
General Information Memorandum

ISD-GI 19-09

TO: ISD Employees

FROM: Karmela Martinez, Acting Director, Income Support Division

RE: FFY 2018 SNAP Performance Report-Final

DATE: March 4, 2019

Attached please find the final issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2018. This report includes all Quality Control (QC) findings received for the review months of October 2017 through September 2018. The final figures for the payment and negative accuracy rates have been corrected and updated with this report as there was an error with the Federal Reporting system. Additional data included in this report is the recertification, SNAP Expedite and Non-Expedite application processing timeliness. The Performance Goals for the state for FFY 2018 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 October 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 **2** full SNAP new application reviews, **15** target SNAP renewals (recertifications and/or interim reports), **5** target SNAP approval reviews, and **2** target denial reviews 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 2018

1. STATE Cumulative Payment Error Rates

Total Paid	\$225,981		
Total Dollar Errors	\$18,393	Total Error Rate %	8.14%
Total Dollar Over	\$10,703	% Error Rate Over	4.74%
Total Dollar Under	\$3,516	% Error Rate Under	1.56%
Total Dollar Ineligible	\$4,174	% Error Rate Ineligible	1.85%

Total Reviewed	989
% In Error	14.1%

Cases Dropped	187
Correct	850
Overpaid	90
Underpaid	28
Ineligible	21

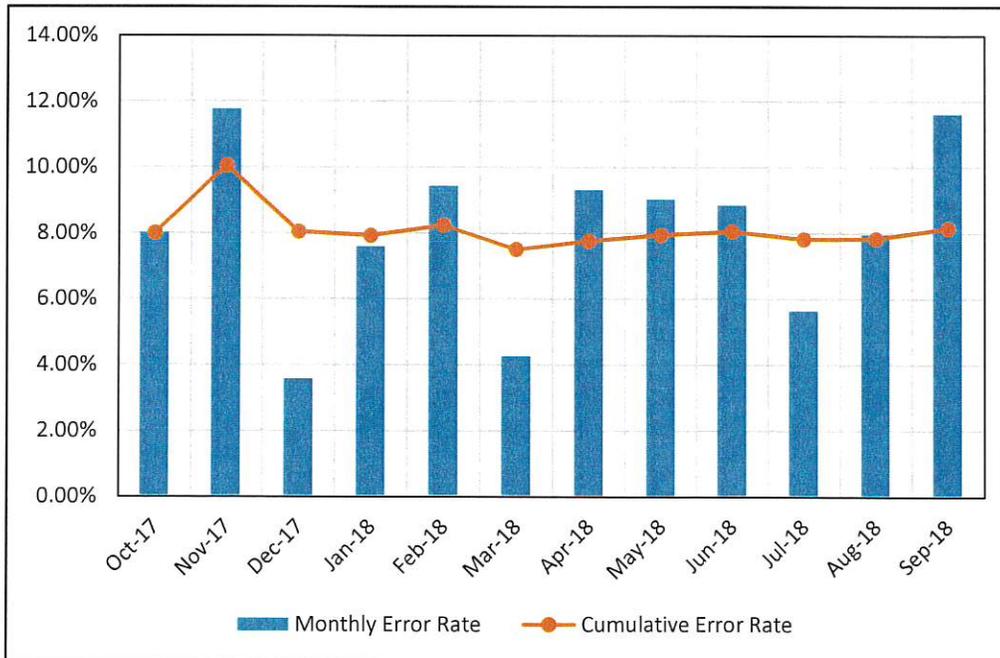
Agency Error (Dollar Amount)	Agency % Error Rate:
\$9,194	4.07%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$9,199	4.07%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$9,370	50.9%
Recertification	\$9,023	49.1%

