
General Information Memorandum

ISD-GI 13-45

TO: ISD Employees

FROM:  Marilyn Martinez, Acting Director, Income Support Division

RE: FFY 2013 SNAP Performance Report

DATE: September 19, 2013

Attached please find the seventh issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2013. This report includes all Quality Control (QC) findings received for the review month of October 2012 through April 2013. All errors for October 2012 through April 2013 have been finalized. Along with payment and negative accuracy rates, data included in this report are the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2013 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 Stephanie Valdez, Quality Improvement Section at 827-7708 or e-mail at Stephanie.valdez1@state.nm.us.

Attachment

cc: Shalonda Moore, FNS SW Regional Office

**Quality Improvement Section SNAP Performance Report
Quality Control Finding FFY 2013**

1. STATE - Cumulative Payment Error Rates

Total Paid	\$179,933		
Total Dollar Errors	\$7,341	Total Error Rate %	4.08%
Total Dollar Over	\$3,974	% Error Rate Over	2.21%
Total Dollar Under	\$611	% Error Rate Under	0.34%
Total Dollar Ineligible	\$2,756	% Error Rate Ineligible	1.53%

Cumulative Case Error Rate

Total Reviewed	619
% in Error	6.62%

Agency Error (Dollar Amount):		Agency % Error Rate:	
\$2,976		1.65%	

Cases Dropped	67
Correct	578
Overpaid	27
Underpaid	4
Ineligible	10

Client Error (Dollar Amount):		Client % Error Rate:	
\$4,365		2.43%	

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	\$0		\$0		\$0	\$11,713	0.00%	0.00%	0.00%
07	W. Dona Ana	\$0	0%	\$189	100%	\$189	\$5,679	3.33%	5.06%	2.57%
17	McKinley	\$0		\$0		\$0	\$5,555	0.00%	0.00%	0.00%
23	Sandoval	\$0	0%	\$736	100%	\$736	\$14,335	5.13%	19.69%	10.03%
24	San Juan	\$287	100%	\$0	0%	\$287	\$13,360	2.15%	7.68%	3.91%
26	Santa Fe	\$66	36%	\$117	64%	\$183	\$5,614	3.26%	4.90%	2.49%
35	NW Bernalillo	\$0	0%	\$295	100%	\$295	\$11,794	2.50%	7.89%	4.02%
36	SW Bernalillo	\$137	30%	\$327	70%	\$464	\$14,659	3.17%	12.42%	6.32%
38	S. Dona Ana	\$524	100%	\$0	0%	\$524	\$8,246	6.35%	14.02%	7.14%
39	NE Bernalillo	\$520	49%	\$539	51%	\$1,059	\$17,868	5.93%	28.34%	14.43%
HIPAC Sub Totals		\$1,534	41%	\$2,203	59%	\$3,737	\$108,823	3.43%	100.00%	50.91%

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		\$0	\$6,299	0.00%	0.00%	0.00%
04	Colfax/Union	\$93	100%	\$0	0%	\$93	\$537	17.32%	2.58%	1.27%
05	Curry	\$0		\$0		\$0	\$3,809	0.00%	0.00%	0.00%
08	Eddy	\$0		\$0		\$0	\$1,268	0.00%	0.00%	0.00%
09	Grant/Hidalgo	\$54	9%	\$526	91%	\$580	\$3,404	17.04%	16.09%	7.90%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$216	0.00%	0.00%	0.00%
13	Lea	\$0	0%	\$288	100%	\$288	\$2,723	10.58%	7.99%	3.92%
14	Lincoln	\$0		\$0		\$0	\$3,226	0.00%	0.00%	0.00%
16	Luna	\$233	100%	\$0	0%	\$233	\$4,500	5.18%	6.47%	3.17%
19	Otero	\$86	100%	\$0	0%	\$86	\$3,857	2.23%	2.39%	1.17%
20	Quay	\$0		\$0		\$0	\$415	0.00%	0.00%	0.00%
21	Rio Arriba	\$204	50%	\$200	50%	\$404	\$6,524	6.19%	11.21%	5.50%
22	Roosevelt	\$0		\$0		\$0	\$1,427	0.00%	0.00%	0.00%
25	San Miguel	\$163	26%	\$466	74%	\$629	\$4,453	14.13%	17.45%	8.57%
27	Sierra	\$0		\$0		\$0	\$837	0.00%	0.00%	0.00%
28	Socorro	\$0	0%	\$74	100%	\$74	\$1,767	4.19%	2.05%	1.01%
29	Taos	\$0		\$0		\$0	\$3,951	0.00%	0.00%	0.00%
30	Torrance	\$0		\$0		\$0	\$3,068	0.00%	0.00%	0.00%
32	S. Valencia	\$0	0%	\$184	100%	\$184	\$2,958	6.22%	5.11%	2.51%
33	Cibola	\$0		\$0		\$0	\$2,512	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$1,447	0.00%	0.00%	0.00%
37	E. Dona Ana	\$115	48%	\$125	52%	\$240	\$5,711	4.20%	6.66%	3.27%
42	N. Valencia	\$494	67%	\$238	33%	\$732	\$4,749	15.41%	20.31%	9.97%
49	NMCPAP	\$0	0%	\$61	100%	\$61	\$1,452	4.20%	1.69%	0.83%
Non-HIPAC Sub Totals		\$1,442	40%	\$2,162	60%	\$3,604	\$71,110	5.07%	100.0%	49.09%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2013**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$179,933		
Total Dollar Errors	\$7,341	Total Error Rate %	4.08%
Total Dollar Over	\$3,974	% Error Rate Over	2.21%
Total Dollar Under	\$611	% Error Rate Under	0.34%
Total Dollar Ineligible	\$2,756	% Error Rate Ineligible	1.53%

