




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 21-31

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: November 15, 2021
RE: FFY 2021 SNAP Performance Report-Ninth

Attached please find the ninth 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 June 2021. 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 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 Carolyn Craven, of the Quality Assessment Bureau, at 827-7224 or e-mail at Carolyn.Craven@state.nm.us.

Attachment: Ninth SNAP Performance Report for FFY 2021



SNAP PERFORMANCE REPORT

Ninth Edition

Federal Fiscal Year 2021

Quality Control Review Findings
October 2020 – June 2021

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

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SNAP Performance Report

SNAP Performance Report: Ninth 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 June 2021**.

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:

<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 2020 through June 2021.

Ineligible Benefits

\$7,577 (4.51%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$15,563 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 \$168,149 total benefits issued within those cases.



Underpaid Benefits

\$1,702 (1.01%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

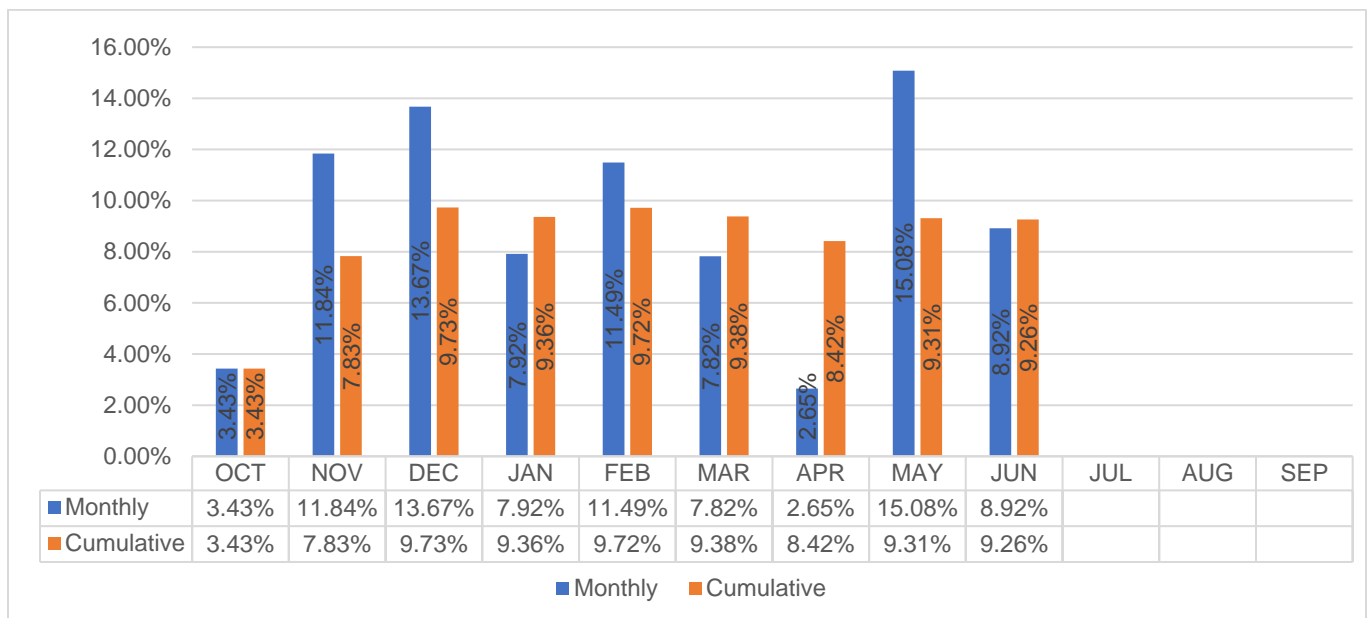
Overpaid Benefits

\$6,284 (3.74%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Total Benefits Paid	\$168,149
Total Error Amount	\$15,563
Total Cases Reviewed by QC	646
Total Cases with Errors	85
Total Correct Cases	561
Total Cases with Overpaid Benefits	45
Total Cases with Underpaid Benefits	14
Total Cases with Ineligible Benefits	26
Cases Dropped (Not Reviewed by QC)	146

