



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

General Information Memorandum

ISD-GI 20-09

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division *K. Martinez*
DATE: May 22, 2020
RE: FFY 2020 SNAP Performance Report-Third

Attached please find the third issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2020. This report includes all Quality Control (QC) findings received for the review months of October 2019 through December 2019. Additional data included in this report is the recertification timeliness.

The FFY 2020 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: Third SNAP Performance Report for FFY 2020

Quality Improvement Section SNAP Performance Report Quality Control Finding FFY 2020

1. STATE Cumulative Payment Error Rates

Total Paid	\$64,890		
Total Dollar Errors	\$4,519	Total Error Rate %	6.96%
Total Dollar Over	\$2,863	% Error Rate Over	4.41%
Total Dollar Under	\$787	% Error Rate Under	1.21%
Total Dollar Ineligible	\$869	% Error Rate Ineligible	1.34%

Cumulative Case Error Rate

Total Reviewed	248
% In Error	15.3%

Cases Dropped	46
Correct	210
Overpaid	26
Underpaid	10
Ineligible	2

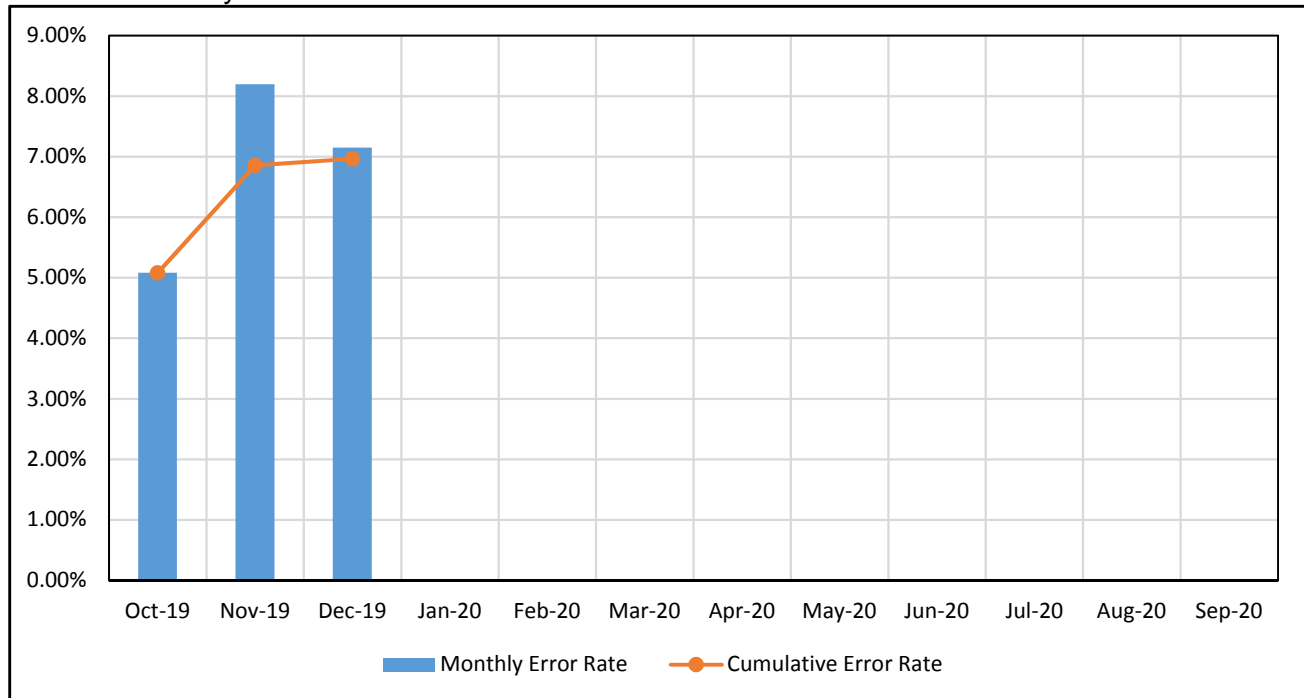
Agency Error (Dollar Amount)	Agency % Error Rate:
\$2,494	3.84%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,025	3.12%

2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$1,855	41.0%
Recertification	\$2,664	59.0%

