




STATE OF NEW MEXICO
Human Services Department
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Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

General Information Memorandum

ISD-GI 22-19

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: September 14, 2022
RE: FFY 2022 SNAP Performance Report-Seventh

Attached please find the seventh 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 April 2022. 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 Marcos Rivera, of the Quality Assessment Bureau, e-mail at HSD.QIS@state.nm.us.

Attachment: Seventh SNAP Performance Report for FFY 2022



SNAP PERFORMANCE REPORT

Seventh Edition

Federal Fiscal Year 2022

Quality Control Review Findings
October 2021-April 2022

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

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SNAP Performance Report

SNAP Performance Report: Seventh 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 April 2022**.

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:

<p><u>Payment Accuracy</u></p>  <p>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</p>	<p><u>CAPER</u></p>  <p>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</p>	<p><u>SNAP Timeliness</u></p>  <p>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</p>
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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 April 2022**.

Ineligible Benefits

\$1,900 (1.01%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$23,603 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 \$188,775 total benefits issued within those cases.



Underpaid Benefits

\$2,087 (1.11%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

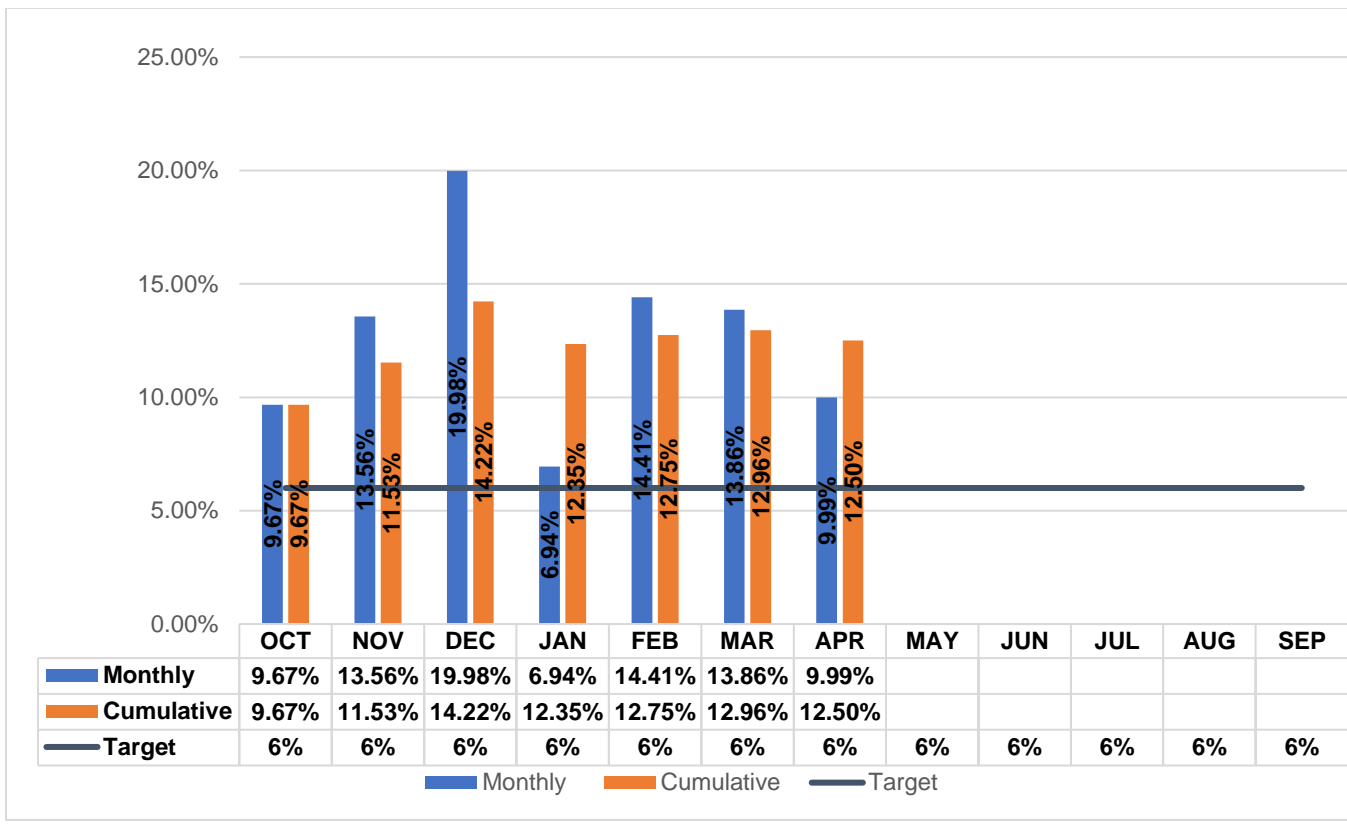
\$19,616 (10.39%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2021- April 2022

Total Benefits Paid in QC Sample	\$188,775
Total Error Amount in QC Sample	\$23,603
Total Cases Reviewed by QC	576
Total Cases with Errors	97
Total Correct Cases	479
Total Cases with Overpaid Benefits	78
Total Cases with Underpaid Benefits	16
Total Cases with Ineligible Benefits	3
Cases Dropped (In Sample, not Reviewed by QC)	110

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?

42%

Agency Error Rate

These are worker errors in application processing and benefit issuance. Eligible recipients could receive overpayments or underpayments, or ineligible recipients could receive wrongful payments.

