




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

General Information Memorandum

ISD-GI 21-32

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: December 8, 2021
RE: FFY 2021 SNAP Performance Report-Tenth

Attached please find the tenth 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 July 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.

Attachment: Tenth SNAP Performance Report for FFY 2021



SNAP PERFORMANCE REPORT

Tenth Edition

Federal Fiscal Year 2021

Quality Control Review Findings
October 2020 – July 2021

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

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SNAP Performance Report

SNAP Performance Report: Tenth 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 July 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:

<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 2020 through July 2021.

Ineligible Benefits

\$9,893 (5.14%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$18,827 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 \$192,489 total benefits issued within those cases.



Underpaid Benefits

\$1,777 (0.92%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

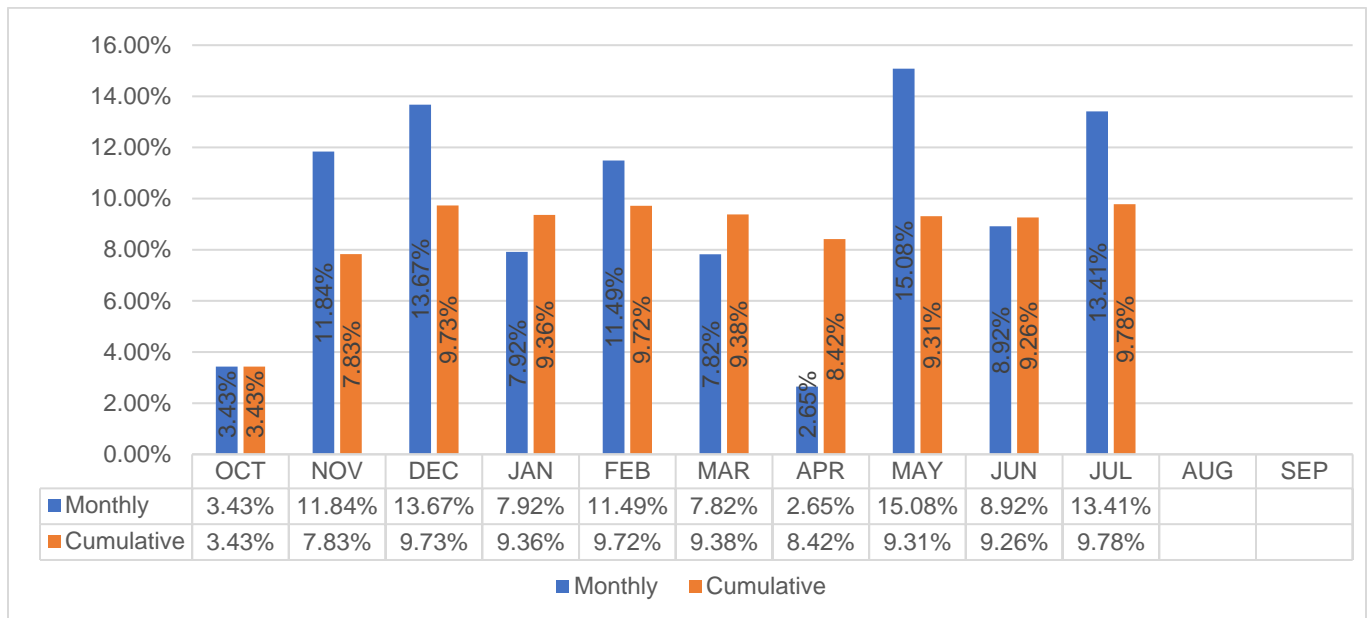
Overpaid Benefits

\$7,157 (3.72%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Total Benefits Paid	\$192,489
Total Error Amount	\$18,827
Total Cases Reviewed by QC	726
Total Cases with Errors	98
Total Correct Cases	628
Total Cases with Overpaid Benefits	49
Total Cases with Underpaid Benefits	15
Total Cases with Ineligible Benefits	34
Cases Dropped (Not Reviewed by QC)	164

