




STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

General Information Memorandum

ISD-GI 21-04

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support 
DATE: Division January 27, 2021
RE: FFY 2020 SNAP Performance Report-Eighth

Attached please find the eighth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2020. This report includes all Quality Control (QC) findings received for the review months of October 2019 through August 2020. Additional data included in this report is the recertification timeliness.

The FFY 2020 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 Case Error Demolition Team. These reviews should be reviewed within three business days.

If there are any questions or comments, please contact Carolyn Craven, of the Quality Assessment Bureau, at 827-7224 or e-mail at Carolyn.Craven@state.nm.us.

Attachment: Eighth SNAP Performance Report for FFY 2020



SNAP PERFORMANCE REPORT

Eighth Edition

Federal Fiscal Year 2020

Quality Control Review Findings
October 2019 – August 2020

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

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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) 2020 includes all Quality Control (QC) findings received for the review months of **October 2019 through August 2020**. *Please note that due to the COVID-19 Public Health Emergency, this Performance Report does not reflect QC reviews for the months of March, April, and May, as reviews were waived for the three months.*

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 2020, 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.

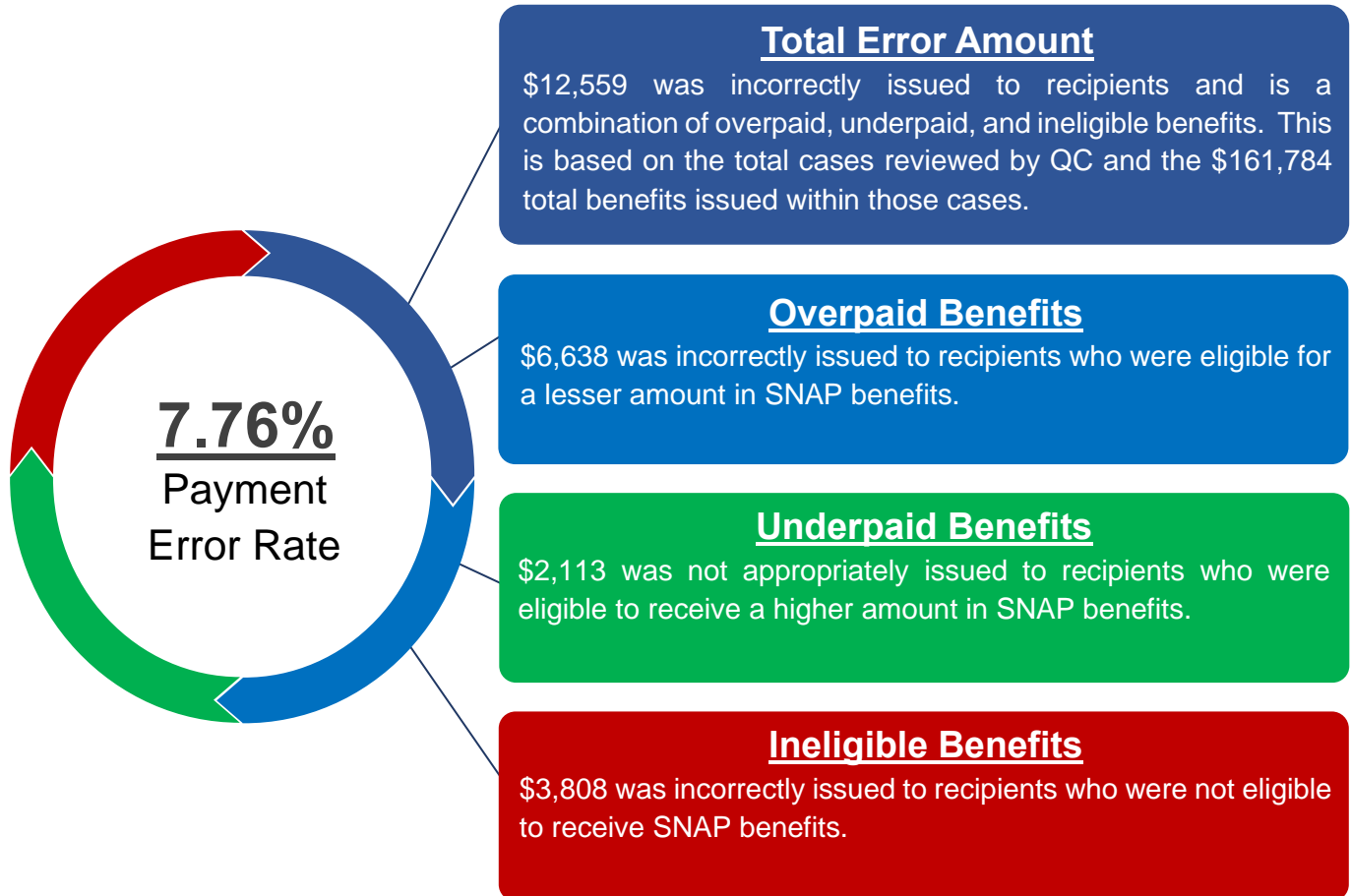
The Payment Error Rate is figured from the QC Positive Sample cases for the review month, which are the cases actively receiving SNAP benefits. QC reviews the last action taken on the case to certify the eligibility, which could be an Application, Interim Report, or Recertification.

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

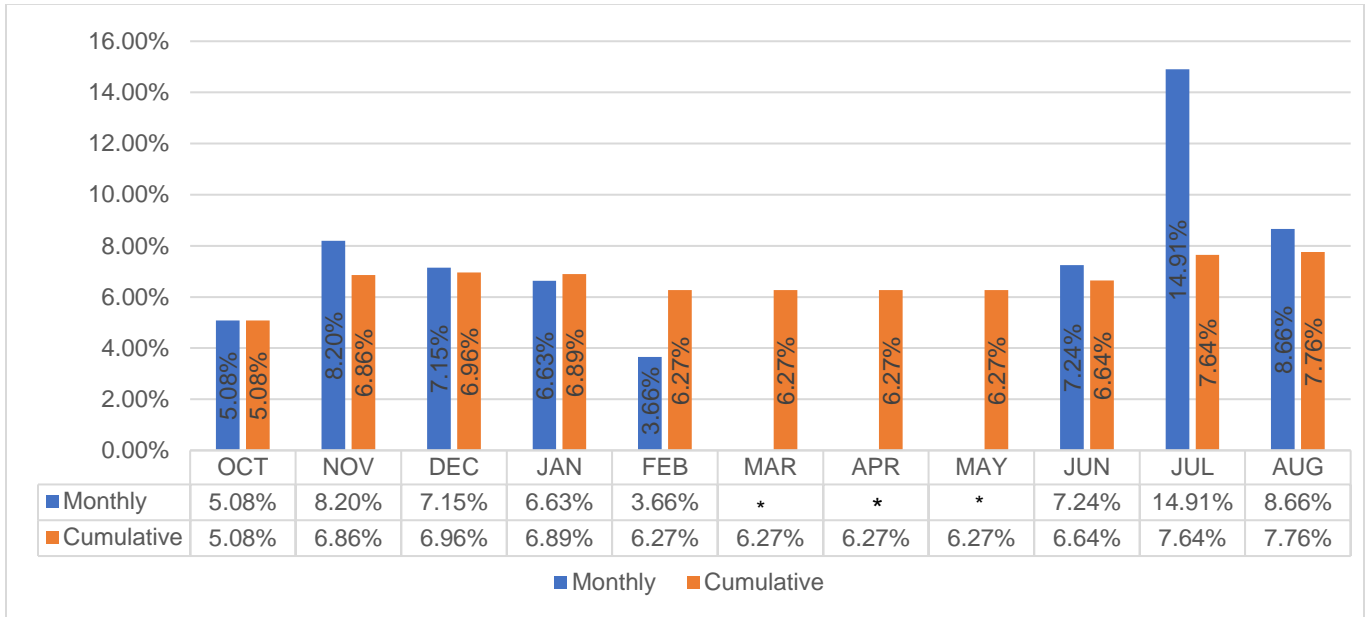
The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of October 2019 through August 2020.



