



HUMAN SERVICES  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary  
Mary Brogdon, Division Director

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## General Information Memorandum

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**ISD-GI 17-18**

**TO:** ISD Employees  
**FROM:** Mary Brogdon, Director, Income Support Division  
**RE:** FFY 2017 SNAP Performance Report-Fourth  
**DATE:** June 23, 2017

Attached please find the fourth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2017. This report includes all Quality Control (QC) findings received for the review months of October 2016 through January 2017. Along with payment and negative accuracy rates, data included in this report is the recertification, SNAP Expedite and Non-Expedite application processing timeliness. The Performance Goals for the state for FFY 2017 are:

Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)  
Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)  
Expedite and Non-Expedite application processing timeliness of 95%

Effective April 1, 2017, in order to assist in meeting Performance Goals for Payment Accuracy (94%), Case Action and Procedural Error Rate (CAPER) (99%), and Application Processing Timeliness (95%), all counties must complete **20** pre-disposition SNAP new application reviews, **15** pre-disposition SNAP renewals (recertifications and/or interim reports), and **5** pre-disposition SNAP denials per line manager. Cases should be pulled from the Second Party Review alerts in ASPEN. The office reviews must be completed by the last working day of the month.

Tracking should be entered on the separate Tracking Log spreadsheet on the QIS shared drive. The Tracking Log must be completed by the second business day of the next month.

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly. Staff from QIS will review a sample of these reviews each month.

If Line Managers are found to be non-compliant with mandatory Office Reviews, County Directors, will be required to review a minimum 5 cases per Line Manager prior to the last working day of the month.

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 2017

### 1. STATE Cumulative Payment Error Rates

Total Paid	\$85,818		
Total Dollar Errors	\$6,841	Total Error Rate %	7.97%
Total Dollar Over	\$3,961	% Error Rate Over	4.62%
Total Dollar Under	\$946	% Error Rate Under	1.10%
Total Dollar Ineligible	\$1,934	% Error Rate Ineligible	2.25%

#### Cumulative Case Error Rate

Total Reviewed	325
% In Error	16.3%

Cases Dropped	67
Correct	272
Overpaid	37
Underpaid	7
Ineligible	9

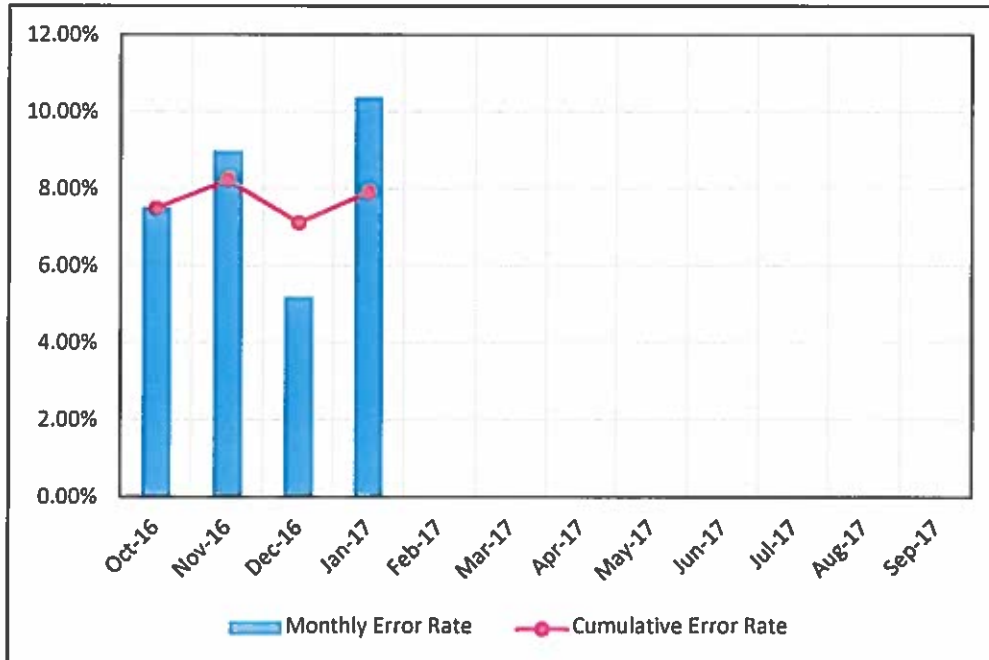
Agency Error Dollar Amount	Agency % Error Rate:
\$2,374	2.77%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$4,467	5.21%