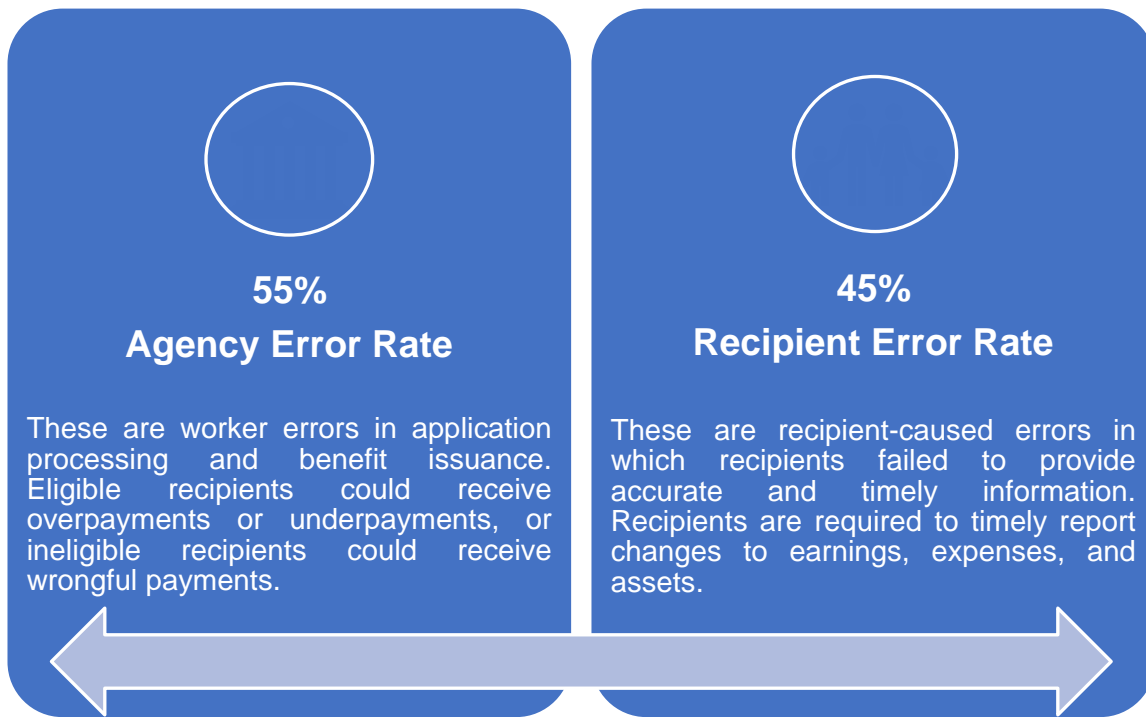
State Payment Error Rates

Monthly vs. Cumulative Error Rates



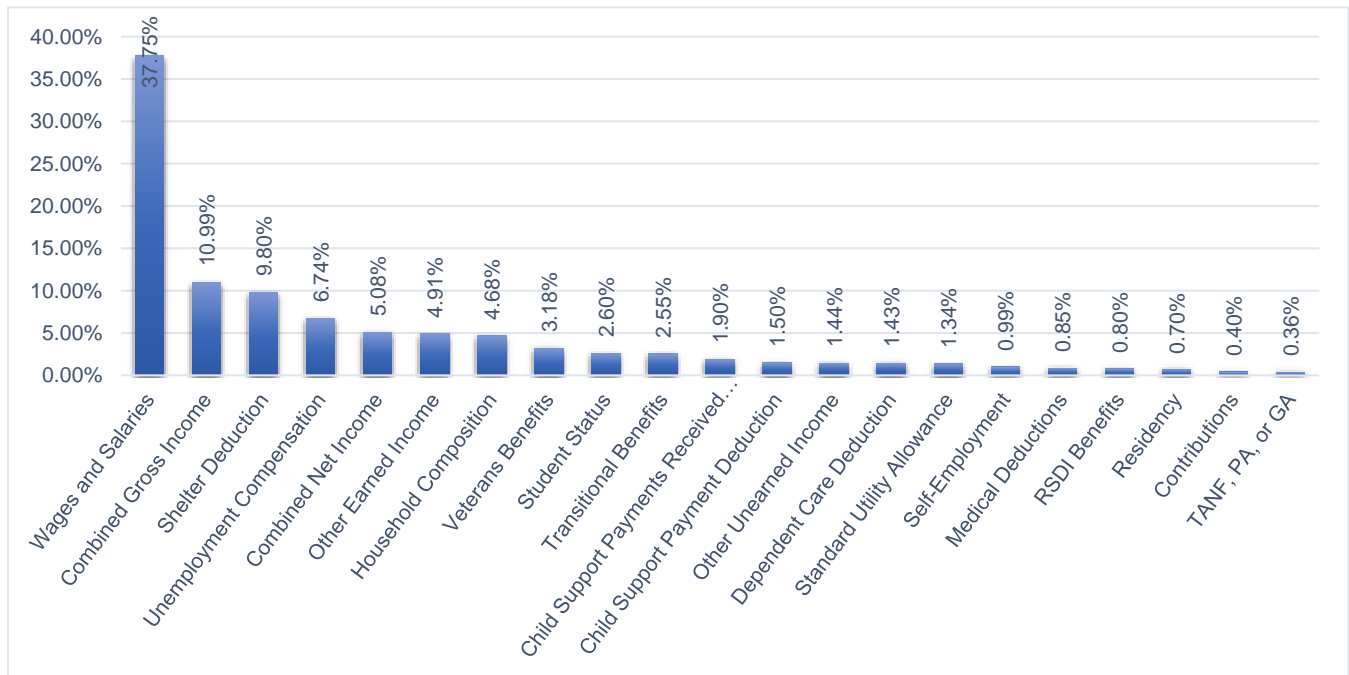
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$7,107	37.75%
Combined Gross Income	\$2,070	10.99%
Unemployment Compensation	\$1,845	9.80%
Shelter Deduction	\$1,268	6.74%
Combined Net Income	\$957	5.08%
Student Status	\$924	4.91%
Other Earned Income	\$882	4.68%
Household Composition	\$599	3.18%
Veterans Benefits	\$489	2.60%
Child Support Payments Received from Absent Parent	\$480	2.55%
Transitional Benefits	\$358	1.90%
RSDI Benefits	\$282	1.50%
Child Support Payment Deduction	\$271	1.44%
Other Unearned Income	\$270	1.43%
Dependent Care Deduction	\$253	1.34%
Standard Utility Allowance	\$187	0.99%
Self-Employment	\$160	0.85%
Medical Deductions	\$151	0.80%
Residency	\$132	0.70%
Contributions	\$75	0.40%
TANF, PA, or GA	\$67	0.36%



