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General Information Memorandum

ISD-GI 24-21

TO: ISD Employees *NK*
FROM: Niki Kozlowski, Director, Income Support Division
DATE: July 24, 2024
RE: FFY 2024 SNAP Performance Report- Fifth

Attached please find the fifth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2024. This report includes all Quality Control (QC) findings received for the review months of October 2023 - February 2024. Additional data included in this report is the recertification timeliness. The FFY 2024 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@hca.nm.gov.

Attachment: Fifth SNAP Performance Report for FFY 2024



SNAP PERFORMANCE REPORT

Fifth Edition

Federal Fiscal Year 2024

Quality Control Review Findings
October 2023 - September 2024

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

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SNAP Performance Report

SNAP Performance Report: Fifth Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2024 includes all Quality Control (QC) findings received for the review months of **October 2023 – September 2024**. A new edition is published monthly; this is the Fourth Edition for FFY 2024.

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 2024, 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 calculated 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 calculated 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 month of **February 2024**.

Ineligible Benefits

\$1,665.00 (1.10%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$21,205.00 in benefits were 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 \$152,046.00 total benefits issued within those cases.



Underpaid Benefits

\$2,434.00 (1.60%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

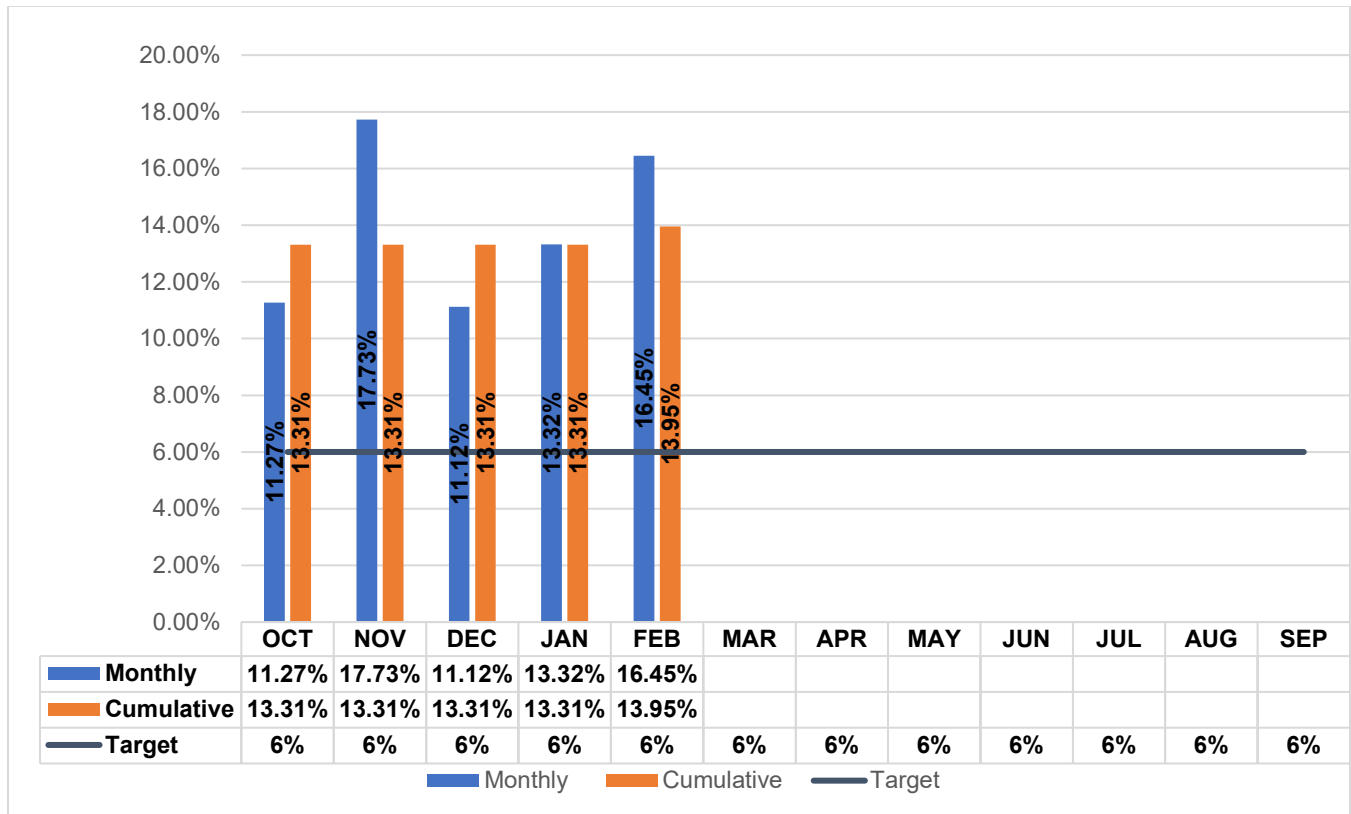
\$17,106.00 (11.25%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - February 2024