### 2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$3,489	51.0%
Recertification	\$3,352	49.0%

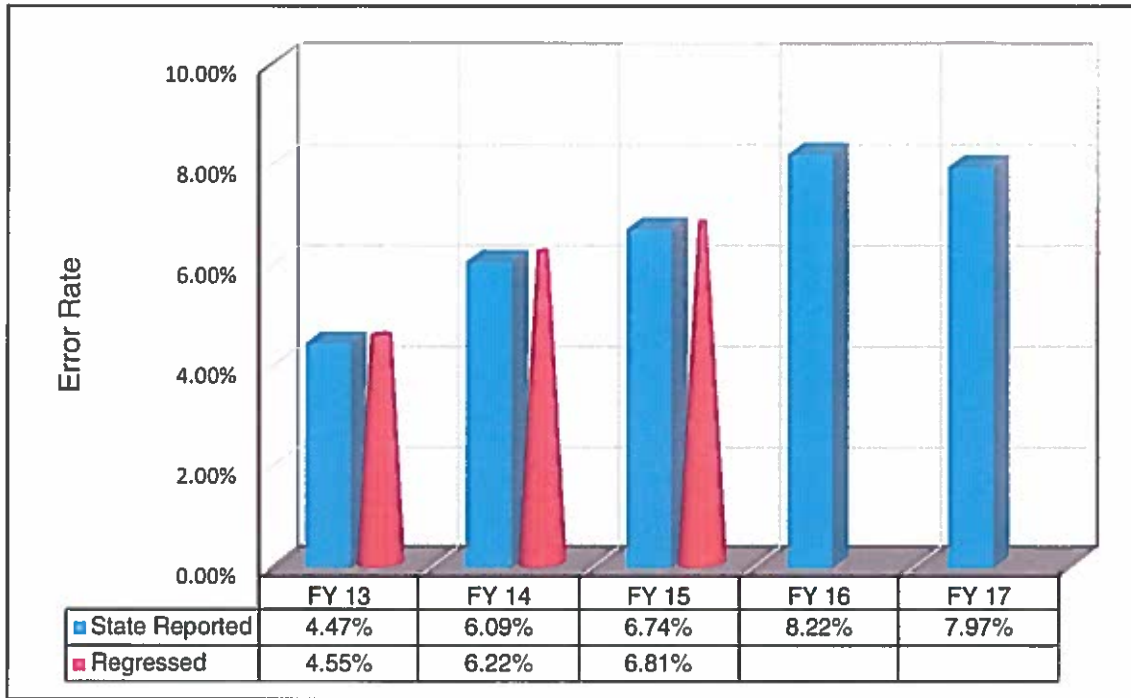
### 3. Error Rates By: Month and FFY Cumulative



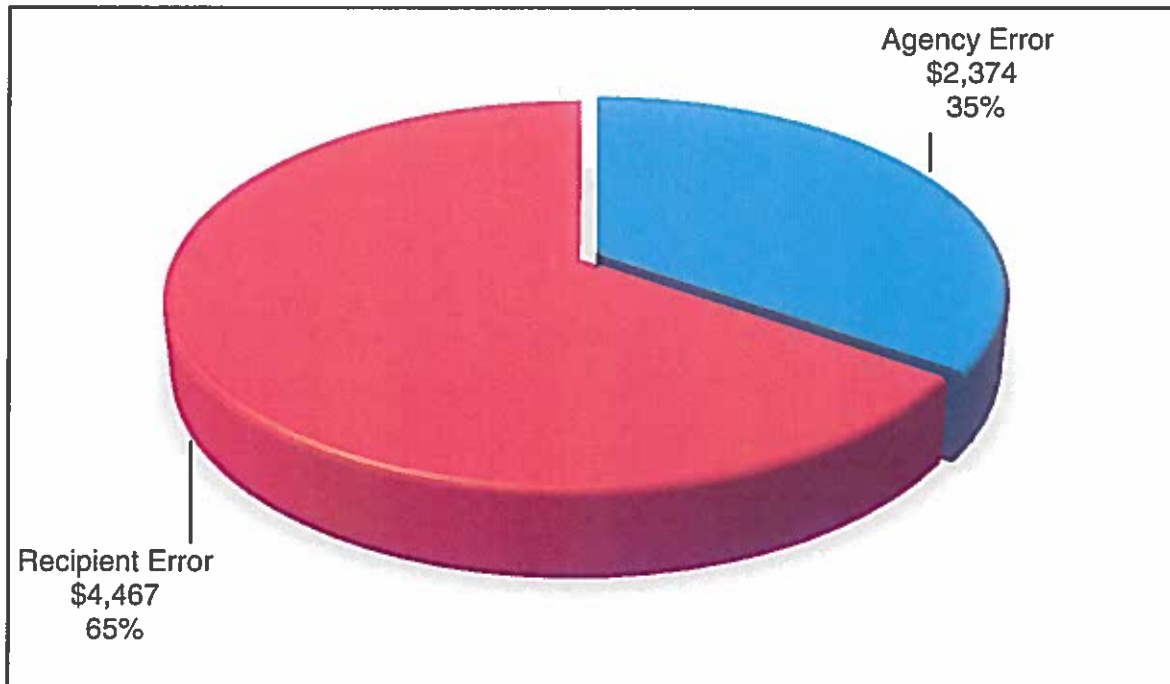
#### 4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
<b>NE Region</b>								
04	Colfax	\$0	\$0	\$0	\$226	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$143	0.00%	0.00%	0.00%
20	Quay	\$0	\$75	\$75	\$547	13.71%	1.10%	0.00%
21	Rio Arriba	\$16	\$298	\$314	\$3,865	8.12%	4.59%	0.00%
23	Sandoval	\$0	\$48	\$48	\$6,402	0.75%	0.70%	5.99%
25	San Miguel	\$304	\$0	\$304	\$2,730	11.14%	4.44%	49.77%
26	Santa Fe	\$239	\$642	\$881	\$3,505	25.14%	12.88%	22.83%
29	Taos	\$0	\$0	\$0	\$1,071	0.00%	0.00%	0.00%
<b>NE Region Totals</b>		<b>\$559</b>	<b>\$1,063</b>	<b>\$1,622</b>	<b>\$18,489</b>	<b>8.77%</b>	<b>23.71%</b>	<b>12.54%</b>
<b>NW Region</b>								
17	McKinley	\$347	\$115	\$462	\$5,361	8.62%	6.75%	11.45%
24	San Juan	\$135	\$169	\$304	\$4,419	6.88%	4.44%	0.00%
27	Sierra	\$0	\$0	\$0	\$155	0.00%	0.00%	0.00%
28	Socorro	\$0	\$0	\$0	\$1,500	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$1,144	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$49	\$49	\$1,449	3.38%	0.72%	0.00%
<b>NW Region Totals</b>		<b>\$482</b>	<b>\$333</b>	<b>\$815</b>	<b>\$14,028</b>	<b>5.81%</b>	<b>11.91%</b>	<b>3.65%</b>
<b>SW Region</b>								
07	W. Dona Ana	\$49	\$248	\$297	\$5,410	5.49%	4.34%	0.00%
09	Grant	\$0	\$74	\$74	\$812	9.11%	1.08%	0.00%
16	Luna	\$60	\$0	\$60	\$647	9.27%	0.88%	0.00%
19	Otero	\$0	\$0	\$0	\$2,009	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$447	\$447	\$3,814	11.72%	6.53%	20.47%
38	S. Dona Ana	\$349	\$463	\$812	\$4,618	17.58%	11.87%	34.66%
<b>SW Region Totals</b>		<b>\$458</b>	<b>\$1,232</b>	<b>\$1,690</b>	<b>\$17,310</b>	<b>9.76%</b>	<b>24.70%</b>	<b>14.05%</b>
<b>SE Region</b>								
03	Chaves	\$0	\$0	\$0	\$2,033	0.00%	0.00%	0.00%
05	Curry	\$55	\$299	\$354	\$1,496	23.66%	5.17%	0.00%
08	Eddy	\$0	\$0	\$0	\$2,788	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$1,770	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$194	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$2,479	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$791	0.00%	0.00%	0.00%
<b>SE Region Totals</b>		<b>\$55</b>	<b>\$299</b>	<b>\$354</b>	<b>\$11,551</b>	<b>3.06%</b>	<b>5.17%</b>	<b>0.00%</b>
<b>Central Region</b>								
01	SE Bernalillo	\$59	\$130	\$189	\$4,674	4.04%	2.76%	3.80%
35	NW Bernalillo	\$482	\$41	\$523	\$4,481	11.67%	7.65%	22.16%
36	SW Bernalillo	\$132	\$1,071	\$1,203	\$10,117	11.89%	17.59%	13.74%
39	NE Bernalillo	\$147	\$298	\$445	\$4,485	9.92%	6.50%	39.55%
30	Torrance	\$0	\$0	\$0	\$683	0.00%	0.00%	0.00%
<b>Central Region Totals</b>		<b>\$820</b>	<b>\$1,540</b>	<b>\$2,360</b>	<b>\$24,440</b>	<b>9.66%</b>	<b>34.50%</b>	<b>12.32%</b>
<b>State Totals</b>		<b>\$2,374</b>	<b>\$4,467</b>	<b>\$6,841</b>	<b>\$85,818</b>	<b>7.97%</b>	<b>100.00%</b>	<b>10.41%</b>

