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Lorelei Kellogg, Acting Medicaid Director

General Information Memorandum

ISD-GI 23-05

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division *MB*
DATE: March 2, 2023
RE: FFY 2023 SNAP Performance Report-First

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2023. This report includes all Quality Control (QC) findings received for the review months of October 2022. Additional data included in this report is the recertification timeliness.

The FFY 2023 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: First SNAP Performance Report for FFY 2023



SNAP PERFORMANCE REPORT

First Edition

Federal Fiscal Year 2023

Quality Control Review Findings
October 2022

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

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SNAP Performance Report

SNAP Performance Report: First 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 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 2023, 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 2022**.

Ineligible Benefits

\$267 (0.89) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$2,598 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 \$29,998 total benefits issued within those cases.



Underpaid Benefits

\$462 (1.54%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

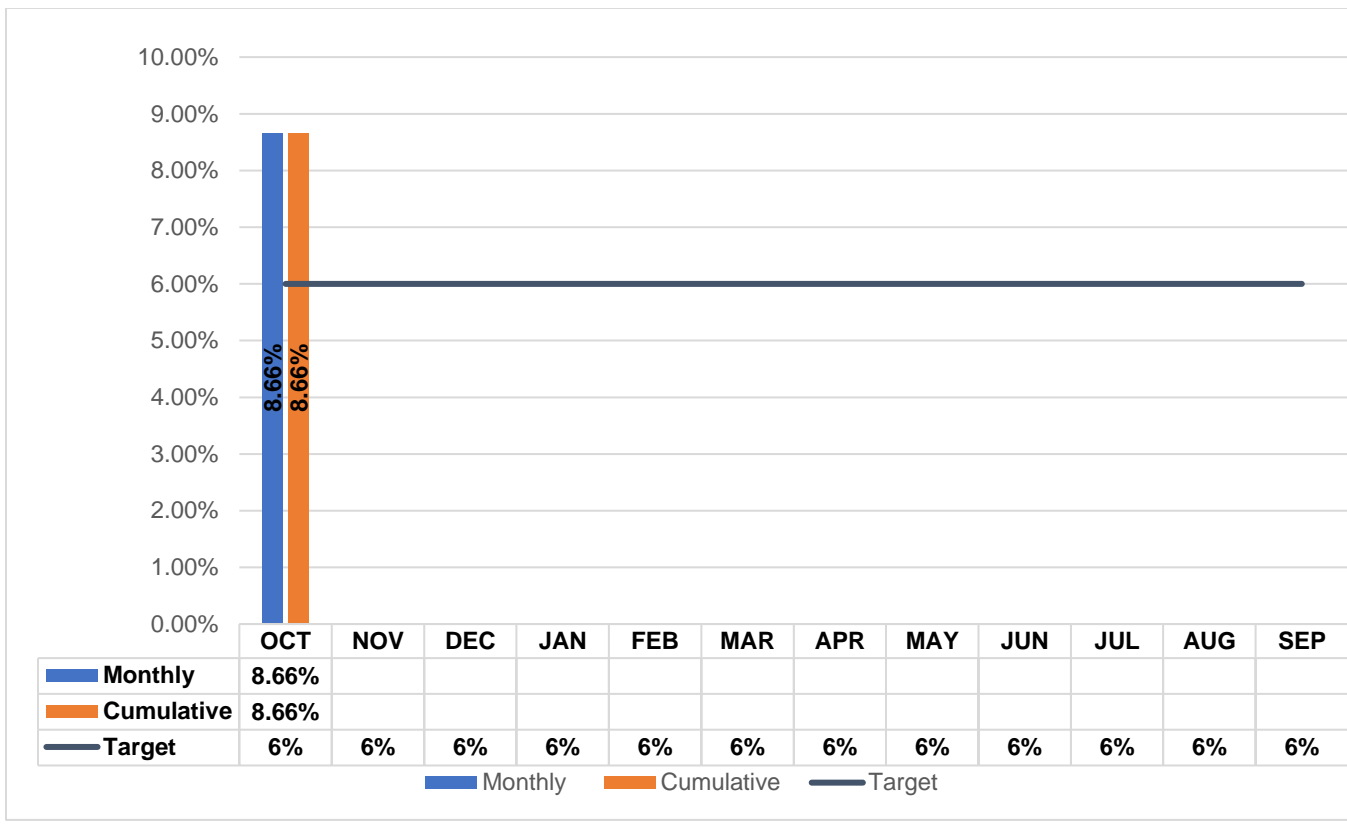
\$1,869 (6.23%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2022

Total Benefits Paid in QC Sample	\$29,998
Total Error Amount in QC Sample	\$2,598
Total Cases Reviewed by QC	80
Total Cases with Errors	12
Total Correct Cases	68
Total Cases with Overpaid Benefits	7
Total Cases with Underpaid Benefits	4
Total Cases with Ineligible Benefits	1
Cases Dropped (In Sample, not Reviewed by QC)	6