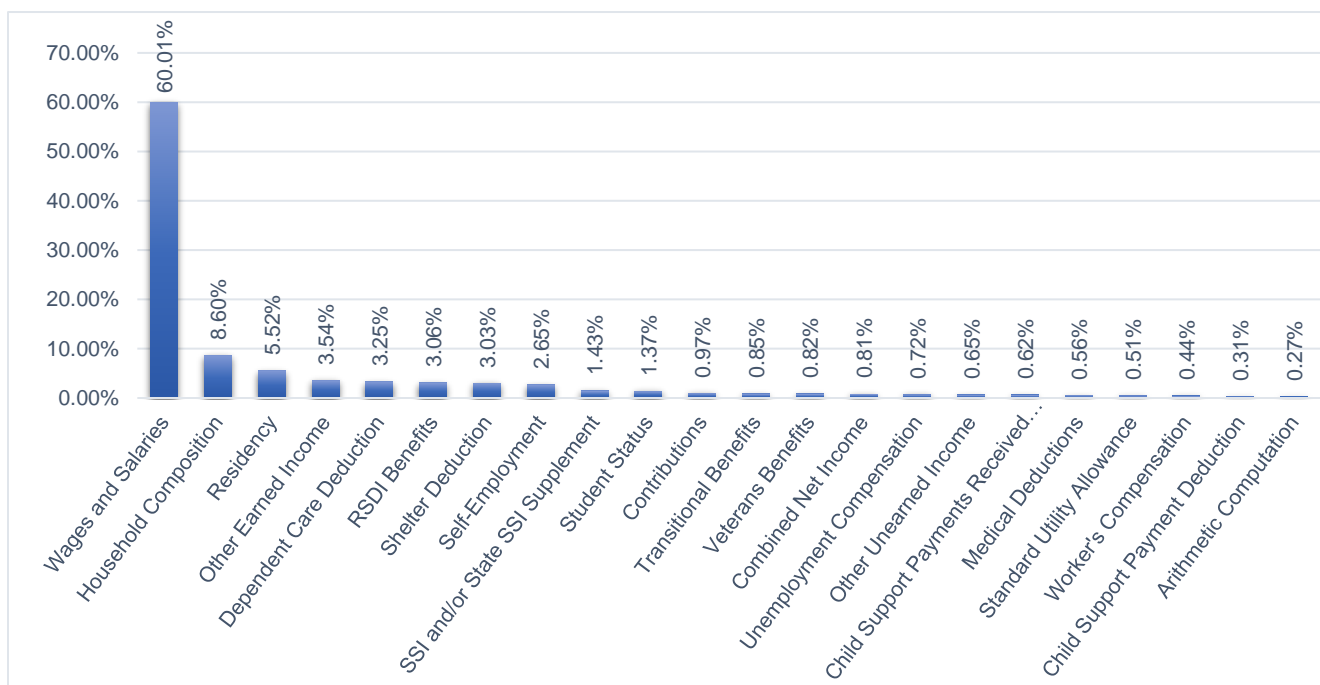
58%

Recipient Error Rate

These are recipient-caused errors in which recipients failed to provide accurate and timely information. Recipients are required to timely report changes to earnings, expenses, and assets.

FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- April 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$14,163	60.01%
Household Composition	\$2,029	8.60%
Residency	\$1,304	5.52%
Other Earned Income	\$835	3.54%
Dependent Care Deduction	\$768	3.25%
RSDI Benefits	\$722	3.06%
Shelter Deduction	\$716	3.03%
Self-Employment	\$626	2.65%
SSI and/or State SSI Supplement	\$338	1.43%
Student Status	\$324	1.37%
Contributions	\$230	0.97%
Transitional Benefits	\$201	0.85%
Veterans Benefits	\$193	0.82%
Combined Net Income	\$191	0.81%
Unemployment Compensation	\$170	0.72%
Other Unearned Income	\$154	0.65%
Child Support Payments Received from Absent Parent	\$147	0.62%
Medical Deductions	\$132	0.56%
Standard Utility Allowance	\$121	0.51%
Worker's Compensation	\$103	0.44%
Child Support Payment Deduction	\$73	0.31%
Arithmetic Computation	\$63	0.27%



