



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 21-28

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division  
**DATE:** October 7, 2021  
**RE:** FFY 2021 SNAP Performance Report-Eighth



Attached please find the eighth 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 May 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 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 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: Eighth SNAP Performance Report for FFY 2021





# SNAP PERFORMANCE REPORT

**Eighth Edition**

**Federal Fiscal Year 2021**

Quality Control Review Findings  
October 2020 – May 2021

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

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# SNAP Performance Report

## SNAP Performance Report: Eighth 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 May 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 May 2021.

### Ineligible Benefits

\$7,134 (4.91%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$13,515 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 \$145,177 total benefits issued within those cases.



### Underpaid Benefits

\$1,349 (0.93%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

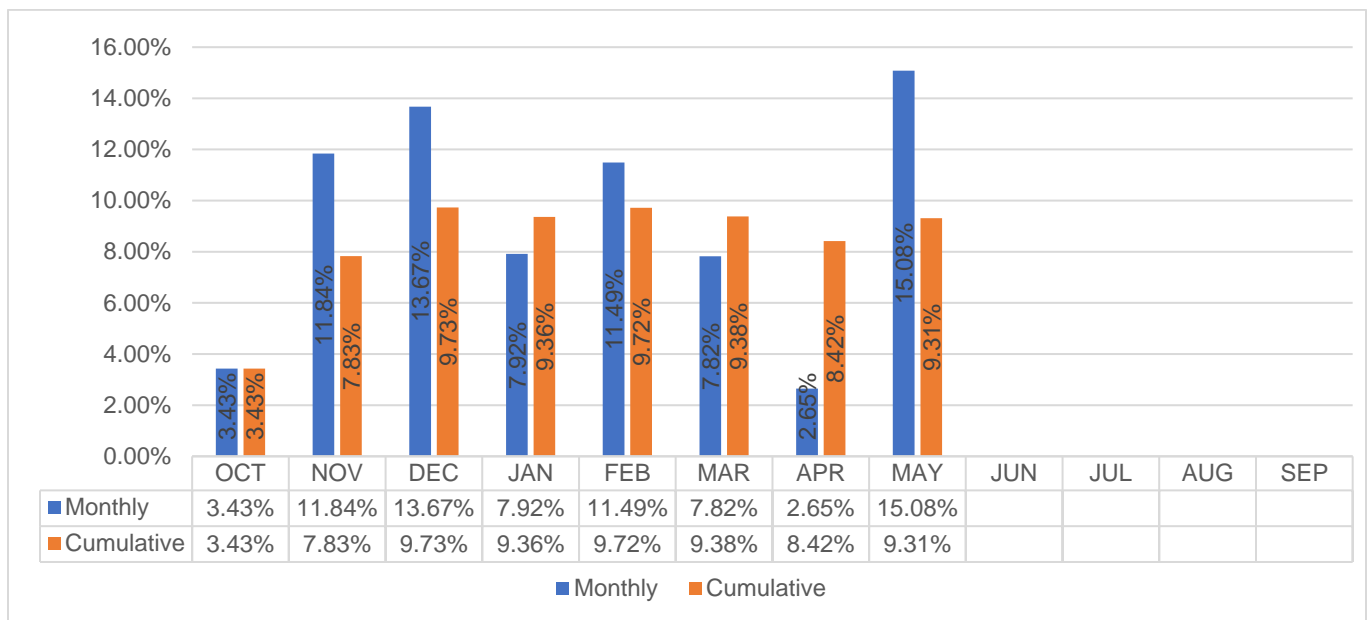
### Overpaid Benefits

\$5,032 (3.47%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

<b>Total Benefits Paid</b>	<b>\$145,177</b>
<b>Total Error Amount</b>	<b>\$13,515</b>
<b>Total Cases Reviewed by QC</b>	<b>570</b>
Total Cases with Errors	72
Total Correct Cases	498
Total Cases with Overpaid Benefits	37
Total Cases with Underpaid Benefits	11
Total Cases with Ineligible Benefits	24
Cases Dropped (Not Reviewed by QC)	124

