

**Michelle Lujan Grisham, Governor**  
Kari Armijo, Acting Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slader-Huff, Acting Deputy Secretary  
Karmela Martinez, ISD Director

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## General Information Memorandum

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### ISD-GI-23-16

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division *KMB*  
**DATE:** June 8, 2023  
**RE:** FFY 2023 SNAP Performance Report- Fourth

Attached please find the fourth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2023. This report includes all Quality Control (QC) findings received for the review months of October 2022- January 2023. Additional data included in this report is the recertification timeliness.

The FFY 2023 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 Accuracy Improvement team, as well as the ROM's requirement to review five Pre-disposition SNAP cases and two SNAP denials. These reviews should be reviewed within three business days.

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

Attachment: Fourth SNAP Performance Report for FFY 2023



# SNAP PERFORMANCE REPORT

**Fourth Edition**

**Federal Fiscal Year 2023**

Quality Control Review Findings  
October 2022- January 2023

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: 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 2022-January 2023**.

## 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 2023, the State Performance Goals are as follows:

<u>Payment Accuracy</u>	<u>CAPER</u>	<u>SNAP Timeliness</u>
		
<b>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</b>	<b>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</b>	<b>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</b>

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 2022- January 2023**.

### Ineligible Benefits

\$1,206 (0.91%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$13,135 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 \$132,494 total benefits issued within those cases.

**9.91%**  
Payment  
Error Rate

### Underpaid Benefits

\$1,203 (0.91%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

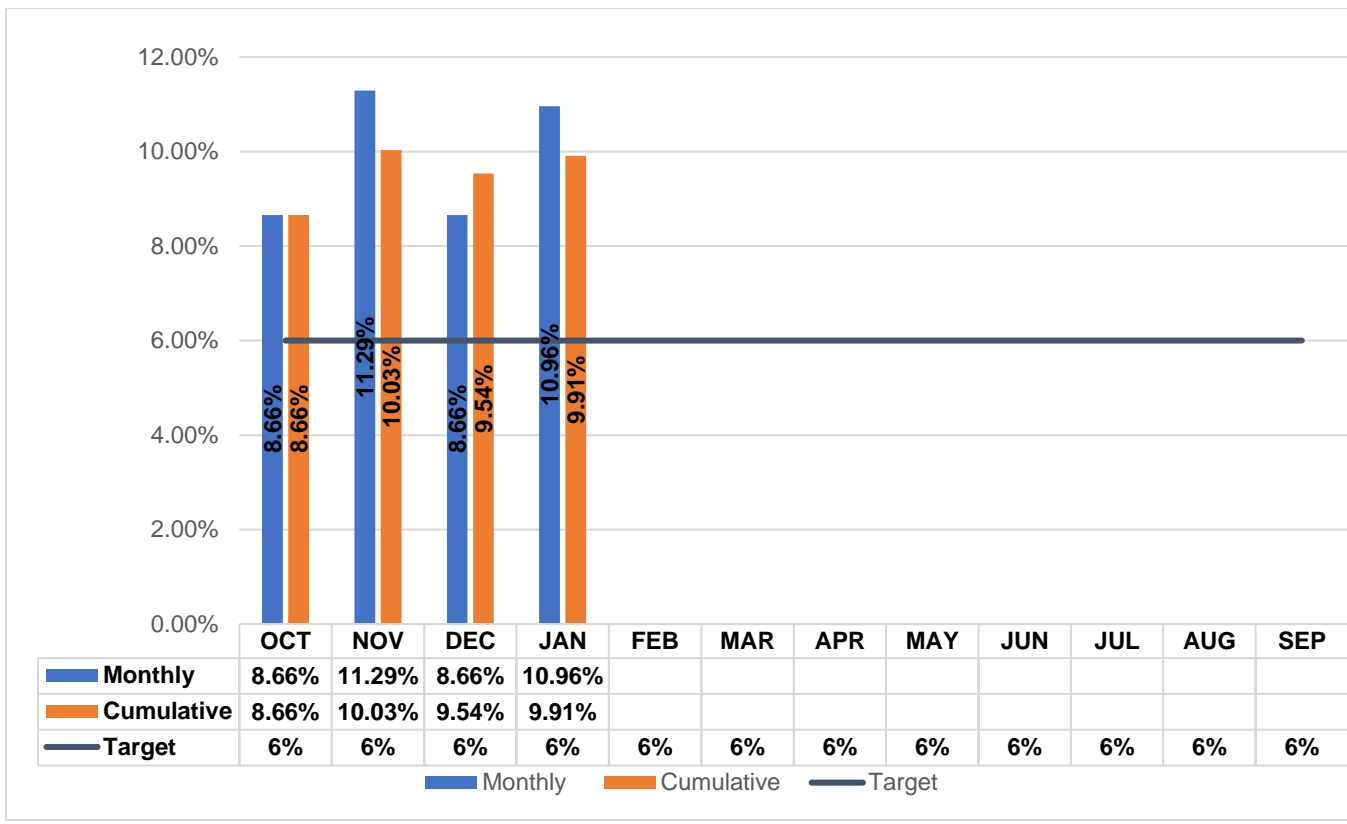
\$10,726 (8.10%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - October 2022- January 2023

<b>Total Benefits Paid in QC Sample</b>	<b>\$132,494</b>
<b>Total Error Amount in QC Sample</b>	<b>\$13,135</b>
<b>Total Cases Reviewed by QC</b>	<b>340</b>
Total Cases with Errors	56
Total Correct Cases	284
Total Cases with Overpaid Benefits	44
Total Cases with Underpaid Benefits	10
Total Cases with Ineligible Benefits	2
Cases Dropped (In Sample, not Reviewed by QC)	52