Total Benefits Paid in QC Sample	\$152,046
Total Error Amount in QC Sample	\$21,205
Total Cases Reviewed by QC	443
Total Cases with Errors	80
Total Correct Cases	363
Total Cases with Overpaid Benefits	63
Total Cases with Underpaid Benefits	14
Total Cases with Ineligible Benefits	3
Cases Dropped (In Sample, not Reviewed by QC)	47

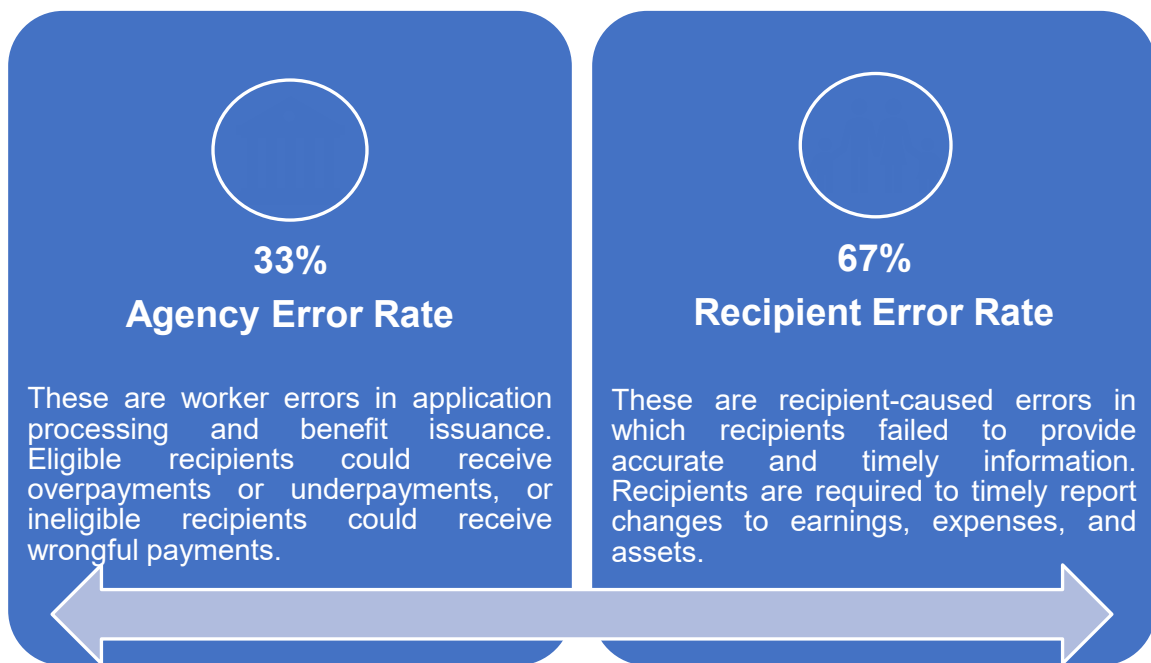
FFY 2024 State Payment Error Rates

Monthly vs. Cumulative Error Rates



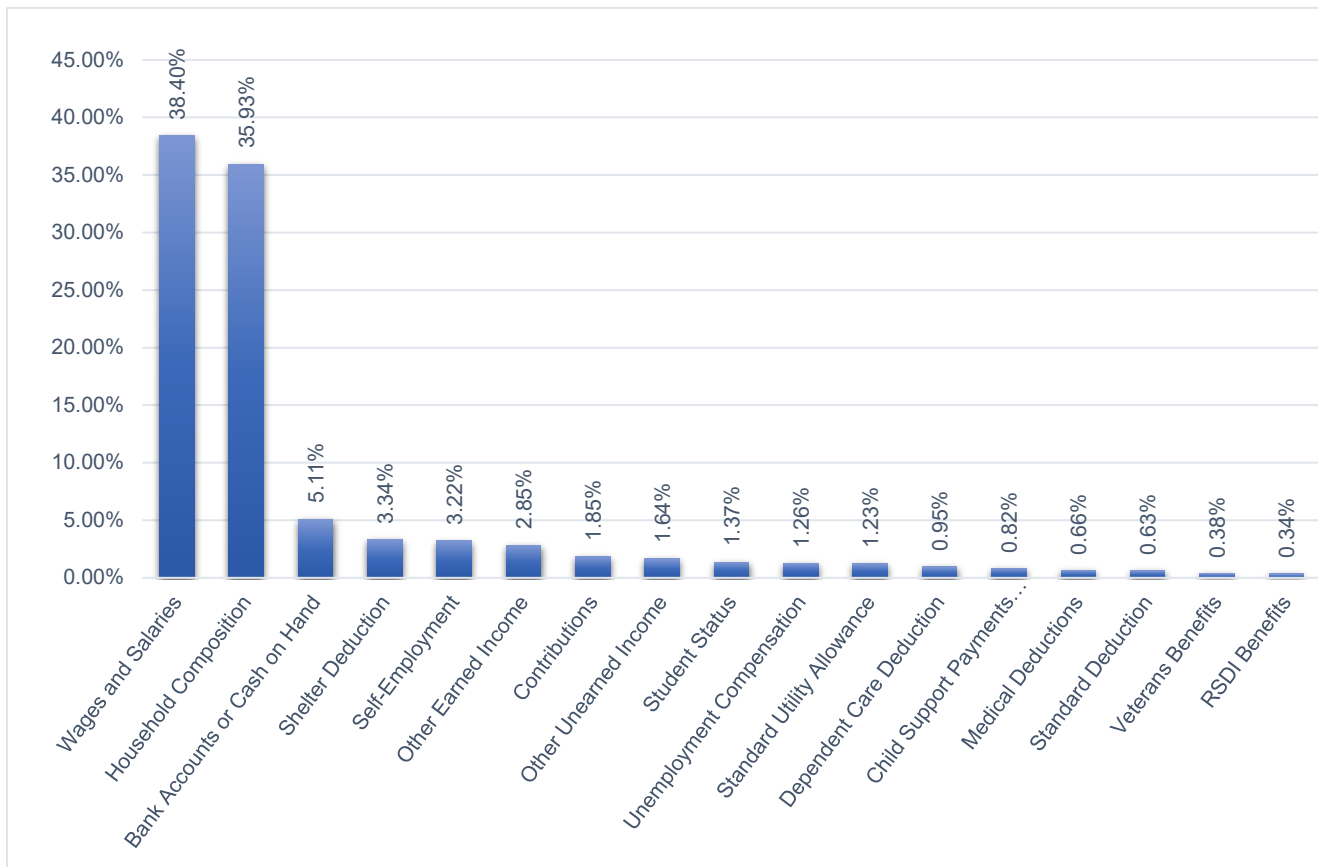
Monthly totals are for the individual review month, cumulative totals are the totals of all months added together.

Are they Agency or Recipient Errors?



FFY 2024 SNAP Error Trends – Cumulative Totals

Cumulative Totals - February 2024		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$8,143	38.40%
Household Composition	\$7,620	35.93%
Bank Accounts or Cash on Hand	\$1,083	5.11%
Shelter Deduction	\$708	3.34%
Self-Employment	\$683	3.22%
Other Earned Income	\$605	2.85%
Contributions	\$393	1.85%
Other Unearned Income	\$348	1.64%
Student Status	\$291	1.37%
Unemployment Compensation	\$268	1.26%
Standard Utility Allowance	\$261	1.23%
Dependent Care Deduction	\$202	0.95%
Child Support Payments Received from Absent Parent	\$173	0.82%
Medical Deductions	\$141	0.66%
Standard Deduction	\$133	0.63%
Veterans Benefits	\$81	0.38%
RSDI Benefits	\$72	0.34%



