



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary  
Marilyn Martinez, Director

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## General Information Memorandum

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**ISD-GI 15-31**

**TO: ISD Employees**

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

**RE: FFY 2015 SNAP Performance Report**

**DATE: May 28, 2015**

Attached please find the fourth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2015. This report includes all Quality Control (QC) findings received for the review month of October 2014 through January 2015. All errors for October 2014 through January 2015 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2015 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 2015

### 1. STATE - Cumulative Payment Error Rates

<b>Total Paid</b>	<b>\$89,438</b>		
<b>Total Dollar Errors</b>	<b>\$5,996</b>	<b>Total Error Rate %</b>	<b>6.70%</b>
Total Dollar Over	\$3,548	% Error Rate Over	3.97%
Total Dollar Under	\$1,065	% Error Rate Under	1.19%
Total Dollar Ineligible	\$1,383	% Error Rate Ineligible	1.55%

#### Cumulative Case Error Rate

<b>Total Reviewed</b>	<b>338</b>
<b>% in Error</b>	<b>14.20%</b>

<b>Agency Error (Dollar Amount):</b>		<b>Agency % Error Rate:</b>	
<b>\$2,733</b>		<b>3.06%</b>	

<b>Client Error (Dollar Amount):</b>		<b>Client % Error Rate:</b>	
<b>\$3,263</b>		<b>3.65%</b>	

<b>Cases Dropped</b>	<b>54</b>
<b>Correct</b>	<b>290</b>
<b>Overpaid</b>	<b>28</b>
<b>Underpaid</b>	<b>13</b>
<b>Ineligible</b>	<b>7</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	\$99	100%	\$0	0%	\$99	\$3,636	2.72%	3.42%	1.65%
07 W. Dona Ana	\$0	0%	\$104	100%	\$104	\$5,617	1.85%	3.59%	1.73%
17 McKinley	\$0	0%	\$96	100%	\$96	\$2,779	3.45%	3.31%	1.60%
23 Sandoval	\$60	23%	\$198	77%	\$258	\$5,324	4.85%	8.91%	4.30%
24 San Juan	\$61	100%	\$0	0%	\$61	\$6,349	0.96%	2.11%	1.02%
26 Santa Fe	\$227	38%	\$373	62%	\$600	\$6,881	8.72%	20.72%	10.01%
35 NW Bernalillo	\$590	64%	\$335	36%	\$925	\$7,660	12.08%	31.94%	15.43%
36 SW Bernalillo	\$103	34%	\$200	66%	\$303	\$7,869	3.85%	10.46%	5.05%
38 S. Dona Ana	\$123	100%	\$0	0%	\$123	\$2,844	4.32%	4.25%	2.05%
39 NE Bernalillo	\$47	14%	\$280	86%	\$327	\$3,372	9.70%	11.29%	5.45%
<b>HIPAC Sub Totals</b>	<b>\$1,310</b>	<b>45%</b>	<b>\$1,586</b>	<b>55%</b>	<b>\$2,896</b>	<b>\$52,331</b>	<b>5.53%</b>	<b>100.00%</b>	<b>48.30%</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	\$318	100%	\$0	0%	\$318	\$1,716	18.53%	10.26%	5.30%
04 Colfax/Union	\$194	100%	\$0	0%	\$194	\$987	19.66%	6.26%	3.24%
05 Curry	\$85	100%	\$0	0%	\$85	\$3,289	2.58%	2.74%	1.42%
08 Eddy	\$79	100%	\$0	0%	\$79	\$1,136	6.95%	2.55%	1.32%
09 Grant/Hidalgo	\$0		\$0		\$0	\$842	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
13 Lea	\$0		\$0		\$0	\$1,519	0.00%	0.00%	0.00%
14 Lincoln	\$0		\$0		\$0	\$1,170	0.00%	0.00%	0.00%
16 Luna	\$0		\$0		\$0	\$1,306	0.00%	0.00%	0.00%
19 Otero	\$0	0%	\$166	100%	\$166	\$1,198	13.86%	5.35%	2.77%
20 Quay	\$0		\$0		\$0	\$610	0.00%	0.00%	0.00%
21 Rio Arriba	\$108	48%	\$117	52%	\$225	\$2,949	7.63%	7.26%	3.75%
22 Roosevelt	\$159	100%	\$0	0%	\$159	\$858	18.53%	5.13%	2.65%
25 San Miguel	\$74	41%	\$105	59%	\$179	\$1,105	16.20%	5.77%	2.99%
27 Sierra	\$87	100%	\$0	0%	\$87	\$904	9.62%	2.81%	1.45%
28 Socorro	\$47	12%	\$345	88%	\$392	\$1,638	23.93%	12.65%	6.54%
29 Taos	\$231	34%	\$446	66%	\$677	\$3,219	21.03%	21.84%	11.29%
30 Torrance	\$0		\$0		\$0	\$1,950	0.00%	0.00%	0.00%
32 S. Valencia	\$0	0%	\$77	100%	\$77	\$1,874	4.11%	2.48%	1.28%
33 Cibola	\$0		\$0		\$0	\$741	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
37 E. Dona Ana	\$41	9%	\$421	91%	\$462	\$4,437	10.41%	14.90%	7.71%
42 N. Valencia	\$0		\$0		\$0	\$3,659	0.00%	0.00%	0.00%
<b>Non-HIPAC Sub Totals</b>	<b>\$1,423</b>	<b>46%</b>	<b>\$1,677</b>	<b>54%</b>	<b>\$3,100</b>	<b>\$37,107</b>	<b>8.35%</b>	<b>100.0%</b>	<b>51.70%</b>