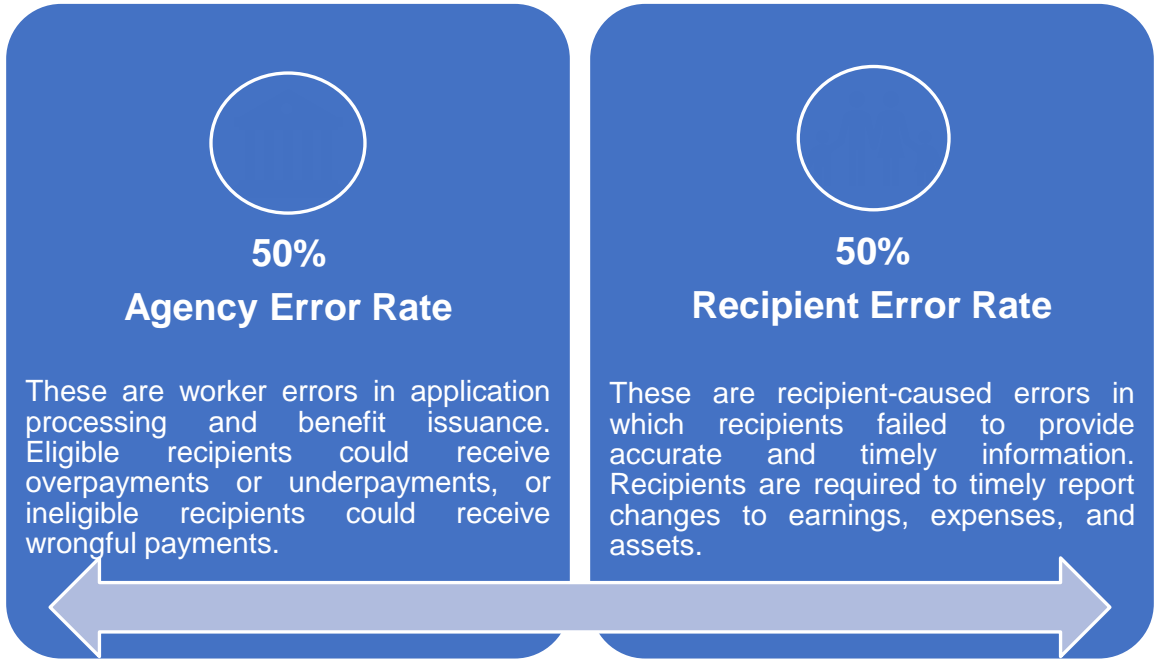
FFY 2023 State Payment Error Rates

Monthly vs. Cumulative Error Rates



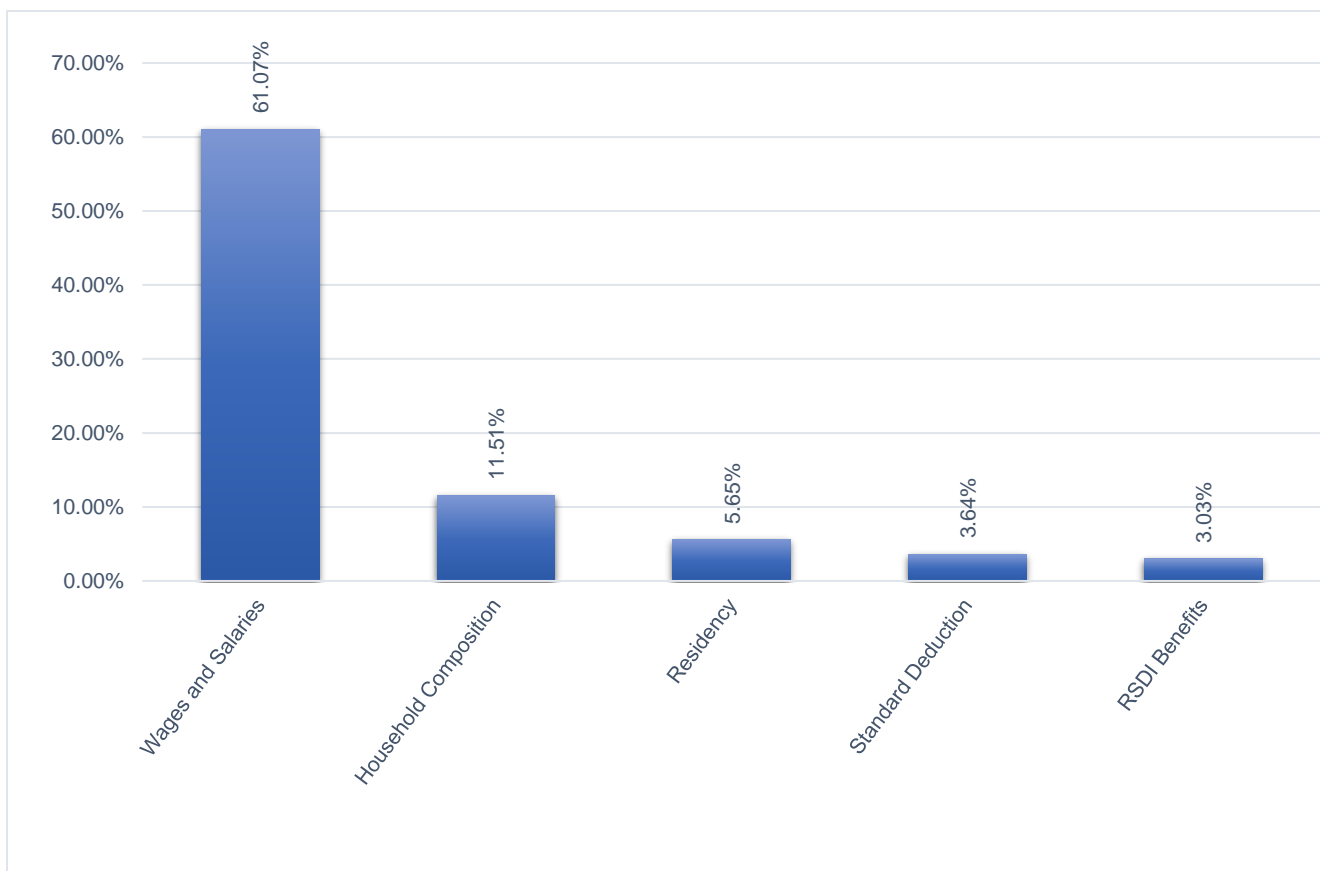
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



