




STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary
Karmela Martinez, Director ISD

General Information Memorandum

ISD-GI 21-05

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: March 11, 2021
RE: FFY 2020 SNAP Performance Report-Final

Attached please find the final issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2020. This report includes all Quality Control (QC) findings received for the review months of October 2019 through September 2020. Additional data included in this report is the recertification timeliness.

The FFY 2020 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 Case Error Demolition Team. These reviews should be reviewed within three business days.

If there are any questions or comments, please contact Carolyn Craven, of the Quality Assessment Bureau, at 827-7224 or e-mail at Carolyn.Craven@state.nm.us.

Attachment: Final SNAP Performance Report for FFY 2020



SNAP PERFORMANCE REPORT

Final Edition

Federal Fiscal Year 2020

Quality Control Review Findings
October 2019 – September 2020

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

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SNAP Performance Report

SNAP Performance Report: Final Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2020 includes all Quality Control (QC) findings received for the review months of **October 2019 through September 2020**. *Please note that due to the COVID-19 Public Health Emergency, this Performance Report does not reflect QC reviews for the months of March, April, and May, as reviews were waived for the three months.*

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 2020, the State Performance Goals are as follows:

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

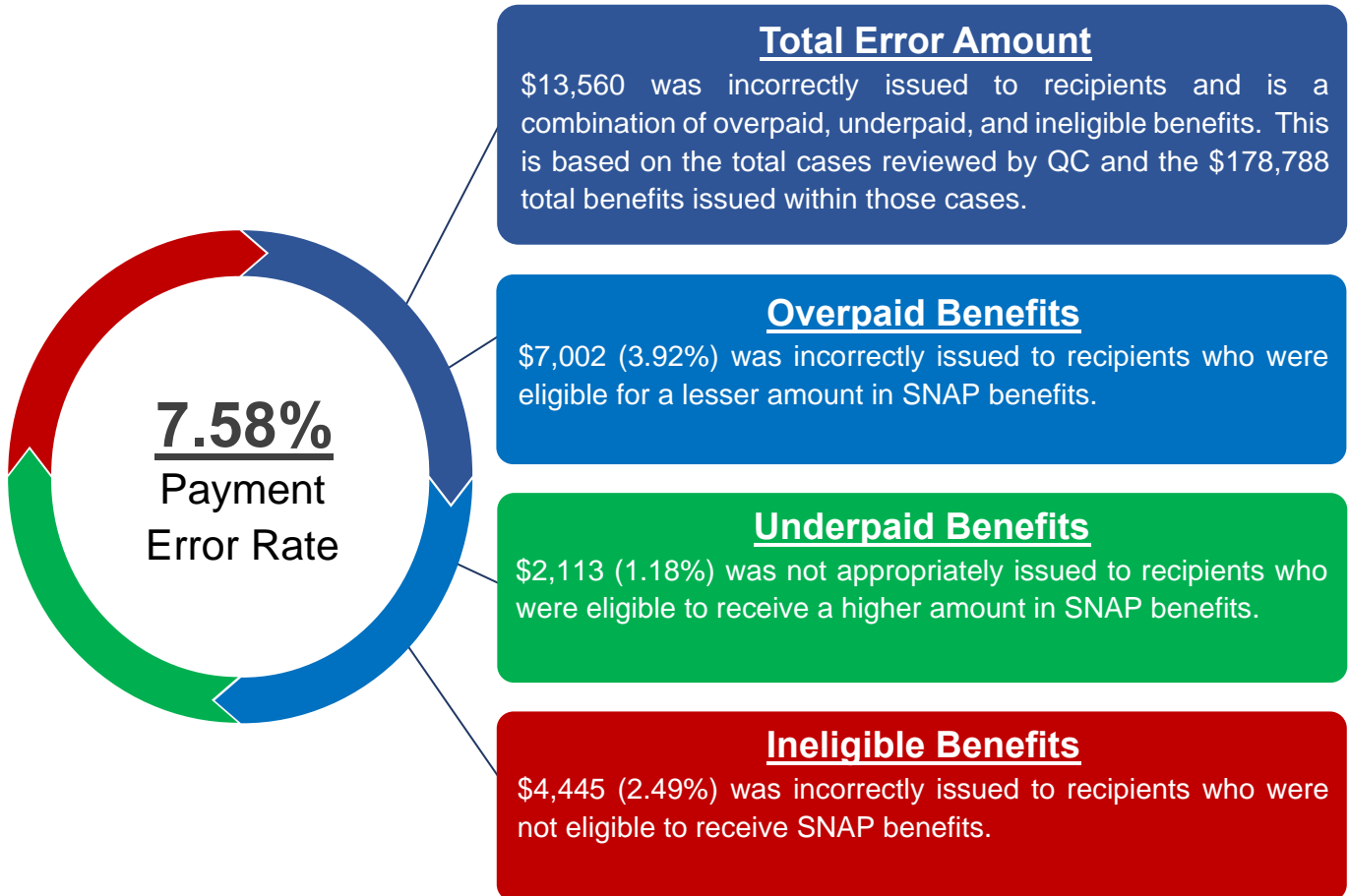
The Payment Error Rate is figured from the QC Positive Sample cases for the review month, which are the cases actively receiving SNAP benefits. QC reviews the last action taken on the case to certify the eligibility, which could be an Application, Interim Report, or Recertification.

The CAPER Error Rate is figured from the QC Negative Sample cases for the review month, which are SNAP cases that were denied or terminated during the review month. QC reviews the last action taken to deny/terminate eligibility. The CAPER rate reviews the caseworker action and notices sent to the household. If a notice is not clear and concise and/or does not match the case record, the case is found in error even if the action to deny the case was correct.