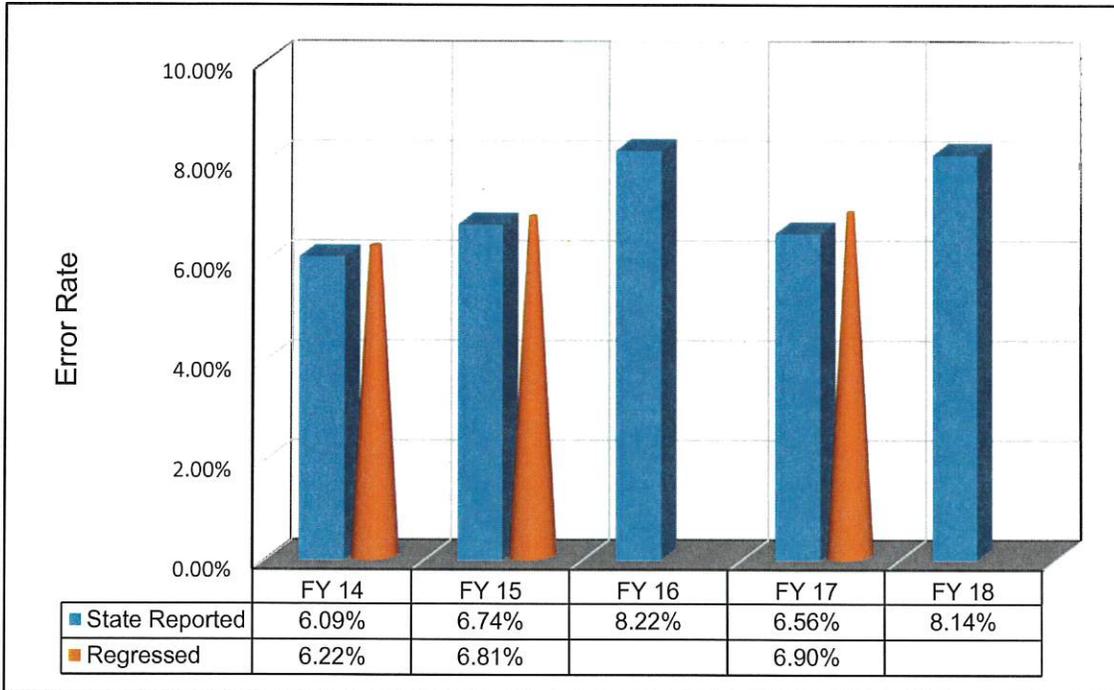
3. Error Rates By: Month and FFY Cumulative