Payment Error Findings as Reported to Field Offices

July 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
10958	Wages and Salaries	Less income received from this source than budgeted	Under	\$75	QC reviewed agency figures and determined income was incorrectly determined, as pay that is not normal/indicative was included. Clients Other Pay excluded as employer verified it is not indicative of normal pay and can't be anticipated and employer OT excluded as it is evident on all paystubs received and YTD amounts that this pay is not indicative of normal pay and cannot be anticipated to be received for the remainder of the certification period. Allowed \$327 EI for client and \$1832 EI for client with a combined gross EI of \$2159.
10969	Student Status	Ineligible person(s) included	Ineligible	\$234	QC reviewed agency figures and determined agency was incorrect to allow HH as an eligible college student. college verified FT enrollment Bachelor of Science and not enrolled in any work study programs. Based on verification obtained by QC, agency figures were corrected allowing HH as an ineligible college student, as client did not meet any exemptions for error citation as review month and corrected figures resulted in the same error amount, of HH being ineligible for benefits.
10890	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$430	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: 6/2021 \$3373, 5/2021 \$3241 and 4/2021 \$4671. 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 4/21) is what should have been reported by HH for simplified reporting. QC allowed converted income of \$3737 from HH based on wages received 4/1/21 \$826.46, 4/8/21 \$928.58, 4/15/21 \$969.21, 4/22/21 \$998.74 & 4/29/21 \$948.35. Total EI of \$3737 exceeds gross income standard of \$2371 for HHBG of 2.
10898	Wages and Salaries	More income received from this source than budgeted	Over	\$69	At last action IR 9/30/20, agency was incorrect to use outdated earned income and 30 consecutive days of income not allowed. QC corrected agency figures by using 30 consecutive days of income using wages 9/11/20 = \$880 and 9/25/20 = \$924(44 OT excluded) to determine \$1173 prorated EI, rent of \$500 plus HCSUA. Corrected figures results in a variance and is final as it is the least quantitative error.
10904	RSDI Benefits	All income from source was known but not included	Over	\$144	RM: determined 1 HHM, \$189 SSI, \$625 RSDI, \$174 shelter plus HCSUA. Comp II: QC reviewed agency figures and found PR was submitted on 4/28/20 with HH reporting \$770 SSI. LIHEAP application was submitted 10/01/2020 with HH reporting \$783 SSI and agency documents 5/1 information/verification used to process. QC notes that at mass update lowered the SSI to \$189 due to RSDI approval, however as no RSDI record existed, ASPEN was not updated. QC determined at LIHEAP application processing SOLQ interface should have been accessed by the agency as the income used to process LIHEAP was for SSI of \$169 only. Reported UEI of \$783 on the LIHEAP application 10/1/2020 determined known and verified. SOLQ to show \$617 RSDI plus SSI; mass changes would have updated cola information to allow correct information effective 1/21. Agency figures corrected

					allowing \$189 SSI, \$625 RSDI, \$170 shelter plus HCSUA for HHBG of 1. RM figures used due to least quantitative error between both comparisons. Changes in shelter expense not cited as determined non-reportable change and allowed \$460 Tribal TANF (regular monthly payment) for both comparisons.
10889	Unemployment Compensation	Unreported source of income (do not use for change in employment status)	Over	\$527	QC determined agency did not document UCB benefits or document that the agency ran DOL/UCB scan and did not update active countable UCB at time of initial case action on 7/2/2021. Review of DOL inquiry shows client active UCB at initial action on 7/2/21 with effective date 6/6/2021; Program Type: Standard UI; WBA \$484. QC determined UCB should have been counted at initial processing as it was approved ongoing with active weekly payments and ongoing payments as NMDWS shows active claim status with benefit year end date 6/4/2022. On 7/2/21 agency notes not expedited, need proof of income and proof of unemployment. However, agency approved application on 7/2/21 with \$0 UEI. QC corrected agency figures allowing 4 HH members, \$1936 UCB for client, \$0 shelter plus HCSUA.
10938	Wages and Salaries	Employment status changed from unemployed to employed	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 while on simplified reporting. QC reviewed gross income for 3 months look back period: 6/21 with \$2685.38 EI, 5/21 with \$2708.63 EI and 4/21 with \$4098.43 EI. QC determined 3rd month prior to RM (month 4/21) is what should have been reported by HH for simplified reporting. QC allowed \$2732 converted EI based on earnings received 4/2/21 \$1303.24, 4/15/21 \$1087.17 and 4/29/21 \$1708.02. Total EI of \$2732 exceeds gross income standard of \$1755 for HHBG of 1.
10942	Student Status	Ineligible person(s) included	Ineligible	\$234	During QC interview HH reported at last action same employment. Contact with employer, QC verified at re-hire, hrs. can range between 0 to 21 hours per week as client is on as needed basis employee for the next 6 months. QC reviewed agency figures to determine agency entered the number of hrs. worked at 40 hrs. semi-monthly incorrectly, determining client as an eligible college student. Based on cc dated 12/14/20 agency took clients statement notating new job on 12/5/20 at 20 hrs. a week at a rate of \$10.45/hourly. Based on verification obtained by QC, agency figures were corrected to determine client as an ineligible college student, as she did not meet any exemptions. No evidence found that client is working more than 20 hours weekly or anticipated to work 80 hours monthly at time of initial application. No evidence found agency verified with employer anticipation of hrs. to determine student eligibility at initial action.
10943	Combined Gross Income	Exceeds prescribed limit	Ineligible	\$164	Due to RM income exceeding gross income standard for non-elderly/disabled HHBG, income for the prior 3 months was reviewed to determine if a reportable change occurred while on simplified reporting. QC verified employment for client & employment for other household member Prior month 1 June 2021 combined EI of \$2475.54 + RSDI \$1238 + \$311 CS = \$4024.54; Prior month 2 May 2021 combined EI \$2926.46 + RSDI \$1238 + \$311 CS = \$4475.46; Prior month 3 April 2021 combined EI \$3352.72 + RSDI \$1238 + \$311 CS = \$4901.72. QC determined 3rd month prior to RM (month 4/21) over 165% FPG therefore a reportable change occurred. QC determined \$3067 combined converted EI + \$1238 RSDI + CS \$311 CS = \$4616 total combined gross income exceeds gross income standard of \$3603 for HHBG of 4.
10892	Unemployment Compensation	All income from source was known but not included	Ineligible	\$63	QC corrected agency figures and determined at application agency incorrectly excluded weekly FPUC UCB of \$600. Case documentation 4/30/20 states DOL scans show UI claim, \$211/week and shows additional \$600 did not updated. Review of ISD GI 20-