Payment Accuracy

State Cumulative Payment Error Rate

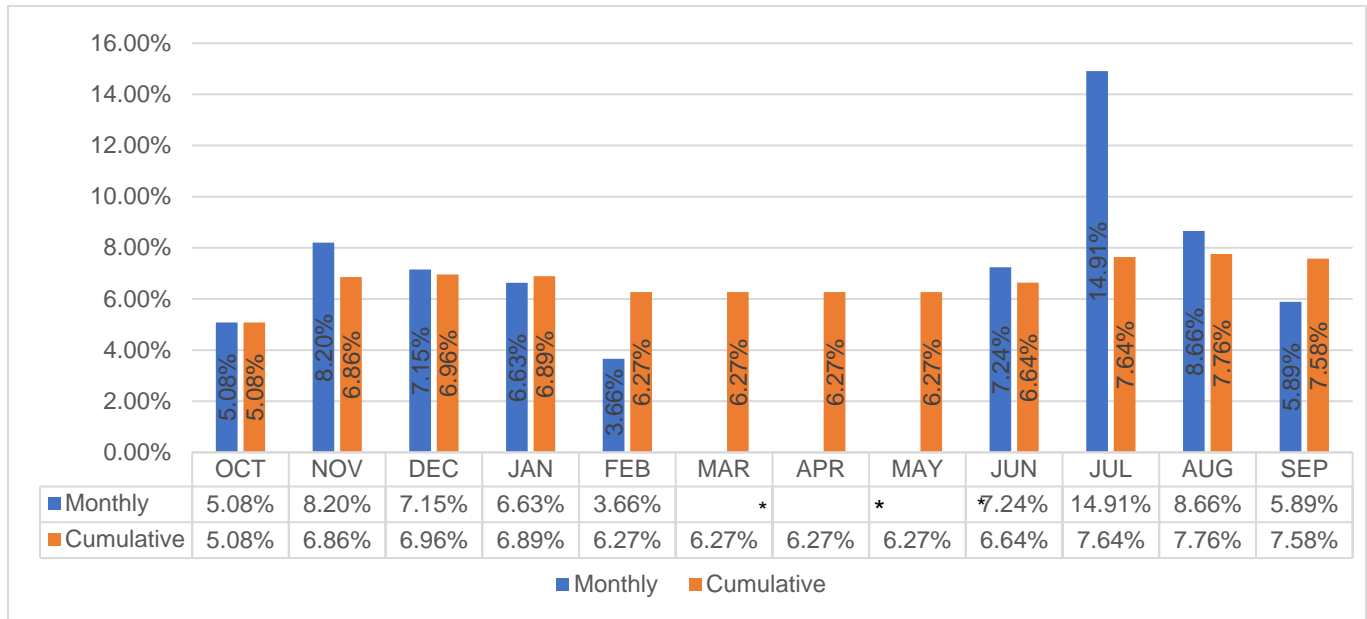
The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of October 2019 through September 2020.



Total Benefits Paid	\$178,788
Total Error Amount	\$13,560
Total Cases Reviewed by QC	747
Total Cases with Errors	104
Total Correct Cases	643
Total Cases with Overpaid Benefits	62
Total Cases with Underpaid Benefits	21
Total Cases with Ineligible Benefits	21
Cases Dropped (Not Reviewed by QC)	135

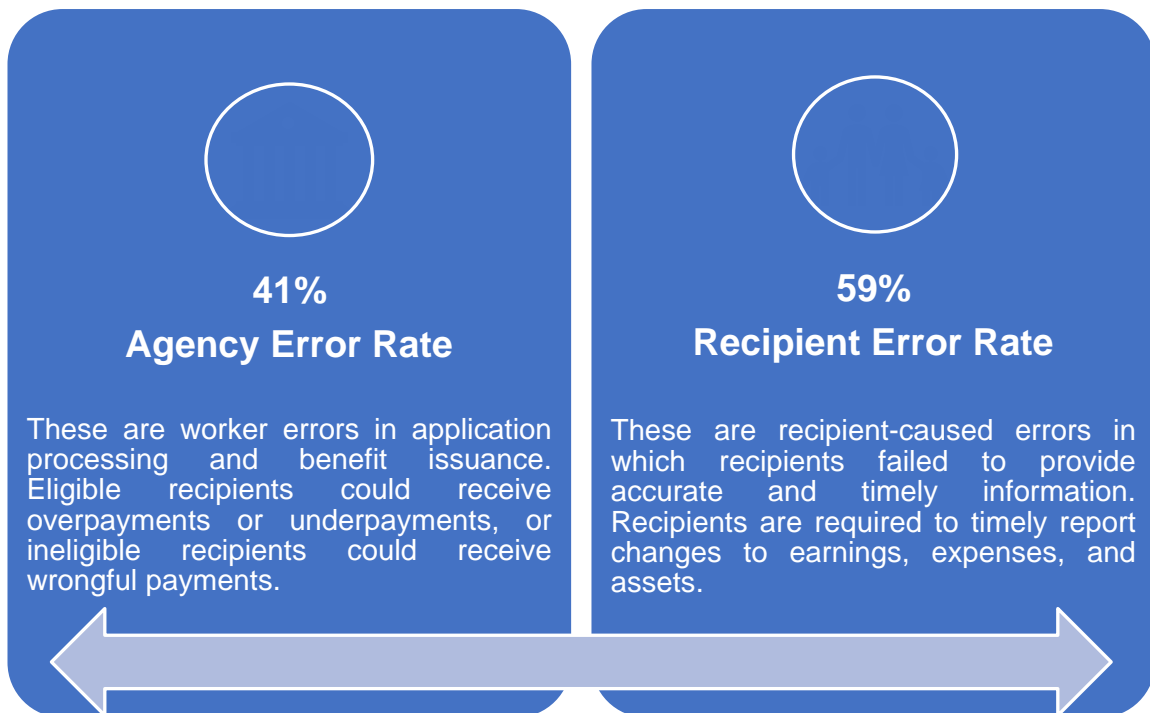
State Payment Error Rates

Monthly vs. Cumulative Error Rates



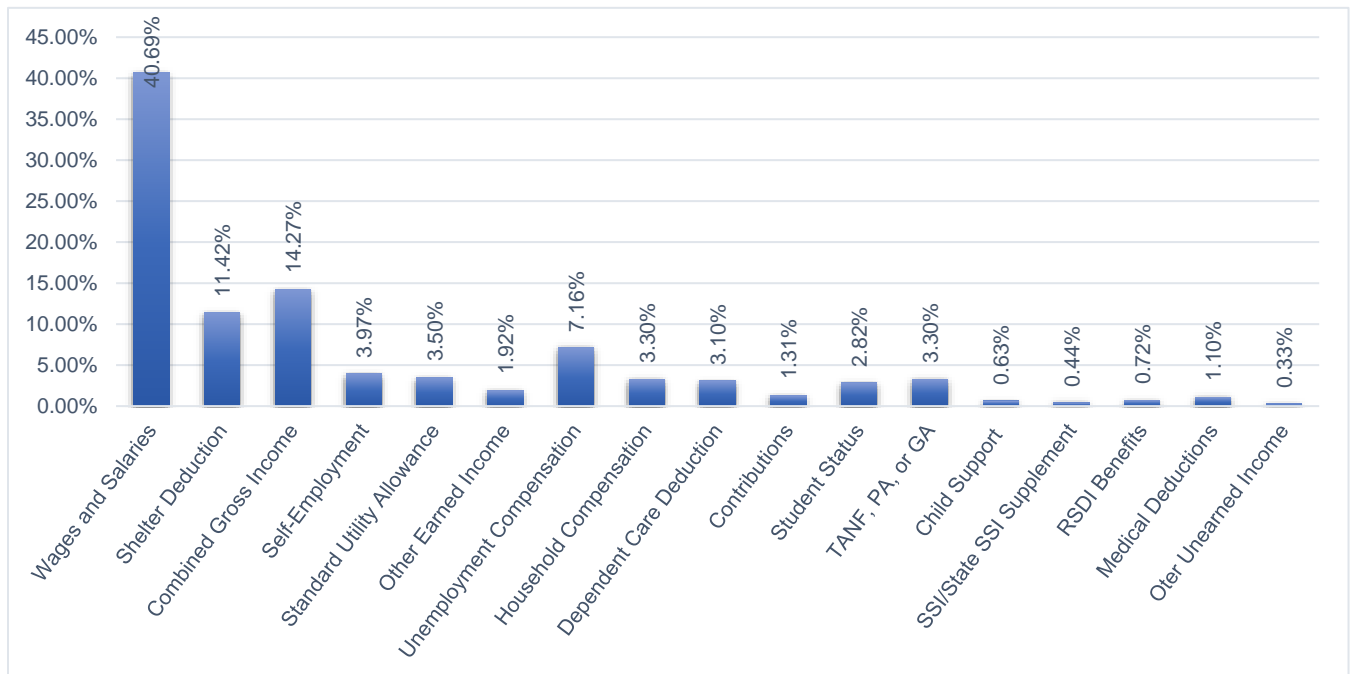
***Due to the COVID-19 Public Health Emergency, monthly payment error amounts were not calculated for March, April, or May. QC reviews were waived for these three months, per FNS guidance.**

