

---

## General Information Memorandum

---

**ISD-GI 14-61**

**TO: ISD Employees**

**FROM: *MM* Marilyn Martinez, Acting Director, Income Support Division**

**RE: FFY 2014 SNAP Performance Report**

**DATE: December 4, 2014**

Attached please find the eighth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2014. This report includes all Quality Control (QC) findings received for the review month of October 2013 through July 2014. All errors for October 2013 through July 2014 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification timeliness. The Performance Goals for the state for FFY 2014 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 **March 1, 2014, per IPP 14-01**, 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 supervisor per month. Of the 35 reviews, at least 20 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 15 must be reviewed using the case read function in ASPEN. **These completed reviews must be completed by the last working day of the month.** All of the reviews must contain SNAP as a Category of Eligibility (COE).
- **Level 2:** A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per supervisor per month. Of the 25 reviews, at least 15 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 10 must be reviewed using the case read function in ASPEN. **These completed reviews must be completed**

**by the last working day of the month.** All of the reviews must contain SNAP as a Category of Eligibility (COE).

Effective **March 1, 2014, per IPP 14-01**, counties will review cases using Criteria #152 for both Level 1 and Level 2 Case Read Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and barriers and the NVRA settlement agreement requirements were addressed. Supervisors should review cases from each one of their staff. A spreadsheet for each county office has been created to track the Second Party Reviews. The spreadsheets are located on the QIS Reports Monitoring shared drive in the folder named Second Party Reviews. Each region will have a folder containing the individual offices. **The spreadsheets must be completed monthly by the last calendar day of the month.**

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly.

If counties are found to be non-compliant with mandatory case reads, **County Directors**, as part of a remedial Corrective Action Plan, will review a minimum 5 cases per supervisor 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](mailto:Carolyn.Craven@state.nm.us).

Attachment

## Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2014

### 1. STATE - Cumulative Payment Error Rates

<b>Total Paid</b>	<b>\$235,791</b>		
<b>Total Dollar Errors</b>	<b>\$13,239</b>	<b>Total Error Rate %</b>	<b>5.61%</b>
Total Dollar Over	\$7,596	% Error Rate Over	3.22%
Total Dollar Under	\$2,333	% Error Rate Under	0.99%
Total Dollar Ineligible	\$3,310	% Error Rate Ineligible	1.40%

#### Cumulative Case Error Rate

<b>Total Reviewed</b>	<b>904</b>
<b>% in Error</b>	<b>9.85%</b>

<b>Agency Error (Dollar Amount):</b>		<b>Agency % Error Rate:</b>	
<b>\$8,503</b>		<b>3.61%</b>	

<b>Cases Dropped</b>	<b>76</b>
<b>Correct</b>	<b>815</b>
<b>Overpaid</b>	<b>52</b>
<b>Underpaid</b>	<b>20</b>
<b>Ineligible</b>	<b>17</b>

