
General Information Memorandum

ISD-GI 15-52

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: FFY 2015 SNAP Performance Report

DATE: September 14, 2015

Attached please find the seventh 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 April 2015. All errors for October 2014 through April 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.

Attachment

**Quality Improvement Section SNAP Performance Report
Quality Control Finding FFY 2015**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$156,588		
Total Dollar Errors	\$9,704	Total Error Rate %	6.20%
Total Dollar Over	\$6,516	% Error Rate Over	4.16%
Total Dollar Under	\$1,496	% Error Rate Under	0.96%
Total Dollar Ineligible	\$1,692	% Error Rate Ineligible	1.08%

Cumulative Case Error Rate

Total Reviewed	585
% in Error	12.82%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$4,943		3.16%	

Recipient Error (Dollar Amount):		Recipient % Error Rate:	
\$4,761		3.04%	

Cases Dropped	101
Correct	510
Overpaid	47
Underpaid	19
Ineligible	9

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

HIPAC Counties	Agency \$ Error	Agency % Error	Recipient \$ Error	Recipient % Error	Total \$ Error	Total \$ Paid	County Error Rate	HIPAC Share	State Share
01 SE Bernalillo	\$99	100%	\$0	0%	\$99	\$6,506	1.52%	2.00%	1.02%
07 W.Dona Ana	\$503	73%	\$186	27%	\$689	\$10,061	6.85%	13.91%	7.10%
17 McKinley	\$57	37%	\$96	63%	\$153	\$5,525	2.77%	3.09%	1.58%
23 Sandoval	\$60	20%	\$247	80%	\$307	\$11,844	2.59%	6.20%	3.16%
24 San Juan	\$508	85%	\$89	15%	\$597	\$8,776	6.80%	12.06%	6.15%
26 Santa Fe	\$266	37%	\$457	63%	\$723	\$10,647	6.79%	14.60%	7.45%
35 NW Bernalillo	\$854	60%	\$560	40%	\$1,414	\$10,208	13.85%	28.55%	14.57%
36 SW Bernalillo	\$201	50%	\$200	50%	\$401	\$13,084	3.06%	8.10%	4.13%
38 S. Dona Ana	\$123	69%	\$54	31%	\$177	\$6,823	2.59%	3.57%	1.82%
39 NE Bernalillo	\$112	29%	\$280	71%	\$392	\$9,528	4.11%	7.92%	4.04%
HIPAC Sub Totals	\$2,783	56%	\$2,169	44%	\$4,952	\$93,002	5.32%	100.00%	51.03%

Non-HIPAC Counties	Agency \$ Error	Agency % Error	Recipient \$ Error	Recipient % Error	Total \$ Error	Total \$ Paid	County Error Rate	Non-HIPAC Share	State Share
03 Chaves	\$318	100%	\$0	0%	\$318	\$3,025	10.51%	6.69%	3.28%
04 Colfax/Union	\$357	76%	\$111	24%	\$468	\$1,624	28.82%	9.85%	4.82%
05 Curry	\$85	100%	\$0	0%	\$85	\$5,400	1.57%	1.79%	0.88%
08 Eddy	\$79	100%	\$0	0%	\$79	\$1,481	5.33%	1.66%	0.81%
09 Grant/Hidalgo	\$0		\$0		\$0	\$2,384	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	0%	\$104	100%	\$104	\$511	20.35%	2.19%	1.07%
13 Lea	\$0		\$0		\$0	\$2,958	0.00%	0.00%	0.00%
14 Lincoln	\$0		\$0		\$0	\$1,518	0.00%	0.00%	0.00%
16 Luna	\$0		\$0		\$0	\$2,105	0.00%	0.00%	0.00%
19 Otero	\$0	0%	\$166	100%	\$166	\$1,843	9.01%	3.49%	1.71%
20 Quay	\$0		\$0		\$0	\$610	0.00%	0.00%	0.00%
21 Rio Arriba	\$268	48%	\$294	52%	\$562	\$4,689	11.99%	11.83%	5.79%
22 Roosevelt	\$159	27%	\$436	73%	\$595	\$1,687	35.27%	12.52%	6.13%
25 San Miguel	\$74	28%	\$192	72%	\$266	\$2,213	12.02%	5.60%	2.74%
27 Sierra	\$87	100%	\$0	0%	\$87	\$2,637	3.30%	1.83%	0.90%
28 Socorro	\$92	21%	\$345	79%	\$437	\$3,069	14.24%	9.20%	4.50%
29 Taos	\$363	45%	\$446	55%	\$809	\$4,075	19.85%	17.02%	8.34%
30 Torrance	\$0		\$0		\$0	\$2,307	0.00%	0.00%	0.00%
32 S. Valencia	\$0	0%	\$77	100%	\$77	\$3,002	2.56%	1.62%	0.79%
33 Cibola	\$0		\$0		\$0	\$2,850	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0		\$0		\$0	\$1,563	0.00%	0.00%	0.00%
37 E. Dona Ana	\$86	17%	\$421	83%	\$507	\$5,603	9.05%	10.67%	5.22%
42 N. Valencia	\$192	100%	\$0	0%	\$192	\$6,432	2.99%	4.04%	1.98%
Non-HIPAC Sub Totals	\$2,160	45%	\$2,592	55%	\$4,752	\$63,586	7.47%	100.0%	48.97%

