




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 21-23

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: August 11, 2021
RE: FFY 2021 SNAP Performance Report-Sixth

Attached please find the sixth 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 March 2021. 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: Sixth SNAP Performance Report for FFY 2021



SNAP PERFORMANCE REPORT

Sixth Edition

Federal Fiscal Year 2021

Quality Control Review Findings
October 2020 – March 2021

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

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SNAP Performance Report

SNAP Performance Report: Sixth 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 March 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:

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

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 March 2021.

Ineligible Benefits

\$5,544 (5.14%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$10,109 was incorrectly issued to recipients and is a combination of overpaid, underpaid, and ineligible benefits. This is based on the total cases reviewed by QC and the \$107,828 total benefits issued within those cases.



Underpaid Benefits

\$806 (0.75%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

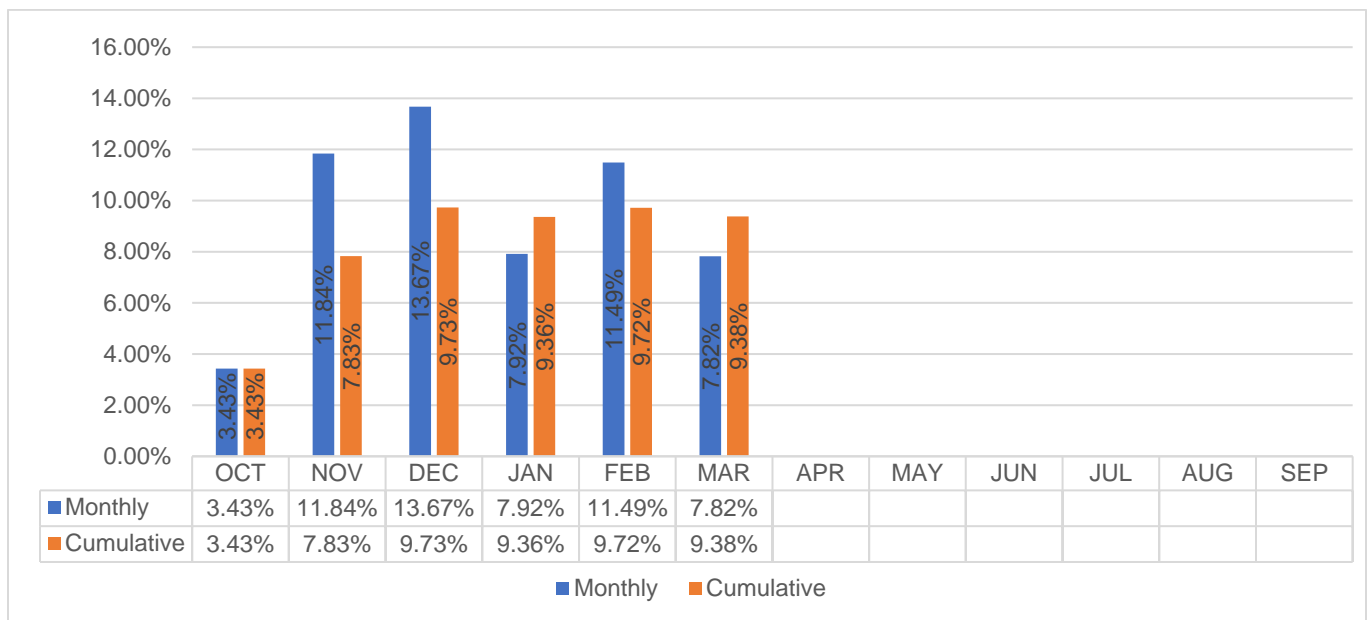
Overpaid Benefits

\$3,759 (3.49%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Total Benefits Paid	\$107,828
Total Error Amount	\$107,828
Total Cases Reviewed by QC	439
Total Cases with Errors	55
Total Correct Cases	384
Total Cases with Overpaid Benefits	30
Total Cases with Underpaid Benefits	7
Total Cases with Ineligible Benefits	18
Cases Dropped (Not Reviewed by QC)	95