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$144

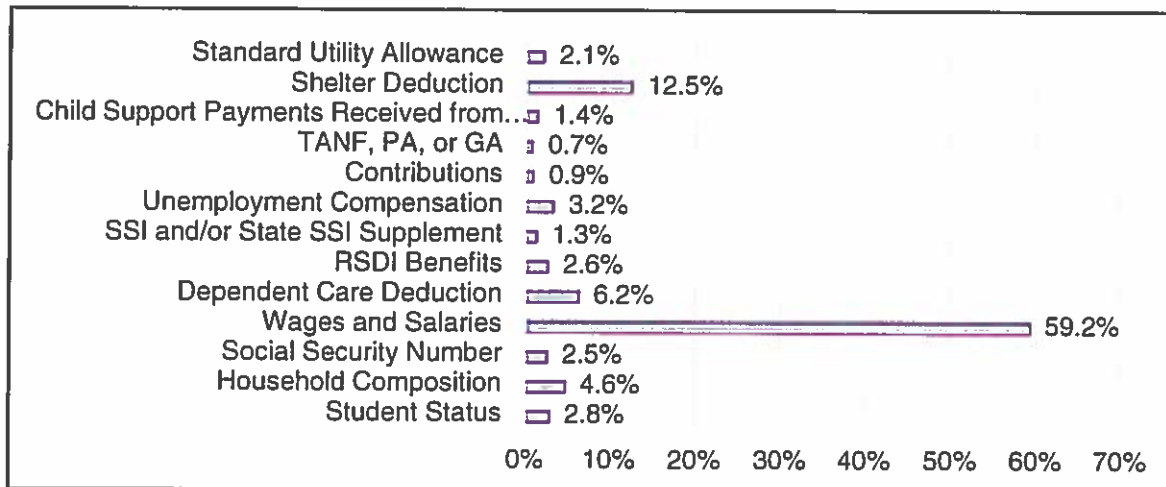
Average Agency Error: \$108

## 7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$194	\$0	100.0%
150 - Household Composition	\$0	\$318	0.0%
170 - Social Security Number	\$0	\$174	0.0%
311 - Wages and Salaries	\$1,229	\$2,821	30.3%
323 - Dependent Care Deduction	\$375	\$50	88.2%
331 - RSDI Benefits	\$178	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$87	\$0	100.0%
334 - Unemployment Compensation	\$60	\$159	27.4%
342 - Contributions	\$59	\$0	100.0%
344 - TANF, PA, or GA	\$51	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$0	\$93	0.0%
363 - Shelter Deduction	\$0	\$852	0.0%
364 - Standard Utility Allowance	\$141	\$0	100.0%

## 8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$194	2.8%
Household Composition	\$318	4.6%
Social Security Number	\$174	2.5%
Wages and Salaries	\$4,050	59.2%
Dependent Care Deduction	\$425	6.2%
RSDI Benefits	\$178	2.6%
SSI and/or State SSI Supplement	\$87	1.3%
Unemployment Compensation	\$219	3.2%
Contributions	\$59	0.9%
TANF, PA, or GA	\$51	0.7%
Child Support Payments Received from Absent Parent	\$93	1.4%
Shelter Deduction	\$852	12.5%
Standard Utility Allowance	\$141	2.1%
<b>Total</b>	<b>\$6,841</b>	<b>100.0%</b>