Total Benefits Paid	\$161,784
Total Error Amount	\$12,559
Total Cases Reviewed by QC	665
Total Cases with Errors	95
Total Correct Cases	570
Total Cases with Overpaid Benefits	57
Total Cases with Underpaid Benefits	21
Total Cases with Ineligible Benefits	17
Cases Dropped (Not Reviewed by QC)	119

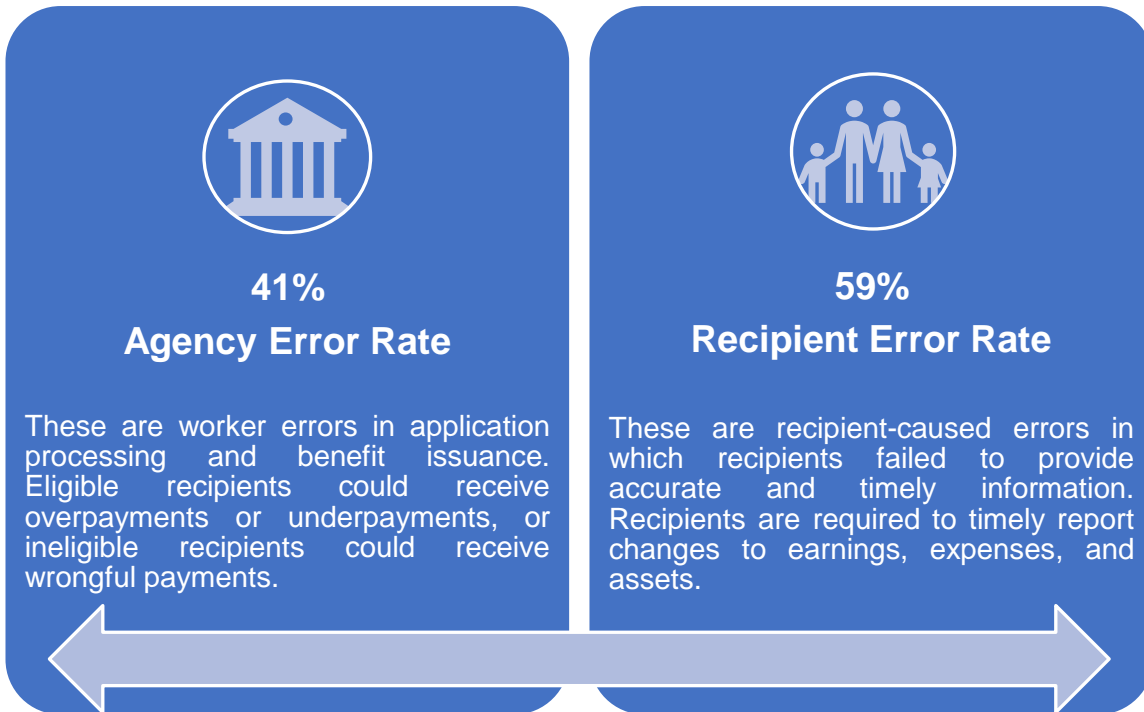
State Payment Error Rates

Monthly vs. Cumulative Error Rates



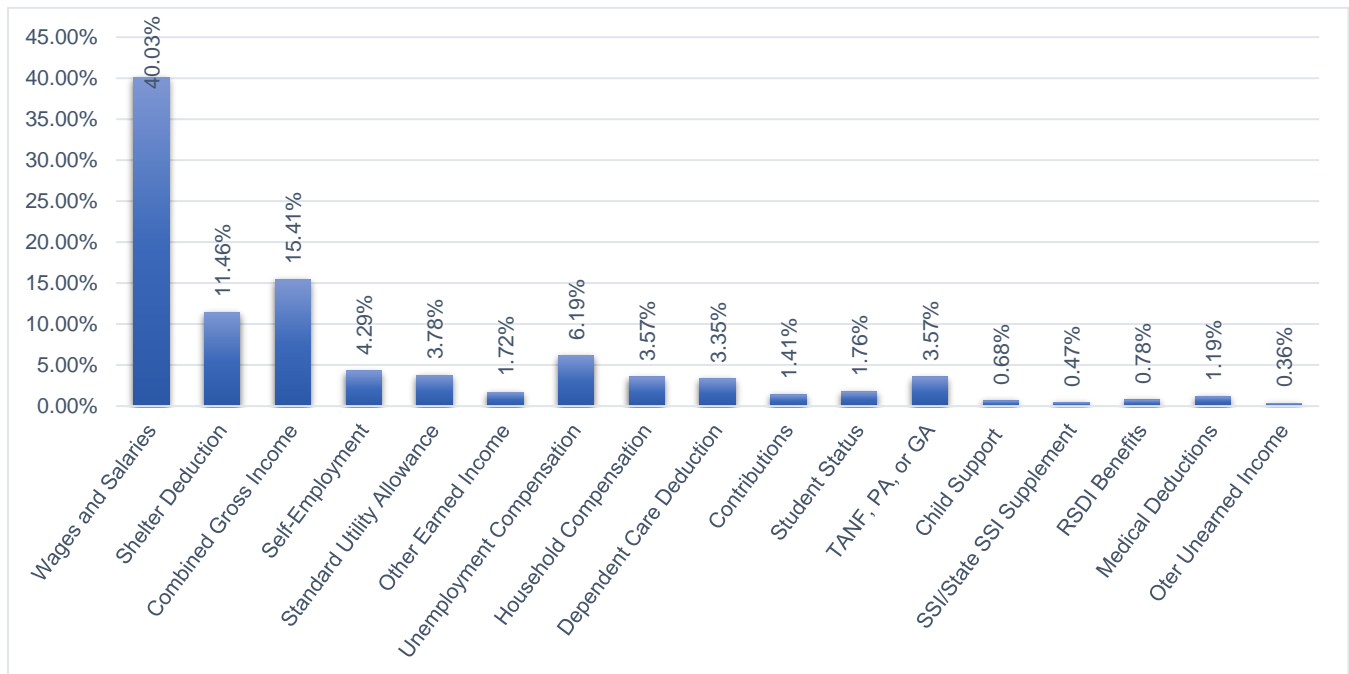
***Due to the COVID-19 Public Health Emergency, monthly payment error amounts were not calculated for March, April, or May. QC reviews were waived for these three months, per FNS guidance.**

