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General Information Memorandum

ISD-GI 23-04

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division *KMS*
DATE: February 8, 2023
RE: FFY 2022 SNAP Performance Report-Final

Attached please find the final 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 September 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: Final SNAP Performance Report for FFY 2022



SNAP PERFORMANCE REPORT

Final Edition

Federal Fiscal Year 2022

Quality Control Review Findings
October 2021-September 2022

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

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SNAP Performance Report

SNAP Performance Report: Final 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 September 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:

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

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

The CAPER Error Rate is figured from the QC Negative Sample cases for the review month, which are SNAP cases that were denied or terminated during the review month. QC reviews the last action taken to deny/terminate eligibility. The CAPER rate reviews the caseworker action and notices sent to the household. If a notice is not clear and concise and/or does not match the case record, the case is found in error even if the action to deny the case was correct.

Payment Accuracy

State Cumulative Payment Error Rate

The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of **October 2021 to September 2022**.

Ineligible Benefits

\$1,987 (0.63%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$38,193 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 \$317,658 total benefits issued within those cases.



Underpaid Benefits

\$3,145 (0.99%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

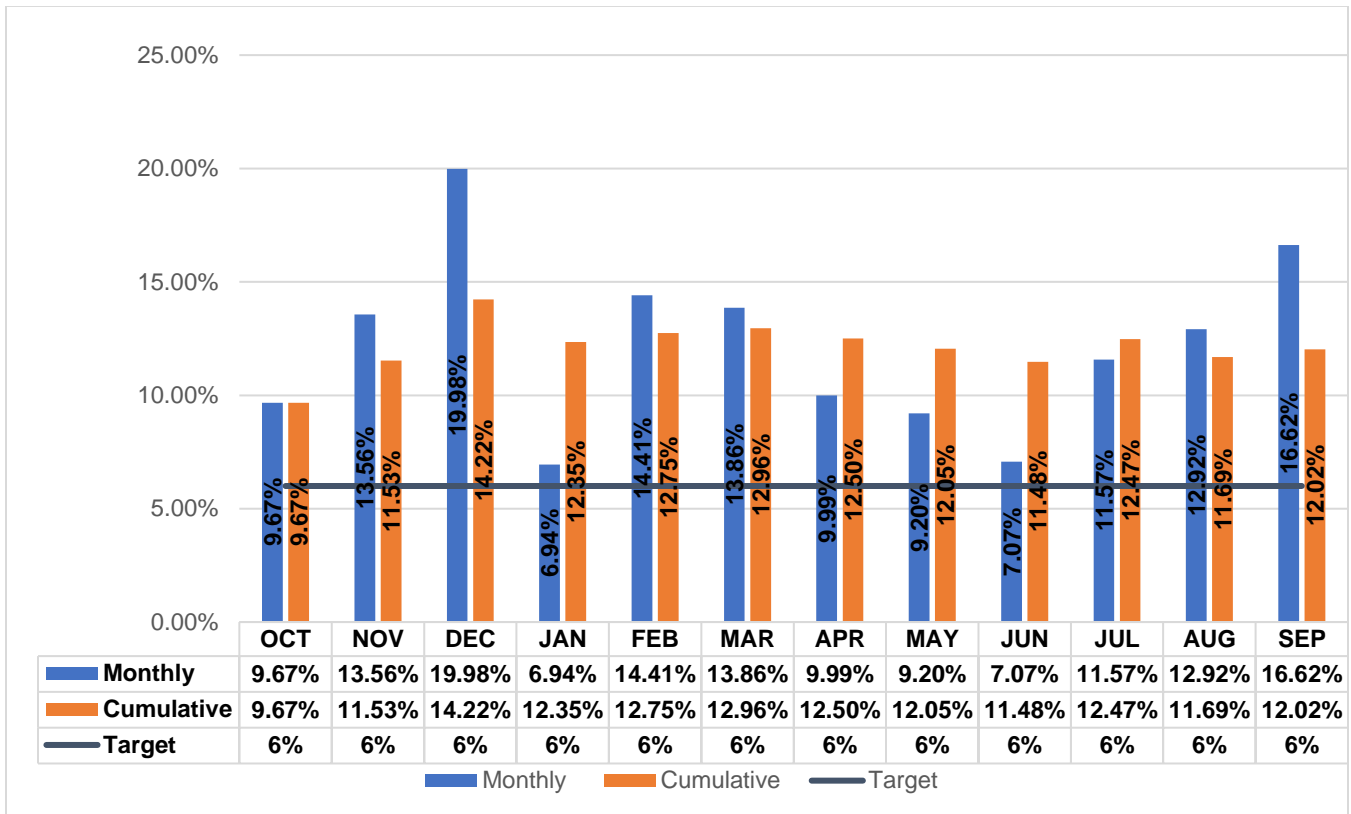
\$33,061 (10.41%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2021- September 2022

Total Benefits Paid in QC Sample	\$317,658
Total Error Amount in QC Sample	\$38,193
Total Cases Reviewed by QC	997
Total Cases with Errors	171
Total Correct Cases	826
Total Cases with Overpaid Benefits	143
Total Cases with Underpaid Benefits	24
Total Cases with Ineligible Benefits	4
Cases Dropped (In Sample, not Reviewed by QC)	179

