



# SNAP PERFORMANCE REPORT

**First Edition**

**Federal Fiscal Year 2022**

Quality Control Review Findings  
October 2021

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

# Table of Contents

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<b>SNAP Performance Report .....</b>	<b>2</b>
<b>SNAP Performance Report – First Edition .....</b>	<b>2</b>
<b>State Performance Goals .....</b>	<b>2</b>
<b>Payment Accuracy .....</b>	<b>3</b>
<b>State Cumulative Payment Error Rate .....</b>	<b>3</b>
<b>State Payment Error Rates .....</b>	<b>4</b>
<b>Are they Agency or Recipient Errors? .....</b>	<b>4</b>
<b>SNAP Error Trends – Cumulative Totals .....</b>	<b>5</b>
<b>Payment Error Findings as Reported to Field Offices .....</b>	<b>6</b>
<b>SNAP Payment Error Rates .....</b>	<b>9</b>
<b>SNAP Payment Error Rates Mitigation Strategies .....</b>	<b>10</b>
<b>CAPER .....</b>	<b>11</b>
<b>State Cumulative Negative Error Rate .....</b>	<b>11</b>
<b>Top Error Trends in CAPER Reviews .....</b>	<b>12</b>
<b>CAPER Errors – Cumulative Totals .....</b>	<b>13</b>
<b>CAPER Error Findings as Reported to Field Offices .....</b>	<b>14</b>
<b>CAPER Error Rates .....</b>	<b>17</b>
<b>Regression Rates .....</b>	<b>18</b>
<b>Payment Error Rate .....</b>	<b>18</b>
<b>CAPER Error Rate .....</b>	<b>18</b>
<b>SNAP Timeliness .....</b>	<b>19</b>
<b>QC Recertification Timeliness .....</b>	<b>19</b>

# SNAP Performance Report

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## SNAP Performance Report: First Edition

This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2021 includes all Quality Control (QC) findings received for the review month of **October 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 2022, 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 month of **October 2021**.

### Ineligible Benefits

\$0 (0.00%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$2,657 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 \$27,463 total benefits issued within those cases.



### Underpaid Benefits

\$227 (0.83%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

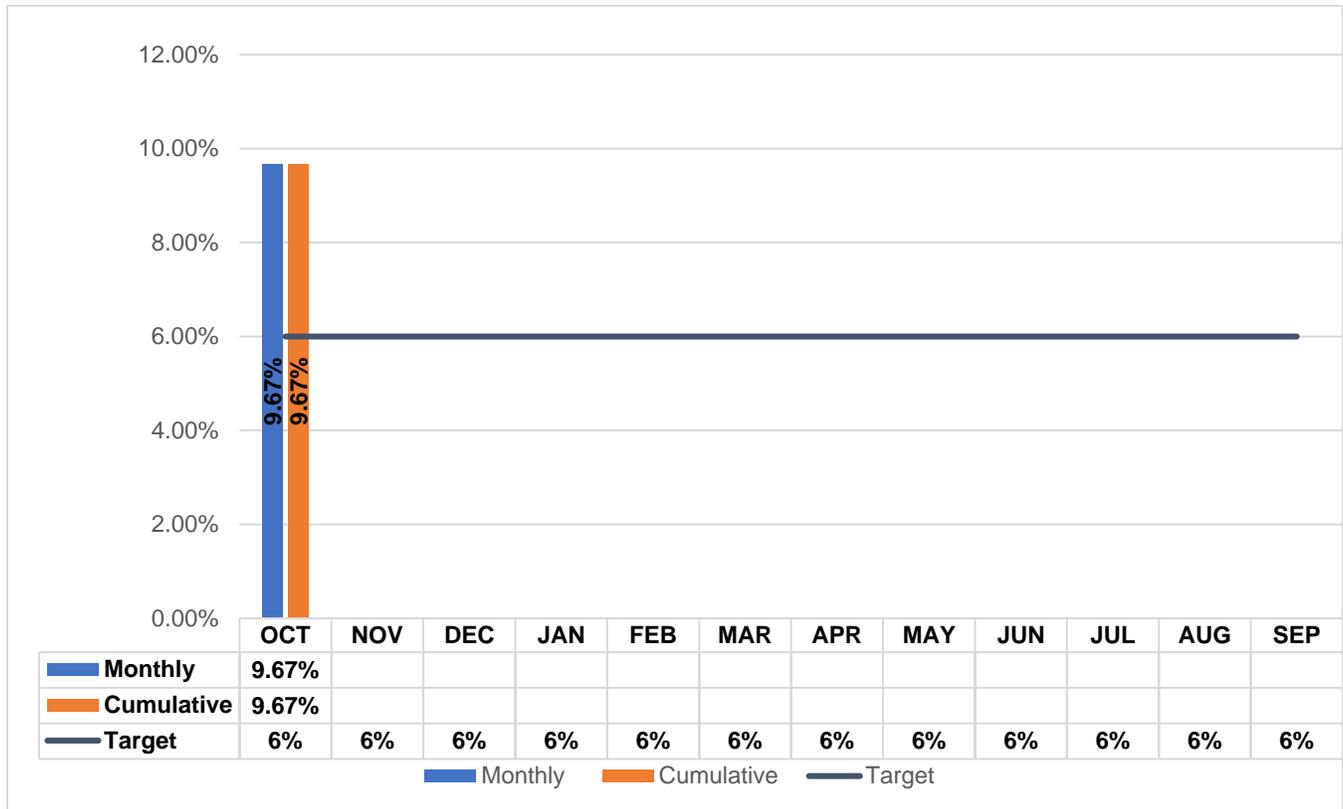
\$2,430 (8.85%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - October 2021

<b>Total Benefits Paid in QC Sample</b>	<b>\$27,463</b>
<b>Total Error Amount in QC Sample</b>	<b>\$2,657</b>
<b>Total Cases Reviewed by QC</b>	<b>82</b>
Total Cases with Errors	11
Total Correct Cases	71
Total Cases with Overpaid Benefits	8
Total Cases with Underpaid Benefits	3
Total Cases with Ineligible Benefits	0
Cases Dropped (In Sample, not Reviewed by QC)	16