Are they Agency or Recipient Errors?



SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$5,518	40.69%
Shelter Deduction	\$1,549	11.42%
Combined Gross Income	\$1,935	14.27%
Self-Employment	\$539	3.97%
Standard Utility Allowance	\$475	3.50%
Other Earned Income	\$261	1.92%
Unemployment Compensation	\$971	7.16%
Household Composition	\$448	3.30%
Dependent Care Deduction	\$421	3.10%
Contributions	\$177	1.31%
Student Status	\$382	2.82%
TANF, PA, or GA	\$448	3.30%
Child Support Payments Received from Absent Parent	\$85	0.63%
SSI and/or State SSI Supplement	\$59	0.44%
RSDI Benefits	\$98	0.72%
Medical Deductions	\$149	1.10%
Other Unearned Income	\$45	0.33%
Totals	\$13,560	100%



Payment Error Findings as Reported to Field Offices

September 2020 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
11102	Shelter Deduction	Deduction included that should not have been	Over	\$43	<p>QC determined case review eligible with an over issuance of \$43 due to shelter expense.</p> <p>CR shows application submitted on 1/23/20 reporting earned income. Mortgage of \$860 and property insurance of \$195. Agency processed application allowing earned income of \$2160. Mortgage \$860 and insurance \$195.</p> <p>For benefit month under review: QC verified receiving UCB of \$461 weekly or monthly \$1844. QC verified terminated income from 06/20. QC verified received income of \$2794.06. QC determined combined gross income of \$4639; Household exceeded limit for HH of 4 of \$3541.</p> <p>QC reviewed 3 month look back to determine if a reportable change occurred within simplified reporting. QC verified HH was under gross limit for month 08/20; therefore, reviewed agency figures and will be final determination. At last action EI \$2160 was correct. QC verified \$861.98 total Mortgage that include escrow. HH does not pay separate home insurance/taxes. QC allowed \$860 mortgage of what was reported; \$860 shelter expense allowed as application had disclaimer for failure to report expenses accurately. HH not entitled to unreported shelter expense of \$861.98.</p>
11136	Other Earned Income	Failed to consider or incorrectly considered income of an ineligible member	Over	\$45	<p>QC determined this case eligible with an over issuance of \$45 due to other earned income, TANF and HCSUA.</p> <p>CR shows HH submitted 05/30/20 application reporting no changes to income. 06/01/20 case comment state recert due for SNAP and TANF; household reported four members, no changes of income, therefore, continues SE in housecleaning and income will remain same; to be addressed at next recertification. Agency completed recert allowing no EI or UEI for 3 eligible SNAP members.</p> <p>For benefit month under review, QC verified household of 4 HH with 3 eligible SNAP members, \$300 TANF and \$320 self-employment of housecleaning paid \$40/day 2 days/week paid weekly; \$240 prorated EI. QC verified pays utility bills to sister therefore eligible for HCSUA. RM based on \$240 other EI, \$300 TANF plus HCSUA allowed.</p> <p>RM made countable difference, reviewed agency figures and will be final determination. QC determined agency did not include known income earnings from SE. Further, QC determined TANF amount of \$300 not counted toward SNAP benefit. Review of CR shows TANF and SNAP show same certification period and both programs processed on the same day at last action. QC verified HH as being paying for light bill to sister and 05/29/19 case comment indicates client reported paying light bill and phone with agency further notating no changes in expenses at IR 12/19 and recert 5/20 but HCSUA was not allowed with no explanation. Corrected figures based on \$240 other EI, \$300 TANF plus HCSUA allowed.</p>

11129	Wages and Salaries	Change only in amount of earnings	Ineligible	\$95	RM HH reported employment. Verified income with pay stubs received: RM verified \$2600 EI and \$1754 EI. RM total EI of \$4356 exceeded gross limit standard of \$2326 165% FPG to determine HH ineligible. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed: Month 8/20 EI of \$2600 and EI of \$1283.25, month 7/20 EI of \$3250 and EI of \$1289.85, month 6/20 EI of \$2600 and EI of \$1229.70. QC determined HH exceeded the income standard of \$2326 in each of the 3 months therefore a reportable change occurred. QC determined 3rd month prior to RM (06/20) used what should have been reported for SR to determine \$2600 EI based on wages 6/5/20 \$650, 6/12/20 \$650, 6/19/20 \$650 and 6/26/20 \$650 and \$1230 EI based on wages 6/12/20 \$586.80 and 6/26/20 \$642.90. \$3830 combined gross income exceeds gross income standard of \$2326 for HHBG of
11078	Unemployment Compensation	Unreported source of income	Ineligible	\$194	DOL inquiry show active claim status with file date of 4/17/20 & effective date of 4/12/20 for Claim #1. Active claim status with file date of 4/26/20 & effective date of 3/29/20 for Claim #2. RM total UCB \$1844 based on checks 9/6/20 \$461, 9/13/20 \$461, 9/20/20 \$461, 9/27/20 \$461. QC determined HH exceeded gross income standard of \$1718. Due to RM income exceeding gross income standard the prior 3 months were reviewed: Month 8/20 UEI from UCB \$2305, month 7/20 UEI from UCB \$4244, month 6/20 UEI from UCB \$5305. DOL inquiry shows months 7/20 & 6/20 HH received weekly \$600 COVID19PUA plus weekly \$461 UCB. HH exceeded the income standard in each of the 3 months therefore a reportable change occurred. QC determined 3rd month prior to RM (month 06/20) used what should have been reported for SR to determine \$4244 of UCB. \$4244 exceeding gross income standard of \$1718 for HHBG of one.
11174	Student Status	Other	Over	\$161	QC verified client moved for college to obtain a bachelor's degree 7/6/20. Prorated EI of \$400 verified with employer beginning April 2020 (\$10 per hour 30 hours per week). Verified with University FT student as an incoming freshman BA degree program with no work study. QC reviewed agency figures to determine that prior to recertification application of 7/14/20 client had moved out of the HH to attend college. HH verified moved out on 7/6/20 to attend college. QC determined agency failed to verify HH composition and student status as HH reported client attending University. QC determined client was not part of HH at time of recert & further determined client is an ineligible college student at start of certification period 08/1/20. QC verified employment ended in March 2020 & HH failed to report new employment for Luis. Corrected figures based on \$400 EI, \$380.39 shelter plus HCSUA for 1 eligible HH member.
11122	Wages and Salaries	Unreported source of income	Ineligible	\$84	HH reported to QC \$25 contribution from her mother. Further stated she had not worked & provided a written statement from employer indicating she did not work from May 2020 - August 2020. QC verified with employer HH received 2 paystubs in 9/20 9/11/20 \$599.11 & 9/25/20 \$698.84. Further verified that in 9/20 rate of pay was \$10.25/hr, with no tips, OT, or shift differentials; indicative schedule is set to 33 hours/week at \$10.25/hr. Contact with Mother verified that she gave client a \$25 contribution in 09/20. RM based on \$1298 EI, \$617 RSDI and \$25 in monthly contribution. \$1513 net monthly income determined after all allowable deductions; \$1513 over net income limit of \$1041. Agency figures: HH failed to report receipt of EI that started in 8/20. Agency figures were corrected allowing

