




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

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## General Information Memorandum

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### ISD-GI 20-11

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** June 26, 2020  
**RE:** FFY 2020 SNAP Performance Report-Fourth

Attached please find the fourth 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 January 2020. 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](mailto:Carolyn.Craven@state.nm.us).

Attachment: Fourth 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	\$82,539		
Total Dollar Errors	\$5,690	Total Error Rate %	6.89%
Total Dollar Over	\$3,220	% Error Rate Over	3.90%
Total Dollar Under	\$1,066	% Error Rate Under	1.29%
Total Dollar Ineligible	\$1,404	% Error Rate Ineligible	1.70%

### Cumulative Case Error Rate

Total Reviewed	330
% In Error	14.8%

Cases Dropped	62
Correct	281
Overpaid	31
Underpaid	12
Ineligible	6

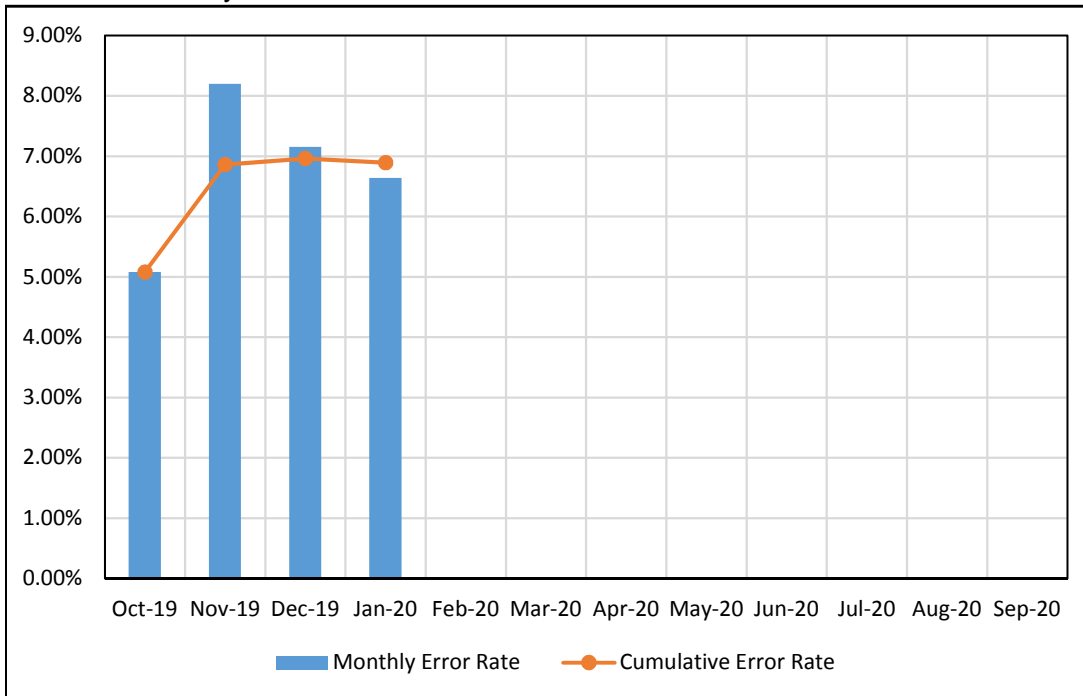
Agency Error (Dollar Amount)	Agency % Error Rate:
\$2,891	3.50%

