4%	100.0%			99.6%
San Miguel	99.1%	99.0%	100.0%	96.3%	96.6%	98.2%	99.2%	99.0%	100.0%	100.0%			98.6%
Santa Fe	98.8%	99.3%	98.5%	98.5%	98.0%	98.8%	95.1%	96.3%	98.4%	97.7%			98.0%
Taos	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%			99.6%
<b>NE Region TOTAL</b>	<b>99.2%</b>	<b>99.6%</b>	<b>99.2%</b>	<b>98.6%</b>	<b>98.3%</b>	<b>99.1%</b>	<b>97.9%</b>	<b>98.2%</b>	<b>99.2%</b>	<b>98.6%</b>			<b>98.8%</b>
<b>NW Region</b>													
Cibola	98.7%	100.0%	98.8%	100.0%	100.0%	100.0%	98.7%	99.0%	100.0%	100.0%			99.5%
McKinley	97.8%	94.7%	100.0%	99.0%	99.5%	98.9%	99.0%	98.1%	100.0%	96.8%			98.4%
Sandoval	98.9%	99.2%	100.0%	99.3%	98.2%	98.7%	97.8%	98.9%	98.8%	99.2%			98.9%
San Juan	99.5%	100.0%	100.0%	99.4%	99.5%	100.0%	99.6%	99.7%	100.0%	98.0%			99.6%
Valencia South-	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
Valencia North	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	99.2%	98.6%			99.5%
<b>NW Region TOTAL</b>	<b>98.9%</b>	<b>98.8%</b>	<b>99.9%</b>	<b>99.5%</b>	<b>99.2%</b>	<b>99.4%</b>	<b>99.0%</b>	<b>98.9%</b>	<b>99.4%</b>	<b>98.7%</b>			<b>99.2%</b>
<b>SW Region</b>													
Dona Ana (West)	99.0%	99.2%	100.0%	99.7%	100.0%	100.0%	100.0%	99.7%	99.6%	99.7%			99.7%
Dona Ana (East)	100.0%	99.4%	99.4%	99.6%	100.0%	100.0%	100.0%	97.5%	98.1%	99.5%			99.4%
Dona Ana (Southern)	99.1%	100.0%	99.0%	98.4%	100.0%	100.0%	100.0%	100.0%	99.0%	99.3%			99.5%
Grant/Hidalgo	100.0%	98.7%	98.2%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%			99.6%
Lincoln	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
Luna	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%			99.6%
Otero	98.3%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%			99.6%
Sierra	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			99.8%
Socorro	98.2%	98.1%	100.0%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%			99.3%
<b>SW Region Total</b>	<b>99.1%</b>	<b>99.4%</b>	<b>99.4%</b>	<b>99.6%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>99.7%</b>	<b>99.6%</b>	<b>99.4%</b>	<b>99.6%</b>			<b>99.6%</b>
<b>SE Region</b>													
Chaves	98.8%	100.0%	98.6%	99.0%	98.4%	98.7%	99.4%	100.0%	99.4%	99.5%			99.2%
Curry	100.0%	100.0%	98.7%	98.2%	100.0%	100.0%	97.5%	99.2%	100.0%	99.4%			99.4%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
Eddy	98.4%	100.0%	100.0%	100.0%	95.9%	97.9%	97.8%	96.6%	99.1%	99.2%			98.5%
Eddy (Artesia)	97.6%	100.0%	100.0%	97.7%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%			99.2%
Lea	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	98.7%	98.5%	99.3%	98.7%			99.2%
Quay	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%			99.2%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%			99.7%
