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## General Information Memorandum

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ISD-GI 16-40

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Human Services Department 

RE: FFY 2016 SNAP Performance Report

DATE: July 18, 2016

Attached please find the fifth 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 months of October 2015 through February 2016. All errors for October 2015 through February 2016 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 2016 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, barriers and that 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 2016**

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

<b>Total Paid</b>	<b>\$113,749</b>		
<b>Total Dollar Errors</b>	<b>\$8,521</b>	<b>Total Error Rate %</b>	<b>7.49%</b>
Total Dollar Over	\$5,884	% Error Rate Over	5.17%
Total Dollar Under	\$1,158	% Error Rate Under	1.02%
Total Dollar Ineligible	\$1,479	% Error Rate Ineligible	1.30%

**Cumulative Case Error Rate**

<b>Total Reviewed</b>	<b>412</b>
<b>% in Error</b>	<b>14.81%</b>

<b>Agency Error (Dollar Amount):</b>		<b>Agency % Error Rate:</b>	
<b>\$5,182</b>		<b>4.56%</b>	

<b>Cases Dropped</b>	<b>78</b>
<b>Correct</b>	<b>351</b>
<b>Overpaid</b>	<b>46</b>
<b>Underpaid</b>	<b>10</b>
<b>Ineligible</b>	<b>5</b>

<b>Recipient Error (Dollar Amount):</b>		<b>Recipient % Error Rate:</b>	
<b>\$3,339</b>		<b>2.94%</b>	

**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	\$668	83%	\$137	17%	\$805	\$6,155	13.08%	9.45%
03 Chaves	\$785	76%	\$242	24%	\$1,027	\$7,326	14.02%	12.05%
04 Colfax/Union	\$0		\$0		\$0	\$323	0.00%	0.00%
05 Curry	\$0	0%	\$59	100%	\$59	\$3,010	1.96%	0.69%
07 W.Dona Ana	\$93	42%	\$130	58%	\$223	\$6,572	3.39%	2.62%
08 Eddy	\$68	100%	\$0	0%	\$68	\$3,065	2.22%	0.80%
09 Grant/Hidalgo	\$172	100%	\$0	0%	\$172	\$2,899	5.93%	2.02%
10 Guadalupe/DeBaca	\$0		\$0		\$0	\$194	0.00%	0.00%
13 Lea	\$315	100%	\$0	0%	\$315	\$2,724	11.56%	3.70%
14 Lincoln	\$0		\$0		\$0	\$648	0.00%	0.00%
16 Luna	\$381	100%	\$0	0%	\$381	\$1,357	28.08%	4.47%
17 McKinley	\$328	100%	\$0	0%	\$328	\$5,515	5.95%	3.85%
19 Otero	\$63	59%	\$44	41%	\$107	\$2,634	4.06%	1.26%
20 Quay	\$0		\$0		\$0	\$521	0.00%	0.00%
21 Rio Arriba	\$0		\$0		\$0	\$3,223	0.00%	0.00%
22 Roosevelt	\$0		\$0		\$0	\$1,380	0.00%	0.00%
23 Sandoval	\$0		\$0		\$0	\$5,283	0.00%	0.00%
24 San Juan	\$273	26%	\$789	74%	\$1,062	\$5,787	18.35%	12.46%
25 San Miguel	\$75	100%	\$0	0%	\$75	\$1,422	5.27%	0.88%
26 Santa Fe	\$46	13%	\$307	87%	\$353	\$5,707	6.19%	4.14%
27 Sierra	\$0		\$0		\$0	\$611	0.00%	0.00%
28 Socorro	\$0	0%	\$166	100%	\$166	\$691	24.02%	1.95%
29 Taos	\$134	69%	\$60	31%	\$194	\$832	23.32%	2.28%
30 Torrance	\$0		\$0		\$0	\$214	0.00%	0.00%
32 S. Valencia	\$0		\$0		\$0	\$2,993	0.00%	0.00%
33 Cibola	\$153	100%	\$0	0%	\$153	\$1,582	9.67%	1.80%
34 Eddy/Artesia	\$0	0%	\$173	100%	\$173	\$1,879	9.21%	2.03%
35 NW Bernalillo	\$322	70%	\$139	30%	\$461	\$9,170	5.03%	5.41%
36 SW Bernalillo	\$532	82%	\$118	18%	\$650	\$9,720	6.69%	7.63%
37 E. Dona Ana	\$51	100%	\$0	0%	\$51	\$4,216	1.21%	0.60%
38 S. Dona Ana	\$119	23%	\$397	77%	\$516	\$5,911	8.73%	6.06%
39 NE Bernalillo	\$436	52%	\$399	48%	\$835	\$7,184	11.62%	9.80%
42 N. Valencia	\$168	48%	\$179	52%	\$347	\$3,001	11.56%	4.07%
<b>Sub Totals</b>	<b>\$5,182</b>	<b>61%</b>	<b>\$3,339</b>	<b>39%</b>	<b>\$8,521</b>	<b>\$113,749</b>	<b>7.49%</b>	<b>100.0%</b>

