




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

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## General Information Memorandum

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### ISD-GI 21-13

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** May 12, 2021  
**RE:** FFY 2021 SNAP Performance Report-Third

Attached please find the third issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2021. This report includes all Quality Control (QC) findings received for the review months of October 2020 through December 2020. Additional data included in this report is the recertification timeliness.

The FFY 2021 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](mailto:Carolyn.Craven@state.nm.us).

Attachment: Third SNAP Performance Report for FFY 2021





# SNAP PERFORMANCE REPORT

**Third Edition**

**Federal Fiscal Year 2021**

Quality Control Review Findings  
October 2020 – December 2020

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: Third 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 2020 through December 2020**.

## 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 2021, the State Performance Goals are as follows:

<p><b><u>Payment Accuracy</u></b></p>  <p><b>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</b></p>	<p><b><u>CAPER</u></b></p>  <p><b>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</b></p>	<p><b><u>SNAP Timeliness</u></b></p>  <p><b>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</b></p>
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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 2020 through December 2020.

### Ineligible Benefits

\$2,969 (5.08%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$5,682 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 \$58,413 total benefits issued within those cases.



### Underpaid Benefits

\$455 (0.78%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

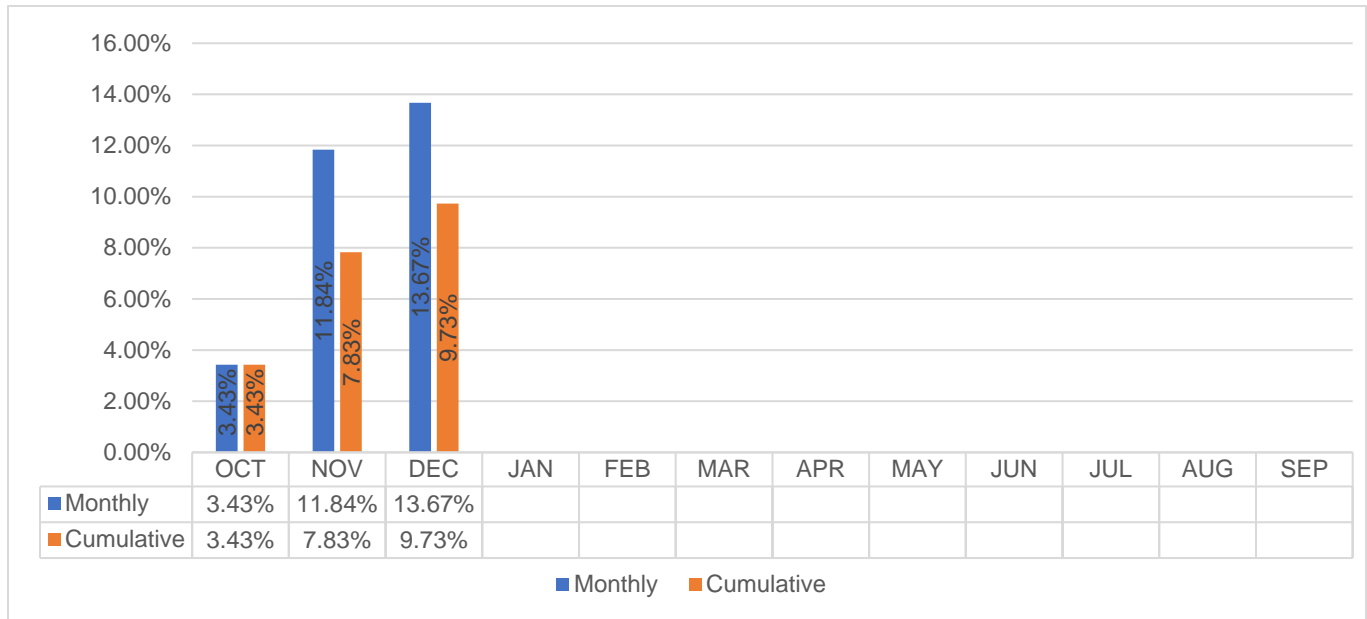
### Overpaid Benefits

\$2,258 (3.87%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

<b>Total Benefits Paid</b>	<b>\$58,413</b>
<b>Total Error Amount</b>	<b>\$5,682</b>
<b>Total Cases Reviewed by QC</b>	<b>245</b>
Total Cases with Errors	32
Total Correct Cases	213
Total Cases with Overpaid Benefits	17
Total Cases with Underpaid Benefits	4
Total Cases with Ineligible Benefits	11
Cases Dropped (Not Reviewed by QC)	49

