
General Information Memorandum

ISD-GI 13-09

TO: ISD Employees

FROM:  Ted Roth, Director, Income Support Division

RE: FFY 2012 SNAP Performance Report

DATE: January 29, 2013

Attached please find the eighth and final issue of the state-reported of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2012. This report includes all Quality Control (QC) findings received for the review month of October 2011 through September 2012. All errors for October 2011 through August 2012 reviews have been finalized. Along with payment and negative accuracy rates, data included in this report are the 7-day and 30-day application processing timeliness. The Performance Goals for the state for FFY 2012 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 October 1, 2012 per IPP 12-08, 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 unit per month. **These completed reviews will be recorded on the Secondary Case Review Log and submitted to the Quality Improvement Section via email to HSD.QIS@state.nm.us** by the second working day of the month. If scanning is not an option, logs can be faxed to 505-827-7241.
- **Level 2** A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per unit per month. The record reviews will not be required to be submitted to the Quality Improvement Section.

Effective March 2007, counties with a timeliness rate below 98% in either 30-day or 7-day application processing will be required to submit a Corrective Action Plan (CAP) to the Regional Operations Manager (ROM). The ROM will take into consideration small offices with a limited number of applications that were processed in a given month when requesting CAPs; however any deficiencies will be addressed. CAPs are due at the end of the month following the last month in a reporting quarter

Please reconcile the QC case findings that your office has received with the listing of QC cases entered into the QIS database. One copy of the listing is provided to each office. Case Finding codes are (0) Drop; (1) Eligible and Correct; (2) Overissuance; (3) Underissuance; and (4) Ineligible. A column has been added to the report to reflect cases that are pending a final ERC decision. *Please note that QC timeliness is reported on the data sheet. Timeliness codes are (1) Expedite Timely; (2) Expedite Untimely; (3) Expedite Drop; and (4) Non-Expedite Timely; (5) Non-Expedite Untimely; and (6) Non-Expedite Drop. Please report any discrepancies to QIS.*

Please share this data with staff as appropriate. If there are any questions or comments, please contact Sarah Kudza of the Quality Assessment Bureau at 827-7224 or e-mail at sarah.kudza@state.nm.us.

Attachment

cc: Shalonda Moore, FNS SW Regional Office

RESCINDED

**Quality Improvement Section SNAP Performance Report
Quality Control Finding FFY 2012**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$312,356		
Total Dollar Errors	\$11,415	Total Error Rate %	3.65%
Total Dollar Over	\$5,513	% Error Rate Over	1.76%
Total Dollar Under	\$2,288	% Error Rate Under	0.73%
Total Dollar Ineligible	\$3,614	% Error Rate Ineligible	1.16%

Cumulative Case Error Rate	
Total Reviewed	1063
% in Error	7.06%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$5,381		1.72%	

Client Error (Dollar Amount):		Client % Error Rate:	
\$6,034		1.93%	

Cases Dropped	113
Correct	988
Overpaid	43
Underpaid	18
Ineligible	14

2. ADMINISTRATIVE OFFICES - Cumulative Payment Error Rates

HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	HIPAC Share	State Share
01	SE Bernalillo	\$448	73%	\$165	27%	\$613	\$17,008	3.58%	9.58%	5.37%
07	W. Dona Ana	\$72	16%	\$370	84%	\$442	\$44,230	1.00%	6.91%	3.87%
17	McKinley	\$182	100%	\$0	0%	\$182	\$11,953	1.52%	2.84%	1.59%
23	Sandoval	\$964	100%	\$0	0%	\$964	\$20,047	4.81%	15.06%	8.45%
24	San Juan	\$383	100%	\$0	0%	\$383	\$19,252	1.99%	5.99%	3.36%
26	Santa Fe	\$92	100%	\$0	0%	\$92	\$14,971	0.61%	1.44%	0.81%
35	NW Bernalillo	\$317	29%	\$789	71%	\$1,106	\$21,726	5.09%	17.28%	9.69%
36	SW Bernalillo	\$339	25%	\$1,024	75%	\$1,363	\$25,006	5.45%	21.30%	11.94%
38	S. Dona Ana	\$133	44%	\$167	56%	\$300	\$15,360	1.95%	4.69%	2.63%
39	NE Bernalillo	\$297	31%	\$657	69%	\$954	\$29,704	3.21%	14.91%	8.36%
HIPAC Sub Totals		\$3,227	50%	\$1,172	50%	\$6,399	\$189,546	3.38%	100.00%	56.06%