<b>SE Region Total</b>	<b>99.2%</b>	<b>99.8%</b>	<b>98.9%</b>	<b>99.3%</b>	<b>98.8%</b>	<b>99.2%</b>	<b>98.5%</b>	<b>98.7%</b>	<b>99.4%</b>	<b>99.4%</b>			<b>99.1%</b>
<b>Central Region</b>													
Bernalillo (NE)	99.5%	99.5%	99.7%	99.3%	99.7%	99.1%	99.7%	99.9%	99.6%	99.6%			99.5%
Bernalillo (NW)	99.0%	98.6%	99.4%	98.6%	99.6%	99.3%	99.1%	98.6%	99.1%	99.0%			99.0%
Bernalillo (SE)	98.8%	99.1%	99.8%	99.6%	99.6%	99.8%	100.0%	99.6%	99.0%	98.9%			99.4%
Bernalillo (SW)	96.7%	99.1%	98.9%	99.3%	99.3%	99.3%	99.2%	99.3%	99.5%	98.9%			98.9%
Torrance	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%			99.7%
<b>Central Region Total</b>	<b>98.5%</b>	<b>99.1%</b>	<b>99.4%</b>	<b>99.2%</b>	<b>99.6%</b>	<b>99.3%</b>	<b>99.5%</b>	<b>99.4%</b>	<b>99.3%</b>	<b>99.1%</b>			<b>99.2%</b>
Central Unit	na	na	na	na	100.0%	na	na	na	na	100.0%			100.0%
CAP Unit	na	0.0%	100.0%	na	na	na	100.0%	100.0%	na	na			98.5%
<b>STATE TOTAL</b>	<b>98.9%</b>	<b>99.2%</b>	<b>99.4%</b>	<b>99.3%</b>	<b>99.4%</b>	<b>99.4%</b>	<b>99.2%</b>	<b>99.1%</b>	<b>99.4%</b>	<b>99.1%</b>			<b>99.2%</b>

FFY 2013 30-Day Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
<b>NE Region</b>													
Colfax	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%			99.3%
Rio Arriba	99.4%	99.2%	99.4%	99.4%	96.6%	99.1%	97.9%	98.9%	97.5%	94.9%			98.5%
San Miguel	100.0%	99.1%	98.8%	99.3%	99.3%	97.2%	100.0%	99.2%	100.0%	100.0%			99.3%
Santa Fe	96.2%	98.9%	99.6%	98.4%	100.0%	99.7%	100.0%	99.2%	100.0%	99.2%			99.0%
Taos	99.0%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	100.0%	98.7%			99.4%
<b>NE Region TOTAL</b>	<b>98.3%</b>	<b>99.3%</b>	<b>99.5%</b>	<b>98.6%</b>	<b>98.8%</b>	<b>99.1%</b>	<b>99.4%</b>	<b>99.2%</b>	<b>99.3%</b>	<b>99.0%</b>			<b>99.0%</b>
<b>NW Region</b>													
Cibola	97.6%	95.1%	96.7%	99.2%	100.0%	97.6%	99.1%	98.3%	95.7%	97.5%			97.7%
McKinley	98.4%	98.7%	98.2%	99.2%	97.8%	95.1%	97.2%	97.7%	98.6%	97.0%			97.8%
Sandoval	95.2%	95.2%	95.4%	94.8%	94.4%	98.6%	98.9%	97.8%	97.2%	96.6%			96.5%
San Juan	97.3%	99.3%	99.5%	99.1%	97.8%	98.1%	99.5%	98.8%	99.3%	98.9%			98.8%
S. Valencia	100.0%	100.0%	98.7%	93.2%	98.6%	100.0%	100.0%	100.0%	98.8%	98.6%			98.6%
N. Valencia	99.5%	100.0%	100.0%	100.0%	100.0%	98.1%	99.4%	96.9%	98.7%	100.0%			99.3%
<b>NW Region TOTAL</b>	<b>97.7%</b>	<b>98.1%</b>	<b>98.1%</b>	<b>98.1%</b>	<b>97.5%</b>	<b>97.8%</b>	<b>99.0%</b>	<b>98.2%</b>	<b>98.4%</b>	<b>98.0%</b>			<b>98.1%</b>
<b>SW Region</b>													
Dona Ana (West)	98.9%	98.5%	100.0%	99.1%	100.0%	99.6%	100.0%	99.1%	98.4%	97.9%			99.1%
Dona Ana (East)	99.2%	100.0%	99.4%	99.0%	100.0%	100.0%	99.6%	100.0%	99.0%	100.0%			99.7%
