



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 25-32

TO: ISD Employees
FROM: Niki Kozlowski, Director, Income Support Division
DATE: 9/30/2025
RE: FFY 2025 SNAP Performance Report- Eighth Edition

Attached please find the Eighth Edition 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 – May 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: Eighth Edition SNAP Performance Report for FFY 2025



HEALTH CARE
AUTHORITY

MAY 2025 PERFORMANCE REPORT

Eighth Edition

Federal Fiscal Year 2025

Quality Control Review Findings
October 2024 – May 2025

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

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SNAP Performance Report

SNAP Performance Report: Eighth 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 – May 2025**. A new edition is published monthly; this is the Eighth 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 months of **October 2024- May 2025**

Ineligible Benefits

\$2,212 (.95%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$36,992 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 \$233,441 total benefits issued within those cases.

15.85%

Payment
Error Rate

Underpaid Benefits

\$2,520 (1.08%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

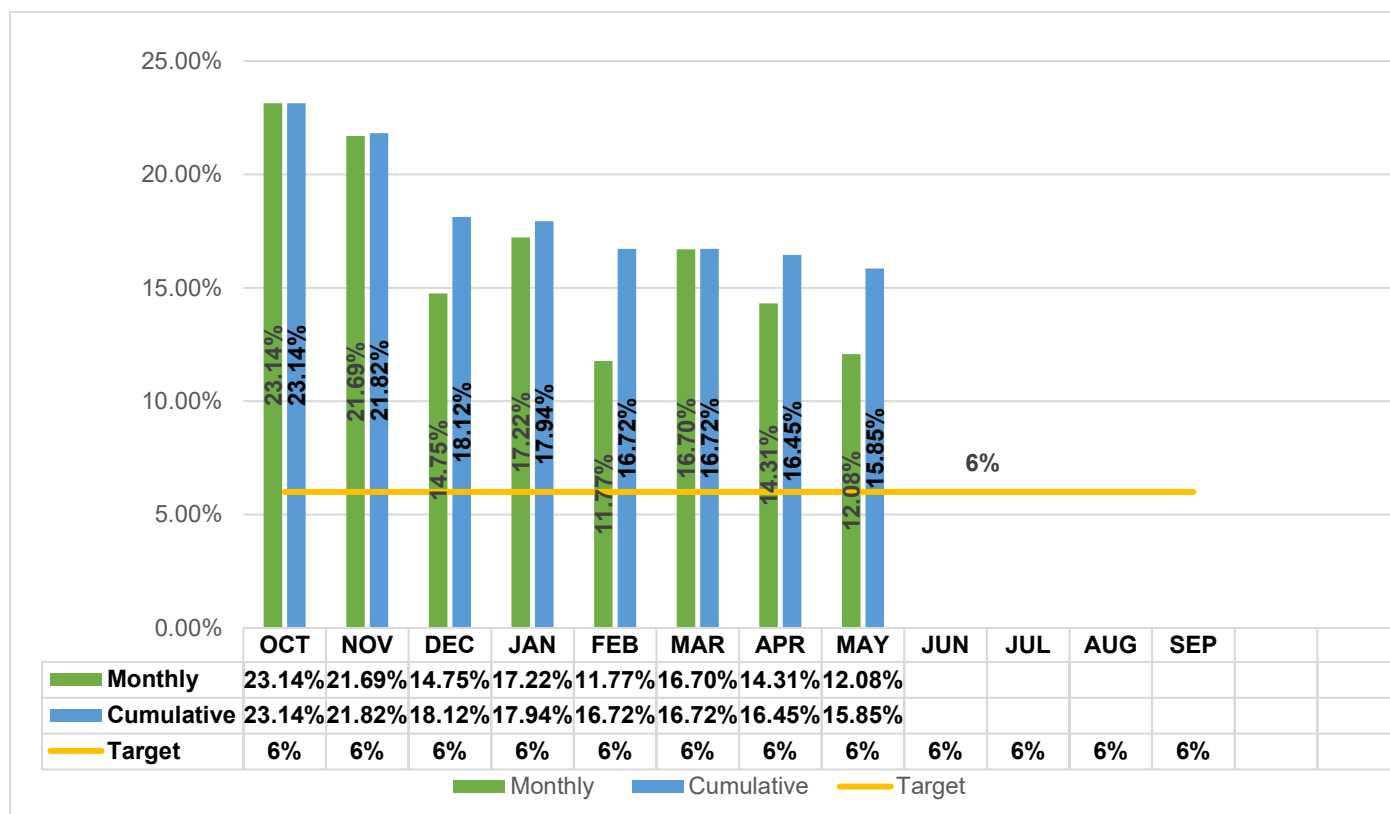
\$32,260 (13.82%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals – October 2024-April 2025