Recipient Error (Dollar Amount)	Recipient % Error Rate
\$2,799	3.39%

### 2. Dollar Error By Time of Occurrence

	\$	%
Approval	\$2,665	46.8%
Recertification	\$3,025	53.2%

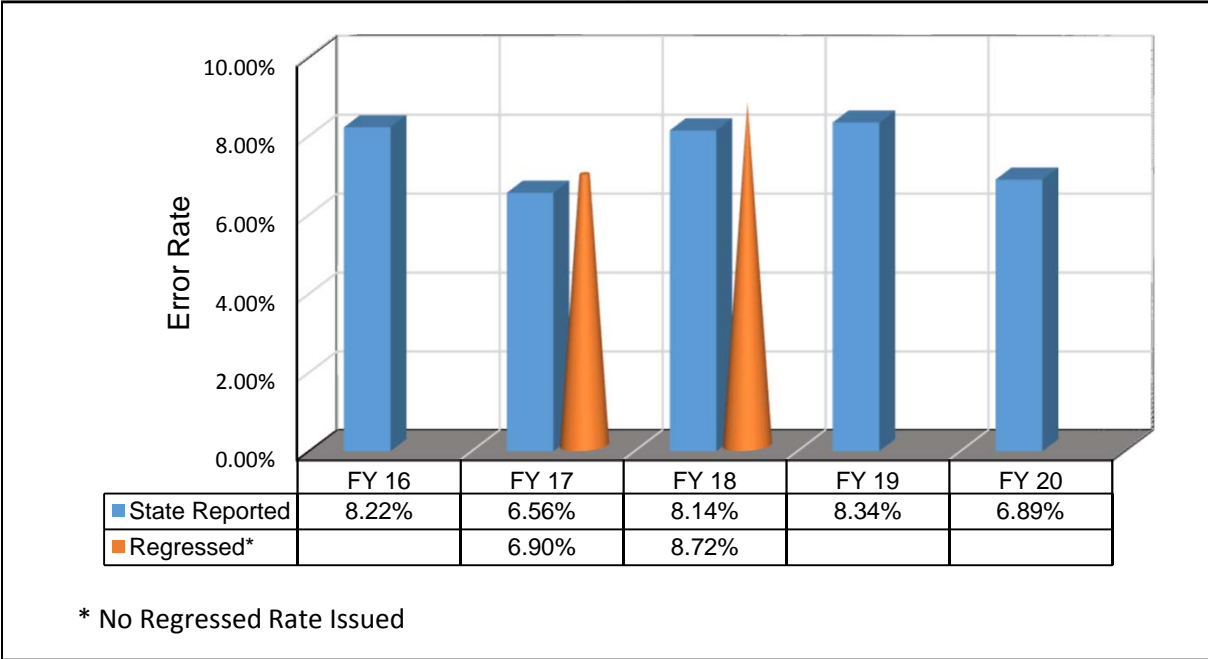
### 3. Error Rates By: Month and FFY Cumulative



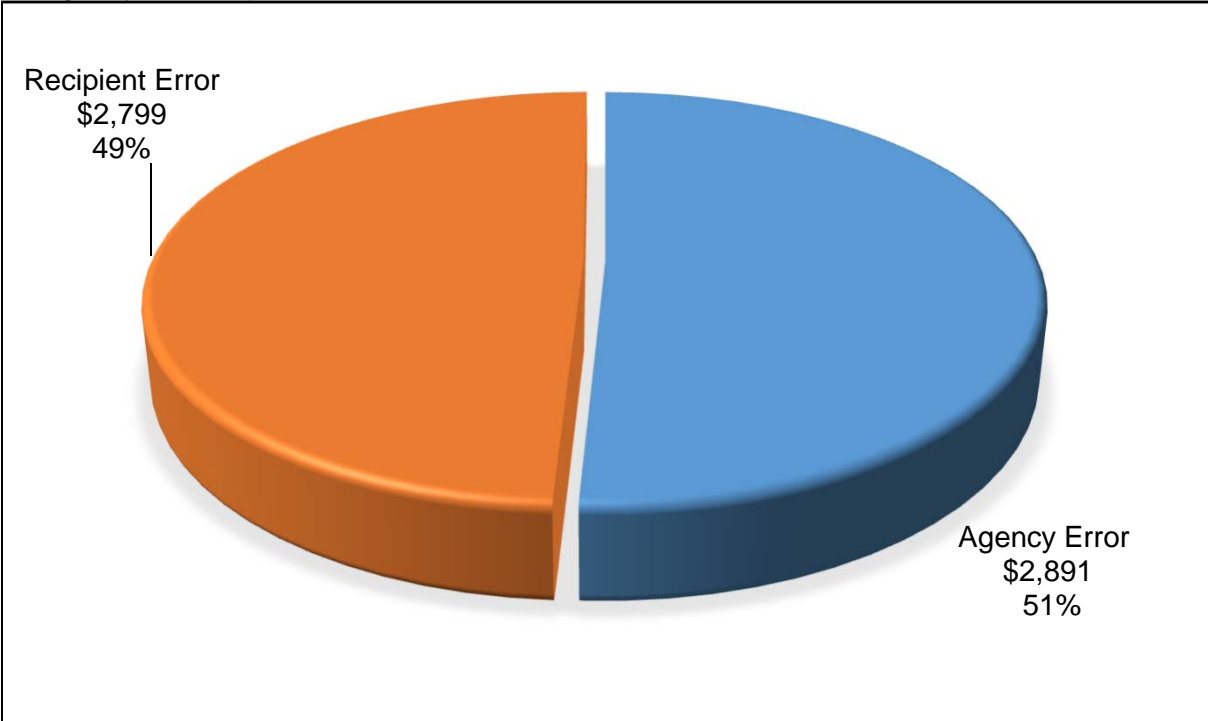
#### 4. Regional Cumulative Payment Error Rates

