




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

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## General Information Memorandum

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### ISD-GI 22-01

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division   
**DATE:** January 10, 2022  
**RE:** FFY 2021 SNAP Performance Report-Eleventh

Attached please find the eleventh issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2021. This report includes all Quality Control (QC) findings received for the review months of October 2020 through August 2021. Additional data included in this report is the recertification timeliness.

The FFY 2021 Performance Goals for the state are:

- Cumulative Payment Error Rate of 6% or better (Payment Accuracy 94%)
- Cumulative Negative Error Rate of 1% (Case and Procedural Error Rate (CAPER) of 99%)
- Expedite and Non-Expedite application processing timeliness of 95%

In lieu of the mandatory reviews, Supervisors are required to complete the reviews returned by the Accuracy Improvement team, as well as the ROM's requirement to review five Pre-disposition SNAP cases and two SNAP denials. These reviews should be reviewed within three business days.

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

Attachment: Eleventh SNAP Performance Report for FFY 2021



# SNAP PERFORMANCE REPORT

**Eleventh Edition**

**Federal Fiscal Year 2021**

Quality Control Review Findings  
October 2020 – August 2021

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

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# SNAP Performance Report

## SNAP Performance Report: Eleventh 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 2020 through August 2021**.

### State Performance Goals

The State reports on three areas and is evaluated by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) on these areas:

- **Payment Accuracy**
- **Case and Procedural Error Rate (CAPER)**
- **SNAP Timeliness for Expedite and Non-Expedite**

For FFY 2021, 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 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

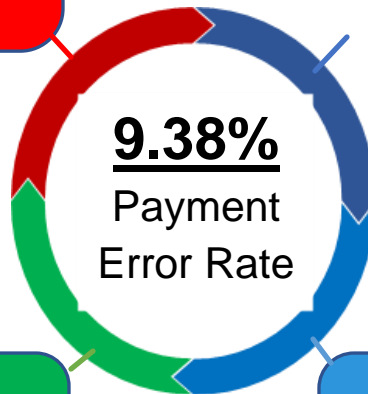
The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of October 2020 through August 2021.

### Ineligible Benefits

\$10,251 (4.79%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$20,098 was incorrectly issued to recipients and is a combination of overpaid, underpaid, and ineligible benefits. This is based on the total cases reviewed by QC and the \$214,172 total benefits issued within those cases.



