



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Marilyn Martinez, Acting Director

General Information Memorandum

ISD-GI 14-39

TO: ISD Employees

FROM:  **Marilyn Martinez, Acting Director, Income Support Division**

RE: FFY 2014 SNAP Performance Report

DATE: June 30, 2014

Attached please find the third issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2014. This report includes all Quality Control (QC) findings received for the review month of October 2013 through February 2014. All errors for October 2013 through February 2014 have been finalized. Along with payment and negative accuracy rates, data included in this report is the recertification, 7-day, and 30-day application processing timeliness. The Performance Goals for the state for FFY 2014 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 **March 1, 2014, per IPP 14-01**, 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 supervisor per month. Of the 35 reviews, at least 20 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 15 must be reviewed using the case read function in ASPEN. **These completed reviews will be completed by the last working day of the month.** All of the reviews must contain SNAP as a Category of Eligibility (COE).
- **Level 2:** A county office with an error rate of **4.0% or less** is required to complete 25 full reviews per supervisor per month. Of the 25 reviews, at least 15 must be reviewed prior to disposition of the case (Second Party Reviews). The remaining 10 must be reviewed

using the case read function in ASPEN. All of the reviews must contain SNAP as a Category of Eligibility (COE).

Effective **March 1, 2014, per IPP 14-01**, counties will review cases using Criteria #152 for both Level 1 and Level 2 Case Read Reviews.

All supervisory reviews should include a review of income, household composition, deductions, timeliness, documentation, and barriers and the NVRA settlement agreement requirements were addressed. Supervisors should review cases from each one of their staff. A spreadsheet for each county office has been created to track the Second Party Reviews. The spreadsheets are located on the QIS Reports Monitoring shared drive in the folder named Second Party Reviews. Each region will have a folder containing the individual offices. **The spreadsheets must be completed monthly by the last calendar day of the month.**

The County Director and the Quality Improvement Section (QIS) will monitor to ensure that all required reviews are done monthly.

If counties are found to be non-compliant with mandatory case reads, **County Directors**, as part of a remedial Corrective Action Plan, will review a minimum 5 cases per supervisor prior to the last working day of the month.

Please share this data with staff as appropriate. 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 2014

1. STATE - Cumulative Payment Error Rates

Total Paid	\$118,122		
Total Dollar Errors	\$5,715	Total Error Rate %	4.84%
Total Dollar Over	\$3,072	% Error Rate Over	2.60%
Total Dollar Under	\$1,169	% Error Rate Under	0.99%
Total Dollar Ineligible	\$1,474	% Error Rate Ineligible	1.25%
Agency Error (Dollar Amount): \$3,566		Agency % Error Rate: 3.02%	
Client Error (Dollar Amount): \$2,149		Client % Error Rate: 1.82%	

Cumulative Case Error Rate

Total Reviewed	455
% in Error	8.35%
Cases Dropped	35
Correct	417
Overpaid	19
Underpaid	10
Ineligible	9

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	\$471	70%	\$200	30%	\$671	\$5,166	12.99%	21.23%	11.74%
07	W.Dona Ana	\$0	0%	\$70	100%	\$70	\$3,255	2.15%	2.22%	1.22%
17	McKinley	\$182	51%	\$175	49%	\$357	\$6,485	5.51%	11.30%	6.25%
23	Sandoval	\$237	100%	\$0	0%	\$237	\$7,126	3.33%	7.50%	4.15%
24	San Juan	\$0	0%	\$194	100%	\$194	\$6,019	3.22%	6.14%	3.39%
26	Santa Fe	\$158	68%	\$74	32%	\$232	\$8,111	2.86%	7.34%	4.06%
35	NW Bernalillo	\$58	19%	\$251	81%	\$309	\$7,624	4.05%	9.78%	5.41%
36	SW Bernalillo	\$335	77%	\$100	23%	\$435	\$9,742	4.47%	13.77%	7.61%
38	S. Dona Ana	\$255	100%	\$0	0%	\$255	\$6,546	3.90%	8.07%	4.46%
39	NE Bernalillo	\$400	100%	\$0	0%	\$400	\$10,940	3.66%	12.66%	7.00%
HIPAC Sub Totals		\$2,096	66%	\$1,064	34%	\$3,160	\$71,014	4.45%	100.00%	55.29%
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	\$322	100%	\$0	0%	\$322	\$4,270	7.54%	12.60%	5.63%
04	Colfax/Union	\$97	100%	\$0	0%	\$97	\$557	17.41%	3.80%	1.70%
05	Curry	\$0	0%	\$134	100%	\$134	\$2,759	4.86%	5.24%	2.34%
08	Eddy	\$245	100%	\$0	0%	\$245	\$2,582	9.49%	9.59%	4.29%
09	Grant/Hidalgo	\$158	100%	\$0	0%	\$158	\$2,440	6.48%	6.18%	2.76%
10	Guadalupe/DeBaca	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
13	Lea	\$202	100%	\$0	0%	\$202	\$3,121	6.47%	7.91%	3.53%
14	Lincoln	\$170	100%	\$0	0%	\$170	\$1,758	9.67%	6.65%	2.97%
16	Luna	\$0		\$0		\$0	\$434	0.00%	0.00%	0.00%
19	Otero	\$46	100%	\$0	0%	\$46	\$3,935	1.17%	1.80%	0.80%
20	Quay	\$0		\$0		\$0	\$116	0.00%	0.00%	0.00%
21	Rio Arriba	\$0		\$0		\$0	\$2,780	0.00%	0.00%	0.00%
22	Roosevelt	\$0		\$0		\$0	\$0	0.00%	0.00%	0.00%
25	San Miguel	\$0	0%	\$328	100%	\$328	\$1,700	19.29%	12.84%	5.74%
27	Sierra	\$0		\$0		\$0	\$597	0.00%	0.00%	0.00%
28	Socorro	\$65	27%	\$173	73%	\$238	\$3,228	7.37%	9.32%	4.16%
29	Taos	\$116	20%	\$450	80%	\$566	\$2,655	21.32%	22.15%	9.90%
30	Torrance	\$49	100%	\$0	0%	\$49	\$885	5.54%	1.92%	0.86%
32	S. Valencia	\$0		\$0		\$0	\$2,534	0.00%	0.00%	0.00%
33	Cibola	\$0		\$0		\$0	\$1,654	0.00%	0.00%	0.00%
34	Eddy/Artesia	\$0		\$0		\$0	\$497	0.00%	0.00%	0.00%
37	E. Dona Ana	\$0		\$0		\$0	\$3,512	0.00%	0.00%	0.00%
42	N. Valencia	\$0		\$0		\$0	\$3,876	0.00%	0.00%	0.00%
49	NMCAP	\$0		\$0		\$0	\$1,218	0.00%	0.00%	0.00%
Non-HIPAC Sub Totals		\$1,470	58%	\$1,085	42%	\$2,555	\$47,108	5.42%	100.0%	44.71%