<b>Client Error (Dollar Amount):</b>		<b>Client % Error Rate:</b>	
<b>\$4,736</b>		<b>2.01%</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	\$729	70%	\$312	30%	\$1,041	\$12,780	8.15%	14.49%	7.86%
07	W.Dona Ana	\$549	89%	\$70	11%	\$619	\$6,978	8.87%	8.62%	4.68%
17	McKinley	\$237	42%	\$327	58%	\$564	\$10,068	5.60%	7.85%	4.26%
23	Sandoval	\$237	81%	\$57	19%	\$294	\$13,915	2.11%	4.09%	2.22%
24	San Juan	\$175	31%	\$398	69%	\$573	\$11,537	4.97%	7.97%	4.33%
26	Santa Fe	\$817	92%	\$74	8%	\$891	\$14,060	6.34%	12.40%	6.73%
35	NW Bernalillo	\$116	28%	\$293	72%	\$409	\$14,820	2.76%	5.69%	3.09%
36	SW Bernalillo	\$1,064	74%	\$378	26%	\$1,442	\$19,888	7.25%	20.07%	10.89%
38	S. Dona Ana	\$255	35%	\$466	65%	\$721	\$12,077	5.97%	10.03%	5.45%
39	NE Bernalillo	\$631	100%	\$0	0%	\$631	\$17,325	3.64%	8.78%	4.77%
<b>HIPAC Sub Totals</b>		<b>\$4,810</b>	<b>67%</b>	<b>\$2,375</b>	<b>33%</b>	<b>\$7,185</b>	<b>\$133,448</b>	<b>5.38%</b>	<b>100.00%</b>	<b>54.27%</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	\$379	78%	\$106	22%	\$485	\$8,148	5.95%	8.01%	3.66%
04	Colfax/Union	\$97	100%	\$0	0%	\$97	\$1,632	5.94%	1.60%	0.73%
05	Curry	\$178	57%	\$134	43%	\$312	\$7,553	4.13%	5.15%	2.36%
08	Eddy	\$245	100%	\$0	0%	\$245	\$4,016	6.10%	4.05%	1.85%
09	Grant/Hidalgo	\$158	100%	\$0	0%	\$158	\$3,438	4.60%	2.61%	1.19%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$1,184	0.00%	0.00%	0.00%
13	Lea	\$202	100%	\$0	0%	\$202	\$6,446	3.13%	3.34%	1.53%
14	Lincoln	\$446	100%	\$0	0%	\$446	\$3,115	14.32%	7.37%	3.37%
16	Luna	\$59	100%	\$0	0%	\$59	\$3,242	1.82%	0.97%	0.45%
19	Otero	\$135	100%	\$0	0%	\$135	\$5,583	2.42%	2.23%	1.02%
20	Quay	\$0		\$0		\$0	\$373	0.00%	0.00%	0.00%
21	Rio Arriba	\$349	72%	\$135	28%	\$484	\$11,151	4.34%	7.99%	3.66%
22	Roosevelt	\$0		\$0		\$0	\$899	0.00%	0.00%	0.00%
25	San Miguel	\$0	0%	\$328	100%	\$328	\$3,736	8.78%	5.42%	2.48%
27	Sierra	\$250	78%	\$70	22%	\$320	\$1,413	22.65%	5.29%	2.42%
28	Socorro	\$65	27%	\$173	73%	\$238	\$4,520	5.27%	3.93%	1.80%
29	Taos	\$655	37%	\$1,136	63%	\$1,791	\$7,729	23.17%	29.58%	13.53%
30	Torrance	\$49	100%	\$0	0%	\$49	\$2,322	2.11%	0.81%	0.37%
32	S. Valencia	\$171	71%	\$70	29%	\$241	\$3,715	6.49%	3.98%	1.82%
33	Cibola	\$0		\$0		\$0	\$3,753	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$497	0.00%	0.00%	0.00%
37	E. Dona Ana	\$255	80%	\$65	20%	\$320	\$10,121	3.16%	5.29%	2.42%
42	N. Valencia	\$0	0%	\$144	100%	\$144	\$6,304	2.28%	2.38%	1.09%
49	NMCPAP	\$0		\$0		\$0	\$1,453	0.00%	0.00%	0.00%
<b>Non-HIPAC Sub Totals</b>		<b>\$3,693</b>	<b>61%</b>	<b>\$2,361</b>	<b>39%</b>	<b>\$6,054</b>	<b>\$102,343</b>	<b>5.92%</b>	<b>100.0%</b>	<b>45.73%</b>

**Regional Cumulative SNAP Performance Report  
Quality Control Finding FFY2014**

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

<b>Total Paid</b>	<b>\$235,791</b>		
<b>Total Dollar Errors</b>	<b>\$13,239</b>	<b>Total Error Rate %</b>	<b>5.61%</b>
Total Dollar Over	\$7,596	% Error Rate Over	3.22%
Total Dollar Under	\$2,333	% Error Rate Under	0.99%
Total Dollar Ineligible	\$3,310	% Error Rate Ineligible	1.40%

<b>Agency Error (Dollar Amount):</b>	<b>Agency % Error Rate:</b>
<b>\$8,503</b>	<b>3.61%</b>

<b>Client Error (Dollar Amount):</b>	<b>Client % Error Rate:</b>
<b>\$4,736</b>	<b>2.01%</b>

**Cumulative Case Error Rate**

<b>Total Reviewed</b>	904
<b>% In Error</b>	9.85%

<b>Cases Dropped</b>	76
<b>Correct</b>	815
<b>Overpaid</b>	52
<b>Underpaid</b>	20
<b>Ineligible</b>	17