### Underpaid Benefits

\$1,926 (0.90%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

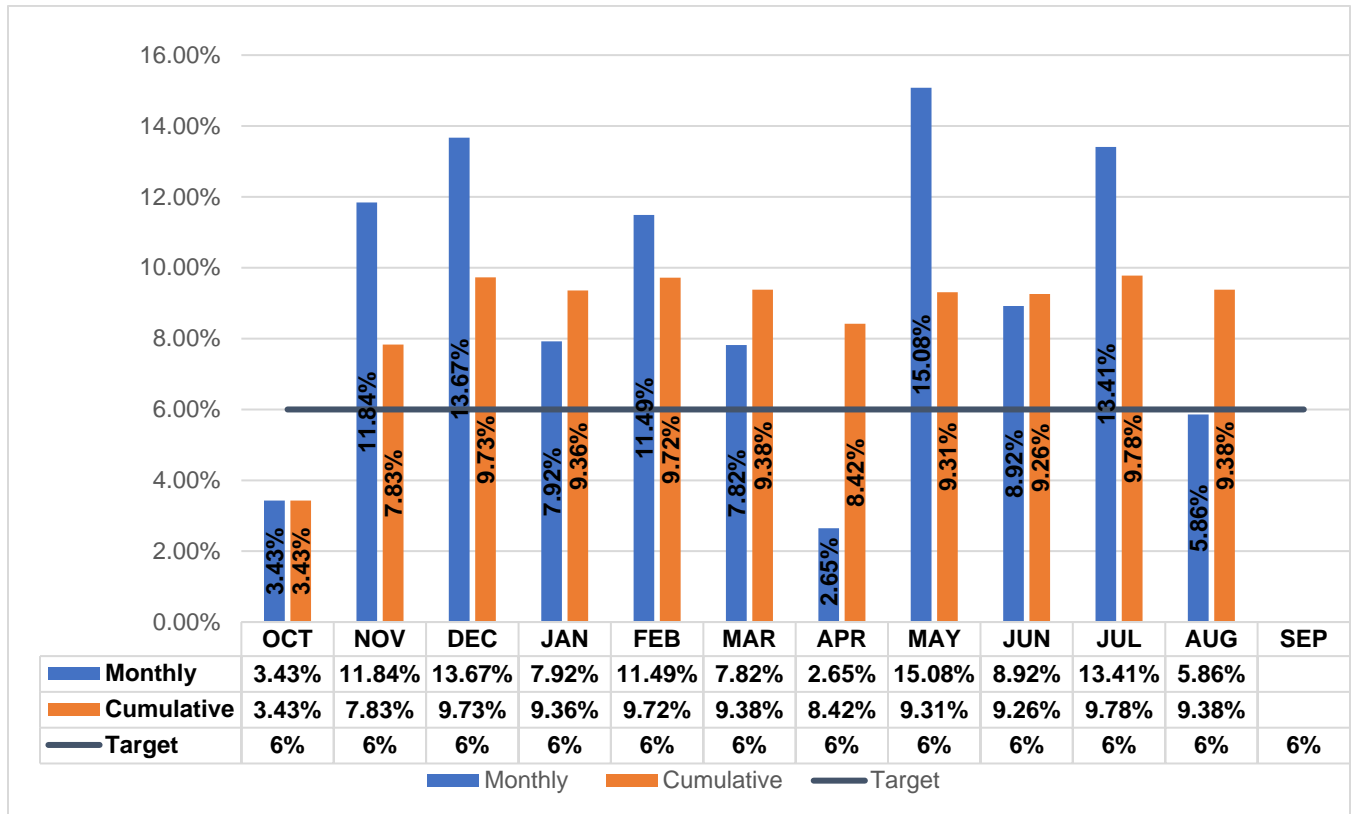
### Overpaid Benefits

\$7,921 (3.70%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

<b>Total Benefits Paid</b>	<b>\$214,172</b>
<b>Total Error Amount</b>	<b>\$20,098</b>
<b>Total Cases Reviewed by QC</b>	<b>805</b>
Total Cases with Errors	109
Total Correct Cases	696
Total Cases with Overpaid Benefits	56
Total Cases with Underpaid Benefits	17
Total Cases with Ineligible Benefits	36
Cases Dropped (Not Reviewed by QC)	183

