

Michelle Lujan Grisham, Governor David R. Scrase, M.D., Secretary Karmela Martinez, ISD Director

Phone: (505) 827-7250, Fax: (505) 827-7203

General Information Memorandum

ISD-GI 19-43

TO: ISD Employees

FROM: Karmela Martinez, Director, Income Support Division

DATE: September 18, 2019

RE: FFY 2019 SNAP Performance Report-Seventh

Attached please find the seventh issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2019. This report includes all Quality Control (QC) findings received for the review months of October 2018 through April 2019. Additional data included in this report is the recertification timeliness.

The FFY 2019 Performance Goals for the state 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 October 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 2 full SNAP new application reviews, 15 target SNAP renewals (recertifications and/or interim reports), 5 target SNAP approval reviews, and 2 target denial reviews 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 of 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: Seventh SNAP Performance Report for FFY 2019

Phone: (505) 827-7250, Fax: (505) 827-7203

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2019

1. STATE Cumulative Payment Error Rates

Total Paid	\$118,097		
Total Dollar Errors	\$9,987	Total Error Rate %	8.46%
Total Dollar Over	\$5,735	% Error Rate Over	4.86%
Total Dollar Under	\$2,408	% Error Rate Under	2.04%
Total Dollar Ineligible	\$1,844	% Error Rate Ineligible	1.56%

Agency Error (Dollar Amount)	Agency % Error Rate:
\$5,737	4.86%

Recipient Error (Dollar Amount)	Recipient % Error Rate	
\$4,250	3.60%	

Cumulative Case Error Rate

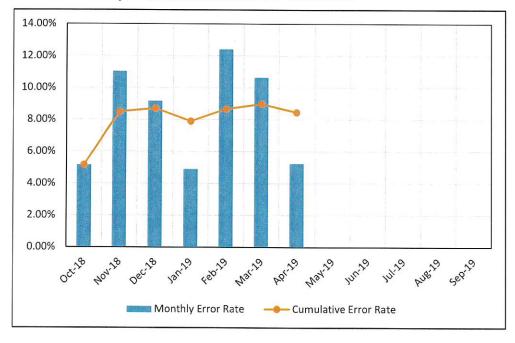
Total Reviewed		527	
% In Erro	r	16.3%	

Cases Dropped	21
Correct	441
Overpaid	53
Underpaid	24
Ineligible	9

2. Dollar Error By Time of Occurrence

Parameter and the second secon	\$	%	
Approval	\$5,044	50.5%	
Recertification	\$4,943	49.5%	

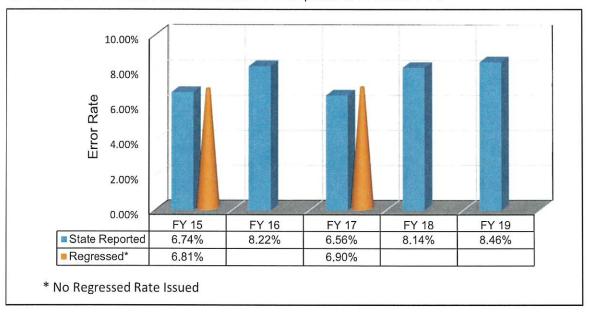
3. Error Rates By: Current Month and FFY Cumulative



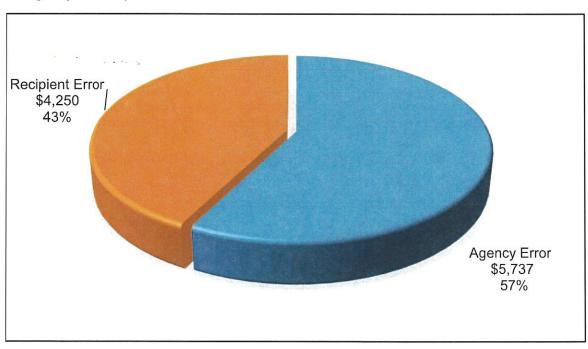
4. Regional Cumulative Payment Error Rates