					\$1353 EI based on EV of scheduled hours at 33 hours/week at \$10.25/hr. EV used due to new employment as of 08/20. Corrected figures based on \$1353 EI, \$617 RSDI, \$0 monthly contribution. \$1532 net monthly income after all allowable deductions over net income limit of \$1041.
11149	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$67	RM determined combined gross income of \$5599 is over the gross limits. Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed: Month 8/20 1st month - EI \$2724.80 & EI \$2837.34 to total EI of \$5562.14; 7/20 2nd month EI \$3041.33 & EI \$2652.80 to total EI of \$5694.13; 6/20 3rd month EI \$2374 & to total EI of \$4643.76. QC determined HH exceeded the standard of \$3541 in each of the 3 months therefore a reportable change occurred. QC determined 3rd month prior to RM (month 6/20) used what should have been reported for SR to determine \$2374 EI based on wages 6/12/20 \$1187.20 & 6/26/20 \$1187.20 and \$2269 EI based on wages 6/9/20 \$1269.22 & 6/23/20 \$1000.04. \$4643 total EI plus \$213.70 CS; \$4857 combined gross income exceeds gross income standard of \$3,541.
11112	Shelter Deduction	Deduction included that should not have been	Over	\$67	QC finds that due to ASPEN system programming RSDI income amount did not update f at Federal COLA increase to allow \$968 RSDI effective 01/20. QC verified with LL monthly shelter expense of \$600 plus pays additional \$200 for monthly utilities since move in date with no changes. QC verified \$600 monthly shelter expense plus heating/cooling expense. Due to disclaimer listed on 5/3/19 application HH forfeited the right to HCSUA allowance. Review of 5/19 application notes \$800 rent includes utilities with separate telephone expense and 9/19 IR reports \$800 HUD leaving utility expenses blank. No evidence found HH reporting separate heating/cooling expenses contacts with agency. No LIHEAP assistance within FY found for HH. QC allowed obligated shelter expense of \$600 & allowed TS in both comparisons. Corrected figures final determination.
11162	Wages and Salaries	More income received from this source than budgeted	Over	\$48	RM: QC verified prorated EI amount of \$902 & \$1120, monthly childcare payment of \$200 plus \$62.10 mileage (108 miles monthly), mortgage \$372 and property taxes of \$23.59. RM based on prorated gross EI of \$2022, \$372 Mortgage plus \$23.59 taxes plus HCSUA with \$262.10 dependent care deduction allowed. Comp II: No current wages found; QC made contact with employer to verify client is scheduled 40 hrs wky at \$14 hrly; hourly wage increased \$14 from \$13 2/7/20. At IR, agency notes \$937 EI based on wages 3/13/20 \$937.60; excluded 3/31/20 of \$793.61 notating based on work history income for this check too low. Further, 6/11/20 agency notes SNAP benefits sustained; however, gross income test shows \$1977 prorated combined income allowed based on \$925 EI & \$1040 EI ; \$925 EI based on wages provided for MA application. QC used same wages for client provided for MA application to determine prorated \$926 EI. QC determined dependent care expense had not been verified since recert action of 10/16/19. QC verified \$200 mthly childcare expense plus \$62.10 mileage effective 3/20. Corrected figures based on prorated gross EI of \$2046 and \$926. EI \$1120 EI, \$372 Mortgage plus \$23.59 taxes plus HCSUA with \$262.10 dependent care deduction allowed. RM was lesser error between both comparisons.