## FFY 2017 Negative Statewide Error Rates

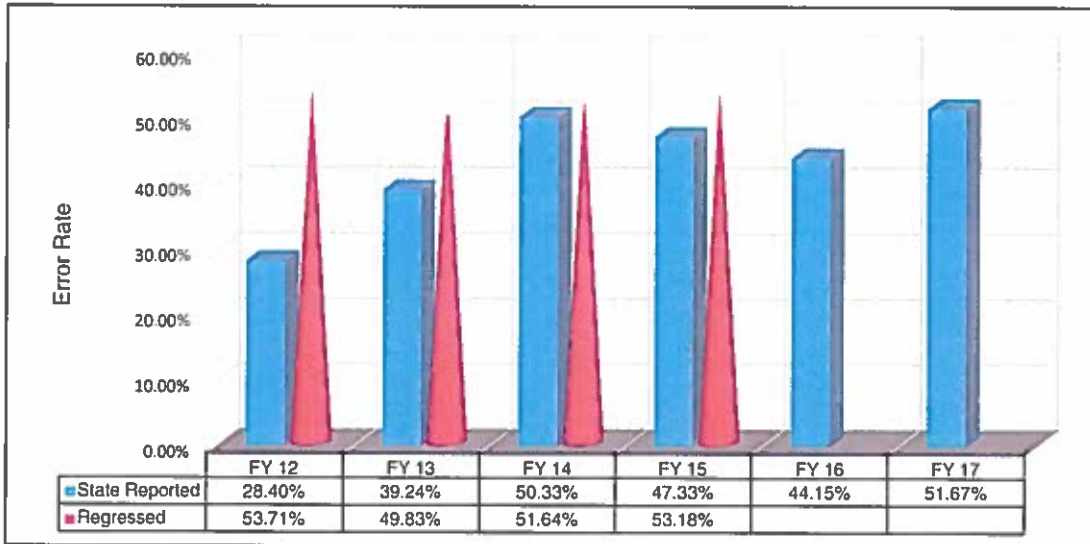
### 1. Cumulative Negative Case Error Rate

Valid	110
Invalid	155
Invalid Error	113
Invalid Notice	42
Drop	35
Total Sampled	300
% Invalid Notice	14.0%
% Invalid Error	37.7%
% Invalid Total	51.7%

### 2. Ranked Negative Action By Time of Occurrence

Closure	53	34.4%
Denial	99	65.6%

### 3. State Negative Error Rates



### 4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	64	42.1%	6	3.9%	70	45.2%
Notices	18	11.8%	24	15.8%	42	27.1%
Verification	2	1.3%	11	7.2%	13	8.4%
Combined Gross Income	8	5.3%	1	0.7%	9	5.8%
Wages and Salaries	3	2.0%	6	3.9%	9	5.8%
Student Status	3	2.0%	1	0.7%	4	2.6%
Child Support Payments Received from Absent Parent	1	0.7%	1	0.7%	2	1.3%
Transitional Benefits	0	0.0%	1	0.7%	1	0.6%
Action Type	0	0.0%	1	0.7%	1	0.6%
Joint TANF/SNAP Processing and Reporting	0	0.0%	1	0.7%	1	0.6%

## 5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %
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### NE Region

04	Colfax	0	1	1	100.0%
10	Guadalupe/De Baca	1	2	3	66.7%
20	Quay	0	1	1	100.0%
21	Rio Arriba	2	4	6	66.7%
23	Sandoval	6	6	12	50.0%
25	San Miguel	0	2	2	100.0%
26	Santa Fe	7	4	11	36.4%
29	Taos	3	4	7	57.1%
NE Region Totals		19	24	43	55.8%

### NW Region

17	McKinley	4	4	8	50.0%
24	San Juan	5	9	14	64.3%
27	Sierra	5	1	6	16.7%
28	Socorro	0	0	0	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	3	2	5	40.0%
42	N. Valencia	6	11	17	64.7%
NW Region Totals		23	27	50	54.0%

### SW Region

07	W. Dona Ana	6	7	13	53.8%
09	Grant	0	4	4	100.0%
16	Luna	1	2	3	66.7%
19	Otero	5	6	11	54.5%
37	E. Dona Ana	6	4	10	40.0%
38	S. Dona Ana	5	2	7	28.6%
SW Region Totals		23	25	48	52.1%

### SE Region

03	Chaves	4	4	8	50.0%
05	Curry	3	3	6	50.0%
08	Eddy	7	3	10	30.0%
13	Lea	4	4	8	50.0%
14	Lincoln	1	3	4	75.0%
22	Roosevelt	0	2	2	100.0%
34	Eddy/Artesia	3	1	4	25.0%
SE Region Totals		22	20	42	47.6%

### Central Region

01	SE Bernalillo	5	9	14	64.3%
35	NW Bernalillo	5	5	10	50.0%
36	SW Bernalillo	6	12	18	66.7%
39	NE Bernalillo	5	27	32	84.4%
30	Torrance	2	6	8	75.0%
Central Region Totals		23	59	82	72.0%

State Totals		110	155	265	58.5%
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FFY 2017 Application Processing Timeliness

	October 16'	November 16'	December 16'	January 17'	February 17'	March 17'	April 17'	May 17'	June 17'	July 17'	August 17'	September 17'
<b>Total APT</b>												
Non Expedite Cases	4013	5721	5982	5949	5667	6123	5746					
Non Expedite Timely	3652	5372	5626	5549	5155	5488	5268					
Total Untimely	361	349	356	408	512	635	478					
Expedite Cases	5190	7762	7970	9207	7728	8174	7962					
Expedite Timely	4976	7049	7237	7625	6947	7609	7409					
Total Untimely	214	713	733	1590	781	565	553					
Total Timely Cases	8628	13227	12863	15156	12102	13097	12677					
Total Cases	8908	12421	13744	13174	13186	14193	13649					
APT	93.75%	92.12%	92.19%	86.92%	90.35%	91.61%	92.48%					
<b>Total APT (excluding DHG Related Cases)</b>												
Non Expedite Cases	4013	5721	5982	5949	5667	6123	5746					
Non Expedite Timely	3652	5372	5626	5549	5155	5488	5268					
Total Untimely	361	349	356	408	514	636	478					
Expedite Cases	5190	7762	7970	9207	7728	8174	7962					
Expedite Timely	4976	7049	7237	7625	6947	7609	7409					
Total Untimely	214	713	733	1590	782	566	553					
Total Timely Cases	8628	13227	12863	13174	12102	14193	12677					
Total Cases	8908	12421	13744	14966	13186	13097	13649					
DHG Non Expedite	264	121	30	27	37	32	11					
DHG Expedite	31	135	178	163	172	72	48					
Total DHG Cases	295	256	208	190	209	104	59					
APT	96.86%	93.91%	93.59%	88.03%	91.78%	92.28%	92.88%					

