
General Information Memorandum

ISD-GI 16-22

TO: ISD Employees

FROM:  Marilyn Martinez, Director, Income Support Division

RE: FFY 2016 SNAP Performance Report

DATE: March 1, 2016

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2016. This report includes all Quality Control (QC) findings received for the review month of October 2015. All errors for October 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 2016**

1. STATE - Cumulative Payment Error Rates

| | | | |
|----------------------------|-----------------|---------------------------|--------------|
| Total Paid | \$22,195 | | |
| Total Dollar Errors | \$1,950 | Total Error Rate % | 8.79% |
| Total Dollar Over | \$1,737 | % Error Rate Over | 7.83% |
| Total Dollar Under | \$119 | % Error Rate Under | 0.54% |
| Total Dollar Ineligible | \$94 | % Error Rate Ineligible | 0.42% |

Cumulative Case Error Rate

| | |
|-----------------------|---------------|
| Total Reviewed | 85 |
| % in Error | 18.82% |

| | | | |
|--------------------------------------|--|-----------------------------|--|
| Agency Error (Dollar Amount): | | Agency % Error Rate: | |
| \$1,559 | | 7.02% | |

| | |
|----------------------|-----------|
| Cases Dropped | 13 |
| Correct | 69 |
| Overpaid | 14 |
| Underpaid | 1 |
| Ineligible | 1 |

| | | | |
|---|--|--------------------------------|--|
| Recipient Error (Dollar Amount): | | Recipient % Error Rate: | |
| \$391 | | 1.76% | |

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

| Counties | Agency \$ Error | Agency % Error | Recipient \$ Error | Recipient % Error | Total \$ Error | Total \$ Paid | County Error Rate | State Share |
|---------------------|-----------------|----------------|--------------------|-------------------|----------------|-----------------|-------------------|---------------|
| 01 SE Bernalillo | \$0 | | \$0 | | \$0 | \$1,215 | 0.00% | 0.00% |
| 03 Chaves | \$391 | 83% | \$82 | 17% | \$473 | \$2,392 | 19.77% | 24.26% |
| 04 Cofax/Union | \$0 | | \$0 | | \$0 | \$219 | 0.00% | 0.00% |
| 05 Curry | \$0 | | \$0 | | \$0 | \$138 | 0.00% | 0.00% |
| 07 W.Dona Ana | \$0 | | \$0 | | \$0 | \$1,708 | 0.00% | 0.00% |
| 08 Eddy | \$0 | | \$0 | | \$0 | \$866 | 0.00% | 0.00% |
| 09 Grant/Hidalgo | \$172 | 100% | \$0 | 0% | \$172 | \$357 | 48.18% | 8.82% |
| 10 Guadalupe/DeBaca | \$0 | | \$0 | | \$0 | \$194 | 0.00% | 0.00% |
| 13 Lea | \$0 | | \$0 | | \$0 | \$357 | 0.00% | 0.00% |
| 14 Lincoln | \$0 | | \$0 | | \$0 | \$29 | 0.00% | 0.00% |
| 16 Luna | \$381 | 100% | \$0 | 0% | \$381 | \$1,357 | 28.08% | 19.54% |
| 17 McKinley | \$149 | 100% | \$0 | 0% | \$149 | \$583 | 25.56% | 7.64% |
| 19 Otero | \$0 | 0% | \$44 | 100% | \$44 | \$1,301 | 3.38% | 2.26% |
| 20 Quay | \$0 | | \$0 | | \$0 | \$0 | 0.00% | 0.00% |
| 21 Rio Arriba | \$0 | | \$0 | | \$0 | \$649 | 0.00% | 0.00% |
| 22 Roosevelt | \$0 | | \$0 | | \$0 | \$0 | 0.00% | 0.00% |
| 23 Sandoval | \$0 | | \$0 | | \$0 | \$1,086 | 0.00% | 0.00% |
| 24 San Juan | \$0 | | \$0 | | \$0 | \$1,358 | 0.00% | 0.00% |
| 25 San Miguel | \$75 | 100% | \$0 | 0% | \$75 | \$304 | 24.67% | 3.85% |
| 26 Santa Fe | \$46 | 100% | \$0 | 0% | \$46 | \$655 | 7.02% | 2.36% |
| 27 Sierra | \$0 | | \$0 | | \$0 | \$16 | 0.00% | 0.00% |
| 28 Socorro | \$0 | | \$0 | | \$0 | \$0 | 0.00% | 0.00% |
| 29 Taos | \$0 | | \$0 | | \$0 | \$64 | 0.00% | 0.00% |
| 30 Torrance | \$0 | | \$0 | | \$0 | \$0 | 0.00% | 0.00% |
| 32 S. Valencia | \$0 | | \$0 | | \$0 | \$1,199 | 0.00% | 0.00% |
| 33 Cibola | \$0 | | \$0 | | \$0 | \$0 | 0.00% | 0.00% |
| 34 Eddy/Artesia | \$0 | | \$0 | | \$0 | \$771 | 0.00% | 0.00% |
| 35 NW Bernalillo | \$226 | 72% | \$86 | 28% | \$312 | \$2,379 | 13.11% | 16.00% |
| 36 SW Bernalillo | \$0 | | \$0 | | \$0 | \$600 | 0.00% | 0.00% |
| 37 E. Dona Ana | \$0 | | \$0 | | \$0 | \$251 | 0.00% | 0.00% |
| 38 S. Dona Ana | \$119 | 100% | \$0 | 0% | \$119 | \$600 | 19.83% | 6.10% |
| 39 NE Bernalillo | \$0 | | \$0 | | \$0 | \$503 | 0.00% | 0.00% |
| 42 N. Valencia | \$0 | 0% | \$179 | 100% | \$179 | \$1,044 | 17.15% | 9.18% |
| Sub Totals | \$1,559 | 80% | \$391 | 20% | \$1,950 | \$22,195 | 8.79% | 100.0% |