FFY 2024 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%	100.0%								36.05%
	McKinley	12.66%	0.00%	6.14%	13.57%	38.48%								10.32%
	San Juan	0.00%	5.10%	7.29%	18.73%	30.37%								15.00%
	Sierra	0.00%	0.00%	11.25%	0.00%	108.84%								35.96%
	Socorro	14.71%	0.00%	0.00%	85.16%	0.00%								15.34%
	N. Valencia	37.13%	9.04%	0.00%	0.00%	27.38%								7.01%
	S. Valencia	16.67%	0.00%	0.00%	0.00%	0.00%								16.67%
Region 1 Totals		11.62%	4.83%	4.85%	10.23%	41.31%								14.10%
Region 2 Northeast Region	Colfax	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%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Rio Arriba	0.00%	90.95%	21.33%	0.00%	58.76%								46.17%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Sandoval	23.88%	10.21%	0.00%	28.62%	0.00%								13.68%
	Santa Fe	0.00%	0.00%	47.59%	40.52%	0.00%								31.67%
Taos	38.13%	7.87%	51.52%	0.00%	0.00%								30.14%	
Region 2 Totals		16.81%	20.80%	21.54%	24.69%	7.13%								19.06%
Region 3 Central Region	NE Bernalillo	0.00%	9.42%	0.00%	0.00%	10.65%								3.94%
	NW Bernalillo	27.78%	53.87%	0.00%	4.74%	0.00%								20.15%
	SE Bernalillo	0.00%	0.00%	38.94%	0.00%	0.00%								5.01%
	SW Bernalillo	12.34%	0.00%	3.44%	18.52%	9.00%								14.12%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
Region 3 Totals		7.11%	28.63%	3.94%	9.87%	6.19%								11.57%
Region 4 Southeast Region	Chaves	0.00%	0.00%	12.44%	32.45%	0.00%								8.72%
	Curry	0.00%	0.00%	8.96%	0.00%	0.00%								2.55%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Lea	46.55%	42.46%	0.00%	0.00%	0.00%								23.44%
	Lincoln	0.00%	0.00%	92.10%	0.00%	0.00%								18.19%
Roosevelt	0.00%	0.00%	0.00%	0.00	0.00%								0.00%	
Region 4 Totals		10.41%	18.85%	12.37%	6.60%	0.00%								9.83%
Region 5 Southwest Region	E. Dona Ana	0.00%	9.90%	27.15%	0.00%	58.48%								34.61%
	Grant	4.19%	0.00%	0.00%	0.00%	0.00%								1.60%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Otero	19.86%	85.35%	0.00%	43.62%	0.00%								23.51%
	S. Dona Ana	33.56%	0.00%	72.59%	8.32%	0.00%								13.40%
	W. Dona Ana	7.95%	13.03%	4.28%	0.00%	28.42%								15.17%
Region 5 Totals		12.63%	11.18%	18.42%	16.64%	19.18%								15.64%
State Totals		11.27%	17.73%	11.12%	13.32%	16.45%								13.95%

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 February:

- 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:

Quality Control reviews are referred to the offices where the error was made for review by the worker and their direct supervisor. County Director written responses are required within ten days of the issuance of the QC finding.

Committees and work groups are developed as needed in review of common error trends and system development or error. These teams consist of County Directors and Line Managers from ISD Regions and the Field Support Bureau, representatives from the ASPEN Help Desk, Policy & Program Development Bureau, Quality Assessment Bureau, and the Training Support Bureau. 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 bi-monthly staff meetings with local Workload teams.

Review processes and findings procedures are reviewed and updated consistently to incorporate FNS findings and observations from QC Reviews, Timeliness Technical Assistance Reviews, State Systems Reviews, Payment Accuracy Reviews etc. as well as any new or adjusted legislation, policy, standards or consent decrees as needed or available.

FFY 2024 Case and Procedural Error Rate (CAPER)

State Cumulative Negative Error Rate

Invalid Closure Breakdown

Out of the 228 invalid denials/closures identified, 59 were identified as an incorrect closure, and 169 were identified as incorrect denials.