		Cumulative						County Error Rate
		Agency \$ Error	Recipient \$ Error	Total \$ Error	Total \$ Paid	County Error Rate	State Share	Current Month
<b>NE Region</b>								
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	\$2,371	7.51%	3.13%	0.00%
23	Sandoval	\$347	\$0	\$347	\$4,104	8.46%	6.10%	0.00%
25	San Miguel	\$0	\$0	\$0	\$2,664	0.00%	0.00%	0.00%
26	Santa Fe	\$59	\$0	\$59	\$4,772	1.24%	1.04%	0.00%
29	Taos	\$444	\$150	\$594	\$2,100	28.29%	10.44%	54.55%
<b>NE Region Totals</b>		<b>\$1,028</b>	<b>\$150</b>	<b>\$1,178</b>	<b>\$16,043</b>	<b>7.34%</b>	<b>20.70%</b>	<b>6.47%</b>
<b>NW Region</b>								
17	McKinley	\$261	\$45	\$306	\$3,940	7.77%	5.38%	3.41%
24	San Juan	\$538	\$848	\$1,386	\$4,591	30.19%	24.36%	37.55%
27	Sierra	\$0	\$81	\$81	\$1,354	5.98%	1.42%	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	\$1,756	8.26%	2.55%	0.00%
42	N. Valencia	\$0	\$162	\$162	\$4,352	3.72%	2.85%	0.00%
<b>NW Region Totals</b>		<b>\$944</b>	<b>\$1,136</b>	<b>\$2,080</b>	<b>\$16,489</b>	<b>12.61%</b>	<b>36.56%</b>	<b>8.98%</b>
<b>SW Region</b>								
07	W. Dona Ana	\$0	\$140	\$140	\$4,888	2.86%	2.46%	17.35%
09	Grant	\$0	\$141	\$141	\$1,361	10.36%	2.48%	34.90%
16	Luna	\$0	\$0	\$0	\$1,792	0.00%	0.00%	0.00%
19	Otero	\$0	\$80	\$80	\$590	13.56%	1.41%	0.00%
37	E. Dona Ana	\$0	\$274	\$274	\$2,223	12.33%	4.82%	64.18%
38	S. Dona Ana	\$43	\$0	\$43	\$2,203	1.95%	0.76%	0.00%
<b>SW Region Totals</b>		<b>\$43</b>	<b>\$635</b>	<b>\$678</b>	<b>\$13,057</b>	<b>5.19%</b>	<b>11.92%</b>	<b>21.72%</b>
<b>SE Region</b>								
03	Chaves	\$0	\$0	\$0	\$1,142	0.00%	0.00%	0.00%
05	Curry	\$154	\$0	\$154	\$3,039	5.07%	2.71%	0.00%
08	Eddy	\$0	\$0	\$0	\$338	0.00%	0.00%	0.00%
13	Lea	\$0	\$0	\$0	\$4,740	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%
<b>SE Region Totals</b>		<b>\$154</b>	<b>\$0</b>	<b>\$154</b>	<b>\$10,645</b>	<b>1.45%</b>	<b>2.71%</b>	<b>0.00%</b>
<b>Central Region</b>								
01	SE Bernalillo	\$38	\$85	\$123	\$3,572	3.44%	2.16%	4.22%
35	NW Bernalillo	\$243	\$263	\$506	\$7,643	6.62%	8.89%	4.62%
36	SW Bernalillo	\$318	\$0	\$318	\$5,674	5.60%	5.59%	7.34%
39	NE Bernalillo	\$0	\$530	\$530	\$7,869	6.74%	9.31%	0.00%
30	Torrance	\$123	\$0	\$123	\$1,547	7.95%	2.16%	0.00%
<b>Central Region Totals</b>		<b>\$722</b>	<b>\$878</b>	<b>\$1,600</b>	<b>\$26,305</b>	<b>6.08%</b>	<b>28.12%</b>	<b>3.35%</b>
<b>State Totals</b>		<b>\$2,891</b>	<b>\$2,799</b>	<b>\$5,690</b>	<b>\$82,539</b>	<b>6.89%</b>	<b>100.00%</b>	<b>6.63%</b>

