




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 22-04

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** February 8, 2022  
**RE:** FFY 2021 SNAP Performance Report-Final

Attached please find the final 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 September 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 Accuracy Improvement team, as well as the ROM's requirement to review five Pre-disposition SNAP cases and two SNAP denials. 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](mailto:Carolyn.Craven@state.nm.us).

Attachment: Final SNAP Performance Report for FFY 2021



# SNAP PERFORMANCE REPORT

**Final Edition**

**Federal Fiscal Year 2021**

Quality Control Review Findings  
October 2020 – September 2021

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

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# SNAP Performance Report

## SNAP Performance Report: Final 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:

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

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.

### Ineligible Benefits

\$10,931 (4.59%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$21,565 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 \$238,078 total benefits issued within those cases.



### Underpaid Benefits

\$2,488 (1.05%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

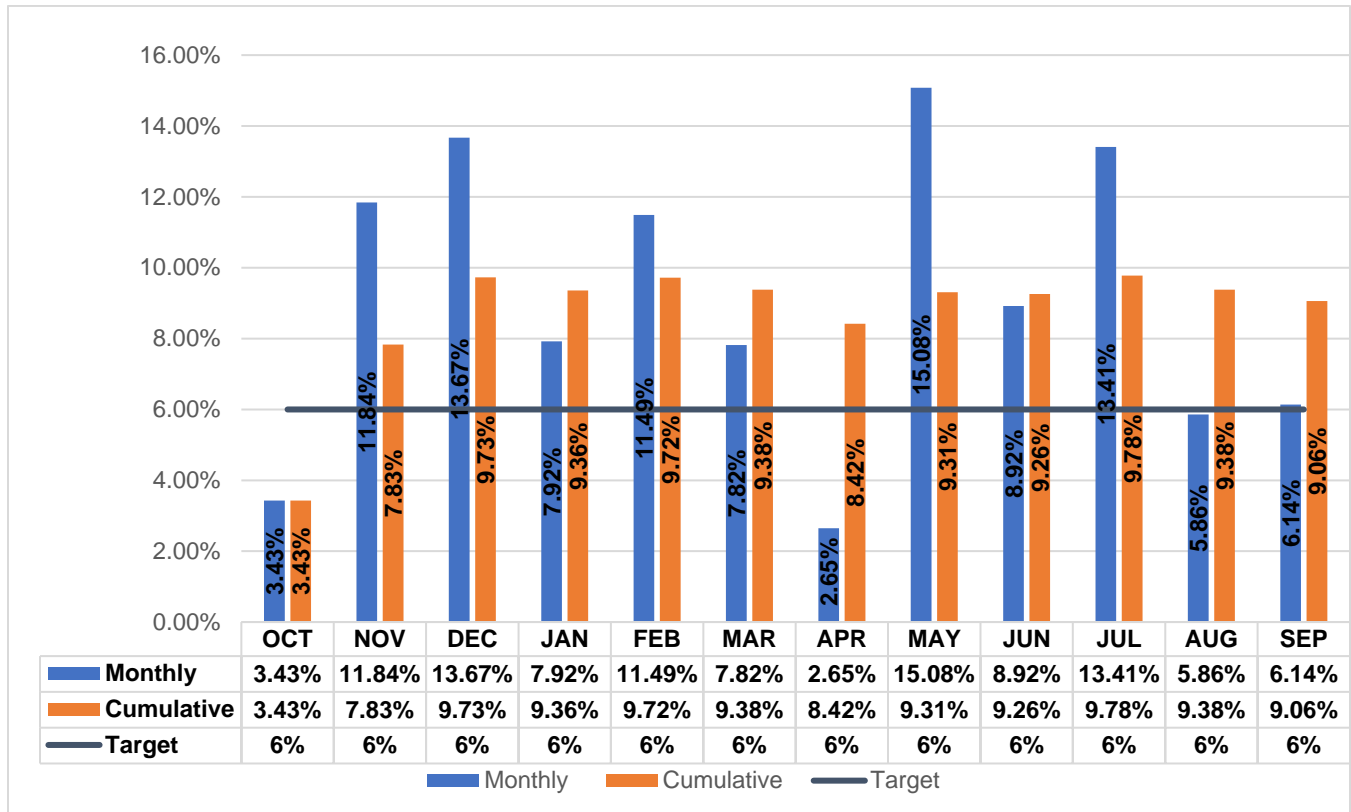
### Overpaid Benefits

\$8,146 (3.42%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

<b>Total Benefits Paid</b>	<b>\$238,078</b>
<b>Total Error Amount</b>	<b>\$21,565</b>
<b>Total Cases Reviewed by QC</b>	<b>888</b>
Total Cases with Errors	122
Total Correct Cases	766
Total Cases with Overpaid Benefits	60
Total Cases with Underpaid Benefits	23
Total Cases with Ineligible Benefits	39
Cases Dropped (Not Reviewed by QC)	198

