

**Michelle Lujan Grisham, Governor**  
Kari Armijo, Acting Secretary  
Alex Castillo Smith, Deputy Secretary  
Kathy Slader-Huff, Acting Deputy Secretary  
Karmela Martinez, ISD Director

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## General Information Memorandum

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### ISD-GI 23-18

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division *MB*  
**DATE:** July 19, 2023  
**RE:** FFY 2023 SNAP Performance Report- Fifth

Attached please find the fifth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2023. This report includes all Quality Control (QC) findings received for the review months of October 2022- February 2023. Additional data included in this report is the recertification timeliness.

The FFY 2023 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@hsd.nm.gov](mailto:HSD.QIS@hsd.nm.gov).

Attachment: Fifth SNAP Performance Report for FFY 2023



# SNAP PERFORMANCE REPORT

**Fifth Edition**

**Federal Fiscal Year 2023**

Quality Control Review Findings  
October 2022- February 2023

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

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# SNAP Performance Report

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## SNAP Performance Report: Fifth 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 2022-February 2023**.

## 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 2023, the State Performance Goals are as follows:

<u>Payment Accuracy</u>	<u>CAPER</u>	<u>SNAP Timeliness</u>
		
<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 calculated 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 calculated 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 2022- February 2023**.

### Ineligible Benefits

\$1,206 (0.74%) in benefits were incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$16,106 in benefits were 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 \$161,890 total benefits issued within those cases.

**9.95%**  
Payment  
Error Rate

### Underpaid Benefits

\$1,691 (1.04%) in benefits were not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

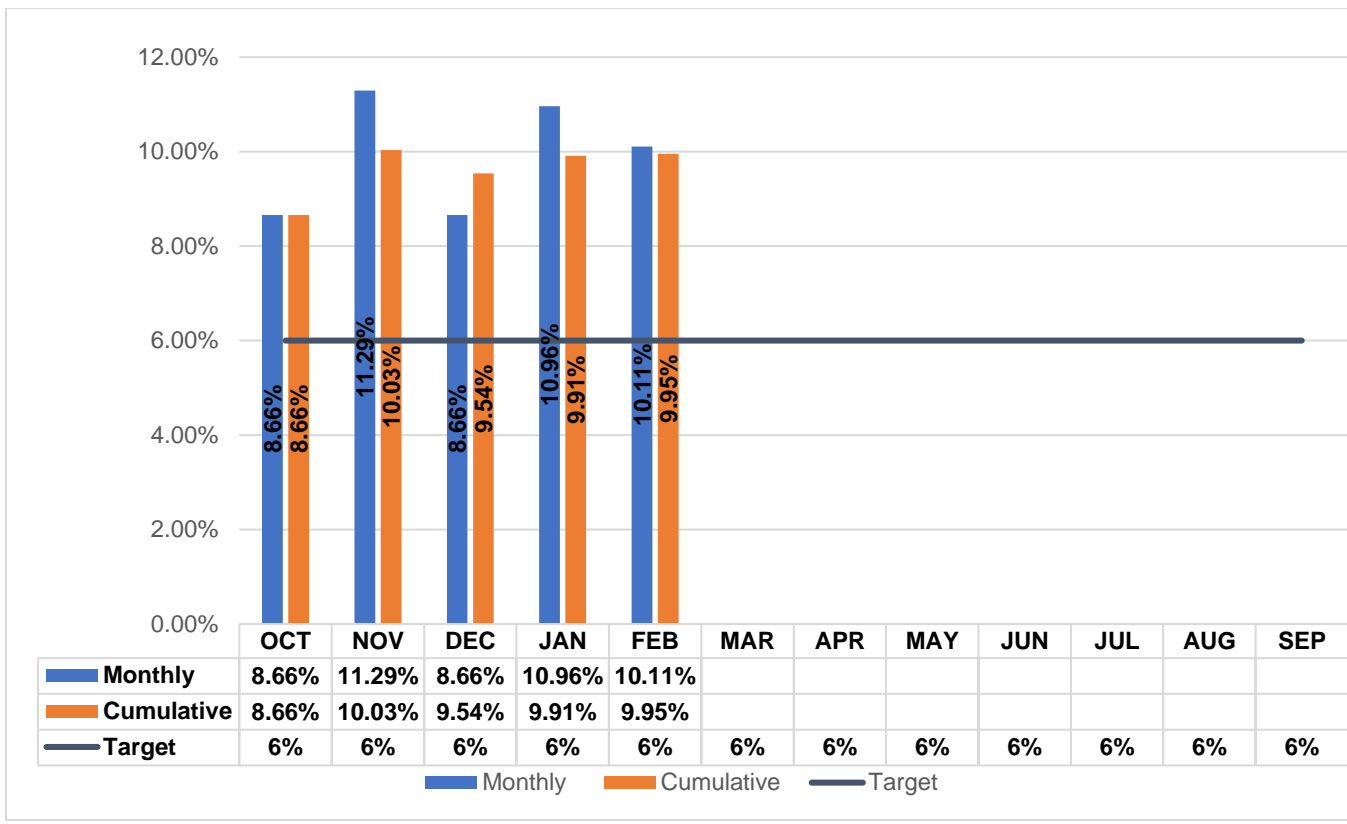
\$13,209 (8.16%) in benefits were incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - October 2022- February 2023

<b>Total Benefits Paid in QC Sample</b>	<b>\$161,890</b>
<b>Total Error Amount in QC Sample</b>	<b>\$16,106</b>
<b>Total Cases Reviewed by QC</b>	<b>427</b>
Total Cases with Errors	70
Total Correct Cases	357
Total Cases with Overpaid Benefits	53
Total Cases with Underpaid Benefits	15
Total Cases with Ineligible Benefits	2
Cases Dropped (In Sample, not Reviewed by QC)	63