**Regional Cumulative SNAP Performance Report
Quality Control Finding FFY2014**

3. STATE - Cumulative Payment Error Rates

Total Paid	\$118,122		
Total Dollar Errors	\$5,715	Total Error Rate %	4.84%
Total Dollar Over	\$3,072	% Error Rate Over	2.60%
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Total Dollar Ineligible	\$1,474	% Error Rate Ineligible	1.25%

Cumulative Case Error Rate

Total Reviewed	455
% in Error	8.35%

Agency Error (Dollar Amount):	Agency % Error Rate:
\$3,566	3.02%

Client Error (Dollar Amount):	Client % Error Rate:
\$2,149	1.82%

Cases Dropped	35
Correct	417
Overpaid	19
Underpaid	10
Ineligible	9

4. REGIONAL - Cumulative Payment Error Rates

NE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
04 Cofax	\$97	\$0	\$97	\$557	17.41%
21 Rio Arriba	\$0	\$0	\$0	\$2,780	0.00%
25 San Miguel	\$0	\$328	\$328	\$1,700	19.29%
26 Santa Fe	\$158	\$74	\$232	\$8,111	2.86%
29 Taos	\$116	\$450	\$566	\$2,655	21.32%
NE Region Totals	\$371	\$852	\$1,223	\$15,803	7.74%

Region Share
7.93%
0.00%
26.82%
18.97%
46.28%
100.00%

State Share
1.70%
0.00%
5.74%
4.06%
9.90%
21.40%

NW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
17 McKinley	\$182	\$175	\$357	\$6,485	5.51%
23 Sandoval	\$237	\$0	\$237	\$7,126	3.33%
24 San Juan	\$0	\$194	\$194	\$6,019	3.22%
32 S. Valencia	\$0	\$0	\$0	\$2,534	0.00%
33 Cibola	\$0	\$0	\$0	\$1,654	0.00%
42 N. Valencia	\$0	\$0	\$0	\$3,876	0.00%
NW Region Totals	\$419	\$369	\$788	\$27,694	2.85%

45.30%
30.08%
24.62%
0.00%
0.00%
0.00%
100.00%

6.25%
4.15%
3.39%
0.00%
0.00%
0.00%
13.79%

SW Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
07 W. Dona Ana	\$0	\$70	\$70	\$3,255	2.15%
09 Grant/Hidalgo	\$158	\$0	\$158	\$2,440	6.48%
14 Lincoln	\$170	\$0	\$170	\$1,758	9.67%
16 Luna	\$0	\$0	\$0	\$434	0.00%
19 Otero	\$46	\$0	\$46	\$3,935	1.17%
27 Sierra	\$0	\$0	\$0	\$597	0.00%
28 Socorro	\$65	\$173	\$238	\$3,228	7.37%
37 E. Dona Ana	\$0	\$0	\$0	\$3,512	0.00%
38 S. Dona Ana	\$255	\$0	\$255	\$6,546	3.90%
SW Region Totals	\$694	\$243	\$937	\$25,705	3.65%

7.47%
16.86%
18.14%
0.00%
4.91%
0.00%
25.40%
0.00%
27.21%
100.00%

1.22%
2.76%
2.97%
0.00%
0.80%
0.00%
4.16%
0.00%
4.46%
16.40%

SE Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
03 Chaves	\$322	\$0	\$322	\$4,270	7.54%
05 Curry	\$0	\$134	\$134	\$2,759	4.86%
08 Eddy	\$245	\$0	\$245	\$2,582	9.49%
10 Guadalupe/DeBaca	\$0	\$0	\$0	\$0	0.00%
13 Lea	\$202	\$0	\$202	\$3,121	6.47%
20 Quay	\$0	\$0	\$0	\$116	0.00%
22 Roosevelt	\$0	\$0	\$0	\$0	0.00%
34 Eddy/Artesia	\$0	\$0	\$0	\$497	0.00%
SE Region Totals	\$769	\$134	\$903	\$13,345	6.77%