**Regional Cumulative SNAP Performance Report  
Quality Control Finding FFY2015**

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

<b>Total Paid</b>	<b>\$89,438</b>		
<b>Total Dollar Errors</b>	<b>\$5,996</b>	<b>Total Error Rate %</b>	<b>6.70%</b>
Total Dollar Over	\$3,548	% Error Rate Over	3.97%
Total Dollar Under	\$1,065	% Error Rate Under	1.19%
Total Dollar Ineligible	\$1,383	% Error Rate Ineligible	1.55%

**Cumulative Case Error Rate**

<b>Total Reviewed</b>	338
<b>% In Error</b>	14.20%

<b>Agency Error (Dollar Amount):</b>	<b>Agency % Error Rate:</b>
<b>\$2,733</b>	<b>3.06%</b>

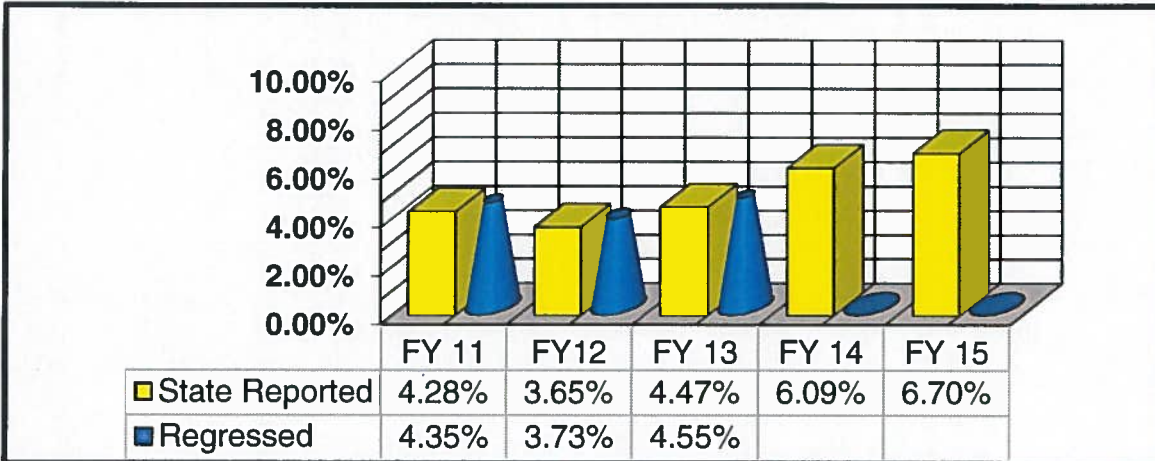
<b>Cases Dropped</b>	54
<b>Correct</b>	290
<b>Overpaid</b>	28
<b>Underpaid</b>	13
<b>Ineligible</b>	7

<b>Client Error (Dollar Amount):</b>	<b>Client % Error Rate:</b>
<b>\$3,263</b>	<b>3.65%</b>

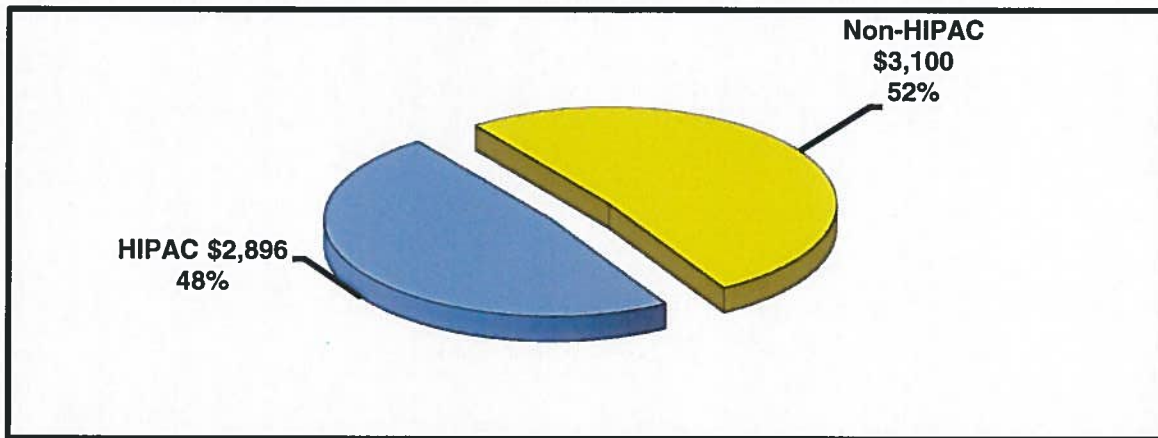
**4. REGIONAL - Cumulative Payment Error Rates**

Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
<b>NE Region</b>							
04 Cofax	\$194	\$0	\$194	\$987	19.66%	9.10%	3.24%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
20 Quay	\$0	\$0	\$0	\$610	0.00%	0.00%	0.00%
21 Rio Arriba	\$108	\$117	\$225	\$2,949	7.63%	10.55%	3.75%
23 Sandoval	\$60	\$198	\$258	\$5,324	4.85%	36.19%	4.30%
25 San Miguel	\$74	\$105	\$179	\$1,105	16.20%	8.39%	2.99%
26 Santa Fe	\$227	\$373	\$600	\$6,881	8.72%	28.13%	10.01%
29 Taos	\$231	\$446	\$677	\$3,219	21.03%	31.74%	11.29%
<b>NE Region Totals</b>	<b>\$894</b>	<b>\$1,239</b>	<b>\$2,133</b>	<b>\$21,075</b>	<b>10.12%</b>	<b>100.00%</b>	<b>35.57%</b>
<b>NW Region</b>							
17 McKinley	\$0	\$96	\$96	\$2,779	3.45%	13.46%	1.60%
24 San Juan	\$61	\$0	\$61	\$6,349	0.96%	8.56%	1.02%
27 Sierra	\$87	\$0	\$87	\$904	9.62%	12.20%	1.45%
28 Socorro	\$47	\$345	\$392	\$1,638	23.93%	54.98%	6.54%
32 S. Valencia	\$0	\$77	\$77	\$1,874	4.11%	10.80%	1.28%
33 Cibola	\$0	\$0	\$0	\$741	0.00%	0.00%	0.00%
42 N. Valencia	\$0	\$0	\$0	\$3,659	0.00%	0.00%	0.00%
<b>NW Region Totals</b>	<b>\$195</b>	<b>\$518</b>	<b>\$713</b>	<b>\$17,944</b>	<b>3.97%</b>	<b>100.00%</b>	<b>11.89%</b>
<b>SW Region</b>							
07 W. Dona Ana	\$0	\$104	\$104	\$5,617	1.85%	14.59%	1.73%
09 Grant/Hidalgo	\$0	\$0	\$0	\$842	0.00%	0.00%	0.00%
16 Luna	\$0	\$0	\$0	\$1,306	0.00%	0.00%	0.00%
19 Otero	\$0	\$166	\$166	\$1,198	13.86%	23.28%	2.77%
37 E. Dona Ana	\$41	\$421	\$462	\$4,437	10.41%	64.80%	7.71%
38 S. Dona Ana	\$123	\$0	\$123	\$2,844	4.32%	17.25%	2.05%
<b>SW Region Totals</b>	<b>\$164</b>	<b>\$691</b>	<b>\$855</b>	<b>\$16,244</b>	<b>5.26%</b>	<b>119.92%</b>	<b>14.26%</b>
<b>SE Region</b>							
03 Chaves	\$318	\$0	\$318	\$1,716	18.53%	49.61%	5.30%
05 Curry	\$85	\$0	\$85	\$3,289	2.58%	13.26%	1.42%
08 Eddy	\$79	\$0	\$79	\$1,136	6.95%	12.32%	1.32%
13 Lea	\$0	\$0	\$0	\$1,519	0.00%	0.00%	0.00%
14 Lincoln	\$0	\$0	\$0	\$1,170	0.00%	0.00%	0.00%
22 Roosevelt	\$159	\$0	\$159	\$858	18.53%	24.80%	2.65%
34 Eddy/Artesia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
<b>SE Region Totals</b>	<b>\$641</b>	<b>\$0</b>	<b>\$641</b>	<b>\$9,688</b>	<b>6.62%</b>	<b>100.00%</b>	<b>10.69%</b>
<b>Central Region</b>							
01 SE Bernalillo	\$99	\$0	\$99	\$3,636	2.72%	5.99%	1.65%
35 NW Bernalillo	\$590	\$335	\$925	\$7,660	12.08%	55.93%	15.43%
36 SW Bernalillo	\$103	\$200	\$303	\$7,869	3.85%	18.32%	5.05%
39 NE Bernalillo	\$47	\$280	\$327	\$3,372	9.70%	19.77%	5.45%
30 Torrance	\$0	\$0	\$0	\$1,950	0.00%	0.00%	0.00%
<b>Central Region Totals</b>	<b>\$839</b>	<b>\$815</b>	<b>\$1,654</b>	<b>\$24,487</b>	<b>6.75%</b>	<b>100.00%</b>	<b>27.59%</b>
<b>State Totals</b>	<b>\$2,733</b>	<b>\$3,263</b>	<b>\$5,996</b>	<b>\$89,438</b>	<b>6.70%</b>	<b>100.00%</b>	<b>100.00%</b>