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

NE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Colfax	\$97	\$0	\$97	\$1,632	5.94%
21 Rio Arriba	\$349	\$135	\$484	\$11,151	4.34%
23 Sandoval	\$237	\$57	\$294	\$13,915	2.11%
25 San Miguel	\$0	\$328	\$328	\$3,736	8.78%
26 Santa Fe	\$817	\$74	\$891	\$14,060	6.34%
29 Taos	\$655	\$1,136	\$1,791	\$7,729	23.17%
<b>NE Region Totals</b>	<b>\$2,155</b>	<b>\$1,730</b>	<b>\$3,885</b>	<b>\$52,223</b>	<b>7.44%</b>

<b>Region Share</b>
2.50%
12.46%
19.32%
8.44%
22.93%
46.10%
<b>100.00%</b>

<b>State Share</b>
0.73%
3.66%
2.22%
2.48%
6.73%
13.53%
<b>29.35%</b>

NW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$237	\$327	\$564	\$10,068	5.60%
24 San Juan	\$175	\$398	\$573	\$11,537	4.97%
32 S. Valencia	\$171	\$70	\$241	\$3,715	6.49%
33 Cibola	\$0	\$0	\$0	\$3,753	0.00%
42 N. Valencia	\$0	\$144	\$144	\$6,304	2.28%
<b>NW Region Totals</b>	<b>\$583</b>	<b>\$939</b>	<b>\$1,522</b>	<b>\$35,377</b>	<b>4.30%</b>

37.06%
37.65%
15.83%
0.00%
9.46%
<b>100.00%</b>

4.26%
4.33%
1.82%
0.00%
1.09%
<b>11.50%</b>

SW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$549	\$70	\$619	\$6,978	8.87%
09 Grant/Hidalgo	\$158	\$0	\$158	\$3,438	4.60%
14 Lincoln	\$446	\$0	\$446	\$3,115	14.32%
16 Luna	\$59	\$0	\$59	\$3,242	1.82%
19 Otero	\$135	\$0	\$135	\$5,583	2.42%
27 Sierra	\$250	\$70	\$320	\$1,413	22.65%
28 Socorro	\$65	\$173	\$238	\$4,520	5.27%
37 E. Dona Ana	\$255	\$65	\$320	\$10,121	3.16%
38 S. Dona Ana	\$255	\$466	\$721	\$12,077	5.97%
<b>SW Region Totals</b>	<b>\$2,172</b>	<b>\$844</b>	<b>\$3,016</b>	<b>\$50,487</b>	<b>5.97%</b>

20.52%
5.24%
14.79%
1.96%
4.48%
10.61%
7.89%
10.61%
23.91%
<b>100.00%</b>

4.68%
1.19%
3.37%
0.45%
1.02%
2.42%
1.80%
2.42%
5.45%
<b>22.78%</b>

SE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$379	\$106	\$485	\$8,148	5.95%
05 Curry	\$178	\$134	\$312	\$7,553	4.13%
08 Eddy	\$245	\$0	\$245	\$4,016	6.10%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$1,184	0.00%
13 Lea	\$202	\$0	\$202	\$6,446	3.13%
20 Quay	\$0	\$0	\$0	\$373	0.00%
22 Roosevelt	\$0	\$0	\$0	\$899	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$497	0.00%
<b>SE Region Totals</b>	<b>\$1,004</b>	<b>\$240</b>	<b>\$1,244</b>	<b>\$29,116</b>	<b>4.27%</b>

38.99%
25.08%
19.69%
0.00%
16.24%
0.00%
0.00%
0.00%
<b>100.00%</b>

3.66%
2.36%
1.85%
0.00%
1.53%
0.00%
0.00%
0.00%
<b>9.40%</b>

Central Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$729	\$312	\$1,041	\$12,780	8.15%
35 NW Bernalillo	\$116	\$293	\$409	\$14,820	2.76%
36 SW Bernalillo	\$1,064	\$378	\$1,442	\$19,888	7.25%
39 NE Bernalillo	\$631	\$0	\$631	\$17,325	3.64%
30 Torrance	\$49	\$0	\$49	\$2,322	2.11%
<b>Central Region Totals</b>	<b>\$2,589</b>	<b>\$983</b>	<b>\$3,572</b>	<b>\$67,135</b>	<b>5.32%</b>