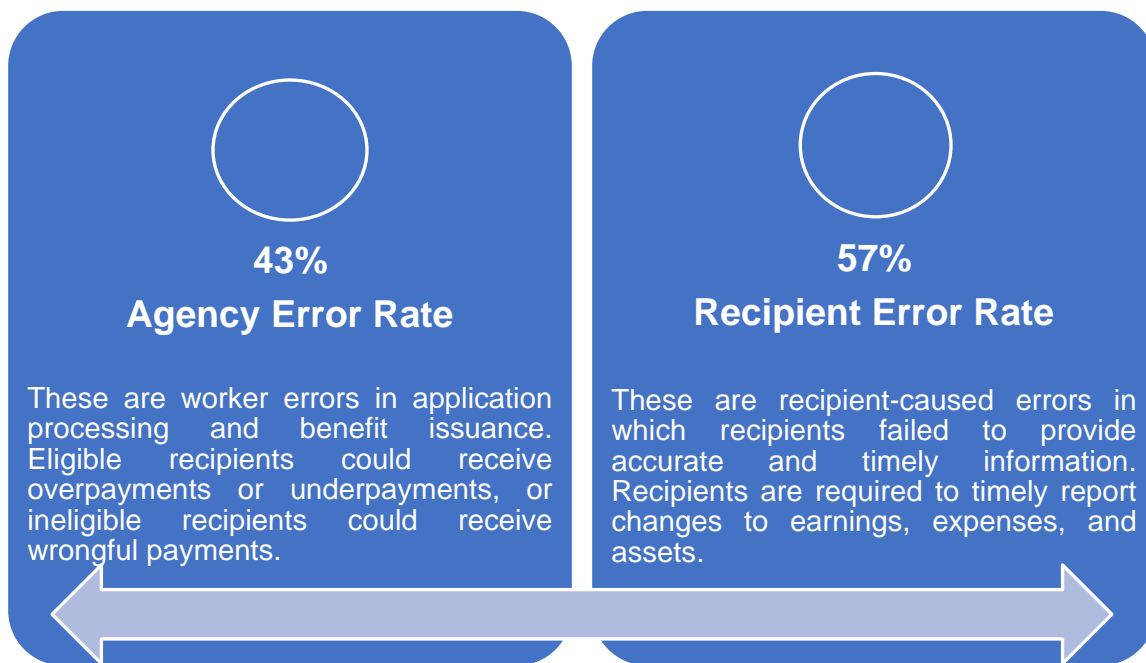
## State Payment Error Rates

### Monthly vs. Cumulative Error Rates



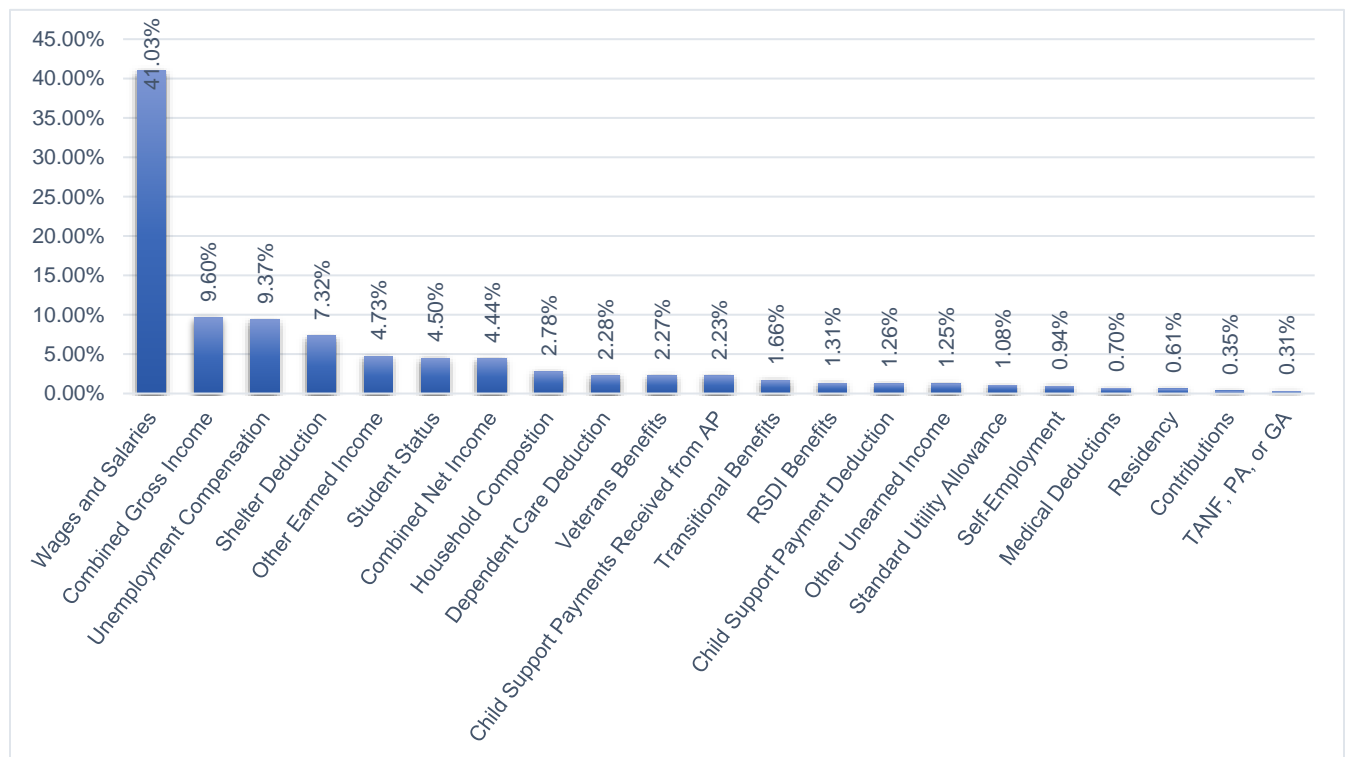
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$8,849	41.03%
Combined Gross Income	\$2,070	9.60%
Unemployment Compensation	\$2,020	9.37%
Shelter Deduction	\$1,578	7.32%
Other Earned Income	\$1,021	4.73%
Student Status	\$971	4.50%
Combined Net Income	\$957	4.44%
Household Composition	\$599	2.78%
Dependent Care Deduction	\$491	2.28%
Veterans Benefits	\$489	2.27%
Child Support Payments Received from Absent Parent	\$480	2.23%
Transitional Benefits	\$358	1.66%
RSDI Benefits	\$282	1.31%
Child Support Payment Deduction	\$271	1.26%
Other Unearned Income	\$270	1.25%
Standard Utility Allowance	\$232	1.08%
Self-Employment	\$202	0.94%
Medical Deductions	\$151	0.70%
Residency	\$132	0.61%
Contributions	\$75	0.35%
TANF, PA, or GA	\$67	0.31%