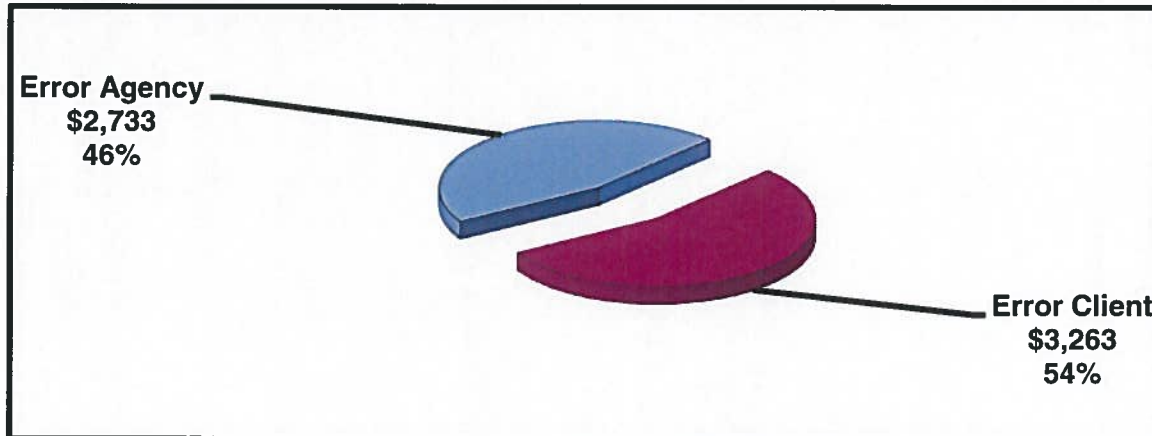
**5. STATE SNAP Error Rates- Current FY Compared to Previous FYs**



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



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



**Average Client Error = \$181**

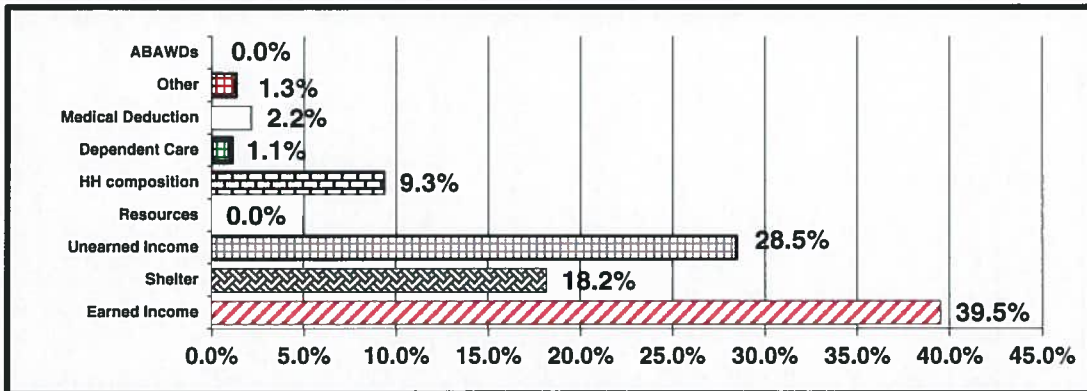
**Average Agency Error = \$91**



**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	\$1,141	\$1,228	48.2%
Shelter	\$385	\$704	35.4%
Unearned Income	\$526	\$1,180	30.8%
Resources	\$0	\$0	0.0%
HH composition	\$409	\$151	73.0%
Dependent Care	\$63	\$0	100.0%
Medical Deduction	\$130	\$0	100.0%
Other	\$79	\$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 Description</i>
38.59%	\$2,314	311	WAGES & SALARIES
3.54%	\$212	150	HOUSEHOLD COMPOSITION
16.63%	\$997	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
1.53%	\$92	364	SUA
3.24%	\$194	130	CITIZENSHIP/NON-CITIZEN STATUS
4.94%	\$296	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
3.42%	\$205	342	CONTRIBUTIONS
0.95%	\$57	333	SSI BENEFITS
3.15%	\$189	334	UCB BENEFITS
2.80%	\$168	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
13.19%	\$791	346	OTHER UEI
2.57%	\$154	111	STUDENT STATUS
2.17%	\$130	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
1.32%	\$79	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
0.92%	\$55	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
1.05%	\$63	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

### 11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2015

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	\$1,051	\$345	\$61	\$228
P	\$1,682	\$796	\$348	\$298
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>\$2,733</b>	<b>\$1,141</b>	<b>\$409</b>	<b>\$526</b>

**Agency errors with "No action on reported information" and "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 76% of the agency-caused error rate.**

### 12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$1,844	\$699	\$737	\$1,926	\$481	\$309
%	30.8%	11.7%	12.3%	32.1%	8.0%	5.2%

