
General Information Memorandum

ISD GI 26-32

TO: ISD Employees

FROM: Niki Kozlowski, Acting Deputy Secretary, Health Care Authority

DATE: 08/3/2026

RE: FFY 2026 SNAP Performance Report – Sixth Edition

Attached is the **Sixth Edition of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2026**. This report includes all Quality Control (QC) findings received for the review month of March 2026.

The FFY 2026 Performance Goals are as follows:

- Cumulative Payment Error Rate of 6% or better (Payment Accuracy of 94%)
- Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate [CAPER] of 99%)
- Expedite and Non-Expedite application processing timeliness of 95%

If you have any questions or comments regarding this report, please contact Marcos Rivera of the Quality Assessment Bureau via email at HCA.QIS@hca.nm.gov.

Attachment: Sixth Edition SNAP Performance Report for FFY 2026



HEALTH CARE
AUTHORITY

MARCH 2026 PERFORMANCE REPORT

Sixth Edition

Federal Fiscal Year 2026

Quality Control Review Findings
October 2025 – March 2026

Issued by:
Quality Improvement Section
Quality Assessment Bureau, New Mexico Healthcare Authority

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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) 2026 includes all Quality Control (QC) findings received for the review months of **October 2025 – March 2026**. A new edition is published monthly; this is the Sixth Edition for FFY 2026. **Please note that PER and CAPER rates for FFY2026 are unofficial until published by USDA FNS.**

State Performance Goals

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

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

For FFY 2026, 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 calculated 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 calculated 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 2025 – March 2026**.

Ineligible Benefits

\$1,766 (1.03%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$24,606 in benefits were 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 \$171,538 total benefits issued within those cases.

14.34%

Payment
Error Rate

Underpaid Benefits

\$1,209 (0.70%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

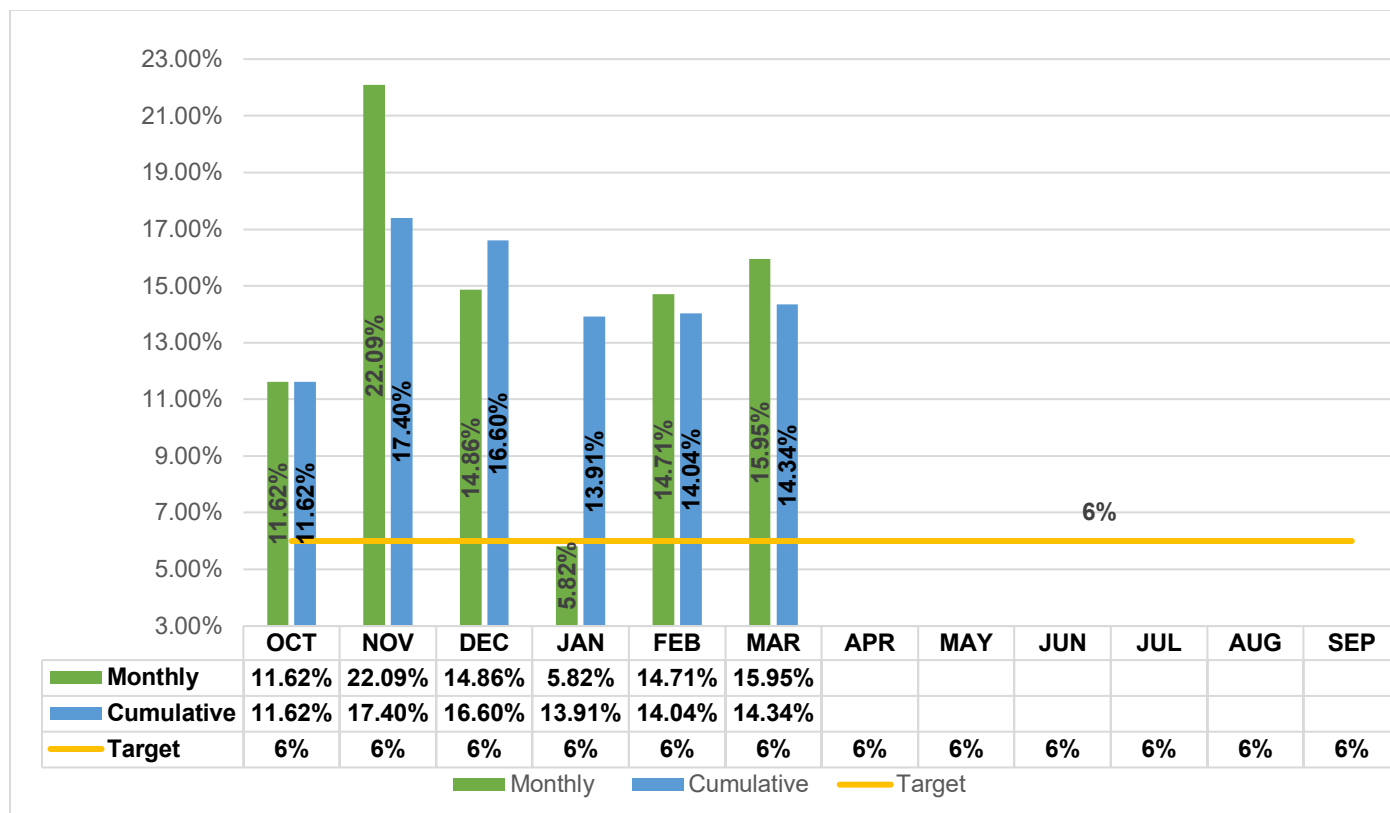
\$21,631(12.61%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals – October 2025 – March 2026