Error Findings as Reported to Field Offices

April 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10605	Dependent Care Deduction	Deduction included that should not have been	Over	\$67	Client	QC reviewed agency figures and determined on 6/16/21 recert, HH failed to report her current circumstances of no dependent care paid out. Based on verification obtained by QC, agency figures were corrected using \$0 dependent care for error citation as it is the lower error amount.
10668	RSDI Benefits	More income received from this source than budgeted	Over	\$79	Agency	During QC interview HH not responsible for child support in RM and last action. CTS-CSED inquiry verified last payment made was 8/13. SSA verified that up until approximately 4/21, client had a garnishment of \$49 per month for child support but it stopped and has not resumed. SOLQ inquiry verified \$448 RSDI benefits since 12/1/21 effective 1/1/22 and \$423 RSDI benefits since 12/1/20 effective 1/1/21. ASPEN failed to implement mass change effective 1/22 to allow RSDI benefit amount of \$448 and agency incorrectly allowed the old previously entered CS expense of \$289. Agency figures were corrected allowing \$448 RSDI with \$49 CS deduction allowed.
10649	Wages and Salaries	More income received from this source than budgeted	Under	\$56	Agency	RM based on \$922 EI, \$686.91 CS with \$600 shelter expense plus HCSUA. QC verified client continues employment. Contact with CSED verified client receives Child Support \$686.91 monthly since 2/21. Landlord verified \$600 shelter plus utilities. Comp II based on \$922 EI, \$686.91 CS with \$600 shelter expense plus HCSUA. Used 30 days of income prior to 9/28/21 Application date: \$922 (9/10/21 \$460.80 + 9/24/21 \$460.80). CSED verified AP is court ordered to pay \$686.91 with no arrears owed, CSED pays out \$686.91 monthly and client concurred receives \$686.91 monthly.
10664	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$345	Client	RM: 3HHM, EI \$1659, \$0 shelter plus HCSUA causing an over threshold variance. Comp II: 3 HHM, \$1660 EI, \$0 shelter plus HCSUA causing an over threshold variance of \$346. QC reviewed agency figures and found HH completed PI 3/21/22 failing to report new employment that began 3/4/22 with 1st paycheck received 3/16/22. QC verified with employer wages at time of hire \$11 with 40-hour week anticipated at time of hire 3/4/2022; EI \$1660 gross countable wages/salaries anticipated ongoing.
10656	Shelter Deduction	Deduction included that should not have been	Over	\$69	Client	Allowed \$222.91 shelter expense which includes property tax and homeowners' insurance. HH did not recall what was reported at last action and stated if insurance & taxes were reported separate, then it was in error. Mortgage verified \$222.91 (\$124.57 interest/principal + \$98.34 escrow) monthly mortgage; Mortgage verified from 12/21 - 4/22 with mortgage expense of \$222.91 which included property taxes and homeowners' insurance. QC reviewed agency figures and determined HH failed to report correct shelter expense at last action on 12/21 recert which was a reportable change. Based on verification obtained by QC, Both RM and corrected figures QC allowed

						\$222.91 shelter expense which resulted in the same error amount.
10635	Wages and Salaries	More income received from this source than budgeted	Over	\$190	Agency	RM: \$6490 EI, resulting in gross income being over the \$1771 limit for 1 HHM. Comp II: QC reviewed agency figures and determined HH failed to report when recipient's income from , which began 10/25/21 exceeded the gross limit. QC completed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 1/22 with \$3477.56 EI, 12/21 with \$3607.01 EI and 11/21 with \$3006.30 EI per employer verified income. QC determined 3rd month prior to RM (month 11/2021) is what should have been reported for simplified reporting. QC allowed \$3006 converted EI in final determination resulting in combined gross income exceeding the \$1771 FPG limit for 1 HHM. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment for HHBG of 1.
10666	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$658	Client	RM: \$2099 EI, plus \$59 telephone expense causing an over threshold variance. Comp II: At recert action on 1/25/2022 agency waived the recert interview per IPP 22-01 and documented scans ran, consistent with client statement/application; agency allowed \$0.00 EI. QC found recipient active since 10/7/2021 verified in DOL, New hire, Work number, and through employer contact. QC corrected agency figures allowing 1 HHM, \$1765 EI, plus \$59 telephone expense. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment.
10670	Child Support Payment Deduction	Deduction that should have been included was not	Under	\$73	Agency	QC corrected agency child support deduction figures determining per NMAC policy 8.139.500.11 (c) (4). HH was entitled to \$444 in child support deduction at last action due to reasonably certain changes expected in the future based on CTS inquiry records on court ordered CS obligation and information provided by the HH to the agency prior to IR processing on 3/9/2022. Agency figures corrected allowing 5 HHM, \$3885 EI, \$444 child support, \$1525 shelter plus \$385 HCSUA causing an over threshold variance.
10646	Wages and Salaries	Other	Over	\$471	Agency	Reviewed agency figures and determined changes reported on 9/20/21 was not known and verified for SNAP program as client did not reply to HUMAD. Agency was incorrect to make changes to unverified income. QC determined agency should have continued to allow what should have been allowed at initial application with checks provided. 6/24/21 \$720, 7/1/21 \$720, 7/8/21 \$720 (\$137.76 mileage reimbursement excluded) and 7/15/21 \$486 used to determine \$2646.
10663	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$110	Client	QC reviewed agency figures and determined HH failed to report when HH income, which began 8/1/21 exceeded the gross limit. QC completed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 3/22 with \$2160 EI, 2/22 with \$2160 EI and 1/22 with \$2160 EI per employer verified income. Based on earnings received, QC allowed \$2160 converted EI received in 01/22 in final determination resulting in combined gross income exceeding the \$1771 FPG limit for 1 HHM, which was a reportable change. QC determined the HH qualified under BBCE; even though HH income exceeded the gross limit, HH