FFY 2017 SNAP  
Expedite Application Processing Timeliness

	October 16'	November 16'	December 16'	January 17'	February 17'	March 17'	April 17'	May 17'	June 17'	July 17'	August 17'	September 17'	Avg. Cumulative
<b>NW Region 1</b>													
Cibola	97.7%	98.2%	97.7%	94.4%	97.9%	92.1%	97.3%						96.5%
McKinley	97.8%	95.1%	92.8%	95.8%	93.5%	98.7%	99.3%						96.1%
San Juan	95.3%	85.8%	86.8%	86.1%	84.8%	88.1%	89.4%						88.0%
Sierra	96.3%	100.0%	100.0%	97.6%	100.0%	98.2%	100.0%						98.9%
Socorro	97.8%	96.6%	95.8%	97.4%	97.2%	97.4%	96.7%						97.0%
Valencia North	98.5%	94.6%	94.7%	95.0%	93.7%	93.2%	95.5%						95.0%
Valencia South	100.0%	100.0%		100.0%	100.0%	100.0%							100.0%
<b>NW Region 1 Total</b>	<b>96.9%</b>	<b>92.8%</b>	<b>91.9%</b>	<b>92.0%</b>	<b>90.9%</b>	<b>93.0%</b>	<b>94.5%</b>						<b>93.1%</b>
<b>NE Region 2</b>													
Colfax	100.0%	100.0%	97.6%	100.0%	95.0%	97.9%	98.3%						98.4%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
Quay	100.0%	98.3%	98.0%	100.0%	100.0%	97.1%	97.6%						98.7%
Rio Arriba	98.3%	95.5%	97.7%	95.3%	98.0%	98.3%	98.4%						97.4%
San Miguel	99.0%	99.3%	97.8%	98.7%	100.0%	96.5%	97.7%						98.4%
Sandoval	96.5%	97.1%	98.0%	97.5%	95.6%	96.8%	97.6%						97.0%
Santa Fe	97.6%	95.3%	95.7%	96.8%	96.1%	96.6%	95.6%						96.2%
Taos	96.8%	98.6%	95.1%	95.4%	96.4%	95.0%	95.2%						96.1%
<b>NE Region 2 Total</b>	<b>97.7%</b>	<b>96.8%</b>	<b>97.0%</b>	<b>97.0%</b>	<b>96.8%</b>	<b>96.9%</b>	<b>97.0%</b>						<b>97.0%</b>
<b>Central Region 3</b>													
NE Bernalillo	90.9%	63.3%	86.9%	62.9%	93.3%	95.5%	93.9%						83.8%
NW Bernalillo	96.7%	93.0%	75.5%	47.0%	69.5%	92.2%	83.4%						79.6%
SE Bernalillo	94.1%	93.3%	86.3%	84.2%	90.4%	88.7%	90.7%						89.7%
SW Bernalillo	92.3%	76.8%	72.0%	54.9%	79.2%	77.5%	72.7%						75.1%
Torrance	88.5%	92.8%	94.5%	94.7%	99.2%	91.0%	94.2%						93.6%
<b>Cen. Region 3 Total</b>	<b>93.4%</b>	<b>81.3%</b>	<b>81.2%</b>	<b>60.8%</b>	<b>83.9%</b>	<b>89.3%</b>	<b>86.3%</b>						<b>82.3%</b>
<b>SE Region 4</b>													
Chaves	98.8%	97.3%	98.1%	97.6%	98.0%	97.3%	98.7%						98.0%
Curry	98.3%	97.3%	97.3%	78.2%	88.0%	94.9%	95.1%						92.7%
Eddy Artesia	95.8%	98.6%	100.0%	96.8%	91.1%	94.5%	96.2%						96.1%
Eddy Carlsbad	93.8%	94.1%	95.0%	95.8%	90.8%	93.1%	96.3%						94.1%
Lea	97.8%	92.7%	96.8%	89.3%	72.7%	88.2%	93.9%						90.2%
Lincoln	98.3%	97.5%	98.6%	98.6%	96.0%	100.0%	98.8%						98.3%
Roosevelt	96.8%	91.5%	98.3%	94.8%	90.2%	98.4%	98.6%						95.5%
<b>SE Region 4 Total</b>	<b>97.3%</b>	<b>95.5%</b>	<b>97.3%</b>	<b>91.8%</b>	<b>88.1%</b>	<b>94.0%</b>	<b>96.4%</b>						<b>94.3%</b>
<b>SW Region 5</b>													
East Dona Ana	97.8%	95.1%	91.3%	97.8%	95.1%	95.1%	97.9%						95.7%
Grant	96.7%	99.3%	98.0%	96.5%	98.6%	97.0%	98.1%						97.7%
Luna	98.9%	98.6%	98.8%	99.3%	100.0%	99.1%	100.0%						99.2%
Otero	96.7%	95.6%	93.8%	95.8%	96.7%	97.5%	99.0%						96.4%
South Dona Ana	97.5%	95.4%	97.0%	96.7%	96.4%	96.7%	96.6%						96.6%
West Dona Ana	94.7%	97.0%	95.8%	97.3%	97.0%	98.7%	98.4%						97.0%
<b>SW Region 5 Total</b>	<b>96.7%</b>	<b>96.7%</b>	<b>95.4%</b>	<b>97.2%</b>	<b>96.9%</b>	<b>97.4%</b>	<b>98.3%</b>						<b>96.9%</b>
<b>STATE TOTAL</b>	<b>95.9%</b>	<b>90.8%</b>	<b>90.8%</b>	<b>82.7%</b>	<b>89.9%</b>	<b>93.1%</b>	<b>93.1%</b>						<b>90.9%</b>