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2016**

3. STATE - Cumulative Payment Error Rates

| | | | |
|----------------------------|-----------------|---------------------------|--------------|
| Total Paid | \$22,195 | | |
| Total Dollar Errors | \$1,950 | Total Error Rate % | 8.79% |
| Total Dollar Over | \$1,737 | % Error Rate Over | 7.83% |
| Total Dollar Under | \$119 | % Error Rate Under | 0.54% |
| Total Dollar Ineligible | \$94 | % Error Rate Ineligible | 0.42% |

| | |
|--------------------------------------|-----------------------------|
| Agency Error (Dollar Amount): | Agency % Error Rate: |
| \$1,559 | 7.02% |

| | |
|---|--------------------------------|
| Recipient Error (Dollar Amount): | Recipient % Error Rate: |
| \$391 | 1.76% |

Cumulative Case Error Rate

| | |
|-----------------------|---------------|
| Total Reviewed | 85 |
| % In Error | 18.82% |

| | |
|----------------------|-----------|
| Cases Dropped | 13 |
| Correct | 69 |
| Overpaid | 14 |
| Underpaid | 1 |
| Ineligible | 1 |

4. REGIONAL - Cumulative Payment Error Rates

| NE Region | Agency \$ Error | Recipient \$ Error | Total \$ Error | Total \$ Paid | County Error Rate |
|-------------------------|-----------------|--------------------|----------------|----------------|-------------------|
| 04 Colfax | \$0 | \$0 | \$0 | \$219 | 0.00% |
| 10 Guadalupe/DeBaca | \$0 | \$0 | \$0 | \$194 | 0.00% |
| 20 Quay | \$0 | \$0 | \$0 | \$0 | 0.00% |
| 21 Rio Arriba | \$0 | \$0 | \$0 | \$649 | 0.00% |
| 23 Sandoval | \$0 | \$0 | \$0 | \$1,086 | 0.00% |
| 25 San Miguel | \$75 | \$0 | \$75 | \$304 | 24.67% |
| 26 Santa Fe | \$46 | \$0 | \$46 | \$655 | 7.02% |
| 29 Taos | \$0 | \$0 | \$0 | \$64 | 0.00% |
| NE Region Totals | \$121 | \$0 | \$121 | \$3,171 | 3.82% |

| Region Share |
|----------------|
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 61.98% |
| 38.02% |
| 0.00% |
| 100.00% |

| State Share |
|--------------|
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 3.85% |
| 2.36% |
| 0.00% |
| 6.21% |

| NW Region | Agency \$ Error | Recipient \$ Error | Total \$ Error | Total \$ Paid | County Error Rate |
|-------------------------|-----------------|--------------------|----------------|----------------|-------------------|
| 17 McKinley | \$149 | \$0 | \$149 | \$583 | 25.56% |
| 24 San Juan | \$0 | \$0 | \$0 | \$1,358 | 0.00% |
| 27 Sierra | \$0 | \$0 | \$0 | \$16 | 0.00% |
| 28 Socorro | \$0 | \$0 | \$0 | \$0 | 0.00% |
| 32 S. Valencia | \$0 | \$0 | \$0 | \$1,199 | 0.00% |
| 33 Cibola | \$0 | \$0 | \$0 | \$0 | 0.00% |
| 42 N. Valencia | \$0 | \$179 | \$179 | \$1,044 | 17.15% |
| NW Region Totals | \$149 | \$179 | \$328 | \$4,200 | 7.81% |