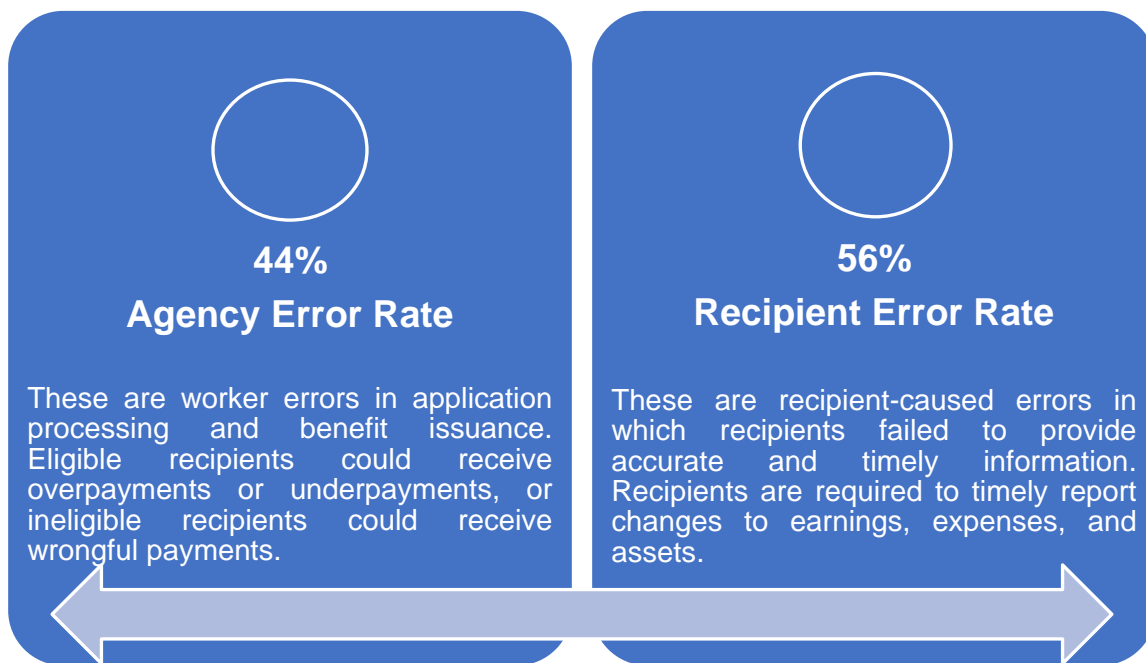
## State Payment Error Rates

### Monthly vs. Cumulative Error Rates



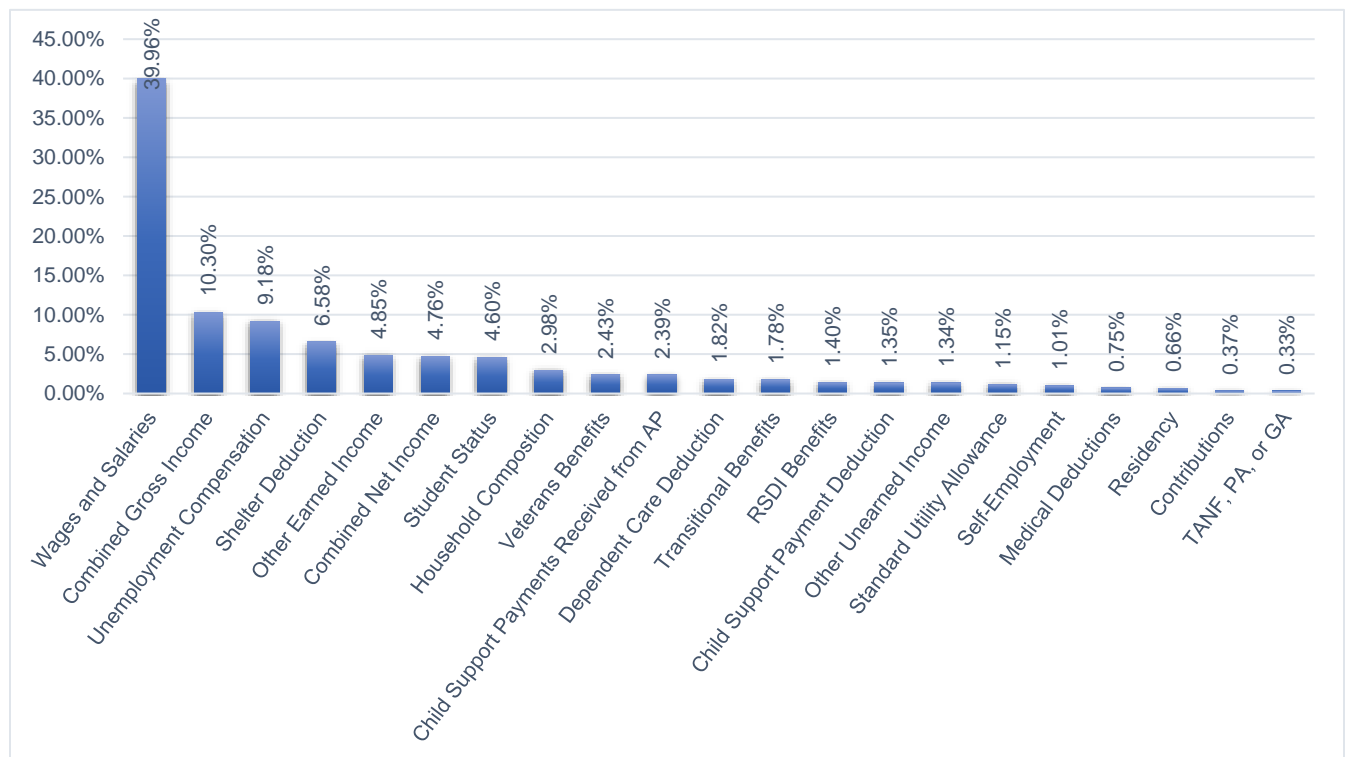
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## SNAP Error Trends – Cumulative Totals

Error Element	Error Amount	Error Percentage
Wages and Salaries	\$8,032	39.96%
Combined Gross Income	\$2,070	10.30%
Unemployment Compensation	\$1,845	9.18%
Shelter Deduction	\$1,322	6.58%
Other Earned Income	\$975	4.85%
Combined Net Income	\$957	4.76%
Student Status	\$924	4.60%
Household Composition	\$599	2.98%
Veterans Benefits	\$489	2.43%
Child Support Payments Received from AP	\$480	2.39%
Dependent Care Deduction	\$365	1.82%
Transitional Benefits	\$358	1.78%
RSDI Benefits	\$282	1.40%
Child Support Payment Deduction	\$271	1.35%
Other Unearned Income	\$270	1.34%
Standard Utility Allowance	\$232	1.15%
Self-Employment	\$202	1.01%
Medical Deductions	\$151	0.75%
Residency	\$132	0.66%
Contributions	\$75	0.37%
TANF, PA, or GA	\$67	0.33%



## Payment Error Findings as Reported to Field Offices

August 2021 QC Reviews

Review Number	Error Cause	Nature Code	Error Type	Error Amount	071 Form Description
11063	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$124	8/21 RM total EI of \$4706 exceeded gross income standard of \$2371 to determine HH ineligible, therefore income for the prior 3 months was reviewed. QC determined: 7/21 (1st month) \$6278.88 EI, 6/21 (2nd month) \$3099.26 EI & 5/21 (3rd month) \$2879.50 EI. QC determined HH over FPL with exceeded the standard of \$2371 in each of the 3 months therefore a reportable change occurred and 3rd month prior to RM (month 5/21) is what should have been reported by the HH for simplified reporting. QC used wages 5/7/21 \$1449.50 + 5/21/21 \$1430 = \$2880 combined gross income which exceeded the standard of \$2371 for HHBG of 2, therefore making HH ineligible.
11057	Wages and Salaries	More income received from this source than budgeted	Over	\$215	At the time of application HH provided checks 7/9/21 \$658.97, 7/23/21 \$485.15 and 8/6/21 \$55.14, reporting to agency decrease of hours. Contact with employer verified client has been employed for years but due to COVID laid off due closure of restaurant but he returned in June 2021. Upon return he is hired with estimate of 20-35 hour per week splitting time at restaurant at rate of \$6.58 and at the golf course at rate of \$9.87. Hours will vary based on need especially if he is needed at the golf course; however, at rehire golf course with rate of \$9.87 not indicative. Tips are indicative, bonuses are not and are very rarely given. Employer further verified that 8/6/21 was not due to decreased in hours it was due to client requesting time off; extra check received for 8/6/21 to show PTO \$263.20. Employer verified wages received for July 2021 indicative to anticipated pay. QC determined agency failed to follow up with reported decrease in hours reported by HH and HH provided incorrect information to agency. QC allowed \$1144 EI using wages provided to agency 7/9/21 \$658.97 and 7/23/21 \$485.15.
11018	Standard Utility Allowance	Deduction included that should not have been	Over	\$45	During QC interview HH reported she does not have any utility or phone expenses, as her father is allowing her to live with him free of charge. QC verified with father/landlord, that HH is not responsible for any of the utilities and did not pay anything in 8/21. QC reviewed agency figures and is unable to determine why ASPEN system allowed \$348 HCSUA deduction. Expenses was not reported and no indication HH incurred the expense; therefore, is not entitled to the deduction. Based on verification obtained by QC, agency figures were corrected with zero utility expenses allowed; determined HH not entitled to HCSUA/LUA/TS.
11042	Wages and Salaries	Less income received from this source than budgeted	Under	\$107	RM: \$1365 EI based on wages 8/4/21 \$550.08 and 8/18/21 \$814.56, \$700 shelter plus HCSUA with \$100 CS deduction allowed. Comp II: QC determined incorrect gross \$940 for 12/9/20 check as this is the payroll total of both checks with regular hours worked (\$239.20 + \$701.03). Further, CS deduction \$50 incorrect. QC corrected figures using checks 12/9/20 \$239.20 and 12/23/20 \$701.03 to determine \$940 EI for corrected figures. QC verified \$50 CS biweekly deduction to determine \$100 monthly CS deduction. RM final determination for error citation as it is the lower error amount between both comparisons.



