




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 21-17

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: June 15, 2021
RE: FFY 2021 SNAP Performance Report-Fourth

Attached please find the fourth 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 January 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: Fourth SNAP Performance Report for FFY 2021



SNAP PERFORMANCE REPORT

Fourth Edition

Federal Fiscal Year 2021

Quality Control Review Findings
October 2020 – January 2021

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

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SNAP Performance Report

SNAP Performance Report: Fourth 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 January 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 January 2021.

Ineligible Benefits

\$3,456 (4.72%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$6,849 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 \$73,149 total benefits issued within those cases.



Underpaid Benefits

\$534 (0.73%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

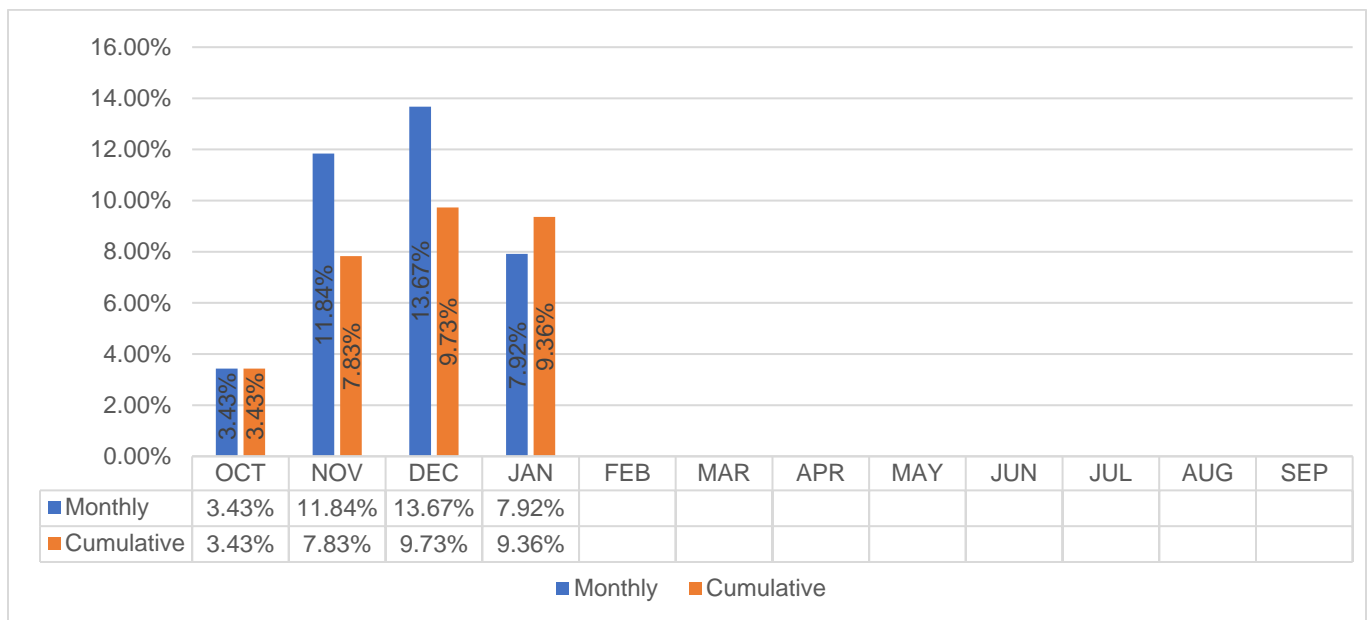
Overpaid Benefits

\$2,859 (3.91%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Total Benefits Paid	\$73,149
Total Error Amount	\$6,849
Total Cases Reviewed by QC	309
Total Cases with Errors	38
Total Correct Cases	271
Total Cases with Overpaid Benefits	21
Total Cases with Underpaid Benefits	5
Total Cases with Ineligible Benefits	12
Cases Dropped (Not Reviewed by QC)	65