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

3. STATE - Cumulative Payment Error Rates

Total Paid	\$156,588		
Total Dollar Errors	\$9,704	Total Error Rate %	6.20%
Total Dollar Over	\$6,516	% Error Rate Over	4.16%
Total Dollar Under	\$1,496	% Error Rate Under	0.96%
Total Dollar Ineligible	\$1,692	% Error Rate Ineligible	1.08%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$4,943	3.16%

Recipient Error (Dollar Amount):	Recipient % Error Rate:
\$4,761	3.04%

Cumulative Case Error Rate

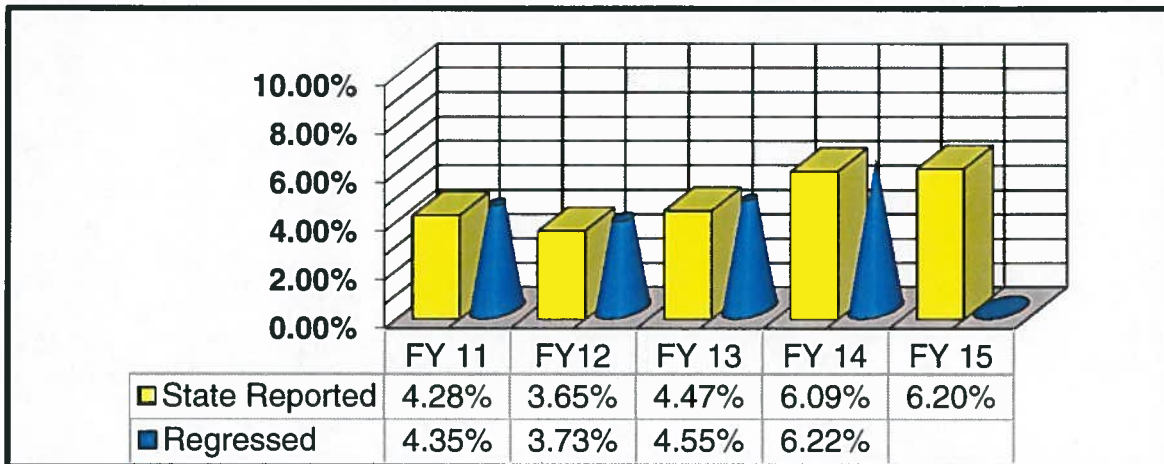
Total Reviewed	585
% in Error	12.82%

Cases Dropped	101
Correct	510
Overpaid	47
Underpaid	19
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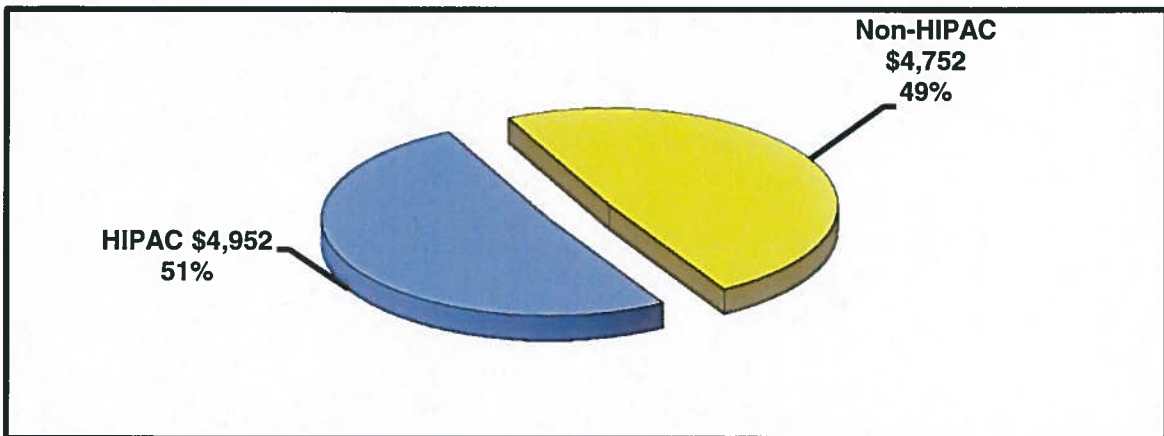
4. REGIONAL - Cumulative Payment Error Rates

