



**Michelle Lujan Grisham, Governor**  
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Alex Castillo Smith, Deputy Secretary  
Kathy Slater Huff, Deputy Secretary  
Kyra Ochoa, Deputy Secretary  
Dana Flannery, Medicaid Director  
Nikki Kozlowski, Income Support Director

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## General Information Memorandum

**ISD-GI 24-31**

**TO: ISD Employees**  
**FROM: Niki Kozlowski, Director, Income Support Division**  
**DATE: October 7, 2024**  
**RE: FFY 2024 SNAP Performance Report- Eighth**

Attached please find the eighth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2024. This report includes all Quality Control (QC) findings received for the review months of October 2023 - May 2024.

The FFY 2024 Performance Goals 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%

If there are any questions or comments, please contact Marcos Rivera of the Quality Assessment Bureau, e-mail at [HCA.QIS@hca.nm.gov](mailto:HCA.QIS@hca.nm.gov).

Attachment: Eighth SNAP Performance Report for FFY 2024





## **2 OF 2 MAY 2024 PERFORMANCE REPORT-EIGHTH EDITION**

**Eighth Edition**

**Federal Fiscal Year 2024**

Quality Control Review Findings  
October 2023 - September 2024

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

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# SNAP Performance Report

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## SNAP Performance Report: Eighth Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2024 includes all Quality Control (QC) findings received for the review months of **October 2023 – September 2024**. A new edition is published monthly; this is the Eighth Edition for FFY 2024.

## 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 2024, 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 month of **May 2024**.

### Ineligible Benefits

\$2,219.00 (0.91%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$36,383.00 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 \$244,810.00 total benefits issued within those cases.

**14.86%**

Payment  
Error Rate

### Underpaid Benefits

\$4,000.00 (1.63%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

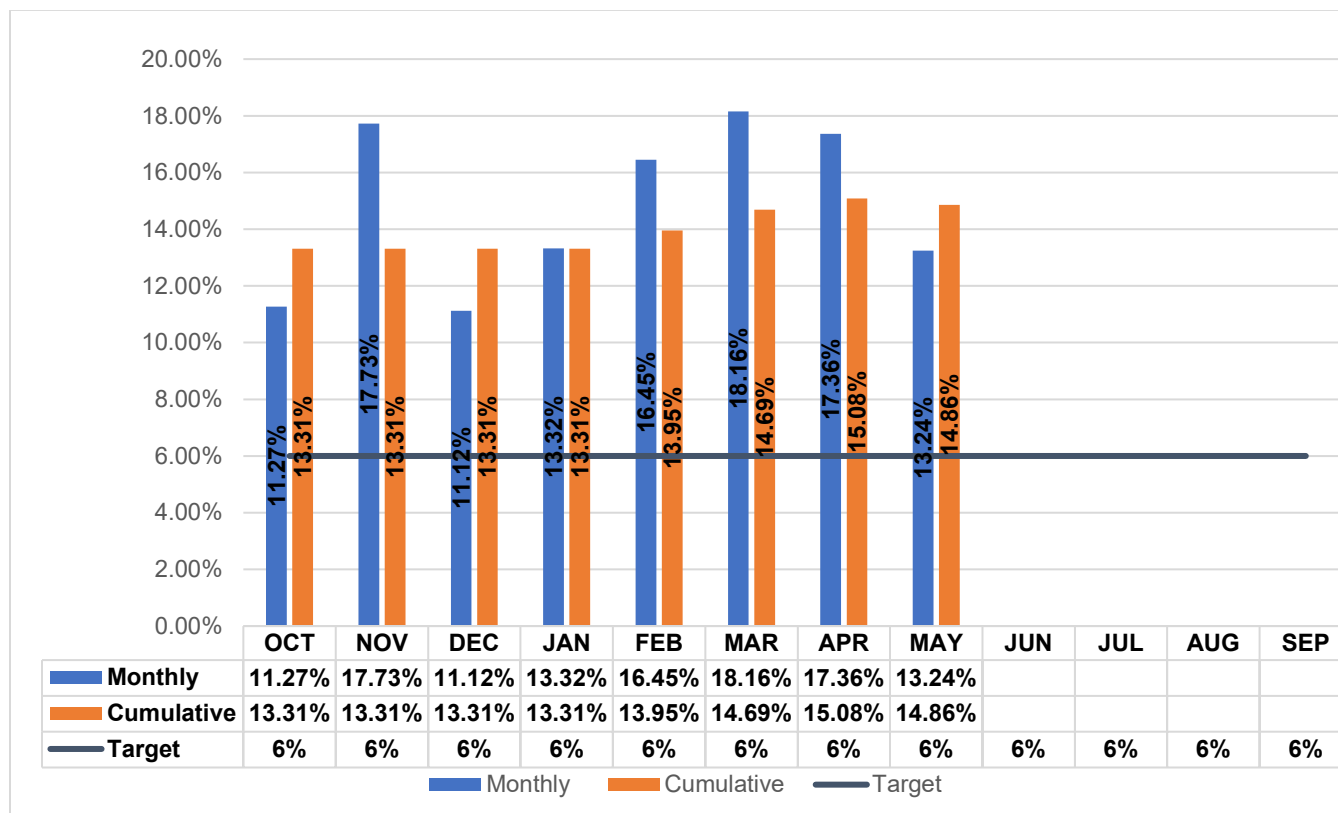
\$30,164.00 (12.32%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - May 2024