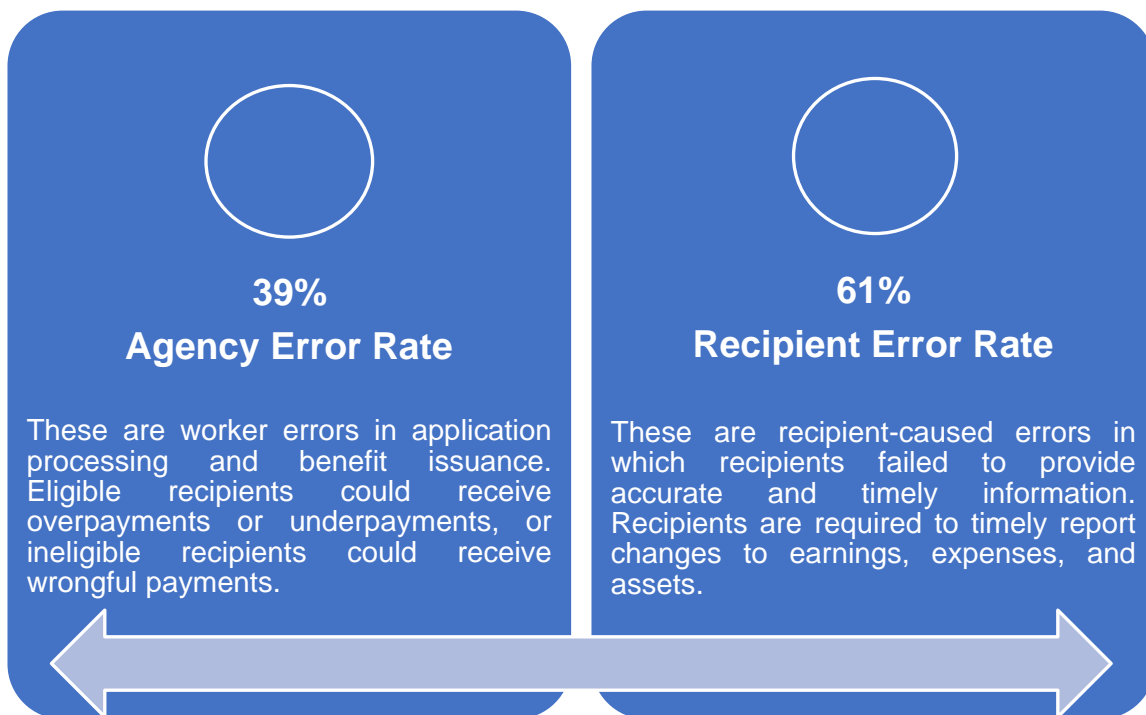
State Payment Error Rates

Monthly vs. Cumulative Error Rates



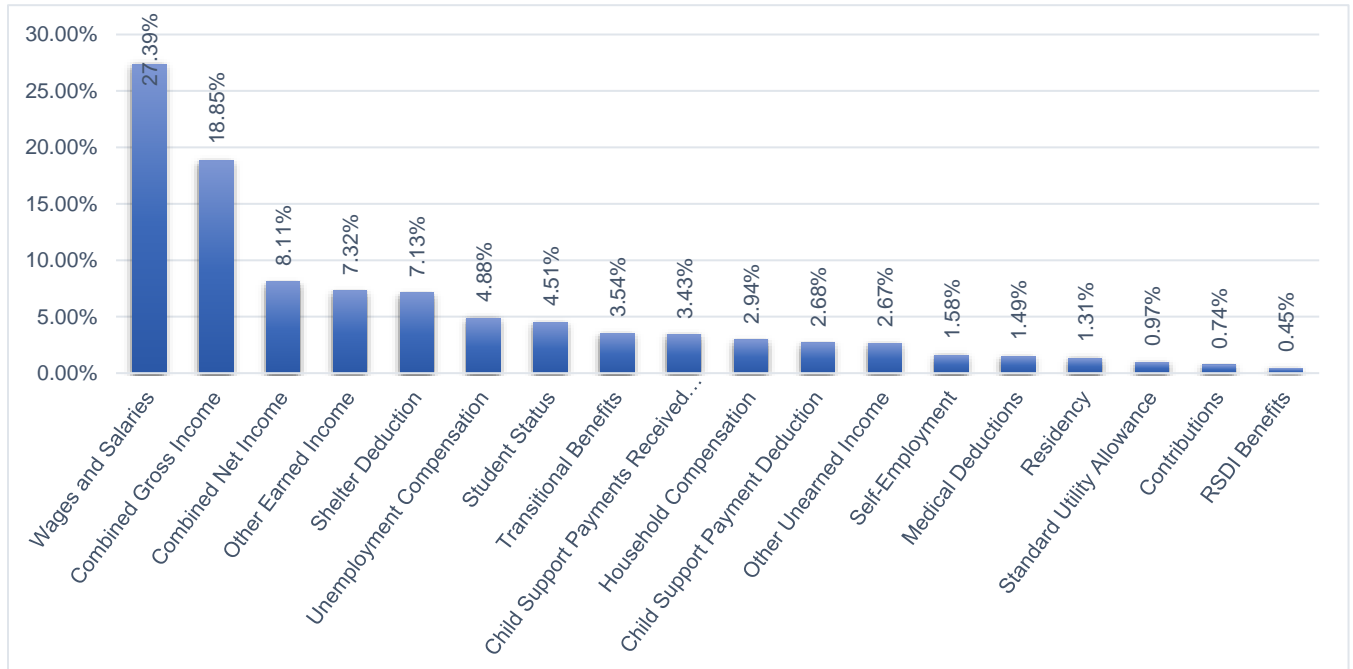
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$2,769	27.39%
Combined Gross Income	\$1,906	18.85%
Combine Net Income	\$820	8.11%
Other Earned Income	\$740	7.32%
Shelter Deduction	\$721	7.13%
Unemployment Compensation	\$493	4.88%
Student Status	\$456	4.51%
Transitional Benefits	\$358	3.54%
Child Support Payments Received from Absent Parent	\$347	3.43%
Household Composition	\$297	2.94%
Child Support Payment Deduction	\$271	2.68%
Other Unearned Income	\$270	2.67%
Self-Employment	\$160	1.58%
Medical Deductions	\$151	1.49%
Residency	\$132	1.31%
Standard Utility Allowance	\$98	0.97%
Contributions	\$75	0.74%
RSDI Benefits	\$45	0.45%



