



Michelle Lujan Grisham, Governor

Kari Armijo, Secretary

Alex Castillo Smith, Deputy Secretary

Kathy Slater Huff, Deputy Secretary

Kyra Ochoa, Deputy Secretary

Dana Flannery, Medicaid Director

Nikki Kozlowski, Income Support Director

General Information Memorandum

ISD-GI 25-15

TO: ISD Employees

FROM: Niki Kozlowski, Director, Income Support Division

DATE: May 8, 2025

RE: FFY 2025 SNAP Performance Report- Third Edition

Attached please find the third 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 - September 2025.

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: Third Edition SNAP Performance Report for FFY 2025



HUMAN SERVICES
DEPARTMENT
DECEMBER 2024 PERFORMANCE
REPORT-
THIRD EDITION _

Third Edition

Federal Fiscal Year 2025

Quality Control Review Findings
October 2024 – September 2025

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

Table of Contents

Contents

SNAP PERFORMANCE REPORT2
SNAP PERFORMANCE REPORT: SECOND EDITION2
<i>State Performance Goals</i>	.2
PAYMENT ACCURACY3
STATE CUMULATIVE PAYMENT ERROR RATE.....	.3
FFY 2025 STATE PAYMENT ERROR RATES4
ARE THEY AGENCY OR RECIPIENT ERRORS?.....	.4
FFY 2025 SNAP ERROR TRENDS – CUMULATIVE TOTALS.....	.5
FFY 2025 SNAP PAYMENT ERROR RATES.....	.6
SNAP PAYMENT ERROR RATES MITIGATION STRATEGIES7
FFY 2025 CASE AND PROCEDURAL ERROR RATE (CAPER)8
STATE CUMULATIVE NEGATIVE ERROR RATE.....	.8
FFY 2025 TOP ERROR TRENDS IN CAPER REVIEWS.....	.9
FFY 2025 CAPER ERRORS – CUMULATIVE TOTALS.....	.10
FFY 2025 REGRESSION RATES.....	.12
PAYMENT ERROR RATE12
CAPER ERROR RATE12

SNAP Performance Report

SNAP Performance Report: Second Edition

This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2025 includes all Quality Control (QC) findings received for the review months of **October 2024 – September 2025**. A new edition is published monthly; this is the Third 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:

<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 **December 2024**.

Ineligible Benefits

\$994.00 (1.06%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$16,996.00 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 \$93,779 total benefits issued within those cases.

