
General Information Memorandum

ISD-GI 17-20

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division
RE: FFY 2017 SNAP Performance Report-Fifth
DATE: July 21, 2017

Attached please find the fifth 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 February 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.

Attachment

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2017

1. STATE Cumulative Payment Error Rates

Total Paid	\$106,554		
Total Dollar Errors	\$7,456	Total Error Rate %	7.00%
Total Dollar Over	\$4,357	% Error Rate Over	4.09%
Total Dollar Under	\$1,087	% Error Rate Under	1.02%
Total Dollar Ineligible	\$2,012	% Error Rate Ineligible	1.89%

Total Reviewed	413
% In Error	14.3%

Cases Dropped	77
Correct	354
Overpaid	40
Underpaid	9
Ineligible	10

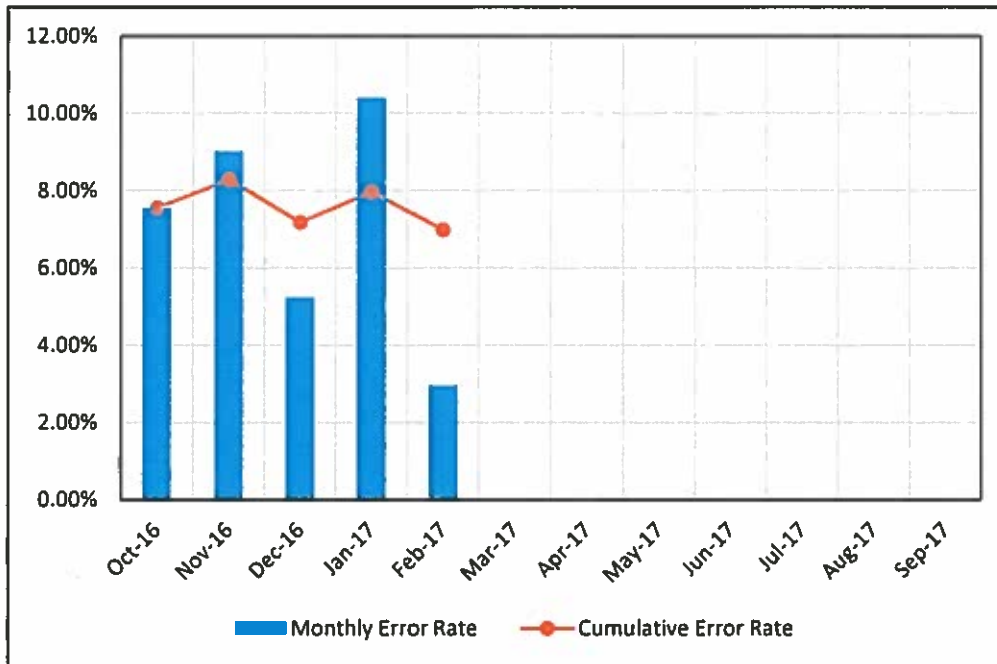
Agency Error Dollar Amount	Agency % Error Rate:
\$2,585	2.43%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$4,871	4.57%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$3,874	52.0%
Recertification	\$3,582	48.0%

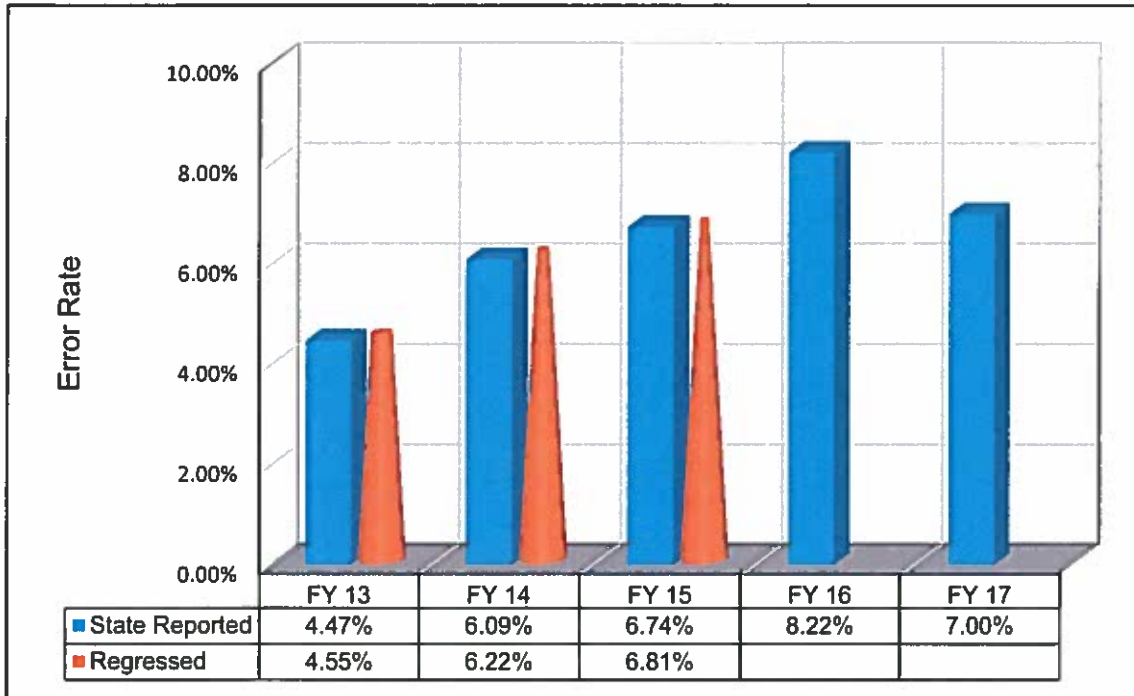
3. Error Rates By: Month and FFY Cumulative