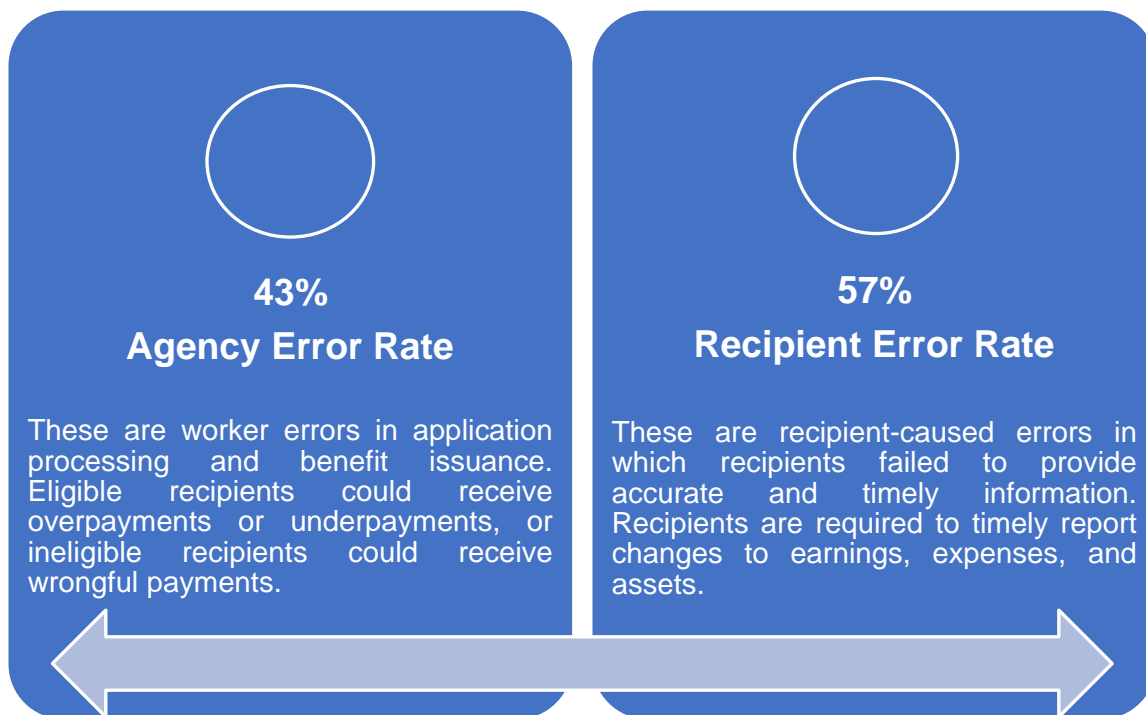
State Payment Error Rates

Monthly vs. Cumulative Error Rates



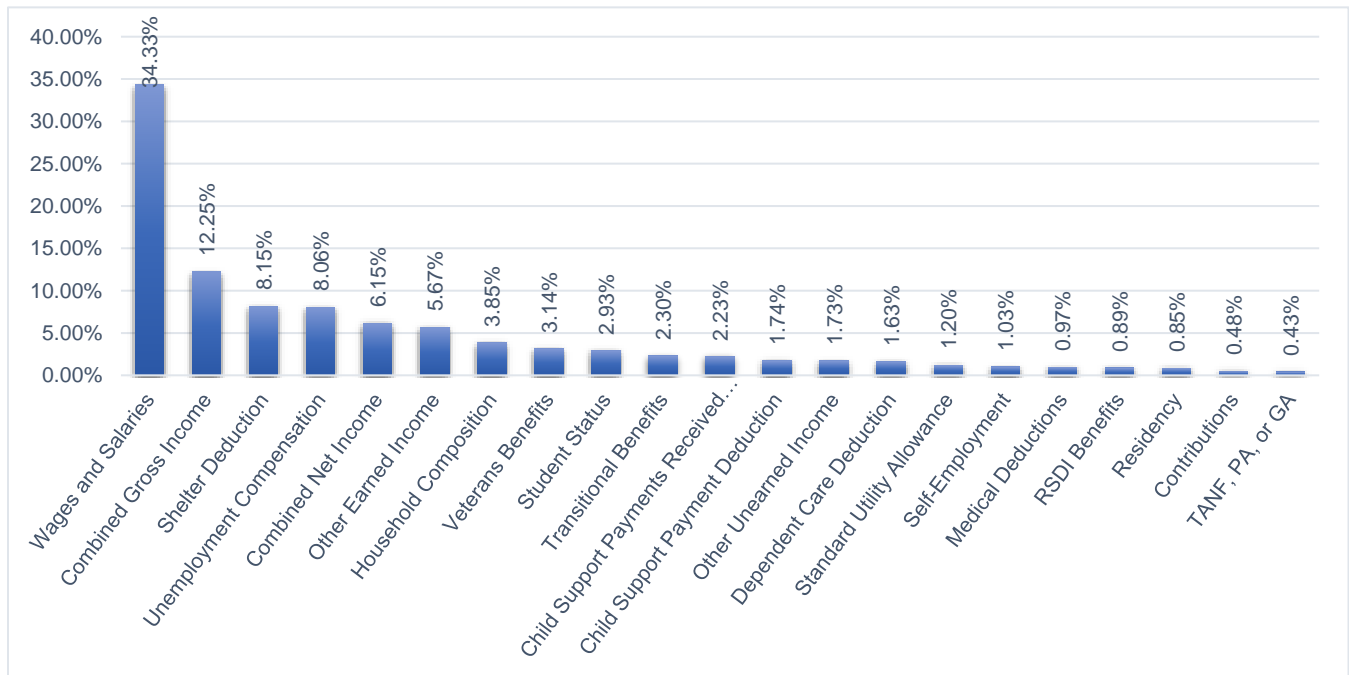
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$5,342	34.33%
Combined Gross Income	\$1,906	12.25%
Shelter Deduction	\$1,268	8.15%
Unemployment Compensation	\$1,255	8.06%
Combined Net Income	\$957	6.15%
Other Earned Income	\$882	5.67%
Household Composition	\$599	3.85%
Veterans Benefits	\$489	3.14%
Student Status	\$456	2.93%
Transitional Benefits	\$358	2.30%
Child Support Payments Received from Absent Parent	\$347	2.23%
Child Support Payment Deduction	\$271	1.74%
Other Unearned Income	\$270	1.73%
Dependent Care Deduction	\$253	1.63%
Standard Utility Allowance	\$187	1.20%
Self-Employment	\$160	1.03%
Medical Deductions	\$151	0.97%
RSDI Benefits	\$138	0.89%
Residency	\$132	0.85%
Contributions	\$75	0.48%
TANF, PA, or GA	\$67	0.43%