29.14%
11.45%
40.37%
17.67%
1.37%
<b>100.00%</b>

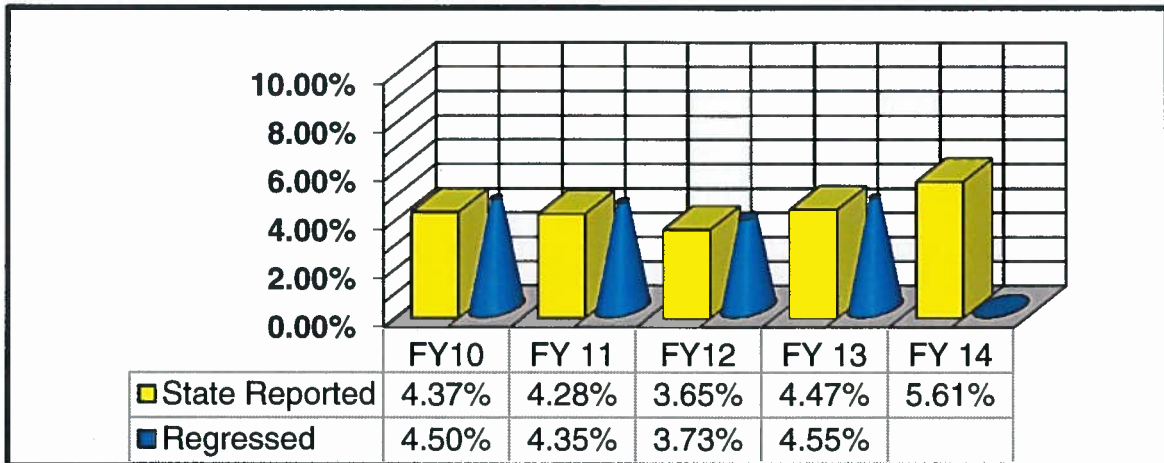
7.86%
3.09%
10.89%
4.77%
0.37%
<b>26.98%</b>

49 NMCPAP	\$0	\$0	\$0	\$1,453	0.00%
<b>State Totals</b>	<b>\$8,503</b>	<b>\$4,736</b>	<b>\$13,239</b>	<b>\$235,791</b>	<b>5.61%</b>