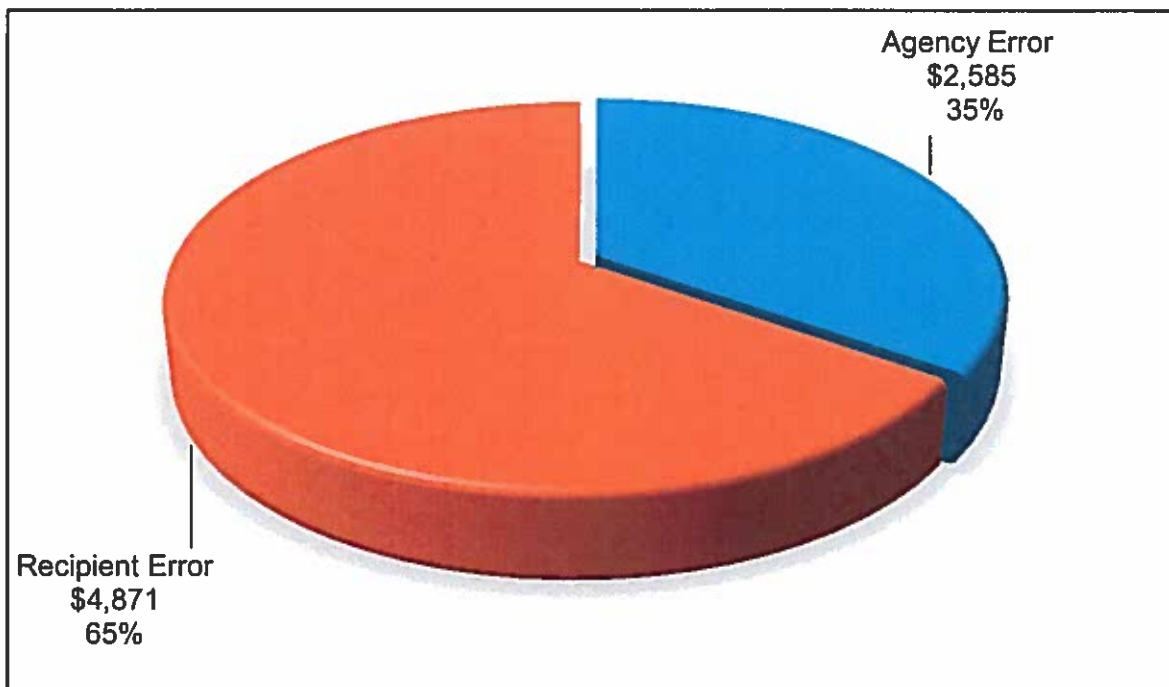
4. Regional Cumulative Payment Error Rates

		Cumulative					County Error Rate	
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	
								Current Month
NE Region								
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	\$749	10.01%	1.01%	0.00%
21	Rio Arriba	\$16	\$298	\$314	\$5,240	5.99%	4.21%	0.00%
23	Sandoval	\$0	\$48	\$48	\$7,373	0.65%	0.64%	0.00%
25	San Miguel	\$304	\$0	\$304	\$2,866	10.61%	4.08%	0.00%
26	Santa Fe	\$239	\$642	\$881	\$3,862	22.81%	11.82%	0.00%
29	Taos	\$0	\$0	\$0	\$1,116	0.00%	0.00%	0.00%
NE Region Totals		\$559	\$1,063	\$1,622	\$21,575	7.52%	21.75%	0.00%
NW Region								
17	McKinley	\$347	\$319	\$666	\$7,822	8.51%	8.93%	8.29%
24	San Juan	\$246	\$169	\$415	\$6,096	6.81%	5.57%	6.62%
27	Sierra	\$100	\$0	\$100	\$592	16.89%	1.34%	22.88%
28	Socorro	\$0	\$0	\$0	\$1,535	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$0	\$0	\$0	\$1,337	0.00%	0.00%	0.00%
42	N. Valencia	\$0	\$49	\$49	\$2,433	2.01%	0.66%	0.00%
NW Region Totals		\$693	\$537	\$1,230	\$19,815	6.21%	16.50%	7.17%
SW Region								
07	W. Dona Ana	\$49	\$326	\$375	\$6,894	5.44%	5.03%	5.26%
09	Grant	\$0	\$74	\$74	\$812	9.11%	0.99%	0.00%
16	Luna	\$60	\$0	\$60	\$718	8.36%	0.80%	0.00%
19	Otero	\$0	\$0	\$0	\$2,164	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	\$447	\$447	\$4,167	10.73%	6.00%	0.00%
38	S. Dona Ana	\$349	\$544	\$893	\$6,291	14.19%	11.98%	4.84%
SW Region Totals		\$458	\$1,391	\$1,849	\$21,046	8.79%	24.80%	4.26%
SE Region								
03	Chaves	\$0	\$0	\$0	\$2,962	0.00%	0.00%	0.00%
05	Curry	\$55	\$299	\$354	\$2,326	15.22%	4.75%	0.00%
08	Eddy	\$0	\$0	\$0	\$2,788	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$1,979	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	\$985	0.00%	0.00%	0.00%
SE Region Totals		\$55	\$299	\$354	\$13,713	2.58%	4.75%	0.00%
Central Region								
01	SE Bernalillo	\$59	\$130	\$189	\$5,905	3.20%	2.53%	0.00%
35	NW Bernalillo	\$482	\$41	\$523	\$5,901	8.86%	7.01%	0.00%
36	SW Bernalillo	\$132	\$1,071	\$1,203	\$12,147	9.90%	16.13%	0.00%
39	NE Bernalillo	\$147	\$339	\$486	\$5,439	8.94%	6.52%	4.30%
30	Torrance	\$0	\$0	\$0	\$1,013	0.00%	0.00%	0.00%
Central Region Totals		\$820	\$1,581	\$2,401	\$30,405	7.90%	32.20%	0.69%
State Totals		\$2,585	\$4,871	\$7,456	\$106,554	7.00%	100.00%	2.97%

