




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 22-12

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: May 10, 2022
RE: FFY 2022 SNAP Performance Report-Third

Attached please find the third 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 December 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.

Attachment: Third SNAP Performance Report for FFY 2022

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SNAP PERFORMANCE REPORT

Third Edition

Federal Fiscal Year 2022

Quality Control Review Findings
October 2021-December 2021

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

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SNAP Performance Report

SNAP Performance Report: Third 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 2021 to December 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:

<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 2021 to December 2021**.

Ineligible Benefits

\$1,650 (2.13%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$10,994 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 \$77,295 total benefits issued within those cases.

14.22%
Payment
Error Rate

Underpaid Benefits

\$888 (1.15%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

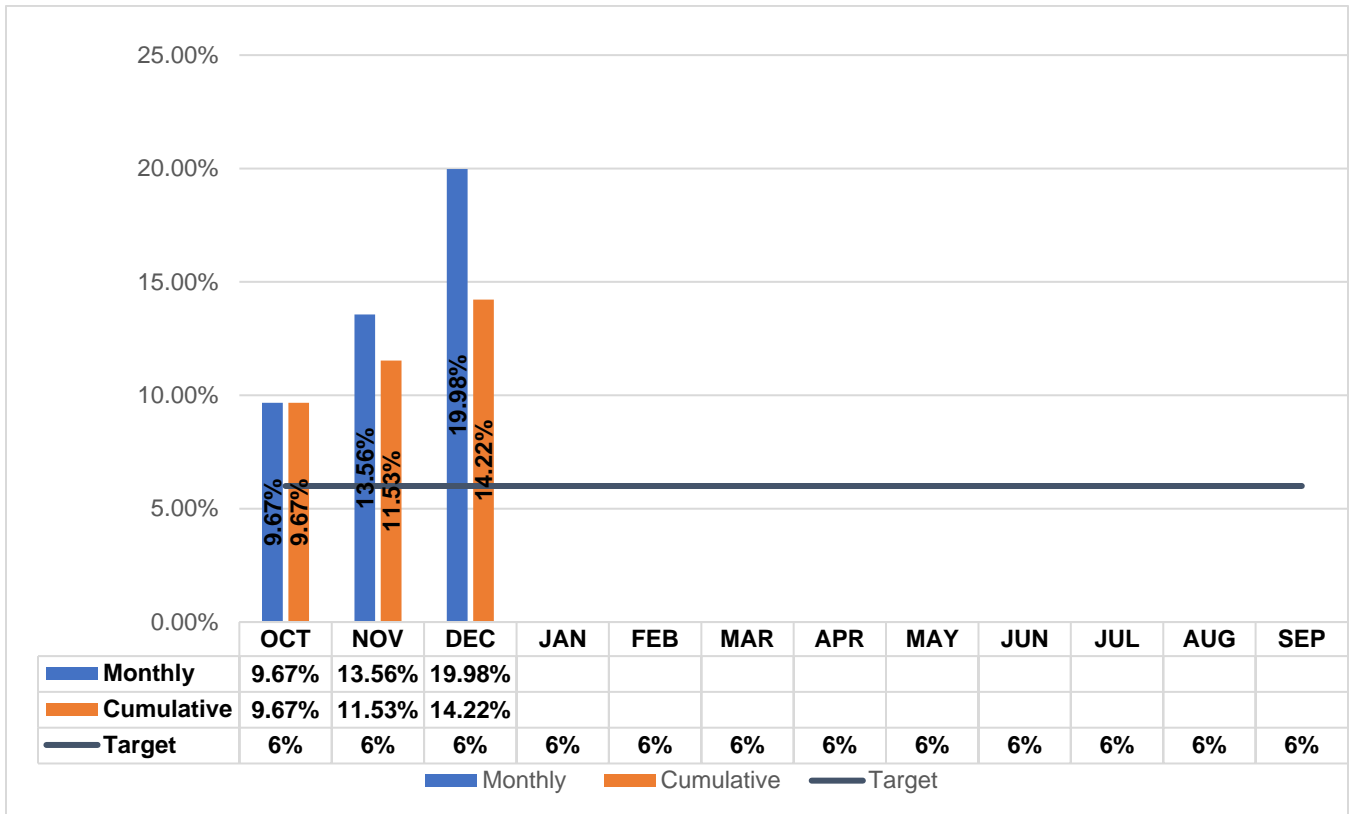
\$8,456 (10.94%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2021- December 2021

Total Benefits Paid in QC Sample	\$77,295
Total Error Amount in QC Sample	\$10,994
Total Cases Reviewed by QC	238
Total Cases with Errors	37
Total Correct Cases	201
Total Cases with Overpaid Benefits	29
Total Cases with Underpaid Benefits	6
Total Cases with Ineligible Benefits	2
Cases Dropped (In Sample, not Reviewed by QC)	56

