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Kyra Ochoa, Deputy Secretary
Dana Flannery, Medicaid Director
Nikki Kozlowski, Income Support Director

General Information Memorandum

ISD-GI 25-12

TO: ISD Employees

FROM: Niki Kozlowski, Director, Income Support Division

DATE: April 9, 2025

RE: FFY 2025 SNAP Performance Report- Second Edition

Attached please find the second issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2025. This report includes all Quality Control (QC) findings received for the review months of October 2024 – November 2024.

The FFY 2025 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.

Attachment: Second Edition SNAP Performance Report for FFY 2025





Second Edition

Federal Fiscal Year 2025

Quality Control Review Findings October 2024 - November 2024

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

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SNAP Performance Report

SNAP Performance Report: Second 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 2024 – November 2024.** A new edition is published monthly; this is the Second Edition for FFY 2025.

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 2025, the State Performance Goals are as follows:

Payment Accuracy



A cumulative error rate of 6% or better, for a payment accuracy of 94% or better.

CAPER



A cumulative negative error rate of 1% or better, for a CAPER accuracy of 99% or better.

SNAP Timeliness



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 **November 2024**.

Ineligible Benefits

\$0.00 (0.00%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$5,883 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 \$33,441 total benefits issued within those cases.

21.69%
Payment
Error Rate

Underpaid Benefits

\$192 (0.57%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

\$5691 (17.02%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

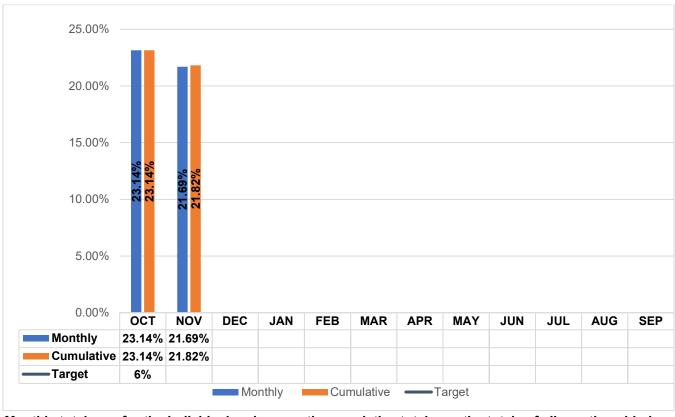
Cumulative Totals - November 2024

Total Benefits Paid in QC Sample	\$33,441
Total Error Amount in QC Sample	\$5,883
Total Cases Reviewed by QC	83
Total Cases with Errors	18
Total Correct Cases	65
Total Cases with Overpaid Benefits	16
Total Cases with Underpaid Benefits	2
Total Cases with Ineligible Benefits	0
Cases Dropped (In Sample, not Reviewed by QC)	23



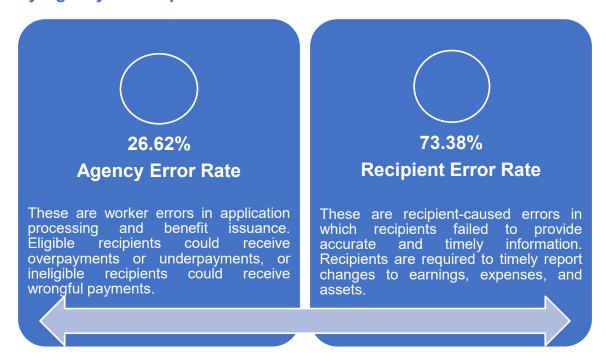
FFY 2025 State Payment Error Rates

Monthly vs. Cumulative Error Rates



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

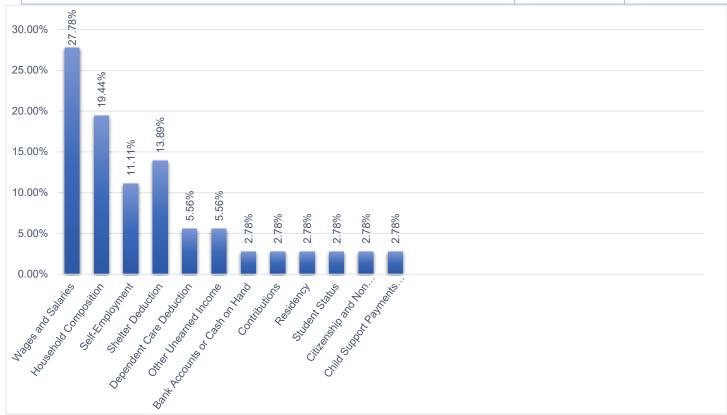
Are they Agency or Recipient Errors?





FFY 2025 SNAP Error Trends – Cumulative Totals

Cumulative Totals – November 2024		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$4,182	27.78%
Household Composition	\$3,483	19.44%
Self-Employment	\$868	11.11%
Shelter Deduction	\$780	13.89%
Dependent Care Deduction	\$622	5.56%
Other Unearned Income	\$456	5.56%
Bank Accounts or Cash on Hand	\$394	2.78%
Contributions	\$331	2.78%
Residency	\$292	2.78%
Student Status	\$292	2.78%
Citizenship and Non Citizen Status	\$181	2.78%
Child Support Payments Received from Absent Parent	\$112	2.78%
Totals	\$11,993	100.00%





FFY 2025 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.