Total Benefits Paid in QC Sample	\$171,538
Total Error Amount in QC Sample	\$24,606
Total Cases Reviewed by QC	525
Total Cases with Errors	93
Total Correct Cases	363
Total Cases with Overpaid Benefits	79
Total Cases with Underpaid Benefits	8
Total Cases with Ineligible Benefits	6
Cases Dropped (In Sample, not Reviewed by QC)	16

FFY 2026 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 added together.

Cumulative Error Breakdown-Are they Agency or Recipient Errors?

44%

Agency Error Rate

These are worker errors in application processing and benefit issuance. Eligible recipients could receive overpayments or underpayments, or ineligible recipients could receive wrongful payments.



56%

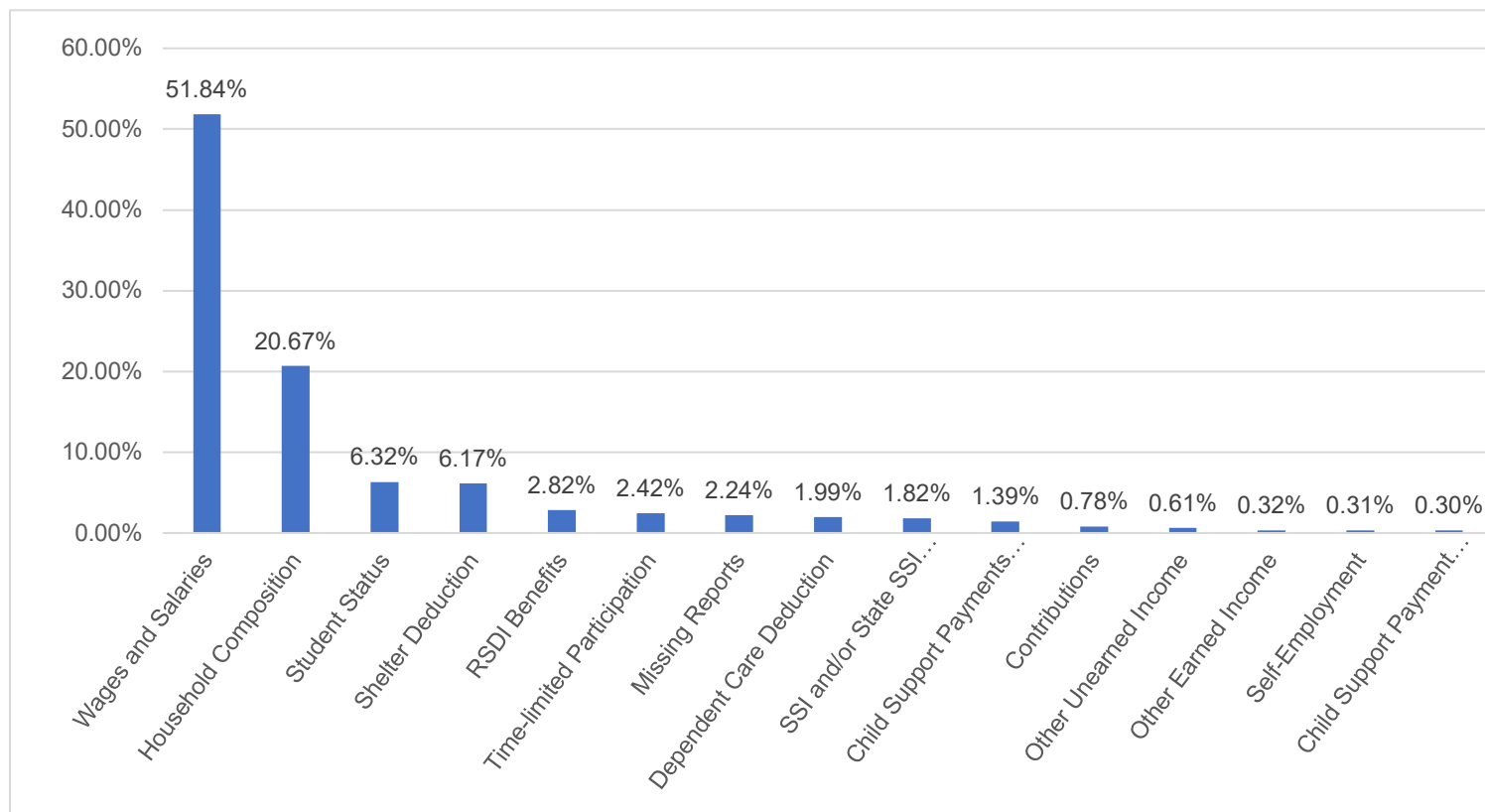
Recipient Error Rate

These are recipient-caused errors in which recipients failed to provide accurate and timely information. Recipients are required to timely report changes to earnings, expenses, and assets.

FFY 2026 SNAP Error Trends – Cumulative Totals