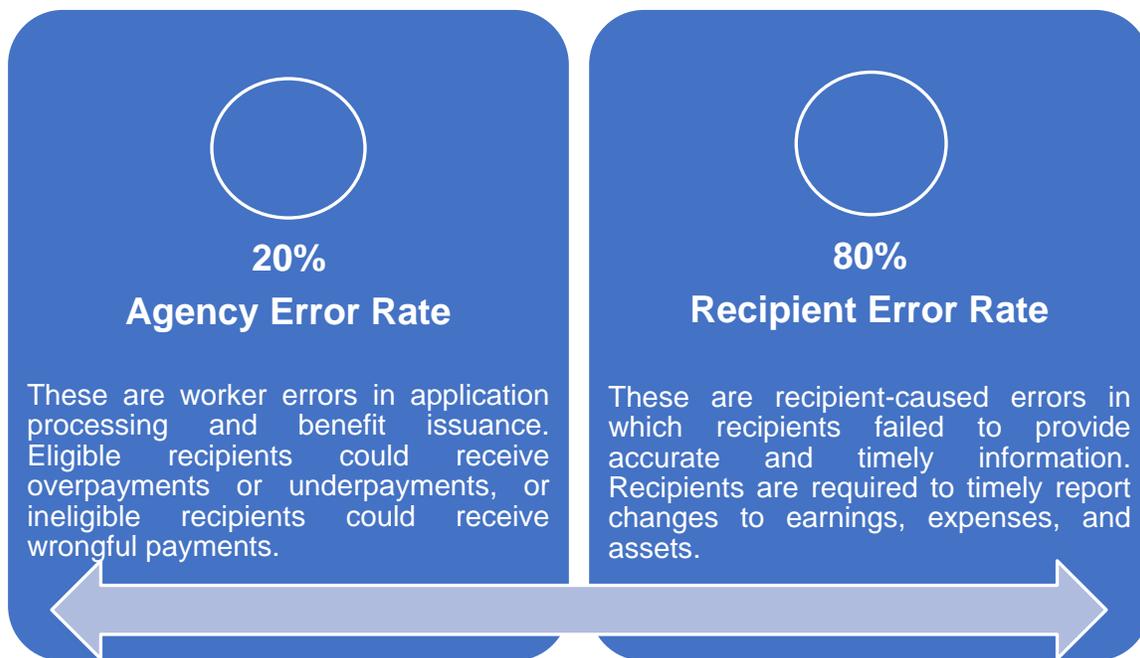
# FFY 2022 State Payment Error Rates

## Monthly vs. Cumulative Error Rates



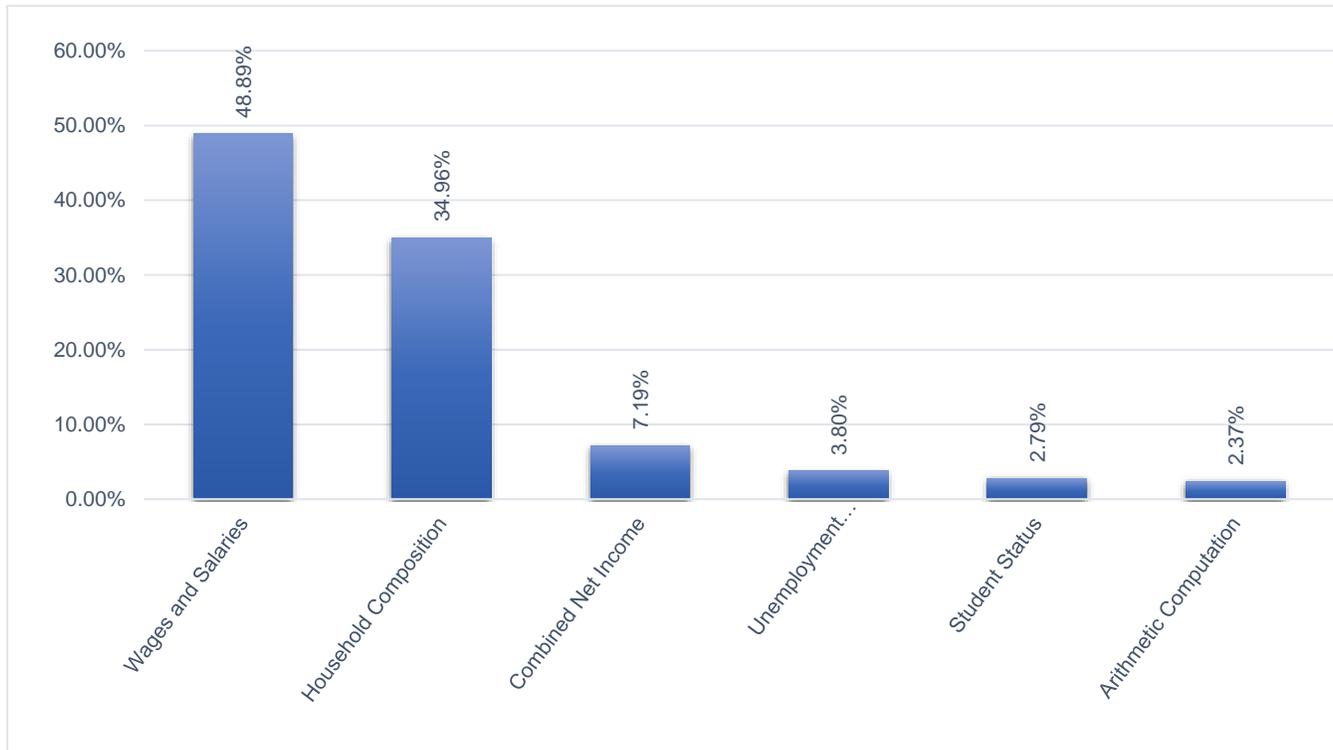
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$1,299	48.89%
Household Composition	\$929	34.96%
Combined Net Income	\$191	7.19%
Unemployment Compensation	\$101	3.80%
Student Status	\$74	2.79%
Arithmetic Computation	\$63	2.37%