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

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

<b>Total Paid</b>	<b>\$113,749</b>		
<b>Total Dollar Errors</b>	<b>\$8,521</b>	<b>Total Error Rate %</b>	<b>7.49%</b>
Total Dollar Over	\$5,884	% Error Rate Over	5.17%
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Total Dollar Ineligible	\$1,479	% Error Rate Ineligible	1.30%

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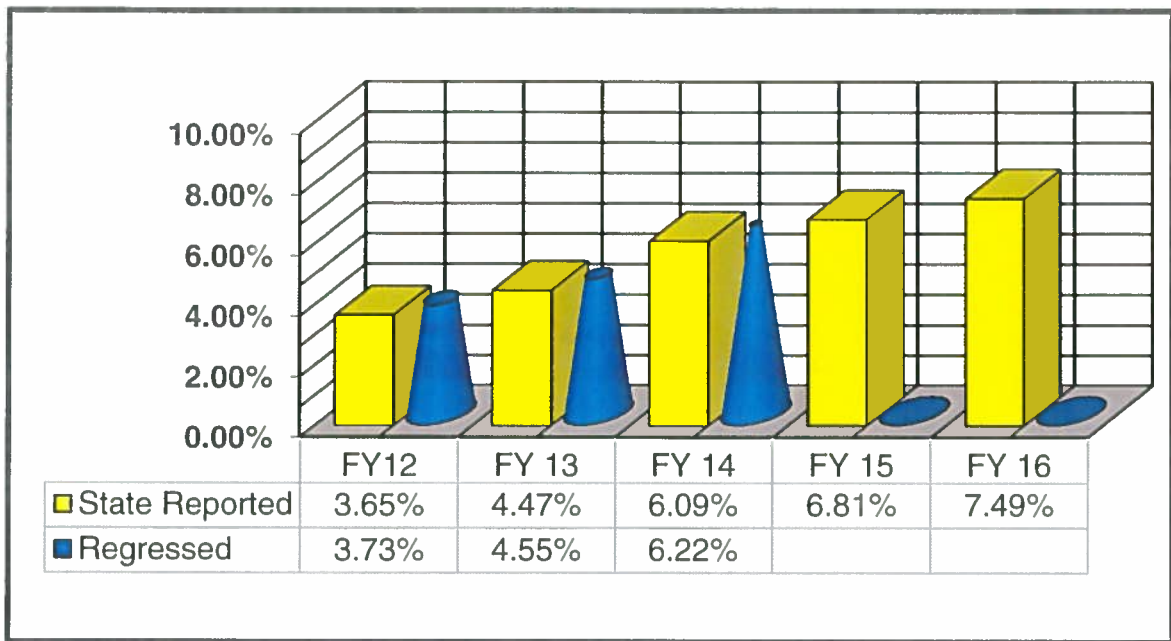
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<b>\$3,339</b>	<b>2.94%</b>

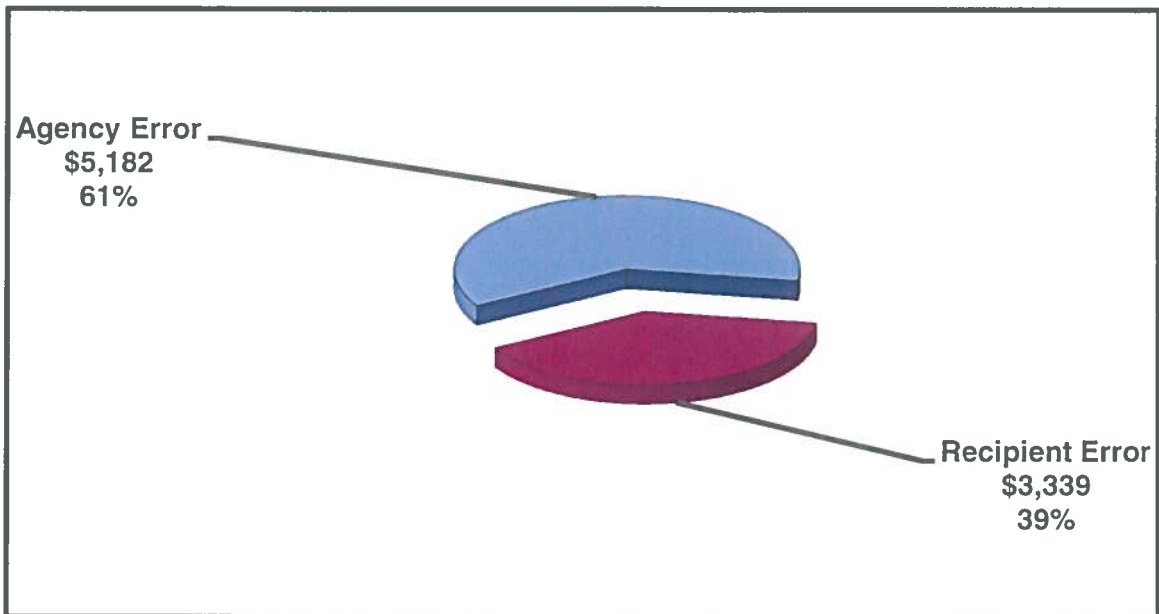
**4. REGIONAL - Cumulative Payment Error Rates**