18.12%
Payment
Error Rate

Underpaid Benefits

\$1083.00 (1.15%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

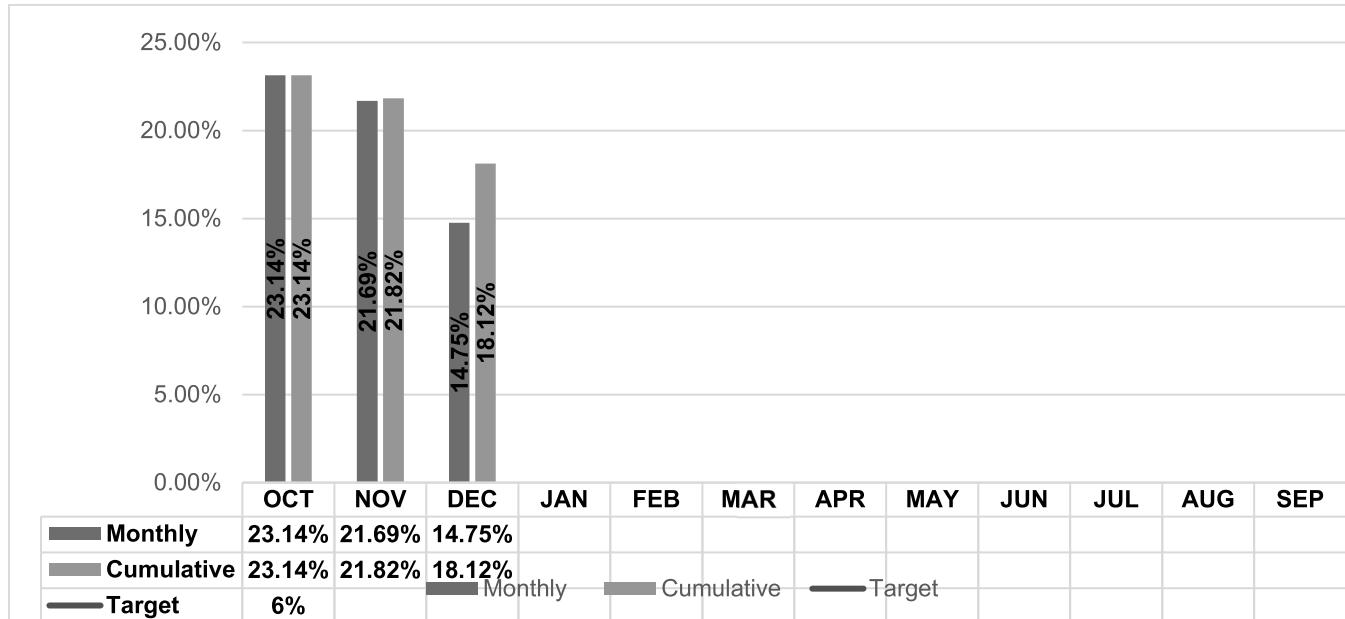
\$14,919.00 (15.91%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - December 2024

Total Benefits Paid in QC Sample	\$93,779
Total Error Amount in QC Sample	\$33,992
Total Cases Reviewed by QC	257
Total Cases with Errors	57
Total Correct Cases	200
Total Cases with Overpaid Benefits	45
Total Cases with Underpaid Benefits	8
Total Cases with Ineligible Benefits	4
Cases Dropped (In Sample, not Reviewed by QC)	25