## Payment Error Findings as Reported to Field Offices

September 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
11095	Shelter Deduction	Deduction included that should not have been	Over	\$81	RM: 3 HHM, \$1770 EI, \$0.00 Shelter plus HCSUA. During QC interview with the HH it was found HH has \$0.00 shelter obligation; HH disclosed at last action \$575 shelter expense incorrectly reported by Comp II: 3 HHM, \$1794 EI, \$0 shelter plus HCSUA. QC used RM circumstances as final determination due to least quantitative error.
11105	Shelter Deduction	Deduction included that should not have been	Over	\$55	QC verified monthly space rent of \$262 plus \$5.58 monthly taxes. HH reported paying \$350 monthly in space rent to the agency; however, amount reported was a combination of gas, garbage, and water with space rent. QC verified with landlord space rent charged separately. QC reviewed monthly expenses reported at recertification; reviewed out of pocket medical expenses for 7/20 and allowed \$49.11 total medical deduction. Agency allowed \$77.86 medical deduction at recertification plus continued to allow \$50 medical receipts from 6/1/18, \$13.90 for Medicare Part D plus \$95.08 for prescription drugs from 5/1/18 to total \$201.84 medical deduction.
11157	Other Earned Income	More income received from this source than budgeted	Over	\$46	HH had reported \$400 monthly other EI, agency documented received and processed, however agency failed to count reported income. QC final determination, 1 HHM, \$400 OEI and no shelter expenses.
11168	Shelter Deduction	Deduction included that should not have been	Over	\$43	QC reviewed agency last action and determined on 6/30/2020 agency notated shelter obligation questionable and sent a HUMAD. CR shows HH did not submit the requested verification back to the agency, shelter not allowed. QC determined the agency was correct to exclude the questionable expense as the HH never submitted verification. QC verified HH had no obligated home insurance expense at last action. Case comments shows medical expense Part B premium is present, state billing shows NM eligibility; MC QMB no change; ASPEN medical expense screen for \$187.60 Medicare premium Part B was not updated to reflect 3rd party paying the expense. QC corrected agency figures allowing 1 HHM, RSDI \$1004, \$0 mortgage, \$10.65 property tax, \$0 home insurance, plus HCSUA with \$0 medical deduction allowed. Corrected figures final determination.
11153	Shelter Deduction	Other	Under	\$77	RM: \$1740 UEI, \$600 shelter plus HCSUA. During QC interview, HH reported she paid \$600 rent in review month and 11/20 last action. She has been renting at this location since 5/3/20 and stated it was an error on her part that she reported the incorrect shelter expense. QC verified with Landlord \$600 monthly rent from 5/3/20 to 9/21. Comp II: \$2011 UEI, \$600 shelter expense plus HCSUA. QC verified \$600 shelter expense. Total \$1818 net income exceeds net income limit of \$1810 to determine HH ineligible. RM circumstances as final determination as it is the least quantitative error between both comparisons.
11142	Dependent Care Deduction	Deduction that should have been included was not	Under	\$81	QC reviewed agency last action, verifying that dependent care expense was \$570 at last action plus mileage at 4.2 round trip * 12 workdays a month to total 50.4 monthly miles * \$57.5 (2020 mileage rate) = \$28.98 monthly mileage amount. HH reported no changes to childcare expense at recertification that



					agency failed to verify what was reported in 12/2020. No evidence of HUMAD sent to HH to verify expenses. QC determined for child support, the agency used incorrect amount for 02/2021 counting a payment of \$29.77, which was paid by payor 1/22/2021, counted in 01/2021 gross child support. QC corrected agency figures and averaged 3 months: January 2021 \$494, February 2021 \$247, March 2021 \$494 to determine \$411.66 CS. Shelter was verified with LL \$200 obligated expense since 2017. QC found shelter was reported incorrectly by the HH to the agency. QC corrected agency figures allowing 3 HHM, \$455 EI, \$412 CSED, \$200 shelter expense plus HCSUA with \$599 dependent care deduction. Corrected figures final determination.
11124	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$75	RM income exceeding gross income standard; QC reviewed 3-month look back to determine if a reportable change occurred while on simplified reporting: 1st month prior 8/21 with \$4824.51, 2nd month prior 7/21 with \$4706.96 and 3rd month prior 6/21 with \$3175.59. 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 6/2021) is what should have been reported for simplified reporting. QC allowed converted income of \$860 EI, \$1262 EI and \$800 UCB with \$2922 total gross income exceeds income standard of \$2371 for HHBG of two to determine HH ineligible.
11107	Wages and Salaries	More income received from this source than budgeted	Under	\$168	RM: \$2377 EI, \$900 rent plus HCSUA. Client was employed since 9/1/20, no longer employed with other employer as of 7-23-21 & was employed as a temp at last action. Employer verified anticipated to work 10-15 hours per week at \$16.50/hr. Other employer verified HH was employed 7-30-13 to 7-23-21, client was anticipated to work between 35-40 hours per week at \$16/hr. Employer verified HH was employed 1-5-21 to 9-20-21. QC determined HH failed to report employment as HH had been employed since 1/5/21 with continuous weekly pay. Comp II \$1320 EI 2/15/21 \$750 and 3/1/21 \$600. Corrected figures based on \$825 EI, \$2475 EI \$1320 EI with total \$4620 EI. HH over gross income limit to determine ineligible. RM as final determination as it is the least quantitative error between both comparisons.
11120	Wages and Salaries	Employment status changed from employed to unemployed	Under	\$144	RM: determined 5 HHM, \$282 other unearned income, \$586 RSDI and \$586 RSDI, \$986.17 shelter plus HCSUA with \$0 dependent care deduction. QC corrected agency figures allowing 5 HHM, \$1586 EI, \$586 RSDI and \$586 RSDI, \$986.17 shelter expense plus HCSUA with \$0 dependent care deduction. QC verified with HH that dependent care expense was reported incorrectly at last action. QC used RM circumstances as final determination due to least quantitative error between both comparisons. Client on short term disability and allowed \$282 other UEI. QC is citing 311 (wages/salaries) and 346 (Other Unearned Income), however the main error is 323 (Dependent care).
11121	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$430	RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified client went back to work in October 2020. 1st month prior wages 08/2021 \$3705.46, 2nd month prior wages 07/2021 \$5346.77, 3rd month prior wages 06/2021 \$4015.84. 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 6/2021) is what should have been reported for simplified reporting. QC allowed converted income of \$4016 based on wages received 6/04/21 \$871.60,