# FFY 2023 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 added together.

## Are they Agency or Recipient Errors?

43%

### 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.

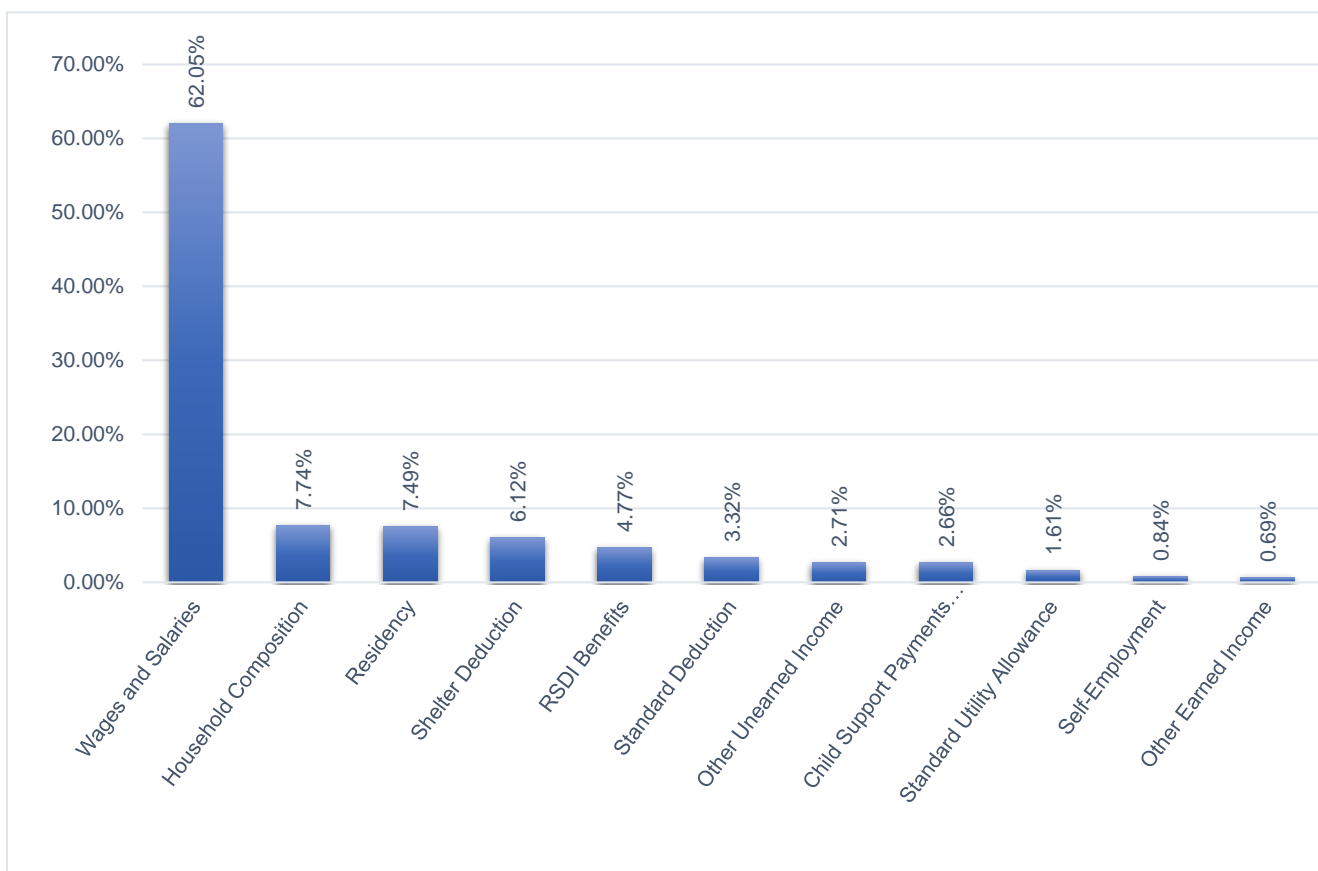
57%

### 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 2023 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2022- February 2023		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$9,994	62.05%
Household Composition	\$1,247	7.74%
Residency	\$1,206	7.49%
Shelter Deduction	\$985	6.12%
RSDI Benefits	\$769	4.77%
Standard Deduction	\$534	3.32%
Other Unearned Income	\$436	2.71%
Child Support Payments Received from Absent Parent	\$428	2.66%
Standard Utility Allowance	\$260	1.61%
Self-Employment	\$136	0.84%
Other Earned Income	\$111	0.69%



Payment Error Findings as Reported to Field Offices

February 2023 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10396	RSDI Benefits	Variance resulting from use of automatic Federal information exchange system	Over	\$150	Agency	QC determined this review eligible with an over-issuance of \$150 due to unearned income and utility expense Agency processed case allowing 1 HHM, \$851 UEI, \$375 shelter, plus HCSUA.RM circumstances determined 1 HHM, \$925 UEI, \$300 shelter with utilities included with rent. A countable variance occurred therefore agency figures corrected. Cost of living increases and other mass changes in federal benefits such as social security benefits, shall be treated as mass changes for SNAP purposes. ISD is responsible for automatically adjusting a household's SNAP benefit amount to reflect such a change. Household shall not be responsible for reporting these changes.
10428	Wages and Salaries	Less income received from this source than budgeted	Under	\$71	Agency	QC determined this review eligible with an under-issuance of \$71 due to earned income. Agency processed case allowing 2 HH members, \$1984.32 earned income, \$500 shelter plus telephone expense. RM circumstances found 2 HH members, \$1640 earned income, \$500 shelter and telephone expense, causing a countable variance in RM.
10395	Other Earned Income	More income received from this source than budgeted	Under	\$111	Client	QC determined this case eligible with an under issuance of \$111 due to SE income and dependent care expense. Agency processed case allowing 4 HHM, \$2800 Other EI, \$93.60 dependent care for two children, \$229 shelter plus HCSUA. RM circumstances found 4 HHM, \$2373 EI, \$73.36 dependent care, \$478 shelter plus HCSUA. Variance over threshold in RM; agency figures reviewed.QC found employment changed. QC verified Lessons of Life issued 1099 and pay checks while agency used client written statement to anticipate earnings. QC verified childcare expense for three children as of 2/22 - 07/22 full-time and then changed to part-time for two children as of 8/22 - RM with other child staying full-time as of 8/22 - RM. Client had only reported an expense for two children. QC corrected figures allowing 4HHM, SE \$2271, \$70 dependent care for two children at same childcare provider, \$229 shelter plus HCSUA causing an over threshold variance.
10406	Shelter Deduction	Deduction included that should not have been	Over	\$155	Agency	QC determined this case eligible with an over-issuance of \$155 due mortgage expense. Agency processed case allowing 1HHM, \$1046 RSDI, \$950 shelter plus HCSUA.RM circumstances determined 1HHM, \$1046 RSDI, \$376.08 shelter plus HCSUA, causing an over-threshold variance. Due to a countable difference, QC reviewed agency figures. QCR finds agency worker updated shelter to \$950 on 2/2022 but no case comments as to why, and mass update picked up new shelter amount and changed ongoing benefits as of 10/2022 to \$281 and