Payment Error Findings as Reported to Field Offices

June 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10784	Dependent Care deduction	Deduction included that should not have been	Over	\$45	QC verified with HH afterschool program she paid monthly of \$100 ended March 2020 due to after school program no longer being offered due to pandemic - COVID 19. No evidence found daycare expense since March 2020. QC corrected agency figures allowing \$0 dependent care deduction.
10786	UCB	Unreported source of income (do not use for change in employment status)	Over	\$102	RM: determined 1 HHM, \$507 UCB, \$0.00 shelter expense plus no HCSUA. Comp II: QC reviewed agency figures and completed UCB payment detail inquires showing that client was approved for UCB and received 2 checks 12/25/20 \$169 regular UCB and 12/27/20 \$169 regular UCB. Last action IR submitted on 1/7/21 client failed to report changes with approval of UCB with 2 checks received prior to IR submission. QC corrected agency figures allowing \$169.00 weekly UCB to determine \$676 total UCB. Next UCB check received on 1/8/21 \$169 regular UCB plus \$300 COVIDPUA. QC unable to determine if and when client was made aware of the additional \$300 COVID PUA at time of IR action; therefore, excluded COVID PUA.
10789	VA benefits and shelter expense	More income received from this source than budgeted	Over	\$489	Corrected figures based on EI of \$2820 (2/5/21 \$867.34, 2/12/21, \$594.75, 2/19/21, \$707.22 and 2/26/21 \$650.03). Agency incorrectly entered gross amount of \$640.03 for 2/26/21 check in ASPEN. QC verified with CSED has court ordered amount of \$342.25 for child & amount will be used for correcting figures. Further CSED verified monthly CS expense Client reporting are for 2 children: child support is court ordered \$311 monthly CS to AP. Corrected figures based on EI of \$2820, CS of \$342.25, shelter expense of \$450 plus HCSUA with \$0 CS deduction allowed. QC determined CS deduction not allowable as client is paying on CS for 2 children that are household members. Further, ASPEN CS expense details shows agency has not updated expenses since 3/2020 to indicate deductions has not been verified. After all allowable deductions QC determined \$2417 net income: HH over net income limit of \$2184 for HHBG of 4. QC determined HH ineligible.
10829	Income	More income received from this source than budgeted	Over	\$116	RM: determined 4 HHM, \$2548 EI, \$483 shelter plus HCSUA. Comp II: QC found PR was submitted 4-28-21; HUMAD was sent requesting check stubs. Agency documents HH provided check stubs 4/23 \$1013.34 and 5/10 \$1248.90, agency further notes contacted HH to verify raise showing on 5-10-21 check. HH verified raise and agency requested prior check stub 4-12-21 and 3-29-21 to process case. 04-09-21 check was provided on 5-25-21. On 5-28-21 COVID-19 automatic clearing of case with certification extended and EI of \$2147 continued to be allowed from 7-2020 action. Based on employer verification obtained by QC, agency figures were corrected using gross wage of \$2880 (80 hrs. at \$18 paid semi-monthly) for action that agency should have taken for application submitted 4-28-21. Agency verified client received raise that showed on check 5-10-21 that was provided by client; therefore, checks requested by agency for 4-12-21 and 3-29-21 not indicative to anticipated pay. QC used RM circumstances as final determination as it is the least quantitative error between both comparisons.

10831	TANF	Less income received from this source than budgeted	Under	\$67	During QC interview, HH reported receipt of \$460 in Tribal TANF. QC verified that client received a regular monthly payment of \$460 Tribal TANF from 10/20 - 6/21. For month 9/20 Tribal TANF of \$610 received that included an additional Pandemic Payment of \$150 plus \$460 regular monthly payment. Months 12/20 and 3/21 an addition Winter Allowance of \$150 was received. RM 6/21, NNDSR verified \$460 Tribal TANF with no additional Pandemic payments received. NNDSR further verified 10/20 and ongoing no additional Pandemic payments were received and verified Tribal TANF of \$460. QC determined agency was incorrect to count \$610 in Tribal TANF at change action. NNDSR letter clearly notes additional payments are temporary with final additional payment to be received in 9/20; DSR will return to its regular payment standard beginning with 10/20. QC verified and allowed \$460 Tribal TANF (regular monthly payment) for both comparisons.
10838	UCB and SNAP allotment	Other	Under	\$218	QC determine \$0 EI, \$0 UEI, \$325 shelter expense plus HCSUA. QC determined prior to extension of certification period agency was made aware client no longer in receipt of UCB. Agency notes DOL inquiry was reviewed and notated no active UCB. Review of DOL shows 1 UCB check received on 3/1/21 with no indication of continued benefits. QC determined termination of UCB was known and verified and \$1084 UCB was incorrectly continued to be allowed. QC further determined agency was correct to not allow any earnings as HH did not provide wages needed and agency was not able to make determination of earnings with checks provided. At extension of certification \$0 EI and \$0 UEI should have been allowed. Both comparisons resulted in the same quantitative error amount of \$218 under-issuance for maximum SNAP allotment in review of \$234. ASPEN system failed to update to full allotment amount as SNAP EDG is showing \$204 maximum SNAP allotment.
10844	HCSUA	Deduction included that should not have been	Over	\$89	RM: determined \$873 RSDI, \$653 shelter expense plus HCSUA. Contact with mother & owner of home verified client pays mthly rent of \$653 which includes monthly utilities from 1/2021 - 6/2021. Prior rent of \$603 which included utilities from 1/2020 through 12/2020. Shelter expense of \$653 allowed due to no disclaimer found on application. Corrected figures QC determined \$873 RSDI, \$603 shelter expense plus HCSUA. Incorrect information reported by HH at last action. QC verified no out of pocket separate heating/cooling expense or any other monthly utilities for HH. Monthly utilities paid by mother further her case in ASPEN shows LIHEAP was received for self & provided utility expenses. RM final determination as it is the least quantitative error amount between both comparisons. No evidence found HH reported new shelter expense of \$653 at last action; therefore, QC allowed what was reported by HH - \$603 shelter expense & did not cite shelter expense in error.
10847	Shelter expense and over income limits	Deduction included that should not have been	Ineligible	\$230	Agency figures were reviewed to determine 4 HHM, SSI of \$731.50, SSI of \$731.50, UCB of \$1844. Combined gross UEI of \$3307, \$1850 shelter expense plus HCSUA. \$2491 total net income determined after all allowable deductions. HH ineligible due to HH exceeding net income limit of \$2184. QC verified with HH rental agreement active for period 11/20-10/2021 to show \$1850 monthly rental expense. Further QC determined ASPEN system did not round SSI amount to allow \$1463. ASPEN system allowed \$1462 combined SSI amount. Final determination HH ineligible due to over net income limit.
10850	Earned Income and over income limits	Employment status changed from unemployed to employed	Ineligible	\$213	QC verified client employed earning \$300 weekly. QC verified household member dropped out of school 3/2020 and did not enroll for the 20/21 school year and