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



6. Agency-vs-Recipient Error



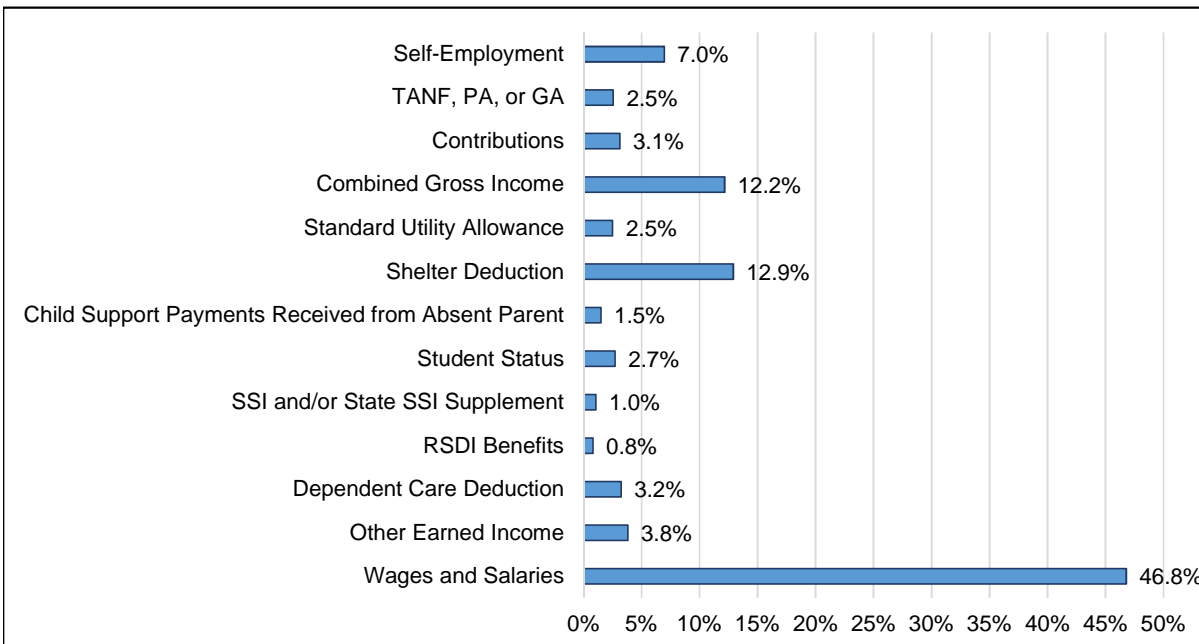
Average Recipient Error:	\$127	Average Agency Error:	\$111
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### 7. Agency/Recipient Dollar Error Breakdown By General Element