		ОСТ	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
,	Cibola	100%	0.00%											49.42%
gioi	McKinley	15.27%	1.56%											4.28%
Region 1 Northwest Region	San Juan	11.41%	31.35%											16.41%
Region 1 hwest Re	Sierra	0.00%	46.19%											31.30%
Re	Socorro	0.00%	0.00%											0.00%
lon	N. Valencia	0.00%	51.34%											31.31%
	S. Valencia	0.00%	0.00%											0.00%
Regi	on 1 Totals	23.54%	14.14%											17.38%
	Colfax	0.00%	43.42%											43.42%
uo	Guadalupe	0.00%	0.00%											0.00%
2 tegi	Quay	0.00%	0.00%											0.00%
ion st R	Rio Arriba	0.00%	0.00%											0.00%
Region 2 Northeast Region	San Miguel	0.00%	0.00%											0.00%
orth.	Sandoval	46.59%	11.31%											24.72%
ž	Santa Fe	10.83%	0.00%											5.07%
	Taos	0.00%	0.00%											0.00%
Regi	on 2 Totals	21.79%	10.06%											15.21%
	NE Bernalillo	20.31%	47.66%											35.02%
n 3	NW Bernalillo	0.00%	22.46%											16.01%
Region 3 Central Region	SE Bernalillo	0.00%	19.35%											11.68%
808	SW Bernalillo	33.19%	26.24%											28.61%
	Torrance	100.00%	0.00%											76.84%
Regi	on 3 Totals	27.93%	28.82%											28.46%
_	Chaves	18.31%	4000%											27.53%
ioir	Curry	50.66%	0.00%											25.51%
n 4 Reg	Artesia	0.00%	0.00%											0.00%
Region 4 Southeast Region	Carlsbad	0.00%	24.27%											11.75%
Rei	Lea	57.43%	0.00%											14.49%
ino	Lincoln	0.00%	0.00%											0.00%
ν	Roosevelt	0.00%	0.00%											0.00%
Regi	on 4 Totals	24.43%	15.85%											19.87%
	E. Dona Ana	0.00%	0.00%											0.00%
st	Grant	0.00%	0.00%											0.00%
on i	Luna	0.00%	0.00%											0.00%
Region 5 Southwest Region	Otero	0.00%	0.00%											0.00%
So	S. Dona Ana	56.47%	0.00%											30.38%
	W. Dona Ana	0.00%	22.13%											5.71%
Regi	on 5 Totals	14.65%	5.34%											10.58%
Sta	ate Totals	23.14%	20.04%											20.04%



SNAP Payment Error Rates Mitigation Strategies

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

- 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 2025 Case and Procedural Error Rate (CAPER)

State Cumulative Negative Error Rate

Invalid Closure Breakdown

Out of the 22 invalid denials/closures identified, 11 were identified as an incorrect closure, and 11 were identified as incorrect denials.

15.49% CAPER Error Rate

Negative Error Amount

11 cases out of 142 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

Incorrect Notices

30.00% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

70.00% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals – November 2024

Total Cases in Sample Pulled for Review	142
Cases Dropped (Sampled not Reviewed by QC)	8
Total Cases Reviewed	134
Total Valid Cases	120
Total Invalid Cases	22



FFY 2025 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: November 2024

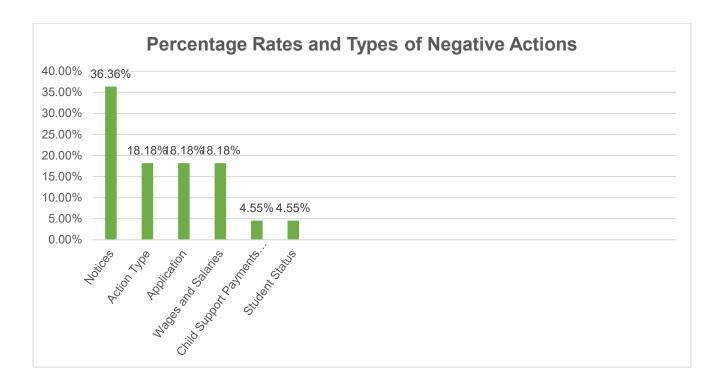
Reason for the Error		he Errors curred	Total	Percent of Cases with			
	Denials	Terminations	Errors	Error			
F	ank #1 Notices						
Notice was sent to wrong address	1	4	5	22.73%			
Policy incorrectly applied- no other codes applicable	1	0	1	4.55%			
Failed to send notice of action	0	1	1	4.55%			
Notice reason does not match reason for action	0	1	1	4.55%			
Total	2	6	8	36.36%			
	nk #2: Action	Туре					
Policy incorrectly applied- no other codes applicable	3	1	4	18.18%			
Total	3	1	4	18.18%			
Ra	nk #3: Applic	ation					
Late denial agency failed to process the application timely	1	1	2	9.09%			
Policy incorrectly applied- no other codes applicable	0	1	1	4.55%			
Failed to process the reapplication timely (recertification application)	0	1	1	4.55%			
Total	1	3	4	18.18%			
Rank #	4: Wages and	l Salaries					
Policy incorrectly applied- no other codes applicable	2	0	2	9.09%			
Improper income calculation	0	1	1	4.55%			
Agency failed to follow up on inconsistent or incomplete information	1	0	1	4.55%			
Total	3	1	4	18.18%			
Rank #5: Child Support I	Payments Re	ceived from Ab	sent Pare	ent			
Improper calculation- Income averaged incorrectly	1	0	1	4.55%			
Total	1	0	1	4.55%			
Ran	k #6 Student	Status					
Agency failed to follow up on inconsistent or incomplete information.	1	0	1	4.55%			
Total	1	0	1	4.55%			



