




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 21-25

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** September 9, 2021  
**RE:** FFY 2021 SNAP Performance Report-Seventh

Attached please find the seventh 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 April 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](mailto:Carolyn.Craven@state.nm.us).

Attachment: Seventh SNAP Performance Report for FFY 2021



# SNAP PERFORMANCE REPORT

**Seventh Edition**

**Federal Fiscal Year 2021**

Quality Control Review Findings  
October 2020 – April 2021

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

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# SNAP Performance Report

## SNAP Performance Report: Seventh 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 April 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 April 2021.

### Ineligible Benefits

\$5,544 (4.41%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$10,583 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 \$125,734 total benefits issued within those cases.



### Underpaid Benefits

\$948 (0.75%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

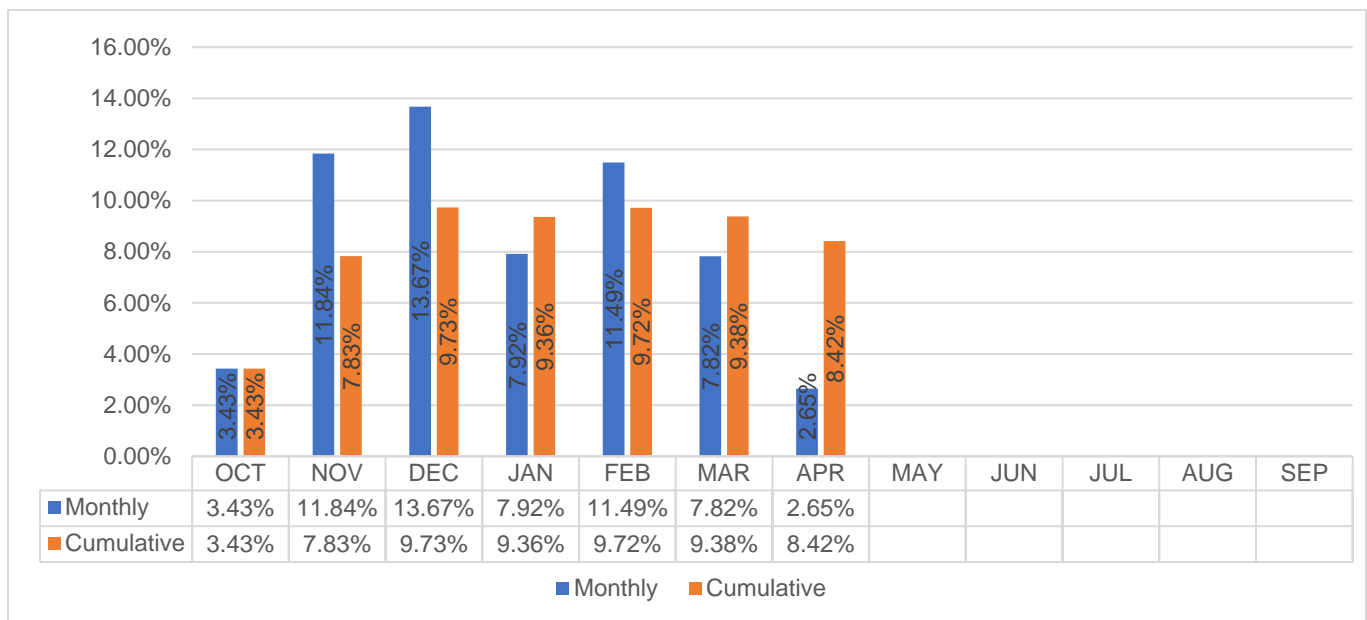
### Overpaid Benefits

\$4,091 (3.25%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

<b>Total Benefits Paid</b>	<b>\$125,734</b>
<b>Total Error Amount</b>	<b>\$10,583</b>
<b>Total Cases Reviewed by QC</b>	<b>500</b>
Total Cases with Errors	59
Total Correct Cases	441
Total Cases with Overpaid Benefits	33
Total Cases with Underpaid Benefits	8
Total Cases with Ineligible Benefits	18
Cases Dropped (Not Reviewed by QC)	114