11066	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Ineligible	\$234	Due to RM income exceeding gross standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. Resulting in 7/21 \$2179.08 & 6/21 \$1704 and HH within income limit in 2nd month, therefore agency figures reviewed. QC reviewed agency figures and determined HH failed to report new employment which began on 4/13/21. Based on verification obtained by QC, agency figures were corrected using \$1920 per employer verified 40 hr./week average x \$12/hr. Both comparisons determined HH ineligible.
11029	Wages and Salaries	More income received from this source than budgeted	Over	\$64	QC verified with employer pay at last action and determined the agency left out of the income calculation the second paycheck received on 9/18/20. QC found Mass update did not automatically adjust the cola increase for RSDI on record. QC corrected agency figures allowing EI \$936, EI \$1071, RSDI \$948, RSDI \$373, \$1348 shelter plus HCSUA.
11035	Other Earned Income	Unreported source of income (do not use for change in employment status)	Over	\$93	RM: OEI \$880 prorated due to HOH status, TANF \$357 expenses shelter \$839 plus HCSUA allowed. Apartments verified HH moved into residence February 2021 rent remained \$839 through RM and household responsible for utility electric used for heating & cooling. QC verified with employers, and both verified cash only employment began prior to agency interview with HH on 9/2/20. QC determined HH aware of income and failed to report to agency at last recert action. Comp II: OEI \$880, shelter \$150 plus TS. QC verified HH responsible for telephone expense only. RM final. Shelter expense not cited due to non-reportable change for RM circumstances.
11052	Self-Employment	Less income received from this source than budgeted	Under	\$42	QC determined agency should have requested 2020 Schedule C as taxes were filed February 2021. QC corrected agency figures allowing 2020 schedule C with allowable expenses, which was available at time agency processed HH recertification 5/4/2021. QC verified \$1465.57 mortgage obligation, however HH forfeited their right to the full deduction due to disclaimer on recert submitted 5/4/2021, QC allowed \$1450 what the HH reported to agency: no countable difference with \$586 excess shelter deduction. QC allowed 6 HHM, \$1276 SE, \$676 UCB, \$1450 shelter plus HCSUA.
11028	Shelter Deduction	Other	Over	\$54	QC verified 2019 annual property taxes \$324.88 and annual home insurance premium \$653.12 for coverage dates 07/20/2020 - 07/20/2021. QC corrected figures at last action based on 1 HH member, \$956 UEI, \$81.50 shelter expense (taxes \$27.07 plus home insurance \$54.43) plus HCSUA. QC determined HH failed to report changes to shelter expense at last action. Both comparisons resulted in same error amount; corrected figures final determination.
11075	Dependent Care Deduction	Deduction that should have been included was not	Over	\$112	RM: EI \$965.50; UCB \$676, UCB \$676; \$456.80; \$0 shelter plus HCSUA with \$456.80 dependent care deduction. Person verified she is the sole proprietor of her own business under her name and hired client 08/02/21, paid \$9.50/hour - paid weekly with actual EI of \$465.50 received in RM. Employer verified a start date under of 08/01/21, paid \$10/hour and paid weekly with actual EI of \$500. Client reports she pays \$300 monthly for childcare since 04/2021. QC contact with childcare provided and verified has cared for child in her home 5 days/week since 04/2019 through RM and paid \$300 monthly at her residence. No assistance from CYFD. DOL verified client received \$676 PUA and client received \$676 PUA for RM. Contact verified rental contract start for 3 HH members as of 04/10/2019 through RM; \$950 expense. LL verified rent not paid by HH in RM as Emergency Rental Assistance program paid 08/21 rent for the HH on their behalf (vendor payment). QC verified heating/cooling expense for HH with service start date 04/11/19