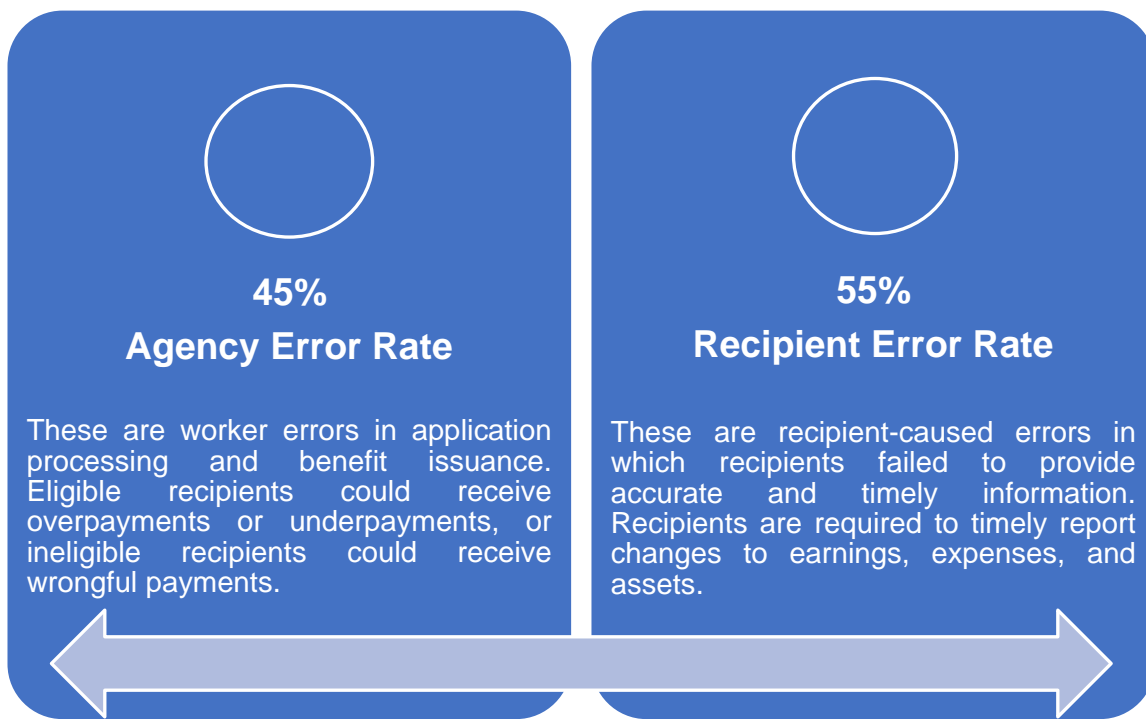
State Payment Error Rates

Monthly vs. Cumulative Error Rates



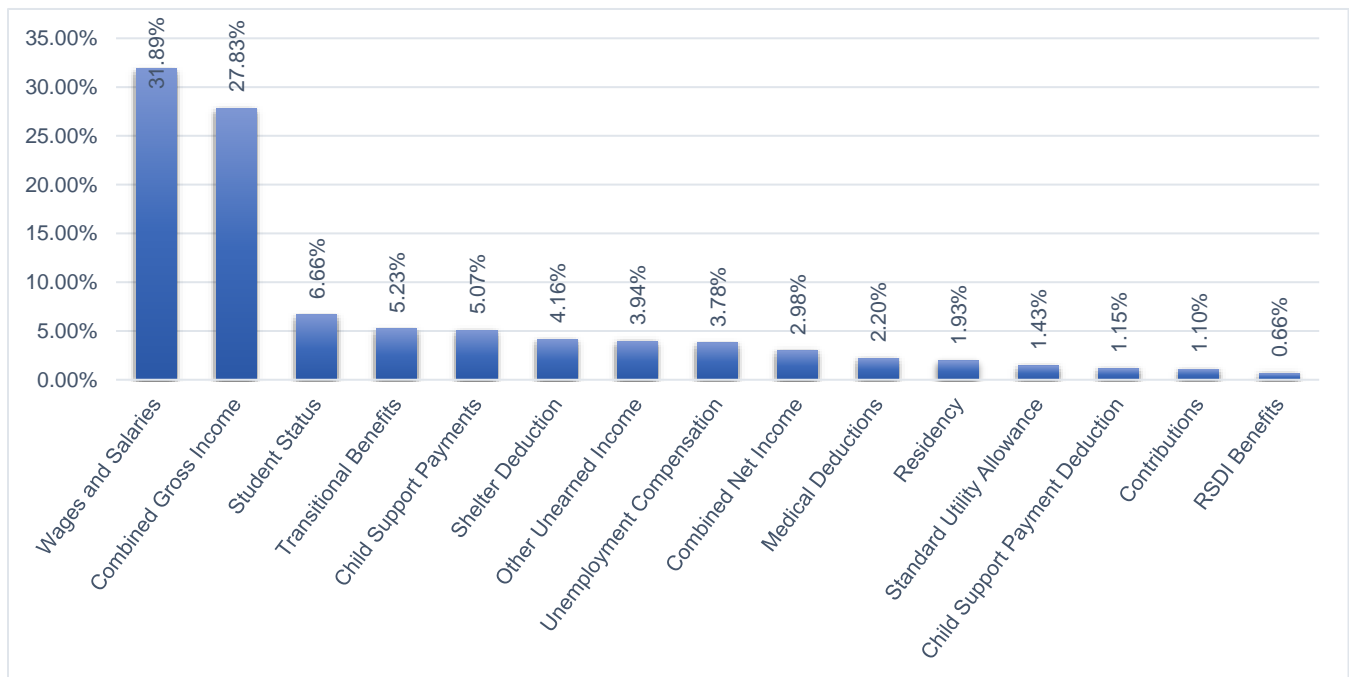
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$2,184	31.89%
Combined Gross Income	\$1,906	27.83%
Student Status	\$456	6.66%
Transitional Benefits	\$358	5.23%
Child Support Payments	\$347	5.07%
Shelter Deduction	\$285	4.16%
Other Unearned Income	\$270	3.94%
Unemployment Compensation	\$259	3.78%
Combined Net Income	\$204	2.98%
Medical Deductions	\$151	2.20%
Residency	\$132	1.93%
Standard Utility Allowance	\$98	1.43%
Child Support Payment Deduction	\$79	1.15%
Contributions	\$75	1.10%
RSDI Benefits	\$45	0.66%



Payment Error Findings as Reported to Field Offices

January 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10367	Child Support Payment Deduction	Deduction that should have been included was not	Under	\$79	Review of application 10/20/20 shows HH reported paying CS expense with no specific amount paid or ordered listed. DWS inquiry shows client applied for UCB 10/11/20 and found eligible 10/20/20 with 1st payment paid on 10/20/20 in the amount of \$169 with a \$66 child support deduction: with breakdown of \$66 for CS garnishment resulting in client receiving \$103 net in UCB for 10/20/20. QC concludes that client reported CS payment obligation on application & agency did not address expense. Agency verified first UCB payment based on DWS inquiry to show garnished of \$66 for CS. QC corrected agency figures with the anticipated payment \$264 monthly based on amount deducted from UCB 10/20/20 at last action date.
10365	Wages and Salaries	Unreported source of income	Over	\$107	RM: During QC interview client reported she is employed & stopped receiving contributions from her father when he passed away on 2/5/20. QC verified client has been employed since 8/26/19. LL verified client paid \$249 rent for RM & paid \$26 at last action; rent was increased on 9/1/20 to \$249. RM based on \$1001 EI, \$0 contribution, \$249 shelter expense plus HCSUA. Comp II: QC