Non-HIPAC Counties		Agency \$ Error	Agency % Error	Client \$ Error	Client % Error	Total \$ Error	Total \$ Paid	County Error Rate	Non-HIPAC Share	State Share
03	Chaves	\$0	0%	\$419	100%	\$419	\$7,011	5.98%	8.35%	3.67%
04	Colfax/Union	\$0	0%	\$53	100%	\$53	\$2,590	2.05%	1.06%	0.46%
05	Curry	\$278	100%	\$0	0%	\$278	\$5,651	4.92%	5.54%	2.44%
08	Eddy	\$166	100%	\$0	0%	\$166	\$2,711	6.12%	3.31%	1.45%
09	Grant/Hidalgo	\$218	60%	\$147	40%	\$365	\$5,699	6.40%	7.28%	3.20%
10	Guadalupe/DeBaca	\$0	0%	\$0	0%	\$0	\$367	0.00%	0.00%	0.00%
13	Lea	\$71	23%	\$237	77%	\$309	\$7,564	4.09%	6.16%	2.71%
14	Lincoln	\$58	33%	\$117	67%	\$175	\$3,636	4.81%	3.49%	1.53%
16	Luna	\$202	100%	\$0	0%	\$202	\$6,548	3.08%	4.03%	1.77%
19	Otero	\$0	0%	\$638	100%	\$638	\$8,374	7.62%	12.72%	5.59%
20	Quay	\$0	0%	\$0	0%	\$0	\$1,592	0.00%	0.00%	0.00%
21	Rio Arriba	\$0	0%	\$0	0%	\$0	\$9,592	0.00%	0.00%	0.00%
22	Roosevelt	\$92	100%	\$0	0%	\$92	\$668	13.77%	1.83%	0.81%
25	San Miguel	\$400	100%	\$0	0%	\$400	\$5,577	7.17%	7.97%	3.50%
27	Sierra	\$0	0%	\$668	100%	\$668	\$2,537	26.33%	13.32%	5.85%
28	Socorro	\$0	0%	\$54	100%	\$54	\$2,816	1.92%	1.08%	0.47%
29	Taos	\$134	66%	\$70	34%	\$204	\$7,798	2.62%	4.07%	1.79%
30	Torrance	\$55	100%	\$0	0%	\$55	\$3,960	1.39%	1.10%	0.48%
32	S. Valencia	\$420	100%	\$0	0%	\$420	\$4,932	8.52%	8.37%	3.68%
33	Cibola	\$0	0%	\$194	100%	\$194	\$6,408	3.03%	3.87%	1.70%
34	Eddy/Artesia	\$0	0%	\$0	0%	\$0	\$1,380	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0	0%	\$265	100%	\$265	\$9,803	2.70%	5.28%	2.32%
42	N. Valencia	\$59	100%	\$0	0%	\$59	\$11,074	0.53%	1.18%	0.52%
49	NMCPAP	\$0	0%	\$0	0%	\$0	\$4,522	0.00%	0.00%	0.00%
Non-HIPAC Sub Totals		\$2,154	43%	\$2,862	57%	\$5,016	\$122,810	4.08%	100.0%	43.94%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2012**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$312,356		
Total Dollar Errors	\$11,415	Total Error Rate %	3.65%
Total Dollar Over	\$5,513	% Error Rate Over	1.76%
Total Dollar Under	\$2,288	% Error Rate Under	0.73%
Total Dollar Ineligible	\$3,614	% Error Rate Ineligible	1.16%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$5,381	1.72%

Client Error (Dollar Amount):	Client % Error Rate:
\$6,034	1.93%

Cumulative Case Error Rate

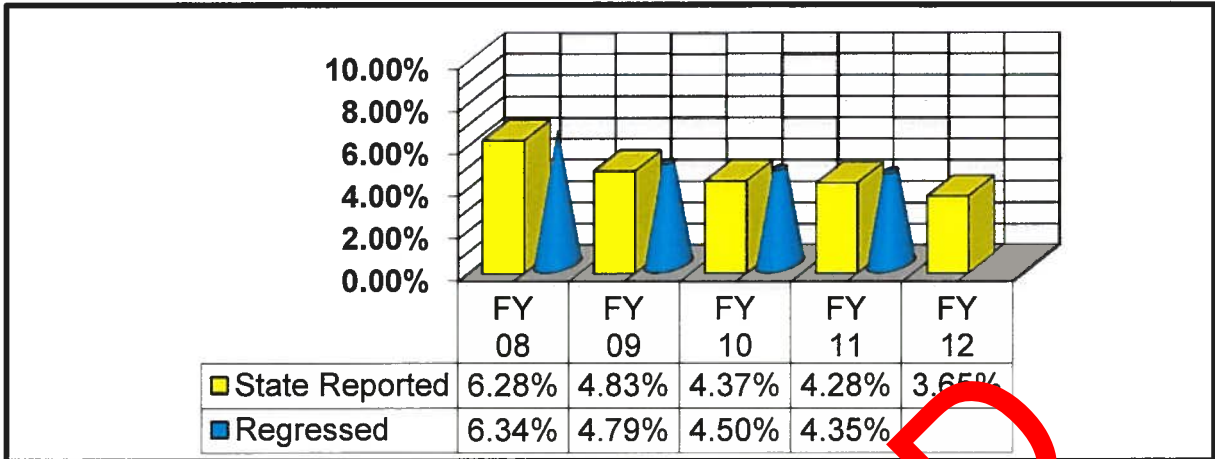
Total Reviewed	1063
% in Error	7.06%

Cases Dropped	113
Correct	988
Overpaid	43
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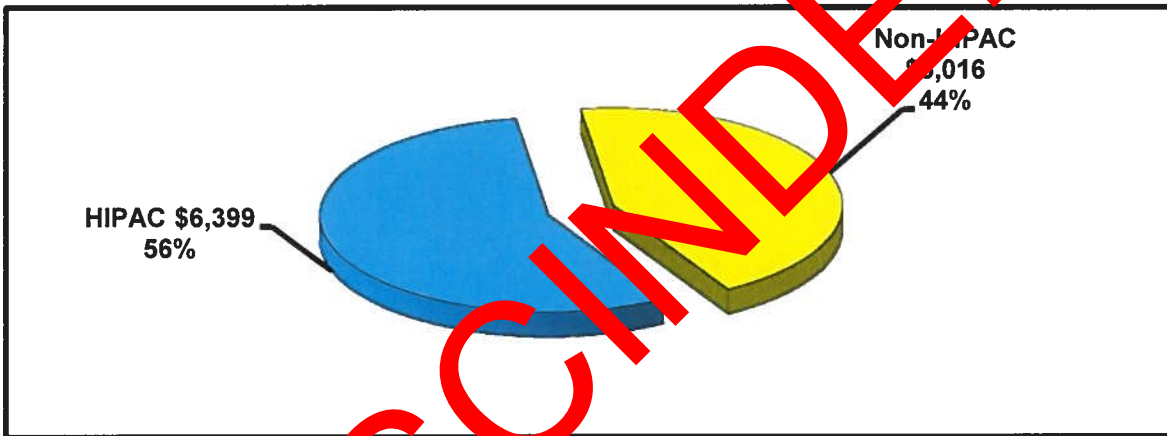
4. REGIONAL - Cumulative Payment Error Rates

Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	Count	Error Rate	Region Share	State Share
NE Region								
04 Colfax	\$0	\$53	\$53	\$2,590	2.00%	2.00%	7.08%	0.46%
21 Rio Arriba	\$0	\$0	\$0	\$9,592	0.00%	0.00%	0.00%	0.00%
25 San Miguel	\$400	\$0	\$400	\$5,577	7.17%	7.17%	53.40%	3.50%
26 Santa Fe	\$92	\$0	\$92	\$14,971	0.61%	0.61%	12.28%	0.81%
29 Taos	\$134	\$70	\$204	\$7,798	2.62%	2.62%	27.24%	1.79%
NE Region Totals	\$626	\$123	\$749	\$40,528	1.85%	100.00%	100.00%	6.56%
NW Region								
17 McKinley	\$182	\$0	\$182	\$11,955	1.52%	1.52%	8.27%	1.59%
23 Sandoval	\$964	\$0	\$964	\$23,247	4.15%	4.15%	43.78%	8.45%
24 San Juan	\$383	\$0	\$383	\$19,252	1.99%	1.99%	17.39%	3.36%
32 S. Valencia	\$420	\$0	\$420	\$5,032	8.34%	8.34%	19.07%	3.68%
33 Cibola	\$0	\$194	\$194	\$6,198	3.13%	3.13%	8.81%	1.70%
42 N. Valencia	\$59	\$0	\$59	\$11,074	0.53%	0.53%	2.68%	0.52%
NW Region Totals	\$2,008	\$194	\$2,202	\$70,666	2.99%	100.00%	100.00%	19.29%
SW Region								
07 W. Dona Ana	\$72	\$370	\$442	\$14,239	3.10%	3.10%	14.22%	3.87%
09 Grant/Hidalgo	\$218	\$747	\$965	\$5,699	6.40%	6.40%	11.74%	3.20%
14 Lincoln	\$58	\$117	\$175	\$3,636	4.81%	4.81%	5.63%	1.53%
16 Luna	\$202	\$0	\$202	\$6,548	3.08%	3.08%	6.50%	1.77%
19 Otero	\$0	\$638	\$638	\$8,374	7.62%	7.62%	20.52%	5.59%
27 Sierra	\$0	\$668	\$668	\$2,537	26.33%	26.33%	21.49%	5.85%
28 Socorro	\$0	\$54	\$54	\$2,816	1.92%	1.92%	1.74%	0.47%
37 E. Dona Ana	\$0	\$265	\$265	\$9,803	2.70%	2.70%	8.52%	2.32%
38 S. Dona Ana	\$137	\$0	\$137	\$15,360	0.90%	0.90%	9.65%	2.63%
SW Region Totals	\$683	\$2,426	\$3,109	\$69,012	4.51%	100.00%	100.00%	27.24%
SE Region								
03 Chaves	\$0	\$419	\$419	\$7,011	5.98%	5.98%	33.15%	3.67%
05 Curry	\$278	\$0	\$278	\$5,651	4.92%	4.92%	21.99%	2.44%
08 Eddy	\$166	\$0	\$166	\$2,711	6.12%	6.12%	13.13%	1.45%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$367	0.00%	0.00%	0.00%	0.00%
13 Lea	\$72	\$237	\$309	\$7,564	4.09%	4.09%	24.45%	2.71%
20 Quay	\$0	\$0	\$0	\$1,592	0.00%	0.00%	0.00%	0.00%
22 Roosevelt	\$92	\$0	\$92	\$668	13.77%	13.77%	7.28%	0.81%
34 Eddy/Artesia	\$0	\$0	\$0	\$1,380	0.00%	0.00%	0.00%	0.00%
SE Region Totals	\$608	\$656	\$1,264	\$26,944	4.69%	100.00%	100.00%	11.07%
Central Region								
01 SE Bernalillo	\$448	\$165	\$613	\$17,288	3.55%	3.55%	14.98%	5.37%
35 NW Bernalillo	\$317	\$789	\$1,106	\$21,726	5.09%	5.09%	27.03%	9.69%
36 SW Bernalillo	\$339	\$1,024	\$1,363	\$25,006	5.45%	5.45%	33.32%	11.94%
39 NE Bernalillo	\$297	\$657	\$954	\$29,704	3.21%	3.21%	23.32%	8.36%
30 Torrance	\$55	\$0	\$55	\$3,960	1.39%	1.39%	2.50%	0.48%
Central Region Totals	\$1,456	\$2,635	\$4,091	\$97,684	4.19%	100.00%	100.00%	35.84%
49 NMCPAP	\$0	\$0	\$0	\$4,522	0.00%	0.00%		0.00%
State Totals	\$5,381	\$6,034	\$11,415	\$312,356	3.65%	100.00%	100.00%	100.00%