					06 dated 4/28/20 regarding CARES ACT passed on March 27, 2020, states that UCB paid through 7/31/20 is countable for standard UCB; FPUC; PUA and PEUC. Therefore, QC determines \$3244 (\$844 standard UCB + \$2400 FPUC) total UCB at last action date. Agency had the correct information available but applied policy incorrectly. HH ineligible due to total income exceeding gross income standard of \$1755 for HHBG of 1. HH ineligible for allotment of \$63 in review. Corrected figures final determination due to least quantitative error between both comparisons.
10919	Wages and Salaries	More income received from this source than budgeted	Ineligible	\$527	QC corrected figures at last known income change reported to agency. Case Comments 4/8/21 shows agency verified with employer pay checks 03/04/21 \$1679.22, 03/18/21 \$1648.02 & 04/01/21 \$1611.75. Agency noted SNAP closure due to exceeding income, case sent for 2nd party review. QC found agency did not complete case action and extended certification period. QC determined known and verified upon receipt when agency verified wages with employer; therefore, action should have been taken. QC corrected figures allowing 30 consecutive days of pay from 04/08/21 to determine \$3260 EI based on wages 04/01/21 \$1611.75 and 03/18/21 \$1648.02. \$2427 combined net income exceeded net income limit of \$2184 for HHBG of 4.
10972	Wages and Salaries	Employment status changed from unemployed to employed	Ineligible	\$430	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred while on simplified reporting. QC reviewed gross income for 3 months look back period: 6/2021 \$2731.36 (EI \$124.60 + EI \$1771.44 + Other EI \$350 + \$0 contributions + Other UEI \$0.01 + \$485.32 CS). 5/2021 \$2890.754 (EI \$136.07 + EI \$2055.11 + Other EI \$350 + Contributions \$0 + Other UEI \$0 + CS \$349.56). 4/2021 \$2618.26 (EI \$0 + EI \$1835.50 + Other EI \$350 + Contributions \$0 + Other UEI \$0.01 + CS \$432.76). QC finds total income exceeds FPG of \$2371 thus becomes a reportable change. Reportable change occurred and determined HH ineligible. Client caused as failed to report income; client became aware of employment with a hire date of 12/03/20 with first paycheck received 12/15/20 and paid \$11/hour at the time. Employer verified hourly rate increased to \$11.50 as of 01/01/2021 and effective 01/15/21 paycheck. QC finds HH did not report contributions stopped when client turned 18 (08/2020) and did not report receipt of Child Support beginning effective 03/2021 ongoing. Final determination with \$1836 EI and \$263 EI and \$433 CS for total of \$2532 combined gross income which is over \$2371 income limit for HHBG of 2.
10917	Child Support Payments Received from Absent Parent	Unreported source of income (do not use for change in employment status)	Over	\$133	For corrected figures determined \$1595 EI, \$380 CS income, \$500 rent plus HCSUA with \$235.20 dependent care deduction allowed. QC determined \$1595 EI due to rounding. \$380 total CS allowed as client failed to report all UEI; QC verified with AP \$200 monthly CS and verified with AP \$180 monthly CS. \$235.20 mileage allowed. Review of dependent care details shows expenses not updated since 8/2020 by the agency. Corrected figures final determination as it is the least quantitative error.

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%	11.78%	0.00%			20.48%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.71%	0.00%	5.88%			1.56%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%	0.00%	0.00%	0.00%	3.43%	27.80%			12.81%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%			15.99%
	Socorro	0.00%	0.00%	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%	0.00%	0.00%			11.80%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%			100.0%
	Region 1 Totals	3.06%	15.82%	6.70%	27.57%	14.30%	35.55%	0.00%	11.14%	3.07%	5.66%			10.11%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Quay	0.00%	26.22%	0.00%	0.00%	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%	7.93%	0.00%			8.38%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.39%	10.23%	0.00%	0.00%			5.98%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%	0.00%	0.00%	23.57%	39.03%			16.09%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	22.70%	60.70%	0.00%			12.26%
	Taos	0.00%	9.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			1.71%
Region 2 Totals	6.22%	6.03%	7.19%	4.45%	0.00%	6.89%	9.39%	10.19%	19.04%	20.54%			10.28%	
Region 3 Central Region	NE Bernalillo	16.14	22.84%	21.29%	0.00%	5.95%	0.00%	5.07%	12.44%	4.88%	0.00%			9.21%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%	18.49%	41.77%	25.23%	0.00%			15.91%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%	0.00%	15.87%	0.00%	0.00%			15.09%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%	0.00%	0.00%	5.64%	62.17%			11.49%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			24.72%
	Region 3 Totals	6.15%	13.74%	29.65%	0.83%	20.95%	2.60%	5.85%	18.81%	9.85%	12.83%			12.83%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%	0.00%	0.00%	10.27%	19.13%			2.66%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.44%			9.31%
	Artesia	0.00%	0.00%	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%	0.00%			0.00%
	Lea	0.00%	16.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			6.64%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	57.32%	0.00%	0.00%	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%	0.00%			0.00%
Region 4 Totals	0.00%	10.54%	0.00%	0.00%	0.00%	11.50%	0.00%	0.00%	2.50%	9.42%			4.33%	
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%	0.00%	41.14%	0.00%	24.83%			17.48%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	17.00%			6.15%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%			6.49%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.20%	0.00%	0.00%			4.06%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.80%			1.56%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%	19.23%	0.00%	0.00%	11.08%	7.93%	29.57%			10.89%
Region 5 Totals	0.00%	11.63%	0.00%	4.03%	2.98%	1.85%	0.00%	22.38%	4.76%	17.19%			8.34%	
State Totals	3.43%	11.84%	13.67%	7.92%	11.49%	7.82%	2.65%	15.08%	8.92%	13.41%			9.78%	