NE Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
04 Colfax	\$0	\$0	\$0	\$323	0.00%	0.00%	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$194	0.00%	0.00%	0.00%
20 Quay	\$0	\$0	\$0	\$521	0.00%	0.00%	0.00%
21 Rio Arriba	\$0	\$0	\$0	\$3,223	0.00%	0.00%	0.00%
23 Sandoval	\$0	\$0	\$0	\$5,283	0.00%	0.00%	0.00%
25 San Miguel	\$75	\$0	\$75	\$1,422	5.27%	12.06%	0.88%
26 Santa Fe	\$46	\$307	\$353	\$5,707	6.19%	56.75%	4.14%
29 Taos	\$134	\$60	\$194	\$832	23.32%	31.19%	2.28%
<b>NE Region Totals</b>	<b>\$255</b>	<b>\$367</b>	<b>\$622</b>	<b>\$17,505</b>	<b>3.55%</b>	<b>100.00%</b>	<b>7.30%</b>
NW Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
17 McKinley	\$328	\$0	\$328	\$5,515	5.95%	15.95%	3.85%
24 San Juan	\$273	\$789	\$1,062	\$5,787	18.35%	51.65%	12.46%
27 Sierra	\$0	\$0	\$0	\$611	0.00%	0.00%	0.00%
28 Socorro	\$0	\$166	\$166	\$691	24.02%	8.07%	1.95%
32 S. Valencia	\$0	\$0	\$0	\$2,993	0.00%	0.00%	0.00%
33 Cibola	\$153	\$0	\$153	\$1,582	9.67%	7.44%	1.80%
42 N. Valencia	\$168	\$179	\$347	\$3,001	11.56%	16.88%	4.07%
<b>NW Region Totals</b>	<b>\$922</b>	<b>\$1,134</b>	<b>\$2,056</b>	<b>\$20,180</b>	<b>10.19%</b>	<b>100.00%</b>	<b>24.13%</b>
SW Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
07 W. Dona Ana	\$93	\$130	\$223	\$6,572	3.39%	15.38%	2.62%
09 Grant/Hidalgo	\$172	\$0	\$172	\$2,899	5.93%	11.86%	2.02%
16 Luna	\$381	\$0	\$381	\$1,357	28.08%	26.28%	4.47%
19 Otero	\$63	\$44	\$107	\$2,634	4.06%	7.38%	1.26%
37 E. Dona Ana	\$51	\$0	\$51	\$4,216	1.21%	3.52%	0.60%
38 S. Dona Ana	\$119	\$397	\$516	\$5,911	8.73%	35.59%	6.06%
<b>SW Region Totals</b>	<b>\$879</b>	<b>\$571</b>	<b>\$1,450</b>	<b>\$23,589</b>	<b>6.15%</b>	<b>100.00%</b>	<b>17.02%</b>
SE Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
03 Chaves	\$785	\$242	\$1,027	\$7,326	14.02%	62.55%	12.05%
05 Curry	\$0	\$59	\$59	\$3,010	1.96%	3.59%	0.69%
08 Eddy	\$68	\$0	\$68	\$3,065	2.22%	4.14%	0.80%
13 Lea	\$315	\$0	\$315	\$2,724	11.56%	19.18%	3.70%
14 Lincoln	\$0	\$0	\$0	\$648	0.00%	0.00%	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,380	0.00%	0.00%	0.00%
34 Eddy/Artesia	\$0	\$173	\$173	\$1,879	9.21%	10.54%	2.03%
<b>SE Region Totals</b>	<b>\$1,168</b>	<b>\$474</b>	<b>\$1,642</b>	<b>\$20,032</b>	<b>8.20%</b>	<b>100.00%</b>	<b>19.27%</b>
Central Region	Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	Region Share	State Share
01 SE Bernalillo	\$668	\$137	\$805	\$6,155	13.08%	29.26%	9.45%
35 NW Bernalillo	\$322	\$139	\$461	\$9,170	5.03%	16.76%	5.41%
36 SW Bernalillo	\$532	\$118	\$650	\$9,720	6.69%	23.63%	7.63%
39 NE Bernalillo	\$436	\$399	\$835	\$7,184	11.62%	30.35%	9.80%
30 Torrance	\$0	\$0	\$0	\$214	0.00%	0.00%	0.00%
<b>Central Region Totals</b>	<b>\$1,958</b>	<b>\$793</b>	<b>\$2,751</b>	<b>\$32,443</b>	<b>8.48%</b>	<b>100.00%</b>	<b>32.28%</b>
<b>State Totals</b>	<b>\$5,182</b>	<b>\$3,339</b>	<b>\$8,521</b>	<b>\$113,749</b>	<b>7.49%</b>	<b>100.00%</b>	<b>100.00%</b>