35.66%
14.84%
27.13%
0.00%
22.37%
0.00%
0.00%
0.00%
0.00%
100.00%

5.63%
2.34%
4.29%
0.00%
3.53%
0.00%
0.00%
0.00%
0.00%
15.80%

Central Region	Agency \$ Error	Client \$ Error	Total \$ Error	Total \$ Paid	County Error Rate
01 SE Bernalillo	\$471	\$200	\$671	\$5,166	12.99%
35 NW Bernalillo	\$58	\$251	\$309	\$7,624	4.05%
36 SW Bernalillo	\$335	\$100	\$435	\$9,742	4.47%
39 NE Bernalillo	\$400	\$0	\$400	\$10,940	3.66%
30 Tarrant	\$49	\$0	\$49	\$885	5.54%
Central Region Totals	\$1,313	\$551	\$1,864	\$34,357	5.43%

36.00%
16.58%
23.34%
21.46%
2.63%
100.00%

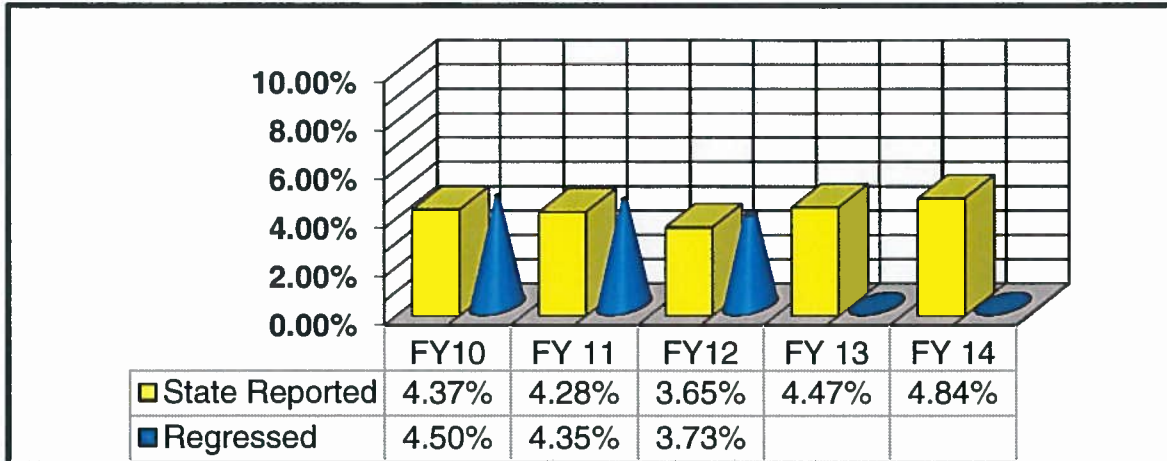
11.74%
5.41%
7.61%
7.00%
0.86%
32.62%

49 NMCP	\$0	\$0	\$0	\$1,218	0.00%
State Totals	\$3,566	\$2,149	\$5,715	\$118,122	4.84%

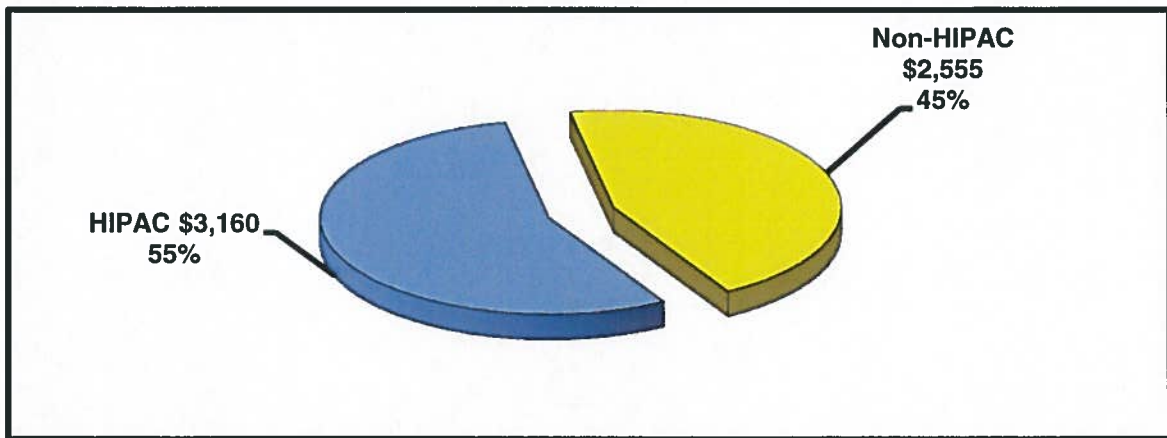
100.00%

0.00%
100.00%

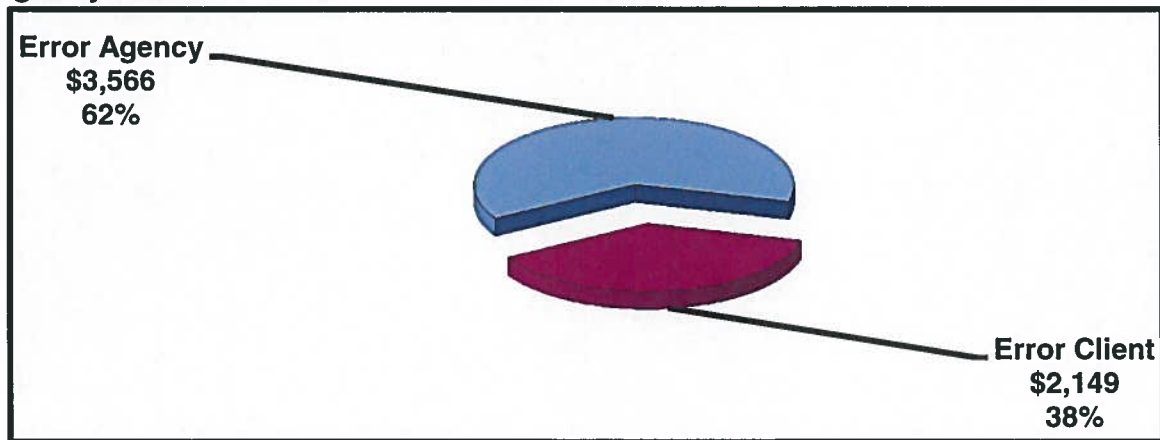
5. STATE SNAP Error Rates- *Current FY Compared to Previous FYs*



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



7. Agency-vs-Client Errors



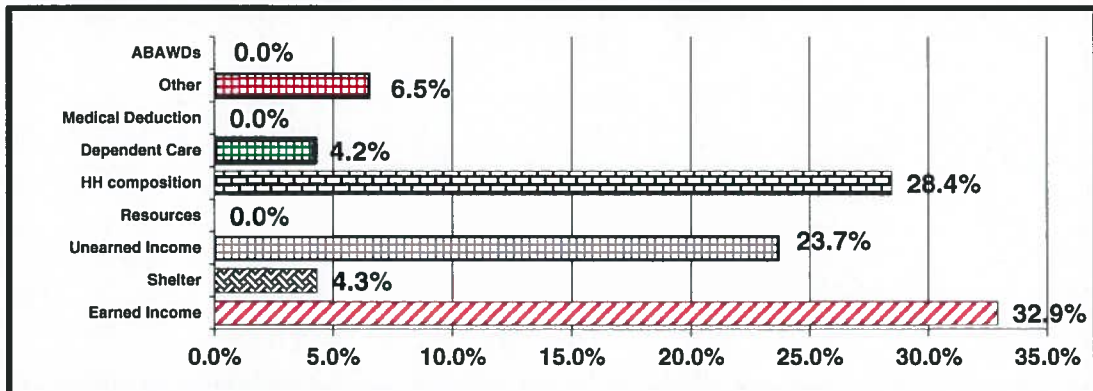
Average Client Error = \$165

Average Agency Error = \$143

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	\$778	\$1,102	41.4%
Shelter	\$144	\$102	58.5%
Unearned Income	\$607	\$745	44.9%
Resources	\$0	\$0	0.0%
HH composition	\$1,425	\$200	87.7%
Dependent Care	\$241	\$0	100.0%
Medical Deduction	\$0	\$0	0.0%
Other	\$371	\$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>