Error Error Error Paid Error Rato Share Current Month					Cumula				County Error Rate
NE Region				Recipient \$		Total \$			0 1 M - II
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Description	August 1				1000			V9 19 2005-4	0.00%
21 Rio Arriba \$303 \$61 \$364 \$4,362 8.34% 3.64% 3.7									0.00%
23 Sandoval \$336 \$431 \$767 \$8,171 12.43% 7.68% 2.25									3.72%
25 San Miguel \$323 \$0 \$323 \$1,415 22,83% 3,23% 0.0 26 Santa Fe									2.28%
26									0.00%
29 Taos						Self Vertical Control			0.00%
NE Region Totals		The second secon							9.66%
NW Region									4.07%
17 McKinley \$290 \$0 \$290 \$4,221 6.87% 2.90% 24 San Juan \$378 \$262 \$640 \$8,582 7.46% 6.41% 27 Sierra \$0 \$183 \$183 \$1432 12.87% 1.83% 28 Socorro \$0 \$0 \$0 \$0 \$51,611 0.00% 0.00% 32 S. Valencia \$0 \$0 \$0 \$0 \$0 \$0 0.00% 0.00% 32 S. Valencia \$0 \$0 \$0 \$0 \$0 \$0 0.00% 0.00% 33 Cibola \$0 \$0 \$0 \$0 \$0 \$0 \$0 0.00% 0.00% 42 N. Valencia \$224 \$321 \$545 \$4,230 12.88% 5.46% 0.00% NW Region Totals \$892 \$766 \$1,658 \$21,691 7.64% 16.60% 5W Region	INL	region rotals	ψ1,300	φ030	\$2,002	φ22,023	9.09%	20.05%	4.07%
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27 Sierra		The second secon			500 H 1 1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2				14.31%
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39 NE Bernalillo \$360 \$723 \$1,083 \$10,889 9.95% 10.84% 30 Torrance \$248 \$0 \$248 \$1,626 15.25% 2.48% Central Region Totals \$2,141 \$1,930 \$4,071 \$37,522 10.85% 40.76%	36	SW Bernalillo	\$422	\$884	\$1,306	\$11,127	11.74%	13.08%	0.00%
30 Torrance \$248 \$0 \$248 \$1,626 15.25% 2.48% Central Region Totals \$2,141 \$1,930 \$4,071 \$37,522 10.85% 40.76%	39	NE Bernalillo	\$360	\$723	\$1,083	\$10,889	9.95%	10.84%	0.00%
Central Region Totals \$2,141 \$1,930 \$4,071 \$37,522 10.85% 40.76%	30	Torrance	\$248		\$248	\$1,626	15.25%	2.48%	0.00%
	Cent	ral Region Totals	\$2,141	\$1,930	\$4,071	And and the basis of the second		40.76%	0.80%
200 (200)									
State Totals \$5,737 \$4,250 \$9,987 \$118,097 8.46% 100.00% 5.3	State	Totals	\$5,737	\$4,250	\$9,987	\$118,097	8.46%	100.00%	5.24%

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



6. Agency-vs-Recipient Error



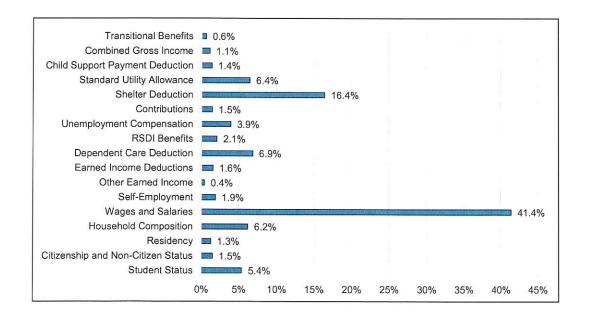
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Average Recipient Error:	\$163	Average Agency Error:	\$96

7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$540	\$0	100.0%
130 - Citizenship and Non-Citizen Status	\$152	\$0	100.0%
140 - Residency	\$128	\$0	100.0%
150 - Household Composition	\$0	\$620	0.0%
311 - Wages and Salaries	\$2,135	\$2,003	51.6%
312 - Self-Employment	\$189	\$0	100.0%
314 - Other Earned Income	\$0	\$41	0.0%
321 - Earned Income Deductions	\$156	\$0	100.0%
323 - Dependent Care Deduction	\$382	\$303	55.8%
331 - RSDI Benefits	\$207	\$0	100.0%
334 - Unemployment Compensation	\$58	\$333	14.8%
342 - Contributions	\$60	\$86	41.1%
363 - Shelter Deduction	\$865	\$776	52.7%
364 - Standard Utility Allowance	\$556	\$88	86.3%
366 - Child Support Payment Deduction	\$138	\$0	100.0%
371 - Combined Gross Income	\$109	\$0	100.0%
530 - Transitional Benefits	\$62	\$0	100.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Student Status	\$540	5.4%
Citizenship and Non-Citizen Status	\$152	1.5%
Residency	\$128	1.3%
Household Composition	\$620	6.2%
Wages and Salaries	\$4,138	41.4%
Self-Employment	\$189	1.9%
Other Earned Income	\$41	0.4%
Earned Income Deductions	\$156	1.6%
Dependent Care Deduction	\$685	6.9%
RSDI Benefits	\$207	2.1%
Unemployment Compensation	\$391	3.9%
Contributions	\$146	1.5%
Shelter Deduction	\$1,641	16.4%
Standard Utility Allowance	\$644	6.4%
Child Support Payment Deduction	\$138	1.4%
Combined Gross Income	\$109	1.1%
Transitional Benefits	\$62	0.6%
Total	\$9,987	98.3%