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



6. Agency-vs-Recipient Errors



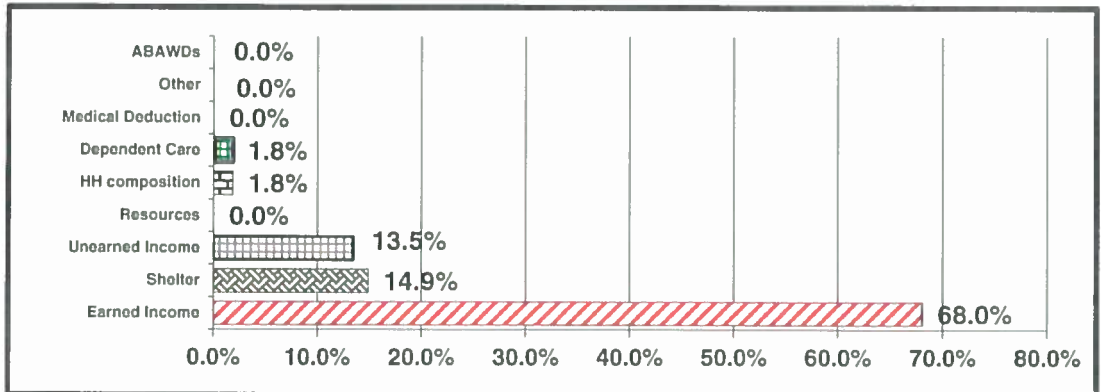
Average Agency Error = \$140

Average Recipient Error = \$139

**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	\$3,963	\$1,835	68.4%
Shelter	\$563	\$707	44.3%
Unearned Income	\$505	\$642	44.0%
Resources	\$0	\$0	0.0%
HH composition	\$0	\$155	0.0%
Dependent Care	\$151	\$0	100.0%
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 Description</i>
59.29%	\$5,052	311	WAGES & SALARIES
1.82%	\$155	150	HOUSEHOLD COMPOSITION
12.80%	\$1,091	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.10%	\$179	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
0.90%	\$77	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.52%	\$44	342	CONTRIBUTIONS
1.17%	\$100	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
0.46%	\$39	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
4.10%	\$349	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
6.31%	\$538	350	CHILD SUPPORT
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
8.75%	\$746	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
1.77%	\$151	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	\$273	\$273	\$0	\$0
P	\$4,909	\$3,690	\$0	\$505
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>\$5,182</b>	<b>\$3,963</b>	<b>\$0</b>	<b>\$505</b>

**Agency errors with "policy or procedure not applied or not correctly applied" and "no action on reported information" account for 100% of agency caused dollar errors.**

**Errors in "earned income" and "unearned income" elements account for 86% of the agency-caused error rate.**

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

	1	2	3	4	5	6+
\$	\$1,388	\$1,757	\$1,315	\$1,949	\$977	\$1,135
%	16.3%	20.6%	15.4%	22.9%	11.5%	13.3%

**12. AVERAGE HOUSEHOLD SIZE**

All Cases	2.1
Correct Cases	2.1
Error Cases	2.9
Recipient Error Cases	3.1

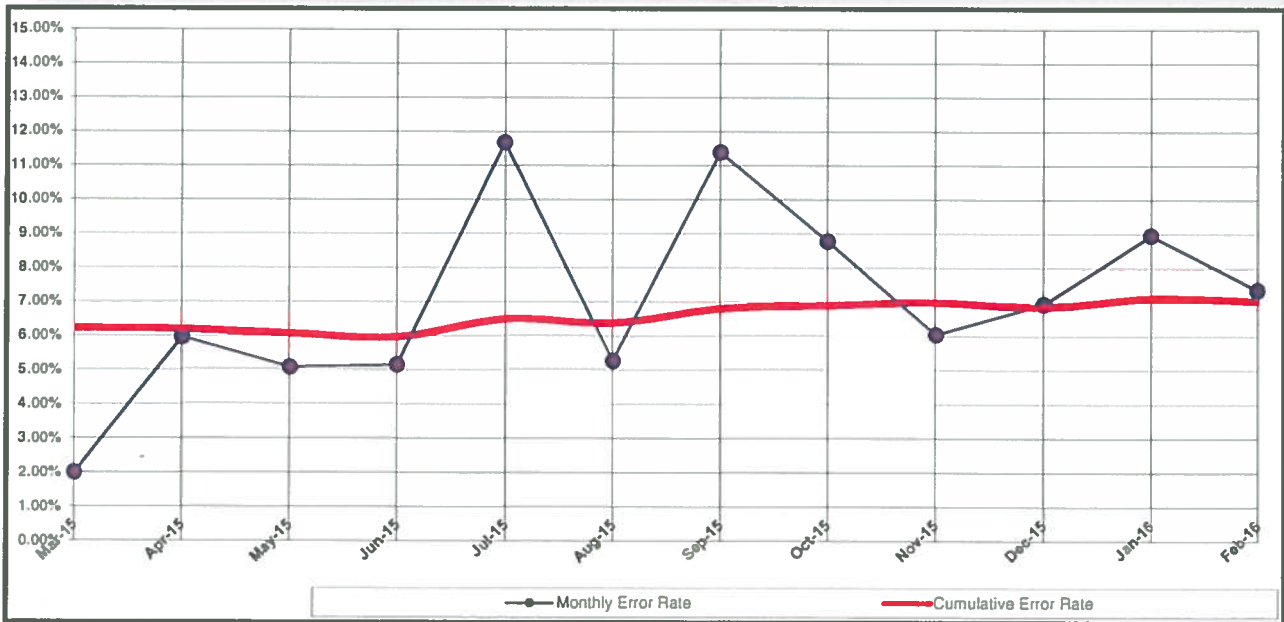
**13. DOLLAR ERROR BY: TIME OF OCCURRENCE**