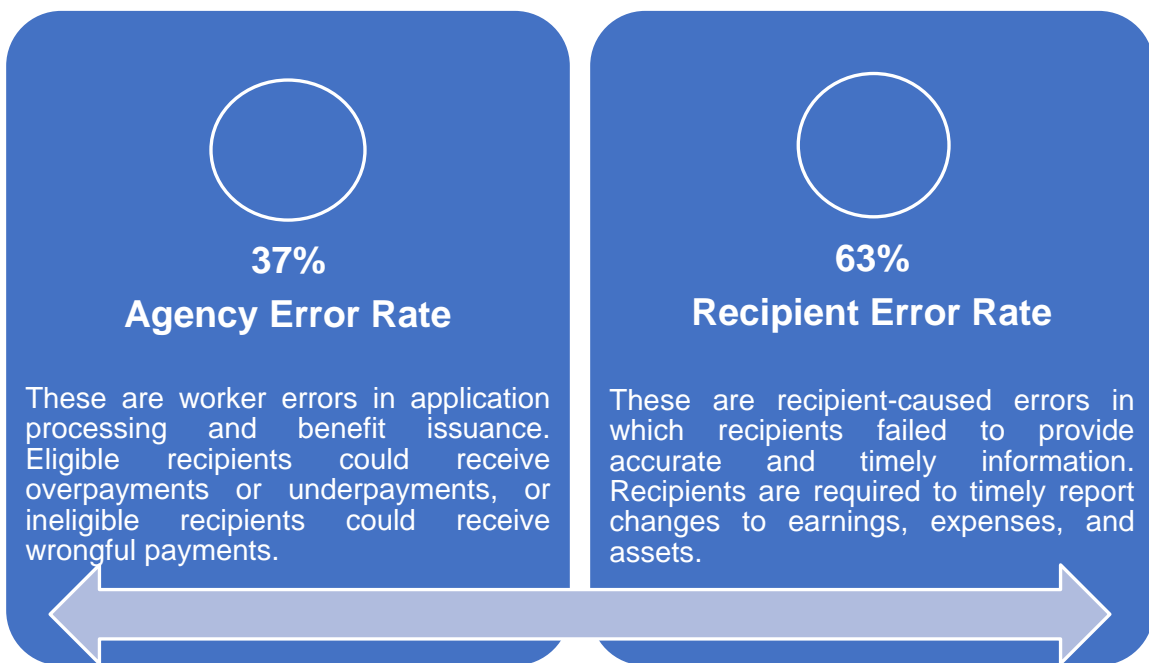
FFY 2022 State Payment Error Rates

Monthly vs. Cumulative Error Rates



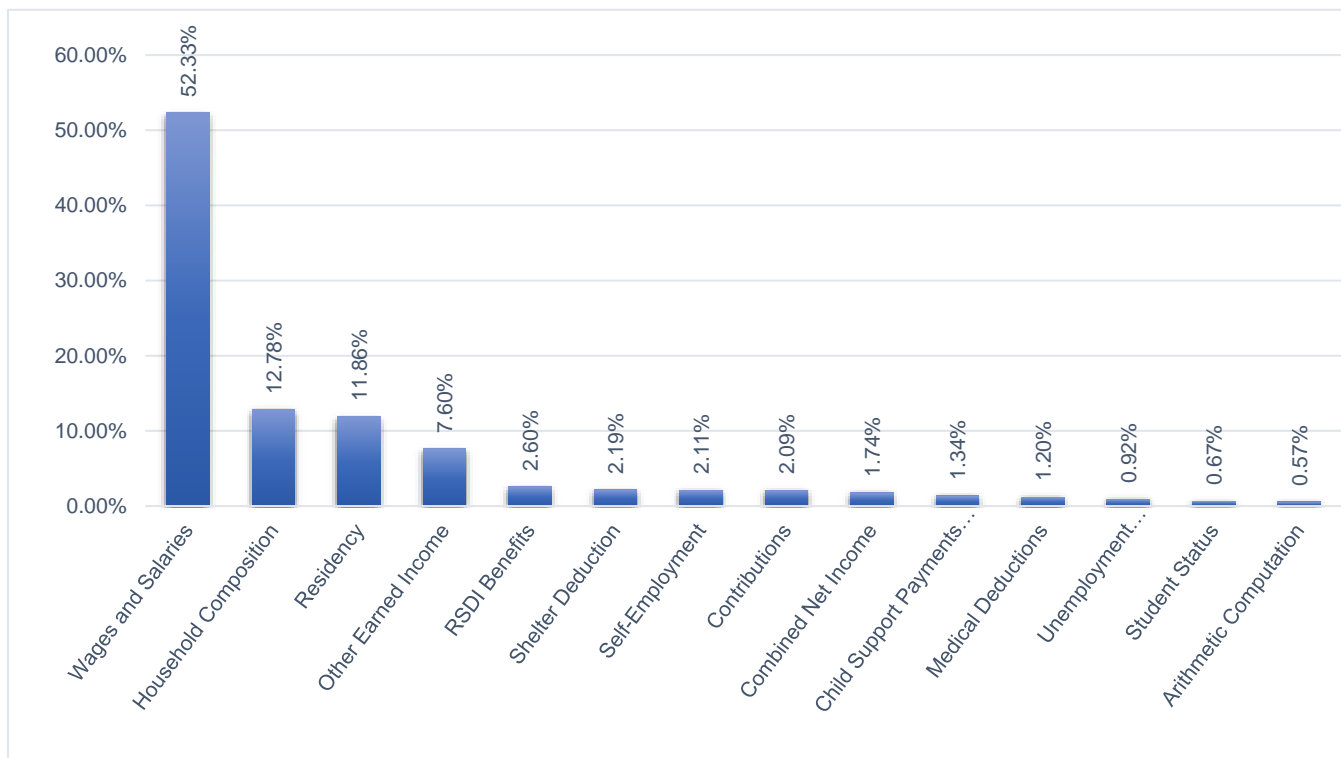
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- December 2021		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$5,753	52.33%
Household Composition	\$1,405	12.78%
Residency	\$1,304	11.86%
Other Earned Income	\$835	7.60%
RSDI Benefits	\$286	2.60%
Shelter Deduction	\$241	2.19%
Self-Employment	\$232	2.11%
Contributions	\$230	2.09%
Combined Net Income	\$191	1.74%
Child Support Payments Received from Absent Parent	\$147	1.34%
Medical Deductions	\$132	1.20%
Unemployment Compensation	\$101	0.92%
Student Status	\$74	0.67%
Arithmetic Computation	\$63	0.57%



Error Findings as Reported to Field Offices

December 2021 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10265	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$410	Client	RM income exceeding gross income standard; QC reviewed 3-month look back to determine if a reportable change occurred while on simplified reporting; determined HH failed to report new employment wages received by client which begun 9/6/21 and received by other hh member which begun 6/21/21 exceeded the gross income limit. QC reviewed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 11/21 with \$3040.27 EI, 10/21 with \$4540.91 EI and 9/21 with \$3439.41 per verified income from employer submitted payroll history. QC allowed \$3440 converted EI in final determination, as combined household income received in 9/21 was a reportable change and exceeded the FPG of \$2371 for HHBG of 2. QC determined the HH qualified under BBCE & is therefore subject to minimum allotment for HHBG of 1.
10286	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$992	Client	RM income exceeding gross income standard; QC reviewed 3-month look back to determine if a reportable change occurred while on simplified reporting; QC reviewed agency figures and determined HH failed to report income which began 5/3/21 and other income which began 10/22/21. QC determined TFS for 5 months approval until 10/31/21 and SNAP determination should have been evaluated for eligibility with a new application submission; however, TFS incorrectly extended per COVID Extension. QC reviewed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 11/21 with 18,844.20 EI; 10/21 with \$17,036.44 EI; and 9/21 with \$19,536.28 per verified income from the Work Number. QC allowed \$19,536 converted EI received as reportable change occurred. Final determination HH ineligible as \$19,536 combined gross income exceeded FPG of \$4268 for HHBG of 5. Comp
10232	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$250	Client	RM: \$3251.00 EI, \$250 shelter expense plus HCSUA. Comp II: 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 2/26/2021. 1st month prior wages 11/2021 \$2883, 2nd month prior wages 10/2021 \$3800, 3rd month prior wages 09/2021 \$3500. HH exceeded the income standard in each of the 3 months prior to RM. Change occurred; however, QC determined client failed to report EI at application to determine not eligible for RM issuance. 3 month look-back to note 9/21 EI should have been reported; however, QC determined recertification 7/21 used as final determination. QC allowed converted EI of \$2912 based on wages received 6/27 \$709.50; 7/4 \$486.75, 7/11 \$957.01 & 7/18 \$759.00. Total EI of \$2912 exceeds FY21 gross income standard of \$1755 for HHBG of one.
10277	Wages and Salaries	Unreported source of income	Ineligible	\$346		RM income exceeding gross income standard; QC reviewed 3-month look back to determine if a