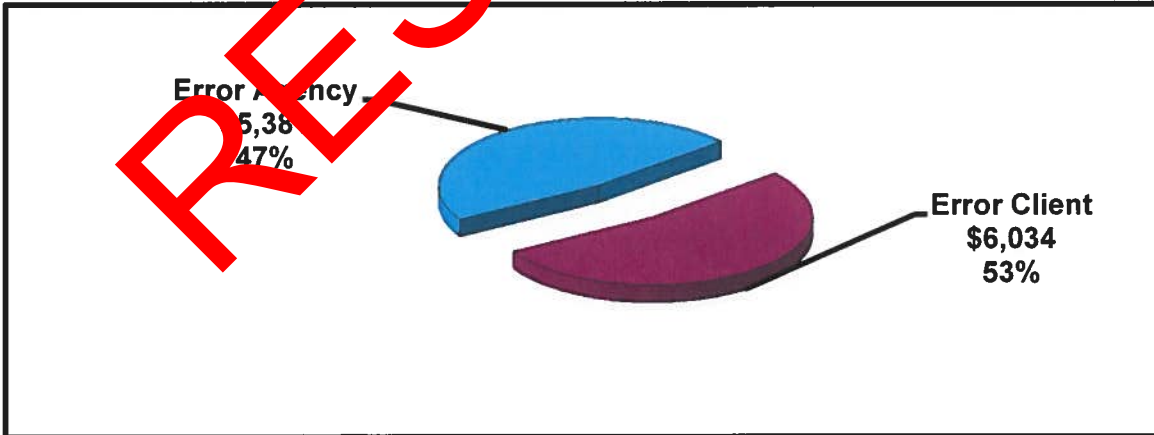
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



6. HIPAC Dollar Errors - Compared to the Remainder of the State



7. Agency-vs-Client Errors



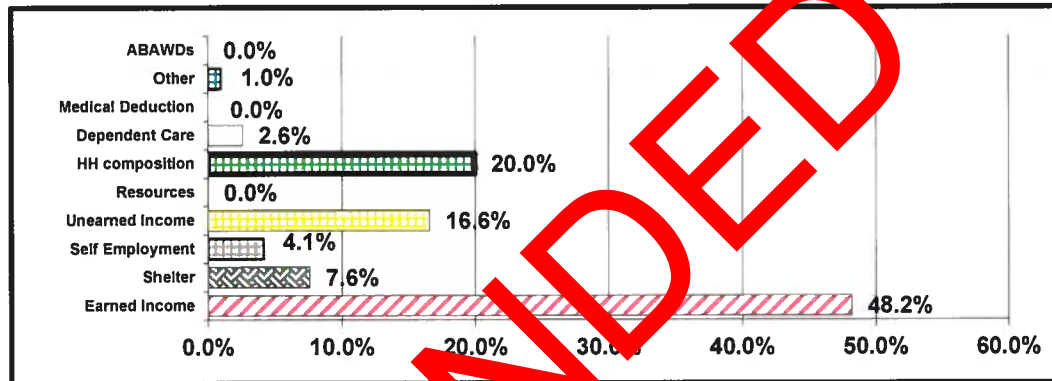
Average Client Error = \$195

Average Agency Error = \$122

8. AGENCY/CLIENT DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT

<i>Food Stamps</i>	<i>Agency</i>	<i>Client</i>	<i>% Agency Cause</i>
Earned Income	\$843	\$4,657	15.3%
Shelter	\$487	\$380	56.2%
Self Employment	\$473	\$0	100.0%
Unearned Income	\$1,195	\$696	63.2%
Resources	\$0	\$0	0.0%
HH composition	\$1,980	\$301	86.8%
Dependent Care	\$293	\$0	100.0%
Medical Deduction	\$0	\$0	0.0%
Other	\$110	\$0	100.0%
ABAWDs	\$0	\$0	0.0%

9. SNAP DOLLAR ERROR BREAKDOWN BY GENERAL ELEMENT



10. SNAP DOLLAR ERROR BREAKDOWN BY SPECIFIC ELEMENT

<i>Percent</i>	<i>Total</i>	<i>Element</i>	<i>Element Description</i>
48.18%	\$5,500	11	WAGES & SALARIES
9.55%	\$1,090	150	HOUSEHOLD COMPOSITION
6.22%	\$723	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
1.28%	\$144	364	SUA
0.01%	\$458	130	CITIZENSHIP/NON-CITIZEN STATUS
3.59%	\$410	344	PA/GA GRANT
0.96%	\$110	520	ARITHMETIC COMPUTATION
0.00%	\$105	342	CONTRIBUTIONS
0.68%	\$762	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
2.34%	\$267	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
1.75%	\$200	346	OTHER UEI
6.42%	\$733	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
1.29%	\$147	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
4.14%	\$473	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
2.57%	\$293	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2012

In this table, general cause for agency error is ranked by the top three error causing areas

- F No action on anticipated or known changes
- M Math or transcription error
- O Other
- P Policy or procedure not applied or not correctly applied
- R No action on reported information
- S ISD2 or CSED systems caused error
- V Inadequate verification
- X Old or invalid data or coding not removed from ISD2

	ALL Err	EI	HHC	UEI
R	\$425	\$136	\$147	\$0
P	\$4,265	\$707	\$1,833	\$977
V	\$0	\$0	\$0	\$0
M	\$218	\$0	\$0	\$218
F	\$0	\$0	\$0	\$0
X	\$0	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
Total	\$4,908	\$843	\$1,980	\$1,195

Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", and "math or transcription" account for 100% of agency-caused dollar errors. Errors in "earned income" and "unearned income" elements account for 42% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$2,180	\$1,389	\$2,337	\$3,543	\$1,326	\$640
%	19.1%	12.2%	20.5%	31.0%	11.6%	5.6%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.3
Correct Cases	2.2
Error Cases	3.3
Client Error Cases	2.7

