




STATE OF NEW MEXICO
Human Services Department
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Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

General Information Memorandum

ISD-GI 22-18

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: August 16, 2022
RE: FFY 2022 SNAP Performance Report-Sixth

Attached please find the fourth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2022. This report includes all Quality Control (QC) findings received for the review months of October 2021 through March 2022. Additional data included in this report is the recertification timeliness.

The FFY 2022 Performance Goals for the state are:

- Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)
- Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)
- Expedite and Non-Expedite application processing timeliness of 95%

In lieu of the mandatory reviews, Supervisors are required to complete the reviews returned by the Accuracy Improvement team, as well as the ROM's requirement to review five Pre-disposition SNAP cases and two SNAP denials. These reviews should be reviewed within three business days.

If there are any questions or comments, please contact Marcos Rivera, of the Quality Assessment Bureau, e-mail at HSD.QIS@state.nm.us.

Attachment: Sixth SNAP Performance Report for FFY 2022

**Human Services Department/ Income Support Division PO Box 2348 – Santa Fe, NM 87504
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SNAP PERFORMANCE REPORT

Sixth Edition

Federal Fiscal Year 2022

Quality Control Review Findings
October 2021-March 2022

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

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SNAP Performance Report

SNAP Performance Report: Sixth 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 2021 to March 2022**.

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 2022, the State Performance Goals are as follows:

<p><u>Payment Accuracy</u></p>  <p>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</p>	<p><u>CAPER</u></p>  <p>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</p>	<p><u>SNAP Timeliness</u></p>  <p>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</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 2021 to March 2022**.

Ineligible Benefits

\$1,900 (1.19%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$20,685 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 \$159,552 total benefits issued within those cases.

12.96%
Payment
Error Rate

Underpaid Benefits

\$1,904 (1.19%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

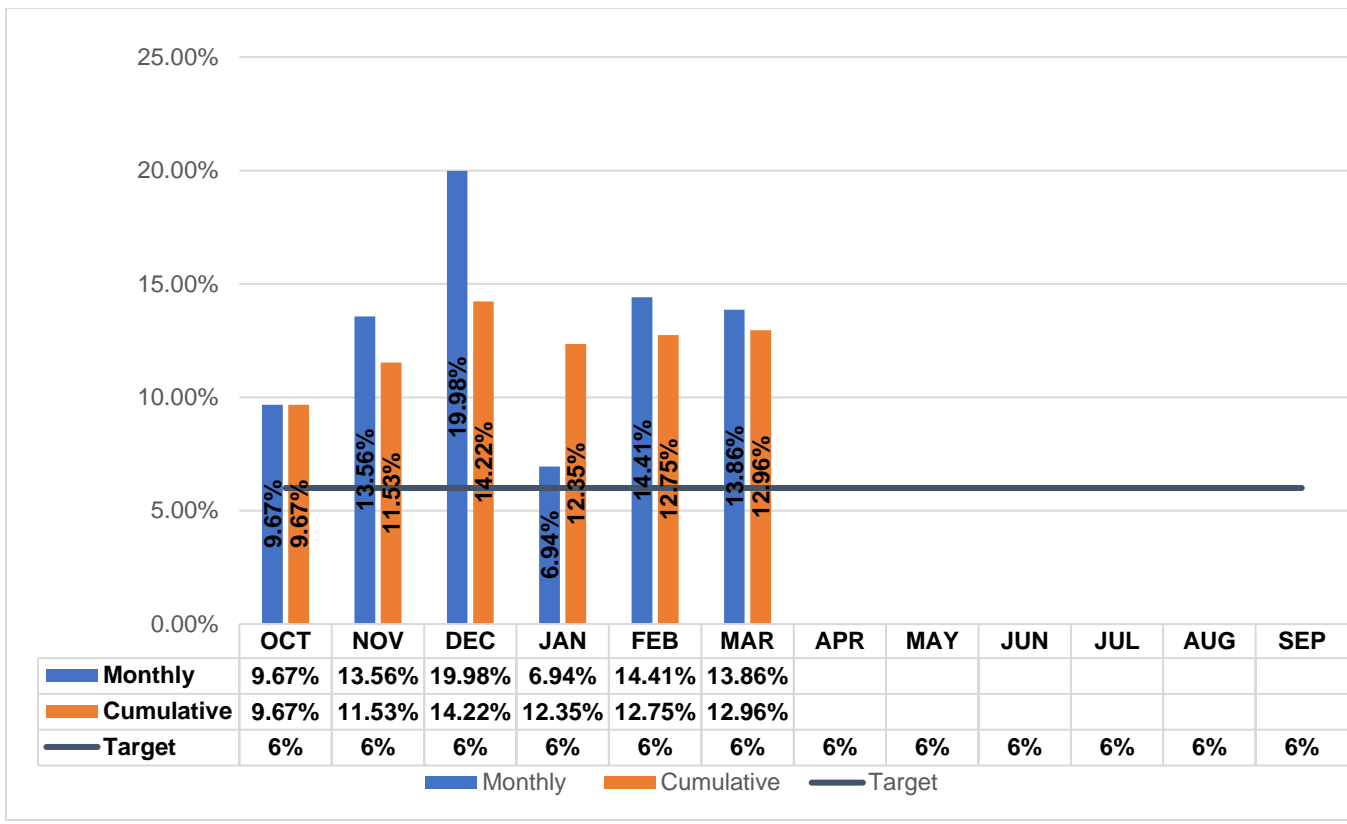
\$16,881 (10.58%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2021- March 2022

Total Benefits Paid in QC Sample	\$159,552
Total Error Amount in QC Sample	\$20,685
Total Cases Reviewed by QC	493
Total Cases with Errors	81
Total Correct Cases	412
Total Cases with Overpaid Benefits	65
Total Cases with Underpaid Benefits	13
Total Cases with Ineligible Benefits	3
Cases Dropped (In Sample, not Reviewed by QC)	95

FFY 2022 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?

43%

Agency Error Rate

These are worker errors in application processing and benefit issuance. Eligible recipients could receive overpayments or underpayments, or ineligible recipients could receive wrongful payments.