\*Beginning June 2016, DHS impacted cases are included

April 2017 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>April 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>April 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Ord.</i>	<i>April 2017</i>
<b>NW Region 1</b>		<b>NW Region 1</b>		<b>NW Region 1</b>	
Cibola	97.3%	Cibola	0.0%	Cibola	97.3%
McKinley	99.3%	McKinley	0.0%	McKinley	99.3%
San Juan	89.4%	San Juan	0.0%	San Juan	89.4%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	96.7%	Socorro	0.0%	Socorro	96.7%
Valencia North	95.5%	Valencia North	0.0%	Valencia North	95.5%
Valencia South		Valencia South	0.0%	Valencia South	
<b>NW Region 1 Total</b>	<b>94.5%</b>	<b>NW Region 1 Total</b>	<b>0.0%</b>	<b>NW Region 1 Total</b>	<b>94.5%</b>
<b>NE Region 2</b>		<b>NE Region 2</b>		<b>NE Region 2</b>	
Colfax	98.3%	Colfax	0.0%	Colfax	98.3%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	97.6%	Quay	0.0%	Quay	97.6%
Rio Arriba	98.4%	Rio Arriba	0.0%	Rio Arriba	98.4%
San Miguel	97.7%	San Miguel	0.0%	San Miguel	97.7%
Sandoval	97.6%	Sandoval	2.2%	Sandoval	99.8%
Santa Fe	95.6%	Santa Fe	2.3%	Santa Fe	97.9%
Taos	95.2%	Taos	0.0%	Taos	95.2%
<b>NE Region 2 Total</b>	<b>97.0%</b>	<b>NE Region 2 Total</b>	<b>1.2%</b>	<b>NE Region 2 Total</b>	<b>98.2%</b>
<b>Central Region 3</b>		<b>Central Region 3</b>		<b>Central Region 3</b>	
NE Bernalillo	93.9%	NE Bernalillo	0.3%	NE Bernalillo	94.2%
NW Bernalillo	83.4%	NW Bernalillo	0.0%	NW Bernalillo	83.4%
SE Bernalillo	90.7%	SE Bernalillo	0.2%	SE Bernalillo	90.9%
SW Bernalillo	72.7%	SW Bernalillo	0.3%	SW Bernalillo	73.0%
Torrance	94.2%	Torrance	0.9%	Torrance	95.1%
<b>Cent. Region 3 Total</b>	<b>86.3%</b>	<b>Cent. Region 3 Total</b>	<b>0.3%</b>	<b>Cent. Region 3 Total</b>	<b>86.6%</b>
<b>SE Region 4</b>		<b>SE Region 4</b>		<b>SE Region 4</b>	
Chaves	98.7%	Chaves	0.0%	Chaves	98.7%
Curry	95.1%	Curry	1.1%	Curry	96.2%
Eddy Artesia	96.2%	Eddy Artesia	1.9%	Eddy Artesia	98.1%
Eddy Carlsbad	96.3%	Eddy Carlsbad	0.0%	Eddy Carlsbad	96.3%
Lea	93.9%	Lea	0.0%	Lea	93.9%
Lincoln	98.8%	Lincoln	1.2%	Lincoln	100.0%
Roosevelt	98.6%	Roosevelt	0.0%	Roosevelt	98.6%
<b>SE Region 4 Total</b>	<b>96.4%</b>	<b>SE Region 4 Total</b>	<b>0.4%</b>	<b>SE Region 4 Total</b>	<b>96.8%</b>
<b>SW Region 5</b>		<b>SW Region 5</b>		<b>SW Region 5</b>	
East Dona Ana	97.9%	East Dona Ana	1.7%	East Dona Ana	99.6%
Grant	98.1%	Grant	1.3%	Grant	99.4%
Luna	100.0%	Luna	0.0%	Luna	100.0%
Otero	99.0%	Otero	1.0%	Otero	100.0%
South Dona Ana	96.6%	South Dona Ana	2.3%	South Dona Ana	98.9%
West Dona Ana	98.4%	West Dona Ana	1.1%	West Dona Ana	99.5%
<b>SW Region 5 Total</b>	<b>98.3%</b>	<b>SW Region 5 Total</b>	<b>1.2%</b>	<b>SW Region 5 Total</b>	<b>99.5%</b>
<b>STATE TOTAL</b>	<b>93.1%</b>	<b>STATE TOTAL</b>	<b>0.5%</b>	<b>STATE TOTAL</b>	<b>93.6%</b>

\*Retro-active months due to court order-cases processed back to date suspended.