### 13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.0
Error Cases	2.6
Client Error Cases	2.6

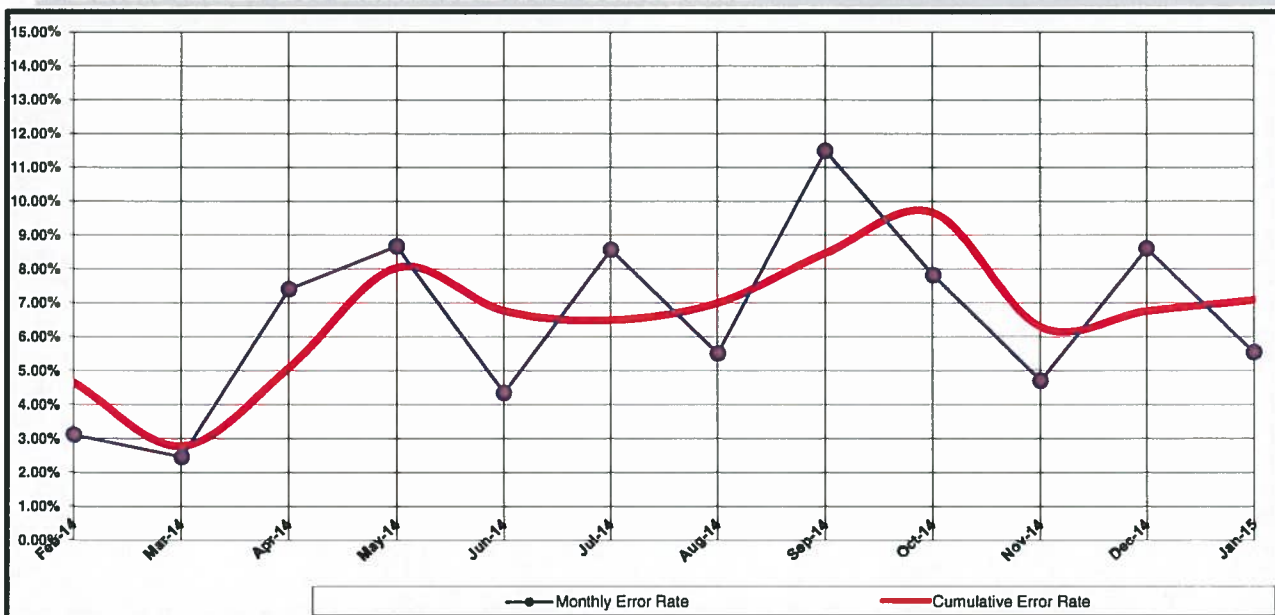
### 14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,318	22.0%
Recert	\$2,136	35.6%
Change	\$306	5.1%
Transitional FS	\$0	0.0%
Semi Annual	\$1,722	28.7%
Annual Report	\$514	8.6%

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

	#	%
Approval	11	22.9%
Recert	17	35.4%
Change	4	8.3%
Transitional FS	0	0.0%
Semi-Annual	9	18.8%
Annual Report	7	14.6%

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

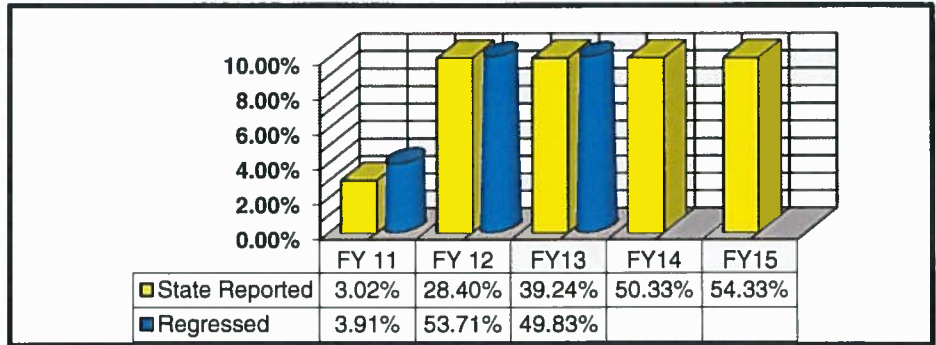


# FFY 2015 Negative Statewide Error Rates

## 1. Cumulative Negative Case Error Rate

Valid	105
Invalid Total	163
Invalid Error	26
Invalid Notice	137
Drop	32
Total Sampled	300
% Invalid Notice	45.67%
% Invalid Error	8.67%
% Invalid Total	54.33%

## 2. State Negative Error Rates



## 3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	0	3	3	100.0%
10	Guad/DeBaca	1	0	1	0.0%
20	Quay	0	1	1	100.0%
21	Rio Arriba	2	5	7	71.4%
23	Sandoval	2	10	12	83.3%
25	San Miguel	1	2	3	66.7%
26	Santa Fe	2	14	16	87.5%
29	Taos	3	7	10	70.0%
<b>NE Region Totals</b>		<b>11</b>	<b>42</b>	<b>53</b>	<b>79.2%</b>

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	1	5	6	83.3%
24	San Juan	13	5	18	27.8%
27	Sierra	1	2	3	66.7%
28	Socorro	1	2	3	66.7%
32	S. Valencia	0	3	3	100.0%
33	Cibola	4	3	7	42.9%
42	N. Valencia	5	4	9	44.4%
<b>NW Region Totals</b>		<b>25</b>	<b>24</b>	<b>49</b>	<b>49.0%</b>

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	10	1	11	9.1%
05	Curry	3	2	5	40.0%
08	Eddy	4	2	6	33.3%
13	Lea	2	4	6	66.7%
14	Lincoln	0	3	3	100.0%
22	Roosevelt	0	1	1	0.0%
34	Eddy/Artesia	0	0	0	0.0%
<b>SE Region Totals</b>		<b>19</b>	<b>13</b>	<b>32</b>	<b>40.6%</b>

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	7	5	12	41.7%
09	Grant/Hidalgo	2	4	6	66.7%
16	Luna	0	3	3	100.0%
19	Otero	3	0	3	0.0%
37	E. Dona Ana	3	7	10	70.0%
38	S. Dona Ana	4	8	12	66.7%
<b>SW Region Totals</b>		<b>19</b>	<b>27</b>	<b>46</b>	<b>58.7%</b>