FFY 2023 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$1,382	53.19%
Household Composition	\$683	26.29%
Residency	\$267	10.28%
Standard Deduction	\$178	6.85%
Standard Utility Allowance	\$88	3.39%



Error Findings as Reported to Field Offices

October 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10026	Wages and Salaries	Other	Over	\$258	Agency	RM circumstance found 1 eligible HHM, EI \$1855 pro rata, shelter \$300 plus TS causing an over threshold variance. Agency figures corrected as of 7/31/2022 determined household composition of 1 eligible members, \$1740 EI pro rata, \$300 shelter plus TS causing a countable variance these figures used as final, AORD. State QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH, error will be cited as \$258 OI.
10014	Wages and Salaries	More income received from this source than budgeted	Over	\$229	Client	RM QC verified 3 HH members, 165% test shows \$2542.64 EI and UEI \$800 RM combined income \$3342.64, no dependent care, no shelter, only HCSUA resulting in an over threshold variance. Due to exceeding Gross FPG QC completed 3 month lookback. Prior month 1 \$4400.89, Prior month 2 \$3239.13 and Prior month 3 \$3223.53. QC allowed \$3224 converted EI/UEI based on earnings received as reportable change occurred. Final error determination resulted \$3224 combined gross income exceeded \$3020 FPL for HHBG of 3.
10070	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$352	Client	RM circumstances found 2 HHM, \$1123 EI, \$3309.90 EI, \$1288 UEI, 1336.85 Shelter plus HCSUA resulting in an over threshold variance. Due to EI exceeding Gross FPG QC completed a 3-month lookback. Prior month 1 \$7161.31, Prior month 2 \$5562.60, and Prior month 3 \$6622.79. QC determined HH had reportable change therefore QC corrected agency figures with July 2022 prior month 3 being final determinant month. QC found RM circumstances resulted in least quantitative error. QC final determination 2 HHM, \$1123 EI, \$3309.90 EI, \$1288 UEI, \$1336.85 shelter, plus HCSUA resulting in an over threshold variance. State QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 2 person HH, error will be cited as \$352 NMAC 8.139.610.12D, QC determined 3rd month lookback error determinate month was 7/2022 which was in FY22 minimum allotment was \$20; FY23 minimum allotment \$23.
10028	Standard Deduction	Other	Under	\$57	Agency	During QC interview HH reported not paying any utility or phone expenses in RM or last action. LIHEAP inquiry shows HH received assistance 9/26/22. QC reviewed agency figures and determined agency failed to allow HCSUA in RM and Corrected Figures, as HH received assistance in 9/22 for current address in 10/22 RM & 11/21 last action. Based on verification obtained by QC, RM figures were determined based on \$388 HCSUA for error citation as both comparisons resulted in the same error amount.

10003	Wages and Salaries	Transcription or computation errors	Under	\$219	Agency	During QC interview HH reported no Wage/Salary Income for any HH members. QC verified per 1/11/22 employer Letter is for client. Client verified she previously worked at employer and other hh member has never worked at employer, and has not worked in a very long time and had no income in RM and at last action. QC reviewed agency figures and determined agency incorrectly counted employment income using an employment statement (non HH member). Based on verification obtained by QC, RM figures were determined based on \$0 EI for error citation, as RM and Corrected Figures resulted in the same error amount.
10053	Standard Deduction	Other	Under	\$121	Agency	During QC interview HH reported no utility or phone expense in RM or last action. Landlord verified HH did not give her any money in 10/22 because she did not have any money, did not give her any money for the bill for the bill in corrected figures and has never helped with the bills. QC determined RM benefits were based on \$0 EI, \$0 UEI, \$193 FY23 standard deduction & \$0 HCSUA. Based on verification obtained by QC, agency figures were corrected using \$549 EI, \$350 UEI, \$193 FY23 standard deduction & \$0 HCSUA for error citation as it is the lower error amount.
10091	Household Composition	Ineligible person(s) included	Over	\$224	Agency	During QC interview HH reported HH comp of 2 in RM and last action. Friends verified client lives at address and other person on case has never lived with her or been part of her HH in RM and last action. Unsuccessful attempts were made to (AP). QC reviewed agency figures and determined agency incorrectly added (AP) to clients case when he was submitting his own application with a different address then her. Based on verification obtained by QC, RM figures were determined based on 2 HH members for error citation as both comparisons resulted in the same error amount.
10076	Wages and Salaries	Less income received from this source than budgeted	Under	\$65	Agency	QC verified 4 HH members with employment ending 3/23/22 and client beginning new employment with a hire date 4/11/22 paid \$15/hour and paid BW with RM earnings of \$2499. QC verified rent increased from \$450 to \$475 as of 01/01/22 ongoing through RM with no changes. QC verified continued utility expenses. RM determined \$2499 EI, \$475 shelter plus HCSUA which resulted in a variance over the threshold; agency figures reviewed. QC verified with employer that pay stub 12/31/20 \$832.05 reflects a \$275 bonus which is not normal or indicative of future pay. QC corrected agency figures excluding the bonus of \$275 to determine \$2634 averaged EI; \$450 shelter plus HCSUA for corrective figures/final.
10016	Residency	Other	Ineligible	\$267	Client	QCR found HH member moved out of NM 5/2022 living between TX and AR and obtaining employment in RM in AR. QCR determined HH ineligible due to not meeting NM Residency requirements per the 310 Handbook chapter 6 QCR has determined the HH was ineligible AORD and 8.100.130.17 (A) verification of NM residence is mandatory.
10049	Wages and Salaries	Averaging not used or incorrectly applied	Over	\$259		QC determined an over issuance of \$259 due to earned income plus living expenses. QC could not find application 7/13/22. SNAP