Dona Ana (Southern)	99.3%	98.6%	97.0%	99.6%	99.0%	99.0%	98.5%	98.0%	97.9%	99.5%			98.8%
Grant/Hidalgo	99.2%	100.0%	97.4%	98.0%	96.2%	97.8%	98.0%	100.0%	97.8%	100.0%			98.7%
Lincoln	98.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	94.2%	98.6%			98.8%
Luna	98.6%	97.6%	99.1%	97.3%	94.6%	98.5%	100.0%	100.0%	100.0%	98.2%			98.4%
Otero	98.1%	100.0%	98.5%	98.4%	98.3%	99.2%	99.2%	97.7%	100.0%	100.0%			98.9%
Sierra	100.0%	100.0%	98.2%	100.0%	98.8%	100.0%	100.0%	100.0%	98.4%	100.0%			99.6%
Socorro	100.0%	100.0%	97.1%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%			99.2%
<b>SW Region Total</b>	<b>99.0%</b>	<b>99.2%</b>	<b>98.8%</b>	<b>98.9%</b>	<b>98.9%</b>	<b>99.4%</b>	<b>99.8%</b>	<b>99.3%</b>	<b>98.9%</b>	<b>99.3%</b>			<b>99.1%</b>
<b>SE Region</b>													
Chaves	97.7%	96.3%	98.3%	99.0%	100.0%	99.5%	100.0%	100.0%	98.8%	99.3%			98.9%
Curry	95.2%	98.4%	95.8%	94.1%	97.9%	98.3%	98.3%	98.1%	99.2%	99.2%			97.3%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			100.0%
Eddy	99.1%	97.3%	95.2%	98.0%	97.0%	96.2%	97.8%	97.5%	98.8%	96.9%			97.6%
Eddy (Artesia)	100.0%	98.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			99.5%
Lea	98.7%	98.0%	97.6%	98.5%	94.9%	97.0%	98.3%	96.0%	99.4%	98.8%			97.8%
Quay	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			99.7%
Roosevelt	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			99.8%
<b>SE Region Total</b>	<b>98.1%</b>	<b>97.7%</b>	<b>97.2%</b>	<b>98.2%</b>	<b>98.1%</b>	<b>98.5%</b>	<b>99.1%</b>	<b>98.5%</b>	<b>99.3%</b>	<b>99.0%</b>			<b>98.4%</b>
<b>Central Region</b>													
Bernalillo (NE)	99.0%	99.2%	99.6%	99.1%	98.9%	99.4%	99.4%	99.3%	99.4%	99.4%			99.3%
Bernalillo (NW)	98.5%	98.8%	98.2%	97.6%	98.2%	98.1%	98.8%	98.9%	98.0%	98.4%			98.4%
Bernalillo (SE)	94.4%	95.8%	96.4%	98.1%	97.1%	98.8%	99.7%	99.4%	99.3%	99.1%			98.0%
Bernalillo (SW)	96.5%	96.4%	98.7%	98.4%	96.9%	98.2%	99.0%	98.5%	98.4%	98.7%			97.9%
Torrance	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%			99.7%
<b>Central Region Total</b>	<b>97.5%</b>	<b>97.9%</b>	<b>98.6%</b>	<b>98.4%</b>	<b>97.9%</b>	<b>98.7%</b>	<b>99.2%</b>	<b>99.0%</b>	<b>98.8%</b>	<b>98.9%</b>			<b>98.5%</b>
Central Off Elig Unit	na	na	100.0%	na	na	na	na	na	na	na			100.0%
CAP Unit	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%			98.7%
<b>STATE TOTAL</b>	<b>98.1%</b>	<b>98.4%</b>	<b>98.5%</b>	<b>98.5%</b>	<b>98.1%</b>	<b>98.7%</b>	<b>99.3%</b>	<b>98.9%</b>	<b>98.8%</b>	<b>98.8%</b>			<b>98.6%</b>

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
<b>NE Region</b>													
Colfax	na	na	na	na	na	na							
Rio Arriba	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							100.0%
San Miguel	na	0.0%	100.0%	100.0%	na	100.0%							83.3%