Payment Error Findings as Reported to Field Offices

March 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10497	Child Support Payment Deduction	Deduction that should have been included was not	Under	\$102	\$676 UCB allowed at last action correct based on DWS inquiry. QC determined agency failed to allow CS deduction based on DWS inquiry for last action as case comments dated 10/9/20 notes scans completed SOLQ, WN, CSED DWS. Agency allowed weekly UCB based on DWS inquiry with same inquiry verifies weekly CS deduction. QC verified client active in CSED with court ordered CS. QC allowed \$340 CS deduction based on \$85 weekly CS deduction from UCB. Corrected figures final determination. HH ineligible for allotment of \$487 in review.
10499	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$87	QC verified at time of recertification 3/17/20 submission client was already hired to work with hire date of 3/9/2020. QC verified with the mortgage company the HH obligated mortgage expense November 2019 through January 2021 was \$1487, changing to new mortgage expense of \$724 effective 02/1/2021. QC determined HH withheld reporting new employment at recert processing and reported the incorrect amount of shelter. QC corrected agency figures allowing 2 HHM, EI \$960, RSDI \$707, SSI \$107, \$1487 Shelter plus HCSUA. Corrected figures final determination.
10500	Combined Net Income	Exceeds prescribed limit	Ineligible	\$618	Agency figures were reviewed to determine 3 HHM, UCB of \$1768, Child support of \$380, shelter \$755.62 plus HCSUA. Review of DOL inquiry shows client filed for UCB and received 1st check dated 11/23/20. Case comments 1/7/21 agency notes rans scans to include DWS; however, no indication UCB allowed at last action. \$1768 allowed based on checks 12/10/20 \$442, 12/14/20 \$442, 12/21/20 \$442, 12/28/20 \$442. QC verified HH receives 2 separate monthly CS payments from absent parents. For AP 1 with CSED, QC averaged 6 months to determine \$180 plus \$200 CS from AP 2 for newborn. QC verified space rent of \$370 plus \$385.62 mortgage. QC verified client no longer receiving help from family members and started paying full shelter expenses in September 2020. Total \$1868 combined net income exceeding net income limit of \$1810. Final determination HH ineligible in corrected figures.
10510	Wages and Salaries	Employment status changed from unemployed to employed	Ineligible	\$234	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified client started working in April 2020. 1st month prior wages 02/2021 \$1945.60, 2nd month prior wages 01/2021 \$1917.6, 3rd month prior wages 12/2020 \$2834.40. HH exceeded the income standard in each of the 3 months prior to RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM (month 12/20) is what should have been reported for simplified reporting. QC allowed converted income of \$1890 based on wages received 12/02 \$944.80, 12/16 \$944.80 & 12/30 \$944.80. Total EI of \$1890 exceeds gross income standard of \$1755 for HHBG of one.