	\$	%
Approval	\$1,182	13.9%
Recert	\$2,630	30.9%
Change	\$1,164	13.7%
Transitional FS	\$0	0.0%
Interim	\$3,200	37.6%
Annual Report	\$277	3.3%

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

	#	%
Approval	9	15.0%
Recert	22	36.7%
Change	6	10.0%
Transitional FS	0	0.0%
Interim	18	30.0%
Annual Report	5	8.3%

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



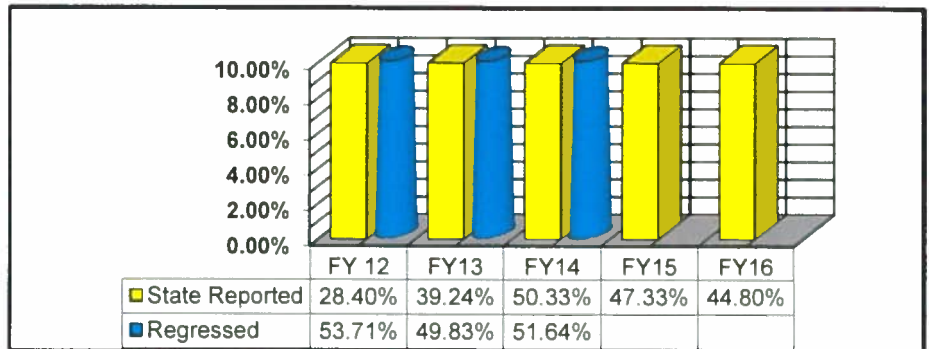


# FFY 2016 Negative Statewide Error Rates

## 1. Cumulative Negative Case Error Rate

Valid	161
Invalid Total	168
Invalid Error	49
Invalid Notice	119
Drop	46
Total Sampled	375
% Invalid Notice	31.73%
% Invalid Error	13.07%
% Invalid Total	44.80%

## 2. State Negative Error Rates



## 3. Regional - Cumulative Negative Error Rates

NE Region	Valid	Invalid	Total	Invalid
04 Colfax	2	0	2	0.0%
10 Quad/DeBaca	1	0	1	0.0%
20 Quay	2	0	2	0.0%
21 Rio Arriba	5	5	10	50.0%
23 Sandoval	7	7	14	50.0%
25 San Miguel	3	3	6	50.0%
26 Santa Fe	13	10	23	43.5%
29 Taos	1	3	4	75.0%
<b>NE Region Totals</b>	<b>34</b>	<b>28</b>	<b>62</b>	<b>45.2%</b>

NW Region	Valid	Invalid	Total	Invalid
17 McKinley	5	9	14	64.3%
24 San Juan	8	6	14	42.9%
27 Sierra	2	2	4	50.0%
28 Socorro	5	4	9	44.4%
32 S. Valencia	2	0	2	0.0%
33 Cibola	2	2	4	50.0%
42 N. Valencia	6	3	9	33.3%
<b>NW Region Totals</b>	<b>30</b>	<b>26</b>	<b>56</b>	<b>46.4%</b>

SE Region	Valid	Invalid	Total	Invalid
03 Chaves	9	4	13	30.8%
05 Curry	4	6	10	60.0%
08 Eddy	2	5	7	71.4%
13 Lea	9	8	17	47.1%
14 Lincoln	3	3	6	50.0%
22 Roosevelt	1	2	3	66.7%
34 Eddy/Artesia	1	2	3	66.7%
<b>SE Region Totals</b>	<b>29</b>	<b>30</b>	<b>59</b>	<b>50.8%</b>

SW Region Totals	Valid	Invalid	Total	Invalid
07 W. Dona Ana	13	4	17	23.5%
09 Grant/Hidalgo	3	2	5	40.0%
16 Luna	3	0	3	0.0%
19 Otero	3	4	7	57.1%
37 E. Dona Ana	3	3	6	50.0%
38 S. Dona Ana	2	4	6	66.7%
<b>SW Region Totals</b>	<b>27</b>	<b>17</b>	<b>44</b>	<b>38.6%</b>

Central Region	Valid	Invalid	Total	Invalid
01 SE Bernalillo	5	9	14	64.3%
35 NW Bernalillo	10	19	29	65.5%
36 SW Bernalillo	16	18	34	52.9%
39 NE Bernalillo	8	20	28	71.4%
30 Torrance	2	1	3	33.3%
<b>Central Region Totals</b>	<b>41</b>	<b>67</b>	<b>108</b>	<b>62.0%</b>

Negative Action Time of Occurrence		
Closure	61	36.3%
Denial	107	63.7%

## 4. Negative Case Element Ranking

Error Elements	Denials	Closures	Invalid	% Of Total		
Notices	69	41.07%	50	29.76%	119	70.83%
Application	18	10.71%	1	0.60%	19	11.31%
Unemployment Compensation	1	0.60%	0	0.00%	1	0.60%
Employment & Training	1	0.60%	0	0.00%	1	0.60%
Combined Net Income	1	0.60%	3	1.79%	4	2.38%
Combined Gross Income	4	2.38%	6	3.57%	10	5.95%
Verification	1	0.60%	2	1.19%	3	1.79%
Work Registration	1	0.60%	0	0.00%	1	0.60%
Wages and Salaries	7	4.17%	0	0.00%	7	4.17%
Household Composition	1	0.60%	1	0.60%	2	1.19%
Student Status	1	0.60%	0	0.00%	1	0.60%