Error Cause	Agency	Recipient	% Agency
111 - Student Status	\$154	\$0	100.0%
311 - Wages and Salaries	\$1,524	\$1,138	57.3%
312 - Self-Employment	\$396	\$0	100.0%
314 - Other Earned Income	\$0	\$216	0.0%
323 - Dependent Care Deduction	\$183	\$0	100.0%
331 - RSDI Benefits	\$45	\$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	\$547	25.5%
364 - Standard Utility Allowance	\$40	\$102	28.2%
371 - Combined Gross Income	\$73	\$619	10.5%

### 8. SNAP Dollar Error Breakdown By General Element

	Error Dollars	%
Wages and Salaries	\$2,662	46.8%
Other Earned Income	\$216	3.8%
Dependent Care Deduction	\$183	3.2%
RSDI Benefits	\$45	0.8%
SSI and/or State SSI Supplement	\$59	1.0%
Student Status	\$154	2.7%
Child Support Payments Received from Absent Parent	\$85	1.5%
Shelter Deduction	\$734	12.9%
Standard Utility Allowance	\$142	2.5%
Combined Gross Income	\$692	12.2%
Contributions	\$177	3.1%
TANF, PA, or GA	\$145	2.5%
Self-Employment	\$396	7.0%
Total	\$5,690	100.0%



## FFY 2020 Negative Statewide Error Rates

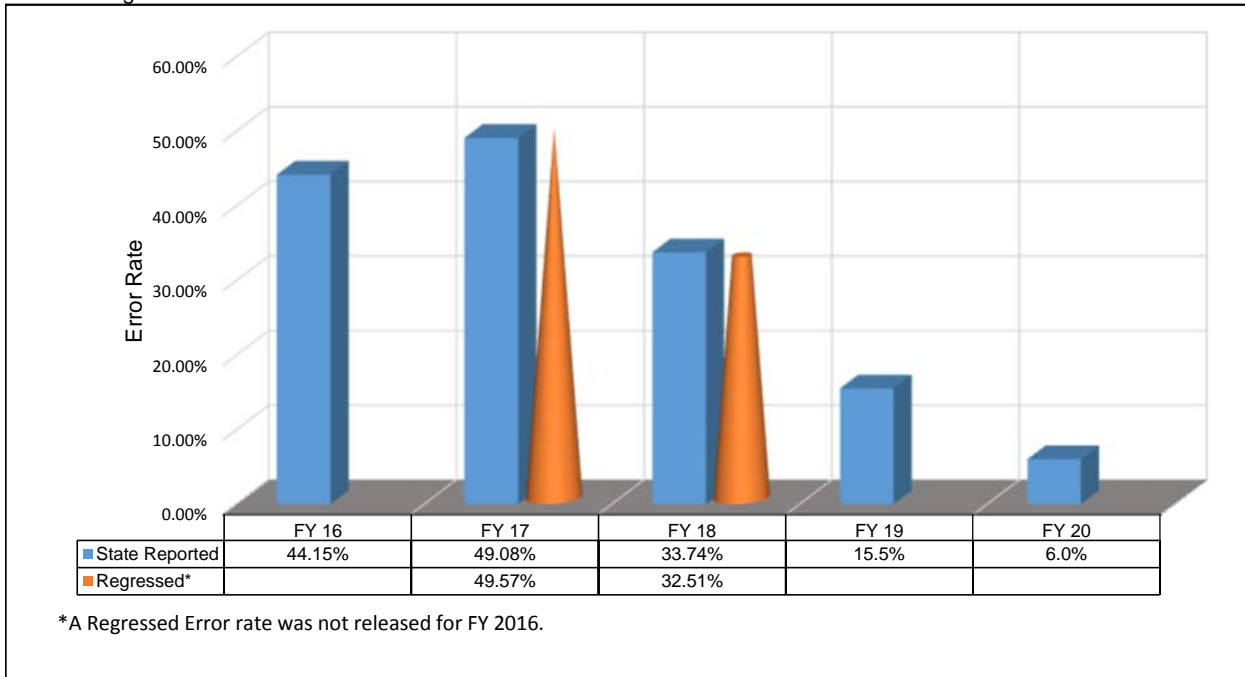
### 1. Cumulative Negative Case Error Rate