					6/11/21 \$879.28, 6/18/21 \$1053.28 and 6/25/21 \$1211.68. Total EI of \$4016 exceeds gross income standard of \$2317 for HHBG of two to determine HH ineligible. Further, agency has client listed as disabled, QC finds that due to RSDI income being terminated in 2018 HH does not meet the criteria to be exempt from combined gross standard and must meet the limit. HH did not claim disability.
11174	Student Status	Eligible person(s) excluded	Under	\$47	RM: 5 HHM as client met student eligibility, \$2821 EI, \$700 shelter plus HCSUA. Comp II: 4 HHM (excluding client based on student status), \$2090 EI, \$700 shelter expense plus HCSUA. QC used RM circumstances as final determination due to least quantitative error between both comparisons. QC is citing 111 - student status and 150 - HH composition, however the main error is 311 earned income.
11111	Dependent Care Deduction	Deduction that should have been included was not	Under	\$45	QC finds that HH reported she paid childcare expense of \$250 and traveled 10 miles round trip for day care. QC determined application was completed 11/13/19 and agency only allowed monthly childcare payment with no mileage given. QC corrected agency figures and allowed last reported expense of \$250 plus \$152.32 mileage for total expense of \$402.32. Corrected figures based on EI \$1509 allowed due to rounding, \$730 shelter expense plus HCSUA with \$402.32 dependent care deduction allowed.
11113	Unemployment Compensation	Unreported source of income (do not use for change in employment status)	Ineligible	\$175	RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred while on simplified reporting. 08/2021: \$1936 UCB + \$1074.46 other UEI total \$3010.46; 07/2021 \$2420 UCB + \$1403.51 other UEI total \$3823.51; 06/2021 \$7744 UCB + \$1380.38 other UEI total \$9124.38. QC determined 3rd month prior to RM (month 6/21) over 165% FPG. A reportable change occurred, and income received for this month should have been reported by HH for simplified reporting. QC determined \$1936 converted UCB + \$1380.38 other EI = \$3316.38 total combined gross income exceeds gross income standard of \$1755 for HHBG of 1. HH ineligible.

# 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%	0.00%	0.0%	11.78%	0.00%	0.00%	0.00%	18.14%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.71%	0.00%	5.88%	0.00%	0.00%	1.36%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%	0.00%	0.00%	0.00%	3.43%	27.80%	0.00%	3.97%	10.94%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	13.64%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	N. Valencia	0.00%	71.7%	27.83%	12.44%	53.97%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	10.75%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	100.0%
<b>Region 1 Totals</b>		3.06%	15.82%	6.70%	27.57%	14.30%	35.55%	0.00%	11.14%	3.07%	5.66%	0.00%	1.62%	8.66%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%	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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	7.01%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%	0.00%	10.61%	0.00%	7.93%	0.00%	0.00%	0.00%	6.08%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.39%	10.23%	0.00%	0.00%	0.00%	24.92%	7.08%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%	0.00%	0.00%	23.57%	39.03%	0.00%	0.00%	14.66%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	22.70%	60.70%	0.00%	0.00%	7.05%	10.66%
Taos	0.00%	9.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.74%	100.0%	5.15%	
<b>Region 2 Totals</b>		6.22%	6.03%	7.19%	4.45%	0.00%	6.89%	9.39%	10.19%	19.04%	20.54%	5.03%	6.78%	9.59%
Region 3 Central Region	NE Bernalillo	16.14	22.84%	21.29%	0.00%	5.95%	0.00%	5.07%	12.44%	4.88%	0.00%	14.32%	11.99%	9.58%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%	18.49%	41.77%	25.23%	0.00%	7.16%	0.00%	13.50%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%	0.00%	15.87%	0.00%	0.00%	0.00%	10.96%	13.41%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%	0.00%	0.00%	5.64%	62.17%	1.16%	20.21%	11.00%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	17.30%
<b>Region 3 Totals</b>		6.15%	13.74%	29.65%	0.83%	20.95%	2.60%	5.85%	18.81%	9.85%	12.83%	4.42%	13.29%	11.81%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%	0.00%	0.00%	10.27%	19.13%	0.00%	0.00%	2.54%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.44%	0.00%	0.00%	7.51%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	37.50%	27.11%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%	0.00%	0.00%	0.00%	0.00%	27.56%	0.00%	7.21%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	57.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	6.52%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
<b>Region 4 Totals</b>		0.00%	10.54%	0.00%	0.00%	0.00%	11.50%	0.00%	0.00%	2.50%	9.42%	29.51%	6.57%	5.58%
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%	0.00%	41.14%	0.00%	24.83%	19.76%	3.66%	15.79%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	17.00%	0.00%	0.00%	3.46%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	4.63%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.20%	0.00%	0.00%	11.96%	7.93%	6.11%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.80%	0.00%	0.00%	1.25%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%	19.23%	0.00%	0.00%	11.08%	7.93%	29.57%	0.00%	0.00%	8.95%
<b>Region 5 Totals</b>		0.00%	11.63%	0.00%	4.03%	2.98%	1.85%	0.00%	22.38%	4.76%	17.19%	6.39%	1.72%	7.31%
<b>State Totals</b>		3.43%	11.84%	13.67%	7.92%	11.49%	7.82%	2.65%	15.08%	8.92%	13.41%	5.86%	6.14%	9.06%

## SNAP Payment Error Rates Mitigation Strategies

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

- 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 144 invalid denials/closures identified, 53 were identified as incorrect closures, and 91 were identified as incorrect denials.

### Negative Error Amount

144 cases out of 697 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**20.66%**

**CAPER  
Error Rate**

### Incorrect Notices

45.83% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

54.17% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	772
Cases Dropped (Not Reviewed by QC)	75
Total Cases Reviewed	697
Total Valid Cases	553
Total Invalid Cases	144

# Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - September 2021

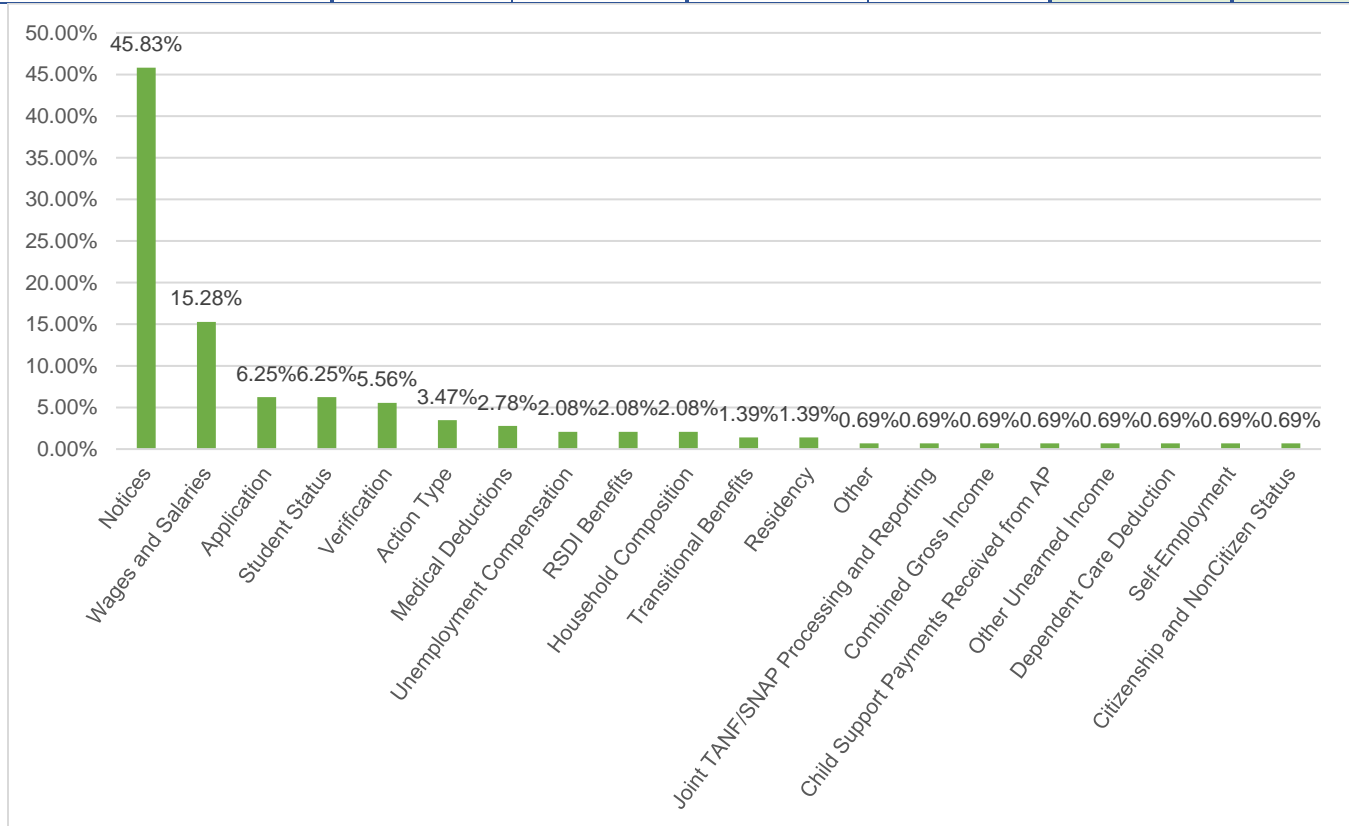
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice not clearly understandable	16	10	26	19.70%
Notice reason does not match reason for action	11	10	21	15.91%
Notice was not complete	14	1	15	11.36%
Notice was sent to wrong address	2	0	2	1.52%
Policy incorrectly applied	1	0	1	0.76%
Failed to send notice of actions	1	0	1	0.76%
<b>Total</b>	<b>45</b>	<b>21</b>	<b>66</b>	<b>50.00%</b>
<b>Wages and Salaries</b>				
Policy incorrectly applied	3	3	6	4.55%
Improper income calculation	4	2	6	4.55%
Improper calculation – Income averaged incorrectly	1	1	2	1.52%
Income from known/processed source included that should not have been	0	2	2	1.52%
Agency failed to follow up on inconsistent or incomplete information	2	0	2	1.52%
Agency failed to follow up on known and reported impending changes	1	0	1	0.76%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	0.76%
Averaging not used or incorrectly applied	1	0	1	0.76%
Failed to consider or incorrectly considered reported information	1	0	1	0.76%
<b>Total</b>	<b>14</b>	<b>8</b>	<b>22</b>	<b>16.67%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	7	0	7	5.30%
Policy incorrectly applied	1	0	1	0.76%
Improper denial within 30-day period for missing interview(s)	0	1	1	0.76%
<b>Total</b>	<b>8</b>	<b>1</b>	<b>9</b>	<b>6.82%</b>
<b>Student Status</b>				
Agency failed to follow up on inconsistent or incomplete information	5	1	6	4.55%
Failed to consider or incorrectly considered Eligible Student status	1	1	2	1.52%
Policy incorrectly applied	1	0	1	0.76%
<b>Total</b>	<b>7</b>	<b>2</b>	<b>9</b>	<b>6.82%</b>
<b>Verification</b>				
Improper Denial/Termination- failure to provide-household never notified of needed verification	0	3	3	2.27%
Improper Denial/Termination- failure to provide-verification was received or is in case file	1	1	2	1.52%
Improper denial prior to end of timeframe for providing verification	0	1	1	0.76%
Verification was in case file	1	0	1	0.76%
Agency failed to follow up on known and reported impending changes	0	1	1	0.76%
<b>Total</b>	<b>2</b>	<b>6</b>	<b>8</b>	<b>6.06%</b>

<b>Action Type</b>				
Policy incorrectly applied	1	4	5	3.79%
Total	1	4	5	3.79%
<b>Medical Deductions</b>				
Deduction that should have been included was not	2	0	2	1.52%
Failed to consider or incorrectly considered Medical deductions	2	0	2	1.52%
Total	4	0	4	3.03%
<b>Unemployment Compensation</b>				
Agency failed to follow up on known and reported impending changes	0	2	2	1.52%
Policy incorrectly applied	0	1	1	0.76%
Total	0	3	3	2.27%
<b>RSDI Benefits</b>				
Agency failed to follow up on known and reported impending changes	0	1	0	0.76%
Income from known/processed source included that should not have been	0	1	0	0.76%
Failed to consider or incorrectly considered reported information	0	1	0	0.76%
Total	0	3	0	2.27%
<b>Household Composition</b>				
Policy incorrectly applied	2	0	2	1.52%
Entitled to separate status	0	1	1	0.76%
Total	2	1	3	2.27%