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



6. Agency-vs-Recipient Error



Average Recipient Error: \$139

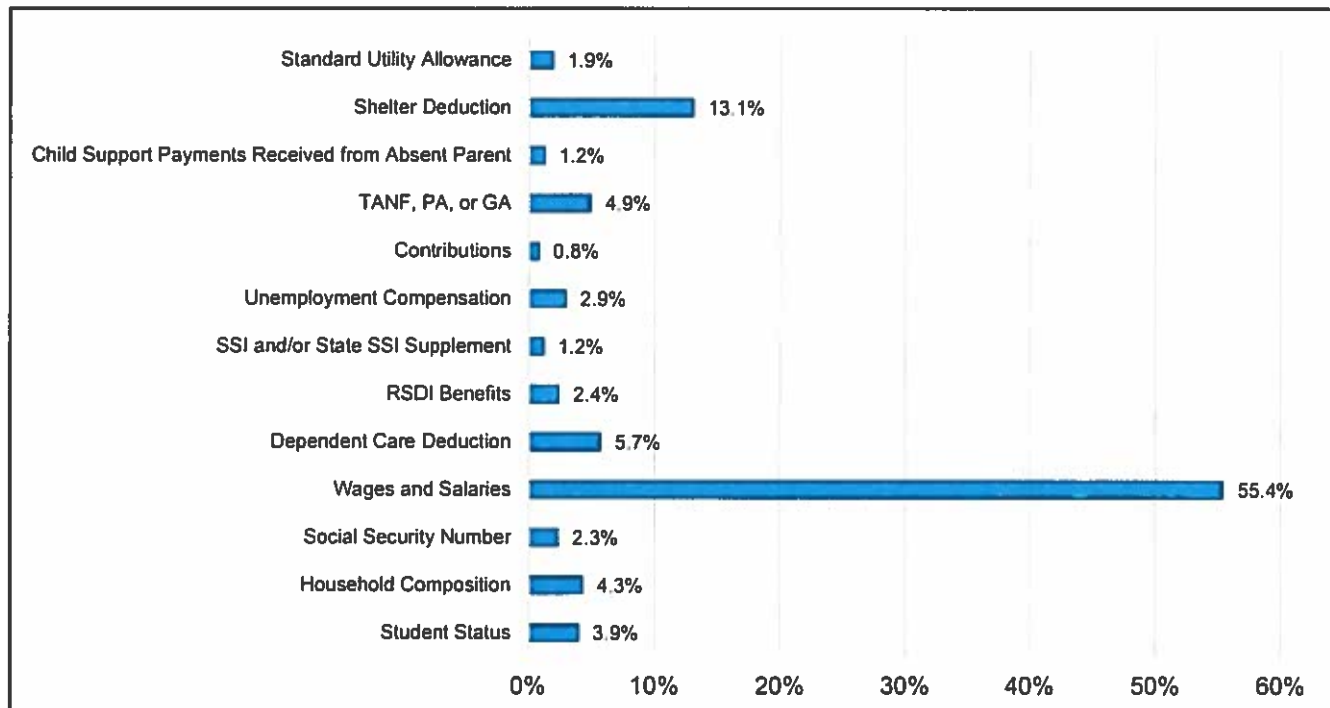
Average Agency Error: \$108

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$294	\$0	100.0%
150 - Household Composition	\$0	\$318	0.0%
170 - Social Security Number	\$0	\$174	0.0%
311 - Wages and Salaries	\$1,229	\$2,899	29.8%
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	\$162	\$204	44.3%
350 - Child Support Payments Received from Absent Parent	\$0	\$93	0.0%
363 - Shelter Deduction	\$0	\$974	0.0%
364 - Standard Utility Allowance	\$141	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$294	3.9%
Household Composition	\$318	4.3%
Social Security Number	\$174	2.3%
Wages and Salaries	\$4,128	55.4%
Dependent Care Deduction	\$425	5.7%
RSDI Benefits	\$178	2.4%
SSI and/or State SSI Supplement	\$87	1.2%
Unemployment Compensation	\$219	2.9%
Contributions	\$59	0.8%
TANF, PA, or GA	\$366	4.9%
Child Support Payments Received from Absent Parent	\$93	1.2%
Shelter Deduction	\$974	13.1%
Standard Utility Allowance	\$141	1.9%
Total	\$7,456	100.0%



FFY 2017 Negative Statewide Error Rates

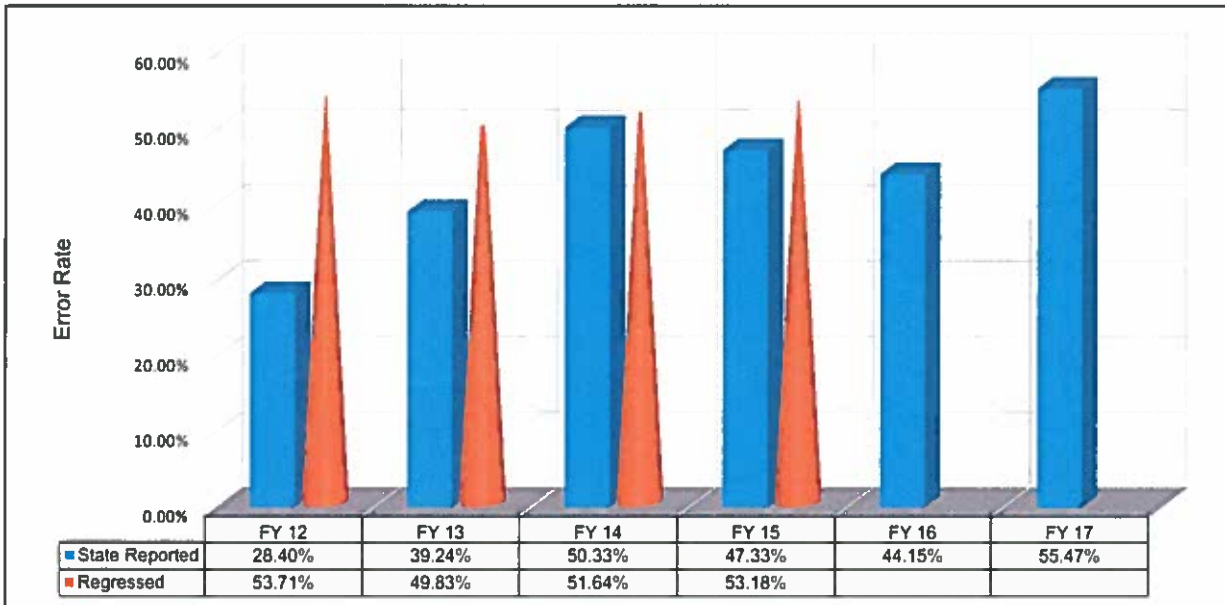
1. Cumulative Negative Case Error Rate