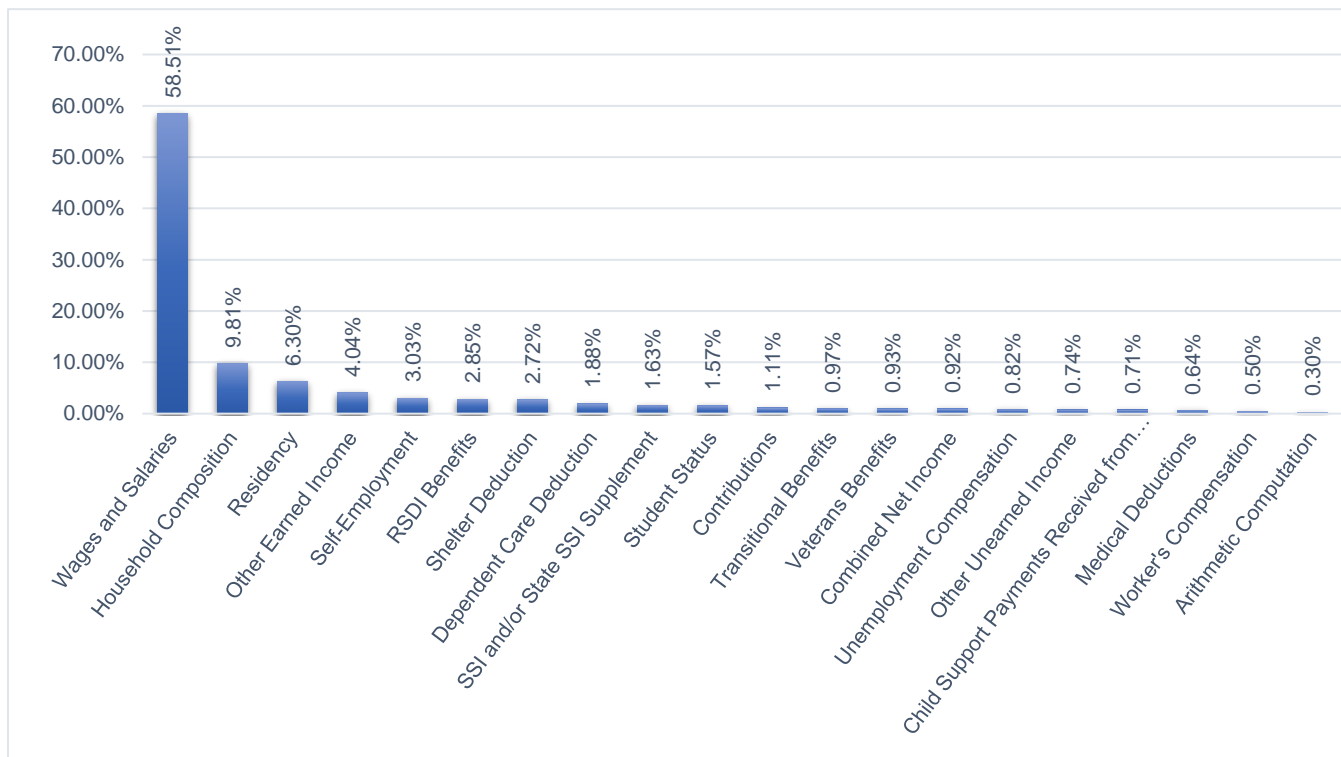
57%

Recipient Error Rate

These are recipient-caused errors in which recipients failed to provide accurate and timely information. Recipients are required to timely report changes to earnings, expenses, and assets.

FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- March 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$12,103	58.51%
Household Composition	\$2,029	9.81%
Residency	\$1,304	6.30%
Other Earned Income	\$835	4.04%
Self-Employment	\$626	3.03%
RSDI Benefits	\$590	2.85%
Shelter Deduction	\$563	2.72%
Dependent Care Deduction	\$389	1.88%
SSI and/or State SSI Supplement	\$338	1.63%
Student Status	\$324	1.57%
Contributions	\$230	1.11%
Transitional Benefits	\$201	0.97%
Veterans Benefits	\$193	0.93%
Combined Net Income	\$191	0.92%
Unemployment Compensation	\$170	0.82%
Other Unearned Income	\$154	0.74%
Child Support Payments Received from AP	\$147	0.71%
Medical Deductions	\$132	0.64%
Worker's Compensation	\$103	0.50%
Arithmetic Computation	\$63	0.30%



Error Findings as Reported to Field Offices

March 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10490	HH composition and earned income	Eligible person(s) with income excluded	Over	\$477	Client	QC reviewed agency figures and determined HH failed to report second eligible client in the HH, who had countable income. Based on verification obtained by QC, agency figures were corrected allowing 6 HH members; two parents and their 4 children, with client's EI of \$2737 based on wages 4/2/21 \$1631.92 and 4/16/21 \$1105.10. Comp II final: Error \$477 over-issuance.
10491	Shelter expense, HCSUA and medical deduction	Deduction that should have been included was not	Over	\$123	Agency	Review of CR shows no evidence of agency notating recert 10/29/21 received from client; no notation on case comments. Receipt of proof was sent to client on 10/29/21 to note application was received on 10/29/21 and document will be processed and added to case. Extension of certification was completed and sent to client on 12/1/21 with no evidence found 10/29/21 application reviewed or processed. Review of recertification 10/29/21 shows client reporting RSDI and \$700 rent with utilities included. No other expenses reported. QC determined application 10/29/21 should have been reviewed and processed prior to certification extension. QC verified rent of \$700 which included monthly utilities. QC verified no out of pocket medical expenses. Medical deductions details in ASPEN shows \$15.53 medical deduction allowed has not been verified & updated since 2015. QC corrected agency figures allowing \$993 RSDI, \$700 rent with no HCSUA/LUA/TS allowed and \$0 medical deduction allowed. Comp II final: Error \$123 over-issuance.
10500	Earned income, SE, monthly contribution and TFS	Other	Over	\$333	Agency	TFS began 01/21 and should have ended 5/31/21; however certification was extended and HH remained on TFS in RM incorrectly. Programs impacted SNAP and CASH programs for extension of certification due to COVID 19 does not pertain to TFS as agency cited NMAC 8.139.120.8 & 8.102.1209 B. QC reviewed agency figures of when TFS would have ended 5/31/21 to determine ongoing benefits for new cert period effective 6/01/2021. QC determined HH was not eligible to participate in TFS as TFS eligibility was exhausted May 2021. Agency figures corrected as of 5/31/2021 determined household composition of 4 eligible members, \$1240 EI, \$300 UEI plus HCSUA causing a countable variance these figures used as final, AORD. Comp II final: Error \$333 over-issuance.
10510	Gross-net income limits	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	QC reviewed agency figures and determined HH failed to report when client's income, exceeded the gross limit. QC completed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 2/22 with \$2445.89 EI, 1/22 with \$3170.70 EI and 12/21 with \$1989.33 EI per employer verified income. Based on earnings received and what should have been reported for month 12/21, QC allowed \$1989 converted EI in final determination resulting in combined gross income exceeding the \$1771 FPG limit for 1 HHM, which was a reportable change. Comp II final: Error \$230 over-issuance.