determined client failed to report receipt of EI, termination of contribution income & correct shelter expense at last action. Agency figures were determined based on \$494 EI from first employer & \$557 EI from second employer. Corrected figures based on \$1051 EI, \$0 contribution, \$26 shelter expense plus HCSUA.
10313	Combined Gross Income	Exceeds prescribed limit	Ineligible	\$487	QC determined at initial certification the agency correctly anticipated income for client to allow \$3560 EI based on contract HH provided to agency. At change action on 12/17/20 agency incorrectly anticipated income by utilizing DOL 2nd quarter income of \$11694 resulting in a monthly income of \$974. At time of change action, to correct amount issued in error made by agency, client had new contract with employer. QC used new contract \$65,384 to determine \$5449 monthly EI. \$5449 EI for client to determine HH ineligible due to gross earnings exceeding gross income standard of \$4,219 for HHBG of 5. HH ineligible for allotment of \$487 in review.
10328	Wages and Salaries	More income received from this source than budgeted	Over	\$345	Review of CR QC found HH provided check stubs 10/23/20 & 11/10/20 along with IR 11-12-20. 12/15/20 case comments agency noted client submitted pay stubs for 10/23 & 11/10 amounts are blurry & cannot be verified. Performed one and done, spoke with employer who stated she would re-submit before the end of the week. Agency updated EI & allowed \$0 not verified. QC determined agency incorrectly processed action allowing \$0 EI. Check stubs were received with employment as known & verified by the agency therefore indicative of ongoing. HUMAD should have been issued for blurred checks. QC allowed \$2038 EI based on checks 10/23/20 \$1,019.49 & 11/10/20 \$1,018.91. Corrected figures final determination. Months checks stubs verify that HH was receiving between \$900-\$1000 on each check. Agency figures were corrected allowing \$1935 EI. RM final determination due to least quantitative error between both comparisons.