	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
NE Region							
04 Colfax	\$357	\$111	\$468	\$1,624	28.82%	14.45%	4.82%
10 Guadalupe/DeBaca	\$0	\$104	\$104	\$511	20.35%	9.66%	1.07%
20 Quay	\$0	\$0	\$0	\$610	0.00%	0.00%	0.00%
21 Rio Arriba	\$268	\$294	\$562	\$4,689	11.99%	17.35%	5.79%
23 Sandoval	\$60	\$247	\$307	\$11,844	2.59%	19.90%	3.16%
25 San Miguel	\$74	\$192	\$266	\$2,213	12.02%	8.21%	2.74%
26 Santa Fe	\$266	\$457	\$723	\$10,647	6.79%	22.32%	7.45%
29 Taos	\$363	\$446	\$809	\$4,075	19.85%	24.98%	8.34%
NE Region Totals	\$1,388	\$1,851	\$3,239	\$36,213	8.94%	100.00%	33.38%
NW Region							
17 McKinley	\$57	\$96	\$153	\$5,525	2.77%	9.92%	1.58%
24 San Juan	\$508	\$89	\$597	\$8,776	6.80%	38.69%	6.15%
27 Sierra	\$87	\$0	\$87	\$2,637	3.30%	5.64%	0.90%
28 Socorro	\$92	\$345	\$437	\$3,069	14.24%	28.32%	4.50%
32 S. Valencia	\$0	\$77	\$77	\$3,002	2.56%	4.99%	0.79%
33 Cibola	\$0	\$0	\$0	\$2,850	0.00%	0.00%	0.00%
42 N. Valencia	\$192	\$0	\$192	\$6,432	2.99%	12.44%	1.98%
NW Region Totals	\$936	\$607	\$1,543	\$32,291	4.78%	100.00%	15.90%
SW Region							
07 W. Dona Ana	\$503	\$186	\$689	\$10,061	6.85%	44.65%	7.10%
09 Grant/Hidalgo	\$0	\$0	\$0	\$2,384	0.00%	0.00%	0.00%
16 Luna	\$0	\$0	\$0	\$2,105	0.00%	0.00%	0.00%
19 Otero	\$0	\$166	\$166	\$1,843	9.01%	10.76%	1.71%
37 E. Dona Ana	\$86	\$421	\$507	\$5,603	9.05%	32.86%	5.22%
38 S. Dona Ana	\$123	\$54	\$177	\$6,823	2.59%	11.47%	1.82%
SW Region Totals	\$712	\$827	\$1,539	\$28,819	5.34%	99.74%	15.86%
SE Region							
03 Chaves	\$318	\$0	\$318	\$3,025	10.51%	29.53%	3.28%
05 Curry	\$85	\$0	\$85	\$5,400	1.57%	7.89%	0.88%
08 Eddy	\$79	\$0	\$79	\$1,481	5.33%	7.34%	0.81%
13 Lea	\$0	\$0	\$0	\$2,958	0.00%	0.00%	0.00%
14 Lincoln	\$0	\$0	\$0	\$1,518	0.00%	0.00%	0.00%
22 Roosevelt	\$159	\$436	\$595	\$1,687	35.27%	55.25%	6.13%
34 Eddy/Artesia	\$0	\$0	\$0	\$1,563	0.00%	0.00%	0.00%
SE Region Totals	\$641	\$436	\$1,077	\$17,632	6.11%	100.00%	11.10%
Central Region							
01 SE Bernalillo	\$99	\$0	\$99	\$6,506	1.52%	4.29%	1.02%
35 NW Bernalillo	\$854	\$560	\$1,414	\$10,208	13.85%	61.32%	14.57%
36 SW Bernalillo	\$201	\$200	\$401	\$13,084	3.06%	17.39%	4.13%
39 NE Bernalillo	\$112	\$280	\$392	\$9,528	4.11%	17.00%	4.04%
30 Tarrant	\$0	\$0	\$0	\$2,307	0.00%	0.00%	0.00%
Central Region Totals	\$1,266	\$1,040	\$2,306	\$41,633	5.54%	100.00%	23.76%
State Totals	\$4,943	\$4,761	\$9,704	\$156,588	6.20%	100.00%	100.00%

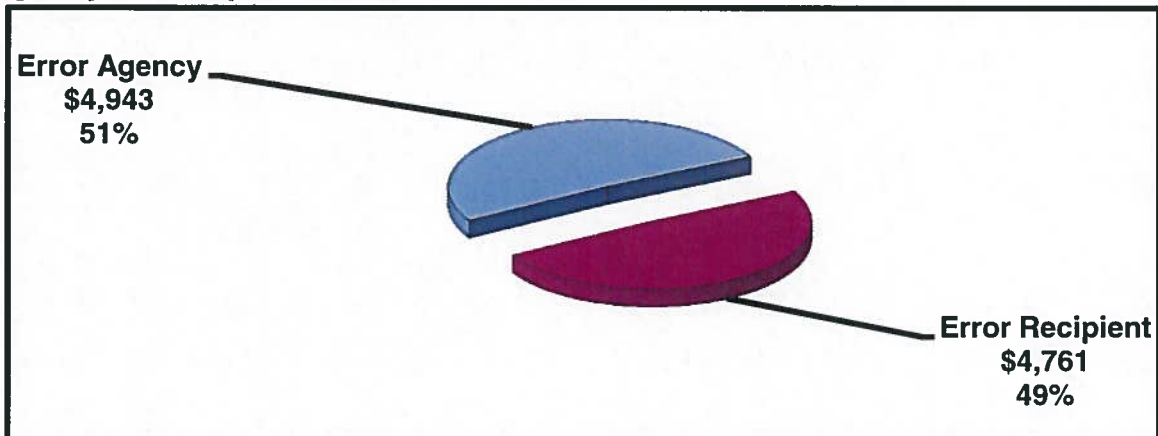
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Recipient Errors