4. Regional Cumulative Payment Error Rates

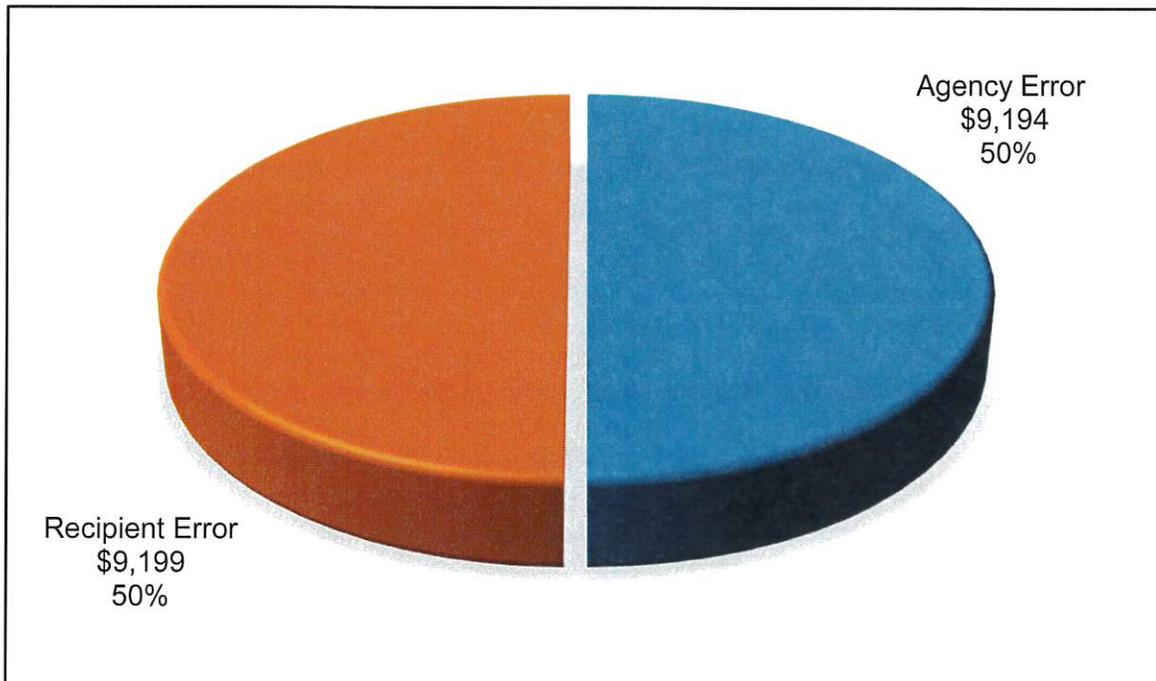
		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
NE Region								
04	Colfax	\$0	\$0	\$0	\$1,701	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$266	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$498	0.00%	0.00%	0.00%
21	Rio Arriba	\$465	\$282	\$747	\$5,499	13.58%	4.06%	0.00%
23	Sandoval	\$1,028	\$330	\$1,358	\$11,787	11.52%	7.38%	0.00%
25	San Miguel	\$293	\$50	\$343	\$5,094	6.73%	1.86%	27.37%
26	Santa Fe	\$576	\$301	\$877	\$11,095	7.90%	4.77%	0.00%
29	Taos	\$144	\$142	\$286	\$4,127	6.93%	1.55%	0.00%
NE Region Totals		\$2,506	\$1,105	\$3,611	\$40,067	9.01%	19.63%	10.85%
NW Region								
17	McKinley	\$265	\$340	\$605	\$17,630	3.43%	3.29%	6.40%
24	San Juan	\$542	\$275	\$817	\$17,257	4.73%	4.44%	0.00%
27	Sierra	\$187	\$352	\$539	\$1,395	38.64%	2.93%	0.00%
28	Socorro	\$0	\$208	\$208	\$4,443	4.68%	1.13%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%
33	Cibola	\$0	\$54	\$54	\$4,106	1.32%	0.29%	0.00%
42	N. Valencia	\$154	\$384	\$538	\$7,096	7.58%	2.93%	0.00%
NW Region Totals		\$1,148	\$1,613	\$2,761	\$52,294	5.28%	15.01%	4.68%
SW Region								
07	W. Dona Ana	\$234	\$1,456	\$1,690	\$12,428	13.60%	9.19%	41.90%
09	Grant	\$45	\$120	\$165	\$4,093	4.03%	0.90%	4.74%
16	Luna	\$70	\$177	\$247	\$3,032	8.15%	1.34%	0.00%
19	Otero	\$0	\$130	\$130	\$6,049	2.15%	0.71%	69.52%
37	E. Dona Ana	\$140	\$127	\$267	\$6,268	4.26%	1.45%	0.00%
38	S. Dona Ana	\$510	\$319	\$829	\$12,071	6.87%	4.51%	3.20%
SW Region Totals		\$999	\$2,329	\$3,328	\$43,941	7.57%	18.09%	22.92%
SE Region								
03	Chaves	\$0	\$521	\$521	\$8,228	6.33%	2.83%	0.00%
05	Curry	\$0	\$227	\$227	\$8,442	2.69%	1.23%	0.00%
08	Eddy	\$0	\$0	\$0	\$3,495	0.00%	0.00%	0.00%
13	Lea	\$341	\$364	\$705	\$5,046	13.97%	3.83%	0.00%
14	Lincoln	\$719	\$0	\$719	\$2,268	31.70%	3.91%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$862	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$640	0.00%	0.00%	0.00%
SE Region Totals		\$1,060	\$1,112	\$2,172	\$28,981	7.49%	11.81%	0.00%
Central Region								
01	SE Bernalillo	\$461	\$984	\$1,445	\$8,383	17.24%	7.86%	5.35%
35	NW Bernalillo	\$779	\$258	\$1,037	\$11,589	8.95%	5.64%	0.00%
36	SW Bernalillo	\$571	\$1,424	\$1,995	\$18,804	10.61%	10.85%	29.36%
39	NE Bernalillo	\$518	\$303	\$821	\$17,433	4.71%	4.46%	0.00%
30	Torrance	\$1,152	\$71	\$1,223	\$4,245	28.81%	6.65%	222.22%
Central Region Totals		\$3,481	\$3,040	\$6,521	\$60,454	10.79%	35.45%	13.86%
State Totals		\$9,194	\$9,199	\$18,393	\$225,981	8.14%	100.00%	11.96%

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



*No Regression rates for FY 16 and FY 18.