					HCSUA allowed. Comp II: \$0 EI, UCB \$676, UCB \$676; \$650 shelter plus HCSUA with \$456.80 dependent care deduction. QC allowed dependent care deduction due to no disclaimer found on RMB application. QC finds HH waives right to verified \$950 shelter amount and only entitled to the reported \$650 expense stated to the agency. No evidence found HH reporting \$950 shelter expense to agency. Application submitted by client 3/26/20 for current address shows \$650 reported shelter expense. Application has disclaimer; therefore, waives the right to expense of \$950. 04/13/20 CC agency documents conversation with client stating rent \$650, \$350 plus utilities. 12/03/20 agency notes no changes to expenses. 5/12/21 agency notes interview waived - no utilities per ASPEN. QC finds client submitted own application on 03/27/20 and did not report utilities but in case comments 04/13/20 agency notes client reporting rent \$650, \$350 plus utilities. QC concludes when agency added household member to client's case, they did not allow all expenses reported.
10983	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$181	QC verified client had new employment as of 5/5/21 with start date of 5/20/21. QC further verified client employed with other employer 12/20 until 5/15/21; terminated due to new hire with 1 <sup>st</sup> employer. HH failed to report new employment. Employer verified client was made aware with hire date of 5/5/21 with a start date of 5/20/21. Employer verified client was hired at 20 hours per week at \$12/hourly. QC anticipated earned income as \$960 for corrected figures. EI allowed; determined HH not entitled to HCSUA/TS.

# 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%	0.00%	0.00%	0.00%	93.82%	0.00%	0.0%	11.78%	0.00%	0.00%		19.82%
	McKinley	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	11.71%	0.00%	5.88%	0.00%		1.44%
	San Juan	6.96%	19.16%	5.98%	48.65%	16.51%	0.00%	0.00%	0.00%	3.43%	27.80%	0.00%		11.82%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%		15.79%
	Socorro	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
	N. Valencia	0.00%	71.7%	27.83%	12.44%	53.97%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%		11.21%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%		100.0%
<b>Region 1 Totals</b>		3.06%	15.82%	6.70%	27.57%	14.30%	35.55%	0.00%	11.14%	3.07%	5.66%	0.00%		9.48%
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%	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%	0.00%		0.00%
	Quay	0.00%	26.22%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		7.01%
	Rio Arriba	0.00%	0.00%	30.86%	18.01%	0.00%	0.00%	10.61%	0.00%	7.93%	0.00%	0.00%		6.87%
	San Miguel	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	18.39%	10.23%	0.00%	0.00%	0.00%		5.60%
	Sandoval	50.0%	0.00%	2.30%	0.00%	0.00%	11.22%	0.00%	0.00%	23.57%	39.03%	0.00%		15.57%
	Santa Fe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	22.70%	60.70%	0.00%	0.00%		11.38%
<b>Region 2 Totals</b>		6.22%	6.03%	7.19%	4.45%	0.00%	6.89%	9.39%	10.19%	19.04%	20.54%	5.03%		9.85%
Region 3 Central Region	NE Bernalillo	16.14	22.84%	21.29%	0.00%	5.95%	0.00%	5.07%	12.44%	4.88%	0.00%	14.32%		9.58%
	NW Bernalillo	0.00%	0.00%	48.71%	0.00%	10.62%	0.00%	18.49%	41.77%	25.23%	0.00%	7.16%		14.66%
	SE Bernalillo	0.00%	0.00%	5.03%	0.00%	89.70%	0.00%	0.00%	15.87%	0.00%	0.00%	0.00%		13.70%
	SW Bernalillo	0.00%	19.21%	15.70%	3.52%	6.55%	7.10%	0.00%	0.00%	5.64%	62.17%	1.16%		9.46%
	Torrance	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		17.30%
<b>Region 3 Totals</b>		6.15%	13.74%	29.65%	0.83%	20.95%	2.60%	5.85%	18.81%	9.85%	12.83%	4.42%		11.64%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	0.00%	57.30%	0.00%	0.00%	10.27%	19.13%	0.00%		2.65%
	Curry	0.00%	42.72%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.44%	0.00%		8.50%
	Artesia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%		22.61%
	Carlsbad	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
	Lea	0.00%	16.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	27.56%		8.66%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	57.32%	0.00%	0.00%	0.00%	0.00%	0.00%		6.52%
<b>Region 4 Totals</b>		0.00%	10.54%	0.00%	0.00%	0.00%	11.50%	0.00%	0.00%	2.50%	9.42%	29.51%		5.49%
Region 5 Southwest Region	E. Dona Ana	0.00%	20.71%	0.00%	0.00%	0.00%	10.31%	0.00%	41.14%	0.00%	24.83%	19.76%		17.73%
	Grant	0.00%	20.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	17.00%	0.00%		4.07%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%		5.02%
	Otero	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	16.20%	0.00%	0.00%	11.96%		5.94%
	S. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	5.80%	0.00%		1.36%
	W. Dona Ana	0.00%	18.36%	0.00%	9.05%	19.23%	0.00%	0.00%	11.08%	7.93%	29.57%	0.00%		10.67%
<b>Region 5 Totals</b>		0.00%	11.63%	0.00%	4.03%	2.98%	1.85%	0.00%	22.38%	4.76%	17.19%	6.39%		8.07%
<b>State Totals</b>		3.43%	11.84%	13.67%	7.92%	11.49%	7.82%	2.65%	15.08%	8.92%	13.41%	5.86%		9.38%