Negative Error Amount

228 cases out of 372 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

67.26%
CAPER
Error Rate

Incorrect Notices

3% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

97% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - February 2024

Total Cases in Sample Pulled for Review	372
Cases Dropped (Sampled not Reviewed by QC)	33
Total Cases Reviewed	339
Total Valid Cases	111
Total Invalid Cases	228

FFY 2024 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: February 2024

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Rank #1: Application				
Late denial agency failed to process the application timely	137	38	175	77.43%
Failed to process the reapplication timely (recertification application)	0	12	12	5.31%
Improper denial for missing interview when never scheduled	1	1	2	0.88%
Policy incorrectly applied no other codes applicable	2	0	0	0.88%
Failed to issue a required Notice of Missed Interview (NOMI)	1	0	1	0.44%
Total	141	51	192	84.96%
Rank #2: Notices				
Policy incorrectly applied – no other codes applicable	5	0	5	2.21%
Notice not clearly understandable	0	1	1	0.44%
Notice was sent to wrong address	0	1	1	0.44%
Total	5	2	7	3.10%
Rank #3: Action Type				
Policy incorrectly applied – no other codes applicable	5	2	7	3.10%
Total	5	2	7	3.10%
Rank #4: Other				
Policy incorrectly applied – no other codes applicable	3	2	5	2.21%
Other	1	0	1	0.44%
Total	4	2	6	2.65%
Rank #5: Wages and Salaries				
Agency failed to follow up on known and reported impending changes	2	0	2	0.88%
Income from known/processed source included that should not have been	1	0	1	0.44%
Policy Incorrectly applied – no other codes applicable	1	0	1	0.44%
Improper income calculation	1	0	1	0.44%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.44%
Total	6	0	6	2.65%
Rank #6: Arithmetic Computation				
Benefit/ allotment/ eligibility incorrectly computed	4	0	4	1.77%
Total	4	0	4	1.77%
Rank #7: Verification				
Policy incorrectly applied – no other codes applicable	0	1	1	0.44%
Total	0	1	1	0.44%
Rank #8: Combined Gross Income				



Policy incorrectly applied – no other codes applicable	1	0	1	0.44%
Total	1	0	1	0.44%
Rank #9: Other Unearned Income				
Failed to consider or incorrectly considered reported information	1	0	1	0.44%
Total	1	0	1	0.44%
Rank #10: RSDI Benefits				
Income from known/processed source included that should not have been	1	0	1	0.44%
Total	1	0	1	0.44%

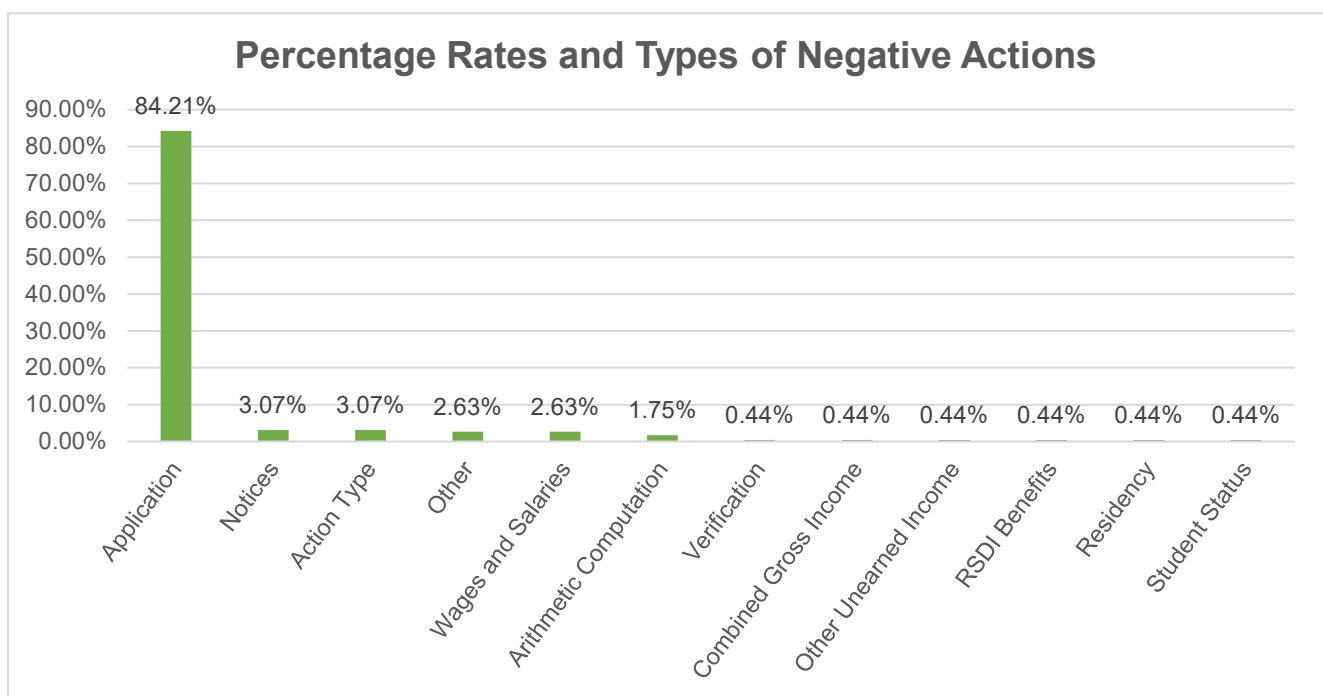
FFY 2024 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: February 2024