		(do not use for change in employment status)			Client	reportable change occurred while on simplified reporting: HH failed to report income. QC reviewed 3-month look back of income to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all 3 months: 11/21 with \$5472 EI, 10/21 with \$7812 EI and 9/21 with \$4860 per verified income. QC allowed \$4860 converted EI based on earnings received as reportable change occurred. Final determination resulted \$4860 combined gross income exceeded \$3020 FPL for HHBG of 3.
10292	Wages and Salaries	More income received from this source than budgeted	Over	\$67	Agency	Agency figures were reviewed at 9/8/21 change action where only EI and utility expense was adjusted. QC determined agency incorrectly interpreted 9/8/21 letter provided by the client explaining that her hours were going to be reduced by 11 hours effective 8/22/21; no longer being a FT employee. Based on verification obtained by QC, agency figures were corrected allowing \$767 EI based on 36 hrs./pay period x \$10.65/hr. with SE. Other Employment excluded as hired after last action.
10212	Wages and Salaries	More income received from this source than budgeted	Over	\$82	Agency	RM: \$4581 EI, \$0 UEI, \$1100 shelter plus HCSUA. Comp II: \$177 standard deduction, \$9442 EI, \$1067 UCB, \$1100 shelter plus \$385 HCSUA. 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 employed since 2017. 1st month prior wages 11/2021 \$1468.98 unconverted, QC determined prior month 1 (11/21) was within limits, therefore QC corrected agency figures allowing wages received 4/30/21 \$4732.61 & 5/7/2021 \$4709.85 to determine \$9442 converted EI at change action 5/27/21. QC verified UCB contained weekly earning deductions to allow \$1067. QC found FY21 standards were used, QC corrected to FY22 standards. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment for HHBG of 2.
10276	Shelter Deduction	Deduction included that should not have been	Over	\$150	Agency	QC found in CR review HH reported monthly mortgage payment \$1198. Agency processed application on 9/19/20 noting mortgage payment of \$1198, however allowed two separate expenses totaling \$2296. QC also found the agency allowed \$113.50 medical deduction, however in CR review shows both HH members eligible for deduction. QC correcting agency figures allowing 2HHM, UCB \$976, RSDI \$1744, medical deduction \$262, shelter \$1198 plus HCSUA used as final determination. QC determined the HH qualified under BBCE and is therefore subject to minimum allotment as 2 person HH.
10285	Child Support Payments Received from Absent Parent	Less income received from this source than budgeted	Under	\$147	Agency	QC reviewed agency figures and found the agency processed application on 11/22/19 noting that \$828.23 average monthly CS receives plus arrears amounts in CSED interface from the months of January 2019 through October 2019 and dividing the total amount by 10 months best available for anticipated and ongoing for this cert. QC determined based on the payment history, that the CS arrears are not reasonably certain to be expected in the future as the payment record shows the arrears last received in 4/01/2019- no arrears in the prior 6 months of agency action in 11/2019. QC corrected figures at agency last action using payments received 1/2019 through 10/2019, excluding the arrears, using CTS CSES inquiry gross amounts. QC corrected agency

						figures allowing 3 HHM, \$338 child support plus TS.
10290	Wages and Salaries	More income received from this source than budgeted	Over	\$157	Agency	11/2/21 app reporting client returning to work on 7/5/21 for periodic review due 11/21. QC found no indication application was reviewed by the agency; client was contacted with no evidence of HUMAD sent until 12/2/21. On 11/2/21 case comments agency does make note application was received. On 11/30/21 agency issued automatic 6 months PR Extension due to Covid-19 emergency. QC contacted employer to verify that client temporarily stopped working due to Covid-19 pandemic and received no pay between 3/17/21 - 7/5/21 with pay resuming 7/21/21 ongoing paid \$10.50/hour and averaging 30-35 hours/week and paid BW = \$1365 monthly income. Landlord verified monthly rent expense \$465 from 08/20 through RM with no changes. HH reported rent expense of \$500 on 11/2/21 application; however, ECF contained rent receipt 6/2/21 to verify \$465. QC corrected figures to reflect \$1365 EI, \$465 shelter plus \$385 HCSUA information that would have been used had recertification been reviewed and processed timely. Agency did not follow recertification process based on ISD IPP 20-25 that was in place at time of application was submitted by the client on 11/2/21.
10216	Shelter Deduction	Incorrect amount used resulting from a change in residence	Over	\$91	Client	M: 4 HH members, UEI \$749, shelter \$149 plus \$385 HCSUA. Comp II: QC verified shelter expense of \$92 2013 through 7/2021; HH moved with shelter expense \$149 as of 08/2021 through RM. QC corrected agency figures using 4 HH members, UEI \$749, shelter \$92 plus HCSUA. QC used lesser of two errors for final.
10252	Waged and Salaries	Less income received from this source than budgeted	Over	\$364	Agency	RM: \$1916 EI, \$1712 UEI, \$699.38 shelter expense plus HCSUA with \$0 CS deduction; HH over net income limit. During QC interview HH reported CS paid whom is part of HHBG; Client gained custody and is still employed with DDAE; provided paystubs. Work #; verified clients normal, indicative/anticipated hours is 40 wkly at \$15.50/hr. & OT is possible but is not to be anticipated. 3/18/20 Guardianship Order verified client was given legal & physical custody. 3/1/21 CS Order verified client had been responsible for child was previously ordered to pay \$0 as of 3/1/21 he was ordered to pay \$0 monthly CS. 8/3/21 CS Order verified client had been granted sole legal & physical custody of child, child's mother was ordered to pay CS to client. Comp II: \$2480 EI, \$1712 UEI, \$677.92 shelter expense plus HCSUA with \$0 CS deduction; HH over net income limit. QC verified \$2480 EI based on employer verification (40 hrs. wkly at \$15.50/hr.). Further HH failed to report CS had ended. Agency