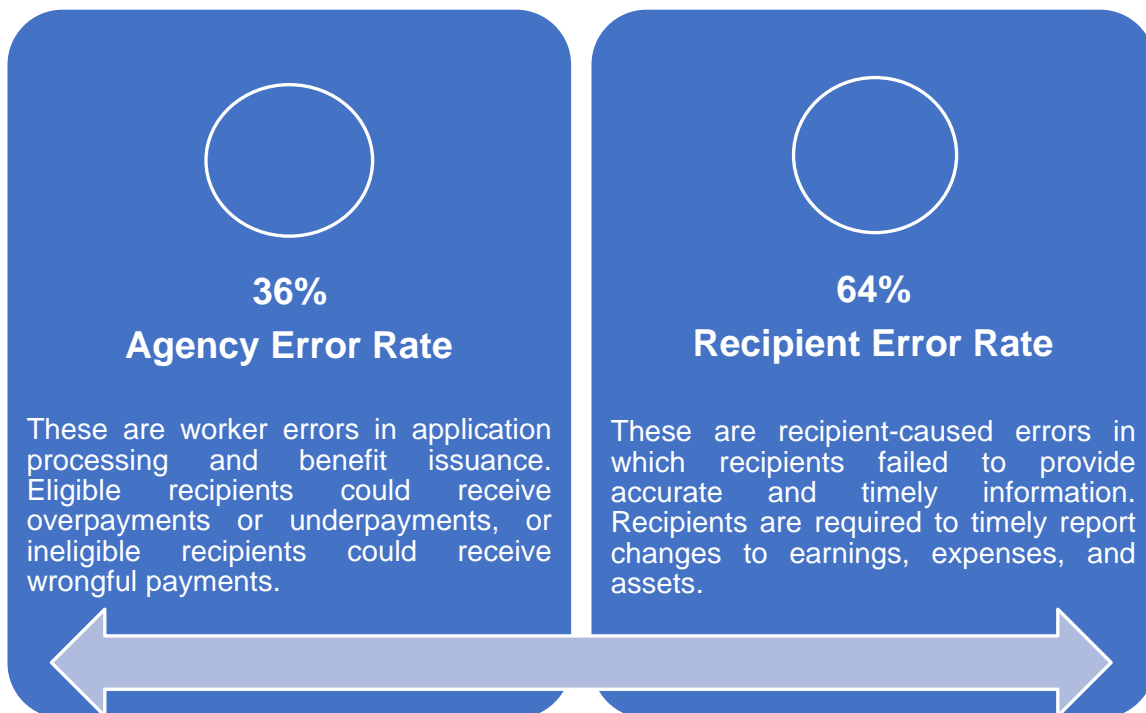
## State Payment Error Rates

### Monthly vs. Cumulative Error Rates



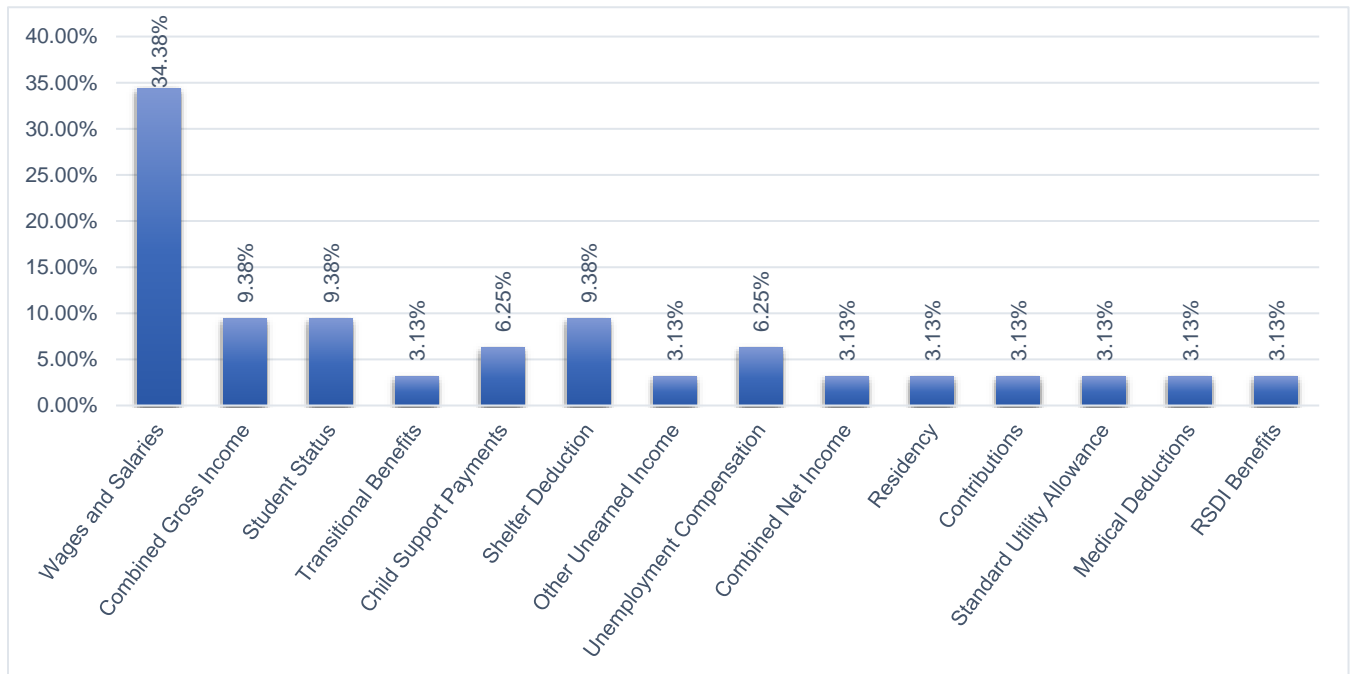
**Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.**

## Are they Agency or Recipient Errors?



## SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$1,732	30.48%
Combined Gross Income	\$1,419	24.97%
Student Status	\$456	8.03%
Transitional Benefits	\$358	6.30%
Child Support Payments	\$347	6.11%
Shelter Deduction	\$285	5.02%
Other Unearned Income	\$270	4.75%
Unemployment Compensation	\$259	4.56%
Combined Net Income	\$204	3.59%
Residency	\$132	2.32%
Contributions	\$75	1.32%
Standard Utility Allowance	\$55	0.97%
Medical Deductions	\$45	0.79%
RSDI Benefits	\$45	0.79%