Santa Fe	66.7%	na	na	75.0%	100.0%	100.0%							77.8%
Taos	na	na	100.0%	100.0%	100.0%	100.0%							100.0%
<b>NE Region TOTAL</b>	<b>83.3%</b>	<b>50.0%</b>	<b>100.0%</b>	<b>93.8%</b>	<b>100.0%</b>	<b>100.0%</b>							<b>92.3%</b>
<b>NW Region</b>													
Cibola	na	na	na	na	na	na							
McKinley	100.0%	100.0%	na	100.0%	na	100.0%							100.0%
Sandoval	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%							93.8%
San Juan	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%							92.3%
Valencia South	100.0%	na	na	100.0%	100.0%	na							100.0%
Valencia North	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%							100.0%
<b>NW Region TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>83.3%</b>	<b>100.0%</b>	<b>91.7%</b>	<b>100.0%</b>							<b>96.2%</b>
<b>SW Region</b>													
Dona Ana (West)	100.0%	100.0%	100.0%	50.0%	na	100.0%							87.5%
Dona Ana (East)	100.0%	100.0%	100.0%	100.0%	100.0%	na							100.0%
Dona Ana (Southern)	100.0%	100.0%	na	100.0%	100.0%	100.0%							100.0%
Grant/Hidalgo	na	100.0%	100.0%	100.0%	na	100.0%							100.0%
Lincoln	100.0%	na	na	na	na	na							100.0%
Luna	100.0%	100.0%	na	100.0%	100.0%	na							100.0%
Otero	100.0%	100.0%	na	100.0%	100.0%	na							100.0%
Sierra	na	na	na	100.0%	100.0%	na							100.0%
Socorro	na	na	na	na	na	100.0%							
<b>SW Region Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>92.9%</b>	<b>100.0%</b>	<b>100.0%</b>							<b>97.9%</b>
<b>SE Region</b>													
Chaves	50.0%	100.0%	100.0%	100.0%	na	na							83.3%
Curry	0.0%	100.0%	100.0%	100.0%	na	na							80.0%
Guadalupe	na	na	na	na	na	na							
Eddy	na	na	100.0%	na	100.0%	na							100.0%
Eddy (Artesia)	na	na	100.0%	na	na	na							100.0%
Lea	100.0%	na	100.0%	na	na	100.0%							100.0%
Quay	na	na	na	na	na	na							
Roosevelt	na	100.0%	na	na	na	na							100.0%
<b>SE Region Total</b>	<b>60.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>							<b>89.5%</b>
<b>Central Region</b>													
Bernalillo (NE)	100.0%	83.3%	100.0%	75.0%	100.0%	100.0%							91.3%
Bernalillo (NW)	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%							94.4%
Bernalillo (SE)	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%							88.2%
Bernalillo (SW)	71.4%	100.0%	100.0%	100.0%	50.0%	100.0%							83.3%
Torrance	100.0%	100.0%	na	na	na	100.0%							100.0%
<b>Central Region Total</b>	<b>87.5%</b>	<b>96.7%</b>	<b>87.5%</b>	<b>93.8%</b>	<b>87.5%</b>	<b>94.3%</b>							<b>90.0%</b>
<b>Central Unit</b>	na	na	na	na	na	na							
CAP Unit	100.0%	100.0%	100.0%	100.0%	na	na							100.0%
<b>STATE TOTAL</b>	<b>89.6%</b>	<b>95.0%</b>	<b>93.9%</b>	<b>93.5%</b>	<b>94.9%</b>	<b>94.7%</b>							<b>93.4%</b>