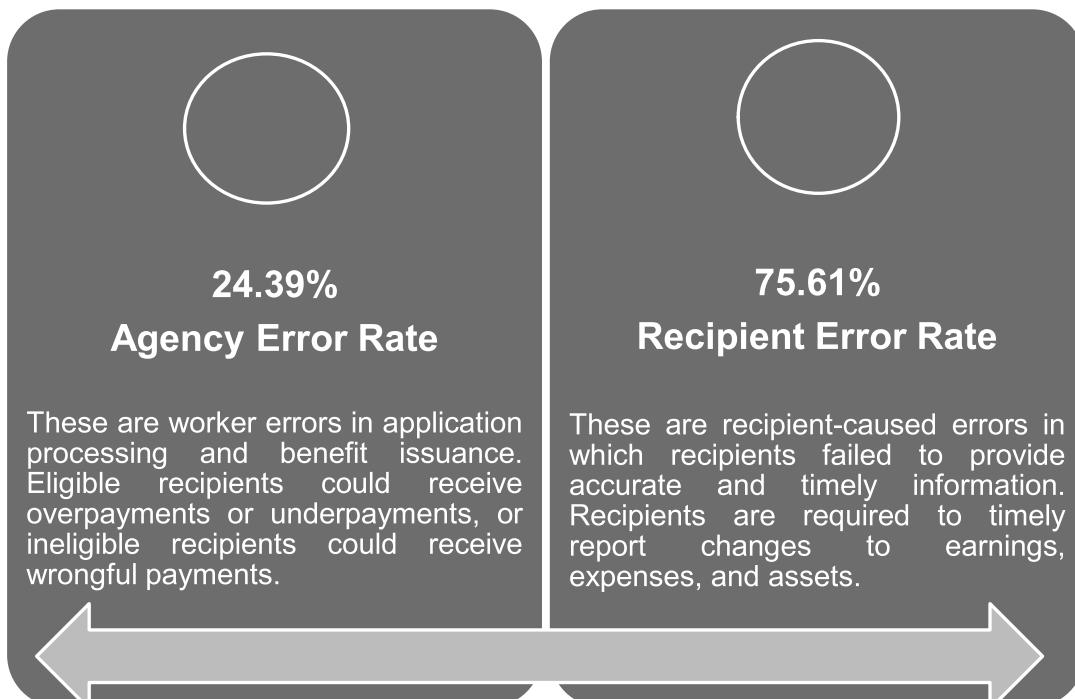
FFY 2025 State Payment Error Rates

Monthly vs. Cumulative Error Rates



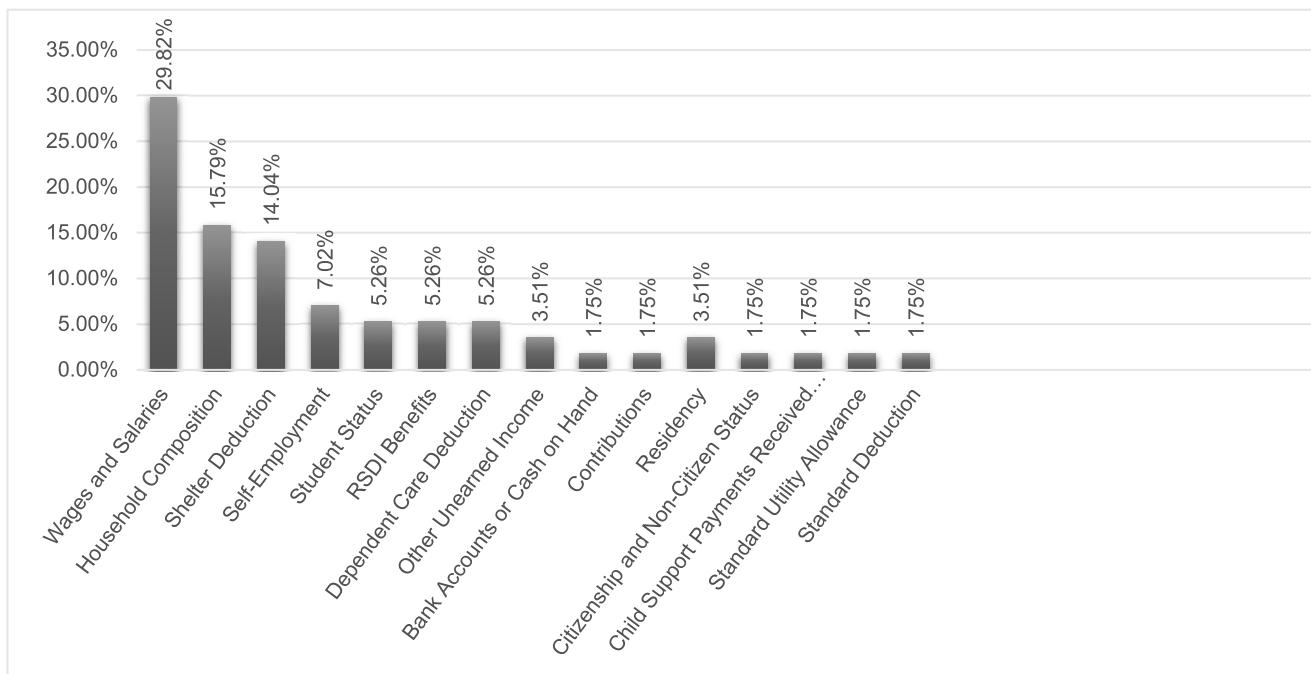
Monthly totals are for the individual review month, cumulative totals are the totals of all months added together.

Are they Agency or Recipient Errors?