						processed recertification and left existing \$281.54 child support amount from entry 9/20.
10256	Self-Employment	Employment status changed from employed to unemployed	Under	\$232	Agency	On 6/7/21 agency documented: No reported changes change to income, to reported changes to shelter expense, updated all entries to questionable. I was unable to locate property taxes for property and shelter expense was last updated 2018, updated expense for HH member , previously updated with \$200 but no case comments regarding expense given and client has no income. Agency sent HUMAD asking for verification of rent and property taxes. SNAP approved on same day 6/7/21 allowing \$658 RSDI, \$787 SE plus HCSUA. HH did not respond to HUMAD. SE of \$787 continued to be allowed from 12/19 action: \$300 SE and \$487. Agency sent HUMAD to verify expenses; outdated SE income was not verified. QC verified SE ended 3/20 when COVID pandemic started. QC corrected agency figures allowing \$0 EI from SE.
10283	Residency	Other	Ineligible	\$1304	Agency	The following verification received:The State of Florida all cases closed for all 7 HH members. The State of Colorado verified all 7 HH members still active for SNAP 9/01/20 thru 12/31/21. The State of Texas verified all 7 HH members still active for SNAP case 7/12/21 thru 6/2022. No evidence found women and children in a battered women's shelter; therefore, HH not eligible for SNAP benefits at time of application. QC verified HH received SNAP benefits simultaneously in the State of CO and the State of TX at time of application for SNAP benefits with the State of NM 10/12/21. Determined ineligible due to dual participation.
10209	Medical Deductions	Deduction included that should not have been	Over	\$132	Agency	QC reviewed agency figures and determined agency failed to update medical expenses based on what HH reported at recertification and HH failed to report her current property tax expense at last action. Based on verification obtained by QC, \$127.14 property tax plus HCSUA and \$0 medical deduction allowed. RM and Corrected Figures resulted in the same error amount.
10260	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$230	Client	RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified via employer statement and check stubs provided, client to have been employed since July 13, 2020. HH provided check stubs showing 1st month prior wages 11/2021 \$3033.07, 2nd month prior wages 10/2021 \$3049.35, 3rd month prior wages 09/2021 \$2611.21. 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 9/2021) is what should have been reported for SR. QC allowed converted income of \$2611 for client 9/10 \$1234.32 & 9/24 \$1376.89 = \$2611.21 rounded to \$2611 Total EI of exceeds gross income standard of \$1755 for HHBG of one FY21 standard. QC determined the HH qualified under BBCE and is therefore subject to minimum allotment as 1 person HH.

FFY 2022 SNAP Payment Error Rates

Regional and County Breakdowns

Percentages are on based total amount of benefits in error divided by the total of benefits issued in the QC sample.

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	0.00%										0.00%
	McKinley	64.04%	10.61%	0.00%										20.05%
	San Juan	32.08%	0.00%	7.17%										12.22%
	Sierra	0.00%	0.00%	62.80%										62.80%
	Socorro	9.63%	0.00%	0.00%										4.84%
	N. Valencia	0.00%	17.87%	0.00%										13.67%
	S. Valencia	0.00%	0.00%	0.00%										0.00%
Region 1 Totals		28.77%	6.35%	5.27%										13.34%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%										0.00%
	Guadalupe	0.00%	0.00%	0.00%										0.00%
	Quay	0.00%	0.00%	0.00%										0.00%
	Rio Arriba	0.00%	0.00%	0.00%										0.00%
	San Miguel	15.47%	16.12%	0.00%										15.03%
	Sandoval	0.00%	56.40%	23.97%										20.36%
	Santa Fe	0.00%	36.80%	0.00%										7.47%
Taos	20.20%	56.57%	0.00%										49.80%	
Region 2 Totals		4.89%	37.61%	5.18%										17.11%
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%										8.27%
	NW Bernalillo	3.19%	0.00%	0.00%										2.47%
	SE Bernalillo	0.00%	18.15%	0.00%										8.27%
	SW Bernalillo	6.26%	8.61%	26.84%										11.92%
	Torrance	0.00%	0.00%	0.00%										0.00%
Region 3 Totals		3.53%	6.70%	23.87%										8.81%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%										0.00%
	Curry	0.00%	0.00%	34.75%										28.37%
	Artesia	0.00%	90.70%	0.00%										90.70%
	Carlsbad	0.00%	0.00%	58.32%										52.79%
	Lea	0.00%	19.60%	25.57%										22.70%
	Lincoln	0.00%	0.00%	0.00%										0.00%
Roosevelt	0.00%	0.00%	0.00%										0.00%	
Region 4 Totals		0.00%	14.99%	31.33%										19.08%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%										0.00%
	Grant	0.00%	0.00%	100.0%										17.88%
	Luna	20.47%	0.00%	0.00%										15.90%
	Otero	0.00%	0.00%	0.00%										0.00%
	S. Dona Ana	6.40%	0.00%	48.85%										36.74%
	W. Dona Ana	0.00%	0.00%	0.00%										0.00%
Region 5 Totals		4.23%	0.00%	33.95%										15.00%
State Totals		9.67%	13.56%	19.98%										14.22%

Source: NM QC state reported errors from the FNS Quality Control System (FNSQCS).

SNAP Payment Error Rates Mitigation Strategies

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

- 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 51 invalid denials/closures identified, 25 were identified as incorrect closures, and 26 were identified as incorrect denials.