Cumulative Case Error Rate

Total Reviewed	619
% in Error	6.62%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$2,976	1.65%

Cases Dropped	67
Correct	578
Overpaid	27
Underpaid	4
Ineligible	10

Client Error (Dollar Amount):	Client % Error Rate:
\$4,365	2.43%

4. REGIONAL - Cumulative Payment Error Rates

NE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Colfax	\$93	\$0	\$93	\$537	17.32%
21 Rio Arriba	\$204	\$200	\$404	\$6,524	6.19%
25 San Miguel	\$163	\$466	\$629	\$4,453	14.13%
26 Santa Fe	\$66	\$117	\$183	\$5,614	3.26%
29 Taos	\$0	\$0	\$0	\$3,951	0.00%
NE Region Totals	\$526	\$783	\$1,309	\$21,079	6.21%

Region Share
7.10%
30.86%
48.05%
13.98%
0.00%
100.00%

State Share
1.27%
5.50%
8.57%
2.49%
0.00%
17.83%

NW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$0	\$0	\$0	\$5,555	0.00%
23 Sandoval	\$0	\$736	\$736	\$14,335	5.13%
24 San Juan	\$287	\$0	\$287	\$13,360	2.15%
32 S. Valencia	\$0	\$184	\$184	\$2,958	6.22%
33 Cibola	\$0	\$0	\$0	\$2,512	0.00%
42 N. Valencia	\$494	\$238	\$732	\$4,749	15.41%
NW Region Totals	\$781	\$1,158	\$1,939	\$43,469	4.46%

0.00%
37.96%
14.80%
9.49%
0.00%
37.75%
100.00%

0.00%
10.03%
3.91%
2.51%
0.00%
9.97%
26.41%

SW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$0	\$189	\$189	\$5,679	3.33%
09 Grant/Hidalgo	\$54	\$526	\$580	\$3,404	17.04%
14 Lincoln	\$0	\$0	\$0	\$3,226	0.00%
16 Luna	\$233	\$0	\$233	\$4,500	5.18%
19 Otero	\$86	\$0	\$86	\$3,857	2.23%
27 Sierra	\$0	\$0	\$0	\$837	0.00%
28 Socorro	\$0	\$74	\$74	\$1,767	4.19%
37 E. Dona Ana	\$115	\$125	\$240	\$5,711	4.20%
38 S. Dona Ana	\$524	\$0	\$524	\$8,246	6.35%
SW Region Totals	\$1,012	\$914	\$1,926	\$37,227	5.17%

9.81%
30.11%
0.00%
12.10%
4.47%
0.00%
3.84%
12.46%
27.21%
100.00%

2.57%
7.90%
0.00%
3.17%
1.17%
0.00%
1.01%
3.27%
7.14%
26.24%

SE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$0	\$0	\$0	\$6,299	0.00%
05 Curry	\$0	\$0	\$0	\$3,809	0.00%
08 Eddy	\$0	\$0	\$0	\$1,268	0.00%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$216	0.00%
13 Lea	\$0	\$288	\$288	\$2,723	10.58%
20 Quay	\$0	\$0	\$0	\$415	0.00%
22 Roosevelt	\$0	\$0	\$0	\$1,427	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$1,447	0.00%
SE Region Totals	\$0	\$288	\$288	\$17,604	1.64%

0.00%
0.00%
0.00%
0.00%
100.00%
0.00%
0.00%
0.00%
0.00%
100.00%

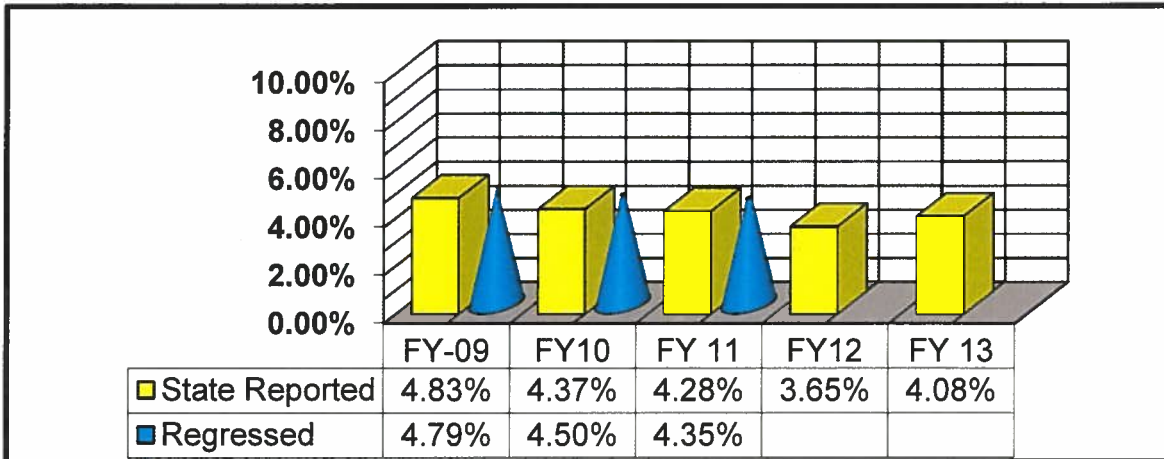
0.00%
0.00%
0.00%
0.00%
3.92%
0.00%
0.00%
0.00%
0.00%
3.92%

Central Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$0	\$0	\$0	\$11,713	0.00%
35 NW Bernalillo	\$0	\$295	\$295	\$11,794	2.50%
36 SW Bernalillo	\$137	\$327	\$464	\$14,659	3.17%
39 NE Bernalillo	\$520	\$539	\$1,059	\$17,868	5.93%
30 Torrance	\$0	\$0	\$0	\$3,068	0.00%
Central Region Totals	\$657	\$1,161	\$1,818	\$59,102	3.08%
49 NMCAP	\$0	\$61	\$61	\$1,452	4.20%
State Totals	\$2,976	\$4,365	\$7,341	\$179,933	4.08%