10333	Standard Utility Allowance	Deduction included that should not have been	Over	\$43	QC reviewed agency figures and determined \$753 RSDI for client. Contact with SSA verified \$753 RSDI net amount with \$89 recoupment amount due to an overpayment that was not fraudulent/intentional; therefore, QC determined \$753 RSDI amount allowed. Contact made and verified \$222 monthly shelter expense as of October 2020 with all utilities included in the rent to include heating/cooling; utilities are not charged separately. QC verified out of pocket telephone expense for both comparisons & is the only utility expense separate from rent. QC corrected agency figures allowing RSDI of \$753, \$222 shelter TS. Corrected figures final determination.
10362	Medical Deductions	Deduction included that should not have been	Over	\$106	RM: RSDI \$331 for client & RSDI \$942 for client, shelter expense of \$225 plus HCSUA with \$0 medical deduction allowed. Comp II: Contact with LL verified \$200 shelter expense at time of AR action and rental amount change effective 1/2021 to \$225. QC verified with inquiries SOLQ and CMS Buy-In effective 4/2019 both HH members on state buy in with no out of pocket medical expenses. Agency allowed outdated Medicare premium expenses for both HH members & had not been updated since last action. QC also determined ASPEN system programming failed to implement mass change effective 01/21 for new RSDI amounts for both HH members. QC corrected agency figures allowing RSDI of \$331 and RSDI of \$942 with \$0 medical deduction allowed.

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%
	McKinley	0.00%	0.00%	0.00%	0.00%									0.00%
	San Juan	6.96%	19.16%	5.98%	48.65%									17.16%
	Sierra	0.00%	0.00%	0.00%	0.00%									0.00%
	Socorro	0.00%	0.00%	0.00%	0.00%									0.00%
	N. Valencia	0.00%	71.77%	27.83%	12.44%									32.73%
	S. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
Region 1 Totals		3.06%	15.82%	6.70%	27.57%									11.39%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%									0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%									0.00%
	Quay	0.00%	26.22%	0.00%	0.00%									19.65%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%									11.76%
	San Miguel	0.00%	0.00%	0.00%	0.00%									0.00%
	Sandoval	50.00%	0.00%	2.30%	0.00%									6.87%
	Santa Fe	0.00%	0.00%	0.00%	0.00%									0.00%
	Taos	0.00%	9.60%	0.00%	0.00%									3.42%
Region 2 Totals		6.22%	6.03%	7.19%	4.45%									6.10%
Region 3 Central Region	NE Bernalillo	16.14%	22.84%	21.29%	0.00%									15.31%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%									14.15%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%									1.66%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%									14.07%
	Torrance	0.00%	0.00%	100.00%	0.00%									37.70%
	Region 3 Totals		6.15%	13.74%	29.65%	0.83%								
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%									0.00%
	Curry	0.00%	42.72%	0.00%	0.00%									11.55%
	Artesia	0.00%	0.00%	0.00%	0.00%									0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%									0.00%
	Lea	0.00%	16.33%	0.00%	0.00%									10.68%
	Lincoln	0.00%	0.00%	0.00%	0.00%									0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%									0.00%
Region 4 Totals		0.00%	10.54%	0.00%	0.00%									4.26%
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%									8.65%
	Grant	0.00%	20.33%	0.00%	0.00%									19.48%
	Luna	0.00%	0.00%	0.00%	0.00%									0.00%
	Otero	0.00%	0.00%	0.00%	0.00%									0.00%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%									0.00%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%									10.48%
Region 5 Totals		0.00%	11.63%	0.00%	4.03%									5.50%
State Totals		3.43%	11.84%	13.67%	7.92%									9.36%