FFY 2019 Negative Statewide Error Rates

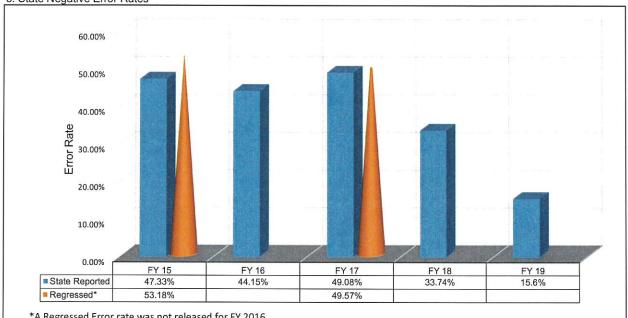
1. Cumulative Negative Case Error Rate

Valid		379
Invalid		70
Drop		76
Total Sampled		525
	% Invalid Notice	6.0%
	% Invalid Error	9.6%
% Invalid Total		15.6%

2. Ranked Negative Action By Time of Occurrence

Closure	37	50.0%
Denial	27	50.0%

3. State Negative Error Rates



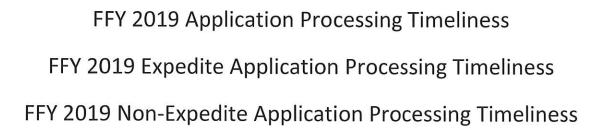
^{*}A Regressed Error rate was not released for FY 2016.

4. Negative Case Element Ranking

Error Elements	Der	Closu	ıres	Invalid	% of Total	
Action Type	1	1.6%	2	3.1%	3	4.3%
Application	1	1.6%	4	6.3%	5	7.1%
Combined Gross Income	2	3.1%	1	1.6%	3	4.3%
Combined Net Income	1	1.6%	0	0.0%	1	1.4%
Household Composition	2	3.1%	0	0.0%	2	2.9%
Notices	13	20.3%	14	21.9%	27	38.6%
Residency	0	0.0%	2	3.1%	2	2.9%
Transitional Benefits	0	0.0%	1	1.6%	1	1.4%
Verification	1	1.6%	7	10.9%	8	11.4%
Wages and Salaries	6	9.4%	6	9.4%	12	17.1%

5. Regional Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid %				
NE Region									
04	Colfax	3	2	5	40.0%				
10	Guadalupe/De Baca	2	0	2	0.0%				
20	Quay	2	0	2	0.0%				
21	Rio Arriba	11	2	13	15.4%				
23	Sandoval	16	3	19	15.8%				
25	San Miguel	3	0	3	0.0%				
26	Santa Fe	14	2	16	12.5%				
29	Taos	5	3	8	37.5%				
NE	Region Totals	56	12	68	17.6%				
NW	Region								
17	McKinley	6	1	7	14.3%				
24	San Juan	37	5	42	11.9%				
27	Sierra	3	2	5	40.0%				
28	Socorro	1	2	3	66.7%				
32	S. Valencia	0	0	0	0.0%				
33	Cibola	7	0	7	0.0%				
42	N. Valencia	11	2	13	15.4%				
	Region Totals	65	12	77					
1444	Region Totals	00	12	11	15.6%				
	Region		#						
07	W. Dona Ana	18	2	20	10.0%				
09	Grant	9	1	10	10.0%				
16	Luna	7	2	9	22.2%				
19	Otero	10	2	12	16.7%				
37	E. Dona Ana	9	3	12	25.0%				
38	S. Dona Ana	9	1	10	10.0%				
SW Region Totals		62	11	73	15.1%				
SEF	Region								
03	Chaves	11	3	14	21.4%				
05	Curry	20	6	26	23.1%				
08	Eddy	9	2	11	18.2%				
13	Lea	10	1	11	9.1%				
14	Lincoln	3	0	3	0.0%				
22	Roosevelt	0	0	0	0.0%				
34	Eddy/Artesia	5	1	6	16.7%				
_	Region Totals	58	13	71	18.3%				
<u> </u>	togion rotale	001			10,070				
	tral Region								
01	SE Bernalillo	28	4	32	12.5%				
35	NW Bernalillo	39	5	44	11.4%				
36	SW Bernalillo	23	3	26	11.5%				
39	NE Bernalillo	44	7	51	13.7%				
30	Torrance	4	3	7	42.9%				
Cen	tral Region Totals	138	22	160	13.8%				
State	e Totals	379	70	449	15.6%				
				. 10	. 0.0 70				