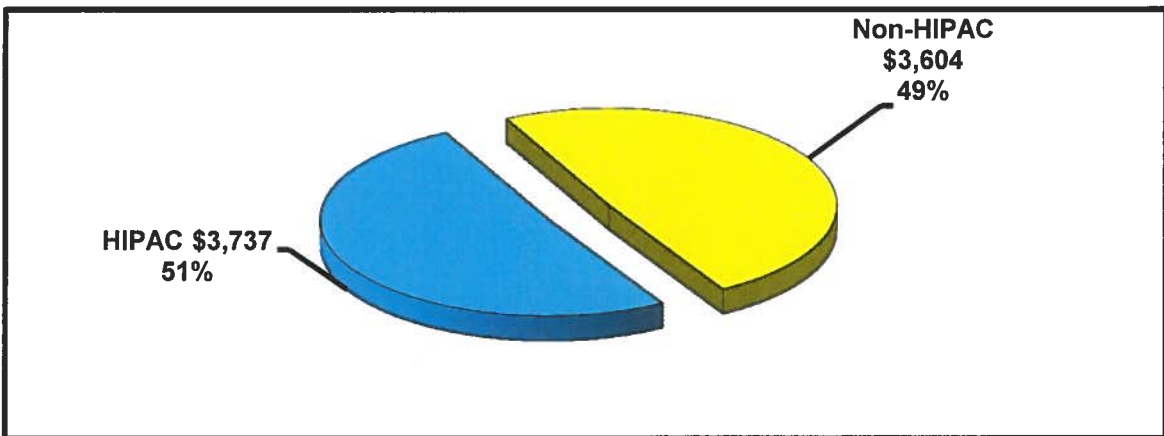
0.00%
16.23%
25.52%
58.25%
0.00%
100.00%
100.00%
100.00%

0.00%
4.02%
6.32%
14.43%
0.00%
24.77%
0.83%
100.00%

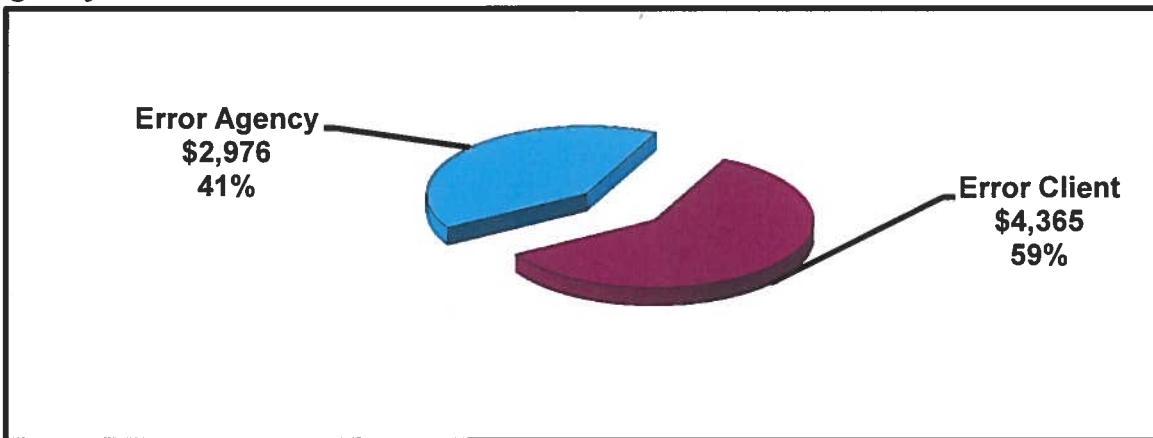
5. STATE SNAP Error Rates- Current FY Compared to Previous FYs



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



7. Agency-vs-Client Errors



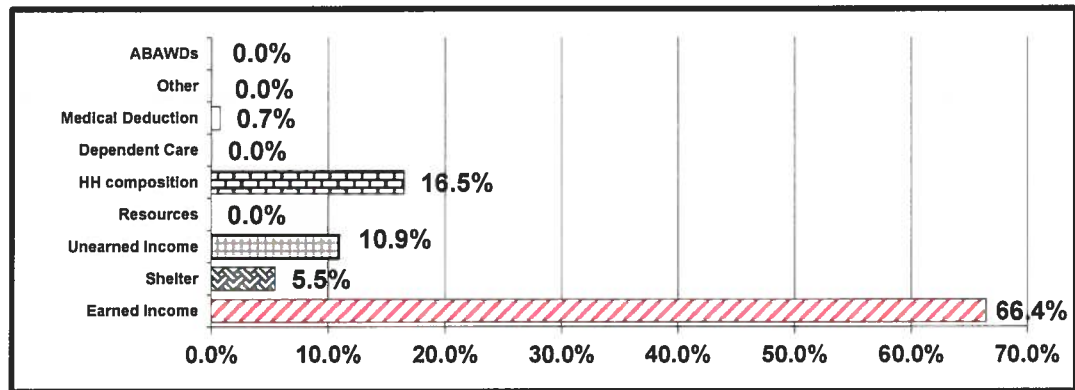
Average Client Error = \$230

Average Agency Error = \$135

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	\$1,125	\$3,751	23.1%
Shelter	\$281	\$122	69.7%
Unearned Income	\$381	\$418	47.7%
Resources	\$0	\$0	0.0%
HH composition	\$1,135	\$74	93.9%
Dependent Care	\$0	\$0	0.0%
Medical Deduction	\$54	\$0	100.0%
Other	\$0	\$0	0.0%
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>
63.18%	\$4,638	311	WAGES & SALARIES
6.95%	\$510	150	HOUSEHOLD COMPOSITION
2.56%	\$188	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.93%	\$215	364	SUA
3.13%	\$230	130	CITIZENSHIP/NON-CITIZEN STATUS
4.36%	\$320	344	PA/GA GRANT
0.00%	\$0	520	ARITHMETIC COMPUTATION
0.00%	\$0	342	CONTRIBUTIONS
0.83%	\$61	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
2.51%	\$184	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
4.20%	\$308	346	OTHER UEI
5.38%	\$395	111	STUDENT STATUS
0.74%	\$54	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
0.00%	\$0	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
3.24%	\$238	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
0.00%	\$0	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR --- FFY 2013