Total Benefits Paid in QC Sample	\$233,441
Total Error Amount in QC Sample	\$36,992
Total Cases Reviewed by QC	680
Total Cases with Errors	147
Total Correct Cases	533
Total Cases with Overpaid Benefits	121
Total Cases with Underpaid Benefits	18
Total Cases with Ineligible Benefits	8
Cases Dropped (In Sample, not Reviewed by QC)	72

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.

Cumulative Error Breakdown-Are they Agency or Recipient Errors?

40%

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.



60%

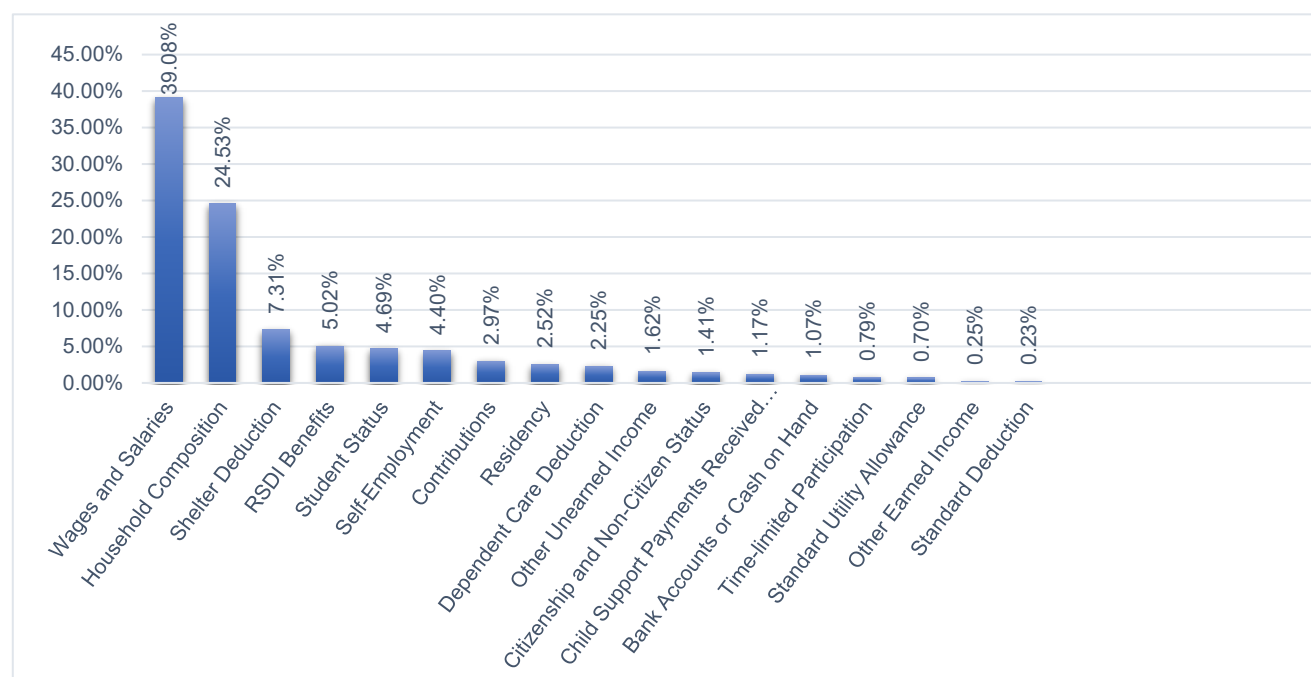
Recipient Error Rate

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 2025 SNAP Error Trends – Cumulative Totals