						issued a NOCA to HH. QC corrected shelter to reflect the correct amount of \$369.87 as verified and reported by HH at last action. RM circumstance used as final determination as it is the least quantitative error.
10484	Wages and Salaries	More income received from this source than budgeted	Over	\$181	Agency	QC determined this review eligible with an over issuance of \$181.00 due to earned income. Agency processed case allowing 3 HHM, \$1797.75 EI, \$650 shelter, plus \$388 HCSUA. RM circumstances determined 3 HHM, \$2591.00 EI \$650 rent plus HCSUA. RM figures results in countable variance therefore QC reviewed last action with application submitted 12/06/22 and agency used four check stubs 11/07/22-\$114; 11/14/22-\$537; 11/21/22-\$485.55 & 11/29/22-\$661.20. QC determined 11/07/22 check date is not indicative of future earnings for HH. QC used the following check dates to correct agency figures 11/14/22-\$537.45; 11/21/22-\$485.55; 11/25/22-\$661.20 & 12/05/22-\$614.78=\$2298.98 rounded \$2299.00. QC is using corrected month figures as final determination as it is the least quantitative error between both comparisons.
10407	RSDI Benefits	More income received from this source than budgeted	Over	\$88	Agency	QC determined eligible with an over issuance of \$88 due to mass change on RSDI income and incorrect shelter. Agency processed case allowing 3 HMM, RSDI \$1021.25, shelter \$66.67 property taxes \$83.33 home insurance, plus HCSUA. RM circumstances determined 3 HHM, \$1256 EI, \$1187 RSDI, \$66.21 property taxes plus HCSUA causing an over-threshold variance. Due to a countable difference, QC reviewed agency figures. QCR finds Mass update did not interface FY 23 RSDI income of \$1187. Review of PR provided 11/21 shows HH reporting to be paying only taxes.
10439	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$493	Client	QC determined this review eligible with an over-issuance of \$493 due to earned income. Agency processed case allowing 2 HHM, \$800 SE, \$0 UEI, \$800 shelter, \$46 telephone expense. RM circumstances found 2 HHM, \$2534 EI, \$775 shelter, plus HCSUA resulting in an over threshold variance due to EI exceeding Gross FPG. QC completed a 3 month look back. Prior month 1 \$2533.95, Prior month 2 \$2533.95, Prior month 3 \$2551.40. 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 11/22) is what should have been reported by HH for simplified reporting. QC allowed converted income of \$2551 based on wages received 11/11/22 \$1264.07 and 11/25/22 \$1287.33. Total EI of \$2551 exceeds gross income standard of \$2518 for HHBG of 2. HH not within the gross or net limit. state QC determined the HH qualified under the BBCE at the time of certification and therefore subject to minimum allotment as 2 person HH, error will be cited as \$493 NMAC 8.139.610.12D. QC determined 3rd month lookback error determined month was 11/22 with minimum allotment of \$23.

10464	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$493	Client	QC determined this review eligible with an over-issuance of \$493 due to earned income. Agency processed case allowing 2 HHM, \$0 EI, \$0 UEI, \$0 shelter, \$388 HCSUA. RM circumstances found 2 HHM, \$2634 EI, \$0 shelter, plus HCSUA resulting in an over threshold variance due to EI exceeding Gross FPG. QC completed a 3 month look back. Prior month 1 \$2561.50, Prior month 2 \$4030.22, Prior month 3 \$2572.18. QC determined HH had a reportable change therefore QC corrected agency figures with November 2022 prior month 3 being Final Determination month.
10451	Wages and Salaries	More income received from this source than budgeted	Over	\$293	Agency	QC determined HH eligible with an over issuance of \$296 due to earned income. CR shows agency processed case for 5 HHM \$0 EI, \$1508 UEI, \$129.90 Medical Deduction, shelter \$43.00 plus HCSUA. RM, QC verified combined EI \$2999, UEI \$1508, \$129.90 Medical Deduction, \$43.00 shelter plus HCSUA. Due to a countable difference, agency figures were reviewed. At last action, QC verified combined EI \$1233 plus UEI \$1508, Medical deduction \$129.90, shelter \$43.00 plus HCSUA. QC corrected agency figures determining action on 10/24/2022 incorrect as agency did not have any known and verified information to end wages counting since 3/2022. QC corrected figures back to agency last known and verified recert action, resulting in an over threshold variance.
10454	Child Support Payment Received from AP	Less income received from this source than budgeted	Under	\$59	Agency	QC determined this case eligible with an under issuance of \$59 due to CS income. CR shows on 11/1/22 agency processed recert allowing 2 HH members, \$357 3rd level TANF sanction and \$200.00 in child support per CSED with no shelter expenses or utilities. QC determined RM circumstances based on 2 HH members, \$2503 earned income & \$357 3rd level TANF sanction which exceeds gross income limit of \$2518. QC determined \$930.94 earned income & \$357 3rd level TANF sanction which meets the gross income limit of \$2518 in look back month 1. QC found that agency incorrectly counted child support payments totaling \$200 at last action. QC corrected agency figures allowing 2 HH members, \$0 earned income & \$357 3rd level TANF sanction with no shelter expenses or utilities for error citation as it is the lower error amount.
10462	Household Composition	Eligible person(s) with income excluded	Over	\$281	Client	QC found this review eligible with an over issuance of \$281 due to wages/salaries. Agency processed case allowing 1 HHM & \$0 income. RM circumstances determined 5 HHM (\$8190 \$4801) EI, which exceeded that gross income standard of \$4465 for a HH of 5. Due to RM exceeding the gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified 1/23 1st prior month wages totaled \$6427.04 \$1626.48 + \$4800.56) 12/22 2nd prior month wages totaled \$8849.77 \$4049.21 + \$4800.56), 11/22 3rd month prior wages totaled \$6295.49 \$1494.93 + \$4800.56). 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 11/22 3rd month prior to RM is what should

						been reported for Simplified reporting requirements. QC allowed converted income of \$6296 \$1494.93 + \$4801) EI exceeded FY23 gross income standard of \$4465 for HHBG of 5, resulting in an over issuance.
10479	Wages and Salaries	Other	Under	\$125	Agency	QC determined this review eligible with an over issuance of \$125 due to EI. Agency processed case at recertification allowing 2 HHM (one member eligible college student), EI \$960, SE \$238, Shelter \$344 plus HCSUA. RM QC verified 2 HHM (one member eligible college student), Other EI \$267, Shelter \$344 plus HCSUA. QC verified eligible college student income was received through Federal work study which is excluded from counting towards SNAP. QC corrected figures allowing 2 HHM (one member eligible college student), Other EI \$239, Shelter \$344 plus HCSUA causing over threshold variance.
10438	Wages and Salaries	Other	Over	\$346	Agency	QC determined this case eligible with an over issuance of \$346 due to income, other EI, contributions, other UEI, and child support. Agency processed case allowing 6 HHM, (HOH/ is non-citizen), \$1577.14 EI, \$171.42 Other EI, \$20.42 shelter plus HCSUA. RM circumstances determined 3 HHM ( non-citizen), \$300 Other EI, \$1929.38 UEI (\$400 contributions + \$1429.38 Other UEI + \$100 CS), \$16.40 shelter (2022 taxes) plus HCSUA which results in a variance over threshold, agency figures reviewed. QC found other individual (age 19) submitted application 9/26/22 reporting employment paid BW. CC 10/17/22 state agency added 19yr old to clients active SNAP case as living with her daughter (age 16) and their common child in HOH home. Agency mailed ISD408 requesting paystubs for 9/16/22, 9/30/22. HH provided check stubs showing a decrease in income which was not addressed by the agency. Review of 12/17/21 application shows HH reporting \$50 monthly CS and \$200 monthly rental income. CC 12/23/21 state agency verified income through CTS and entered as \$100 – no change. Receive \$200 monthly rent – entered as not verified as requesting statement. HUMAD issued due 1/7/22. CC 1/6/22 state statement received \$200 for rent, updated as rental income. Rental income is \$0 and coded as \$200 Other UEI. QC verified \$400 contributions from APs (\$250 + \$150-. CTS verified HH receives \$100 monthly from NM CSED from AP. QC corrected figures allowing 6 HHM, \$2311 EI ( \$954 + \$1357), \$700 UEI (\$400 Contributions + \$200 Other UEI + \$100 CS), \$16.30 shelter (2021 taxes) plus HCSUA causing an over threshold variance.
10442	Shelter Deduction	Deduction that should have been included was no	Under	\$122	Agency	QC determined this case eligible with an under issuance of \$122 due to shelter expense. Agency processed case allowing 1 HHM, \$1089 RSDI, no shelter expense plus HCUSA. RM circumstances determined 1 HHM, \$1089 RSDI, \$551.85 mortgage, plus HCSUA, causing an over-threshold variance. Due to a countable difference in RM, agency figures were reviewed. Last action for HH was with Recert 4/7/21 processed 4/7/21. HH provided current mortgage statement along with written statement that HH was responsible for the payments due to RSDI