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	\$0	\$0	\$0	\$0
P	\$2,741	\$1,027	\$998	\$381
V	\$0	\$0	\$0	\$0
M	\$0	\$0	\$0	\$0
F	\$0	\$0	\$0	\$0
X	\$0	\$0	\$0	\$0
O	\$0	\$0	\$0	\$0
S	\$0	\$0	\$0	\$0
Total	\$2,741	\$1,027	\$998	\$381

Agency errors with "policy or procedure not applied or not correctly applied" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "household composition" elements account for 88% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$1,148	\$1,209	\$2,120	\$913	\$1,788	\$163
%	15.6%	16.5%	28.9%	12.4%	24.4%	2.2%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.3
Correct Cases	2.3
Error Cases	2.8
Client Error Cases	2.4

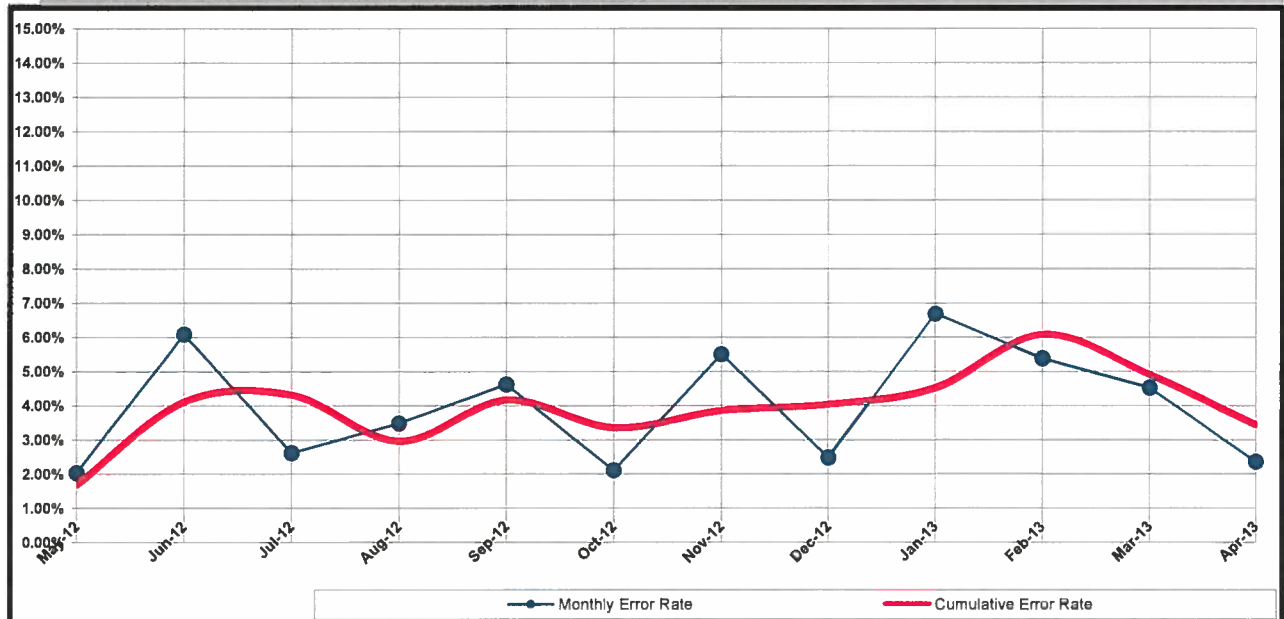
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,130	15.4%
Recert	\$2,503	34.1%
Change	\$717	9.8%
Transitional FS	\$0	0.0%
Semi Annual	\$2,818	38.4%
Annual Report	\$173	2.4%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	9	22.0%
Recert	13	31.7%
Change	5	12.2%
Transitional FS	0	0.0%
Semi-Annual	12	29.3%
Annual Report	2	4.9%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE



Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2013 as of 9/19/2013

17. REGIONAL - Cumulative Data Analysis of SNAP Dollars Issued vs. SNAP Dollars in Error 10/12 to 4/13

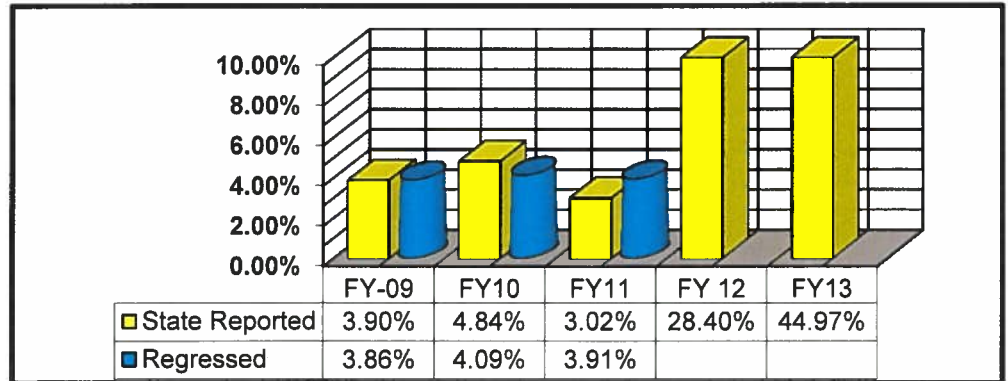
	Total SNAP \$'s Issued	Region Share of \$'s Issued	State Share \$'s Issued	Total Issued \$'s Reviewed	Total Reviewed \$'s in Error	Region Share \$'s in Error	State Share \$'s in Error
Northwest Region (I)							
17 McKinley	\$21,444,476	23.6%	5.4%	\$5,555	\$0	0.00%	0.00%
23 Sandoval	\$20,200,771	22.2%	5.1%	\$14,335	\$736	37.96%	10.03%
24 San Juan	\$24,595,045	27.1%	6.2%	\$13,360	\$287	14.80%	3.91%
32 S. Valencia	\$5,987,217	6.6%	1.5%	\$2,958	\$184	9.49%	2.51%
33 Cibola	\$7,357,348	8.1%	1.9%	\$2,512	\$0	0.00%	0.00%
42 N. Valencia	\$11,232,302	12.4%	2.8%	\$4,749	\$732	37.75%	9.97%
Region I Totals	\$90,817,159	22.9%	22.9%	\$43,469	\$1,939	100.00%	26.41%
Northeast Region (II)							
04 Colfax	\$2,780,570	5.6%	0.7%	\$537	\$93	7.10%	1.27%
21 Rio Arriba	\$13,161,766	26.3%	3.3%	\$6,524	\$404	30.86%	5.50%
25 San Miguel	\$8,986,579	18.0%	2.3%	\$4,453	\$629	48.05%	8.57%
26 Santa Fe	\$18,235,462	36.5%	4.6%	\$5,614	\$183	13.98%	2.49%
29 Taos	\$6,787,509	13.6%	1.7%	\$3,951	\$0	0.00%	0.00%
Region II Totals	\$49,951,886	12.6%	12.6%	\$21,079	\$1,309	100.00%	17.83%
Central Region (III)							
01 SE Bernalillo	\$21,516,205	17.1%	5.4%	\$11,713	\$0	0.00%	0.00%
35 NW Bernalillo	\$27,970,449	22.2%	7.1%	\$11,794	\$295	16.23%	4.02%
36 SW Bernalillo	\$35,651,063	28.3%	9.0%	\$14,659	\$464	25.52%	6.32%
39 NE Bernalillo	\$35,784,756	28.4%	9.0%	\$17,868	\$1,059	58.25%	14.43%
30 Torrance	\$5,030,782	5.9%	1.3%	\$3,068	\$0	0.00%	0.00%
Region III Totals	\$125,953,255	31.8%	31.8%	\$59,102	\$1,818	100.00%	24.77%
Southeast Region (IV)							
03 Chaves	\$13,067,609	29.4%	3.3%	\$6,299	\$0	0.00%	0.00%
05 Curry	\$8,369,870	18.8%	2.1%	\$3,809	\$0	0.00%	0.00%
08 Eddy	\$5,689,158	12.8%	1.4%	\$1,268	\$0	0.00%	0.00%
10 Guadalupe/DeBaca	\$1,166,033	2.3%	0.3%	\$216	\$0	0.00%	0.00%
13 Lea	\$8,601,989	19.4%	2.2%	\$2,723	\$288	100.00%	3.92%
20 Quay	\$2,148,074	4.8%	0.5%	\$415	\$0	0.00%	0.00%
22 Roosevelt	\$2,759,487	6.2%	0.7%	\$1,427	\$0	0.00%	0.00%
34 Eddy/Artesia	\$2,618,095	5.9%	0.7%	\$1,447	\$0	0.00%	0.00%
Region IV Totals	\$44,420,315	11%	11%	\$17,604	\$288	100.00%	3.92%
Southwest Region (V)							
07 W. Dona Ana	\$18,395,202	21.7%	4.6%	\$5,679	\$189	9.81%	2.57%
09 Grant/Hidalgo	\$6,664,849	7.8%	1.7%	\$3,404	\$580	30.11%	7.90%
14 Lincoln	\$3,313,280	3.9%	0.8%	\$3,226	\$0	0.00%	0.00%
16 Luna	\$7,423,367	8.7%	1.9%	\$4,500	\$233	12.10%	3.17%
19 Otero	\$8,170,840	9.6%	2.1%	\$3,857	\$86	4.47%	1.17%
27 Sierra	\$4,381,051	5.2%	1.1%	\$837	\$0	0.00%	0.00%
28 Socorro	\$4,752,295	5.6%	1.2%	\$1,767	\$74	3.84%	1.01%
37 E. Dona Ana	\$14,226,297	16.7%	3.6%	\$5,711	\$240	12.46%	3.27%
38 S. Dona Ana	\$17,629,895	20.75%	4.5%	\$8,246	\$524	27.21%	7.14%
Region V Totals	\$84,957,076	21.4%	21.4%	\$37,227	\$1,926	100.00%	26.24%
49 NM CAP Unit	\$0	0.0%	0.0%	\$1,452	\$61	0.16%	0.83%
State Totals	\$396,099,691	100%	100%	\$179,933	\$7,341	100%	100%