Cumulative Totals –October 2024- April 2025		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$14,457	39.08%
Household Composition	\$9,074	24.53%
Shelter Deduction	\$2,704	7.31%
RSDI Benefits	\$1,858	5.02%
Student Status	\$1,736	4.69%
Self-Employment	\$1,626	4.40%
Contributions	\$1,098	2.97%
Residency	\$933	2.52%
Dependent Care Deduction	\$832	2.25%
Other Unearned Income	\$598	1.62%
Citizenship and Non-Citizen Status	\$523	1.41%
Child Support Payments Received from Absent Parent	\$434	1.17%
Bank Accounts or Cash on Hand	\$394	1.07%
Time-limited Participation	\$292	0.79%
Standard Utility Allowance	\$258	0.70%
Other Earned Income	\$91	0.25%
Standard Deduction	\$84	0.23%
Totals	\$36,992	100.00%

FFY 2025 SNAP Error Trends – Cumulative Totals



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%	0.00%	100.00%	0.00%	0.00%	0.00%					49.42%
	McKinley	15.27%	1.56%	0.00%	0.00%	0.00%	0.00%	0.00%	7.91%					3.92%
	San Juan	11.41%	31.35%	18.24%	0.00%	0.00%	27.70%	0.00%	13.06%					15.76%
	Sierra	0.00%	46.19%	0.00%	0.00%	0.00%	20.76%	14.54%	0.00%					18.59%
	Socorro	0.00%	0.00%	0.00%	16.15%	23.20%	100%	0.00%	0.00%					32.39%
	N. Valencia	0.00%	51.34%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					4.53%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
Region 1 Totals		23.54%	14.14%	10.77%	5.32%	21.48%	35.37%	2.62%	10.22%					15.33%
Region 2 Northeast Region	Colfax	0.00%	43.42%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					17.73%
	Guadalupe	0.00%	0.00%	0.00%	65.07%	0.00%	0.00%	0.00%	0.00%					60.32%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	48.11%	29.97%	0.00%					5.50%
	San Miguel	0.00%	0.00%	15.00%	0.00%	87.59%	92.12%	0.00%	21.31%					19.79%
	Sandoval	46.59%	11.31%	19.52%	56.88%	0.00%	10.47%	0.00%	4.49%					14.48%
	Santa Fe	10.83%	0.00%	42.25%	40.91%	12.48%	8.27%	32.48%	29.36%					21.00%
	Taos	0.00%	0.00%	100.00%	0.00%	0.00%	18.95%	0.00%	0.00%					18.39%
Region 2 Totals		21.79%	10.06%	18.09%	31.94%	19.21%	16.78%	13.09%	9.48%					16.93%
Region 3 Central Region	NE Bernalillo	20.31%	47.66%	10.89%	20.94%	6.99%	28.77%	35.79%	10.40%					25.28%
	NW Bernalillo	0.00%	22.46%	30.45%	15.20%	0.00%	41.83%	0.00%	14.18%					18.75%
	SE Bernalillo	0.00%	19.35%	39.32%	6.32%	0.00%	11.89%	0.00%	47.33%					14.54%
	SW Bernalillo	33.19%	26.24%	18.51%	31.90%	17.80%	20.78%	6.68%	24.82%					22.86%
	Torrance	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					29.48%
Region 3 Totals		27.93%	28.82%	23.37%	17.64%	5.13%	21.94%	24.67%	19.37%					21.68%
Region 4 Southeast Region	Chaves	18.31%	40.00%	0.00%	0.00%	0.00%	20.41%	42.95%	0.00%					14.27%
	Curry	50.66%	0.00%	0.00%	0.00%	10.37%	4.73%	0.00%	9.82%					9.86%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Carlsbad	0.00%	24.27%	90.97%	46.84%	40.09%	10.89%	0.00%	0.00%					24.87%
	Lea	57.43%	0.00%	0.00%	19.06%	6.29%	8.72%	0.00%	0.00%					9.47%
	Lincoln	0.00%	0.00%	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%	0.00%					0.00%
Region 4 Totals		24.43%	15.85%	15.79%	33.42%	11.95%	10.21%	15.58%	2.81%					14.32%
	E. Dona Ana	0.00%	0.00%	0.75%	0.00%	11.44%	0.00%	26.41%	12.66%					6.40%
	Grant	0.00%	0.00%	0.00%	0.00%	12.76%	13.02%	0.00%	36.85%					15.87%
	Luna	0.00%	0.00%	0.00%	8.56%	0.00%	0.00%	0.00%	11.09%					5.64%
	Otero	0.00%	0.00%	0.00%	39.34%	2.79%	0.00%	0.00%	0.00%					4.27%
	S. Dona Ana	56.47%	0.00%	0.00%	22.79%	0.00%	0.00%	17.66%	15.42%					17.90%
	W. Dona Ana	0.00%	22.13%	0.00%	0.00%	0.00%	13.54%	0.00%	23.95%					5.81%
Region 5 Totals		14.65%	5.34%	0.23%	12.91%	6.43%	5.46%	9.97%	14.85%					9.04%
State Totals		23.14%	20.04%	14.75%	17.22%	11.77%	16.70%	14.31%	12.08%					15.85%