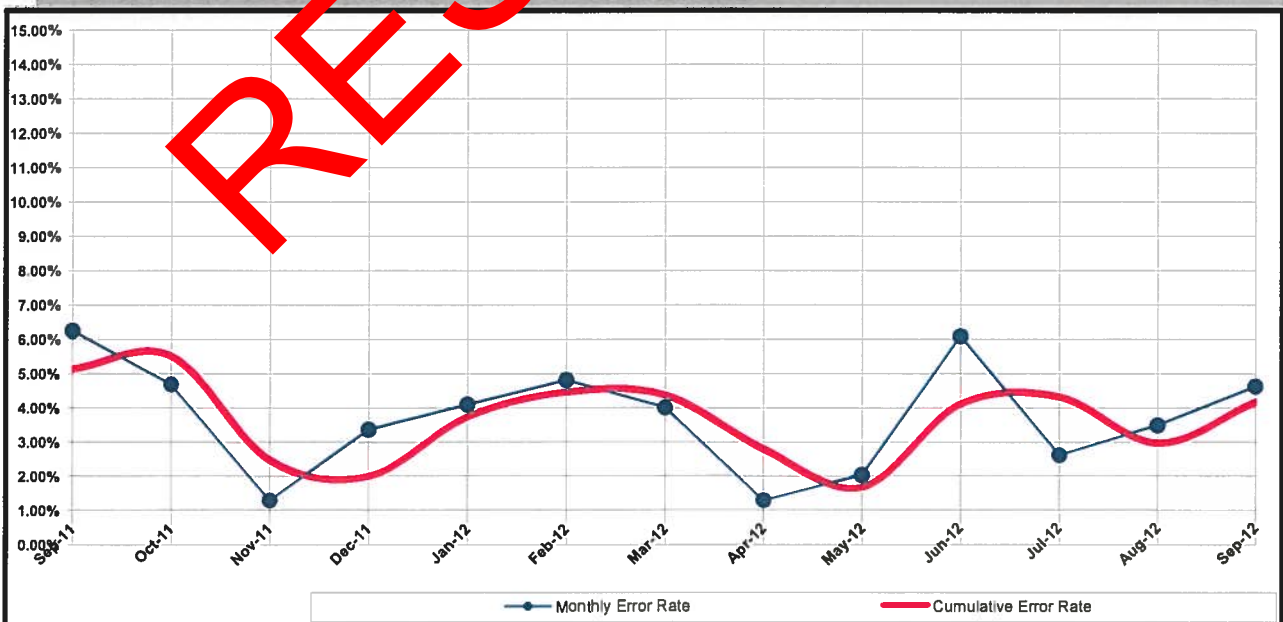
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$2,915	25.5%
Recert	\$3,193	28.1%
Change	\$1,843	16.1%
Transitional FS	\$0	0.0%
Semi Annual	\$3,071	26.9%
Annual Report	\$92	0.8%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	16	21.3%
Recert	23	30.7%
Change	11	14.7%
Transitional FS	0	0.0%
Semi-Annual	22	29.3%
Annual Report	3	4.0%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE



Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2012 as of 1/22/2013

17. REGIONAL - Cumulative Data Analysis of SNAP Dollars Issued vs. SNAP Dollars in Error 10/11-9/12

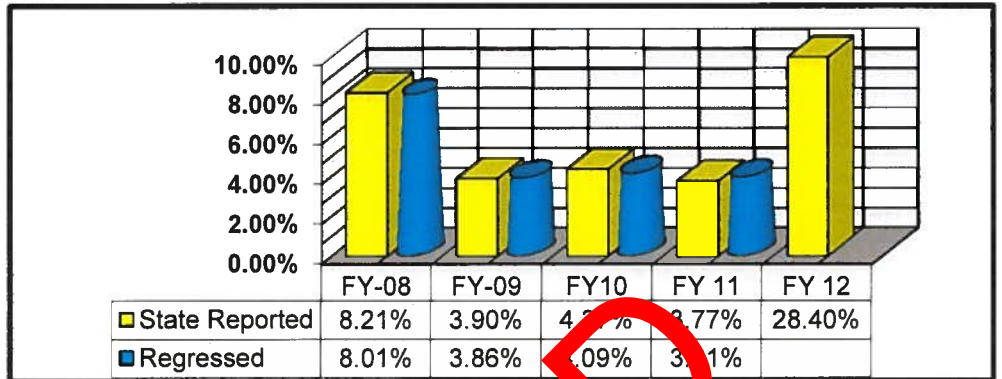
Northwest Region (I)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
17	McKinley	36,636,930	24.0%	5.4%	\$11,953	\$182	8.27%	1.59%
23	Sandoval	33,805,855	22.1%	5.0%	\$20,047	\$964	43.78%	8.45%
24	San Juan	41,034,948	26.8%	6.1%	\$19,252	\$383	17.39%	3.36%
32	S. Valencia	10,201,022	6.7%	1.5%	\$4,932	\$420	19.07%	3.68%
33	Cibola	12,260,177	8.0%	1.8%	\$6,408	\$194	8.81%	1.70%
42	N. Valencia	18,942,351	12.4%	2.8%	\$11,074	\$59	2.68%	0.52%
Region I Totals		152,881,283	22.7%	22.7%	\$73,666	\$2,202	100.00%	19.29%
Northeast Region (II)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
04	Colfax	4,992,482	6.1%	0.7%	\$2,590	\$53	7.52%	0.46%
21	Rio Arriba	21,464,480	26.2%	3.2%	\$9,592	\$0	0.00%	0.00%
25	San Miguel	14,921,380	18.2%	2.2%	\$5,577	\$40	53.40%	3.50%
26	Santa Fe	29,789,909	36.3%	4.4%	\$14,971	\$2	12.22%	0.81%
29	Taos	10,848,979	13.2%	1.6%	\$7,798	\$204	7.24%	1.79%
Region II Totals		82,017,230	12.2%	12.2%	\$40,528	\$749	100.00%	6.56%
Central Region (III)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
01	SE Bernalillo	38,159,073	17.5%	5.7%	\$17,288	\$613	14.98%	5.37%
35	NW Bernalillo	47,019,152	21.5%	7.0%	\$21,778	\$106	27.03%	9.69%
36	SW Bernalillo	62,064,450	28.4%	9.2%	\$25,066	\$363	33.32%	11.94%
39	NE Bernalillo	62,662,354	28.7%	9.3%	\$27,704	\$54	23.32%	8.36%
30	Torrance	8,294,847	5.7%	1.2%	\$3,300	\$55	1.34%	0.48%
Region III Totals		218,199,876	32.4%	32.4%	\$97,666	\$4,091	100.00%	35.84%
Southeast Region (IV)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
03	Chaves	22,065,997	29.0%	3.3%	\$7,011	\$419	33.15%	3.67%
05	Curry	14,703,886	19.3%	2.2%	\$5,651	\$278	21.99%	2.44%
08	Eddy	10,044,451	13.2%	1.7%	\$2,511	\$166	13.13%	1.45%
10	Guadalupe/DeBaca	1,950,218	2.4%	0.3%	\$367	\$0	0.00%	0.00%
13	Lea	14,688,416	19.3%	2.2%	\$7,564	\$309	24.45%	2.71%
20	Quay	3,568,823	4.7%	0.5%	\$1,592	\$0	0.00%	0.00%
22	Roosevelt	4,616,103	6.1%	0.7%	\$668	\$92	7.28%	0.81%
34	Eddy/Artesia	4,447,079	5.8%	0.7%	\$1,380	\$0	0.00%	0.00%
Region IV Totals		76,084,973	100%	11%	\$26,944	\$1,264	100.00%	11.07%
Southwest Region (V)		Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
07	W. Dona Ana	30,915,336	21.3%	4.6%	\$14,239	\$442	14.22%	3.87%
09	Grant/Hidalgo	11,699,131	8.1%	1.7%	\$5,699	\$365	11.74%	3.20%
14	Lincoln	5,483,518	3.8%	0.8%	\$3,636	\$175	5.63%	1.53%
16	Luna	12,928,998	8.9%	1.9%	\$6,548	\$202	6.50%	1.77%
19	Otero	14,230,099	9.9%	2.1%	\$8,374	\$638	20.52%	5.59%
27	Sierra	7,227,899	5.0%	1.1%	\$2,537	\$668	21.49%	5.85%
28	Socorro	7,442,977	5.3%	1.1%	\$2,816	\$54	1.74%	0.47%
37	E. Dona Ana	24,000,086	16.6%	3.6%	\$9,803	\$265	8.52%	2.32%
38	S. Dona Ana	30,479,114	21.04%	4.5%	\$15,360	\$300	9.65%	2.63%
Region V Totals		144,874,338	21.5%	21.5%	\$69,012	\$3,109	100.00%	27.24%
49	NM CAP Unit	0	0.0%	0.0%	\$4,522	\$0	0.00%	0.00%
State Totals		674,057,718	100%	100%	\$312,356	\$11,415	100%	100%