29.90%	\$1,709	311	WAGES & SALARIES
14.70%	\$840	150	HOUSEHOLD COMPOSITION
1.78%	\$102	363	SHELTER DEDUCTION
0.00%	\$0	211	BANK ACCOUNTS
2.52%	\$144	364	SUA
0.00%	\$0	130	CITIZENSHIP/NON-CITIZEN STATUS
10.18%	\$582	344	PA/GA GRANT
6.49%	\$371	520	ARITHMETIC COMPUTATION
0.00%	\$0	342	CONTRIBUTIONS
1.70%	\$97	333	SSI BENEFITS
0.00%	\$0	334	UCB BENEFITS
10.03%	\$573	331	RSDI BENEFITS
0.00%	\$0	221	REAL PROPERTY
0.00%	\$0	346	OTHER UEI
16.06%	\$918	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
3.31%	\$189	350	CHILD SUPPORT AP
0.00%	\$0	161	ABAWDS
0.00%	\$0	213	OTHER LIQUID ASSETS/PERSONAL PROP
0.00%	\$0	530	TRANSITIONAL BEN
0.66%	\$38	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
2.66%	\$152	323	DEPENDENT CARE
0.00%	\$0	225	COMBINED RESOURCES

11. STATEWIDE CAUSES OF AGENCY ERROR — FFY 2014

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

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

	ALL Err	EI	HHC	UEI
R	\$108	\$0	\$108	\$0
P	\$3,288	\$778	\$1,317	\$437
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	\$170	\$0	\$0	\$170
Total	\$3,566	\$778	\$1,425	\$607

Agency errors with "No action on reported information", "policy or procedure not applied or not correctly applied", "ASPEN or CSED system caused error" account for 100% of agency caused dollar errors. Errors in "earned income", "unearned income", and "Household Composition" elements account for 79% of the agency-caused error rate.