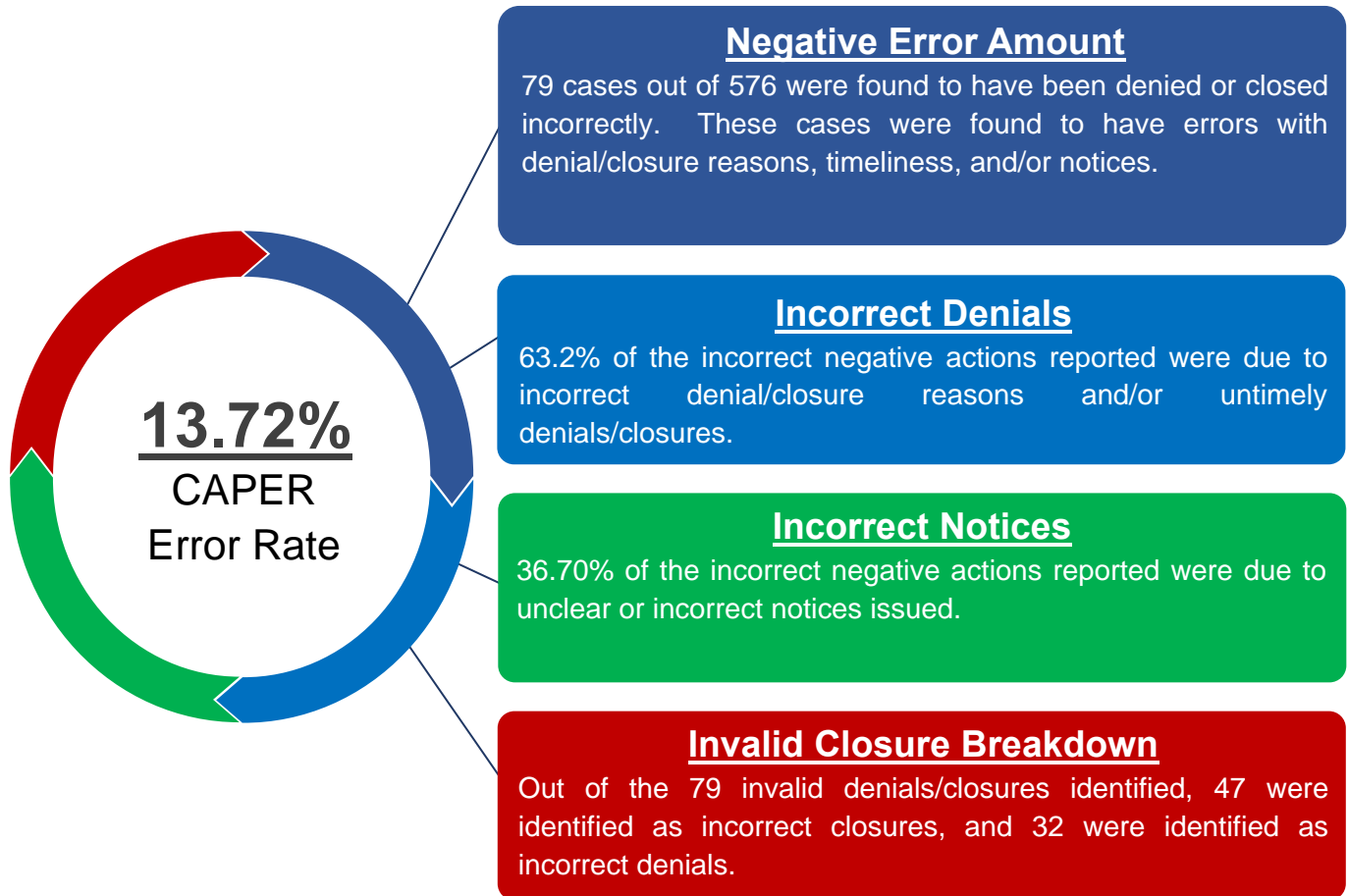
SNAP Payment Error Rates

Regional and County Breakdowns

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	12.47%	0.00%	5.60%				0.00%	0.00%	7.70%	0.00%	6.49%
	McKinley	35.08%	0.00%	0.00%	3.41%	0.00%				0.00%	0.00%	0.00%	0.00%	3.53%
	San Juan	18.80%	34.10%	21.64%	37.55%	0.00%				20.85%	36.67%	11.83%	4.21%	22.76%
	Sierra	0.00%	8.55%	0.00%	0.00%	84.31%				0.00%	0.00%	0.00%	16.31%	12.36%
	Socorro	0.00%	0.00%	0.00%	0.00%	20.34%				0.00%	0.00%	0.00%	0.00%	6.32%
	N. Valencia	0.00%	0.00%	12.07%	0.00%	0.00%				0.00%	9.21%	0.00%	0.00%	3.82%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
Region 1 Totals		15.63%	15.78%	10.43%	8.98%	5.45%				8.18%	19.97%	6.56%	5.69%	11.10%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Rio Arriba	0.00%	0.00%	91.75%	0.00%	0.00%				0.00%	0.00%	15.03%	0.00%	5.52%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%				21.39%	0.00%	0.00%	0.00%	1.71%
	Sandoval	8.68%	4.40%	22.38%	0.00%	0.00%				0.00%	0.00%	32.76%	0.00%	5.80%
	Santa Fe	3.25%	0.00%	0.00%	0.00%	0.00%				0.00%	19.87%	0.00%	22.51%	7.01%
Taos	0.00%	7.38%	35.68%	54.55%	0.00%				0.00%	0.00%	0.00%	0.00%	13.35%	
Region 2 Totals		3.55%	2.22%	16.71%	6.47%	0.00%				2.24%	11.29%	9.83%	6.50%	6.43%
Region 3 Central Region	NE Bernalillo	17.41%	6.10%	15.57%	0.00%	7.50%				0.00%	0.00%	9.48%	0.00%	6.50%
	NW Bernalillo	18.68%	14.56%	0.00%	4.62%	25.26%				14.35%	21.96%	3.00%	57.14%	12.88%
	SE Bernalillo	14.18%	0.00%	3.05%	4.22%	0.00%				0.00%	22.42%	0.00%	0.00%	2.28%
	SW Bernalillo	0.00%	16.46%	3.35%	7.34%	0.00%				4.37%	54.04%	6.77%	7.55%	9.31%
	Torrance	12.84%	0.00%	5.41%	0.00%	69.32%				0.00%	0.00%	64.97%	0.00%	18.49%
Region 3 Totals		12.80%	9.93%	4.03%	3.35%	5.73%				5.42%	28.92%	8.36%	11.07%	8.72%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	12.75%	7.31%	7.20%	3.59%
	Curry	0.00%	9.52%	0.00%	0.00%	0.00%				25.56%	0.00%	14.20%	0.00%	9.52%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Lea	0.00%	0.00%	0.00%	0.00%	0.00%				5.32%	0.00%	0.00%	0.00%	0.50%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
Region 4 Totals		0.00%	4.23%	0.00%	0.00%	0.00%				18.17%	2.54%	5.52%	1.55%	3.98%
Region 5 Southwest Region	E. Dona Ana	0.00%	23.56%	0.00%	64.18%	0.00%				0.00%	0.00%	15.23%	0.00%	8.57%
	Grant	0.00%	0.00%	0.00%	34.90%	0.00%				0.00%	0.00%	33.06%	0.00%	10.02%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Otero	0.00%	0.00%	26.85%	0.00%	0.00%				18.34%	0.00%	0.00%	0.00%	10.67%
	S. Dona Ana	0.00%	14.83%	0.00%	0.00%	9.56%				2.43%	0.00%	11.83%	3.55%	5.46%
W. Dona Ana	0.00%	0.00%	0.00%	17.35%	0.00%				0.00%	0.00%	0.00%	4.56%	1.89%	
Region 5 Totals		0.00%	4.15%	1.91%	21.72%	4.21%				6.71%	0.00%	11.46%	3.09%	5.50%
State Totals		6.53%	8.20%	7.15%	6.63%	3.66%				7.24%	14.91%	8.66%	5.98%	7.58%

CAPER

State Cumulative Negative Error Rate



Total Sample Pulled for Review	675
Cases Dropped (Not Reviewed by QC)	99
Total Cases Reviewed	576
Total Valid Cases	497
Total Invalid Cases	79

Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2019 - September 2020

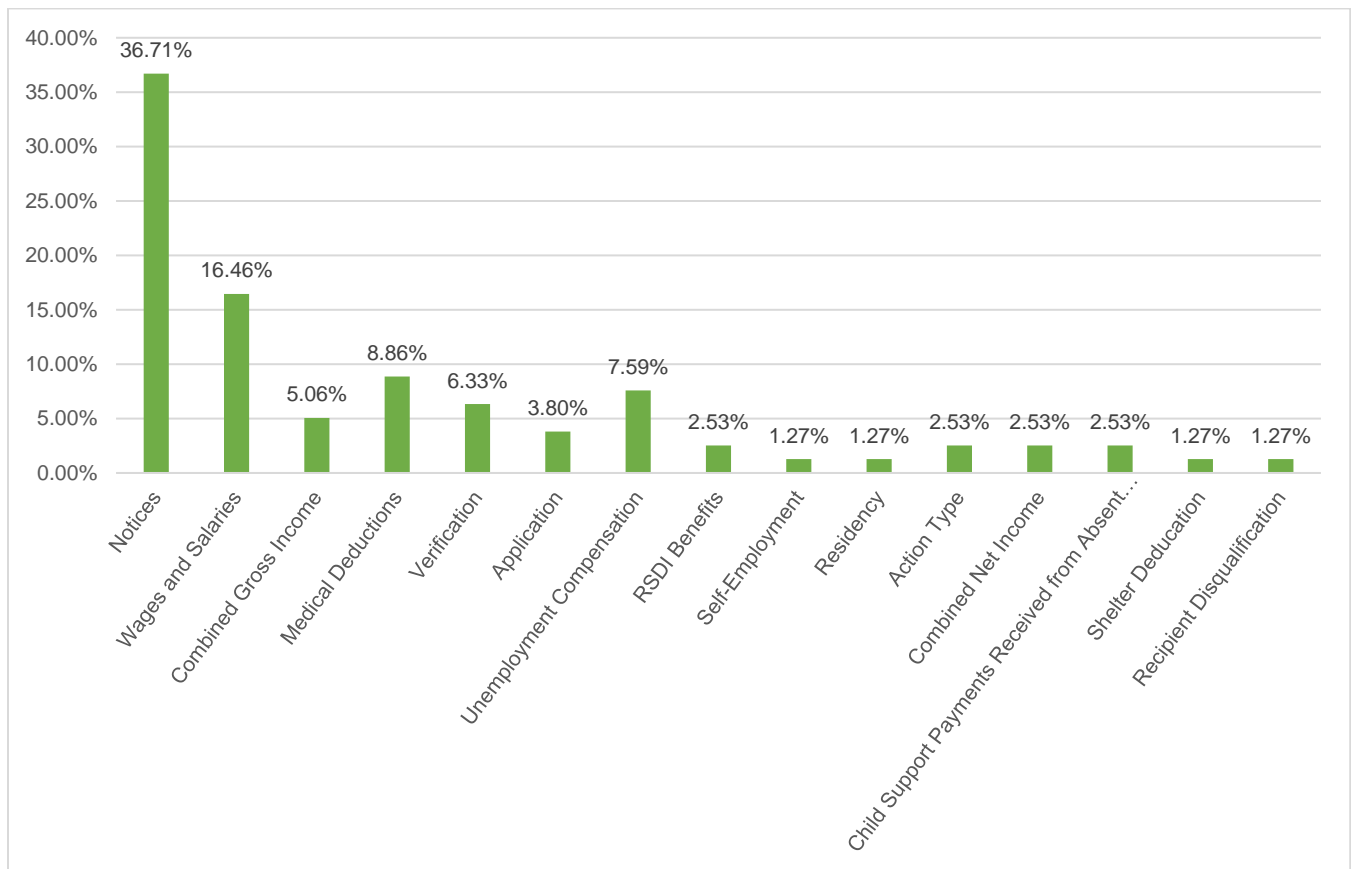
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Notices				
Notice sent to wrong address	1	8	9	12.33%
Notice not complete	3	1	4	5.48%
Notice not clearly understandable	0	3	3	4.11%
Notice reason does not match action	4	3	7	9.59%
Policy incorrectly applied	1	5	6	8.22%
Total	9	20	29	39.73%
Wages and Salaries				
Agency failed to follow up on known and reported changes	2	0	2	2.74%
Policy incorrectly applied	3	2	5	6.85%
Improper income calculation	3	0	3	4.11%
Agency failed to follow up on inconsistent/incomplete information	0	3	3	4.11%
Total	8	5	13	17.81%
Verification				
Improper Denial/Termination. Verification not provided or was found in case file already.	0	3	3	4.11%
Verification was in the case file	0	1	1	1.37%
Policy incorrectly Applied	0	1	1	1.37%
Total	0	5	5	6.85%
Combined Gross Income				
Does not exceed prescribed limit	1	1	2	2.74%
Policy incorrectly applied	1	1	2	2.74%
Total	2	2	4	5.48%
Medical Deductions				
Deduction not included that should have been	3	0	3	4.11%
Failed to consider or incorrectly considered medical deductions	2	2	4	5.48%
Total	5	2	7	9.59%
Application				
Denial before the 30 th day	1	0	1	1.37%
Late Denial agency failed to process the application timely	1	0	1	1.37%
Failed to process the reapplication timely (recertification application)	0	1	1	1.37%
Total	2	1	3	4.11%
Unemployment Compensation				
Policy incorrectly applied	1	0	1	1.37%
Failed to consider or Incorrectly considered reported information	1	2	3	4.11%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.37%
Agency failed to follow up on known and reported impending changes	0	1	1	1.37%
Total	3	3	6	8.22%

Action Type				
Improper termination or suspension for failure to meet reporting requirements	0	1	1	1.37%
Policy incorrectly applied	0	1	1	1.37%
Total	0	2	2	2.74%
Combined Net Income				
Does not exceed prescribed limit	1	0	1	1.37%
Policy incorrectly applied	0	1	1	1.37%
Total	1	1	2	2.74%
Child Support Payments Received from Absent Parent				
Income from known/processed sources included that should not have been	0	1	1	1.37%
Improper calculation/income averaged incorrectly	0	1	1	1.37%
Total	0	2	2	2.74%

CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	9	11.39%	20	25.32%	29	36.71%
Wages and Salaries	8	10.13%	5	6.33%	13	16.46%
Combined Gross Income	2	2.53%	2	2.53%	4	5.06%
Medical Deductions	5	6.33%	2	2.53%	7	8.86%
Verification	0	0.00%	5	6.33%	5	6.33%
Application	2	2.53%	1	1.27%	3	3.80%
Unemployment Compensation	3	3.80%	3	3.80%	6	7.59%
RSDI Benefits	1	1.27%	1	1.27%	2	2.53%
Action Type	0	0.00%	2	2.53%	2	2.53%
Combined Net Income	1	1.27%	1	1.27%	2	2.53%
Child Support Payments Received from Absent Parent	0	0.00%	2	2.53%	2	2.53%
Shelter Deduction	1	1.27%	0	0.00%	1	1.27%
Self-Employment	0	0.00%	1	1.27%	1	1.27%
Recipient Disqualification	0	0.00%	1	1.27%	1	1.27%
Residency	0	0.00%	1	1.27%	1	1.27%