					Agency	program request shows 7/13/22. QC was able to locate HSD 100 date stamped 6/8/22 case record does not indicate what application was used at initial. Agency processed case allowing 2 HHM \$630, \$600 rent plus LUA \$120. RM circumstance found 2 HHM \$1410 EI \$350 + LUA, causing an over threshold variance. QC reviewed agency wages and found anticipated income was completed with the very first check, which QC is unable to locate, and agency did not verify anticipated ongoing earnings. QC verified anticipated ongoing income to be 22.5 hours weekly @ \$15 for a total of \$1350 monthly, Rent of \$350 verified with LL and LUA verified with utility company. QC corrected agency figures allowing 2 HHM, \$1350 EI, \$350 shelter plus LUA, causing an over threshold variance. Last action is final as it is the least quantitative error.
10064	Household Composition	Eligible person(s) with income excluded	Over	\$459	Client	RM circumstances determined 3HHM, unreported spouse in HHBG; \$0 EI, \$4427 EI, \$1166 shelter plus HCSUA. QC verified total gross of \$4227 exceeds the income standard of \$3167 for HHBG of 3 to determine HH over issued \$459. 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 check stubs provided, 1st month prior wages \$4920.88, 2nd month prior wages, \$4157.67. 3rd month prior wages 7/2022 \$1275.64, \$3837 = \$5112.64. 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 7/2022) is what should have been reported for simplified reporting. QC allowed converted income \$0 as WN verified income ended, \$3837. Total gross income exceeds gross income standard of \$3167 for HHBG of three.
10088	Standard Utility Allowance	Deduction included that should not have been	Over	\$88	Agency	QC determined an over issuance of \$88 due to utility expenses. Recert was submitted 2/10/22 reporting \$228 rent and marked rent includes utilities plus phone expense \$13.29/month. QC reviewed of agency comments plus recert application submitted by HH, shows application marked HUD \$228 and utilities included in rent with phone expense \$13.29/month. Based on verification obtained by QC from Housing Authority plus Landlord, agency figures were corrected to no heating/cooling expense and only allowed phone expense. Review month and last action result in the same error, review month is recorded as final with \$88 over issuance.

FFY 2023 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%
	McKinley	0.00%												0.00%
	San Juan	3.85%												3.85%
	Sierra	0.00%												0.00%
	Socorro	0.00%												0.00%
	N. Valencia	0.00%												0.00%
	S. Valencia	0.00%												0.00%
Region 1 Totals		0.95%												0.95%
Region 2 Northeast Region	Colfax	0.00%												0.00%
	Guadalupe	0.00%												0.00%
	Quay	100.0%												100.0%
	Rio Arriba	0.00%												0.00%
	San Miguel	0.00%												0.00%
	Sandoval	61.75%												61.75%
	Santa Fe	0.00%												0.00%
Taos	0.00%												0.00%	
Region 2 Totals		16.24%												16.24%
Region 3 Central Region	NE Bernalillo	27.10%												27.10%
	NW Bernalillo	0.00%												0.00%
	SE Bernalillo	0.00%												0.00%
	SW Bernalillo	14.61%												14.61%
	Torrance	0.00%												0.00%
Region 3 Totals		16.03%												16.03%
Region 4 Southeast Region	Chaves	0.00%												0.00%
	Curry	0.00%												0.00%
	Artesia	0.00%												0.00%
	Carlsbad	0.00%												0.00%
	Lea	21.68%												21.68%
	Lincoln	0.00%												0.00%
Roosevelt	0.00%												0.00%	
Region 4 Totals		10.39%												10.39%
Region 5 Southwest Region	E. Dona Ana	0.00%												0.00%
	Grant	0.00%												0.00%
	Luna	0.00%												0.00%
	Otero	0.00%												0.00%
	S. Dona Ana	21.74%												21.74%
	W. Dona Ana	0.00%												0.00%
Region 5 Totals		0.84%												0.84%
State Totals		8.66%												8.66%

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 October:

- 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.

FFY2023 Case and Procedural Error Rate (CAPER)

State Cumulative Negative Error Rate

Invalid Closure Breakdown

Out of the 43 invalid denials/closures identified, 1 was identified as an incorrect closure, and 32 were identified as incorrect denials.