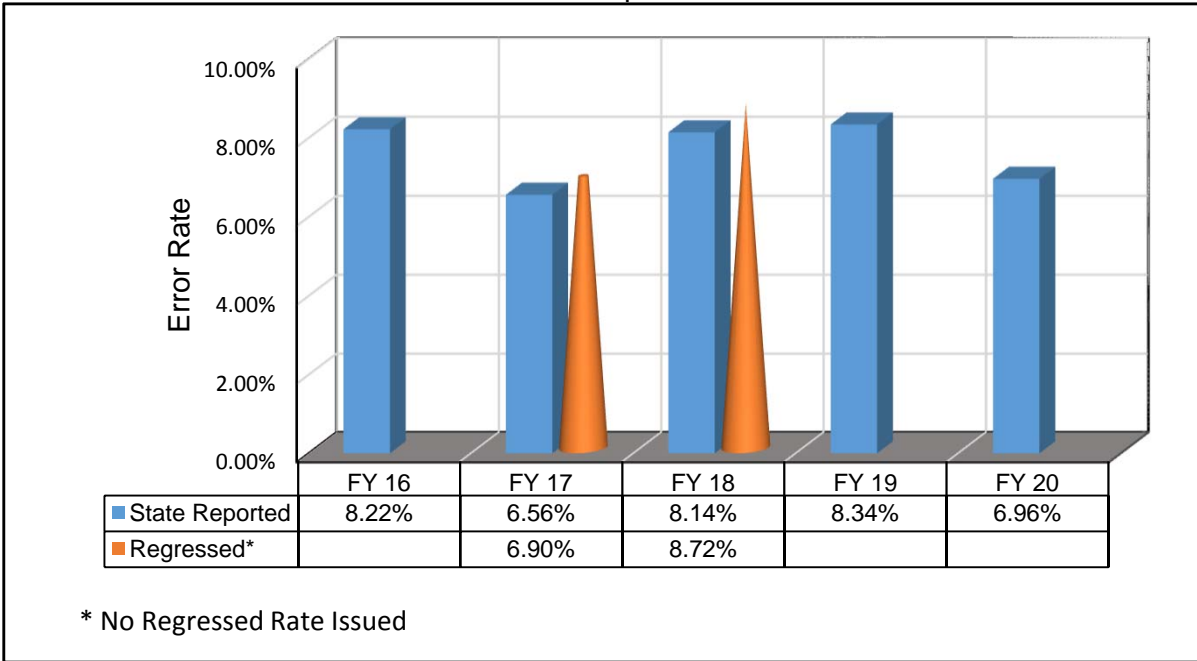
3. Error Rates By: Month and FFY Cumulative



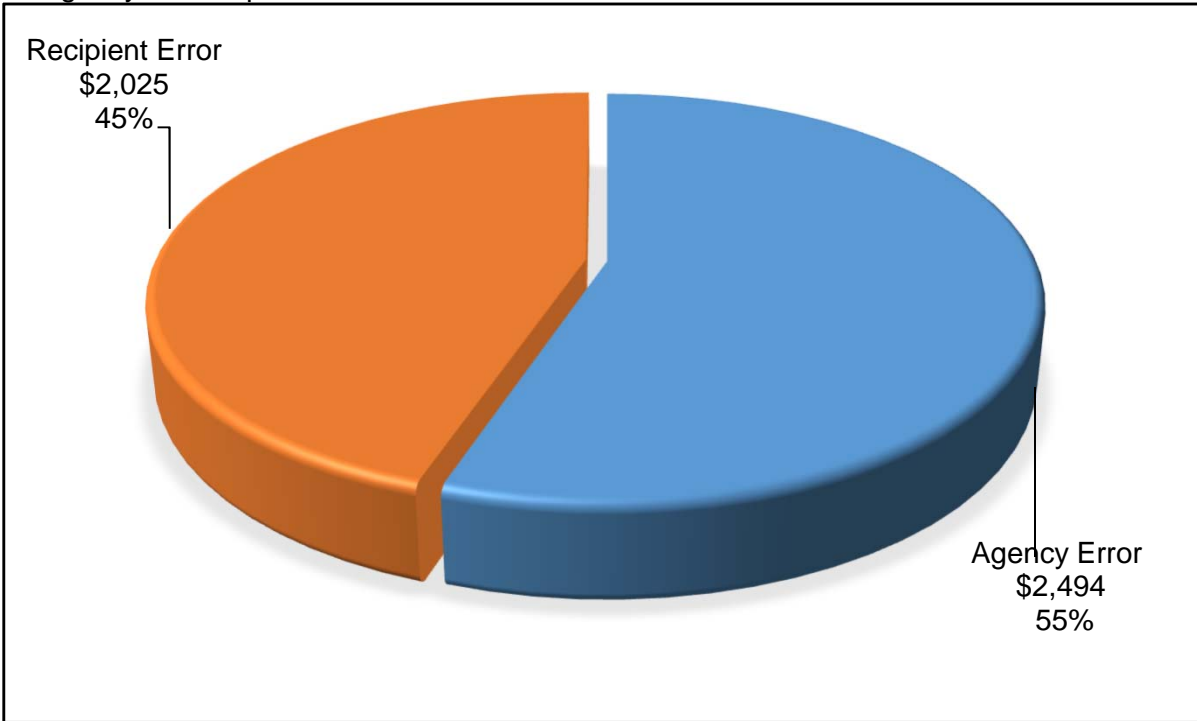
4. Regional Cumulative Payment Error Rates

