




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

General Information Memorandum

ISD-GI 21-10

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: March 25, 2021
RE: FFY 2021 SNAP Performance Report-First

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2021. This report includes all Quality Control (QC) findings received for the review months of October 2020 through October 2020. Additional data included in this report is the recertification timeliness.

The FFY 2021 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%

In lieu of the mandatory reviews, Supervisors are required to complete the reviews returned by the Case Error Demolition Team. These reviews should be reviewed within three business days.

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: First SNAP Performance Report for FFY 2021



SNAP PERFORMANCE REPORT

First Edition

Federal Fiscal Year 2021

Quality Control Review Findings
October 2020 – October 2020

Issued by:
Quality Improvement Section
Quality Assessment Bureau, New Mexico Human Services Department

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SNAP Performance Report

SNAP Performance Report: First Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2021 includes all Quality Control (QC) findings received for the review months of **October 2020 through September 2021**.

State Performance Goals

The State reports on three areas and is evaluated by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) on these areas:

- **Payment Accuracy**
- **Case and Procedural Error Rate (CAPER)**
- **SNAP Timeliness for Expedite and Non-Expedite**

For FFY 2021, the State Performance Goals are as follows:

| | | |
|---|---|--|
| <p><u>Payment Accuracy</u></p>  <p>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</p> | <p><u>CAPER</u></p>  <p>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</p> | <p><u>SNAP Timeliness</u></p>  <p>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</p> |
|---|---|--|

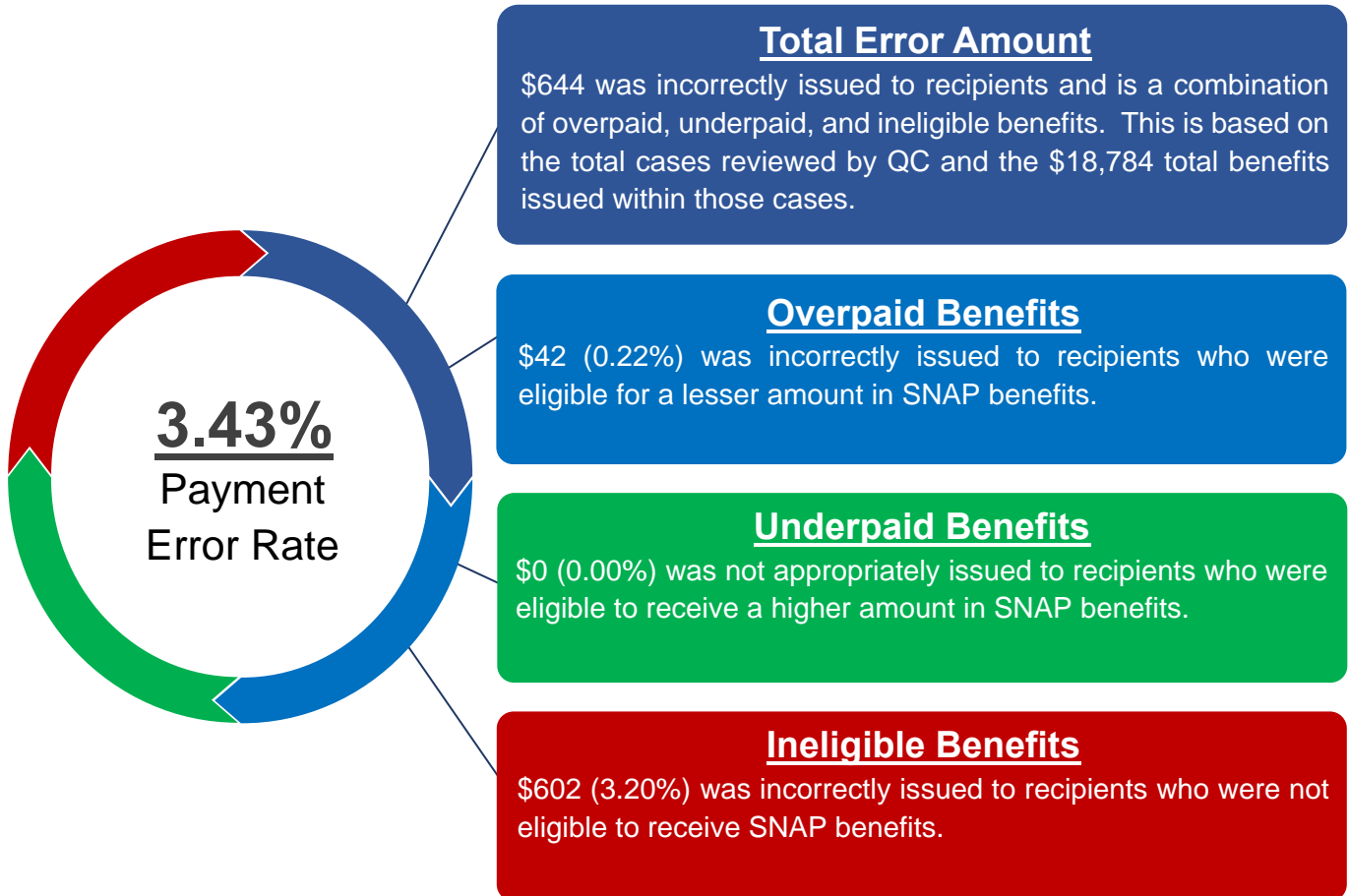
The Payment Error Rate is figured from the QC Positive Sample cases for the review month, which are the cases actively receiving SNAP benefits. QC reviews the last action taken on the case to certify the eligibility, which could be an Application, Interim Report, or Recertification.

The CAPER Error Rate is figured from the QC Negative Sample cases for the review month, which are SNAP cases that were denied or terminated during the review month. QC reviews the last action taken to deny/terminate eligibility. The CAPER rate reviews the caseworker action and notices sent to the household. If a notice is not clear and concise and/or does not match the case record, the case is found in error even if the action to deny the case was correct.