						is entitled to the minimum allotment as a 1 or 2 person HH, resulting in an over issuance of \$110 due to EI.
10615	RSDI Benefits	More income received from this source than budgeted	Under	\$52	Agency	QC determined ASPEN failed to implement mass change effective 1/22 to allow RSDI benefit amount of \$1103 and HH incorrectly reported shelter expense at 11/9/20 initial application. QC verified \$0 monthly shelter expense. QC determined \$1103 RSDI with \$0 shelter expense.
10612	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$230	Client	RM: 1HHM, \$5519 EI and \$850 shelter + HCSUA; \$5519 exceeds the income standard of \$1771 for HHBG of 1. Comp II: income for the prior 3 months were reviewed to determine if a reportable change occurred. 1st month prior wages 3/2022 \$5381.37, 2nd month prior wages 2/2022 \$7659.62, 3rd month prior wages 01/2022 \$6227.14. 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 1/2022) is what should have been reported for simplified reporting. QC allowed converted income of \$6227 1/08 \$3333.98 & 1/28 \$2893.16 to determine \$6227. Total EI of exceeds gross income standard of \$1755 for HHBG of one. QC determined the HH qualified under BBCE at time of certification and is therefore subject to minimum allotment as 1 person HH.
10678	Dependent Care Deduction	Deduction included that should not have been	Over	\$258	Client	RM: 3 HHM, \$2879 EI, \$0 dependent care, \$650 shelter plus HCSUA. Comp II: 3 HHM, \$2844 EI, \$0 dependent care, \$650 shelter plus HCSUA. QC determined HH over issued \$258 due to 3 HHM budget group exceeding Net income standard's. Per NMAC 8.139.610.12 D. Minimum benefit amount (3) All eligible households with three or more members which are entitled to no benefits (except because of the proration requirements and the provision precluding issuances of less than ten dollars (\$10.00) in an initial month as per Paragraph 2 of Subsection C of 8.139.610.12 NMAC), ISD shall deny the household's application on the grounds that its net income exceeds the level at which benefits are issued.
10684	Dependent Care Deduction	Deduction that should have been included was not	Under	\$54	Agency	QC finds HH did report dependent care expenses at TANF application with no evidence of expense discussed during interview with client on 12/7/21. No HUMAD was sent for reported changes in daycare expenses. Daycare provider verified since 09/21, HH is only responsible in a sales tax of \$25 for both children with children attending 4 days a week. QC corrected agency figures with EI \$1,109.00, \$284 shelter expense plus HCSUA with \$96.68 (\$25+\$71.68 mileage) dependent care deduction allowed.
10642	Shelter Deduction	Other	Over	\$84	Client	QC corrected figures and finds agency used 30 days of income correctly at last action 9/1/21 \$993.32 and 8/18/21 \$1064.57 to determine \$2058 (rounding) with \$663.67 shelter expense plus HCSUA.
10679	Standard Utility Allowance	Deduction included that should not have been	Over	\$84	Agency	Reviewed agency figures to determine agency failed to follow up on RMB 10/10/21 submitted for recertification. Receipt of proof for RMB sent to client on 10/12/21. No evidence found agency followed recertification review processing prior to extension of certification made on 10/30/21. Contact with LL verified HH did not have separate utility expense. Review of ASPEN SUA details shows inquiry has not been updated by

						the agency since 8/2018 as HCSUA allowed for prior address. QC corrected agency figures by not allowing HCSUA/LUA/TS for final determination. No evidence found client has separate heating/cooling expense or any other utility expenses from monthly shelter expense of \$525 for new address.
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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%	39.72%	0.00%	0.00%						5.06%
	McKinley	64.04%	10.61%	0.00%	0.00%	11.31%	15.52%	14.90%						15.66%
	San Juan	32.08%	0.00%	7.17%	10.90%	0.00%	14.11%	0.00%						10.73%
	Sierra	0.00%	0.00%	62.80%	0.00%	0.00%	0.00%	43.41%						25.95%
	Socorro	9.63%	0.00%	0.00%	0.00%	35.40%	0.00%	0.00%						8.40%
	N. Valencia	0.00%	17.87%	0.00%	0.00%	0.00%	0.00%	17.82%						8.28%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Region 1 Totals		28.77%	6.35%	5.27%	5.08%	12.45%	10.59%	14.38%						12.09%
Region 2 Northeast Region	Colfax	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%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	34.16%						4.88%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	San Miguel	15.47%	16.12%	0.00%	0.00%	41.89%	38.60%	0.00%						21.98%
	Sandoval	0.00%	56.40%	23.97%	12.11%	0.00%	5.34%	35.03%						18.36%
	Santa Fe	0.00%	36.80%	0.00%	0.00%	0.00%	23.62%	0.00%						10.79%
Region 2 Totals		4.89%	37.61%	5.18%	6.20%	14.63%	17.14%	23.99%						16.46%
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%	0.00%	20.25%	34.04%	0.00%						11.47%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%	0.00%	11.57%	26.45%						7.40%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%	0.00%	0.00%	0.00%						3.25%
	SW Bernalillo	6.26%	8.61%	26.84%	30.73%	25.66%	7.19%	1.43%						14.19%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Region 3 Totals		3.53%	6.70%	23.87%	9.76%	17.46%	16.19%	5.79%						10.55%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	20.79%	28.49%	5.09%						7.84%
	Curry	0.00%	0.00%	34.75%	0.00%	0.00%	0.00%	0.00%						10.58%
	Artesia	0.00%	90.70%	0.00%	0.00%	0.00%	0.00%	16.77%						20.53%
	Carlsbad	0.00%	0.00%	58.32%	0.00%	0.00%	0.00%	0.00%						35.59%
	Lea	0.00%	19.60%	25.57%	18.08%	0.00%	0.00%	0.00%						11.33%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Region 4 Totals		0.00%	14.99%	31.33%	6.66%	13.68%	9.48%	3.44%						11.92%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	Grant	0.00%	0.00%	100.0%	0.00%	38.57%	92.00%	0.00%						30.15%
	Luna	20.47%	0.00%	0.00%	0.00%	29.65%	0.00%	10.87%						12.26%
	Otero	0.00%	0.00%	0.00%	0.00%	41.89%	41.17%	0.00%						15.00%
	S. Dona Ana	6.40%	0.00%	48.85%	28.35%	0.00%	15.70%	10.36%						23.02%
Region 5 Totals		4.23%	0.00%	33.95%	3.52%	12.74%	15.82%	4.71%						12.52%
State Totals		9.67%	13.56%	19.98%	6.94%	14.41%	13.86%	9.99%						12.50%

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 April:

- 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 160 invalid denials/closures identified, 94 were identified as incorrect closures, and 66 were identified as incorrect denials.