Negative Error Amount

51 cases out of 213 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

23.94%
CAPER
Error Rate

Incorrect Notices

29% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

71% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2021- December 2021

Total Cases in Sample Pulled for Review	225
Cases Dropped (Sampled not Reviewed by QC)	12
Total Cases Reviewed	213
Total Valid Cases	162
Total Invalid Cases	51

FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- December 2021

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice not clearly understandable	2	5	7	14.58%
Notice was sent to wrong address	2	1	3	6.25%
Notice reason does not match reason for action	2	0	2	4.17%
Notice was not complete	1	1	2	4.17%
Policy incorrectly applied- no other coded applicable	1	0	1	2.08%
Total	8	7	15	31.25%
Wages and Salaries				
Agency failed to follow up on inconsistent or incomplete information	3	3	6	12.50%
Policy incorrectly applied – no other codes applicable	0	3	3	6.25%
Improper income calculation	2	1	3	6.25%
Income from known/processed source included that should not have been	1	0	1	2.08%
Failed to consider or incorrectly considered reported information	1	0	1	2.08%
Total	7	7	14	29.17%
Verification				
Verification was in case file	1	1	2	4.17%
Improper Denial/Termination – failure to provide-verification was received or is in case file	0	1	1	2.08%
No application or case record information to support denial/termination/suspension	1	0	1	2.08%
Policy incorrectly applied – no other codes applicable	0	1	1	2.08%
Total	3	3	6	12.50%
Application				
Late denial agency failed to process the application timely	2	1	3	6.25%
Policy incorrectly applied – no other codes applicable	1	0	1	2.08%
Total	3	1	4	8.33%
Self-Employment				
Agency failed to follow up on inconsistent or incomplete information	0	1	1	2.08%
Policy incorrectly applied – no other codes applicable	0	1	1	2.08%
Total	0	2	2	4.17%
Residency				
Policy incorrectly applied – no other codes applicable	0	1	1	2.08%
Other	1	0	1	2.08%
Total	1	1	2	4.17%
Student Status				

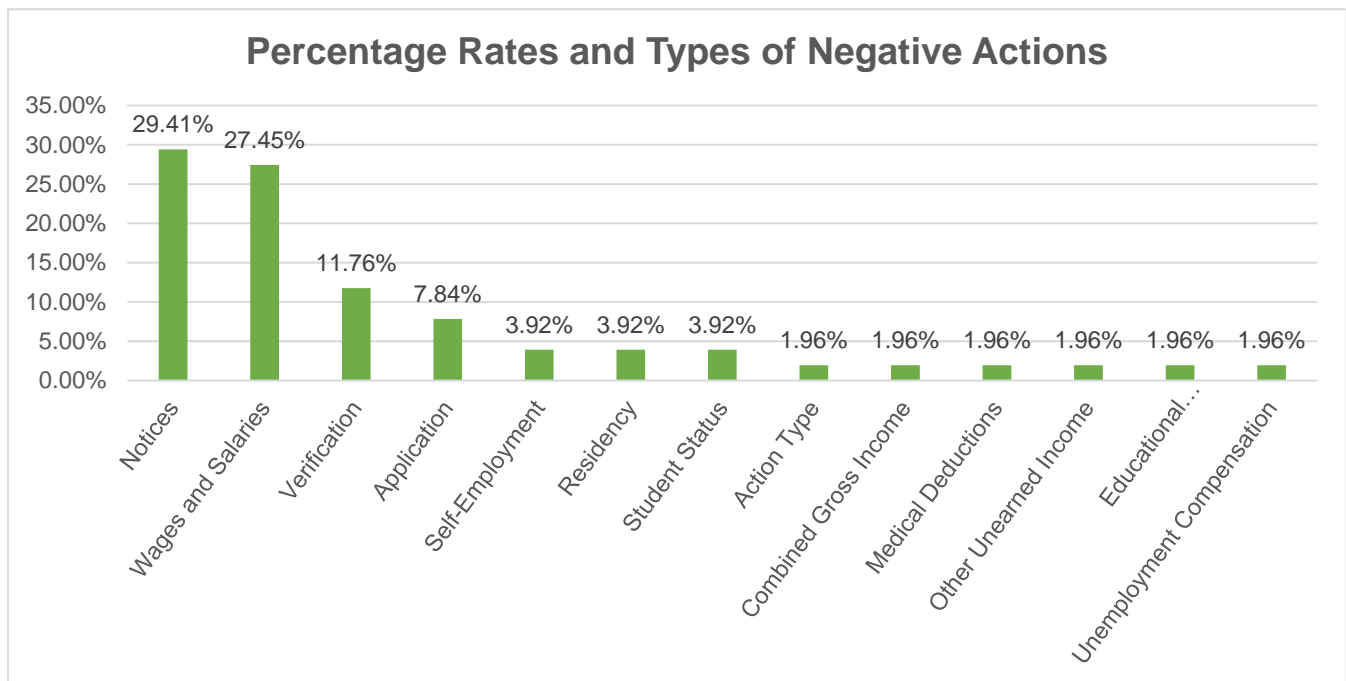
Failed to consider or incorrectly considered Eligible Student Status	0	1	1	2.08%
Eligible student excluded and met exemption – Employment requirements met	1	0	1	2.08%
Total	1	1	2	4.17%
Action Type				
Policy incorrectly applied – no other codes applicable	0	1	1	2.08%
Total	0	1	1	2.08%
Combined Gross Income				
Policy incorrectly applied – no other codes applicable	0	1	1	2.08%
Total	0	1	1	2.08%

Medical Deductions				
Failed to consider or incorrectly considered Medical deductions	1	0	1	2.08%
Total	1	0	1	2.08%

FFY 2022 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2021- December 2021

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	8	15.69%	7	13.73%	15	29.41%
Wages and Salaries	7	13.73%	7	13.73%	14	27.45%
Verification	3	5.88%	3	5.88%	6	11.76%
Application	3	5.88%	1	1.96%	4	7.84%
Self-Employment	0	0.00%	2	3.92%	2	3.92%
Residency	1	1.96%	1	1.96%	2	3.92%
Student Status	1	1.96%	1	1.96%	2	3.92%
Action Type	0	0.00%	1	1.96%	1	1.96%
Combined Gross Income	0	0.00%	1	1.96%	1	1.96%
Medical Deductions	1	1.96%	0	0.00%	1	1.96%
Other Unearned Income	1	1.96%	0	0.00%	1	1.96%
Educational Grants/Scholarships/Loans	1	1.96%	0	0.00%	1	1.96%
Unemployment Compensation	0	0.00%	1	1.96%	1	1.96%