Total Benefits Paid in QC Sample	\$244,810
Total Error Amount in QC Sample	\$36,383
Total Cases Reviewed by QC	713
Total Cases with Errors	134
Total Correct Cases	579
Total Cases with Overpaid Benefits	106
Total Cases with Underpaid Benefits	22
Total Cases with Ineligible Benefits	6
Cases Dropped (In Sample, not Reviewed by QC)	71

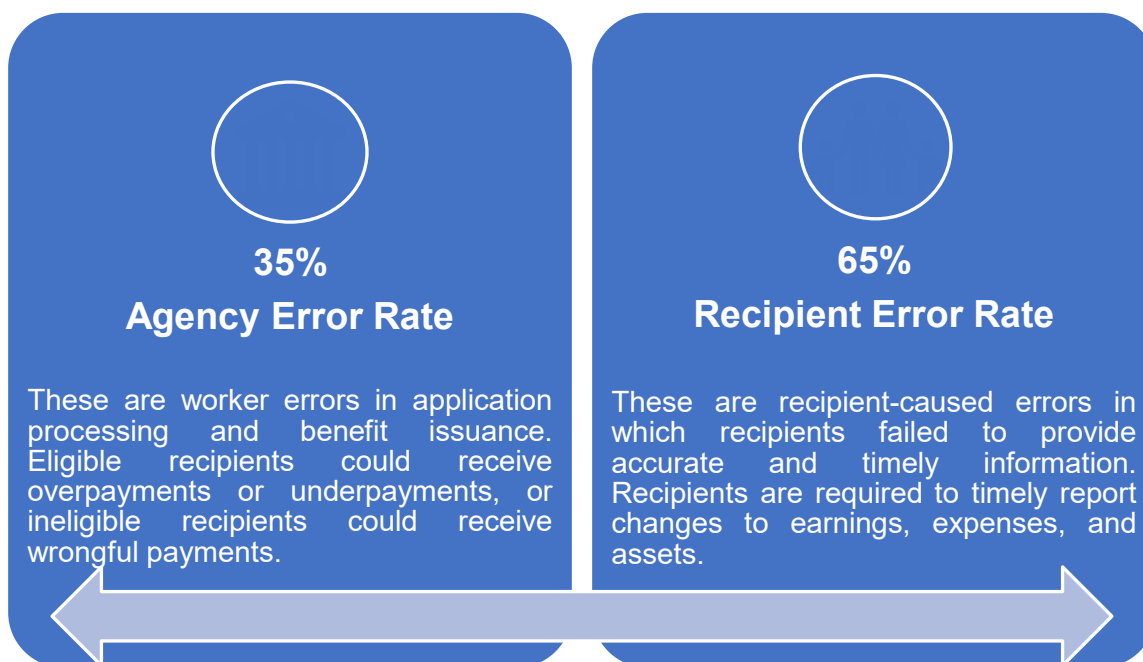
## FFY 2024 State Payment Error Rates

### Monthly vs. Cumulative Error Rates



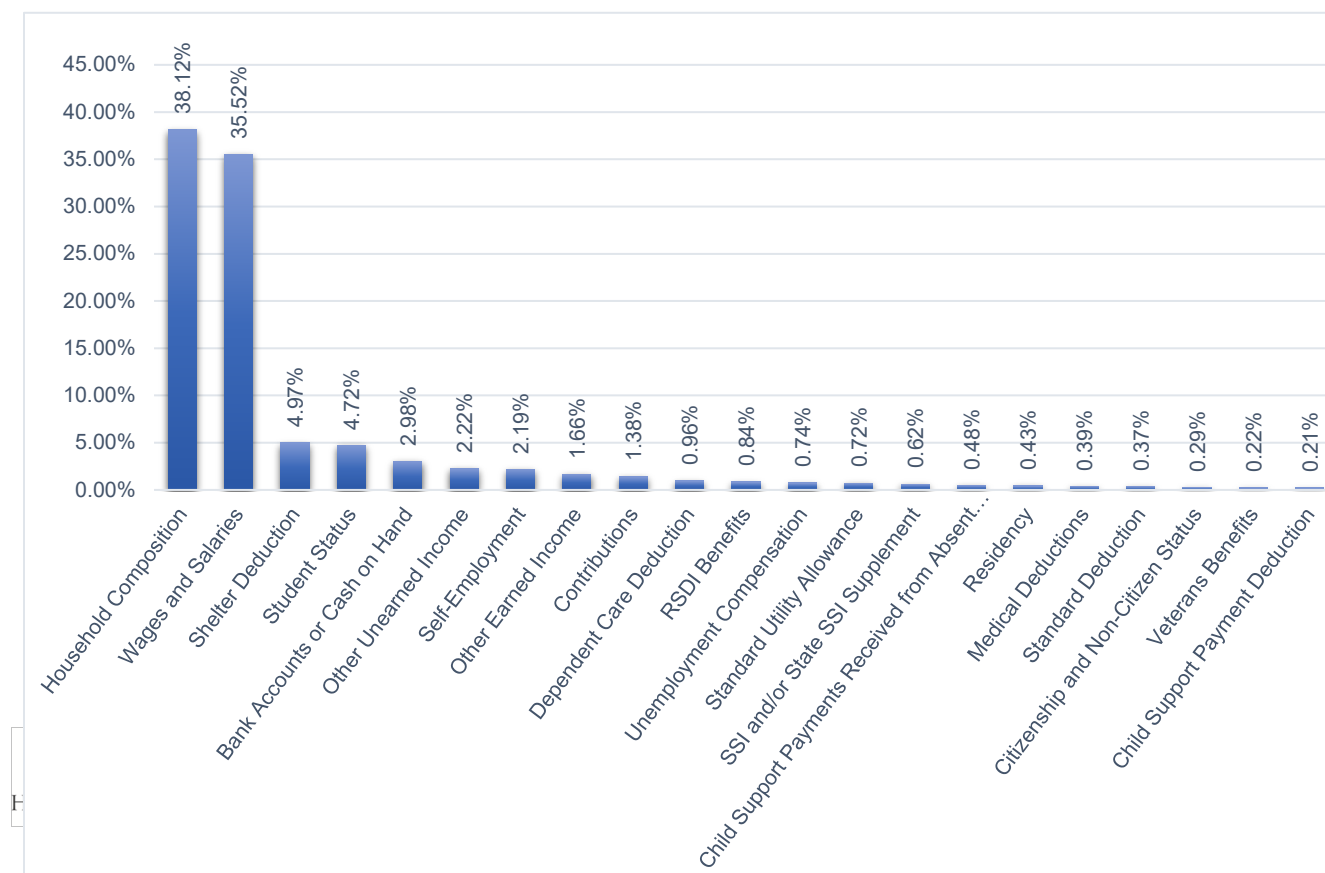
**Monthly totals are for the individual review month, cumulative totals are the totals of all months added together.**