Payment Accuracy

State Cumulative Payment Error Rate

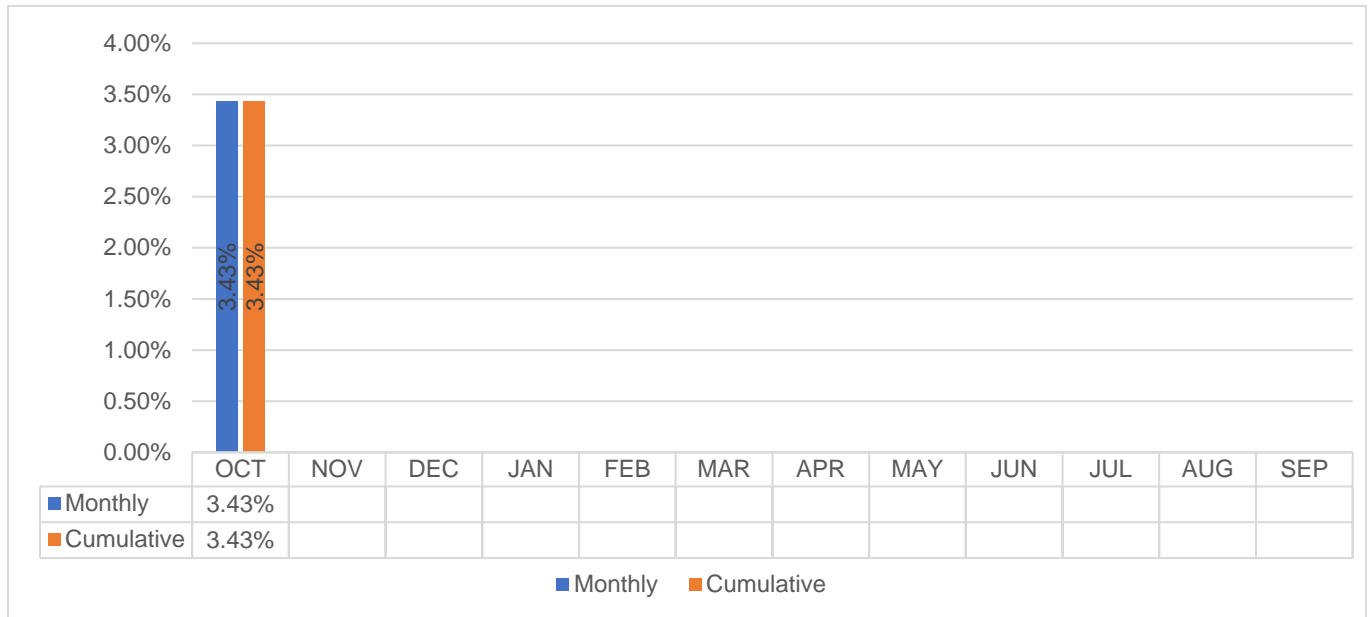
The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of October 2020 through September 2021.



| | |
|--------------------------------------|-----------------|
| Total Benefits Paid | \$18,784 |
| Total Error Amount | \$644 |
| Total Cases Reviewed by QC | 79 |
| Total Cases with Errors | 4 |
| Total Correct Cases | 75 |
| Total Cases with Overpaid Benefits | 1 |
| Total Cases with Underpaid Benefits | 0 |
| Total Cases with Ineligible Benefits | 3 |
| Cases Dropped (Not Reviewed by QC) | 28 |