# Payment Error Findings as Reported to Field Offices

December 2020 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10196	Student Status	Ineligible person(s) included	Over	\$48	QC corrected agency figures allowing \$0 EI, \$0 UCB; \$950 shelter expense plus HCSUA of \$348 for 4 eligible HH members. QC notes ASPEN system program failed to upload new standards for FY 21; incorrect standards applied with Standard Deduction, HCSUA and SNAP allotment amount. Agency failed to allow \$950 shelter expense as HH provided verification of expense. QC determined hh member ineligible student as she did not meet any student exemptions; therefore, earnings from hh member excluded. Checks provided to agency at last action did not show hh member working minimum 20 hours weekly/80 hours monthly. Corrected figures final determination.
10201	Wages and Salaries	More income received from this source than budgeted	Over	\$146	RM: determined HH comp of 5 with 4 eligible HHBG due to hh member disqualified citizen, not yet meeting the 5-year bar correct. RM based on \$1866 EI, \$1250 shelter plus HCSUA. Comp II: ASPEN CR shows on 11/16/20 HH reported a change of income with agency allowing \$0 EI. Review of CR shows client reported pay received ended and was hired with new employer. Contact made with new employer verified at time of agency's last action 11/16/20 client was hired FT on 10/19/20 with 1st check received on 10/30/20 - partial check of \$620.47. Employer verified at time of hire clients anticipated working hrs. at 78 at \$15.5 hrly per pay period. QC corrected agency figures to determine total \$1934 prorated EI based on employers' statement due to new hire. RM final determination due to least quantitative error between both comparisons.
10212	Unemployment Compensation	Less income received from this source than budgeted	Under	\$166	QC verified CS expenses via DWS and contact with CSED; QC excluded the deduction for client as son is a member of HHBG for SNAP. Allowable CS deduction was determined to be \$119 total CS deduction for all 4 mothers-\$33.17 weekly child support received by client = \$85.83 weekly payments to determine \$343.32 CS garnished from UCB. QC determined that agency incorrectly counted \$50 dependent additional/week to allow \$287 weekly unemployment amount. Corrected figures based on \$948 UCB, \$300 shelter expense plus TS with \$343.32 CS deduction allowed.
10214	Wages and Salaries	More income received from this source than budgeted	Over	\$118	RM: QC determined EI of \$1737, UEI \$357, shelter of \$885 plus HCSUA. Comp II: QC determined on 8/6/20 agency incorrectly excluded extra hours worked and CARE's pay. Contact with Employer verified PTO is requested time off in lieu of regular hrs. worked; no indication for extra hrs. worked. Further verified CARE payments started 04/20 from corporate office with no projection of end date; therefore, indicative to anticipated pay. QC determined CARES money received every paycheck & should not have been excluded as they were indicative of ongoing earnings; YTD on check stubs verify CARES monies shows consistency. QC also notes that Work # verified prior months checks stubs verify that HH was receiving between \$900-\$1000 on each check. Agency figures

					were corrected allowing \$1935 EI. RM final determination due to least quantitative error between both comparisons.
10219	Student Status	Ineligible person(s) included	Ineligible	\$204	HH reported attending college FT BA. QC contact with Financial Aid verified client enrollment FT for Spring 2020 and Fall 2020. QC determined HH failed to report enrollment for college classes. Based on verification obtained QC determined client as an ineligible college student; client does not meet any student exemptions and therefore is considered ineligible in both comparisons. SOLQ inquiry shows SSA application 02/26/20 with denial date of 11/24/20 for disability. Application for General Assistance denied.
10231	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$188	Employer verified client returned to work on 5/11/20 following the COVID shutdown, paid semimonthly & receives OT on regular basis with no limit to OT hrs., further department issues bonuses approximately once a month. Rental Agreement verified client & roommate both as being financially responsible for \$795 rent, LL is responsible for gas, electric, water/sewer/refuse & tenant is responsible for phone/internet/cable for lease agreement 6/25/20 - 12/31/20. Roommate verified client was responsible for half of rent. Landlord/Owner for 1844 verified client paid \$400 total rental amount in 12/20 which included utilities, client responsible for phone expense. CSED inquiry shows CS \$309 paid. RM based on \$1627 EI \$400 rent plus TS with \$309 CS deduction allowed. Comp II: QC determined HH failed to report returning to work and incorrectly reported expenses. Further, ASPEN system failed to allow CS deductions. Corrected figures based on \$1936 EI based on checks 6/22/20 \$943.59 & 7/6/20 \$991.98 to determine ineligible for deductions of \$400 shelter expense (utilities included) plus TS with \$309 CS deduction. RM final:
10236	Combined Gross Income	Exceeds prescribed limit	Ineligible	\$535	Programs impacted SNAP and CASH programs for extension of certification due to COVID 19 does not pertain to TFS as agency used citations NMAC 8.139.120.8 and 8.102.1209B for emergency extensions. QC reviewed agency figures to determine TFS to end 10/31/20 to determine ongoing benefits for new certification period effective 11/01/20. QC determined HH did not meet eligibility status for benefit under review for RM 12/20 of \$535. HH not eligible to participate in TFS after 10/31/20 as TFS eligibility was exhausted. RM EI of \$8893 determined allotment amount for RM zero as the entire amount authorized for the sample month was in error. RM circumstance used as final to determine HH ineligible.
10245	Standard Utility Allowance	Deduction included that should not have been	Over	\$55	RM: new employment reported with employment beginning late 12/2020, 1st pay received on 01/08/21 \$327.26. 2 <sup>nd</sup> employer EI \$858 verified based on wages 12/31/20 \$143.06, 12/24/20 \$324.45, 12/18/20 \$238.43, 12/11/20 \$216.17 & 12/04/20 \$149.79. LL verified \$549 rent as of 10/04/2019 includes utilities (heating/cooling expenses). QC verified separate telephone expense. RM based on EI \$858, \$549 shelter plus TS allowed. Comp II: QC determined EI of \$897 at last action correct. Based on LL verification QC verified \$549 shelter expense with utilities included. No evidence found HH incurred separate heating/cooling expenses. Corrected figures based on \$897 EI, \$549 shelter plus TS allowed. RM final as it is the least quantitative error between both comparisons. QC did not cite EI in final determination.