SNAP Payment Error Rates Mitigation Strategies

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

- 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 52 invalid denials/closures identified, 16 were identified as incorrect closures, and 36 were identified as incorrect denials.

Negative Error Amount

52 cases out of 251 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

20.72%
CAPER
Error Rate

Incorrect Notices

48.07% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

51.92% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	275
Cases Dropped (Not Reviewed by QC)	24
Total Cases Reviewed	251
Total Valid Cases	199
Total Invalid Cases	52

Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - January 2021

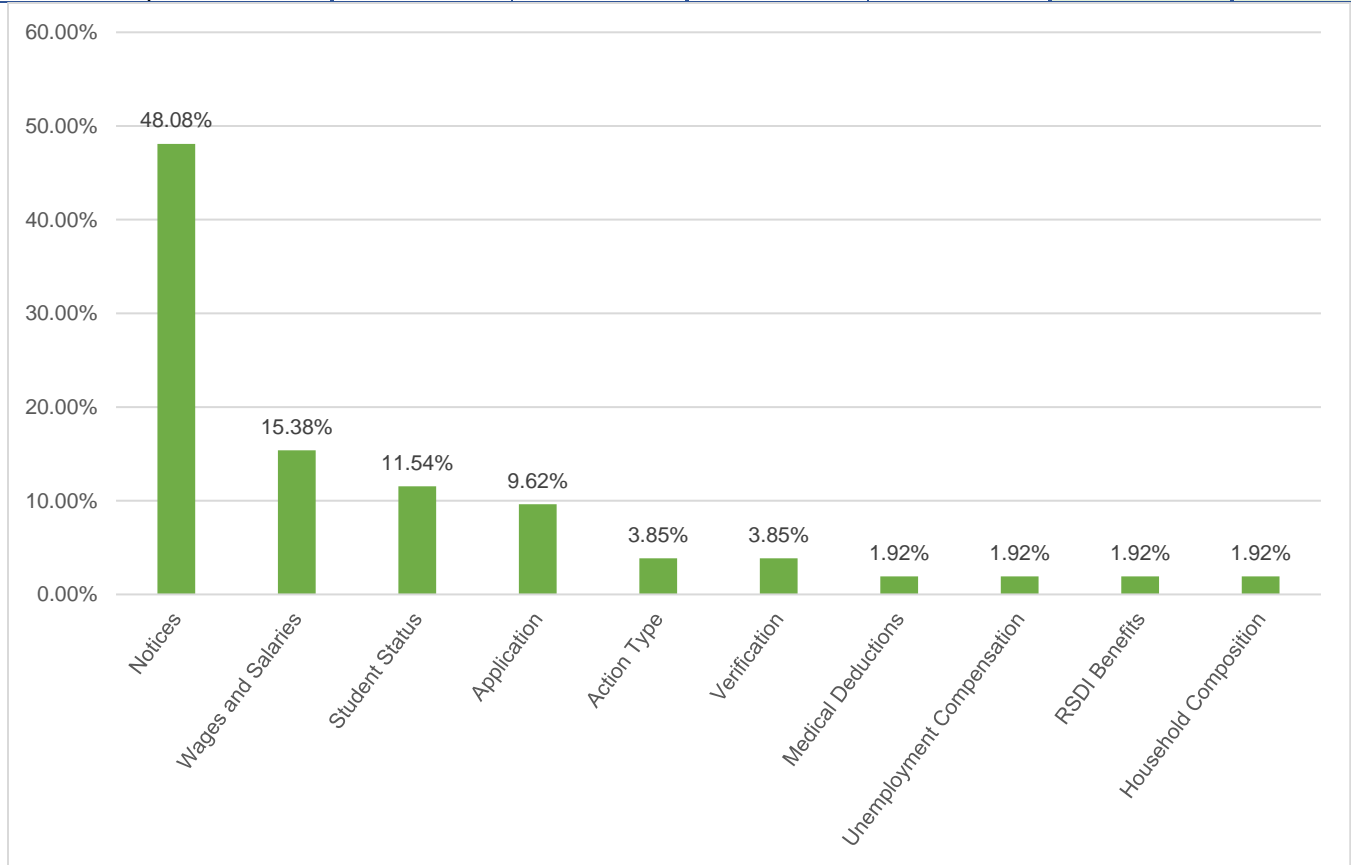
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice reason does not match reason for action	5	4	9	17.31%
Notice not complete	9	0	9	17.31%
Notice not clearly understandable	3	2	5	9.62%
Notice was sent to wrong address	2	0	2	3.85%
Total	19	6	25	48.08%
Wages and Salaries				
Policy incorrectly applied	1	2	3	5.77%
Improper income calculation	2	1	3	5.77%
Agency failed to follow up on known and reported impending changes	1	0	1	1.92%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	1.92%
Total	5	3	8	15.38%
Student Status				
Agency failed to follow up on inconsistent or incomplete information	4	1	5	9.62%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	1.92%
Total	5	1	6	11.54%
Application				
Late denial agency failed to process the application timely	4	0	4	7.69%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.92%
Total	4	1	5	9.63%
Action Type				
Policy incorrectly applied	1	1	2	3.85%
Total	1	1	2	3.85%
Verification				
Improper Denial/Termination - failure to provide - verification was received or is in case file	1	0	1	1.92%
Improper Denial/Termination - failure to provide - household never notified of needed verification	0	1	1	1.92%
Total	1	1	2	3.85%
Medical Deductions				
Failed to consider or incorrectly considered medical deductions	1	0	1	1.92%
Total	1	0	1	1.92%
Unemployment Compensation				
Agency failed to follow up on known and reported impending changes	0	1	1	1.92%
Total	0	1	1	1.92%