FFY 2012 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	716
invalid	284
drop	20
total	1000
% invalid	28.40%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NE Region					
04	Colfax	11	0	11	0.0%
21	Rio Arriba	14	11	25	44.0%
25	San Miguel	10	10	20	50.0%
26	Santa Fe	28	17	45	37.8%
29	Taos	16	9	25	36.0%
NE Region Totals		79	47	126	37.3%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NW Region					
11	McKinley	29	9	38	23.7%
23	Sandoval	42	10	52	19.2%
31	San Juan	40	17	57	29.8%
32	S. Valencia	12	6	18	33.3%
33	Tierra	10	6	16	37.5%
41	N. Valencia	16	7	23	30.4%
NW Region Totals		149	55	204	27.0%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SW Region Totals					
07	W. Dona Ana	24	5	29	17.2%
09	Grant/Hidalgo	15	5	20	25.0%
14	Lincoln	10	5	15	33.3%
16	Luna	10	4	14	30.8%
19	Otero	17	5	22	22.7%
27	Sierra	3	3	6	50.0%
28	Socorro	5	2	7	14.3%
37	E. Dona Ana	27	8	35	22.9%
38	S. Dona Ana	34	10	44	22.7%
SW Region Totals		155	56	211	27.9%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SE Region					
03	Chaves	14	10	24	41.7%
05	Curry	12	4	16	25.0%
08	Eddy	15	6	21	28.6%
10	Guad/DeBaca	4	1	5	20.0%
13	Lea	29	8	37	21.6%
20	Quay	5	0	5	0.0%
22	Roosevelt	9	0	9	0.0%
34	Eddy/Artesia	7	3	10	30.0%
SE Region Totals		95	32	127	25.2%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Region					
01	SE Bernalillo	38	18	56	32.1%
35	NW Bernalillo	44	16	60	26.7%
36	SW Bernalillo	66	34	100	34.0%
39	NE Bernalillo	89	21	110	19.1%
30	Torrance	6	4	10	40.0%
Central Region Totals		243	93	336	27.7%

Negative Action Time of Occurrence		
Closure	214	75.4%
Denial	70	24.6%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Region					
49	CAP	5	1	6	16.7%