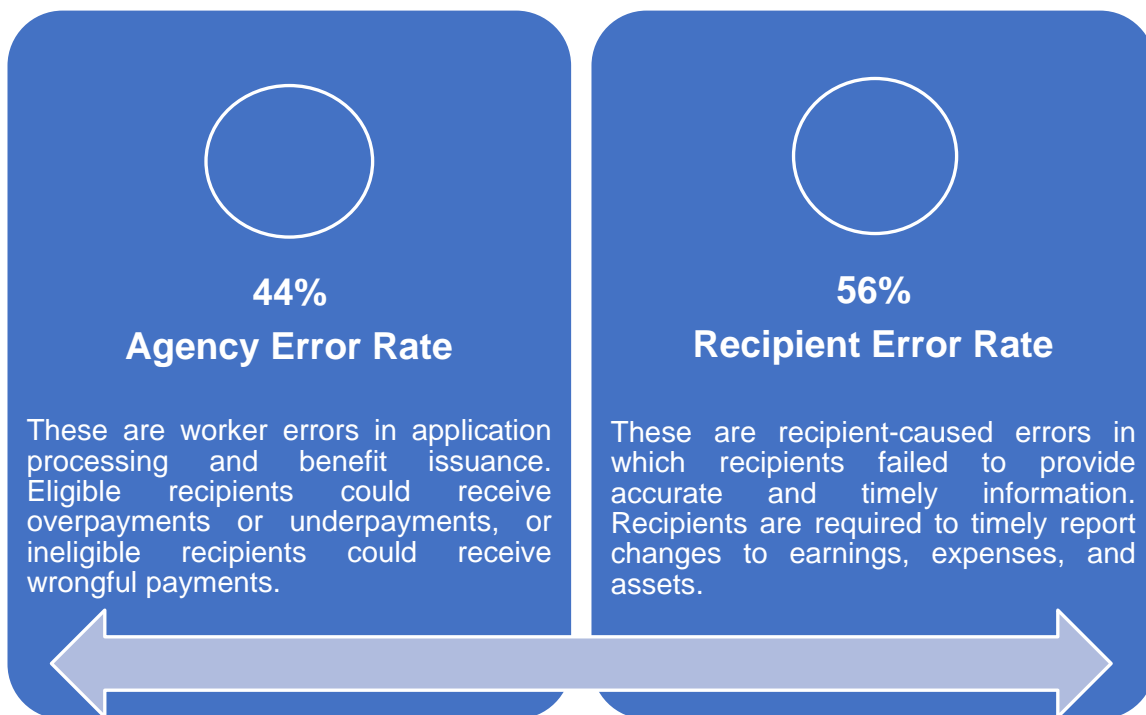
## State Payment Error Rates

### Monthly vs. Cumulative Error Rates



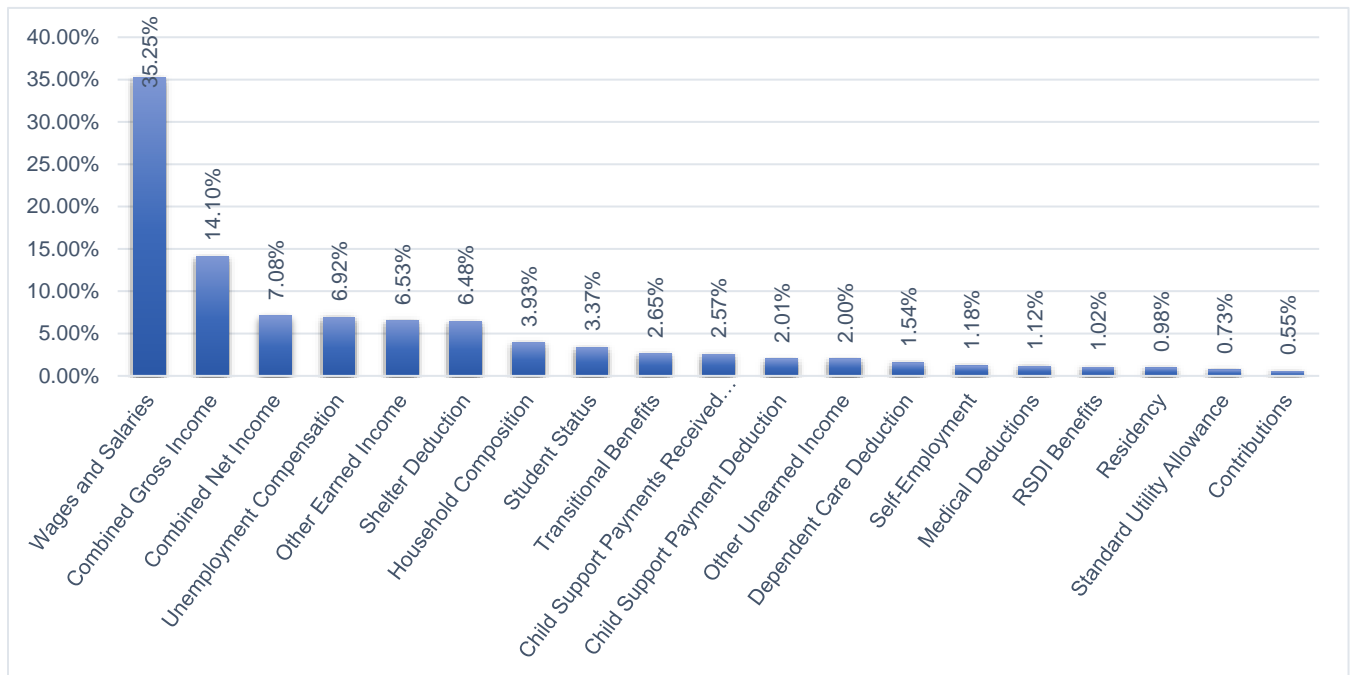
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$4,764	35.25%
Combined Gross Income	\$1,906	14.10%
Combined Net Income	\$957	7.08%
Unemployment Compensation	\$935	6.92%
Other Earned Income	\$882	6.53%
Shelter Deduction	\$876	6.48%
Household Composition	\$531	3.93%
Student Status	\$456	3.37%
Transitional Benefits	\$358	2.65%
Child Support Payments Received from Absent Parent	\$347	2.57%
Child Support Payment Deduction	\$271	2.01%
Other Unearned Income	\$270	2.00%
Dependent Care Deduction	\$208	1.54%
Self-Employment	\$160	1.18%
Medical Deductions	\$151	1.12%
RSDI Benefits	\$138	1.02%
Residency	\$132	0.98%
Standard Utility Allowance	\$98	0.73%
Contributions	\$75	0.55%