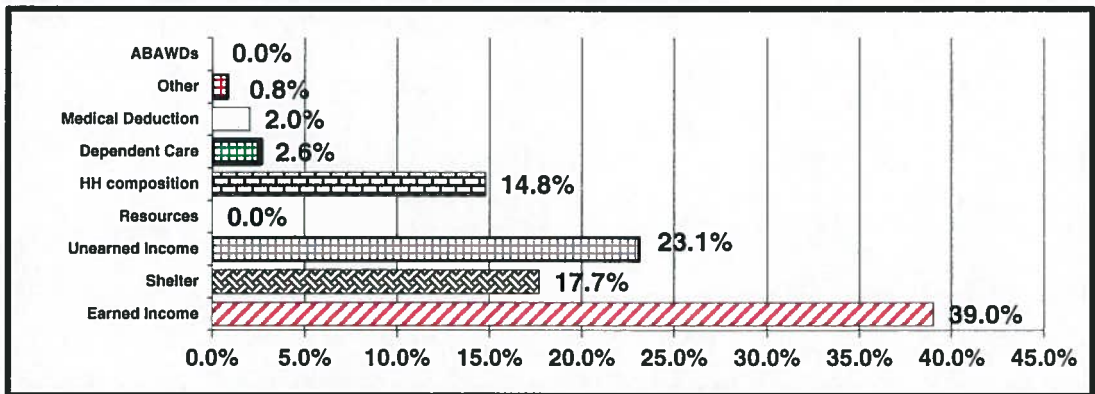
Average Recipient Error = \$159

Average Agency Error = \$110

8. AGENCY/RECIPIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

Food Stamps	Agency	Recipient	% Agency Cause
Earned Income	\$1,633	\$2,153	43.1%
Shelter	\$629	\$1,089	36.6%
Unearned Income	\$979	\$1,264	43.6%
Resources	\$0	\$0	0.0%
HH composition	\$1,178	\$255	82.2%
Dependent Care	\$250	\$0	100.0%
Medical Deduction	\$195	\$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

Percent	Total	Element	Element Discription
38.45%	\$3,731	311	WAGES & SALARIES
10.12%	\$982	150	HOUSEHOLD COMPOSITION
16.30%	\$1,582	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
1.40%	\$136	364	SUA
3.06%	\$297	130	CITIZENSHIP/NON-CITIZEN STATUS
3.05%	\$296	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
2.11%	\$205	342	CONTRIBUTIONS
0.59%	\$57	333	SSI BENEFITS
1.95%	\$189	334	UCB BENEFITS
5.32%	\$516	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
9.51%	\$923	346	OTHER UEI
1.59%	\$154	111	STUDENT STATUS
2.01%	\$195	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
1.40%	\$136	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
0.57%	\$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
2.58%	\$250	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	\$1,638	\$792	\$61	\$228
P	\$3,305	\$841	\$1,117	\$751
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
Total	\$4,943	\$1,633	\$1,178	\$979

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 77% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$2,257	\$1,383	\$2,072	\$2,615	\$1,011	\$366
%	23.3%	14.3%	21.4%	26.9%	10.4%	3.8%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.1
Error Cases	2.7
Client Error Cases	2.7

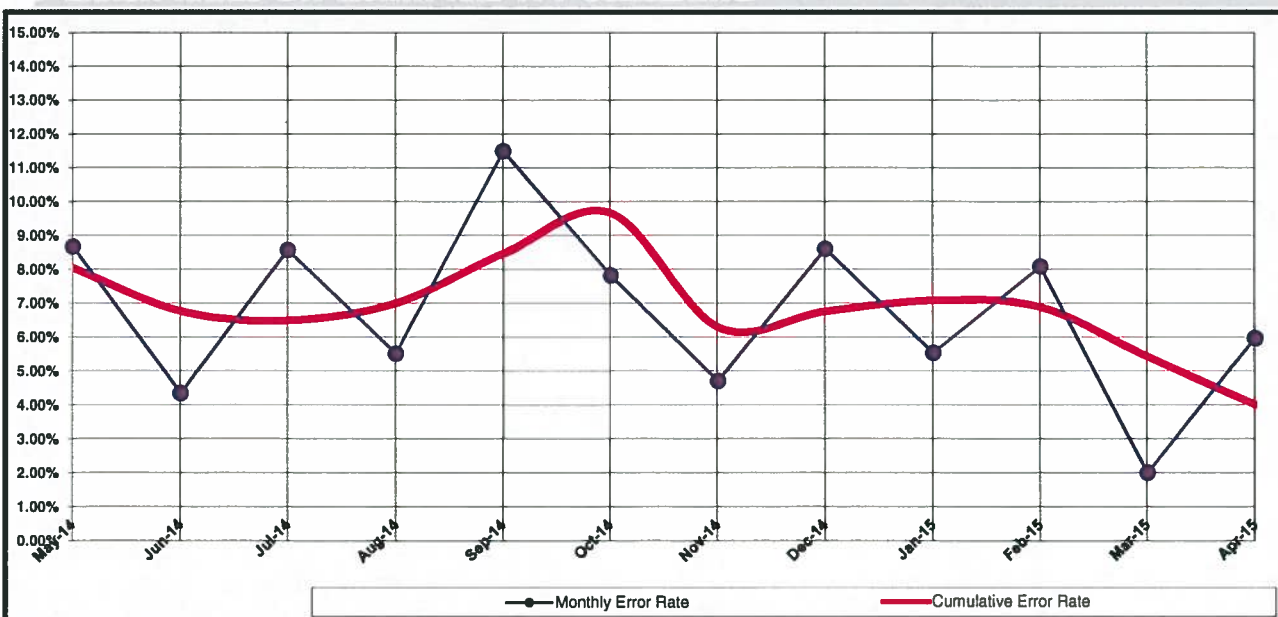
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,462	15.1%
Recert	\$4,725	48.7%
Change	\$690	7.1%
Transitional FS	\$0	0.0%
Semi Annual	\$2,172	22.4%
Annual Report	\$655	6.7%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	13	17.3%
Recert	32	42.7%
Change	8	10.7%
Transitional FS	0	0.0%
Semi-Annual	13	17.3%
Annual Report	9	12.0%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

