




STATE OF NEW MEXICO  
**Human Services Department**  
**Governor Michelle Lujan Grisham**  
David R. Scrase, M.D., Cabinet Secretary  
Angela Medrano, Deputy Cabinet Secretary  
Kari Armijo, Deputy Cabinet Secretary  
Karmela Martinez, Director ISD

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## General Information Memorandum

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### ISD-GI 21-20

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** July 12, 2021  
**RE:** FFY 2021 SNAP Performance Report-Fifth

Attached please find the fifth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2021. This report includes all Quality Control (QC) findings received for the review months of October 2020 through February 2021. Additional data included in this report is the recertification timeliness.

The FFY 2021 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 Case Error Demolition Team. These reviews should be reviewed within three business days.

If there are any questions or comments, please contact Carolyn Craven, of the Quality Assessment Bureau, at 827-7224 or e-mail at [Carolyn.Craven@state.nm.us](mailto:Carolyn.Craven@state.nm.us).

Attachment: Fifth SNAP Performance Report for FFY 2021





# SNAP PERFORMANCE REPORT

**Fifth Edition**

**Federal Fiscal Year 2021**

Quality Control Review Findings  
October 2020 – February 2021

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) 2021 includes all Quality Control (QC) findings received for the review months of **October 2020 through February 2021**.

## 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 2021, the State Performance Goals are as follows:

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

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 2020 through February 2021.

### Ineligible Benefits

\$4,460 (5.06%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$8,565 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 \$88,086 total benefits issued within those cases.



### Underpaid Benefits

\$704 (0.80%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

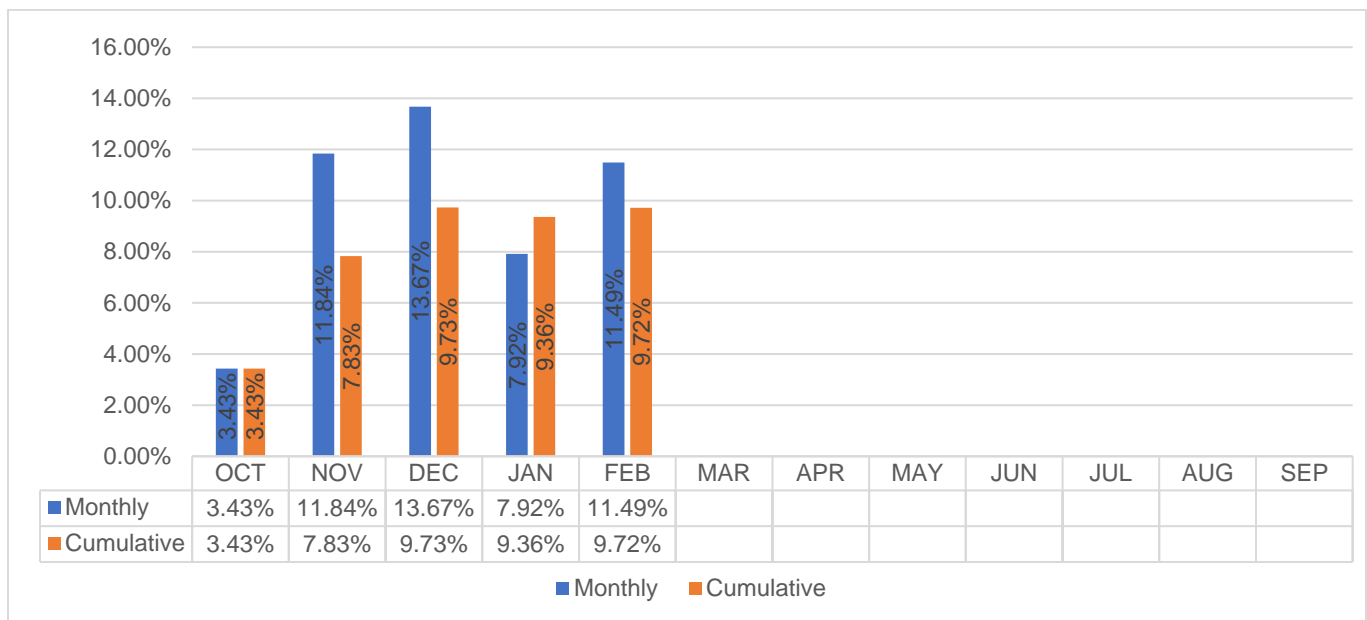
### Overpaid Benefits

\$3,401 (3.86%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

<b>Total Benefits Paid</b>	<b>\$88,086</b>
<b>Total Error Amount</b>	<b>\$8,565</b>
<b>Total Cases Reviewed by QC</b>	<b>375</b>
Total Cases with Errors	47
Total Correct Cases	328
Total Cases with Overpaid Benefits	26
Total Cases with Underpaid Benefits	6
Total Cases with Ineligible Benefits	15
Cases Dropped (Not Reviewed by QC)	79