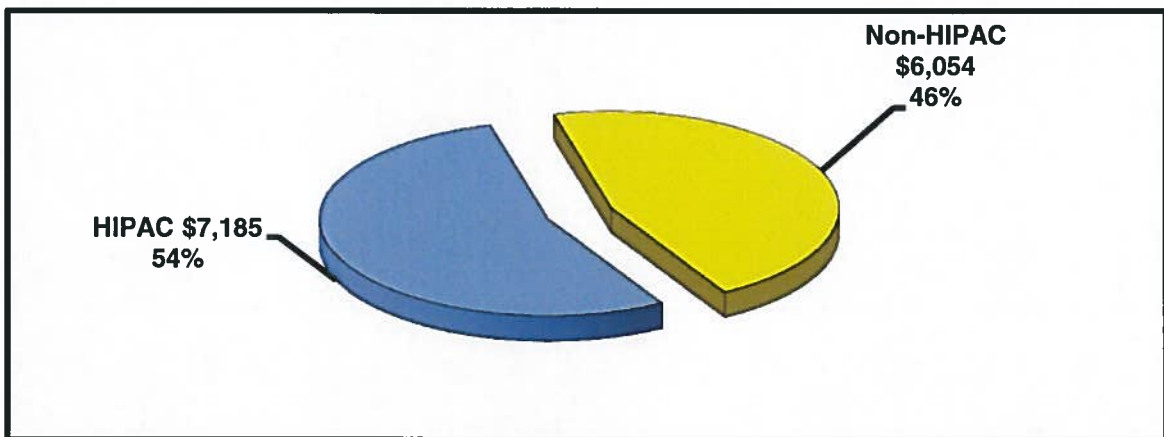
<b>100.00%</b>
----------------

<b>100.00%</b>
----------------

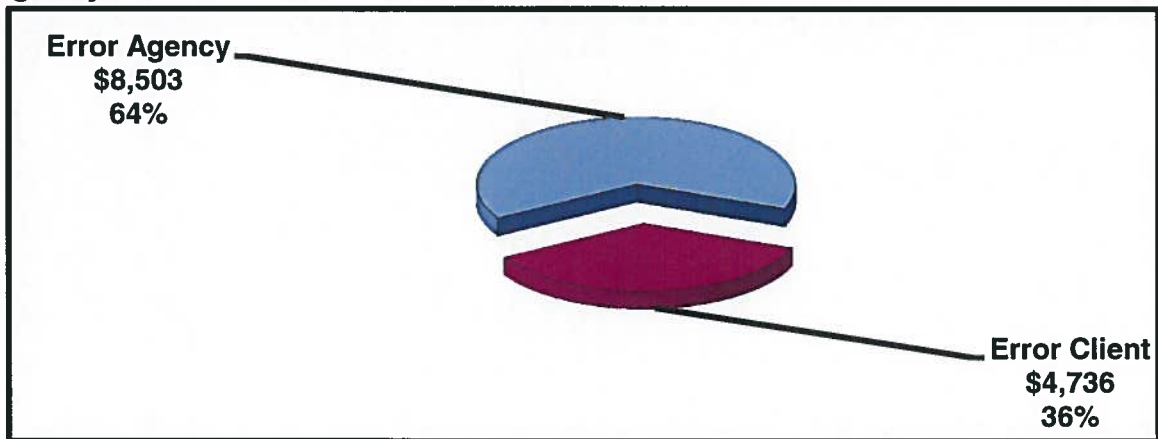
**5. STATE SNAP Error Rates- Current FY Compared to Previous FYs**



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



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



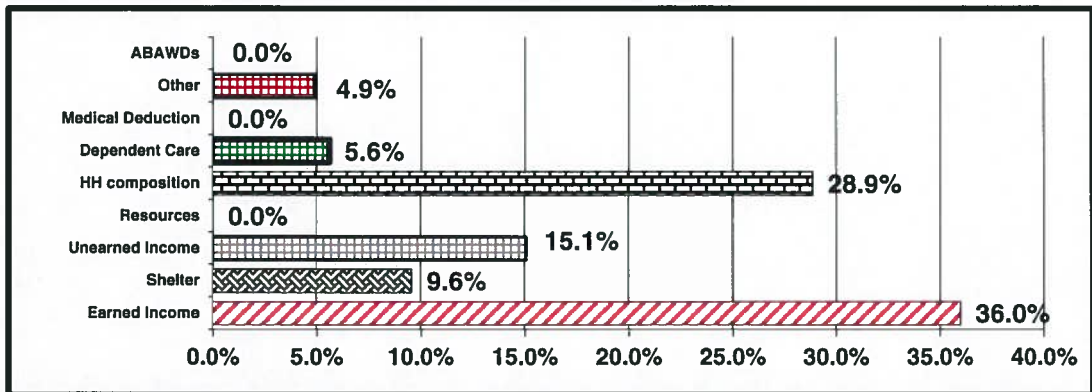
**Average Client Error = \$153**

**Average Agency Error = \$147**

**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	\$2,317	\$2,447	48.6%
Shelter	\$575	\$692	45.4%
Unearned Income	\$1,015	\$981	50.9%
Resources	\$0	\$0	0.0%
HH composition	\$3,311	\$510	86.7%
Dependent Care	\$636	\$106	85.7%
Medical Deduction	\$0	\$0	0.0%
Other	\$649	\$0	100.0%
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 Discription</i>
34.19%	\$4,527	311	WAGES & SALARIES
15.75%	\$2,085	150	HOUSEHOLD COMPOSITION
6.49%	\$859	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
3.08%	\$408	364	SUA
2.62%	\$347	130	CITIZENSHIP/NON-CITIZEN STATUS
4.40%	\$582	344	PA/GA GRANT
3.47%	\$460	520	ARITHMETIC COMPUTATION
0.32%	\$42	342	CONTRIBUTIONS
0.73%	\$97	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
7.09%	\$938	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
0.82%	\$109	346	OTHER UEI
10.05%	\$1,331	111	STUDENT STATUS
0.00%	\$0	365	MEDICAL DEDUCTIONS
0.00%	\$0	170	SOCIAL SECURITY NUMBERS
1.43%	\$189	160	EMPLOYMENT AND TRAINING
0.00%	\$0	140	RESIDENCY
0.00%	\$0	335	WORKERS COMP BENEFITS
1.28%	\$169	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
1.79%	\$237	312	SELF-EMPLOYMENT INCOME
0.45%	\$59	332	VA BENEFITS
0.00%	\$0	347	UEI-TANF
0.44%	\$58	371	COMBINED GROSS INCOME
0.00%	\$0	163	VOLUNTARY QUIT
5.60%	\$742	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

**11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2014**

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	\$1,743	\$539	\$354	\$285
P	\$6,590	\$1,778	\$2,957	\$560
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	\$170	\$0	\$0	\$170
<b>Total</b>	<b>\$8,503</b>	<b>\$2,317</b>	<b>\$3,311</b>	<b>\$1,015</b>

**Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", "ASPEN or CSED system caused error" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "Household Composition" elements account for 78% of the agency-caused error rate.**

**12. DOLLAR ERROR BY: HOUSEHOLD SIZE**

	1	2	3	4	5	6+
\$	\$2,703	\$2,423	\$2,761	\$3,074	\$1,584	\$694
%	20.4%	18.3%	20.9%	23.2%	12.0%	5.2%

**13. AVERAGE HOUSEHOLD SIZE**

All Cases	2.3
Correct Cases	2.2
Error Cases	2.8
Client Error Cases	2.7

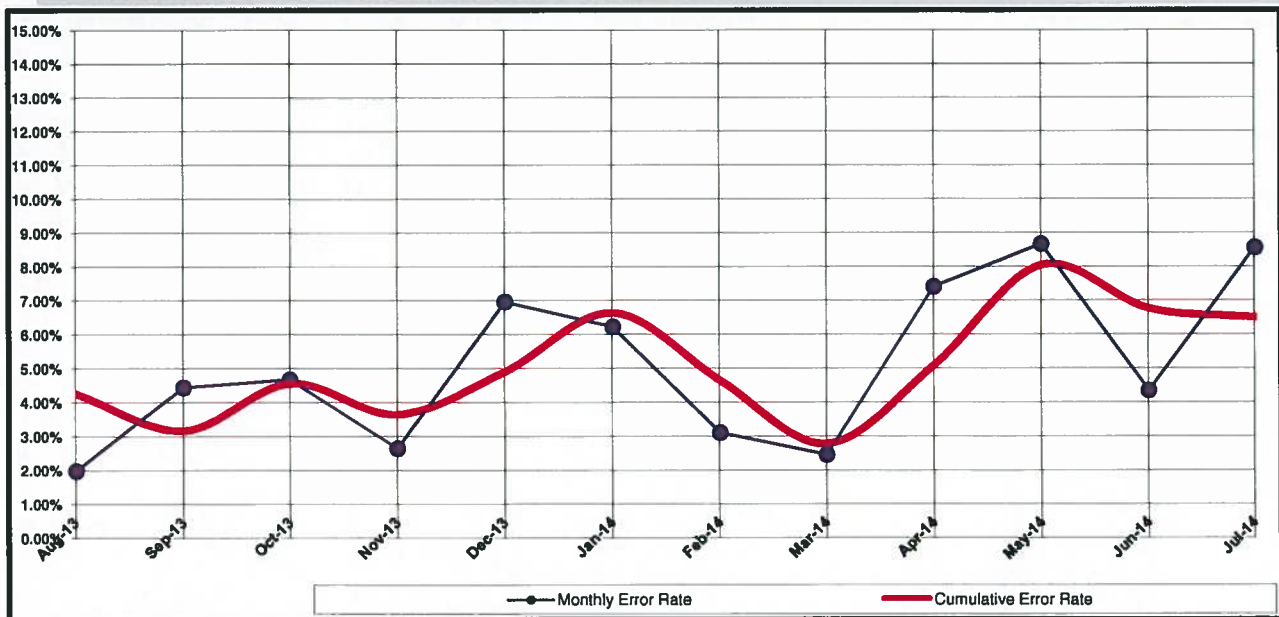
**14. DOLLAR ERROR BY: TIME OF OCCURRENCE**

	\$	%
Approval	\$4,130	31.2%
Recert	\$2,415	18.2%
Change	\$1,305	9.9%
Transitional FS	\$0	0.0%
Semi Annual	\$5,314	40.1%
Annual Report	\$75	0.6%