6. Agency-vs-Recipient Error



Average Recipient Error: \$144

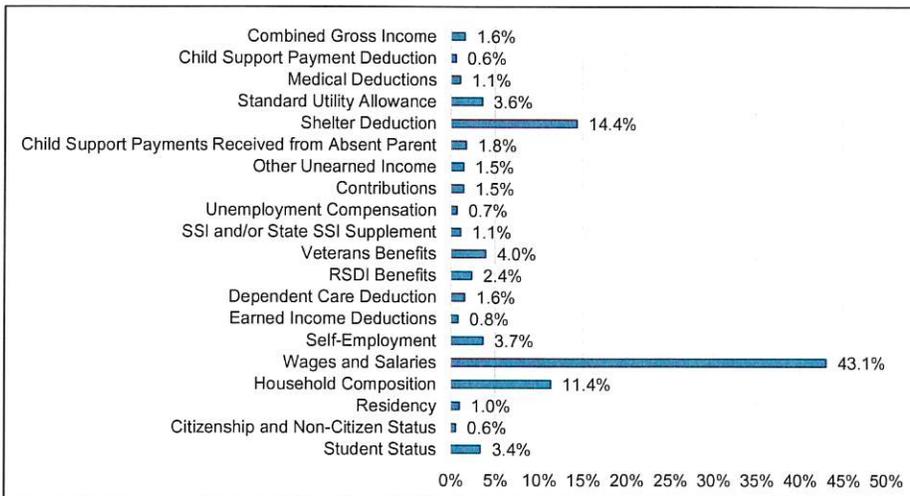
Average Agency Error: \$123

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$544	\$81	87.0%
130 - Citizenship and Non-Citizen Status	\$110	\$0	100.0%
140 - Residency	\$0	\$192	0.0%
150 - Household Composition	\$1,258	\$838	60.0%
311 - Wages and Salaries	\$2,846	\$5,085	35.9%
312 - Self-Employment	\$538	\$139	79.5%
321 - Earned Income Deductions	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$135	\$161	45.6%
331 - RSDI Benefits	\$440	\$0	100.0%
332 - Veterans Benefits	\$728	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$210	\$0	100.0%
334 - Unemployment Compensation	\$0	\$134	0.0%
342 - Contributions	\$0	\$275	0.0%
346 - Other Unearned Income	\$0	\$269	0.0%
350 - Child Support Payments Received from Absent Parent	\$329	\$0	100.0%
363 - Shelter Deduction	\$1,058	\$1,592	39.9%
364 - Standard Utility Allowance	\$478	\$180	72.6%
365 - Medical Deductions	\$127	\$76	62.6%
366 - Child Support Payment Deduction	\$112	\$0	100.0%
371 - Combined Gross Income	\$125	\$177	41.4%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$625	3.4%
Citizenship and Non-Citizen Status	\$110	0.6%
Residency	\$192	1.0%
Household Composition	\$2,096	11.4%
Wages and Salaries	\$7,931	43.1%
Self-Employment	\$677	3.7%
Earned Income Deductions	\$156	0.8%
Dependent Care Deduction	\$296	1.6%
RSDI Benefits	\$440	2.4%
Veterans Benefits	\$728	4.0%
SSI and/or State SSI Supplement	\$210	1.1%
Unemployment Compensation	\$134	0.7%
Contributions	\$275	1.5%
Other Unearned Income	\$269	1.5%
Child Support Payments Received from Absent Parent	\$329	1.8%
Shelter Deduction	\$2,650	14.4%
Standard Utility Allowance	\$658	3.6%
Medical Deductions	\$203	1.1%
Child Support Payment Deduction	\$112	0.6%
Combined Gross Income	\$302	1.6%
Total	\$18,393	100.0%