12. DOLLAR ERROR BY: HOUSEHOLD SIZE

	1	2	3	4	5	6+
\$	\$1,090	\$1,458	\$507	\$1,927	\$333	\$400
%	19.1%	25.5%	8.9%	33.7%	5.8%	7.0%

13. AVERAGE HOUSEHOLD SIZE

All Cases	2.2
Correct Cases	2.1
Error Cases	2.9
Client Error Cases	2.8

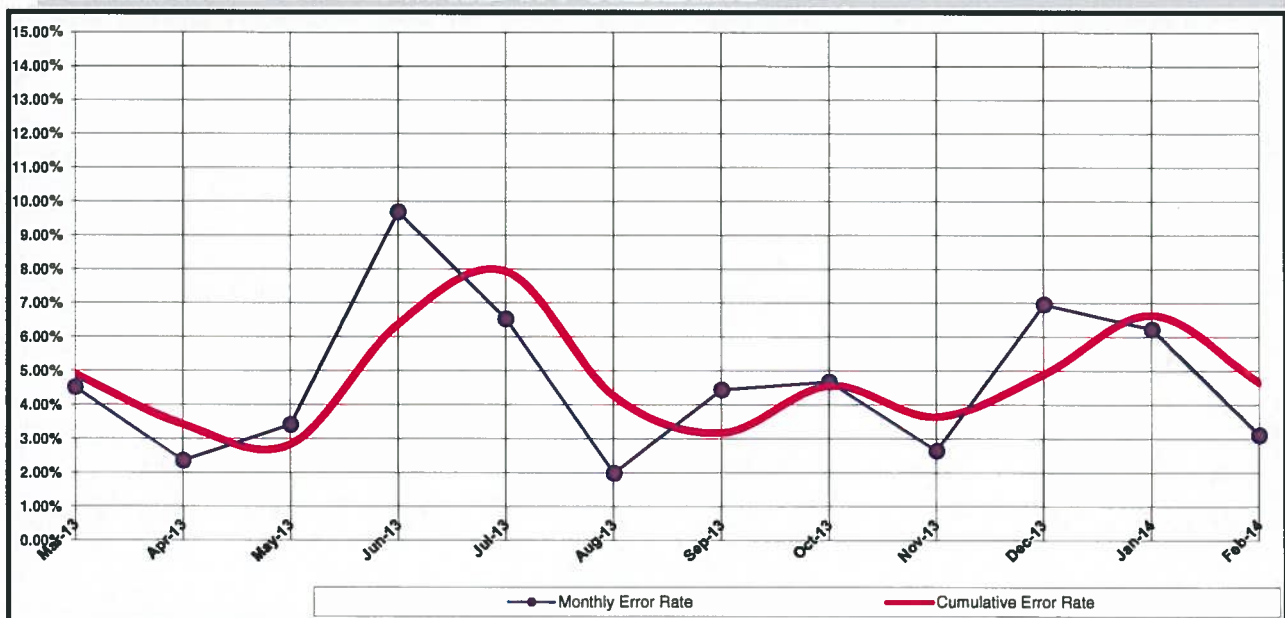
14. DOLLAR ERROR BY: TIME OF OCCURRENCE

	\$	%
Approval	\$1,043	18.3%
Recert	\$1,626	28.5%
Change	\$452	7.9%
Transitional FS	\$0	0.0%
Semi Annual	\$2,594	45.4%
Annual Report	\$0	0.0%