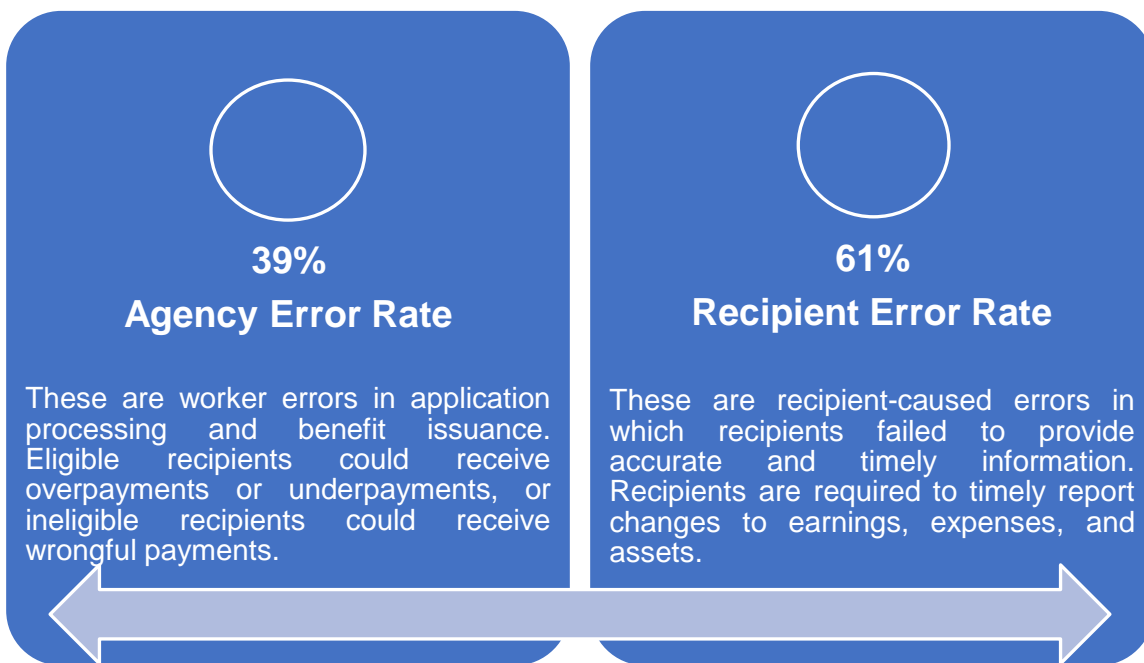
FFY 2022 State Payment Error Rates

Monthly vs. Cumulative Error Rates



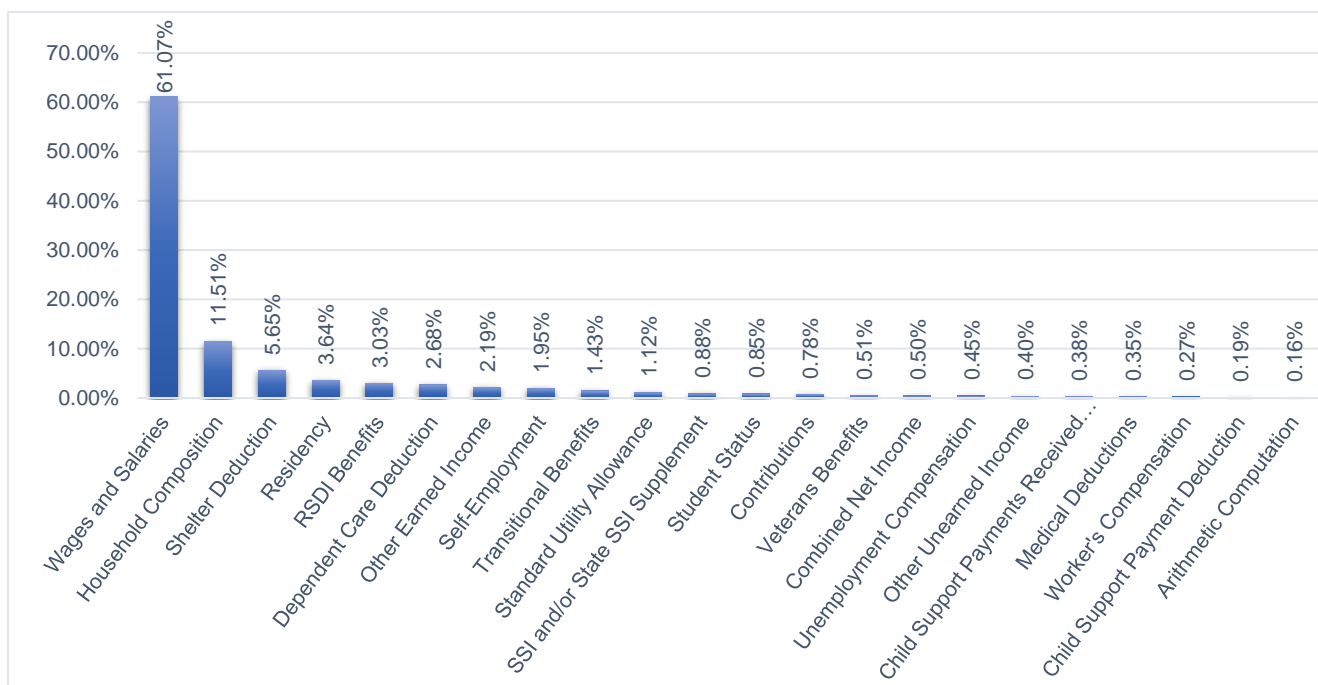
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- September 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$23,323	61.07%
Household Composition	\$4,397	11.51%
Shelter Deduction	\$2,159	5.65%
Residency	\$1,391	3.64%
RSDI Benefits	\$1,158	3.03%
Dependent Care Deduction	\$1,025	2.68%
Other Earned Income	\$835	2.19%
Self-Employment	\$746	1.95%
Transitional Benefits	\$545	1.43%
Standard Utility Allowance	\$429	1.12%
SSI and/or State SSI Supplement	\$338	0.88%
Student Status	\$324	0.85%
Contributions	\$297	0.78%
Veterans Benefits	\$193	0.51%
Combined Net Income	\$191	0.50%
Unemployment Compensation	\$170	0.45%
Other Unearned Income	\$154	0.40%
Child Support Payments Received from Absent Parent	\$147	0.38%
Medical Deductions	\$132	0.35%
Worker's Compensation	\$103	0.27%
Child Support Payment Deduction	\$73	0.19%
Arithmetic Computation	\$63	0.16%