### Are they Agency or Recipient Errors?



## FFY 2024 SNAP Error Trends – Cumulative Totals

Cumulative Totals - May 2024		
Error Element	Error Amount	Error Percentage
Household Composition	\$13,868	38.12%
Wages and Salaries	\$12,922	35.52%
Shelter Deduction	\$1,807	4.97%
Student Status	\$1,716	4.72%
Bank Accounts or Cash on Hand	\$1,083	2.98%
Other Unearned Income	\$808	2.22%
Self-Employment	\$797	2.19%
Other Earned Income	\$605	1.66%
Contributions	\$503	1.38%
Dependent Care Deduction	\$350	0.96%
RSDI Benefits	\$304	0.84%
Unemployment Compensation	\$268	0.74%
Standard Utility Allowance	\$261	0.72%
SSI and/or State SSI Supplement	\$224	0.62%
Child Support Payments Received from Absent Parent	\$173	0.48%
Residency	\$156	0.43%
Medical Deductions	\$141	0.39%
Standard Deduction	\$133	0.37%
Citizenship and Non-Citizen Status	\$107	0.29%
Veteran Benefits	\$81	0.22%
Child Support Payment Deduction	\$76	0.21%





# FFY 2024 SNAP Payment Error Rates

## Regional and County Breakdowns

Percentages are on based 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%	100.0%	0.00%	0.00%	0.00%					29.17%
	McKinley	12.66%	0.00%	6.14%	13.57%	38.48%	18.22%	0.00%	0.00%					10.07%
	San Juan	0.00%	5.10%	7.29%	18.73%	30.37%	0.00%	80.40%	40.91%					20.77%
	Sierra	0.00%	0.00%	11.25%	0.00%	108.84%	6.35%	18.53%	0.00%					18.33%
	Socorro	14.71%	0.00%	0.00%	85.16%	0.00%	0.00%	0.00%	0.00%					12.18%
	N. Valencia	37.13%	9.04%	0.00%	0.00%	27.38%	71.26%	0.00%	0.00%					16.38%
	S. Valencia	16.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					16.67%
Region 1 Totals		11.62%	4.83%	4.85%	10.23%	41.31%	27.05%	15.00%	22.72%					17.06%
Region 2 Northeast Region	Colfax	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%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Rio Arriba	0.00%	90.95%	21.33%	0.00%	58.76%	6.33%	0.00%	0.00%					19.57%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	37.02%	0.00%					4.12%
	Sandoval	23.88%	10.21%	0.00%	28.62%	0.00%	0.00%	44.91%	0.00%					18.10%
	Santa Fe	0.00%	0.00%	47.59%	40.52%	0.00%	56.28%	14.83%	0.00%					27.15%
	Taos	38.13%	7.87%	51.52%	0.00%	0.00%	0.00%	0.00%	0.00%					21.40%
Region 2 Totals		16.81%	20.80%	21.54%	24.69%	7.13%	19.21%	29.44%	0.00%					17.69%
Region 3 Central Region	NE Bernalillo	0.00%	9.42%	0.00%	0.00%	10.65%	5.29%	30.84%	30.31%					10.06%
	NW Bernalillo	27.78%	53.87%	0.00%	4.74%	0.00%	0.00%	3.86%	50.17%					21.43%
	SE Bernalillo	0.00%	0.00%	38.94%	0.00%	0.00%	35.66%	0.00%	0.00%					10.22%
	SW Bernalillo	12.34%	0.00%	3.44%	18.52%	9.00%	29.42%	13.48%	16.43%					16.62%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%					23.78%
Region 3 Totals		7.11%	28.63%	3.94%	9.87%	6.19%	21.41%	11.30%	29.84%					15.20%
Region 4 Southeast Region	Chaves	0.00%	0.00%	12.44%	32.45%	0.00%	14.07%	23.30%	0.00%					11.69%
	Curry	0.00%	0.00%	8.96%	0.00%	0.00%	0.00%	0.00%	0.00%					1.74%
	Artesia	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%	0.00%	0.00%	0.00%	0.00%					0.00%
	Lea	46.55%	42.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					17.45%
	Lincoln	0.00%	0.00%	92.10%	0.00%	0.00%	0.00%	0.00%	0.00%					14.37%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
Region 4 Totals		10.41%	18.85%	12.37%	6.60%	0.00%	4.26%	11.57%	0.00%					8.58%
Region 5 Southwest Region	E. Dona Ana	0.00%	9.90%	27.15%	0.00%	58.48%	0.00%	11.15%	0.00%					18.65%
	Grant	4.19%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					1.56%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	58.42%	0.00%					9.98%
	Otero	19.86%	85.35%	0.00%	43.62%	0.00%	0.00%	0.00%	0.00%					13.62%
	S. Dona Ana	33.56%	0.00%	72.59%	8.32%	0.00%	8.05%	50.00%	0.00%					14.71%
	W. Dona Ana	7.95%	13.03%	4.28%	0.00%	28.42%	13.54%	7.31%	27.98%					15.62%
Region 5 Totals		12.63%	11.18%	18.42%	16.64%	19.18%	5.84%	22.47%	7.82%					14.06%
State Totals		11.27%	17.73%	11.12%	13.32%	16.45%	18.16%	17.36%	13.24%					14.86%
Source: NM QC state reported errors from the FNS Quality Control System (FNSQCS).														