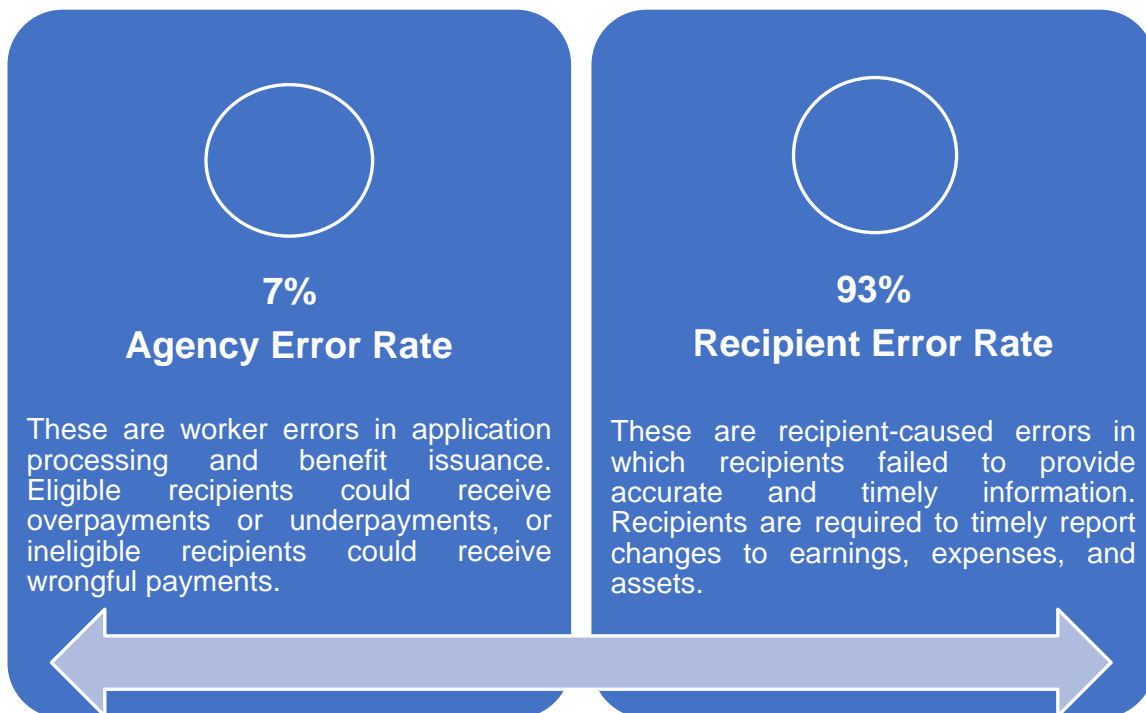
State Payment Error Rates

Monthly vs. Cumulative Error Rates



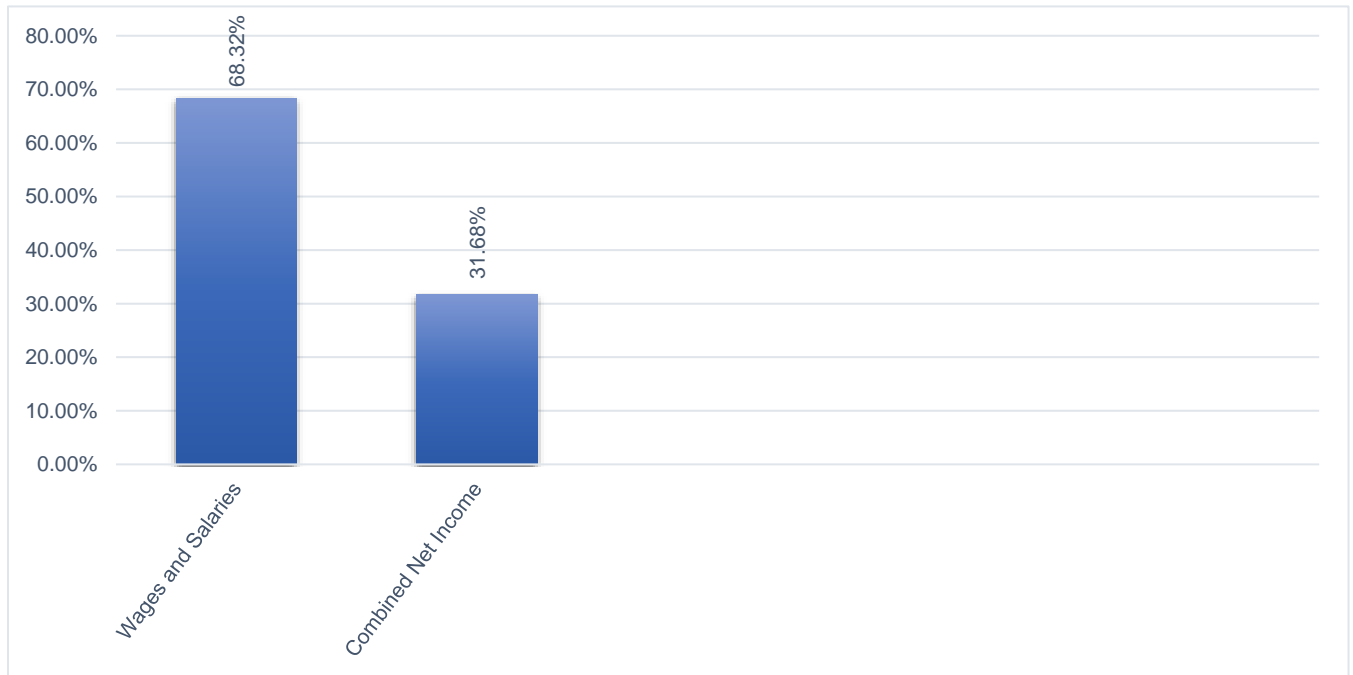
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

| Error Element | Error Amount | Error Percentage |
|--------------------|--------------|------------------|
| Wages and Salaries | \$440 | 68.32% |
| Combined Net | \$204 | 31.68% |



Payment Error Findings as Reported to Field Offices

October 2020 QC Reviews

| Review Number | Error Cause | Nature Code | Error Type | Error Amount | 071 Form Description |
|---------------|---------------------|--------------------------|------------|--------------|---|
| 10061 | Combined Net Income | Exceeds prescribed limit | Ineligible | \$204 | RM determined \$1690 EI based on wages 10/2/20 \$824.23, 10/16/20 \$915.48 and 10/30/20 \$794.75. \$1690 EI plus \$470 UCB to determine \$2160 combined gross income exceeding gross limit of \$1755 to determine ineligible. Due to RM income exceeding gross income standard the prior 3 months were reviewed: Month 9/20 - \$1277.6 EI plus \$500 UCB to total \$1777.60, month 8/20 - \$1262.3 EI plus \$590 UCB to total \$1852.30 and month 7/20 - \$1130 EI plus \$2730 UCB to total \$3860. QC determined 3rd month prior to RM (07/20) used what should have been reported while on SR; a reportable change occurred and must be considered in the error determination. HH should have reported |

| | | | | | |
|-------|--------------------|---|------------|-------|---|
| | | | | | income & UCB income received in July 2020. Based on ISD GI 20-06 the agency was aware of the FPUC was to end 7/31/20; therefore, QC determined wkly \$600 FPUC would have been excluded at the time of reportable change. Further, countable UCB authorized weekly amount for July 2020 allowed. QC allowed converted income of \$1130 EI based on wages 7/10/20 \$564.80 & 7/24/20 \$565.20 plus \$330 UCB for a total combined gross income of \$1460. \$1460 gross income with \$226 EID, \$167 SD with \$0 excess shelter deduction allowed to determine \$1067 combined net income. HH exceeded net income standard of \$1041; determined ineligible. |
| 10076 | Wages and Salaries | Employment status changed from unemployed to employed | Ineligible | \$204 | RM QC verified EI of \$2123 verification received from employer. RM HH exceeded gross income standard of \$1755 to determine ineligible. Due to RM income exceeding gross income standard the prior 3 months were reviewed: Month 09/2020 - \$1827 EI, month 08/2020 - \$1747.25 EI, month 07/2020 - \$2030 EI. QC determined HH exceeded the standard in each of the 3 months therefore a reportable change occurred. QC determined 3rd month prior to RM (month 07/20) used what should have been reported while on SR to determine \$1624 EI based on wages 7/3/20 \$522, 7/10/20 \$290, 7/17/20 \$348, 7/24/20 \$522 and 7/31/20 \$348. July 2020 income used as final determination as a reportable change occurred and must be considered in the error determination. \$1624 EI with \$325 EID, \$167 SD, \$1.31 shelter plus HCSUA with \$0 excess shelter deduction allowed to determine \$1132 combined net income. HH exceeded net income standard of \$1064; determined ineligible. |
| 10042 | Wages and Salaries | Employment status changed from unemployed to employed | Ineligible | \$194 | RM determined EI of \$3156 EI based on wages 10/9/20 \$1669.63 & 10/23/20 \$1486.63; exceeded gross income standard of \$1755 to determine ineligible. Due to RM income exceeding gross income standard the prior 3 months were reviewed: Month 9/20 - \$3543.77 EI, month 8/20 - \$2997.14 EI and month 7/20 - \$4931.27 EI. QC determined 3rd month prior to RM (month 07/20) used what should have been reported while on SR to determine \$3288 EI based on wages 7/2/20 \$1688.63, 7/17/20 \$1584.57 and 7/31/20 \$1658.07. HH ineligible as \$3288 gross income standard exceeds FPG of \$1718. |
| 10083 | Wages and Salaries | Change only in amount of earnings | Over | \$42 | Contact with employer verified paid weekly. Pay rates and hours will vary; temporary associates are paid daily; people ready associates are paid weekly. QC verified client on weekly pay basis as of 06/20 assignment. QC determined earnings 30 days prior to IR submission of 8/5/20 should have been used as client was on a new assignment it was verified income was more than \$100 difference. Agency figures were corrected using Work # income 7/31/20 \$715.47, 7/24/20 \$703.20, 7/17/20 \$752.27 and 7/10/20 \$421.92 to determine \$2593 EI. No evidence found HH reported terminated employment prior to 09/17/20. Change action 10/7/20 taken by agency is during exclusionary period for QC for month in review. |