Error Findings as Reported to Field Offices

September 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
11089	Wages and Salaries	More income received from this source than budgeted	Over	\$71	Agency	RM QC verified EI of \$2538, no child support received since 2020, first mortgage of \$854.3, second mortgage of \$44.80 plus HCSUA. QC determined income over gross limit of \$2396 for HH size of 2. Agency failed to verify all expenses reported by HH. Due to variance QC completed 3 month look back for 08/22 (1st month look back) and verified EI of \$2199.12 within income limit of \$2396; therefore, no reportable change occurred. QC reviewed last action. QC reviewed income used by agency and determined agency updated checks 1/14/22 \$1260.89 and 1/28/22 \$1076.88, however agency failed to update projection period causing income of \$2103.28 continuously being counted based on wages 01-15-21 \$1052.95 and 1-29-21 \$1050.33 to total \$2103.28. QC corrected agency figures and allowed \$2337.77, \$0 child support, mortgage \$854.31 and \$44.80 for second mortgage, plus HCSUA.
11093	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$658	Client	During QC interview, client reported she was no longer employed. Client reported she and other hh member were employed, paid bi-weekly. QC verified with employer that clients were employed from 01-04-22 to present, paid bi-weekly, verified all income received and break down of teaching contracts for school year. RM based on \$8226 EI (\$4113 and \$4113), resulting in HH being ineligible as gross income is over the \$3020 limit for HHBG of 3. QC reviewed agency figures and determined HH failed to report income from employer for hh members which exceeded the gross limit. QC reviewed 3-month look back of income to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all 3 months: 08/22 with \$7203.03 actual EI, 07/22 with \$7126 EI and 06/22 with \$7126 per verified. QC allowed \$7126 converted EI based on earnings received as reportable change occurred. Final determination resulted \$7126 combined gross income exceeded \$3020 FPL for HHBG of 3.
11157	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$187	Client	QC verified RM circumstances for 4 HHMs with EI of \$1571, plus \$600 shelter plus \$385 HCSUA. RM determined over threshold variance, QC reviewed agency figures. QC finds HH was hired on 2/8/22 and verified initial check of 2/25/22 \$880.79. QC verified with employer check 2/25/22 hours are indicative of future earnings. QC finds income was known and verified for HH by the time HH provided 3/4/22 recert application. QC converted income resulting in corrected figures EI of \$1762, \$600 shelter, plus \$385 HCSUA.

11165	Wages and Salaries	More income received from this source than budgeted	Over	\$115	Client	During QC interview client reported employment. Verified employment from 11/26/18 - current & listed all income received from 6/2022 to 9/2022. RM based on EI to determine \$2921.79 gross income, which is over the gross income limit of \$1771 for HHBG of 1. QC reviewed agency figures and determined HH failed to report when income from employer which began 11/26/18 exceeded the gross limit. 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: 8/22 with \$2673.02 EI; 7/22 with \$1990.52 EI, and 6/22 with \$1827.82 per verified income from submitted income verification. QC allowed \$1828 converted EI in final determination, as EI received was a reportable change and exceeded the FPG of \$1771. 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 the 3 lookback months.
11159	Wages and Salaries	More income received from this source than budgeted	Over	\$56	Agency	Agency processed case allowing 2 HHM, \$744.98 EI, \$325 shelter plus HCSUA. RM circumstances found 2 HHM, \$11120 EI, \$325 shelter plus HCSUA. Causing an over threshold variance. Agency figures were reviewed. QC found the HH submitted check stubs dated 1/19 \$451.38, 2/2 \$196.08 and 2/16 \$470.01. Agency processed case allowing these three check dates only stating using an average as income varied. QCR notes that prior check stubs show HH working an average of 42 hours a payperiod and employer should have been contacted to get corrected ongoing income. QC corrected agency figures using Employer statement that HH works 21/hours a week at \$11.50 to reflect ongoing anticipated income of \$483 biweekly payments. QC determined 2 HHM, \$966 EI, \$325 shelter plus HCSUA resulting in an over threshold variance.
11130	Household Composition	Other	Over	\$616	Client	Agency processed case allowing 3 HHM, \$274.03 EI, \$1600 shelter, plus \$385 HCSUA. RM circumstances determined 4HHM, unreported spouse in HHBG; \$4444 EI, \$4853 EI, \$271 CS, \$1367.30 shelter plus HCSUA. QC verified total gross of \$9568 exceeds the income standard of \$3,644 for HHBG of 4 to determined HH over issued \$616. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified via employer verification, work number and CSED, 1st month prior wages 8/22 \$1235.52, \$4788.92 = \$6024.44 + \$271 CS = \$6295.44, 2nd month prior wages 7/2022 \$0, \$4470.37 + \$271 CS = \$4741.37. 3rd month prior wages 6/2022 \$228.03, \$4857.93 = \$5085.96. 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 6/2022) is what should have been reported for simplified reporting. QC allowed converted income \$448, \$4858 + \$237 CS = \$5543. Total gross income

						exceeds gross income standard of \$3644 for HHBG of four.
11103	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$236	Client	During QC interview, HH reported they are employed and provided all paystubs from 6/22 – 9/22. RM total EI of \$12,760 exceeded gross income standard of \$3020, therefore income for the prior 3 months was reviewed. QC determined 8/22 (1st month) combined EI of \$10,720, 7/22 (2nd month) combined EI of \$13,400 & 6/22 (3rd month) combined EI of \$10,331.05, exceeded the \$3,020 gross standard, therefore a reportable change occurred. QC determined 3rd month prior to RM (month 6/22) is what should've been reported to the agency per simplified reporting. Based on clients 6/24/22 \$780, 6/17/22 \$780, 6/10/22 \$799.50 & 6/3/22 \$794.63 wages & Daniel's 6/24/22 \$1900, 6/17/22 \$1900, 6/10/22 \$1688.46 & 6/3/22 \$1688.46 wages, \$10, 331 combined gross income exceeds the gross income standard of \$3,020 for HHBG of 3.
11139	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$658	Client	During QC interview, client reports she is working. QC verified income per paystubs verifying all income received from 6/1/22 – 9/30/22. HH also provided income verification verifying all income received from 6/1/22 – 9/30/22. RM \$4804.50 combined gross income (based on \$4596.50 EI from and \$207.50). HH over gross as \$4805.00 combined gross income over gross income limit of \$3020.00 for HHBG of 3. QC reviewed agency figures and determined HH failed to report income from which began 10/25/21. QC reviewed 3 months look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 8/22 with \$4531.16 EI (\$3895.78 + \$635.38), 7/22 with \$5736.18 EI and 6/22 with \$3910.39 per verified income from submitted paystubs. QC allowed \$3910.00 converted EI based on earnings received as reportable change occurred. Final determination HH over gross in all 3 look back as gross income exceeds FPG of \$3020 for HHBG of 3.
11117	Wages and Salaries	More income received from this source than budgeted	Over	\$106	Agency	QC verified employment ended 8/25/22 with, with final pay received 8/26/22 \$540 gross with no income in RM September. QC verified \$1086.83 mortgage plus HCSUA which results in a variance over the threshold for 4 HH members. Agency figures reviewed. QC notes agency used a WN scan showing client was hired 4/12/22 with employer with two check dates listed: 4/22/22 \$384 and 4/15/22 \$256. Agency used 4/15/22 \$256, 4/22/22 \$384, 4/29/22 \$540 and 5/6/22 \$540. No verification found in case file to determine how agency verified earnings for 4/29/22 and 5/6/22. QC did not find any EI information on WN. Contact with employer; QC verified client was hired 1/1/22 and has worked continuously through 8/25/22, paid \$18/hour working 30 hours/week grossing \$540 weekly with no interruption of benefits and verified client was not paid \$256 on 4/15/22 or \$384 on 4/22/22 rather was paid \$540 for each of those two weeks. QC review of the WN scan on file shows last income reported in 11/2021 then new income