SNAP Performance Report – Fifth Edition
 FFY 2024 – October 1, 2023 – September 30, 2024
 Quality Control Findings

Error	Denials		Closures		Total Invalid	Percentage Total
Application	141	61.84%	51	22.37%	192	84.21%
Notices	5	2.19%	2	0.88%	7	3.07%
Action Type	5	2.19%	2	0.88%	7	3.07%
Other	4	1.75%	2	0.88%	6	2.63%
Wages and Salaries	6	2.63%	0	0.00%	6	2.63%
Arithmetic Computation	4	1.75%	0	0.00%	4	1.75%
Verification	0	0.00%	1	0.44%	1	0.44%
Combined Gross Income	1	0.44%	0	0.00%	1	0.44%
Other Unearned Income	1	0.44%	0	0.00%	1	0.44%
RSDI Benefits	1	0.44%	0	0.00%	1	0.44%
Residency	0	0.00%	1	0.44%	1	0.44%
Student Status	1	0.44%	0	0.00%	1	0.44%



FFY 2024 CAPER Error Rates

Regional and County Breakdowns

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	100.0%	0.00%	100.0%	50.00%								83.33%
	McKinley	33.33%	100.0%	100.0%	100.0%	60.00%								69.23%
	San Juan	25.00%	50.00%	100.0%	100.0%	66.67%								64.29%
	Sierra	0.00%	0.00%	100.0%	0.00%	0.00%								50.00%
	Socorro	0.00%	100.0%	100.0%	0.00%	0.00%								66.67%
	N. Valencia	50.00%	0.00%	0.00%	50.00%	100.0%								42.86%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%								50.00%
	Region 1 Totals	41.67%	57.14%	100.0%	83.33%	57.14%								
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	100.0%								50.00%
	Guadalupe	0.00%	0.00%	100.0%	0.00%	0.00%								0.00%
	Quay	100.0%	0.00%	100.0%	0.00%	0.00%								75.00%
	Rio Arriba	0.00%	100.00%	100.0%	0.00%	0.00%								40.00%
	San Miguel	0.00%	0.00%	100.0%	66.67%	66.67%								50.00%
	Sandoval	40.00%	0.00%	50.00%	66.67%	80.00%								60.00%
	Santa Fe	0.00%	0.00%	50.00%	66.67%	100.0%								45.45%
	Taos	0.00%	0.00%	100.0%	0.00%	0.00%								20.00%
Region 2 Totals	27.27%	16.67%	71.43%	50.00%	72.73%									50.94%
Region 3 Central Region	NE Bernalillo	37.50%	75.00%	85.71%	57.14%	80.00%								67.50%
	NW Bernalillo	50.00%	75.00%	100.0%	83.33%	100.0%								80.65%
	SE Bernalillo	50.00%	66.67%	0.00%	50.00%	50.00%								57.14%
	SW Bernalillo	100.0%	62.50%	100.0%	70.00%	80.0%								77.42%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%								66.67%
	Region 3 Totals	50.00%	67.74%	95.24%	68.00%	81.82%								
Region 4 Southeast Region	Chaves	100.0%	0.00%	100.0%	0.00%	100.0%								75.00%
	Curry	100.0%	25.00%	75.00%	100.0%	0.00%								61.54%
	Artesia	0.00%	0.00%	100.0%	0.00%	0.00%								100.0%
	Carlsbad	0.00%	50.00%	0.00%	100.0%	0.00%								66.67%
	Lea	0.00%	100.0%	100.0%	75.00%	75.00%								83.33%
	Lincoln	66.67%	100.0%	100.0%	0.00%	50.00%								75.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	100.0%								100.0%
Region 4 Totals	77.78%	45.45%	90.91%	88.89%	66.67%									73.47%
Region 5 Southwest Region	E. Dona Ana	100.0%	50.00%	100.0%	100.0%	0.00%								92.31%
	Grant	50.00%	0.00%	100.0%	0.00%	100.0%								50.00%
	Luna	100.0%	50.00%	100.0%	0.00%	75.00%								75.00%
	Otero	0.00%	0.00%	0.00%	50.00%	0.00%								25.00%
	S. Dona Ana	100.0%	100.0%	100.0%	50.00%	50.00%								75.00%
	W. Dona Ana	20.00%	83.33%	75.00%	75.00%	100.0%								66.67%
Region 5 Totals	53.85%	57.14%	86.67%	64.71%	77.78%									67.65%
State Totals	50.11%	56.52%	88.41%	68.12%	72.73%									67.26%