| |
|----------------|
| 45.43% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 54.57% |
| 100.00% |

| |
|---------------|
| 7.64% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 9.18% |
| 16.82% |

| SW Region | Agency \$ Error | Recipient \$ Error | Total \$ Error | Total \$ Paid | County Error Rate |
|-------------------------|-----------------|--------------------|----------------|----------------|-------------------|
| 07 W. Dona Ana | \$0 | \$0 | \$0 | \$1,708 | 0.00% |
| 09 Grant/Hidalgo | \$172 | \$0 | \$172 | \$357 | 48.18% |
| 16 Luna | \$381 | \$0 | \$381 | \$1,357 | 28.08% |
| 19 Otero | \$0 | \$44 | \$44 | \$1,301 | 3.38% |
| 37 E. Dona Ana | \$0 | \$0 | \$0 | \$251 | 0.00% |
| 38 S. Dona Ana | \$119 | \$0 | \$119 | \$600 | 19.83% |
| SW Region Totals | \$672 | \$44 | \$716 | \$5,574 | 12.85% |

| |
|----------------|
| 0.00% |
| 24.02% |
| 53.21% |
| 6.15% |
| 0.00% |
| 0.00% |
| 16.62% |
| 100.00% |

| |
|---------------|
| 0.00% |
| 8.82% |
| 19.54% |
| 2.26% |
| 0.00% |
| 0.00% |
| 6.10% |
| 36.72% |

| SE Region | Agency \$ Error | Recipient \$ Error | Total \$ Error | Total \$ Paid | County Error Rate |
|-------------------------|-----------------|--------------------|----------------|----------------|-------------------|
| 03 Chaves | \$391 | \$82 | \$473 | \$2,392 | 19.77% |
| 05 Curry | \$0 | \$0 | \$0 | \$138 | 0.00% |
| 08 Eddy | \$0 | \$0 | \$0 | \$866 | 0.00% |
| 13 Lea | \$0 | \$0 | \$0 | \$357 | 0.00% |
| 14 Lincoln | \$0 | \$0 | \$0 | \$29 | 0.00% |
| 22 Roosevelt | \$0 | \$0 | \$0 | \$0 | 0.00% |
| 34 Eddy/Artesia | \$0 | \$0 | \$0 | \$771 | 0.00% |
| SE Region Totals | \$391 | \$82 | \$473 | \$4,553 | 10.39% |

| |
|----------------|
| 100.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 100.00% |

| |
|---------------|
| 24.26% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 24.26% |

| Central Region | Agency \$ Error | Recipient \$ Error | Total \$ Error | Total \$ Paid | County Error Rate |
|------------------------------|-----------------|--------------------|----------------|----------------|-------------------|
| 01 SE Bernalillo | \$0 | \$0 | \$0 | \$1,215 | 0.00% |
| 35 NW Bernalillo | \$226 | \$86 | \$312 | \$2,379 | 13.11% |
| 36 SW Bernalillo | \$0 | \$0 | \$0 | \$600 | 0.00% |
| 39 NE Bernalillo | \$0 | \$0 | \$0 | \$503 | 0.00% |
| 30 Torrance | \$0 | \$0 | \$0 | \$0 | 0.00% |
| Central Region Totals | \$226 | \$86 | \$312 | \$4,697 | 6.64% |

| |
|----------------|
| 0.00% |
| 100.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 100.00% |