Error Findings as Reported to Field Offices

October 2021 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Error Description
10071	Combined Net Income	Exceeds prescribed limit	Over	\$191	Corrected figures based on EI of \$2819. QC verified with CSED AP has court ordered amount of \$342.25 for child and will be used for correcting figures. Further CSED verified monthly CS expense reporting are for 2 children in HHBG: Court ordered \$311 monthly CS to AP. Corrected figures based on EI of \$2819, CS of \$342.25, \$450 shelter expense plus HCSUA with \$0 CS deduction allowed. QC determined CS deduction not allowable as client is paying on CS for 2 children that are part of HHBG. After all allowable deductions, determined \$2413 net income which is over net income limit of \$2209 for HHBG of 4.
10008	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$250	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified client was Hired on 01/11/2021. 1st month prior wages 09/2021 \$2652, 2nd month prior wages 08/2021 \$2710.79, 3rd month prior wages 07/2021 \$5984.23. HH exceeded the income standard in each of the 3 months prior to RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM (month 7/2021) is what should have been reported for simplified reporting. QC allowed converted income of \$2656 from employer based on wages received 7/2 \$1362.83, 7/16 \$1460.30 & 7/30 \$1161.10 to total \$2656. QC excluded bonus check received 7/30 as it was not indicative of ongoing income. Total EI of \$2656 exceeds FY21 gross income standard of \$1755 for HHBG of one.
10019	Household Composition	Eligible person(s) with income excluded	Over	\$929	QC verified via LL contact that AP has resided in the home since 12/2019 when they moved into her hotel as well as HH member has not been in the home since 1/2021 and other member has never resided in the home. Work # verifies client employed using HH's current address. 1st month prior wages 09/2021 \$4814.09 + UCB \$169 = \$4983.09, 2nd month prior wages 08/2021 \$3387.03+ UCB \$845= \$4232.03, 3rd month prior wages 07/2021 \$5935.55 + UCB \$676= \$6611.55. 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 7/2021) is what should have been reported for simplified reporting. QC allowed converted income of \$4748 from employer based on wages received 7/2 \$1029.80, 7/09 \$1151.67, 7/16 \$1160.06, 7/23 \$1578.55 & 7/30 \$1015.47 to total \$4748 plus UCB of \$676. \$5424 exceeds gross income standard of \$3603 for HHBG of four.

10087	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$658	Due to RM income exceeding gross income standard, income for the prior 3 months were reviewed to determine if a reportable change occurred. Month 09/2021 - \$6012.33 EI, month 8/2021 - \$5016.34 EI, month 07/2021 - \$5086.83 EI. 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 07/21) is what should have been reported for simplified reporting. Total EI of \$5087 exceeds FY21 gross income standard of \$2987 for HHBG of 3.
10077	Wages and Salaries	More income received from this source than budgeted	Over	\$119	QC determined agency used initial check 9/1/21 \$340.86 and counted twice to determine \$681 EI with no indication found verified anticipated income with employer. Initial check 9/1/21 agency used shows pay period start date of 8/11/21; with verification of hire date 8/21/21 QC determined client did not work the full pay period for initial check to determine agency was incorrect to have used this one check to determine \$681 EI. Based on verification obtained by QC, agency figures were corrected using employer verified anticipated/indicative income of 6 hrs./night average x 5 days/week = 30 hrs./week at \$13/hr. to determine \$1560 EI.
10049	Wages and Salaries	Less income received from this source than budgeted	Under	\$90	Review of corrected figures shows client submitted RMB on 8/9/21 with no changes reporting. On 8/10/21 agency notes RMB received for SNAP due 8/31/21. Interview is required-waived per IPP 20-25. DWS reports income Q2 = \$5769.75/3 = \$1923.25/4 = \$480.81. Agency entered wages in ASPEN as 7/9/21 \$480.81, 7/16/21 \$480.81, 7/23/21 \$480.81 and 7/30/21 \$480.81 all as other acceptable as verification. HUMAD was sent to client for wages 7/9/21, 7/16/21, 7/23/21 and 7/30/21 with due date of 8/23/21. No proof to show HH provided wages to agency. Agency did not process RMB and on 8/31/21 automatic 6 months PR extension from 8/31/21 to 02/22 given due to COVID 19; with EI of \$1548 and \$810 TANF continued to be allowed. On 9/16/21 change action allowing \$1923.24 EI from wages entered based on DW 2nd Quarter inquiry. QC determined no action should have been taken as earned income entered in ASPEN was not verified. Further 2nd quarter information from DOL would be for months 4/21 - 6/21 that would be outside of 30 days income information from 8/9/21 application. QC corrected agency figures allowing \$1548 EI that was reported and verified based on wages provided for 9/20 as change action by the agency on 9/16/21 was incorrect for simplified reporting.
10063	Unemployment Compensation	Other	Over	\$101	RM QC verified \$0 EI and \$956 UCB. Comp II: QC determined HH was hired on 12/1/19 and on this day employer verified client was made aware she would officially start working on 12/13/19. Client did not report the new employment to the agency at time of 12/12/19 application/interview. QC corrected agency figures by contacting employer to verify anticipated pay at hire date. QC verified client hired to work 40 hrs./week at \$10/hr. to determine \$1600 EI. QC is citing UCB; however, main error is on earned income - new hire not reported at last action.
10050	Student Status	Eligible person(s) excluded	Under	\$74	RM: 8 HHM no college students, EI \$2286.28 income terminated in RM, \$1850 shelter plus HCSUA. Comp II: QC found in CR review agency failed to verify if any member was enrolled in an institution of higher learning. Agency processed recertification on 7/27/21 excluding member as ineligible student without verification. QC outcome in correcting agency figures that the agency incorrectly excluded a member. Agency figures were corrected counting 8 HHM, \$794 UEI, \$1850 shelter plus HCUSA. QC used RM circumstances as final determination due to