Cumulative Totals –October 2025 – March 2026		
Error Element	Error Amount	Error Percentage
<i>Wages and Salaries</i>	\$12,755	51.84%
<i>Household Composition</i>	\$5,085	20.67%
<i>Student Status</i>	\$1,556	6.32%
<i>Shelter Deduction</i>	\$1,518	6.17%
<i>RSDI Benefits</i>	\$695	2.82%
<i>Time-limited Participation</i>	\$596	2.42%
<i>Missing Reports</i>	\$550	2.24%
<i>Dependent Care Deduction</i>	\$489	1.99%
<i>SSI and/or State SSI Supplement</i>	\$448	1.82%
<i>Child Support Payments Received from Absent Parent</i>	\$343	1.39%
<i>Contributions</i>	\$193	0.78%
<i>Other Unearned Income</i>	\$150	0.61%
<i>Other Earned Income</i>	\$79	0.32%
<i>Self-Employment</i>	\$76	0.31%
<i>Child Support Payment Deduction</i>	\$73	0.30%
Totals	\$24,606	100.00%

FFY 2026 SNAP Error Trends – Cumulative Totals



FFY 2026 SNAP Payment Error Rates

Regional and County Breakdowns

Percentages are based on total amount of benefits in error divided by the total of benefits issued in the QC sample.