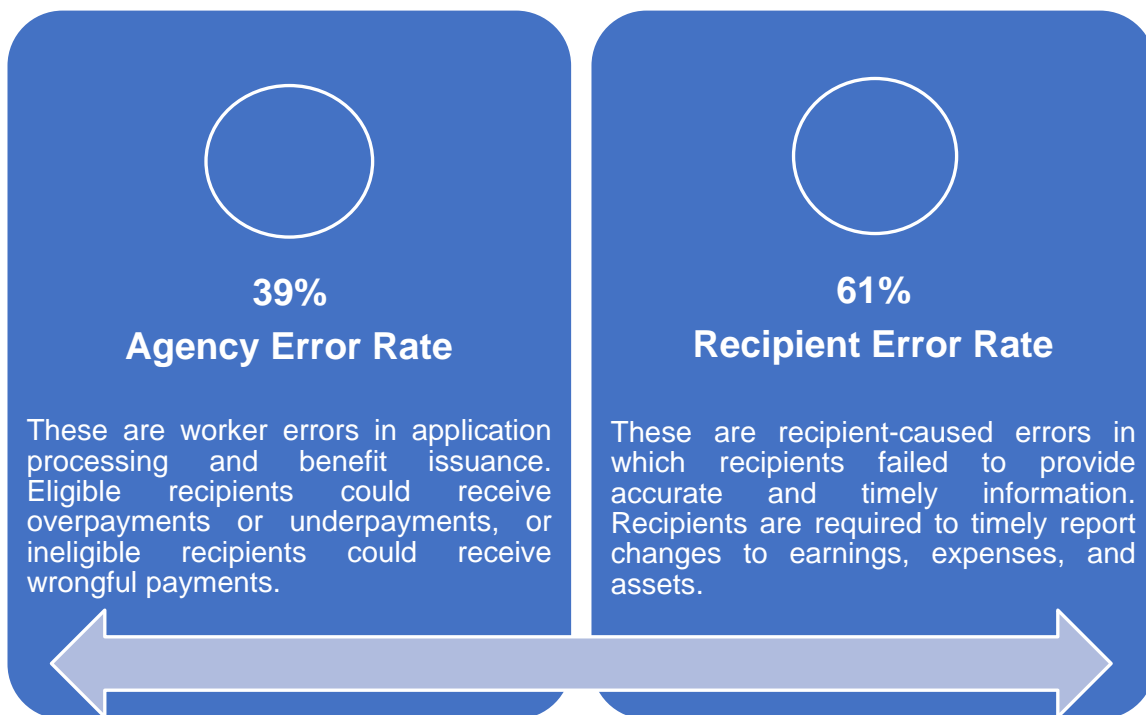
## State Payment Error Rates

### Monthly vs. Cumulative Error Rates



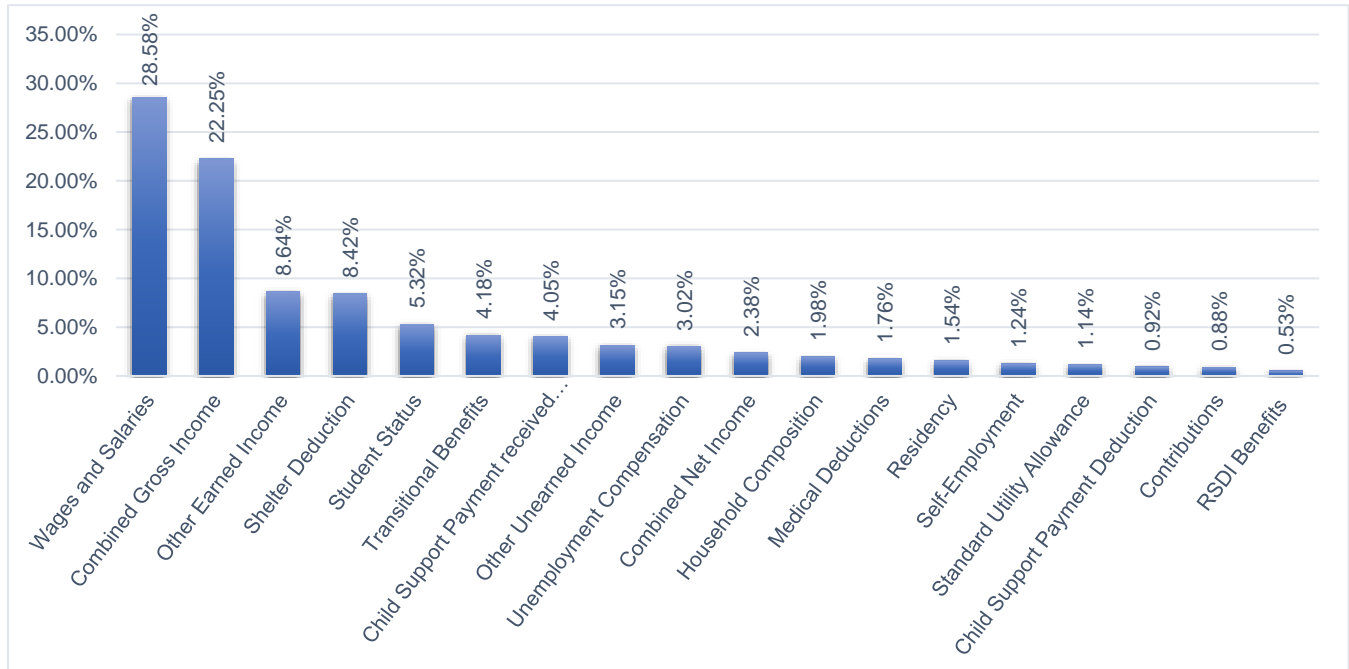
**Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.**