FFY 2012 Expedite Application Processing Timeliness

	October 11'	November 11'	December 11'	January 12'	February 12'	March 12'	April 12'	May 12'	June 12'	July 12'	August 12'	September 12'	Yearly Avg
NE Region													
Colfax	96.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
Rio Arriba	100.0%	99.4%	100.0%	98.0%	98.9%	99.5%	100.0%	99.5%	100.0%	99.5%	99.0%	100.0%	99.4%
San Miguel	100.0%	97.3%	98.9%	97.6%	98.0%	100.0%	98.9%	100.0%	99.0%	100.0%	99.2%	99.2%	99.0%
Santa Fe	98.2%	99.0%	97.9%	99.5%	99.6%	99.6%	100.0%	99.6%	98.9%	98.7%	99.3%	98.9%	99.1%
Taos	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
NE Region TOTAL	99.1%	99.0%	99.4%	99.0%	99.3%	99.8%	99.8%	99.7%	99.4%	99.3%	99.3%	99.4%	99.3%
NW Region													
Cibola	100.0%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
McKinley	99.3%	97.2%	100.0%	100.0%	98.4%	100.0%	98.1%	98.3%	97.4%	98.4%	97.1%	96.5%	98.4%
Sandoval	98.3%	99.3%	98.0%	98.1%	97.1%	98.0%	98.3%	97.0%	97.5%	98.8%	97.3%	99.4%	98.0%
San Juan	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%	99.7%	100.0%	99.7%	100.0%	99.3%	97.0%	99.7%
Valencia South	100.0%	100.0%	100.0%	98.8%	100.0%	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	99.8%
Valencia North	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.9%
NW Region TOTAL	99.3%	99.2%	99.7%	99.5%	99.0%	99.7%	99.0%	98.9%	98.6%	98.8%	98.5%	98.6%	99.0%
SW Region													
Dona Ana (West)	100.0%	99.6%	99.6%	99.7%	99.6%	99.6%	98.7%	99.7%	100.0%	99.0%	99.7%	99.6%	99.6%
Dona Ana (East)	99.4%	99.4%	100.0%	100.0%	100.0%	97.6%	96.4%	96.0%	96.1%	98.8%	100.0%	99.6%	99.2%
Dona Ana (Southern)	100.0%	99.2%	100.0%	100.0%	100.0%	98.9%	100.0%	100.0%	100.0%	100.0%	100.0%	99.1%	99.7%
Grant/Hidalgo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	99.9%
Lincoln	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%
Luna	100.0%	100.0%	100.0%	98.8%	100.0%	99.0%	100.0%	100.0%	99.0%	99.2%	100.0%	100.0%	99.7%
Otero	97.7%	100.0%	100.0%	98.5%	98.8%	100.0%	99.2%	100.0%	97.8%	98.4%	99.2%	100.0%	99.1%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	97.7%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	99.6%
Socorro	100.0%	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	100.0%	97.9%	99.5%
SW Region Total	99.6%	99.7%	99.7%	99.5%	99.6%	99.5%	99.4%	99.7%	99.2%	99.1%	99.8%	99.3%	99.5%
SE Region													
Chaves	100.0%	100.0%	98.3%	100.0%	100.0%	99.3%	99.2%	99.3%	100.0%	99.5%	99.4%	100.0%	99.7%
Curry	100.0%	99.2%	100.0%	98.3%	98.8%	100.0%	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	99.5%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Eddy	99.1%	100.0%	98.0%	98.2%	98.6%	97.9%	100.0%	100.0%	100.0%	99.2%	99.3%	98.0%	99.1%
Eddy (Artesia)	96.9%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.7%
Lea	96.3%	95.8%	99.1%	98.6%	97.8%	99.1%	100.0%	100.0%	100.0%	100.0%	100.0%	99.2%	98.9%
Quay	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SE Region Total	98.9%	99.0%	99.7%	99.4%	99.4%	99.5%	99.8%	99.8%	99.5%	99.7%	99.7%	99.5%	99.4%
Central Region													
Bernalillo (NE)	99.6%	99.4%	99.4%	99.8%	99.7%	99.3%	99.1%	99.5%	99.1%	99.6%	99.3%	99.3%	99.4%
Bernalillo (NW)	98.4%	98.6%	97.8%	98.9%	99.5%	99.0%	99.4%	98.7%	99.2%	99.3%	99.0%	99.2%	98.9%
Bernalillo (SE)	99.7%	99.7%	99.8%	99.3%	99.4%	99.5%	99.5%	98.9%	98.5%	99.8%	99.4%	99.5%	99.4%
Bernalillo (SW)	99.2%	99.5%	99.4%	99.3%	99.2%	99.0%	99.2%	99.4%	99.6%	98.2%	98.6%	65.7%	96.5%
Torrance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.3%	98.3%	100.0%	100.0%	100.0%	96.6%	99.4%
Central Region Total	99.3%	99.3%	99.3%	99.5%	99.6%	99.4%	99.2%	99.2%	99.2%	99.2%	99.1%	91.0%	98.6%
Central Unit	na	na	na	100.0%	na	100.0%	na	na	na	100.0%	na	na	100.0%
CAP Unit	na	na	100.0%	66.7%	100.0%	50.0%	na	na	100.0%	100.0%	100.0%	na	88.9%
STATE TOTAL	99.3%	99.3%	99.3%	99.3%	99.4%	99.3%	99.3%	99.4%	99.1%	99.2%	99.2%	95.7%	99.0%