CAPER Error Findings as Reported to the Field Offices

December 2021 QC Reviews

Review Number	Error Reason	Detailed Error Description
159	Policy	QC Prisoner Match Summary queries found member was incarcerated 12/7/2021 and released 12/27/2021. QC determined action was taken prior to verifying incarceration was for more than 30 days. QC determined that at time of EW closure of GA category due to not providing GA packet on 12/9 the EW certified the SNAP closure without verifying that the individual was incarcerated for 30 consecutive days.
160	Policy & Notice	QC found agency's action to process case on 12/28/2021 was incorrect as HH was not allowed the 10-day time period to provide proof of requested medical expenses as noted on HUMAD issued 12/27/2021. Review of medical expenses allowed at processing show agency determined the 154.83 allowable expense based on 19.73 prescription and 170.10 Medicare part B premium less the 35.00 allowable expense. QC found no documentation showing HH requested case be processed allowing only prescription expense and Medicare part B premium. QC concluded HH was not given the opportunity to provide proof of all reported medical expenses i.e., Medicare Part C premium of 28.00 prior to application processing.
166	Policy	QC review of History Correspondence shows agency did not send HUMAD to client requesting death certificate. QC finds although clients are active in case for 12/2021 which would not make them eligible for SNAP on their own; client was not given the opportunity to provide the requested documentation to determine eligibility ongoing. ECF Summary shows on 12/17/21 HH submitted Certification of Death Record to report hh member is deceased as of 10/27/2021. QC determined the agency did not allow the HH the opportunity to establish eligibility as no HUMAD issued to HH requesting supporting documents for case in review. HH applied 12/03/21 and action was taken to deny the application before the 30th day. Case with head of HH should have been processed for closure for new application submitted for 12/3/21 to be processed.
167	Policy & Notice	QC found no documentation to explain how \$1276 UEI was changed with agency anticipating \$3634.26 EI & \$0 UEI which exceed income standard for 2 HH members. Agency used checks in ECF 8/23/21 \$1645.21 & 9/6/21 \$1989.05 to determine \$3634.26. Used checks outdated; no verification found HH reporting checks at time of termination. No evidence of HUMAD sent to client or documentation from agency reasons SNAP terminated effective 1/22. No evidence IR or PR processed as case comments notes IR extended 4/21 to 10/21 pr and 10/21 PR extended due to COVID 19. Termination of SNAP incorrect as agency used outdated wages to determine \$3634.26 EI.
169	Policy & Notice	Review of ASPEN Employ Summary shows client employed paid BW employment projection dates: 10/01/21 - 10/31/21: 10/22/21 \$1754.28 BW + 10/08/21 \$1754.28 BW = \$3508.56 EI. Review of ASPEN Employ Summary shows employed BW employment projection dates: 10/01/21 - 10/31/21: 10/08/21 \$126.22 BW + 10/22/21 \$126.22 BW = \$252.44 EI. Review of ASEPN Employ Summary shows client (age 16) employed BW employment projection dates: 7/05/21 - 8/04/21: 7/16/21 \$630 BW + 7/30/21 \$630 BW = \$1260 EI. Review of UEI Summary shows other UEI projection dates 10/01/21 - 10/31/21: 10/22/21 \$225 BW + 10/08/21 \$225 BW = \$450 Other UEI. Review of ECF shows handwritten note dated 8/10/21 showing: 7/30/21 30.11 hours @ \$7/hr. = \$211.28 + \$34 tips = \$245.28 plus 7/16/21 27.28 hrs. @ \$7/hour = \$192.27 + \$33.50 tips = \$225.77. Other income 7/30/21 \$630.56 + 7/16/21 \$630.75 = \$1261.50 or \$1262 averaged EI. Review of ECF shows handwritten letter dated 7/15/21 to verify earnings - server, paid \$8.25/hr., averages 30-40 hrs./week: 7/16/21 65.30 hrs. @ \$8.25/hr. = \$538.72 + \$112 tips = \$650.725 or \$650.73; 7/02/21 61.08 hrs. @ \$8.25/hr. = \$503.91 + \$96 tips = \$599.91; 6/18/21 60.16 hrs. @ \$8.25/hr. = \$496.32 + \$102 tips = \$598.32; 6/04/21 68.36 hrs. @ \$8.25/hr. = \$563.97 + \$138 tips = \$701.97. QC finds agency updated EI screens based on DWS quarter wages reported \$3508.57 other income \$252.44 plus \$1391.97 mthly average employment reported as ending however not verified plus Other UEI \$225 BW not verified. QC finds recert not due until 1/2022 with no current recert application or 30 days of income prior found in case file to correctly determine benefits ongoing. QC found no documentation to support case action for 12/10/21. No evidence found HH provided wages/EI as requested from HUMAD sent 11/3/21. Agency used DWS inquiry to determine EI & UEI was not verified.
171	Notice	QC determined this negative action to be invalid as the Notice of PARIS Match stated that to "continue to receive NM Public Assistance, please provide verification of your current residence to your case worker within fourteen (14) business days from the date of this notice. If you do not contact your caseworker within fourteen (14) days, your benefits may be cancelled. The household provided proof of NM residency along with a written statement regarding his actions to remedy the use of his SSN to obtain benefits in another state. The View PARIS Match Interstate Details does list a different name with the same SSN. The View PARIS Match Interstate Details also reports that the SNAP benefit ended on 12/1/21. The EW incorrectly closed the SNAP benefit after reporting that the household took steps to remedy the request from the Notice of PARIS Match and the View PARIS Match Interstate Details reported that the SNAP benefit had been closed on 12/1/21.