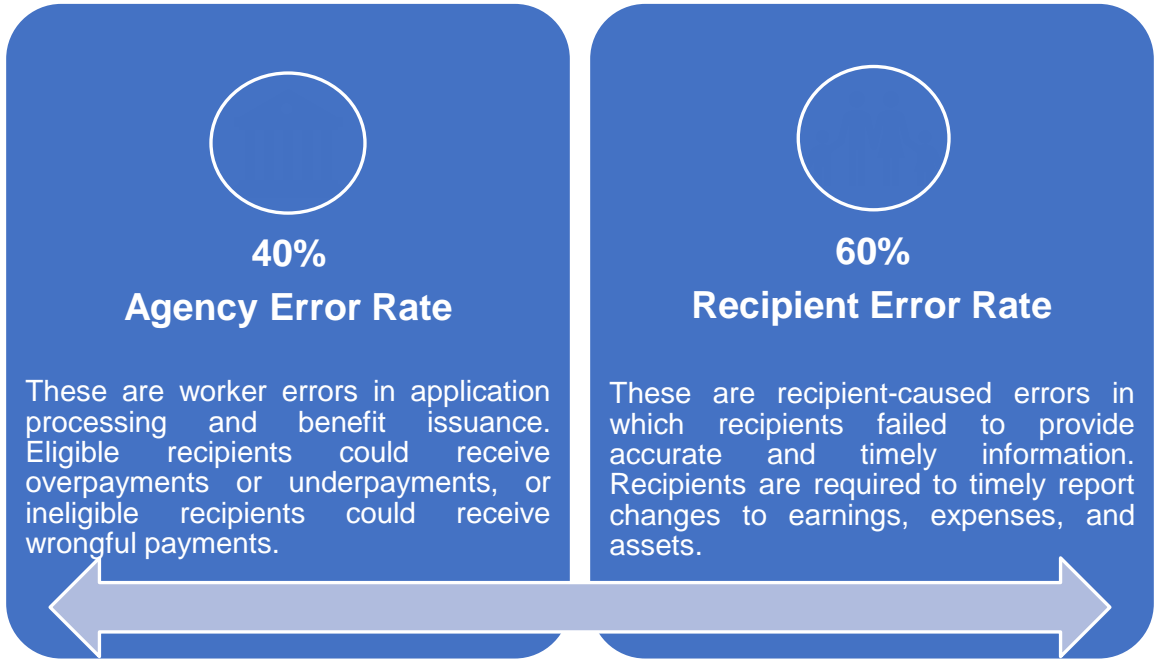
# FFY 2023 State Payment Error Rates

Monthly vs. Cumulative Error Rates



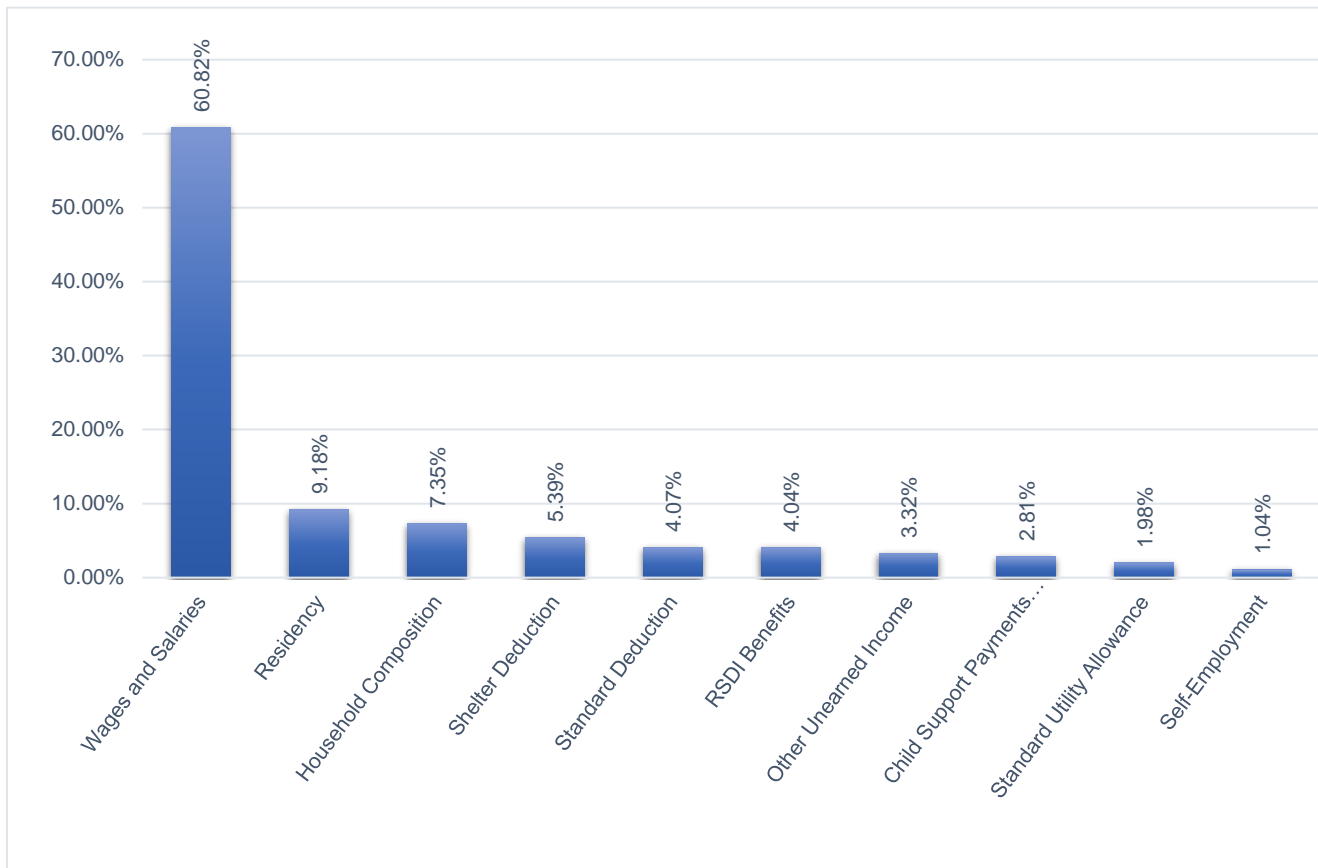
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## FFY 2023 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2022- January 2023		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$7,989	60.82%
Residency	\$1,206	9.18%
Household Composition	\$966	7.35%
Shelter Deduction	\$708	5.39%
Standard Deduction	\$534	4.07%
RSDI Benefits	\$531	4.04%
Other Unearned Income	\$436	3.32%
Child Support Payments Received from Absent Parent	\$369	2.81%
Standard Utility Allowance	\$260	1.98%
Self-Employment	\$136	1.04%



Payment Error Findings as Reported to Field Offices

January 2023 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10335	RSDI Benefits	Variance resulting from use of automatic Federal information exchange system	Over	\$59	Agency	QC determined this review eligible with an over issuance of \$59 due to mass update from SSA. Agency processed case allowing 1HHM, \$903 RSDI, \$385 rent plus HCSUA. RM circumstances determined 1HHM, \$1040 RSDI, \$1 Other unearned income, \$385 shelter plus HCSUA causing an over-threshold variance. Due to a countable difference, QC reviewed agency figures. QCR finds that RSDI income automatic interface with SSA did not occur correctly during Comp I and Comp II resulting in a countable difference. QC corrected figures allowing \$1040 RSDI, \$1 UEI, \$395 shelter plus HCSUA.
10390	Child Support Payments Received from Absent Parent	More income received from this source than budgeted	Over	\$263	Agency	QC determined this case eligible with an over issuance of \$263 due to unearned income and shelter expense. Review Month circumstances determined 6 members, \$258 standard deduction, other earned income \$235, \$387 TANF, \$958 Child Support from TX, 0 shelter, plus HCSUA, causing an over-threshold variance. Due to a countable difference, QC reviewed Agency figures. QCR finds agency used \$334.88 October payment dated 10/21-10/31/22 which was not a full month despite November showing a total payment of \$1081.52 and top documentation reporting total monthly order amount \$928. QC finds HH incorrectly reported \$122 shelter expense when Section 8 covers entire rental obligation. QCR corrected child support to \$928 and shelter to \$0 QC corrected agency figures allowing 6 HHM, \$928 CSED, \$357 TANF, \$0 shelter plus HCSUA.
10325	RSDI Benefits	All income from source was known but not included	Over	\$59	Agency	QC determined this review eligible with an over issuance of \$59 due to earnings, UEI (RSDI) and shelter & Mass update. RM circumstances found 1 HHM, EI \$1126, UEI \$589 RSDI, \$47.78 shelter (\$47.78 2022 taxes + \$0 insurance) plus HCSUA causing an over-threshold variance. Due to a countable difference, QC reviewed agency figures reviewed. QCR finds HH submitted PR 5/2022 allowing with current income which was not addressed, as well as RSDI interface verified that HH became eligible for benefits starting 5/2022. HH notified QCR at PI not to be paying insurance since 2020. Mass update by ASPEN system 9/22 for new FFY23 deductions and income limits not updated effective 10/22 ongoing. QC correcting agency figures allowing 1 HHM, EI \$1164 (HH submitted pay stubs on 5/16/22 with the following pay dates: 4/7/22 \$261.82 + 4/14/22 \$321.45 + 4/21/22 \$294 + 4/28/22 \$286.80, UEI RSDI \$589, \$48.27 shelter (QC verified 2020 taxes of \$579.28/12 months) plus HCSUA causing an over threshold variance. QCR determined error amounts in Comp I and II are the same/RM Final