## SNAP Payment Error Rates Mitigation Strategies

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

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

Description of activity developed to resolve deficiencies:

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

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

# CAPER

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 129 invalid denials/closures identified, 47 were identified as incorrect closures, and 82 were identified as incorrect denials.

### Negative Error Amount

129 cases out of 622 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**20.74%**  
CAPER  
Error Rate

### Incorrect Notices

45% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

55% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Total Sample Pulled for Review	697
Cases Dropped (Not Reviewed by QC)	75
Total Cases Reviewed	622
Total Valid Cases	493
Total Invalid Cases	129

# Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2020 - August 2021

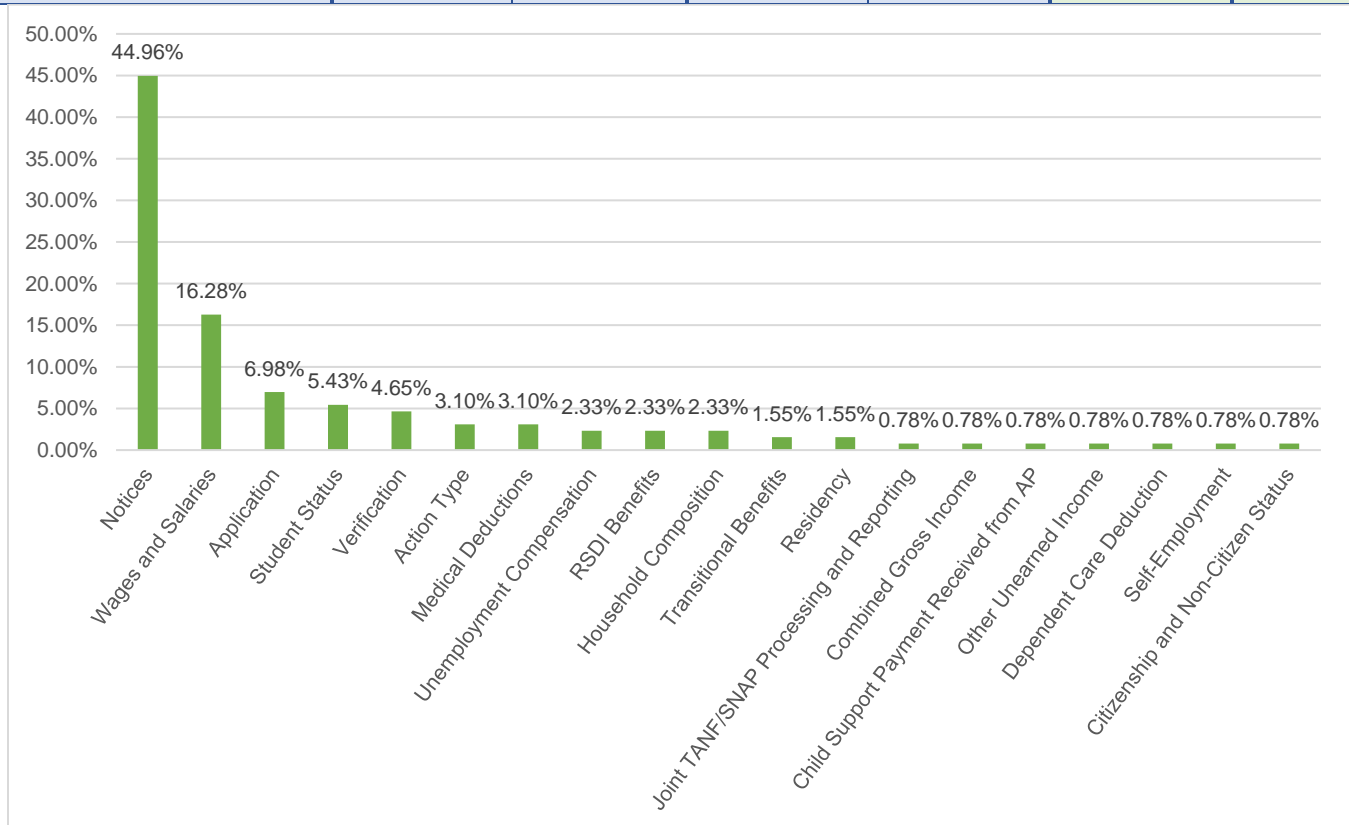
Error Element Found	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice not clearly understandable	11	9	20	16.95%
Notice reason does not match reason for action	11	9	20	16.95%
Notice was not complete	13	1	14	11.86%
Notice was sent to wrong address	2	0	2	1.69%
Policy incorrectly applied	1	0	1	0.85%
Failed to send notice of actions	1	0	1	0.85%
<b>Total</b>	<b>39</b>	<b>19</b>	<b>58</b>	<b>49.15%</b>
<b>Wages and Salaries</b>				
Policy incorrectly applied	3	3	6	5.08%
Improper income calculation	4	2	6	5.08%
Income from known/processed source included that should not have been	0	2	2	1.69%
Agency failed to follow up on inconsistent or incomplete information	2	0	2	1.69%
Agency failed to follow up on known and reported impending changes	1	0	1	0.85%
Failed to consider or incorrectly considered income of an ineligible member	1	0	1	0.85%
Averaging not used or incorrectly applied	1	0	1	0.85%
Failed to consider or incorrectly considered reported information	1	0	1	0.85%
Improper calculation- Income averaged incorrectly	0	1	1	0.85%
<b>Total</b>	<b>13</b>	<b>8</b>	<b>21</b>	<b>17.80%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	7	0	7	5.93%
Policy incorrectly applied	1	0	1	0.85%
Improper denial within 30-day period for missing interview(s)	0	1	1	0.85%
<b>Total</b>	<b>8</b>	<b>1</b>	<b>9</b>	<b>7.63%</b>
<b>Student Status</b>				
Agency failed to follow up on inconsistent or incomplete information	5	1	6	5.08%
Failed to consider or incorrectly considered Eligible Student status	1	0	1	0.85%
<b>Total</b>	<b>6</b>	<b>1</b>	<b>7</b>	<b>5.93%</b>
<b>Verification</b>				
Improper Denial/Termination- failure to provide-household never notified of needed verification	0	2	2	1.69%
Improper Denial/Termination- failure to provide-verification was received or is in case file	1	1	2	1.69%
Improper denial prior to end of timeframe for providing verification	0	1	1	0.85%
Verification was in case file	1	0	1	0.85%
<b>Total</b>	<b>2</b>	<b>4</b>	<b>6</b>	<b>5.08%</b>