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	5	15	20	75.0%
35	NW Bernalillo	11	13	24	54.2%
36	SW Bernalillo	10	11	21	52.4%
39	NE Bernalillo	4	16	20	80.0%
30	Torrance	1	2	3	66.7%
<b>Central Region Totals</b>		<b>31</b>	<b>57</b>	<b>88</b>	<b>64.8%</b>

Negative Action Time of Occurrence		
Closure	77	47.2%
Denial	86	52.8%

## 4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	69	42.33%	68	41.72%	137	84.05%
Application	15	9.20%	1	0.61%	16	9.82%
Verification	0	0.00%	0	0.00%	0	0.00%
Employment & Training	0	0.00%	3	1.84%	3	1.84%
Combined Net Income	1	0.61%	2	1.23%	3	1.84%
Combined Gross Income	1	0.61%	1	0.61%	2	1.23%
Voluntary Quit/Reduced Work	0	0.00%	0	0.00%	0	0.00%
Other	0	0.00%	1	0.61%	1	0.61%
Wages and Salaries	0	0.00%	0	0.00%	0	0.00%
Work Registration	0	0.00%	1	0.61%	1	0.61%
Student Status	0	0.00%	0	0.00%	0	0.00%



FFY 2015 Expedite Application Processing Timeliness

	October 14'	November 14'	December 14'	January 15'	February 15'	March 15'	April 15'	May 15'	June 15'	July 15'	August 15'	September 15'	Avg. Cumulative
<b>NE Region</b>													
Colfax	96.8%	100.0%	90.5%	82.8%	100.0%	95.7%	100.0%						95.1%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
Quay	100.0%	93.8%	87.0%	100.0%	100.0%	100.0%	100.0%						97.3%
Rio Arriba	93.6%	94.8%	87.7%	92.9%	89.2%	97.9%	97.8%						93.4%
San Miguel	89.7%	95.4%	97.6%	97.0%	93.5%	88.5%	96.8%						94.1%
Sandoval	81.8%	85.7%	80.9%	82.9%	73.7%	80.3%	89.2%						82.1%
Santa Fe	72.5%	74.9%	67.6%	76.2%	74.5%	80.8%	88.6%						76.4%
Taos	82.9%	86.1%	92.6%	89.9%	91.7%	94.8%	98.8%						91.0%
<b>NE Region TOTAL</b>	<b>89.6%</b>	<b>85.1%</b>	<b>81.1%</b>	<b>84.4%</b>	<b>80.9%</b>	<b>86.4%</b>	<b>92.5%</b>						<b>85.7%</b>
<b>NW Region</b>													
Cibola	93.5%	90.5%	86.2%	94.3%	96.6%	92.9%	100.0%						93.4%
McKinley	87.7%	91.6%	91.7%	87.7%	89.6%	93.6%	96.0%						91.1%
San Juan	91.5%	84.0%	90.0%	88.3%	79.7%	83.9%	96.3%						87.7%
Sierra	94.1%	91.7%	97.5%	100.0%	100.0%	100.0%	95.7%						97.0%
Socorro	96.7%	92.0%	92.1%	97.6%	96.9%	100.0%	100.0%						96.5%
S. Valencia	88.4%	94.8%	95.9%	96.4%	96.2%	98.1%	98.0%						95.4%
N. Valencia	91.5%	92.3%	92.7%	90.9%	76.7%	86.3%	92.7%						89.0%
<b>NW Region TOTAL</b>	<b>91.9%</b>	<b>89.0%</b>	<b>91.5%</b>	<b>91.2%</b>	<b>87.3%</b>	<b>90.1%</b>	<b>96.3%</b>						<b>91.0%</b>
<b>SW Region</b>													
Dona Ana (West)	98.8%	90.7%	95.1%	97.0%	95.3%	99.0%	95.4%						95.9%
Dona Ana (East)	95.0%	85.3%	85.3%	94.4%	93.4%	100.0%	97.1%						92.9%
Dona Ana (Southern)	90.0%	81.3%	86.3%	85.5%	86.0%	92.4%	94.6%						88.0%
Grant/Hidalgo	93.1%	93.8%	90.8%	91.4%	79.7%	92.2%	96.4%						91.1%
Luna	90.9%	98.3%	98.9%	95.5%	100.0%	95.2%	93.9%						96.1%
Otero	95.9%	95.9%	91.5%	99.0%	96.3%	94.9%	98.0%						95.9%
<b>SW Region Total</b>	<b>93.4%</b>	<b>90.3%</b>	<b>91.5%</b>	<b>94.8%</b>	<b>91.9%</b>	<b>96.4%</b>	<b>96.0%</b>						<b>93.5%</b>
<b>SE Region</b>													
Chaves	88.0%	90.4%	95.5%	95.3%	85.7%	91.2%	99.1%						92.2%
Curry	86.1%	82.2%	94.5%	97.6%	90.0%	94.1%	95.8%						91.5%
Eddy	90.5%	88.1%	86.7%	77.9%	93.9%	88.9%	89.4%						87.9%
Eddy (Artesia)	85.7%	90.9%	100.0%	89.3%	85.5%	76.5%	89.5%						88.2%
Lea	97.3%	91.1%	81.3%	94.9%	86.6%	93.3%	96.8%						91.6%
Lincoln	85.7%	93.8%	96.6%	100.0%	100.0%	95.5%	96.6%						95.4%
Roosevelt	95.5%	92.3%	100.0%	100.0%	87.5%	85.7%	93.6%						93.5%
<b>SE Region Total</b>	<b>89.8%</b>	<b>88.9%</b>	<b>91.8%</b>	<b>93.1%</b>	<b>88.3%</b>	<b>90.8%</b>	<b>95.3%</b>						<b>91.1%</b>
<b>Central Region</b>													
Bernalillo (NE)	87.6%	86.0%	90.0%	90.8%	86.4%	88.8%	92.3%						88.8%
Bernalillo (NW)	87.5%	91.4%	85.3%	87.7%	86.5%	92.5%	98.2%						89.9%
Bernalillo (SE)	85.5%	83.7%	86.7%	82.2%	82.6%	91.7%	95.1%						86.8%
Bernalillo (SW)	91.6%	86.0%	90.3%	87.7%	80.2%	90.0%	89.2%						87.8%
Torrance	88.6%	91.6%	84.0%	92.3%	91.7%	94.2%	98.2%						91.5%
<b>Central Region Total</b>	<b>88.2%</b>	<b>86.4%</b>	<b>88.1%</b>	<b>87.7%</b>	<b>84.3%</b>	<b>89.0%</b>	<b>93.8%</b>						<b>88.2%</b>
<b>STATE TOTAL</b>	<b>90.6%</b>	<b>87.5%</b>	<b>88.1%</b>	<b>89.3%</b>	<b>85.7%</b>	<b>90.0%</b>	<b>94.5%</b>						<b>89.4%</b>