CAPER Error Findings as Reported to the Field Offices

September 2020 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
826	Notice	QC determines ASPEN incorrectly determined income in September and further states the household is denied for benefits due to being over net income limits. Review of CR shows HH does meet the net income limit of \$1778. Negative invalid.
837	Policy & Notice	VA award letter located in ECF verified \$1966.96 payment as of 12/01/2019 ongoing; GI bill was verified by phone. Agency did not consider reported childcare deductions reported by HH and did not code client as disabled (VA disability) therefore uncapped shelter not allowed, agency did not review GI bill to determine after spend down if there were any countable monies making this an invalid denial. No evidence found agency requested or verified all expenses reported by HH. QC finds the notice is not clear, concise and accurate on all reasons.
850	Notice	QC review of income verified with SOLQ shows RSDI \$1283. QC finds that household reported medical expense on application and finds no deduction allowed. No evidence to determine agency requested or verified all expenses reported by HH. QC also found that agency allowed renters insurance as part of shelter expense which is not an allowable expense. QC determined action and notice are incorrect.
870	Notice	QC found HUMAD incorrectly requested income verification dated 9/25/20, which is after HUMAD due date 9/17/20. QC determined income incorrectly requested, resulting in an incorrect action and notice.
878	Policy & Notice	Review of CR QC found no evidence supporting SNAP calculations figures used to determine eligibility. Unable to determine how EI of \$1584.59 was determined.
880	Notice	Review of CS inquiry shows arrears are not consistent; therefore, cannot be anticipated monthly and should not have been allowed. QC determined the current amount of CS varies monthly and the agency should have taken a 6-month average for more accurate CS determination. QC averaged CS and determined \$718 CS based on 2/20 \$796.52, 3/20 \$800, 4/20 \$800, 5/20 \$599.80, 6/20 \$513.42 & 7/20 \$800. QC determined this review invalid due to incorrect amounts used at agency processing. QC determined notice incorrect due to notice/snap calculation table.
885	Policy	QC determined notice incorrect as the HH submitted AFB on 9/22/2020 that should have been applied to the IR. QC determined this negative review invalid due to no information to support action taken resulting in incorrect closure.

890	Notice	Review of CR shows recertification application was sent on 8/12/20. Notice sent includes Box #. Review of application and case comments dated 02/28/20 does not indicate Box #. QC determined this review invalid due to incorrect mailing address.
893	Policy & Notice	QC determined notice incorrect as the SNAP calculation table does not include SE income. QC determined EI correct based on wages 8/6/20 \$1300.80 & 8/20/20 \$1300.80. QC determined calculations for SE incorrect. QC corrected agency SE Figures: schedule C verified \$5530 yearly; allowable expenses include \$50 in legal/professional fees and \$105 office expense = \$155 in allowable deductions. QC determined HH not eligible for utility expense of \$469 or business use of home dwelling expense of \$575 as the HH claims the full shelter and utilities toward the residence for snap deductions, it is not an allowable cost for both, as the HH is entitled to the standard utility allowance and shelter for its residence and no deduction of shelter or utilities for the cost of doing business. QC determined \$5530 SE - \$155 in allowable expenses = \$5375/12 months = \$447.91. \$2601.6 EI, \$447.91 SE EI = \$3050 total gross income - \$610 EID - \$181 SD = \$2259 over limit of \$2184 QC determined action and notice incorrect as calculation table is not reflecting the SE income for SNAP.

CAPER Error Rates

Regional and County Breakdowns

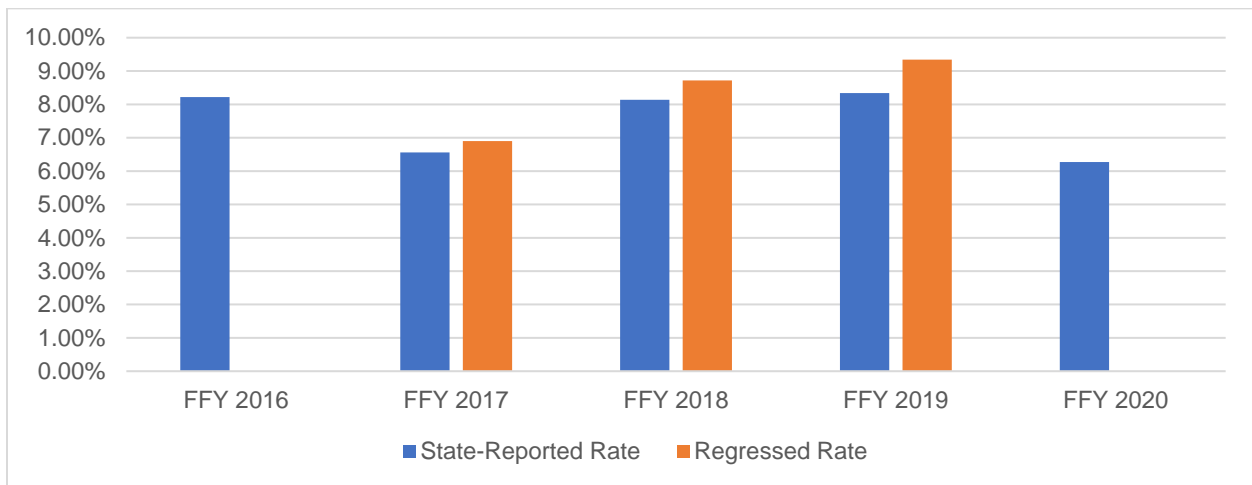
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	50.00%	100.00%	0.00%				0.00%	0.00%	0.00%	0.00%	25.00%
	McKinley	0.00%	0.00%	0.00%	0.00%	14.29%				20.00%	0.00%	33.33%	0.00%	10.71%
	San Juan	0.00%	25.00%	12.50%	33.33%	0.00%				0.00%	16.67%	0.00%	33.33%	16.33%
	Sierra	0.00%	100.00%	0.00%	0.00%	100.00%				0.00%	0.00%	0.00%	0.00%	50.00%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	N. Valencia	0.00%	0.00%	0.00%	50.00%	0.00%				0.00%	0.00%	0.00%	0.00%	6.25%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
Region 1 Totals		0.00%	18.18%	12.50%	33.33%	12.50%				6.67%	10.00%	14.29%	25.00%	14.55%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	100%	0.00%	0.00%	7.14%
	San Miguel	0.00%	0.00%	0.00%	0.00%	50.00%				0.00%	100%	0.00%	0.00%	15.38%
	Sandoval	0.00%	25.00%	0.00%	25.00%	0.00%				0.00%	100%	0.00%	0.00%	13.04%
	Santa Fe	14.29%	50.00%	0.00%	0.00%	50.00%				0.00%	0.00%	0.00%	0.00%	12.50%
	Taos	0.00%	50.00%	0.00%	0.00%	0.00%				0.00%	0.00%	50.00%	0.00%	20.00%
Region 2 Totals		7.69%	18.18%	0.00%	8.33%	20.00%				0.00%	37.50%	9.09%	0.00%	11.96%
Region 3 Central Region	NE Bernalillo	22.22%	7.69%	20.00%	25.00%	36.36%				0.00%	8.33%	28.57%	22.22%	17.95%
	NW Bernalillo	0.00%	0.00%	0.00%	66.67%	25.00%				16.67%	100%	0.00%	0.00%	22.22%
	SE Bernalillo	33.33%	0.00%	0.00%	0.00%	0.00%				20.00%	0.00%	25.00%	0.00%	11.11%
	SW Bernalillo	0.00%	0.00%	0.00%	20.00%	0.00%				0.00%	28.57%	42.86%	20.00%	17.07%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	33.33%	0.00%	7.14%
Region 3 Totals		19.05%	4.35%	5.00%	22.22%	21.74%				7.69%	21.74%	29.17%	16.67%	16.33%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%				40.00%	0.00%	0.00%	0.00%	13.33%
	Curry	0.00%	0.00%	0.00%	100.00%	0.00%				0.00%	0.00%	0.00%	50.00%	11.76%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	25.00%	0.00%	6.25%
	Lea	0.00%	0.00%	0.00%	0.00%	0.00%				50.00%	0.00%	25.00%	0.00%	7.41%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	0.00%	0.00%	0.00%	0.00%
Region 4 Totals		0.00%	0.00%	0.00%	10.00%	0.00%				30.00%	0.00%	15.38%	14.29%	8.43%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%				20.00%	16.67%	0.00%	0.00%	8.70%
	Grant	33.33%	0.00%	0.00%	100.00%	0.00%				0.00%	0.00%	0.00%	33.33%	20.00%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%				50.00%	0.00%	0.00%	0.00%	20.00%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%	33.33%	0.00%	0.00%	15.38%
	S. Dona Ana	0.00%	100.00%	0.00%	0.00%	0.00%				50.00%	0.00%	0.00%	0.00%	16.67%
	W. Dona Ana	0.00%	0.00%	100.00%	0.00%	0.00%				0.00%	0.00%	16.67%	33.33%	11.54%
Region 5 Totals		8.33%	9.09%	16.67%	14.29%	0.00%				25.00%	16.67%	7.69%	18.18%	13.83%
State Totals		9.52%	11.29%	6.15%	18.64%	13.85%				12.50%	18.18%	17.65%	16.07%	13.72%