		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%	0.00%							0.00%
	McKinley	0.00%	2.89%	0.00%	4.58%	0.00%	23.91%							5.14%
	San Juan	8.93%	26.27%	7.32%	0.00%	5.46%	16.47%							10.82%
	Sierra	23.86%	0.00%	0.00%	0.00%	33.64%	0.00%							14.74%
	Socorro	0.00%	48.91%	0.00%	38.96%	0.00%	45.42%							31.27%
	N. Valencia	12.45%	0.00%	62.55%	0.00%	0.00%	0.00%							5.97%
	S. Valencia	0.00%	0.00%	0.00%	28.94%	29.79%	0.00%							11.97%
Region 1 Totals		8.80%	16.52%	6.19%	4.15%	9.61%	12.60%							9.51%
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%	0.00%	0.00%	4.17%	0.00%							2.28%
	San Miguel	0.00%	0.00%	0.00%	0.00%	26.96%	0.00%							6.33%
	Sandoval	31.33%	0.00%	0.00%	0.00%	0.00%	0.00%							8.76%
	Santa Fe	0.00%	50.41%	46.53%	10.39%	0.00%	0.00%							17.48%
	Taos	0.00%	14.99%	0.00%	0.00%	100.00%	0.00%							19.19%
Region 2 Totals		11.11%	15.12%	15.35%	6.38%	13.67%	0.00%							11.64%
Region 3 Central Region	NE Bernalillo	11.65%	21.77%	3.64%	8.09%	0.00%	0.00%							8.10%
	NW Bernalillo	30.08%	57.91%	42.84%	20.45%	36.66%	25.62%							36.56%
	SE Bernalillo	28.74%	4.82%	0.00%	0.00%	0.00%	28.61%							5.97%
	SW Bernalillo	5.00%	0.00%	41.50%	0.00%	39.19%	6.27%							15.14%
	Torrance	0.00%	100.00%	0.00%	0.00%	100.00%	78.56%							65.36%
Region 3 Totals		14.26%	33.15%	25.12%	6.91%	30.92%	14.66%							20.53%
Region 4 Southeast Region	Chaves	0.00%	8.53%	0.00%	0.00%	0.00%	15.85%							8.37%
	Curry	0.0%	0.00%	10.55%	0.00%	0.00%	15.05%							5.63%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Carlsbad	4.99%	0.00%	15.31%	0.00%	0.00%	0.00%							7.43%
	Lea	70.09%	0.00%	0.00%	0.00%	0.00%	76.99%							21.68%
	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		10.93%	2.18%	8.39%	0.00%	0.00%	29.33%							10.99%
Region 5 Southwest Region	E. Dona Ana	0.00%	73.95%	0.00%	0.00%	0.00%	0.00%							28.54%
	Grant	0.00%	0.00	0.00%	0.00%	0.00%	0.00%							0.00%
	Luna	0.00%	9.85%	0.00%	0.00%	0.00%	0.00%							2.13%
	Otero	0.00%	13.40%	0.00%	0.00%	0.00%	22.44%							10.38%
	S. Dona Ana	24.61%	0.00%	0.00%	11.19%	0.00%	29.89%							13.13%
	W. Dona Ana	40.93%	31.55%	55.65%	12.27%	11.86%	5.31%							23.90%
Region 5 Totals		13.25%	28.44%	17.79%	8.97%	3.07%	16.91%							16.30%
State Totals		11.62%	22.09%	14.86%	5.82%	14.71%	15.95%							14.34%

SNAP Payment Error Rates Mitigation Strategies

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

- **Wages and Salaries**
 - Information not reported (Client Caused)
 - Information withheld by client (Client Caused)
 - Agency failed to follow up on inconsistent or incomplete information (Agency Caused)
 - Reported information disregarded or not applied (Agency Caused)
- **Household Composition**
 - Information withheld by client (Client Caused)
 - Incomplete or incorrect information provided (Client Caused)
 - Information not reported (Client Caused)
 - Reported information disregarded or not applied (Agency Caused)
- **Student Status**
 - Policy incorrectly applied (Agency Caused)
 - Agency failed to verify required information (Agency Caused)
 - Information withheld by client (Client Caused)

Description of activity developed to resolve deficiencies:

Quality Control reviews are referred to the offices where the error was made for review by the worker and their direct supervisor. County Director written responses are required within ten days of the issuance of the QC finding.