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$5,027	40.03%
Shelter Deduction	\$1,439	11.46%
Combined Gross Income	\$1,935	15.41%
Self-Employment	\$539	4.29%
Standard Utility Allowance	\$475	3.78%
Other Earned Income	\$216	1.72%
Unemployment Compensation	\$777	6.19%
Household Composition	\$448	3.57%
Dependent Care Deduction	\$421	3.35%
Contributions	\$177	1.41%
Student Status	\$221	1.76%
TANF, PA, or GA	\$448	3.57%
Child Support Payments Received from Absent Parent	\$85	0.68%
SSI and/or State SSI Supplement	\$59	0.47%
RSDI Benefits	\$98	0.78%
Medical Deductions	\$149	1.19%
Other Unearned Income	\$45	0.36%
Totals	\$12,559	100%



Payment Error Findings as Reported to Field Offices

August 2020 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10992	Household Composition	Ineligible person(s) included	Over	\$97	QC notes and verified that Darren Begay moved out of home end of June 2020 and currently not in the home. QC corrected agency figures with \$1183 EI plus HCSUA for HHBG of 6. Further, QC determined HH entitled to HCSUA and agency failed to allow the deduction; no countable difference as HH continues to be entitled to \$0 excess shelter deduction.
10996	EI and over income limits	More income received from this source than budgeted	Ineligible	\$114	HH reported are partners in Main Street Ramsey Realty LLC, Reliable Escrow LLC, ME Investments LLC with multiple LLC properties with income to be anticipated in the negative. QC verified SE income based on K-1's for all businesses do not reflect any interest, dividends, royalties, or capital gains, gross non-farm income, along with Eric's Handyman Service Buster's Services is calculated on 2019 Taxes Schedule E. QC used guidance from State of NM Self Employment Training which indicated that income should be considered the same as that of corporations and income from Schedule E Line 31 should be used as countable income. QC reviewed agency figures and determined that HH reported SE income & agency failed to inquire further regarding earnings of SE and no documents or tax documents requested to determine income. Based on verification received by QC, agency figures were corrected using $\$61,969 / 12 = \5164.08 monthly combined gross SE income. RM & Comp II resulted in the same error amount.
11000	Earned income	More income received from this source than budgeted	Over	\$217	RM countable difference, reviewed agency figures and will be final determination. QC found that agency used one check to determine \$747 EI for application month. No evidence to show agency requested income verification and accepted the one check 8/6/20 \$797.03 at processing. QC verified with employer 08/6/20 1st check received from break in employment since March 2020 with St Vincent Regional. Based on information reported by HH and employer HH received two checks. For 8/20/20 check QC used employers anticipated work schedule anticipated: 35 regular hours @ \$19.36 hourly (\$677.6), 10 evening differential hours @ \$2.00 hourly (\$20), 23-night differential hours @ \$3.50 hourly (\$80.5), and 22 weekend differential hours @ \$2.50 hourly (\$55) total \$833.1; 8/6/20 \$797.03 and 8/20/20 \$833.1 to determine EI of \$1630. Agency figures were corrected allowing \$1630 EI, \$500 rent plus TS allowed with \$0 excess shelter deduction. TANF, \$550 rent, HCSUA deduction, resulting in an under issuance.

11003	HH comp, TANF, SUA	Newborn infant improperly excluded	Under	\$160	RM made countable difference; reviewed corrected figures and will be final determination. Review of case comments 07/23/20 states notification of birth received for Nala Holden; newborn added to SNAP and CASH effective 9/1/20. QC finds change of add on for newborn should have been effective as of 8/01/2020 to determine HHBG of 4 based on NMAC policy cited. QC corrected agency figures allowing \$539 TANF, \$0 shelter expense plus HCSUA allowed for HHBG of 4.
11015	Earned income	More income received from this source than budgeted	Over	\$50	RM: employment with Kelley Bar & Grill and does receive tips. QC verified with Kelley Bar & Grill Manager client receives an average of \$450 in tips per pay period that aren't listed on the paystubs, tips are paid in cash & employee retains tips received; employees are not on a tip sharing process. RM \$999 EI plus \$676 UCB, \$600 shelter expense plus HCSUA with \$200 dependent care deduction. Comp II - determine HH was not eligible for expedited services as she submitted her application & completed her interview on 8/24/20 reporting incorrect earnings to agency. As of 8/24/20 interview date HH had already completed the pay period for check 8/27/20; therefore, aware of tips she would be receiving that was not reported. In addition to her already receiving the 8/13/20 check knowing tips are paid to her separate from check received. Application should have been processed with normal 30-day processing standard. Comp II \$999 gross EI based on wages and tips received for 08/20.
11016	College student	Ineligible person(s) included	Ineligible	\$67	QC determined 1 member, EI for Analissa with Gila Regional Medical Center of \$738 based on wages 8/7/20 \$392.32 at 32.25 hours and 8/21/20 \$346.56 at 23 hours. Further verified \$609 contribution, \$400 shelter expense plus telephone expense. QC verified shared shelter expense of \$400 with roommate and roommate deposits cash into Analissa's account for monthly expenses; Analissa then pays all bills directly to vendors. RM verified \$609 total received from roommate. QC determined \$400 shelter expense with reported contributions from roommate for monthly expenses. Even though all expenses were verified, QC determined Analissa ineligible college student. QC verified from financial aid non-workstudy and contact with University to verify enrolled in Baccalaureate degree of Nursing. Analissa college student with no indication meeting 20 hours weekly/80 hours monthly working hours. Further, Analissa did not meet any other exemptions for college student status. Corrected figures show 52.25 working hours. QC determined case is ineligible in both comparisons based on ineligible student status.
11017	Daycare expense	Deduction included that should not have been	Over	\$52	RM determined combined gross income of \$4588 which is over the gross limits. QC review of prior 3 months found the HH to be under gross income limit for month June 2020; therefore, no reportable changes within SRing. QC reviewed corrected figures to determine 4 HH members correct. QC verified with HH & daycare provider that childcare expenses ended March 2020. Contact with daycare provider verified contract with CYFD ended 4/1/20 & did not renew contract. HH verified no daycare expenses since March 2020. QC determined HH failed to report changes in her monthly expenses per RMB dated 04/17/20 & failed to report at her recent interview; no evidence found agency questioned HH on all expenses at interview as well. Comp II \$2468 EI, \$200 CS, \$400 shelter expense