SNAP Payment Error Rates Mitigation Strategies

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

- **Wages and Salaries**
 - Information withheld by client (Client Caused)
 - Information not reported (Client Caused)
 - Reported Information disregarded or not applied (Agency Caused)
- **Household Composition**
 - Information withheld by client (Client Caused)
 - In correction information provided by client (Client Caused)
 - Information not reported (Client Caused)
- **Shelter Deduction**
 - Incorrect information provided by client (Client Caused)
 - Incomplete or incorrect or incorrect information provided (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 trainings (AIMs) are 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 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 94 invalid denials/closures identified, 62 were identified as an incorrect closure, and 32 were identified as incorrect denials.

Negative Error Amount

94 cases out of 540 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

26.60%
CAPER
Error Rate

Incorrect Notices

27% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

73% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals – October 2024- May 2025

Total Cases in Sample Pulled for Review	567
Cases Dropped (Sampled not Reviewed by QC)	27
Total Cases Reviewed	540
Total Valid Cases	446
Total Invalid Cases	94

FFY 2025 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2024- May 2025

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	2	10	12	13.48%
Notice not clearly understandable	2	5	7	7.87%
Notice reason does not match reason for action	0	2	2	2.25%
Failed to send notice of action	0	2	2	2.25%
Notice was not complete	0	1	1	1.12%
Policy incorrectly applied – no other codes applicable	1	0	1	1.12%
Total	5	20	25	28.09%
Rank #2: Application				
Late denial agency failed to process the application timely	8	3	11	12.36%
Failed to process the reapplication timely (recertification application)	0	4	4	4.49%
Denial before the 30th day	1	2	3	3.37%
Policy incorrectly applied – no other codes applicable	0	2	2	2.25%
Failed to issue a required Notice of Missed Interview (NOMI)	1	0	1	1.12%
Total	10	11	21	23.60%
Rank #3: Action Type				
Improper termination or suspension for failure to meet reporting requirements	0	6	6	6.74%
Policy incorrectly applied – no other codes applicable	3	3	6	6.74%
Total	3	9	12	13.48%
Rank #4: Wages and Salaries				
Agency failed to follow up on inconsistent or incomplete information	3	0	3	3.37%
Failed to consider or incorrectly considered reported information	1	1	2	2.25%
Policy incorrectly applied – no other codes applicable	2	0	2	2.25%
Improper income calculation	1	1	2	2.25%
Improper calculation - Income averaged incorrectly	0	1	1	1.12%
Agency failed to follow up on known and reported impending changes	0	1	1	1.12%
Total	7	3	11	12.36%
Rank #5: Residency				
Agency failed to follow up on inconsistent or incomplete information	0	4	4	4.49%
Improper denial or termination, not out of the project area	0	2	2	2.25%
Policy incorrectly applied – no other codes applicable	0	2	2	2.25%
Other	0	1	1	1.12%
Total	0	9	9	10.11%