10248	Combined Gross Income	Exceeds prescribed limit	Ineligible	\$680	QC found HH failed to report employment. Verified with employer client returned to work in July 2020 with 1st full pay received on 08/6/20 and raise received on 8/11/20. Agency figures were corrected to determine \$2064 EI based on wages 9/8/20 \$1104.69 and 9/21/20 \$959.70 and \$4219 EI for other hh member based on wages 9/4/20 \$2078.39 and 9/18/20 \$2140.18. Final determination HH ineligible; \$6283 combined gross income exceeds FPG of \$3608 for HHBG of four. HH was not eligible for SNAP benefits at last action for benefit under review for review month 12/20.
10274	Combined Gross Income	Exceeds prescribed limit	Ineligible	\$204	Due to RM income exceeding gross income standard the prior 3 months were reviewed: Month 11/2020 - \$2079.30 EI, month 10/2020 - \$2078.25 EI, month 09/2020 - \$2208 EI. QC determined HH exceeded the standard in each of the 3 months therefore a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM (month 09/20) is what should have been reported for simplified reporting. QC allowed converted income of \$2208 based on wages 9/5/20 \$1225.50 and 9/19/20 \$982.50; \$2208 EI exceeded income standard of \$1718 FFY20 guidelines; determined ineligible.
10280	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$204	Due to RM income exceeding gross income standard the prior 3 months were reviewed: Month 11/20 EI \$2059.04, month 10/20 EI \$4286.46, month 9/20 EI \$3454.21. HH exceeded the standard in each of the 3 months therefore a reportable change occurred and must be considered in the error determination. 3rd month prior to RM (month 09/20) used what should have been reported for simplified reporting to determine \$3454 of EI based on wages 9/3/20 \$770.98, 9/10/20 \$704.11, 9/17/20 \$932.47 and 9/24/20 \$1,046.65. \$3454 exceeded gross income standard of \$1755 for HHBG of one.
10290	Medical Deductions	Deduction included that should not have been	Over	\$45	Review of medical expense detail shows last updated 10/19 to allow \$100.50 (135.50 - \$35) for Medicare Premium Part B for medical deduction. QC determined agency incorrectly left old medical expenses in the system. SOLQ inquiry shows Medicare Part B Buy-In with start date of 2/1/04. No evidence found of any out-of-pocket medical expenses for client. Based on verification obtained by QC, agency figures were corrected allowing \$0 medical deduction.

# 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%	0.00%										0.00%
	McKinley	0.00%	0.00%	0.00%										0.00%
	San Juan	6.96%	19.16%	5.98%										9.49%
	Sierra	0.00%	0.00%	0.00%										0.00%
	Socorro	0.00%	0.00%	0.00%										0.00%
	N. Valencia	0.00%	71.77%	27.83%										51.52%
	S. Valencia	0.00%	0.00%	0.00%										0.00%
<b>Region 1 Totals</b>		3.06%	15.82%	6.70%										7.68%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%										0.00%
	Guadalupe	0.00%	0.00%	0.00%										0.00%
	Quay	0.00%	26.22%	0.00%										19.65%
	Rio Arriba	0.00%	0.00%	30.86%										9.95%
	San Miguel	0.00%	0.00%	0.00%										0.00%
	Sandoval	50.0%	0.00%	2.30%										8.12%
	Santa Fe	0.00%	0.00%	0.00%										0.00%
	Taos	0.00%	9.60%	0.00%										5.09%
<b>Region 2 Totals</b>		6.22%	6.03%	7.19%										6.51%
Region 3 Central Region	NE Bernalillo	16.14%	22.84%	21.29%										20.12%
	NW Bernalillo	0.00%	0.00%	48.71%										15.30%
	SE Bernalillo	0.00%	0.00%	5.03%										3.11%
	SW Bernalillo	0.00%	19.21%	15.70%										17.87%
	Torrance	0.00%	0.00%	100.0%										72.40%
<b>Region 3 Totals</b>		6.15%	13.74%	29.65%										19.13%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%										0.00%
	Curry	0.00%	42.72%	0.00%										17.00%
	Artesia	0.00%	0.00%	0.00%										0.00%
	Carlsbad	0.00%	0.00%	0.00%										0.00%
	Lea	0.00%	16.33%	0.00%										12.20%
	Lincoln	0.00%	0.00%	0.00%										0.00%
	Roosevelt	0.00%	0.00%	0.00%										0.00%
<b>Region 4 Totals</b>		0.00%	10.54%	0.00%										4.95%
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%										11.38%
	Grant	0.00%	20.33%	0.00%										19.48%
	Luna	0.00%	0.00%	0.00%										0.00%
	Otero	0.00%	0.00%	0.00%										0.00%
	S. Dona Ana	0.00%	0.00%	0.00%										0.00%
	W. Dona Ana	0.00%	18.36%	0.00%										11.00%
<b>Region 5 Totals</b>		0.00%	11.63%	0.00%										5.89%
<b>State Totals</b>		3.43%	11.84%	13.67%										9.73%

## SNAP Payment Error Rates Mitigation Strategies

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

- 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.

# CAPER

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 43 invalid denials/closures identified, 13 were identified as incorrect closures, and 30 were identified as incorrect denials.