## Payment Error Findings as Reported to Field Offices

May 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10739	Shelter Deduction	Other	Over	\$80	Corrected figures QC made contact with Housing Authority to verify HH on housing contract. Rental amount of \$500 with housing assistance paying \$294 and client is responsible for \$206 since June 2020. Corrected figures based on RSDI \$1064, TANF \$266, shelter expense of \$206 plus HCSUA for 2 HHBG. QC determined HH reported incorrect shelter expense of \$500 at last action. QC allowed \$206 obligated shelter expense.
10746	Dependent Care Deduction	Other	Ineligible	\$208	QC corrected agency figures by allowing the reported/verified childcare expense of \$350, EI \$1216, UEI \$2293, \$825 shelter expense plus HCSUA. Review of dependent care details in ASPEN shows \$300 daycare expenses not updated since 12/2019 and continued to be counted along with \$350 childcare expense reported at application. Further \$1216 EI allowed due to rounding. \$2704 combined net income determined after all allowable deductions. HH over net income limit of \$2557 for HHBG of 5. Corrected figures final determination as it is the least quantitative error between both comparisons.
10703	Combined Net Income	Exceeds prescribed limit	Ineligible	\$137	Corrected figures based on EI of \$2820 (2/5/21 \$867.34, 2/12/21, \$594.75, 2/19/21, \$707.22 and 2/26/21 \$650.03). Agency incorrectly entered gross amount of \$640.03 for 2/26/21 check in ASPEN. QC verified with CSED has court ordered amount of \$342.25 for child & amount will be used for correcting figures. Further CSED verified monthly CS expense Client reporting are for 2 children: child support is court ordered \$311 monthly CS to AP. Corrected figures based on EI of \$2820, CS of \$342.25, shelter expense of \$450 plus HCSUA with \$0 CS deduction allowed. QC determined CS deduction not allowable as client is paying on CS for 2 children that are household members. Further, ASPEN CS expense details shows agency has not updated expenses since 3/2020 to indicate deductions has not been verified. After all allowable deductions QC determined \$2417 net income: HH over net income limit of \$2184 for HHBG of 4. QC determined HH ineligible.
10706	Unemployment Compensation	Less income received from this source than budgeted	Under	\$48	QC reviewed agency figures and completed UCB payment detail inquires showing authorized amount \$39 for 09/15/20,09/21/20,09/28/20 & 10/5/20 with total UCB \$156 countable. QC determined agency incorrectly processed the unemployment payments. QC verified active UCB with employer. At last action client reporting weekly earnings from employment to work force solutions to determine weekly UCB authorized amount of \$39. Agency figures were corrected allowing 4 HHM, \$1377.00 EI, \$156.00 UCB, \$0 monthly contributions, \$88 shelter expense plus HCSUA. QC used corrected figures as final determination.
10705	Wages and Salaries	More income received from this source than budgeted	Over	\$234	QC determined income used by agency at time of recertification processing was outside 30 consecutive day timeframe. QC corrected agency figures allowing \$979 EI using 30 days of income prior to application date (9/16/20=\$413.55 + 9/30/20=\$565.56). Total countable income in corrected figures was determined as \$1844.00 based on \$865 RSDI and \$979 EI; \$845 shelter plus HCSUA was allowed. Corrected figures final determination.