						income. QCR finds agency failed to allow the reported mortgage expense of \$503.09.
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# FFY 2023 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%	0.00%								0.00%
	McKinley	0.00%	8.06%	6.12%	0.00%	0.00%								3.25%
	San Juan	3.85%	9.91%	18.67%	4.97%	0.00%								6.75%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Socorro	0.00%	0.00%	11.77%	0.00%	0.00%								5.18%
	N. Valencia	0.00%	10.12%	0.00%	8.50%	11.28%								5.22%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 1 Totals</b>		<b>0.95%</b>	<b>6.72%</b>	<b>8.25%</b>	<b>4.45%</b>	<b>2.70%</b>								<b>4.72%</b>
Region 2 Northeast Region	Colfax	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%
	Quay	100.0%	0.00%	0.00%	0.00%	0.00%								44.90%
	Rio Arriba	0.00%	15.98%	12.62%	0.00%	0.00%								8.04%
	San Miguel	0.00%	0.00%	0.00%	0.00%	22.96%								8.62%
	Sandoval	61.75%	0.00%	0.00%	0.00%	0.00%								6.06%
	Santa Fe	0.00%	4.69%	9.59%	13.83%	0.00%								8.07%
Taos	0.00%	0.00%	0.00%	17.69%	0.00%								6.64%	
<b>Region 2 Totals</b>		<b>16.24%</b>	<b>8.25%</b>	<b>5.17%</b>	<b>7.08%</b>	<b>5.12%</b>								<b>7.81%</b>
Region 3 Central Region	NE Bernalillo	27.10%	9.74%	1.66%	11.15%	0.00%								11.32%
	NW Bernalillo	0.00%	12.68%	5.11%	22.20%	0.00%								8.93%
	SE Bernalillo	0.00%	16.84%	27.20%	0.00%	30.93%								14.99%
	SW Bernalillo	14.61%	0.00%	5.78%	15.53%	18.29%								10.05%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 3 Totals</b>		<b>16.03%</b>	<b>8.93%</b>	<b>6.54%</b>	<b>13.37%</b>	<b>9.62%</b>								<b>10.75%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	17.32%								2.85%
	Curry	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	19.28%								8.64%
	Lea	21.68%	0.00%	0.00%	24.13%	37.14%								21.49%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%	
<b>Region 4 Totals</b>		<b>10.39%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>13.12%</b>	<b>23.07%</b>								<b>13.16%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	33.26%	0.00%								9.00%
	Grant	0.00%	75.36%	0.00%	8.45%	0.00%								27.13%
	Luna	0.00%	0.00%	0.00%	3.98%	0.00%								1.36%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	S. Dona Ana	21.74%	57.68%	36.04%	11.16%	22.64%								28.47%
	W. Dona Ana	0.00%	0.00%	60.70%	10.57%	7.81%								10.70%
<b>Region 5 Totals</b>		<b>0.84%</b>	<b>34.24%</b>	<b>21.99%</b>	<b>13.31%</b>	<b>7.27%</b>								<b>14.00%</b>
<b>State Totals</b>		<b>8.66%</b>	<b>11.29%</b>	<b>8.66%</b>	<b>10.96%</b>	<b>10.11%</b>								<b>9.95%</b>

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 February:*

- 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 bi-monthly staff meetings at the local field offices.

# FFY2023 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 261 invalid denials/closures identified, 53 were identified as an incorrect closure, and 208 were identified as incorrect denials.

### Negative Error Amount

261 cases out of 358 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**72.91%**  
CAPER  
Error Rate

### Incorrect Notices

8% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

92% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - October 2022- February 2023

Total Cases in Sample Pulled for Review	375
Cases Dropped (Sampled not Reviewed by QC)	17
Total Cases Reviewed	358
Total Valid Cases	97
Total Invalid Cases	261

# FFY 2023 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2022- February 2023

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Application</b>				
Late denial agency failed to process the application timely	160	8	168	64.62%
Policy incorrectly applied – no other codes applicable	3	3	6	2.31%
Failed to process the reapplication timely (recertification application)	1	2	3	1.15%
Failed to provide expedited service to expedited eligible household	1	2	3	1.15%
Failed to issue a required Notice of Missed Interview (NOMI)	2	1	3	1.15%
Improper denial for missing interview when never scheduled	0	1	1	0.38%
<b>Total</b>	<b>167</b>	<b>17</b>	<b>184</b>	<b>70.77%</b>
<b>Arithmetic Computation</b>				
Benefit/allotment/eligibility/incorrectly computed	15	18	33	12.69%
<b>Total</b>	<b>15</b>	<b>18</b>	<b>33</b>	<b>12.69%</b>
<b>Notices</b>				
Notice not clearly understandable	7	8	15	5.77%
Policy incorrectly applied- no other codes applicable	4	0	4	1.54%
Notice reason does not match reason for action	2	1	3	1.15%
<b>Total</b>	<b>13</b>	<b>9</b>	<b>22</b>	<b>8.46%</b>
<b>Wages and Salaries</b>				
Improper income calculation	2	0	2	0.77%
Improper calculation- Income averaged incorrectly	1	0	1	0.38%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.38%
Income from known/processed source included that should not have been	1	0	1	0.38%
Failed to consider or incorrectly considered reported information	1	0	1	0.38%
<b>Total</b>	<b>6</b>	<b>0</b>	<b>6</b>	<b>2.31%</b>
<b>Other</b>				
Policy incorrectly applied- no other codes applicable	2	2	4	1.54%
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>1.54%</b>
<b>Verification</b>				
Policy incorrectly applied – no other codes applicable	1	1	2	0.77%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.38%
Agency failed to follow up on known and reported impending changes	0	1	1	0.38%
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1.54%</b>