FFY 2013 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	323
invalid	264
drop	8
total	587
% invalid	44.97%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NE Region					
04	Colfax	4	2	6	33.3%
21	Rio Arriba	8	6	14	42.9%
25	San Miguel	2	2	4	50.0%
26	Santa Fe	22	12	34	35.3%
29	Taos	2	3	5	60.0%
NE Region Totals		38	25	63	39.7%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NW Region					
17	McKinley	7	11	18	61.1%
23	Sandoval	16	14	30	46.7%
24	San Juan	15	17	32	53.1%
32	S. Valencia	5	4	9	44.4%
33	Cibola	2	8	10	80.0%
42	N. Valencia	8	6	14	42.9%
NW Region Totals		53	60	113	53.1%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SW Region Totals					
07	W. Dona Ana	13	10	23	43.5%
09	Grant/Hidalgo	3	8	11	72.7%
14	Lincoln	5	2	7	28.6%
16	Luna	4	10	14	71.4%
19	Otero	13	4	17	23.5%
27	Sierra	3	1	4	25.0%
28	Socorro	2	3	5	60.0%
37	E. Dona Ana	10	9	19	47.4%
38	S. Dona Ana	8	8	16	50.0%
SW Region Totals		61	55	116	47.4%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SE Region					
03	Chaves	19	4	23	17.4%
05	Curry	3	8	11	72.7%
08	Eddy	5	7	12	58.3%
10	Guad/DeBaca	0	0	0	
13	Lea	10	11	21	52.4%
20	Quay	2	2	4	50.0%
22	Roosevelt	4	1	5	20.0%
34	Eddy/Artesia	3	4	7	57.1%
SW Region Totals		46	37	83	44.6%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Region					
01	SE Bernalillo	17	12	29	41.4%
35	NW Bernalillo	24	25	49	51.0%
36	SW Bernalillo	31	16	47	34.0%
39	NE Bernalillo	51	32	83	38.6%
30	Torrance	2	2	4	50.0%
Central Region Totals		125	87	212	41.0%

Negative Action Time of Occurrence

Closure	218	82.6%
Denial	46	17.4%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Unit					
49	CAP	0	0	0	

FFY 2013 Expedite Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Cofax	100.0%	100.0%	97.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.7%
Rio Arriba	99.5%	100.0%	100.0%	99.6%	99.5%	99.4%	100.0%	98.9%	99.4%	100.0%	94.3%		99.1%
San Miguel	99.1%	99.0%	100.0%	96.3%	96.6%	98.2%	99.2%	99.0%	100.0%	100.0%	99.2%		98.7%
Santa Fe	98.8%	99.3%	98.5%	98.5%	98.0%	98.8%	95.1%	96.3%	98.4%	97.7%	97.8%		97.9%
Taos	100.0%	100.0%	100.0%	98.4%	98.4%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.7%
NE Region TOTAL	99.2%	99.6%	99.2%	98.6%	98.3%	99.1%	97.9%	98.2%	99.2%	98.6%	97.4%		98.7%
NW Region													
Cibola	98.7%	100.0%	98.8%	100.0%	100.0%	100.0%	98.7%	99.0%	100.0%	100.0%	98.9%		99.4%
McKinley	97.8%	94.7%	100.0%	99.0%	99.5%	98.9%	99.0%	98.1%	100.0%	96.8%	100.0%		98.5%
Sandoval	98.9%	99.2%	100.0%	99.3%	98.2%	98.7%	97.8%	98.9%	98.8%	99.2%	99.4%		99.0%
San Juan	99.5%	100.0%	100.0%	99.4%	99.5%	100.0%	99.6%	99.7%	100.0%	98.8%	100.0%		99.7%
Valencia South	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
Valencia North	99.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	99.2%	98.6%	100.0%		99.5%
NW Region TOTAL	98.9%	98.8%	99.9%	99.5%	99.2%	99.4%	99.0%	98.9%	99.5%	98.7%	99.7%		99.2%
SW Region													
Dona Ana (West)	99.0%	99.2%	100.0%	99.7%	100.0%	100.0%	100.0%	99.7%	99.6%	99.7%	99.4%		99.7%
Dona Ana (East)	100.0%	99.4%	99.4%	99.6%	100.0%	100.0%	100.0%	97.9%	98.1%	99.5%	99.3%		99.4%
Dona Ana (Southern)	99.1%	100.0%	99.0%	98.4%	100.0%	100.0%	100.0%	100.0%	99.0%	99.3%	99.1%		99.4%
Grant/Hidalgo	100.0%	98.7%	98.2%	99.0%	100.0%	100.0%	99.0%	100.0%	100.0%	100.0%	100.0%		99.6%
Lincoln	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%
Luna	100.0%	100.0%	98.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.9%	100.0%		99.7%
Otero	98.3%	100.0%	98.5%	100.0%	100.0%	100.0%	100.0%	100.0%	99.4%	100.0%	99.4%		99.6%
Sierra	97.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.8%
Socorro	98.2%	98.1%	100.0%	100.0%	100.0%	100.0%	96.7%	100.0%	100.0%	100.0%	98.3%		99.2%
SW Region Total	99.1%	99.4%	99.4%	99.6%	100.0%	100.0%	99.7%	99.6%	99.4%	99.6%	99.3%		99.6%
SE Region													
Chaves	98.8%	100.0%	98.6%	99.0%	98.4%	98.7%	99.4%	100.0%	99.4%	99.5%	99.5%		99.2%
Curry	100.0%	100.0%	98.0%	99.2%	100.0%	100.0%	97.5%	99.2%	100.0%	99.4%	99.2%		99.4%
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%
Eddy	98.4%	100.0%	100.0%	100.0%	95.9%	97.9%	97.8%	96.6%	99.1%	99.2%	100.0%		98.6%
Eddy (Artesia)	97.6%	100.0%	100.0%	97.4%	100.0%	100.0%	97.1%	100.0%	100.0%	100.0%	100.0%		99.3%
Lea	100.0%	100.0%	98.0%	99.2%	100.0%	100.0%	98.7%	98.5%	99.3%	98.7%	98.8%		99.2%
Quay	100.0%	95.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.5%	100.0%	100.0%	100.0%		99.3%
Roosevelt	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%		99.7%
SE Region Total	99.2%	99.8%	98.9%	99.3%	98.8%	99.2%	98.5%	98.7%	99.4%	99.4%	99.5%		99.2%
Central Region													
Bernalillo (NE)	99.5%	99.5%	99.7%	99.3%	99.7%	99.1%	99.7%	99.9%	99.6%	99.6%	99.3%		99.5%
Bernalillo (NW)	99.0%	98.6%	99.4%	98.6%	99.6%	99.3%	99.1%	98.6%	99.1%	99.0%	98.4%		98.9%
Bernalillo (SE)	98.8%	99.1%	99.8%	99.6%	99.6%	99.8%	100.0%	99.6%	99.0%	98.9%	99.8%		99.4%
Bernalillo (SW)	96.7%	99.1%	98.9%	99.3%	99.3%	99.3%	99.2%	99.3%	99.5%	98.9%	99.5%		99.0%
Torrance	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	98.5%	100.0%	100.0%	100.0%	97.0%		99.4%
Central Region Total	98.5%	99.1%	99.4%	99.2%	99.6%	99.3%	99.5%	99.4%	99.3%	99.1%	99.2%		99.2%
Central Unit	na	na	na	na	100.0%	na	na	na	na	100.0%	na		100.0%
CAP Unit	na	0.0%	100.0%	na	na	na	100.0%	100.0%	na	na	na		98.5%
STATE TOTAL	98.9%	99.2%	99.4%	99.3%	99.4%	99.4%	99.2%	99.1%	99.4%	99.1%	99.1%		99.2%