15. CASE ERROR BY: TIME OF OCCURRENCE

	#	%
Approval	7	18.4%
Recert	8	21.1%
Change	5	13.2%
Transitional FS	0	0.0%
Semi-Annual	18	47.4%
Annual Report	0	0.0%

16. ERROR RATES BY: MONTH AND FFY CUMULATIVE

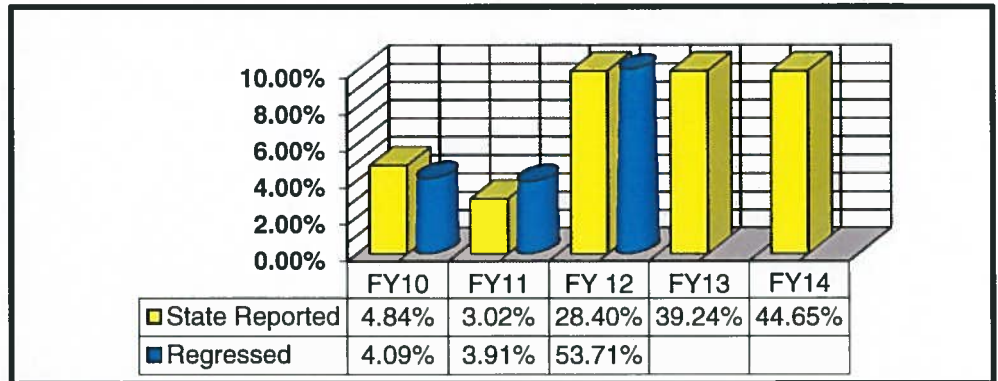


FFY 2014 Negative Statewide Error Rates

1. Cumulative Negative Case Error Rate

valid	207
invalid	167
drop	1
total	374
% invalid	44.65%

2. State Negative Error Rates



3. REGIONAL - Cumulative Negative Error Rates

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NE Region					
04	Colfax	1	0	1	0.0%
21	Rio Arriba	4	5	9	55.6%
25	San Miguel	7	7	14	50.0%
26	Santa Fe	6	6	12	50.0%
29	Taos	3	5	8	62.5%
NE Region Totals		21	23	44	52.3%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
NW Region					
17	McKinley	13	9	22	40.9%
23	Sandoval	15	8	23	34.8%
24	San Juan	4	3	7	42.9%
32	S. Valencia	3	2	5	40.0%
33	Cibola	4	2	6	33.3%
42	N. Valencia	10	6	16	37.5%
NW Region Totals		49	30	79	38.0%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SW Region Totals					
07	W. Dona Ana	10	6	16	37.5%
09	Grant/Hidalgo	3	4	7	57.1%
14	Lincoln	0	1	1	100.0%
16	Luna	3	0	3	0.0%
19	Otero	7	3	10	30.0%
27	Sierra	1	2	3	66.7%
28	Socorro	2	0	2	0.0%
37	E. Dona Ana	9	6	15	40.0%
38	S. Dona Ana	3	6	9	66.7%
SW Region Totals		38	28	66	42.4%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
SE Region					
03	Chaves	10	5	15	33.3%
05	Curry	3	6	9	66.7%
08	Eddy	2	5	7	71.4%
10	Guad/DeBaca	0	0	0	
13	Lea	4	15	19	78.9%
20	Quay	1	2	3	66.7%
22	Roosevelt	3	3	6	50.0%
34	Eddy/Artesia	0	0	0	
SW Region Totals		23	36	59	61.0%

		Valid	Invalid	Total	Invalid
		#	#	#	Rate
Central Region					
01	SE Bernalillo	7	6	13	46.2%
35	NW Bernalillo	17	9	26	34.6%
36	SW Bernalillo	27	13	40	32.5%
39	NE Bernalillo	21	21	42	50.0%
30	Torrance	4	0	4	0.0%
Central Region Totals		76	49	125	39.2%

Negative Action Time of Occurrence

Closure	89	53.3%
Denial	77	46.1%

FFY 2014 Expedite Application Processing Timeliness

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Average
NE Region													
Colfax	96.7%	75.0%	79.2%	61.7%	69.9%	75.7%	82.3%	75.0%					75.6%
Rio Arriba	80.8%	80.4%	80.5%	84.7%	80.6%	83.9%	91.3%	82.4%					83.5%
San Miguel	95.2%	92.3%	88.9%	79.1%	71.4%	79.8%	70.0%	90.0%					81.8%
Santa Fe	96.6%	81.6%	83.8%	66.7%	61.2%	61.7%	63.7%	61.5%					68.9%
Taos	93.6%	90.9%	79.5%	78.1%	72.8%	81.8%	78.5%	85.6%					81.3%
NE Region TOTAL	91.4%	83.0%	82.5%	75.3%	69.7%	73.6%	75.6%	73.6%					76.8%
NW Region													
Cibola	100.0%	83.3%	87.0%	78.9%	69.4%	66.7%	75.0%	77.1%					77.8%
McKinley	99.0%	84.3%	72.3%	59.1%	58.9%	53.6%	50.0%	44.9%					63.4%
Sandoval	99.1%	87.9%	66.4%	56.5%	42.9%	51.9%	54.4%	63.9%					61.2%
San Juan	98.5%	89.1%	78.9%	67.8%	61.4%	64.2%	67.4%	48.3%					68.3%
Valencia South	98.5%	94.1%	84.9%	80.8%	66.3%	82.2%	85.1%	74.0%					81.4%
Valencia North	99.0%	93.8%	85.2%	78.1%	72.2%	76.0%	69.1%	68.9%					77.0%
NW Region TOTAL	98.9%	88.5%	76.2%	66.6%	57.0%	61.7%	62.9%	58.6%					68.1%
SW Region													
Dona Ana (West)	68.8%	70.2%	72.5%	70.6%	66.2%	64.8%	70.5%	69.5%					69.2%
Dona Ana (East)	81.8%	82.4%	80.8%	78.8%	60.9%	79.1%	64.5%	68.7%					73.0%
Dona Ana (Southern)	84.0%	60.8%	70.2%	66.9%	54.3%	65.4%	59.8%	60.6%					64.3%
Grant/Hidalgo	81.7%	75.7%	67.9%	70.0%	62.3%	71.8%	67.3%	72.3%					70.4%
Lincoln	81.4%	73.1%	65.9%	64.9%	75.5%	70.5%	67.2%	75.9%					71.5%
Luna	73.4%	77.4%	76.8%	80.5%	76.2%	70.5%	73.8%	84.2%					77.3%
Otero	86.7%	89.4%	75.3%	84.0%	81.7%	77.6%	71.2%	74.8%					79.4%
Sierra	93.6%	90.6%	90.9%	84.9%	95.8%	94.9%	80.6%	88.3%					89.5%
Socorro	86.4%	96.5%	80.0%	90.8%	84.4%	85.0%	82.7%	94.7%					87.5%
SW Region Total	79.5%	77.7%	74.8%	75.2%	68.8%	73.4%	69.6%	73.4%					73.4%
SE Region													
Chaves	89.9%	85.8%	85.8%	74.1%	66.2%	76.1%	80.4%	73.2%					78.2%
Curry	65.0%	68.1%	46.6%	50.5%	65.4%	69.4%	66.2%	64.2%					61.3%
Guadalupe	88.9%	66.7%	85.7%	86.4%	75.0%	52.9%	61.9%	60.7%					70.5%
Eddy	67.0%	68.6%	70.4%	50.8%	56.2%	65.0%	57.9%	70.3%					62.8%
Eddy (Artesia)	81.3%	60.0%	32.3%	63.8%	41.7%	55.3%	65.9%	62.8%					58.4%
Lea	73.9%	60.8%	55.9%	64.4%	57.4%	68.0%	68.3%	53.8%					62.5%
Quay	100.0%	100.0%	75.9%	94.7%	78.1%	93.1%	76.0%	62.2%					82.6%
Roosevelt	82.6%	87.5%	69.2%	46.9%	45.0%	50.0%	51.2%	43.6%					55.1%
SE Region Total	77.8%	73.5%	66.4%	63.0%	61.2%	68.8%	68.4%	64.8%					67.3%
Central Region													
Bernalillo (NE)	97.2%	98.6%	93.7%	70.2%	56.7%	49.2%	42.7%	39.8%					67.6%
Bernalillo (NW)	96.4%	98.6%	94.3%	76.4%	72.1%	76.5%	63.7%	49.1%					74.7%
Bernalillo (SE)	97.3%	99.0%	94.1%	75.0%	70.4%	76.2%	68.8%	54.1%					76.8%
Bernalillo (SW)	97.2%	99.2%	92.1%	66.7%	62.5%	67.7%	57.5%	60.2%					73.6%
Torrance	97.4%	90.9%	73.1%	73.0%	74.7%	79.3%	81.8%	80.2%					80.3%
Central Region Total	97.1%	98.8%	93.5%	71.8%	64.4%	66.5%	56.1%	50.3%					72.8%
Central Unit	na	na	na	na	na	na	na	na					
CAP Unit	100.0%	58.8%	0.0%	na	na	na	na	na					57.9%
STATE TOTAL	91.4%	87.5%	81.6%	71.0%	64.4%	68.2%	64.3%	61.4%					72.0%

