



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 23-03

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division
DATE: January 9, 2023
RE: FFY 2022 SNAP Performance Report-Eleventh

A handwritten signature in pink ink, appearing to be "Karmela", is written over the "FROM:" line of the memorandum.

Attached please find the eleventh 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 August 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@hsd.nm.gov.

Attachment: Eleventh SNAP Performance Report for FFY 2022



SNAP PERFORMANCE REPORT

Eleventh Edition

Federal Fiscal Year 2022

Quality Control Review Findings
October 2021-August 2022

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

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SNAP Performance Report

SNAP Performance Report: Eleventh 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 August 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 August 2022**.

Ineligible Benefits

\$1,987 (0.67%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$34,578 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 \$295,906 total benefits issued within those cases.

11.69%
Payment
Error Rate

Underpaid Benefits

\$3,145 (1.06%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

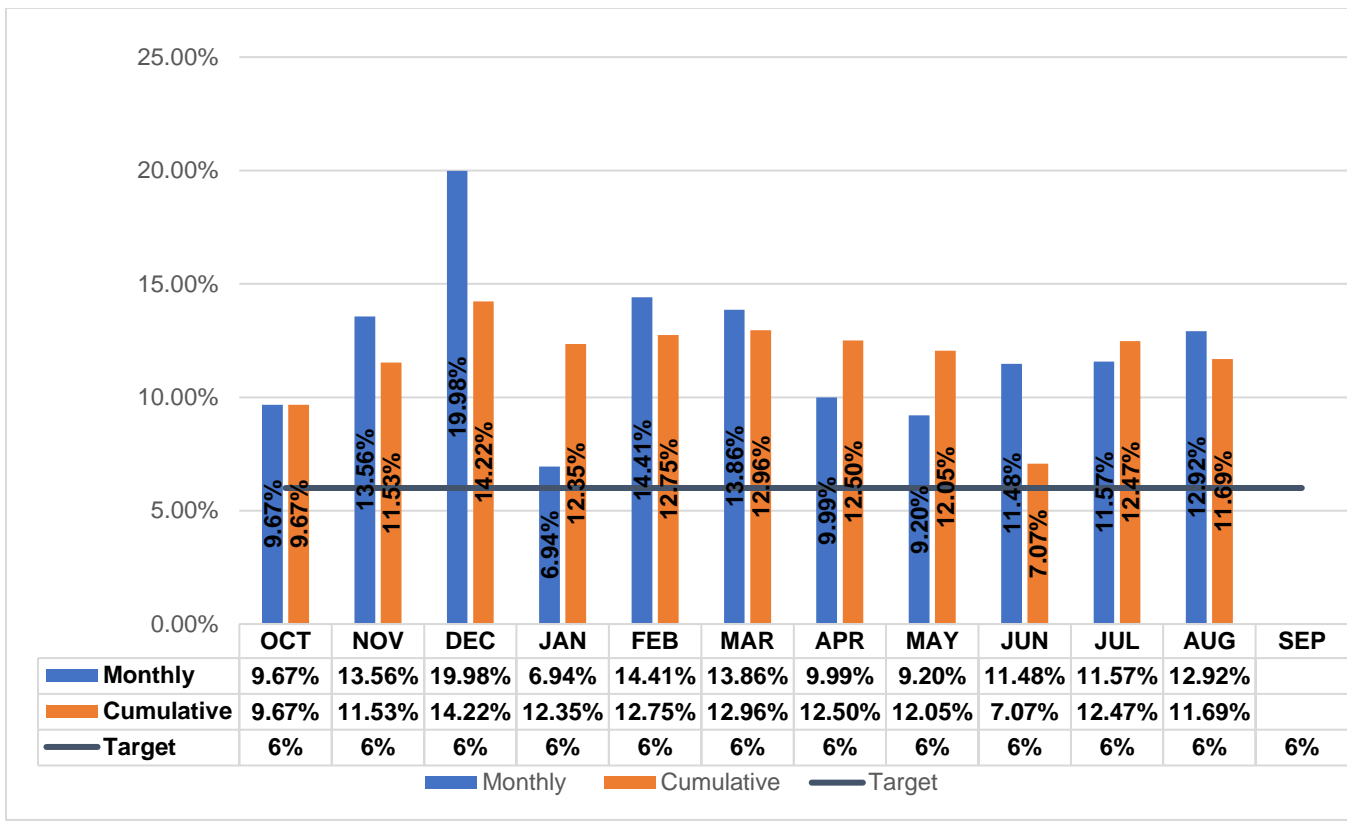
\$29,446 (9.95%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2021- August 2022

Total Benefits Paid in QC Sample	\$295,906
Total Error Amount in QC Sample	\$34,578
Total Cases Reviewed by QC	919
Total Cases with Errors	158
Total Correct Cases	761
Total Cases with Overpaid Benefits	130
Total Cases with Underpaid Benefits	24
Total Cases with Ineligible Benefits	4
Cases Dropped (In Sample, not Reviewed by QC)	159

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?

41%

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.