SNAP Payment Error Rates

Regional and County Breakdowns

| | | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | TOTAL AVG. |
|------------------------------|---------------|--------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|--------------|
| Region 1 Northwest Region | Cibola | 0.00% | | | | | | | | | | | | 0.00% |
| | McKinley | 0.00% | | | | | | | | | | | | 0.00% |
| | San Juan | 6.96% | | | | | | | | | | | | 6.96% |
| | Sierra | 0.00% | | | | | | | | | | | | 0.00% |
| | Socorro | 0.00% | | | | | | | | | | | | 0.00% |
| | N. Valencia | 0.00% | | | | | | | | | | | | 0.00% |
| | S. Valencia | 0.00% | | | | | | | | | | | | 0.00% |
| Region 1 Totals | | 3.06% | | | | | | | | | | | | 3.06% |
| Region 2 Northeast Region | Colfax | 0.00% | | | | | | | | | | | | 0.00% |
| | Guadalupe | 0.00% | | | | | | | | | | | | 0.00% |
| | Quay | 0.00% | | | | | | | | | | | | 0.00% |
| | Rio Arriba | 0.00% | | | | | | | | | | | | 0.00% |
| | San Miguel | 0.00% | | | | | | | | | | | | 0.00% |
| | Sandoval | 50.0% | | | | | | | | | | | | 50.0% |
| | Santa Fe | 0.00% | | | | | | | | | | | | 0.00% |
| Taos | 0.00% | | | | | | | | | | | | 0.00% | |
| Region 2 Totals | | 6.22% | | | | | | | | | | | | 6.22% |
| Region 3 Central Region | NE Bernalillo | 16.14% | | | | | | | | | | | | 16.14% |
| | NW Bernalillo | 0.00% | | | | | | | | | | | | 0.00% |
| | SE Bernalillo | 0.00% | | | | | | | | | | | | 0.00% |
| | SW Bernalillo | 0.00% | | | | | | | | | | | | 0.00% |
| | Torrance | 0.00% | | | | | | | | | | | | 0.00% |
| Region 3 Totals | | 6.15% | | | | | | | | | | | | 6.15% |
| Region 4 Southeast Region | Chaves | 0.00% | | | | | | | | | | | | 0.00% |
| | Curry | 0.00% | | | | | | | | | | | | 0.00% |
| | Artesia | 0.00% | | | | | | | | | | | | 0.00% |
| | Carlsbad | 0.00% | | | | | | | | | | | | 0.00% |
| | Lea | 0.00% | | | | | | | | | | | | 0.00% |
| | Lincoln | 0.00% | | | | | | | | | | | | 0.00% |
| | Roosevelt | 0.00% | | | | | | | | | | | | 0.00% |
| Region 4 Totals | | 0.00% | | | | | | | | | | | | 0.00% |
| Region 5 Southwest Region | E. Dona Ana | 0.00% | | | | | | | | | | | | 0.00% |
| | Grant | 0.00% | | | | | | | | | | | | 0.00% |
| | Luna | 0.00% | | | | | | | | | | | | 0.00% |
| | Otero | 0.00% | | | | | | | | | | | | 0.00% |
| | S. Dona Ana | 0.00% | | | | | | | | | | | | 0.00% |
| | W. Dona Ana | 0.00% | | | | | | | | | | | | 0.00% |
| Region 5 Totals | | 0.00% | | | | | | | | | | | | 0.00% |
| State Totals | | 3.43% | | | | | | | | | | | | 3.43% |

SNAP Payment Error Rates Mitigation Strategies

Identified reasons for cases found in error during the month of October:

- Reported Information disregarded or not applied
- Client failed to report required information
- Agency failed to follow up on inconsistent or incomplete information

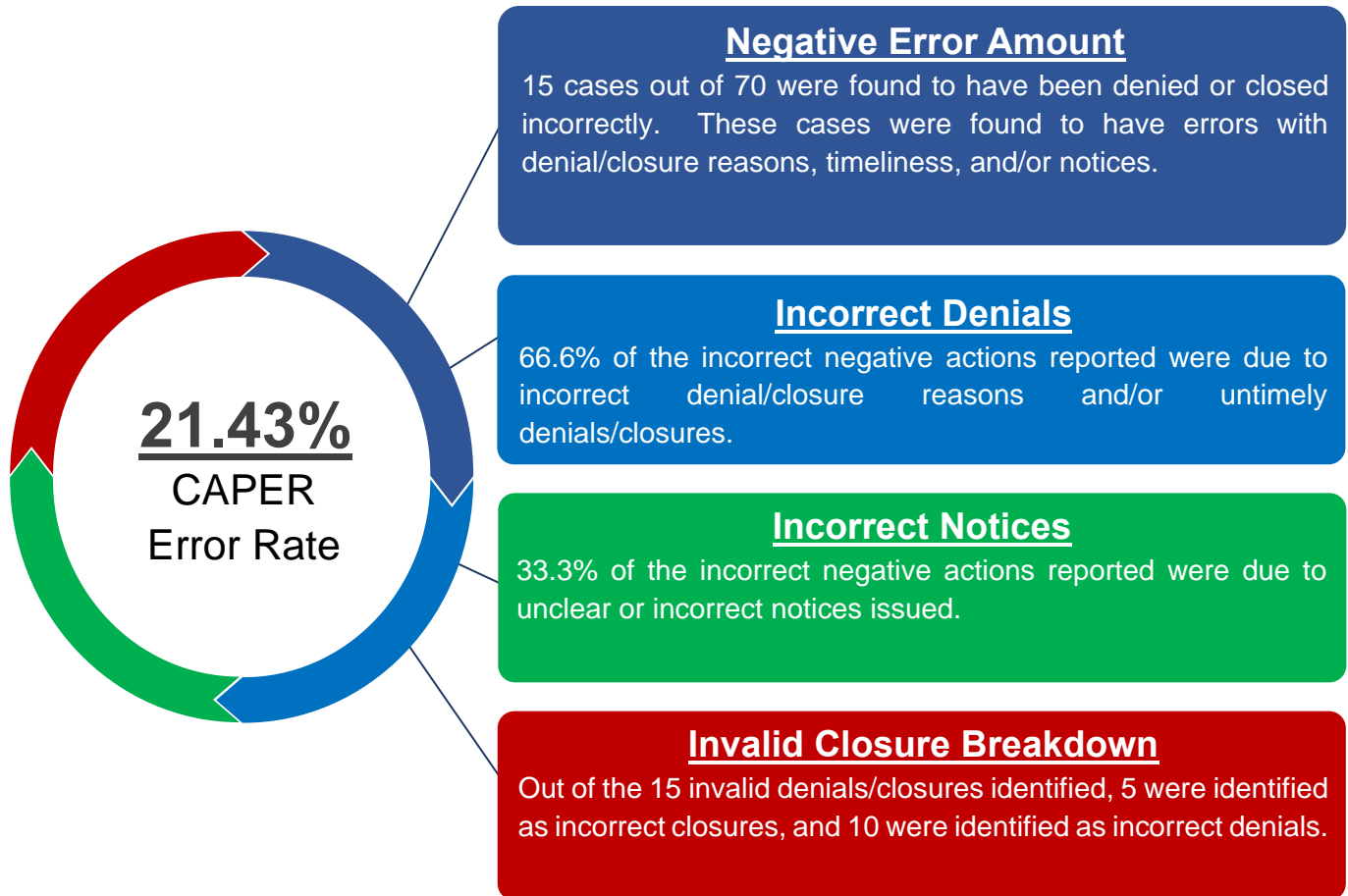
Description of activity developed to resolve deficiencies:

The High Efficiency and Accuracy Team (HEAT) consists of a County Director and Line Manager from each ISD Region and the Field Support Bureau, representatives from the ASPEN Help Desk, Policy & Program Development Bureau, Quality Assessment Bureau, and the Training Support Bureau. Monthly meetings are held with Regional representatives to evaluate and discuss the monthly Quality Control Payment and CAPER errors. Staff identify the reason for the error and steps to prevent recurring errors and submit inquiries for policy and procedure clarifications.

Presentations are developed targeting areas identified and are discussed at monthly staff meetings at the local field offices.

CAPER

State Cumulative Negative Error Rate



| | |
|------------------------------------|----|
| Total Sample Pulled for Review | 75 |
| Cases Dropped (Not Reviewed by QC) | 5 |
| Total Cases Reviewed | 70 |
| Total Valid Cases | 55 |
| Total Invalid Cases | 15 |

Top Error Trends in CAPER Reviews

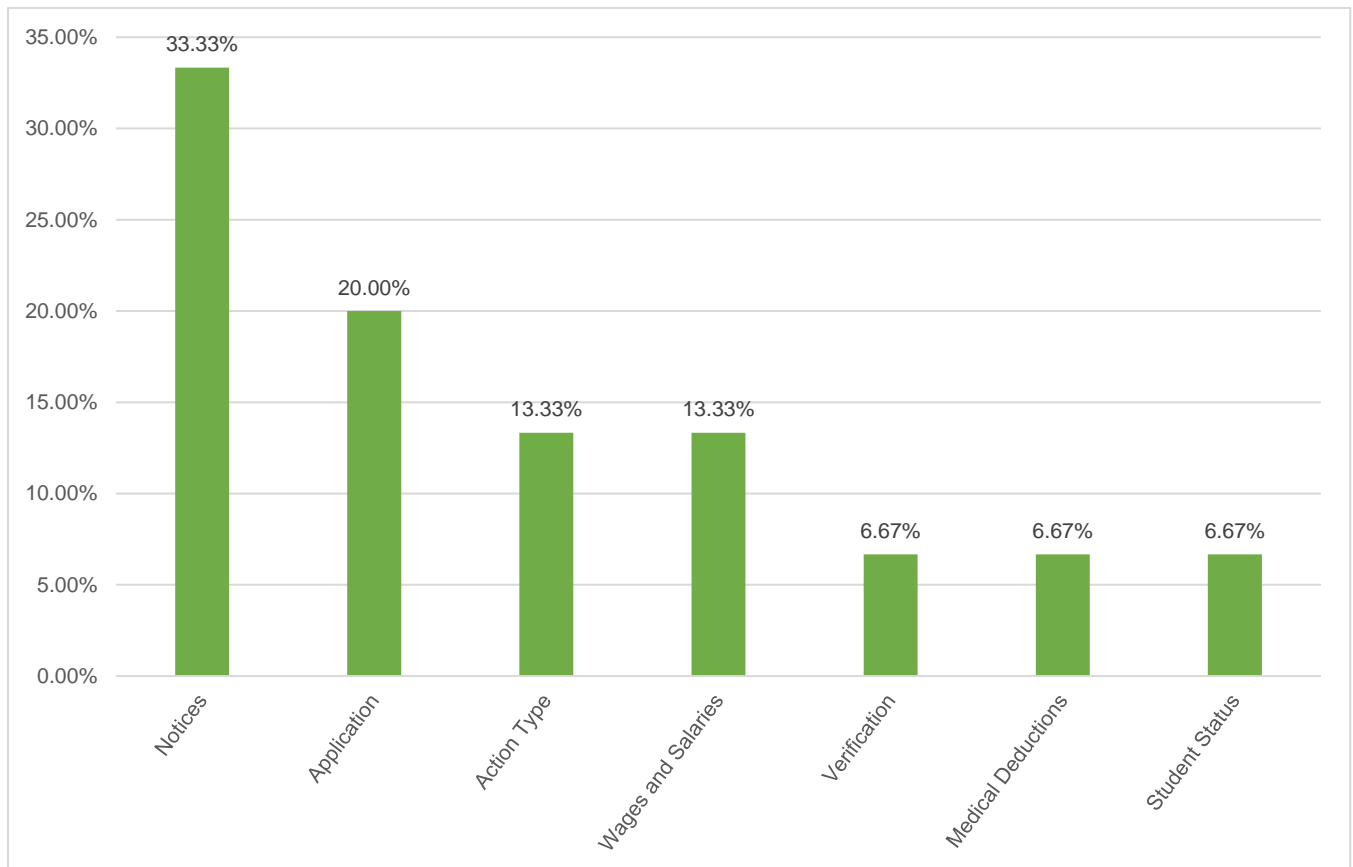
Cumulative Totals from CAPER Reviews: October 2020 - September 2021

| Error Element Found | When the Errors Occurred | | Total Errors | Percent of Cases with Error |
|---|--------------------------|--------------|--------------|-----------------------------|
| | Denials | Terminations | | |
| Notices | | | | |
| Notice not complete | 2 | 0 | 2 | 13.33% |
| Notice not clearly understandable | 2 | 1 | 3 | 20.00% |
| Total | 4 | 1 | 5 | 33.33% |
| Wages and Salaries | | | | |
| Policy incorrectly applied | 0 | 1 | 1 | 6.67% |
| Improper income calculation | 0 | 1 | 1 | 6.67% |
| Total | 0 | 2 | 2 | 13.33% |
| Verification | | | | |
| Improper Denial/Termination. Verification not provided or was found in case file already. | 1 | 0 | 1 | 6.67% |
| Total | 1 | 0 | 1 | 6.67% |
| Medical Deductions | | | | |
| Failed to consider or incorrectly considered medical deductions | 1 | 0 | 1 | 6.67% |
| Total | 1 | 0 | 1 | 6.67% |
| Application | | | | |
| Improper denial within 30-day period for missing interview(s) | 0 | 1 | 1 | 6.67% |
| Late Denial agency failed to process the application timely | 2 | 0 | 2 | 13.33% |
| Total | 2 | 1 | 3 | 20.00% |
| Action Type | | | | |
| Policy incorrectly applied | 1 | 1 | 2 | 13.33% |
| Total | 1 | 1 | 2 | 13.33% |
| Student Status | | | | |
| Agency failed to follow up on inconsistent or incomplete information | 1 | 0 | 1 | 6.67% |
| Total | 1 | 0 | 1 | 6.67% |