FFY 2018 Negative Statewide Error Rates

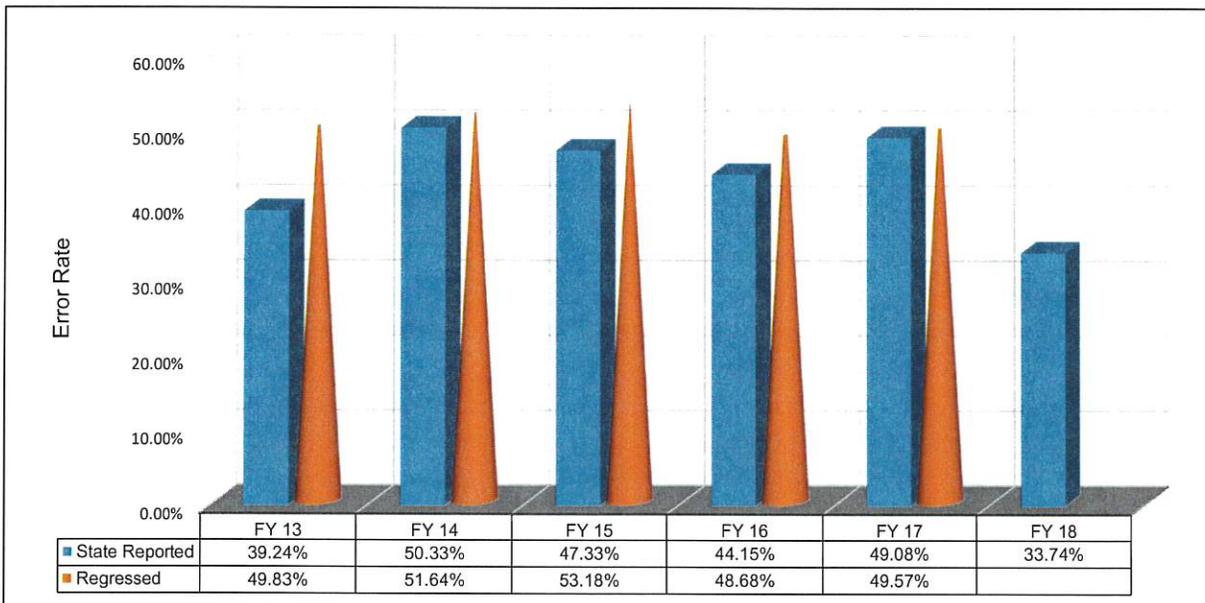
1. Cumulative Negative Case Error Rate

Valid	538
Invalid	274
Invalid Error	159
Invalid Notice	115
Drop	88
Total Sampled	900
% Invalid Notice	14.2%
% Invalid Error	19.6%
% Invalid Total	33.7%

2. Ranked Negative Action By Time of Occurrence

Closure	148	56.1%
Denial	116	43.9%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	52	19.7%	42	15.9%	94	34.3%
Notices	52	19.7%	63	23.9%	115	42.0%
Verification	2	0.8%	19	7.2%	21	7.7%
Wages and Salaries	4	1.5%	15	5.7%	19	6.9%
Action Type	0	0.0%	4	1.5%	4	1.5%
Combined Gross Income	4	1.5%	1	0.4%	5	1.8%
Transitional Benefits	0	0.0%	2	0.8%	2	0.7%
Combined Net Income	1	0.4%	0	0.0%	1	0.4%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	0.4%	1	0.4%
Child Support Payments Received from Absent Parent	1	0.4%	1	0.4%	2	0.7%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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NE Region

04	Colfax	6	0	6	0.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	8	1	9	11.1%
21	Rio Arriba	18	8	26	30.8%
23	Sandoval	34	17	51	33.3%
25	San Miguel	9	6	15	40.0%
26	Santa Fe	30	14	44	31.8%
29	Taos	13	1	14	7.1%
NE Region Totals		120	47	167	28.1%

NW Region

17	McKinley	11	12	23	52.2%
24	San Juan	27	23	50	46.0%
27	Sierra	6	2	8	25.0%
28	Socorro	9	2	11	18.2%
32	S. Valencia	0	0	0	0.0%
33	Cibola	5	5	10	50.0%
42	N. Valencia	17	8	25	32.0%
NW Region Totals		75	52	127	40.9%

SW Region

07	W. Dona Ana	29	11	40	27.5%
09	Grant	12	3	15	20.0%
16	Luna	8	5	13	38.5%
19	Otero	22	11	33	33.3%
37	E. Dona Ana	14	5	19	26.3%
38	S. Dona Ana	21	7	28	25.0%
SW Region Totals		106	42	148	28.4%