FFY 2013 30-Day Application Processing Timeliness

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	100.0%	95.8%	100.0%	100.0%	97.6%	100.0%	100.0%	100.0%	100.0%		99.3%
Rio Arriba	99.4%	99.2%	99.4%	99.4%	96.6%	99.1%	97.9%	98.9%	97.5%	94.9%	98.9%		98.5%
San Miguel	100.0%	99.1%	98.8%	99.3%	99.3%	97.2%	100.0%	99.2%	100.0%	100.0%	100.0%		99.3%
Santa Fe	96.2%	98.9%	99.6%	98.4%	100.0%	99.7%	100.0%	99.2%	100.0%	99.2%	99.6%		99.1%
Taos	99.0%	100.0%	100.0%	98.3%	98.0%	100.0%	100.0%	100.0%	100.0%	98.7%	99.0%		99.3%
NE Region TOTAL	98.3%	99.3%	99.5%	98.6%	98.8%	99.1%	99.4%	99.2%	99.3%	99.0%	99.5%		99.1%
NW Region													
Cibola	97.6%	95.1%	96.7%	99.2%	100.0%	97.6%	99.1%	98.3%	95.7%	97.5%	99.0%		97.8%
McKinley	98.4%	98.7%	98.2%	99.2%	97.8%	95.1%	97.2%	97.7%	98.6%	97.0%	97.8%		97.8%
Sandoval	95.2%	95.2%	95.4%	94.8%	94.4%	98.6%	98.9%	97.8%	97.2%	96.6%	96.7%		96.5%
San Juan	97.3%	99.3%	99.5%	99.1%	97.8%	98.1%	99.5%	98.8%	99.3%	98.9%	99.8%		98.9%
S. Valencia	100.0%	100.0%	98.7%	93.2%	98.6%	100.0%	100.0%	100.0%	98.8%	98.6%	97.8%		98.5%
N. Valencia	99.5%	100.0%	100.0%	100.0%	100.0%	98.1%	99.4%	96.9%	98.6%	100.0%	98.8%		99.2%
NW Region TOTAL	97.7%	98.1%	98.1%	98.1%	97.5%	97.8%	99.0%	98.2%	98.4%	98.0%	98.5%		98.1%
SW Region													
Dona Ana (West)	98.9%	98.5%	100.0%	99.1%	100.0%	99.6%	100.0%	99.1%	98.4%	97.9%	99.4%		99.2%
Dona Ana (East)	99.2%	100.0%	99.4%	99.0%	100.0%	100.0%	99.6%	100.0%	100.0%	100.0%	100.0%		99.8%
Dona Ana (Southern)	99.3%	98.6%	97.0%	99.6%	99.0%	99.0%	99.5%	98.4%	97.9%	99.5%	99.6%		98.9%
Grant/Hidalgo	99.2%	100.0%	97.4%	98.0%	96.2%	97.9%	100.0%	100.0%	97.8%	100.0%	99.2%		98.7%
Lincoln	98.0%	100.0%	100.0%	94.4%	100.0%	100.0%	100.0%	100.0%	94.2%	98.6%	98.5%		98.7%
Luna	98.6%	97.6%	99.1%	97.3%	94.6%	98.5%	100.0%	100.0%	100.0%	98.2%	100.0%		98.6%
Otero	98.1%	100.0%	98.5%	98.4%	98.3%	99.2%	99.3%	97.7%	100.0%	100.0%	94.9%		98.6%
Sierra	100.0%	100.0%	98.2%	100.0%	98.3%	100.0%	100.0%	100.0%	98.4%	100.0%	100.0%		99.6%
Socorro	100.0%	100.0%	97.1%	100.0%	93.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.3%
SW Region Total	99.0%	99.2%	98.8%	98.9%	98.6%	99.4%	99.8%	99.3%	98.9%	99.3%	99.1%		99.1%
SE Region													
Chaves	97.7%	96.3%	98.3%	99.0%	100.0%	99.5%	100.0%	100.0%	98.8%	99.3%	99.6%		99.0%
Curry	95.2%	98.4%	94.3%	94.1%	97.9%	98.3%	98.3%	98.1%	99.2%	99.2%	96.8%		97.2%
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%
Eddy	99.1%	97.3%	95.2%	100.0%	97.0%	96.2%	97.8%	97.5%	98.8%	96.9%	96.9%		97.5%
Eddy (Artesia)	100.0%	98.3%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.0%		99.4%
Lea	98.7%	98.4%	97.6%	98.5%	94.9%	97.0%	98.3%	96.0%	99.4%	98.8%	98.4%		97.9%
Quay	100.0%	100.0%	100.0%	97.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.7%
Roosevelt	100.0%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		99.8%
SE Region Total	98.1%	97.7%	97.2%	98.2%	98.1%	98.5%	99.1%	98.5%	99.3%	99.0%	98.4%		98.4%
Central Region													
Bernalillo (NE)	99.0%	99.2%	99.6%	99.1%	98.9%	99.4%	99.4%	99.3%	99.4%	99.4%	99.8%		99.3%
Bernalillo (NW)	98.5%	98.8%	98.2%	97.6%	98.2%	98.1%	98.8%	98.9%	98.0%	98.4%	99.2%		98.5%
Bernalillo (SE)	94.4%	95.8%	96.4%	98.1%	97.1%	98.8%	99.7%	99.4%	99.3%	99.1%	98.9%		98.0%
Bernalillo (SW)	96.5%	96.4%	98.7%	98.4%	96.9%	98.2%	99.0%	98.5%	98.4%	98.7%	98.1%		98.0%
Torrance	100.0%	100.0%	100.0%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	98.7%	98.8%		99.6%
Central Region Total	97.5%	97.9%	98.6%	98.4%	97.9%	98.7%	99.2%	99.0%	98.8%	98.9%	99.0%		98.6%
Central Off Elig Unit	na	na	100.0%	na	na	na	na	na	na	na	na		100.0%
CAP Unit	87.5%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	91.7%	100.0%	90.0%		98.1%
STATE TOTAL	98.1%	98.4%	98.5%	98.5%	98.1%	98.7%	99.3%	98.9%	98.8%	98.8%	98.9%		98.6%