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

| Error | Denials | | Closures | | Total Invalid | Percentage Total |
|--------------------|---------|--------|----------|--------|---------------|------------------|
| Notices | 4 | 26.67% | 1 | 6.67% | 5 | 33.33% |
| Application | 2 | 13.33% | 1 | 6.67% | 3 | 20.00% |
| Action Type | 1 | 6.67% | 1 | 6.67% | 2 | 13.33% |
| Wages and Salaries | 0 | 0.00% | 2 | 13.33% | 2 | 13.33% |
| Verification | 1 | 6.67% | 0 | 0.00% | 1 | 6.67% |
| Medical Deductions | 1 | 6.67% | 0 | 0.00% | 1 | 6.67% |
| Student Status | 1 | 6.67% | 0 | 0.00% | 1 | 6.67% |



CAPER Error Findings as Reported to the Field Offices

October 2020 QC Reviews

| Review Number | Invalid Reason | Detailed Error Description |
|---------------|-----------------|--|
| 4 | Notice | QC determined action to deny benefits for missed interview was incorrect as there is no indication that agency contacted HH at time of scheduled interview for 10/29/20. Missed appointment notice was sent out prior to the day of the scheduled interview notating they missed the appointment. Action should have taken place had client missed interview on her scheduled appointment day of 10/29/20. |
| 8 | Notice | QC determined action to deny HH is correct; however, notice is incorrect due to incorrect EI used at time of denial. Review of notice finds agency used gross anticipated income of \$1862 allowing net earnings received from check stubs provided. QC allowed 10/01/20 \$961.05 and 10/15/20 \$873.75 (\$754.65 + \$119.10 PTO pay) for total anticipated gross monthly income of \$1835. PROT PTO not shown as indicative to anticipated income based on YTD amounts shown. |
| 14 | Notice | QC determined action to deny HH is correct however notice is incorrect. Verification of income found in CR was from Work Number. ASPEN Employment Projection Summary screen shows 09/03/20 \$1393.14 + 09/17/20 \$1211.77 = \$2604 averaged earned income. QC review of WN verifies 09/03/20 as \$2054.09 and 09/17/20 as \$1393.14 for total gross of \$3438. QC cannot determine amount of check of \$1211.77 used by agency as this amount is not found on Work Number scan from CR. Review of CSED scan located in ECF shows three CS payments issued: 06/20 \$1200, 07/20 \$1343 and 08/20 \$316 to determine averaged CS income for three months to anticipate \$953 CS ongoing correct. QC finds that agency used incorrect earnings at time of denial; notice is incorrect. |
| 15 | Notice | ECF shows copy of FSP420 mailed to HH for school verification. HUMAD dated 09/21/20 located in ECF shows agency requested school enrollment status due 10/02/20. 2nd HUMAD dated 10/02/20 located in ECF shows agency requested school enrollment status due 10/21/20. QC finds no evidence that HH provided requested verification from HUMAD's; however, QC reviewed ECF & located FSP420 completed 02/28/20 by which stated a graduation date of 05/13/20. QC finds agency left case pending for school verification which was already in file. Review of ASPEN shows pay stubs dated 08/14/20 \$450 (50 hours), 07/31/20 \$599.22 (66.58 hours) & 07/17/20 \$600.66 (\$455.13 - 50.57 hours + \$145.53 - 10.78 OT hours). QC determined HH reported job terminated & reported new job with. QC found no evidence that agency requested either job loss from old employer or verification of new job. Further no indication agency verified checks provided are referenced. QC determined action and notice are invalid as requested school verification was in file and notice not clearly understandable. |
| 21 | Notice | QC finds that HUMAD request for verification of income from gives examples such as wage stubs, employer statement, verification of employment, contract/work agreement and specifically asks for date 8/07/20; client provided 8/06/20 stub. QC finds that it was likely unclear to client that her school contract was required as there was no discussion to explain that paystub provided was not sufficient. QC determined that per case comments 6/10/20 agency verified per DWS inquiry termination with school as of 5/15/20 with UCB pending payment. Review if Employment Employer screen for employer shows that agency indicated loss of employment as of 5/15/20 with circumstances change date of 5/1/20. QC cannot determine why notice to verify terminated employment was sent to HH. Based on NOCA all information was provided from HH; therefore, QC determined notice is not clear or understandable. |
| 24 | Policy & Notice | QC determined action and notice are incorrect. Action taken on application taken prematurely as client has 30 days to respond to notifications. Further, missed appointment notice clearly notes client has until 10/30/20 to contact agency or will be denied. Lastly, reason for denial action for missed appointment does not correspond with denial reason listed on notice for no longer need assistance. |

| | | |
|----|-----------------|---|
| 25 | Policy & Notice | QC determined action and notice are incorrect. Agency should have verified with pay stubs that client was not meeting 20 hours per week/average of 80 hours per month or not meeting any other exemptions and requested school verification. At denial agency notated HH working 13 hours weekly at \$9.35 which contradicts information given from client at interview. Review of CR finds no verification was requested by agency. QC determined action and notice are incorrect. |
| 28 | Policy & Notice | Total \$2537 UEI correct. Review of deductions finds agency correctly used reported shelter, reported utility expense & allowed Medicare Premium's as verified expense on SOLQ. However, HH reported medical expense for medical services that was not verified nor questioned. QC found no evidence agency addressed additional medical expenses at interview; no evidence HUMAD issued allowing HH to provide verification of all medical expenses reported. |
| 34 | Notice | QC determined notice incorrect as the SNAP calculation table does not include SE income. QC determined EI correct based on wages 8/6/20 \$1300.80 & 8/20/20 \$1300.80. QC determined calculations for SE incorrect. QC corrected agency SE Figures: schedule C verified \$5530 yearly; allowable expenses include \$50 in legal/professional fees & \$105 office expense = \$155 in allowable deductions. QC determined HH not eligible for utility expense of \$469 or business use of home dwelling expense of \$575 as the HH claims the full shelter & utilities toward the residence for snap deductions, it is not an allowable cost for both, as the HH is entitled to the standard utility allowance and shelter for its residence & no deduction of shelter or utilities for the cost of doing business. QC determined \$5530 SE - \$155 in allowable expenses = \$5375/12 months = \$447.91. \$2601.6 EI, \$447.91 SE EI = \$3050 total gross income - \$610 EID - \$181 SD = \$2259 over limit of \$2184. Action & notice incorrect as calculation table is not reflecting the SE income for SNAP. |
| 40 | Notice | QC review ASPEN SNAP Notice reasons scan shows eligibility approved. QC review of notice issued to HH found no documentation stating the reason for HH receiving \$0 benefit in the application month of 10/20. Determined incomplete notice. |
| 49 | Policy & Notice | QC determined action as invalid as HH reported purchasing and preparing meals separately and finds no evidence that client reported she no longer requested assistance. At time client moved into home on 10/07/20, 10/20 benefits had already been distributed and any action taken would affect ongoing month of 11/20 when client was of age to be on own case and therefore eligible for separate case status. Review of case 120345659 for Mother shows application submitted does not report daughter in HH and case comments do not indicate they purchase and prepare meals together. QC finds no evidence agency clarified HH status with daughter or added daughter to mother's case. No evidence indicating daughter no longer requesting assistance. QC determined action and notice incorrect with an invalid closure. |
| 52 | Policy | QC determined denial notice issued on 10/23/20 regarding missed scheduled appointment correct; however, action on SNAP application untimely - outside of 30 day after the application was filed. QC determined review is invalid due to untimely denial. |
| 58 | Notice | QC review ASPEN SNAP Notice reasons scan shows eligibility approved. QC review of notice issued to HH found no documentation stating the reason for HH receiving \$0 benefit in the application month of 10/20. Determined incomplete notice. |