## SNAP Payment Error Rates Mitigation Strategies

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

- 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:

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.

Presentations are developed targeting areas identified and are discussed at bi-monthly staff meetings with local Workload teams.

Review processes and findings procedures are reviewed and updated consistently to incorporate FNS 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 2024 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 348 invalid denials/closures identified, 104 were identified as an incorrect closure, and 244 were identified as incorrect denials.

### Negative Error Amount

348 cases out of 596 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**64.33%**  
**CAPER**  
**Error Rate**

### Incorrect Notices

3% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

97% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - May 2024

Total Cases in Sample Pulled for Review	596
Cases Dropped (Sampled not Reviewed by QC)	55
Total Cases Reviewed	541
Total Valid Cases	193
Total Invalid Cases	348

# FFY 2024 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: May 2024

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Rank #1: Application				
Late denial agency failed to process the application timely	192	56	248	71.88%
Failed to process the reapplication timely (recertification application)	0	13	13	3.77%
Policy incorrectly applied- no other codes applicable	2	1	3	0.87%
Improper denial for missing interview when never scheduled	1	1	2	0.58%
Failed to issue a required Notice of Missed Interview (NOMI)	1	0	1	0.29%
Denial before the 30 <sup>th</sup> day	0	1	1	0.29%
Total	196	72	268	77.68%
Rank #2: Action Type				
Policy incorrectly applied – no other codes applicable	7	8	15	4.35%
Improper suspension when the case should have been denied or terminated	1	1	2	0.58%
Total	8	9	17	4.93%
Rank #3: Arithmetic Computation				
Benefit/allotment/eligibility incorrectly computed	12	0	12	3.48%
Policy incorrectly applied – no other codes applicable	2	0	2	0.58%
Total	14	0	14	4.06%
Rank #4: Wages and Salaries				
Agency failed to follow up on known and reported impending changes	4	0	4	1.16%
Improper income calculation	3	0	3	0.87%
Policy incorrectly applied- no other codes applicable	1	1	2	0.58%
Income from known/processed source included that should not have been	1	0	1	0.29%
Failed to consider/anticipate month with extra pay date	1	0	1	0.29%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.29%
Total	11	1	12	3.48%
Rank #5: Notices				
Policy incorrectly applied – no other codes applicable	6	2	8	2.32%
Notice was sent to wrong address	0	2	2	0.58%
Notice not clearly understandable	0	1	1	0.29%
Total	6	5	11	3.19%
Rank #6: Other				
Policy incorrectly applied- no other codes applicable	3	2	5	1.45%
Other	1	1	2	0.58%
Failure to provide verification for a period of time not associated with current application	0	1	1	0.29%