10512	Earned Income and Income Limit	Unreported source of income (do not use for change in employment status)	Over	\$428	Client	<p>RM: \$3393.08 + \$1271.40 = combined gross income of \$4664 which exceeds the gross income limit of \$3020 for HHBG of 3. During QC interview client reported employment.</p> <p>Comp II: QC reviewed agency figures and determined HH failed to report when income from exceeded the gross limit, as didn't start till 1/10/22. QC completed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 2/22 with \$4337 EI (\$3120.92 + \$1216.08), 1/22 with \$3249.50 EI (\$3044.84 + \$204.66) and 12/21 with \$4681.42 from per verified income from submitted paystubs. Reportable change occurred, based on earnings received and what should have been reported for month 12/21, QC allowed \$3045 converted EI in final determination resulting in combined gross income exceeding the \$3020 FPG limit for 3 HHM, which was a reportable change.</p> <p>RM final: Error \$428 over-issuance.</p>
10517	Earned Income and Income Limit	Employment status changed from unemployed to employed	Over	\$299	Agency	<p>RM: combined income of \$3765.00 based on EI from which exceeds gross income limit of \$3644.00 for HH of 4 in RM, therefore will complete 3 month look back.</p> <p>1st month (2/22) look back gross income of \$3881.57 (EI \$3753.78; \$24.30 EI & \$103.49 CS) which exceeds \$3644 for HH of 4. 2nd month (01/22) look back gross income of \$3692.89 (EI \$2671.15; \$64.50 EI & \$478.62 CS) which exceeds gross income limit of \$3644 for HH of 4. 3rd month (12/21) look back gross income of \$3807.04 (EI \$3543.54; \$71.50 263.50 CS) which exceeds gross income limit of \$3644 for HH of 4. Reportable change occurred, based on earnings received and what should have been reported for month 12/21, QC allowed \$2315 EI (wages 12/30/21 \$744.95, 12/17/21 \$1163.38, 12/03/21 \$1563.71) average along with \$545.25 CS income used as final determination. Comp II final: Error \$299 over-issuance.</p>
10520	SSI	Less income received from this source than budgeted	Under	\$338	Agency	<p>RM: \$1288 EI, \$0 SSI, \$840 shelter expense plus HCSUA. RM made countable difference.</p> <p>Comp II: \$1176 EI, \$0 SSI, \$840 shelter expense plus HCSUA. QC determined client provided agency SSA letter on 1/31/22 to note determined no longer disabled and will no longer receive SSI effective 3/22; last SSI payment \$841 for 2/22. QC determined information agency received was known and verified and agency failed to take action on changes reported by HH. RM final determination as it is the lesser error between both comparisons. RM final: Error \$338 under-issuance.</p>
10537	HH composition, SE and earned income standard deduction	Eligible person(s) with no income, resources, or deductible expenses included.	Under	\$147	Client	<p>RM: 5 HH members with self employment income for Amy of \$950, \$400 shelter expense plus HCSUA with \$0 dependent care deduction. QC verified during interview HH consist of Interview completed with client who reported client's boyfriend as absent parent for the 3 children to but verified he has been in the home for two years. QC made contact with landlord and verified client has been in the home for over 2 years.</p> <p>Comp II: 5 HH members with SE income for of \$419, \$400 shelter expense plus HCSUA with \$0 dependent care deduction allowed. RM final determination as it is the lesser error between both comparisons. RM final: Error \$147 under-issuance.</p>

10540	Self-employment	Less income received from this source than budgeted	Under	\$150	Agency	During QC HV, HH reported no self-employment, last month she was panhandling was 9/21. (Neighbor) verified HH stopped panhandling in 10/21. \$0 SE from panhandling. QC allowed \$0 SE in final determination. RM final: Error \$150 under-issuance.
10546	Earned income, CS, and shelter expense	Change only in amount of earnings	Over	\$101	Client	RM: 5 HHM, EI \$956, \$419 CS, \$500 shelter plus HCSUA and \$100 dependent care deduction allowed resulting an over threshold variance. Comp II: allowing EI \$1242 EI, UEI \$335 CS, \$500 shelter plus HCSUA and \$100 dependent care deduction allowed. QC found the agency processed IR on 2/2/2022 noting that CTS scan was completed with no discrepancies. CTS inquiry shows consecutive payments 11/01/2021 through March 2022. QC verified with LL, rental obligation at last action & RM \$500. QC notes RM is final however due to QC policy the wages and salaries were not a reportable change at last action. QC is siting 311 earnings; however the main error is CS and shelter expense. RM final: Error \$101 over-issuance.
10547	Student status, HH composition, earned income and standard deduction.	More income received from this source than budgeted	Over	\$219	Agency	RM: 4 HHM determined as an ineligible college student, \$1717 EI, \$1302.45 mortgage plus HCSUA causing an over threshold variance. Comp II: 4 HHM, \$1717 EI, \$1134 mortgage plus HCSUA. QC verified SE income based on K-1's for all business do not reflect any interest, dividends, royalties, or capital gains, gross income \$2599 is calculated on 2020 Taxes Schedule E. QC used guidance from 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 further verified that client is an ineligible college student and does not meet any exemptions and should not have been included in the HHBG at recert processing. RM final: Error \$219 over-issuance.
10552	Earned Income	More income received from this source than budgeted	Over	\$172	Client	RM: 5 HHM, \$1783 EI for client and no TS causing an over threshold variance. Comp II: 5 HHM, \$1907 EI for client, and no TS. QC reviewed agency figures and verified income in correcting figures for client. QC found client employed at both at last action to determine reportable. HH failed to report client had started on 9/21/2021. Per employer statement provided to QC client was hired on 9/21/2021 at 20/hrs week at \$10.50. QC notes that PR provided 10/21 and HH was aware of both incomes. Agency applied covid waiver and did not verify income at PR. RM final: Error \$172 over-issuance.
10554	Earned Income	More income received from this source than budgeted	Over	\$147	Agency	HH submitted AFB for Medicaid renewal. Agency verified UCB end date & ended UCB in ASPEN. QC determined at this action the agency EI received, however used DWS to verify income, excluding the current income calculation from SNAP, which caused aspen programming to allow the EI calculation from initial action 5/27/21. QC determined the current income was not known and verified to the agency and per SR policy, the income is not required to be reported in between certification periods as not over current FPG- NMAC 8.139.120.9(G)(1). QC corrected figures back to initial application processing 5/27/2021 action allowing most current 30 days of pay from application date per NMAC policy 8.139.500.10(G)(b) verified with employer. QC corrected agency figures allowing 2 HHM, EI \$804, UEI \$353, \$354.75 shelter plus HCSUA. Comp II final: Error \$147 over-issuance.