					plus HCSUA with \$0 dependent care deduction allowed.
11032	Earned income	Less income received from this source than budgeted	Under	\$172	HH reported same varying income with Espanola Schools as a substitute teacher. QC verified with EPS Payroll Amanda's position as a substitute teacher with no contract & can work between 0-10 days per pay period with no set hours. Further verified Amanda was out of work from 5/30/20-8/17/20 & received 1st pay from her return to work on 8/28/20. RM based on \$231 EI from check received 8/28/20 (1st pay) with no expenses. Comp II: HH reported income change on 7/20 IR but agency failed to act on the reported changes & left outdated EI of \$1309 from 1/20 application. Based on verification obtained by QC, agency figures were corrected allowing \$0 EI. At time of 1st check received 8/28/20 expected hours are uncertain and cannot be anticipated based on information was received from employer verification. Corrected agency figures based on \$0 EI. RM used as final determination as it is the least quantitative error between both comparisons.
11034	UCB and over income limit	Unreported source of income (do not use for change in employment status)	Ineligible	\$194	HH reported Chun employed with Route 66 Casino; zero shelter expense plus utilities. RM total EI of \$5,870 based on wages 8/14/20 \$2412.97 and 8/28/20 \$3456.26. QC determined HH exceeded gross standard of \$1718 in RM to determine ineligible. Due to RM income exceeding gross standard income for the prior 3 months was required: Month 7/20 EI \$6415.33 and UCB \$461 to total \$6876.33, month 6/20 \$0 EI and UCB \$4244 & month 5/20 \$0 EI and UCB \$4244. DOL inquiry shows each month 5/20 & 6/20 HH received \$600 FPUC weekly + weekly benefit \$461 & 7/20 one UCB payment \$461.00. QC determined HH exceeded the standard in each of the 3 months therefore a reportable change occurred. QC determined 3rd month prior to RM (month 5/20) used what should have been reported for SRing to determine \$4244 of UCB. \$4244 exceeding gross standard of \$1718 for HHBG of one.
11035	Medical expenses	Deduction included that should not have been	Over	\$49	RM made a countable difference, reviewed corrected figures. Review of 06/03/19 application shows HH reported \$277 medical expense. QC found no documentation to support that the medical expense was discussed at initial eligibility. Client verified the \$277 was for health insurance with the NM Medical Insurance Pool. When approved for Medicaid 06/19, client dropped coverage and did not pay anymore premiums. Client verified no other health expenses for medical or prescriptions from 05/19 through present. Agency figures corrected with RSDI \$735 plus HCSUA with \$0 medical deduction allowed.
11036	Shelter	Deduction that should have been included was not	Under	\$46	RM circumstances based on 2 HH members, \$585 SE actual received, \$1201 VA pension, \$900 rent plus HCSUA with excess selter deduction of \$489. Contact with VA verified Lawrence was declared disabled at 60% and has been on VA disability pension since 2005. QC determined HH is exempt from gross income limit and eligible for uncapped shelter deduction due to disability from VA. QC determined \$1201 VA disability pension, \$0 EI from SE, \$900 rent plus HCSUA with excess shelter deduction of \$723. Lawrence should have been coded

					as disabled individual in ASPEN system for correct deductions to be allowed.
11037	dependent care, UCB, shelter expense	Deduction that should have been included was not	Over	\$186	RM made countable difference, reviewed corrected figures. QC verified 3 HH members with \$533 EI from Community Options. \$100 contributions to be correct. Contact with CYFD verified \$0 co-pay for daycare expense from 3/20 - 6/20 with co-pay of \$124.56 as of 8/20. QC finds that Arisbeth started receiving UCB at time SR processing and should have reported this income 1st received on 4/8/20 when client was in contact with agency on 04/9/20. Corrected figures based on \$533 EI, \$676 UCB, \$100 contributions, \$333 TANF, \$315 shelter expense plus HCSUA with \$519.80 (mileage) dependent care deduction. Agency failed to provide mileage for daycare expense.
11058	SUA	Deduction that should have been included was not	Under	\$89	QC determined HH eligible for HCSUA for RM and corrected figures due to receipt of LIHEAP for current address. Further, ECF contained evidence of separate heating/cooling expenses for HH and recertification application 10/9/19 shows evidence HH reporting separate heating/cooling expense.
11060	EI and over income limit	Unreported source of income (do not use for change in employment status)	Ineligible	\$76	RM based on \$2590 EI from Lowes, \$1554 EI from Walmart to determine \$4144 combined gross income. HH ineligible as \$4144 combined gross income over gross income limit of \$3541 for HHBG of 4. QC reviewed 3 month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 7/20 with \$7332.66 EI, 6/20 with \$6590.39 EI and 5/20 with \$5171.09 per verified income from the Work # and submitted paystubs. QC allowed \$1815 converted EI and \$4231 converted EI based on earnings received as reportable change occurred. Final determination HH ineligible; \$6046.00 combined gross income exceeds FPG of \$3541 for HHBG of 4.
11070	SUA	Deduction included that should not have been	Over	\$59	Due to countable difference in RM, agency figures were reviewed and will be used as final determination. QC found no evidence of utility obligation separate from shelter expense prior to certification. No evidence of LIHEAP assistance. QC determined HH only entitled to deduction for the obligated expenses. Agency figures were correcting allowing EI \$1760, shelter expense \$950 plus TS allowed.
11071	EI and SE	Less income received from this source than budgeted	Under	\$43	RM made countable difference, reviewed corrected figures. QC determined \$800 anticipated income which is consistent with information provided by employer. Contact with Integrity Assets verified no set hours for Oscar and is paid based on when job assignment is completed; earnings will vary month to month. Would further verify anticipated monthly earnings at \$800. Further, QC determined taxes for 2018 not indicative to anticipated wages for Oscar due to COVID 19 in 2020; therefore, not used. 2019 taxes had not been filed. Total \$566 EI determined for Norma income based on wages 1/13/20 \$293.99 and 01/28/20 \$271.69. QC determined that agency used check 12/27/20 for Norma which is outside of 30-day