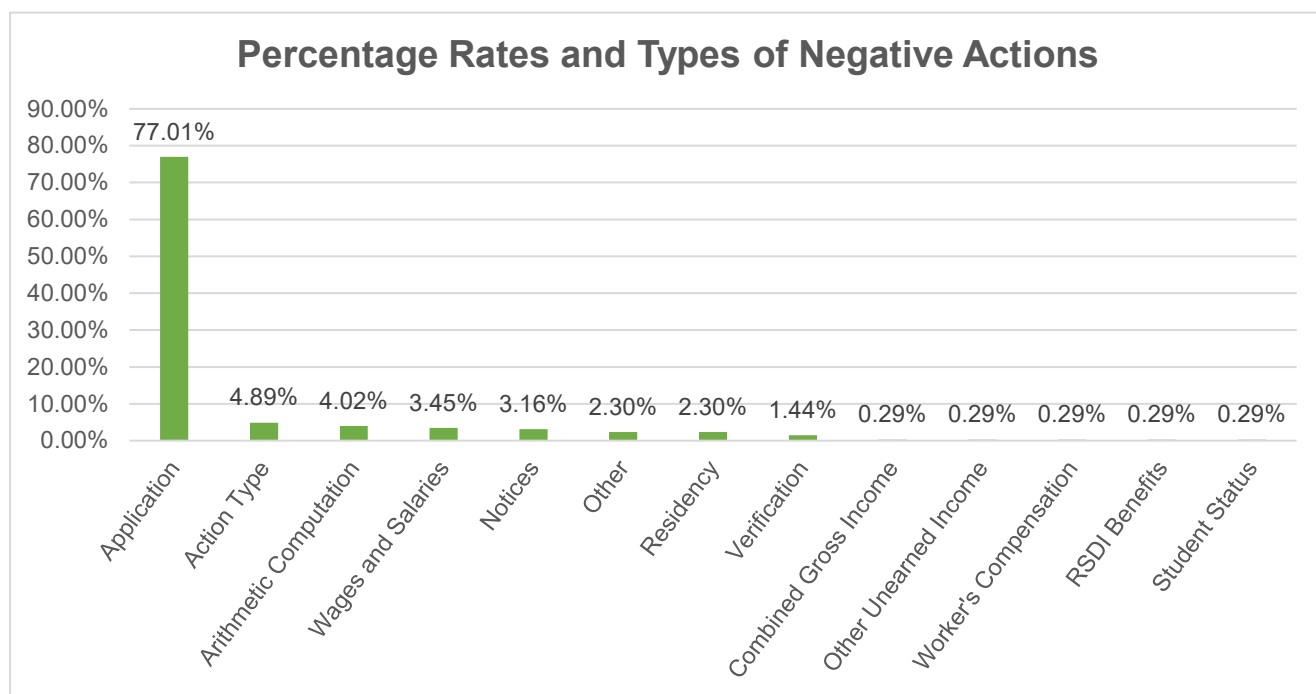


Total	4	4	8	2.32%
<b>Rank #7: Residency</b>				
Policy incorrectly applied – no other codes applicable	0	5	5	1.45%
Improper Denial/Termination- Homeless household denied for failing to provide address	0	1	1	0.29%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.29%
Improper denial or termination, not out of the project area	1	0	1	0.29%
Total	1	7	8	2.32%
<b>Rank #8: Verification</b>				
Policy incorrectly applied- no other codes applicable	0	2	2	0.58%
Agency failed to follow up on known and reported impending changes	0	1	1	0.29%
Improper Denial/Termination- failure to provide- verification was received or is in case file	0	1	1	0.29%
Improper denial prior to end of timeframe for providing verification	0	1	1	0.29%
Total	0	5	5	1.45%
<b>Rank #9: Combined Gross Income</b>				
Policy incorrectly applied- no other codes applicable	1	0	1	0.29%
Total	1	0	1	0.29%
<b>Rank #10: Other Unearned Income</b>				
Failed to consider or incorrectly considered reported information	1	0	1	0.29%
Total	1	0	1	0.29%