Valid	128
Invalid	208
Invalid Error	157
Invalid Notice	51
Drop	39
Total Sampled	375
% Invalid Notice	13.6%
% Invalid Error	41.8%
% Invalid Total	55.5%

2. Ranked Negative Action By Time of Occurrence

Closure	69	33.7%
Denial	134	66.3%

3. State Negative Error Rates



4. Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Application	93	45.8%	10	4.9%	103	49.5%
Notices	20	9.9%	31	15.3%	51	24.5%
Verification	3	1.5%	12	5.9%	15	7.2%
Combined Gross Income	10	4.9%	2	1.0%	12	5.8%
Wages and Salaries	3	1.5%	7	3.4%	10	4.8%
Student Status	4	2.0%	1	0.5%	5	2.4%
Joint TANF/SNAP Processing and Reporting	0	0.0%	2	1.0%	2	1.0%
Child Support Payments Received from Absent Parent	1	0.5%	1	0.5%	2	1.0%
Unemployment Compensation	0	0.0%	2	1.0%	2	1.0%
Transitional Benefits	0	0.0%	1	0.5%	1	0.5%

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	1	1	2	50.0%
21	Rio Arriba	2	4	6	66.7%
23	Sandoval	9	10	19	52.6%
25	San Miguel	0	3	3	100.0%
26	Santa Fe	8	6	14	42.9%
29	Taos	3	5	8	62.5%
NE Region Totals		24	32	56	57.1%

NW Region

17	McKinley	4	6	10	60.0%
24	San Juan	5	13	18	72.2%
27	Sierra	5	2	7	28.6%
28	Socorro	0	1	1	100.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	3	2	5	40.0%
42	N. Valencia	7	15	22	68.2%
NW Region Totals		24	39	63	61.9%