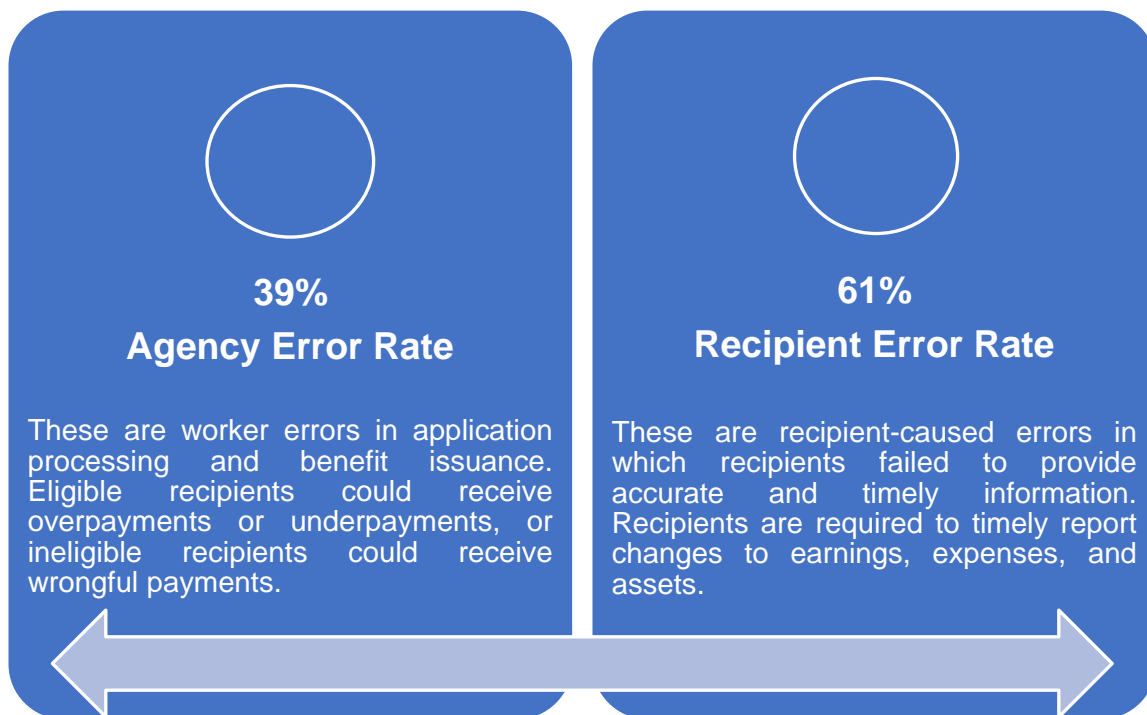
## State Payment Error Rates

### Monthly vs. Cumulative Error Rates



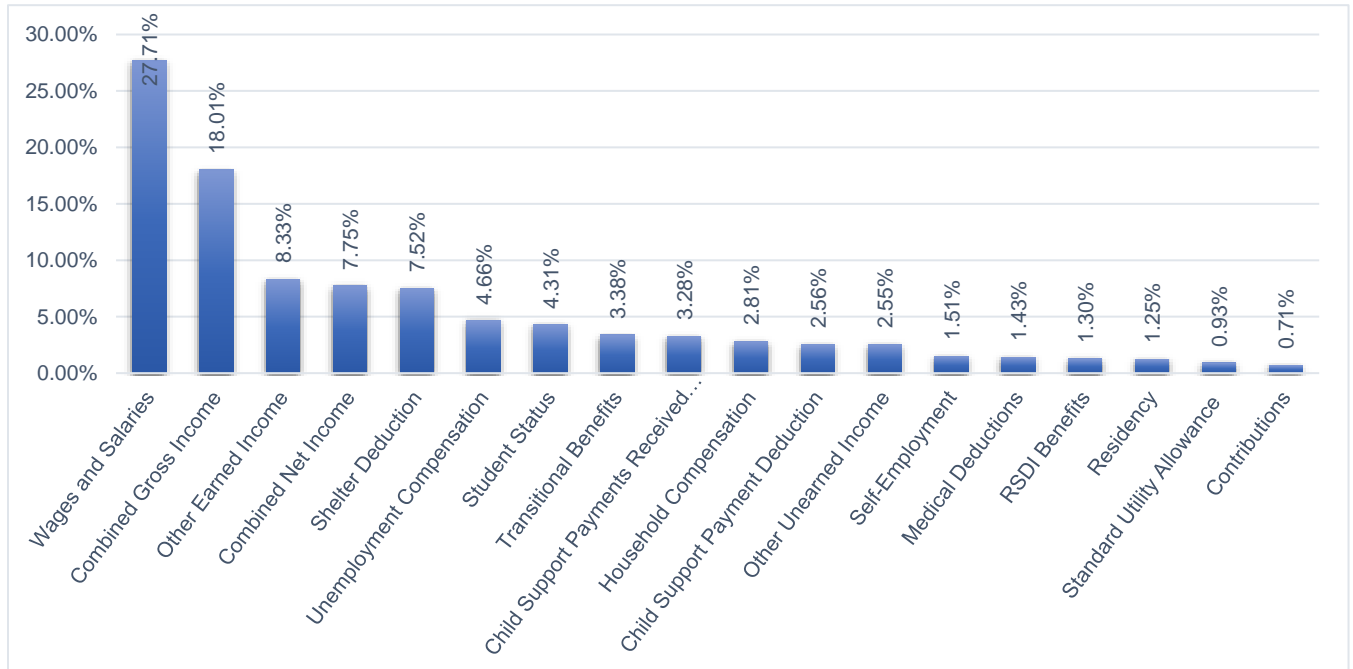
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$2,933	27.71%
Combined Gross Income	\$1,906	18.01%
Other Earned Income	\$882	8.33%
Combined Net Income	\$820	7.75%
Shelter Deduction	\$796	7.52%
Unemployment Compensation	\$493	4.66%
Student Status	\$456	4.31%
Transitional Benefits	\$358	3.38%
Child Support Payments Received from Absent Parent	\$347	3.28%
Household Composition	\$297	2.81%
Child Support Payment Deduction	\$271	2.56%
Other Unearned Income	\$270	2.55%
Self-Employment	\$160	1.51%
Medical Deductions	\$151	1.43%
RSDI Benefits	\$138	1.30%
Residency	\$132	1.25%
Standard Utility Allowance	\$98	0.93%
Contributions	\$75	0.71%



## Payment Error Findings as Reported to Field Offices

April 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10632	Shelter Deduction	Deduction included that should not have been	Over	\$75	QC determined agency should have processed recertification when application was received on 12/4/20. HH was sent recertification application on 11/12/20 for SNAP benefits due to expire in December 2020. HH submitted AFB on 12/4/20 with no documentation from agency to note why recertification for SNAP cannot be processed under normal processing. QC corrected agency figures by allowing \$746 SSI and \$0 shelter expense for both comparisons. \$746 UEI allowed due to rounding; agency correctly determined \$745.67 SSI amount; however, ASPEN system failed to round SSI amount to \$746. Corrected figures final determination as it is the least quantitative error between both comparisons.
10590	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$164	QC determined HH failed to report client's income at initial application of 3/2/21. Based on verification obtained by QC, agency figures were corrected allowing \$472 EI for client based on wages received 3/2 \$312.38 and 3/16 \$159.29 and allowed \$1404 EI for client due to rounding.