| | | |
|----|-----------------|--|
| 63 | Notice | QC review of check stubs 8/21/2020 Gross \$589.55 + tips D \$11.78 + tips \$584.77= \$1186.10 and 9/4/2020 Gross \$619.91 + tips D \$12.52 + tips \$592.54= \$1224.97 determined \$2411 combined gross income. QC found that although HH is over gross, the check stub entered 8/21 is off by \$11.78 thus causing the calculation table on the notice to be incorrect. QC determined review invalid due to incorrect amounts reported on the snap calculation table. |
| 72 | Policy & Notice | QC review of ECF found no evidence the verification requested was provide. Review correspondence issued to HH found HUMADS issued 8/26/20 and 9/9/20 request the HH provide verification of school enrollment status only. It appears on 9/25/20 when the case was reviewed for the 29-day report, it was discovered a request for verification of loss of employment was never issued to the HH. Agency took action at that time to issue a HUMAD requesting verification of loss of employment, requesting UEI income payment verification - educational assistance. 9/25/20 auto delay notice was issued. Review of the delay notice found the notice does not state the application processing was extended, it states we may be able to use your last application to see if you qualify. Your last application is good for 60 days from the date ISD received it. Send the proof we asked for. We will see if you qualify. QC found the agency documented on 8/26/20, loss of employment was required & requested; however, review of correspondence showed the required verification of loss of employment was not requested until the 30th day. QC determined verification necessary was not requested timely resulting in untimely processing of the application beyond the 30-day time limit. |

CAPER Error Rates

Regional and County Breakdowns

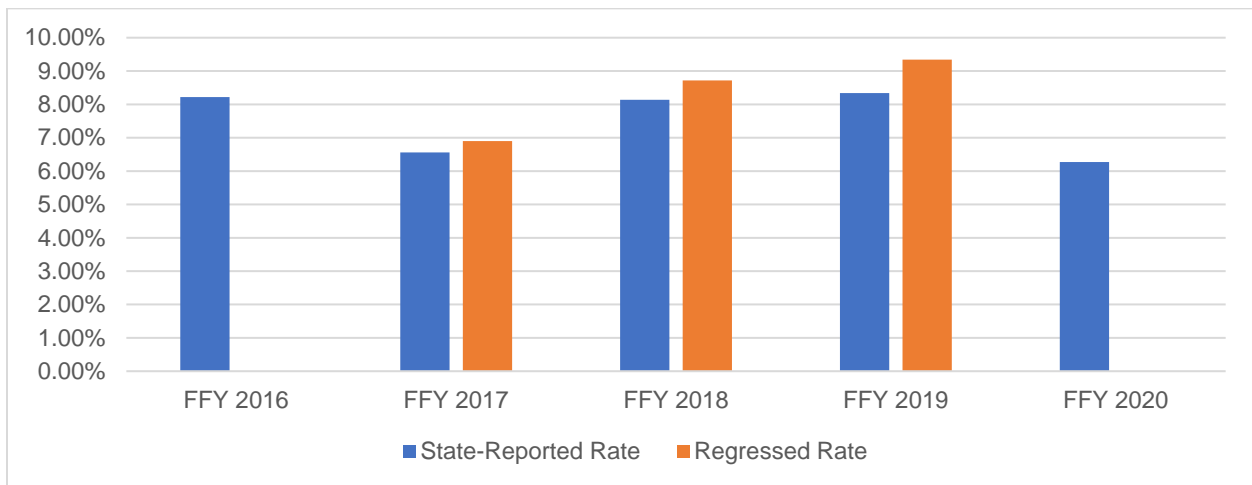
| | | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | TOTAL AVG. |
|------------------------------|---------------|---------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------------|
| Region 1 Northwest Region | Cibola | 100.0% | | | | | | | | | | | | 100.0% |
| | McKinley | 50.00% | | | | | | | | | | | | 50.00% |
| | San Juan | 42.86% | | | | | | | | | | | | 42.86% |
| | Sierra | 0.00% | | | | | | | | | | | | 0.00% |
| | Socorro | 0.00% | | | | | | | | | | | | 0.00% |
| | N. Valencia | 0.00% | | | | | | | | | | | | 0.00% |
| | S. Valencia | 0.00% | | | | | | | | | | | | 0.00% |
| Region 1 Totals | | 42.86% | | | | | | | | | | | | 42.86% |
| Region 2 Northeast Region | Colfax | 0.00% | | | | | | | | | | | | 0.00% |
| | Guadalupe | 0.00% | | | | | | | | | | | | 0.00% |
| | Quay | 0.00% | | | | | | | | | | | | 0.00% |
| | Rio Arriba | 0.00% | | | | | | | | | | | | 0.00% |
| | San Miguel | 50.00% | | | | | | | | | | | | 50.00% |
| | Sandoval | 0.00% | | | | | | | | | | | | 0.00% |
| | Santa Fe | 66.67% | | | | | | | | | | | | 66.67% |
| Taos | 0.00% | | | | | | | | | | | | 0.00% | |
| Region 2 Totals | | 37.50% | | | | | | | | | | | | 37.50% |
| Region 3 Central Region | NE Bernalillo | 33.33% | | | | | | | | | | | | 33.33% |
| | NW Bernalillo | 0.00% | | | | | | | | | | | | 0.00% |
| | SE Bernalillo | 100.0% | | | | | | | | | | | | 100.0% |
| | SW Bernalillo | 22.22% | | | | | | | | | | | | 22.22% |
| | Torrance | 0.00% | | | | | | | | | | | | 0.00% |
| Region 3 Totals | | 22.73% | | | | | | | | | | | | 22.73% |
| Region 4 Southeast Region | Chaves | 0.00% | | | | | | | | | | | | 0.00% |
| | Curry | 0.00% | | | | | | | | | | | | 0.00% |
| | Artesia | 0.00% | | | | | | | | | | | | 0.00% |
| | Carlsbad | 0.00% | | | | | | | | | | | | 0.00% |
| | Lea | 0.00% | | | | | | | | | | | | 0.00% |
| | Lincoln | 0.00% | | | | | | | | | | | | 0.00% |
| | Roosevelt | 0.00% | | | | | | | | | | | | 0.00% |
| Region 4 Totals | | 0.00% | | | | | | | | | | | | 0.00% |
| Region 5 Southwest Region | E. Dona Ana | 0.00% | | | | | | | | | | | | 0.00% |
| | Grant | 0.00% | | | | | | | | | | | | 0.00% |
| | Luna | 0.00% | | | | | | | | | | | | 0.00% |
| | Otero | 0.00% | | | | | | | | | | | | 0.00% |
| | S. Dona Ana | 0.00% | | | | | | | | | | | | 0.00% |
| | W. Dona Ana | 100.0% | | | | | | | | | | | | 100.0% |
| Region 5 Totals | | 8.33% | | | | | | | | | | | | 8.33% |
| State Totals | | 21.43% | | | | | | | | | | | | 21.43% |