						reported in 04/22 with only two pay stubs reported. QC finds agency should have contacted employer to correctly anticipate ongoing income from this employer. QC corrected agency figures using \$2160 monthly EI (\$540 weekly).
11147	Wages and Salaries	More income received from this source than budgeted	Over	\$404	Agency	QC verified RM circumstances for 5 HHMs as \$2348 (\$922 EI + \$591 SE + (son) \$835 EI), \$700 shelter plus \$385 HCSUA. Variance over threshold; agency figures reviewed. QC finds agency verified earnings for 30 days prior to submission of 5/10/22 IR. QC located the 2021 Schedule C (spouse) in ASPEN. QC finds income was known and verified for all HHMs on 5/25/22 however IR was not processed accordingly. QC corrected agency figures based on I \$983 EI, \$597 SE, (son) \$750 EI to total \$2330 EI, \$700 shelter plus \$385 HCSUA.
11098	Dependent Care Deduction	Deduction included that should not have been	Over	\$118	Client	Agency processed case allowing 4 HHM \$0 EI, \$1908 UCB, \$600 dependent care, \$1600 shelter + HCUSA. RM found \$3399 EI, \$1357 EI, \$0 UCB, \$122.50 Dependent care, \$1600 Shelter + HCSUA. HH was over income in RM and 3-month look back was completed and found HH in Gross Standard in 3 month look back, therefore agency figures were corrected. QCR corrected agency figures to allow \$1908 UCB, \$208.16 Dependent care, \$1600 Shelter +HCSUA. QC found last action is final resulting in over issuance of \$118 due incorrect daycare deduction.
11106	Wages and Salaries	More income received from this source than budgeted	Over	\$160	Agency	Agency processed case allowing 3 HHM, \$2199.87 EI, \$700 shelter plus HCSUA. RM circumstances found 3 HHM, \$1628 EI, \$700 shelter plus HCSUA. Causing an over threshold variance. Agency figures were reviewed. QC found the HH submitted check stubs dated 12/7/21, 12/21/21, and 1/4/22. Agency processed case allowing check dates 12/7/21 and 12/27/21. QC corrected agency figures allowing most current 30 days of income from 30 days prior to the date of application to include check dates 12/21/21 and 1/4/22. QC determined 3 HHM, \$2642 EI, \$700 shelter plus HCSUA resulting in an over threshold variance.
11132	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$230	Client	Agency processed case allowing 1 HHM, no income shelter expense of \$300 plus HCSUA RM circumstances determined 1HHM, \$2118 EI and \$300 shelter plus HCSUA. QC verified total gross of \$2118 exceeds the income standard of \$1771 for HHBG of 1 to determined 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 received employment verification along with wages printout along with employer statement and wage history, showing 1st month prior wages 8/2022 \$2290.99, 2nd month prior wages 7/2022 \$1966.40, 3rd month prior wages 6/2022 \$2866.77. 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 6/2022) is what should have been reported for simplified reporting. QC allowed converted income of \$2293 06/02/22 \$617.54; 06/09/22 \$492.55; 06/16/22 \$494.25; 06/23/22 \$638.63 &

						<p>06/30/22 \$623.80 to determine $\\$2866.77/5 = \\$573.354 \times 4 = \\$2293.416$ rounded \$2293. Total EI of exceeds gross income standard of \$1771 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.</p>
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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%	0.00%	3.33%
	McKinley	64.04%	10.61%	0.00%	0.00%	11.31%	15.52%	14.90%	0.00%	17.59%	7.69%	31.62%	0.00%	13.44%
	San Juan	32.08%	0.00%	7.17%	10.90%	0.00%	14.11%	0.00%	0.00%	14.94%	0.00%	27.30%	16.11%	11.51%
	Sierra	0.00%	0.00%	62.80%	0.00%	0.00%	0.00%	43.41%	0.00%	0.00%	0.00%	0.00%	0.00%	18.47%
	Socorro	9.63%	0.00%	0.00%	0.00%	35.40%	0.00%	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%	50.58%	14.52%
	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%	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%	13.06%	11.82%
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%	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%	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%	0.00%	6.83%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	8.55%	0.00%	2.97%
	San Miguel	15.47%	16.12%	0.00%	0.00%	41.89%	38.60%	0.00%	61.93%	0.00%	0.00%	0.00%	72.47%	24.62%
	Sandoval	0.00%	56.40%	23.97%	12.11%	0.00%	5.34%	35.03%	12.58%	8.87%	0.00%	0.00%	65.32%	19.16%
	Santa Fe	0.00%	36.80%	0.00%	0.00%	0.00%	23.62%	0.00%	11.76%	0.00%	31.14%	19.43%	0.00%	10.80%
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%	42.34%	15.36%
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%	5.24%	12.15%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%	0.00%	11.57%	26.45%	12.61%	8.76%	22.61%	30.45%	0.00%	10.36%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	104.27%	0.00%	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%	0.00%	10.75%
	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%	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%	2.66%	11.24%
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%	6.53%	6.26%
	Curry	0.00%	0.00%	34.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	14.35%	38.05%	15.80%
	Artesia	0.00%	90.70%	0.00%	0.00%	0.00%	0.00%	16.77%	0.00%	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%	0.00%	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%	0.00%	10.53%
	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%	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%	25.75%	11.88%
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%	24.12%	8.64%
	Grant	0.00%	0.00%	100.0%	0.00%	38.57%	92.00%	0.00%	0.00%	26.84%	0.00%	29.08%	0.00%	26.56%
	Luna	20.47%	0.00%	0.00%	0.00%	29.65%	0.00%	10.87%	0.00%	0.00%	14.40%	56.57%	12.20%	15.70%
	Otero	0.00%	0.00%	0.00%	0.00%	41.89%	41.17%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	9.76%
	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%	0.00%	15.38%
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%	10.26%	10.63%
State Totals		9.67%	13.56%	19.98%	6.94%	14.41%	13.86%	9.99%	9.20%	7.07%	12.47%	12.92%	16.62%	12.02%

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 September:

- 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 369 invalid denials/closures identified, 150 were identified as incorrect closures, and 219 were identified as incorrect denials.