					least quantitative error between both comparisons. QC is citing 311 (wages/salaries) however the main error is on student status and HH composition.
10033	Wages and Salaries	More income received from this source than budgeted	Over	\$59	QC review of WN scan dated 8/17/21 located in ECF shows employment status: "On Leave" with pay date 8/13/21 \$250 gross with zero hrs. worked. QC finds at time of last action with information reported on 8/20/21 interview, HH continued to work and had only missed one pay period of regular pay on 8/13/21; therefore, agency should have verified with the employer ongoing indicative pay or short-term disability pay as she reported she would be going on leave. Based on verification from employer client returned to work on 8/16/21 and she was aware at time of application her 1st short term disability ended on 8/13/21. Employer further verified she did not apply for 2nd disability until 9/14/21 so at application she was determined to have worked regular hours with no indication of LWOP and/or short-term disability leave. QC corrected figures and used employment verification to determine \$1206 averaged EI at last action. Corrected figures based on EI \$1206, \$603 shelter plus HCSUA with \$0 CS deduction allowed. CS deduction details in ASPEN shows CS expenses had not been verified and updated since 2018. QC allowed \$603 shelter as HH forfeited \$607.30 due to disclaimer on application Corrected figures final determination.
10070	Wages and Salaries	More income received from this source than budgeted	Over	\$123	RM \$1949 EI, \$700 shelter plus HCSUA. Comp II: During QC interview HH verified employment ended 8/15/21. Verified current employment. QC verified with landlord a rent expense of \$700 as of 07/2020 through 10/2021. QC determined HH was due for recert 4/21; Due to COVID 19 Pandemic waiver granted, cert was extended for 6 months to 10/21. Benefit under review is based on agency's last contact with HH on 10/19/20 IR which contained missing pages to include shelter information. QC notes HH submitted two separate applications after this date 12/02/20 & 3/26/21 both reflecting shelter costs \$700 for same address. On 12/02/20 indicates agency called & spoke with client to inquire on HH composition. No evidence found HUMAD was sent to verify shelter expenses or discussion with client on shelter expenses. Corrected figures based on EI of \$1015, shelter \$700 plus HCSUA. Both comparisons reflected federal mass changes for FY 2022 which ASPEN system failed to implement effective 10/1/21.
10084	Arithmetic Computation	Benefit/allotment/eligibility incorrectly computed	Under	\$63	RM: RM circumstances based on 5 HH members, \$700 UEI, \$450 shelter plus \$385 HCSUA. Comp II: QC corrected agency figures to reflect federal mass changes for FY2022 which affects the SNAP benefit amount to include the maximum SNAP allotment, standard deduction, excess shelter and dependent care deductions, and income eligibility standards for all households annually on October 1. Corrected figures for 5 HH members, \$700 UEI, \$450 shelter plus \$385 HCSUA.

# FFY 2022 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%
	McKinley	64.04%												64.04%
	San Juan	32.08%												32.08%
	Sierra	0.00%												0.00%
	Socorro	9.63%												9.63%
	N. Valencia	0.00%												0.00%
	S. Valencia	0.00%												0.00%
<b>Region 1 Totals</b>		<b>28.77%</b>												<b>28.77%</b>
Region 2 Northeast Region	Colfax	0.00%												0.00%
	Guadalupe	0.00%												0.00%
	Quay	0.00%												0.00%
	Rio Arriba	0.00%												0.00%
	San Miguel	15.47%												15.47%
	Sandoval	0.00%												0.00%
	Santa Fe	0.00%												0.00%
<b>Region 2 Totals</b>		<b>4.89%</b>												<b>4.89%</b>
Region 3 Central Region	NE Bernalillo	0.00%												0.00%
	NW Bernalillo	3.19%												3.19%
	SE Bernalillo	0.00%												0.00%
	SW Bernalillo	6.26%												6.26%
	Torrance	0.00%												0.00%
<b>Region 3 Totals</b>		<b>3.53%</b>												<b>3.53%</b>
Region 4 Southeast Region	Chaves	0.00%												0.00%
	Curry	0.00%												0.00%
	Artesia	0.00%												0.00%
	Carlsbad	0.00%												0.00%
	Lea	0.00%												0.00%
	Lincoln	0.00%												0.00%
	Roosevelt	0.00%												0.00%
<b>Region 4 Totals</b>		<b>0.00%</b>												<b>0.00%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%												0.00%
	Grant	0.00%												0.00%
	Luna	20.47%												20.47%
	Otero	0.00%												0.00%
	S. Dona Ana	6.40%												6.40%
	W. Dona Ana	0.00%												0.00%
<b>Region 5 Totals</b>		<b>4.23%</b>												<b>4.23%</b>
<b>State Totals</b>		<b>9.67%</b>												<b>9.67%</b>

## SNAP Payment Error Rates Mitigation Strategies

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

- Reported Information disregarded or not applied
- Client failed to report required information
- Agency failed to follow up on inconsistent or incomplete information

Description of activity developed to resolve deficiencies:

The High Efficiency and Accuracy Team (HEAT) consists of a County Director and Line Manager from each ISD Region and the Field Support Bureau, representatives from the ASPEN Help Desk, Policy & Program Development Bureau, Quality Assessment Bureau, and the Training Support Bureau. Monthly meetings are held with regional representatives to evaluate and discuss the monthly Quality Control Payment and CAPER errors. Staff identify the reason for the error and steps to prevent recurring errors and submit inquiries for policy and procedure clarifications.

Presentations are developed targeting areas identified and are discussed at monthly staff meetings at the local field offices.

# FFY2022 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 20 invalid denials/closures identified, 11 were identified as incorrect closures, and 9 were identified as incorrect denials.