10558	Student status	Ineligible person(s) included	Inelig.	\$250	Agency	During QC HV, HH reported attendance at local college RM and last action, part of the regular curriculum not enrolled in a training or certificate program. HH provided 2021-2022 Award Package which verified FT enrollment, no work study & an Estimated Family Contribution (EFC) of \$465. Incorrectly determined client to be an eligible college student even though HH met no exemptions, and her expected family contribution (EFC) is \$465, per IPP 21-02 it needs to be \$0 to qualify for SNAP. Based on earnings received, QC determined client to be an ineligible college student, does not meet any of exemptions. RM final: Error \$201 Ineligible.
10560	RSDI and shelter expense	Deduction included that should not have been	Over	\$74	Agency	RM: 1 HHM, \$1064 RSDI, \$151 other UEI, \$612.50 shelter expense plus HCSUA. Comp II: 1 HHM, \$1064 RSDI, \$151 other UEI, \$612.50 shelter expense plus HCSUA. QC finds that RSDI had a COLA increase that should have taken effect 01/01/2022 to allow \$1064 RSDI. QC verified with mortgage company shelter at last action was \$612.50. .RM final: Error \$74 over-issuance.
10568	Earned Income and Income Limits	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	During QC interview client reported employment since October 2021. Client states only access to check stubs is from The Worker No. which verified all income received from 12/01/21 - 3/31/22. RM based on \$2698.00 which is over the gross income limit of \$1771.00 for HHBG of 1. QC reviewed agency figures and determined HH failed to report an increase in which began 10/2021. 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: 2/22 with \$2587.36 EI, 1/22 with \$2279.84 EI and 12/21 with \$3236.16. QC determined HH exceeded the standard in RM and 3 months prior therefore a reportable change occurred. QC determined 3rd month prior to RM (month 12/21) used what should have been reported for simplified reporting to determine \$2589.00 of income. \$2589.00 exceeding gross income standard of \$1771.00 for HHBG of 1. HH determined BBCE and is eligible for minimum allotment for HHBG between 1-2. Comp II final: Error \$230 over-issuance.
10571	Shelter expenses	Deductions that should have been included was not	Under	\$125	Agency	Review of CR shows client not coded as disabled member; disability determination/summary left blank in ASPEN. QC contact with SSA verified client determined disabled since 9/1/2018. QC determined HH is entitled to uncapped shelter amount due to disabled HH member. QC verified rent is \$1200 plus eligible for HCSUA with an uncapped shelter deduction of \$1015 for both comparisons. RM final determination. RM final: Error \$125 under-issuance.
10573	RSDI, WC, shelter expense and medical deduction	More income received from source than budgeted	Over	\$103	Agency	RM: 1 HHM, \$925 in RSDI, \$288 in Workman's comp, with deductions of shelter \$826, \$385 HCSUA, and \$0 Medical expenses. Comp II: 1 HHM, \$925 in RSDI, \$288 in Workman's comp, with allowed deductions of shelter \$826, \$385 HCSUA, and \$0 Medical expenses. QC finds that RSDI had a COLA increase that should have taken effect 01/01/2022 to allow \$925 RSDI. QC finds the workman's comp is paid biweekly at \$143.96 and this was known and verified to the agency however, the agency was allowing monthly pay frequency rather than biweekly. QC verified with mortgage co shelter at last action was \$826. QC found the agency had been allowing Medicare Part B premium expense of \$89 since 11/2016, however MSP was approved on 9/2018 and the

						medical expense details screen was never updated by the agency to reflect the Medicare part B premium was being paid by a third party. RM final: Error \$103 over-issuance.
10574	VA and shelter expense	More income received from source than budgeted	Over	\$193	Agency	During QC interview HH reported \$380 Veterans income and has not had to pay any shelter expense because he has just been parking for free at rest stops in RM and last action. Veteran Service Office verified HH received \$380 Veterans Benefits in RM and last action, which began on 7/1/15. Collaterals verified HH is parking his bus wherever he can stay free of charge. RM allowed \$481 SS/SSI, \$380 VA and \$0 shelter expense plus HCSUA. QC determine \$481 SS/SSI, \$380 VA and \$0 shelter expense plus HCSUA. RM final determination. RM final: Error \$193 over-issuance.
10579	RSDI and shelter expense	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	RM: \$1548.10 RSDI, \$270.83 pension, \$1130.12 Mortgage plus HCSUA with \$135.10 medical deduction allowed. Contact with Mortgage servicer, verified mortgage is for \$1130.12 during review month and last action which includes taxes and insurance. SOLQ verified RSDI \$1548.10 effective 01/01/22. Comp II: Agency figures based on \$1548.10 RSDI, \$268.25 pension, \$1130.12 Mortgage plus HCSUA with \$113.50 medical deduction allowed. Contact with State of NM Educational Retirement Board verified pension amounts for review month and last action. RM lesser error between to comparisons; RM final: Error \$74 over-issuance.

FFY 2022 SNAP Payment Error Rates

Regional and County Breakdowns

Percentages are on based total amount of benefits in error divided by the total of benefits issued in the QC sample.

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	0.00%	0.00%	39.72%	0.00%							6.46%
	McKinley	64.04%	10.61%	0.00%	0.00%	11.31%	15.52%							15.81%
	San Juan	32.08%	0.00%	7.17%	10.90%	0.00%	14.11%							11.87%
	Sierra	0.00%	0.00%	62.80%	0.00%	0.00%	0.00%							11.76%
	Socorro	9.63%	0.00%	0.00%	0.00%	35.40%	0.00%							8.40%
	N. Valencia	0.00%	17.87%	0.00%	0.00%	0.00%	0.00%							6.46%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 1 Totals		28.77%	6.35%	5.27%	5.08%	12.45%	10.59%							11.68%
Region 2 Northeast Region	Colfax	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%
	Quay	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%							0.00%
	San Miguel	15.47%	16.12%	0.00%	0.00%	41.89%	38.60%							25.67%
	Sandoval	0.00%	56.40%	23.97%	12.11%	0.00%	5.34%							11.98%
	Santa Fe	0.00%	36.80%	0.00%	0.00%	0.00%	23.62%							11.23%
Taos	20.20%	56.57%	0.00%	0.00%	0.00%	0.00%							35.63%	
Region 2 Totals		4.89%	37.61%	5.18%	6.20%	14.63%	17.14%							15.24%
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%	0.00%	20.25%	34.04%							12.76%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%	0.00%	11.57%							3.36%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%	0.00%	0.00%							5.31%
	SW Bernalillo	6.26%	8.61%	26.84%	30.73%	25.66%	7.19%							17.65%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 3 Totals		3.53%	6.70%	23.87%	9.76%	17.46%	16.19%							11.69%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	20.79%	28.49%							8.69%
	Curry	0.00%	0.00%	34.75%	0.00%	0.00%	0.00%							13.86%
	Artesia	0.00%	90.70%	0.00%	0.00%	0.00%	0.00%							21.84%
	Carlsbad	0.00%	0.00%	58.32%	0.00%	0.00%	0.00%							46.59%
	Lea	0.00%	19.60%	25.57%	18.08%	0.00%	0.00%							12.68%
	Lincoln	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%	
Region 4 Totals		0.00%	14.99%	31.33%	6.66%	13.68%	9.48%							13.87%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Grant	0.00%	0.00%	100.0%	0.00%	38.57%	92.00%							30.97%
	Luna	20.47%	0.00%	0.00%	0.00%	29.65%	0.00%							12.49%
	Otero	0.00%	0.00%	0.00%	0.00%	41.89%	41.17%							15.00%
	S. Dona Ana	6.40%	0.00%	48.85%	28.35%	0.00%	15.70%							24.25%
W. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%	
Region 5 Totals		4.23%	0.00%	33.95%	3.52%	12.74%	15.82%							13.27%
State Totals		9.67%	13.56%	19.98%	6.94%	14.41%	13.86%							12.96%

Source: NM QC state reported errors from the FNS Quality Control System (FNSQCS).

SNAP Payment Error Rates Mitigation Strategies

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

- 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.

FFY2022 Case and Procedural Error Rate (CAPER)

State Cumulative Negative Error Rate

Invalid Closure Breakdown

Out of the 139 invalid denials/closures identified, 81 were identified as incorrect closures, and 58 were identified as incorrect denials.