### Negative Error Amount

43 cases out of 207 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**20.77%**

**CAPER  
Error Rate**

### Incorrect Notices

44.19% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

55.81% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	225
Cases Dropped (Not Reviewed by QC)	18
Total Cases Reviewed	207
Total Valid Cases	164
Total Invalid Cases	43

# Top Error Trends in CAPER Reviews

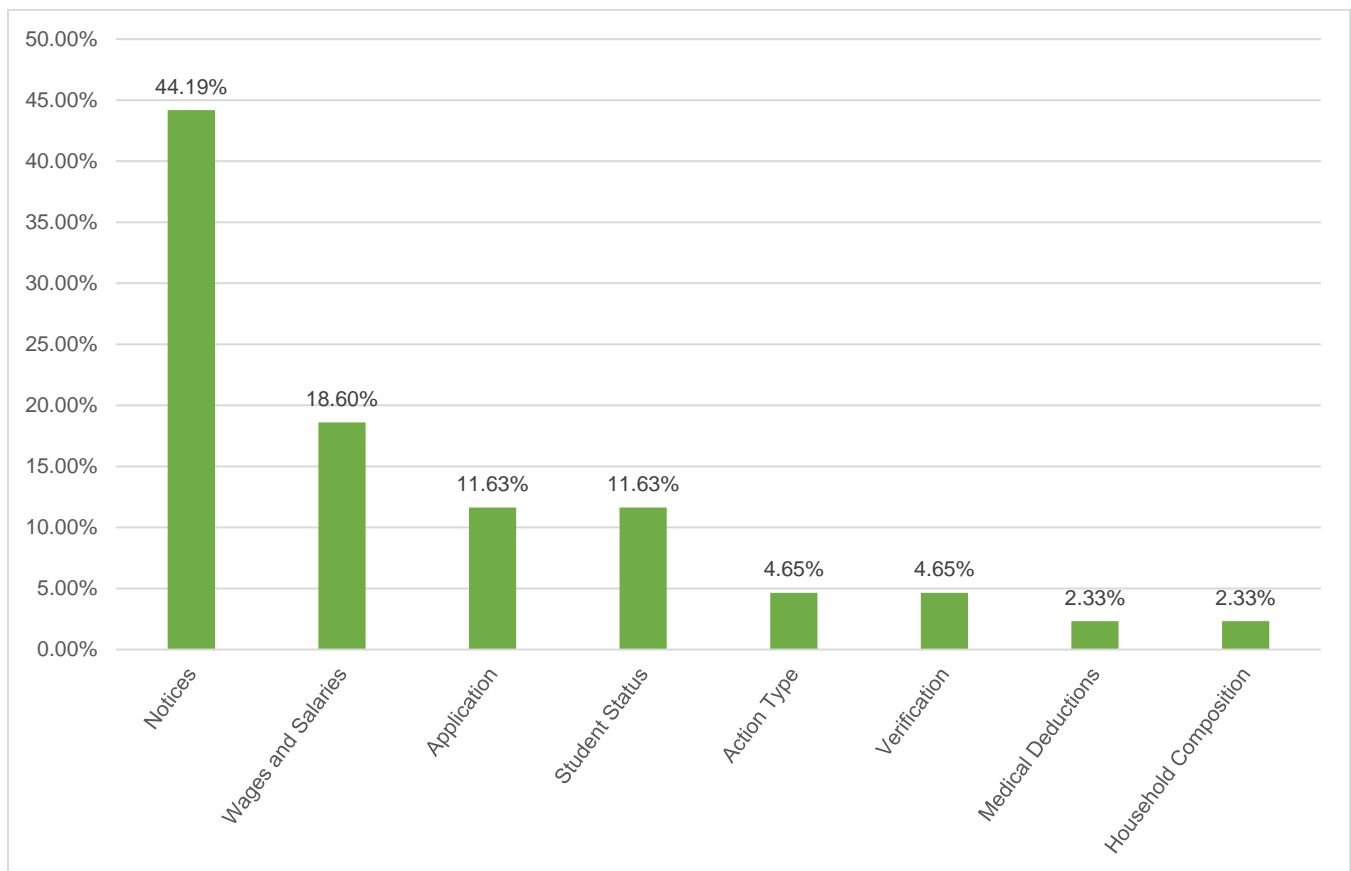
Cumulative Totals from CAPER Reviews: October 2020 - December 2020

Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice not complete	8	0	8	18.60%
Notice not clearly understandable	3	2	5	11.63%
Notice reason does not match reason for action	1	3	4	9.30%
Notice was sent to wrong address	2	0	2	4.65%
<b>Total</b>	<b>14</b>	<b>5</b>	<b>19</b>	<b>44.19%</b>
<b>Wages and Salaries</b>				
Policy incorrectly applied	1	2	3	6.98%
Improper income calculation	2	1	3	6.98%
Agency failed to follow up on known and reported impending changes	1	0	1	2.33%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	2.33%
<b>Total</b>	<b>5</b>	<b>3</b>	<b>8</b>	<b>18.60%</b>
<b>Application</b>				
Late Denial agency failed to process the application timely	4	0	4	9.30%
Improper denial within 30-day period for missing interview(s)	0	1	1	2.33%
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>11.63%</b>
<b>Student Status</b>				
Agency failed to follow up on inconsistent or incomplete information	3	1	4	9.30%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	2.33%
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>11.63%</b>
<b>Action Type</b>				
Policy incorrectly applied	1	1	2	4.65%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4.65%</b>
<b>Verification</b>				
Improper Denial/Termination - failure to provide - verification was received or is in case file	1	0	1	2.33%
Improper Denial/Termination - failure to provide - household never notified of needed verification	0	1	1	2.33%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4.65%</b>
<b>Medical Deductions</b>				
Failed to consider or incorrectly considered Medical deductions	1	0	1	2.33%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2.33%</b>
<b>Household Composition</b>				
Entitled to separate status	0	1	1	2.33%
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>2.33%</b>