## Are they Agency or Recipient Errors?



## SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$2,448	28.58%
Combined Gross Income	\$1,906	22.25%
Other Earned Income	\$740	8.64%
Shelter Deduction	\$721	8.42%
Student Status	\$456	5.32%
Transitional Benefits	\$358	4.18%
Child Support Payments Received from Absent Parent	\$347	4.05%
Other Unearned Income	\$270	3.15%
Unemployment Compensation	\$259	3.02%
Combined Net Income	\$204	2.38%
Household Composition	\$170	1.98%
Medical Deductions	\$151	1.76%
Residency	\$132	1.54%
Self-Employment	\$106	1.24%
Standard Utility Allowance	\$98	1.14%
Child Support Payment Deduction	\$79	0.92%
Contributions	\$75	0.88%
RSDI Benefits	\$45	0.53%





## Payment Error Findings as Reported to Field Offices

February 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10402	Household Composition	Eligible person(s) with no income, resources, or deductible expenses excluded	Under	\$170	RM client reported he resided alone in 2/21 RM. 20-year-old son was residing with him from October 2020 until he moved out in January 2021. RM based on \$2566 EI for 1-member HH; ineligible due to exceeding gross income limit of \$1755. Comp II - QC reviewed agency figures to determine client failed to report his 20-year-old son as he is a mandatory member. Collaterals verified HH composition of 2. Verified son has active MA reporting same physical address as his father's current address with no evidence of active SNAP. Corrected figures based on 2 HH members with \$0 EI plus TS.
10407	Shelter Deduction	Other	Over	\$128	HH reported she resides in a trailer owned by her mother. During pandemic her mother is not making her pay any rent amount for the trailer; However, her mother is having her pay for lot rent (space for trailer). Before pandemic HH was paying trailer rent & space rent which totaled to \$735; during pandemic, her mother has made an adjustment to her expenses by having HH pay for space rent only. QC verified with Mobile Home Park lot space of \$310 in 2/21 and was \$290 from 7/20 – 1/21. HH pays space rent each month directly to RM - \$310 shelter expense plus HCSUA allowed. Comp II - QC verified HH is not obligated to any rental amount during pandemic & is only responsible for space rent. QC verified changes in shelter expense occurred prior to IR submission and HH failed to report changes. Corrected figures allowed \$290 in shelter expense plus HCSUA.
10421	Shelter Deduction	Deduction that should have been included was not	Over	\$60	Contact with Landlord verified \$800 monthly shelter expense for client at current address. \$800 rent 1/2020 - 12/20 with rental increase to \$1000 effective 01/21. HH reported she reported \$800 shelter expense at initial application and reported the increase to \$1000 at RMC dated 1/24/21. Review of CR QC found no evidence of HH reporting changes in shelter expense. Initial application shows disclaimer on expenses; therefore, QC allowed \$800 shelter expense in both comparisons. RM \$2800 EI, \$800 shelter expense plus HCSUA allowed. Corrected figures based on \$2400 EI, \$800 shelter expense plus HCSUA allowed. RM final:
10436	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$204	QC determined at initial certification HH did not report a HH member; QC determined wife a mandatory member with EI. No evidence found agency interviewed HH at initial application. At time of application wife employed with Walmart & husband in receipt of UCB. QC verified EI of \$3782 for wife based on wages 11/12/20 \$1500.66 & 11/25/20 \$2281.61. EI of \$3782 plus UCB of \$676 to determine HH ineligible due to combined gross income exceeding gross income standard of \$2371 FPG for HHBG of 2. HH ineligible for allotment of \$204 in review.