Negative Error Amount

139 cases out of 418 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

33.25%
CAPER
Error Rate

Incorrect Notices

34% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

66% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2021- March 2022

Total Cases in Sample Pulled for Review	450
Cases Dropped (Sampled not Reviewed by QC)	32
Total Cases Reviewed	418
Total Valid Cases	279
Total Invalid Cases	139

FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- March 2022

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice not clearly understandable	7	20	27	20.77%
Failed to send notice of action	0	6	6	4.62%
Notice was sent to wrong address	3	3	6	4.62%
Notice reason does not match reason for action	2	1	3	2.31%
Notice was not complete	2	1	3	2.31%
Policy Incorrectly applied - no other codes applicable	2	0	2	1.54%
Total	16	31	47	36.15%
Wages and Salaries				
Policy incorrectly applied- no other codes applicable	2	5	7	5.38%
Agency failed to follow up on inconsistent or incomplete information	3	4	7	5.38%
Improper income calculation	3	2	5	3.85%
Improper calculation – Income averaged incorrectly	1	1	2	1.54%
Income from know/processed source included that should not have been	2	0	2	1.54%
Failed to consider or incorrectly considered reported information	1	0	1	0.77%
Improper calculation – Income included holiday or overtime pay	1	0	1	0.77%
Total	13	12	25	19.23%
Arithmetic Computation				
Benefit/allotment/eligibility incorrectly computed	7	8	15	11.54%
Total	7	8	15	11.54%
Verification				
Improper Denial/Termination – failure to provide – verification was received or is in case file	2	1	3	2.31%
Policy incorrectly applied – no other codes applicable	0	3	3	2.31%
Verification was in case file	1	1	2	1.54%
Improper denial prior to end of timeframe for providing verification	1	0	1	0.77%
No application or case record information to support denial/termination/suspension	1	0	1	0.77%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.77%
Total	5	6	11	8.46%
Application				
Late denial agency failed to process the application	4	2	6	4.62%
Policy incorrectly applied – no other codes applicable	2	3	5	3.85%
Total	6	5	11	8.46%
Other				
Policy incorrectly applied – no other codes applicable	1	4	5	3.85%

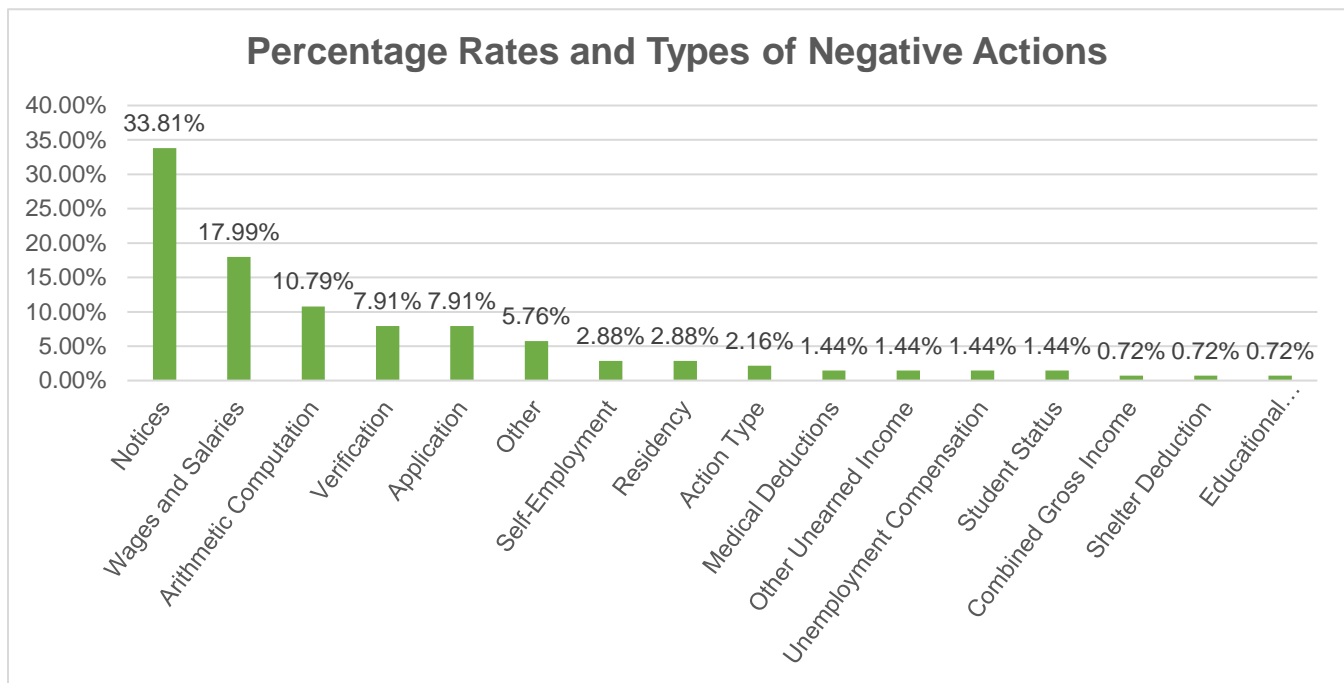
Data entry and/or coding error (includes selection of incorrect codes)	0	2	2	1.54%
Other				
Total	1	7	8	6.15%
Self-Employment				
Policy incorrectly applied – no other codes applicable	2	1	3	2.31%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.77%
Total	2	2	4	3.08%
Residency				
Policy incorrectly applied – no other codes applicable	0	2	2	1.54%
Other	1	1	2	1.54%
Total	1	3	4	3.08%
Action Type				
Policy incorrectly applied – no other codes applicable	1	2	3	2.31%
Total	1	2	3	2.31%

Medical Deductions				
Failed to consider or incorrectly considered Medical deductions	1	1	2	1.54%
Total	1	1	2	1.54%

FFY 2022 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2021- March 2022

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	16	11.51%	31	22.30%	47	33.81%
Wages and Salaries	13	9.35%	12	8.63%	25	17.99%
Arithmetic Computation	7	5.04%	8	5.76%	15	10.79%
Verification	5	3.60%	6	4.32%	11	7.91%
Application	6	4.32%	5	3.60%	11	7.91%
Other	1	0.72%	7	5.04%	8	5.76%
Self-Employment	2	1.44%	2	1.44%	4	2.88%
Residency	1	0.72%	3	2.16%	4	2.88%
Action Type	1	0.72%	2	1.44%	3	2.16%
Medical Deductions	1	0.72%	1	0.72%	2	1.44%
Other Unearned Income	2	1.44%	0	0.00%	2	1.44%
Unemployment Compensation	0	0.00%	2	1.44%	2	1.44%
Student Status	1	0.72%	1	0.72%	2	1.44%
Combined Gross Income	0	0.00%	1	0.72%	1	0.72%
Shelter Deduction	1	0.72%	0	0.00%	1	0.72%
Educational Grants/Scholarships/Loans	1	0.72%	0	0.00%	1	0.72%