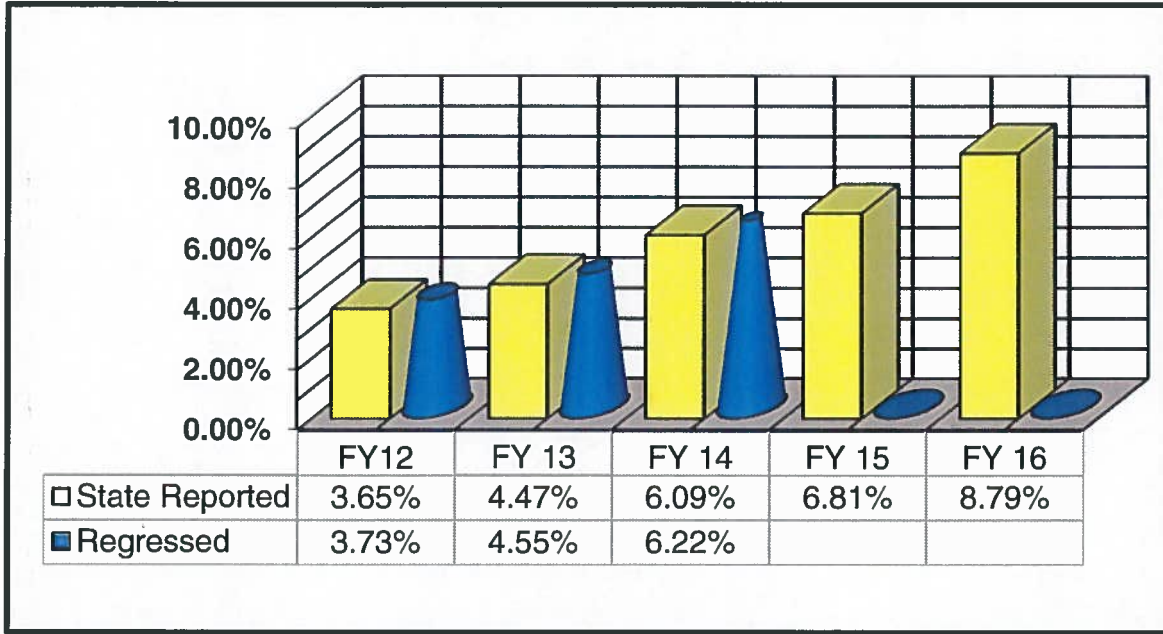
| |
|---------------|
| 0.00% |
| 16.00% |
| 0.00% |
| 0.00% |
| 0.00% |
| 16.00% |

| | | | | | |
|---------------------|----------------|--------------|----------------|-----------------|--------------|
| State Totals | \$1,559 | \$391 | \$1,950 | \$22,195 | 8.79% |
|---------------------|----------------|--------------|----------------|-----------------|--------------|

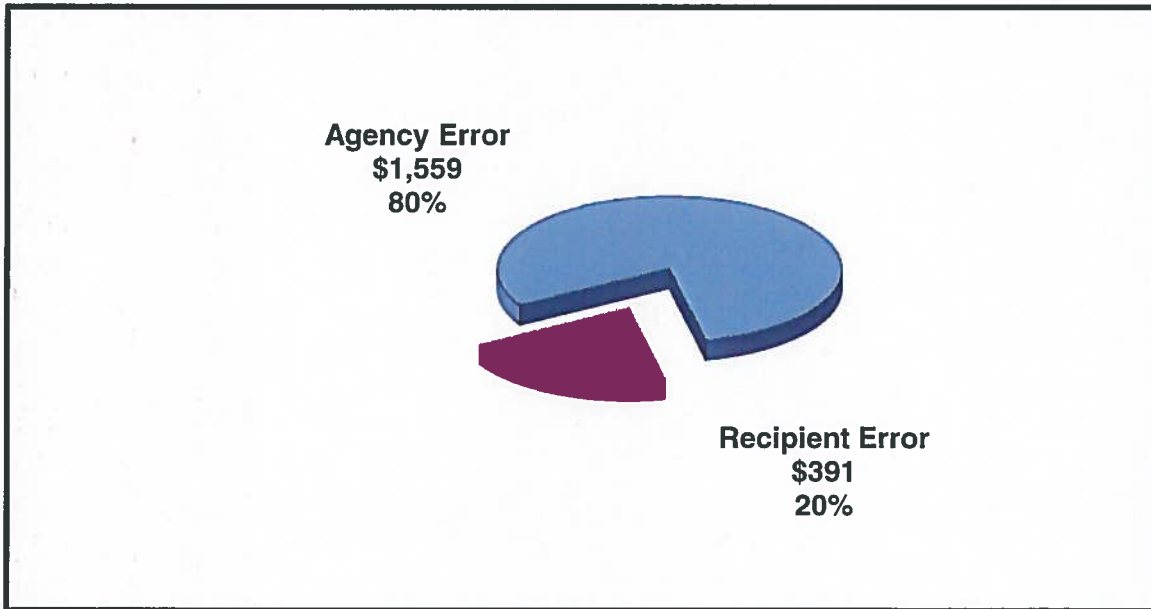
| |
|----------------|
| 100.00% |
|----------------|