186	Policy & Notice	QC determined action to deny HH over the net income guidelines was correct, however calculation table did not reflect correct unearned income amounts, resulting in an incorrect notice. QC reviewed unearned income (UCB) of \$1844 that agency included in determination. QC found per DWS query, UCB for client had expired with a final payment of 7/17/21. QC finds that although HH did not report UCB had ended, HH reported full time employment in which the agency should have completed an inquiry to review UCB benefits. QC did not find any evidence in case file reflecting UCB was addressed at time of action on 12/1/21. QC determines that HH would have remained over net income guidelines with a net income of \$3,289.66 (EI \$4333.32- EID \$866.66= \$3466.66 - \$177 standard deduction= \$3,289.66 AGI - \$0 excess shelter deduction= \$3,289.66); however, calculation table on notice is incorrect.
190	Policy & Notice	QC determines this review invalid due to incorrect application of policy on the unearned income that resulted in an incorrect calculation table on notice. QC reviewed school documents and finds agency should have excluded the Federal Pell Grant award as these monies are excluded educational assistance under Title IV. QC reviewed Guidance Center income and determined agency correctly anticipated mileage/cell phone earnings on check 12/10/21 based on YTD earnings. QC found budget summary for December reflected gross earnings of \$3,392.34. Per system functionality, ASPEN took average of the two split checks provided calculating \$1,643.60 and then added the RM check of \$1,748.74 to calculate \$3,392.34 income for December. The \$3,392.34 + the UEI of \$609 resulted in the eligibility summary to reflect a HH gross income of \$4,001.34 for December. Although eligibility summary reflected \$4001.34 for RM, ASPEN anticipated income correctly of \$3,287.20 for ongoing and displayed correct EI amount on calculation table. QC notes that although UEI was counted, HH would have still been over gross income guidelines for 2 HHM.
191	Notice	QC determines action taken by agency and listed reason for closure was correct. However, QC found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on notice of February 2022 is incorrect. Review of ASPEN shows closure action on 12/28/21 was effective for the month of January 2022.
192	Notice	QC determined HH was denied correctly on failing residency requirements due to moving out of state however notice to HH was sent to the wrong address, resulting in an invalid notice. Per review, HH reported both physical/mailling address. QC finds agency did not update HH mailing address to reflect new address and left address as it was. QC finds that agency only entered an end date as of 12/20/21, however system did not pick up end date of address, and closure notice was mailed to the wrong address. QC determines based on the reported information of the new address; client was not properly notified of closure.
200	Policy & Notice	QC determined that the notice & termination of benefits was incorrect. QC notes history correspondence details show the action of negative date requested was 12/10/21 & notice was sent timely within two business days. QC reviewed ECF & found no verification of SE earnings were provided to support the \$1,000 listed on the calculation table, resulting in an inaccurate notice. Due to COVID19 IR/PR waivers, HH has continued to have their SNAP cert extended since April 2020, with SE last verified in 11/2019 through a 2018 Tax Record reflecting average of \$114.66 mthly. CR shows HH reported changes to SE income on a April 2020 IR, indicating to be earning \$100 to \$200 wkly. It appears although that agency read the \$100 to \$200 listed on IR as \$100 to \$500 wkly & averaged the income at \$250 wkly totaling to \$1,000 mthly. Agency processed renewal anticipating an average of \$1,000 mthly income without verification. QC determines HH remained under the net income guidelines based on last known & verified earnings. QC calculates earnings as follows: \$114 - \$23 EID= \$91 + \$1,602 UIE = \$1,693-\$184 STD= \$1,509 AGI -\$0 excess shelter= \$1,509 net income.
202	Notice	QC determined application was correctly denied for failure to provide requested verification and client was correctly denied due to receiving benefits in ASPEN. However, the calculation table on the notice displays EI gross of \$2320 which conflicts with the statement of a denial for failure to provide income verification. Review of ECF and correspondence history found no verification of wages were provided. No documentation was found in CR to support amount listed on calculation table, resulting in an inaccurate notice.
203	Policy & Notice	QC determined SNAP correctly terminated on exceeding gross income guidelines, however calculation table on notice displayed the incorrect EI gross of \$4205.34. Review of ECF and correspondence history found wages were provided, however action was not taken on verified earnings, but was taken by the system resulting in a termination of benefits based on unverified wages. QC determines agency correctly counted \$0 income as employment ended in 09/2021 as verified by DOL. Client had no 4th quarter earnings. CR shows checks stubs dated 11/10/21 \$941.64 and 11/24/21 \$1057.50 verified through WN, totaling to EI of \$1,999.14 monthly. CR shows verified EI earnings from employer statement for of \$2320 monthly and prorated at \$1392 and from check stubs of \$1,152 EI and prorated to EI of \$691.20 monthly. The total HH EI is \$4082.34. No documentation was found in CR to support the amount listed on calculation table, resulting in an inaccurate notice.
207	Notice	QC determines action taken by agency, and listed reason for closure was correct. However, QC found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on notice of February 2022 is incorrect. Review of ASPEN shows closure action on 12/27/21 was effective for the month of January 2022.
212	Policy & Notice	QC determined agency should have used 11/15/21 to 12/15/21 stubs 11/19/21 \$1256.16 + 12/03/21 \$1310.34=\$2566.50. Due to incorrect calculations by agency the information listed on the calculation table on the notice was inaccurate.

213	Policy & Notice	QC determined agency should have used pay stubs 11/18/21 \$1654.16 & 11/04/21 \$1563.58=\$3217.74 & 11/30/21 \$120 + 11/2/21 \$858.75+11/16/21 \$667.50+11/9/21 \$903.75= \$2550. \$3217.74+2550.00= \$5767.74. Due to incorrect calculations by agency the information listed on the calculation table on the notice was inaccurate.
222	Notice	QC found HH had reported address. The agency documented on 11/2/21 and 11/5/21 mailing and physical address. CR shows NOMA and NOCA sent to wrong address. QC found no record HH reporting LOT A to address. Notice incorrect as sent to an address not reported by the HH to the agency.
224	Notice	QC found no evidence to support the CR documented reason for denial of the application month of 11/21 due to receiving benefits in another state as the case comments from EW on 12/10 report only that the state of Texas reported a SNAP application was denied due to not residing in Texas. QC found no evidence the state of Texas reported HH receiving benefits in Texas during the month of November 2021. The notice of case action is incomplete as it does not detail the denial of SNAP benefits for the month of November 2021.