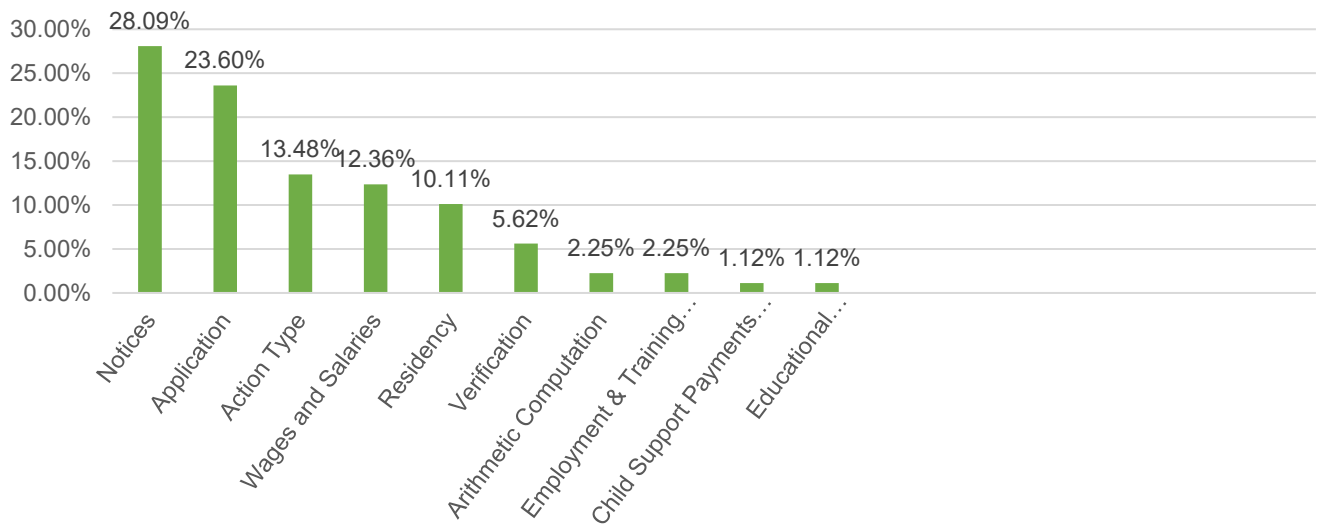
Rank #6 Verification				
Agency failed to follow up on inconsistent or incomplete information	0	2	2	2.25%
Policy incorrectly applied – no other codes applicable	1	1	5	2.25%
Verification was in case file	1	0	1	1.12%
Total	2	3	5	5.62%
Rank #7 Arithmetic Computation				
Benefit/allotment/eligibility incorrectly computed	1	1	2	2.25%
Total	1	1	2	2.25%
Rank #8 Employment & Training Programs				
Agency failed to follow up on known and reported impending changes	1	0	1	1.12%
Failure to cooperate with work program when not required to register for work program	1	0	1	1.12%
Total	2	0	2	2.25 %
Rank #9 Child Support Payments Received from Absent Parent				
Improper calculation - Income averaged incorrectly	1	0	1	1.12%
Total	1	0	1	1.12%
Rank #10 Educational Grants/Scholarships/Loans				
Failed to consider or incorrectly considered reported information	0	1	1	1.12%
Total	0	1	1	1.12%

FFY 2025 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2024- May 2025

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	5	5.62%	20	22.47%	25	28.09%
Application	10	11.24%	11	12.36%	21	23.60%
Action Type	3	3.37%	9	10.11%	12	13.48%
Wages and Salaries	7	7.78%	4	4.49%	11	12.36%
Residency	0	0.00 %	9	10.11%	9	10.11%
Verification	2	2.25%	3	3.37%	5	5.62%
Arithmetic Computation	1	1.12%	1	1.12%	2	2.25%
Employment & Training Programs	0	0.00%	2	2.25%	2	2.25%
Child Support Payments Received from Absent Parent	1	1.12%	0	0.00%	1	1.12%
Educational Grants/Scholarships/Loans	0	0.00%	1	1.12%	1	1.12%
Total	29	32.50%	60	67.40%	88	100.00%