CAPER Error Findings as Reported to the Field Offices

March 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
301	Policy & Notice	HH qualified under BBCE at time of certification and is subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states all members of a food stamp HH must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
302	Policy & Notice	QC determined action to deny HH over gross income limit was correct, however calculation table on notice had incorrect EI gross amount, therefore resulting in an inaccurate notice. QC finds amount of \$3,192.08 on NOCA was incorrect as review of ASPEN finds agency initially processed the SNAP counting \$798.02 a week, with check stubs 1/20/22 and 1/27/22 left as not verified. QC notes agency correctly anticipated \$3,140.87 EI, however the corrected amount did not display on notice sent to the HH.
303	Notice	QC determined SNAP was correctly denied for failure to provide requested verifications. QC found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure on notice of April 2022 was incorrect. Review of ASPEN shows closure action on 2/17/22 was effective for the month of February 2022. Additionally, the SNAP calculation table on the notice displayed EI gross of \$3,427.94 which conflicts with the statement of a denial for failure to provide income verification. Furthermore, the NOCA informs the HH that it failed to provide income verification for a period of time not associated with the processing of the interim report. The notice lists a historical unverified proof that was not received from recipient's employer with a check dated 12/21/18. This income was not required for the processing of the IR and in addition was not included in the HUMAD sent on 1/28/22. Review of ECF and correspondence history found no verification of wages from Employer were provided. No documentation was found in CR to support the amount listed on calculation table. The conflicting information on notice and amount listed on calculation table resulted in an inaccurate notice.
304	Policy & Notice	HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
305	Policy	QC determined the negative action to be invalid. The EW cited IPP 20-25 to waive the interview. IPP 22-01 replaced IPP 20-25 on 1/1/22 and was released to the agency field offices on 1/11/22. IPP 22-01 allows for the waiving of the interview only if mandatory verifications have been provided and verified and the applicant's identity has been verified. IPP 22-01 states; Household with questionable information or mandatory verification that cannot be verified through a data match must be contacted following the one and one processes. If the one and done process is unsuccessful, the recertification process must be followed, and an interview must be scheduled.
307	Notice	QC found no evidence HH contacted agency to complete required interview. However, QC found conflicting information listed on the notice, and notice to be inaccurate. QC determined the effective month of closure listed on notice of March 2022 is incorrect. Review of ASPEN shows last benefit issued for HH was January 2022 therefore closure was effective for the month of February 2022. QC also notes the following: agency attempted to contact the HH on 2/21/22 and set the phone interview for the next business day of 2/22/22. The agency used the reported address for correspondence but did not use the reported phone number in attempt to interview the HH. QC found the action of scheduling the phone interview for the next business day and using the wrong contact number to be incorrect. QC also found the agency did not update the language to English for correspondence.
308	Policy & Notice	CR found the calculation table on the Notice of Case Action to be incorrect. QC determined the correct EI of \$2904.01 was counted, as it was known & verified, however the agency incorrectly counted 3rd level TANF of \$357. Notification of non-compliance with NMW was issued 12/29/21 informing HH had until 1/13/22 to contact the agency. CR documentation shows HH cured the NMW Participation Sanction 1/3/22; IRP & WPA were placed in ECF. QC found the agency did not act on the notification from NMW resulting in the incorrect placement of a 3rd level sanction-incorrect inclusion of TANF income at the time of processing the Medicaid renewal on 2/9/22. TANF case should have closed due to exceeding income. QC found although the reason for SNAP closure of exceeding the gross income was correct, the inclusion of TANF on the calculation table was incorrect
314	Policy & Notice	QC determined agency used a projection period that allowed a staggering employment budget amount for recipient causing the gross income to be incorrectly counted. IBP 309 should have been implemented to allow for the correct building of the monthly employment budget summary amount of \$2280 for recipient. This would bring to total gross earned income for the HH to \$4849.56. QC also notes the following: Case comments do not detail or verify if recipient

		#2 is a resident of NM. Data entered into ASPEN shows that client is in school, resides in the home and is in the home more than 50 percent of the time. Application lists recipient #2 is not a resident of NM.
315	Policy & Notice	Review of ECF found no evidence the HH provided the renewal form. QC found the agency's computer system closed the SNAP benefit case on 2/25/22, but the should have closed the case on 1/31/22. The SNAP case was not closed timely per 8.139.120.9 NMAC.
317	Notice	QC determines action taken by agency and listed reason for closure was correct. QC notes although Educational Assistance Title IV was marked as not verified in system, the award letter is on file and aid is excluded UEI. QC determines negative action invalid due to conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on notice of March 2022 is incorrect. Review of ASPEN shows closure action on 2/15/22 was effective for the month of February 2022.
318	Notice	Action taken by agency and listed reason for closure was correct. However, QC found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on notice of April 2022 is incorrect. Review of ASPEN shows closure action on 2/23/22 was effective for the month of March 2022.
321	Policy	QC determines the denial reason was accurate, however it was determined agencies action to auto close application submitted 2/1/22 on 2/25/22 was too early. As per 8.139.120.8(G)(5), A household member that has reapplied timely, attended an interview, and is required to provide verification, will be given 10 days to provide the verification, or until the certification period expires, whichever is longer.
325	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
328	Notice	Agency was correct to close the HOH on failing residency requirements, however denial notice sent to HH had conflicting information and did not reflect the correct denial reasoning for the remaining HHM resulting in an invalid notice. QC finds due to inaccurate coding of the remaining 4 members, the notice provides conflicting information as to their reason for denial and does not correspond with case record that they were also not eligible due to also residing outside the state of NM. QC finds HH members were denied on the reasoning stating their HOH moved out of state and to reapply if they wanted to continue to receive benefits. QC finds HHMs should have been denied on failing residency requirements as the PARIS match also identified them to be residing outside of NM and HH failed to respond to PAR 001. QC also verified out of state benefits with inquiry to OK, verifying recipient has active SNAP benefits.
329	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a SNAP HH must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
331	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states all members of a SNAP HH must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
334	Policy & Notice	QC finds agency's action to process SNAP on 2/22/22 was incorrect as agency did not have sufficient information to reasonably anticipate and include overtime earnings and deny HH on gross income limits. QC found no evidence in CR to reasonably anticipate and include OT earnings at time of action. Review of case file finds agency had not inquired on overtime with HH nor did HH list recipient #1 or his employment details on AFB submitted. QC finds at interview, HH attested he was working 80 hours a pay period. At time of employer contact on 2/8/22, agency was unable to verify hours for recipient #1 and EVF was sent. QC determines additional information was needed to reasonably anticipate his income, thus resulting in an invalid denial. QC also notes agency did not verify recipient #2 final earnings for the month of January and utilized client's statement of earnings received (CC #24) to process SNAP benefits for application month.
336	Policy & Notice	QC determines both notice and action were incorrect resulting in an invalid denial. QC finds HH provided checks 1/14/22 for \$265.56 gross and 1/28/22 for \$230 gross. Agency verified check stub earnings 1/21/22 for \$230 gross by completing missing check calculation utilizing checks 1/14/22 and 1/28/22. QC determines same methodology should have been applied in calculating check 1/7/22 as this was HH's first check of the year. QC calculated missing check 1/7/22 at \$220 gross utilizing YTD earnings of 1/14/22 (YTD on recent check \$485.56-\$265.56 gross= \$220 gross). QC determines agency had the required income within 30 day period of application to process SNAP benefits, therefore denial incorrect resulting in an incorrect notice. Note: If the office determines the finding is due to a system error, a ticket will need to be created and the ticket number noted on the response.