RSDI Benefits				
Failed to consider or incorrectly considered reported information	0	1	1	1.92%
Total	0	1	1	1.92%
Household Composition				
Entitled to separate status	0	1	1	1.92%
Total	0	1	1	1.92%

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	19	36.54%	6	11.54%	25	48.08%
Wages and Salaries	5	9.62%	3	5.77%	8	15.38%
Student Status	5	9.62%	1	1.92%	6	11.54%
Application	4	7.69%	1	1.92%	5	9.62%
Action Type	1	1.92%	1	1.92%	2	3.85%
Verification	1	1.92%	1	1.92%	2	3.85%
Medical Deductions	1	1.92%	0	0.00%	1	1.92%
Unemployment Compensation	0	0.00%	1	1.92%	1	1.92%
RSDI Benefits	0	0.00%	1	1.92%	1	1.92%
Household Composition	0	0.00%	1	1.92%	1	1.92%



CAPER Error Findings as Reported to the Field Offices

January 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
227	Notice	QC determined notice reason is not accurate. Based on CR information agency made an eligibility determination - Application invalid, age 18 and currently active on another case; 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.
234	Notice	QC determined agency used reported address for correspondence and reported phone number in attempt to interview HH. QC finds that 01/6/21 HUMAD sent to HH for verification of income with due date 1/20/21. Case comments on same day notes SNAP continues to pend PI. NOMI sent 01/07/21 regarding missed appointment scheduled for 12/16/20; appointment summary in ASPEN shows client a no show for scheduled interview 12/16/21. Agency's case comments note SNAP pending interview NOMI issued. QC finds no evidence that client completed interview. Case comments clearly state SNAP pending interview. NOMI sent to HH with notice reason for incomplete information does not match action taken by agency for missed appointment. employer for ongoing month as client reported furloughed in November. QC finds denial invalid for December ongoing as agency incorrectly failed to consider anticipated earnings for December ongoing.
239	Policy & Notice	QC review of CR finds no evidence that HH submitted RSDI award letter and that SOLQ does not show RSDI amount as client receives benefits under her spouse's record. QC finds that agency used bank statement as verification of RSDI using net amount. QC also finds that agency issued HUMAD 01/07/21 requesting award letter due 01/21/21; therefore, agency did not allow HH until 01/21/21 to provide verification as denial occurred 01/19/21.
244	Policy & Notice	QC determined action and notice incorrect. Student is not working 20 hours per week or average of 80 hours per month. Student has no dependents, is not receiving UCB and is not disabled. QC determined expanded college student eligibility effective 1/16/21 was not verified by agency. Financial aid information not requested to verify State or Federal work-study participation nor expected family contribution (EFC) for current academic year; HUMAD shows no evidence this verification was requested.
262	Notice	Notice to HH incorrect as all information provided and agency made determination using information HH provided. NOCA specifically notes proof of income from US Dept. of Interior for 12/1/20 not provided. QC determined agency processed case using 30 days consecutive income from disposition date as indicated in case record. QC determined review invalid due to notice reason to HH.