# CAPER Errors – Cumulative Totals

## Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	45	31.25%	21	14.58%	66	45.83%
Wages and Salaries	14	9.72%	8	5.56%	22	15.28%
Application	8	5.56%	1	0.69%	9	6.25%
Student Status	7	4.86%	2	1.39%	9	6.25%
Verification	2	1.39%	6	4.17%	8	5.56%
Action Type	1	0.69%	4	2.78%	5	3.47%
Medical Deductions	4	2.78%	0	0.00%	4	2.78%
Unemployment Compensation	0	0.00%	3	2.08%	3	2.08%
RSDI Benefits	0	0.00%	3	2.08%	3	2.08%
Household Composition	2	1.39%	1	0.69%	3	2.08%
Transitional Benefits	1	0.69%	1	0.69%	2	1.39%
Residency	0	0.00%	2	1.39%	2	1.39%
Other	1	0.69%	0	0.00%	1	0.69%
Joint TANF/SNAP Processing and Reporting	0	0.00%	1	0.69%	1	0.69%
Combined Gross Income	1	0.69%	0	0.00%	1	0.69%
Child Support Payments Received from AP	1	0.69%	0	0.00%	1	0.69%
Other Unearned Income	1	0.69%	0	0.00%	1	0.69%
Dependent Care Deduction	1	0.69%	0	0.00%	1	0.69%
Self-Employment	1	0.69%	0	0.00%	1	0.69%
Citizenship and NonCitizen Status	1	0.69%	0	0.00%	1	0.69%





## CAPER Error Findings as Reported to the Field Offices

September 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
826	Notice	Review of ECF shows pay stubs for client from employer: 8/27/21 \$1201.98 and 9/10/21 \$1184.58 to total \$2386.56 / 2 HH members = \$1193.28 x 1 eligible member = prorated \$1193 gross EI. Review of CR shows HH allowed shelter deductions \$34.17 Home Insurance and \$5.83 Property Taxes as claimed by HH. QC finds HH eligible for \$0 based on application date 9/21/21. Notice is reflecting FFY 2022 FPG guidelines for approval of SNAP 10/2021 ongoing is correct; however, QC finds notice is not complete or accurate in explaining why the allotment for the application month is \$0. Notice is not clear, understandable, and concise on all parts.
830	Notice	QC finds notice to HH states HH eligible for \$0 in 9/2021 with explanation listed on notice due to net income. Notice to HH explains approval of \$268 for 10/2021 ongoing with calculation chart. However, QC finds notice is confusing as calculation chart only showing for approval and not the explanation to show how \$0 allotment determined for 9/2021; therefore, QC finds Notice is not clear, understandable, and concise on all parts
832	Policy & Notice	Review of SOLQ verified client: RSDI \$676 + SSI \$138; other hh member: RSDI \$303; other hh member: RSDI \$1872.50 with Medicare Part B Premium expense. Review of ASPEN shows \$1818.50 RSDI allowed with \$100.50 medical deduction (\$135.50 - \$35) Medicare premiums allowed from 2019. SOLQ shows \$1872.50 RSDI current amount with \$148.50 Medicare premium. \$1872.50 RSDI with \$113.50 medical deduction (\$148.50 - \$35) should have been allowed. NOCA incorrect with calculation table on notice incorrect.
839	Policy & Notice	Review of CR case comments for 09/21 does not indicate HUMAD sent or notation for action dated for 9/16/21. Case comments dated 5/28/21 agency notes attempted to contact customer; unable to leave message, did not certify closure want to deny not a citizen checked ECF for LPR number; closure; HUMAD due 6/17/21. Review of correspondence history NRF for HUMAD. No evidence found HH was notified to verify citizenship status in between reporting period. On 5/30/31 certification was extended due to COVID. Action and notice are incorrect.
844	Notice	QC review of income finds agency entered wages with employer Check stubs 8/17/21 \$342, 8/24/21 \$480 & 8/31/21 \$480 - not verified and 9/7/21 \$480 - not verified for projection period 8/12/21 - 9/11/21. Total EI \$1782 determined at termination. Further 8/17/21 \$342 initial check used; client reported to agency is going to be paid \$480 weekly. QC determined the calculation table on notice is incorrect. Also, NOCA sent is not clear or concise as notice sent to HH due to failure to provide verification. SNAP notice reasons shows HH over gross income limit and failure to provide required information, case comments by agency notes SNAP denying due to HH net income exceeds program limits.
847	Notice	QC determined action taken by agency and listed reason for closure was correct. However, QC found all information listed on notice was not accurate. QC determined month October 2021 listed on the notice is incorrect. NOCA incorrectly shows month October 2021 with HH denial August 2021 - October 2021 due to missed interview for action date of 9/3/21. Agency correct notice of denial on the 30th day following the date of application; however, denial notification should be for initial month of application and the next subsequent month. In addition, application 8/4/21 submitted notes client requesting information to be received via email. No evidence found agency sent notification via email to client prior to denial. Case comments dated 8/20/21 agency notes EBT returned as undeliverable, please verify mailing address.
848	Policy	QC review of SOLQ shows client has date of death: 5/13/21. QC unable to determine when information would have been made available for agency after 5/27/21. No indication found agency revisited notice of receipt for known information to further verify information from updated SOLQ or NM obituaries after 5/27/21. QC finds notice is correct; however, the date of action untimely. Negative action is invalid due to delay.
855	Notice	QC determined notice is not clear and concise, as notice does not explain why the HH will not get a benefit amount for initial application month, it just states \$0 but does provide a reason and shows \$792 for ongoing months.