	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
<b>NE Region</b>													
Colfax	100.0%	100.0%											100.0%
Guadalupe	100.0%												100.0%
Quay													
Rio Arriba	100.0%			100.0%	33.3%								66.7%
Sandoval	100.0%	100.0%	75.0%	0.0%	0.0%								70.0%
San Miguel	100.0%	100.0%		100.0%									100.0%
Santa Fe	100.0%	100.0%	75.0%	100.0%	100.0%								90.0%
Taos			100.0%	0.0%	100.0%								66.7%
<b>NE Region TOTAL</b>	<b>100.0%</b>	<b>100.0%</b>	<b>80.0%</b>	<b>71.4%</b>	<b>80.0%</b>								<b>81.1%</b>
<b>NW Region</b>													
Cibola		100.0%			100.0%								100.0%
McKinley	100.0%	50.0%	80.0%	75.0%	0.0%								66.7%
San Juan	80.0%	100.0%	66.7%	100.0%									84.6%
Sierra		100.0%	100.0%										100.0%
Socorro					100.0%								100.0%
Valencia South	100.0%	100.0%	100.0%	100.0%									100.0%
Valencia North	100.0%	100.0%	66.7%	100.0%									87.5%
<b>NW Region TOTAL</b>	<b>91.7%</b>	<b>82.4%</b>	<b>78.6%</b>	<b>87.5%</b>	<b>75.0%</b>								<b>83.6%</b>
<b>SW Region</b>													
Dona Ana (West)	100.0%	75.0%	100.0%	85.7%	100.0%								88.2%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%								100.0%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Grant/Hidalgo	0.0%	66.7%			100.0%								60.0%
Luna	75.0%												75.0%
Otero	100.0%	100.0%	100.0%	100.0%									100.0%
<b>SW Region Total</b>	<b>85.7%</b>	<b>84.6%</b>	<b>100.0%</b>	<b>91.7%</b>	<b>100.0%</b>								<b>91.1%</b>
<b>SE Region</b>													
Chaves	100.0%		75.0%	50.0%	100.0%								81.8%
Curry			100.0%	0.0%	100.0%								75.0%
Eddy	100.0%	100.0%	100.0%		100.0%								100.0%
Eddy (Artesia)	0.0%		100.0%		100.0%								75.0%
Lea	100.0%		100.0%		100.0%								100.0%
Lincoln	0.0%		0.0%		100.0%								33.3%
Roosevelt		100.0%	100.0%										100.0%
<b>SE Region Total</b>	<b>75.0%</b>	<b>100.0%</b>	<b>81.8%</b>	<b>33.3%</b>	<b>100.0%</b>								<b>82.4%</b>
<b>Central Region</b>													
Bernalillo (NE)	75.0%	100.0%	50.0%	81.8%	70.0%								77.4%
Bernalillo (NW)	62.5%	100.0%	50.0%	80.0%	100.0%								72.2%
Bernalillo (SE)	80.0%	75.0%	100.0%	100.0%	75.0%								85.0%
Bernalillo (SW)	100.0%	75.0%	85.7%	100.0%	100.0%								90.5%
Torrance													
<b>Central Region Total</b>	<b>72.2%</b>	<b>85.7%</b>	<b>82.4%</b>	<b>87.5%</b>	<b>76.5%</b>								<b>81.1%</b>
<b>STATE TOTAL</b>	<b>83.1%</b>	<b>86.8%</b>	<b>82.5%</b>	<b>83.3%</b>	<b>83.7%</b>								<b>83.8%</b>