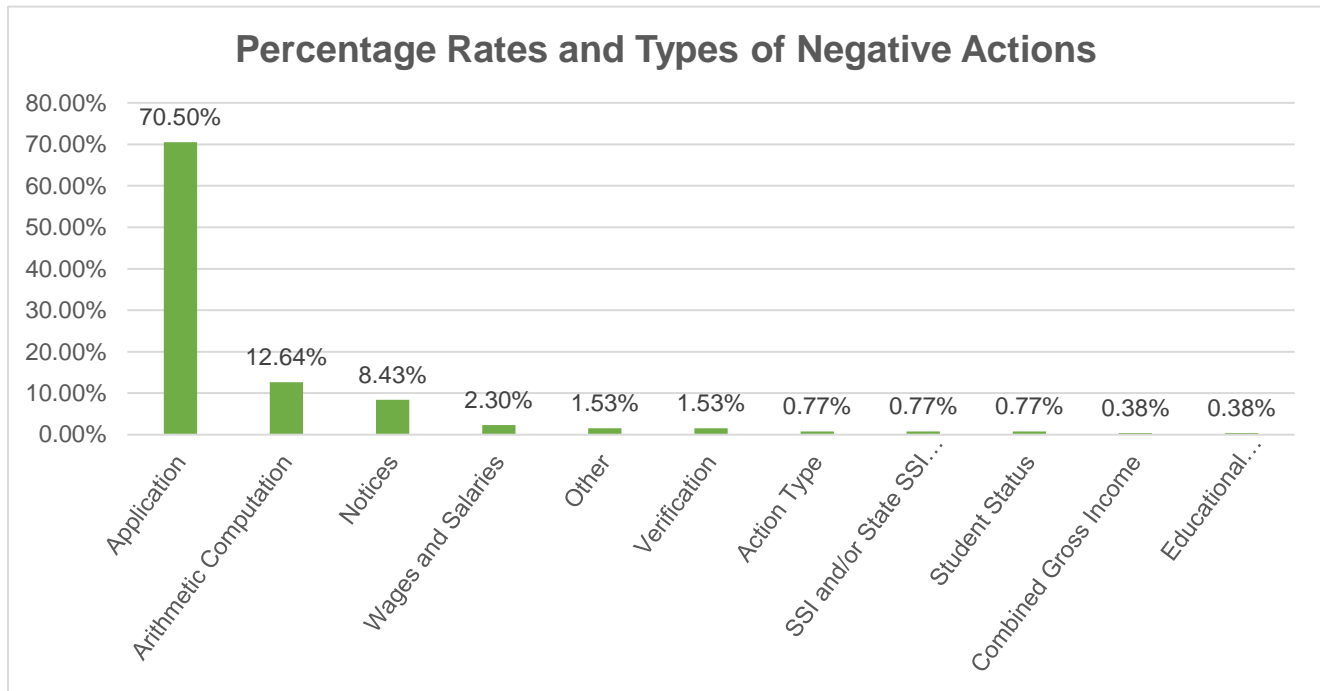


<b>Action Type</b>				
Policy incorrectly applied- no other codes applicable	0	2	2	0.77%
Total	0	2	2	0.77%
<b>SSI and/pr State SSI Supplement</b>				
Failed to consider or incorrectly considered reported information	1	1	2	0.77%
Total	1	1	2	0.77%
<b>Student Status</b>				
Eligible person(s) excluded	0	1	1	0.38%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.38%
Total	1	1	2	0.77%
<b>Combined Gross Income</b>				
Policy incorrectly applied- no other codes applicable	1	0	1	0.38%
Total	1	0	1	0.38%

## FFY 2023 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2022 –February 2023

Error	Denials		Closures		Total Invalid	Percentage Total
Application	167	63.98%	17	6.51%	184	70.50%
Arithmetic Computation	15	5.75%	18	6.90%	33	12.64%
Notices	13	4.98%	9	3.45%	22	8.43%
Wages and Salaries	6	2.30%	0	0.00%	6	2.30%
Other	2	0.77%	2	0.77%	4	1.53%
Verification	1	0.38%	3	1.15%	4	1.53%
Action Type	0	0.00%	2	0.77%	2	0.77%
SSI and/or State SSI Supplement	1	0.38%	1	0.38%	2	0.77%
Student Status	1	0.38%	1	0.38%	2	0.77%
Combined Gross Income	1	0.38%	0	0.00%	1	0.38%
Educational Grants/Scholarships/Loans	1	0.38%	0	0.00%	1	0.38%



# CAPER Error Findings as Reported to the Field Offices

February 2023 QC Reviews

Review Number	Error Reason	Detailed Error Description
303	Policy & Notice	QC determined negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside processing timeframe. System shows HH applied 1/17/2023 & action to process occurred on 2/21/2023 which exceeds to 30-day limit. Therefore, the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
304	Policy	QC finds AFB 1/10/2023 HH reported phone number. Review of case found agency did not attempt to contact HH at number listed on application for the scheduled interview. QC found action to be invalid as agency did not attempt to complete the scheduled phone interview..
305	Policy & Notice	QC determined action to process case occurred outside processing timeframe. System shows HH applied 1/5/2023 & action to process occurred on 2/9/2023 which exceeds to 30-day limit. therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
308	Notice	QC determined action correct, however notice incorrect due to not being clearly understandable. NOCA states Your SNAP benefits are closed as of April 2023, however SNAP closed effective March 1, 2023. HH did not receive any SNAP benefits in 03/2023.
310	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/14/2022 and action to process occurred on 1/20/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. QC finds HUMAD sent 1/25/23 incorrect due to requesting pay date 2/17/23 from employer, however verification is due 2/7/23. HH would not have access to requested documentation. QC finds HUMAD sent 1/20/23 requesting information from 11/2022 not clear as HUMAD's sent within 5 days of each other requesting different and unclear information.
311	Policy & Notice	QC determined negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH submitted AFB100 on 12/16/2022 and action to process occurred on 1/25/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
312	Policy	Review of case found agency used reported address for correspondence and reported phone number in attempt to interview HH. QC found that HH did contact agency to reschedule interview same day as scheduled PI. QC found PI was never reschedule. QC found action of SNAP denial to be untimely per NMAC 8.139.110.13D.
313	Policy & Notice	Review of case found agency used reported address for correspondence and reported phone number in attempt to interview HH and no evidence household contacted agency to complete interview. However, QC determined this negative action invalid due to delayed eligibility determination caused by the agency with no record of delay notice sent to HH within the initial 30-day application processing period per 8.139.110.13.D(4)(a).
314	Policy	QC determined action is invalid because documents in ECF found Employment Verification to include final pay along with Financial Aid budget verification were received timely 2/1/23 with no evidence agency addressed the verification timely NMAC 8.100.130.12. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 1/24/23 and action to process occurred on 2/28/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
315	Policy	QC determined that agency used reported address for correspondence and reported phone number in attempt to interview HH. QC finds no evidence that client completed interview; however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/15/23 and registered correctly on 01/17/23 and action to process occurred on 02/28/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.