FFY 2022 CAPER Error Rates

Regional and County Breakdowns

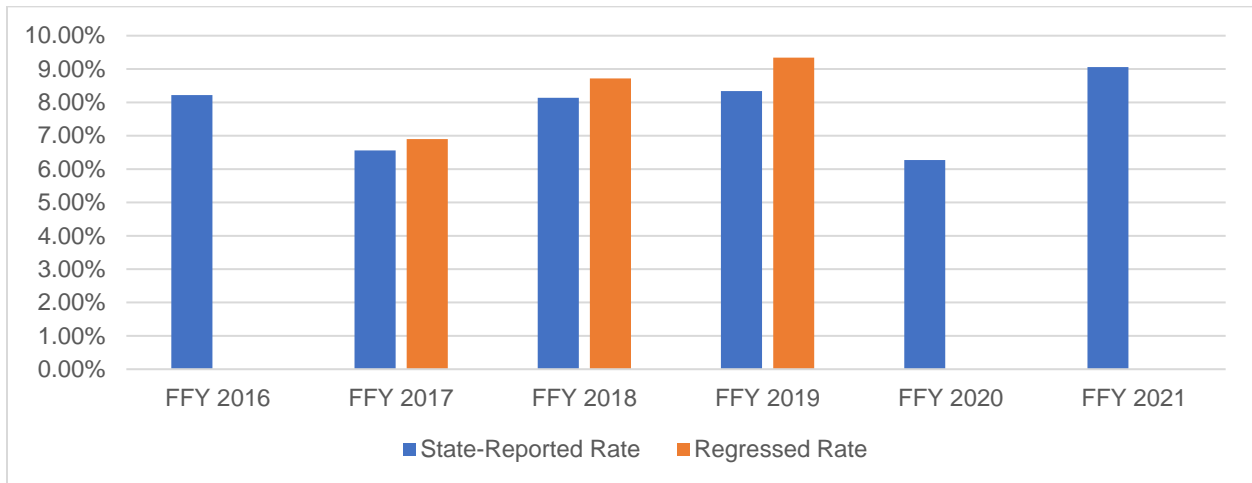
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%										0.00%
	McKinley	0.00%	0.00%	75.00%										46.15%
	San Juan	50.00%	0.00%	50.00%										33.33%
	Sierra	0.00%	0.00%	33.33%										25.00%
	Socorro	0.00%	0.00%											0.00%
	N. Valencia	0.00%	50.00%	0.00%										33.33%
	S. Valencia	0.00%	0.00%	0.00%										0.00%
	Region 1 Totals	40.00%	16.67%	46.15%										
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%										0.00%
	Guadalupe	0.00%	0.00%	0.00%										0.00%
	Quay	0.00%	0.00%	0.00%										0.00%
	Rio Arriba	0.00%	50.00%	0.00%										33.33%
	San Miguel	100.0%	100.0%	0.00%										75.00%
	Sandoval	16.67%	0.00%	0.00%										12.50%
	Santa Fe	100.0%	0.00%	50.00%										33.33%
	Taos	0.00%	33.33%	0.00%										16.67%
Region 2 Totals	30.00%	33.33%	11.11%											26.47%
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%										12.50%
	NW Bernalillo	14.29%	16.67%	20.00%										17.39%
	SE Bernalillo	0.00%	0.00%	0.00%										0.00%
	SW Bernalillo	25.00%	15.38%	16.67%										19.35%
	Torrance	0.00%	0.00%	0.00%										0.00%
	Region 3 Totals	13.79%	14.81%	20.00%										
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%										0.00%
	Curry	75.00%	0.00%	0.00%										50.00%
	Artesia	0.00%	0.00%	0.00%										0.00%
	Carlsbad	100.0%	0.00%	100.0%										100.0%
	Lea	50.00%	0.00%	60.00%										40.00%
	Lincoln	0.00%	0.00%	0.00%										0.00%
	Roosevelt	0.00%	0.00%	0.00%										0.00%
Region 4 Totals	50.00%	0.00%	40.00%											31.03%
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%										22.22%
	Grant	100.0%	0.00%	0.00%										50.00%
	Luna	33.33%	50.00%	0.00%										33.33%
	Otero	100.0%	0.00%	50.00%										66.67%
	S. Dona Ana	0.00%	33.33%	0.00%										16.67%
	W. Dona Ana	0.00%	0.00%	0.00%										0.00%
Region 5 Totals	28.57%	25.00%	16.67%											23.53%
State Totals	27.40%	18.31%	26.09%											23.94%

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.**

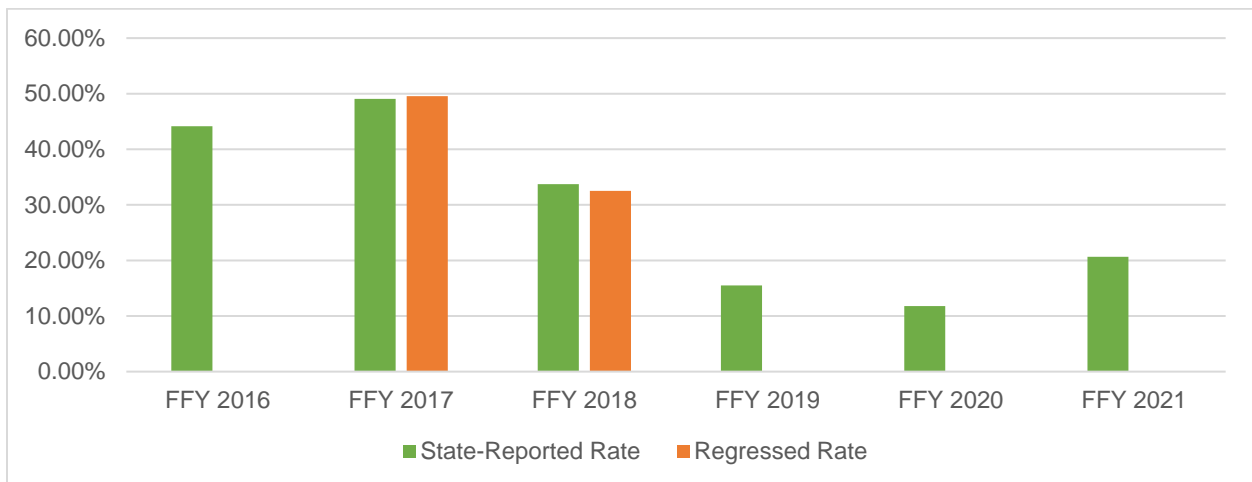
Payment Error Rate

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%		100.0%									
	S. Valencia	100.0%											
Region 1 Totals		100.0%		100.0%									
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay			100.0%									
	Rio Arriba	100.0%											
	San Miguel	100.0%											
	Sandoval	100.0%											
	Santa Fe	100.0%		100.0%									
Taos	100.0%												
Region 2 Totals		100.0%		100.0%									
Region 3 Central	NE Bernalillo	100.0%											
	NW Bernalillo	100.0%											
	SE Bernalillo	100.0%											
	SW Bernalillo	100.0%	100.0%										
	Torrance												
Region 3 Totals		100.0%	100.0%										
N Region 4 Southeast	Chaves	100.0%	100.0%										
	Curry	100.0%		0.00%									
	Artesia												
	Carlsbad	100.0%											
	Lea			100.0%									
	Lincoln	100.0%											
Roosevelt													
Region 4 Totals		100.0%	100.0%	50.00%									
Region 5 Southwest	E. Dona Ana	100.0%											
	Grant	100.0%											
	Luna	100.0%											
	Otero	100.0%	100.0%										
	S. Dona Ana	100.0%		100.0%									
W. Dona Ana	100.0%												
Region 5 Totals		100.0%	100.0%	100.0%									
Statewide Totals		100.0%	100.0%	85.71%									