Negative Error Amount

160 cases out of 490 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

32.65%
CAPER
Error Rate

Incorrect Notices

32% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

68% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2021- April 2022

Total Cases in Sample Pulled for Review	525
Cases Dropped (Sampled not Reviewed by QC)	35
Total Cases Reviewed	490
Total Valid Cases	330
Total Invalid Cases	160

FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- April 2022

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice not clearly understandable	7	22	29	19.21%
Notice was sent to wrong address	4	4	8	5.30%
Failed to send notice of action	0	6	6	3.97%
Notice reason does not match reason for action	2	1	3	1.99%
Notice was not complete	2	1	3	1.99%
Policy Incorrectly applied - no other codes applicable	2	0	2	1.32%
Total	17	34	51	33.77%
Wages and Salaries				
Policy incorrectly applied- no other codes applicable	2	5	7	4.64%
Agency failed to follow up on inconsistent or incomplete information	3	4	7	4.64%
Improper income calculation	3	2	5	3.31%
Income from know/processed source included that should not have been	2	0	2	1.32%
Improper calculation – Income averaged incorrectly	1	1	2	1.32%
Failed to consider or incorrectly considered reported information	1	0	1	0.66%
Improper calculation – Income included holiday or overtime pay	1	0	1	0.66%
Total	13	12	25	16.56%
Arithmetic Computation				
Benefit/allotment/eligibility incorrectly computed	12	11	23	15.23%
Total	12	11	23	15.23%
Verification				
Improper Denial/Termination – failure to provide – verification was received or is in case file	3	2	5	3.31%
Policy incorrectly applied – no other codes applicable	0	4	4	2.65%
Verification was in case file	1	1	2	1.32%
Improper denial prior to end of timeframe for providing verification	1	0	1	0.66%
No application or case record information to support denial/termination/suspension	1	0	1	0.66%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.66%
Total	6	8	14	9.27%
Application				
Policy incorrectly applied – no other codes applicable	2	5	7	4.64%
Late denial agency failed to process the application timely	4	2	6	3.97%
Total	6	7	13	8.61%
Other				
Policy incorrectly applied – no other codes applicable	2	4	6	3.97%

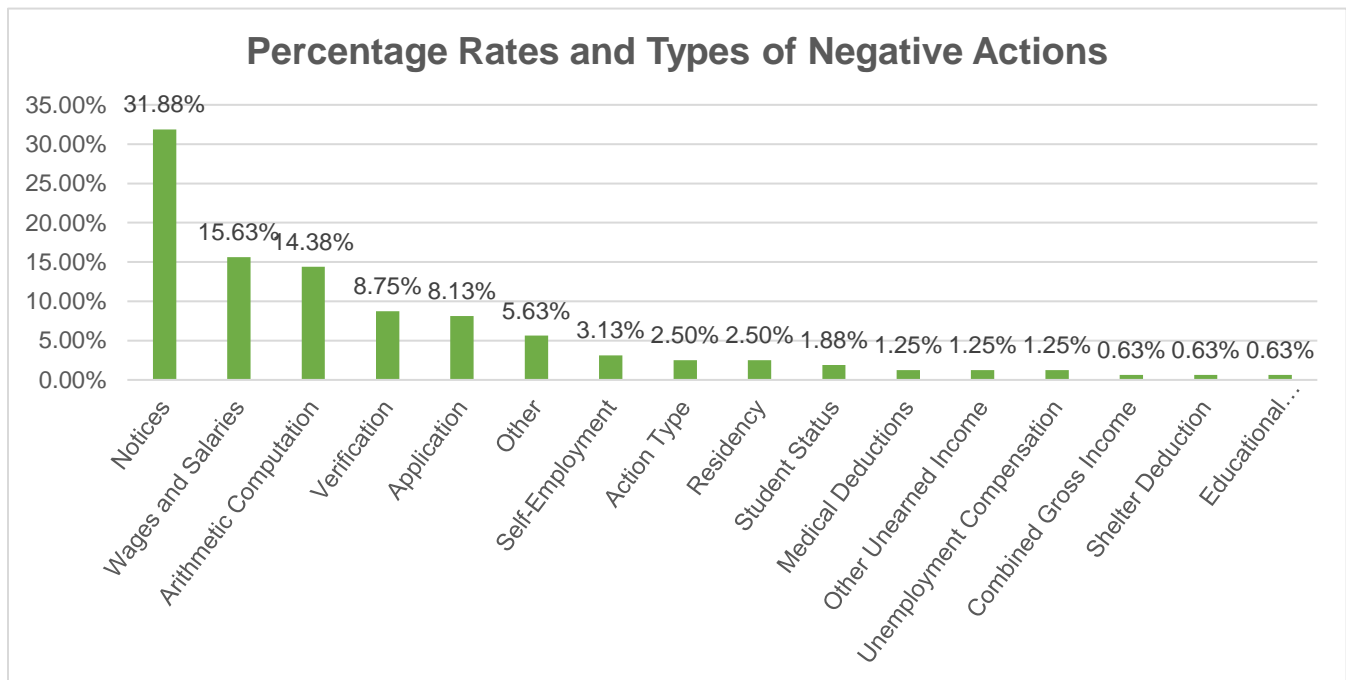
Data entry and/or coding error (includes selection of incorrect codes)	0	2	2	1.32%
Other	0	1	1	0.66%
Total	2	7	9	5.96%
Self-Employment				
Policy incorrectly applied – no other codes applicable	2	1	3	1.99%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.66%
Failed to consider or incorrectly considered reported information	0	1	1	0.66%
Total	2	3	5	3.31%
Action Type				
Policy incorrectly applied – no other codes applicable	1	3	4	2.65%
Total	1	3	4	2.65%
Residency				
Policy incorrectly applied – no other codes applicable	0	2	2	1.32%
Other	1	1	2	1.32%
Total	1	3	4	2.65%