316	Notice & Policy	QC review of CR and historical correspondence finds no evidence HH submitted verification requested to agency. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/12/22 and action to process occurred on 02/01/23 which exceeds the 30-day limit; therefore, the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3). QC noted the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. Address reported on application. ASPEN case contact information shows physical/ mailing address QC determined agency updated physical/ mailing address with client and entered in ASPEN system; therefore, notifications sent to client with incorrect address.
318	Policy & Notice	QC review of CR and historical correspondence finds no evidence HH submitted verification requested to agency. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/30/22 and action to process occurred on 02/07/23 which exceeds the 30-day limit; therefore, the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3). QC noted the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. Further, NOCA sent to client was not clear and concise. Notification notes SNAP benefits closed as of March 2023 and 2nd page notes SNAP benefits closed for months February 2023 and March 2023. Invalid due to untimely processing and notification was not clear or concise.
319	Policy	QC review of CR and historical correspondence finds evidence HH submitted verification requested on 02/20/23; after denial notification on 02/17/23. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/30/22 and action to process occurred on 02/07/23 which exceeds the 30-day limit; therefore, the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3). QC noted the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
320	Policy	QC determined that agency used reported address for correspondence and reported phone number in attempt to interview HH. Even though agency made attempts, evidence to show agency did not contact client at specified time on 02/08/23 at 11:00am. Case comments notes specified time at 11:53am cold calls made. QC finds no evidence that client completed interview; however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/03/23 and action to process occurred on 02/09/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
321	Policy & Notice	QC determined that agency used reported address for correspondence and reported phone number in attempt to interview HH. ASPEN appointment summary shows client was a no show for scheduled appointment on 2/24/23. No notice of missed appointment was sent to client. HUMAD was sent on 2/20/23 requesting EI 1/30/16 which is outdated information requested by the agency. QC finds no evidence that client completed interview; however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/17/23 and registered correctly on 01/18/23; action to process occurred on 02/24/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely. Further no notification of missed appointment was sent to client; Information is required and not completed correctly by the agency. HUMAD sent to client on 2/20/23 was not clear and concise as agency requesting outdated wages-earnings information.
322	Policy	QC determined action taken by agency invalid as QC determined no case comments documenting that an attempt to contact the HH on 11/9/2022 took place, and appointment summary scan shows 11/9 as show/waived. Per CC 2/1 outstanding report agency acknowledged the missed PI, entered a second entry for PI for 2/1 then documented as No-Show per Apt summary to trigger a denial for missed PI. QCR further notes the action to process case occurred outside the processing timeframe. System shows HH applied 10/7/22 and action to process occurred on 2/1/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date of the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13D (3). QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
323	Policy	QC determined action taken by agency and listed reason for denial was correct (registered application in error); however, QC determined action to process case occurred outside the processing timeframe and notice is procedurally confusing. HUMAD issued 2/3/2023 CC do not document why requested after noting the case to have discrepancies. System shows HH applied 12/27/22 and action to process occurred on 2/7/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar

		days following the date of the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13D (3). QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
324	Policy & Notice	QC determined action taken by agency and listed reason for denial was incorrect. Agency cites HH no longer wished to apply for benefits however the reason cited in the NOCA stated HH missed the interview. QC determined action to process case occurred outside the processing timeframe. System shows HH applied 1/11/23 and action to process occurred on 2/22/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date of the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13D (3). QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
328	Policy	QC determined action taken by agency and listed reason for denial is correct; however, QC determined action to process case occurred outside the processing timeframe. System shows HH submitted RMB 12/21/22 and action to process occurred on 2/6/23 which exceeds the 30-day limit. QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
329	Policy	QC determined negative action denial due to requested closure valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/07/23 and action occurred on 02/14/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
330	Policy	QC determined negative action closure due to Household Gross Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/17/222 and action to process occurred on 02/06/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
331	Policy	QC determined negative action closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/10/2023 and action occurred on 02/15/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
332	Policy	QC determined negative action closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/17/2023 and action occurred on 02/23/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
333	Policy	QCR notes action taken valid due to incorrect screen scraping, however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 01/17/2023 and action occurred on 02/21/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
334	Policy & Notice	QC determined negative action closure due to missed interview invalid. QC finds no indication that an interview was attempted on 1/30/23 and furthermore on 2/6/2023 HH was issued a second NOA to complete a FTF on 1/24/2023 which was prior to the NOA date. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/30/22 and action occurred on 02/06/2023 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
337	Policy & Notice	QC determined negative action closure due to failure to provide valid, however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12/30/23 and action to process occurred on 2/6/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule



		an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
338	Policy	QC determined negative action closure due to failure to provide correct, however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/28/22 and action to process occurred on 2/9/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
341	Policy	QC determined negative action closure due to Household Net Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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
342	Policy	QC determined negative action closure due to ineligible college student correct, however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 1/10/23 and action to process occurred on 2/21/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
343	Policy & Notice	QC determined negative action closure due to Household Net Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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. QCR also notes action to process case occurred outside the processing timeframe. System shows HH applied on 12/1/22 and action to process occurred on 2/13/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
344	Policy & Notice	QC determined negative action closure due to Household Net Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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. QCR also notes action to process case occurred outside the processing timeframe. System shows HH applied on 12/27/22 and action to process occurred on 2/14/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
345	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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 action to process case occurred outside the processing timeframe. System shows HH applied on 1-10-23 and action to process occurred on 02-17-23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
347	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 12-15-22 and action to process occurred on 02-06-22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11G.
349	Policy & Notice	QC reviewed ECF and history correspondence and found no evidence HH provided requested information. Proof of income in ECF is scan completed by agency. QC determined negative action and notice invalid.
350	Policy & Notice	QC determined invalid review. Although the required interview was never completed, agency failed to address attn/Care for mailing address. Application was also not completed timely. QC found action was untimely and determination of eligibility not made within 30 days. QC

		Also found mailing address was not address correctly using attn/Care of as per application submitted by HH.
351	Policy & Notice	QC determined negative action closure due to HH Gross Income exceeds the limit is invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$25.00 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.
352	Policy	QC determined review invalid as agency failed to process recertification application timely. HH submitted RMB before the 15th on the month, agency did not take action until 2/7/23.
354	Policy & Notice	QC determined no NOMI was issued for first scheduled interview on 2/13/23. A NOMI was issued correctly on 2/23/23. QC Also determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/17/22 and action to process occurred on 2/23/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
355	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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.
356	Policy	QC determined all notices were issued correctly as HH missed scheduled appointment, however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 1/13/23 and action to process occurred on 2/14/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
357	Policy	QC review of ASPEN history correspondence and ECF found no evidence showing HH provided all requested verification. Proof of income listed in ECF on 2/14/23 is DOL inquiry completed by agency. QC determined action and notice are correct however, action to process case occurred outside the processing timeframe. System shows HH applied on 1/9/23 and action to process occurred on 2/27/23 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13 D (3).
360	Policy	QC determined action to process case occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 1/12/23 however, action to begin the application process did not occur until 2/8/23; interview scheduled for 2/13/23 at that time household requested to reschedule interview for 2/17/23. HH missed interview and NOMI was not issued until 2/21/23. The initial interview was scheduled and attempted beyond 10 working days and eligibility determination occurred beyond 30 days on 2/21/23.
362	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23 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.
363	Policy	QC reviewed ECF which shows HH provide school document on 1/23/23, however school document is only a billing statement. QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied on 1/9/23 however action to begin the application process did not occur until 1/23/23, interview occurred beyond 10 working days and eligibility determination occurred beyond 30 days on 2/22/23.
364	Notice	QC reviewed ECF which shows no evidence HH submitted requested verification for a determination. QC determined that although HH did not provide requested verification, notice to HH is inaccurate as income was not verified.
365	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23 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.
366	Policy & Notice	CR show NOMI issued to HH on 2/3/2023 informing HH interview missed, and agency would need to contact agency to complete interview. NOCA issued informing HH SNAP denial due to missed interview. QC determined action to process application occurred beyond processing timeliness resulting an invalid action. CR shows HH applied 1/3/23 however action to begin the application process did not occur until 1/31/23; an interview occurred beyond 10 working days and eligibility determination occurred beyond 30 days on 2/13/23. QC also determined agency should have continued with interview and requested additional information to make proper determination.