859	Policy & Notice	QC determined agency applied policy incorrectly, as HH was originally approved as an eligible college student based on her meeting an exemption. After, action taken for denial for ineligible college student. No case comments listed to explain action, nor any information found in ECF to justify changes made to case. Action and notice are inaccurate with no supporting evidence to justify changes made to HH composition and eligibility
871	Policy & Notice	QC reviewed ECF and found no application dated 9/6/21 or 9/29/21 for case in review. QC found application under mother case. CC dated 9/7/21 for client under her mother's case. Notes client is living at home aged 21 she needs to be on mom's case until she turns 22. Tried calling client, no answer. 9/29/21 agency notes change action removed client from HH. QC determined that HH initial applied on 9/7/21 and application re-registered for 9/29/21 for case in review. On 9/29/21 HUMAD was issued requesting school documentation, however SNAP was denied and NOCA was issued to HH. QC determined action incorrect; action taken too soon prior to HUMAD due date of 10/13/21 as HH given until 10/13/21 to provide verification. HUMAD notes if verification is not provided by 10/13/21 we may deny or close your benefits. QC determined action invalid.
873	Policy	QC reviewed ASPEN CR and case comments and determined agency received alert stating Medicaid benefit suspension updated: HHM in case is incarcerated for more than 30 days. CR shows living arrangements "At Home" and no facility information. Case comments on 10/6/21 state suspension lifted as client was incarcerated 8/19/21-8/19/21. Case Comments also state facility information taken out of ASPEN records. QC reviewed action, notice and prisoner match. Prisoner Match confinement date 8/19/21 with status date 8/19/21. Inmate search shows client was released 8/19/21. No evidence to show HH was institutionalized for more than 30 days. QC determined action to terminate SNAP invalid.
875	Policy & Notice	QC reviewed notices, ASPEN screens and ECF and found that Notice of Appointment was sent but no missed Appointment was issued to HH for application 9/20/21 no show. Appointment Summary screen shows 9/23/21 at 3:00pm appointment status as a no show. QC determined on 9/23/21 SNAP was denied incorrectly on HH living in an institution. No interview was conducted; therefore, not evidence to make determination if institutionalized and for what length of time. Action taken too early with no opportunity given to HH for interview.
881	Policy & Notice	QC determined agency used outdated/incorrect UCB income to determine eligibility. QC completed DOL-UCB inquiry for client showing current 30 days of pay at agency action payment dates: 8/16/2021 Total Earnings Reported: \$120.00; WBA \$263, Authorized amount \$196; 8/24/2021 Total Earnings Reported: \$60.00; WBA \$263, Authorized amount \$256; 8/29/21 WBA \$263, Authorized Amount: \$263.00, and 9/10/2021 WBA \$263, Authorized Amount: \$263.00. QC allowing authorized payment amounts showing on payment detail scan 8/16/21 \$196 + 8/24/21 \$256 + 8/29/21 \$263 + 9/10/21 \$263= \$978 countable UCB. QC determined UCB \$978 + EI \$2923= \$3901 exceeding gross limit of \$2396 however, due to incorrect calculation by agency information listed on calculations table on the notice was inaccurate.
891	Policy & Notice	QC reviewed ASPEN SNAP Notice Reason screen shows: 1) No Eligible members 2) Eligibility denied. QC found notice does not address eligibility or benefit determination and fails to clearly indicate why HH was approved for \$0.00 for month of application, September 2021.
894	Policy & Notice	QC determined per agency CC on 9/2/2021 the pay used in the projection period was for a 2-month average & totals \$5891.63/8 weeks = \$736.45 wkly*4 weeks=\$2945.81 mthly average based on a 2-month average. Client is undocumented & his earnings are determined prorate; 2945.81/5 HHM=\$589*4 eligible HHM=\$2356 countable monthly EI for client. CR 9/14/2021 EW documented received employer statement for client confirming initial check received on 9/01 & added next two per employer list hours at 36 weekly at \$12 hourly rate and gets paid bi-weekly= \$864 biwkly; \$1728 monthly. Client ASPEN projection period 8/31/21-9/30/2021 with pay dates 9/1/21 \$150.84, 9/15/21 \$864 & 10/13/21 \$864- ASPEN Employ budget summary shows \$164.56. QC determined this review invalid due to incorrect income calculations and incorrect income listed on NOCA snap calculation table. QC determined notice and action incorrect.

# CAPER Error Rates

## Regional and County Breakdowns

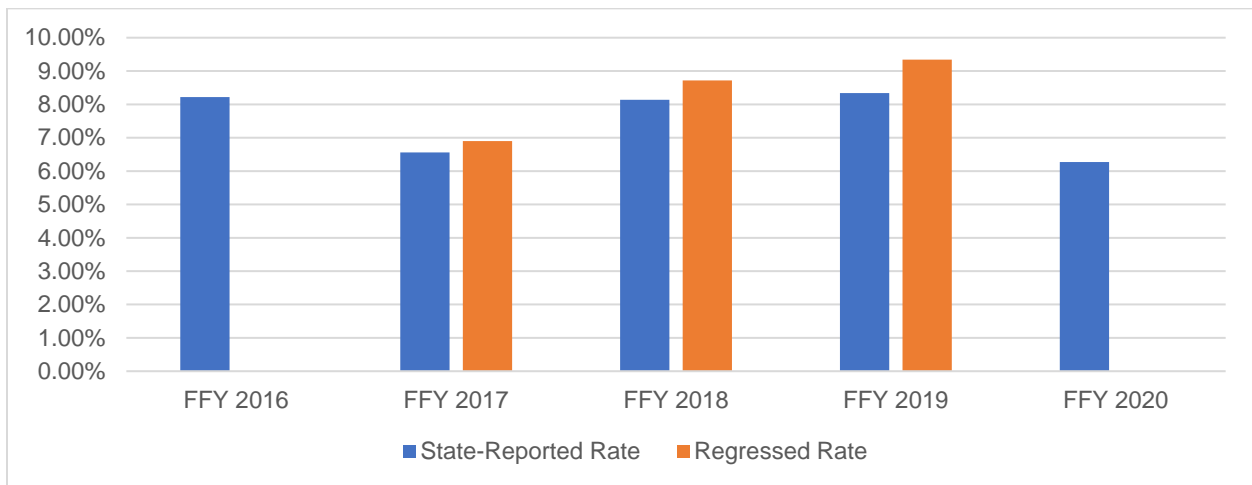
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.	
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	18.18%	
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	22.73%	
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%	0.00%	0.00%	20.00%	50.00%	57.14%	33.33%	30.36%	
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	25.00%	20.00%	
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	33.33%	60.00%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	33.33%	33.33%	0.00%	0.00%	50.00%	22.22%	
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
<b>Region 1 Totals</b>		<b>42.86%</b>	<b>15.38%</b>	<b>25.00%</b>	<b>14.29%</b>	<b>30.00%</b>	<b>20.00%</b>	<b>0.00%</b>	<b>20.00%</b>	<b>20.00%</b>	<b>40.00%</b>	<b>46.15%</b>	<b>26.67%</b>	<b>27.05%</b>	
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%	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%	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%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%	31.25%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	22.22%	
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%	50.00%	0.00%	75.00%	0.00%	33.33%	0.00%	32.00%	
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	25.00%	0.00%	23.81%	
Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	22.22%		
<b>Region 2 Totals</b>		<b>37.50%</b>	<b>9.09%</b>	<b>33.33%</b>	<b>16.67%</b>	<b>28.57%</b>	<b>100.0%</b>	<b>25.00%</b>	<b>25.00%</b>	<b>25.00%</b>	<b>0.00%</b>	<b>40.00%</b>	<b>22.22%</b>	<b>23.53%</b>	
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%	0.00%	33.33%	12.50%	16.67%	11.11%	11.11%	15.79%	
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%	14.29%	16.67%	16.67%	16.67%	0.00%	11.67%	
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%	0.00%	16.67%	
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%	50.00%	20.00%	0.00%	25.00%	50.00%	50.00%	20.00%	30.26%	
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
<b>Region 3 Totals</b>		<b>22.73%</b>	<b>12.00%</b>	<b>20.69%</b>	<b>13.33%</b>	<b>41.67%</b>	<b>20.00%</b>	<b>6.25%</b>	<b>14.29%</b>	<b>17.86%</b>	<b>22.22%</b>	<b>26.09%</b>	<b>14.29%</b>	<b>19.03%</b>	
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%	50.00%	0.00%	32.14%	
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%	12.50%	
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%	11.76%	
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%	14.81%	
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	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%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>0.00%</b>	<b>55.56%</b>	<b>25.00%</b>	<b>33.33%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>44.44%</b>	<b>20.00%</b>	<b>18.18%</b>	<b>16.67%</b>	<b>17.31%</b>	
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	12.50%	
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%	16.67%	
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%	13.33%	
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10.00%	
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	33.33%	0.00%	16.00%	
W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%	100.0%	25.00%	20.00%	0.00%	0.00%	25.00%	27.78%		
<b>Region 5 Totals</b>		<b>8.33%</b>	<b>27.27%</b>	<b>21.43%</b>	<b>50.00%</b>	<b>0.00%</b>	<b>22.22%</b>	<b>40.00%</b>	<b>14.29%</b>	<b>16.67%</b>	<b>0.00%</b>	<b>25.00%</b>	<b>22.22%</b>	<b>18.03%</b>	
<b>State Totals</b>		<b>21.43%</b>	<b>13.24%</b>	<b>27.54%</b>	<b>20.45%</b>	<b>26.19%</b>	<b>18.42%</b>	<b>10.81%</b>	<b>13.95%</b>	<b>22.54%</b>	<b>16.42%</b>	<b>30.14%</b>	<b>20.00%</b>	<b>20.66%</b>	