## FFY 2024 CAPER Errors – Cumulative Totals

*Percentage Rates and Types of Negative Actions: May 2024*

Error	Denials		Closures		Total Invalid	Percentage Total
Application	196	56.32%	72	20.69%	268	77.01%
Action Type	8	2.30%	9	2.59%	17	4.89%
Arithmetic Computation	14	4.02%	0	0.00%	14	4.02%
Wages and Salaries	11	3.16%	1	0.29%	12	3.45%
Notices	6	1.72%	5	1.44%	11	3.16%
Other	4	1.15%	4	1.15%	8	2.30%
Residency	1	0.29%	7	2.01%	8	2.30%
Verification	0	0.00%	5	1.44%	5	1.44%
Combined Gross Income	1	0.29%	0	0.00%	1	0.29%
Other Unearned Income	1	0.29%	0	0.00%	1	0.29%
Worker's Compensation	0	0.00%	1	0.29%	1	0.29%
RSDI Benefits	1	0.29%	0	0.00%	1	0.29%
Student Status	1	0.29%	0	0.00%	1	0.29%



# FFY 2024 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%	100.0%	0.00%	100.0%	50.00%	100.0%	0.00%	0.00%					85.71%
	McKinley	33.33%	100.0%	100.0%	100.0%	60.00%	0.00%	0.00%	100.0%					68.75%
	San Juan	25.00%	50.00%	100.0%	100.0%	66.67%	100.0%	80.40%	50.00%					72.00%
	Sierra	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	18.53%	0.00%					75.00%
	Socorro	0.00%	100.0%	100.0%	0.00%	0.00%	100.0%	0.00%	0.00%					83.33%
	N. Valencia	50.00%	0.00%	0.00%	50.00%	100.0%	0.00%	0.00%	0.00%					30.77%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%					66.67%
	<b>Region 1 Totals</b>	<b>41.67%</b>	<b>57.14%</b>	<b>100.0%</b>	<b>83.33%</b>	<b>57.14%</b>	<b>100.0%</b>	<b>15.00%</b>	<b>28.57%</b>					<b>66.22%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%					50.00%
	Guadalupe	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%					100.0%
	Quay	100.0%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	100.0%					80.00%
	Rio Arriba	0.00%	100.00%	100.0%	0.00%	0.00%	100.0%	0.00%	25.00%					46.15%
	San Miguel	0.00%	0.00%	100.0%	66.67%	66.67%	100.0%	37.02%	50.00%					53.33%
	Sandoval	40.00%	0.00%	50.00%	66.67%	80.00%	83.33%	44.91%	66.67%					67.74%
	Santa Fe	0.00%	0.00%	50.00%	66.67%	100.0%	50.00%	14.83%	0.00%					38.89%
	Taos	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	50.00%					33.33%
	<b>Region 2 Totals</b>	<b>27.27%</b>	<b>16.67%</b>	<b>71.43%</b>	<b>50.00%</b>	<b>72.73%</b>	<b>85.71%</b>	<b>29.44%</b>	<b>41.18%</b>					<b>54.64%</b>
Region 3 Central Region	NE Bernalillo	37.50%	75.00%	85.71%	57.14%	80.00%	77.78%	30.84%	33.33%					63.49%
	NW Bernalillo	50.00%	75.00%	100.0%	83.33%	100.0%	85.71%	3.86%	20.00%					66.67%
	SE Bernalillo	50.00%	66.67%	0.00%	50.00%	50.00%	33.33%	0.00%	50.00%					57.69%
	SW Bernalillo	100.0%	62.50%	100.0%	70.00%	80.0%	66.67%	13.48%	50.00%					70.73%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%					66.67%
	<b>Region 3 Totals</b>	<b>50.00%</b>	<b>67.74%</b>	<b>95.24%</b>	<b>68.00%</b>	<b>81.82%</b>	<b>72.73%</b>	<b>11.30%</b>	<b>35.29%</b>					
Region 4 Southeast Region	Chaves	100.0%	0.00%	100.0%	0.00%	100.0%	100.0%	23.20%	66.67%					66.67%
	Curry	100.0%	25.00%	75.00%	100.0%	0.00%	100.0%	0.00%	100.0%					63.16%
	Artesia	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%					100.0%
	Carlsbad	0.00%	50.00%	0.00%	100.0%	0.00%	0.00%	0.00%	50.00%					63.64%
	Lea	0.00%	100.0%	100.0%	75.00%	75.00%	100.0%	0.00%	75.00%					85.00%
	Lincoln	66.67%	100.0%	100.0%	0.00%	50.00%	100.0%	0.00%	50.00%					72.73%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%					100.0%
	<b>Region 4 Totals</b>	<b>77.78%</b>	<b>45.45%</b>	<b>90.91%</b>	<b>88.89%</b>	<b>66.67%</b>	<b>100.0%</b>	<b>11.57%</b>	<b>66.67%</b>					<b>72.50%</b>
Region 5 Southwest Region	E. Dona Ana	100.0%	50.00%	100.0%	100.0%	0.00%	100.0%	11.15%	66.67%					90.48%
	Grant	50.00%	0.00%	100.0%	0.00%	100.0%	100.0%	0.00%	0.00%					44.44%
	Luna	100.0%	50.00%	100.0%	0.00%	75.00%	0.00%	58.42%	50.00%					61.54%
	Otero	0.00%	0.00%	0.00%	50.00%	0.00%	100.0%	0.00%	20.00%					37.50%
	S. Dona Ana	100.0%	100.0%	100.0%	50.00%	50.00%	100.0%	50.00%	0.00%					76.47%
	W. Dona Ana	20.00%	83.33%	75.00%	75.00%	100.0%	66.67%	7.31%	0.00%					62.96%
	<b>Region 5 Totals</b>	<b>53.85%</b>	<b>57.14%</b>	<b>86.67%</b>	<b>64.71%</b>	<b>77.78%</b>	<b>84.62%</b>	<b>22.47%</b>	<b>28.57%</b>					<b>65.05%</b>
<b>State Totals</b>		<b>50.11%</b>	<b>56.52%</b>	<b>88.41%</b>	<b>68.12%</b>	<b>72.73%</b>	<b>83.87%</b>	<b>17.36%</b>	<b>39.71%</b>					<b>64.33%</b>