					started employment with a hire date 8/19/2020 with initial check paid on 10/02/20 for \$600 gross with hourly rate changed from \$10. to \$12.00 as of 5/18/21 pay date. QC reviewed gross income for 3-month look back period to determine monthly gross wages for both HH members 5/21 \$1800, 4/21 \$1950 and 3/21 \$1800. 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 3/21) is what should have been reported by HH for simplified reporting. QC allowed converted \$1800 combined EI based on wages \$600 (pro rata) earned by client and wages \$1200 earned by another household member. EI not excluded due to not enrolled in high school; therefore, earnings should have been reported. Reportable change occurred and determined HH ineligible; Total EI of \$1800 exceeds gross income standard of \$1755 for HHBG of 1.
10857	HH composition, UCB, shelter expense and TS	Eligible person(s) with income excluded	Under	\$68	At initial certification client reported himself & girlfriend along her son live together. Client reporting separate HH status for self. Agency allowed separate status documenting no children in common; At QC interview girlfriend reported she & her son always have been purchasing & preparing with client since they have resided with him for the past 3 years. Client verified girlfriends' statement to be true. QC verified receipt of UCB for girlfriend, verified shelter expense with lease agreement provided & verified telephone expense. QC corrected agency figures by including girlfriend and son to HHBG. Corrected figures based on 3 HHM, \$0 EI, \$1216 UCB for girlfriend, \$750 shelter plus telephone deduction allowed.
10859	Other UEI, shelter & HCSUA	Deduction included that should not have been	Over	\$78	RM - 4 HHM, \$2837 EI, \$835 shelter plus HCSUA. Comp II - ASPEN CR shows EI of \$2052 counting for client until 3/20/2021 at which time ASPEN system updated and stopped counting earnings and issued a NOCA stating the SNAP benefits changed because your countable earned income changed. ASPEN CR shows no evidence HH reported a change of income in 03/2021. QC correcting agency figures allowing 4 HHM, \$2821 EI, \$800 shelter expense plus HCSUA. QC verified with the landlord rent was \$800 4/1/2020-3/31/2021 & rent increased to \$835 4/1/2021. HH reported incorrect shelter expense at last action. QC used RM circumstances as final determination due to least quantitative error between both comparisons.
10865	Shelter expense	Other	Over	\$84	During QC interview HH reported she pays rent of \$280 and stated \$468 mortgage reported was in error on her part. QC verified with landlord, HH paid \$280 rent 2/21 - 6/21 and states she owns the trailer, client has never paid a mortgage to her as they have always just rented from her. QC reviewed agency figures and determined HH incorrectly reported shelter expense at last action. Based on verification obtained by QC, agency figures were corrected allowing \$280 shelter expense.
10873	Earned income, SSI, and shelter expense	Unreported source of income (do not use for change in employment status)	Over	\$249	At QC interview HH reported returned to work. QC verified with employer break of employment for client 12/22/20 - 2/3/21 and returned to work FT with first pay received on 2/12/21. Review of ASPEN shows client had provided EVF on 9/24/20 showing she quit, but employer verified she was back at work a week later. QC determined HH failed to report employment at last action as employment verification received from employer shows continued wages for client since 2/2021. Contact with SSA verified recoupment of SSI due to intentional program violation; therefore, full SSI amount \$794 allowed. QC verified mortgage with bank of \$865.33 includes escrow. HH stated she had reported \$998 shelter expense due to late fees charges on monthly mortgage. QC allowed \$865.33 obligated shelter amount. QC corrected agency figures allowing \$480 EI, SSI of \$794, SSI of \$794, \$865.33 shelter expense plus HCSUA.

SNAP Payment Error Rates

Regional and County Breakdowns

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	S E P	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	0.00%	0.00%	0.00%	93.82%	0.00%	0.0%	11.78%				21.43%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.71%	0.00%				0.49%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%	0.00%	0.00%	0.00%	3.43%				12.24%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%				27.63%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	N. Valencia	0.00%	71.7%	27.83%	12.44%	53.97%	0.00%	0.00%	100.0%	0.00%				13.64%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%				100.0%
	Region 1 Totals	3.06%	15.82%	6.70%	27.57%	14.30%	35.55%	0.00%	11.14%	3.07%				10.74%
Region 2 Northeast Region	Colfax	0.00%	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%				0.00%
	Quay	0.00%	26.22%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				7.01%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%	0.00%	10.61%	0.00%	7.93%				9.08%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.39%	10.23%	0.00%				6.30%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%	0.00%	0.00%	23.57%				10.05%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	22.70%	60.70%				14.28%
	Taos	0.00%	9.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				2.07%
Region 2 Totals	6.22%	6.03%	7.19%	4.45%	0.00%	6.89%	9.39%	10.19%	18.16%				8.57%	
Region 3 Central Region	NE Bernalillo	16.14	22.84%	21.29%	0.00%	5.95%	0.00%	5.07%	12.44%	4.88%				10.20%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%	18.49%	41.77%	25.23%				17.20%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%	0.00%	15.87%	0.00%				16.70%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%	0.00%	0.00%	5.64%				8.01%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				32.37%
	Region 3 Totals	6.15%	13.74%	29.65%	0.83%	20.95%	2.60%	5.85%	18.81%	9.85%				12.83%
	Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%	0.00%	0.00%	10.27%			
Curry		0.00%	42.72%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				6.77%
Artesia		0.00%	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%				0.00%
Lea		0.00%	16.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				7.03%
Lincoln		0.00%	0.00%	0.00%	0.00%	0.00%	57.32%	0.00%	0.00%	0.00%				6.52%
Roosevelt		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Region 4 Totals	0.00%	10.54%	0.00%	0.00%	0.00%	11.50%	0.00%	0.00%	2.50%				3.57%	
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%	0.00%	41.14%	0.00%				14.98%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				3.88%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%				6.49%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.20%	0.00%				4.28%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%	19.23%	0.00%	0.00%	11.08%	7.93%				8.14%
Region 5 Totals	0.00%	11.63%	0.00%	4.03%	2.98%	1.85%	0.00%	22.38%	4.76%				6.56%	
State Totals	3.43%	11.84%	13.67%	7.92%	11.49%	7.82%	2.65%	15.08%	8.92%				9.26%	

SNAP Payment Error Rates Mitigation Strategies

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

- 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 80 invalid denials/closures identified, 36 were identified as incorrect closures, and 60 were identified as incorrect denials.