FFY 2025 SNAP Error Trends – Cumulative Totals

Cumulative Totals – December 2024		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$6,147	29.82%
Household Composition	\$4,341	15.79%
Shelter Deduction	\$1,366	14.04%
Self-Employment	\$868	7.02%
Student Status	\$774	5.26%
RSDI Benefits	\$772	5.26%
Dependent Care Deduction	\$754	5.26%
Other Unearned Income	\$456	3.51%
Bank Accounts or Cash on Hand	\$394	1.75%
Contributions	\$331	1.75%
Residency	\$308	3.51%
Citizenship and Non-Citizen Status	\$181	1.75%
Child Support Payments Received from Absent Parent	\$112	1.75%
Standard Utility Allowance	\$108	1.75%
Standard Deduction	\$84	1.75%
Totals	\$16,996	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.

	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100%	0.00%	0.00%									41.74%
	McKinley	15.27%	1.56%	0.00%									4.05%
	San Juan	11.41%	31.35%	18.24%									17.17%
	Sierra	0.00%	46.19%	0.00%									24.04%
	Socorro	0.00%	0.00%	0.00%									0.00%
	N. Valencia	0.00%	51.34%	0.00%									20.71%
	S. Valencia	0.00%	0.00%	0.00%									0.00%
Region 1 Totals		23.54%	14.14%	10.77%									16.16%
Region 2 Northeast Region	Colfax	0.00%	43.42%	0.00%									27.84%
	Guadalupe	0.00%	0.00%	0.00%									0.00%
	Quay	0.00%	0.00%	0.00%									0.00%
	Rio Arriba	0.00%	0.00%	0.00%									0.00%
	San Miguel	0.00%	0.00%	15.00%									9.76%
	Sandoval	46.59%	11.31%	19.52%									23.24%
	Santa Fe	10.83%	0.00%	42.25%									16.00%
Region 2 Totals		21.79%	10.06%	18.09%									16.45%
Region 3 Central Region	NE Bernalillo	20.31%	47.66%	10.89%									28.32%
	NW Bernalillo	0.00%	22.46%	30.45%									25.36%
	SE Bernalillo	0.00%	19.35%	39.32%									16.80%
	SW Bernalillo	33.19%	26.24%	18.51%									25.25%
	Torrance	100.00%	0.00%	0.00%									43.34%
Region 3 Totals		27.93%	28.82%	23.37%									26.10%
Region 4 Southeast Region	Chaves	18.31%	40.00%	0.00%									16.35%
	Curry	50.66%	0.00%	0.00%									15.57%
	Artesia	0.00%	0.00%	0.00%									0.00%
	Carlsbad	0.00%	24.27%	90.97%									28.85%
	Lea	57.43%	0.00%	0.00%									14.49%
	Lincoln	0.00%	0.00%	0.00%									0.00%
	Roosevelt	0.00%	0.00%	0.00%									0.00%
Region 4 Totals		24.43%	15.85%	15.79%									18.70%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.75%									0.62%
	Grant	0.00%	0.00%	0.00%									0.00%
	Luna	0.00%	0.00%	0.00%									0.00%
	Otero	0.00%	0.00%	0.00%									0.00%
	S. Dona Ana	56.47%	0.00%	0.00%									26.82%
	W. Dona Ana	0.00%	22.13%	0.00%									3.09%
Region 5 Totals		14.65%	5.34%	0.23%									5.83%
State Totals		23.14%	20.04%	14.75%									18.12%

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 28 invalid denials/closures identified, 16 were identified as an incorrect closure, and 12 were identified as incorrect denials.

Negative Error Amount

28 cases out of 212 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

32.00% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

68.00% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals – December 2024

Total Cases in Sample Pulled for Review	212
Cases Dropped (Sampled not Reviewed by QC)	8
Total Cases Reviewed	198
Total Valid Cases	170
Total Invalid Cases	28