340	Notice	QC determined action was correct as review of ASPEN correspondence and ECF finds no evidence showing HH provided requested verification. However, QC determines notice is invalid as case comments state HH address. Mailing address in ASPEN did not include a unit number, resulting in notices sent to incorrect address.
342	Policy & Notice	QC determines notice to HH had conflicting information as review of ASPEN shows closure action of 2/4/22 was effective for the month of February 2022 and notice to HH listed closure effective March 2022. Additionally, QC determines HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of SNAP HH must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined action incorrect as HH qualified under BBCE for minimum allotment.
343	Notice	QC determines action taken by agency and listed reason for closure was correct. However, QC found conflicting information listed on the notice and notice to be not accurate. QC determined effective month of closure listed on notice of April 2022 is incorrect. Review of ASPEN shows closure action on 2/24/22 was effective for the month of March 2022.
344	Policy & Notice	QC determined agency did not anticipate EI earnings from employer. Check 1/13/22 \$175.03 & 1/6/22 \$178.65 were not indicative & should have been excluded from calculation as HH pay rate increased from \$11.35 and \$11.50 to \$12.00 per hour as reflective on checks 1/20/22 and 1/27/22. Agency should have anticipated earnings utilizing checks 1/27/22 \$133.80 & 1/20/22 \$121.20. QC determines although agency did not anticipate income correctly, HH would have remained over net income guidelines, however would have been eligible to receive the minimum allotment under BBCE. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a SNAP HH must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
354	Notice	QC determines notice to HH was invalid as it listed wrong denial reason. QC reviewed ECF and found HH provided loss of employment from employer on 2/4/22. QC finds that check 1/7/22 was not provided, however, was not needed to determine eligibility for ongoing, as employment had ended in February and final consecutive income for February was provided. QC found that check 1/7/21 was left correctly coded as not verified and although projection period does not include check 1/7/21 in projection period, system read mandatory verification as not provided. QC found that although the employment record in system from does not reflect a loss of employment, a historical record was left as not verified in the system from when client initially reported to have stopped working. Both factors, based on system functionality, resulted in a denial of failure to provide. QC reviewed income provided and found HH was only over the net income guidelines for February and would have met eligibility for ongoing.
355	Policy	QC determined the closure invalid as HH was not incarcerated at time of SNAP closure and action was taken prior to verifying incarceration of more than 30 days. QC reviewed facility details and prison match scan and finds client was released on 1/18/22. HH was incarcerated for 15 days (1/3/22 -1/18/22) and had left facility prior to mass update closure on 2/1/22. QC finds per prison match scan that system did not interface with a release date until 2/24/22, after SNAP closure.
357	Policy & Notice	QC determined agency action to deny on net income guidelines was correct, however HH was incorrectly given a medical deduction, resulting in an incorrect calculation table on notice. QC determined HH was not eligible for the \$135.10 Medicare Part B expense for recipient as client was receiving QMB at time of action and had been approved since December 2021. QC reviewed SOLQ and found recipient's Part B Buy-In was effective 12/1/21 by the State of New Mexico. SOLQ reflects recipient has \$0 deductions to his RSDI as his net monthly benefit of \$967 matches his gross of \$967. QC finds that although deduction was allowed, HH remained over the net income limit of \$1,452 with a net income of \$1,783 (\$375 EI + \$1660 UEI= \$2035-\$75 EID= \$1,960 - \$177 STD= \$1,783 AGI-\$0 excess shelter).
358	Policy & Notice	QC reviewed ECF and finds agency processed SNAP using income within 30 days of application, correctly anticipated income, and allowed correct deductions for HH. QC completed a CTS query and found no child support income results for HH. QC reviewed property tax expense and notes agency correctly excluded past due property tax expenses for 2020 and only allowed 2021 tax expense billed. However, QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 for 2 person HH. NMAC policy 8.139.420.8 states All members of a SNAP HH must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum SNAP benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment..
359	Policy & Notice	QC determined SNAP benefits were incorrectly terminated on gross income limits. No documentation was found in CR to support the amount of \$3,000 listed on calculation table, resulting in an inaccurate notice. Review of ECF and correspondence history found no verification of wages were provided. QC also completed a WN query and earnings could not be verified. QC finds at Medicaid recertification in March of 2021, agency had entered and requested bi-weekly wages of \$1,500 from for recipient and \$0 wages from for recipient dated

		3/5/21 and 3/19/21. Agency also uploaded DWS inquiries as proof of income onto ECF. CR shows in April of 2021, the system updated the non-verified wages from "not verified" to "other acceptable" due to COVID19 emergency. Based on this coding, QC determines that the mass update on 2/10/22 began counting the total monthly wages for recipient of \$3,000 and of \$0 causing the SNAP to close on gross income.
363	Policy & Notice	QC determined action and notice incorrect as client 1/14/22 pay included overtime pay that should have been excluded. QC determined non indicative OT amount incorrectly included in snap calculation.