						determination.QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person or 2 person HH, error will be cited as \$59.00.
10381	RSDI Benefits	More income received from this source than budgeted	Over	\$155	Client	QC determined this review eligible with an over issuance of \$155 due to UEI (RSDI), shelter, and Mass update. Agency processed case allowing 1 HHM, RSDI \$957, \$685 shelter plus HCSUA with FY 22 Standards.RM circumstances found 1 HHM, UEI \$1068 RSDI, \$350 shelter plus HCSUA causing an over-threshold variance.Due to a countable difference, QC reviewed agency figures reviewed. HH notified QCR at PI to have moved since 12/2022 with rent of \$350 with no utilities. Mass update by ASPEN system 9/22 for new FFY23 deductions and income limits not updated effective 10/22 ongoing. QCR verified prior shelter to be \$205 as HH was on housing and incorrectly reported no changes to shelter on PR provided 9/1/2020.
10331	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$249	Client	QC determined this review eligible with a \$493 over-issuance due to earned income and utility expense.CR shows HH submitted recertification on 11/29/22, for recert due 11/30/2022. Agency waived the interview and processed recert on 12/5/22 for 2 HH members; \$0 EI, \$0 UEI, \$0 shelter, and allowing HCSUA.QC verified RM circumstances for 2 HH member, EI for client \$2560, no shelter, utilities or phone. Variance over threshold; agency figures reviewed. QC verified with employer earnings for client who was hired on 2/28/22 and at the time of recertification, was anticipated to work 80 per pay period at \$16.00 per hour. QC finds HH failed to report income at the time of recertification/last action. QC corrected agency figures using anticipated income of \$2560 with \$0 expenses. Although HH exceeded gross income standards, HH qualified under BBCE at the time of certification and therefore is subject to the minimum allotment as a 2 person HH.
10338	Standard Deduction	Deduction that should have been included was not	Under	\$86	Agency	QC determined this review eligible with an under issuance of \$86 due to contributions plus mass change effective as of 10/1/2022.RM circumstances found 2 HHM, \$175 contributions, \$0 shelter plus HCSUA \$388. Due to a countable difference agency figures were reviewed. QC verified \$0 contributions at last action under review. QC notes the agency allowed FY21 165% FPG gross limit \$2371 and net limit \$1437 with \$430 maximum allotment, plus standard deduction \$167; however, the current FY23 165% gross limit \$2518 and net \$1526 with \$516 maximum allotment, standard deduction \$193 should have been updated effective 10/2022 ongoing.
10300	Wages and Salaries	More income received from this source than budgeted	Over	\$114	Client	QC determined this case eligible with an over-issuance of \$114 due to earned income and utility expense.CR shows agency processed 3/5/22 IR allowing 3 HHM, \$0 earned income, \$380.32 child support income, \$275 shelter plus \$388 HCSUA.QC reviewed agency figures and determined at last action HH was employed & hired 1/27/22. HH failed to report this on the 3/5/22 IR submitted. Utility expense was in ex-husbands name & utility company verified

						HH made no payment 7/21 - 6/22 disconnect. QC allowed 3 HHM, \$960 earned income, \$380.32 child support income, \$275 shelter expense plus \$0 SUA in corrected figures.
10330	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$258	Client	QC determined this review eligible with an over issuance of \$258.00 due to earned income. Agency processed case allowing 1 HHM, \$0 EI, \$0 UEI, \$0 shelter, \$388 HCSUA. RM circumstances found 1 HHM, \$3357 EI \$500 shelter, plus HCSUA resulting in an over threshold variance due to EI exceeding Gross FPG. QC completed a 3 month look back. Prior month 1 \$5431.65, Prior month 2 \$3599.44, Prior month \$2698.30. QC determined HH had a reportable change therefore QC corrected agency figures with October 2022 prior month 3 being final determination month. QC final determination 1 HHM, \$2698 EI, shelter \$500, plus HCSUA resulting in an over threshold variance. State QC determined HH qualified under BBCE at the time of certification and is therefore subject to minimum allotment as 1 person HH, error will be cited as \$258 NMAC 8.139.610.12D. QC determined 3rd month lookback error determined month was 10/2022 which minimum allotment is \$23.
10344	Self-Employment	More income received from this source than budgeted	Over	\$136	Agency	QC determined this HH eligible with an over issuance of \$136 due to Self-employment (SE) and shelter. RM, QC verified 2 HHM, \$1299 SE, \$337.05 shelter plus HCSUA, that resulted in over threshold variance. QC reviewed agency figures and found at last action agency accepted a one-month personal wage record, however HH files SE taxes. QC correcting agency figures using 2020 schedule C, available to agency at time of last action. QC corrected agency figures allowing 2 HHM, \$1299 SE, \$290.15 shelter plus HCSUA resulting in an over threshold variance.
10350	Wages and Salaries	More income received from this source than budgeted	Over	\$196	Agency	RM circumstance found 1 HHM \$2930 EI, \$0 shelter and \$0 HCSUA resulting in an over threshold variance. Due to EI exceeding Gross FPG QC completed a 3-month lookback. Prior month 1 \$2394, Prior month 2 \$2592, and Prior month 3 \$2844. QC determined HH had reportable change therefore QC corrected agency figures with September 2022 prior month 3 being final determine month.
10368	Wages and Salaries	More income received from this source than budgeted	Over	\$187	Client	QC found this review with an over issuance of \$187 due to earned income and unreported HHM. RM circumstances determined 3HHM as client moved in with AP in July 2022, \$2605 EI for client and \$18,761 EI for AP. \$2357.57 mortgage plus HCSUA. QC verified total gross of \$21,366 exceeds the income standard of \$3167 for HHBG of 3 to determine HH over issued \$187. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified via check stubs and employer verification, 1st month prior wages 12/22 \$14929.06, 2nd month prior wages 11/2022 \$15771.62 & 3rd month prior wages 10/2022 \$23056.07. HH exceeded the income standard in each of the