Regression Rates

Regression rates are calculated by FNS and depend on such variables as FNS reviews of QC-reviewed cases and the State’s caseload size. The following charts give the State-reported error rates and the regression rates for Payment Accuracy and CAPER. **Please note that regression rates were not issued for FFY 2016 and FFY 2020. A CAPER regression rate for FFY 2019 was not issued and FFY 2020 has not been issued at the time of this report.**

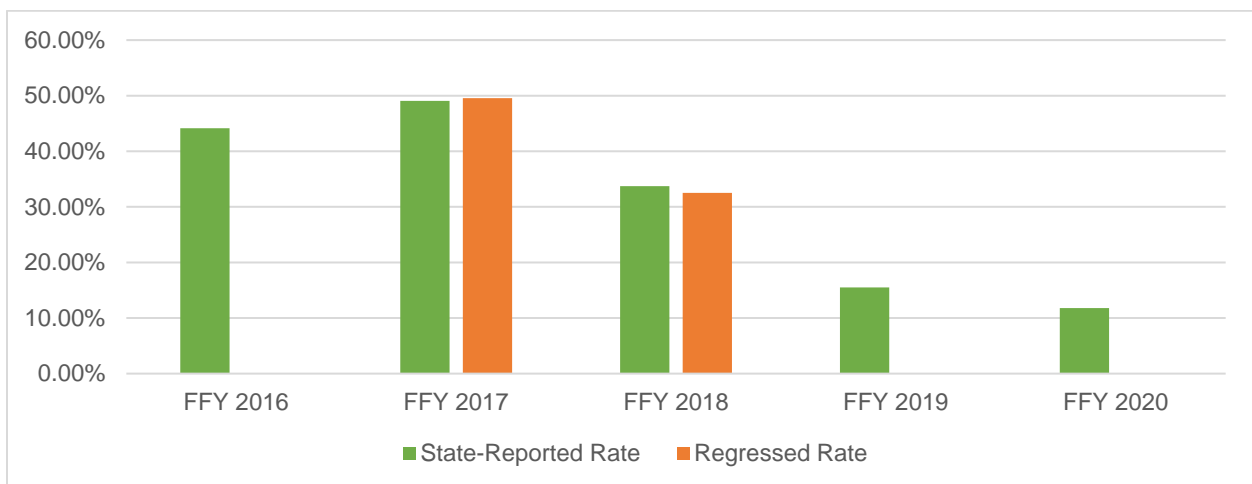
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2021 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

The MSR lists the following timeliness areas:

- Application Processing Timeliness
- Expedite Application Processing Timeliness
- Non-Expedite Application Processing Timeliness

QC Recertification Timeliness

| | | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP |
|-------------------------|---------------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Region 1 Northwest | Cibola | | | | | | | | | | | | |
| | McKinley | | | | | | | | | | | | |
| | San Juan | | | | | | | | | | | | |
| | Sierra | | | | | | | | | | | | |
| | Socorro | 100% | | | | | | | | | | | |
| | N. Valencia | | | | | | | | | | | | |
| | S. Valencia | | | | | | | | | | | | |
| Region 1 Totals | | 100% | | | | | | | | | | | |
| Region 2 Northeast | Colfax | | | | | | | | | | | | |
| | Guadalupe | | | | | | | | | | | | |
| | Quay | | | | | | | | | | | | |
| | Rio Arriba | | | | | | | | | | | | |
| | San Miguel | | | | | | | | | | | | |
| | Sandoval | | | | | | | | | | | | |
| | Santa Fe | | | | | | | | | | | | |
| | Taos | | | | | | | | | | | | |
| Region 2 Totals | | N/A | | | | | | | | | | | |
| Region 3 Central | NE Bernalillo | 100% | | | | | | | | | | | |
| | NW Bernalillo | 100% | | | | | | | | | | | |
| | SE Bernalillo | | | | | | | | | | | | |
| | SW Bernalillo | | | | | | | | | | | | |
| | Torrance | | | | | | | | | | | | |
| Region 3 Totals | | 100% | | | | | | | | | | | |
| Region 4 Southeast | Chaves | | | | | | | | | | | | |
| | Curry | | | | | | | | | | | | |
| | Artesia | | | | | | | | | | | | |
| | Carlsbad | 100% | | | | | | | | | | | |
| | Lea | | | | | | | | | | | | |
| | Lincoln | | | | | | | | | | | | |
| | Roosevelt | | | | | | | | | | | | |
| Region 4 Totals | | 100% | | | | | | | | | | | |
| Region 5 Southwest | E. Dona Ana | 100% | | | | | | | | | | | |
| | Grant | | | | | | | | | | | | |
| | Luna | | | | | | | | | | | | |
| | Otero | | | | | | | | | | | | |
| | S. Dona Ana | 100% | | | | | | | | | | | |
| | W. Dona Ana | 100% | | | | | | | | | | | |
| Region 5 Totals | | 100% | | | | | | | | | | | |
| Statewide Totals | | 100% | | | | | | | | | | | |