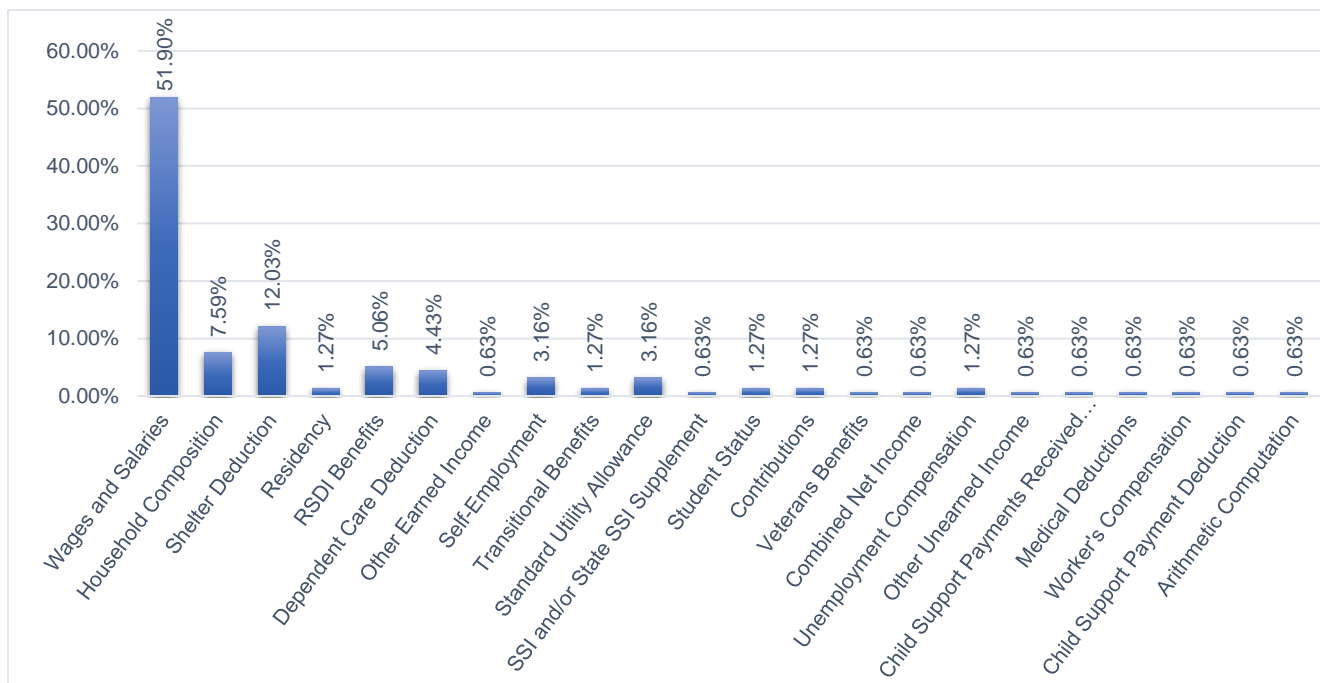
59%

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- August 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$20,442	59.12%
Household Composition	\$3,781	10.93%
Shelter Deduction	\$2,159	6.24%
Residency	\$1,391	4.02%
RSDI Benefits	\$1,158	3.35%
Dependent Care Deduction	\$907	2.62%
Other Earned Income	\$835	2.41%
Self-Employment	\$746	2.16%
Transitional Benefits	\$545	1.58%
Standard Utility Allowance	\$429	1.24%
SSI and/or State SSI Supplement	\$338	0.98%
Student Status	\$324	0.94%
Contributions	\$297	0.86%
Veterans Benefits	\$193	0.56%
Combined Net Income	\$191	0.55%
Unemployment Compensation	\$170	0.49%
Other Unearned Income	\$154	0.45%
Child Support Payments Received from Absent Parent	\$147	0.43%
Medical Deductions	\$132	0.38%
Worker's Compensation	\$103	0.30%
Child Support Payment Deduction	\$73	0.21%
Arithmetic Computation	\$63	0.18%



Error Findings as Reported to Field Offices

August 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
11015	Wages and Salaries	Other	Over	\$308	Agency	At time of interview, agency reported employed, paid bi-weekly. QC verified with employer, that client was employed by them 03-28-21 to present, paid bi-weekly. The following income was received in RM: 08-03-22 \$1168.61; 08-17-22 \$2148.24 and 08-31-22 \$503.20 to determine \$2547 EI. RM based on \$2547 EI, \$550 shelter expense plus HCSUA with \$151.54 CS deduction. Reviewed agency figures to determine. QC determined TFS certification period incorrectly extended due to COVID 19. TFS program not considered part of waiver request for extensions. SNAP determination should have been evaluated for 7/21 and ongoing at time of TFS expiration in 6/21. QC corrected agency figures and allowed EI that should have been allowed for SNAP determination. Used wages received for 6/21 06-02-21 \$1299.75; 06-16-21 \$1586.93 and 06-30-21 \$1267.77 to determine \$2770 EI. Corrected figures based on \$2770 EI, \$550 shelter expense plus HCSUA with \$77.74 CS deduction. QC determined earned income was a reportable change and exceeded the FPG of \$2371. HH is subject to the minimum allotment as a HHBG of 1 that qualified under BBCE, even though household income exceeded the BBCE gross income limits in the sample month and corrected figures.
10997	Household Composition	Eligible person(s) with income excluded	Over	\$425	Client	During QC interview HH reported spouse (ASPEN search identified same address) is not in the home. Grandmother verified all lived together from 1/22 at their previous residence until moving into her home from 7/22 and all of 8/22. 8/15/22 County marriage license shows previously reported address for both individuals. H&H Rentals verified marital status is listed as married and emergency contact is wife from the time of employment though 8/22 termination. H & H Rentals verified 8/17/22 termination and all checks received from 5/22 - 8/22. Work Number verified Sydni's 7/5/22 termination & all income received from 10/22/21 – 7/8/22. QC verified income received in RM as \$5335.12 EI for client which exceeded the \$3020 gross limit for 3 HHM, resulting in a 3 month look back. 7/22 1st month verified EI was \$519.49 & \$6668.90. 6/22 2nd month verified EI was \$1222.57 & \$5335.12. 5/22 3rd month verified EI was \$1348.80 & \$5335.12. QC determined HH exceeded the standard of \$3020 in all of the 3 look back months therefore a reportable change occurred. Therefore 3rd month prior is what should have been reported by the HH per simplified reporting to determine \$1349 & \$5335, which exceeded the gross income standard of \$3020 for 3 HHM.

10993	Wages and Salaries	More income received from this source than budgeted	Over	\$139	Agency	RM: \$1075 EI determined. During QC interview client reported employment. Client states he receives tips when he is employed as a waiter. Cmp II: \$1931 EI. QC determined agency used correct wages but failed to include tips. QC corrected income at last action: 5/10/22 - \$535.64 (\$127.85 + tips \$407.79); 5/18/22 - \$296.30 (\$50.26 + tips \$246.04); 5/24/22 \$588.83 (\$201.42 + tips \$387.41) & 5/31/22 - \$509.92 (\$357.78 + tips \$152.14) QC finds that at last action income exceeded gross income limits of \$1771.00 for household size of 1 which causes over issuance. HH determined BBCE and is eligible for minimum allotment for HHBG between 1-2 in corrected figures.
11020	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$383	Client	During QC interview, HH reported client is employed since March 2022. QC verified with employer that clients employment began 03/29/22 with \$1810.00 (08/15/22 - \$905.00; 08/31/22 - \$905.00) gross income for RM. Combined with \$841.00 in SSI and HH child support received of \$257.90 causes income to exceed net income standard. QC verified with - HR Specialist start date of 03/29/22 which she states client would be paid \$511.88 semimonthly on the 15th and end of the monthly. \$511.00 X 2 = \$1024.00 monthly ongoing income. QC reviewed agency figures to determine employers income was not reported by HH at application. Based on verification obtained by QC, agency figures were corrected allowing \$1024.00 (based on \$511.00 gross income paid semi-monthly by DPS) and CSED of \$223.25 as agency incorrectly prorating CSED income. Comp II used as final determination as it is the least quantitative error between both comparisons.
11003	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$230	Client	RM circumstances determined 1HHM, \$3371 EI, \$557 UI plus HCSUA. QC verified total gross of \$3948 exceeds the income standard of \$1771 for HHBG of 1 to determine HH eligible for minimum allotment. Due to RM income exceeding gross income standard, income for the prior 3 months were reviewed to determine if a reportable change occurred. QC verified via contract provided and CC with employer, client to have been employed since September 2020 as well as receiving deceased spouses Retirement since 2/2021. HH provided current 2022/2023 employer contract showing annual pay of \$48,314 as well as Work# showing summer school payments with CC verifying amounts to be correct. NN Retirement verified client to be the beneficiary for spouses retirement at his passing in January 2021. employer contract, Work # , CC contacts verified 1st month prior gross amounts to be 7/2022 \$1905.69, 2nd month prior gross amounts 6/2022 \$2748.39, 3rd month prior gross 05/2022 \$14417.36. 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 5/2022) is what should have been reported for simplified reporting. QC allowed converted income of \$4494 + \$557 \$2247.2*2= \$4494.40 rounded to \$4494 + UI \$557 to determine \$5051 exceeds gross income standard of \$1755 for HHBG of one. QC determined the HH

						qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH.
11074	Wages and Salaries	More income received from this source than budgeted	Over	\$83	Agency	RM circumstances determined 4HHM, \$1547 EI Kristie, \$729 UEI Dettick, \$525 shelter plus HCSUA, causing an over-threshold variance. Due to a countable difference, QC reviewed agency figures. QCR finds agency used check stubs 2/11 & 2/28 despite HH also providing 3/11 showing both 2/28 & 3/11 have the pay increase and are indicative of ongoing pay. QCR corrected SE income to reflect 3 months of SE-Expenses/3 to get an average of \$628.27. QC corrected shelter to reflect the correct amount of \$525. QCR notes that HH reported rent of \$790.12 but provided a rental receipt showing base rent of \$525 Electric \$230.12 and Sewer \$35 for a total of \$790.12. Agency allowed the full \$790.12 plus HCSUA. QC corrected agency figures allowing 4 HHM \$1547 EI Kristie, \$628 SE Derrick, \$525 shelter plus HCSUA.
11054	Household Composition	Other	Over	\$193	Client	QC interview determined 1 HH member Alyssa Baca. QC verified Alyssa is homeless and she has given up parental rights of her daughter Serenity Garcia since April 2022. Court documents provided for proof of kinship guardianship. Client reported to QC no EI/UEI. She reported she never worked for step - mother. Contact with step-mother verified Alyssa never worked for her and never paid her. QC verified no earnings for client. Both RM and corrected figures QC determined 1 HH member, Alyssa Baca, with \$357 TANF and \$0 expenses. Both RM and corrected figures QC determined 1 HH member, Alyssa Baca, with \$357 TANF and \$0 expenses.
11043	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$230	Client	RM circumstances determined 1HHM, \$2751, \$795 shelter plus HCSUA. QC verified total gross of \$2751 exceeds the income standard of \$1771 for HHBG of 1 to determine HH eligible for minimum allotment. Due to RM income exceeding gross income standard, income for the prior 3 months were reviewed to determine if a reportable change occurred. QC verified HH employed at Home Depot per Work # and Collateral from employer statement, Nallely to have been employed since March 2022. HH requested to use Work# as the account is locked. Work # and collateral contact verified 1st month prior gross amounts to be 7/2022 \$3950.63, 2nd month prior gross amounts 6/2022 \$2658.76, 3rd month prior gross 05/2022 \$2568.76. 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 5/2022) is what should have been reported for simplified reporting. QC allowed converted income of \$2569 from Home Depot 5/6 \$1290.01 + 5/20 \$1278.75=\$2568.76/2=\$1284.38*2=\$2568.76 rounded to \$2569 to determine \$2569 exceeds gross income standard of \$1755 for HHBG of one. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH.

11072	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$200	Agency	RM circumstances determined 4HHM, \$1014 EI for Candace, \$3436 EI for Travis, \$919 RSDI for Xavier, \$650 shelter plus HCSUA. QCR finds EI for Travis was reported on 6/29 and agency failed to take action on known-verified income. QC verified total gross of \$5369 exceeds the income standard of \$3,644 for HHBG of 4 to determine HH over issued \$200. Due to RM income exceeding gross income standard, income for the prior 3 months were reviewed to determine if a reportable change occurred. QC verified via check stubs provided, Travis to have been employed since end of April 2022. HH provided 5/2, 5/16, 5/30 and 6/13 check stubs to the agency and provided to QCR prior 3 months check stubs showing combined gross income in 1st month prior wages 7/22 \$5465.76, 2nd month prior wages 6/22 \$4554.01, 3rd month prior wages 5/22 \$6207.10. Adding RSDI of \$919 to each month. 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 5/2022) is what was reported for simplified reporting. QC allowed converted income of \$5482 with EI Candace 5/6 \$468.80+ \$805.92=\$1274.72/2 \$367.36*2 =\$1275 rounded + EI Travis 5/2 \$1339.88, 5/16 \$1920+ 5/30 \$1672.50 \$4932.38/3 \$1644.12*2 =\$3288 rounded + \$1275= \$4563 EI + \$919 RSDI =Total Gross \$5482 exceeds gross income standard of \$3644 for HHBG of three.
11028	Standard Utility Allowance	Deduction included that should not have been	Over	\$82	Agency	QC verified with Victoria Roybal - Landlord for Sangra de Cresto Apartments that rent includes utilities and that Alex Quintana has no HCSUA expense at residence. RM made countable difference reviewed corrected figures. QC determined incorrect information was allowed at last action. QC corrected agency figures and did not allow \$385.00 utility expense at last action which caused error at last action. Corrected figures were used in final determination as both comparisons resulted in the same error amount.
11071	Household Composition	Eligible person(s) with income excluded	Over	\$345	Agency	QC found in CR HH reported \$800 other earned income & agency noted Devin Serrano mandatory member due to age 21 with countable income. QC verified Devin has \$0 estimated family contribution and has remained an eligible college student since initial application processing per ISD IPP 21-02. QC corrected figures allowing 4HHM, verified EI \$1804, OEI \$800, Shelter \$687.59 plus HCSUA causing an over threshold variance. QC determined RM figures final due to least quantitative variance.
11018	Shelter Deduction	Deduction included that should not have been	Over	\$58	Client	RM circumstances found 3HHM, RSDI \$1508, Shelter \$800 plus HCSUA causing an over threshold variance. QC found HH submitted IR 12/29/21 reporting no address change, rent \$990 & no income changes. QC verified with LL shelter obligation \$800 monthly since 10/1/2021. QC corrected agency figures allowing 3 HHM, RSDI \$1508, Shelter \$800 plus HCSUA, resulting in an over threshold variance.