Negative Error Amount

369 cases out of 848 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

43.51%
CAPER
Error Rate

Incorrect Notices

20% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

80% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2021- September 2022

Total Cases in Sample Pulled for Review	899
Cases Dropped (Sampled not Reviewed by QC)	51
Total Cases Reviewed	848
Total Valid Cases	479
Total Invalid Cases	369

FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- September 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	103	13	116	32.77%
Policy incorrectly applied – no other codes applicable	3	9	12	3.39%
Failed to process the reapplication timely (recertification application)	2	7	9	2.54%
Failed to issue a required Notice of Missed Interview (NOMI)	4	1	5	1.41%
Failed to provide expedited service to expedited eligible household	2	0	2	0.56%
Total	114	30	144	40.68%
Notices				
Notice not clearly understandable	11	29	40	11.30%
Notice was sent to wrong address	4	7	11	3.11%
Failed to send notice of action	3	6	9	2.54%
Policy incorrectly applied- no other codes applicable	3	2	5	1.41%
Notice reason does not match reason for action	4	1	5	1.41%
Notice was not complete	2	1	3	0.85%
Notice did not include date of intended action	1	0	1	0.28%
Total	28	46	74	20.90%
Arithmetic Computation				
Benefit/allotment/eligibility/incorrectly computed	28	15	43	12.15%
Total	28	15	43	12.15%
Wages and Salaries				
Agency failed to follow up on inconsistent or incomplete information	5	4	9	2.54%
Improper income calculation	4	4	8	2.26%
Policy incorrectly applied- no other codes applicable	2	5	7	1.98%
Failed to consider or incorrectly considered reported information	1	2	3	0.85%
Income from known/processed source included that should not have been	2	0	2	0.56%
Improper calculation- Income averaged incorrectly	1	1	2	0.56%
Improper calculation – Income included holiday or overtime pay	1	0	1	0.28%
Total	16	16	32	9.04%
Other				
Policy incorrectly applied – no other codes applicable	8	10	18	5.08%
Data entry and/or coding error (includes selection of incorrect codes)	0	2	2	0.56%
Computer programming error	1	0	1	0.28%
Other	0	1	1	0.28%
Total	9	13	22	6.21%

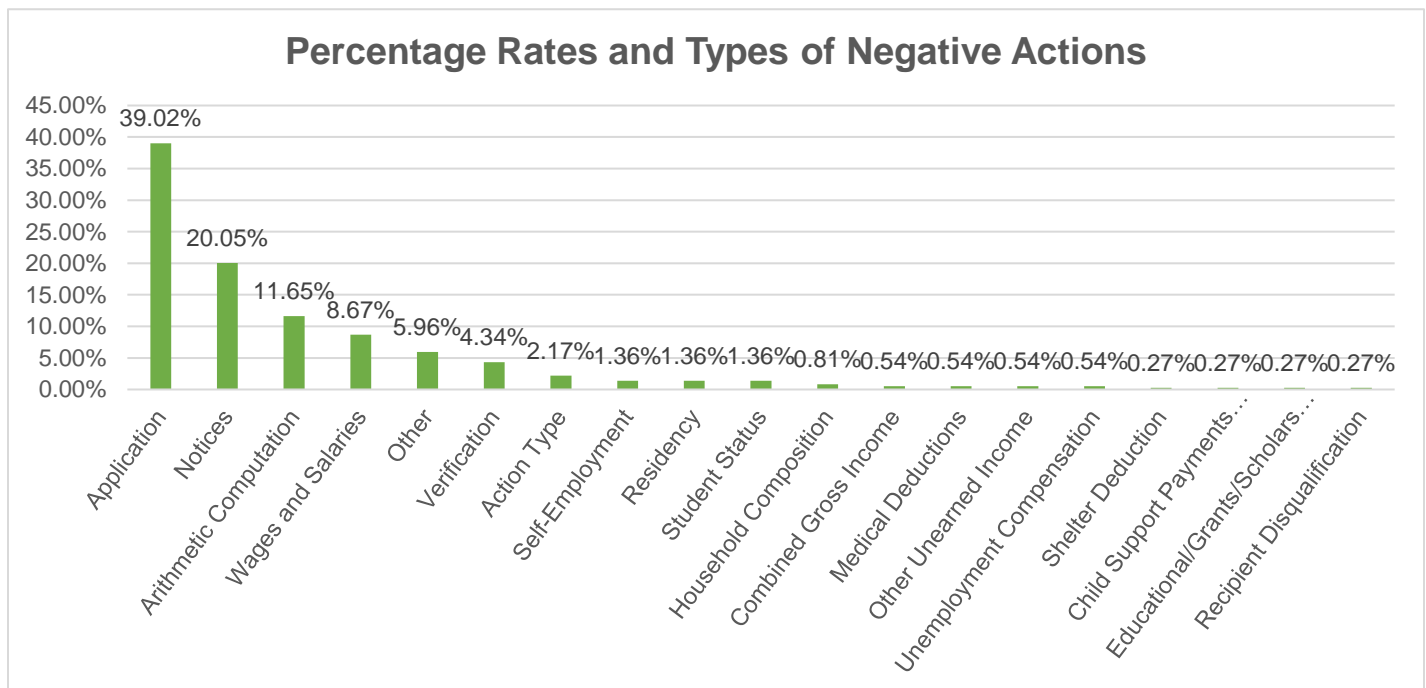
Verification				
Improper Denial/Termination – failure to provide-verification was received or is in case file	4	2	6	1.69%
Policy incorrectly applied – no other codes applicable	0	4	4	1.13%
Verification was in case file	1	1	2	0.56%
Improper Denial/Termination- failure to provide-household never notified of needed verification	0	1	1	0.28%
Improper denial prior to end of timeframe for providing verification	1	0	1	0.28%
No application or case record information to support denial/termination/suspension	1	0	1	0.28%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.28%
Total	7	9	16	4.52%
Action Type				
Policy incorrectly applied – no other codes applicable	3	5	8	2.26%
Total	3	5	8	2.26%
Self-Employment				
Policy incorrectly applied – no other codes applicable	2	1	3	0.85%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.28%
Failed to consider or incorrectly considered reported information	0	1	1	0.28%
Total	2	3	5	1.41%
Residency				
Policy incorrectly applied – no other codes applicable	0	2	2	0.56%
Other	1	1	2	0.56%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.28%
Total	2	3	5	1.41%