10644	Other Earned Income	Less income received from this source than budgeted	Under	\$142	QC determined for both comparisons 1 HHM, \$0 other EI, \$0 shelter and no HCSUA/LUA/TS allowed. QC verified with collaterals client is homeless with no permanent address in Albuquerque NM. Contact with employer verified she never employed client, paid or gave any money to client for wages and/or salaries, SE or Contributions between 10/2020 through RM. She further verified that she did not write or provide any documentation to anyone stating that she was giving client money for odd jobs/contributions/other in the amount of \$200/week or \$800/month. QC found no contact information on letters provided to agency for clarification; no evidence found client was contacted for verification of earnings. (Sister) verified client paid phone and water expense in 10/20 and then stopped 11/2020 ongoing through RM due to no income. Client verified that he has no income and no monthly expenses. QC used corrected figures as final determination.
10662	RSDI Benefits	More income received from this source than budgeted	Over	\$93	During QC interview AR reported 2 HH members, client \$449 RSDI, spouse \$1035 RSDI & space rent. HH stated that the Mortgage previously reported has been paid off; no longer incur that expense. Further HH did not claim taxes/insurance on MH & reported space rent of \$544.50. HH provided proof of shelter expenses with contract stamped paid in full as of 3/8/17 with certificate of title issued 3/29/17; 4/21 space rent receipt for \$544.50 & 12/19 space rent receipt for \$514.50 verified shelter expenses. SOLQ inquiry verified \$1035 RSDI for spouse and \$449 RSDI for client.  RM: based on \$1484 RSDI, \$544.50 shelter expense plus HCSUA. Comp II: based on \$1484 RSDI, \$514.50 shelter expense plus HCSUA. QC determined ASPEN failed to implement mass change effective 1/21 to allow RSDI amount of \$1035 for client.