SNAP Payment Error Rates Mitigation Strategies

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

- 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 107 invalid denials/closures identified, 40 were identified as incorrect closures, and 67 were identified as incorrect denials.

Negative Error Amount

107 cases out of 549 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

19.49%
CAPER
Error Rate

Incorrect Notices

43% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

57% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	622
Cases Dropped (Not Reviewed by QC)	73
Total Cases Reviewed	549
Total Valid Cases	442
Total Invalid Cases	107

Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - July 2021

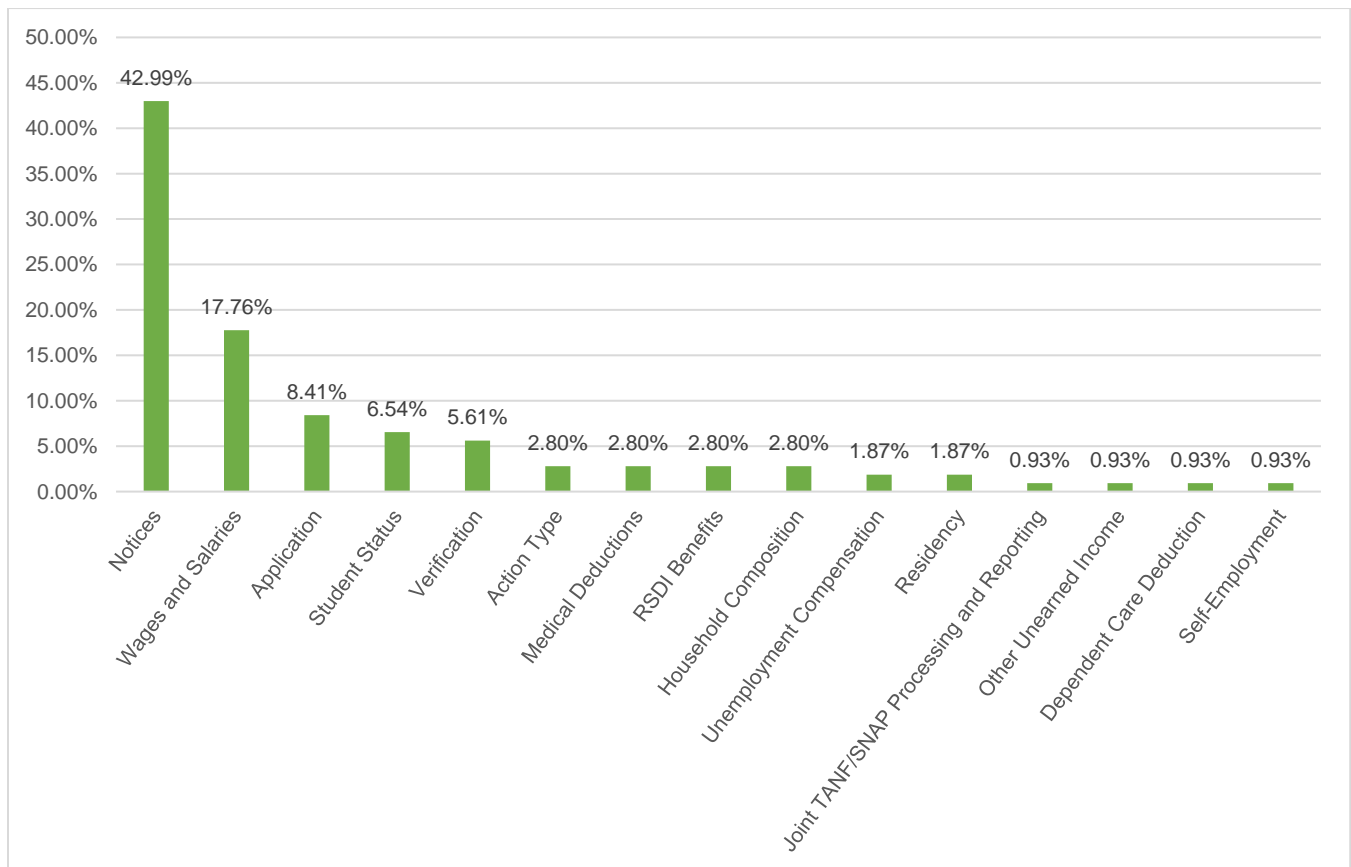
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice reason does not match reason for action	10	8	18	17.82%
Notice not clearly understandable	7	7	14	13.86%
Notice was not complete	12	0	12	11.88%
Notice was sent to wrong address	2	0	2	1.98%
Total	31	15	46	45.54%
Wages and Salaries				
Improper income calculation	4	2	6	5.94%
Policy incorrectly applied	2	3	5	4.95%
Income from known/processed source included that should have been	0	2	2	1.98%
Agency failed to follow up on inconsistent or incomplete information	2	0	2	1.98%
Agency failed to follow up on known and reported impending changes.	1	0	1	0.99%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	0.99%
Averaging not used or incorrectly applied	1	0	1	0.99%
Improper calculation – Income averaged incorrectly	0	1	1	0.99%
Total	11	8	19	18.81%
Application				
Late denial agency failed to process the application timely	7	0	7	6.93%
Policy incorrectly applied	1	0	1	0.99%
Improper denial within 30-day period for missing interview(s)	0	1	1	0.99%
Total	8	1	9	8.91%
Student Status				
Agency failed to follow up on inconsistent or incomplete information	5	1	6	5.94%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	0.99%
Total	6	1	7	6.93%
Verification				
Improper Denial/Termination- failure to provide-verification was received or is in case file	1	1	2	1.98%
Improper Denial/Termination- failure to provide-household never notified of needed verification	0	2	2	1.98%
Improper denial prior to end of timeframe for providing verification	0	1	1	0.99%
Verification was in case file	1	0	1	0.99%
Total	2	4	6	5.94%