FFY 2016 SNAP  
Expedite Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'	Avg. Cumulative
<b>NW Region 1</b>													
Cibola	96.9%	96.5%	95.0%	98.8%	100.0%	96.5%	100.0%	100.0%					98.0%
McKinley	95.4%	97.1%	96.2%	100.0%	98.5%	98.9%	98.7%	100.0%					98.1%
San Juan	92.8%	98.9%	98.0%	95.1%	92.0%	97.5%	96.8%	98.9%					96.3%
Sierra	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	97.0%					99.4%
Socorro	98.3%	100.0%	100.0%	98.0%	100.0%	100.0%	100.0%	98.2%					99.3%
Valencia North	95.8%	97.9%	98.9%	99.3%	99.1%	98.0%	99.1%	99.0%					98.4%
Valencia South	100.0%	95.3%	97.6%	98.8%	100.0%	100.0%	98.1%	100.0%					98.7%
<b>NW Region 1 Total</b>	<b>95.5%</b>	<b>98.0%</b>	<b>97.8%</b>	<b>97.6%</b>	<b>96.2%</b>	<b>98.2%</b>	<b>98.1%</b>	<b>99.2%</b>					<b>97.6%</b>
<b>NE Region 2</b>													
Colfax	97.2%	100.0%	100.0%	94.6%	100.0%	100.0%	96.4%	100.0%					98.5%
Guadalupe	100.0%	100.0%	100.0%	91.7%	100.0%	100.0%	100.0%	100.0%					99.0%
Quay	96.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					99.6%
Rio Arriba	99.4%	98.9%	99.4%	99.1%	99.5%	98.8%	100.0%	99.5%					99.3%
San Miguel	99.0%	99.0%	97.6%	100.0%	98.7%	99.0%	97.9%	98.7%					98.7%
Sandoval	99.1%	98.7%	100.0%	99.0%	98.2%	99.0%	99.7%	99.4%					99.1%
Santa Fe	98.8%	98.3%	98.8%	98.3%	99.6%	99.6%	98.7%	97.8%					98.7%
Taos	98.8%	100.0%	97.1%	98.6%	97.6%	98.8%	97.6%	97.6%					98.3%
<b>NE Region 2 Total</b>	<b>98.9%</b>	<b>98.9%</b>	<b>99.0%</b>	<b>98.7%</b>	<b>98.9%</b>	<b>99.2%</b>	<b>99.1%</b>	<b>98.8%</b>					<b>98.9%</b>
<b>Central Region 3</b>													
NE Bernalillo	94.1%	95.7%	93.4%	95.6%	95.3%	95.2%	96.3%	97.5%					95.4%
NW Bernalillo	97.9%	97.6%	98.3%	99.6%	98.8%	99.1%	98.5%	99.5%					98.7%
SE Bernalillo	94.0%	96.4%	96.7%	96.4%	96.5%	97.1%	96.6%	98.7%					96.6%
SW Bernalillo	92.8%	94.3%	96.0%	95.0%	96.4%	96.9%	96.6%	95.9%					95.5%
Torrance	97.3%	100.0%	100.0%	98.7%	94.7%	97.7%	98.7%	100.0%					98.4%
<b>Cen. Region 3 Total</b>	<b>95.0%</b>	<b>96.3%</b>	<b>96.1%</b>	<b>96.8%</b>	<b>96.7%</b>	<b>97.0%</b>	<b>97.1%</b>	<b>98.0%</b>					<b>96.6%</b>
<b>SE Region 4</b>													
Chaves	98.5%	98.6%	97.6%	97.7%	99.4%	98.0%	99.4%	98.8%					98.5%
Curry	100.0%	100.0%	98.2%	95.8%	98.2%	99.5%	99.4%	99.5%					98.8%
Eddy Artesia	97.9%	95.1%	100.0%	100.0%	97.9%	100.0%	100.0%	100.0%					98.9%
Eddy Carlsbad	93.8%	94.8%	97.7%	98.2%	96.9%	98.3%	97.6%	98.3%					97.0%
Lea	98.4%	97.8%	99.5%	96.4%	97.2%	97.1%	98.5%	99.6%					98.1%
Lincoln	97.4%	95.6%	100.0%	100.0%	92.3%	100.0%	100.0%	100.0%					98.2%
Roosevelt	90.2%	96.8%	96.9%	90.1%	98.5%	100.0%	96.2%	100.0%					96.1%
<b>SE Region 4 Total</b>	<b>97.3%</b>	<b>97.6%</b>	<b>98.5%</b>	<b>96.6%</b>	<b>97.7%</b>	<b>98.5%</b>	<b>98.8%</b>	<b>99.3%</b>					<b>98.0%</b>
<b>SW Region 5</b>													
East Dona Ana	95.8%	100.0%	96.9%	100.0%	97.5%	99.3%	99.4%	100.0%					98.6%
Grant	97.3%	99.3%	100.0%	98.5%	100.0%	99.2%	100.0%	100.0%					99.3%
Luna	100.0%	98.8%	97.7%	100.0%	97.1%	98.6%	100.0%	98.2%					98.8%
Otero	100.0%	99.3%	100.0%	99.3%	99.2%	100.0%	99.2%	100.0%					99.6%
South Dona Ana	97.9%	98.9%	96.8%	100.0%	95.1%	98.2%	97.5%	98.0%					97.8%
West Dona Ana	98.2%	99.6%	99.0%	98.8%	98.2%	98.5%	99.0%	99.5%					98.9%
<b>SW Region 5 Total</b>	<b>98.1%</b>	<b>99.4%</b>	<b>98.5%</b>	<b>99.3%</b>	<b>98.0%</b>	<b>98.9%</b>	<b>99.2%</b>	<b>99.4%</b>					<b>98.9%</b>
<b>STATE TOTAL</b>	<b>96.7%</b>	<b>97.7%</b>	<b>97.6%</b>	<b>97.7%</b>	<b>97.4%</b>	<b>98.1%</b>	<b>98.2%</b>	<b>98.8%</b>					<b>97.8%</b>