10529	Child Support Payment Deduction	Deduction included that should not have been	Over	\$90	For benefit month under review: QC verified with HH child support was not court ordered and HH stopped paying expense April 2019 when child turned 18. Per Policy 8.139.520.11G child support paid out must be court ordered to allow expense. QC determined HH not entitled to child support expense in RM or corrected figures. QC corrected agency figures allowed \$0 CS deduction.
10559	Unemployment Compensation	All income from source was known but not included	Ineligible	\$234	QC corrected agency figures and determined at initial certification the agency disregarded reported EI and failed to verify FDEB1 UCB income in NMDWS. HH stated has been employed since 03/2020 with no break in employment. QC verified with employer December 2020 pay date 12/4/20 Gross pay \$280; pay date 12/18/20 \$280; and pay date 12/31/20 \$420.00 to determine \$653 EI. QC verified HH has been actively receiving FDEB1 UCB since 10/14/20 with \$428 weekly to determine \$1712 UCB. QC determined this is countable UCB per State Extensions passed under CARES Act on 9/16/2020. \$2364 combined gross income for client determined HH ineligible due to gross earnings exceeding gross income standard of \$1755 for HHBG of 1.
10560	Self-Employment	More income received from this source than budgeted	Over	\$54	QC corrected agency figures allowing 2 HHM, \$456 UCB, \$574.29 SE, \$413.02 mortgage, \$68.83 home insurance, \$112.76 property tax, plus HCSUA. QC verified at agency last action client had reported her SE had slowed down, agency completely ended the self-employment. No evidence found SE ended. QC verified with SE slowing down due to pandemic; therefore, determine 2019 schedule C would not be indicative to anticipate SE earnings. HH provided a break-down of profit and loss on SE from 01/20 - 07/20 to use as best anticipated SE due to decrease in earnings from COVID. 1/20 = \$1033.75, 02/20 = \$793.75, 03/20 \$750, 04/20 \$581.25, 05/20 \$240, 06/20 \$381.25, 07/20 \$240 total of \$4020/7 months to determine \$574.29. QC verified shelter expenses of \$594.61 for last action IR 8/25/20.
10562	Household Composition	Ineligible person(s) included	Over	\$127	QC determined agency received fax client updated information from a reliable source indicating a household member moved to the State of Nevada 9/21/20; therefore, determined as known and verified. Agency made note on information received for MA with error message received on change action; therefore, no action taken. Agency action taken 2/17/21 to remove 2 HH members effective 4/21. QC corrected agency figures allowing \$0 EI, \$945 shelter plus HCSUA for 4 HH members. QC verified other individual not part of HHBG at time of agency received information from BCBS. Corrected figures final determination.

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%	0.00%	0.00%	0.00%	93.82%							39.57%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%	0.00%							17.03%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	N. Valencia	0.00%	71.77%	27.83%	12.44%	53.97%	0.00%							32.89%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Region 1 Totals	3.06%	15.82%	6.70%	27.57%	14.30%	35.55%							
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Quay	0.00%	26.22%	0.00%	0.00%	0.00%	0.00%							19.65%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%	0.00%							10.40%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%							7.13%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Taos	0.00%	9.60%	0.00%	0.00%	0.00%	0.00%							2.76%
Region 2 Totals	6.22%	6.03%	7.19%	4.45%	0.00%	6.89%								5.45%
Region 3 Central Region	NE Bernalillo	16.14%	22.84%	21.29%	0.00%	5.95%	0.00%							11.63%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%							10.70%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%							20.88%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%							10.91%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%							37.70%
	Region 3 Totals	6.15%	13.74%	29.65%	0.83%	20.95%	2.60%							
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%							1.86%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%	0.00%							9.88%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Lea	0.00%	16.33%	0.00%	0.00%	0.00%	0.00%							8.97%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	57.32%							8.50%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 4 Totals	0.00%	10.54%	0.00%	0.00%	0.00%	11.50%								4.64%
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%							6.98%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%							7.76%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%	19.23%	0.00%							8.86%
Region 5 Totals	0.00%	11.63%	0.00%	4.03%	2.98%	1.85%								3.85%
State Totals	3.43%	11.84%	13.67%	7.92%	11.49%	7.82%								9.38%

SNAP Payment Error Rates Mitigation Strategies

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

- 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

Invalid Closure Breakdown

Out of the 70 invalid denials/closures identified, 26 were identified as incorrect closures, and 44 were identified as incorrect denials.