FFY 2025 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: November 2024

Error	Den	ials	Clos	ures	Total Invalid	Percentage Total
Notices	2	9.09%	6	27.27%	8	36.36%
Action Type	3	13.64%	1	4.55%	4	18.18%
Application	1	4.55%	3	13.64%	4	18.18%
Wages and Salaries	3	13.64%	1	4.55%	4	18.18%
Child Support Payments Received from Absent Parent	1	4.55%	0	0.00%	1	4.55%
Student Status	1	4.55%	0	0.00%	1	4.55%
TOTAL	11	50.00%	11	50.00%	22	100.00%





FFY 2025 CAPER Error Rates

Regional and County Breakdowns

		ост	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
	Cibola	0.00%	25.00%											25.00%
ion	McKinley	0.00%	0.00%											0.00%
1 leg	San Juan	0.00%	20.00%											14.29%
Region 1	Sierra	0.00%	0.00%											0.00%
Reg Wes	Socorro	0.00%	0.00%											0.00%
Region 1 Northwest Region	N. Valencia	25.00%	0.00%											14.29%
	S. Valencia	0.00%	0.00%											0.00%
Regio	on 1 Totals	11.11%	13.33%											12.50%
	Colfax	0.00%	0.00%											0.00%
Region 2 Northeast Region	Guadalupe	0.00%	0.00%											0.00%
2 leg	Quay	0.00%	0.00%											0.00%
Region 2 heast Re	Rio Arriba	0.00%	100.00%											50.00%
eas	San Miguel	50.00%	0.00%											33.33%
E 5	Sandoval	25.00%	0.00%											14.29%
8	Santa Fe	0.00%	0.00%											0.00%
	Taos	0.00%	0.00%											0.00%
Regio	on 2 Totals	14.29%	11.11%											13.04%
2	NE Bernalillo	10.00%	37.50%											22.22%
n 3 Regio	NW Bernalillo	0.00%	50.00%											14.29%
Region 3 Central Region	SE Bernalillo	0.00%	0.00%											0.00%
Sen	SW Bernalillo	25.00%	25.00%											25.00%
	Torrance	50.00%	0.00%											50.00%
Regio	on 3 Totals	13.04%	26.32%											19.05%
2	Chaves	0.00%	0.00%											0.00%
gio	Curry	100.00%	0.00%											33.33%
n 4 Re	Artesia	0.00%	0.00%											0.00%
Region 4 outheast Region	Carlsbad	0.00%	25.00%											20.00%
Reg	Lea	0.00%	0.00%											0.00%
, mc	Lincoln	0.00%	0.00%											0.00%
Š	Roosevelt	0.00%	0.00%											0.00%
Regio	on 4 Totals	20.00%	9.09%											12.50%
on	E. Dona Ana	100.00%	33.33%											50.00%
5 egi	Grant	0.00%	0.00%											0.00%
t R	Luna	0.00%	50.00%											25.00%
Region 5 hwest Re	Otero	0.00%	100.00%											100.00%
Region 5 Southwest Region	S. Dona Ana	0.00%	0.00%											0.00%
Sc	W. Dona Ana	20.00%	0.00%											15.38%
Regio	on 5 Totals	20.00%	23.08%											21.43%
Sta	te Totals	14.93%	17.91%											16.42%



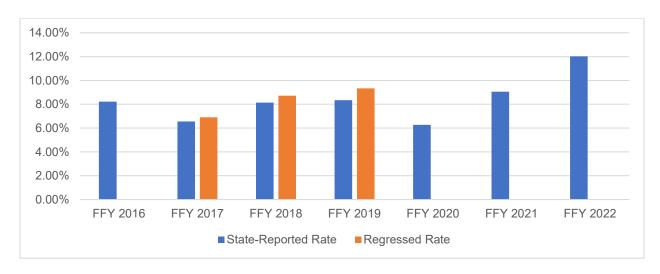
FFY 2025 Regression Rates

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 2025 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