263	Notice	QC determined notice reason is not accurate. Based on CR information agency made an eligibility determination- HH was determined ineligible for separate status however, notice stated case was denied due to no longer requesting assistance. QC concluded because an eligibility decision was made the notice of denial should have reflected that eligibility decision.
266	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, January 2021.
274	Notice	QC verified on SOLQ interface SSI \$1281 UEI; SOLQ verified prior year benefit \$1264. QC determined incorrect income amount was used by the agency as \$1281 is the verified amount on SOLQ that the HH receives. QC determined calculation table on notice incorrect; therefore, notice invalid.
275	Policy & Notice	QC viewed UCB inquiry and determined UCB final payment was received on 6-19-20, no longer active at time of mass update/closure of the SNAP benefits. QC determined notice and action incorrect; Closure is invalid.

CAPER Error Rates

Regional and County Breakdowns

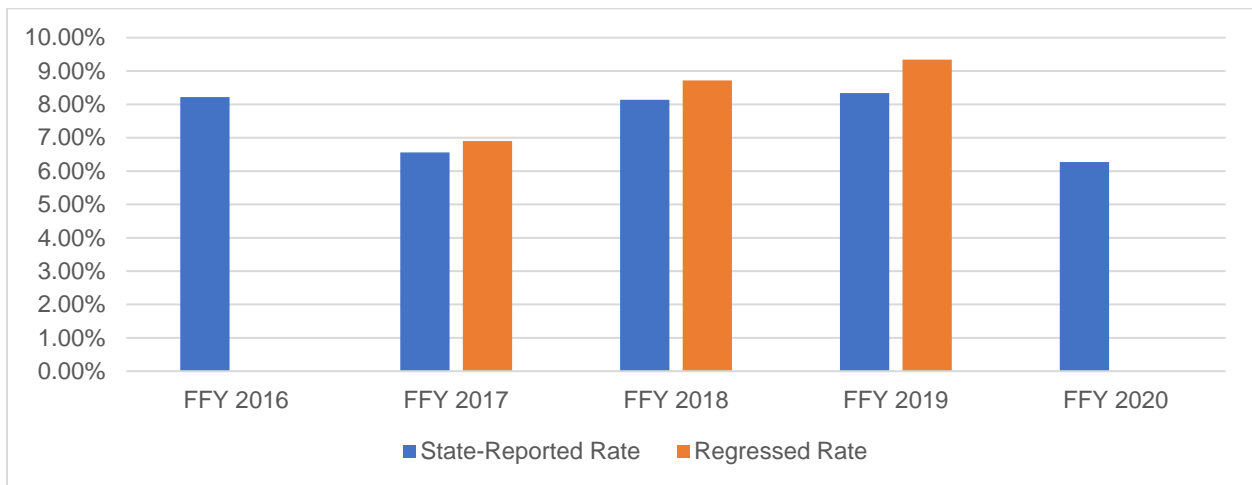
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%									33.33%
	McKinley	50.00%	0.00%	0.00%	100.0%									33.33%
	San Juan	42.86%	25.00%	20.00%	0.00%									25.00%
	Sierra	0.00%	0.00%	0.00%	0.00%									0.00%
	Socorro	0.00%	0.00%	100.0%	0.00%									100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
	S. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
	Region 1 Totals	42.86%	15.38%	25.00%	14.29%									
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%									0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%									0.00%
	Quay	0.00%	0.00%	0.00%	0.00%									0.00%
	Rio Arriba	0.00%	0.00%	100.0%	0.00%									33.33%
	San Miguel	50.00%	0.00%	50.00%	0.00%									22.22%
	Sandoval	0.00%	50.00%	0.00%	33.33%									40.00%
	Santa Fe	66.67%	0.00%	33.33%	0.00%									30.00%
	Taos	0.00%	0.00%	0.00%	0.00%									0.00%
Region 2 Totals	37.50%	9.09%	33.33%	16.67%										23.53%
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%									12.50%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%									8.70%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%									25.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%									30.00%
	Torrance	0.00%	0.00%	0.00%	0.00%									0.00%
Region 3 Totals	22.73%	12.00%	20.69%	13.33%										17.58%
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%									17.65%
	Curry	0.00%	0.00%	66.67%	0.00%									28.57%
	Artesia	0.00%	0.00%	0.00%	0.00%									0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%									0.00%
	Lea	0.00%	0.00%	100.0%	100.0%									33.33%
	Lincoln	0.00%	0.00%	0.00%	0.00%									0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%									0.00%
Region 4 Totals	0.00%	0.00%	55.56%	25.00%										18.60%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%									20.00%
	Grant	0.00%	0.00%	0.00%	0.00%									0.00%
	Luna	0.00%	0.00%	0.00%	0.00%									0.00%
	Otero	0.00%	33.33%	0.00%	0.00%									16.67%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%									12.50%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%									45.45%
Region 5 Totals	8.33%	27.27%	21.43%	50.00%										21.95%
State Totals	21.43%	13.24%	27.54%	20.45%										20.72%