Negative Error Amount

70 cases out of 331 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

21.15%
CAPER
Error Rate

Incorrect Notices

44.29% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

55.71% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	373
Cases Dropped (Not Reviewed by QC)	42
Total Cases Reviewed	331
Total Valid Cases	261
Total Invalid Cases	70

Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - March 2021

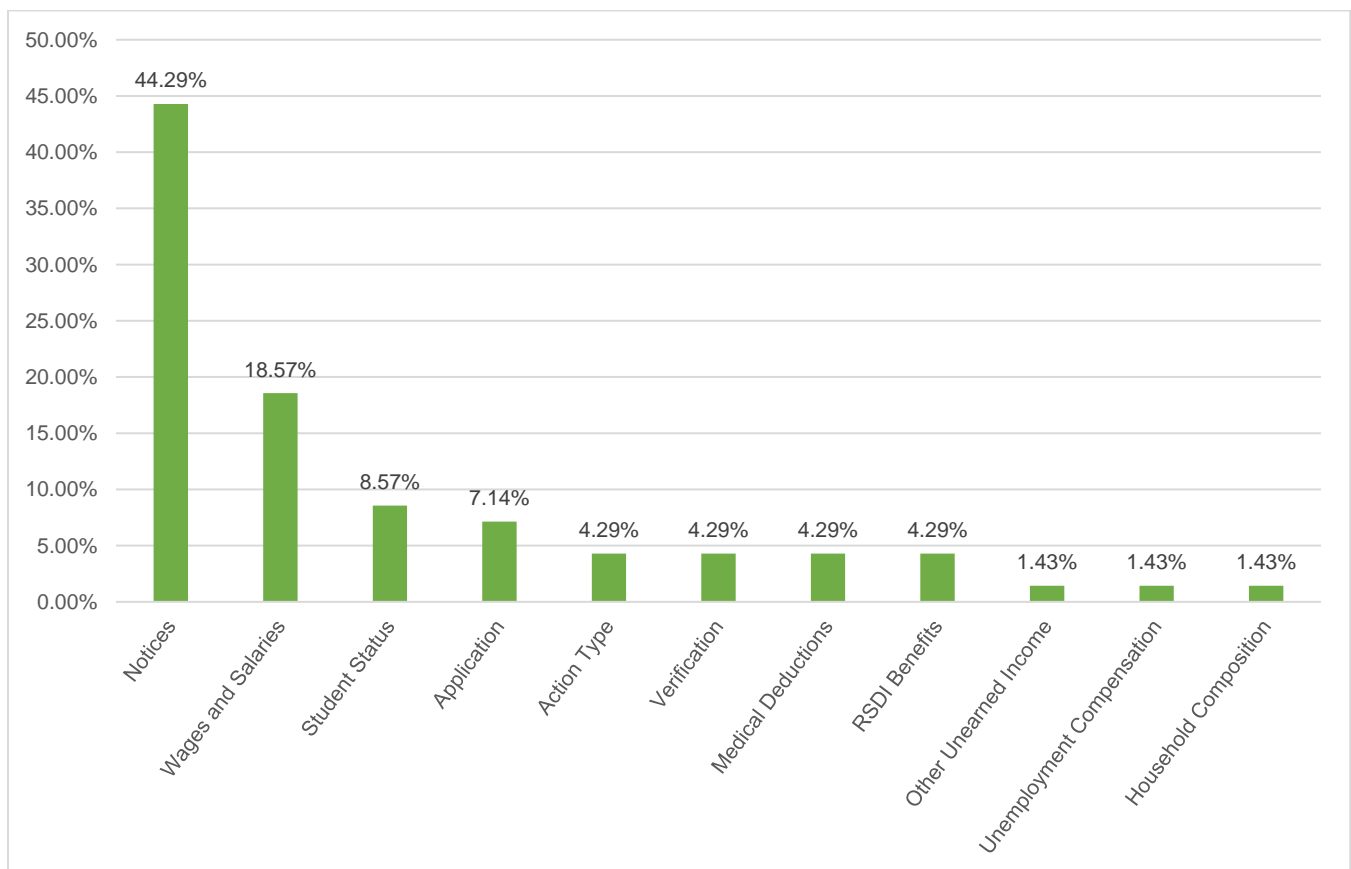
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice reason does not match reason for action	5	5	10	14.49%
Notice was not complete	10	0	10	14.49%
Notice not clearly understandable	4	5	9	13.04%
Notice was sent to wrong address	2	0	2	2.90%
Total	21	10	31	44.93%
Wages and Salaries				
Improper income calculation	3	2	5	7.25%
Policy incorrectly applied	2	2	4	5.80%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.45%
Agency failed to follow up on known and reported impending changes.	1	0	1	1.45%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	1.45%
Income from known/processed source included that should have been	0	1	1	1.45%
Total	8	5	13	18.84%
Student Status				
Agency failed to follow up on inconsistent or incomplete information	4	1	5	7.25%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	1.45%
Total	5	1	6	8.70%
Application				
Late denial agency failed to process the application timely	4	0	4	5.80%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.45%
Total	4	1	5	7.25%
Action Type				
Policy incorrectly applied	1	2	3	4.35%
Total	1	2	3	4.35%
Verification				
Improper Denial/Termination - failure to provide - household never notified of needed verification	0	2	2	2.90%
Improper Denial/Termination – failure to provide – verification was received or is in case file	1	0	1	1.45%
Total	1	2	3	4.35%
Medical Deductions				
Deduction that should have been included was not	2	0	2	2.90%
Failed to consider or incorrectly considered medical deductions	1	0	1	1.45%
Total	3	0	3	4.35%