### Negative Error Amount

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

**27.40%**  
CAPER  
Error Rate

### Incorrect Notices

30% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

70% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - October 2021

Total Cases in Sample Pulled for Review	75
Cases Dropped (Sampled not Reviewed by QC)	2
Total Cases Reviewed	73
Total Valid Cases	53
Total Invalid Cases	20

## FFY 2022 Top Error Trends in CAPER Reviews

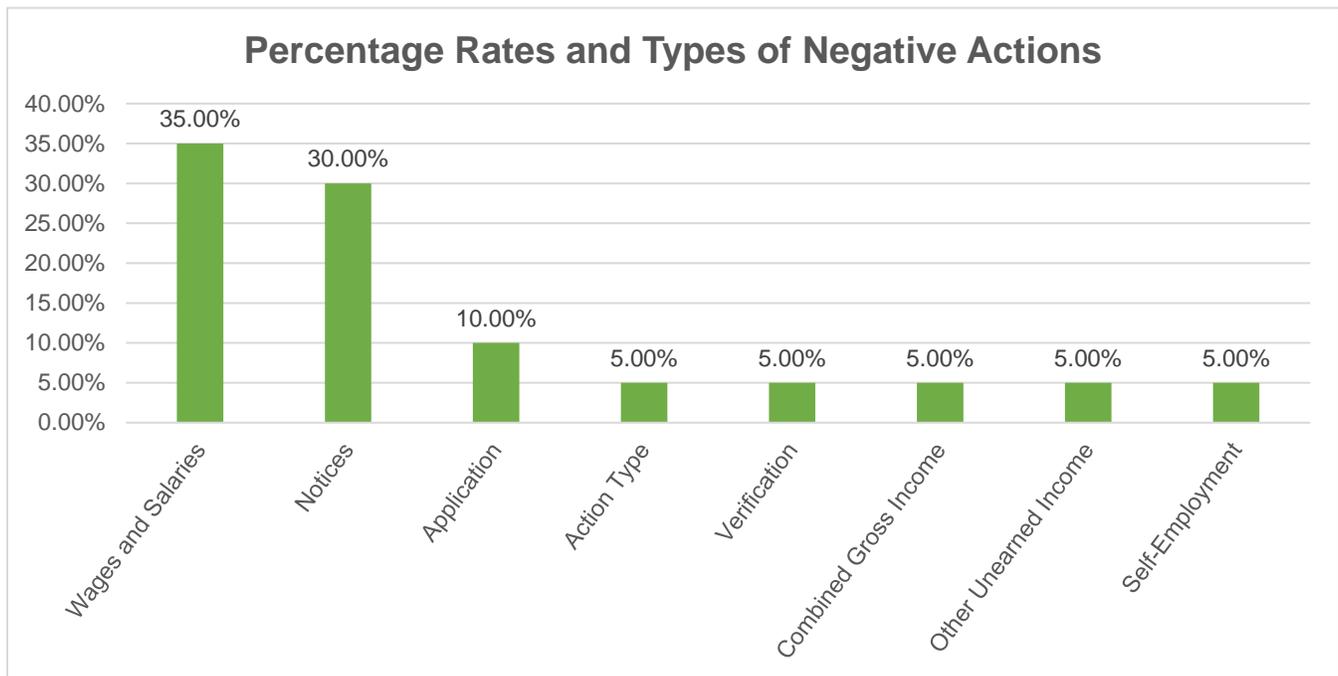
Cumulative Totals from CAPER Reviews: October 2021

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Wages and Salaries</b>				
Agency failed to follow up on inconsistent or incomplete information	1	3	4	20.00%
Improper income calculation	1	1	2	10.00%
Failed to consider or incorrectly considered reported information	1	0	1	5.00%
<b>Total</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>35.00%</b>
<b>Notices</b>				
Notice not clearly understandable	0	2	2	10.00%
Notice was not complete	1	1	2	10.00%
Policy incorrectly applied	1	0	1	5.00%
Notice reason does not match reason for action	1	0	1	5.00%
<b>Total</b>	<b>3</b>	<b>3</b>	<b>6</b>	<b>30.00%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	1	1	2	10.00%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>10.00%</b>
<b>Action Type</b>				
Policy incorrectly applied	0	1	1	5.00%
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5.00%</b>
<b>Verification</b>				
Verification was in case file	1	0	1	5.00%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5.00%</b>
<b>Combined Gross Income</b>				
Policy incorrectly applied	0	1	1	5.00%
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5.00%</b>
<b>Other Unearned Income</b>				
Policy incorrectly applied	1	0	1	5.00%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>5.00%</b>
<b>Self-Employment</b>				
Agency failed to follow up on inconsistent or incomplete information	0	1	1	5.00%
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>5.00%</b>

## FFY 2022 CAPER Errors – Cumulative Totals

*Percentage Rates and Types of Negative Actions: October 2021*

Error	Denials		Closures		Total Invalid	Percentage Total
	Count	Percentage	Count	Percentage		
Wages and Salaries	3	15.00%	4	20.00%	7	35.00%
Notices	3	15.00%	3	15.00%	6	30.00%
Application	1	5.00%	1	5.00%	2	10.00%
Action Type	0	0.00%	1	5.00%	1	5.00%
Verification	1	5.00%	0	0.00%	1	5.00%
Combined Gross Income	0	0.00%	1	5.00%	1	5.00%
Other Unearned Income	1	5.00%	0	0.00%	1	5.00%
Self-Employment	0	0.00%	1	5.00%	1	5.00%