## CAPER Errors – Cumulative Totals

*Percentage Rates and Types of Negative Actions*

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	14	32.56%	5	11.63%	19	44.19%
Wages and Salaries	5	11.63%	3	6.98%	8	18.60%
Application	4	9.30%	1	2.33%	5	11.63%
Student Status	4	9.30%	1	2.33%	5	11.63%
Action Type	1	2.33%	1	2.33%	2	4.65%
Verification	1	2.33%	1	2.33%	2	4.65%
Medical Deductions	1	2.33%	0	0.00%	1	2.33%
Household Composition	0	0.00%	1	2.33%	1	2.33%





## CAPER Error Findings as Reported to the Field Offices

### December 2020 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
157	Notice	QC determined notice is incorrect, as agency documented on 12/10/20; SNAP is closing 1/1/21, customer did not provide proof of terminated income. No HUMAD was ever sent to the HH requesting loss of employment and on the notice under the section that goes over the proof requested, it does not list proof of loss of employment. Therefore, causing inaccurate information on the notice, as all information listed does not correspond with agency documented reason for the closure.
160	Policy	Review of ECF shows client provided a letter stating she was told by employer that they could not provide any proof of temporary loss of income due to not being scheduled during the NM state shutdown due to Covid-19. Client was encouraged to share company number with case worker and employee ID so agency can confirm current status of the situation with customer service number of 800-892-8674, employee ID & email address to HR provided for verification of loss of employment. Client provided contact information with agency failing to follow up with employer on anticipated income changes. ECF shows pay stubs: 11/06/20 \$678.57 & 11/20/20 \$678.57. QC finds total income of \$727.43 plus other employment \$1357.14 = \$2084 exceeds income limit of \$1755 for HH of 1 therefore making this a valid denial in the month of November. Client provided letter stating employer cannot provide loss of employment due to Covid-19 NM shut down. No evidence found agency contacted employer to verify loss of employment. QC finds agency should have explored anticipated income from employer for ongoing month as client reported furloughed in November. QC finds denial invalid for December ongoing as agency incorrectly failed to consider anticipated earnings for December ongoing.
162	Notice	QC review of ECF shows pay stubs: 11/20/20 \$302.50, 12/03/20 for 11/27/20 \$257.95, 12/04/20 \$440 and 12/18/20 \$443.63. ASPEN SNAP Gross Income Test shows \$1264 countable income. QC could not determine how agency arrived at \$1264 gross income for HH. QC finds this review invalid as notice does not explain why HH is eligible for zero benefits 12/20. Notice includes wording that client is denied 12/2020 - 02/2021 because you do not live in the household. QC finds application for assistance is for client only and ASPEN shows client listed as only member of HH. QC determined notice and action are incorrect as notice was not easily understandable, clear, and accurate on all reasons.
163	Notice	QC not able to determine what information reported on application cited as 11/17/20 application not found in ECF. QC review of ECF shows pay stubs: 11/25/20 \$200.61 + 11/10/20 \$421.20 to determine \$622 EI. QC review of DOL query scan shows client filed for UCB 11/01/2020 standard UI and eligible for \$173 weekly UCB with first payment paid on 11/18/20 \$109, 11/18/20 \$109, 11/22/20 \$173 = \$391 / 3 = \$130.33 x 4.0 = \$521.33 or \$521 averaged UCB. SOLQ query shows RSDI \$852 and \$565 for other HH member. Review of ASPEN EDG Net Income Results show: \$401 earned income - \$81 earned income disregard = \$320 countable earned income plus \$1920 unearned income = \$2240 total countable income - \$167 standard deduction - \$0 excess shelter deduction = \$2073 net. QC review of calculation shows \$622 earned income - \$124.40 earned income disregard = \$497.60 plus \$1938 unearned income = \$2435.60 or \$2436 - \$167 standard deduction - \$0 excess shelter deduction = \$2269 net income. QC finds case invalid as calculations do not match agency computations. Amount record on SNAP calculation table incorrect, therefore notice is incorrect.
168	Notice	HH is informed they will not receive TFS due to not meeting program requirements and cannot recertify your case. Further notes benefits did not change but also indicates SNAP benefits changed due to number of people in your HH changed. QC finds that notice is unclear or understandable.
171	Notice	QC determined application was submitted 11/25/20 and action to deny SNAP was untimely as it was outside of 30-day requirement. QC determined review is invalid due to untimely denial.
173	Notice	QC determined notice was not complete. ASPEN and notice documents \$0 SNAP in November 2020 & December 2020; however, no documentation was shown on notice informing HH why the allotment for those months was \$0. QC also finds no evidence that client is a college student as there is no evidence in CR or on application reporting she is a student. QC determined the application reported her sister a non HH member is a college student.