RSDI Benefits				
Agency failed to follow up on known and reported impending changes	0	1	1	1.45%
Income from known/processed source included that should not have been	0	1	1	1.45%
Failed to consider or incorrectly considered reported information	0	1	1	1.45%
Total	0	3	3	4.35%
Other Unearned Income				
Policy incorrectly applied	1	0	1	1.45%
Total	1	0	1	1.45%
Unemployment Compensation				
Agency failed to follow up on known and reported impending changes	0	1	1	1.45%
Total	0	1	1	1.45%

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
	Count	Percentage	Count	Percentage		
Notices	21	30.00%	10	14.29%	31	44.29%
Wages and Salaries	8	11.43%	5	7.14%	13	18.57%
Student Status	5	7.14%	1	1.43%	6	8.57%
Application	4	5.71%	1	1.43%	5	7.14%
Action Type	1	1.43%	2	2.86%	3	4.29%
Verification	1	1.43%	2	2.86%	3	4.29%
Medical Deductions	3	4.29%	0	0.00%	3	4.29%
RSDI Benefits	0	0.00%	3	4.29%	3	4.29%
Other Unearned Income	1	1.43%	0	0.00%	1	1.43%
Unemployment Composition	0	0.00%	1	1.43%	1	1.43%
Household Composition	0	0.00%	1	1.43%	1	1.43%