FFY 2017 SNAP  
Non Expedite Application Processing Timeliness

	October 16'	November 16'	December 16'	January 17'	February 17'	March 17'	April 17'	May 17'	June 17'	July 17'	August 17'	September 17'	Avg. Cumulative
<b>NW Region 1</b>													
Cibola	93.5%	94.7%	93.4%	94.7%	92.9%	93.9%	95.2%						94.0%
McKinley	90.9%	95.3%	92.9%	94.4%	85.8%	94.0%	96.8%						92.9%
San Juan	88.2%	86.3%	86.8%	88.0%	83.9%	79.9%	82.2%						85.0%
Sierra	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%						99.6%
Socorro	95.4%	97.1%	98.1%	100.0%	98.8%	94.4%	98.7%						97.5%
Valencia North	90.9%	94.3%	89.4%	91.2%	90.8%	89.2%	94.9%						91.5%
Valencia South	100.0%	100.0%				100.0%							100.0%
<b>NW Region 1 Total</b>	<b>91.4%</b>	<b>93.0%</b>	<b>91.4%</b>	<b>92.9%</b>	<b>88.6%</b>	<b>89.0%</b>	<b>91.9%</b>						<b>91.2%</b>
<b>NE Region 2</b>													
Colfax	97.4%	98.6%	97.7%	97.9%	100.0%	100.0%	98.3%						98.6%
Guadalupe	100.0%	89.3%	100.0%	100.0%	100.0%	92.9%	92.9%						96.4%
Quay	90.9%	91.7%	90.2%	100.0%	96.9%	92.9%	97.4%						94.3%
Rio Arriba	97.7%	92.9%	96.2%	96.8%	97.0%	92.6%	93.0%						95.2%
San Miguel	97.5%	97.8%	97.8%	95.8%	97.4%	99.2%	99.3%						97.8%
Sandoval	93.0%	98.6%	95.9%	97.0%	98.1%	98.0%	98.1%						97.0%
Santa Fe	88.7%	96.1%	96.5%	94.7%	96.0%	93.1%	96.2%						94.5%
Taos	91.7%	96.6%	96.4%	95.1%	94.8%	91.9%	99.2%						95.1%
<b>NE Region 2 Total</b>	<b>93.1%</b>	<b>96.2%</b>	<b>96.3%</b>	<b>96.3%</b>	<b>97.1%</b>	<b>95.2%</b>	<b>97.1%</b>						<b>95.9%</b>
<b>Central Region 3</b>													
NE Bernalillo	79.9%	90.6%	85.6%	85.7%	73.2%	76.4%	76.0%						81.1%
NW Bernalillo	90.1%	91.3%	94.2%	88.2%	87.9%	88.8%	93.9%						90.6%
SE Bernalillo	89.6%	93.8%	91.6%	85.6%	76.4%	70.0%	77.5%						83.5%
SW Bernalillo	90.9%	95.4%	93.1%	88.7%	84.0%	77.6%	78.3%						86.9%
Torrance	84.4%	83.1%	95.4%	93.4%	95.0%	95.2%	91.2%						91.1%
<b>Cen. Region 3 Total</b>	<b>87.5%</b>	<b>92.4%</b>	<b>91.1%</b>	<b>87.4%</b>	<b>80.4%</b>	<b>79.4%</b>	<b>81.8%</b>						<b>85.7%</b>
<b>SE Region 4</b>													
Chaves	94.8%	95.0%	98.4%	97.3%	95.8%	96.3%	96.8%						96.3%
Curry	90.3%	98.1%	94.1%	93.1%	90.9%	86.8%	94.9%						92.6%
Eddy Artesia	92.1%	86.5%	94.8%	92.9%	98.4%	96.0%	94.6%						93.6%
Eddy Carlsbad	79.5%	94.8%	92.0%	90.9%	91.3%	94.9%	97.0%						91.5%
Lea	89.6%	94.0%	93.6%	87.1%	94.2%	90.4%	90.6%						91.4%
Lincoln	94.2%	98.7%	100.0%	98.4%	94.4%	94.7%	98.3%						97.0%
Roosevelt	100.0%	94.3%	100.0%	97.8%	95.0%	91.3%	100.0%						96.9%
<b>SE Region 4 Total</b>	<b>91.4%</b>	<b>95.0%</b>	<b>95.9%</b>	<b>93.9%</b>	<b>93.9%</b>	<b>92.9%</b>	<b>95.3%</b>						<b>94.0%</b>
<b>SW Region 5</b>													
East Dona Ana	92.7%	95.0%	98.3%	98.6%	99.6%	98.7%	98.6%						97.4%
Grant	96.3%	98.8%	97.8%	98.9%	100.0%	95.5%	98.9%						98.0%
Luna	89.7%	97.8%	95.7%	94.7%	97.8%	97.3%	100.0%						96.1%
Otero	91.6%	92.4%	97.1%	96.3%	100.0%	99.4%	100.0%						96.7%
South Dona Ana	93.6%	92.9%	99.2%	98.9%	97.6%	98.8%	98.7%						97.1%
West Dona Ana	95.9%	93.4%	96.7%	96.9%	98.2%	99.4%	99.7%						97.2%
<b>SW Region 5 Total</b>	<b>93.6%</b>	<b>94.2%</b>	<b>97.6%</b>	<b>97.4%</b>	<b>98.6%</b>	<b>98.6%</b>	<b>99.3%</b>						<b>97.0%</b>
<b>STATE TOTAL</b>	<b>91.0%</b>	<b>93.9%</b>	<b>94.0%</b>	<b>93.2%</b>	<b>91.0%</b>	<b>89.6%</b>	<b>91.7%</b>						<b>92.1%</b>