Negative Error Amount

96 cases out of 482 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

19.92%
CAPER
Error Rate

Incorrect Notices

45.83% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

54.16% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	547
Cases Dropped (Not Reviewed by QC)	65
Total Cases Reviewed	482
Total Valid Cases	386
Total Invalid Cases	96

Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - June 2021

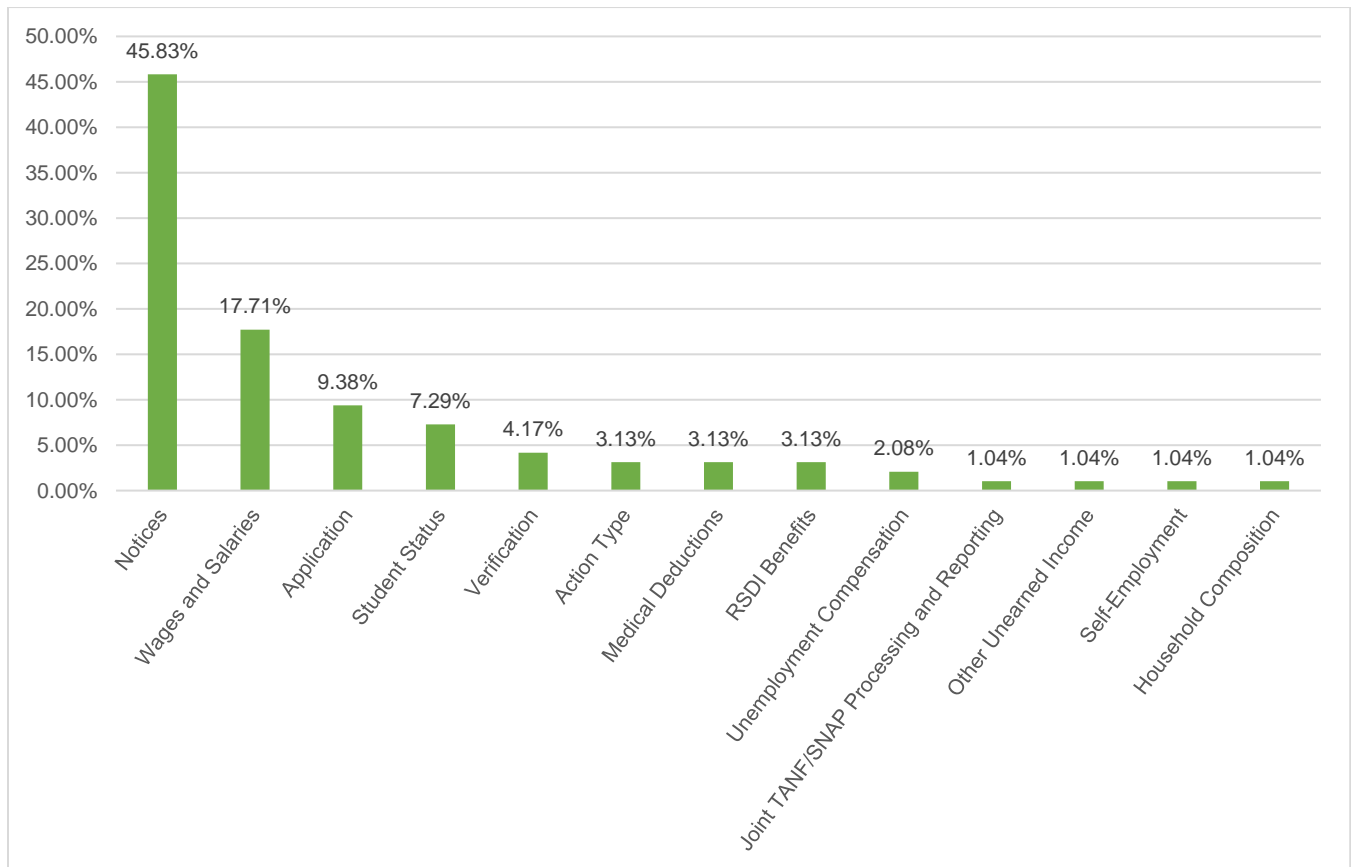
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice reason does not match reason for action	10	8	18	19.35%
Notice not clearly understandable	6	7	13	13.98%
Notice was not complete	11	0	11	11.83%
Notice was sent to wrong address	2	0	2	2.15%
Total	29	15	44	47.31%
Wages and Salaries				
Improper income calculation	4	2	6	6.45%
Policy incorrectly applied	2	2	4	4.30%
Income from known/processed source included that should have been	0	2	2	2.15%
Agency failed to follow up on inconsistent or incomplete information	2	0	2	2.15%
Agency failed to follow up on known and reported impending changes.	1	0	1	1.08%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	1.08%
Improper calculation – Income averaged incorrectly	0	1	1	1.08%
Total	10	7	17	18.28%
Application				
Late denial agency failed to process the application timely	7	0	7	7.53%
Policy incorrectly applied	1	0	1	1.08%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.08%
Total	8	1	9	9.68%
Student Status				
Agency failed to follow up on inconsistent or incomplete information	5	1	6	6.45%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	1.08%
Total	6	1	7	7.53%
Verification				
Improper Denial/Termination-failure to provide – verification was received or is in case file	1	1	2	2.15%
Improper Denial/Termination- failure to provide – household never notified of needed verification	0	2	2	2.15%
Total	1	3	4	4.30%
Action Type				
Policy incorrectly applied	1	2	3	3.23%
Total	1	2	3	3.23%
Medical Deductions				

Deduction that should have been included was not	2	0	2	2.15%
Failed to consider or incorrectly considered medical deductions	1	0	1	1.08%
Total	3	0	3	3.23%
RSDI Benefits				
Agency failed to follow up on known and reported impending changes	0	1	1	1.08%
Income from known/processed source included that should not have been	0	1	1	1.08%
Failed to consider or incorrectly considered reported information	0	1	1	1.08%
Total	0	3	3	3.23%
Unemployment Compensation				
Agency failed to follow up on known and reported impending changes	0	2	2	2.15%
Total	0	2	2	2.15%
Joint TANF/SNAP Processing and Reporting				
Improper termination/denial/suspension when TANF was terminated/denied	0	1	1	1.08%
Total	0	1	1	1.08%