					processing timeframe. Corrected figures final determination based on \$535 EI for Norma, \$800 SE for Oscar, \$600 shelter plus HCSUA.
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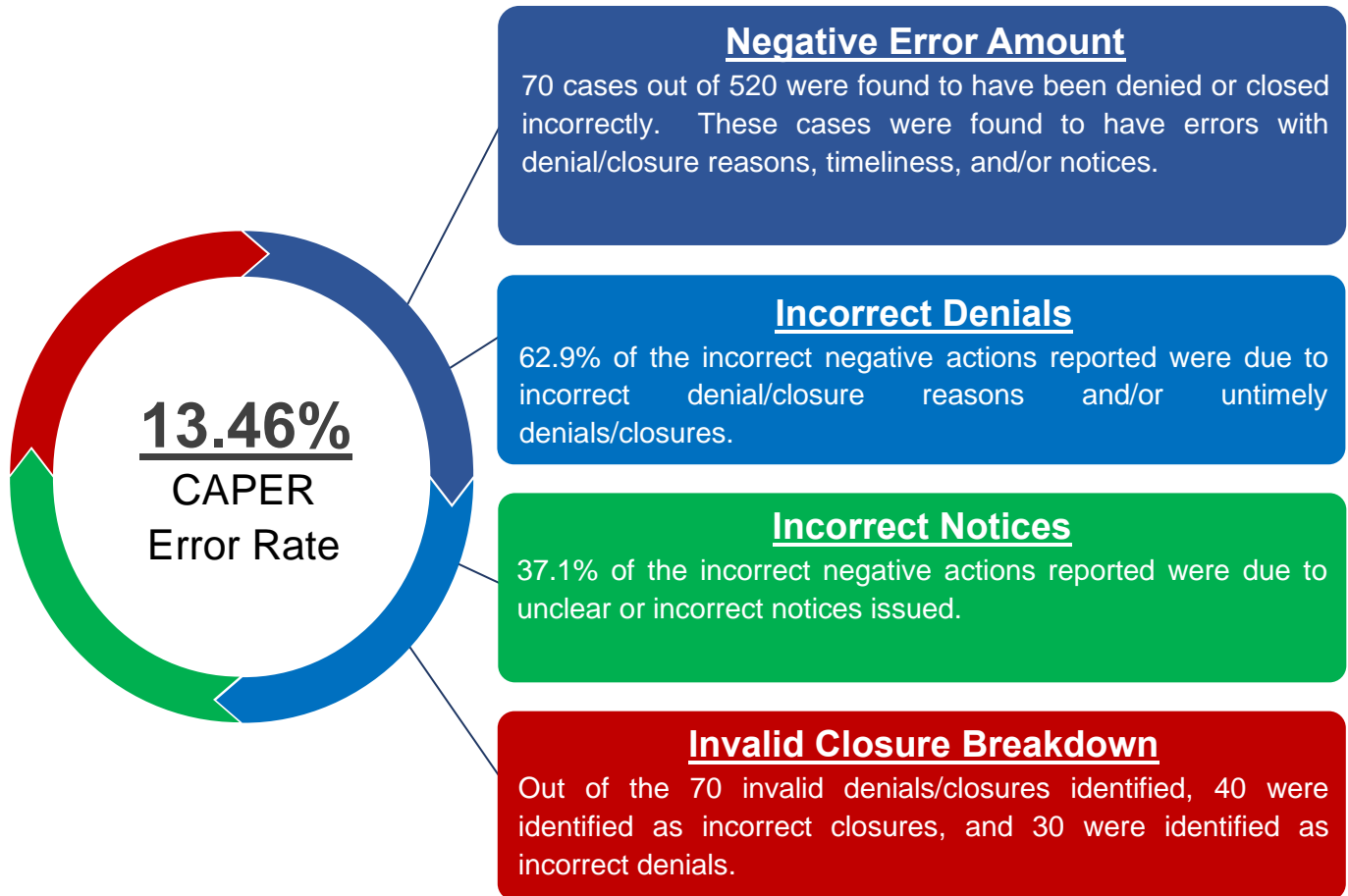
SNAP Payment Error Rates

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%	12.47%	0.00%	5.60%				0.00%	0.00%	7.70%		7.20%
	McKinley	35.08%	0.00%	0.00%	3.41%	0.00%				0.00%	0.00%	0.00%		3.77%
	San Juan	18.80%	34.10%	21.64%	37.55%	0.00%				20.85%	36.67%	11.83%		27.01%
	Sierra	0.00%	8.55%	0.00%	0.00%	84.31%				0.00%	0.00%	0.00%		10.02%
	Socorro	0.00%	0.00%	0.00%	0.00%	20.34%				0.00%	0.00%	0.00%		7.44%
	N. Valencia	0.00%	0.00%	12.07%	0.00%	0.00%				0.00%	9.21%	0.00%		3.82%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.0%
Region 1 Totals		15.63%	15.78%	10.43%	8.98%	5.45%				8.18%	19.97%	6.56%		11.86%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Rio Arriba	0.00%	0.00%	91.75%	0.00%	0.00%				0.00%	0.00%	15.03%		5.84%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%				21.39%	0.00%	0.00%		2.36%
	Sandoval	8.68%	4.40%	22.38%	0.00%	0.00%				0.00%	0.00%	32.76%		6.10%
	Santa Fe	3.25%	0.00%	0.00%	0.00%	0.00%				0.00%	19.87%	0.00%		5.15%
	Taos	0.00%	7.38%	35.68%	54.55%	0.00%				0.00%	0.00%	0.00%		13.35%
Region 2 Totals		3.55%	2.22%	16.71%	6.47%	0.00%				2.24%	11.29%	9.83%		6.42%
Region 3 Central Region	NE Bernalillo	17.41%	6.10%	15.57%	0.00%	7.50%				0.00%	0.00%	9.48%		7.43%
	NW Bernalillo	18.68%	14.56%	0.00%	4.62%	25.26%				14.35%	21.96%	3.00%		10.83%
	SE Bernalillo	14.18%	0.00%	3.05%	4.22%	0.00%				0.00%	22.42%	0.00%		2.43%
	SW Bernalillo	0.00%	16.46%	3.35%	7.34%	0.00%				4.37%	54.04%	6.77%		9.42%
	Torrance	12.84%	0.00%	5.41%	0.00%	69.32%				0.00%	0.00%	64.97%		18.65%
Region 3 Totals		12.80%	9.93%	4.03%	3.35%	5.73%				5.42%	28.92%	8.36%		8.55%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	12.75%	7.31%		3.09%
	Curry	0.00%	9.52%	0.00%	0.00%	0.00%				25.56%	0.00%	14.20%		11.27%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Lea	0.00%	0.00%	0.00%	0.00%	0.00%				5.32%	0.00%	0.00%		0.56%
	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		0.00%	4.23%	0.00%	0.00%	0.00%				18.17%	2.54%	5.52%		4.31%
Region 5 Southwest Region	E. Dona Ana	0.00%	23.56%	0.00%	64.18%	0.00%				0.00%	0.00%	15.23%		8.83%
	Grant	0.00%	0.00%	0.00%	34.90%	0.00%				0.00%	0.00%	33.06%		10.83%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Otero	0.00%	0.00%	26.85%	0.00%	0.00%				18.34%	0.00%	0.00%		11.69%
	S. Dona Ana	0.00%	14.83%	0.00%	0.00%	9.56%				2.43%	0.00%	11.83%		5.76%
	W. Dona Ana	0.00%	0.00%	0.00%	17.35%	0.00%				0.00%	0.00%	0.00%		1.59%
Region 5 Totals		0.00%	4.15%	1.91%	21.72%	4.21%				6.71%	0.00%	11.46%		5.74%
State Totals		6.53%	8.20%	7.15%	6.63%	3.66%				7.24%	14.91%	8.66%		7.76%

CAPER

State Cumulative Negative Error Rate



Total Sample Pulled for Review	600
Cases Dropped (Not Reviewed by QC)	80
Total Cases Reviewed	520
Total Valid Cases	450
Total Invalid Cases	70

Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2019 - August 2020

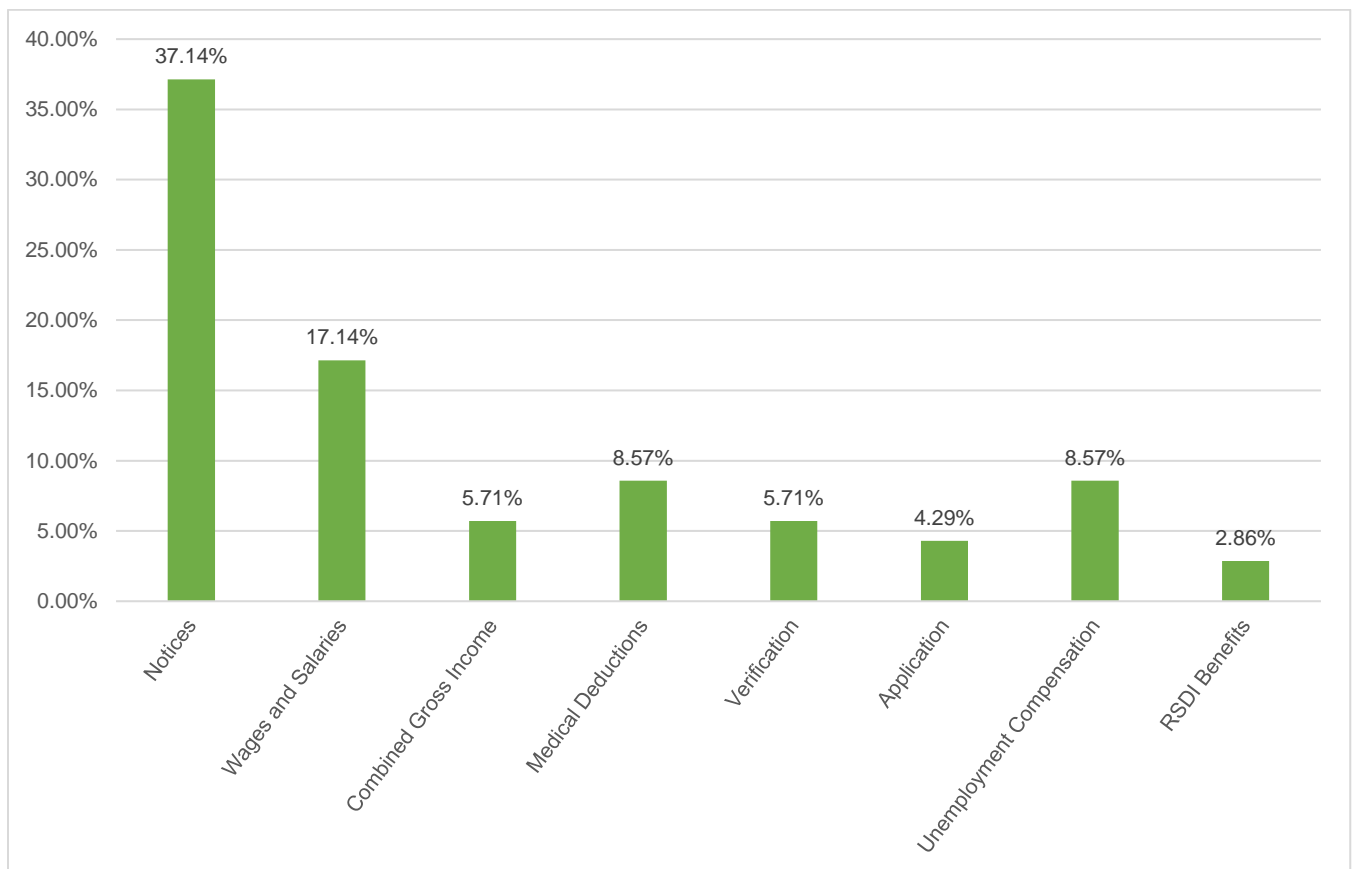
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice sent to wrong address	1	7	8	11.94%
Notice not complete	3	1	4	5.97%
Notice not clearly understandable	0	3	3	4.48%
Notice reason does not match action	4	2	6	8.96%
Policy incorrectly applied	1	4	5	7.46%
Total	9	17	26	38.81%
Wages and Salaries				
Agency failed to follow up on known and reported changes	2	0	2	2.99%
Policy incorrectly applied	3	2	5	7.46%
Improper income calculation	2	0	2	2.99%
Agency failed to follow up on inconsistent/incomplete information	0	3	3	4.48%
Total	7	5	12	17.91%
Verification				
Improper Denial/Termination. Verification not provided or was found in case file already.	0	3	3	4.48%
Verification was in the case file	0	1	1	1.49%
Total	0	4	4	5.97%
Combined Gross Income				
Does not exceed prescribed limit	1	1	2	2.99%
Policy incorrectly applied	1	1	2	2.99%
Total	2	2	4	5.97%
Medical Deductions				
Deduction not included that should have been	3	0	3	4.48%
Failed to consider or incorrectly considered medical deductions	2	1	3	4.48%
Total	5	1	6	8.96%
Application				
Denial before the 30 th day	1	0	1	1.49%
Late Denial agency failed to process the application timely	1	0	1	1.49%
Failed to process the reapplication timely (recertification application)	0	1	1	1.49%
Total	2	1	3	4.48%
Unemployment Compensation				
Policy incorrectly applied	1	0	1	1.49%
Failed to consider or Incorrectly considered reported information	1	2	3	4.48%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.49%
Agency failed to follow up on known and reported impending changes	0	1	1	1.49%
Total	3	3	6	8.96%
RSDI Benefits				

Failed to consider or incorrectly considered reported information	1	0	1	1.49%
Income from known/processed source included that should not have been	0	1	1	1.49%
Total	1	1	2	2.99%

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	9	12.86%	17	24.29%	26	37.14%
Wages and Salaries	7	10.00%	5	7.14%	12	17.14%
Combined Gross Income	2	2.86%	2	2.86%	4	5.71%
Medical Deductions	5	7.14%	1	1.43%	6	8.57%
Verification	0	0.0%	4	5.71%	4	5.71%
Application	2	2.86%	1	1.43%	3	4.29%
Unemployment Compensation	3	4.29%	3	4.29%	6	8.57%
RSDI Benefits	1	1.43%	1	1.43%	2	2.86%