# 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%						35.68%
	McKinley	0.00%	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%	0.00%						14.53%
	Sierra	0.00%	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%						0.00%
	N. Valencia	0.00%	71.77%	27.83%	12.44%	53.97%	0.00%	0.00%						22.79%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	<b>Region 1 Totals</b>	<b>3.06%</b>	<b>15.82%</b>	<b>6.70%</b>	<b>27.57%</b>	<b>14.30%</b>	<b>35.55%</b>	<b>0.00%</b>						
Region 2 Northeast Region	Colfax	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%
	Quay	0.00%	26.22%	0.00%	0.00%	0.00%	0.00%	0.00%						9.10%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%	0.00%	10.61%						10.44%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.39%						6.20%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%	0.00%						6.89%
	Santa Fe	0.00%	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%	0.00%						2.76%
<b>Region 2 Totals</b>	<b>6.22%</b>	<b>6.03%</b>	<b>7.19%</b>	<b>4.45%</b>	<b>0.00%</b>	<b>6.89%</b>	<b>9.39%</b>							<b>5.93%</b>
Region 3 Central Region	NE Bernalillo	16.14%	22.84%	21.29%	0.00%	5.95%	0.00%	5.07%						10.58%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%	18.49%						11.37%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%	0.00%						18.65%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%	0.00%						9.76%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%						37.70%
	<b>Region 3 Totals</b>	<b>6.15%</b>	<b>13.74%</b>	<b>29.65%</b>	<b>0.83%</b>	<b>20.95%</b>	<b>2.60%</b>	<b>5.85%</b>						
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%	0.00%						1.49%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%	0.00%	0.00%						8.66%
	Artesia	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%	0.00%	0.00%	0.00%						0.00%
	Lea	0.00%	16.33%	0.00%	0.00%	0.00%	0.00%	0.00%						7.49%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	57.32%	0.00%						6.52%
	Roosevelt	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>10.54%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>11.50%</b>	<b>0.00%</b>							<b>3.93%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%	0.00%						6.01%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%	0.00%						4.80%
	Luna	0.00%	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%						0.00%
	S. Dona Ana	0.00%	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%	0.00%						7.25%
<b>Region 5 Totals</b>	<b>0.00%</b>	<b>11.63%</b>	<b>0.00%</b>	<b>4.03%</b>	<b>2.98%</b>	<b>1.85%</b>	<b>0.00%</b>							<b>3.23%</b>
<b>State Totals</b>	<b>3.43%</b>	<b>11.84%</b>	<b>13.67%</b>	<b>7.92%</b>	<b>11.49%</b>	<b>7.82%</b>	<b>2.65%</b>							<b>8.42%</b>

## SNAP Payment Error Rates Mitigation Strategies

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

- Reported Information disregarded or not applied
- Client failed to report required information
- Agency failed to follow up on inconsistent or incomplete information
- ASPEN failed to implement mass change.

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 74 invalid denials/closures identified, 27 were identified as incorrect closures, and 47 were identified as incorrect denials.

### Negative Error Amount

74 cases out of 368 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**20.11%**  
**CAPER**  
**Error Rate**

### Incorrect Notices

47.30% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

52.70% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	422
Cases Dropped (Not Reviewed by QC)	54
Total Cases Reviewed	368
Total Valid Cases	294
Total Invalid Cases	74