Student Status				
Failed to consider or incorrectly considered Eligible Student Status	0	1	1	0.66%
Eligible student excluded and met exemption- Employment requirements met	1	0	1	0.66%
Eligible student excluded and met exemption – State or Federal Work Study	0	1	1	0.66%
Total	1	2	3	1.99%

FFY 2022 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2021- April 2022

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	17	10.63%	34	21.25%	51	31.88%
Wages and Salaries	13	8.13%	12	7.50%	25	15.63%
Arithmetic Computation	12	7.50%	11	6.88%	23	14.38%
Verification	6	3.75%	8	5.00%	14	8.75%
Application	6	3.75%	7	4.38%	13	8.13%
Other	2	1.25%	7	4.38%	9	5.63%
Self-Employment	2	1.25%	3	1.88%	5	3.13%
Action Type	1	0.63%	3	1.88%	4	2.50%
Residency	1	0.63%	3	1.88%	4	2.50%
Student Status	1	0.63%	2	1.25%	3	1.88%
Medical Deductions	1	0.63%	1	0.63%	2	1.25%
Other Unearned Income	2	1.25%	0	0.00%	2	1.25%
Unemployment Compensation	0	0.00%	2	1.25%	2	1.25%
Combined Gross Income	0	0.00%	1	0.63%	1	0.63%
Shelter Deduction	1	0.63%	0	0.00%	1	0.63%
Educational/Grants/Scholarships/Loans	1	0.63%	0	0.00%	1	0.63%



CAPER Error Findings as Reported to the Field Offices

April 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
451	Policy & Notice	Review of ECF found 4/18/22 HH provided an empl verification from OFI - check stubs recieved 3/18/22, 3/25/22, 4/1/22 & 4/15/22, along with paystubs 3/4/22, 3/11/22, 3/18/22, and 3/25/22. Agency failed to consider income submitted & incorrectly closed the case on failure to provide verification. QC found the negative action to close the case to be invalid as the HH provided sufficient documents - HH provided the required documents/verifications.
459	Policy & Notice	Review of ECF found no evidence that HH provided the requested unearned income verification. QC found the action to close SNAP was incorrect as the IR mailed to the HH instructed the HH to "Give proof of income for the last 30 days. Give proof only in the following cases. Give proof if you have changed employers. Give proof if your income has gone up or down by more than \$125.00 per month." RMB submitted by HH reported no change in household income. EW did not notate in case comments that evidence of an income increase was found to justify the request for verifications of income (NMAC 8.139.120.9 E). QC also noted that the IR was received timely on 2/23/22 and addressed by the agency till 46 days after it was received (NMAC 8.139.120.9 F-3) on 4/11/22.
463	Notice	Review of ECF found no evidence HH provided required verification. QC found the action to be correct, however the HUMAD and the notice of case action were mailed to an incorrect address, when HH reported during the interview the mailing address.
475	Policy & Notice	QC review of check stubs finds that agency entered gross income correctly. Check stubs on file shows 03/04/22 \$487.60; 03/11/22 \$512.62; 03/18/22 \$598.94; 03/25/22 \$424.70 for total gross income of \$2023.86. However, QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 1 person HH, NMAC policy 8.139.420.8 states all members of SNAP HH must maintain CE status for the HH to be considered CE. Categorically eligible one and two person HH's are entitled to the minimum food stamp benefit amount except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
479	Notice	QC determined action taken by agency and listed reason for closure was incorrect. Application submitted 3/1/22 client reporting physical and mailing address. Even though agency called client at correct telephone number notifications to HH inaccurate as incorrect address used.
481	Policy	QC review of CR and historical correspondence finds HH provided Business Schedule C for 2020 as proof of SE and is also a reasonable verification of Identity. Policy 8.139.400.8.B.1 states: Acceptable documentary evidence includes, but is not limited to, driver's license; work or school ID; school records; ID for health benefits or for another assistance or social services program; voter registration card; wage stubs or marriage certificate. Any document that reasonably establishes the applicant's identity must be accepted. Further SOLQ verified with SSN provided on application and 2020 taxes. QC determines action and notice are incorrect
484	Policy & Notice	Receipt of proof dated 1/14/22 sent to client for RMB 1/14/22. Agency was untimely on notification to HH for interview and no evidence found agency submitted HUMAD for proof of termination of SE. QC determined the SNAP termination is incorrect due to outdated SE earnings used and no evidence found agency verified SE earnings reported by client to note termination of SE. This review is invalid.
488	Notice	QC viewed ECF and ASPEN Correspondence History and found no evidence requested verification was provided. QC found action to be correct however found conflicting information listed on the notice and notice to be not accurate. QC determined the effective month of closure listed on the notice of May 2022 is incorrect. Review of ASPEN shows closure action on 4/3/22 was effective for the month of April 2022.
489	Policy & Notice	QC determined this review invalid as agency did not take proper action on February 2022 SNAP recertification submitted timely on 2/9/22 until 3/31/22, resulting in an incorrect application of policy in accordance with 8.139.120.8 (c). QC notes HH was notified appropriately on second delay notice 3/28/22 that agency had not set a time for an interview to discuss the renewal. However, delay notice on 3/31/22 indicated conflicting information informing HH agency had not finished reviewing renewal when agency had scheduled HH for an interview appointment. The notice did not contain the required information informing the HH of what action (interview) was required to complete the recertification process. QC also notes agency entered wrong gross earnings amount for check 3/25/22, utilizing earnings of check 4/1/22 per WN query for Angelica. QC determines despite amount in error, the correct amount would have still caused HH to be over the net income guidelines for March. QC determines income was still anticipated correctly ongoing using 4/1/22 earnings as earnings for 3/25/22 of 23 hours was not indicative per regular hours worked of 30-31.
491	Policy	QC found the closure reason was accurate, however determined this review invalid as agency did not take action on March 2022 SNAP recertification submitted timely on 3/6/22 until 4/25/22, resulting in an incorrect application of policy in accordance with 8.139.120.8 (C). QC