Committees and work groups are developed as needed in review of common error trends and system development or error. These teams consist of County Directors and Line Managers from ISD Regions and the Field Support Bureau, representatives from the ASPEN Help Desk, Policy & Program Development Bureau, Quality Assessment Bureau, and the Training Support Bureau. Staff identify the reason for the error and steps to prevent recurring errors and submit inquiries for policy and procedure clarifications.

Accuracy Improvement Month (AIMs) training is released weekly to address the top QC error trends. These are released via email announcements to all ISD staff and have a weekly assessment to track competency. The following week, an email will go out to all ISD staff that explains the answers to the assessment to further ensure competency.

Review processes and findings procedures are reviewed and updated consistently to incorporate FNA findings and observations from QC Reviews, Timeliness Technical Assistance Reviews, State Systems Reviews, Payment Accuracy Reviews etc. as well as any new or adjusted legislation, policy, standards or consent decrees as needed or available.

FFY 2026 Case and Procedural Error Rate (CAPER)

State Cumulative Negative Error Rate

Invalid Closure Breakdown

Out of the 56 invalid denials/closures identified, 27 were identified as an incorrect closure, and 29 were identified as incorrect denials.

Negative Error Amount

56 cases out of 431 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

12.99%
CAPER
Error Rate

Incorrect Notices

20% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

80% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals – October 2025 – March 2026

Total Cases in Sample Pulled for Review	450
Cases Dropped (Sampled not Reviewed by QC)	19
Total Cases Reviewed	431
Total Valid Cases	375
Total Invalid Cases	56

FFY 2026 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2025 – March 2026

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Rank #1 Notice				
Notice was sent to wrong address	2	3	5	8.93%
Notice not clearly understandable	0	2	2	3.57%
Notice was not complete	1	1	2	3.57%
Failed to send notice of action	1	0	1	1.79%
Policy incorrectly applied – no other codes applicable	0	1	1	1.79%