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

	#	%
Approval	25	28.1%
Recert	18	20.2%
Change	12	13.5%
Transitional FS	0	0.0%
Semi-Annual	33	37.1%
Annual Report	1	1.1%

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

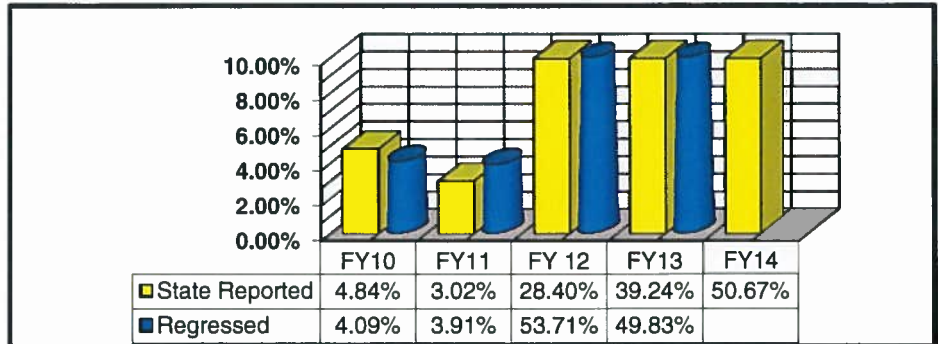


## FFY 2014 Negative Statewide Error Rates

### 1. Cumulative Negative Case Error Rate

Valid	357
Invalid Total	380
Invalid Error	84
Invalid Notice	296
Drop	13
Total Sampled	750
% Invalid Notice	39.47%
% Invalid Error	11.20%
% Invalid Total	50.67%

### 2. State Negative Error Rates



### 3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	2	1	3	33.3%
21	Rio Arriba	8	9	17	52.9%
23	Sandoval	28	27	55	49.1%
25	San Miguel	9	10	19	52.6%
26	Santa Fe	9	18	27	66.7%
29	Taos	4	8	12	66.7%
<b>NE Region Totals</b>		<b>60</b>	<b>73</b>	<b>133</b>	<b>54.9%</b>

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	17	16	33	48.5%
24	San Juan	16	16	32	50.0%
32	S. Valencia	3	3	6	50.0%
33	Cibola	7	5	12	41.7%
42	N. Valencia	16	11	27	40.7%
<b>NW Region Totals</b>		<b>59</b>	<b>51</b>	<b>110</b>	<b>46.4%</b>

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	12	18	30	60.0%
35	NW Bernalillo	31	32	63	50.8%
36	SW Bernalillo	40	28	68	41.2%
39	NE Bernalillo	33	47	80	58.8%
30	Torrance	5	6	11	54.5%
<b>Central Region Totals</b>		<b>121</b>	<b>131</b>	<b>252</b>	<b>52.0%</b>

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	16	16	32	50.0%
05	Curry	6	9	15	60.0%
08	Eddy	7	8	15	53.3%
10	Guad/DeBaca	0	0	0	
13	Lea	6	20	26	76.9%
20	Quay	1	2	3	66.7%
22	Roosevelt	3	4	7	57.1%
34	Eddy/Artesia	2	0	2	
<b>SE Region Totals</b>		<b>41</b>	<b>59</b>	<b>100</b>	<b>59.0%</b>

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	19	14	33	42.4%
09	Grant/Hidalgo	4	7	11	63.6%
14	Lincoln	2	2	4	50.0%
16	Luna	7	1	8	12.5%
19	Otero	12	7	19	36.8%
27	Sierra	1	3	4	75.0%
28	Socorro	7	1	8	12.5%
37	E. Dona Ana	18	19	37	51.4%
38	S. Dona Ana	6	11	17	64.7%
<b>SW Region Totals</b>		<b>76</b>	<b>65</b>	<b>141</b>	<b>46.1%</b>

Central Unit		Valid	Invalid	Total	Invalid
49	CAP	0	1	1	100.0%

### 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% Of Total
Notices	159	41.84%	137	36.05%	296	77.89%
Application	45	11.84%	4	1.05%	49	12.89%
Verification	11	2.89%	6	1.58%	17	4.47%
Employment & Training	1	0.26%	5	1.32%	6	1.58%
Combined Net Income	2	0.53%	1	0.26%	3	0.79%
Combined Gross Income	1	0.26%	2	0.53%	3	0.79%
Voluntary Quit/Reduced Work	1	0.26%	1	0.26%	2	0.53%
Other	1	0.26%	0	0.00%	1	0.26%
Wages and Salaries	1	0.26%	0	0.00%	1	0.26%
Work Registration	0	0.00%	1	0.26%	1	0.26%
Student Status	0	0.00%	1	0.26%	1	0.26%