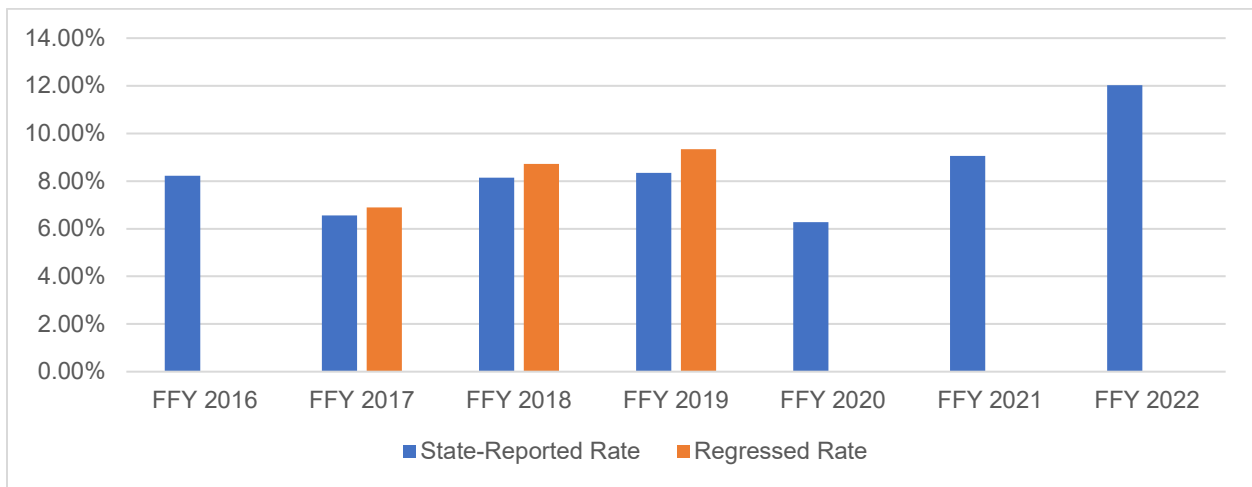
FFY 2024 Regression Rates

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, FFY 2022, FFY 2023 and current data for FFY 2024 have not been issued at the time of this report.**

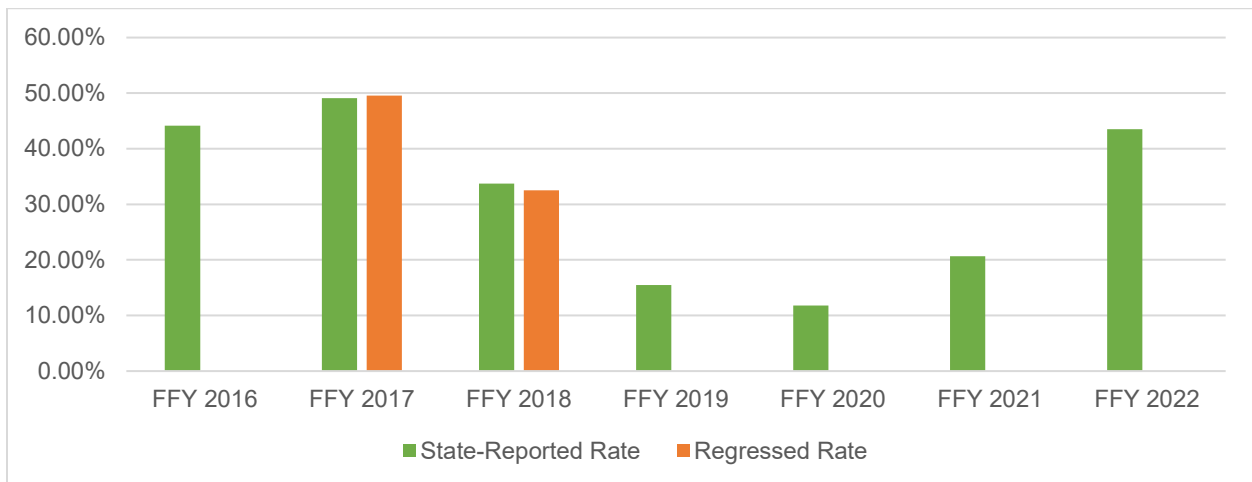
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