Action Type				
Policy incorrectly applied	1	2	3	2.97%
Total	1	2	3	2.97%
Medical Deductions				
Deduction that should have been included was not	2	0	2	1.98%
Failed to consider or incorrectly considered Medical deductions	1	0	1	0.99%
Total	3	0	3	2.97%
RSDI Benefits				
Agency failed to follow up on known and reported impending changes	0	1	1	0.99%
Income from known/processed source included that should not have been	0	1	1	0.99%
Failed to consider or incorrectly considered reported information	0	1	1	0.99%
Total	0	3	3	2.97%
Household Composition				
Policy incorrectly applied	2	0	2	1.98%
Entitled to separate status	0	1	1	0.99%
Total	2	1	3	2.97%
Unemployment Compensation				
Agency failed to follow up on known and reported impending changes	0	2	2	1.98%
Total	0	2	2	1.98%

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	31	28.97%	15	14.02%	46	42.99%
Wages and Salaries	11	10.28%	8	7.48%	19	17.76%
Application	8	7.48%	1	0.93%	9	8.41%
Student Status	6	5.61%	1	0.93%	7	6.54%
Verification	2	1.87%	4	3.74%	6	5.61%
Action Type	1	0.93%	2	1.87%	3	2.80%
Medical Deductions	3	2.80%	0	0.00%	3	2.80%
RSDI Benefits	0	0.00%	3	2.80%	3	2.80%
Household Composition	2	1.87%	1	0.93%	3	2.80%
Unemployment Compensation	0	0.00%	2	1.87%	2	1.87%
Residency	0	0.00%	2	1.87%	2	1.87%
Joint TANF/SNAP Processing and Reporting	0	0.00%	1	0.93%	1	0.93%
Other Earned Income	1	0.93%	0	0.00%	1	0.93%
Dependent Care Deduction	1	0.93%	0	0.00%	1	0.93%
Self-Employment	1	0.93%	0	0.00%	1	0.93%



CAPER Error Findings as Reported to the Field Offices

July 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
686	Notice	QC review of CR and historical correspondence finds not evidence HH submitted verification to agency. Even though there is no evidence that HH provided verification, notice did not correspond with CR documentation. Agency verified active SNAP with the other state and closure effective 7/30/21. Agency further notes denial for 6/21 and 7/21 receiving benefits in another state. Not indication found on NOCA sent to HH on 7/18/21 denial for dual participation. QC determined notice incorrect.
691	Policy & Notice	QC review of check stubs in file for client to determine if EI entered correctly and for correct determination. ASPEN projection dates 6/27/21 - 7/27/21 for checks 7/2/21 \$977.75 and 7/16/21 \$864. 6/18/21 \$903.75 was excluded. \$977.75 + \$864 = \$1841 EI determined by agency. Review of check 7/16/21 HH provided shows gross earnings of \$409.63. Case comments for 7/21/21 notes at PI client attested to employment making \$12 hourly for 36-40 hours week income. QC further determined agency 36 weekly hours x 2 biweekly pay - 72 x \$12 rate of pay = \$864 gross EI entered for check 7/16/21; Checks William provided shows rate of pay at \$12.50 not \$12.00. Therefore, incorrect anticipation of earnings with incorrect notice. \$1841 gross EI on calculation table incorrect. Notice of household member denial is correct. QC determined this negative action and notice incorrect.
694	Notice & Policy	NOCA 7/13/21 states your SNAP benefits are closed as of August 2021. August 2021, the HH is denied due to your total income that we count before deductions is over the program limit for your HH size. Calculation table shows \$3819 total gross earned income; limit is \$2371. QC review of income finds client provided check stubs from employer dated 2/24/21=\$473 and 3/24/21=\$143; there is no verification that employer is the same as other employer name that was entered. YTD calculation is correct with check 3/10/21=\$176(\$2321-\$143=\$2178-\$2002). School contract in file is from 2019/2020 and shows start date 11/1/19 and end date 3/15/20 for \$6500 Basketball coach plus \$7000 start date 8/1/19 with end date 11/30/19 Volleyball coach. School contract is not current to verify EI. Agency entered in \$7000 contractual amount for projection period 3/01/21 - 3/31/21 to determine \$3500 EI. Total \$3819 determined. Recertification 3/30/21 no evidence action was taken; Agency entered information 3/21 and extended certification due to covid. Change action completed on 7/13/21 for outdated information/unverified information to determine invalid closure. Calculation table shows outdated earnings that was not verified. Invalid action and notice.
695	Notice & Policy	QC verified with online inmate search that client was booked on 6/10/21 and released 6/10/21 at 4:49pm the same day. QC found no evidence client was not incarcerated for more than 30 days. Action and notice incorrect.
700	Notice & Policy	QC review of income finds agency used foster payment of \$1254.60 and did not include the two children in HHBG. Size living arrangements on ASPEN show children in Foster Care which shows them outside the home. CYFD Foster Care Notice shows children were removed from case 120359513 as of 9/2020; case comments on this case from 11/3/20 state: Processing - Received on 10/20/20 a CYFD reporting that children are in foster care under the legal and physical custody of CYFD as of 09/14/20 and requesting to close Medicaid. Removed the children from HH of this case as this was the only case, they were found active on other than a Foster Care case. MA Newborns closed as of 09/20. No change to SNAP as client has IR due 11/30/20. QC determined the HH size is 5 not verified; HUMAD's sent to HH did not indicate to verify household composition. HUMAD's sent were to verify EI/UEI. Total Income = \$2717 + \$1254 = \$3971. QC determined the calculation table on notice is incorrect. Further agency did not verify HH composition. Checks provided for 5/5/21 shows foster payments made to client for children- service type "relative home".
723	Notice & Policy	QC reviewed ECF to determine if action to terminate benefits was correct. QC found no evidence the action was correct. QC reviewed Inmate records using offender number and found that HH was booked on 6/27/21 and release on 6/28/21. QC found no evidence that client incarcerated for RM. QC determined action and notice are incorrect.
730	Policy	QC finds this closure action invalid per policy 8.139.120.8 RECERTIFICATION G. (5) Pending verification: A household member or authorized representative that has reapplied timely, attended an interview, and is required to provide verification, will be given 10 days to provide the verification, or until the certification period expires, whichever is longer. QC finds the action was a result of processing the recertification submitted 6/23/21 and the HUMAD was sent to process the recertification. The HH has until the last day of the certification period to submit any verification. The agency should not have closed the SNAP until 7/31/21 for failure to provide by the last day of the certification period. Even though the HUMAD had a due date of 7/8/21, per the policy in pending verifications from a recertification, the HH will be given 10 days to provide the verification, or until the certification period expires, whichever is longer. In