10438	Shelter Deduction	Deduction included that should not have been	Over	\$188	QC determined 1HHM, \$794 SSI, \$0 shelter expense plus telephone standard for both comparisons. Telephone expense was verified. No evidence of any other out of pocket expenses found for HH. At last action \$600 shelter expense incorrectly reported by client and \$18 home insurance allowed incorrectly by agency and not updated in ASPEN since 2018 as expense information is for prior residency reported 11/20/18.
10451	Other Earned Income	Unreported source of income (do not use for change in employment status)	Ineligible	\$740	Contact with VA Bureau monthly VA benefits for client. Client also receives cash from parents monthly. HH reported parents assist with cash payments to HH by having client do yard work jobs for parents. VA benefits of \$2102, other EI of \$225, Child Support of \$1020, shelter \$1325 plus HCSUA. \$2962 net income over net limit of \$2557 for HHBG of 5.
10456	Self-Employment	More income received from this source than budgeted	Over	\$106	At last action when Recert was processed 11/2019, the agency continued to use 2017 Schedule C tax documents. Agency should have requested 2018 Schedule C as it would have been the most recent and best available at that time. QC verified HH had completed their 2018 taxes in 03/2019; therefore, the 2018 tax record was available at last action 11/2019 recert. QC corrected agency figures using 2018 taxes for SE to determine \$952 SE.
10459	Shelter Deduction	Deduction included that should not have been	Over	\$60	At QC interview HH reported no shelter expenses; during pandemic, her landlord has waived shelter expenses. Contact with roommate verified \$800 shelter expense and roommates' portion was \$200; landlords are roommates' parents. Contact with LL verified since 5/2020 no shelter expense charged for client during pandemic. She is only responsible for half of heating/cooling expenses. Client is not obligated to any shelter expenses during this time. Corrected agency figures and allowed \$0 shelter expense. QC determined client incorrectly reported \$200 shelter expense at last action. Corrected figures final determination with \$673 EI, \$0 shelter expense plus HCSUA.
10469	Wages and Salaries	More income received from this source than budgeted	Ineligible	\$60	QC corrected agency figures and determined at initial certification the agency incorrectly entered the wages present on the check stubs. The agency had the correct check stubs but used incorrect amounts to anticipated income of \$2314 by not allowing wages for paid time off. Contact with employer, PESCO HR, verified client is required to work 40 hours weekly; requested time off and holiday pay is indicative to anticipated pay as all hours with pay should total to 40 hours. QC corrected agency figures using same checks and allowed paid time off and holiday pay to determine \$2756 EI. HH ineligible due to gross earnings exceeding gross income standard of \$2371 for HHBG of 2. HH ineligible for allotment of \$60 in review.

# SNAP Payment 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%	0.00%	0.00%	0.00%								0.00%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%								17.03%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	N. Valencia	0.00%	71.77%	27.83%	12.44%	53.97%								36.47%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 1 Totals</b>		<b>3.06%</b>	<b>15.82%</b>	<b>6.70%</b>	<b>27.57%</b>	<b>14.30%</b>								<b>11.90%</b>
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%	26.22%	0.00%	0.00%	0.00%								19.65%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%								10.40%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%								5.33%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Taos	0.00%	9.60%	0.00%	0.00%	0.00%								3.42%
<b>Region 2 Totals</b>		<b>6.22%</b>	<b>6.03%</b>	<b>7.19%</b>	<b>4.45%</b>	<b>0.00%</b>								<b>5.11%</b>
Region 3 Central Region	NE Bernalillo	16.14%	22.84%	21.29%	0.00%	5.95%								14.11%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%								13.20%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%								22.16%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%								12.12%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%								37.70%
	<b>Region 3 Totals</b>		<b>6.15%</b>	<b>13.74%</b>	<b>29.65%</b>	<b>0.83%</b>	<b>20.95%</b>							
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%								11.55%
	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	0.00%	16.33%	0.00%	0.00%	0.00%								8.97%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>10.54%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>								<b>3.84%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%								4.84%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%								7.76%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%	19.23%								11.24%
<b>Region 5 Totals</b>		<b>0.00%</b>	<b>11.63%</b>	<b>0.00%</b>	<b>4.03%</b>	<b>2.98%</b>								<b>5.05%</b>
<b>State Totals</b>		<b>3.43%</b>	<b>11.84%</b>	<b>13.67%</b>	<b>7.92%</b>	<b>11.49%</b>								<b>9.72%</b>

## 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:

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.

# CAPER

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 63 invalid denials/closures identified, 21 were identified as incorrect closures, and 42 were identified as incorrect denials.

### Negative Error Amount

63 cases out of 293 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**21.50%**

**CAPER  
Error Rate**

### Incorrect Notices

44.44% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

55.55% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	324
Cases Dropped (Not Reviewed by QC)	31
Total Cases Reviewed	293
Total Valid Cases	230
Total Invalid Cases	63

# Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - February 2021

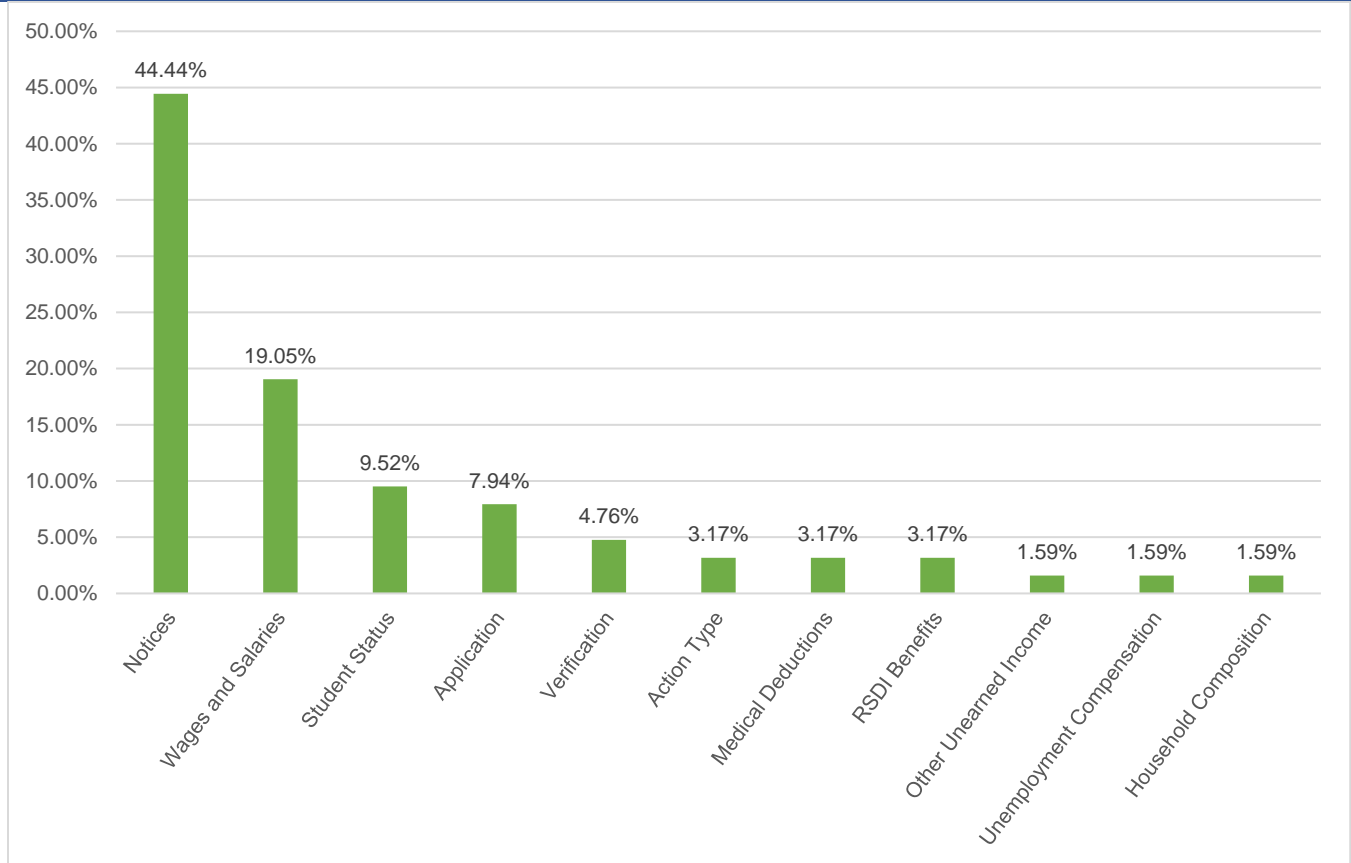
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice was not complete	10	0	10	16.13%
Notice reason does not match reason for action	5	4	9	14.52%
Notice not clearly understandable	4	3	7	11.29%
Notice was sent to wrong address	2	0	2	3.23%
<b>Total</b>	<b>21</b>	<b>7</b>	<b>28</b>	<b>45.16%</b>
<b>Wages and Salaries</b>				
Improper income calculation	3	2	5	8.06%
Policy incorrectly applied	2	2	4	6.45%
Agency failed to follow up on known and reported impending changes	1	0	1	1.61%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	1.61%
Income from known/processed source included that should not have been	0	1	1	1.61%
<b>Total</b>	<b>7</b>	<b>5</b>	<b>12</b>	<b>19.35%</b>
<b>Student Status</b>				
Agency failed to follow up on inconsistent or incomplete information	4	1	5	8.06%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	1.61%
<b>Total</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>9.68%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	4	0	4	6.45%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.61%
<b>Total</b>	<b>4</b>	<b>1</b>	<b>5</b>	<b>8.06%</b>
<b>Verification</b>				
Improper Denial/Termination - failure to provide - household never notified of needed verification	0	2	2	3.23%
Improper Denial/Termination - failure to provide - verification was received or is in case file	1	0	1	1.61%
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4.84%</b>
<b>Action Type</b>				
Policy incorrectly applied	1	1	2	3.23%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>3.23%</b>
<b>Medical Deductions</b>				
Deduction that should have been included was not	1	0	1	1.61%
Failed to consider or incorrectly considered medical deductions	1	0	1	1.61%
<b>Total</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3.23%</b>
<b>RSDI Benefits</b>				
Income from known/processed source included that should not have been	0	1	1	1.61%

Failed to consider or incorrectly considered reported information	0	1	1	1.61%
Total	0	2	2	3.23%
<b>Other Unearned Income</b>				
Policy incorrectly applied	1	0	1	1.61%
Total	1	0	1	1.61%
<b>Unemployment Compensation</b>				
Agency failed to follow up on known and reported impending changes	0	1	1	1.61%
Total	0	1	1	1.61%

## CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	21	33.33%	7	11.11%	28	44.44%
Wages and Salaries	7	11.11%	5	7.94%	12	19.05%
Student Status	5	7.94%	1	1.59%	6	9.52%
Application	4	6.35%	1	1.59%	5	7.94%
Verification	1	1.59%	2	3.17%	3	4.76%
Action Type	1	1.59%	1	1.59%	2	3.17%
Medical Deductions	2	3.17%	0	0.00%	2	3.17%
RSDI Benefits	0	0.00%	2	3.17%	2	3.17%
Other Unearned Income	1	1.59%	0	0.00%	1	1.59%
Unemployment Composition	0	0.00%	1	1.59%	1	1.59%
Household Composition	0	0.00%	1	1.59%	1	1.59%





## CAPER Error Findings as Reported to the Field Offices

February 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
304	Policy & Notice	QC determined action to close case on being over the gross income limit was correct; however, agency incorrectly determined EI. Check stubs entered as 1/29/21 for \$1600 (excluded OT) & 2/12/21 for \$1691.80 (included OT). Agency should have pursued further clarification per NMAC policy 8.139.120.9 J (1c) as information reported on RMC shows 40 hours per pay period and income verification received was conflicting as it shows 80 hrs. + OT on 2 out of 3 checks provided. Since employment is new, agency should have verified if with employer if OT would be countable or not. Furthermore, at time of action by the agency client had stopped receiving unemployment benefits as of 11/22/20 per DWS inquiry. Agency would have had access to verify anticipation of UCB. QC determines negative action invalid due to incorrect EI and UEI reflected on SNAP calculation table of notice sent to HH.
310	Notice	Review of ASPEN shows EI for client with a start date 05/28/20 and paid BW. ASPEN Employment Projection Summary scan shows agency used last 30 days of income received to anticipate ongoing income for client: 01/06/21 \$1052.64 + 12/23/20 \$1196.84 = \$2249.48 or \$2249 averaged EI. Agency documented that HH received income from DWS but review of DWS finds no UCB. HH reported educational assistance as source of UEI however, no evidence that HH is attending college. ASPEN UEI & Budget Summary scan shows client receives RSDI \$504. SOLQ reviewed & QC found RSDI for client in the amount of \$503 as of 01/2021 ongoing. QC finds total income \$2752 (\$2249 EI + \$503 RSDI). \$2249 gross earned income less \$450 EID = \$1799 countable EI plus \$503 countable UEI \$2302 total countable income less \$167 standard deduction less \$0 excess shelter deduction = \$2135 net income which exceeds net income limit \$1437 for a HH size of 2. Agency issued NOCA denial dated 1/14/21 for denial based on net income. QC finds no documentation of why this was sent however ASPEN Eligibility Summary show this action was cancelled. QC finds that denial on net income is correct; however, the agency incorrectly used UEI of \$504 RSDI of which SOLQ verified the correct amount to be \$503, therefore making this denial invalid due to notice reason to HH does not match verified information on file.
316	Policy & Notice	SOLQ shows RSDI benefits for client are not paid. QC also verified with SSA that client has not been paid benefits because he was not able to prove lawful presence in the USA. QC determined transition from SNAP to TFS is incorrect due to incorrect closure.
318	Policy	QC review of projection period shows agency used checks 01/08/21 and 01/22/21. QC review of income finds agency used WN as verification of income per client's permission. Application date is 2/10/21. QC finds agency used checks outside of 30-day timeframe by using check 01/08/21.
327	Notice	QC review of ASPEN correspondence and ECF found no evidence showing HH provided all requested verification. Review of correspondences found request for verification was mailed to client. Review of ASPEN ECF no information to indicate HH reported a change in address. On 1/10/21 case comments HH notified agency the address was wrong but no indication to show agency verified information from call received. On 8/23/20 application reported address RMB submitted on 10/12/20 no address change reported but HH did indicate change of shelter expense. QC determined action to close case for failure to return requested verification is invalid as HUMAD and all notices were sent to the incorrect address instead of the address of last reported by the HH on 8/23/20 application. HH did inform agency the address was incorrect, yet no action was taken to correct it.
332	Policy & Notice	QC reviewed SOLQ, DOL income and HH expenses, determined action & notices incorrect; application reported no medical expenses, however case comments on 2/17/21 indicate HH reported Medicare cost during interview. MSP was offered by the agency and HH notated will get back with agency on MSP. QC verified Medicare Premium \$148.50 for client with no Part B State Buy-In. Agency correctly updated medical expense section entering \$148.50 for Medicare Premium; However, deduction was not allowed due to disability summary for client not entered to code her appropriately as disabled HH member. QC found no evidence medical deduction from Medicare premium allowed appropriately; therefore, determined this review invalid.
333	Notice	QC reviewed ECF and SOLQ and determined award letter for Pension is dated 12/2019 and does not indicate amount of \$1900 stated by agency. Letter shows pension \$1876. Application HH listed pension of \$1130. QC determined agency failed to request current pension documentation. QC also found HH reported paying Part B Medicare Premium of \$148.50 and SOLQ verifies the expense, however agency failed to allow the medical expense deduction of \$113.50 (\$148.50 - \$35.00). As a result of incorrect income anticipation and failure to allow medical expense QC found all information listed on the notice was not accurate.