10716	Unemployment Compensation	Less income received from this source than budgeted	Under	\$45	QC determined agency used incorrect amount from DOL inquiry to determine \$488 monthly UCB. UCB shows \$136 authorized amount included \$25 dependent payment minus \$14 federal deduction to total \$122. QC determined \$25 dependent payment is excluded per IPP 18-02 Homeownership and Business Assistance Act of 2009; therefore, \$444 UCB determined (\$111 weekly amount). Corrected figures based on \$444 UCB, \$146 CS (\$100 plus \$46 from CSED), \$0 shelter expense plus HCSUA. QC determined HH failed to report the additional \$100 monthly CS paid directly from the AP. Further CTS inquiry shows \$46.16 consistency monthly payment since 7/20 from CSED that should have been allowed at last action. Corrected figures final determination.
10723	Unemployment Compensation	Less income received from this source than budgeted	Under	\$308	RM - \$265.15 EI, \$676 UCB PUA, \$0 expenses with \$379.2 child support deduction allowed for 5 HH members. Comp II - QC determined \$676 UCB PUA countable per the American Rescue Plan Act of 2021, \$0 expenses with \$340 child support deduction allowed for 5 HH members. QC determined on 4/9/21 agency made note IBP 56629 for PUA and FPUC for not accessible to SNAP benefit & SNAP sustained. QC determined at time of case review agency should have updated current UCB guidance to determine correct UCB to be allowed. FPUC UCB excluded to determined known and verified. Agency was made aware with guidance from Job Aid 60 & ASPEN release notes for updated UCB in relation to American Rescue Plan Act of 2021. QC used RM figures as final determination due to least quantitative error. QC notes, since RM is determined as the final determination, elements 311 – Wages and Salaries, and element 366 – Child Support Expense, are cited however, change is non-reportable due to simplified reporting policy.
10761	Household Composition	Other	Ineligible	\$234	QC verified during interview HH consists of husband and his wife. Interview completed with both HH members and both reported wife had never left HHBG; she has resided with her husband since 11/19 application. Further HH stated that wife does stays at her mother's address occasionally. Wife stays with her mom on occasion when it is her turn to care for her elderly mother who needs full time care. Wife takes turns caring for her mother with her sister. When she is not caring for her mother, she is home with her husband. QC verified that address is not a permanent residential address for her. Both comparisons determined 2 HH members. QC verified both household members are receiving RSDI; \$972 RSDI and \$1081 RSDI. QC verified mortgage of \$1114.92 monthly, however QC allowed what HH reported \$859.40 as application submitted by HH on 11/8/19 had disclaimer for expenses. QC verified HH has no out of pocket medical expenses. QC verified medical expenses reported 11/8/19 was not continuous as monthly co-pay for therapy was \$35 from 12/19 - 3/20. Both comparisons based on \$972 RSDI and \$1081 RSDI, \$859.40 shelter expense plus HCSUA with \$0 medical deduction allowed for 2 HHBG.
10751	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$234	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC reviewed gross income for 3 months look back period: 4/2021 \$3390.63, 3/2021 \$2510.62 and 2/2021 \$2066.18. 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 02/21) is what should have been reported by HH for simplified reporting. QC allowed converted income of \$2066 from HH based on wages received 2/5/21 \$1024.25 and 2/19/21 \$1041.93. Total EI of

					\$2066 exceeds gross income standard of \$1755 for HHBG of 1.
10715	Unemployment Compensation	More income received from this source than budgeted	Over	\$41	RM made countable difference, reviewed corrected figures. QC completed CSES inquiry showing monthly gross child support payment \$671, DOL UCB showing during projection period payments varied due to earnings deduction. Agency documented amounts varied depending on the hours client worked. QC determined agency incorrectly allowed child support and UCB amounts at last action. Agency figures were corrected allowing weekly authorized amounts after earnings deductions to determine \$581 UCB. Corrected figures final determination based on 4 HHM with 1 ineligible college student, EI of \$1360 EI, \$581 UCB, \$671 CS, with \$600 shelter expense plus HCSUA
10755	Wages and Salaries	More income received from this source than budgeted	Over	\$586	RM - 4 HHM, \$2837 EI, \$835 shelter plus HCSUA. Comp II - ASPEN CR shows EI of \$2052 counting for client until 3/20/2021 at which time ASPEN system updated and stopped counting earnings and issued a NOCA stating the SNAP benefits changed because your countable earned income changed. ASPEN CR shows no evidence HH reported a change of income in 03/2021. QC correcting agency figures allowing 4 HHM, \$2821 EI, \$800 shelter expense plus HCSUA. QC verified with the landlord rent was \$800 4/1/2020-3/31/2021 & rent increased to \$835 4/1/2021. HH reported incorrect shelter expense at last action. QC used RM circumstances as final determination due to least quantitative error between both comparisons.
10765	Wages and Salaries	Employment status changed from unemployed to employed	Ineligible	\$543	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC reviewed gross income for 3 months look back period: 04/2021 \$5601.68; 03/2021 \$6245.94 and 02/2021 \$5395.55. 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 02/21) is what should have been reported by HH for simplified reporting. QC allowed converted income of \$5396 based on wages received 2/17/21 \$4214.33 and 2/3/21 \$1181.22. Total EI of \$5396 exceeds gross income standard of \$4219 for HHBG of five.
10724	Wages and Salaries	More income received from this source than budgeted	Ineligible	\$234	QC verified son is residing with Mother. Verified 2 HH members with client. QC determined son not eligible for separate HH status at last action due to age 21 residing with mother. Both comparisons determined 2 HH members are employed. QC reviewed agency figures to determine \$3387.00 EI for client based on wages that should have been used at recertification 3/04/21 \$1655.37 and 3/18/21 -\$1698.94. HH over gross income limit of \$2371 for HHBG of 2. QC determined HH ineligible.