						3 months prior to RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM month 10/2022 is what should have been reported for simplified reporting. QC allowed converted income \$23057. Total gross income exceeds gross income standard of \$3167 for HHBG of three.
10329	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$258	Client	QC determined review eligible with an over issuance of \$258 due to wages/salaries. limit. HH qualified under BBCE at time of certification and is allowed the minimum allotment as 1 person HH. CR shows SNAP was requested on 4/4/22 and processed allowing \$0 income and \$750 shelter expense plus \$388 HCSUA.RM circumstances determined \$2259 combined gross earned income which exceeds the \$1869 limit for HHBG of 1. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified HH was employed from 12/13/22 to current & with other employer from 4/29/22 - 12/22/22. 1st month prior wages for 12/22 was \$3723.91, 2nd month prior wages for 11/22 was \$1948.58, 3rd month prior wages for 10/22 was \$2266.72. HH exceeded the income standard in RM and each of the 3 months prior; resulting in a reportable change and must be considered in the error determination. QC determined 3rd month prior to RM (month 10/22) is what should have been reported for simplified reporting. QC allowed converted income of \$2267 based on wages received 10/21/22 \$1123.75 & 10/7/22 \$1142.97, which exceeds the \$1869 gross income standard.
10304	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$803	Client	QC determined this review eligible with an over issuance of \$803 due to earned income. Agency processed case allowing 4 HHM, EI \$1265, UEI \$258, \$1022 mortgage, plus HCSUA.RM circumstances found 4 HHM, EI \$1250, EI \$2048, EI \$746, UEI \$297.70, \$1038 mortgage, plus HCSUA, causing a countable variance due to exceeding gross income limit. QC completed a 3 months look back. Prior Month 1 \$4421 Prior Month 2 \$4709, Prior Month 3 \$4670. QC determined HH had a reportable change therefore QC corrected agency figures with October 2022 prior month 3 being final determination.
10317	Other Unearned Income	More income received from this source than budgeted	Over	\$381	Agency	QC determined this case ineligible with an over issuance of \$381 due to income. Review Month determined 3 members, HH pays themselves the monthly profit split in half and listed under Other UEI from 2021 Schedule K; \$1798 and \$1798 for total of \$3596, shelter of \$400 plus HCSUA issued due to receipt. RM results in over issuance due to HH over the total countable gross income limit. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified via 2021 Schedule K, 1st month prior income 12/22 \$3596, 2nd month prior income 11/2022 \$3596 and 3rd month prior income 10/2022 \$3596. HH exceeded the income standard in each of the 3 months prior to

						RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM (month 10/2022) is what should have been reported for simplified reporting. QC allowed converted income \$3596. Total gross income exceeds gross income standard of \$3167 for HHBG of three using FY 2023 Standards.
10296	Shelter Deduction	Other	Over	\$102	Client	QC determined this review eligible with an over issuance of \$102 due to shelter deduction. RM circumstances found 1 HHM, \$1386 RSDI, \$775 rent expense & \$388 HCSUA. Review of agency figures found 1 HHM, \$1386 RSDI, \$505 rent expense & \$388 HCSUA. QC determined HH reported the incorrect shelter expense at last action. On 5/5/23 initial application submitted, HH reported \$1010 monthly shelter expense on page 3, then \$505 monthly shelter expense on page 6 & \$1110 shelter expense during the interview.
10327	Shelter Deduction	Deduction included that should not have been	Over	\$143	Client	QC determined this review eligible with an over issuance of \$143 due to shelter deduction. Agency processed 7/20 recert allowing 1 HHM, \$480 RSDI, \$404 SSI, \$388 HCSUA & \$475 shelter expense (last updated 8/18 & verified by client statement), as HH reported no changes, therefore the old previously entered amount was not updated. Landlord verified from July 2020 thru January 2023 she paid the rent. RM circumstance found 1 HHM, \$480 RSDI, \$404 SSI, \$388 HCSUA & \$0 shelter expense, resulting in a countable difference. QC corrected agencies figures and determined HH failed to report the correct shelter expense at 7/20 recert last action. QC allowed 1 HHM, \$480 RSDI, \$404 SSI, \$388 HCSUA & \$0 shelter expense in Corrected Figures.
10346	RSDI Benefits	More income received from this source than budgeted	Over	\$258	Agency	QC determined this case eligible with an over-issuance of \$258 due to RSDI. RM circumstances determined 1 HHM, \$1264 RSDI, \$82.46 Property Taxes & \$388 HCSUA. QC determined agency failed to address reported information provided by the HH and ASPEN failed to properly interface SSA benefits. 11/1/21 the TBQ Interface updated the SSCN, MBI, and/or Medicare Claim Details for HH. 5/9/22 IR submitted, HH reported spouse died & was receiving \$1163 RSDI. 5/19/22 HH called to see if her IR was received & agency verified it was received 5/9. 5/31/22 SNAP IR suspended due to waiver. 7/7/22 agency notated IR was not processed per IR suspended due to waiver & no action was taken on the case. 11/4/22 AFB submitted, HH reported residing alone & was receiving \$1063 RSDI. 11/30/22 PR was extended for 3 months. 12/12/22 agency notated MSP PR extended for 3 months PR due 2/23, no changes being reported. Corrected Figures determined 1 HHM, \$1264 RSDI, \$79.07 Property Taxes & \$388 HCSUA.
10303	Wages and Salaries	Incorrectly prorated	Over	\$125	Client	QC determined this review eligible with an over issuance of \$125 due to ineligible member, income (EI and SE) and shelter expenses. RM circumstances found 4 HHM with 2 eligible members: ; 3 ineligible members (they are non-citizens not eligible for SNAP due to immigrant status and other