Negative Error Amount

43 cases out of 73 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

58.90%
CAPER
Error Rate

Incorrect Notices

21% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

79% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2022

Total Cases in Sample Pulled for Review	75
Cases Dropped (Sampled not Reviewed by QC)	2
Total Cases Reviewed	73
Total Valid Cases	30
Total Invalid Cases	43

FFY 2023 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2022

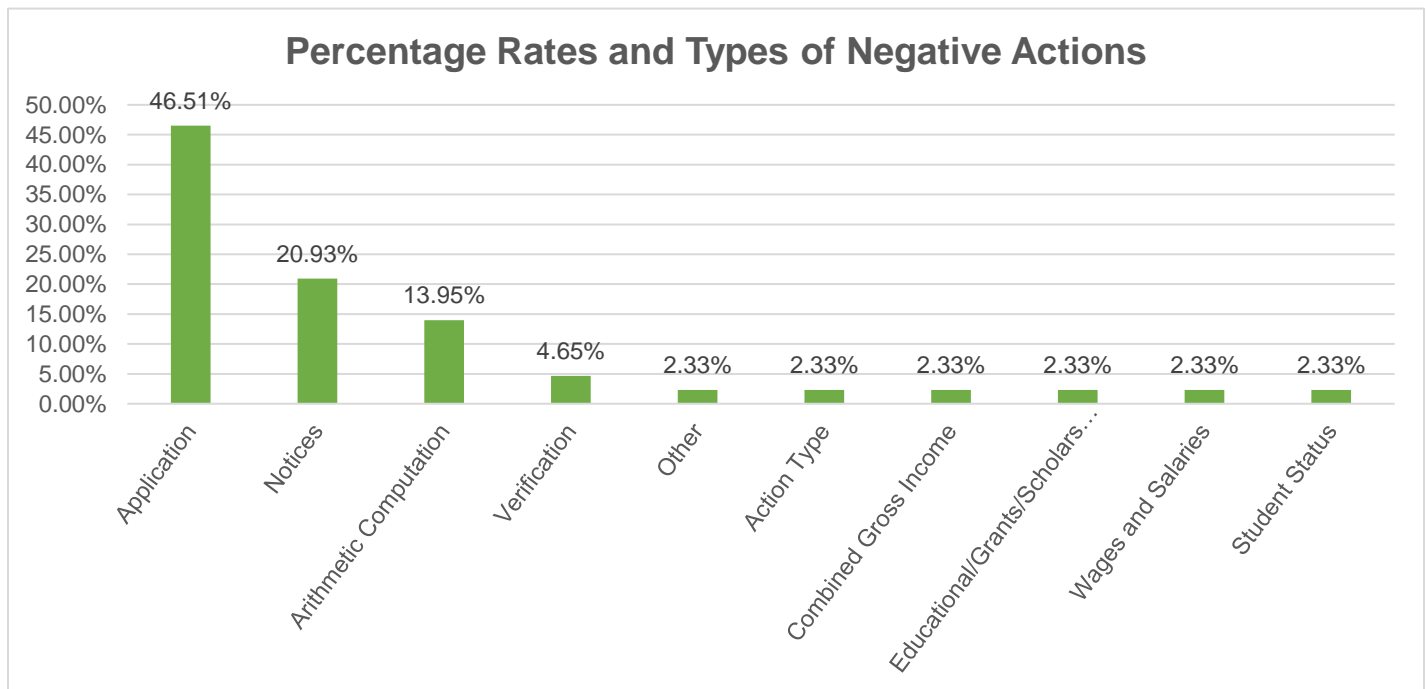
Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Application				
Late denial agency failed to process the application timely	17	2	19	44.19%
Policy incorrectly applied – no other codes applicable	1	0	1	2.33%
Total	18	2	20	46.51%
Notices				
Notice not clearly understandable	5	3	8	18.60%
Policy incorrectly applied- no other codes applicable	1	0	1	2.33%
Total	6	3	9	20.93%
Arithmetic Computation				
Benefit/allotment/eligibility/incorrectly computed	4	2	6	13.95%
Total	4	2	6	13.95%
Verification				
Policy incorrectly applied- no other codes applicable	1	1	2	4.65%
Total	1	1	2	4.65%
Other				
Policy incorrectly applied – no other codes applicable	0	1	1	2.33%
Total	0	1	1	2.33%
Action Type				
Policy incorrectly applied – no other codes applicable	0	1	1	2.33%
Total	0	1	1	2.33%
Combined Gross Income				
Policy incorrectly applied – no other codes applicable	1	0	1	2.33%
Total	1	0	1	2.33%
Educational Grants/Scholarships/Loans				
Income from known/processed source included that should not have been	1	0	1	2.33%
Total	1	0	1	2.33%
Wages and Salaries				
Income from known/processed source included that should not have been	1	0	1	2.33%
Total	1	0	1	2.33%

Student Status				
Eligible person(s) excluded	0	1	1	2.33%
Total	0	1	1	2.33%

FFY 2023 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2022

Error	Denials		Closures		Total Invalid	Percentage Total
	Count	Percentage	Count	Percentage		
Application	18	41.86%	2	4.65%	20	46.51%
Notices	6	13.95%	3	6.98%	9	20.93%
Arithmetic Computation	4	9.30%	2	4.65%	6	13.95%
Verification	1	2.33%	1	2.33%	2	4.65%
Other	0	0.00%	1	2.33%	1	2.33%
Action Type	0	0.00%	1	2.33%	1	2.33%
Combined Gross Income	1	2.33%	0	0.00%	1	2.33%
Educational/Grants/Scholarships/Loans	1	2.33%	0	0.00%	1	2.33%
Wages and Salaries	1	2.33%	0	0.00%	1	2.33%
Student Status	0	0.00%	1	2.33%	1	2.33%