SW Region

07	W. Dona Ana	7	11	18	61.1%
09	Grant	0	4	4	100.0%
16	Luna	2	3	5	60.0%
19	Otero	6	6	12	50.0%
37	E. Dona Ana	7	6	13	46.2%
38	S. Dona Ana	8	4	12	33.3%
SW Region Totals		30	34	64	53.1%

SE Region

03	Chaves	5	4	9	44.4%
05	Curry	3	4	7	57.1%
08	Eddy	7	4	11	36.4%
13	Lea	5	6	11	54.5%
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		24	24	48	50.0%

Central Region

01	SE Bernalillo	6	13	19	68.4%
35	NW Bernalillo	5	7	12	58.3%
36	SW Bernalillo	8	18	26	69.2%
39	NE Bernalillo	5	35	40	87.5%
30	Torrance	2	6	8	75.0%
Central Region Totals		26	79	105	75.2%

State Totals		128	208	336	61.9%
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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'
Total APT												
Non Expedite Cases	4013	5721	5982	5949	5667	6123	5746	6829				
Non Expedite Timely	3652	5372	5626	5549	5155	5488	5268	6475				
Total Untimely	361	349	356	408	512	635	478	354				
Expedite Cases	5190	7762	7970	9207	7728	8174	7962	9302				
Expedite Timely	4976	7049	7237	7625	6947	7609	7409	8333				
Total Untimely	214	713	733	1590	781	565	553	969				
Total Timely Cases	8628	13227	12863	15156	12102	13097	12677	14808				
Total Cases	8908	12421	13744	13174	13186	14193	13649	16131				
APT	93.75%	92.12%	92.19%	86.92%	90.35%	91.61%	92.48%	91.80%				
Total APT (excluding DHG Related Cases)												
Non Expedite Cases	4013	5721	5982	5949	5667	6123	5746	6829				
Non Expedite Timely	3652	5372	5626	5549	5155	5488	5268	6475				
Total Untimely	361	349	356	408	514	636	478	354				
Expedite Cases	5190	7762	7970	9207	7728	8174	7962	9302				
Expedite Timely	4976	7049	7237	7625	6947	7609	7409	8333				
Total Untimely	214	713	733	1590	782	566	553	969				
Total Timely Cases	8628	13227	12863	13174	12102	14193	12677	14808				
Total Cases	8908	12421	13744	14966	13186	13097	13649	16131				
DHG Non Expedite	264	121	30	27	37	32	11	0				
DHG Expedite	31	135	178	163	172	72	48	0				
Total DHG Cases	295	256	208	190	209	104	59	0				
APT	96.86%	93.91%	93.59%	88.03%	91.78%	92.28%	92.88%	91.80%				