CAPER Error Findings as Reported to the Field Offices

March 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
384	Policy & Notice	Review of ASPEN ECF shows pay stub for client 3/19/21 \$846.48 gross; letter from employer dated 3/24/21 which states last date of employment will be 3/26/21; SSA letter for client shows RSDI \$373 monthly and lease agreement verifying \$750 rent with utilities included. ASPEN Employment Projection Summary scan shows: 3/05/21 \$866.60 (client statement) + 3/19/21 \$846.48 check + 4/02/21 \$787.74 (employer statement/final). ASPEN Employ Budget Summary scan shows \$1713.08 income for 3/2021. QC did not locate pay stub 03/05/21 \$866.60 in ECF & found no documentation that agency verified this information with employer. 3/23/21 determined agency entered information pay dates 3/12/21, 3/26/21 & 4/2/21 as final dates with \$866.60 entered as what was reported on application – 70 hrs. at \$12.38; end date of 3/26/21 with date of final paycheck 4/2/21. When check was received for 3/19/21, agency updated the one check and changed dates for 3/5/21. Further, review of application shows HH reported income source from selling things that have cultural significance” – amount received no answer provided was not questioned or asked by the agency at interview. QC finds denial on net income is incorrect due to policy misapplication; notice issued was not easily understandable, clear & accurate on all reasons. Reason for denial listed on application did not correspond with CR information.
400	Notice	QC viewed ECF and ASPEN Correspondence History and found no evidence requested verification was provided. QC determined action to close for failure to provide was accurate however, review of notice showed HH was informed of case closure effective April 2021. QC found this to be inaccurate and confusing to HH. System shows no benefits issued subsequent to February.
401	Notice	QC determined reason listed on Notice of Case Action - closure for not providing requested verification does not correspond with agency documentation of case closure due to exceeding income guidelines.
409	Policy & Notice	QC determined HH reported client paying medical insurance premium and SOLQ shows client has Medicare Part B Premium of \$148.50 - not on buy in. HH was entitled to medical deduction of \$113.50. Although denial reason is accurate, agency failure to all medical deduction resulted in all information listed on notice determined inaccurate.
410	Notice	QC determined action taken by agency correct and effective date noted by agency of 4/2021 was correct. QC review of notice found HH is informed of closure effective May 2021 is inaccurate and confusing to HH. System shows no benefits issued subsequent to March 2021.
424	Policy & Notice	CR shows ASPEN projection periods for HH: RSDI - ASPEN Projection Period 8/1/2020-8/31/2020 with pay date 8/1/2020 \$1285 pay verification SOLQ; RSDI - ASPEN Projection Period 12/3/2020-1/01/2021 with pay date 01/01/2021 \$301 pay verification BENDEX/SDX; UCB - ASPEN Projection Period 2/2/2021-3/4/2021 with pay dates 2/7/21 \$122, 2/14/21 \$122, 2/21/21 \$122, 2/28/21 \$122. QC Interface review finds SOLQ verifies client RSDI \$1302- effective 01/01/2021; SOLQ verifies client RSDI \$301- effective 01/01/2021; NMDWS verifies client UCB- Standard UI \$122 WBA. QC determines negative action is invalid as clients RSDI increased to \$1302 12/01/2020. ASPEN system did not update RSDI at federal updates effective 1/21 to new amount of \$1301. SNAP calculation table shows incorrect amount of \$2074, as it should be \$2091 in allowing clients RSDI effective 01/01/2021 to \$1301. QC determined notice incorrect.
425	Policy	QC determined this review an invalid closure. HH is on simplified reporting; The agency closed the SNAP for loss of employment within an active certification period. Per policy 8.139.120.9 H. Action on changes reported outside of the interim report form: In addition to changes that must be reported in accordance with Subsection G of 8.139.120.9 NMAC, ISD must act on changes in between interim report forms, if it would increase the household's benefits. ISD shall not act on changes that would result in a decrease in the household's benefits. Based on policy 8.139.120.9 I (5) as household failed to provide necessary verification for changes reported SNAP benefit amount shall revert to the original benefit amount – no action should have been taken to SNAP until recertification due 5/21. QC determined the agencies negative action to close snap in between interim report forms for loss of employment invalid based on policy 8.139.120.9 H subsection G. SR policy incorrectly applied.

CAPER Error Rates

Regional and County Breakdowns

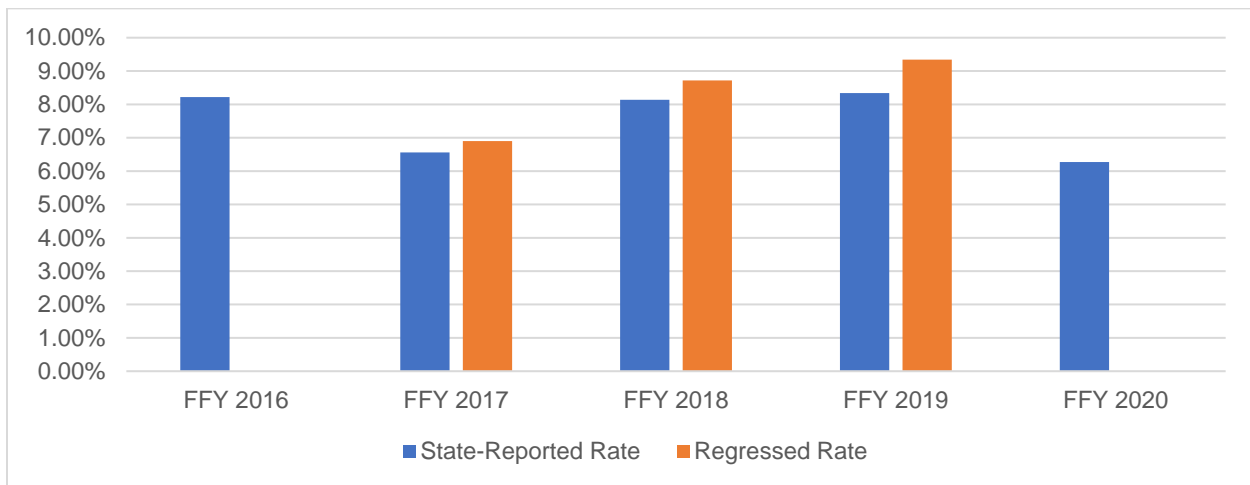
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%							25.00%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%							36.36%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%							25.00%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%							100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%							14.29%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 1 Totals		42.86%	15.38%	25.00%	14.29%	30.00%	20.00%							26.32%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Rio Arriba	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%							40.00%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%							20.00%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%							37.50%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%							30.00%
Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%							33.33%	
Region 2 Totals		37.50%	9.09%	33.33%	16.67%	28.57%	100.0%							26.19%
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%							18.75%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%							10.00%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%							25.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%	50.00%							32.35%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 3 Totals		22.73%	12.00%	20.69%	13.33%	41.67%	20.00%							20.34%
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%							16.67%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%							16.67%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%							10.00%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%							27.27%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 4 Totals		0.00%	0.00%	55.56%	25.00%	33.33%	0.00%							16.67%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%	0.00%							13.33%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%							16.67%
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%							16.67%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%							9.09%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%							40.00%
Region 5 Totals		8.33%	27.27%	21.43%	50.00%	0.00%	22.22%							18.33%
State Totals		21.43%	13.24%	27.54%	20.45%	26.19%	18.42%							21.15%