					<p>hh member not eligible as living at a facility where majority of meals are provided), EI \$1480, SE \$0, shelter \$602.27 (Mortgage \$509.70 as of 1/1/2022 through RM with no changes; 2022 property taxes \$38.99 monthly before penalty and late fees + home insurance \$53.58) plus HCSUA causing an over threshold variance. Due to a countable difference QC reviewed Agency figures. QCR finds that HH failed to report that client was attending Job Corp living on Campus and Agency was counting SE under other hh member who is a citizen and not who is undocumented therefore his income was not pro-rata as it should have been. QCR finds HH also incorrectly reported shelter costs due to including late fees.</p>
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# FFY 2023 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%									0.00%
	McKinley	0.00%	8.06%	6.12%	0.00%									4.09%
	San Juan	3.85%	9.91%	18.67%	4.97%									8.63%
	Sierra	0.00%	0.00%	0.00%	0.00%									0.00%
	Socorro	0.00%	0.00%	11.77%	0.00%									6.50%
	N. Valencia	0.00%	10.12%	0.00%	8.50%									4.38%
	S. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 1 Totals</b>		<b>0.95%</b>	<b>6.72%</b>	<b>8.25%</b>	<b>4.45%</b>									<b>5.11%</b>
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	100.0%	0.00%	0.00%	0.00%									44.90%
	Rio Arriba	0.00%	15.98%	12.62%	0.00%									9.08%
	San Miguel	0.00%	0.00%	0.00%	0.00%									0.00%
	Sandoval	61.75%	0.00%	0.00%	0.00%									8.14%
	Santa Fe	0.00%	4.69%	9.59%	13.83%									8.93%
Taos	0.00%	0.00%	0.00%	17.69%									9.15%	
<b>Region 2 Totals</b>		<b>16.24%</b>	<b>8.25%</b>	<b>5.17%</b>	<b>7.08%</b>									<b>8.53%</b>
Region 3 Central Region	NE Bernalillo	27.10%	9.74%	1.66%	11.15%									12.88%
	NW Bernalillo	0.00%	12.68%	5.11%	22.20%									10.18%
	SE Bernalillo	0.00%	16.84%	27.20%	0.00%									13.22%
	SW Bernalillo	14.61%	0.00%	5.78%	15.53%									8.42%
	Torrance	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 3 Totals</b>		<b>16.03%</b>	<b>8.93%</b>	<b>6.54%</b>	<b>13.37%</b>									<b>10.92%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%									0.00%
	Curry	0.00%	0.00%	0.00%	0.00%									0.00%
	Artesia	0.00%	0.00%	0.00%	0.00%									0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%									0.00%
	Lea	21.68%	0.00%	0.00%	24.13%									11.35%
	Lincoln	0.00%	0.00%	0.00%	0.00%									0.00%
Roosevelt	0.00%	0.00%	0.00%	0.00%									0.00%	
<b>Region 4 Totals</b>		<b>10.39%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>13.12%</b>									<b>3.99%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	33.26%									12.79%
	Grant	0.00%	75.36%	0.00%	8.45%									27.13%
	Luna	0.00%	0.00%	0.00%	3.98%									1.48%
	Otero	0.00%	0.00%	0.00%	0.00%									0.00%
	S. Dona Ana	21.74%	57.68%	36.04%	11.16%									29.54%
	W. Dona Ana	0.00%	0.00%	60.70%	10.57%									11.32%
<b>Region 5 Totals</b>		<b>0.84%</b>	<b>34.24%</b>	<b>21.99%</b>	<b>13.31%</b>									<b>15.28%</b>
<b>State Totals</b>		<b>8.66%</b>	<b>11.29%</b>	<b>8.66%</b>	<b>10.96%</b>									<b>9.91%</b>

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 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.

# FFY2023 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 206 invalid denials/closures identified, 41 was identified as an incorrect closure, and 165 were identified as incorrect denials.

### Negative Error Amount

206 cases out of 286 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**72.03%**  
CAPER  
Error Rate

### Incorrect Notices

8% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

92% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - October 2022- January 2023

Total Cases in Sample Pulled for Review	300
Cases Dropped (Sampled not Reviewed by QC)	14
Total Cases Reviewed	286
Total Valid Cases	80
Total Invalid Cases	206



# FFY 2023 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2022- January 2023

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Application</b>				
Late denial agency failed to process the application timely	127	5	132	64.39%
Policy incorrectly applied – no other codes applicable	2	1	3	1.46%
Failed to process the reapplication timely (recertification application)	1	1	2	0.98%
Failed to provide expedited service to expedited eligible household	0	2	2	0.98%
Failed to issue a required Notice of Missed Interview (NOMI)	1	1	2	0.98%
Improper denial for missing interview when never scheduled	0	1	1	0.49%
<b>Total</b>	<b>131</b>	<b>11</b>	<b>142</b>	<b>69.27%</b>
<b>Arithmetic Computation</b>				
Benefit/allotment/eligibility/incorrectly computed	12	15	27	13.17%
<b>Total</b>	<b>12</b>	<b>15</b>	<b>27</b>	<b>13.17%</b>
<b>Notices</b>				
Notice not clearly understandable	7	6	13	6.34%
Notice reason does not match reason for action	2	1	3	1.46%
Policy incorrectly applied- no other codes applicable	1	0	1	0.49%
<b>Total</b>	<b>10</b>	<b>7</b>	<b>17</b>	<b>8.29%</b>
<b>Wages and Salaries</b>				
Improper income calculation	2	0	2	0.98%
Improper calculation- Income averaged incorrectly	1	0	1	0.49%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.49%
Income from known/processed source included that should not have been	1	0	1	0.49%
Failed to consider or incorrectly considered reported information	1	0	1	0.49%
<b>Total</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>2.93%</b>
<b>Other</b>				
Policy incorrectly applied- no other codes applicable	2	2	4	1.95%
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1.95%</b>
<b>Verification</b>				
Policy incorrectly applied – no other codes applicable	1	1	2	0.98%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.49%
Agency failed to follow up on known and reported impending changes	0	1	1	0.49%
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1.95%</b>

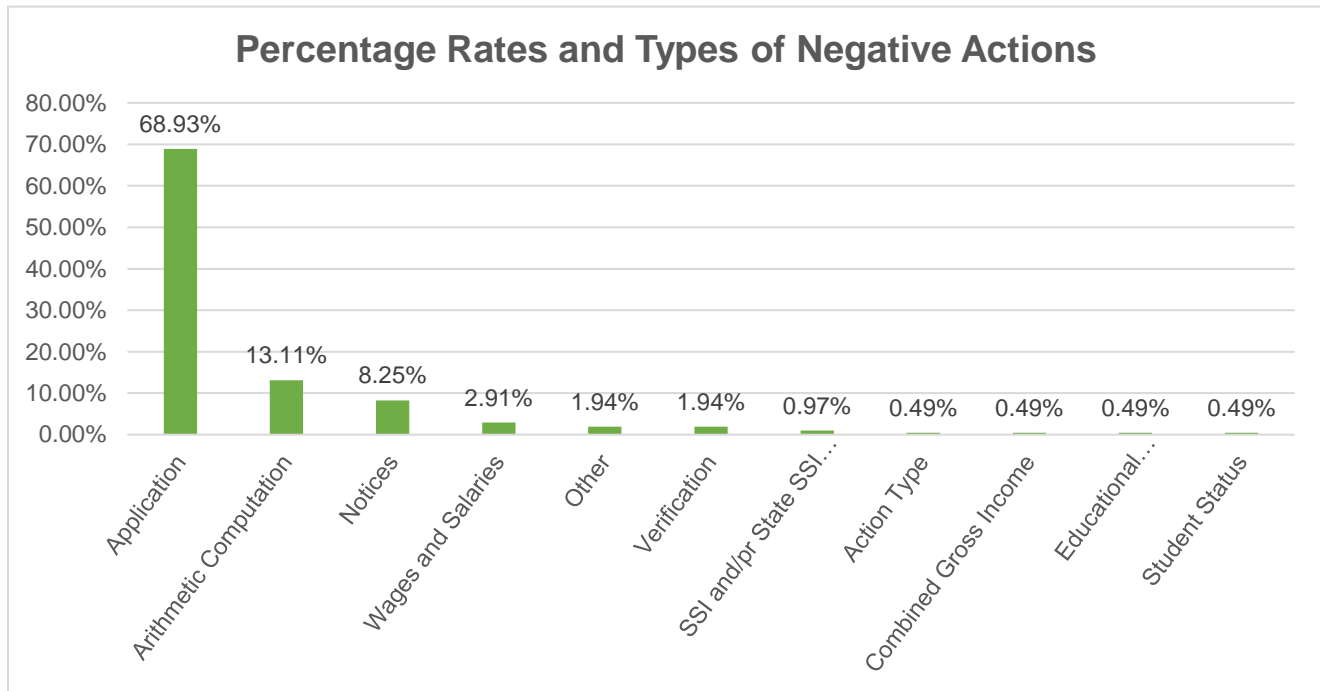
<b>SSI and/pr State SSI Supplement</b>				
Failed to consider or incorrectly considered reported information	1	1	2	0.98%
Total	1	1	2	0.98%
<b>Action Type</b>				
Policy incorrectly applied- no other codes applicable	0	1	1	0.49%
Total	0	1	1	0.49%
<b>Combined Gross Income</b>				
Policy incorrectly applied- no other codes applicable	1	0	1	0.49%
Total	1	0	1	0.49%