FFY 2025 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: December 2024

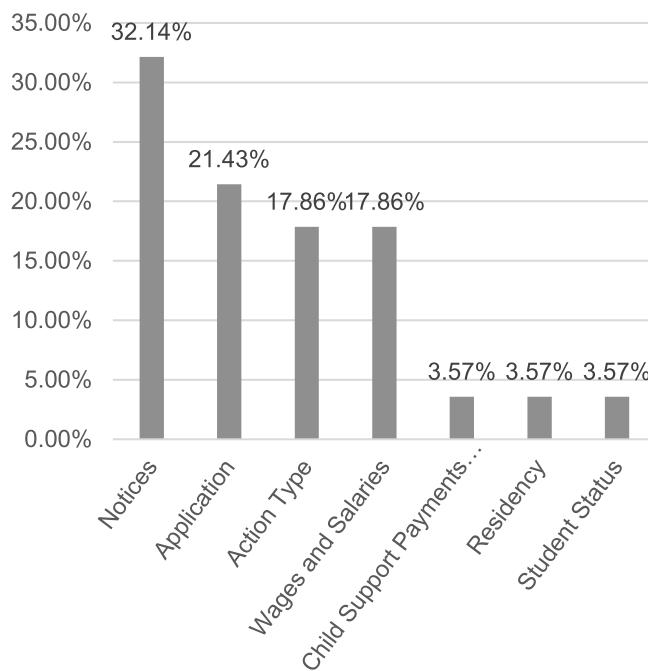
Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Rank #1 Notices				
Notice was sent to wrong address	1	4	5	17.86%
Policy incorrectly applied- no other codes applicable	1	0	1	3.57%
Failed to send notice of action	0	1	1	3.57%
Notice not clearly understandable	0	1	1	3.57%
Notice reason does not match reason for action	0	1	1	3.57%
Total	2	7	9	32.14%
Rank #2: Application				
Failed to process the reapplication timely (recertification application)	0	3	3	10.71%
Late denial agency failed to process the application timely	1	1	2	7.14%
Policy incorrectly applied- no other codes applicable	0	1	1	3.57%
Total	1	5	6	21.43%
Rank #3: Action Type				
Policy incorrectly applied- no other codes applicable	3	1	4	14.29%
Improper termination or suspension for failure to meet reporting requirements	0	1	1	3.57%
Total	3	2	5	17.86%
Rank #4: Wages and Salaries				
Policy incorrectly applied- no other codes applicable	2	0	2	7.14%
Improper income calculation	1	1	2	7.14%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	3.57%
Total	4	1	5	17.86%
Rank #5: Child Support Payments Received from Absent Parent				
Improper calculation- Income averaged incorrectly	1	0	1	3.57%
Total	1	0	1	3.57%
Rank #6 Residency				
Policy incorrectly applied- no other codes applicable	0	1	1	3.57%
Total	0	1	1	3.57%
Rank #7 Student Status				
Agency failed to follow up on inconsistent or incomplete information	1	0	1	3.57%
Total	1	0	1	3.57%

FFY 2025 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: December 2024

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	2	7.14%	7	25.00%	9	32.14%
Application	1	3.57%	5	17.86%	6	21.43%
Action Type	3	10.71%	2	7.14%	5	17.86%
Wages and Salaries	4	14.29%	1	3.57%	5	17.86%
Child Support Payments Received from Absent Parent	1	3.57%	0	0.00%	1	3.57%
Residency	0	0.00%	1	3.57%	1	3.57%
Student Status	1	3.57%	0	0.00%	1	3.57%
TOTAL	12	42.86%	16	57.14%	28	100.0%