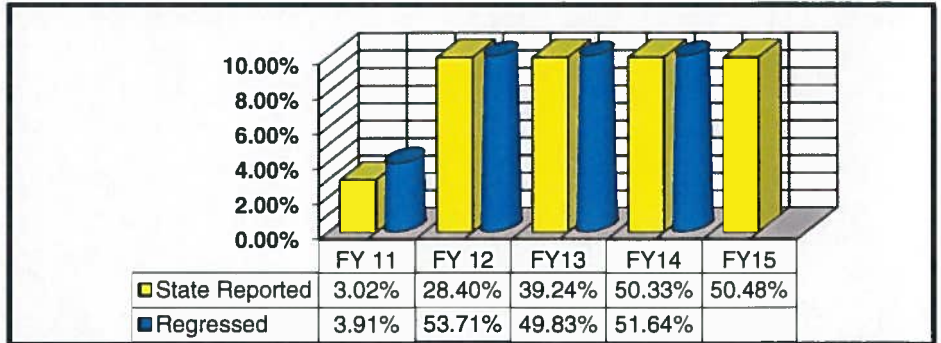


FFY 2015 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

Valid	200
Invalid Total	265
Invalid Error	47
Invalid Notice	218
Drop	60
Total Sampled	525
% Invalid Notice	41.52%
% Invalid Error	8.95%
% Invalid Total	50.48%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

NE Region		Valid	Invalid	Total	Invalid
04	Colfax	0	4	4	100.0%
10	Guad/DeBaca	1	0	1	0.0%
20	Quay	0	1	1	100.0%
21	Rio Arriba	4	8	12	66.7%
23	Sandoval	8	18	26	69.2%
25	San Miguel	7	4	11	36.4%
26	Santa Fe	11	20	31	64.5%
29	Taos	4	8	12	66.7%
NE Region Totals		35	63	98	64.3%

NW Region		Valid	Invalid	Total	Invalid
17	McKinley	5	11	16	68.8%
24	San Juan	18	12	30	40.0%
27	Sierra	3	3	6	50.0%
28	Socorro	2	3	5	60.0%
32	S. Valencia	0	7	7	100.0%
33	Cibola	7	3	10	30.0%
42	N. Valencia	7	6	13	46.2%
NW Region Totals		42	45	87	51.7%

SE Region		Valid	Invalid	Total	Invalid
03	Chaves	11	3	14	21.4%
05	Curry	4	4	8	50.0%
08	Eddy	6	2	8	25.0%
13	Lea	4	7	11	63.6%
14	Lincoln	1	5	6	83.3%
22	Roosevelt	1	4	5	0.0%
34	Eddy/Artesia	2	4	6	0.0%
SE Region Totals		29	29	58	50.0%

SW Region Totals		Valid	Invalid	Total	Invalid
07	W. Dona Ana	14	7	21	33.3%
09	Grant/Hidalgo	5	4	9	44.4%
16	Luna	1	9	10	90.0%
19	Otero	6	1	7	14.3%
37	E. Dona Ana	5	10	15	66.7%
38	S. Dona Ana	8	9	17	52.9%
SW Region Totals		39	40	79	50.6%

Central Region		Valid	Invalid	Total	Invalid
01	SE Bernalillo	10	26	36	72.2%
35	NW Bernalillo	17	16	33	48.5%
36	SW Bernalillo	17	18	35	51.4%
39	NE Bernalillo	9	24	33	72.7%
30	Torrance	2	4	6	66.7%
Central Region Totals		55	88	143	61.5%