368	Policy	QC determined negative action closure due to Gross income exceeding limit invalid. HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 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. QC determined agency action incorrect.
369	Policy	QC determined this review invalid based on NMAC Policy 8.139.120.9 (I)(5) Providing verification: The household shall be allowed 10 calendar days from the date a change is reported to provide verification, if necessary. If the household fails to provide necessary verification, its' SNAP benefit amount shall revert to the original benefit amount. CR shows HH on active SNAP with cert period 10/01/2021-09/30/2023. HH submitted AFB on 11/25/2022 reporting \$745 RSDI plus \$1956 SSI. Agency issued HUMAD 1/4/2023 requesting SSI and RSDI due 1/18/2023. QC notes HH is elderly and therefore exempt from gross standard. QC determined per policy 8.139.120.9 (I)(5) SNAP should had reverted back to original benefit amount, rather than closing. QC determined action and notice incorrect.
371	Policy	QC determined negative action closure due to ineligible student invalid. CR shows agency did not request FSP 420 or financial aid verification. Per verification ECF, client is on work study and IPP 21-02 client is eligible as the Consolidated Appropriations Act 2021 temporarily expanded SNAP eligibility for certain types of college students as of January 16, 2021, through the end of the Public Health Emergency (PHE). These were students who: Are eligible to participate in state or federally financed work study during the regular school year. QC determined negative action incorrect.
372	Policy & Notice	QC determined negative action Invalid. QC finds on 2/6/2023 HH was a no show to scheduled PI. ASPEN history correspondence shows the agency suppressed the NOMA, therefore failed to issue the required notice of missed interview. QC determined action and notice incorrect.
373	Policy & Notice	QC determined negative action of closure due to missed interview invalid as the agency did not give the HH a proper chance to complete interview as HH should have been scheduled for a FTF as there is no phone number listed on case or RMB. NOA does not give the HH a location to complete the interview FTF, and agency closed the case the same day the NOMA was issued. QC determined the agency did not allow the applicant an opportunity to participate. Notice and action invalid.
374	Policy	QC determined negative action closure due to Gross income exceeding limit invalid. HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 to 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.
301	Policy & Notice	QC finds that HH completed required interview. QC determined action to process case occurred outside processing timeframe. System shows HH applied 12/28/2022 & action to process occurred on 2/2/2023 which exceeds 30-day limit, therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3). QC noted the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. QC finds application was previously registered and denied correctly. QC finds action taken on 2/2/23 to re-request SNAP application from initial request date incorrect. Since application remained valid for 30 days, per policy, SNAP should have been requested from denial date. QC finds action to process SNAP using income verified per client statement incorrect. QC finds notice and action invalid.
302	Policy & Notice	QC found Notice of Case Action released to HH was not clearly understandable as the HH had provided all required documents/verifications. QC located required documents in ECF. QC finds loss of employment submitted 2/8/2023 and paystubs 1/12 and 1/26 also submitted 2/8/2023 prior to agency closure. QC determined action to process case occurred outside processing timeframe. System shows HH applied on 1/4/2023 & action to process occurred on 2/21/2023 which is exceeds 30 day limit to process.