<b>Action Type</b>				
Policy incorrectly applied	1	3	4	3.39%
Total	1	3	4	3.39%
<b>Medical Deductions</b>				
Deduction that should have been included was not	2	0	2	1.69%
Failed to consider or incorrectly considered Medical deductions	2	0	2	1.69%
Total	4	0	4	3.39%
<b>Unemployment Compensation</b>				
Agency failed to follow up on known and reported impending changes	0	2	2	1.69%
Policy incorrectly applied	0	1	1	0.85%
Total	0	3	3	2.54%
<b>RSDI Benefits</b>				
Agency failed to follow up on known and reported impending changes	0	1	1	0.85%
Income from known/processed source included that should not have been	0	1	1	0.85%
Failed to consider or incorrectly considered reported information	0	1	1	0.85%
Total	0	3	3	2.54%
<b>Household Composition</b>				
Policy incorrectly applied	2	0	2	1.69%
Entitled to separate status	0	1	1	0.85%
Total	2	1	3	2.54%

# CAPER Errors – Cumulative Totals

## Percentage Rates and Types of Negative Actions

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	39	30.23%	19	14.73%	58	44.96%
Wages and Salaries	13	10.08%	8	6.20%	21	16.28%
Application	8	6.20%	1	0.78%	9	6.98%
Student Status	6	4.65%	1	0.78%	7	5.43%
Verification	2	1.55%	4	3.10%	6	4.65%
Action Type	1	0.78%	3	2.33%	4	3.10%
Medical Deductions	4	3.10%	0	0.00%	4	3.10%
Unemployment Compensation	0	0.00%	3	2.33%	3	2.33%
RSDI Benefits	0	0.00%	3	2.33%	3	2.33%
Household Composition	2	1.55%	1	0.78%	3	2.33%
Transitional Benefits	1	0.78%	1	0.78%	2	1.55%
Residency	0	0.00%	2	1.55%	2	1.55%
Joint TANF/SNAP Processing and Reporting	0	0.00%	1	0.78%	1	0.78%
Combined Gross Income	1	0.78%	0	0.00%	1	0.78%
Child Support Payments Received from AP	1	0.78%	0	0.00%	1	0.78%
Other Unearned Income	1	0.78%	0	0.00%	1	0.78%
Dependent Care Deduction	1	0.78%	0	0.00%	1	0.78%
Self-Employment	1	0.78%	0	0.00%	1	0.78%
Citizenship and Non-Citizen Status	1	0.78%	0	0.00%	1	0.78%