		also finds although agency issued a delay notice on 4/25/22, the notice did not contain the required information informing the HH of what action (interview) was required to complete the recertification process. The notice only informed the HH that the agency had not finished looking at the renewal form and documents.
495	Policy & Notice	QC determines notice and action are incorrect as HH qualified under BBCE for minimum allotment. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH from April-May and as a 2 person HH June ongoing. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC also determines NOCA sent to HH had conflicting information regarding denial reason. QC completed individual inquiry and found client received SNAP benefits under mother's case for April-May only and did not receive for June. QC finds notice reason for getting benefits in another case from April-June 2022 conflicting, as client stopped receiving benefits in May. Eligibility summary reflects she was included on case effective June. QC's inquiry also found the AFB that was submitted on 4/8/22 was placed into case's ECF.
496	Policy & Notice	QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the HH to be considered CE. Categorically eligible one and two person HH are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. Further, conflicting information listed on the notice regarding the effective month of closure. The notice sent to HH reflects closure effective June 2022, however review of ASPEN's eligibility summary showed closure action take on 4/27/22 was effective for the month of May 2022. Additionally, QC found that the calculation table reflected an inaccurate amount of \$1556.10 net income for HH. QC finds correct amount should have reflected \$1556.09 (\$1669.25 AGI- \$113.16= \$1556.09).
499	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 the notice of June 2022 is incorrect. Review of ASPEN shows closure action on 4/26/22 was effective for the month of May 2022.
500	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
503	Policy & Notice	Review of ECF found no evidence of HH providing requested verifications. QC found the closure reason was accurate, however it was determined agencies action to process March 2022 SNAP recertification submitted on 2/15/22 was untimely as per 8.139.120.8(C). QC also finds although agency issued a delay notice on 4/8/22, the notice did not contain the required information informing the HH of what action (interview) was required to complete the recertification process. The notice only informed the HH that the agency had not finished looking at the renewal form and documents. 4/14/22 another delay notice sent with proofs needed with due date of 4/30/22. Agency incorrect to take action prior to due date 4/30/22 on notice.
505	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1-2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
506	Policy & Notice	QC determined the notice reason provided to HH incorrect as HH qualified under COVID Relief Act- Expanding Student SNAP Eligibility effective 1/16/2021. QC determined work study exemptions states students must be approved for state or federal work study and student must anticipate working during this period. However, ISD IPP 21-02 shows students only have to be eligible for work study, participating not required and students are considered eligible for SNAP if estimated family contribution will be \$0 for the academic year. Students only required to meet one of these criteria. QC determined the NOCA sent to the HH also invalid as it stated, "Your SNAP benefits are closed as of June 2022". However, HH SNAP benefits closed as of May 2022, no SNAP benefits received in 5/2022.
513	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
516	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members

		of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
523	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
525	Policy & Notice	QC determined action and notice correct for denial of 03/2022 and 04/2022 SNAP benefits due to getting assistance in another state at this time. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment for ongoing months benefits determination.