Percentage Rates and Types of Negative Actions



FFY 2025 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	0.00%	25.00%	0.00%									25.00%
	McKinley	0.00%	0.00%	20.00%									12.50%
	San Juan	0.00%	20.00%	0.00%									8.33%
	Sierra	0.00%	0.00%	0.00%									0.00%
	Socorro	0.00%	0.00%	0.00%									0.00%
	N. Valencia	25.00%	0.00%	0.00%									10.00%
	S. Valencia	0.00%	0.00%	0.00%									0.00%
Region 1 Totals		11.11%	13.33%	6.67%									10.26%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%									0.00%
	Guadalupe	0.00%	0.00%	0.00%									0.00%
	Quay	0.00%	0.00%	0.00%									0.00%
	Rio Arriba	0.00%	100.00%	0.00%									16.67%
	San Miguel	50.00%	0.00%	0.00%									33.33%
	Sandoval	25.00%	0.00%	0.00%									11.11%
	Santa Fe	0.00%	0.00%	0.00%									0.00%
Region 2 Totals		14.29%	11.11%	0.00%									8.33%
Region 3 Central Region	NE Bernalillo	10.00%	37.50%	11.11%									18.52%
	NW Bernalillo	0.00%	50.00%	0.00%									11.11%
	SE Bernalillo	0.00%	0.00%	0.00%									0.00%
	SW Bernalillo	25.00%	25.00%	14.29%									20.00%
	Torrance	50.00%	0.00%	50.00%									50.00%
Region 3 Totals		13.04%	26.32%	13.04%									16.92%
Region 4 Southeast Region	Chaves	0.00%	0.00%	33.33%									14.29%
	Curry	100.00%	0.00%	0.00%									33.33%
	Artesia	0.00%	0.00%	0.00%									0.00%
	Carlsbad	0.00%	25.00%	0.00%									20.00%
	Lea	0.00%	0.00%	0.00%									0.00%
	Lincoln	0.00%	0.00%	0.00%									0.00%
	Roosevelt	0.00%	0.00%	0.00%									0.00%
Region 4 Totals		20.00%	9.09%	14.29%									13.04%
Region 5 Southwest Region	E. Dona Ana	100.00%	33.33%	0.00%									50.00%
	Grant	0.00%	0.00%	0.00%									0.00%
	Luna	0.00%	50.00%	0.00%									20.00%
	Otero	0.00%	100.00%	33.33%									50.00%
	S. Dona Ana	0.00%	0.00%	0.00%									0.00%
	W. Dona Ana	20.00%	0.00%	0.00%									15.38%
Region 5 Totals		20.00%	23.08%	16.67%									20.59%
State Totals		14.93%	17.91%	9.38%									14.14%

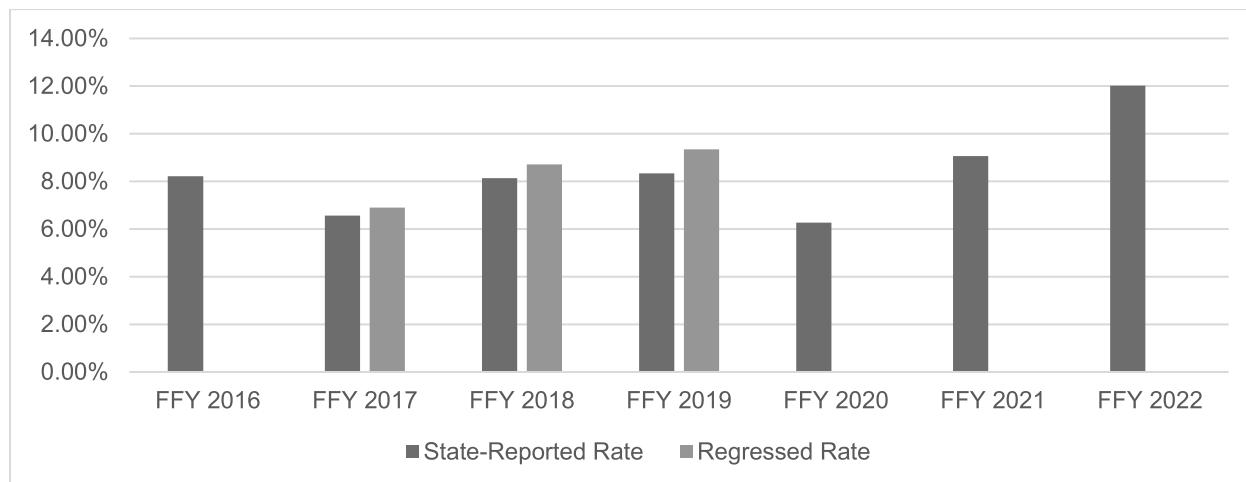
FFY 2025 Regression Rates

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