Negative Action Time of Occurrence		
Closure	127	47.9%
Denial	138	52.1%

4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% Of Total
Notices	109	41.13%	109	41.13%	218	82.26%
Application	28	10.57%	1	0.38%	29	10.94%
Verification	0	0.00%	0	0.00%	0	0.00%
Employment & Training	0	0.00%	3	1.13%	3	1.13%
Combined Net Income	1	0.38%	5	1.89%	6	2.26%
Combined Gross Income	3	1.13%	3	1.13%	6	2.26%
Voluntary Quit/Reduced Work	0	0.00%	0	0.00%	0	0.00%
Other	0	0.00%	1	0.38%	1	0.38%
Wages and Salaries	0	0.00%	1	0.38%	1	0.38%
Work Registration	0	0.00%	1	0.38%	1	0.38%
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
NE Region													
Colfax	96.8%	100.0%	90.5%	82.8%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%			96.6%
Guadalupe	100.0%	100.0%	100.0%	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%	100.0%	96.4%	100.0%			97.7%
Rio Arriba	93.6%	94.8%	87.7%	92.9%	89.2%	97.9%	97.8%	98.1%	97.6%	98.0%			94.8%
San Miguel	89.7%	95.4%	97.6%	97.0%	93.5%	88.5%	96.8%	94.2%	98.3%	98.5%			94.9%
Sandoval	81.8%	85.7%	80.9%	82.9%	73.7%	80.3%	89.2%	95.5%	95.7%	97.8%			86.3%
Santa Fe	72.5%	74.9%	67.6%	76.2%	74.5%	80.8%	88.6%	94.2%	96.6%	99.1%			82.5%
Taos	82.9%	86.1%	92.6%	89.9%	91.7%	94.8%	98.8%	98.4%	100.0%	100.0%			93.5%
NE Region TOTAL	89.6%	85.1%	81.1%	84.4%	80.9%	86.4%	92.5%	97.6%	96.9%	98.5%			89.3%
NW Region													
Cibola	93.5%	90.5%	86.2%	94.3%	96.6%	92.9%	100.0%	96.9%	100.0%	97.1%			94.8%
McKinley	87.7%	91.6%	91.7%	87.7%	89.6%	93.6%	96.0%	95.3%	96.9%	97.2%			92.7%
San Juan	91.5%	84.0%	90.0%	88.3%	79.7%	83.9%	96.3%	92.6%	91.4%	95.2%			89.3%
Sierra	94.1%	91.7%	97.5%	100.0%	100.0%	100.0%	95.7%	90.0%	93.8%	94.9%			95.8%
Socorro	96.7%	92.0%	92.1%	97.6%	96.9%	100.0%	100.0%	94.3%	98.2%	95.6%			96.3%
S. Valencia	88.4%	94.8%	95.9%	96.4%	96.2%	98.1%	98.0%	93.3%	96.7%	94.7%			95.3%
N. Valencia	91.5%	92.3%	92.7%	90.9%	76.7%	86.3%	92.7%	89.3%	93.8%	91.9%			89.8%
NW Region TOTAL	91.9%	89.0%	91.5%	91.2%	87.3%	90.1%	96.3%	93.1%	94.5%	95.1%			92.0%
SW Region													
Dona Ana (West)	98.8%	90.7%	95.1%	97.0%	95.3%	99.0%	95.4%	96.3%	99.1%	98.6%			96.5%
Dona Ana (East)	95.0%	85.3%	85.3%	94.4%	93.4%	100.0%	97.1%	99.2%	99.3%	99.2%			94.8%
Dona Ana (Southern)	90.0%	81.3%	86.3%	85.5%	86.0%	92.4%	94.6%	95.2%	96.3%	99.0%			90.7%
Grant/Hidalgo	93.1%	93.8%	90.8%	91.4%	79.7%	92.2%	96.4%	96.5%	98.6%	100.0%			93.3%
Luna	90.9%	98.3%	98.9%	95.5%	100.0%	95.2%	93.9%	95.8%	100.0%	98.9%			96.7%
Otero	95.9%	95.9%	91.5%	99.0%	96.3%	94.9%	98.0%	97.8%	100.0%	100.0%			96.9%
SW Region Total	93.4%	90.3%	91.5%	94.8%	91.9%	96.4%	96.0%	96.8%	99.0%	99.2%			94.9%
SE Region													
Chaves	88.0%	90.4%	95.5%	95.3%	85.7%	91.2%	99.1%	97.5%	96.4%	99.3%			93.8%
Curry	86.1%	82.2%	94.5%	97.6%	90.0%	94.1%	95.8%	97.9%	100.0%	98.3%			93.7%
Eddy	90.5%	88.1%	86.7%	77.9%	93.9%	88.9%	89.4%	84.2%	96.6%	93.5%			89.0%
Eddy (Artesia)	85.7%	90.9%	100.0%	89.3%	85.5%	76.5%	89.5%	83.3%	97.7%	96.9%			89.5%
Lea	97.3%	91.1%	81.3%	94.9%	86.6%	93.3%	96.8%	97.5%	97.5%	99.4%			93.6%
Lincoln	85.7%	93.8%	96.6%	100.0%	100.0%	95.5%	96.6%	100.0%	100.0%	96.8%			96.5%
Roosevelt	95.5%	92.3%	100.0%	100.0%	87.5%	85.7%	93.6%	100.0%	100.0%	100.0%			95.5%
SE Region Total	89.8%	88.9%	91.8%	93.1%	88.3%	90.8%	95.3%	94.3%	97.9%	98.0%			92.8%
Central Region													
Bernalillo (NE)	87.6%	86.0%	90.0%	90.8%	86.4%	88.8%	92.3%	92.2%	94.2%	94.1%			90.2%
Bernalillo (NW)	87.5%	91.4%	85.3%	87.7%	86.5%	92.5%	98.2%	98.4%	97.5%	96.8%			92.2%
Bernalillo (SE)	85.5%	83.7%	86.7%	82.2%	82.6%	91.7%	95.1%	97.9%	95.4%	97.8%			89.9%
Bernalillo (SW)	91.6%	86.0%	90.3%	87.7%	80.2%	90.0%	89.2%	91.3%	93.7%	99.4%			89.9%
Torrance	88.6%	91.6%	84.0%	92.3%	91.7%	94.2%	98.2%	96.7%	100.0%	92.8%			93.0%
Central Region Total	88.2%	86.4%	88.1%	87.7%	84.3%	89.0%	93.8%	95.3%	95.3%	96.6%			90.5%
STATE TOTAL	90.6%	87.5%	88.1%	89.3%	85.7%	90.0%	94.5%	95.4%	96.5%	97.4%			91.5%