	October 12'	November 12'	December 12'	January 13'	February 13'	March 13'	April 13'	May 13'	June 13'	July 13'	August 13'	September 13'	Yearly Average
NE Region													
Colfax	na	na	na	na	na	na	na						
Rio Arriba	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
San Miguel	na	0.0%	100.0%	100.0%	na	100.0%	na						83.3%
Santa Fe	66.7%	na	na	75.0%	100.0%	100.0%	50.0%						72.7%
Taos	na	na	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
NE Region TOTAL	83.3%	50.0%	100.0%	93.8%	100.0%	100.0%	83.3%						91.1%
NW Region													
Cibola	na	na	na	na	na	na	100.0%						
McKinley	100.0%	100.0%	na	100.0%	na	100.0%	100.0%						100.0%
Sandoval	100.0%	100.0%	100.0%	100.0%	66.7%	100.0%	85.7%						91.3%
San Juan	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%						93.8%
Valencia South	100.0%	na	na	100.0%	100.0%	na	100.0%						100.0%
Valencia North	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						100.0%
NW Region TOTAL	100.0%	100.0%	83.3%	100.0%	91.7%	100.0%	97.6%						95.7%
SW Region													
Dona Ana (West)	100.0%	100.0%	100.0%	50.0%	na	100.0%	100.0%						88.9%
Dona Ana (East)	100.0%	100.0%	100.0%	100.0%	100.0%	na	100.0%						100.0%
Dona Ana (Southern)	100.0%	100.0%	na	100.0%	100.0%	100.0%	100.0%						100.0%
Grant/Hidalgo	na	100.0%	100.0%	100.0%	na	100.0%	100.0%						100.0%
Lincoln	100.0%	na	na	na	na	na	na						100.0%
Luna	100.0%	100.0%	na	100.0%	100.0%	na	na						100.0%
Otero	100.0%	100.0%	na	100.0%	100.0%	na	na						100.0%
Sierra	na	na	na	100.0%	100.0%	na	100.0%						100.0%
Socorro	na	na	na	na	na	100.0%	na						
SW Region Total	100.0%	100.0%	100.0%	92.9%	100.0%	100.0%	100.0%						98.1%
SE Region													
Chaves	50.0%	100.0%	100.0%	100.0%	na	na	100.0%						90.0%
Curry	0.0%	100.0%	100.0%	100.0%	na	na	na						80.0%
Guadalupe	na	na	na	na	na	na	na						
Eddy	na	na	100.0%	na	100.0%	na	na						100.0%
Eddy (Artesia)	na	na	100.0%	na	na	na	100.0%						100.0%
Lea	100.0%	na	100.0%	na	na	100.0%	100.0%						100.0%
Quay	na	na	na	na	na	na	na						
Roosevelt	na	100.0%	na	na	na	na	na						100.0%
SE Region Total	60.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						92.0%
Central Region													
Bernalillo (NE)	100.0%	83.3%	100.0%	75.0%	100.0%	100.0%	83.3%						89.7%
Bernalillo (NW)	100.0%	100.0%	50.0%	100.0%	100.0%	100.0%	100.0%						94.7%
Bernalillo (SE)	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	100.0%						90.5%
Bernalillo (SW)	71.4%	100.0%	100.0%	100.0%	50.0%	100.0%	100.0%						85.7%
Torrance	100.0%	100.0%	na	na	na	100.0%	na						100.0%
Central Region Total	87.5%	96.7%	87.5%	93.8%	87.5%	94.3%	95.8%						90.4%
Central Unit	na	na	na	na	na	na	na						
CAP Unit	100.0%	100.0%	100.0%	100.0%	na	na	100.0%						100.0%
STATE TOTAL	89.6%	95.0%	93.9%	93.5%	94.9%	94.7%	94.0%						93.5%