SE Region

03	Chaves	22	7	29	24.1%
05	Curry	16	6	22	27.3%
08	Eddy	8	4	12	33.3%
13	Lea	14	10	24	41.7%
14	Lincoln	7	4	11	36.4%
22	Roosevelt	0	5	5	100.0%
34	Eddy/Artesia	4	4	8	50.0%
SE Region Totals		71	40	111	36.0%

Central Region

01	SE Bernalillo	27	17	44	38.6%
35	NW Bernalillo	37	23	60	38.3%
36	SW Bernalillo	40	16	56	28.6%
39	NE Bernalillo	55	31	86	36.0%
30	Torrance	7	6	13	46.2%
Central Region Totals		166	93	259	35.9%

State Totals		538	274	812	33.7%
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FFY 2019 Application Processing Timeliness

FFY 2019 Expedite Application Processing Timeliness

FFY 2019 Non-Expedite Application Processing Timeliness

Timeliness information is available in the Monthly Statistical Reports at:

<http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

FFY 2018 QC Recertification Timeliness

October-17	November-17	December-17	January-18	February-18	March-18	April-18	May-18	June-18	July-18	August-18	September-18
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NE Region

4 Colfax												
10 Guadalupe/De Baca								100%				
20 Quay			100%						100%			
21 Rio Arriba	50%	100%	100%	100%		100%		100%	100%			
23 Sandoval	50%	100%	100%	100%	100%	100%			100%		100%	100%
25 San Miguel	100%		100%	100%	100%		100%		100%			50%
26 Santa Fe	80%	100%		100%	100%	100%		100%	100%	100%	100%	100%
29 Taos				100%	100%		100%	100%			100%	0%
NE Region Totals	73%	100%	75%									

NW Region

17 McKinley	67%	50%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
24 San Juan	100%	20%			100%	100%	67%	100%		100%	100%	0%
27 Sierra			100%	0%			100%	100%			100%	
28 Socorro							100%			100%		
32 S. Valencia		100%										
33 Cibola	100%	100%	50%	0%	100%			50%	75%		100%	
42 N. Valencia	33%	100%	100%	100%		100%	50%	100%		100%	100%	
NW Region Totals	70%	50%	86%	50%	100%	100%	82%	90%	86%	100%	100%	83%

SW Region

7 W. Dona Ana	100%	100%	75%	50%		100%	100%	100%	100%	100%	100%	100%
9 Grant								100%	100%	100%	100%	100%
16 Luna		100%	100%	100%			100%	100%	50%		100%	
19 Otero	100%	100%		100%	100%	100%	100%	0%	100%			100%
37 E. Dona Ana	100%	67%	100%		100%	100%	100%	100%	100%	100%	100%	100%
38 S. Dona Ana	100%	67%	100%	100%	75%	100%	100%	50%		100%	100%	100%
SW Region Totals	100%	82%	89%	86%	83%	100%	100%	75%	88%	100%	100%	100%

SE Region

3 Chaves		33%	100%		100%	50%		100%	100%	100%	100%	
5 Curry		50%	0%		100%	100%		100%	100%	100%	100%	100%
8 Eddy		0%		100%		100%			100%	100%	100%	
13 Lea	50%	0%				50%	100%				100%	
14 Lincoln	100%		100%		100%	100%	100%					100%
22 Roosevelt												
34 Eddy/Artesia								100%				
SE Region Totals	67%	29%	50%	100%	100%	71%	100%	100%	100%	100%	100%	100%

Central Region

1 SE Bernalillo	100%	100%	100%	50%	100%	100%	100%	100%	100%		100%	100%
35 NW Bernalillo	100%	100%	100%	100%	100%		100%	100%	100%	100%	100%	100%
36 SW Bernalillo	0%	67%	75%	67%	100%	100%	100%	100%	100%	100%	100%	100%
39 NE Bernalillo	100%	0%	100%	50%	100%	100%	50%	100%		100%	100%	
30 Torrance		100%									100%	100%
Central Region Totals	71%	71%	91%	64%	100%	100%	85%	100%	100%	100%	100%	100%

State Totals	76%	63%	86%	77%	97%	94%	90%	91%	95%	100%	100%	91%
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