# 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.**

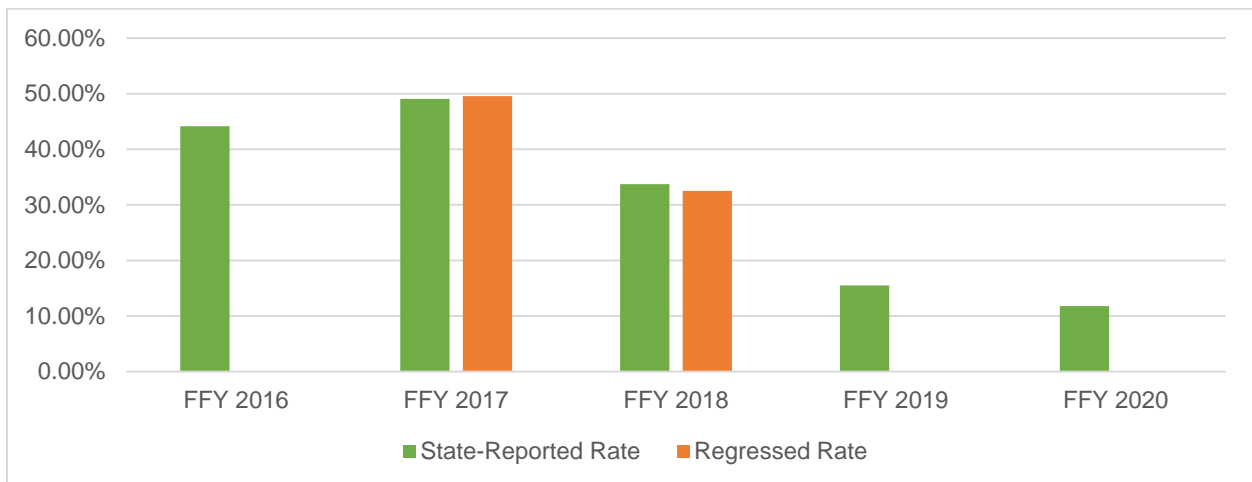
## Payment Error Rate

*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%		100.0%	100.0%		100.0%	100.0%
	McKinley			100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%
	San Juan			100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	66.67%	100.0%	100.0%
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia					100.0%		100.0%	100.0%		100.0%		100.0%
	S. Valencia												
<b>Region 1 Totals</b>		100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.71%	100.0%	100.0%
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%					100.0%	100.0%			
	San Miguel			100.0%	100.0%		100.0%	100.0%	100.0%				100.0%
	Sandoval						100.0%	0.00%		100.0%	100.0%		100.0%
	Santa Fe			100.0%					100.0%	100.0%		100.0%	
	Taos			0.00%			100.0%			100.0%	100.0%	100.0%	
<b>Region 2 Totals</b>		N/A	100.0%	80.0%	100.0%	N/A	100.0%	66.67%	100.0%	100.0%	100.0%	100.0%	100.0%
Region 3 Central	NE Bernalillo	100.0%		100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	NW Bernalillo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.67%	100.0%	
	SE Bernalillo										100.0%	100.0%	
	SW Bernalillo		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
	Torrance												
	<b>Region 3 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.50%	100.0%
N Region 4 Southeast	Chaves		100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%	
	Curry				100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	
	Artesia												100.0%
	Carlsbad	100.0%				100.0%	100.0%			100.0%			
	Lea							100.0%					100.0%
	Lincoln				100.0%								
	Roosevelt												
<b>Region 4 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Region 5 Southwest	E. Dona Ana	100.0%		100.0%	100.0%							100.0%	100.0%
	Grant					100.0%		100.0%				100.0%	100.0%
	Luna						100.0%	100.0%					
	Otero					100.0%		100.0%			100.0%	100.0%	100.0%
	S. Dona Ana	100.0%		100.0%	100.0%		100.0%	100.0%			100.0%	100.0%	
	W. Dona Ana	100.0%	100.0%		100.0%				100.0%	100.0%	100.0%	100.0%	100.0%
<b>Region 5 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.00%	100.0%	100.0%
<b>Statewide Totals</b>		100.0%	100.0%	94.44%	100.0%	100.0%	100.0%	94.44%	100.0%	100.0%	88.89%	100.0%	100.0%