Student Status				
Failed to consider or incorrectly considered Eligible Student Status	0	2	2	0.56%
Policy incorrectly applied- no other coded applicable	1	0	1	0.28%
Eligible student excluded and met exemption- Employment requirements met	1	0	1	0.28%
Eligible student excluded and met exemption – State or Federal Work Study	0	1	1	0.28%
Total	2	3	5	1.41%

FFY 2022 CAPER Errors – Cumulative Totals

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

Error	Denials		Closures		Total Invalid	Percentage Total
Application	114	30.89%	30	8.13%	144	39.02%
Notices	28	7.59%	46	12.47%	74	20.05%
Arithmetic Computation	28	7.59%	15	4.07%	43	11.65%
Wages and Salaries	16	4.34%	16	4.34%	32	8.67%
Other	9	2.44%	13	3.52%	22	5.96%
Verification	7	1.90%	9	2.44%	16	4.34%
Action Type	3	0.81%	5	1.36%	8	2.17%
Self-Employment	2	0.54%	3	0.81%	5	1.36%
Residency	2	0.54%	3	0.81%	5	1.36%
Student Status	2	0.54%	3	0.81%	5	1.36%
Household Composition	3	0.81%	0	0.00%	3	0.81%
Combined Gross Income	0	0.00%	2	0.54%	2	0.54%
Medical Deductions	1	0.27%	1	0.27%	2	0.54%
Other Unearned Income	2	0.54%	0	0.00%	2	0.54%
Unemployment Compensation	0	0.00%	2	0.54%	2	0.54%
Shelter Deduction	1	0.27%	0	0.00%	1	0.27%
Child Support Payments Received from Absent Parent	0	0.00%	1	0.27%	1	0.27%
Educational/Grants/Scholarships/Loans	1	0.27%	0	0.00%	1	0.27%
Recipient Disqualification	0	0.00%	1	0.27%	1	0.27%



CAPER Error Findings as Reported to the Field Offices

September 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
893	Notice	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 8/10/2022 however action to begin application process did not occur until 09/06/2022; beyond the 10 working days to schedule an interview. QC determined agency identified HH eligible for expedited service due to untimely screening this occurred beyond the 6th day of application.
894	Notice	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 8/15/2022 however action to begin application process did not occur until 09/06/2022; beyond the 10 working days to schedule an interview. QC determined agency identified HH eligible for expedited service due to untimely screening this occurred beyond the 6th day of application.
896	Policy	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.
897	Notice	QC determined agency failed to act timely on application resulting in an invalid action. HH applied on 08/09/2022 however action to process case did not occur until 09/20/22; beyond 30 days.
899	Notice	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. QC determined action for initial month should have been prorated, even with the prorated amount of \$0 as the application was received 08/31/22. Notice to HH should have stated HH was eligible under BBCE and benefit prorated for initial month. Notice denied HH on net income. QC determined this negative review invalid due to notice.
900	Policy & Notice	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.
830	Policy & Notice	QC determined that the HH failed to attend the scheduled interview, therefore, the case should have closed based on missed interview. NMAC 8.139.110.11. QC determined that the action and notice are incorrect.
831	Policy	QC determined action to process case occurred outside processing timeframe. System shows HH applied 6/28/2022 & action to process occurred on 9/1/2022 which is prior to 30-day limit.
832	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 8/8/22 & denied on 9/20/22) per 8.139.110.13 policy.
833	Policy	Review of case found agency used reported mailing address for correspondence and reported phone number in an attempt to interview HH and no evidence HH contacted agency to complete interview. However, QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 8/9/22 & denied on 9/16/22) per 8.139.110.13 policy.
834	Policy & Notice	Based on CR information, agency made an eligibility determination-HH was determined ineligible for separate status however, notice stated case was denied due to withdrawal. QC concluded because an eligibility determination was made, notice of denial should have reflected the appropriate eligibility determination.
835	Policy	QC determined action to deny SNAP to be incorrect. Agency utilized \$4000.00 in monthly gross earnings as semi-monthly standard wages, salaries, tips and commissions. However, CR shows client is in fact self-employed whereas agency failed to request or consider applicable verification standard for self-employment income. Agency utilized \$2689.00 in monthly gross earnings as monthly standard wages, salaries, tips and commissions. However, CR shows that client is in fact self-employed whereas agency failed to request or consider applicable verification standard for self-employment income. QC determined negative action to be invalid as agency failed to consider self-employment income as cited in NMAC policy 8.139.520.10(E).

836	Policy & Notice	QC determined negative action to be invalid as agency failed to discuss/ consider or request verification to determine if HH met any other SNAP Student Eligibility criteria as outlined in 8.139.400.11. Notice is also no clear & concise discussing student eligibility back from 3/22.
838	Policy	Review of case found agency used reported address for correspondence and reported phone number in attempt to interview HH and no evidence household contacted agency to complete interview. QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 8/4/22 & denied on 9/7/22) per 8.139.110.13 policy.
839	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/29/22 & denied on 9/7/22) per 8.139.110.13 policy.
842	Policy	QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 7/26/22 & denied on 9/1/22) per 8.139.110.13 policy.
843	Notice	QC determined action; notice & calculation table are incorrect. Review of CR shows agency didn't use indicative income and failed to follow-up on inconsistent and incomplete information reported by the HH.
844	Policy & Notice	QC determined negative action invalid due to agency utilizing inadequate verification, failed to request and consider HH earnings received current to the date of application resulting in an incorrect income calculation. Action & notice are incorrect.
849	Notice	QC determined negative action to be invalid due to agency failure to follow-up on incomplete verification. CR shows agency utilized single bi-weekly pay stub excluding overtime earnings. CR shows no evidence agency sent formal request of or made collateral contact for indicative earnings verification with HH or employer.
851	Notice	QC determined this review NSTR as it is a case closure due to agency withdrawing application prior to making a determination on the case upon HH's request. Case dropped from review.
852	Policy	Review of case found agency used reported address for correspondence and reported phone number in attempt to interview HH and no evidence household contacted agency to complete interview. QC determined that agency failed to deny application timely, within 30 days of application (application was submitted on 8/22/22 & denied on 9/22/22) per 8.139.110.13 policy.
854	Notice & Policy	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.
855	Policy	QCR notes check stubs provided where within 30 days of the application request. Had agency processed the case timely these would have been the correct check stubs but the processing was untimely. 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.
858	Policy & Notice	QC review of CR and historical correspondence finds no evidence HH submitted verification requested to agency. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 8/19/22 and action to process occurred on 9/26/22 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 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted the agency failed to schedule an interview within 10 days of receiving the application a mandated by NMAC 8.139.110.11 G
860	Policy	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
861	Notice & Policy	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.
862	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 7/27/2022 and action to process occurred on 9/08/2022 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