# 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%	93.82%	0.00%	0.0%					22.91%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.71%					0.54%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%	0.00%	0.00%	0.00%					13.52%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%					27.63%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	N. Valencia	0.00%	71.7%	27.83%	12.44%	53.97%	0.00%	0.00%	100.0%					16.02%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%					100.0%
	<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>35.55%</b>	<b>0.00%</b>	<b>11.14%</b>					
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Quay	0.00%	26.22%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					7.01%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%	0.00%	10.61%	0.00%					9.38%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.39%	10.23%					6.77%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%	0.00%	0.00%					6.38%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	22.70%					7.68%
	Taos	0.00%	9.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					2.58%
<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>6.89%</b>	<b>9.39%</b>	<b>10.19%</b>						<b>6.55%</b>
Region 3 Central Region	NE Bernalillo	16.14%	22.84%	21.29%	0.00%	5.95%	0.00%	5.07%	12.44%					10.84%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%	18.49%	41.77%					15.76%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%	0.00%	15.87%					18.35%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%	0.00%	0.00%					8.90%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%					32.37%
	<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>	<b>2.60%</b>	<b>5.85%</b>	<b>18.81%</b>					
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%	0.00%	0.00%					1.36%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					8.09%
	Artesia	0.00%	0.00%	0.00%	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%	0.00%	0.00%					0.00%
	Lea	0.00%	16.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					7.49%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	57.32%	0.00%	0.00%					6.52%
	Roosevelt	0.00%	0.00%	0.00%	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>11.50%</b>	<b>0.00%</b>	<b>0.00%</b>						<b>3.67%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%	0.00%	41.14%					15.32%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					4.18%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%					8.14%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.20%					4.52%
	S. Dona Ana	0.00%	0.00%	0.00%	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%	0.00%	0.00%	11.08%					8.21%
<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>1.85%</b>	<b>0.00%</b>	<b>22.38%</b>						<b>6.83%</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>7.82%</b>	<b>2.65%</b>	<b>15.08%</b>						<b>9.31%</b>

## SNAP Payment Error Rates Mitigation Strategies

*Identified reasons for cases found in error during the month of May:*

- 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 80 invalid denials/closures identified, 29 were identified as incorrect closures, and 51 were identified as incorrect denials.

### Negative Error Amount

80 cases out of 411 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**19.46%**  
CAPER  
Error Rate

### Incorrect Notices

45% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

55% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	472
Cases Dropped (Not Reviewed by QC)	61
Total Cases Reviewed	411
Total Valid Cases	331
Total Invalid Cases	80

## Top Error Trends in CAPER Reviews

*Cumulative Totals from CAPER Reviews: October 2020 - May 2021*

Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice reason does not match reason for action	7	6	13	16.46%
Notice was not complete	11	0	11	13.92%
Notice not clearly understandable	5	5	10	12.66%
Notice was sent to wrong address	2	0	2	2.53%
<b>Total</b>	<b>25</b>	<b>11</b>	<b>36</b>	<b>45.57%</b>
<b>Wages and Salaries</b>				
Improper income calculation	3	2	5	6.33%
Policy incorrectly applied	2	2	4	5.06%
Improper calculation – Income averaged incorrectly	0	1	1	1.27%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.27%
Agency failed to follow up on known and reported impending changes.	1	0	1	1.27%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	1.27%
Income from known/processed source included that should have been	0	1	1	1.27%
<b>Total</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>17.72%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	6	0	6	7.59%
Policy incorrectly applied	1	0	1	1.27%
Improper denial within 30-day period for missing interview(s)	0	1	1	1.27%
<b>Total</b>	<b>7</b>	<b>1</b>	<b>8</b>	<b>10.13%</b>
<b>Student Status</b>				
Agency failed to follow up on inconsistent or incomplete information	4	1	5	6.33%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	1.27%
<b>Total</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>7.59%</b>
<b>Action Type</b>				
Policy incorrectly applied	1	2	3	3.80%
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3.80%</b>
<b>Verification</b>				
Improper Denial/Termination - failure to provide - household never notified of needed verification	0	2	2	2.53%
Improper Denial/Termination – failure to provide – verification was received or is in case file	1	0	1	1.27%