Timeliness information is available in the Monthly Statistical Reports at:

http://www.hsd.state.nm.us/monthly-statistical-reports.aspx

FFY 2019 QC Recertification Timeliness

			/			—,							
				/.	/.					/			
			do No	Jernber 18	Seuper 18	Nagh, Cag.	May May	/ , ,	/ ,		/ .	/ /	'.a /
			Oper	embe /	embe	MY	Mary	Sti Pagi	10	11/2 / 11/2	No Ni	47,19 AUG	Series Capter
		/ 00	1/40	100	1/ 201	1/40	Ma	PQ!	1/10	1/ 1/2	16/ M	AUG	/ Sept
NE F	Region												
4	Colfax		50%	50%	100%			100%					
10	Guadalupe/De Baca												
20	Quay			100%									
21	Rio Arriba	100%	100%		100%	100%	100%	100%					
23	Sandoval	100%	100%	100%	100%	100%	100%	100%					
25	San Miguel						100%	100%					
26	Santa Fe	100%	100%	50%	100%	100%							
29	Taos	100%		0%				100%					
NE F	Region Totals	100%	86%	50%	80%	100%	100%	100%					
					0070	10070	10070	10070					
NW	Region												
	McKinley	100%	100%	100%	100%	100%	100%	100%			1		
	San Juan	100%	100%	50%	50%	100%	100%	10070			-		
	Sierra	1.5070	100%	50 /0	100%	100%	50%						+
-	Socorro	-	10070	100%	100%	100%	30%	100%					-
	S. Valencia			10076	100%			0.0000000000000000000000000000000000000					
	Cibola		1000/	100%		1000/		100%	-				
	N. Valencia	100%	100%	5.540.55.696	4000/	100%	4000/	100%					
	DOTAL SOCIETIES WATER	100000000000000000000000000000000000000	100%	100%	100%	33%	100%	0.007			_		
INVV	Region Totals	100%	100%	90%	89%	71%	88%	86%					
0147	= -												
	Region	1		1									
	W. Dona Ana	100%	100%	100%	100%		100%	100%					
1000	Grant	100%	100%	100%	100%								
	Luna		100%	100%		100%	100%						
	Otero		100%			0%	100%	100%					
$\overline{}$	E. Dona Ana	100%	100%	100%	100%	100%	100%	100%					
38	S. Dona Ana	100%	67%	67%	100%			100%					
SW F	Region Totals	100%	89%	89%	100%	75%	100%	100%					
							*						
SE R	egion												
3	Chaves	100%	100%	100%	100%			100%					
5	Curry		100%	100%			100%						
8	Eddy	100%											
	Lea							100%					
14	Lincoln		100%					100%					
_	Roosevelt							100%					
_	Eddy/Artesia		100%		100%			10070					-
	egion Totals	100%	100%	100%	100%		100%	100%					1
OL IX	ogion rotais	10070	10070	10070	10070		10076	10076					
Contr	al Pagion												
	al Region	4000/	4000/	750/	070/	1000/	1000/						
_	SE Bernalillo	100%	100%	75%	67%	100%	100%	100%					
_	NW Bernalillo	100%	75%	100%	100%	100%	100%						
-	SW Bernalillo	100%	100%	0%	100%	100%	67%						
-	NE Bernalillo	100%	100%	100%	67%	100%	100%	100%					
	Torrance	100%	100%				0%	100%					
Centr	al Region Totals	100%	91%	80%	87%	100%	88%	93%					
State	Totals	100%	93%	79%	87%	87%	93%	96%					
	-												