# CAPER Error Findings as Reported to the Field Offices

October 2021 QC Reviews

Review Number	Error Reason	Detailed Error Description
4	Policy	QC determined closure invalid as per FNS 310, case was reported to state agency to assist in obtaining household cooperation on 8/31/21 for which ISD 201 was sent to HH advising of non-cooperation, but the household was never sent ISD 201 on 10/26/21 advising of termination period and reapplication, although it was documented in case comments. Review of ECF shows no documents were provided between 8/2021-10/31/21. Per USDA relating to Provisions of Public Law 116-159 - If a state elects to suspend QC requirements, they may not sanction a HH for failure to cooperate within the suspension period under 7CFR 275.12(g)(1)(ii). State of NM elected to suspend QC requirements to not sanction a HH for failure to cooperate with QC process during public health emergency. At time of agencies action the agency was still under suspension of QC sanctions. Invalid action.
10	Policy	Review of ECF found client provided 9/1/21 and 9/15/21 by 9/22/21. Additionally, agency requested income that was not within 30 days from application as requested check stubs were 8/1/21 and 8/15/21 and application date was 9/8/21. Agency documented multiple times that client did not provide requested information and did not comment as to why client would need any additional paystubs as HH provided 30 consecutive days of income verification for both HH members.
12	Notice	QC pulled work # verification to verify check amounts for 9/17/21 (\$3930/80 hrs.) and 10/1/21 (\$3704/80 hrs.) = \$7634 EI which was entered in as 10/1/21 and 10/15 checks on 10/6/21. Although agency correctly used 30 days of consecutive income per work # verification, they did not address inconsistencies with income as work # shows that client consistently receives 80 hrs. but gross income amounts vary significantly and work # shows bonus amounts for 2021 as \$54,891.40 with other income of \$1030.88. Additionally, notice incorrectly reflects that HH has 1 ineligible college student client also meets the definition of an ineligible college student as well and should not be considered in HHBG making calculation table reflect incorrect standard limit size of 5 when it should be 4 members. Per PC 21-AHD-99 clients do not meet the definition of being in a trade program as per interview with HH, they are both pursuing further education after Associates degree is received and is not going directly into the field, therefore both students would be considered ineligible, making this client's HH 4 eligible members, with 2 ineligible college students making income standard \$3644. Educational summary in ASPEN does not show educational status updated.
14	Policy	Review of CR ASPEN shows only income on file is from The Worker No. which shows employment with only gross income is 09/10/21 for \$46.00 and 09/17/21 \$385.25. QC unable to locate any other income on file for household. HUMAD sent 09/22/21 shows that proof of income requested for 9/10/21 with due date 10/5/21. Case comments dated 09/22/21 state HH had other income from other jobs that were not verified "09/03/21 \$284.73 and 09/17/21 = \$284.73 both not verified. DWS shows active income with NH start date of 8/16/21. Added employment and checks for 09/03/21=\$314.55 and 09/17/21 \$314.55 both not verified." View of case shows SNAP case closed due to excess income. QC determined that there was insufficient verification to close case based on income and income that was anticipated was not verified and agency incorrectly included this income source. Further, QC determined review invalid due to agency did not follow policy 8.139.120.8 G (5) stating that HH has either 10 days to provide the verification, or until the certification period expires, whichever is longer. HUMAD due date of 10/5/21 - action taken too soon by the agency.
15	Policy & Notice	QC review of check stubs finds that agency entered gross income correctly. Check stubs on file 09/03 - \$1208.00; 09/17 - \$828.00 for total gross income of \$2036.00 for projection period 8/30/21-9/29/21. QC unable to determine how agency determined \$2416 EI. Further, application HH submitted no evidence SE reported and no evidence agency request self-employment in HUMAD issued to HH. Self-employment details screens shows SE \$300 has not been verified or updated since 2020; agency incorrectly included income from this source.
18	Policy	QC determined that agency had requested income 9/10/21, but income was never provided. Agency updated income per DWS showing \$8720/3=\$2906.66/2=\$1453.33 biweekly. On 10/18/21, agency updated SSI to reflect \$250.50 which prompted closure of benefits despite income not verified. Review is determined invalid due to income used to close case being unverified.
25	Notice	QC determined action taken by agency and listed reason for closure was correct. However, QC found all information listed on notice was not accurate. QC determined the effective month of closure listed on the notice of December 2021 is incorrect. Review of ASPEN shows closure effective for the month of November 2021.
26	Policy & Notice	QC determined agency correctly determined EI. CS from CTS (in the past 10 months, there is a pattern in which client receives 2 months of CS payments at \$297.24 and once payment of \$445.86 consistently) per target training on how to read CS inquiry if SNAP amount is different than gross amount. However, income calculated is determined to be incorrect as agency used check stub 10/28/21 \$420, agency failed to use 30 days of income prior to application/processing. Client would not have received 10/28/21 check until following day, after 10/27/21 processing date (therefore 9/30/21 check of \$360 would have been the