		this review, the end of the certification period is longer than the HUMAD due date of 07/8/21. QC determined action incorrect.
734	Policy & Notice	QC determined action taken by agency untimely and notice incomplete as NOCA did not list reason for SNAP denial. QC found all information listed on notice was not accurate to determine this negative review invalid due to untimely denial and inaccurate notice.
736	Policy	Review of NOCA shows calculation table did not include reported \$1100 daycare expense; \$0 dependent deduction allowed. ASPEN dependent care summary screen shows childcare was listed under each child paying rather than client paying the obligation. No evidence found childcare expenses reported on application discussed at interview and reasons why deduction not included in the SNAP eligibility determination.
741	Policy	QC determined notice reason is not accurate. Based on CR information agency made an eligibility determination-HH was determined ineligible for separate status however, notice stated case was denied due to withdrawal. Review of case record found no evidence HH requested withdrawal of application; therefore, QC concluded because an eligibility determination was made, the notice of denial should have reflected that eligibility decision.
749	Policy & Notice	Review of CR shows HH provided wages requested by agency on 6/18/21. Review of ECF inquiry shows wages agency requested provided by client check stubs from employer dates 3/5/21, 3/19/21, 4/2/21, 4/16/21, 4/30/21, 5/14/21 and 5/28/21 for client. QC found action and notice are incorrect as HH did submit the requested verification on 6/18/2021.

CAPER Error Rates

Regional and County Breakdowns

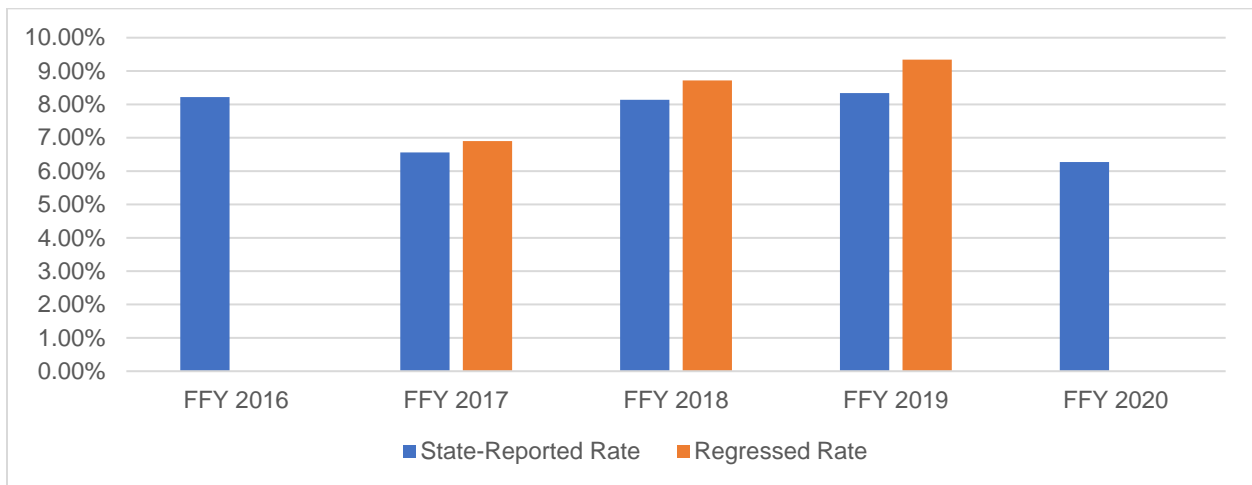
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			14.29%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%			26.32%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%	0.00%	0.00%	20.00%	50.00%			26.09%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%			16.67%
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%	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%	33.33%	0.00%			20.00%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Region 1 Totals	42.86%	15.38%	25.00%	14.29%	30.00%	20.00%	0.00%	20.00%	20.00%	40.00%			24.47%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Rio Arriba	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%			18.18%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			14.29%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%	50.00%	0.00%	75.00%	0.00%			41.18%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%			25.00%
	Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%			16.67%
Region 2 Totals	37.50%	9.09%	33.33%	16.67%	28.57%	100.0%	25.00%	25.00%	25.00%	0.00%			21.62%	
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%	0.00%	33.33%	12.50%	16.67%			16.88%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%	14.29%	16.67%	16.67%			11.11%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%			20.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%	50.00%	20.00%	0.00%	25.00%	50.00%			29.31%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	Region 3 Totals	22.73%	12.00%	20.69%	13.33%	41.67%	20.00%	6.25%	14.29%	17.86%	22.22%			18.72%
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%			32.00%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			11.11%
	Artesia	0.00%	0.00%	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%	0.00%	0.00%			7.14%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			15.79%
	Lincoln	0.00%	0.00%	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%	0.00%			0.00%
Region 4 Totals	0.00%	0.00%	55.56%	25.00%	33.33%	0.00%	0.00%	0.00%	0.00%	44.44%	20.00%			17.28%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%			15.00%
	Grant	0.00%	0.00%	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%	0.00%	0.00%			9.09%
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			10.00%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%			10.53%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%	100.0%	25.00%	20.00%	0.00%			32.14%
Region 5 Totals	8.33%	27.27%	21.43%	50.00%	0.00%	22.22%	40.00%	14.29%	16.67%	0.00%			16.49%	
State Totals	21.43%	13.24%	27.54%	20.45%	26.19%	18.42%	10.81%	13.95%	22.54%	16.42%			19.49%	