FFY 2014 30-Day Application Processing Timeliness

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Average
NE Region													
Colfax	100.0%	100.0%	100.0%	83.8%	70.7%	70.0%	83.3%	77.9%					84.3%
Rio Arriba	95.6%	95.0%	89.3%	92.0%	86.5%	85.7%	91.2%	91.2%					91.3%
San Miguel	100.0%	96.3%	94.8%	92.4%	86.3%	91.1%	94.0%	92.8%					93.6%
Santa Fe	100.0%	93.3%	93.1%	80.0%	72.1%	72.6%	76.8%	79.1%					83.2%
Taos	100.0%	95.1%	94.6%	92.3%	86.8%	92.7%	93.4%	95.0%					93.6%
NE Region TOTAL	98.5%	94.8%	92.9%	87.7%	80.3%	81.6%	86.1%	85.3%					88.6%
NW Region													
Cibola	99.2%	95.9%	97.7%	94.0%	91.1%	93.4%	93.1%	94.2%					94.9%
McKinley	98.6%	92.4%	93.4%	81.7%	77.9%	79.2%	79.2%	61.1%					84.5%
Sandoval	98.1%	84.9%	88.7%	72.5%	64.2%	63.6%	68.4%	75.5%					76.6%
San Juan	97.4%	95.0%	91.7%	86.4%	71.9%	73.1%	75.6%	75.5%					84.0%
S. Valencia	97.8%	90.0%	92.9%	96.7%	94.1%	94.7%	90.8%	84.0%					92.9%
N. Valencia	98.8%	93.1%	93.8%	93.0%	89.4%	86.3%	82.8%	90.3%					91.1%
NW Region TOTAL	98.2%	91.8%	92.5%	86.0%	78.0%	76.5%	78.2%	77.5%					85.3%
SW Region													
Dona Ana (West)	95.6%	90.9%	90.6%	83.3%	71.7%	71.9%	79.9%	77.7%					83.0%
Dona Ana (East)	99.0%	91.6%	89.6%	84.9%	90.6%	89.3%	84.2%	85.8%					89.4%
Dona Ana (Southern)	96.2%	92.4%	86.9%	86.0%	86.3%	76.4%	73.7%	83.6%					85.7%
Grant/Hidalgo	98.4%	96.2%	88.0%	82.1%	86.1%	81.5%	90.2%	85.1%					88.9%
Lincoln	100.0%	94.3%	79.2%	82.7%	77.1%	66.1%	57.4%	66.7%					79.1%
Luna	95.6%	87.5%	75.7%	80.1%	81.1%	86.6%	84.1%	87.6%					84.9%
Otero	97.4%	90.3%	86.8%	74.7%	72.0%	83.2%	71.3%	80.5%					82.1%
Sierra	99.3%	98.4%	99.0%	98.3%	98.9%	97.8%	98.0%	95.4%					98.3%
Socorro	100.0%	98.8%	93.8%	94.2%	91.7%	98.4%	95.0%	98.4%					96.5%
SW Region Total	97.4%	92.3%	88.9%	85.3%	82.5%	81.5%	82.0%	83.2%					86.6%
SE Region													
Chaves	96.3%	98.2%	94.0%	95.6%	89.4%	88.9%	86.8%	86.0%					91.9%
Curry	98.3%	83.3%	66.4%	63.2%	62.1%	42.3%	64.4%	65.6%					67.9%
Guadalupe	100.0%	93.8%	100.0%	93.9%	76.2%	81.5%	82.8%	64.7%					86.4%
Eddy	93.9%	83.9%	78.9%	76.1%	85.5%	67.9%	83.8%	89.5%					82.3%
Eddy (Artesia)	96.0%	87.2%	88.9%	84.1%	73.0%	69.2%	88.2%	80.6%					83.7%
Lea	94.5%	89.2%	87.6%	88.0%	78.2%	81.5%	78.4%	62.6%					83.6%
Quay	100.0%	92.1%	100.0%	93.5%	89.3%	93.6%	97.3%	88.9%					94.2%
Roosevelt	95.1%	86.4%	71.0%	67.8%	61.5%	46.4%	53.1%	65.7%					70.4%
SE Region Total	96.1%	91.3%	85.4%	83.0%	79.3%	74.9%	80.2%	77.3%					83.7%
Central Region													
Bernalillo (NE)	99.2%	95.4%	89.9%	86.1%	76.5%	62.9%	63.5%	64.4%					79.7%
Bernalillo (NW)	97.8%	94.9%	95.7%	88.5%	83.6%	73.1%	77.6%	75.3%					86.1%
Bernalillo (SE)	99.3%	96.1%	96.1%	91.6%	82.1%	87.1%	84.0%	75.9%					89.4%
Bernalillo (SW)	99.4%	98.1%	94.9%	82.9%	64.3%	64.6%	73.0%	76.8%					82.8%
Torrance	100.0%	94.4%	97.6%	98.1%	91.0%	86.8%	96.3%	87.3%					94.1%
Central Region Total	99.0%	96.1%	93.9%	87.0%	77.0%	71.0%	72.9%	72.3%					84.4%
Central Off Elig Unit	na	na	na	na	na	na	na	na					
CAP Unit	100.0%	na	na	na	na	na	na	na					100.0%
STATE TOTAL	97.9%	93.4%	91.1%	86.0%	79.5%	76.6%	79.3%	78.7%					85.6%