Percentage Rates and Types of Negative Actions



FFY 2025 CAPER Error Rates

Regional and County Breakdowns: October 2024- May 2025

		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%	0.00%	0.00%	0.00%	0.00%	0.00%					11.11%
	McKinley	0.00%	0.00%	20.00%	0.00%	33.33%	0.00%	33.33%	0.00%					15.79%
	San Juan	0.00%	20.00%	0.00%	25.00%	0.00%	0.00%	0.00%	28.57%					13.79%
	Sierra	0.00%	0.00%	0.00%	33.00%	0.00%	0.00%	0.00%	0.00%					16.67%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100%	0.00%					25.00%
	N. Valencia	25.00%	0.00%	0.00%	0.00%	0.00%	100%	0.00%	0.00%					8.70 %
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Region 1 Totals	11.11%	13.33%	6.67%	16.67%	11.11%	8.33	20.00%	16.67%					12.77%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%					33.33%
	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%	100.00%	0.00%	100.00%	0.00%	0.00%	100%	0.00%					30.00%
	San Miguel	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	100.00%					33.33%
	Sandoval	25.00%	0.00%	0.00%	0.00%	100.00 %	100%	0.00%	0.00%					27.78%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	11.11%	25.00%					9.68%
	Taos	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%					16.67%
	Region 2 Totals	14.29%	11.11%	0.00%	33.33%	50.00%	75.00%	15.38%	22.22%					20.25%
Region 3 Central Region	NE Bernalillo	10.00%	37.50%	11.11%	22.22%	18.18%	11.11%	28.57%	11.11%					18.06%
	NW Bernalillo	0.00%	50.00%	0.00%	33.33%	25.00%	40.00%	0.00%	14.29%					20.45%
	SE Bernalillo	0.00%	0.00%	0.00%	16.67%	0.00%	40.00%	33.33%	0.00%					12.12%
	SW Bernalillo	25.00%	25.00%	14.29%	25.00%	50.00%	0.00%	25.00%	0.00%					18.75%
	Torrance	50.00%	0.00%	50.00%	33.33%	0.00%	100.00%	0.00%	0.00%					33.33%
	Region 3 Totals	13.04%	26.32%	13.04%	25.00%	18.18%	26.09%	21.05%	8.00%					18.65%
Region 4 Southeast Region	Chaves	0.00%	0.00%	33.33%	20.00%	0.00%	25.00%	0.00%	0.00%					13.04%
	Curry	100.00 %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					16.67%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Carlsbad	0.00%	25.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%					11.11%
	Lea	0.00%	0.00%	0.00%	100.00%	25.00%	0.00%	33.33%	50.00%					26.32%
	Lincoln	0.00%	0.00%	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%	0.00%					0.00%
	Region 4 Totals	20.00%	9.09%	14.29%	27.27%	11.11%	20.00%	18.18%	16.67%					15.94%
Region 5 Southwest Region	E. Dona Ana	100.00 %	33.33%	0.00%	50.00%	0.00%	20.00%	33.33%	20.00%					26.09%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Luna	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	25.00%	0.00%					13.33%
	Otero	0.00%	100.00%	33.33%	100.00%	0.00%	33.33%	0.00	0.00%					50.00%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	W. Dona Ana	20.00%	0.00%	0.00%	0.00%	0.00%	16.67%	0.00%	42.86%					17.14%
	Region 5 Totals	20.00%	23.08%	16.67%	25.00%	0.00%	16.67%	12.50%	25.00%					17.48%
State Totals		14.93%	17.91%	9.38%	25.00%	17.39%	20.59%	17.39%	16.18%					17.41%

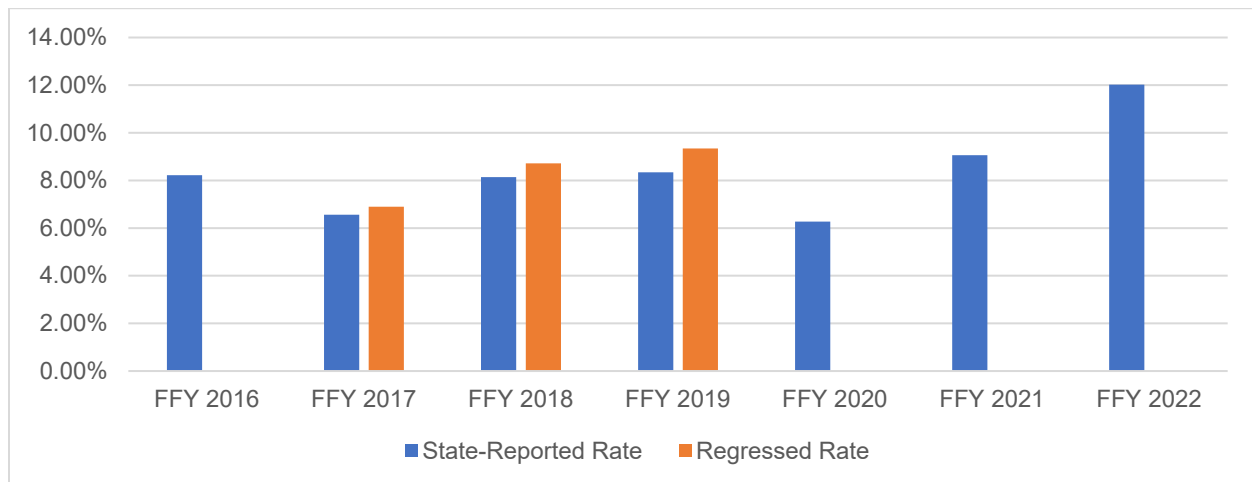
FFY 2025 Regression Rates

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