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.**

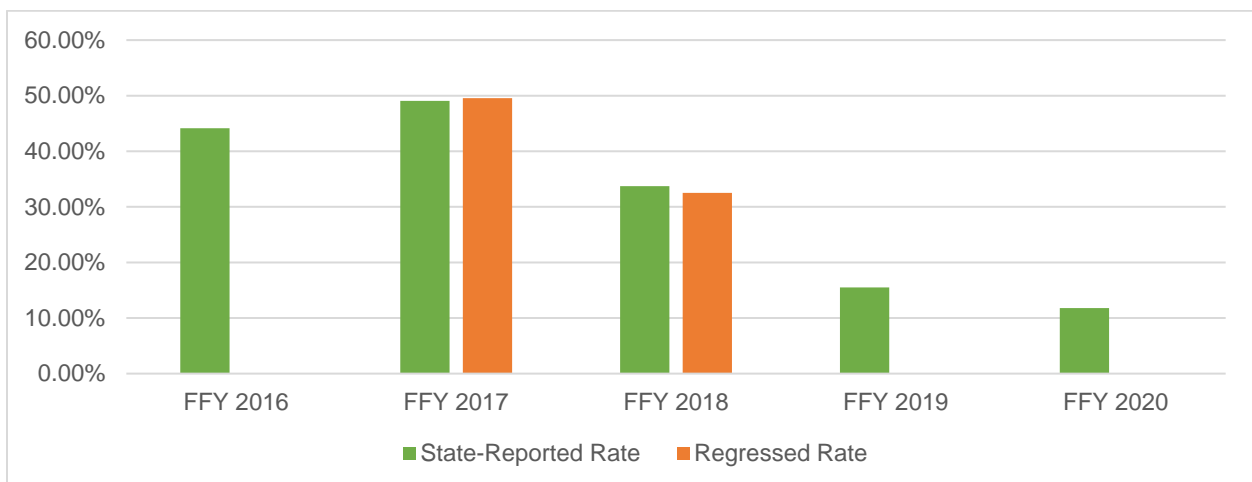
Payment Error Rate

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