		acceptable check to use to correctly determine income from this source). Incorrect income determination/calculation resulted in incorrect information on calculation table on NOCA resulted in incorrect notice. Action, notice & calculation table are incorrect.
31	Policy & Notice	QC determined action to deny case on over the net income limit was incorrect due to agency using a bank statement which shows net deposited amount as verification for gross pension/retirement income, even though HH failed to provide proof of plus outpatient medical expense claimed. SOLQ inquiry verified Medicare Part B expense as agency denied the MSP on same day SNAP processing date of 10/15/21. Agency did not verify gross Pension/Retirement income and did not allow \$170.10 Medicare Part B Premium expense per SOLQ verification. Action incorrect, resulting in an incorrect notice and calculation table.
33	Policy & Notice	QC determined ASPEN was correct to add new RSDI income to the case, however, was incorrect to subject HH to the gross income limit, as HH is elderly/disabled and not subject to meet the gross limit requirement. SOLQ verified HH is receiving RSDI benefits under his own claim number with disability onset date of 02/13/21; therefore, qualifying client to be exempt from the gross income limit. Action to deny the case in being over the gross income limit is incorrect, thus making the notice incorrect.
37	Policy & Notice	QC determined agency incorrectly determined income, which denied SNAP benefits, but not properly requesting the income verification needed to properly determine anticipated income for HH as first checks received by household were provided to agency. HUMAD sent requesting clients check stub for 9/17/21 which was not a date that client received a check on, therefore correspondence between agency and client was not clearly communicated and HH could not provide that verification. Deposit amount listed on both 9/14/21 \$457.65 and 9/28/21 \$322.85 checks were over a \$100 difference, resulting from gross amounts being very different; agency allowed one check 9/28/21 \$546 check x 4 to determine eligibility with no documentation of why one check was used/verified with employer for anticipation of wages. Income determination was incorrect, resulting in action and notice being incorrect.
41	Notice	QC determined agency incorrectly determined income, as HH stated client does not receive bonus and they are not indicative, therefore both the \$45.23 bonus & \$75 bonus 2 on check 10/1/21 check should have excluded & agency only excluded the \$75, thus making the gross amount used in benefit calculation incorrect, resulting in an incorrect notice with the wrong amount listed on the calculation table. Income determination, action & notice are all incorrect.
42	Policy & Notice	QC determined agency incorrectly closed case for invalid reason. QC is unable to determine where income that was entered in as 9/17/21 check of \$1253.68/80 hrs. is from as neither ECF nor case comments list this income. ECF contains only check 9/3/21 for \$468.77 submitted on 9/21/21 as employer statement. ECF also contains proof of income from DOL inquiry dated for 9/13/21. No evidence to found HH provided wages listed on HUMAD prior to due date of 9/24/21. QC determines this review invalid as reason for termination listed should have been failure to provide since there is no indication in case comments or evidence in case file that information inputted for 9/17/21 check is correct.
49	Policy	QC reviewed ECF, History Correspondence, and Notices and determined agency provided HUMAD requesting out of state benefits closures, residency proof and Unearned Income Payment Verification- Educational Assistance (non-Title IV). ECF indicates HH did not provide requested information and denial is correct, however denial should have been notating for failure to provide verification. Notice issued to HH not clear to note "We cannot decide if you can receive benefits because your information is not complete. Please call customer service to find out what we need from you to make a decision on your case". HUMAD's sent to HH does indicate what information is needed for agency to make a determination. Further, timely processing on 10/22/21 which is after 30th day due to override placed on case.
52	Policy & Notice	QC determined this review invalid as income was never verified. Amount used was client statement. Also, income received was not properly calculated as 30 days of income was never provided as customer is paid daily/irregular for both jobs and only provided 4-6 days of income for the entire month. Information was never followed up by agency. Since income was not properly calculated, the income used in calculation table is incorrect, therefore notice contains incorrect information.
65	Notice	ASPEN Projection period shows 9/6/2021-10/6/2021 Pay dates 9/10/2021 \$1864.50 and 9/24/2021 \$2395.25. QC viewed checks in ECF and found check dated 9/10/2021: 57 Regular hours; rate \$22 = \$1254 + 18.50 OT hours; rate \$33 = \$610.5 total \$1864.50; Check dated 9/24/2021: 80 regular hours; rate \$22 = \$1760 + 19.25 OT hours; rate \$33=\$635.25 + 8 Holiday hours; rate \$22 = \$176 total \$2571.25. QC determined that action to close for over gross income was correct. Although agency used the first check from new employment which appeared to have significantly less hours than the following check 9/24/21, it was correct to close benefits as income verification was over gross income. Information was provided between reporting periods as SNAP PR had already been extended by the time the income verification was received. QC found the amount the agency allowed on check stubs dated 9/24/2021 was incorrect. Check stub shows HH had 8 hours of holiday pay at the regular rate of pay of \$22. The agency only allowed \$2395.25 excluding the holiday pay. QC determined check dated 9/10/2021 \$1864.5 plus check dated 9/24/2021 \$2571.25 to total \$4435.75 exceeding gross limit of \$3644. QC determined amount shown on the notice SNAP calculation table incorrect.

70	Policy & Notice	QC determined that action to close SNAP due to being over net income limit is incorrect. Agency sent HUMAD requesting 1 check stub 8/13/21. Client provided paystub 8/20/21 for \$2120. Agency failed to follow up to inquire on indicative income. Client did not provide 30 days of income but did provide what was requested.
73	Policy	QC determined action incorrect, late denial- agency failed to process the application timely.
74	Policy & Notice	QC found the interview process was completed prior to disposition, within 10 working days of AFB submittal. QC determined the reason for the snap denial is accurate, however all information included on the notice of case action is not. QC determined the SNAP calculation table on the NOCA is inaccurate as HH was entitled to the reported medical expenses and not given the expenses at the time of action resulting in an inaccurate notice.
75	Notice	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, October 2021.

# FFY 2022 CAPER Error Rates

## Regional and County Breakdowns

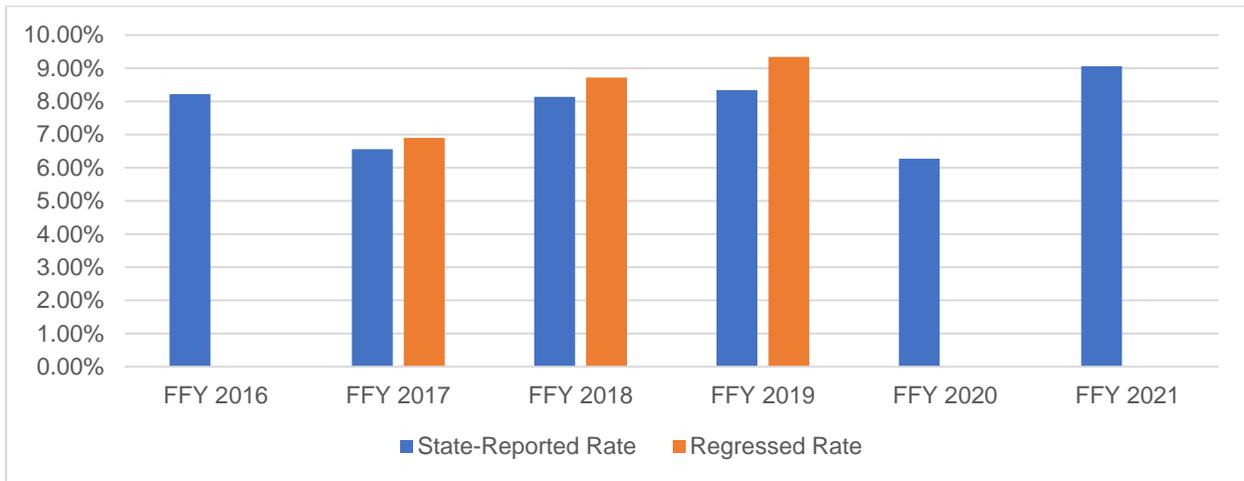
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%												50.00%
	McKinley	0.00%												0.00%
	San Juan	50.00%												50.00%
	Sierra	0.00%												0.00%
	Socorro	0.00%												0.00%
	N. Valencia	0.00%												0.00%
	S. Valencia	0.00%												0.00%
	<b>Region 1 Totals</b>	<b>40.00%</b>												
Region 2 Northeast Region	Colfax	0.00%												0.00%
	Guadalupe	0.00%												0.00%
	Quay	0.00%												0.00%
	Rio Arriba	0.00%												0.00%
	San Miguel	100.0%												100.0%
	Sandoval	16.67%												16.67%
	Santa Fe	100.0%												100.0%
	Taos	0.00%												0.00%
<b>Region 2 Totals</b>	<b>30.00%</b>													<b>30.00%</b>
Region 3 Central Region	NE Bernalillo	0.00%												0.00%
	NW Bernalillo	14.29%												14.29%
	SE Bernalillo	0.00%												0.00%
	SW Bernalillo	25.00%												25.00%
	Torrance	0.00%												0.00%
	<b>Region 3 Totals</b>	<b>13.79%</b>												
Region 4 Southeast Region	Chaves	0.00%												0.00%
	Curry	75.00%												75.00%
	Artesia	0.00%												0.00%
	Carlsbad	100.0%												100.0%
	Lea	50.00%												50.00%
	Lincoln	0.00%												0.00%
	Roosevelt	0.00%												0.00%
<b>Region 4 Totals</b>	<b>50.00%</b>													<b>50.00%</b>
Region 5 Southwest Region	E. Dona Ana	20.00%												20.00%
	Grant	100.0%												100.0%
	Luna	33.33%												33.33%
	Otero	100.0%												100.0%
	S. Dona Ana	0.00%												0.00%
	W. Dona Ana	0.00%												0.00%
<b>Region 5 Totals</b>	<b>28.57%</b>													<b>28.57%</b>
<b>State Totals</b>	<b>27.40%</b>													<b>27.40%</b>