FFY 2022 CAPER Error Rates

Regional and County Breakdowns

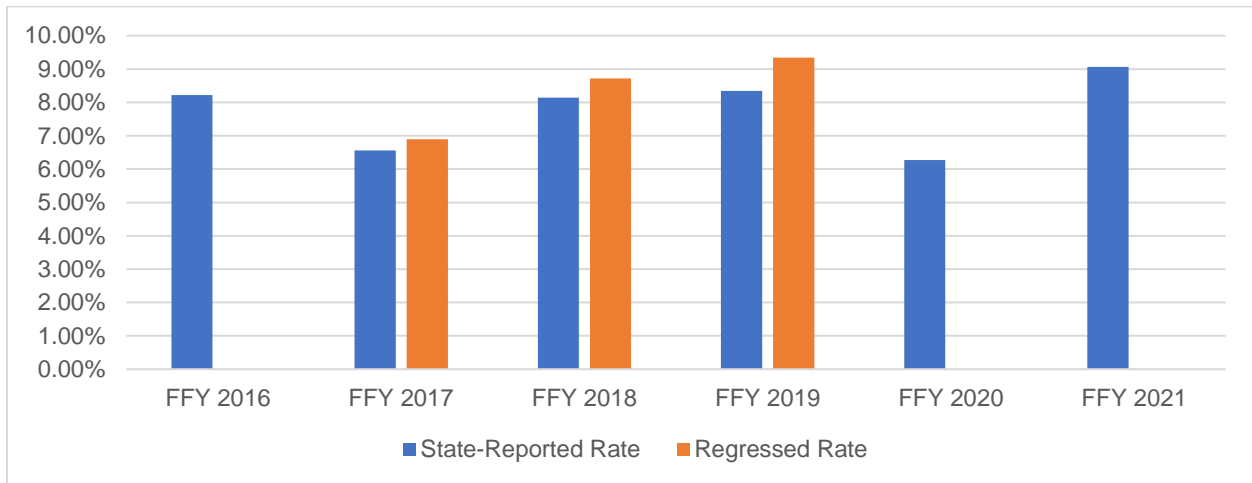
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%							20.00%
	McKinley	0.00%	0.00%	75.00%	0.00%	100.0%	25.00%							42.11%
	San Juan	50.00%	0.00%	50.00%	60.00%	20.00%	33.33%							36.36%
	Sierra	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%							20.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%							33.33%
	N. Valencia	0.00%	50.00%	0.00%	20.00%	100.0%	66.67%							43.75%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Region 1 Totals	40.00%	16.67%	46.15%	30.77%	50.00%	40.00%							
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	66.67%	0.00%							40.00%
	Guadalupe	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%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%	0.00%	100.0%							42.86%
	San Miguel	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%							50.00%
	Sandoval	16.67%	0.00%	0.00%	100.00%	33.33%	50.00%							28.57%
	Santa Fe	100.0%	0.00%	50.00%	50.00%	0.00%	0.00%							27.27%
	Taos	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%							14.29%
Region 2 Totals	30.00%	33.33%	11.11%	40.00%	37.50%	40.00%								30.77%
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%	50.00%	42.86%	46.67%							32.76%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%	50.00%	66.67%							28.21%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%							28.57%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%	33.33%	45.45%							31.48%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
	Region 3 Totals	13.79%	14.81%	20.00%	45.83%	40.00%	50.00%							
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	66.67%	50.00%	50.00%							35.71%
	Curry	75.00%	0.00%	0.00%	0.00%	33.33%	100.0%							50.00%
	Artesia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%							25.00%
	Carlsbad	100.0%	0.00%	100.0%	0.00%	100.0%	0.00%							42.86%
	Lea	50.00%	0.00%	60.00%	33.33%	0.00%	50.00%							37.50%
	Lincoln	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%							20.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%							0.00%
Region 4 Totals	50.00%	0.00%	40.00%	27.27%	50.00%	62.50%								38.33%
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%	50.00%	50.00%	40.00%							35.00%
	Grant	100.0%	0.00%	0.00%	100.00%	0.00%	0.00%							50.00%
	Luna	33.33%	50.00%	0.00%	50.00%	0.00%	100.0%							44.44%
	Otero	100.0%	0.00%	50.00%	0.00%	0.00%	0.00%							50.00%
	S. Dona Ana	0.00%	33.33%	0.00%	66.67%	20.00%	50.00%							31.25%
	W. Dona Ana	0.00%	0.00%	0.00%	25.00%	50.00%	14.29%							17.39%
Region 5 Totals	28.57%	25.00%	16.67%	50.00%	38.46%	29.41%								31.58%
State Totals	27.40%	18.31%	26.09%	40.30%	43.75%	44.59%								33.25%

FFY 2022 Regression Rates

Regression rates are calculated by FNS and depend on such variables as FNS reviews of QC-reviewed cases and the State’s caseload size. The following charts give the State-reported error rates and the regression rates for Payment Accuracy and CAPER. **Please note that regression rates were not issued for FFY 2016 and FFY 2020. A CAPER regression rate for FFY 2019 and FFY 2020 was not issued. FFY 2021 has not been issued at the time of this report.**

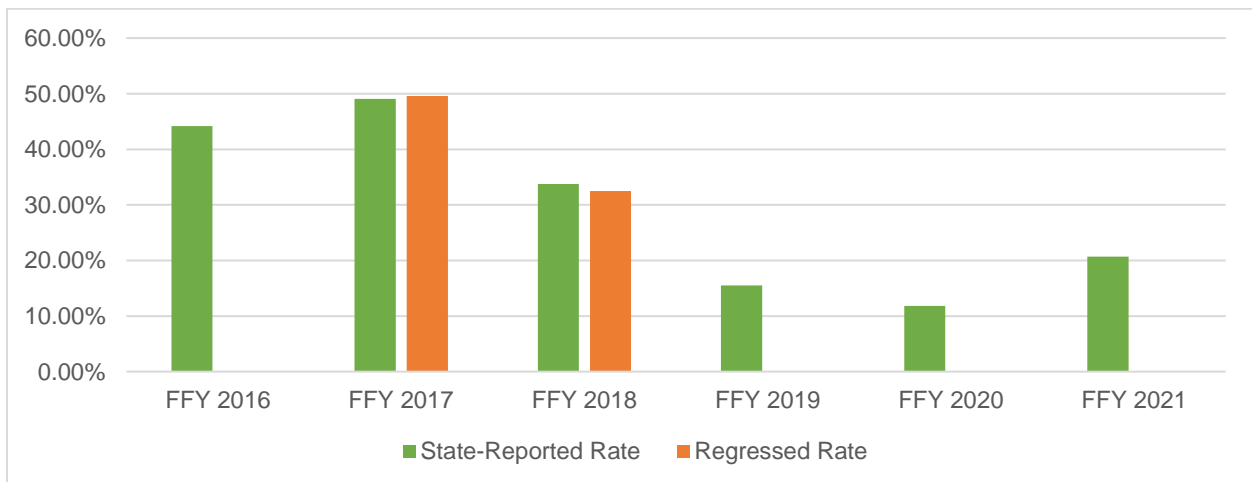
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



FFY 2022 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2022 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%					100.0%						
	San Juan	100.0%					100.0%						
	Sierra												
	Socorro	100.0%											
	N. Valencia	100.0%		100.0%			100.0%	100.0%					
	S. Valencia	100.0%											
Region 1 Totals		100.0%		100.0%		100.0%	100.0%						
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay			100.0%									
	Rio Arriba	100.0%					100.0%						
	San Miguel	100.0%					100.0%	100.0%					
	Sandoval	100.0%			100.0%		100.0%						
	Santa Fe	100.0%		100.0%	100.0%	100.0%	100.0%						
Taos	100.0%			100.0%									
Region 2 Totals		100.0%		100.0%	100.0%	100.0%	100.0%						
Region 3 Central	NE Bernalillo	100.0%			100.0%		100.0%						
	NW Bernalillo	100.0%					100.0%						
	SE Bernalillo	100.0%					100.0%	100.0%					
	SW Bernalillo	100.0%	100.0%		100.0%			100.0%					
	Torrance												
Region 3 Totals		100.0%	100.0%		100.0%	100.0%	100.0%						
N Region 4 Southeast	Chaves	100.0%	100.0%				100.0%						
	Curry	100.0%		0.00%	100.0%		100.0%						
	Artesia												
	Carlsbad	100.0%											
	Lea			100.0%			100.0%						
	Lincoln	100.0%											
Roosevelt													
Region 4 Totals		100.0%	100.0%	50.00%	100.0%		100.0%						
Region 5 Southwest	E. Dona Ana	100.0%				100.0%	100.0%						
	Grant	100.0%											
	Luna	100.0%											
	Otero	100.0%	100.0%										
	S. Dona Ana	100.0%		100.0%	100.0%								
W. Dona Ana	100.0%												
Region 5 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%						
Statewide Totals		100.0%	100.0%	85.71%	100.0%	100.0%	100.0%						