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	29	30.21%	15	15.63%	44	45.83%
Wages and Salaries	10	10.42%	7	7.29%	17	17.71%
Application	8	8.33%	1	1.04%	9	9.38%
Student Status	6	6.25%	1	1.04%	7	7.29%
Verification	1	1.04%	3	3.13%	4	4.17%
Action Type	1	1.04%	2	2.08%	3	3.13%
Medical Deductions	3	3.13%	0	0.00%	3	3.13%
RSDI Benefits	0	0.00%	3	3.13%	3	3.13%
Unemployment Composition	0	0.00%	2	2.08%	2	2.08%
Joint TANF/SNAP Processing and Reporting	0	0.00%	1	1.04%	1	1.04%
Other Unearned Income	1	1.04%	0	0.00%	1	1.04%
Self-Employment	1	1.04%	0	0.00%	1	1.04%
Household Composition	0	0.00%	1	1.04%	1	1.04%



CAPER Error Findings as Reported to the Field Offices

June 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
601	Policy & Notice	QC determined agency was correct to close HH on being over the income limit, as unverified EI entered from DWS used as verification for determination. DWS inquiry did verify \$370 weekly UCB. SOLQ verified \$794 monthly SSI. However, agency was incorrect to issue a HUMAD for earned income verification for the SNAP case, which prompted the notice sent to the HH to be incorrect, as it stated HH failed to submit requested verification that was requested 6/30/21 with due date of 7/14/21; further, calculation table attached to NOCA shows \$1272 gross EI determined which is incorrect information. Negative invalid due to notice not clear and concise.
602	Notice	QC determined agency was correct to close the case per clients request due to them moving out of state, but the notice sent to the HH was incorrect, as it stated HH failed to submit a renewal packet.
603	Notice & Policy	QC determined agency incorrectly determined SE income for benefit determination. QC is unable to determine how agency came up with amount of \$1630 SE (per \$27,822 gross income & \$16,528 expenses listed in ASPEN). QC determined \$27,822 gross income - \$15,602 expenses (per advertising \$288 + car/truck expense \$1185 + insurance \$255 + legal/professional services \$331 + office expense \$24 + rent/lease other business property \$2500 + supplies \$3421 + travel \$1800 + meals \$227 + utilities \$973 + other expenses \$4598 (\$926 depreciation is not an allowable expense) listed on 2020 Schedule C) = \$12,220 countable income / 12 = \$1018.33 monthly SE + \$0.08 Partnership/S-Corp (\$1 / 12) per 2020 Schedule E = \$1018.41 = \$1018 total countable SE income. Incorrect income determination on calculation table on NOCA resulted in an incorrect notice. Action, notice & calculation table are incorrect on all reasons.
610	Notice & Policy	Review of ECF Summary shows pay stub from employer with pay date 6/15/21 \$2306.51 (94.70 hours). Review of SNAP Gross Income Test Summary scan shows \$4617 total countable gross EI. Employment projection period shows 6/15/21 \$2308.51 input as biweekly for projection dates 6/11/21 - 7/11/21 to note \$2308.51 counted twice to determine \$4617 EI to determine incorrect. QC finds although HH exceeds income limit of \$1755, EI determination for application month incorrect making this an invalid denial.
616	Notice & Policy	QC review of check stubs finds that agency entered gross income correctly for client as 05/14/21 - \$1225.66 & 05/21/21 - \$1372.38 = \$2598.04 for HHBG of 1. No documentation from agency to note why application 6/8/21 was processed on the same day for 1 HH member. Review of correspondence history does not indicate HUMAD was sent to HH for verification of wages and student status. Per IPP 21-02 QC found no evidence FSP 420 was completed to verify SNAP student eligibility to verify client is eligible to participate in work study and/or \$0 EFC. Also, client average weekly/monthly working hours not verified to determine eligibility of a college student. QC determined action and notice for application 6/08/21 incorrect to determine this negative as invalid.
622	Notice	QC finds that HUMAD request for verification of income. CR shows HH provided check stub and no evidence found HH provide proof of termination. No evidence found HH responded to HUMAD and ISD 408 sent to HH. NOCA for not providing required information is correct; however, requested checks from employer for 04/30/21, 05/07/21, 05/14/21, 05/21/21 on NOCA unclear. Further, per case comments on 06/14/21 agency stated case was closed due to being over the program limits. Case comments never made mention that case was closing due not providing required information. SNAP notice reasons shows HH gross income exceeds the limit. Invalid notice as notice is incorrect and unclear.
627	Notice	CR shows agency notes application was registered in error; client already has ASPEN case. Agency notes HUMAD was issued for proof of income and self-employment due 06/30/21 - QC found no indication HUMAD was sent review of correspondence history under this case in review. HUMAD was located under other case number and further shows client was interviewed to determine HH's circumstances. Review of both cases QC found no evidence to show HH requested withdrawal of application verbally or written. NOCA sent to HH on 6/17/21 and notice was not sent for client. Application submitted does not indicate individual listed as part of HHBG for application 6/17/21. Notice inaccurate; not clear and concise. Invalid negative.
644	Notice	QC determined documented case actions don't match notices released to HH. action incorrect, case comments on 6/11/21 state HH was denied due to being over income; however, NOCA states benefits changed. SNAP notice reasons notes HH gross income exceeds the limit - eligibility denied. Notice doesn't match recorded reason and isn't clear & concise on all reasons.