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
NW Region 1													
Cibola	97.7%	98.2%	97.7%	94.4%	97.9%	92.1%	97.3%	96.8%					96.5%
McKinley	97.8%	95.1%	92.8%	95.8%	93.5%	98.7%	99.3%	97.8%					96.4%
San Juan	95.3%	85.8%	86.8%	86.1%	84.8%	88.1%	89.4%	93.5%					88.7%
Sierra	96.3%	100.0%	100.0%	97.6%	100.0%	98.2%	100.0%	100.0%					99.0%
Socorro	97.8%	96.6%	95.8%	97.4%	97.2%	97.4%	96.7%	96.9%					97.0%
Valencia North	98.5%	94.6%	94.7%	95.0%	93.7%	93.2%	95.5%	95.4%					95.1%
Valencia South	100.0%	100.0%		100.0%	100.0%	100.0%							100.0%
NW Region 1 Total	96.9%	92.8%	91.9%	92.0%	90.9%	93.0%	94.5%	95.5%					93.4%
NE Region 2													
Colfax	100.0%	100.0%	97.6%	100.0%	95.0%	97.9%	98.3%	98.1%					98.4%
Guadalupe	100.0%	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%	95.8%					98.4%
Rio Arriba	98.3%	95.5%	97.7%	95.3%	98.0%	98.3%	98.4%	96.9%					97.3%
San Miguel	99.0%	99.3%	97.8%	98.7%	100.0%	96.5%	97.7%	96.9%					98.2%
Sandoval	96.5%	97.1%	98.0%	97.5%	95.6%	96.8%	97.6%	94.7%					96.7%
Santa Fe	97.6%	95.3%	95.7%	96.8%	96.1%	96.6%	95.6%	97.3%					96.4%
Taos	96.8%	98.6%	95.1%	95.4%	96.4%	95.0%	95.2%	97.1%					96.2%
NE Region 2 Total	97.7%	96.8%	97.0%	97.0%	96.8%	96.9%	97.0%	96.5%					97.0%
Central Region 3													
NE Bernalillo	90.9%	63.3%	86.9%	62.9%	93.3%	95.5%	93.9%	93.4%					85.0%
NW Bernalillo	96.7%	93.0%	75.5%	47.0%	69.5%	92.2%	83.4%	61.2%					77.3%
SE Bernalillo	94.1%	93.3%	86.3%	84.2%	90.4%	88.7%	90.7%	88.9%					89.6%
SW Bernalillo	92.3%	76.8%	72.0%	54.9%	79.2%	77.5%	72.7%	62.5%					73.5%
Torrance	88.5%	92.8%	94.5%	94.7%	99.2%	91.0%	94.2%	93.8%					93.6%
Cen. Region 3 Total	93.4%	81.3%	81.2%	60.8%	83.9%	89.3%	86.3%	77.6%					81.7%
SE Region 4													
Chaves	98.8%	97.3%	98.1%	97.6%	98.0%	97.3%	98.7%	99.6%					98.2%
Curry	98.3%	97.3%	97.3%	78.2%	88.0%	94.9%	95.1%	95.7%					93.1%
Eddy Artesia	95.8%	98.6%	100.0%	96.8%	91.1%	94.5%	96.2%	92.6%					95.7%
Eddy Carlsbad	93.8%	94.1%	95.0%	95.8%	90.8%	93.1%	96.3%	98.6%					94.7%
Lea	97.8%	92.7%	96.8%	89.3%	72.7%	88.2%	93.9%	87.0%					89.8%
Lincoln	98.3%	97.5%	98.6%	98.6%	96.0%	100.0%	98.8%	95.9%					98.0%
Roosevelt	96.8%	91.5%	98.3%	94.8%	90.2%	98.4%	98.6%	97.7%					95.8%
SE Region 4 Total	97.3%	95.5%	97.3%	91.8%	88.1%	94.0%	96.4%	95.1%					94.4%
SW Region 5													
East Dona Ana	97.8%	95.1%	91.3%	97.8%	95.1%	95.1%	97.9%	96.8%					95.9%
Grant	96.7%	99.3%	98.0%	96.5%	98.6%	97.0%	98.1%	96.4%					97.6%
Luna	98.9%	98.6%	98.8%	99.3%	100.0%	99.1%	100.0%	100.0%					99.3%
Otero	96.7%	95.6%	93.8%	95.8%	96.7%	97.5%	99.0%	97.9%					96.6%
South Dona Ana	97.5%	95.4%	97.0%	96.7%	96.4%	96.7%	96.6%	98.2%					96.8%
West Dona Ana	94.7%	97.0%	95.8%	97.3%	97.0%	98.7%	98.4%	98.8%					97.2%
SW Region 5 Total	96.7%	96.7%	95.4%	97.2%	96.9%	97.4%	98.3%	98.1%					97.1%
STATE TOTAL	95.9%	90.8%	90.8%	82.7%	89.9%	93.1%	93.1%	89.6%					90.7%

*Beginning June 2016, DHS impacted cases are included

May 2017 Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>May 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>May 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Ord</i>	<i>May 2017</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	96.8%	Cibola	0.0%	Cibola	96.8%
McKinley	97.8%	McKinley	0.0%	McKinley	97.8%
San Juan	93.5%	San Juan	0.0%	San Juan	93.5%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	96.9%	Socorro	0.0%	Socorro	96.9%
Valencia North	95.4%	Valencia North	0.0%	Valencia North	95.4%
Valencia South		Valencia South	0.0%	Valencia South	
NW Region 1 Total	95.5%	NW Region 1 Total	0.0%	NW Region 1 Total	95.5%
NE Region 2		NE Region 2		NE Region 2	
Colfax	98.1%	Colfax	0.0%	Colfax	98.1%
Guadalupe	100.0%	Guadalupe	0.0%	Guadalupe	100.0%
Quay	95.8%	Quay	0.0%	Quay	95.8%
Rio Arriba	96.9%	Rio Arriba	0.0%	Rio Arriba	96.9%
San Miguel	96.9%	San Miguel	0.0%	San Miguel	96.9%
Sandoval	94.7%	Sandoval	0.0%	Sandoval	94.7%
Santa Fe	97.3%	Santa Fe	0.0%	Santa Fe	97.3%
Taos	97.1%	Taos	0.0%	Taos	97.1%
NE Region 2 Total	96.5%	NE Region 2 Total	0.0%	NE Region 2 Total	96.5%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	93.4%	NE Bernalillo	0.0%	NE Bernalillo	93.4%
NW Bernalillo	61.2%	NW Bernalillo	0.0%	NW Bernalillo	61.2%
SE Bernalillo	88.9%	SE Bernalillo	0.0%	SE Bernalillo	88.9%
SW Bernalillo	62.5%	SW Bernalillo	0.0%	SW Bernalillo	62.5%
Torrance	93.8%	Torrance	0.0%	Torrance	93.8%
Cent. Region 3 Total	77.6%	Cent. Region 3 Total	0.0%	Cent. Region 3 Total	77.6%
SE Region 4		SE Region 4		SE Region 4	
Chaves	99.6%	Chaves	0.0%	Chaves	99.6%
Curry	95.7%	Curry	0.0%	Curry	95.7%
Eddy Artesia	92.6%	Eddy Artesia	0.0%	Eddy Artesia	92.6%
Eddy Carlsbad	98.6%	Eddy Carlsbad	0.0%	Eddy Carlsbad	98.6%
Lea	87.0%	Lea	0.0%	Lea	87.0%
Lincoln	95.9%	Lincoln	0.0%	Lincoln	95.9%
Roosevelt	97.7%	Roosevelt	0.0%	Roosevelt	97.7%
SE Region 4 Total	95.1%	SE Region 4 Total	0.0%	SE Region 4 Total	95.1%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	96.8%	East Dona Ana	0.0%	East Dona Ana	96.8%
Grant	96.4%	Grant	0.0%	Grant	96.4%
Luna	100.0%	Luna	0.0%	Luna	100.0%
Otero	97.9%	Otero	0.0%	Otero	97.9%
South Dona Ana	98.2%	South Dona Ana	0.0%	South Dona Ana	98.2%
West Dona Ana	98.8%	West Dona Ana	0.0%	West Dona Ana	98.8%
SW Region 5 Total	98.1%	SW Region 5 Total	0.0%	SW Region 5 Total	98.1%
STATE TOTAL	89.6%	STATE TOTAL	0.0%	STATE TOTAL	89.6%