11001	Wages and Salaries	Less income received from this source than budgeted	Under	\$51	Agency	During QC interview HH reported same employer and \$750 rent. QC verified Robert's income per paystubs provided. LL verified rental increase from \$700 to \$750 effective 9/20 and \$750 was paid from 9/20 - 8/22. QC determined RM benefits were based on Robert's \$1383 EI per 8/5/22 \$678.30 + 8/19/22 \$704.66 paystubs and \$750 rent. QC determined agency incorrectly used paystub 10/15/21 that was outside the 30-day time frame from 11/16/21 date of application submission & processing. QC was unable to determine why shelter increase of \$50 was questionable by the agency & not allowed, as HH had the income to cover it, there was no change in residence and agency had the previous lease on file which showed the rent was \$700 from 8/26/19 thru 2/26/20. Agency figures were corrected using Robert's \$1490 EI per 10/29/21 \$732.31 + 11/12/21 \$757.01 paystubs and \$750 rent for error citation as it is the lower error amount.
11045	Transitional Benefits	Benefit/allotment/eligibility incorrectly computed	Under	\$344	Agency	QC finds no indication as why HH was not transitioned to TFS per NMAC policy. QC corrected agency agency action to allow TFS for HH for corrected and RM figures 7/2022-11/22 with RM being 8/2022. QCR notes the only income counting is the CSED with QC corrected to reflect 6 months of payments recorded as 12/2021 no payment, 11/2021 \$138.46 + 10/2021 \$276.92 + 9/2021 \$300 + 8/2021 \$138.46 + 7/2021 \$230. Total Gross \$1083.84/6=\$180.64. \$180.64 CS allowed at TFS processing.
11021	Wages and Salaries	Other	Over	\$66	Agency	RM Circumstances determined 6 HHM, \$969 EI for Sade, \$1153 for Santino, \$476.90 SSI for Kelly, \$415.38 CSED. \$137 shelter +HCSUA. Due to a countable difference, QC Reviewed agency figures. QCR finds for Sade employer statement for ongoing 24/hrs a week @ 14.50 = \$696 semi monthly. For Santino QCR notes check stubs 1/10, 1/17, 1/24 & 1/31 when processing and should have used last 30 days to include 1/24,1/31,2/7 & 2/14 all at \$149.50 for Santino to reflect \$598 ongoing. SSI for Kelly incorrectly counting at \$561 when HH is only receiving \$476.90; QC verified contact with SSA overpayment which was unintentional. QC notes that HH reported rent of \$525 but both Housing authority and LL were contacted and verified that in Corrected figures HH had the obligation of \$62. QC corrected agency figures allowing 6 HHM \$1392 EI For Sade, \$598 EI for Santino, \$476.90 SSI For Kelly, \$62 shelter plus HCSUA. QC determined last action is final resulting in an over issuance of \$66.
11026	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$152	Client	ASPEN shows agency updated physical residence leaving shelter & HCSUA not related to new address. QC found ASPEN failed to update RSDI due mass change. QC corrected agency figures allowing 1 HHM, RSDI \$530, SSI \$331, Shelter \$700 obligated amount and no utility allowance.

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%	0.00%	0.00%	0.00%	0.00%	0.00%		3.52%
	McKinley	64.04%	10.61%	0.00%	0.00%	11.31%	15.52%	14.90%	0.00%	17.59%	7.69%	31.62%		14.92%
	San Juan	32.08%	0.00%	7.17%	10.90%	0.00%	14.11%	0.00%	0.00%	14.94%	0.00%	27.30%		11.20%
	Sierra	0.00%	0.00%	62.80%	0.00%	0.00%	0.00%	43.41%	0.00%	0.00%	0.00%	0.00%		18.75%
	Socorro	9.63%	0.00%	0.00%	0.00%	35.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		6.94%
	N. Valencia	0.00%	17.87%	0.00%	0.00%	0.00%	0.00%	17.82%	18.13%	8.16%	19.43%	17.74%		11.61%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	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%	14.38%	4.04%	12.52%	5.95%	21.26%		11.73%
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%	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%	0.00%		0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	34.16%	0.00%	0.00%	50.00%	0.00%		7.30%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.55%		2.98%
	San Miguel	15.47%	16.12%	0.00%	0.00%	41.89%	38.60%	0.00%	61.93%	0.00%	0.00%	0.00%		18.73%
	Sandoval	0.00%	56.40%	23.97%	12.11%	0.00%	5.34%	35.03%	12.58%	8.87%	0.00%	0.00%		15.71%
	Santa Fe	0.00%	36.80%	0.00%	0.00%	0.00%	23.62%	0.00%	11.76%	0.00%	31.14%	19.43%		11.39%
Region 2 Totals		4.89%	37.61%	5.18%	6.20%	14.63%	17.14%	23.99%	13.82%	2.38%	11.55%	5.10%		13.68%
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%	0.00%	20.25%	34.04%	0.00%	13.53%	0.00%	18.53%	17.59%		12.78%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%	0.00%	11.57%	26.45%	12.61%	8.76%	22.61%	30.45%		11.09%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	104.27%	0.00%		12.35%
	SW Bernalillo	6.26%	8.61%	26.84%	30.73%	25.66%	7.19%	1.43%	13.54%	3.70%	15.50%	1.76%		11.09%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	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%	5.79%	13.43%	4.44%	24.44%	11.18%		11.71%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	20.79%	28.49%	5.09%	7.45%	0.00%	0.00%	0.00%		6.25%
	Curry	0.00%	0.00%	34.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.35%		8.87%
	Artesia	0.00%	90.70%	0.00%	0.00%	0.00%	0.00%	16.77%	0.00%	0.00%	0.00%	0.00%		21.54%
	Carlsbad	0.00%	0.00%	58.32%	0.00%	0.00%	0.00%	0.00%	0.00%	3.72%	0.00%	95.51%		25.95%
	Lea	0.00%	19.60%	25.57%	18.08%	0.00%	0.00%	0.00%	0.00%	21.42%	0.00%	0.00%		10.77%
	Lincoln	0.00%	0.00%	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%	14.99%	31.33%	6.66%	13.68%	9.48%	3.44%	7.32%	7.30%	0.00%	16.82%		10.73%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.92%	0.00%	0.00%	4.38%		5.18%
	Grant	0.00%	0.00%	100.0%	0.00%	38.57%	92.00%	0.00%	0.00%	26.84%	0.00%	29.08%		27.35%
	Luna	20.47%	0.00%	0.00%	0.00%	29.65%	0.00%	10.87%	0.00%	0.00%	14.40%	56.57%		15.98%
	Otero	0.00%	0.00%	0.00%	0.00%	41.89%	41.17%	0.00%	0.00%	0.00%	0.00%	0.00%		9.83%
	S. Dona Ana	6.40%	0.00%	48.85%	28.35%	0.00%	15.70%	10.36%	0.00%	0.00%	0.00%	0.00%		16.94%
Region 5 Totals		4.23%	0.00%	33.95%	3.52%	12.74%	15.82%	4.71%	7.89%	8.61%	1.56%	12.74%		10.67%
State Totals		9.67%	13.56%	19.98%	6.94%	14.41%	13.86%	9.99%	9.20%	7.07%	12.47%	12.92%		11.69%

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 August:

- 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 326 invalid denials/closures identified, 144 were identified as incorrect closures, and 182 were identified as incorrect denials.