174	Policy	Review of check stubs provided to agency verifies the student is not working 20 hours per week or an average of 80 hours per month; however, agency did not verify school enrollment or financial aid status to determine if household met any other exemptions for student eligibility. On 12/21/20 case comments notes client reports did work study last semester but did not do it anymore. Ineligible student status determined without verification as no evidence found agency verified work study. QC determined action and notice are incorrect.
178	Policy & Notice	QC review of income: Unearned Income \$0, EI \$602.12 (10/23/20 \$318.60 + 11/6/20 \$283.56) plus \$2722.94 from another employer to total \$3325 EI. Closure effective January 2021 with no indication agency verifying termination of employment. Agency did not verify all information reported by HH as HH reported employment ending December 2020. Calculation table notice sent to HH to determine incorrect; 11/20 and 12/20 wages used not reasonably certain for anticipating income used for termination.
181	Notice	QC determined that action to close case is correct as client requested closure; however, review is invalid due to notice containing incorrect information as to the reason for the closure. QC determined notice was not easily understandable, clear, and accurate on all reasons.
184	Notice	QC determined agency incorrectly calculated income. Agency did a missing check calculation to determine check 12/14/20 \$2023.70 used. QC found \$50984.09 (YTD on check 12/28/20) - \$1835.29 (gross on check 12/28/20) - \$45291.25 (YTD on check 11/15/20) = \$3857.55 is the amount that is missing in between 11/15/20 check & 12/28/20 check & agency used \$2023.70. Since HH is paid bi-weekly, client would have received a check on 11/29/20 and 12/13/20; therefore with 2 checks missing in-between. Missing check calculation for 12/14/20 check determined incorrectly. QC determined action, to close the case was incorrect as income was not calculated properly, thus making the notice incorrect.
186	Notice	QC determined notice & calculation table are incorrect and were not easily understandable, clear, concise, and accurate on all reasons. As calculation table shows HH was over the gross income limit with \$3250 combined gross EI which is over the \$2371 limit. While ASPEN screens show case was processed using \$2297 combined gross EI - \$460 EID - \$167 standard deduction - \$113 excess shelter deduction = \$1557 combined net income; \$1557 net exceeds the \$1437 limit.
188	Notice	QC determined on 12/10/20 since AR requested closure, agency was correct to close the SNAP case; however, the case closed on the wrong reason. Agency documents HH withdrew their application; agency did not update the appointment screen which was still showing 11/16/20 missed interview even though interview was conducted on 12/10/20, therefore notice denial incorrect for missed interview.
197	Policy & Notice	QC reviewed CR and history correspondence to show no indication agency verified student status or issued FSP 420 to HH. QC found no indication contact was made with HH to validate information and no HUMAD was issued. QC determined agency failed to follow up on incomplete information and HH was not provided opportunity to verify school enrollments to determine if met any student exemption, therefore action invalid.
198	Policy & Notice	QC reviewed history correspondence and CR and found agency did not request proof of school enrollment status and employment verification as HH reported returning to work on 12/4/20. QC determined agency incorrectly denied SNAP without following up on incomplete information reported by HH. HH reported recent return to work and hours should have been verified with employer as well as student status with school.
206	Policy & Notice	QC determined the agency incorrectly included two people in the SNAP HHBG and used one of their income as part of the eligibility determination. There is no indication either of them was requesting SNAP assistance. SNAP Program request Individuals only shows three people requesting benefits. The other two were not part of the HHBG and her income should not have been counted in the snap income calculation. QC determined \$1133 EI, \$1410 UEI for a total combined gross income of \$2543. QC determined notice and action invalid
210	Notice	QC review of notice issued to HH found no documentation stating the reason for the HH receiving \$0 benefit in the application month of 12/2020.
218	Notice	QC found income used to determine eligibility for SNAP benefits was correct. QC determined the notices are going to incorrect address. HH reported the correct address. Incorrect apartment number entered by the agency. QC determined the closure action as valid. However, the case is determined invalid due to incorrect address for correspondence.
223	Notice	QC determined the notices are going to incorrect address HH reported the correct address on both the AFB submitted on 11/10/2020 and on the RMC submitted on 11/20/20. The unit number is missing on the correspondence being mailed from the agency. QC determined the closure action as valid. However, the case is determined invalid due to incorrect address for correspondence.

# CAPER Error Rates

## Regional and County Breakdowns

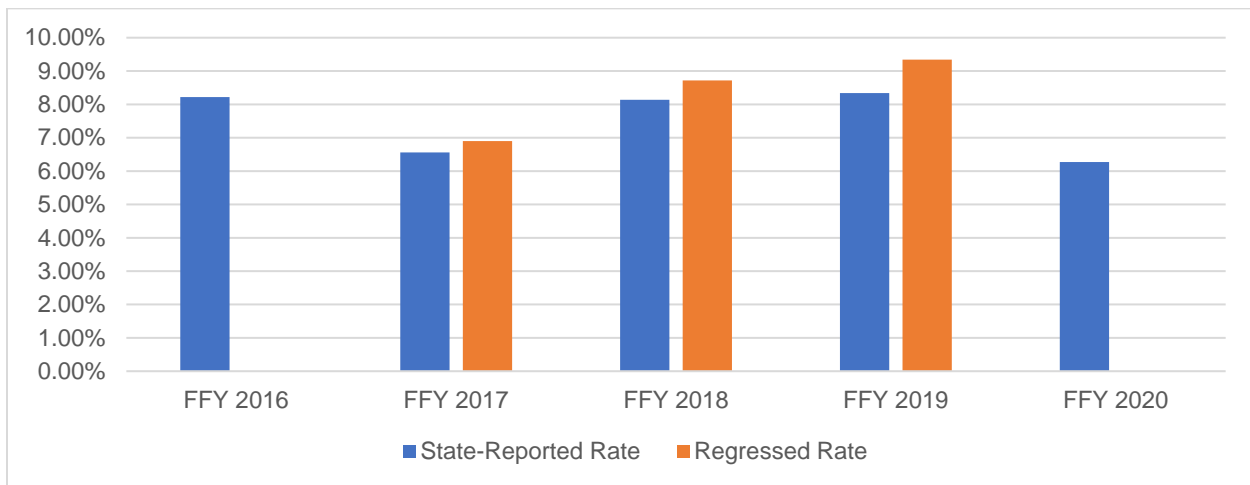
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%										50.00%
	McKinley	50.00%	0.00%	0.00%										25.00%
	San Juan	42.86%	25.00%	20.00%										30.00%
	Sierra	0.00%	0.00%	0.00%										0.00%
	Socorro	0.00%	0.00%	100.0%										100.0%
	N. Valencia	0.00%	0.00%	0.00%										0.00%
	S. Valencia	0.00%	0.00%	0.00%										0.00%
<b>Region 1 Totals</b>		<b>42.86%</b>	<b>15.38%</b>	<b>25.00%</b>										<b>28.57%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%										0.00%
	Guadalupe	0.00%	0.00%	0.00%										0.00%
	Quay	0.00%	0.00%	0.00%										0.00%
	Rio Arriba	0.00%	0.00%	100.0%										50.00%
	San Miguel	50.00%	0.00%	50.00%										25.00%
	Sandoval	0.00%	50.00%	0.00%										50.00%
	Santa Fe	66.67%	0.00%	33.33%										30.00%
	Taos	0.00%	0.00%	0.00%										0.00%
<b>Region 2 Totals</b>		<b>37.50%</b>	<b>9.09%</b>	<b>33.33%</b>										<b>25.00%</b>
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%										11.54%
	NW Bernalillo	0.00%	0.00%	33.33%										11.76%
	SE Bernalillo	100.0%	0.00%	0.00%										25.00%
	SW Bernalillo	22.22%	33.33%	33.33%										29.63%
	Torrance	0.00%	0.00%	0.00%										0.00%
<b>Region 3 Totals</b>		<b>22.73%</b>	<b>12.00%</b>	<b>20.69%</b>										<b>18.42%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%										10.00%
	Curry	0.00%	0.00%	66.67%										33.33%
	Artesia	0.00%	0.00%	0.00%										0.00%
	Carlsbad	0.00%	0.00%	0.00%										0.00%
	Lea	0.00%	0.00%	100.0%										25.00%
	Lincoln	0.00%	0.00%	0.00%										0.00%
	Roosevelt	0.00%	0.00%	0.00%										0.00%
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>0.00%</b>	<b>55.56%</b>										<b>16.13%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%										11.11%
	Grant	0.00%	0.00%	0.00%										0.00%
	Luna	0.00%	0.00%	0.00%										0.00%
	Otero	0.00%	33.33%	0.00%										20.00%
	S. Dona Ana	0.00%	0.00%	50.00%										12.50%
	W. Dona Ana	100.0%	50.0%	20.00%										40.00%
<b>Region 5 Totals</b>		<b>8.33%</b>	<b>27.27%</b>	<b>21.43%</b>										<b>18.92%</b>
<b>State Totals</b>		<b>21.43%</b>	<b>13.24%</b>	<b>27.54%</b>										<b>20.77%</b>