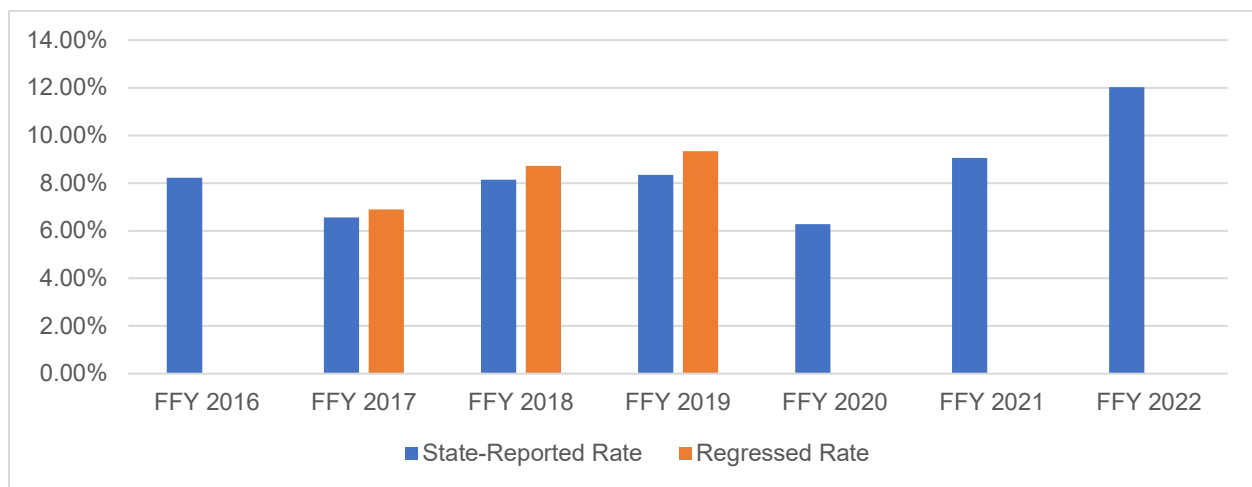
# FFY 2024 Regression Rates

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 and FFY 2020 was not issued. FFY 2021, FFY 2022, FFY 2023 and current data for FFY 2024 have 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*