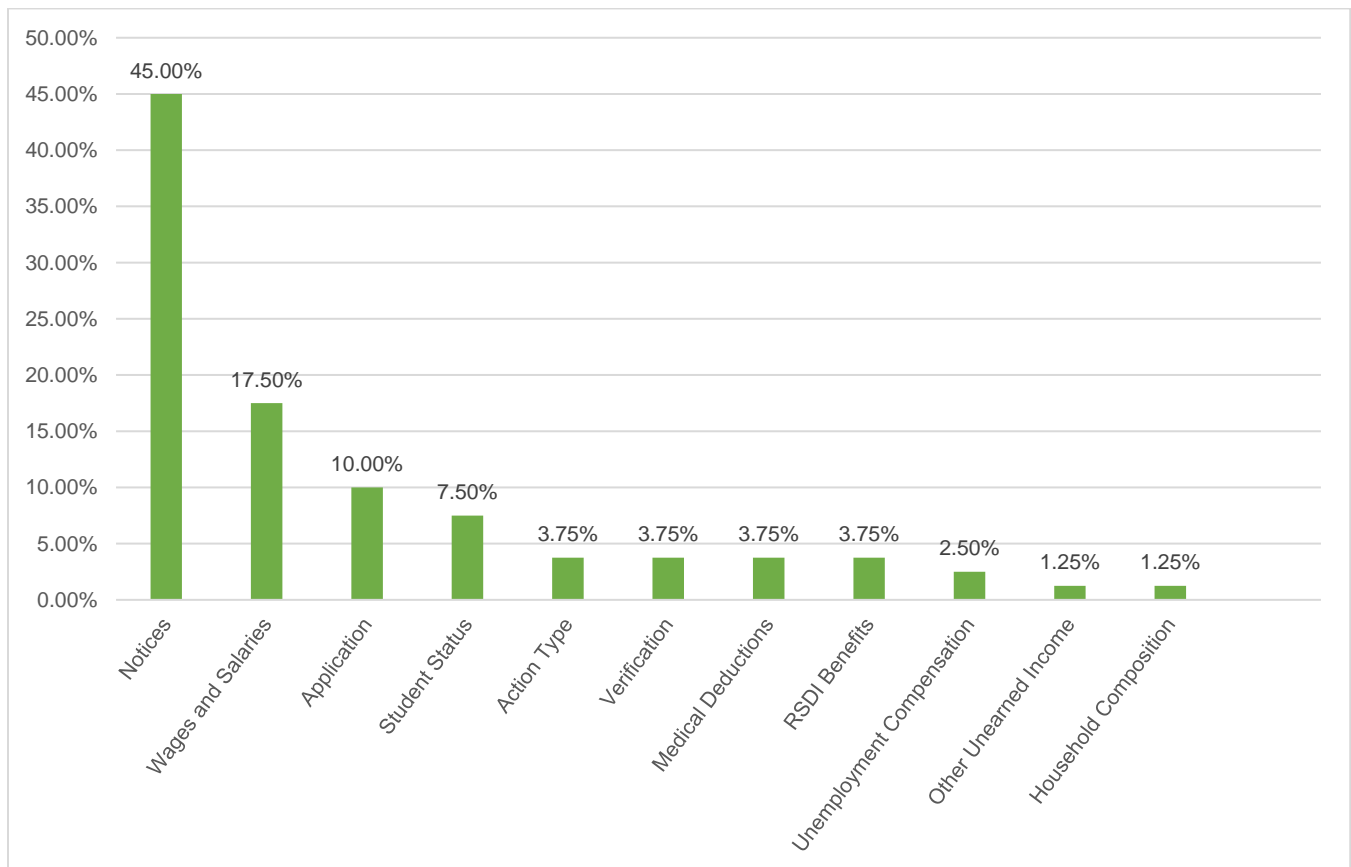
Total	1	2	3	3.80%
<b>Medical Deductions</b>				
Deduction that should have been included was not	2	0	2	2.53%
Failed to consider or incorrectly considered medical deductions	1	0	1	1.27%
Total	3	0	3	3.80%
<b>RSDI Benefits</b>				
Agency failed to follow up on known and reported impending changes	0	1	1	1.27%
Income from known/processed source included that should not have been	0	1	1	1.27%
Failed to consider or incorrectly considered reported information	0	1	1	1.27%
Total	0	3	3	3.80%
<b>Unemployment Compensation</b>				
Agency failed to follow up on known and reported impending changes	0	2	2	2.53%
Total	0	2	2	2.53%
<b>Other Unearned Income</b>				
Agency failed to follow up on known and reported impending changes	1	0	1	1.27%
Total	1	0	1	1.27%



## CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	25	31.25%	11	13.75%	36	45.00%
Wages and Salaries	8	10.00%	6	7.50%	14	17.50%
Application	7	8.75%	1	1.25%	8	10.00%
Student Status	5	6.25%	1	1.25%	6	7.50%
Action Type	1	1.25%	2	2.50%	3	3.75%
Verification	1	1.25%	2	2.50%	3	3.75%
Medical Deductions	3	3.75%	0	0.00%	3	3.75%
RSDI Benefits	0	0.00%	3	3.75%	3	3.75%
Unemployment Composition	0	0.00%	2	2.50%	2	2.50%
Other Unearned Income	1	1.25%	0	0.00%	1	1.25%
Household Composition	0	0.00%	1	1.25%	1	1.25%