## Top Error Trends in CAPER Reviews

*Cumulative Totals from CAPER Reviews: October 2020 - April 2021*

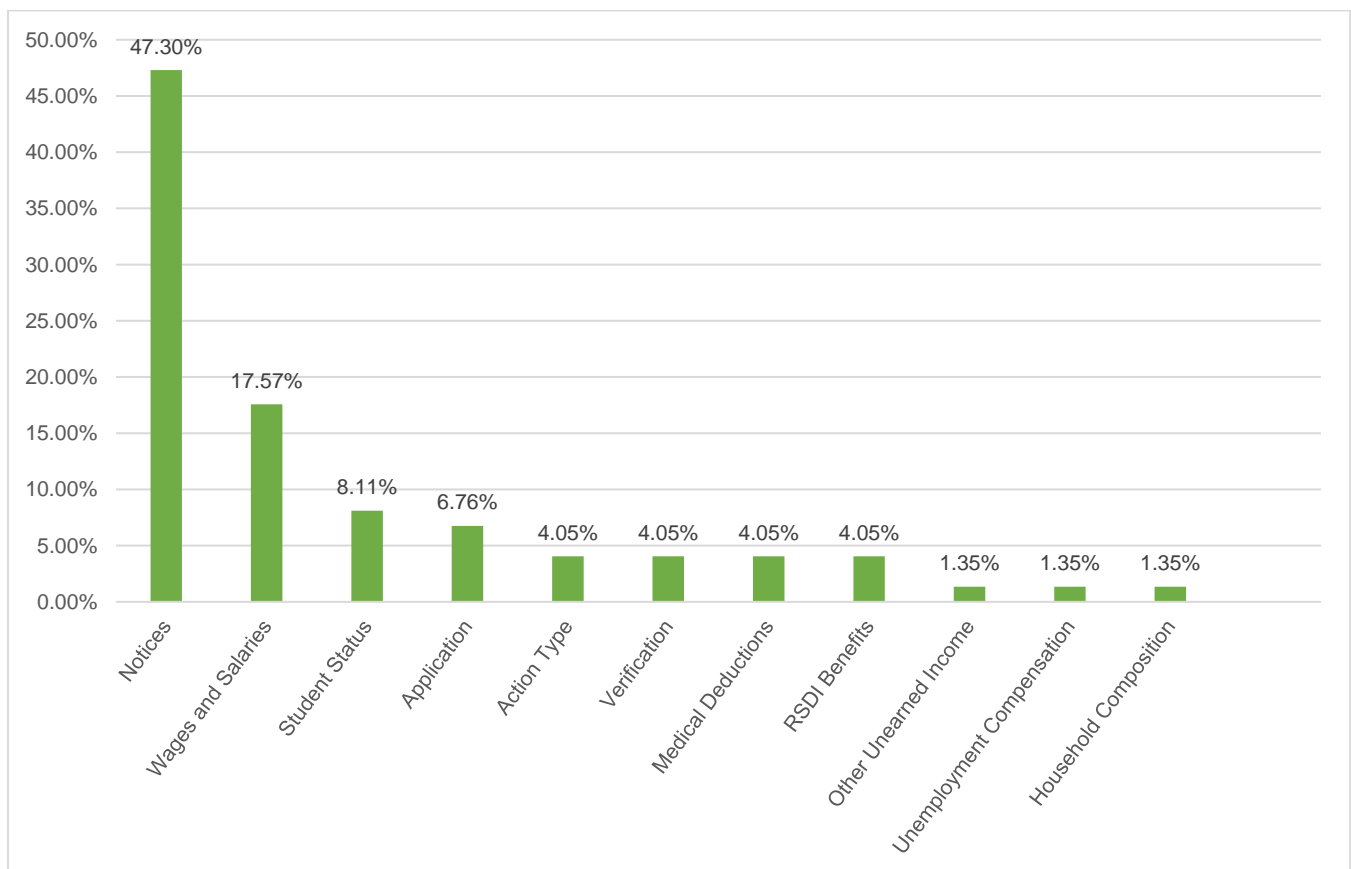
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice reason does not match reason for action	6	6	12	16.44%
Notice was not complete	11	0	11	15.07%
Notice not clearly understandable	5	5	10	13.70%
Notice was sent to wrong address	2	0	2	2.74%
<b>Total</b>	<b>24</b>	<b>11</b>	<b>35</b>	<b>47.95%</b>
<b>Wages and Salaries</b>				
Improper income calculation	3	2	5	6.85%
Policy incorrectly applied	2	2	4	5.48%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.37%
Agency failed to follow up on known and reported impending changes.	1	0	1	1.37%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	1.37%
Income from known/processed source included that should have been	0	1	1	1.37%
<b>Total</b>	<b>8</b>	<b>5</b>	<b>13</b>	<b>17.81%</b>
<b>Student Status</b>				
Agency failed to follow up on inconsistent or incomplete information	4	1	5	6.85%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	1.37%
<b>Total</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>8.22%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	4	0	4	5.48%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.37%
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>6.85%</b>
<b>Action Type</b>				
Policy incorrectly applied	1	2	3	4.11%
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4.11%</b>
<b>Verification</b>				
Improper Denial/Termination - failure to provide - household never notified of needed verification	0	2	2	2.74%
Improper Denial/Termination – failure to provide – verification was received or is in case file	1	0	1	1.37%
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4.11%</b>
<b>Medical Deductions</b>				
Deduction that should have been included was not	2	0	2	2.74%