646	Policy	QC reviewed notices and action taken and determined although notice of appointment and NOMI were issued correctly, SNAP denial and NOCA were untimely. Action taken by agency after 30th day. QC determined this review invalid.
648	Notice & Policy	CR shows agency allowed EI of \$2600 (prorated at \$1560) from employer that was not verified. HUMAD was sent to HH on 3/2/21 for wages 2/19/21 and 2/5/21 due 3/15/21. SNAP was processed on 3/3/21 allowing \$1560 prorated EI based on client statement paid in cash \$1300 every 15 days. Review of employment projections for employer allowed \$475 weekly gross to determine EI of \$1900 (prorated at \$1140). QC determined agency did not verify earnings and termination of employment with employer; incorrectly continued to allow unverified EI \$1560. Further, no documentation from agency reasonings \$475 weekly earnings allowed over checks provided with employer submitted with RMB on 6/1/21. Earned income allowed incorrect to determine this review invalid.
649	Notice	QC determined notice is not clear and concise, as it does not explain why the HH will not get a benefit amount in initial application month; NOCA notes benefits approved for June 2021 benefits at \$0.00 and does not provide a reason for \$0 benefit amount.
652	Notice & Policy	QC found agency incorrectly determined income used in benefit determination. No current paystubs were submitted (most recent paystub in the ECF is for 6/25/20 showing \$10.45/hr.), Work # used at that time didn't show clients rate of pay and had most recent paystubs been used 5/10/21 \$762.19 + 5/25/21 \$527.67 = \$1289.86, current Work # inquiry shows rate of pay as \$11.50/hr. When agency spoke to the employer, they verified number of hours worked but not rate of pay. Since rate of pay was not verified, income determination cannot accurately be determined, as paystub 5/10/21 \$762.19 @ 71 hrs. = \$10.73/hr., paystub 5/25/21 \$527.67 @ 49 hrs. = \$10.76/hr., combined paystubs 5/10/21 \$762.19 @ 71 hrs. + 5/25/21 \$527.67 @ 49 hrs. = \$1289.86 / 120 hrs. = \$10.74/hr. QC determined income determination was inaccurate, resulting in an incorrect notice.
656	Notice	ASPEN ECF contained check stubs submitted by the HH. QC determined pay dates 5/7/21 \$1134.71 and 5/21/2021 \$1095.54 = \$2230.25- QC determined correct calculation by agency for client's income. QC determined for other household member pay dates 5/11/21 \$506.90, 5/18/21 \$513.54, 5/25/21 \$629.64, and 6/1/21 \$513.27 = \$2163.35. QC determined the agency did not include the \$.64 cents from 5/25/21 pay stub, causing an incorrect income calculation. QC determined \$2230 = \$2163 = \$4393; QC determined due to incorrect calculation by agency information listed on calculation table on the notice was inaccurate.
657	Notice	ECF contained check stubs verifying pay dates 6/1/21 \$808.50 & 6/15/21 \$701 = \$1509.50 and other employer pay dates 5/5/2021 \$782.92 and 5/19/2021 \$798.19 = \$1581.11. QC determined \$1510 + \$1581 = \$3091 combined gross income. QC determined due to incorrect calculation by agency, information listed on calculation table on the notice was inaccurate.
663	Policy	QC determined the agency denied this case without following up on incomplete information. The Agency was notified of IPP 21-02 on 2/2/2021 COVID Relief act- Expanding Student SNAP Eligibility. Per IPP 21-02 the agency should have sent FSP 420 to determine if the HH was eligible based on new eligibility adjustments. QC determined action and notice are incorrect.
675	Notice & Policy	QC determined as the TANF was requested to be reinstated, once the income was entered and TANF re-denied for over net income, the TFS then closed and SNAP opened. Per NMAC 8.139.501.9 TFS shall be issued for five months beginning in the month after the final cash assistance payment is received. QC determined per NMAC 8.139.501.13 the TFS should not have been terminated as it was not the end of the certification period, an application was not filed, the HH did not request closure of food stamp case in writing and the HH was not approved for a new cash assistance certification period. The HH did request the TANF closure be re-evaluated so when the TANF was determined over net from the reactivation, the TFS closed. QC determined the HH should have remained on TFS as cash was not approved. The TFS benefit shall be terminated if the food stamp household files an application for cash assistance and is approved for a new certification period. QC determined notice and action incorrect as HH was eligible for TFS for the 5 month of certification period 6/01/2021-10/31/2021.