| |
|----------------|
| 100.00% |
|----------------|

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



6. Agency-vs-Recipient Errors



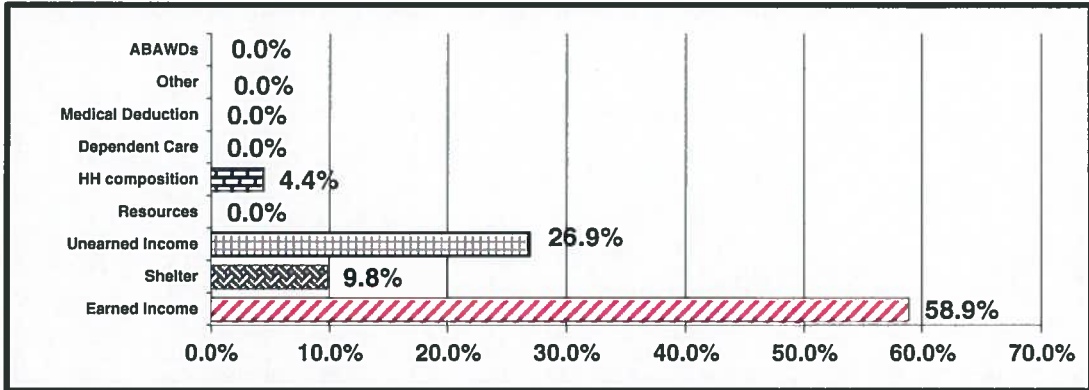
Average Recipient Error = \$78

Average Agency Error = \$142

7. AGENCY/RECIPIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

| <i>Food Stamps</i> | <i>Agency</i> | <i>Recipient</i> | <i>% Agency Cause</i> |
|--------------------|---------------|------------------|-----------------------|
| Earned Income | \$1,148 | \$0 | 100.0% |
| Shelter | \$192 | \$0 | 100.0% |
| Unearned Income | \$219 | \$305 | 41.8% |
| Resources | \$0 | \$0 | 0.0% |
| HH composition | \$0 | \$86 | 0.0% |
| Dependent Care | \$0 | \$0 | 0.0% |
| Medical Deduction | \$0 | \$0 | 0.0% |
| Other | \$0 | \$0 | 0.0% |
| ABAWDs | \$0 | \$0 | 0.0% |

8. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



9. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

| <i>Percent</i> | <i>Total</i> | <i>Element</i> | <i>Element Discription</i> |
|----------------|--------------|----------------|-----------------------------------|
| 38.82% | \$757 | 311 | WAGES & SALARIES |
| 4.41% | \$86 | 150 | HOUSEHOLD COMPOSITION |
| 9.85% | \$192 | 363 | SHELTER DEDUCTION |
| 0.00% | \$0 | 211 | BANK ACCOUNTS |
| 0.00% | \$0 | 364 | SUA |
| 0.00% | \$0 | 130 | CITIZENSHIP/NON-CITIZEN STATUS |
| 0.00% | \$0 | 344 | PA/GA GRANT |
| 0.00% | \$0 | 520 | ARITHMETIC COMPUTATION |
| 2.26% | \$44 | 342 | CONTRIBUTIONS |
| 5.13% | \$100 | 333 | SSI BENEFITS |
| 0.00% | \$0 | 334 | UCB BENEFITS |
| 0.00% | \$0 | 331 | RSDI BENEFITS |
| 0.00% | \$0 | 221 | REAL PROPERTY |
| 9.18% | \$179 | 346 | OTHER UEI |
| 0.00% | \$0 | 111 | STUDENT STATUS |
| 0.00% | \$0 | 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 |
| 10.31% | \$201 | 350 | CHILD SUPPORT |
| 0.00% | \$0 | 161 | ABAWDS |
| 0.00% | \$0 | 213 | OTHER LIQUID ASSETS/PERSONAL PROP |
| 0.00% | \$0 | 530 | TRANSITIONAL BEN |
| 20.05% | \$391 | 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 |

10. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2016

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 | \$0 | \$0 | \$0 | \$0 |
| P | \$1,559 | \$1,148 | \$0 | \$219 |
| 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 | \$1,559 | \$1,148 | \$0 | \$219 |

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 88% of the agency-caused error rate.