## CAPER Error Findings as Reported to the Field Offices

May 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
528	Policy & Notice	QC found agency was incorrect in the income used in benefit determination, thus reflected on the notice. 4/4/21 - 5/4/21 projection period used did not include 4/2/21 check stub for 4 most recent weekly checks submitted by the HH. Average of 4/2, 4/9, 4/16 and 4/23 checks came out to \$3365.25 rather than \$3136 agency used, therefore making notice incorrect as well & not reflecting the correct income amounts. QC determines notice incorrect.
532	Policy & Notice	CR shows agency processed RMB as NOCA was sent to HH on 5/5/21; SNAP closing as of 6/21. HH is denied; Your total income that we count, after deductions, is over the program limit for your HH size allowing \$2993 EI & \$1009 UEI for client. EI for client WN used for checks 4/14/21 \$781.31 & 4/28/21 \$715.37 to total \$1496.68; counted twice. HH submits new application on 5/06/21, as instructed by agency. Based on 5/06/21 CC, agency added new member to SNAP case for SNAP eligibility determination. ASPEN Program Request details screen shows agency entered information that suggests client verbally withdrew application on 5/06/21 which initiated the NOCA dated 5/06/21 that reads "You applied on 05/06/2021 & SNAP denied for June 2021. HH is denied because you are no longer requesting assistance. QC found no documentation in case comments or verification in ECF that indicated client withdrew application verbally during interview or in writing for action 5/06/21. Further no indication found client contacted or interviewed. HH provided all information to agency to process application for 5/6/21 as no HUMAD was issued to client. CC does not indicate case was processed or any type of action taken; therefore, notice invalid.
543	Notice & Policy	Notice was issued 5/14/21 informing HH application submitted 4/13/21 has been denied. The HH is denied April 2021-June 2021 due to you have not provided us with the required documents we need to decide if you can get benefits. The notice contained a calculation table showing \$1602.00 EI, \$1916 UEI, \$321.00 EID, \$181.00 standard deduction, net countable \$3016. QC found the action taken by agency to deny case on 5/14/21 was untimely, the 30th day was 5/13/21. QC also found denial reason documented reason in the CR and the listed reason on the notice are contradictory. The calculation table on the notice contains EI and UEI amounts however, no CR documentation was found to support this information. QC found by including the calculation table on the notice, it appears an eligibility determination was made which contradicts the listed denial reason.
544	Notice & Policy	QC found the action taken by agency to deny case on 5/10/21 was untimely, the 30th day was 5/9/21. QC also found denial reason documented reason in the CR and the listed reason on the notice are contradictory. The calculation table on the notice contains EI and UEI amounts however, no CR documentation was found to support this information. QC found by including the calculation table on the notice, it appears an eligibility determination was made which contradicts the listed denial reason.
557	Notice & Policy	QC reviewed case comments, notices, and action. QC determined that although the HOH was under the age of 22, she did not verbally withdraw from the application she submitted. Agency incorrectly denied application based on non-HH member's request; HH's mother was not authorized to request case withdrawal for case under review. QC determined this review invalid.
573	Notice & Policy	QC review found agency should have ended UCB on 4/19/2021 as it was known and verified that no checks had been received since 11/8/2020. QC found income used to determine eligibility for SNAP benefits was incorrect. Gross income would have been over income limits without UCB income but since it was processed with UCB income incorrectly, QC determined this review invalid.

# CAPER Error Rates

## Regional and County Breakdowns

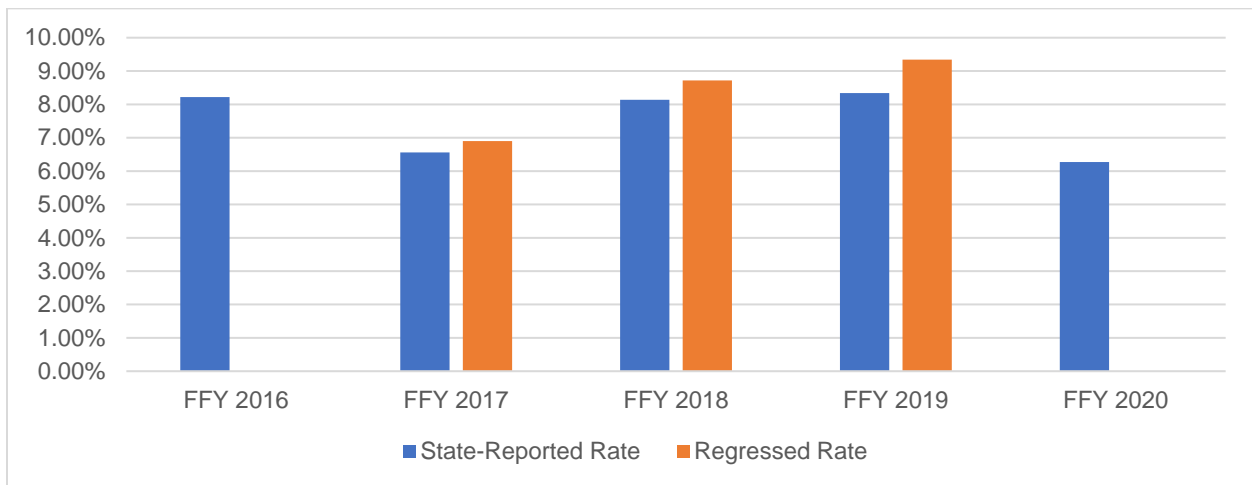
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					14.29%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%	0.00%	0.00%					26.67%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%	0.00%	0.00%					22.86%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%					20.00%
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%					100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	33.33%					18.18%
	S. Valencia	0.00%	0.00%	0.00%	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>20.00%</b>	<b>0.00%</b>	<b>20.00%</b>					<b>22.97%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Rio Arriba	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	0.00%					40.00%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%					16.67%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%	50.00%	0.00%					36.36%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	50.00%					33.33%
	Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%					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>100.0%</b>	<b>25.00%</b>	<b>25.00%</b>					<b>26.00%</b>	
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%	0.00%	33.33%					17.54%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%	14.29%					9.52%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					20.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%	50.00%	20.00%	0.00%					28.57%
	Torrance	0.00%	0.00%	0.00%	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>20.00%</b>	<b>6.25%</b>	<b>14.29%</b>					<b>18.24%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%	0.00%	0.00%					15.79%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%					12.50%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%					7.69%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%					21.43%
	Lincoln	0.00%	0.00%	0.00%	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%	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>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>					<b>13.43%</b>	
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%	0.00%	0.00%	0.00%					11.11%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					0.00%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%					16.67%
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%					16.67%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%					14.29%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%	100.0%	25.00%					40.00%
<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>22.22%</b>	<b>40.00%</b>	<b>14.29%</b>					<b>19.44%</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>18.42%</b>	<b>10.81%</b>	<b>13.95%</b>					<b>19.46%</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.**