Failed to consider or incorrectly considered medical deductions	1	0	1	1.37%
Total	3	0	3	4.11%
<b>RSDI Benefits</b>				
Agency failed to follow up on known and reported impending changes	0	1	1	1.37%
Income from known/processed source included that should not have been	0	1	1	1.37%
Failed to consider or incorrectly considered reported information	0	1	1	1.37%
Total	0	3	3	4.11%
<b>Other Unearned Income</b>				
Policy incorrectly applied	1	0	1	1.37%
Total	1	0	1	1.37%
<b>Unemployment Compensation</b>				
Agency failed to follow up on known and reported impending changes	0	1	1	1.37%
Total	0	1	1	1.37%

## CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	24	32.43%	11	14.86%	35	47.30%
Wages and Salaries	8	10.81%	5	6.76%	13	17.57%
Student Status	5	6.76%	1	1.35%	6	8.11%
Application	4	5.41%	1	1.35%	5	6.76%
Action Type	1	1.35%	2	2.70%	3	4.05%
Verification	1	1.35%	2	2.70%	3	4.05%
Medical Deductions	3	4.05%	0	0.00%	3	4.05%
RSDI Benefits	0	0.00%	3	4.05%	3	4.05%
Other Unearned Income	1	1.35%	0	0.00%	1	1.35%
Unemployment Composition	0	0.00%	1	1.35%	1	1.35%
Household Composition	0	0.00%	1	1.35%	1	1.35%



## CAPER Error Findings as Reported to the Field Offices

April 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
480	Policy & Notice	QC determined agency was incorrect to determine \$5030 combined gross income when verification needs to be obtained. Agency used DWS inquiry to determine \$1593 biweekly EI to allow \$3186 EI. Termination reasoning for failure in providing requested verification does not correspond with agency documentation of case closure due to exceeding income guidelines as calculation table lists \$5030 combined income. No evidence found HH provided wages requested for 3/5/21 and 3/19/21. Invalid negative.
489	Policy & Notice	QC viewed no documentation supporting agency UCB exclusion for client. QC determined based on the COVID 19 American Rescue Plan Act of 2021 passed on 3/12/21 countable payments PEUC, PEUC-A and FPUC excluded. QC completed UCB payment inquiry showing weekly benefit amount \$127 last certified 5/02/2021; payment details show authorized amount of \$127; with dependent payment \$50 and FPUC \$300 both excluded. QC determined countable UCB weekly payment \$508 (\$127 weekly) + EI \$2598.98 + VA \$1717.71 to total \$4824.69 combined gross income. Calculation table on notice to client incorrect.
493	Notice	QC determined notice reason is not accurate. Based on case record information agency made an eligibility determination as HH was determined ineligible for separate status; however, notice stated case was denied due to withdrawal. QC concluded because an eligibility determination was made the notice of denial should have reflected that eligibility decision.
498	Notice	QC reviewed ASPEN SNAP Notice Reason screen shows: Eligibility approved. QC found notice does not address eligibility or benefit determination and fails to clearly indicate why HH is receiving \$0.00 benefit amount for month of application April 2021.

# 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%						25.00%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%	0.00%						30.77%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%	0.00%						22.86%
	Sierra	0.00%	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%	0.00%						100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%						12.50%
	S. Valencia	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>23.44%</b>
Region 2 Northeast Region	Colfax	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%
	Quay	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%						40.00%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%						18.18%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%	50.00%						40.00%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%						30.00%
Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%						33.33%	
<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>26.09%</b>
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%	0.00%						16.67%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%						8.57%
	SE Bernalillo	100.0%	0.00%	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%	20.00%						30.77%
	Torrance	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>18.66%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%	0.00%						15.79%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%						13.33%
	Artesia	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%						10.00%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%	0.00%						27.27%
	Lincoln	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%
<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>15.25%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	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%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%						16.67%
	Otero	0.00%	33.33%	0.00%	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%	50.00%						15.38%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%	100.0%						43.75%
<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>20.00%</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>20.11%</b>