11. DOLLAR ERROR BY: HOUSEHOLD SIZE

| | 1 | 2 | 3 | 4 | 5 | 6+ |
|----|-------|-------|-------|-------|-------|-------|
| \$ | \$375 | \$351 | \$192 | \$212 | \$119 | \$701 |
| % | 19.2% | 18.0% | 9.8% | 10.9% | 6.1% | 35.9% |

12. AVERAGE HOUSEHOLD SIZE

| | |
|-----------------------|-----|
| All Cases | 2.1 |
| Correct Cases | 2.0 |
| Error Cases | 2.9 |
| Recipient Error Cases | 3.2 |

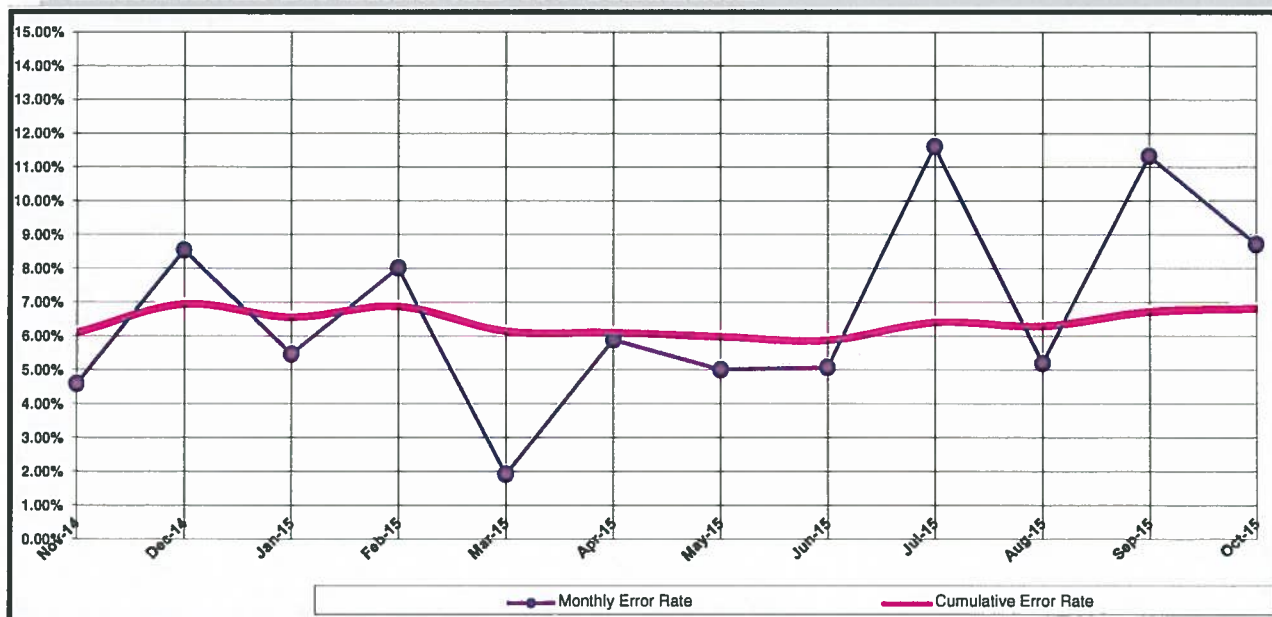
13. DOLLAR ERROR BY: TIME OF OCCURRENCE

| | \$ | % |
|-----------------|-------|-------|
| Approval | \$234 | 12.0% |
| Recert | \$637 | 32.7% |
| Change | \$510 | 26.2% |
| Transitional FS | \$0 | 0.0% |
| Semi Annual | \$523 | 26.8% |
| Annual Report | \$46 | 2.4% |

14. CASE ERROR BY: TIME OF OCCURRENCE

| | # | % |
|-----------------|---|-------|
| Approval | 2 | 12.5% |
| Recert | 7 | 43.8% |
| Change | 2 | 12.5% |
| Transitional FS | 0 | 0.0% |
| Semi-Annual | 4 | 25.0% |
| Annual Report | 1 | 6.3% |