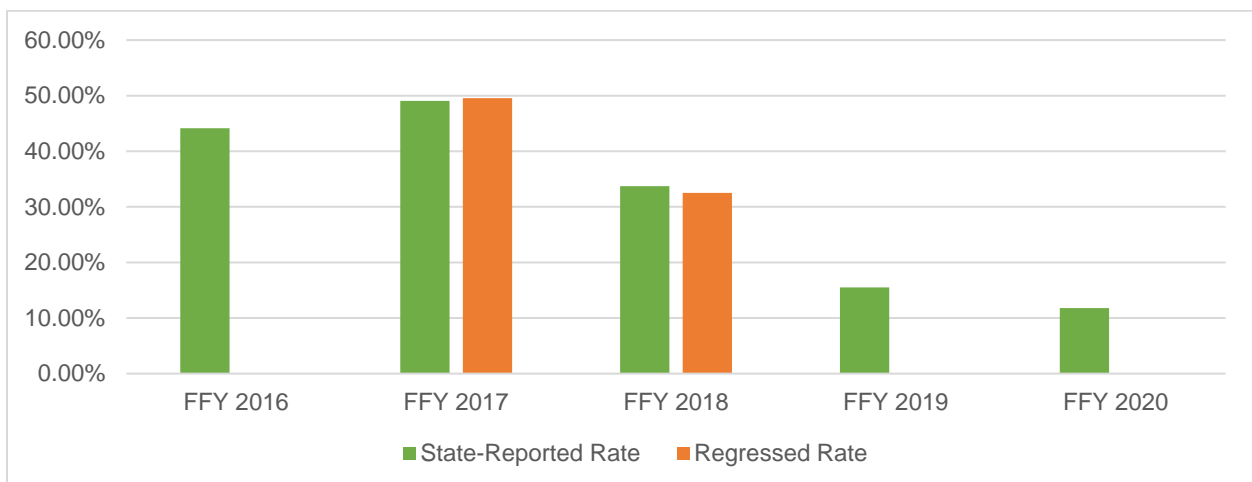
## Payment Error Rate

*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%			100.0%		100.0%				
	McKinley			100.0%	100.0%		100.0%		100.0%				
	San Juan			100.0%	100.0%	100.0%		100.0%	100.0%				
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia					100.0%		100.0%	100.0%				
	S. Valencia												
<b>Region 1 Totals</b>		100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%					100.0%				
	San Miguel			100.0%	100.0%		100.0%	100.0%	100.0%				
	Sandoval						100.0%	0.00%					
	Santa Fe			100.0%					100.0%				
	Taos			0.00%			100.0%						
<b>Region 2 Totals</b>		N/A	100.0%	80.0%	100.0%	N/A	100.0%	66.67%	100.0%				
Region 3 Central	NE Bernalillo	100.0%		100.0%		100.0%		100.0%	100.0%				
	NW Bernalillo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
	SE Bernalillo												
	SW Bernalillo		100.0%		100.0%	100.0%		100.0%	100.0%				
	Torrance												
<b>Region 3 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
N Region 4 Southeast	Chaves		100.0%	100.0%			100.0%		100.0%				
	Curry				100.0%		100.0%	100.0%					
	Artesia												
	Carlsbad	100.0%				100.0%	100.0%						
	Lea							100.0%					
	Lincoln				100.0%								
	Roosevelt												
<b>Region 4 Totals</b>		100.0%	100.0%	100.0%	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%		100.0%					
	Luna						100.0%	100.0%					
	Otero					100.0%		100.0%					
	S. Dona Ana	100.0%		100.0%	100.0%		100.0%	100.0%					
	W. Dona Ana	100.0%	100.0%		100.0%					100.0%			
<b>Region 5 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				
<b>Statewide Totals</b>		100.0%	100.0%	94.44%	100.0%	100.0%	100.0%	94.44%	100.0%				