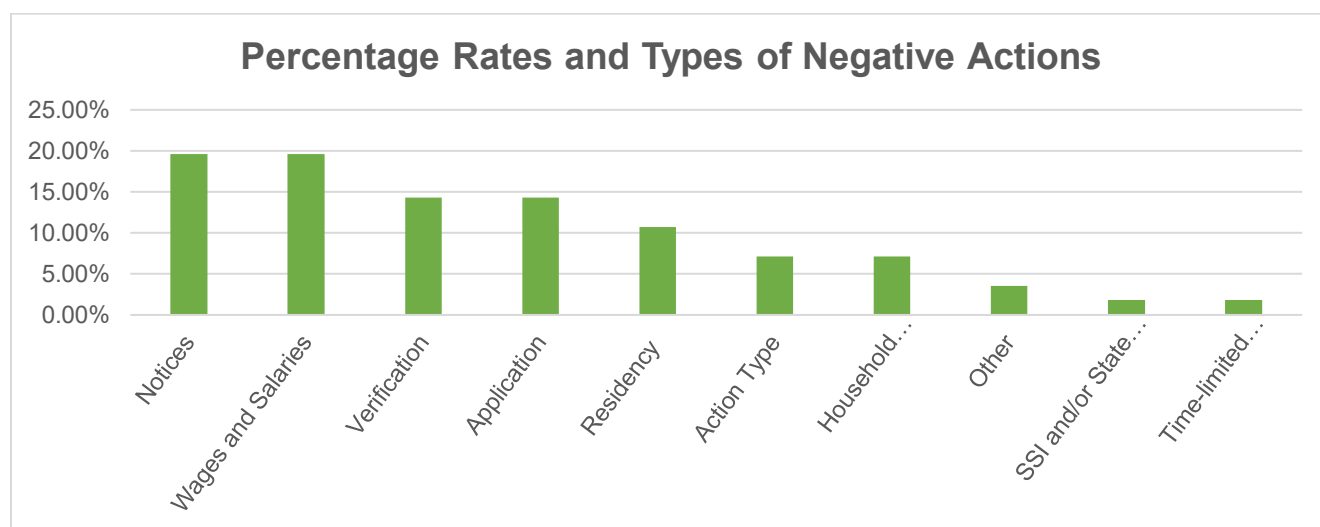
Total	4	7	11	19.64%
Rank #2: Wages and Salaries				
Policy incorrectly applied – no other codes applicable	3	3	6	10.71%
Improper income calculation	2	0	2	3.57%
Agency failed to follow up on inconsistent or incomplete information	2	0	2	3.57%
Failed to consider or incorrectly considered reported information	1	0	1	1.79%
Total	8	3	11	19.64%
Rank #3: Verification				
Improper Denial/Termination - failure to provide - verification was received or is in case file	3	2	5	8.93%
Policy incorrectly applied – no other codes applicable	1	1	2	3.57%
Verification was in case file	0	1	1	1.79%
Total	4	4	8	14.29%
Rank #4: Application				
Policy incorrectly applied – no other codes applicable	5	0	5	8.93%
Late denial agency failed to process the application timely	1	1	2	3.57%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.79%
Total	6	2	8	14.29%
Rank #5 Residency				
Policy incorrectly applied – no other codes applicable	1	2	3	5.36%
Agency failed to follow up on inconsistent or incomplete information	1	1	2	3.57%
Improper denial or termination, not out of the project area	0	1	1	1.79%
Total	2	4	6	10.71%
Rank #6 Action Type				
Policy incorrectly applied – no other codes applicable	1	3	4	7.14%
Total	2	3	4	8.33%
Rank #7 Household Composition				
Policy incorrectly applied – no other codes applicable	1	2	3	5.36%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.79%
	2	2	4	7.14%
Rank #8 Other				
Policy incorrectly applied – no other codes applicable	0	1	1	1.79%
Other	0	1	1	1.79%
Total	0	1	1	3.57%%
Rank #9 SSI and/or State SSI Supplement				
Failed to consider or incorrectly considered reported information	1	0	1	1.79%

Total	1	0	1	1.79%
Rank #10 Time-limited Participation				
Improper denial- me ABAWD exemption	1	0	1	1.79%
Total	1	0	1	1.79%

FFY 2026 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2025 – March 2026

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	4	7.14%	7	12.50%	11	19.64%
Wages and Salaries	8	14.29%	3	5.36%	11	19.64%
Verification	4	7.14%	4	7.14%	8	14.29%
Application	6	10.71%	2	3.57%	8	14.29%
Residency	2	3.57%	4	7.14%	6	10.71%
Action Type	1	1.79%	3	5.36%	4	7.14%
Household Composition	2	3.57%	2	3.57%	4	7.14%
Other	0	0.00%	2	3.57%	2	3.57%
SSI and/or State SSI Supplement	1	1.79%	0	0.00%	1	1.79%
Time-limited Participation	1	1.79%	0	0.00%	1	1.79%
Total	29	51.79%	27	48.21%	56	100.00%