CAPER Error Findings as Reported to the Field Offices

June 2020 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
755	Notice	Agency was correct in allowing arrears from CS as they are consistent; however, CS amount was incorrectly determined by counting \$3373.67 in arrears for month 06/20 as it isn't indicative and significantly higher than previous monthly arrears amounts. Further it was incorrect to use a 6-month average for 7 months between 6/20 - 12/19. The incorrect CS income allowed is present on the NOCA - calculation table; therefore, results in the notice being inaccurate.
762	Policy & Notice	Review of correspondence found notice was not issued to HH at the correct address of 3574 Van Teylingen Dr Apt B, Colorado Springs CO 80917 due to misinterpretation of the city and state on letter therefore HH was not informed of action taken on 06/18/20. QC determined agency did not issue required notice of action.
767	Notice	Review of income verification finds that SOLQ verifies RSDI for monthly of \$1283.60 & SSI back pay payment of \$2349 on 7/08/20 as confirmed by SS Administration who was contacted by QC for clarification. SSA also verified that that he receives no SSI payment as he is no longer eligible. Agency notes HH receives \$783 in SSI. Agency does not document that HH reported medical expense & review of application shows no medical expenses reported. Agency allowed \$109.60 medical expense to indicate this is for Medicare premium. SOLQ inquiry shows HH is on MSP program & on state buy in since 5/01/20. QC finds that no evidence of medical expenses. Review of SOLQ shows that SSI needed further clarification to determine what should have been allowed at recertification. QC determined calculation table incorrect due to policy misapplication of SSI payment and medical expense for Justin.
777	Notice	QC verified income of \$976 RSDI for Shannon, \$257 RSDI for child & Tribal TANF of \$675 (TANF \$525 + Covid Funds \$150) for total gross income of \$1905. QC finds that no medical expenses were used in benefit decision as listed on application. QC finds no evidence that agency requested any verification of medical expenses nor were they discussed at the interview. QC finds that agency was obligated to request & allow HH to provide verification of claimed medical expense to allow client the opportunity for this deduction.
778	Notice	QC reviewed prisoner match and it verifies date of confinement as 06/27/20 with no listed release date. Agency took action to close case on the date of confinement. QC determined agency cannot take action to close a case based on incarceration until client has been incarcerated for 30 days.
785	Notice	QC finds that agency verified \$194 unemployment and \$600 FPUC, along with RSDI of \$942. QC determined agency did not allow HH to provide proof of medical expenses. No HUMAD was issued to verify expenses. SNAP was denied without verification of all expenses for appropriate deductions to be allowed. Invalid closure.
788	Notice	QC viewed no evidence household withdrew application. QC determined notice was not accurate on all reasons and did not correspond with CR/ASPEN information.

802	Policy	QC Prisoner Match Detail Summary queries found member was incarcerated in Sandoval County Detention Center 06-18-2020 and released 7-13-20. QC determined action was taken prior to verifying incarceration was for more than 30 days. QC determined action and notice are incorrect.
803	Policy & Notice	QC determined the mailing address was entered into aspen incorrectly since initial processing of 8/21/2019 causing the HH to not receive any notices sent. HSD 100 submitted 8/21/2019 to show HH originally reported their mailing address as Apache Summit Box 9 Mescalero, NM 88340. ECF verifies all mail sent to the HH since original application 8/21/2019 has been sent back to the agency as returned mail. QC determined this negative invalid as the HH address has been incorrect in ASPEN from what the HH reported at initial cert. All correspondence has been sent to the incorrect address, not allowing the HH the opportunity to receive the recertification and submit it back to the agency. Invalid negative due to wrong mailing address resulted in correspondences sent to incorrect address.
805	Policy	Total UEI used incorrect due to agency including \$50 dependent allowance from UCB. Per ISD-IPP 10-02 per Worker, Homeownership and Business Assistance Act of 2009, which requires that amount of \$25 dependent benefit be excluded from all calculations of resources and income for SNAP. Countable UEI determined as \$433/weekly UCB and \$2400 FPUC for a gross countable \$4132 resulting in inaccurate information on calculation table.
823	Notice	QC determined by reviewing SOLQ query Alice receives \$1410.6 RSDI monthly. Agency used net amount of \$1266 rather than the gross amount of \$1410.6. SOLQ query verifies Dulcinea receives RSDI \$788 for a total countable income of \$2199. QC determined the agency used the incorrect RSDI amount for Alice, causing an incorrect amount on the notice calculation table. QC determined this review invalid.
824	Notice	QC review of ASPEN determines only Jason in the HHBG for case in review. ASPEN Individual household screen shows Jason Frishknect. ASPEN Alternate Payee/Authorized Representative screen shows none. QC determined notice & action invalid as client did not contact the agency requesting case closure or any changes to case. QC determined a non-household member who contacted the agency was not authorized to make changes on the case in review and there is no documentation that the agency contacted Jason for validation on the information reported by a non-household member. Invalid closure.

CAPER Error Rates

Regional and County Breakdowns

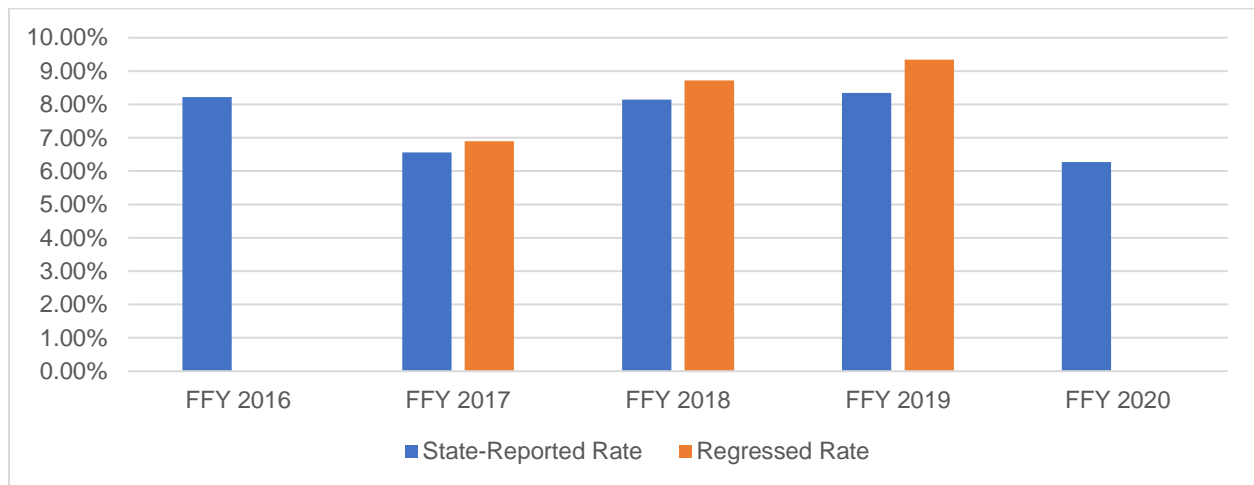
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	50.00%	100.00%	0.00%				0.00%	0.00%	0.00%		25.00%
	McKinley	0.00%	0.00%	0.00%	0.00%	14.29%				20.00%	0.00%	33.33%		12.00%
	San Juan	0.00%	25.00%	12.50%	33.33%	0.00%				0.00%	16.67%	0.00%		12.50%
	Sierra	0.00%	100.00%	0.00%	0.00%	100.00%				0.00%	0.00%	0.00%		50.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	N. Valencia	0.00%	0.00%	0.00%	50.00%	0.00%				0.00%	0.00%	0.00%		6.25%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
Region 1 Totals		0.00%	18.18%	12.50%	33.33%	12.50%				6.67%	10.00%	14.29%		13.27%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	100%	0.00%		7.69%
	San Miguel	0.00%	0.00%	0.00%	0.00%	50.00%				0.00%	100%	0.00%		16.67%
	Sandoval	0.00%	25.00%	0.00%	25.00%	0.00%				0.00%	100%	0.00%		14.29%
	Santa Fe	14.29%	50.00%	0.00%	0.00%	50.00%				0.00%	0.00%	0.00%		13.04%
Taos	0.00%	50.00%	0.00%	0.00%	0.00%				0.00%	0.00%	50.00%		22.22%	
Region 2 Totals		7.69%	18.18%	0.00%	8.33%	20.00%				0.00%	37.50%	9.09%		13.10%
Region 3 Central Region	NE Bernalillo	22.22%	7.69%	20.00%	25.00%	36.36%				0.00%	8.33%	28.57%		17.39%
	NW Bernalillo	0.00%	0.00%	0.00%	66.67%	25.00%				16.67%	100%	0.00%		24.00%
	SE Bernalillo	33.33%	0.00%	0.00%	0.00%	0.00%				20.00%	0.00%	25.00%		11.76%
	SW Bernalillo	0.00%	0.00%	0.00%	20.00%	0.00%				0.00%	28.57%	42.86%		16.67%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	33.33%		7.14%
Region 3 Totals		19.05%	4.35%	5.00%	22.22%	21.74%				7.69%	21.74%	29.17%		16.29%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%				40.00%	0.00%	0.00%		13.33%
	Curry	0.00%	0.00%	0.00%	100.00%	0.00%				0.00%	0.00%	0.00%		6.67%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%		0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	25.00%		7.14%
	Lea	0.00%	0.00%	0.00%	0.00%	0.00%				50.00%	0.00%	25.00%		8.33%
	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		0.00%	0.00%	0.00%	10.00%	0.00%				30.00%	0.00%	15.38%		7.89%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%				20.00%	16.67%	0.00%		10.00%
	Grant	33.33%	0.00%	0.00%	100.00%	0.00%				0.00%	0.00%	0.00%		16.67%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%				50.00%	0.00%	0.00%		20.00%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	33.33%	0.00%		15.38%
	S. Dona Ana	0.00%	100.00%	0.00%	0.00%	0.00%				50.00%	0.00%	0.00%		20.00%
W. Dona Ana	0.00%	0.00%	100.00%	0.00%	0.00%				0.00%	0.00%	16.67%		8.70%	
Region 5 Totals		8.33%	9.09%	16.67%	14.29%	0.00%				25.00%	16.67%	7.69%		13.25%
State Totals		9.52%	11.29%	6.15%	18.64%	13.85%				12.50%	18.18%	17.65%		13.46%