CAPER Error Findings as Reported to the Field Offices

October 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
26	Policy & Notice	QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
27	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 8/31/2022 and action to process occurred on 10/03/2022 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
28	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 10/19/2022 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
29	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.
32	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 9/12/2022 and action to process occurred on 10/17/2022 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
33	Policy	QC determined that the agency's action to deny the application was not correct as the income requested for check dated 10/27/22 could not have been provided by the HUMAD due date of 10/28/22 and the 11/3/22,11/10/22 and 11/17/22 could not have been provided by the 30day processing limit date of 10/28/22 as HH wouldn't have received them by the due date.
35	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 the minimum allotment.
36	Policy & Notice	QC determined the action to be correct however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied 9/15/22 and Agency took action on 10/21/22 which exceeds the 30-day limit, 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 MNAC 8.139.110.11.G.
37	Policy	QC determined the action to be correct however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied 9/22/22 and Agency took action on 10/27/22 which exceeds the 30-day limit, 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 MNAC 8.139.110.11.G.
38	Policy & Notice	Review of income finds Agency used correct pay stubs to verify income. However, HH semester cost of attendance is more than the semester loan issued to student; HH does not have countable grants, scholarship, loans. QC finds the HH remains over countable gross income limits even without the Unearned Income \$472 agency used as this is the EFC listed on his financial aid. Action and notice invalid as HH does not receive \$472 as used by agency.
40	Policy	QC determined the action and notice to be invalid. CR shows application was received on 8/30, agency did not address the application until 9/13 and registered the HSD 100 for 9/12 and not the day it was received which per date stamp on application was 8/30/22. QC

		determined action to process case occurred outside the processing timeframe. System shows HH applied 8/30/22 and Agency took action on 10/12/22 which exceeds the 30-day limit, 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 MNAC 8.139.110.11.G
42	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 8/24/22 and action to process occurred on 10/4/22 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.
43	Policy	QC determined notice and action incorrect as EID incorrect and HH qualified under BBCE for minimum allotment. Notice shows EID=\$1564 and this is incorrect. EID should be 20% of \$1564 and 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.
44	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.
46	Notice	Notice to HH stated: You applied 09-13-22. Your benefits are denied for one or more months and approved ongoing. Your SNAP benefits are: 09/22 \$0; 10/22 \$516; 11/22 \$516. The HH is denied 09/22. The HH is denied. Your total income that we count after deductions, is over the program limit for your household size. Action to deny the case states over income after deductions is over program limits, however income was over gross limits, thus making the notice incorrect. HH was listed as disabled, however there is no indication anyone in the HH is disabled. QC also notes, Calculation table contains incorrect EID, which reflects that same amount of EI. QC reviewed income, notice and action are incorrect and not notice is not easily understandable, but also 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.
47	Notice	Case comments 10-06-22 state SNAP expedited, pending income. Per ECF verification has not been provided. HUMAD due date is 10/12/2022. Notice released to HH stated: Your SNAP benefits are closed as of November 2022. The household is denied. You have not provided us with the required documents we need to decide if you can get benefits. QC review of ECF shows HH did not provided required documents by deadline, however QC determined this negative review invalid due to untimely application processing, late denial.
50	Policy	QC review of income found 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 determined this review invalid also due to late denial; application not processed within 30 day timeframe.
51	Notice	QC reviewed notice and case records which include Prisoner match interface which shows Date of confinement was on 09/18/22 and release date 9/20/22. Review of case comments on 9/23/22 state HH in office requesting over the counter EBT and EBT card was provided. Case comments on 10/3/22 state HH in office requesting OTC no ID, verified SSN, DOB and Mailing address. QC determined this review invalid as there is no evidence HH was incarcerated at the time of action taken.
52	Policy & Notice	QC reviewed action and notices and found that agency used checks 9/16/22 \$290.49 and 9/30/22 \$375.25 and income 8/12/22 \$138 and 8/26/22 \$138. FSP 420 shows no work study however no indication HH was asked about family contributions. per IPP 21.02. QC finds that client did meet criteria making her an eligible college student, per IPP 21-02. Review invalid.
53	Policy & Notice	QC reviewed action and notice and determined action to deny SNAP is correct for failure to provide verification, however agency failed to deny application timely. Review invalid.
54	Policy	Review of case found no evidence HH contacted agency to complete interview. QC found action and notice are correct. HSD 100 provided on 9-12-22 did not contain mailing address however LIHEAP application submitted on 9/13/22 did showing PO Box. Review determined invalid due to late denial as agency failed to process application timely