# FFY 2022 Regression Rates

Regression rates are calculated by FNS and depend on such variables as FNS reviews of QC-reviewed cases and the State’s caseload size. The following charts give the State-reported error rates and the regression rates for Payment Accuracy and CAPER. **Please note that regression rates were not issued for FFY 2016 and FFY 2020. A CAPER regression rate for FFY 2019 and FFY 2020 was not issued. FFY 2021 has not been issued at the time of this report.**

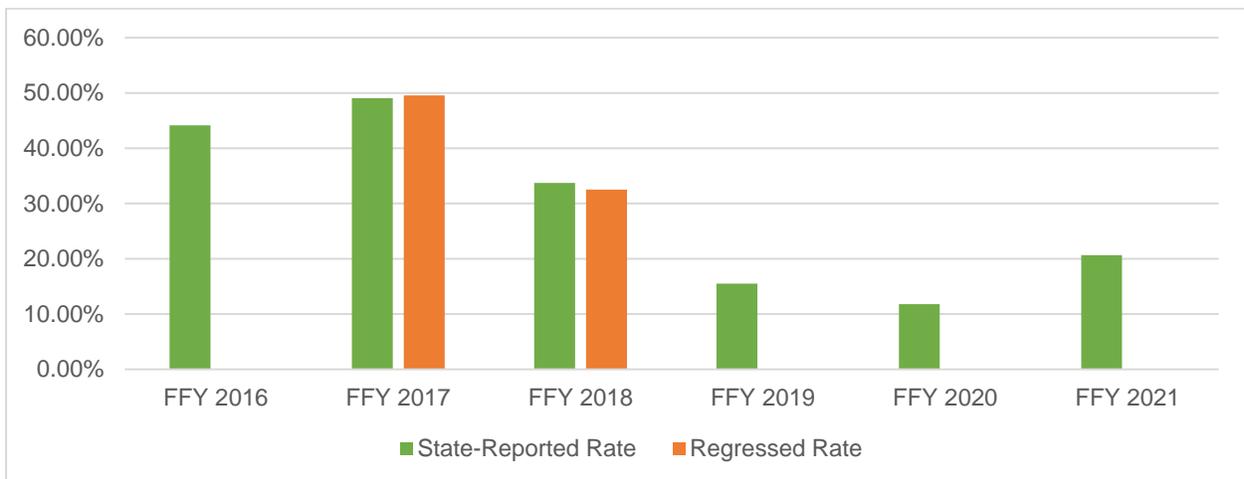
## Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



## CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



# FFY 2022 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2022 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%											
	San Juan	100.0%											
	Sierra												
	Socorro	100.0%											
	N. Valencia	100.0%											
	S. Valencia	100.0%											
	<b>Region 1 Totals</b>	100.0%											
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay												
	Rio Arriba	100.0%											
	San Miguel	100.0%											
	Sandoval	100.0%											
	Santa Fe	100.0%											
	Taos	100.0%											
<b>Region 2 Totals</b>	100.0%												
Region 3 Central	NE Bernalillo	100.0%											
	NW Bernalillo	100.0%											
	SE Bernalillo	100.0%											
	SW Bernalillo	100.0%											
	Torrance												
<b>Region 3 Totals</b>	100.0%												
N Region 4 Southeast	Chaves	100.0%											
	Curry	100.0%											
	Artesia												
	Carlsbad	100.0%											
	Lea												
	Lincoln	100.0%											
	Roosevelt												
<b>Region 4 Totals</b>	100.0%												
Region 5 Southwest	E. Dona Ana	100.0%											
	Grant	100.0%											
	Luna	100.0%											
	Otero	100.0%											
	S. Dona Ana	100.0%											
	W. Dona Ana	100.0%											
<b>Region 5 Totals</b>	100.0%												
<b>Statewide Totals</b>	100.0%												



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 22-05

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** March 8, 2022  
**RE:** FFY 2022 SNAP Performance Report-First

Attached please find the first issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2022. This report includes all Quality Control (QC) findings received for the review months of October 2021 through October 2021. Additional data included in this report is the recertification timeliness.

The FFY 2022 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: First SNAP Performance Report for FFY 2022