\*Beginning June 2016, DHS impacted cases are included

April 2017 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>April 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>April 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Orrr.</i>	<i>April 2017</i>
<b>NW Region 1</b>		<b>NW Region 1</b>		<b>NW Region 1</b>	
Cibola	95.2%	Cibola	0.0%	Cibola	95.2%
McKinley	96.8%	McKinley	0.3%	McKinley	97.1%
San Juan	82.2%	San Juan	1.2%	San Juan	83.4%
Sierra	98.4%	Sierra	0.0%	Sierra	98.4%
Socorro	98.7%	Socorro	0.0%	Socorro	98.7%
Valencia North	94.9%	Valencia North	0.5%	Valencia North	95.4%
Valencia South		Valencia South	0.0%	Valencia South	
<b>NW Region 1 Total</b>	<b>91.9%</b>	<b>NW Region 1 Total</b>	<b>0.5%</b>	<b>NW Region 1 Total</b>	<b>92.4%</b>
<b>NE Region 2</b>		<b>NE Region 2</b>		<b>NE Region 2</b>	
Colfax	98.3%	Colfax	0.0%	Colfax	98.3%
Guadalupe	92.9%	Guadalupe	0.0%	Guadalupe	92.9%
Quay	97.4%	Quay	0.0%	Quay	97.4%
Rio Arriba	93.0%	Rio Arriba	0.0%	Rio Arriba	93.0%
San Miguel	99.3%	San Miguel	0.0%	San Miguel	99.3%
Sandoval	98.1%	Sandoval	0.0%	Sandoval	98.1%
Santa Fe	96.2%	Santa Fe	0.0%	Santa Fe	96.2%
Taos	99.2%	Taos	0.8%	Taos	100.0%
<b>NE Region 2 Total</b>	<b>97.1%</b>	<b>NE Region 2 Total</b>	<b>0.1%</b>	<b>NE Region 2 Total</b>	<b>97.2%</b>
<b>Central Region 3</b>		<b>Central Region 3</b>		<b>Central Region 3</b>	
NE Bernalillo	76.0%	NE Bernalillo	0.0%	NE Bernalillo	76.0%
NW Bernalillo	93.9%	NW Bernalillo	0.0%	NW Bernalillo	93.9%
SE Bernalillo	77.5%	SE Bernalillo	0.0%	SE Bernalillo	77.5%
SW Bernalillo	78.3%	SW Bernalillo	0.2%	SW Bernalillo	78.5%
Torrance	91.2%	Torrance	0.0%	Torrance	91.2%
<b>Cent. Region 3 Total</b>	<b>81.8%</b>	<b>Cent. Region 3 Total</b>	<b>0.0%</b>	<b>Cent. Region 3 Total</b>	<b>81.8%</b>
<b>SE Region 4</b>		<b>SE Region 4</b>		<b>SE Region 4</b>	
Chaves	96.8%	Chaves	0.9%	Chaves	97.7%
Curry	94.9%	Curry	0.0%	Curry	94.9%
Eddy Artesia	94.6%	Eddy Artesia	0.0%	Eddy Artesia	94.6%
Eddy Carlsbad	97.0%	Eddy Carlsbad	0.0%	Eddy Carlsbad	97.0%
Lea	90.6%	Lea	0.0%	Lea	90.6%
Lincoln	98.3%	Lincoln	0.0%	Lincoln	98.3%
Roosevelt	100.0%	Roosevelt	0.0%	Roosevelt	100.0%
<b>SE Region 4 Total</b>	<b>95.3%</b>	<b>SE Region 4 Total</b>	<b>0.2%</b>	<b>SE Region 4 Total</b>	<b>95.5%</b>
<b>SW Region 5</b>		<b>SW Region 5</b>		<b>SW Region 5</b>	
East Dona Ana	98.6%	East Dona Ana	0.0%	East Dona Ana	98.6%
Grant	98.9%	Grant	0.0%	Grant	98.9%
Luna	100.0%	Luna	0.0%	Luna	100.0%
Otero	100.0%	Otero	0.0%	Otero	100.0%
South Dona Ana	98.7%	South Dona Ana	0.0%	South Dona Ana	98.7%
West Dona Ana	99.7%	West Dona Ana	0.0%	West Dona Ana	99.7%
<b>SW Region 5 Total</b>	<b>99.3%</b>	<b>SW Region 5 Total</b>	<b>0.0%</b>	<b>SW Region 5 Total</b>	<b>99.3%</b>
<b>STATE TOTAL</b>	<b>91.7%</b>	<b>STATE TOTAL</b>	<b>0.1%</b>	<b>STATE TOTAL</b>	<b>91.8%</b>

\*Retro-active months due to court order-cases processed back to date suspended.

FFY 2017 QC Recertification Timeliness

October-16	November-16	December-16	January-17	February-17	March-17	April-17	May-17	June-17	July-17	August-17	September-17
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NE Region

4	Colfax	100%									
10	Guadalupe/De Baca										
20	Quay		0%								
21	Rio Arriba	100%	100%	100%	100%						
23	Sandoval	100%	100%	100%	50%						
25	San Miguel	100%	75%	100%							
26	Santa Fe		100%	100%	100%						
29	Taos			100%	100%						
NE Region Totals		100%	86%	100%	83%						

NW Region

17	McKinley	100%	100%	100%	100%						
24	San Juan	75%	100%	67%							
27	Sierra		100%								
28	Socorro		100%	100%	100%						
32	S. Valencia			0%							
33	Cibola		100%								
42	N. Valencia	0%		100%	0%						
NW Region Totals		67%	100%	79%	80%						

SW Region

7	W. Dona Ana	100%	100%	67%	100%						
9	Grant		100%								
16	Luna		100%								
19	Otero	0%	100%	100%	0%						
37	E. Dona Ana	100%	100%		67%						
38	S. Dona Ana	100%	100%	100%	100%						
SW Region Totals		83%	100%	86%	83%						

SE Region

3	Chaves		100%	100%	100%						
5	Curry		100%	100%							
8	Eddy		100%								
13	Lea	100%		50%							
14	Lincoln										
22	Roosevelt		100%		100%						
34	Eddy/Artesia	100%									
SE Region Totals		100%	100%	83%	100%						

Central Region

1	SE Bernalillo	100%	100%	67%	100%						
35	NW Bernalillo	50%	100%	100%	50%						
36	SW Bernalillo	100%	100%	71%	67%						
39	NE Bernalillo	100%	67%	100%	50%						
30	Torrance	100%	0%								
Central Region Totals		92%	82%	84%	73%						

State Totals		85%	92%	85%	80%						
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