FFY 2026 CAPER Error Rates

Regional and County Breakdowns: October 2025-March 2026

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%							25.00%
	McKinley	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%							15.38%
	San Juan	20.00%	0.00%	0.00%	0.00%	0.00%	0.00%							4.76%
	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%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	S. Valencia	0.00%	0.00%	100.00%	33.33%	0.00%	0.00%							28.57%
	Region 1 Totals	25.00%	15.38%	7.69%	14.29%	0.00%	0.00%							10.94%
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	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%							20.00%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	San Miguel	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%							16.67%
	Sandoval	14.29%	0.00%	14.29%	25.00%	40.00%	0.00%							16.13%
	Santa Fe	50.00%	25.00%	14.29%	0.00%	0.00%	0.00%							11.11%
	Taos	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Region 2 Totals	25.00%	15.38%	12.50%	7.69%	12.50%	0.00%							12.50%
Region 3 Central Region	NE Bernalillo	12.50%	11.11%	0.00%	14.29%	0.00%	20.00%							11.63%
	NW Bernalillo	0.00%	14.29%	0.00%	12.50%	0.00%	0.00%							5.26%
	SE Bernalillo	28.57%	0.00%	0.00%	50.00%	25.00%	0.00%							16.67%
	SW Bernalillo	33.33%	33.33%	0.00%	0.00%	7.14%	25.00%							12.82%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Region 3 Totals	17.24%	14.29%	100.00%	12.00%	6.90%	10.34%							10.16%
Region 4 Southeast Region	Chaves	50.00%	50.00%	0.00%	0.00%	0.00%	50.00%							33.33%
	Curry	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%							22.22%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Carlsbad	0.00%	33.33%	50.00%	0.00%	66.67%	0.00%							33.33%
	Lea	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%							9.09%
	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	42.86%	37.50%	28.57%	0.00%	22.22%	12.50%							23.40%
Region 5 Southwest Region	E. Dona Ana	0.00%	25.00%	100.00%	0.00%	0.00%	33.33%							16.67%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	66.67%							33.33%
	Luna	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%							12.50%
	Otero	0.00%	25.00%	0.00%	0.00%	0.00%	33.33%							13.33%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	33.33%	0.00%							7.69%
	W. Dona Ana	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%							11.11%
	Region 5 Totals	100.00%	35.71%	12.50%	0.00%	9.09%	28.59%							11.49%
State Totals		18.92%	21.74%	8.70%	8.11%	9.46%	11.27%							12.99%

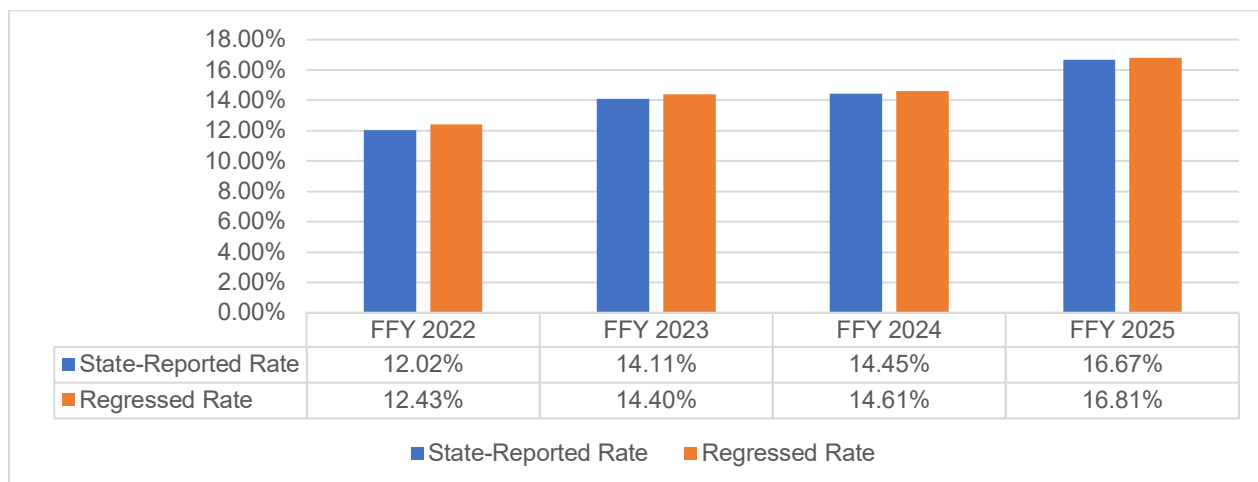
Regression Rates

Regression rates are calculated by FNA and depend on such variables as FNA 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.

***Official regression rates for FFY2025 will be published by USDA Food and Nutrition Administration by June 30th, 2026. (7 CFR 275.23 (c))**

Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years