<b>Educational Grants/Scholarships/Loans</b>				
Income from known/processed source included that should not have been	1	0	1	0.49%
Total	1	0	1	0.49%

## FFY 2023 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2022 – January 2023

Error	Denials		Closures		Total Invalid	Percentage Total
Application	131	63.59%	11	5.34%	142	68.93%
Arithmetic Computation	12	5.83%	15	7.28%	27	13.11%
Notices	10	4.85%	7	3.40%	17	8.25%
Wages and Salaries	6	2.91%	0	0.00%	6	2.91%
Other	2	0.97%	2	0.97%	4	1.94%
Verification	1	0.49%	3	1.46%	4	1.94%
SSI and/or State SSI Supplement	1	0.49%	1	0.49%	2	0.97%
Action Type	0	0.00%	1	0.49%	1	0.49%
Combined Gross Income	1	0.49%	0	0.00%	1	0.49%
Educational/Grants/Scholarships/Loans	1	0.49%	0	0.00%	1	0.49%
Student Status	0	0.00%	1	0.49%	1	0.49%



# CAPER Error Findings as Reported to the Field Offices

January 2023 QC Reviews

Review Number	Error Reason	Detailed Error Description
255	Policy	QC determined agency failed to follow up on incomplete information after client provided proof of employer statement. Agency should have contacted HH to inform of incomplete information received. HH provided information requested per Notice to client sent 11/22/22. QC also determined action to process occurred on 1/4/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
256	Policy	QC determined action correct however, action to process case occurred outside the processing timeframe. System shows HH applied on 11/21/2022 and action to process occurred on 01/03/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
257	Policy	QC determined action incorrect as agency did not update Medicare part B premium deduction for client of \$164.90 and of \$170.10 which can be verified by SOLQ and Award Letter provided. QC also determined action to process occurred outside the processing timeframe. System shows HH applied on 11/14/22 and action to process occurred on 1/5/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
258	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/28/2022 and action to process occurred on 01/04/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
259	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/23/2022 and action to process occurred on 01/05/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
260	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
262	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/13/2022 and action to process occurred on 01/20/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
264	Policy	QC determined action correct however agency did not include income from bonuses. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/7/2022 and action to process occurred on 01/12/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
265	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/1/2022 and action to process occurred on 01/11/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).

		QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
266	Policy	QC reviewed case records and ECF and found no evidence HH provided requested verification. QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/10/2022 and action to process occurred on 01/5/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
267	Notice	QC determined action correct however as HH did not provide requested information; however, QC noted that NOCA listed calculation table informing HH they failed gross income test, when HH has not provide that information requested by agency.
268	Policy	QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/28/2022 and action to process occurred on 1/05/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
269	Policy	QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/22/2022 and action to process occurred on 1/23/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
270	Policy & Notice	QC also determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
272	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/22/2022 and action to process occurred on 1/04/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
273	Policy	QC determined agency action incorrect. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/06/2022 and action to process occurred on 1/12/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
274	Policy	QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/08/2022 and action to process occurred on 1/18/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
275	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/17/2022 and action to process occurred on 01/09/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
277	Notice	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/22/2022 and action to process occurred on 01/04/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G

278	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/13/2022 and action to process occurred on 01/23/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
279	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10
280	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/15/2022 and action to process occurred on 01/31/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
281	Policy	QC determined that agency failed to follow policy 8.100.130.12.B regarding resolving questionable information. Check stubs were determined to be incomplete. However agency failed to notify client of why information was questionable, incomplete or inadequate. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/02/2022 and action to process occurred on 01/25/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
282	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/22/2022 and action to process occurred on 01/13/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
283	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/29/2022 and action to process occurred on 01/11/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
284	Policy & Notice	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/28/2022 and action to process occurred on 01/31/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11G
285	Notice	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/07/2022 and action to process occurred on 01/13/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
286	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/27/2022 and action to process occurred on 01/27/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
287	Policy	QC determined that income used to determine SNAP allotment does not follow NMAC policy 8.139.500.10 G determining earned income. It is unclear if the income amounts received are indicative for future income and expected to continue thru the certification period for. EW worker calculated future earnings from check dated 01/08/2023-\$185.64. CR shows that inconsistent income was not addressed and holiday pay that is not indicative to future earnings used to determine gross monthly allotment.QC determined that income used to determine SNAP allotment does not follow NMAC policy 8.139.500.10 G determining earned income. It is unclear if the income amounts received are indicative for future income and expected to

		continue thru the certification period. EW worker calculated future earnings from check dated 01/08/2023-\$185.64. CR shows that inconsistent income was not addressed and holiday pay that is not indicative to future earnings used to determine gross monthly allotment.QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/07/2022 and action to process occurred on 01/25/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
289	Policy & Notice	QC found the ASPEN eligibility summary shows initial application month 12/2022 shows denied as of 1/16/2019, and the NOCA states You applied on December 19, 2022 SNAP benefits denied: January 2023 - March 2023. QC noting the NOCA does not address application month 12/2022. QC determine negative action and notice invalid. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/19/2022 and action to process occurred on 01/23/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
291	Policy	QC determined agency action incorrect. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/12/2022 and action to process occurred on 01/13/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
293	Policy	QC determined negative action closure due to Net income exceeding limit invalid. HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 to 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
294	Policy	QC determined negative action closure due to Gross income exceeds limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment and untimely processing. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/30/2022 and action to process occurred on 01/05/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
295	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/30/2022 and action to process occurred on 01/10/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
296	Policy	QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/02/2022 and action to process occurred on 01/10/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
297	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/28/2022 and action to process occurred on 01/04/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
299	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/15/2022 and action to process occurred on 01/27/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the