863	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 08/01/22 and action to process occurred on 9/06/2022 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
868	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 07/27/22 and action to process occurred on 9/06/2022 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
869	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 8/05/2022 and action to process occurred on 9/15/2022 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
870	Policy	QC determined action taken by agency and listed reason for closure was correct. However, review of correspondence finds QC found no NOMI was mailed out to HH and QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 8/12/22 and action to process occurred on 9/13/22 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 8.139.110.13A 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
871	Policy	QC review of CR and historical correspondence finds no evidence HH submitted verification requested to agency. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 7/18/22 and action to process occurred on 9/1/22 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 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted the agency failed to schedule an interview within 10 days of receiving the application a mandated by NMAC 8.139.110.11 G
872	Notice	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 initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
873	Policy	QC review of CR and historical correspondence finds no evidence HH submitted verification requested to agency. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 7/20/22 and action to process occurred on 9/1/22 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 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted the agency failed to schedule an interview within 10 days of receiving the application a mandated by NMAC 8.139.110.11 G
874	Notice	Per NMAC TFS policy, TFS is for 5 months and issued at the max amount of benefits for HH size. NOCA mailed to HH dated 9/9/22 reads-Your benefits changed from SNAP to Transitional Food Stamps (TFS). The change starts on 10/1/22. Your benefits amounts did not change. October 2022-February 2023 \$459 benefits with renewal month 2/2023. October 2022 The SNAP benefits changed because the number of people in your household changed. Your household's allowable income deductions changed. QC finds transition to TFS from SNAP is correct, the SNAP closure reason is incorrect. The HH did not have a change in HH members. QC determined this review invalid as notice is procedurally incorrect and confusing.
875	Policy	QC review of action by agency finds the action is correct. HH was provided with notice of closure for a month after the month of the requested action. QC determined even when action on case was done correctly, resulting in negative review valid.
876	Policy & Notice	QC notes that HH was not notified of the needed verification for financial aid and 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 initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.

877	Policy	QC review of income finds Agency used wrong pay stubs to verify income. Application date is 8/11/22, Agency should ask for 30 days prior from 8/11/22 not forward as agency notes on 9/7/22 comments. QC further determined action to process case occurred outside the processing timeframe. System shows HH applied on 8/11/22 and action to process occurred on 9/13/22 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 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
879	Policy & Notice	QC reviewed action and notice which show action to deny SNAP was correct, however agency failed to deny application timely making action invalid.
881	Policy & Notice	QC reviewed action and notice, QC found no evidence in ECF HH provided requested information. QC determined action was correct to deny, however agency failed to process application timely, resulting in late denial; review invalid.
885	Policy & Notice	QC reviewed action and notice, QC found no evidence HH provided information requested, however agency failed to deny application timely. QC determined review invalid.
888	Notice	QC reviewed notices and action and found no evidence HH submitted proof of income and action to close SNAP is correct. QC determined that although HH failed to provide verification, agency did not expedite SNAP timely, and agency failed also failed process case timely.
890	Policy	QC determined agency was correct to deny SNAP on gross income, however agency failed to deny application with in the 30 days timeframe making this invalid.
891	Policy	QC reviewed notice and action and found all notices were issued correctly and action to deny SNAP was correct, however agency failed to process application timely, denying application untimely. QC determined review invalid.
892	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: 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 review invalid is HH qualified under BBCE and should have been approved.

FFY 2022 CAPER Error Rates

Regional and County Breakdowns

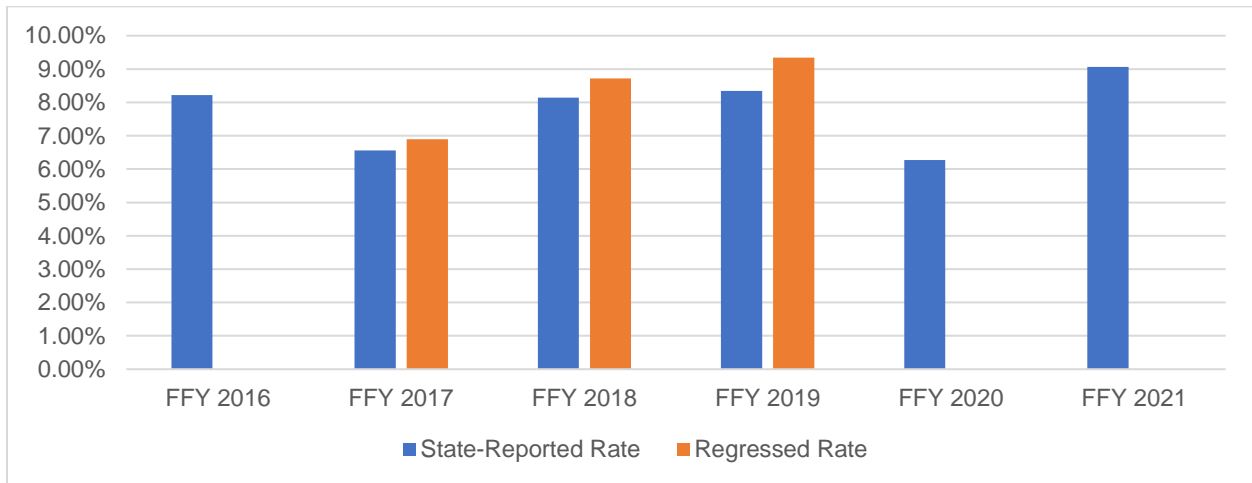
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	100.0%	0.00%	0.00%	41.67%
	McKinley	0.00%	0.00%	75.00%	0.00%	100.0%	25.00%	0.00%	75.00%	0.00%	100.0%	0.00%	100.0%	47.06%
	San Juan	50.00%	0.00%	50.00%	60.00%	20.00%	33.33%	40.00%	44.44%	33.33%	83.33%	100.0%	60.00%	48.21%
	Sierra	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	80.00%	50.00%	50.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	100.0%	42.86%
	N. Valencia	0.00%	50.00%	0.00%	20.00%	100.0%	66.67%	0.00%	50.00%	100.0%	100.0%	50.00%	100.0%	57.14%
	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%	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%	69.23%	49.01%
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%	100.0%	57.14%
	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%	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%	0.00%	16.67%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%	0.00%	100.0%	50.00%	33.33%	0.00%	0.00%	0.00%	0.00%	39.41%
	San Miguel	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%	0.00%	38.46%
	Sandoval	16.67%	0.00%	0.00%	100.00%	33.33%	50.00%	0.00%	50.00%	66.67%	80.00%	66.67%	50.00%	47.06%
	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%	50.00%
Taos	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	100.0%	50.00%	37.50%	
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%	44.44%	41.88%
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%	54.55%	39.00%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%	50.00%	66.67%	20.00%	50.00%	50.00%	71.43%	55.56%	50.00%	39.74%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	100.0%	0.00%	0.00%	0.00%	100.0%	0.00%	27.78%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%	33.33%	45.45%	36.36%	54.55%	66.67%	50.00%	83.33%	60.00%	42.27%
	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%	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%	52.17%	39.46%
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%	100.0%	45.45%
	Curry	75.00%	0.00%	0.00%	0.00%	33.33%	100.0%	0.00%	33.33%	0.00%	100.0%	0.00%	40.00%	48.00%
	Artesia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	100.0%	42.86%
	Carlsbad	100.0%	0.00%	100.0%	0.00%	100.0%	0.00%	20.00%	0.00%	50.00%	0.00%	0.00%	0.00%	40.00%
	Lea	50.00%	0.00%	60.00%	33.33%	0.00%	50.00%	50.00%	66.67%	25.00%	50.00%	0.00%	100.0%	47.06%
	Lincoln	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	100.0%	100.0%	0.00%	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%	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%	69.23%	44.96%
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%	100.0%	41.03%
	Grant	100.0%	0.00%	0.00%	100.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%
	Luna	33.33%	50.00%	0.00%	50.00%	0.00%	100.0%	100.0%	0.00%	33.33%	100.0%	0.00%	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%	100.0%	76.92%
	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%	100.0%	50.00%
	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%	75.00%	39.22%
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%	75.00%	45.51%
State Totals		27.40%	18.31%	26.09%	40.30%	43.75%	44.59%	29.17%	44.44%	43.06%	73.97%	69.01%	61.43%	43.51%