	October 13'	November 13'	December 13'	January 14'	February 14'	March 14'	April 14'	May 14'	June 14'	July 14'	August 14'	September 14'	Yearly Avg
NE Region													
Colfax			100.0%										100.0%
Rio Arriba	0.0%	100.0%	100.0%	0.0%									50.0%
San Miguel				100.0%	100.0%								100.0%
Santa Fe	100.0%	80.0%	100.0%	100.0%	100.0%								93.3%
Taos	100.0%	100.0%	100.0%		100.0%								100.0%
NE Region TOTAL	75.0%	87.5%	100.0%	75.0%	100.0%								90.6%
NW Region													
Cibola		50.0%	100.0%										66.7%
McKinley	50.0%	100.0%	50.0%	0.0%	0.0%								44.4%
Sandoval	33.3%	66.7%	66.7%	100.0%	0.0%								54.5%
San Juan	100.0%				80.0%								85.7%
Valencia South	100.0%		100.0%										100.0%
Valencia North		100.0%		100.0%	100.0%								100.0%
NW Region TOTAL	66.7%	79.2%	66.7%	66.7%	62.5%								67.6%
SW Region													
Dona Ana (West)			100.0%	100.0%	100.0%								100.0%
Dona Ana (East)	100.0%	100.0%		100.0%	100.0%								100.0%
Dona Ana (South)	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Grant/Hidalgo	100.0%	100.0%	100.0%										100.0%
Lincoln	100.0%				100.0%								100.0%
Luna		100.0%											100.0%
Otero	100.0%			100.0%	100.0%								100.0%
Sierra					100.0%								100.0%
Socorro			100.0%	100.0%	100.0%								100.0%
SW Region Total	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
SE Region													
Chaves	100.0%		0.0%	66.7%	100.0%								75.0%
Curry	100.0%		50.0%	100.0%									75.0%
Guadalupe													
Eddy		100.0%	100.0%										100.0%
Eddy (Artesia)													
Lea		100.0%	100.0%	100.0%	100.0%								100.0%
Quay			100.0%										100.0%
Roosevelt													
SE Region Total	100.0%	100.0%	71.4%	83.3%	100.0%								87.0%
Central Region													
Bernalillo (NE)	100.0%	83.3%	75.0%	100.0%	100.0%								90.5%
Bernalillo (NW)	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Bernalillo (SE)	100.0%	100.0%	50.0%		50.0%								75.0%
Bernalillo (SW)	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
Torrance		100.0%											100.0%
Central Region Total	100.0%	96.7%	81.8%	100.0%	90.0%								94.1%
Central Unit													
CAP Unit	100.0%	100.0%	100.0%	100.0%	100.0%								100.0%
STATE TOTAL	90.7%	90.7%	83.7%	91.7%	91.1%								89.5%