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
NE Region													
Colfax	90.7%	100.0%	96.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			98.7%
Guadalupe	88.3%	96.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.8%			97.9%
Quay	98.0%	91.7%	100.0%	93.1%	100.0%	93.8%	93.3%	94.0%	100.0%	95.5%			95.9%
Rio Arriba	97.8%	92.8%	100.0%	90.3%	95.7%	98.8%	98.8%	100.0%	95.5%	96.0%			96.6%
San Miguel	96.0%	97.1%	97.3%	94.6%	97.4%	100.0%	97.6%	100.0%	96.3%	100.0%			97.6%
Sandoval	90.8%	91.6%	92.1%	83.1%	90.9%	84.9%	90.1%	91.4%	88.8%	94.4%			89.8%
Santa Fe	87.8%	88.7%	89.8%	87.9%	96.0%	95.2%	94.0%	94.2%	90.6%	95.5%			92.0%
Taos	94.2%	96.5%	92.6%	96.5%	98.7%	100.0%	100.0%	98.7%	95.4%	100.0%			97.3%
NE Region TOTAL	93.0%	92.6%	93.4%	89.1%	87.8%	92.7%	94.1%	97.3%	92.6%	96.1%			95.7%
NW Region													
Cibola	98.7%	93.8%	98.4%	94.6%	98.2%	89.5%	98.2%	96.4%	98.4%	95.3%			96.2%
McKinley	95.2%	88.5%	81.3%	91.7%	90.7%	92.5%	95.1%	98.2%	92.9%	96.5%			92.3%
San Juan	92.5%	97.3%	98.0%	96.5%	93.6%	95.6%	93.3%	96.7%	90.1%	95.7%			94.9%
Sierra	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%	95.8%	96.3%	98.0%	96.8%			98.5%
Socorro	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	96.6%	100.0%	96.0%	100.0%			99.1%
S. Valencia	100.0%	97.2%	97.8%	100.0%	93.3%	97.8%	97.6%	100.0%	100.0%	100.0%			98.4%
N. Valencia	94.4%	99.0%	96.5%	88.8%	97.8%	93.9%	94.7%	90.5%	92.0%	100.0%			94.8%
NW Region TOTAL	97.0%	96.0%	96.0%	95.0%	94.7%	94.8%	95.2%	96.9%	93.3%	95.8%			96.3%
SW Region													
Dona Ana (West)	98.3%	95.9%	97.9%	98.6%	98.0%	98.0%	96.9%	96.7%	99.0%	96.2%			97.6%
Dona Ana (East)	99.0%	99.3%	96.8%	100.0%	98.1%	99.4%	98.3%	98.9%	97.5%	98.3%			98.6%
Dona Ana (Southern)	100.0%	86.6%	99.2%	87.2%	92.9%	96.8%	95.8%	96.8%	91.5%	98.5%			94.5%
Grant/Hidalgo	97.2%	93.8%	97.3%	97.6%	98.5%	94.4%	95.8%	97.4%	93.0%	95.4%			96.0%
Luna	98.0%	99.2%	100.0%	98.4%	100.0%	97.3%	100.0%	98.5%	93.1%	97.1%			98.2%
Otero	100.0%	96.0%	100.0%	96.7%	100.0%	98.6%	100.0%	97.0%	95.8%	97.9%			98.2%
SW Region Total	99.0%	95.3%	98.3%	96.1%	97.3%	97.7%	97.6%	97.6%	95.9%	97.4%			97.2%
SE Region													
Chaves	97.6%	100.0%	98.0%	95.9%	96.5%	97.4%	94.6%	94.6%	96.4%	98.9%			97.0%
Curry	91.8%	90.7%	89.3%	88.0%	88.0%	94.2%	97.5%	94.0%	96.4%	90.0%			92.0%
Eddy	94.2%	97.0%	97.8%	94.7%	87.7%	92.0%	94.2%	95.9%	96.7%	96.4%			94.7%
Eddy (Artesia)	97.4%	96.6%	100.0%	96.8%	92.4%	92.9%	92.3%	94.1%	100.0%	96.4%			95.9%
Lea	76.9%	91.7%	95.1%	94.7%	86.2%	93.3%	87.8%	97.1%	97.5%	95.6%			91.6%
Lincoln	100.0%	100.0%	100.0%	100.0%	93.5%	94.2%	97.4%	100.0%	97.9%	98.0%			98.1%
Roosevelt	77.8%	91.7%	100.0%	88.9%	90.9%	75.9%	87.1%	96.9%	96.6%	93.5%			89.9%
SE Region Total	90.8%	95.5%	96.4%	93.9%	91.1%	93.5%	93.0%	96.1%	97.2%	96.0%			94.2%
Central Region													
Bernalillo (NE)	93.2%	98.9%	92.4%	87.3%	83.3%	86.0%	92.3%	96.6%	94.3%	89.9%			91.4%
Bernalillo (NW)	90.6%	92.2%	89.0%	87.6%	91.6%	93.2%	94.7%	94.3%	94.8%	93.3%			92.1%
Bernalillo (SE)	92.0%	87.1%	83.5%	77.7%	83.7%	91.3%	99.1%	92.2%	93.2%	93.9%			89.4%
Bernalillo (SW)	90.2%	98.2%	85.1%	93.7%	88.6%	95.3%	94.0%	95.7%	96.2%	92.2%			92.9%
Torrance	97.4%	94.5%	97.9%	93.2%	99.0%	95.7%	96.8%	92.3%	98.1%	100.0%			96.5%
Central Region Total	92.7%	94.3%	88.3%	87.3%	88.1%	91.6%	94.6%	94.2%	95.3%	93.9%			92.0%
STATE TOTAL	94.5%	94.5%	93.6%	91.5%	92.9%	94.0%	94.9%	96.4%	94.8%	96.0%			94.3%