		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	\$16	0.00%	0.00%	0.00%
10	Guadalupe/De Baca	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
20	Quay	\$0	\$0	\$0	\$16	0.00%	0.00%	0.00%
21	Rio Arriba	\$178	\$0	\$178	\$2,132	8.35%	3.94%	91.75%
23	Sandoval	\$347	\$0	\$347	\$3,107	11.17%	7.68%	22.38%
25	San Miguel	\$0	\$0	\$0	\$2,052	0.00%	0.00%	0.00%
26	Santa Fe	\$59	\$0	\$59	\$4,578	1.29%	1.31%	0.00%
29	Taos	\$444	\$0	\$444	\$1,825	24.33%	9.83%	35.68%
NE Region Totals		\$1,028	\$0	\$1,028	\$13,726	7.49%	22.75%	16.71%
NW Region								
17	McKinley	\$216	\$45	\$261	\$2,622	9.95%	5.78%	0.00%
24	San Juan	\$320	\$802	\$1,122	\$3,888	28.86%	24.83%	21.64%
27	Sierra	\$0	\$81	\$81	\$1,338	6.05%	1.79%	0.00%
28	Socorro	\$0	\$0	\$0	\$496	0.00%	0.00%	0.00%
32	S. Valencia	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
33	Cibola	\$145	\$0	\$145	\$1,450	10.00%	3.21%	12.47%
42	N. Valencia	\$0	\$162	\$162	\$3,253	4.98%	3.58%	12.07%
NW Region Totals		\$681	\$1,090	\$1,771	\$13,047	13.57%	39.19%	10.43%
SW Region								
07	W. Dona Ana	\$0	\$0	\$0	\$4,081	0.00%	0.00%	0.00%
09	Grant	\$0	\$0	\$0	\$957	0.00%	0.00%	0.00%
16	Luna	\$0	\$0	\$0	\$1,792	0.00%	0.00%	0.00%
19	Otero	\$0	\$80	\$80	\$508	15.75%	1.77%	26.85%
37	E. Dona Ana	\$0	\$102	\$102	\$1,955	5.22%	2.26%	0.00%
38	S. Dona Ana	\$43	\$0	\$43	\$1,678	2.56%	0.95%	0.00%
SW Region Totals		\$43	\$182	\$225	\$10,971	2.05%	4.98%	1.91%
SE Region								
03	Chaves	\$0	\$0	\$0	\$1,142	0.00%	0.00%	0.00%
05	Curry	\$154	\$0	\$154	\$2,188	7.04%	3.41%	0.00%
08	Eddy	\$0	\$0	\$0	\$338	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$3,516	0.00%	0.00%	0.00%
14	Lincoln	\$0	\$0	\$0	\$278	0.00%	0.00%	0.00%
22	Roosevelt	\$0	\$0	\$0	\$0	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0	\$0	\$0	\$1,108	0.00%	0.00%	0.00%
SE Region Totals		\$154	\$0	\$154	\$8,570	1.80%	3.41%	0.00%
Central Region								
01	SE Bernalillo	\$38	\$46	\$84	\$2,648	3.17%	1.86%	3.05%
35	NW Bernalillo	\$243	\$177	\$420	\$5,780	7.27%	9.29%	0.00%
36	SW Bernalillo	\$184	\$0	\$184	\$3,848	4.78%	4.07%	3.35%
39	NE Bernalillo	\$0	\$530	\$530	\$4,753	11.15%	11.73%	15.57%
30	Torrance	\$123	\$0	\$123	\$1,547	7.95%	2.72%	5.41%
Central Region Totals		\$588	\$753	\$1,341	\$18,576	7.22%	29.67%	4.03%
State Totals		\$2,494	\$2,025	\$4,519	\$64,890	6.96%	100.00%	7.15%