		application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
226	Policy	QC determined action was taken prior to agency determination to be correct for application withdrawal. However, action to process case occurred outside the processing timeframe. System shows HH applied on 12/6/22 and action to process occurred on 1/12/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and 8.139.110.13 D (3). QC notes that the agency also failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. On 1/9/23 Notice of delay was sent to client and appointment notice was sent scheduled for 1/12/23. No evidence found agency reviewed/screened application prior to 1/9/23; therefore, failed to observe time limits and failed to schedule a timely interview.
228	Policy	QC determined action to process case occurred outside processing timeframe. System shows HH applied 12/13/2022 & action to process occurred on 1/19/2023 which is prior to 30-day limit, therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and 8.139.110.13 D (3).
229	Policy	QC found that the requested documents for verification of Citizenship and benefits from other states were provided by the HH on 1/10/23 and were in the ECF on 1/10/23. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/19/22 and action to process occurred on 1/26/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and 8.139.110.13 D (3).
231	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/7/22 (submitted 11/4/22 @ 8:25pm) and action to process occurred on 1/3/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and 8.139.110.13 D (3).
232	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH submitted application 12/30/22 and action to process occurred on 1/30/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely. Further, agency determined expedited case at processing and is entitled to receive SNAP benefits within seven days after application is received by ISD. Program request expedited screen shows application screened counting \$2000 monthly gross income plus \$1500 liquid assets of HH with \$1269 expenses. QC determined agency did not verify \$2000 amount of money reported on application 12/30/23 and \$1400 amount of money reported on application 1/3/23. Case comments does not indicate information was asked or verified; no HUMAD found in correspondence history. Agency processed application allowing \$0 EI/ \$0 UEI processed with expedited service for 1 HH member; per case comments 1/30/23 agency notes 2 in HH composition. QC determined agency made a determination with a lack of verification.
233	Policy	QC determined action to process case occurred outside the processing timeframe, HH submitted application 12/13/22 and action to process occurred on 1/31/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by 8.139.110.13A & 8.139.110.13 D (3). Agency also failed to schedule an interview within 10 days of receiving the application as mandated by 8.139.110.11 G. NOCA shows \$7,011.82 combined gross income for application month 12/22 and \$4,591.58 combined gross income for ongoing month 1/23, yet ASPEN income shows different amounts. QC was unable to determine how agency arrived to \$4591.58 combined gross income.
234	Policy & Notice	Review of case found agency did not process recertification due 12/31/22, when HH had submitted an AFB application on 11/29/22 which could've been used to complete the recert, resulting in an invalid denial of SNAP. QC found no evidence that a Notice of Delay was sent to HH in accordance with NMAC policy 8.139.120.8.C which states; ISD caused delayed processing: If an eligible household files an application before the end of the certification period but the recertification process cannot be completed within 30 days after the date of application because of ISD fault, ISD must continue to process the case and provide a full month's allotment for the first month of the new certification period, and will send a delay notice in accordance with Subsection D of 8.139.110.13 NMAC. QC determined action & notice are incorrect.
237	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/19/22 and action to process occurred on 1/30/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed.
238	Policy	QC determined negative action due to failure to provide invalid. CR shows HH provided requested documentation on 12/30/2022 and case comments verify it was received and processed, QCR notes agency documents case certified, but no NOCA went out on



		12/30/2022 and case was auto-closed for failure to provided. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/13/22 and action to process occurred on 1/3/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
239	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE.
240	Policy	QC determined action taken by agency and listed reason for closure was correct. However, QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/16/22 and action to process occurred on 1/26/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
241	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$25.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. Furthermore, system shows HH applied on 12/9/2022 and action to process occurred on 1/12/2023 which exceeds the 30-day limit therefore the agency did not provide the HH to opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13.
243	Policy	QC determined action taken by agency and listed reason for closure was correct. However, QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/9/22 and action to process occurred on 1/10/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
245	Policy	QC determined negative action closure due to Household Net Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment. QC determined action to process case occurred outside the processing timeframe. System shows HH renewed on 10/19/2022 and action to process occurred on 01/24/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
246	Policy	QC determined negative action closure due to Household Net Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment. QC determined action to process case occurred outside the processing timeframe. System shows HH renewed on 11/28/2022 and action to process occurred on 01/09/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
247	Policy	QC determined negative action closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/06/2022 and action to process occurred on 01/13/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G

248	Policy	QC determined negative action closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH renewed on 12/14/2022 and action to process occurred on 01/25/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
249	Policy	QC determined negative action closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH renewed on 12/21/2022 and action to process occurred on 01/24/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
250	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/14/2022 and action to process occurred on 01/03/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
251	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/29/2022 and action to process occurred on 01/06/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
252	Notice	QC determined negative case invalid due to HUMAD procedurally incorrect.
254	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/21/2022 and action to process occurred on 01/09/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G