FFY 2022 CAPER Error Rates

Regional and County Breakdowns

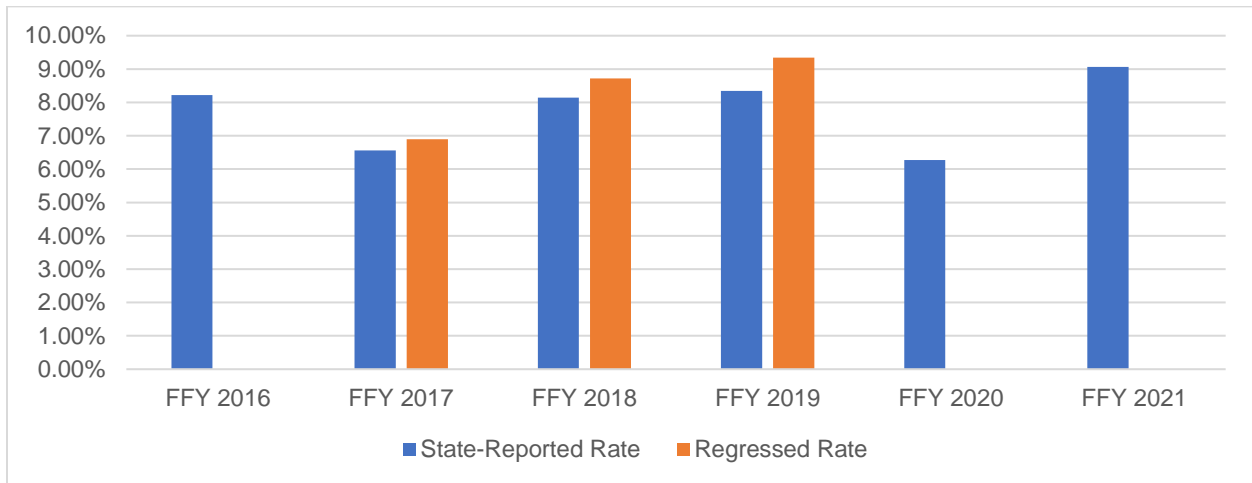
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						16.67%
	McKinley	0.00%	0.00%	75.00%	0.00%	100.0%	25.00%	0.00%						38.10%
	San Juan	50.00%	0.00%	50.00%	60.00%	20.00%	33.33%	40.00%						37.04%
	Sierra	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	100.0%						33.33%
	Socorro	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%						33.33%
	N. Valencia	0.00%	50.00%	0.00%	20.00%	100.0%	66.67%	0.00%						41.18%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	Region 1 Totals	40.00%	16.67%	46.15%	30.77%	50.00%	40.00%	30.00%						
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	66.67%	0.00%	0.00%						40.00%
	Guadalupe	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%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%	0.00%	100.0%	50.00%						44.44%
	San Miguel	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%						42.86%
	Sandoval	16.67%	0.00%	0.00%	100.00%	33.33%	50.00%	0.00%						25.00%
	Santa Fe	100.0%	0.00%	50.00%	50.00%	0.00%	0.00%	50.00%						30.77%
	Taos	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%						12.50%
Region 2 Totals	30.00%	33.33%	11.11%	40.00%	37.50%	40.00%	25.00%							30.00%
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%	50.00%	42.86%	46.67%	14.29%						30.77%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%	50.00%	66.67%	20.00%						27.27%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	100.0%						37.50%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%	33.33%	45.45%	36.36%						32.31%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
	Region 3 Totals	13.79%	14.81%	20.00%	45.83%	40.00%	50.00%	29.17%						
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	66.67%	50.00%	50.00%	0.00%						27.78%
	Curry	75.00%	0.00%	0.00%	0.00%	33.33%	100.0%	0.00%						46.67%
	Artesia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%						25.00%
	Carlsbad	100.0%	0.00%	100.0%	0.00%	100.0%	0.00%	20.00%						33.33%
	Lea	50.00%	0.00%	60.00%	33.33%	0.00%	50.00%	50.00%						40.00%
	Lincoln	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%						14.29%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%						0.00%
Region 4 Totals	50.00%	0.00%	40.00%	27.27%	50.00%	62.50%	18.75%							34.21%
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%	50.00%	50.00%	40.00%	42.86%						37.04%
	Grant	100.0%	0.00%	0.00%	100.00%	0.00%	0.00%	33.33%						42.86%
	Luna	33.33%	50.00%	0.00%	50.00%	0.00%	100.0%	100.0%						50.00%
	Otero	100.0%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%						50.00%
	S. Dona Ana	0.00%	33.33%	0.00%	66.67%	20.00%	50.00%	0.00%						31.25%
	W. Dona Ana	0.00%	0.00%	0.00%	25.00%	50.00%	14.29%	33.33%						19.23%
Region 5 Totals	28.57%	25.00%	16.67%	50.00%	38.46%	29.41%	42.86%							33.33%
State Totals	27.40%	18.31%	26.09%	40.30%	43.75%	44.59%	29.17%							32.65%

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.**

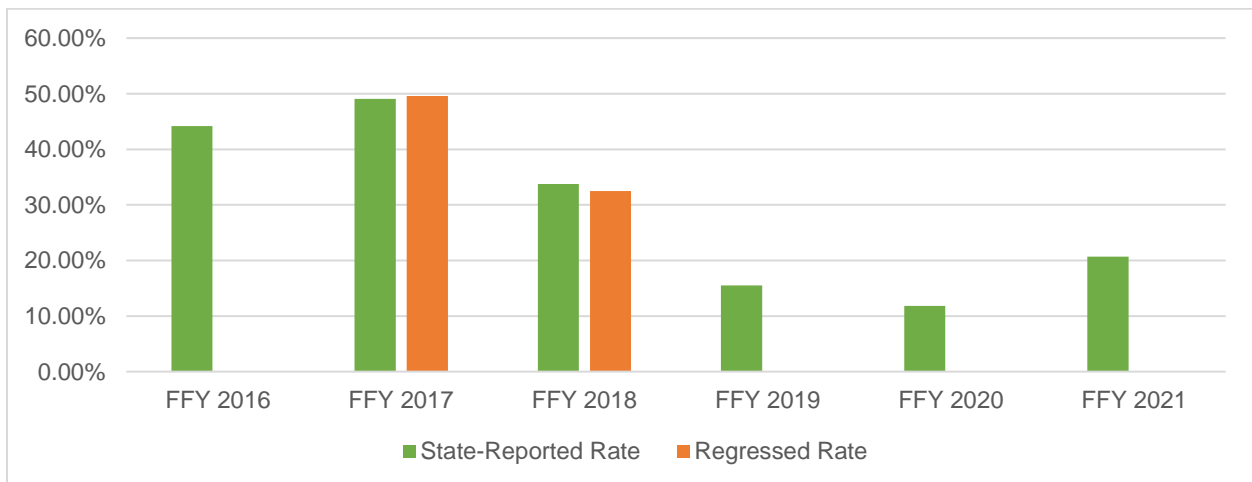
Payment Error Rate

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