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 a CAPER regression rate for FFY 2019 has not been issued at the time of this report.**

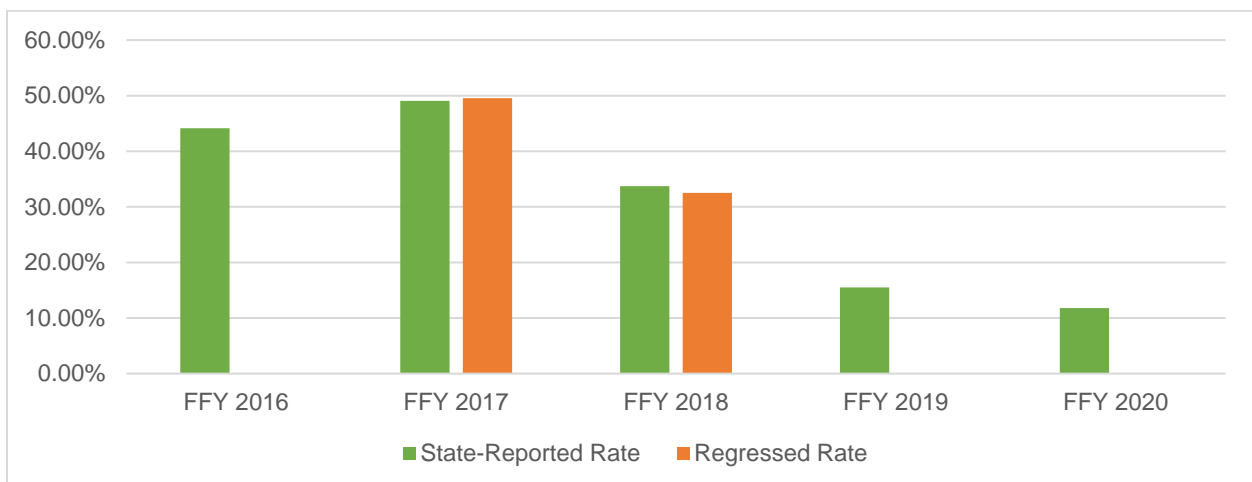
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2021 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

The MSR lists the following timeliness areas:

- Application Processing Timeliness
- Expedite Application Processing Timeliness
- Non-Expedite Application Processing Timeliness

QC Recertification Timeliness

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Region 1 Northwest	Cibola			100%	100%	100%				100%			100%
	McKinley	100%	100%	100%	100%	100%				100%	100%		100%
	San Juan	100%	100%	50%	100%	100%				100%	100%	100%	100%
	Sierra	100%	50%	0%	100%	100%				100%		100%	100%
	Socorro	100%				100%				100%	100%		100%
	N. Valencia	100%	100%	100%	100%	100%				100%	100%	100%	
	S. Valencia												
Region 1 Totals		100%	92%	85%	100%	100%				100%	100%	100%	100%
Region 2 Northeast	Colfax	100%				100%							100%
	Guadalupe												
	Quay				100%	100%							
	Rio Arriba		100%		100%	100%				100%	100%	100%	100%
	San Miguel		100%							100%			
	Sandoval	100%	100%	100%		0%				100%	100%	100%	
	Santa Fe	100%		100%	100%	100%				100%	100%		100%
	Taos		100%	100%						100%	100%	100%	
Region 2 Totals		100%	100%	100%	100%	83%				100%	100%	100%	100%
Region 3 Central	NE Bernalillo	67%	100%	100%	100%	100%				100%	100%	100%	100%
	NW Bernalillo		100%	100%	100%					100%	100%	100%	100%
	SE Bernalillo		100%	89%	100%	100%				100%	100%	100%	100%
	SW Bernalillo	67%		100%	100%	100%				100%	100%	100%	100%
	Torrance			100%						100%	100%	100%	
Region 3 Totals		67%	100%	94%	100%	100%				100%	100%	100%	100%
Region 4 Southeast	Chaves		100%			100%				100%	100%	100%	100%
	Curry	100%	100%	100%	100%	100%				100%	100%	100%	100%
	Artesia	100%		50%							100%		
	Carlsbad	100%				100%				100%		100%	100%
	Lea	100%	100%	100%	100%	100%				100%	100%	100%	100%
	Lincoln	100%								100%		100%	
	Roosevelt												
Region 4 Totals		100%	100%	75%	100%	100%				100%	100%	100%	100%
Region 5 Southwest	E. Dona Ana	100%	100%	100%	100%					100%	100%	100%	100%
	Grant	0%	0%	0%	100%	100%				100%	100%		
	Luna	100%	100%								100%	100%	
	Otero	100%		100%	100%								
	S. Dona Ana	100%			100%	100%				100%	100%	100%	100%
	W. Dona Ana	100%		100%	100%	100%				100%	100%	100%	100%
Region 5 Totals		90%	83%	88%	100%	100%				100%	100%	100%	100%
Statewide Totals		91%	95%	90%	100%	97%				100%	100%	100%	100%