FFY 2015 Non-Expedite  
Application Processing Timeliness

	October 14'	November 14'	December 14'	January 15'	February 15'	March 15'	April 15'	May 15'	June 15'	July 15'	August 15'	September 15'	Avg. Cumulative
<b>NE Region</b>													
Colfax	90.7%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%						98.1%
Guadalupe	88.3%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%						97.8%
Quay	98.0%	91.7%	100.0%	93.1%	100.0%	93.8%	93.3%						95.7%
Rio Arriba	97.8%	92.8%	100.0%	90.3%	95.7%	98.8%	98.8%						96.3%
San Miguel	96.0%	97.1%	97.3%	94.6%	97.4%	100.0%	97.6%						97.1%
Sandoval	90.8%	91.6%	92.1%	83.1%	90.9%	84.9%	90.1%						89.1%
Santa Fe	87.8%	88.7%	89.8%	87.9%	96.0%	95.2%	94.0%						91.4%
Taos	94.2%	96.5%	92.6%	96.5%	98.7%	100.0%	100.0%						96.9%
<b>NE Region TOTAL</b>	<b>93.0%</b>	<b>92.6%</b>	<b>93.4%</b>	<b>89.1%</b>	<b>87.8%</b>	<b>92.7%</b>	<b>94.1%</b>						<b>95.3%</b>
<b>NW Region</b>													
Cibola	98.7%	93.8%	98.4%	94.6%	98.2%	89.5%	98.2%						95.9%
McKinley	95.2%	88.5%	81.3%	91.7%	90.7%	92.5%	95.1%						90.7%
San Juan	92.5%	97.3%	98.0%	96.5%	93.6%	95.6%	93.3%						95.3%
Sierra	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	95.8%						99.1%
Socorro	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%						99.2%
S. Valencia	100.0%	97.2%	97.8%	100.0%	93.3%	97.8%	97.6%						97.7%
N. Valencia	94.4%	99.0%	96.5%	88.8%	97.8%	93.9%	94.7%						95.0%
<b>NW Region TOTAL</b>	<b>97.0%</b>	<b>96.0%</b>	<b>96.0%</b>	<b>95.0%</b>	<b>94.7%</b>	<b>94.8%</b>	<b>95.2%</b>						<b>96.1%</b>
<b>SW Region</b>													
Dona Ana (West)	98.3%	95.9%	97.9%	98.6%	98.0%	98.0%	96.9%						97.7%
Dona Ana (East)	99.0%	99.3%	96.8%	100.0%	98.1%	99.4%	98.3%						98.7%
Dona Ana (Southern)	100.0%	86.6%	99.2%	87.2%	92.9%	96.8%	95.8%						94.1%
Grant/Hidalgo	97.2%	93.8%	97.3%	97.6%	98.5%	94.4%	95.8%						96.4%
Luna	98.0%	99.2%	100.0%	98.4%	100.0%	97.3%	100.0%						99.0%
Otero	100.0%	96.0%	100.0%	96.7%	100.0%	98.6%	100.0%						98.8%
<b>SW Region Total</b>	<b>99.0%</b>	<b>95.3%</b>	<b>98.3%</b>	<b>96.1%</b>	<b>97.3%</b>	<b>97.7%</b>	<b>97.6%</b>						<b>97.4%</b>
<b>SE Region</b>													
Chaves	97.6%	100.0%	98.0%	95.9%	96.5%	97.4%	94.6%						97.1%
Curry	91.8%	90.7%	89.3%	88.0%	88.0%	94.2%	97.5%						91.4%
Eddy	94.2%	97.0%	97.8%	94.7%	87.7%	92.0%	94.2%						93.9%
Eddy (Artesia)	97.4%	96.6%	100.0%	96.8%	92.4%	92.9%	92.3%						95.5%
Lea	76.9%	91.7%	95.1%	94.7%	86.2%	93.3%	87.8%						89.4%
Lincoln	100.0%	100.0%	100.0%	100.0%	93.5%	94.2%	97.4%						97.9%
Roosevelt	77.8%	91.7%	100.0%	88.9%	90.9%	75.9%	87.1%						87.5%
<b>SE Region Total</b>	<b>90.8%</b>	<b>95.5%</b>	<b>96.4%</b>	<b>93.9%</b>	<b>91.1%</b>	<b>93.5%</b>	<b>93.0%</b>						<b>93.2%</b>
<b>Central Region</b>													
Bernalillo (NE)	93.2%	98.9%	92.4%	87.3%	83.3%	86.0%	92.3%						90.5%
Bernalillo (NW)	90.6%	92.2%	89.0%	87.6%	91.6%	93.2%	94.7%						91.3%
Bernalillo (SE)	92.0%	87.1%	83.5%	77.7%	83.7%	91.3%	99.1%						87.8%
Bernalillo (SW)	90.2%	98.2%	85.1%	93.7%	88.6%	95.3%	94.0%						92.2%
Torrance	97.4%	94.5%	97.9%	93.2%	99.0%	95.7%	96.8%						96.4%
<b>Central Region Total</b>	<b>92.7%</b>	<b>94.3%</b>	<b>88.3%</b>	<b>87.3%</b>	<b>88.1%</b>	<b>91.6%</b>	<b>94.6%</b>						<b>91.0%</b>
<b>STATE TOTAL</b>	<b>94.5%</b>	<b>94.5%</b>	<b>93.6%</b>	<b>91.5%</b>	<b>92.9%</b>	<b>94.0%</b>	<b>94.9%</b>						<b>93.7%</b>