Negative Error Amount

326 cases out of 778 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

41.90%
CAPER
Error Rate

Incorrect Notices

22% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

78% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2021- August 2022

Total Cases in Sample Pulled for Review	825
Cases Dropped (Sampled not Reviewed by QC)	47
Total Cases Reviewed	778
Total Valid Cases	452
Total Invalid Cases	326

FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- August 2022

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Application				
Late denial agency failed to process the application timely	83	12	95	30.45%
Policy incorrectly applied – no other codes applicable	2	9	11	3.53%
Failed to process the reapplication timely (recertification application)	2	7	9	2.88%
Failed to issue a required Notice of Missed Interview (NOMI)	2	1	3	0.96%
Failed to provide expedited service to expedited eligible household	1	0	1	0.32%
Total	90	29	119	38.14%
Notices				
Notice not clearly understandable	10	28	38	12.18%
Notice was sent to wrong address	4	7	11	3.53%
Failed to send notice of action	3	6	9	2.88%
Notice reason does not match reason for action	4	1	5	1.60%
Policy incorrectly applied- no other codes applicable	3	2	5	1.60%
Notice was not complete	2	1	3	0.96%
Notice did not include date of intended action	1	0	1	0.32%
Total	27	45	72	23.08%
Arithmetic Computation				
Benefit/allotment/eligibility/incorrectly computed	24	14	38	12.18%
Total	24	14	38	12.18%
Wages and Salaries				
Policy incorrectly applied- no other codes applicable	2	5	7	2.24%
Improper income calculation	3	4	7	2.24%
Agency failed to follow up on inconsistent or incomplete information	3	4	7	2.24%
Income from known/processed source included that should not have been	2	0	2	0.64%
Failed to consider or incorrectly considered reported information	1	1	2	0.64%
Improper calculation- Income averaged incorrectly	1	1	2	0.64%
Improper calculation – Income included holiday or overtime pay	1	0	1	0.32%
Total	13	15	28	8.97%
Other				
Policy incorrectly applied – no other codes applicable	4	10	14	4.49%
Data entry and/or coding error (includes selection of incorrect codes)	0	2	2	0.64%
Other	0	1	1	0.32%
Computer programming error	1	0	1	0.32%
Total	5	13	18	5.77%

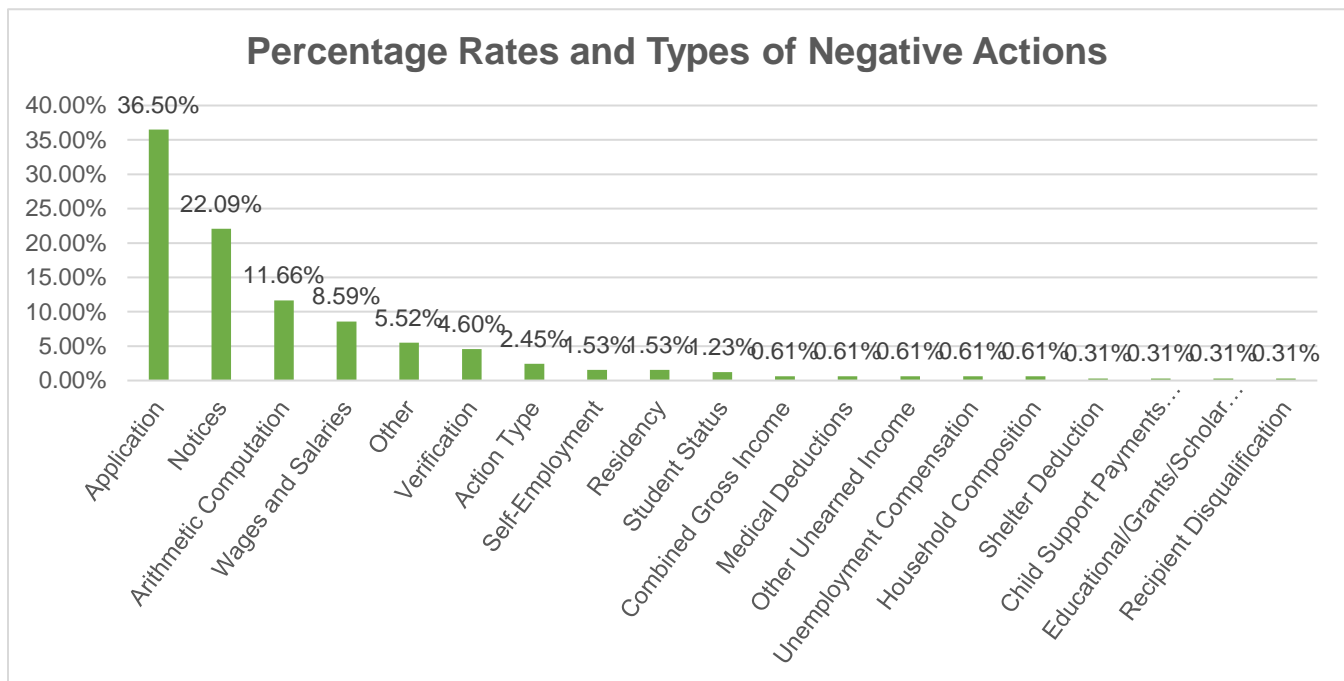
Verification				
Improper Denial/Termination – failure to provide-verification was received or is in case file	4	2	6	1.92%
Policy incorrectly applied – no other codes applicable	0	4	4	1.28%
Verification was in case file	1	1	2	0.64%
Improper denial prior to end of timeframe for providing verification	1	0	1	0.32%
No application or case record information to support denial/termination/suspension	1	0	1	0.32%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.32%
Total	7	8	15	4.81%
Action Type				
Policy incorrectly applied – no other codes applicable	3	5	8	2.56%
Total	3	5	8	2.56%
Self-Employment				
Policy incorrectly applied – no other codes applicable	2	1	3	0.96%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.32%
Failed to consider or incorrectly considered reported information	0	1	1	0.32%
Total	2	3	5	1.60%
Residency				
Policy incorrectly applied – no other codes applicable	0	2	2	0.64%
Other	1	1	2	0.64%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.32%
Total	2	3	5	1.60%

Student Status				
Failed to consider or incorrectly considered Eligible Student Status	0	1	1	0.32%
Policy incorrectly applied- no other coded applicable	1	0	1	0.32%
Eligible student excluded and met exemption- Employment requirements met	1	0	1	0.32%
Eligible student excluded and met exemption – State or Federal Work Study	0	1	1	0.32%
Total	2	2	4	1.28%