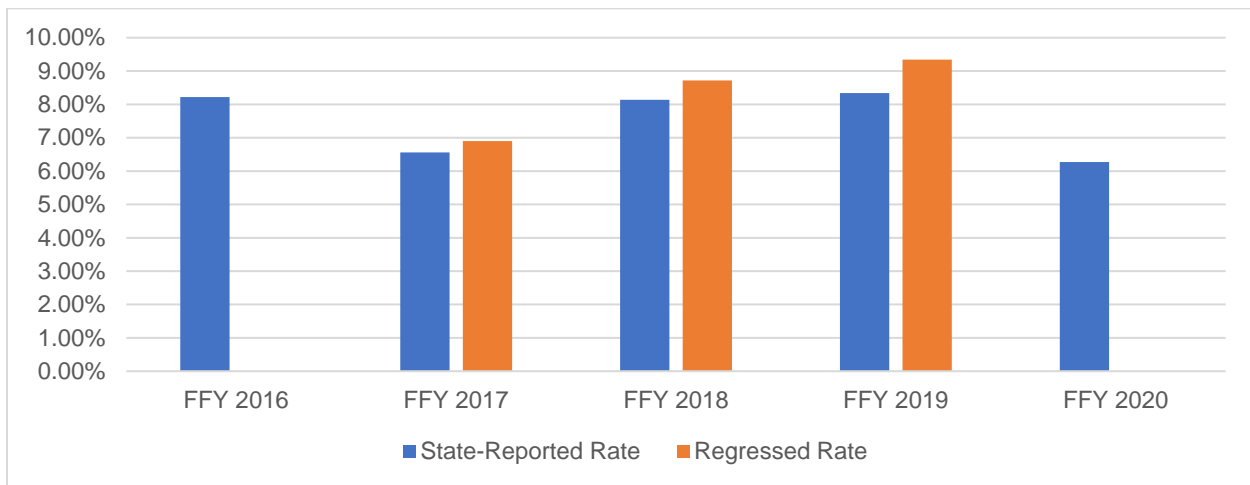


# Regression Rates

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.**

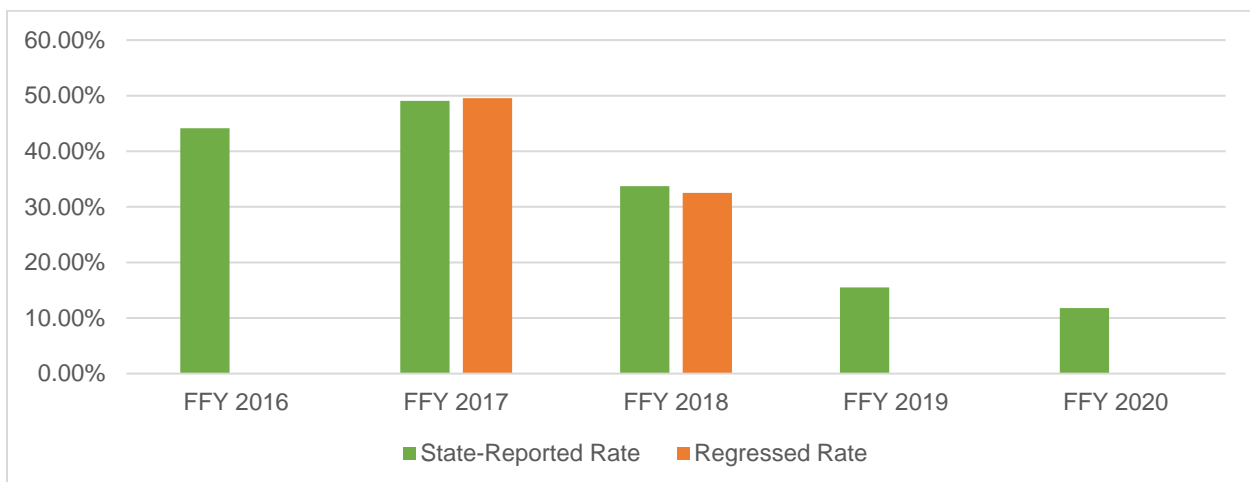
## Payment Error Rate

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