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.**

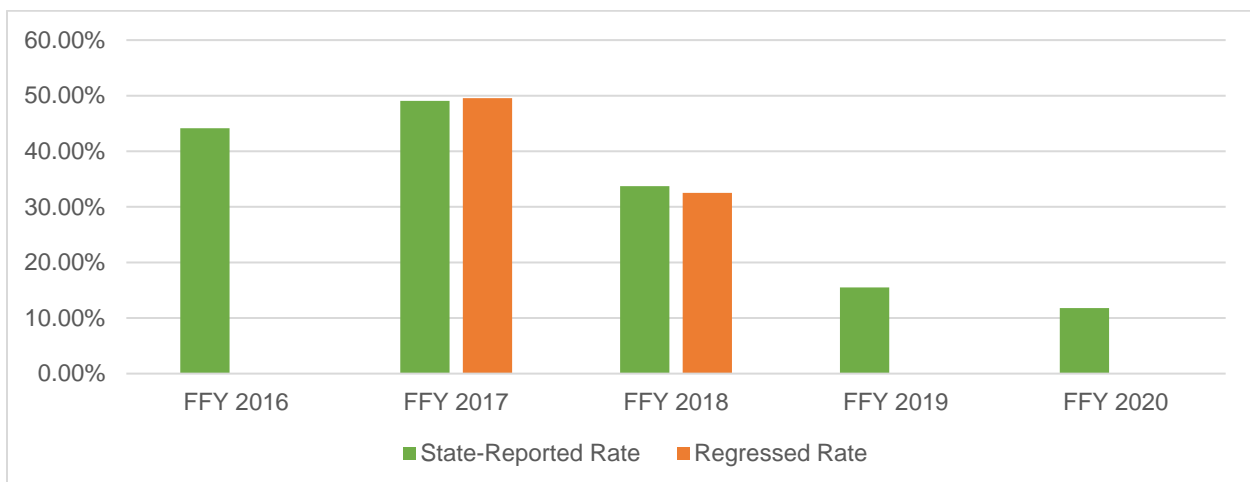
Payment Error Rate

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			100.0%			100.0%						
	McKinley			100.0%	100.0%		100.0%						
	San Juan			100.0%	100.0%	100.0%							
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia					100.0%							
	S. Valencia												
Region 1 Totals		100.0%	N/A	100.0%	100.0%	100.0%	100.0%						
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%									
	San Miguel			100.0%	100.0%		100.0%						
	Sandoval						100.0%						
	Santa Fe			100.0%									
	Taos			0.00%			100.0%						
Region 2 Totals		N/A	100.0%	80.0%	100.0%	N/A	100.0%						
Region 3 Central	NE Bernalillo	100.0%		100.0%		100.0%							
	NW Bernalillo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
	SE Bernalillo												
	SW Bernalillo		100.0%		100.0%	100.0%							
	Torrance												
Region 3 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
N Region 4 Southeast	Chaves		100.0%	100.0%			100.0%						
	Curry				100.0%		100.0%						
	Artesia												
	Carlsbad	100.0%				100.0%	100.0%						
	Lea												
	Lincoln				100.0%								
	Roosevelt												
Region 4 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Region 5 Southwest	E. Dona Ana	100.0%		100.0%	100.0%								
	Grant					100.0%							
	Luna						100.0%						
	Otero					100.0%							
	S. Dona Ana	100.0%		100.0%	100.0%		100.0%						
	W. Dona Ana	100.0%	100.0%		100.0%								
Region 5 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Statewide Totals		100.0%	100.0%	94.44%	100.0%	100.0%	100.0%						