335	Policy & Notice	QC review of CR shows budget summary income from employer 1 as \$474.04, and Employer 2 \$1051.31. QC determined income from employer 1 was entered twice with the same income causing incorrect income to be counted at action taken by agency. Review of DOL and WN finds no evidence HH was employed by employer. Further review shows no evidence of employment with Employer 1 as HH provided information for. QC determined this action and closure invalid as income from Employer 1 was entered twice into ASPEN causing an invalid denial and notice. Notice of ineligibility was invalid as incorrect EI was anticipated.
337	Notice	QC reviewed pay dates and determined income from employer biweekly pay frequency pay dates 1/11/21 \$357; 1/25/21 \$354.38 = \$711.38. QC reviewed pay dates and determined income from other employer 1/8/21 \$860.09; 1/15/21 \$920.61; 1/22/21 \$896.85; 1/29/21 \$877.95 = \$3555.5 was entered incorrectly as biweekly pay frequency. QC determined the agency took the 4 pay dates divided by 4 weeks then multiplied by 2 weeks to determined \$1777.75. QC determined agency action invalid as 30 days of income is \$3555.5. QC determined \$3556 + \$711 = \$4267 combined gross income. QC determined snap calculation table on notice incorrect as incorrect pay calculations were used to determined snap eligibility.
344	Notice	QC determined negative action invalid due to notices not clearly understandable. HUMAD issued to HH was not complete; HUMAD sent for program CASH, and not SNAP. No evidence HUMAD requesting wages for SNAP program. The NOCA reported SNAP closure based on failure to provide, listing HH failed to provide proof of income 2/12, 2/26, 3/5 and 3/19/21. QC reviewed ECF and found neither the SSN nor any of the check stubs requested to be submitted to agency.
346	Notice	Notice of Case action was sent on 2/17/21 informing the HH: You applied on February 09, 2021. Your benefits are approved. Your SNAP benefits are February 2021 \$0.00 March 2021 \$16.00 April 2021 (Ongoing) \$16.00. QC reviewed ASPEN SNAP Notice Reason screen shows: Eligibility approved. QC found notice does not address eligibility or benefit determination and fails to clearly indicate why HH is receiving \$0.00 benefit amount for month of application, February 2021.

# CAPER Error Rates

## Regional and County Breakdowns

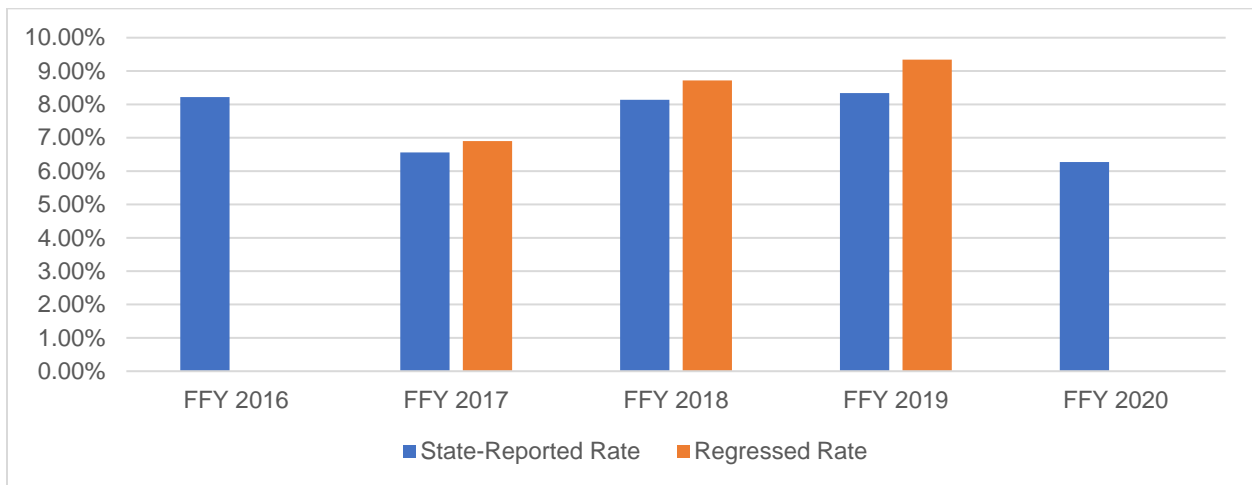
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%								33.33%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%								36.36%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%								24.14%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%								100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%								16.67%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 1 Totals</b>		<b>42.86%</b>	<b>15.38%</b>	<b>25.00%</b>	<b>14.29%</b>	<b>30.00%</b>								<b>26.92%</b>
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%	0.00%	100.0%	0.00%	0.00%								25.00%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%								20.00%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%								37.50%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%								30.00%
	Taos	0.00%	0.00%	0.00%	0.00%	50.00%								33.33%
<b>Region 2 Totals</b>		<b>37.50%</b>	<b>9.09%</b>	<b>33.33%</b>	<b>16.67%</b>	<b>28.57%</b>								<b>24.39%</b>
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%								19.51%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%								11.54%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%								25.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%								30.00%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 3 Totals</b>		<b>22.73%</b>	<b>12.00%</b>	<b>20.69%</b>	<b>13.33%</b>	<b>41.67%</b>								<b>20.39%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%								17.65%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%								22.22%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	100.0%								11.11%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%								33.33%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>0.00%</b>	<b>55.56%</b>	<b>25.00%</b>	<b>33.33%</b>								<b>19.57%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%								13.33%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%								16.67%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%								10.00%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%								41.67%
<b>Region 5 Totals</b>		<b>8.33%</b>	<b>27.27%</b>	<b>21.43%</b>	<b>50.00%</b>	<b>0.00%</b>								<b>17.65%</b>
<b>State Totals</b>		<b>21.43%</b>	<b>13.24%</b>	<b>27.54%</b>	<b>20.45%</b>	<b>26.19%</b>								<b>21.50%</b>