FFY 2016 SNAP  
Non Expedite Application Processing Timeliness

	October 15'	November 15'	December 15'	January 16'	February 16'	March 16'	April 16'	May 16'	June 16'	July 16'	August 16'	September 16'	Avg. Cumulative
<b>NW Region 1</b>													
Cibola	100.0%	98.7%	97.6%	98.4%	95.7%	100.0%	98.2%	100.0%					98.6%
McKinley	94.4%	98.6%	95.1%	96.6%	96.8%	99.4%	95.7%	99.0%					97.0%
San Juan	97.6%	96.9%	96.9%	93.2%	97.8%	99.1%	98.3%	99.7%					97.4%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
Socorro	98.1%	100.0%	100.0%	98.2%	97.8%	94.8%	100.0%	100.0%					98.6%
Valencia North	96.3%	92.9%	91.7%	96.4%	96.6%	92.2%	94.1%	98.9%					94.9%
Valencia South	95.5%	98.4%	95.5%	94.3%	89.0%	88.2%	100.0%	95.1%					94.5%
<b>NW Region 1 Total</b>	<b>97.0%</b>	<b>97.5%</b>	<b>96.2%</b>	<b>95.6%</b>	<b>96.7%</b>	<b>97.4%</b>	<b>97.5%</b>	<b>99.2%</b>					<b>97.1%</b>
<b>NE Region 2</b>													
Colfax	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					100.0%
Guadalupe	95.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%					98.7%
Quay	100.0%	100.0%	100.0%	95.0%	96.7%	100.0%	100.0%	100.0%					99.0%
Rio Arriba	93.6%	98.3%	92.1%	94.9%	91.9%	97.7%	98.1%	99.0%					95.7%
San Miguel	98.8%	96.3%	99.0%	100.0%	97.5%	98.8%	97.3%	98.6%					98.3%
Sandoval	93.1%	94.8%	97.6%	98.1%	98.1%	98.0%	99.5%	96.3%					96.9%
Santa Fe	93.4%	96.4%	97.5%	96.0%	97.4%	98.5%	99.2%	97.3%					97.0%
Taos	98.0%	96.8%	99.1%	97.6%	96.5%	93.8%	100.0%	100.0%					97.7%
<b>NE Region 2 Total</b>	<b>95.0%</b>	<b>96.6%</b>	<b>97.4%</b>	<b>97.3%</b>	<b>96.8%</b>	<b>97.9%</b>	<b>99.1%</b>	<b>97.9%</b>					<b>97.3%</b>
<b>Central Region 3</b>													
NE Bernalillo	95.3%	92.9%	86.0%	78.7%	80.1%	95.1%	97.4%	98.6%					90.5%
NW Bernalillo	94.8%	95.0%	92.9%	92.3%	87.8%	95.6%	99.2%	96.6%					94.3%
SE Bernalillo	91.2%	91.0%	92.1%	90.2%	91.7%	94.1%	94.1%	94.7%					92.4%
SW Bernalillo	97.3%	98.4%	95.5%	97.5%	95.6%	98.3%	98.2%	97.0%					97.2%
Torrance	96.4%	96.2%	98.4%	93.0%	90.2%	95.8%	100.0%	100.0%					96.3%
<b>Cen. Region 3 Total</b>	<b>94.9%</b>	<b>94.6%</b>	<b>91.2%</b>	<b>89.0%</b>	<b>88.1%</b>	<b>95.9%</b>	<b>97.4%</b>	<b>97.1%</b>					<b>93.5%</b>
<b>SE Region 4</b>													
Chaves	97.4%	96.1%	99.0%	99.4%	99.4%	99.0%	99.5%	98.8%					98.6%
Curry	89.7%	100.0%	88.1%	87.1%	97.5%	97.1%	99.3%	98.2%					94.6%
Eddy Artesia	94.9%	94.6%	97.7%	97.6%	94.9%	94.9%	100.0%	98.1%					96.6%
Eddy Carlsbad	86.5%	95.1%	100.0%	95.7%	94.1%	93.2%	98.1%	99.1%					95.2%
Lea	73.8%	94.2%	91.7%	90.6%	84.6%	95.9%	96.3%	98.4%					90.7%
Lincoln	100.0%	100.0%	98.6%	100.0%	97.8%	100.0%	100.0%	100.0%					99.6%
Roosevelt	89.2%	97.7%	92.1%	93.0%	96.4%	95.0%	100.0%	100.0%					95.4%
<b>SE Region 4 Total</b>	<b>88.0%</b>	<b>96.4%</b>	<b>95.5%</b>	<b>93.9%</b>	<b>94.3%</b>	<b>96.6%</b>	<b>98.6%</b>	<b>98.7%</b>					<b>95.3%</b>
<b>SW Region 5</b>													
East Dona Ana	100.0%	99.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%					99.9%
Grant	96.5%	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	98.5%					99.0%
Luna	94.4%	99.0%	95.3%	96.3%	96.3%	98.6%	97.1%	100.0%					97.1%
Otero	100.0%	99.2%	98.5%	98.1%	100.0%	100.0%	99.0%	98.9%					99.2%
South Dona Ana	98.5%	99.4%	100.0%	98.8%	98.6%	95.6%	97.6%	99.2%					98.5%
West Dona Ana	98.3%	99.6%	100.0%	100.0%	100.0%	100.0%	99.4%	98.7%					99.5%
<b>SW Region 5 Total</b>	<b>98.5%</b>	<b>99.2%</b>	<b>99.3%</b>	<b>99.2%</b>	<b>99.4%</b>	<b>99.0%</b>	<b>99.0%</b>	<b>99.4%</b>					<b>99.1%</b>
<b>STATE TOTAL</b>	<b>94.9%</b>	<b>96.7%</b>	<b>95.3%</b>	<b>94.3%</b>	<b>94.4%</b>	<b>97.2%</b>	<b>98.2%</b>	<b>98.3%</b>					<b>96.2%</b>