FFY 2022 CAPER Errors – Cumulative Totals

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

Error	Denials		Closures		Total Invalid	Percentage Total
Application	90	27.61%	29	8.90%	119	36.50%
Notices	27	8.28%	45	13.80%	72	22.09%
Arithmetic Computation	24	7.36%	14	4.29%	38	11.66%
Wages and Salaries	13	3.99%	15	4.60%	28	8.59%
Other	5	1.53%	13	3.99%	18	5.52%
Verification	7	2.15%	8	2.45%	15	4.60%
Action Type	3	0.92%	5	1.53%	8	2.45%
Self-Employment	2	0.61%	3	0.92%	5	1.53%
Residency	2	0.61%	3	0.92%	5	1.53%
Student Status	2	0.61%	2	0.61%	4	1.23%
Combined Gross Income	0	0.00%	2	0.61%	2	0.61%
Medical Deductions	1	0.31%	1	0.31%	2	0.61%
Other Unearned Income	2	0.61%	0	0.00%	2	0.61%
Unemployment Compensation	0	0.00%	2	0.61%	2	0.61%
Household Composition	2	0.61%	0	0.00%	2	0.61%
Shelter Deduction	1	0.31%	0	0.00%	1	0.31%
Child Support Payments Received from Absent Parent	0	0.00%	1	0.31%	1	0.31%
Educational/Grants/Scholarships/Loans	1	0.31%	0	0.00%	1	0.31%
Recipient Disqualification	0	0.00%	1	0.31%	1	0.31%



CAPER Error Findings as Reported to the Field Offices

August 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
753	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted after hours on 5/25/22 @ 9:30pm, therefore should've been registered the next business day on 5/26/22 & was denied on 8/2/22).
754	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/26/22 & denied on 8/31/22).
755	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted after hours on 7/18/22 @ 8.56pm, therefore registered the next business day on 7/19/22 & denied on 8/24/22).
756	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/13/22 & denied on 8/24/22).
757	Policy & Notice	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 6/29/22 & denied on 8/17/22), notice is not clear and concise, as it doesn't explain why the HH will not get a benefit amount in initial application month, it just states \$0 but does provide a reason and shows \$531 for ongoing months.
760	Policy & Notice	QC determined action and notice to be incorrect. As ASPEN calculations don't match & vary in different months, \$5501.82 for 6/22 & \$5425.38 for 9/22. The wrong amount was used for paystubs 5/27/22 of \$680.92, when paystub actually shows a gross amount of \$707. The notice of case action is contradictory stating that case is closed for failure to provide verification, yet in ASPEN it was denied for being over income, therefore making it inaccurate & not clear/concise on all reasons.
762	Policy & Notice	QC determined that although HH failed to provide verification, application was not processed timely. Application date is 6/14/22 and date of disposition is 8/8/22 which is beyond the 30 days therefore, QC determined this action and notice incorrect.
763	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 2 person HH. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
764	Policy & Notice	QC determined Notice and action incorrect as agency issued HUMAD requesting checks March 4th and March 18th, outside of application period and procedurally incorrect and application was not processed timely. Application date is 6/27/22 and date of disposition is 8/3/22 which is beyond the 30 days therefore, QC determined this action and notice incorrect.
765	Policy	QC determined that although HH failed to provide verification, action to deny application was not completed until 8/4/22. QC determined this action invalid as action was not taken timely.
766	Policy & Notice	QC determined that action taken on case was not processed timely. Application date is 6/27/22 and date of disposition is 8/4/22 which is beyond the 30 days and agency did not enter C/O as requested by HH on initial application. There is also no indication that agency attempted contact at phone number provided on application 6/27/22 which is different from phone number on application 6/26/22. QC determined this action and notice incorrect.
767	Policy	QC determined application was not processed timely. Application date is 7/26/22 and date of disposition is 8/30/22 which is beyond the 30 days therefore, QC also determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 2 person HH. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
769	Policy & Notice	QC determined this review invalid as no NOMI was issued to HH and application date is 7/25/22 and date of disposition is 8/26/22, agency did not register nor schedule a PI withing the program limits resulting in untimely processing of the application beyond the 30-day time limit.
770	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.

771	Policy	QC determined the action to be correct however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 7/08/2022 and action to process occurred on 8/19/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
775	Policy & Notice	QC determined agency used reported address for appointment notice and NOMI and reported phone number in attempt to interview HH. QC finds no evidence that client completed interview however QCR was unable to locate a 6/2 application as noted on the first NOMI and QC determined the action to process case occurred outside the processing timeframe. System shows HH applied on 6/30/22 and action to process occurred on 8/3/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
776	Policy	QC review of CR and historical correspondence finds not evidence HH submitted verification to agency however QC determined the action to process case occurred outside the processing timeframe. System shows HH applied on 7/05/22 and action to process occurred on 8/24/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
777	Policy	QCR notes that action is correct however QC determined the action to process case occurred outside the processing timeframe. System shows HH applied on 7/15/22 and action to process occurred on 8/22/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
778	Policy & Notice	QC determined HH had active SNAP case, agency received call from client requesting case to close. RMC was received by Agency 4/22/22. Agency acted on RMC 8/1/22. HH remains in NY. NOCA was issued late on 8/1/22, to mail address reported by HH and action is effective July 2022. QCR notes that HH requested closure and notice should have reflected this reason. Action and notice are incorrect and late making this negative review invalid.
779	Policy	QC determined the action to be correct however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/16/2022 and action to process occurred on 8/1/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
782	Policy	QC determined the action to be correct however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 7/14/2022 and action to process occurred on 8/31/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
783	Policy & Notice	QCR find action invalid as HH member was released on 7/26 per NM Courts as well as the numerous contact HH member had to get this issue resolved prior to the case closing. QCR notes that agency acted on 11/15/22 per case comments to reinstate SNAP noting since it was closed with incorrect information.
785	Policy	QC determined the action to be correct however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/17/2022 and action to process occurred on 8/05/2022 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
787	Policy & Notice	QC review of The Worker Number finds that agency entered gross income correctly. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 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 also determined agency failed to process application timely, making this review invalid.