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 a CAPER regression rate for FFY 2019 has not been issued at the time of this report.**

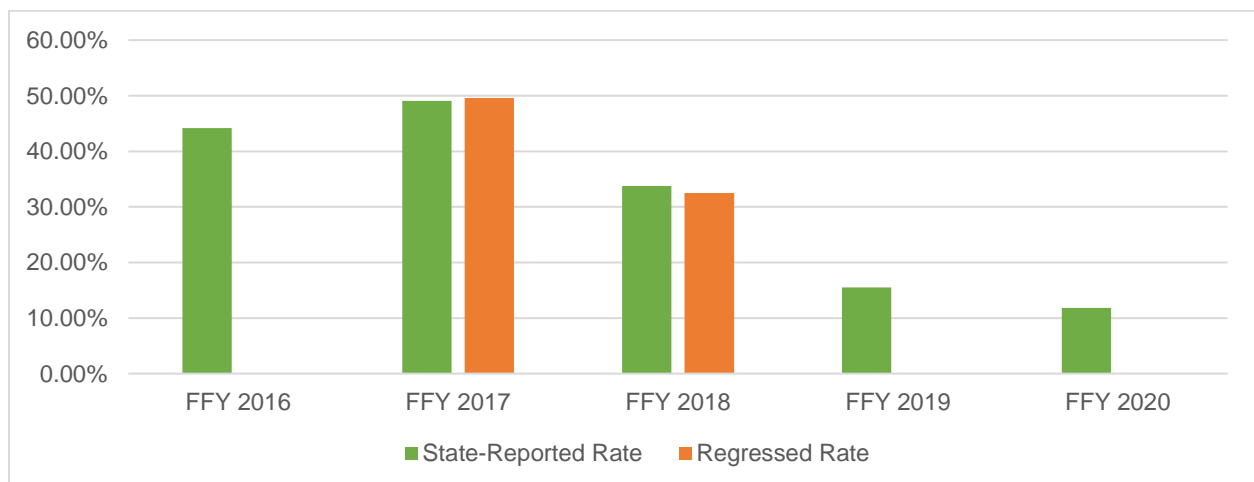
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2021 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			100%	100%	100%				100%			
	McKinley	100%	100%	100%	100%	100%				100%	100%		
	San Juan	100%	100%	50%	100%	100%				100%	100%	100%	
	Sierra	100%	50%	0%	100%	100%				100%		100%	
	Socorro	100%				100%				100%	100%		
	N. Valencia	100%	100%	100%	100%	100%				100%	100%	100%	
	S. Valencia												
Region 1 Totals		100%	92%	85%	100%	100%				100%	100%	100%	
Region 2 Northeast	Colfax	100%				100%							
	Guadalupe												
	Quay				100%	100%							
	Rio Arriba		100%		100%	100%				100%	100%	100%	
	San Miguel		100%							100%			
	Sandoval	100%	100%	100%		0%				100%	100%	100%	
	Santa Fe	100%		100%	100%	100%				100%	100%		
	Taos		100%	100%						100%	100%	100%	
Region 2 Totals		100%	100%	100%	100%	83%				100%	100%	100%	
Region 3 Central	NE Bernalillo	67%	100%	100%	100%	100%				100%	100%	100%	
	NW Bernalillo		100%	100%	100%					100%	100%	100%	
	SE Bernalillo		100%	89%	100%	100%				100%	100%	100%	
	SW Bernalillo	67%		100%	100%	100%				100%	100%	100%	
	Torrance			100%						100%	100%	100%	
Region 3 Totals		67%	100%	94%	100%	100%				100%	100%	100%	
Region 4 Southeast	Chaves		100%			100%				100%	100%	100%	
	Curry	100%	100%	100%	100%	100%				100%	100%	100%	
	Artesia	100%		50%							100%		
	Carlsbad	100%				100%				100%		100%	
	Lea	100%	100%	100%	100%	100%				100%	100%	100%	
	Lincoln	100%								100%		100%	
	Roosevelt												
Region 4 Totals		100%	100%	75%	100%	100%				100%	100%	100%	
Region 5 Southwest	E. Dona Ana	100%	100%	100%	100%					100%	100%	100%	
	Grant	0%	0%	0%	100%	100%				100%	100%		
	Luna	100%	100%								100%	100%	
	Otero	100%		100%	100%								
	S. Dona Ana	100%			100%	100%				100%	100%	100%	
	W. Dona Ana	100%		100%	100%	100%				100%	100%	100%	
Region 5 Totals		90%	83%	88%	100%	100%				100%	100%	100%	
Statewide Totals		91%	95%	90%	100%	97%				100%	100%	100%	