FFY 2023 CAPER Error Rates

Regional and County Breakdowns

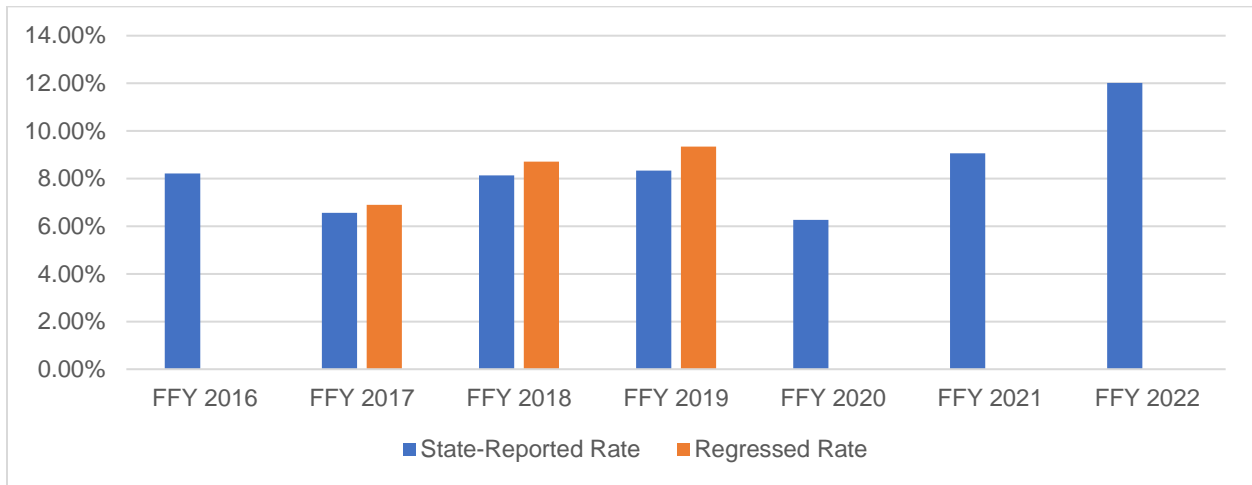
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	100.0%	0.00%	0.00%								100.0%
	McKinley	100.0%	100.0%	50.00%	100.0%	50.00%								69.23%
	San Juan	50.00%	66.67%	50.00%	66.67%	100.0%								66.67%
	Sierra	0.00%	100.0%	0.00%	100.0%	0.00%								100.0%
	Socorro	100.0%	100.0%	100.0%	0.00%	0.00%								100.0%
	N. Valencia	66.67%	25.00%	100.0%	100.0%	0.00%								64.29%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	<b>Region 1 Totals</b>	<b>64.29%</b>	<b>60.00%</b>	<b>69.23%</b>	<b>84.62%</b>	<b>72.73%</b>								
Region 2 Northeast Region	Colfax	50.00%	0.00%	0.00%	0.00%	100.0%								66.67%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
	Quay	50.00%	0.00%	0.00%	0.00%	0.00%								50.00%
	Rio Arriba	50.00%	100.0%	66.67%	100.0%	50.00%								73.33%
	San Miguel	0.00%	0.00%	100.0%	0.00%	100.0%								75.00%
	Sandoval	50.00%	85.71%	87.50%	50.00%	100.0%								82.61%
	Santa Fe	0.00%	100.0%	0.00%	100.0%	50.00%								83.33%
	Taos	0.00%	50.00%	0.00%	100.0%	50.00%								60.00%
<b>Region 2 Totals</b>	<b>44.44%</b>	<b>80.00%</b>	<b>76.92%</b>	<b>90.91%</b>	<b>73.33%</b>									<b>74.60%</b>
Region 3 Central Region	NE Bernalillo	66.67%	100.0%	85.71%	71.43%	80.00%								78.95%
	NW Bernalillo	66.67%	57.14%	100.0%	80.00%	80.00%								76.92%
	SE Bernalillo	0.00%	0.00%	100.0%	0.00%	100.0%								42.86%
	SW Bernalillo	25.00%	62.50%	83.33%	66.67%	71.43%								64.52%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%								100.0%
	<b>Region 3 Totals</b>	<b>54.17%</b>	<b>70.00%</b>	<b>91.67%</b>	<b>68.00%</b>	<b>78.26%</b>								
Region 4 Southeast Region	Chaves	0.00%	60.00%	66.67%	0.00%	100.0%								66.67%
	Curry	25.00%	100.0%	100.0%	100.0%	0.00%								64.29%
	Artesia	50.00%	0.00%	0.00%	0.00%	0.00%								50.00%
	Carlsbad	0.00%	0.00%	100.0%	100.0%	100.0%								100.0%
	Lea	66.67%	50.00%	50.00%	83.33%	0.00%								62.50%
	Lincoln	100.0%	0.00%	0.00%	0.00%	0.00%								100.0%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%								0.00%
<b>Region 4 Totals</b>	<b>50.00%</b>	<b>69.23%</b>	<b>71.43%</b>	<b>90.91%</b>	<b>57.14%</b>									<b>68.75%</b>
Region 5 Southwest Region	E. Dona Ana	75.00%	66.67%	66.67%	50.00%	100.0%								72.22%
	Grant	100.0%	100.0%	66.67%	100.0%	100.0%								87.50%
	Luna	100.0%	0.00%	100.0%	50.00%	100.0%								80.00%
	Otero	0.00%	33.33%	100.0%	100.0%	50.00%								63.64%
	S. Dona Ana	85.71%	100.0%	100.0%	100.0%	0.00%								83.33%
	W. Dona Ana	50.00%	50.00%	100.0%	66.67%	100.0%								80.00%
<b>Region 5 Totals</b>	<b>75.00%</b>	<b>60.00%</b>	<b>84.62%</b>	<b>73.33%</b>	<b>87.50%</b>									<b>77.14%</b>
<b>State Totals</b>	<b>58.90%</b>	<b>69.12%</b>	<b>81.43%</b>	<b>78.67%</b>	<b>76.39%</b>									<b>72.91%</b>

# FFY 2023 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 and FFY 2022 have not been issued at the time of this report.**

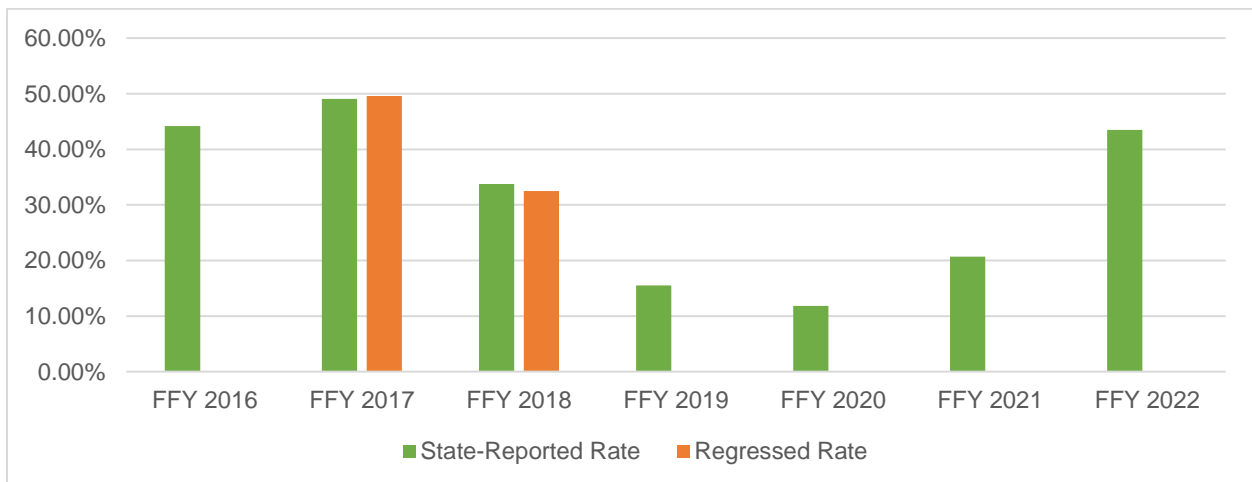
## Payment Error Rate

*Current Fiscal Year and Previous Fiscal Years*



## CAPER Error Rate

*Current Fiscal Year and Previous Fiscal Years*



# FFY 2023 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2023 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												
	McKinley		100.0%	100.0%	100.0%								
	San Juan		100.0%										
	Sierra												
	Socorro												
	N. Valencia					100.0%							
	S. Valencia												
<b>Region 1 Totals</b>			75.00%	100.0%	100.0%	100.0%							
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay	100.0%											
	Rio Arriba												
	San Miguel												
	Sandoval	100.0%											
	Santa Fe					100.0%							
	Taos												
<b>Region 2 Totals</b>	100.0%				100.0%								
Region 3 Central	NE Bernalillo		50.00%	0.00%	66.67%								
	NW Bernalillo		100.0%	100.0%	100.0%								
	SE Bernalillo		100.0%	100.0%		100.0%							
	SW Bernalillo	100.0%		100.0%		75.00%							
	Torrance												
	<b>Region 3 Totals</b>	100.0%	75.00%	75.00%	75.00%	80.00%							
N Region 4 Southeast	Chaves												
	Curry	100.0%		100.0%		100.0%							
	Artesia												
	Carlsbad	100.0%		0.00%		50.00%							
	Lea												
	Lincoln												
	Roosevelt												
<b>Region 4 Totals</b>	100.0%		50.00%		50.00%								
Region 5 Southwest	E. Dona Ana		100.0%										
	Grant				100.0%								
	Luna												
	Otero												
	S. Dona Ana		100.0%										
	W. Dona Ana				50.00%	100.0%							
	<b>Region 5 Totals</b>		100.0%		66.67%	100.0%							
<b>Statewide Totals</b>	100.0%	62.50%	71.43%	75.00%	75.00%								