788	Policy & Notice	QC determined action taken by agency and listed reason for closure was correct. However, agency failed to deny application timely and did not issue Notice of Missed Appointment. QC determined review invalid.
790	Policy & Notice	QC reviewed action and notice and determined agency was incorrect in using ISD 122 provided 4/20/22 for initial application on 7/19/22 and notice of case action on 8/4/22 is incorrect as no application was received, no interview completed, and no verification was requested. QC determined review invalid.
791	Policy	QC determined the notice is correct. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 07-05-22 and action to process occurred on 08-15-22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC noted that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
792	Policy & Notice	QC determined action to process case occurred outside processing timeframe. System shows HH applied 07-05-22 and action to process occurred on 08-15-22 which exceeds the 30-day limit. QC noted that the notice of missed appointment was not mailed to the HH as NOMI had been suppressed by agency. QC determined review invalid.
793	Policy	Review of case found no evidence HH contacted agency to complete interview. QC found action and notice are correct however agency failed to process application timely.
794	Policy	QC determined that although action and notice are correct, agency failed to deny SNAP timely as per 8.139.110.13D3 causing an invalid denial.
798	Policy & Notice	QC determined Agency did not request Fianacial Aide Form or document that they addressed work study or expected family contribution per IPP 21-02. QC finds that client did meet criteria making her an eligible college student, per IPP 21-02. QC determines action and notice are incorrect. Agency also did not process case timely by the 30th day. Review invalid.
800	Policy	QC determined notices and action is correct as HH is over gross income limits, however agency failed to deny application timely resulting in invalid review.
802	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/25/22 & denied on 8/30/22).
803	Policy & Notice	QC determined action is incorrect, due to agency denying the 7/6/22 application on 8/12/22 for failure to complete the interview, yet on 7/19/22 the agency denied the 7/11/22 application on being over the net income limit. Notices are not clear, concise or understandable as they provide conflicting information. QC also determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/6/22 & denied on 8/12/22).
805	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 1 person HH. NMAC policy 8.139.420.8 states: 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.
806	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/7/22 & denied on 8/25/22).
807	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted after hours on 7/7/22 @ 7:30pm, therefore registered the next business day on 7/8/22 & denied on 8/26/22).
808	Policy	QC reviewed ECF, which shows HH did not provide verification request. However, agency failed to deny application timely, within 30 days of application (application was submitted on 6/24/22 & denied on 8/12/22).
812	Policy & Notice	State QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH. QC determined the agency failed to act timely on application resulting in an invalid action. HH applied on 6/29/22 however action to begin application process did not occur until 07/28/2022 with interview scheduled for 08/02/22 beyond 30 days. QC determined notice and action incorrect.
813	Policy	QC determined agency failed to act timely on application resulting in an invalid action. HH applied on 7/11/22 however action to begin application process did not occur until 8/12/2022 with interview scheduled for 08/17/22 beyond 30 days. QC determined action of missed interview correct, however review invalid due to untimely processing.
815	Policy & Notice	State QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH. QC determined action and notice incorrect.
816	Policy	QC determined agency failed to act timely on application resulting in an invalid action. HH applied on 7/6/22 however action to begin application process did not occur until 08/24/2022 beyond 30 days. QC determined action to close on failure to provide correct, however review determined invalid based on untimely application processing.

817	Policy & Notice	QC determined agency failed to act timely on application resulting in an invalid action. HH applied on 7/5/22 however action to process case did not occur until 08/24/2022 beyond 30 days. QC determined the agency also failed to issue a mandatory notice of missed interview to the HH. QC determined action and notice incorrect.
818	Policy	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 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.
819	Policy	QCR notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
820	Policy	QCR notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
821	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. QC determined action taken late, beyond 30-day application processing.
823	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. QC determined action taken late, beyond 30-day application processing.
824	Policy & Notice	QCR notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit, and agency failed to send a required notice of missed interview.

FFY 2022 CAPER Error Rates

Regional and County Breakdowns

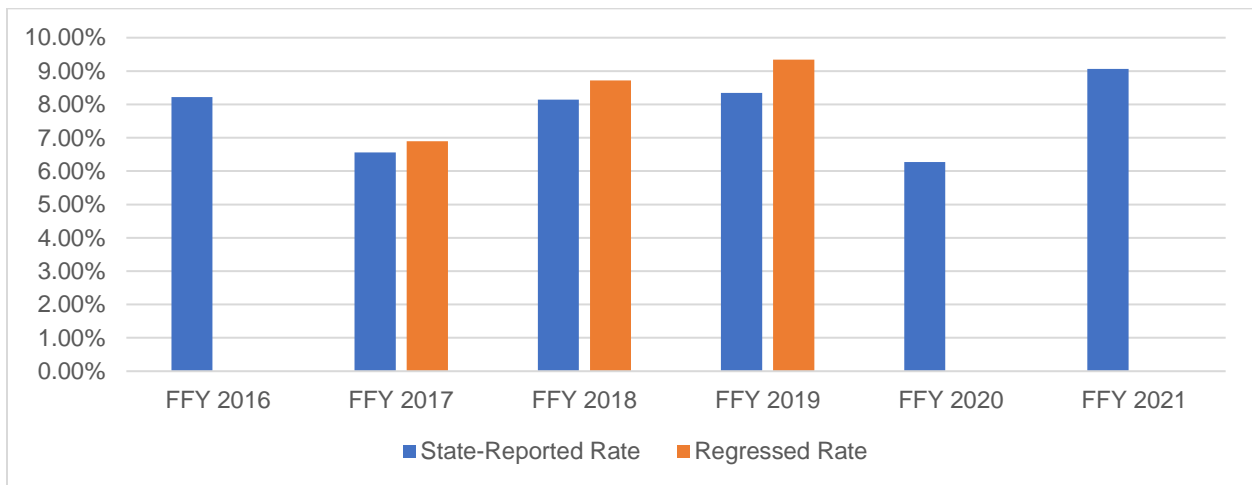
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	100.0%	0.00%		41.67%
	McKinley	0.00%	0.00%	75.00%	0.00%	100.0%	25.00%	0.00%	75.00%	0.00%	100.0%	0.00%		41.94%
	San Juan	50.00%	0.00%	50.00%	60.00%	20.00%	33.33%	40.00%	44.44%	33.33%	83.33%	100.0%		47.06%
	Sierra	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	80.0%		50.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	100.0%	0.00%	100.0%		50.00%
	N. Valencia	0.00%	50.00%	0.00%	20.00%	100.0%	66.67%	0.00%	50.00%	100.0%	100.0%	50.00%		53.85%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	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%	30.00%	52.94%	40.00%	84.62%	76.92%		47.10%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%		50.00%
	Guadalupe	0.00%	0.00%	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%	33.33%		20.00%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%	0.00%	100.0%	50.00%	33.33%	0.00%	0.00%	0.00%		29.41%
	San Miguel	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%		41.67%
	Sandoval	16.67%	0.00%	0.00%	100.00%	33.33%	50.00%	0.00%	50.00%	66.67%	80.00%	66.67%		46.88%
	Santa Fe	100.0%	0.00%	50.00%	50.00%	0.00%	0.00%	50.00%	0.00%	50.00%	83.33%	100.0%		50.00%
Taos	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	100.0%		35.71%
Region 2 Totals		30.00%	33.33%	11.11%	40.00%	37.50%	40.00%	25.00%	25.00%	41.67%	85.71%	57.14%		41.67%
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%	50.00%	42.86%	46.67%	14.29%	44.44%	20.00%	80.00%	80.00%		37.08%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%	50.00%	66.67%	20.00%	50.00%	50.00%	71.43%	55.56%		38.89%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	100.0%	0.00%	0.00%	0.00%	100.0%		29.41%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%	33.33%	45.45%	36.36%	54.55%	66.67%	50.00%	83.33%		41.30%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	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%	29.17%	46.43%	44.44%	55.00%	72.73%		38.38%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	66.67%	50.00%	50.00%	0.00%	50.00%	25.00%	75.00%	100.0%		40.00%
	Curry	75.00%	0.00%	0.00%	0.00%	33.33%	100.0%	0.00%	33.33%	0.00%	100.0%	0.00%		50.00%
	Artesia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%		33.33%
	Carlsbad	100.0%	0.00%	100.0%	0.00%	100.0%	0.00%	20.00%	0.00%	50.00%	0.00%	0.00%		42.11%
	Lea	50.00%	0.00%	60.00%	33.33%	0.00%	50.00%	50.00%	66.67%	25.00%	50.00%	0.00%		41.94%
	Lincoln	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	100.0%	100.0%		40.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	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%	18.75%	50.00%	30.00%	75.00%	75.00%		42.24%
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%	50.00%	50.00%	40.00%	42.86%	0.00%	75.00%	50.00%	33.33%		39.47%
	Grant	100.0%	0.00%	0.00%	100.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%		37.50%
	Luna	33.33%	50.00%	0.00%	50.00%	0.00%	100.0%	100.0%	0.00%	33.33%	100.0%	0.00%		50.00%
	Otero	100.0%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100.0%	100.0%	100.0%	50.00%		75.00%
	S. Dona Ana	0.00%	33.33%	0.00%	66.67%	20.00%	50.00%	0.00%	100.0%	60.00%	100.0%	33.33%		48.28%
	W. Dona Ana	0.00%	0.00%	0.00%	25.00%	50.00%	14.29%	33.33%	20.00%	0.00%	50.00%	100.0%		32.56%
Region 5 Totals		28.57%	25.00%	16.67%	50.00%	38.46%	29.41%	42.86%	33.33%	52.94%	78.57%	64.29%		43.06%
State Totals		27.40%	18.31%	26.09%	40.30%	43.75%	44.59%	29.17%	44.44%	43.06%	73.97%	69.01%		41.90%