15. ERROR RATES BY: MONTH AND FFY CUMULATIVE

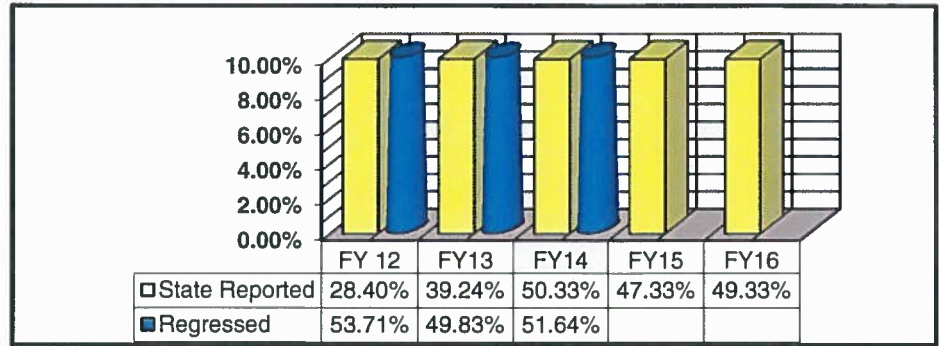


FFY 2016 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

| | |
|------------------|--------|
| Valid | 32 |
| Invalid Total | 37 |
| Invalid Error | 11 |
| Invalid Notice | 26 |
| Drop | 6 |
| Total Sampled | 75 |
| % Invalid Notice | 34.67% |
| % Invalid Error | 14.67% |
| % Invalid Total | 49.33% |

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

| NE Region | | Valid | Invalid | Total | Invalid |
|-------------------------|-------------|----------|----------|-----------|--------------|
| 04 | Colfax | 0 | 0 | 0 | |
| 10 | Guad/DeBaca | 0 | 0 | 0 | |
| 20 | Quay | 0 | 0 | 0 | |
| 21 | Rio Arriba | 0 | 0 | 0 | |
| 23 | Sandoval | 0 | 0 | 0 | |
| 25 | San Miguel | 1 | 0 | 1 | 0.0% |
| 26 | Santa Fe | 5 | 2 | 7 | 28.6% |
| 29 | Taos | 1 | 1 | 2 | 50.0% |
| NE Region Totals | | 7 | 3 | 10 | 30.0% |

| NW Region | | Valid | Invalid | Total | Invalid |
|-------------------------|-------------|----------|----------|-----------|--------------|
| 17 | McKinley | 0 | 2 | 2 | 100.0% |
| 24 | San Juan | 3 | 1 | 4 | 25.0% |
| 27 | Sierra | 0 | 1 | 1 | 100.0% |
| 28 | Socorro | 1 | 1 | 2 | 50.0% |
| 32 | S. Valencia | 1 | 0 | 1 | 0.0% |
| 33 | Cibola | 0 | 0 | 0 | |
| 42 | N. Valencia | 2 | 0 | 2 | 0.0% |
| NW Region Totals | | 7 | 5 | 12 | 41.7% |

| SE Region | | Valid | Invalid | Total | Invalid |
|-------------------------|--------------|----------|----------|-----------|--------------|
| 03 | Chaves | 4 | 1 | 5 | 20.0% |
| 05 | Curry | 0 | 2 | 2 | 100.0% |
| 08 | Eddy | 0 | 0 | 0 | |
| 13 | Lea | 0 | 4 | 4 | 100.0% |
| 14 | Lincoln | 1 | 0 | 1 | 0.0% |
| 22 | Roosevelt | 0 | 1 | 1 | 100.0% |
| 34 | Eddy/Artesia | 0 | 0 | 0 | |
| SE Region Totals | | 5 | 8 | 13 | 61.5% |

| SW Region Totals | | Valid | Invalid | Total | Invalid |
|-------------------------|---------------|----------|----------|----------|--------------|
| 07 | W. Dona Ana | 0 | 0 | 0 | |
| 09 | Grant/Hidalgo | 2 | 1 | 3 | 33.3% |
| 16 | Luna | 0 | 0 | 0 | |
| 19 | Otero | 1 | 1 | 2 | 50.0% |
| 37 | E. Dona Ana | 0 | 0 | 0 | |
| 38 | S. Dona Ana | 0 | 0 | 0 | |
| SW Region Totals | | 3 | 2 | 5 | 40.0% |

| Central Region | | Valid | Invalid | Total | Invalid |
|------------------------------|---------------|-----------|-----------|-----------|--------------|
| 01 | SE Bernalillo | 2 | 2 | 4 | 50.0% |
| 35 | NW Bernalillo | 1 | 7 | 8 | 87.5% |
| 36 | SW Bernalillo | 4 | 5 | 9 | 55.6% |
| 39 | NE Bernalillo | 2 | 5 | 7 | 71.4% |
| 30 | Torrance | 1 | 0 | 1 | 0.0% |
| Central Region Totals | | 10 | 19 | 29 | 65.5% |

| Negative Action Time of Occurrence | | |
|------------------------------------|----|-------|
| Closure | 13 | 35.1% |
| Denial | 24 | 64.9% |