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



6. Agency-vs-Recipient Error



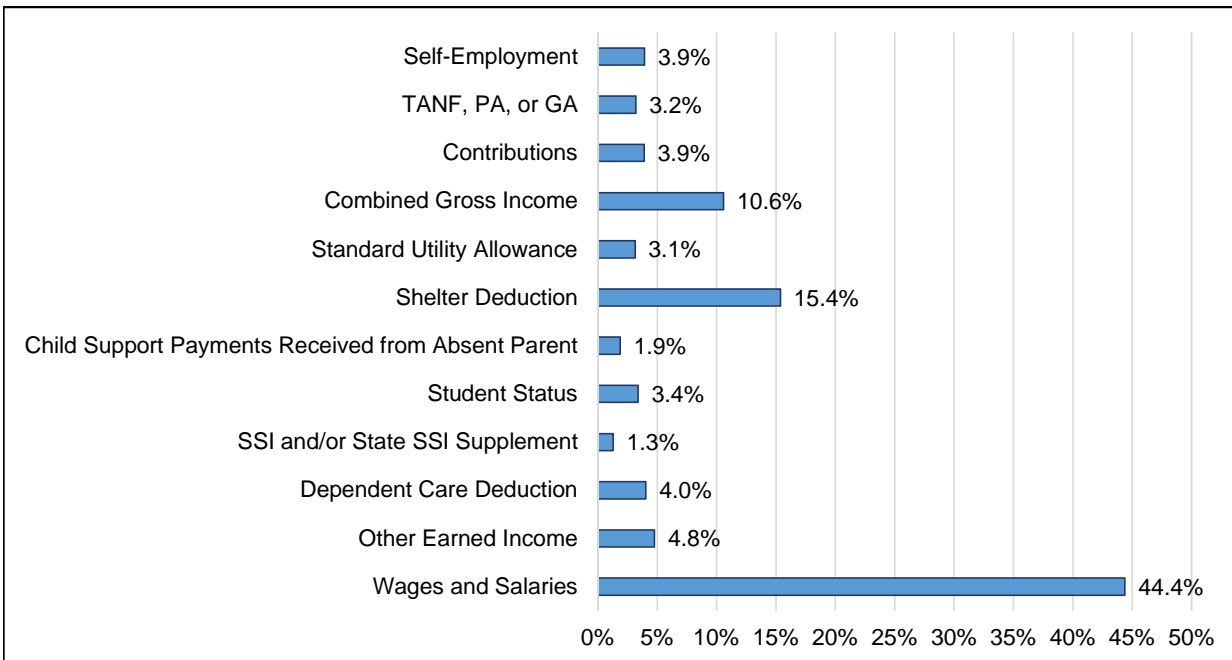
Average Recipient Error:	\$135	Average Agency Error:	\$113
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7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$154	\$0	100.0%
311 - Wages and Salaries	\$1,463	\$543	72.9%
312 - Self-Employment	\$178	\$0	100.0%
314 - Other Earned Income	\$0	\$216	0.0%
323 - Dependent Care Deduction	\$183	\$0	100.0%
333 - SSI and/or State SSI Supplement	\$59	\$0	100.0%
342 - Contributions	\$0	\$177	0.0%
344 - TANF, PA, or GA	\$145	\$0	100.0%
350 - Child Support Payments Received from Absent Parent	\$85	\$0	100.0%
363 - Shelter Deduction	\$187	\$508	26.9%
364 - Standard Utility Allowance	\$40	\$102	28.2%
371 - Combined Gross Income	\$0	\$479	0.0%