55	Notice	QC determined notice was not easily understandable, clear, accurate and did not document correct reasons for TFS closure as notice states information incomplete.
57	Notice	QC finds the information listed in the notice is incorrect and not clearly understandable therefore making this an invalid denial.
59	Policy & Notice	QC determined action to process case occurred outside processing timeframe. System shows HH applied 8/4/2022 & action to process occurred on 10/14/2022 which is post 30-day limit. Also, no income requested was provided by HH therefore notice stating HH over gross is incorrect. Review Invalid due to notice and untimely processing.
61	Policy & Notice	QC reviewed action and notices and found agency incorrectly registered application on 9/14/22 as client was requesting benefit and not other individual. QC determined this review invalid as HOH did not request benefit and 9/14/22 was incorrectly registered. Invalid denial.
62	Notice	QC determined that agency processed application correctly, however notice issued to HH is not in the required language as per HH request and not clearly understandable to HH. NOCA issued to HH in English. QC determined invalid to due notice.
64	Policy	QC reviewed notices and action and found no indication HH completed interview. QC determined all notices were issued correctly and client missed scheduled appointment however application was not processed within the 30 day period making this a late denial. QC determined invalid.
65	Policy & Notice	QC reviewed action and notices and determined HH did not provided verification requested, however agency reviewed income on 10/3/22; allowing \$1852 EI no reported deductions allowed. HH was issued a waiver for eligibility until 11/30/2022 and income used to determine eligibility is incorrect therefore making this an invalid denial.
66	Policy	QC determined there was no supporting documentation located in ECF regarding check stubs and QC unable to determine if the correct income was used for determination by agency. QC also determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 1-2 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. Review invalid.
67	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 8/24/2022 however action to begin application process did not occur until 9/15/2022; beyond the 10 working days to schedule an interview and eligibility determination occurred beyond 30 days on 10/3/22.
68	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 8/22/2022 however action to begin application process did not occur until 09/12/2022; beyond the 10 working days to schedule an interview. Determination of eligibility occurred 10/3/22; beyond 30 days.
70	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 9/11/2022 however action to begin the application process did not occur until 09/29/2022; the interview scheduled beyond 10 working days and eligibility determination occurred beyond 30 days on 10/18/22.
71	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 9/23/2022 however action to begin the application process did not occur until 10/14/2022; an interview occurred beyond 10 working days and eligibility determination occurred beyond 30 days on 10/27/22.
73	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.
74	Notice	QC reviewed NOCA and found NOCA contained incorrect information as the EID is the same amount of EI. QC determined negative action invalid due to notice.
75	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 9/19/2022 however action to begin the application process did not occur until 10/06/2022; an interview occurred beyond 10 working days and eligibility determination occurred beyond 30 days on 10/25/22.
1	Notice	QC determined notice is incorrect due to listing EID as \$3267.20. SNAP calculation table shows \$3267.20 EI - \$3267.20 earned income deduction - \$193 standard deduction = \$2420.76 net income, which is over the \$2313 limit for 4 HHM. QC determined notice & calculation table are incorrect.
7	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 9/12/22 and action to process occurred on 10/19/22 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 notes that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 (G).

12	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 8/31/22 @ 5:42pm (registered 9/1/22) and action to process occurred on 10/4/22 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).
14	Policy & Notice	QC determined action & notice are incorrect as agency incorrectly utilized employment earnings for client despite HH reporting no longer employed and agency documenting employment record ended. QC determined notice is incorrect due to listing EID as \$2029.66. SNAP calculation table shows \$2029.66 EI - \$2029.66 earned income deduction - \$184 standard deduction = \$4729.48 net income, which is over the \$2209 limit for 4 HHM. QC determined notice & calculation table are incorrect.
18	Notice	Review of ECF shows pay: \$1888.45 (9/14/22 \$891.01 + 9/28/22 \$997.44) + \$2672.83 (9/14/22 \$1257.28 + 9/28/22 \$1415.55) = \$4561.28. Review of ASPEN Employment Budget Summary shows EI \$1994.88 + \$2672.83 = \$4667.71. Letter located in ECF verified \$140.50 child support paid to HH. QC finds total EI \$4701.78 (EI \$4561.28 + UEI \$140.50) exceeds \$3167 gross income limit for HH of 3. Although HH exceeds income limits, QC finds the information listed in the notice is incorrect in income calculations therefore making this an invalid denial.
19	Policy	QC review of CR, ECF, and history correspondence finds no evidence that HH provided requested verification from HUMAD dated 10/7/22 and from HUMAD dated 10/13/22. However, QC determined that the agency's action to deny the application was not correct as the income requested for check dated 11/04/22 could not have been provided by the HUMAD due date of 10/26/22 and could not have been provided by the 30day processing limit date of 10/31/22 as HH wouldn't have received it by the due date.
23	Policy & Notice	QC determined notice and action incorrect as notice was incorrect and HH qualified under BBCE for minimum allotment.