*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
NW Region 1													
Cibola	93.5%	94.7%	93.4%	94.7%	92.9%	93.9%	95.2%	97.9%					94.5%
McKinley	90.9%	95.3%	92.9%	94.4%	85.8%	94.0%	96.8%	98.6%					93.6%
San Juan	88.2%	86.3%	86.8%	88.0%	83.9%	79.9%	82.2%	85.3%					85.1%
Sierra	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%					99.6%
Socorro	95.4%	97.1%	98.1%	100.0%	98.8%	94.4%	98.7%	100.0%					97.8%
Valencia North	90.9%	94.3%	89.4%	91.2%	90.8%	89.2%	94.9%	97.3%					92.3%
Valencia South	100.0%	100.0%				100.0%							100.0%
NW Region 1 Total	91.4%	93.0%	91.4%	92.9%	88.6%	89.0%	91.9%	94.4%					91.6%
NE Region 2													
Colfax	97.4%	98.6%	97.7%	97.9%	100.0%	100.0%	98.3%	100.0%					98.7%
Guadalupe	100.0%	89.3%	100.0%	100.0%	100.0%	92.9%	92.9%	94.7%					96.2%
Quay	90.9%	91.7%	90.2%	100.0%	96.9%	92.9%	97.4%	100.0%					95.0%
Rio Arriba	97.7%	92.9%	96.2%	96.8%	97.0%	92.6%	93.0%	96.2%					95.3%
San Miguel	97.5%	97.8%	97.8%	95.8%	97.4%	99.2%	99.3%	99.3%					98.0%
Sandoval	93.0%	98.6%	95.9%	97.0%	98.1%	98.0%	98.1%	97.9%					97.1%
Santa Fe	88.7%	96.1%	96.5%	94.7%	96.0%	93.1%	96.2%	98.3%					95.0%
Taos	91.7%	96.6%	96.4%	95.1%	94.8%	91.9%	99.2%	99.3%					95.6%
NE Region 2 Total	93.1%	96.2%	96.3%	96.3%	97.1%	95.2%	97.1%	98.2%					96.2%
Central Region 3													
NE Bernalillo	79.9%	90.6%	85.6%	85.7%	73.2%	76.4%	76.0%	93.5%					82.6%
NW Bernalillo	90.1%	91.3%	94.2%	88.2%	87.9%	88.8%	93.9%	95.9%					91.3%
SE Bernalillo	89.6%	93.8%	91.6%	85.6%	76.4%	70.0%	77.5%	82.1%					83.3%
SW Bernalillo	90.9%	95.4%	93.1%	88.7%	84.0%	77.6%	78.3%	80.4%					86.1%
Torrance	84.4%	83.1%	95.4%	93.4%	95.0%	95.2%	91.2%	95.5%					91.7%
Cen. Region 3 Total	87.5%	92.4%	91.1%	87.4%	80.4%	79.4%	81.8%	88.4%					86.1%
SE Region 4													
Chaves	94.8%	95.0%	98.4%	97.3%	95.8%	96.3%	96.8%	100.0%					96.8%
Curry	90.3%	98.1%	94.1%	93.1%	90.9%	86.8%	94.9%	98.7%					93.4%
Eddy Artesia	92.1%	86.5%	94.8%	92.9%	98.4%	96.0%	94.6%	97.7%					94.1%
Eddy Carlsbad	79.5%	94.8%	92.0%	90.9%	91.3%	94.9%	97.0%	96.6%					92.1%
Lea	89.6%	94.0%	93.6%	87.1%	94.2%	90.4%	90.6%	94.4%					91.7%
Lincoln	94.2%	98.7%	100.0%	98.4%	94.4%	94.7%	98.3%	93.4%					96.5%
Roosevelt	100.0%	94.3%	100.0%	97.8%	95.0%	91.3%	100.0%	98.3%					97.1%
SE Region 4 Total	91.4%	95.0%	95.9%	93.9%	93.9%	92.9%	95.3%	97.5%					94.5%
SW Region 5													
East Dona Ana	92.7%	95.0%	98.3%	98.6%	99.6%	98.7%	98.6%	99.3%					97.6%
Grant	96.3%	98.8%	97.8%	98.9%	100.0%	95.5%	98.9%	98.1%					98.0%
Luna	89.7%	97.8%	95.7%	94.7%	97.8%	97.3%	100.0%	100.0%					96.6%
Otero	91.6%	92.4%	97.1%	96.3%	100.0%	99.4%	100.0%	99.5%					97.0%
South Dona Ana	93.6%	92.9%	99.2%	98.9%	97.6%	98.8%	98.7%	99.7%					97.4%
West Dona Ana	95.9%	93.4%	96.7%	96.9%	98.2%	99.4%	99.7%	99.5%					97.5%
SW Region 5 Total	93.6%	94.2%	97.6%	97.4%	98.6%	98.6%	99.3%	99.4%					97.3%
STATE TOTAL	91.0%	93.9%	94.0%	93.2%	91.0%	89.6%	91.7%	94.8%					92.4%