FFY 2024 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2024 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

****A new SNAP Recertification Timeliness was released in September 2023; data change effective for month April 2023 and ongoing below. Cumulative totals will be calculated beginning FFY 2024.**

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 033	0.00%	0.00%	0.00%	100.0%	0.00%							
	McKinley 017	0.00%	0.00%	3.33%	0.00%	0.00%							
	San Juan 024	66.67%	60.00%	66.67%	0.00%	100.0%							
	Sierra 027	0.00%	0.00%	100.0%	0.00%	0.00%							
	Socorro 028	0.00%	0.00%	50.00%	0.00%	0.00%							
	N. Valencia 042	50.00%	0.00%	0.00%	75.00%	100.0%							
	S. Valencia 032	0.00%	0.00%	0.00%	0.00%	0.00%							
Region 1 Totals		19.45%	42.86%	41.67%	44.44%	60.00%							
Region 2 Northeast	Colfax 003	50.00%	0.00%	0.00%	0.00%	0.00%							
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%							
	Quay 020	0.00%	100.0%	0.00%	0.00%	0.00%							
	Rio Arriba 021	100.0%	0.00%	0.00%	0.00%	0.00%							
	San Miguel 025	0.00%	0.00%	100.0%	100.0%	0.00%							
	Sandoval 023	50.00%	0.00%	0.00%	0.00%	100.0%							
	Santa Fe 026	100.0%	100.0%	0.00%	100.0%	100.0%							
Taos 029	100.0%	0.00%	0.00%	100.0%	0.00%								
Region 2 Totals		5.00%	50.00%	0.00%	80.00%	50.00%							
Region 3 Central	NE Bernalillo 039	100.0%	33.33%	0.00%	50.00%	40.00%							
	NW Bernalillo 035	0.00%	50.00%	33.33%	0.00%	33.33%							
	SE Bernalillo 001	0.00%	0.00%	0.00%	100.0%	0.00%							
	SW Bernalillo 036	0.00%	20.00%	0.00%	0.00%	25.00%							
	Torrance 030	0.00%	0.00%	100.0%	0.00%	0.00%							
Region 3 Totals		20.00%	27.27%	28.57%	50.00%	33.33%							
N Region 4 Southeast	Chaves 003	50.00%	0.00%	100.0%	50.00%	0.00%							
	Curry 005	33.33%	100.0%	0.00%	0.00%	100.0%							
	Artesia 034	0.00%	0.00%	0.00%	100.0%	0.00%							



	Carlsbad 008	0.00%	0.00%	33.33%	100.0%	50.00%							
	Lea 013	0.00%	100.0%	0.00%	100.0%	0.00%							
	Lincoln 014	0.00%	0.00%	0.00%	0.00%	0.00%							
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%							
Region 4 Totals		11.90%	40.00%	50.00%	50.00%	40.00%							
Region 5 Southwest	E. Dona Ana 037	0.00%	0.00%	0.00%	0.00%	50.00%							
	Grant 009	100.0%	0.00%	0.00%	0.00%	0.00%							
	Luna 016	0.00%	0.00%	0.00%	100.0%	100.0%							
	Otero 019	100.0%	0.00%	0.00%	0.00%	0.00%							
	S. Dona Ana 038	50.00%	66.67%	100.0%	50.00%	0.00%							
	W. Dona Ana 007	20.00%	0.00%	100.0%	0.00%	100.0%							
Region 5 Totals		45.00%	25.00%	50.00%	37.50%	57.14%							
Statewide Totals		20.27%	34.29%	36.36%	51.35%	45.45%							
Cumulative Total for FFY 2024		20.27%	41.74%	34.04%	38.93%	40.24%							