Valid	221
Invalid	28
Drop	51
Total Sampled	300
% Invalid Notice	5.2%
% Invalid Error	6.0%
% Invalid Total	11.2%

### 2. Ranked Negative Action By Time of Occurrence

Closure	13	48.1%
Denial	14	51.9%

### 3. State Negative Error Rates



### 4. 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%	1	3.7%	1	3.6%
Combined Gross Income	1	3.7%	1	3.7%	2	7.1%
RSDI Benefits	1	3.7%	0	0.0%	1	3.6%
Self-Employment	0	0.0%	0	0.0%	0	0.0%
Notices	4	14.8%	9	33.3%	13	46.4%
Residency	0	0.0%	0	0.0%	0	0.0%
Medical Deductions	3	11.1%	0	0.0%	3	10.7%
Verification	0	0.0%	2	7.4%	2	7.1%
Wages and Salaries	5	18.5%	0	0.0%	5	17.9%

### 5. Regional Cumulative Negative Error Rates

	Valid	Invalid	Total	Invalid %	
NE Region					
04	Colfax	2	0	2	0.0%
10	Guadalupe/De Baca	2	0	2	0.0%
20	Quay	0	0	0	0.0%
21	Rio Arriba	5	0	5	0.0%
23	Sandoval	12	2	14	14.3%
25	San Miguel	7	0	7	0.0%
26	Santa Fe	12	2	14	14.3%
29	Taos	4	1	5	20.0%
NE Region Totals		44	5	49	10.2%

NW Region					
17	McKinley	8	0	8	0.0%
24	San Juan	18	4	22	18.2%
27	Sierra	1	1	2	50.0%
28	Socorro	5	0	5	0.0%
32	S. Valencia	0	0	0	0.0%
33	Cibola	2	2	4	50.0%
42	N. Valencia	8	1	9	11.1%
NW Region Totals		42	8	50	16.0%

SW Region					
07	W. Dona Ana	10	1	11	9.1%
09	Grant	3	2	5	40.0%
16	Luna	3	0	3	0.0%
19	Otero	3	0	3	0.0%
37	E. Dona Ana	7	0	7	0.0%
38	S. Dona Ana	3	1	4	25.0%
SW Region Totals		29	4	33	12.1%

SE Region					
03	Chaves	7	0	7	0.0%
05	Curry	8	1	9	11.1%
08	Eddy	5	0	5	0.0%
13	Lea	12	0	12	0.0%
14	Lincoln	2	0	2	0.0%
22	Roosevelt	0	0	0	0.0%
34	Eddy/Artesia	0	0	0	0.0%
SE Region Totals		34	1	35	2.9%

Central Region					
01	SE Bernalillo	16	2	18	11.1%
35	NW Bernalillo	8	2	10	20.0%
36	SW Bernalillo	15	1	16	6.3%
39	NE Bernalillo	26	5	31	16.1%
30	Torrance	7	0	7	0.0%
Central Region Totals		72	10	82	12.2%

State Totals		221	28	249	11.2%
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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**

	October-19	November-19	December-19	January-20	February-20	March-20	April-20	May-20	June-20	July-20	August-20	September-20
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**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%								
<b>NE Region Totals</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>								

**NW Region**

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

**SW Region**

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

**SE Region**

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

**Central Region**

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

<b>State Totals</b>		<b>91%</b>	<b>95%</b>	<b>90%</b>	<b>100%</b>							
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