FFY 2023 CAPER Error Rates

Regional and County Breakdowns

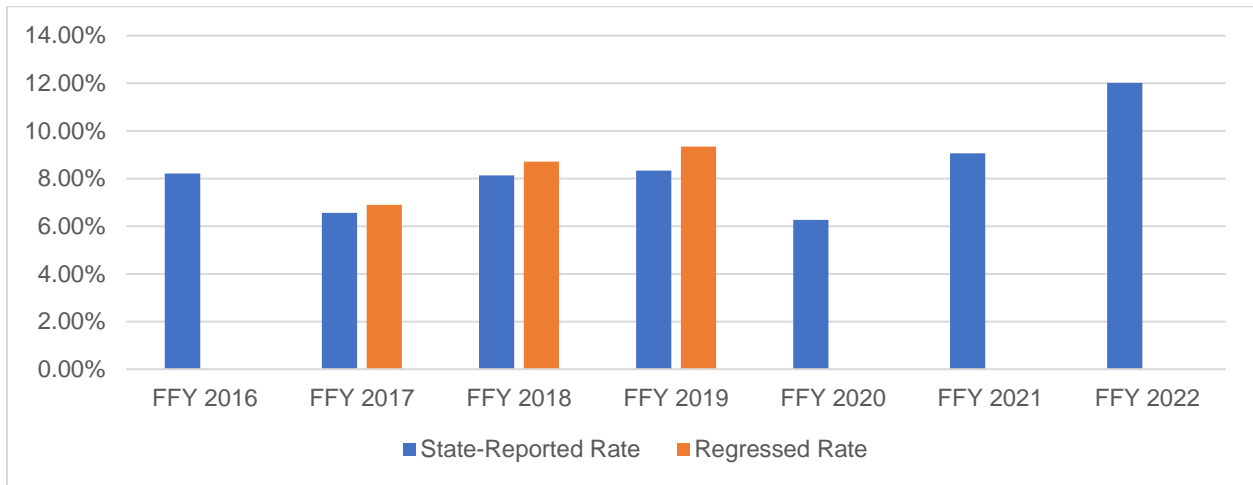
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	100.0%	0.00%									100.0%
	McKinley	100.0%	100.0%	50.00%	100.0%									77.78%
	San Juan	50.00%	66.67%	50.00%	66.67%									57.14%
	Sierra	0.00%	100.0%	0.00%	100.0%									100.0%
	Socorro	100.0%	100.0%	100.0%	0.00%									100.0%
	N. Valencia	66.67%	25.00%	100.0%	100.0%									69.23%
	S. Valencia	0.00%	0.00%	0.00%	0.00%									0.00%
	<b>Region 1 Totals</b>	<b>64.29%</b>	<b>60.00%</b>	<b>69.23%</b>	<b>84.62%</b>									
Region 2 Northeast Region	Colfax	50.00%	0.00%	0.00%	0.00%									50.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%									0.00%
	Quay	50.00%	0.00%	0.00%	0.00%									50.00%
	Rio Arriba	50.00%	100.0%	66.67%	100.0%									81.82%
	San Miguel	0.00%	0.00%	100.0%	0.00%									50.00%
	Sandoval	50.00%	85.71%	87.50%	50.00%									78.95%
	Santa Fe	0.00%	100.0%	0.00%	100.0%									100.0%
	Taos	0.00%	50.00%	0.00%	100.0%									62.50%
<b>Region 2 Totals</b>	<b>44.44%</b>	<b>80.00%</b>	<b>76.92%</b>	<b>90.91%</b>										<b>75.00%</b>
Region 3 Central Region	NE Bernalillo	66.67%	100.0%	85.71%	71.43%									78.57%
	NW Bernalillo	66.67%	57.14%	100.0%	80.00%									76.47%
	SE Bernalillo	0.00%	0.00%	100.0%	0.00%									33.33%
	SW Bernalillo	25.00%	62.50%	83.33%	66.67%									62.50%
	Torrance	0.00%	0.00%	100.0%	0.00%									100.0%
	<b>Region 3 Totals</b>	<b>54.17%</b>	<b>70.00%</b>	<b>91.67%</b>	<b>68.00%</b>									
Region 4 Southeast Region	Chaves	0.00%	60.00%	66.67%	0.00%									62.50%
	Curry	25.00%	100.0%	100.0%	100.0%									75.00%
	Artesia	50.00%	0.00%	0.00%	0.00%									50.00%
	Carlsbad	0.00%	0.00%	100.0%	100.0%									100.0%
	Lea	66.67%	50.00%	50.00%	83.33%									66.67%
	Lincoln	100.0%	0.00%	0.00%	0.00%									100.0%
	Roosevelt	0.00%	0.00%	0.00%	0.00%									0.00%
<b>Region 4 Totals</b>	<b>50.00%</b>	<b>69.23%</b>	<b>71.43%</b>	<b>90.91%</b>										<b>70.73%</b>
Region 5 Southwest Region	E. Dona Ana	75.00%	66.67%	66.67%	50.00%									64.29%
	Grant	100.0%	100.0%	66.67%	100.0%									85.71%
	Luna	100.0%	0.00%	100.0%	50.00%									75.00%
	Otero	0.00%	33.33%	100.0%	100.0%									66.67%
	S. Dona Ana	85.71%	100.0%	100.0%	100.0%									90.91%
	W. Dona Ana	50.00%	50.00%	100.0%	66.67%									66.67%
<b>Region 5 Totals</b>	<b>75.00%</b>	<b>60.00%</b>	<b>84.62%</b>	<b>73.33%</b>										<b>74.07%</b>
<b>State Totals</b>	<b>58.90%</b>	<b>69.12%</b>	<b>81.43%</b>	<b>78.67%</b>										<b>72.03%</b>

# FFY 2023 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 and FFY 2022 have not been issued at the time of this report.**

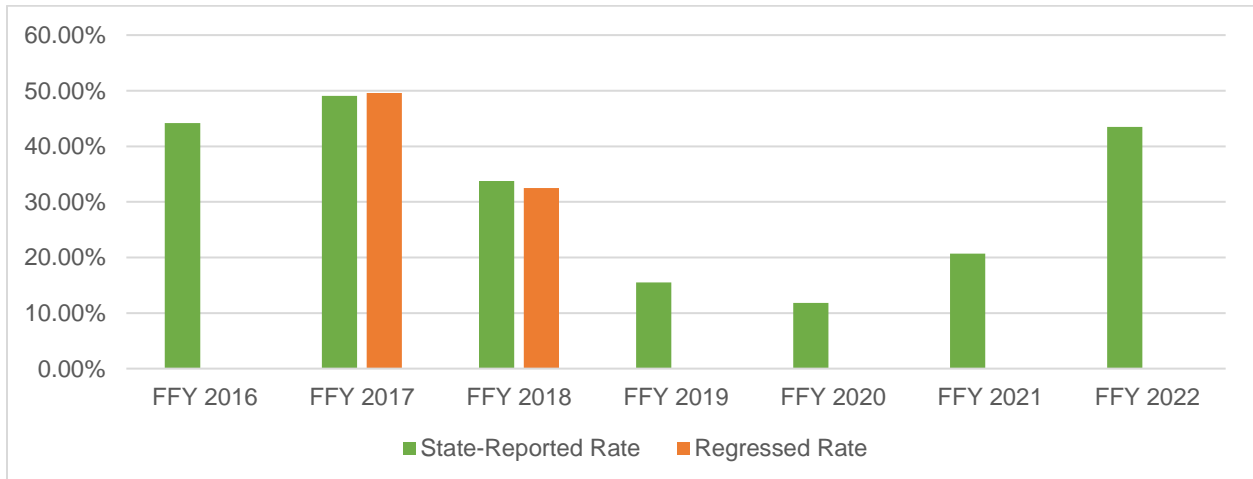
## Payment Error Rate

*Current Fiscal Year and Previous Fiscal Years*



## CAPER Error Rate

*Current Fiscal Year and Previous Fiscal Years*



# FFY 2023 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2023 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												
	McKinley		100.0%	100.0%	100.0%								
	San Juan		100.0%										
	Sierra												
	Socorro												
	N. Valencia												
	S. Valencia												
	<b>Region 1 Totals</b>		75.00%	100.0%	100.0%								
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay	100.0%											
	Rio Arriba												
	San Miguel												
	Sandoval	100.0%											
	Santa Fe												
	Taos												
<b>Region 2 Totals</b>	100.0%												
Region 3 Central	NE Bernalillo		50.00%	0.00%	66.67%								
	NW Bernalillo		100.0%	100.0%	100.0%								
	SE Bernalillo		100.0%	100.0%									
	SW Bernalillo	100.0%		100.0%									
	Torrance												
	<b>Region 3 Totals</b>	100.0%	75.00%	75.00%	75.00%								
N Region 4 Southeast	Chaves												
	Curry	100.0%		100.0%									
	Artesia												
	Carlsbad	100.0%		0.00%									
	Lea												
	Lincoln												
	Roosevelt												
<b>Region 4 Totals</b>	100.0%		50.00%										
Region 5 Southwest	E. Dona Ana		100.0%										
	Grant				100.0%								
	Luna												
	Otero												
	S. Dona Ana		100.0%										
	W. Dona Ana				50.00%								
<b>Region 5 Totals</b>		100.0%		66.67%									
<b>Statewide Totals</b>	100.0%	62.50%	71.43%	75.00%									