# 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 was not issued and FFY 2020 has not been issued at the time of this report.**

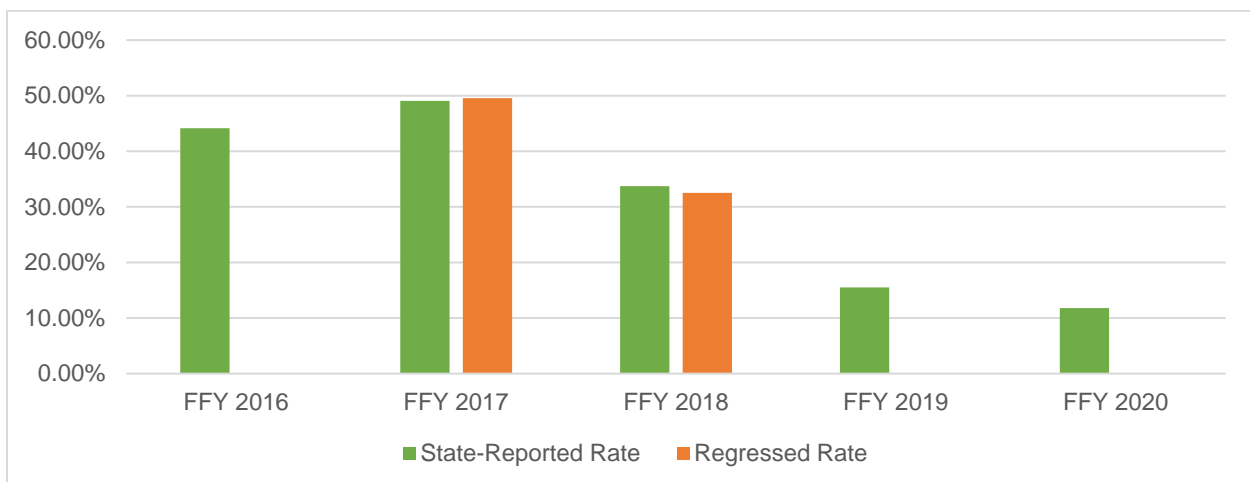
## Payment Error Rate

*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			100.0%									
	McKinley			100.0%									
	San Juan			100.0%									
	Sierra												
	Socorro	100.0%											
	N. Valencia												
	S. Valencia												
<b>Region 1 Totals</b>		100.0%	N/A	100.0%									
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%									
	San Miguel			100.0%									
	Sandoval												
	Santa Fe			100.0%									
	Taos			0.00%									
<b>Region 2 Totals</b>		N/A	100.0%	80.0%									
Region 3 Central	NE Bernalillo	100.0%		100.0%									
	NW Bernalillo	100.0%	100.0%	100.0%									
	SE Bernalillo												
	SW Bernalillo		100.0%										
	Torrance												
<b>Region 3 Totals</b>		100.0%	100.0%	100.0%									
Region 4 Southeast	Chaves		100.0%	100.0%									
	Curry												
	Artesia												
	Carlsbad	100.0%											
	Lea												
	Lincoln												
	Roosevelt												
<b>Region 4 Totals</b>		100.0%	100.0%	100.0%									
Region 5 Southwest	E. Dona Ana	100.0%		100.0%									
	Grant												
	Luna												
	Otero												
	S. Dona Ana	100.0%		100.0%									
	W. Dona Ana	100.0%	100.0%										
<b>Region 5 Totals</b>		100.0%	100.0%	100.0%									
<b>Statewide Totals</b>		100.0%	100.0%	94.44%									