8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Wages and Salaries	\$2,006	44.4%
Other Earned Income	\$216	4.8%
Dependent Care Deduction	\$183	4.0%
SSI and/or State SSI Supplement	\$59	1.3%
Student Status	\$154	3.4%
Child Support Payments Received from Absent Parent	\$85	1.9%
Shelter Deduction	\$695	15.4%
Standard Utility Allowance	\$142	3.1%
Combined Gross Income	\$479	10.6%
Contributions	\$177	3.9%
TANF, PA, or GA	\$145	3.2%
Self-Employment	\$178	3.9%
Total	\$4,519	100.0%



FFY 2020 Negative Statewide Error Rates

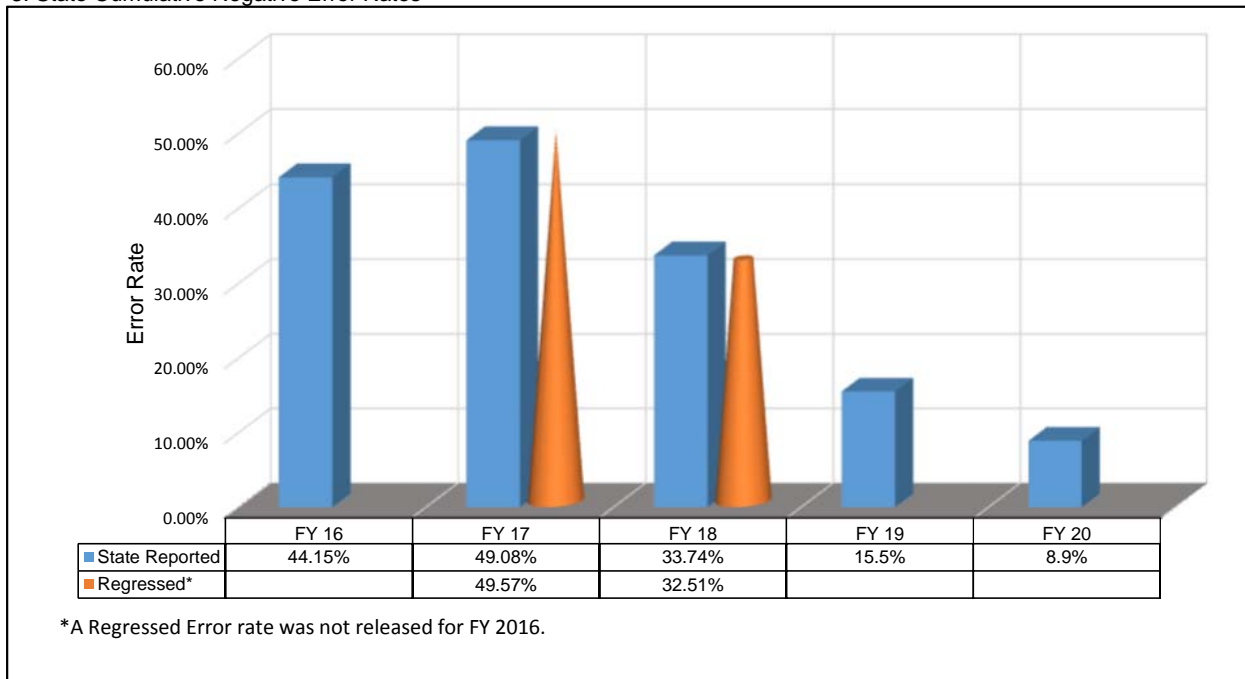
1. Cumulative Negative Case Error Rate

Valid	173
Invalid	17
Drop	35
Total Sampled	225
% Invalid Notice	3.7%
% Invalid Error	5.3%
% Invalid Total	8.9%