FFY 2023 CAPER Error Rates

Regional and County Breakdowns

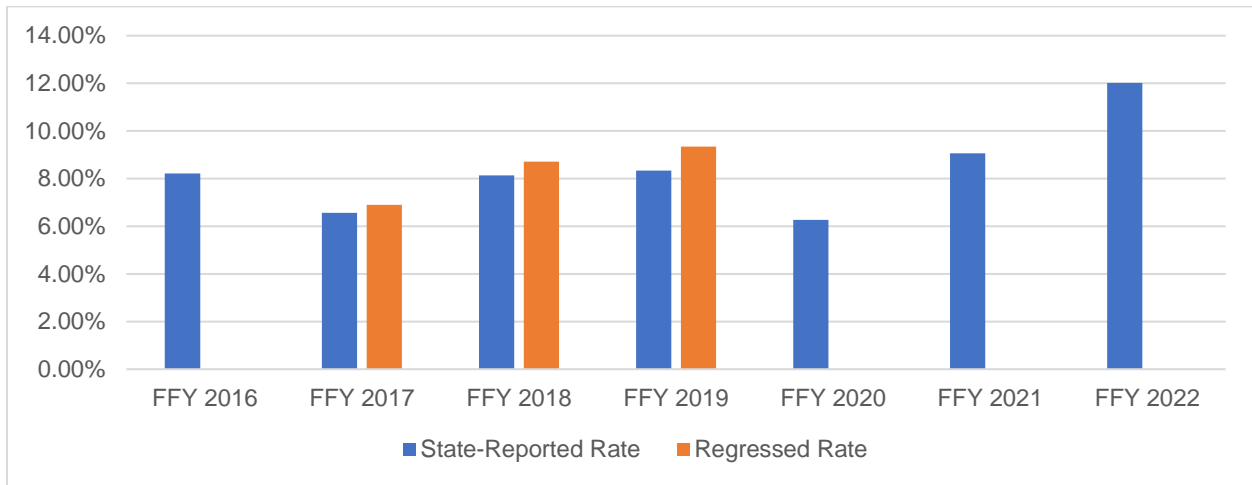
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%												0.00%
	McKinley	100.00%												100.00%
	San Juan	50.00%												50.00%
	Sierra	0.00%												0.00%
	Socorro	100.00%												100.00%
	N. Valencia	66.67%												66.67%
	S. Valencia	0.00%												0.00%
	Region 1 Totals	64.29%												
Region 2 Northeast Region	Colfax	50.00%												50.00%
	Guadalupe	0.00%												0.00%
	Quay	50.00%												50.00%
	Rio Arriba	50.00%												50.00%
	San Miguel	0.00%												0.00%
	Sandoval	50.00%												50.00%
	Santa Fe	0.00%												0.00%
	Taos	0.00%												0.00%
Region 2 Totals	44.44%													44.44%
Region 3 Central Region	NE Bernalillo	66.67%												66.67%
	NW Bernalillo	66.67%												66.67%
	SE Bernalillo	0.00%												0.00%
	SW Bernalillo	25.00%												25.00%
	Torrance	0.00%												0.00%
	Region 3 Totals	54.17%												
Region 4 Southeast Region	Chaves	0.00%												0.00%
	Curry	25.00%												25.00%
	Artesia	50.00%												50.00%
	Carlsbad	0.00%												0.00%
	Lea	66.67%												66.67%
	Lincoln	100.00%												100.00%
	Roosevelt	0.00%												0.00%
Region 4 Totals	50.00%													50.00%
Region 5 Southwest Region	E. Dona Ana	75.00%												75.00%
	Grant	100.00%												100.00%
	Luna	100.00%												100.00%
	Otero	0.00%												0.00%
	S. Dona Ana	85.71%												85.71%
	W. Dona Ana	50.00%												50.00%
Region 5 Totals	75.00%													75.00%
State Totals	58.90%													58.90%

FFY 2023 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 and FFY 2022 have not been issued at the time of this report.**

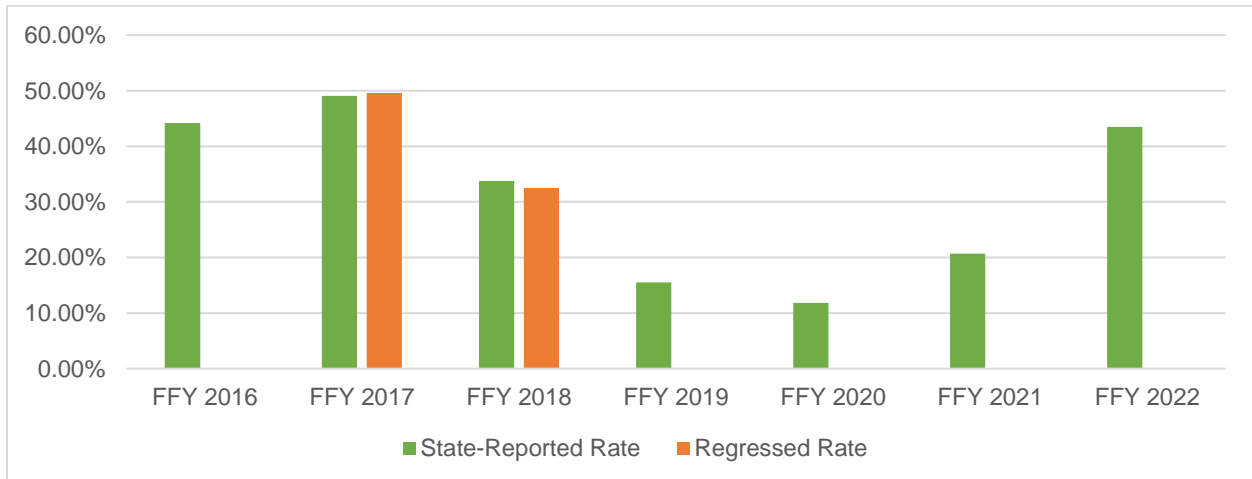
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



FFY 2023 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2023 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												
	McKinley												
	San Juan												
	Sierra												
	Socorro												
	N. Valencia												
	S. Valencia												
	Region 1 Totals												
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay	100.0%											
	Rio Arriba												
	San Miguel												
	Sandoval	100.0%											
	Santa Fe												
	Taos												
Region 2 Totals	100.0%												
Region 3 Central	NE Bernalillo												
	NW Bernalillo												
	SE Bernalillo												
	SW Bernalillo	100.0%											
	Torrance												
	Region 3 Totals	100.0%											
N Region 4 Southeast	Chaves												
	Curry	100.0%											
	Artesia												
	Carlsbad	100.0%											
	Lea												
	Lincoln												
	Roosevelt												
Region 4 Totals	100.0%												
Region 5 Southwest	E. Dona Ana												
	Grant												
	Luna												
	Otero												
	S. Dona Ana												
	W. Dona Ana												
	Region 5 Totals												
Statewide Totals	100.0%												