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.**

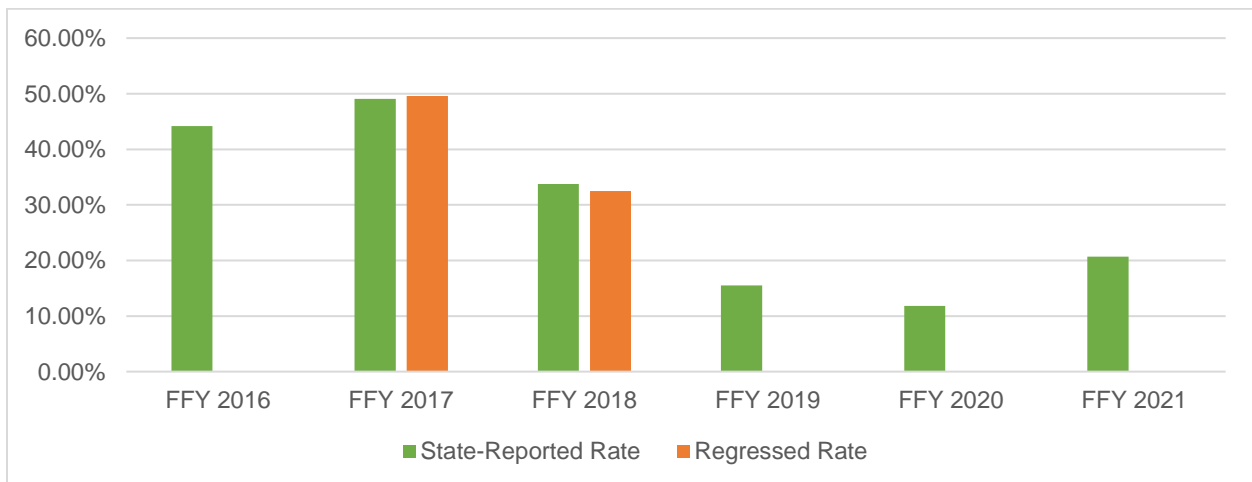
Payment Error Rate

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%										100.0%	
	McKinley	100.0%					100.0%			100.0%	100.0%		
	San Juan	100.0%					100.0%		100.0%	100.0%		100.0%	
	Sierra							100.0%					
	Socorro	100.0%										100.0%	
	N. Valencia	100.0%		100.0%		100.0%	100.0%	100.0%	0.00%		100.0%	100.0%	
	S. Valencia	100.0%											
Region 1 Totals	100.0%		100.0%			100.0%	100.0%	100.0%	50.00%	100.0%	100.0%	100.0%	
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay			100.0%					100.0%	100.0%	0.00%	100.0%	
	Rio Arriba	100.0%					100.0%			100.0%	100.0%	50.00%	
	San Miguel	100.0%				100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	
	Sandoval	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%		100.0%	
	Santa Fe	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%		0.00%		
Taos	100.0%			100.0%					100.0%		100.0%		
Region 2 Totals	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	25.00%	85.71%	
Region 3 Central	NE Bernalillo	100.0%			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%	
	SE Bernalillo	100.0%				100.0%	100.0%	100.0%		100.0%		100.0%	
	SW Bernalillo	100.0%	100.0%		100.0%		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%	87.50%	100.0%	100.0%	
N Region 4 Southeast	Chaves	100.0%	100.0%				100.0%				100.0%	100.0%	
	Curry	100.0%		0.00%	100.0%		100.0%			100.0%	100.0%		
	Artesia												
	Carlsbad	100.0%							100.0%	100.0%	100.0%		
	Lea			100.0%			100.0%		100.0%	100.0%	33.33%	100.0%	
	Lincoln	100.0%							100.0%	100.0%			
Roosevelt													
Region 4 Totals	100.0%	100.0%	50.00%	100.0%		100.0%		100.0%	100.0%	100.0%	75.00%	100.0%	
Region 5 Southwest	E. Dona Ana	100.0%				100.0%	100.0%		100.0%		100.0%	0.00%	
	Grant	100.0%								100.0%		100.0%	
	Luna	100.0%									100.0%	100.0%	
	Otero	100.0%	100.0%							100.0%			
	S. Dona Ana	100.0%		100.0%	100.0%						100.0%		
W. Dona Ana	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%	100.0%	100.0%	75.00%	
Statewide Totals	100.0%	100.0%	85.71%	100.0%	100.0%	100.0%	100.0%	100.0%	94.44%	95.65%	78.26%	92.00%	