2. Ranked Negative Action By Time of Occurrence

Closure	6	35.3%
Denial	11	64.7%

3. State Cumulative Negative Error Rates



4. Monthly Total Negative Case Element Ranking

Error Elements	Denials		Closures		Invalid	% of Total
Action Type	0	0.0%	0	0.0%	0	0.0%
Application	0	0.0%	0	0.0%	0	0.0%
Combined Gross Income	1	5.9%	0	0.0%	1	5.9%
RSDI Benefits	1	5.9%	0	0.0%	1	5.9%
Self-Employment	0	0.0%	0	0.0%	0	0.0%
Notices	3	17.6%	4	23.5%	7	41.2%
Residency	0	0.0%	0	0.0%	0	0.0%
Medical Deductions	2	11.8%	0	0.0%	2	11.8%
Verification	0	0.0%	2	11.8%	2	11.8%
Wages and Salaries	4	23.5%	0	0.0%	4	23.5%

5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %	
NE Region					
04	Colfax	1	0	1	0.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	0	0	0	0.0%
21	Rio Arriba	4	0	4	0.0%
23	Sandoval	9	1	10	10.0%
25	San Miguel	6	0	6	0.0%
26	Santa Fe	9	2	11	18.2%
29	Taos	2	1	3	33.3%
NE Region Totals		33	4	37	10.8%

NW Region

17	McKinley	7	0	7	0.0%
24	San Juan	14	2	16	12.5%
27	Sierra	0	1	1	100.0%
28	Socorro	4	0	4	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	2	1	3	33.3%
42	N. Valencia	7	0	7	0.0%
NW Region Totals		34	4	38	10.5%

SW Region

07	W. Dona Ana	8	1	9	11.1%
09	Grant	3	1	4	25.0%
16	Luna	2	0	2	0.0%
19	Otero	2	0	2	0.0%
37	E. Dona Ana	5	0	5	0.0%
38	S. Dona Ana	3	1	4	25.0%
SW Region Totals		23	3	26	11.5%

SE Region

03	Chaves	3	0	3	0.0%
05	Curry	8	0	8	0.0%
08	Eddy	3	0	3	0.0%
13	Lea	10	0	10	0.0%
14	Lincoln	1	0	1	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	0	0	0	0.0%
SE Region Totals		25	0	25	0.0%

Central Region

01	SE Bernalillo	13	2	15	13.3%
35	NW Bernalillo	7	0	7	0.0%
36	SW Bernalillo	11	0	11	0.0%
39	NE Bernalillo	23	4	27	14.8%
30	Torrance	4	0	4	0.0%
Central Region Totals		58	6	64	9.4%

State Totals		173	17	190	8.9%
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FFY 2020 Application Processing Timeliness

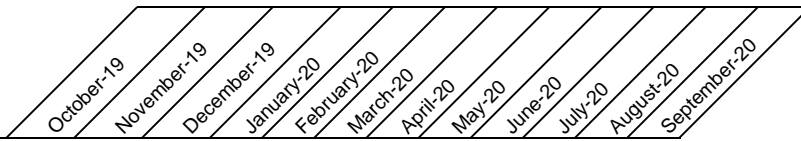
FFY 2020 Expedite Application Processing Timeliness

FFY 2020 Non-Expedite Application Processing Timeliness

Timeliness information is available in the Monthly Statistical Reports at:

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

FFY 2020 QC Recertification Timeliness



NE Region

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

NW Region

17	McKinley	100%	100%	100%															
24	San Juan	100%	100%	50%															
27	Sierra	100%	50%	0%															
28	Socorro	100%																	
32	S. Valencia																		
33	Cibola			100%															
42	N. Valencia	100%	100%	100%															
NW Region Totals		100%	92%	85%															

SW Region

7	W. Dona Ana	100%		100%															
9	Grant	0%	0%	0%															
16	Luna	100%	100%																
19	Otero	100%		100%															
37	E. Dona Ana	100%	100%	100%															
38	S. Dona Ana	100%																	
SW Region Totals		90%	83%	88%															

SE Region

3	Chaves		100%																
5	Curry	100%	100%	100%															
8	Eddy	100%																	
13	Lea	100%	100%	100%															
14	Lincoln	100%																	
22	Roosevelt																		
34	Eddy/Artesia	100%		50%															
SE Region Totals		100%	100%	75%															

Central Region

1	SE Bernalillo		100%	89%															
35	NW Bernalillo		100%	100%															
36	SW Bernalillo	67%		100%															
39	NE Bernalillo	67%	100%	100%															
30	Torrance			100%															
Central Region Totals		67%	100%	94%															

State Totals		91%	95%	90%															
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