# 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 was not issued and FFY 2020 has not been issued at the time of this report.**

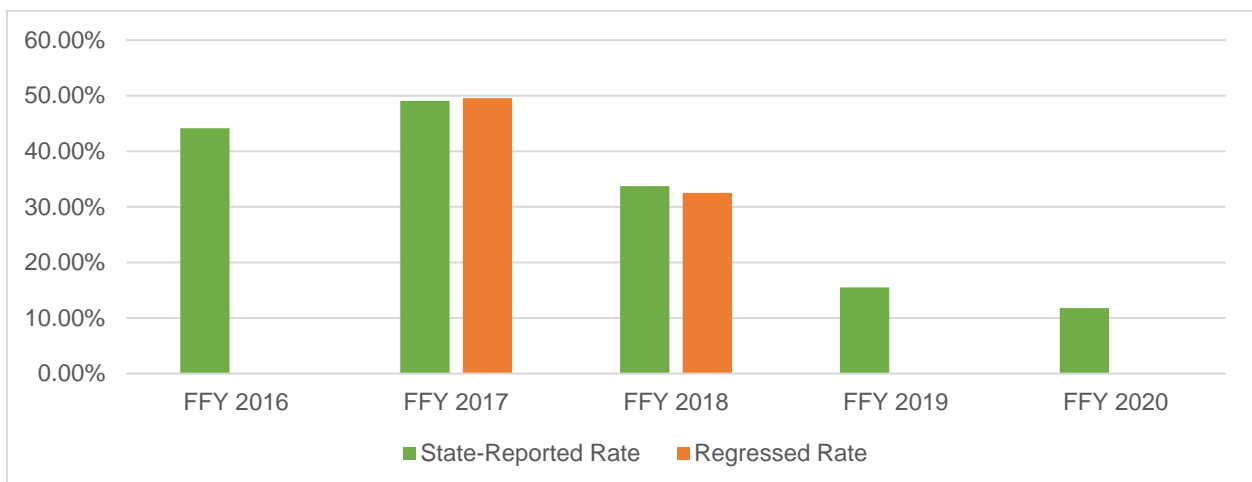
## Payment Error Rate

*Current Fiscal Year and Previous Fiscal Years*



## CAPER Error Rate

*Current Fiscal Year and Previous Fiscal Years*



# SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2021 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

The MSR lists the following timeliness areas:

- Application Processing Timeliness
- Expedite Application Processing Timeliness
- Non-Expedite Application Processing Timeliness

## QC Recertification Timeliness

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Region 1 Northwest	Cibola			100.0%									
	McKinley			100.0%	100.0%								
	San Juan			100.0%	100.0%	100.0%							
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia						100.0%						
	S. Valencia												
<b>Region 1 Totals</b>		100.0%	N/A	100.0%	100.0%	100.0%							
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%									
	San Miguel			100.0%	100.0%								
	Sandoval												
	Santa Fe			100.0%									
	Taos			0.00%									
<b>Region 2 Totals</b>		N/A	100.0%	80.0%	100.0%	N/A							
Region 3 Central	NE Bernalillo	100.0%		100.0%		100.0%							
	NW Bernalillo	100.0%	100.0%	100.0%	100.0%	100.0%							
	SE Bernalillo												
	SW Bernalillo		100.0%		100.0%	100.0%							
	Torrance												
<b>Region 3 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%							
N Region 4 Southeast	Chaves		100.0%	100.0%									
	Curry				100.0%								
	Artesia												
	Carlsbad	100.0%					100.0%						
	Lea												
	Lincoln				100.0%								
	Roosevelt												
<b>Region 4 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%							
Region 5 Southwest	E. Dona Ana	100.0%		100.0%	100.0%								
	Grant					100.0%							
	Luna												
	Otero					100.0%							
	S. Dona Ana	100.0%		100.0%	100.0%								
	W. Dona Ana	100.0%	100.0%		100.0%								
<b>Region 5 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%							
<b>Statewide Totals</b>		100.0%	100.0%	94.44%	100.0%	100.0%							