4. Negative Case Element Ranking

| Error Elements | Denials | | Closures | | Invalid | % Of Total |
|-----------------------------|---------|--------|----------|--------|---------|------------|
| Notices | 14 | 37.84% | 12 | 32.43% | 26 | 70.27% |
| Application | 6 | 16.22% | 1 | 2.70% | 7 | 18.92% |
| Unemployment Compensation | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Employment & Training | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Combined Net Income | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Combined Gross Income | 1 | 2.70% | 1 | 2.70% | 2 | 5.41% |
| Voluntary Quit/Reduced Work | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Other | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Wages and Salaries | 2 | 5.41% | 0 | 0.00% | 2 | 5.41% |
| Work Registration | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |
| Student Status | 0 | 0.00% | 0 | 0.00% | 0 | 0.00% |

| | October 15' | November 15' | December 15' | January 16' | February 16' | March 16' | April 16' | May 16' | June 16' | July 15' | August 16' | September 16' | Yearly Average |
|-----------------------------|---------------|--------------|--------------|-------------|--------------|-----------|-----------|---------|----------|----------|------------|---------------|----------------|
| NE Region | | | | | | | | | | | | | |
| Colfax | 100.0% | | | | | | | | | | | | 100.0% |
| Guadalupe | 100.0% | | | | | | | | | | | | 100.0% |
| Quay | | | | | | | | | | | | | |
| Rio Arriba | 100.0% | | | | | | | | | | | | 100.0% |
| Sandoval | 100.0% | | | | | | | | | | | | 100.0% |
| San Miguel | 100.0% | | | | | | | | | | | | 100.0% |
| Santa Fe | 100.0% | | | | | | | | | | | | 100.0% |
| Taos | | | | | | | | | | | | | |
| NE Region TOTAL | 100.0% | | | | | | | | | | | | 100.0% |
| NW Region | | | | | | | | | | | | | |
| Cibola | | | | | | | | | | | | | |
| McKinley | 100.0% | | | | | | | | | | | | 100.0% |
| San Juan | 80.0% | | | | | | | | | | | | 80.0% |
| Sierra | | | | | | | | | | | | | |
| Socorro | | | | | | | | | | | | | |
| Valencia South | 100.0% | | | | | | | | | | | | 100.0% |
| Valencia North | 100.0% | | | | | | | | | | | | 100.0% |
| NW Region TOTAL | 91.7% | | | | | | | | | | | | 91.7% |
| SW Region | | | | | | | | | | | | | |
| Dona Ana (West) | 100.0% | | | | | | | | | | | | 100.0% |
| Dona Ana (East) | 100.0% | | | | | | | | | | | | 100.0% |
| Dona Ana (South) | 100.0% | | | | | | | | | | | | 100.0% |
| Grant/Hidalgo | 0.0% | | | | | | | | | | | | 0.0% |
| Luna | 75.0% | | | | | | | | | | | | 75.0% |
| Otero | 100.0% | | | | | | | | | | | | 100.0% |
| SW Region Total | 85.7% | | | | | | | | | | | | 85.7% |
| SE Region | | | | | | | | | | | | | |
| Chaves | 100.0% | | | | | | | | | | | | 100.0% |
| Curry | | | | | | | | | | | | | |
| Eddy | 100.0% | | | | | | | | | | | | 100.0% |
| Eddy (Artesia) | 0.0% | | | | | | | | | | | | 0.0% |
| Lea | 100.0% | | | | | | | | | | | | 100.0% |
| Lincoln | 0.0% | | | | | | | | | | | | 0.0% |
| Roosevelt | | | | | | | | | | | | | |
| SE Region Total | 75.0% | | | | | | | | | | | | 75.0% |
| Central Region | | | | | | | | | | | | | |
| Bernalillo (NE) | 75.0% | | | | | | | | | | | | 75.0% |
| Bernalillo (NW) | 62.5% | | | | | | | | | | | | 62.5% |
| Bernalillo (SE) | 80.0% | | | | | | | | | | | | 80.0% |
| Bernalillo (SW) | 100.0% | | | | | | | | | | | | 100.0% |
| Torrance | | | | | | | | | | | | | |
| Central Region Total | 72.2% | | | | | | | | | | | | 72.2% |
| STATE TOTAL | 83.1% | | | | | | | | | | | | 83.1% |