Negative Action Time of Occurrence		
Closure	166	43.7%
Denial	214	56.3%



FFY 2014 Recertification Timeliness

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Averages
<b>NE Region</b>													
Colfax			100.0%										100.0%
Rio Arriba	0.0%	100.0%	100.0%	0.0%			80.0%	100.0%	100.0%	100.0%			75.0%
San Miguel				100.0%	100.0%		100.0%	100.0%	100.0%				100.0%
Santa Fe	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	75.0%	100.0%			92.3%
Taos	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	50.0%			93.8%
<b>NE Region TOTAL</b>	<b>75.0%</b>	<b>87.5%</b>	<b>100.0%</b>	<b>75.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>100.0%</b>	<b>88.9%</b>	<b>83.3%</b>			<b>91.0%</b>
<b>NW Region</b>													
Cibola		50.0%	100.0%					100.0%	100.0%				80.0%
McKinley	50.0%	100.0%	50.0%	0.0%	0.0%	100.0%	0.0%	50.0%	85.7%	100.0%			61.9%
Sandoval	33.3%	66.7%	66.7%	100.0%	0.0%	50.0%	100.0%	33.3%	100.0%	100.0%			63.6%
San Juan	100.0%				80.0%	66.7%	100.0%	100.0%	100.0%	0.0%			82.4%
Valencia South	100.0%		100.0%			100.0%							100.0%
Valencia North		100.0%		100.0%	100.0%	100.0%				100.0%			100.0%
<b>NW Region TOTAL</b>	<b>66.7%</b>	<b>79.2%</b>	<b>66.7%</b>	<b>66.7%</b>	<b>62.5%</b>	<b>77.8%</b>	<b>83.3%</b>	<b>62.5%</b>	<b>90.9%</b>	<b>80.0%</b>			<b>73.7%</b>
<b>SW Region</b>													
Dona Ana (West)			100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%			100.0%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	75.0%			92.6%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%	50.0%	100.0%	66.7%		66.7%			82.4%
Grant/Hidalgo	100.0%	100.0%	100.0%					100.0%					100.0%
Lincoln	100.0%				100.0%				0.0%	100.0%			80.0%
Luna		100.0%				100.0%		100.0%	100.0%	100.0%			100.0%
Otero	100.0%			100.0%	100.0%	100.0%		100.0%	100.0%				100.0%
Sierra					100.0%				100.0%	100.0%			100.0%
Socorro			100.0%	100.0%	100.0%	100.0%							100.0%
<b>SW Region Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>75.0%</b>	<b>100.0%</b>	<b>87.5%</b>	<b>91.7%</b>	<b>83.3%</b>			<b>92.9%</b>
<b>SE Region</b>													
Chaves	100.0%		0.0%	66.7%	100.0%		100.0%	100.0%	50.0%	100.0%			81.3%
Curry	100.0%		50.0%	100.0%		100.0%	100.0%	0.0%	100.0%	100.0%			70.0%
Guadalupe							100.0%						100.0%
Eddy		100.0%	100.0%										100.0%
Eddy (Artesia)													
Lea		100.0%	100.0%	100.0%	100.0%				0.0%	0.0%			80.0%
Quay			100.0%										100.0%
Roosevelt										100.0%			
<b>SE Region Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>71.4%</b>	<b>83.3%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>71.4%</b>	<b>50.0%</b>	<b>75.0%</b>			<b>81.0%</b>
<b>Central Region</b>													
Bernalillo (NE)	100.0%	83.3%	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	60.0%	100.0%			87.9%
Bernalillo (NW)	100.0%	100.0%	100.0%	100.0%	100.0%	80.0%	100.0%	100.0%	100.0%	100.0%			97.1%
Bernalillo (SE)	100.0%	100.0%	50.0%		50.0%	100.0%	100.0%	100.0%		50.0%			86.4%
Bernalillo (SW)	100.0%	100.0%	100.0%	100.0%	100.0%		50.0%	100.0%	100.0%	100.0%			96.6%
Torrance		100.0%				100.0%		100.0%	100.0%				100.0%
<b>Central Region Total</b>	<b>100.0%</b>	<b>96.7%</b>	<b>81.8%</b>	<b>100.0%</b>	<b>90.0%</b>	<b>93.3%</b>	<b>90.0%</b>	<b>100.0%</b>	<b>84.6%</b>	<b>90.0%</b>			<b>92.7%</b>
<b>Central Unit</b>													
CAP Unit	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
<b>STATE TOTAL</b>	<b>90.7%</b>	<b>90.7%</b>	<b>83.7%</b>	<b>91.7%</b>	<b>91.1%</b>	<b>87.5%</b>	<b>91.7%</b>	<b>83.3%</b>	<b>85.7%</b>	<b>83.8%</b>			<b>88.0%</b>