*Beginning June 2016 DHG impacted cases are included

May 2017 Non Expedite Timeliness

<i>Timeliness Including Total Cases</i>	<i>May 2017</i>	<i>*Cases Impacted by Court Order</i>	<i>May 2017</i>	<i>Timeliness excluding Cases Impacted by DHG Court Order</i>	<i>May 2017</i>
NW Region 1		NW Region 1		NW Region 1	
Cibola	97.9%	Cibola	0.0%	Cibola	97.9%
McKinley	98.6%	McKinley	0.0%	McKinley	98.6%
San Juan	85.3%	San Juan	0.0%	San Juan	85.3%
Sierra	100.0%	Sierra	0.0%	Sierra	100.0%
Socorro	100.0%	Socorro	0.0%	Socorro	100.0%
Valencia North	97.3%	Valencia North	0.0%	Valencia North	97.3%
Valencia South		Valencia South	0.0%	Valencia South	
NW Region 1 Total	94.4%	NW Region 1 Total	0.0%	NW Region 1 Total	94.4%
NE Region 2		NE Region 2		NE Region 2	
Colfax	100.0%	Colfax	0.0%	Colfax	100.0%
Guadalupe	94.7%	Guadalupe	0.0%	Guadalupe	94.7%
Quay	100.0%	Quay	0.0%	Quay	100.0%
Rio Arriba	96.2%	Rio Arriba	0.0%	Rio Arriba	96.2%
San Miguel	99.3%	San Miguel	0.0%	San Miguel	99.3%
Sandoval	97.9%	Sandoval	0.0%	Sandoval	97.9%
Santa Fe	98.3%	Santa Fe	0.0%	Santa Fe	98.3%
Taos	99.3%	Taos	0.0%	Taos	99.3%
NE Region 2 Total	98.2%	NE Region 2 Total	0.0%	NE Region 2 Total	98.2%
Central Region 3		Central Region 3		Central Region 3	
NE Bernalillo	93.5%	NE Bernalillo	0.0%	NE Bernalillo	93.5%
NW Bernalillo	95.9%	NW Bernalillo	0.0%	NW Bernalillo	95.9%
SE Bernalillo	82.1%	SE Bernalillo	0.0%	SE Bernalillo	82.1%
SW Bernalillo	80.4%	SW Bernalillo	0.0%	SW Bernalillo	80.4%
Torrance	95.5%	Torrance	0.0%	Torrance	95.5%
Cent. Region 3 Total	88.4%	Cent. Region 3 Total	0.0%	Cent. Region 3 Total	88.4%
SE Region 4		SE Region 4		SE Region 4	
Chaves	100.0%	Chaves	0.0%	Chaves	100.0%
Curry	98.7%	Curry	0.0%	Curry	98.7%
Eddy Artesia	97.7%	Eddy Artesia	0.0%	Eddy Artesia	97.7%
Eddy Carlsbad	96.6%	Eddy Carlsbad	0.0%	Eddy Carlsbad	96.6%
Lea	94.4%	Lea	0.0%	Lea	94.4%
Lincoln	93.4%	Lincoln	0.0%	Lincoln	93.4%
Roosevelt	98.3%	Roosevelt	0.0%	Roosevelt	98.3%
SE Region 4 Total	97.5%	SE Region 4 Total	0.0%	SE Region 4 Total	97.5%
SW Region 5		SW Region 5		SW Region 5	
East Dona Ana	99.3%	East Dona Ana	0.0%	East Dona Ana	99.3%
Grant	98.1%	Grant	0.0%	Grant	98.1%
Luna	100.0%	Luna	0.0%	Luna	100.0%
Otero	99.5%	Otero	0.0%	Otero	99.5%
South Dona Ana	99.7%	South Dona Ana	0.0%	South Dona Ana	99.7%
West Dona Ana	99.5%	West Dona Ana	0.0%	West Dona Ana	99.5%
SW Region 5 Total	99.4%	SW Region 5 Total	0.0%	SW Region 5 Total	99.4%
STATE TOTAL	94.8%	STATE TOTAL	0.0%	STATE TOTAL	94.8%

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