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.**

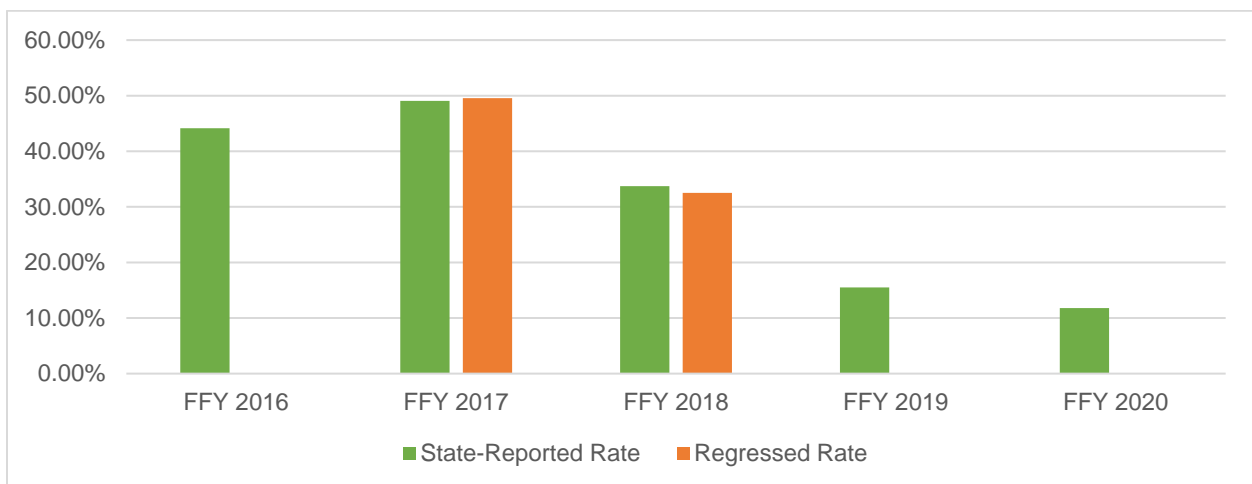
Payment Error Rate

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%	100.0%			
	McKinley			100.0%	100.0%		100.0%		100.0%	100.0%	100.0%		
	San Juan			100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	66.67%		
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia					100.0%		100.0%	100.0%		100.0%		
	S. Valencia												
Region 1 Totals		100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.71%		
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%					100.0%	100.0%			
	San Miguel			100.0%	100.0%		100.0%	100.0%	100.0%				
	Sandoval						100.0%	0.00%		100.0%	100.0%		
	Santa Fe			100.0%					100.0%	100.0%			
	Taos					0.00%	100.0%			100.0%	100.0%		
Region 2 Totals		N/A	100.0%	80.0%	100.0%	N/A	100.0%	66.67%	100.0%	100.0%	100.0%		
Region 3 Central	NE Bernalillo	100.0%		100.0%		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%	100.0%	66.67%		
	SE Bernalillo										100.0%		
	SW Bernalillo		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%		
	Torrance												
Region 3 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.50%		
N Region 4 Southeast	Chaves		100.0%	100.0%			100.0%		100.0%	100.0%	100.0%		
	Curry				100.0%		100.0%	100.0%		100.0%	100.0%		
	Artesia												
	Carlsbad	100.0%				100.0%	100.0%			100.0%			
	Lea							100.0%					
	Lincoln				100.0%								
	Roosevelt												
Region 4 Totals		100.0%	100.0%	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%				100.0%	
	S. Dona Ana	100.0%		100.0%	100.0%		100.0%	100.0%				100.0%	
	W. Dona Ana	100.0%	100.0%		100.0%				100.0%	100.0%	100.0%		
Region 5 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.00%		
Statewide Totals		100.0%	100.0%	94.44%	100.0%	100.0%	100.0%	94.44%	100.0%	100.0%	88.89%		