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.**

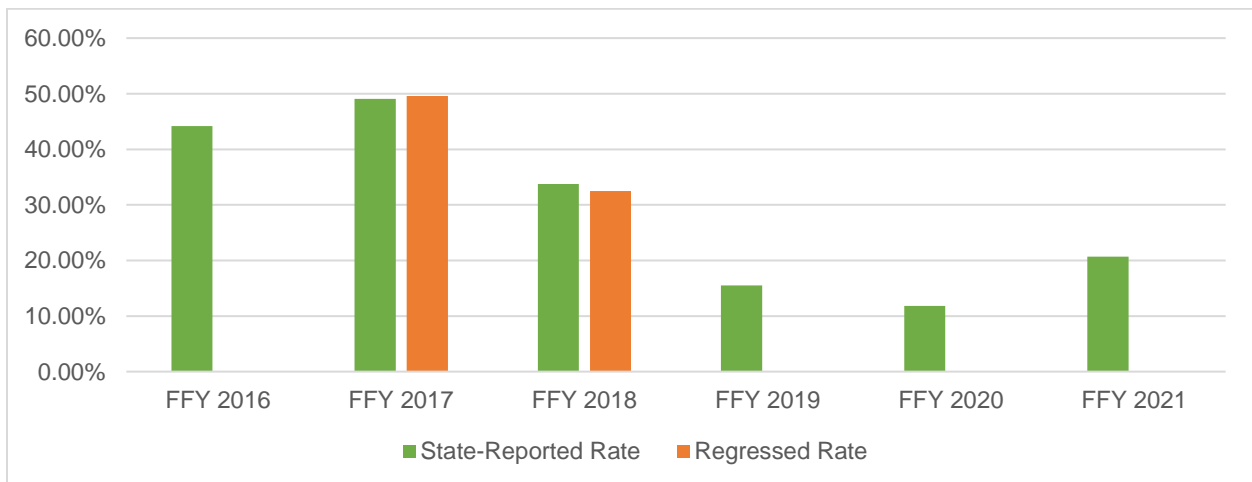
Payment Error Rate

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%	100.0%
	McKinley	100.0%					100.0%			100.0%	100.0%		83.33%
	San Juan	100.0%					100.0%		100.0%	100.0%		100.0%	100.0%
	Sierra							100.0%					50.00%
	Socorro	100.0%										100.0%	100.0%
	N. Valencia	100.0%		100.0%		100.0%	100.0%	100.0%	0.00%		100.0%	100.0%	90.00%
	S. Valencia	100.0%											
	Region 1 Totals	100.0%		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%	80.00%
	Rio Arriba	100.0%					100.0%			100.0%	100.0%	50.00%	80.00%
	San Miguel	100.0%				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%	87.50%
	Santa Fe	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%		0.00%		77.78%
	Taos	100.0%			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%	87.18%
Region 3 Central	NE Bernalillo	100.0%			100.0%		100.0%	100.0%	100.0%		100.0%	100.0%	93.33%
	NW Bernalillo	100.0%				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%	100.0%
	SW Bernalillo	100.0%	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%	97.83%
N Region 4 Southeast	Chaves	100.0%	100.0%				100.0%				100.0%	100.0%	88.89%
	Curry	100.0%		0.00%	100.0%		100.0%			100.0%	100.0%		75.00%
	Artesia												
	Carlsbad	100.0%							100.0%	100.0%	100.0%		100.0%
	Lea			100.0%			100.0%		100.0%	100.0%	33.33%	100.0%	77.78%
	Lincoln	100.0%							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%	83.87%
Region 5 Southwest	E. Dona Ana	100.0%				100.0%	100.0%		100.0%		100.0%	0.00%	88.89%
	Grant	100.0%								100.0%		100.0%	100.0%
	Luna	100.0%									100.0%	100.0%	100.0%
	Otero	100.0%	100.0%							100.0%			100.0%
	S. Dona Ana	100.0%		100.0%	100.0%						100.0%		100.0%
	W. Dona Ana	100.0%							100.0%			100.0%	100.0%
Region 5 Totals	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	75.00%	96.77%
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%	91.53%