	October 1 st	November 1 st	December 1 st	January 1 st	February 1 st	March 1 st	April 1 st	May 1 st	June 1 st	July 1 st	August 1 st	September 1 st	Yearly Average
NE Region													
Colfax			0.0%				50.0%						33.3%
Guadalupe					0.0%								0.0%
Quay	100.0%												100.0%
Rio Arriba	66.7%	66.7%	0.0%	100.0%	50.0%	100.0%	100.0%						70.6%
Sandoval	100.0%	66.7%	100.0%	66.7%	50.0%	100.0%	80.0%						77.3%
San Miguel	100.0%	100.0%		100.0%		100.0%	100.0%						100.0%
Santa Fe	50.0%	100.0%	75.0%	75.0%	80.0%	100.0%	50.0%						78.3%
Taos		100.0%		100.0%	100.0%								100.0%
NE Region TOTAL	77.8%	85.7%	50.0%	83.3%	50.0%	100.0%	76.9%						77.5%
NW Region													
Cibola	100.0%				100.0%	0.0%	100.0%						80.0%
McKinley	100.0%	100.0%	50.0%	100.0%	100.0%	50.0%	66.7%						76.9%
San Juan	100.0%	66.7%	66.7%	75.0%	100.0%	100.0%	50.0%						76.5%
Sierra	100.0%	100.0%	100.0%			100.0%							100.0%
Socorro	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%						100.0%
Valencia South		100.0%	50.0%	100.0%	100.0%	100.0%							83.3%
Valencia North				100.0%	100.0%	100.0%							100.0%
NW Region TOTAL	100.0%	87.5%	70.0%	90.0%	100.0%	75.0%	75.0%						84.7%
SW Region													
Dona Ana (West)	100.0%	100.0%	33.3%	100.0%	66.7%	100.0%	100.0%						84.2%
Dona Ana (East)	50.0%	100.0%	100.0%		100.0%	100.0%	100.0%						87.5%
Dona Ana (South)	100.0%	50.0%		100.0%	100.0%	66.7%	100.0%						87.5%
Grant/Hidalgo			100.0%		100.0%		100.0%						100.0%
Luna	100.0%					50.0%							80.0%
Otero	0.0%		100.0%	0.0%			100.0%						66.7%
SW Region Total	80.0%	75.0%	71.4%	83.3%	91.7%	75.0%	100.0%						84.5%
SE Region													
Chaves	100.0%	100.0%		100.0%	50.0%	100.0%	50.0%						77.8%
Curry		0.0%	100.0%	0.0%	100.0%	100.0%	100.0%						75.0%
Eddy			100.0%	100.0%	100.0%	100.0%							100.0%
Eddy (Artesia)					100.0%	100.0%	100.0%						100.0%
Lea	100.0%			50.0%	0.0%		33.3%						42.9%
Lincoln		50.0%											50.0%
Roosevelt							100.0%						100.0%
SE Region Total	100.0%	50.0%	100.0%	75.0%	71.4%	100.0%	66.7%						75.7%
Central Region													
Bernalillo (NE)	100.0%	66.7%	100.0%		33.3%	66.7%	83.3%						70.6%
Bernalillo (NW)	50.0%	50.0%	80.0%	100.0%	100.0%	66.7%	66.7%						73.9%
Bernalillo (SE)	100.0%	100.0%	66.7%	100.0%	100.0%	60.0%	100.0%						81.3%
Bernalillo (SW)	66.7%	100.0%	100.0%	75.0%	66.7%	50.0%	50.0%						76.7%
Torrance	100.0%	100.0%											100.0%
Central Region Total	76.9%	83.3%	85.7%	84.6%	70.0%	60.0%	76.9%						76.7%
STATE TOTAL	82.1%	81.0%	73.8%	83.6%	80.0%	76.2%	79.6%						79.6%