	October 14'	November 14'	December 14'	January 15'	February 15'	March 15'	April 15'	May 15'	June 15'	July 15'	August 15'	September 15'	Yearly Average
<b>NE Region</b>													
Colfax			0.0%										0.0%
Guadalupe													
Quay	100.0%												100.0%
Rio Arriba	66.7%	66.7%	0.0%	100.0%									63.6%
Sandoval	100.0%	66.7%	100.0%	66.7%									75.0%
San Miguel	100.0%	100.0%		100.0%									100.0%
Santa Fe	50.0%	100.0%	75.0%	75.0%									80.0%
Taos		100.0%		100.0%									100.0%
<b>NE Region TOTAL</b>	<b>77.8%</b>	<b>85.7%</b>	<b>50.0%</b>	<b>83.3%</b>									<b>77.6%</b>
<b>NW Region</b>													
Cibola	100.0%												100.0%
McKinley	100.0%	100.0%	50.0%	100.0%									85.7%
San Juan	100.0%	66.7%	66.7%	75.0%									72.7%
Sierra	100.0%	100.0%	100.0%										100.0%
Socorro	100.0%	100.0%	100.0%	100.0%									100.0%
Valencia South		100.0%	50.0%	100.0%									75.0%
Valencia North				100.0%									100.0%
<b>NW Region TOTAL</b>	<b>100.0%</b>	<b>87.5%</b>	<b>70.0%</b>	<b>90.0%</b>									<b>84.8%</b>
<b>SW Region</b>													
Dona Ana (West)	100.0%	100.0%	33.3%	100.0%									77.8%
Dona Ana (East)	50.0%	100.0%	100.0%										80.0%
Dona Ana (South)	100.0%	50.0%		100.0%									83.3%
Grant/Hidalgo			100.0%										100.0%
Luna	100.0%												100.0%
Otero	0.0%		100.0%	0.0%									33.3%
<b>SW Region Total</b>	<b>80.0%</b>	<b>75.0%</b>	<b>71.4%</b>	<b>83.3%</b>									<b>77.8%</b>
<b>SE Region</b>													
Chaves	100.0%	100.0%		100.0%									100.0%
Curry		0.0%	100.0%	0.0%									50.0%
Eddy			100.0%	100.0%									100.0%
Eddy (Artesia)													
Lea	100.0%			50.0%									66.7%
Lincoln		50.0%											50.0%
Roosevelt													
<b>SE Region Total</b>	<b>100.0%</b>	<b>50.0%</b>	<b>100.0%</b>	<b>75.0%</b>									<b>76.5%</b>
<b>Central Region</b>													
Bernalillo (NE)	100.0%	66.7%	100.0%										80.0%
Bernalillo (NW)	50.0%	50.0%	80.0%	100.0%									71.4%
Bernalillo (SE)	100.0%	100.0%	66.7%	100.0%									87.5%
Bernalillo (SW)	66.7%	100.0%	100.0%	75.0%									85.7%
Torrance	100.0%	100.0%											100.0%
<b>Central Region Total</b>	<b>76.9%</b>	<b>83.3%</b>	<b>85.7%</b>	<b>84.6%</b>									<b>82.7%</b>
<b>STATE TOTAL</b>	<b>82.1%</b>	<b>81.0%</b>	<b>73.8%</b>	<b>83.6%</b>									<b>80.3%</b>