CAPER Error Rates

Regional and County Breakdowns

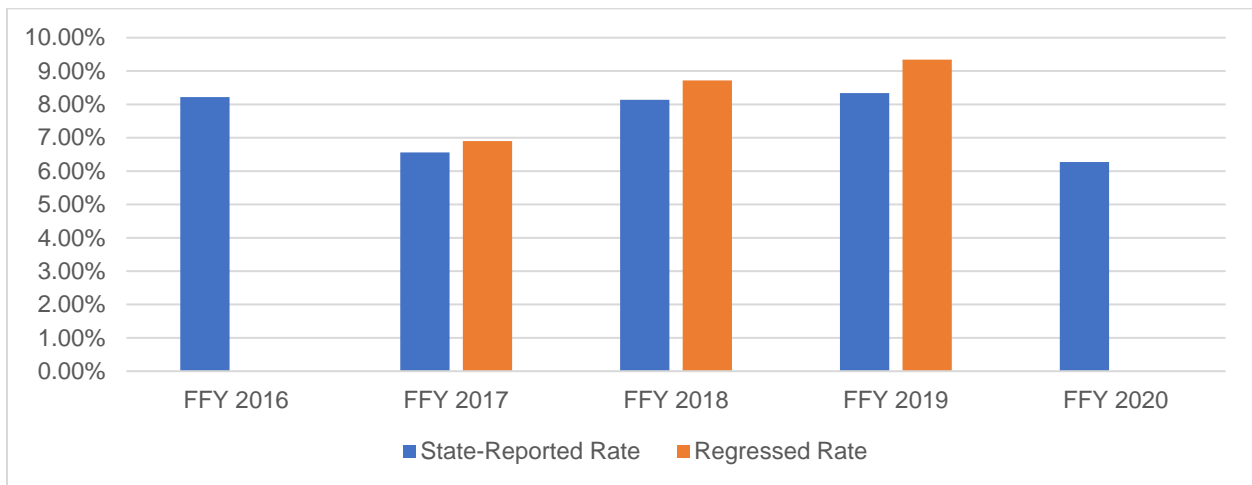
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				14.29%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%	0.00%	0.00%	0.00%				23.53%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%	0.00%	0.00%	20.00%				22.50%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%				20.00%
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	33.33%	33.33%				21.43%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Region 1 Totals		42.86%	15.38%	25.00%	14.29%	30.00%	20.00%	0.00%	20.00%	20.00%				22.62%
Region 2 Northeast Region	Colfax	0.00%	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%				0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Rio Arriba	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%				22.22%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				16.67%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%	50.00%	0.00%	75.00%				46.67%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%				28.57%
	Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%				25.00%
Region 2 Totals		37.50%	9.09%	33.33%	16.67%	28.57%	100.0%	25.00%	25.00%	25.00%				25.81%
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%	0.00%	33.33%	12.50%				16.92%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%	14.29%	16.67%				10.42%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				20.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%	50.00%	20.00%	0.00%	25.00%				27.78%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
Region 3 Totals		22.73%	12.00%	20.69%	13.33%	41.67%	20.00%	6.25%	14.29%	17.86%				18.18%
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%	0.00%	0.00%	100.0%				30.43%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				12.50%
	Artesia	0.00%	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%	100.0%	0.00%	0.00%	0.00%	0.00%				7.69%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%				15.79%
	Lincoln	0.00%	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%				0.00%
Region 4 Totals		0.00%	0.00%	55.56%	25.00%	33.33%	0.00%	0.00%	0.00%	44.44%				17.11%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%	0.00%	0.00%	0.00%	50.00%				15.00%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%				14.29%
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				12.50%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%				12.50%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%	100.0%	25.00%	20.00%				36.00%
Region 5 Totals		8.33%	27.27%	21.43%	50.00%	0.00%	22.22%	40.00%	14.29%	16.67%				19.05%
State Totals		21.43%	13.24%	27.54%	20.45%	26.19%	18.42%	10.81%	13.95%	22.54%				19.92%

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.**

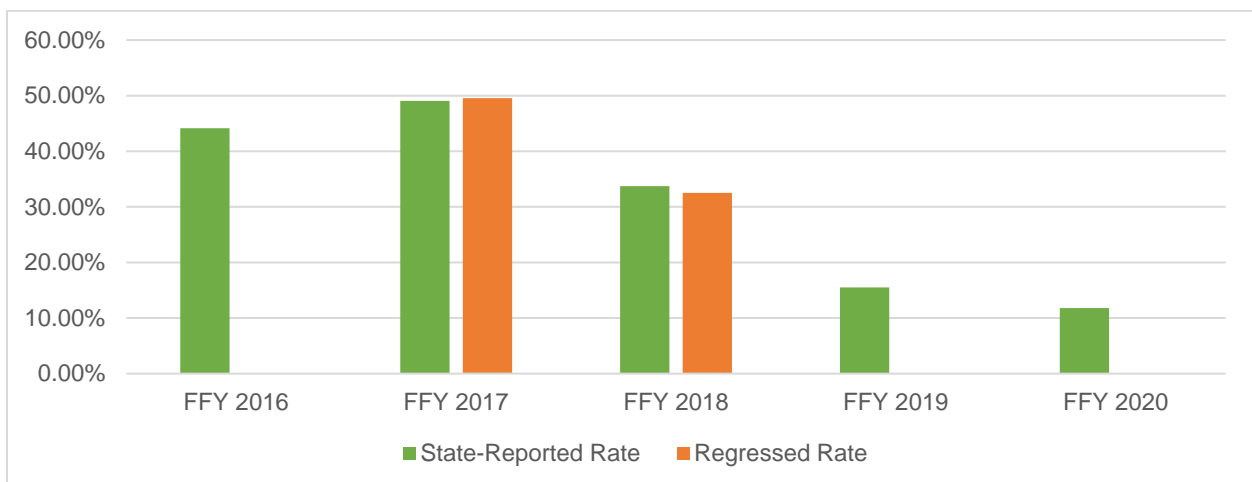
Payment Error Rate

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%			100.0%		100.0%	100.0%			
	McKinley			100.0%	100.0%		100.0%		100.0%	100.0%			
	San Juan			100.0%	100.0%	100.0%		100.0%	100.0%	100.0%			
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia					100.0%		100.0%	100.0%				
	S. Valencia												
Region 1 Totals		100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%					100.0%	100.0%			
	San Miguel			100.0%	100.0%		100.0%	100.0%	100.0%				
	Sandoval						100.0%	0.00%		100.0%			
	Santa Fe			100.0%					100.0%	100.0%			
	Taos			0.00%			100.0%			100.0%			
Region 2 Totals		N/A	100.0%	80.0%	100.0%	N/A	100.0%	66.67%	100.0%	100.0%			
Region 3 Central	NE Bernalillo	100.0%		100.0%		100.0%		100.0%	100.0%	100.0%			
	NW Bernalillo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
	SE Bernalillo												
	SW Bernalillo		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%			
	Torrance												
Region 3 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
N Region 4 Southeast	Chaves		100.0%	100.0%			100.0%		100.0%	100.0%			
	Curry				100.0%		100.0%	100.0%		100.0%			
	Artesia												
	Carlsbad	100.0%				100.0%	100.0%			100.0%			
	Lea							100.0%					
	Lincoln				100.0%								
	Roosevelt												
Region 4 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
Region 5 Southwest	E. Dona Ana	100.0%		100.0%	100.0%								
	Grant					100.0%		100.0%					
	Luna						100.0%	100.0%					
	Otero					100.0%		100.0%					
	S. Dona Ana	100.0%		100.0%	100.0%		100.0%	100.0%					
	W. Dona Ana	100.0%	100.0%		100.0%				100.0%	100.0%			
Region 5 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			
Statewide Totals		100.0%	100.0%	94.44%	100.0%	100.0%	100.0%	94.44%	100.0%	100.0%			