FFY 2012 30-Day Application Processing Timeliness

	October 11'	November 11'	December 11'	January 11'	February 12'	March 12'	April 12'	May 12'	June 12'	July 12'	August 12'	September 12'	Yearly Average
NE Region													
Colfax	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	99.6%
Rio Arriba	95.0%	97.6%	98.8%	99.4%	100.0%	99.3%	97.6%	100.0%	100.0%	100.0%	99.5%	100.0%	98.8%
San Miguel	100.0%	99.2%	98.4%	99.1%	99.1%	100.0%	99.1%	99.2%	100.0%	100.0%	98.5%	98.2%	99.2%
Santa Fe	98.9%	98.4%	98.3%	99.7%	100.0%	99.6%	100.0%	100.0%	100.0%	99.6%	99.0%	98.8%	99.4%
Taos	100.0%	99.2%	98.9%	99.0%	100.0%	100.0%	98.3%	100.0%	100.0%	98.1%	99.0%	100.0%	99.4%
NE Region TOTAL	98.3%	98.6%	98.9%	99.4%	99.8%	99.8%	99.0%	99.9%	100.0%	99.4%	99.1%	99.2%	99.2%
NW Region													
Cibola	98.3%	97.2%	97.8%	98.2%	100.0%	98.9%	97.9%	99.1%	99.1%	100.0%	98.6%	98.5%	98.6%
McKinley	99.2%	99.1%	99.5%	99.2%	97.8%	99.1%	99.2%	99.2%	99.6%	99.6%	98.6%	98.7%	99.1%
Sandoval	99.6%	99.1%	94.7%	94.7%	90.0%	92.5%	95.0%	91.1%	92.4%	99.2%	80.0%	85.9%	92.4%
San Juan	98.8%	99.2%	99.3%	100.0%	98.6%	99.7%	99.5%	99.2%	99.5%	99.2%	99.0%	98.6%	99.2%
S. Valencia	100.0%	100.0%	99.0%	100.0%	98.6%	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	94.4%	99.2%
N. Valencia	97.9%	97.2%	98.7%	98.7%	100.0%	100.0%	100.0%	98.6%	99.2%	99.5%	99.7%	99.2%	99.0%
NW Region TOTAL	99.0%	98.8%	98.2%	98.5%	97.5%	98.4%	98.6%	97.7%	99.1%	98.5%	95.4%	96.3%	97.8%
SW Region													
Dona Ana (West)	98.3%	99.3%	99.6%	99.6%	99.2%	98.1%	98.9%	100.0%	100.0%	98.3%	98.9%	99.2%	99.1%
Dona Ana (East)	99.6%	100.0%	99.5%	100.0%	99.4%	100.0%	99.2%	100.0%	100.0%	99.1%	99.2%	100.0%	99.7%
Dona Ana (Southern)	98.5%	98.1%	99.5%	99.4%	97.8%	98.9%	99.2%	99.2%	98.9%	99.1%	98.1%	98.7%	98.7%
Grant/Hidalgo	100.0%	100.0%	100.0%	99.2%	100.0%	100.0%	100.0%	100.0%	97.0%	97.2%	99.1%	99.1%	99.3%
Lincoln	98.0%	97.1%	96.5%	96.8%	98.2%	100.0%	98.2%	100.0%	96.0%	98.0%	98.0%	98.1%	97.9%
Luna	99.0%	93.0%	97.3%	94.5%	100.0%	100.0%	100.0%	100.0%	100.0%	98.8%	98.9%	98.6%	97.9%
Otero	97.4%	98.5%	97.9%	99.3%	97.7%	100.0%	100.0%	100.0%	99.1%	95.3%	99.5%	97.3%	98.6%
Sierra	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Socorro	98.6%	100.0%	100.0%	100.0%	98.8%	94.9%	100.0%	100.0%	100.0%	100.0%	98.5%	97.4%	99.1%
SW Region Total	98.8%	98.5%	98.9%	98.8%	99.2%	99.1%	99.2%	99.9%	99.3%	98.4%	99.0%	99.0%	99.0%
SE Region													
Chaves	99.4%	98.4%	99.5%	98.5%	98.8%	97.0%	96.2%	98.1%	97.4%	98.2%	98.2%	99.5%	98.2%
Curry	94.5%	96.2%	99.8%	98.7%	99.1%	99.1%	98.2%	98.9%	98.4%	98.4%	96.9%	97.5%	97.9%
Guadalupe	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	99.5%
Eddy	99.0%	100.0%	100.0%	98.3%	98.6%	100.0%	98.4%	96.8%	98.0%	98.9%	96.6%	100.0%	98.7%
Eddy (Artesia)	100.0%	100.0%	100.0%	94.9%	100.0%	97.4%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	99.0%
Lea	93.9%	96.8%	96.4%	94.1%	92.2%	98.4%	92.7%	94.2%	95.4%	95.9%	100.0%	98.5%	95.6%
Quay	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Roosevelt	100.0%	100.0%	100.0%	100.0%	98.1%	100.0%	100.0%	100.0%	100.0%	100.0%	97.4%	100.0%	99.5%
SE Region Total	97.5%	97.9%	99.0%	98.0%	98.1%	99.0%	96.8%	97.7%	97.8%	98.2%	98.2%	99.1%	98.0%
Central Region													
Bernalillo (NE)	99.8%	99.3%	99.4%	99.6%	99.4%	99.2%	99.5%	98.6%	99.6%	99.0%	98.3%	99.4%	99.2%
Bernalillo (NW)	99.4%	98.1%	97.6%	97.9%	98.1%	99.4%	99.1%	98.2%	97.9%	99.4%	99.7%	98.9%	98.6%
Bernalillo (SE)	97.3%	100.0%	99.6%	98.5%	99.1%	98.7%	98.7%	98.9%	99.6%	98.0%	99.3%	97.7%	98.8%
Bernalillo (SW)	97.0%	97.7%	98.1%	98.3%	95.9%	99.3%	99.0%	99.1%	99.0%	97.5%	98.6%	95.0%	97.9%
Torrance	100.0%	100.0%	98.2%	100.0%	100.0%	100.0%	98.0%	100.0%	100.0%	98.4%	100.0%	98.4%	99.5%
Central Region Total	98.6%	98.8%	98.6%	98.9%	98.5%	99.3%	99.1%	98.7%	99.0%	98.5%	98.8%	97.8%	98.7%
Central Off Elig Unit	na	na	na	0.0%	0.0%	0.0%	0.0%	100.0%	na	na	na	na	50.0%
CAP Unit	95.1%	90.5%	100.0%	100.0%	96.7%	95.8%	90.9%	96.0%	100.0%	86.4%	92.6%	100.0%	95.1%
STATE TOTAL	98.5%	98.5%	98.7%	98.7%	98.2%	98.9%	98.7%	98.7%	98.8%	98.5%	98.1%	98.1%	98.5%