## CAPER Error Findings as Reported to the Field Offices

August 2021 QC Reviews

Review Number	Invalid Reason	Detailed Error Description
753	Notice	Review of ECF summary shows client eligible for \$315 weekly PEUC-A UCB. Review of ASPEN UEI Projection Summary for projection dates: 06/30/21 - 7/30/21 for PEUC show: 7/05/21 \$315 + 7/12/21 \$315 + 7/19/21 \$315 + 7/26/21 \$315. Review of ASPEN UEI Projection Summary for projection dates: 06/30/21 - 7/30/21 for FPUC show: 7/05/21 \$300, 7/12/21 \$300, 7/19/21 \$300 & 7/26/21 \$300. ASPEN UEI Budget Summary shows PEUC \$1260 UCB and FPUC \$1200 UCB. Review of ASPEN SNAP EDG Net Income Results shows \$1260 Total Income - \$167 standard deduction - \$157 homeless shelter deduction = \$936 net income - 30% Net income = \$281 = \$0.00 monthly benefit amount. Number of prorated days 7. \$0.00 prorated benefit amount. Review of DOL UCB payment history shows four weeks of UCB receipt prior to 8/23/21 \$315 PEUC + \$300 FPUC; 8/15/21 \$315 PEUC + \$300 FPUC; 8/09/21 PEUC \$315 + \$300 FPUC; 8/01/21 \$315 PEUC + \$300 FPUC. Agency correctly anticipated PEUC \$1260 monthly UCB and correctly excluded FPUC \$1200 monthly UCB at time of eligibility determination and expenses allowed. However, notice is not complete as not explaining why the allotment for the application month is \$0. Notice reason does not match reason for action.
755	Policy & Notice	Review of ECF shows paystubs for 7/02/21 \$808.70 (\$600, \$13.50 Over, \$195.20 Fri), 7/09/21 \$815.45 (\$600, \$20.25 Over, \$195.20 Fri), 7/16/21 \$498, 7/23/21 \$988.70 (\$600, \$193.50 Over, \$195.20 Fri). Review of employer shows active employee with EI for last 4 weeks prior to application submitted to agency: 7/02/21 \$808.70, 7/09/21 \$815.45, 7/16/21 \$498, 7/23/21 \$162.02 & 7/23/21 \$1150.72 (2 checks received). SNAP Emp Projection shows projection dates 6/28/21 - 7/28/21 for wages 7/02/21 \$808.70, 7/09/21 \$815.45, 7/16/21 \$498, 7/23/21 \$988.70 which results in \$3110.85; ASPEN anticipated \$3110 EI ongoing. QC finds agency correctly used pay stubs for more accurate indication of anticipated income from employer & correctly allowed reported expenses \$880 shelter plus TS. Total gross EI \$3110 with \$2371 limit for HH of 2 - HH not required to meet gross income test. Case comment 7/29/21 states client reports no disability. SNAP EDG client coded as aged/disabled. SNAP EDG Net income results show \$311 total countable income - 20% EID \$622 = \$2488 - \$167 standard deduction - \$0 excess shelter deduction = \$2321 net income which exceeds income limit of \$1437 for HH of 2. QC found no indication HH members are disabled or elderly; therefore, HH required to meet gross income test. QC finds this case is invalid as notice reason does not match reason for action. QC finds HH exceeds gross income limit making this notice incorrect.
757	Notice	Review of ECF shows 1st letter stating he provides \$900 monthly support. 2nd partial document that states child is eligible & negotiated adoption assistance rate is \$1600. QC notes that document is not complete, does not show date of letter nor who the support of \$1600 is for. Review of gross income test shows agency counted \$507 from EI & \$2500 UEI to total \$3007 gross countable income. Review of Employment Budget Summary shows agency ended income for employer with \$507.09 counted for 8/2021. Employment summary shows agency has loss of employment date listed as 9/01/2019. QC finds agency incorrectly allowed EI of \$507.09 when determining the eligibility for 7/2021 & 8/2021; therefore, making the reason code for these two months denial incorrect. QC finds HH based eligibility for 3-member HH; however, client reports for 4 member HH with agency interview. QC finds notice not clearly understandable.
759	Notice	QC review of Program Details summary shows HH verbally withdraw application for assistance. QC notes that application was filed under client but was registered under mother. NOCA was then mailed to mother with notification of denial reasoning. No evidence found of NOCA sent to client for application submitted 07/27/21. QC finds notice reason does not match recorded reason and notice is not clear, concise, and accurate on all reasons.
762	Notice	QC determined notice is not clear and concise, NOCA does not explain why the HH will get a \$0 benefit amount in initial application month but does provide a reason and shows \$19 for ongoing months. Invalid negative.
763	Notice	QC determined notice was not complete. ASPEN documents that case was denied 08/21 due to over gross program limits however no documentation was shown on notice informing HH why they did not receive allotment for the application month.
768	Policy & Notice	QC review of income for HH of 1 is as follows: \$1081 RSDI verified with SOLQ, + \$216.61 from (PERA) + \$107.52 from Pension Benefit. ECF has no verification of expenses. Client reports \$400 in medical expenses, rent \$378 + phone. Total countable income = \$1405 - \$167 standard deduction - \$0 excess shelter deduction - 0 medical deductions = \$1238 Net Income. Income limit for HH size of 1 = \$1064. Agency did not cover what the medical expenses reported at interview. HH should have the opportunity to provide proof of expense. No evidence of HUMAD sent to HH for proof of expenses. QC determines this review invalid.

771	Policy & Notice	QC review of case shows TFS transitioned correctly on 6/23/21 effective 7/21 for PR due 11/30/21. 6/25/21 HH requested SNAP & GA with new application. HH interviewed reported changes son out; 6/28/21 agency notes client reported son moved back in HH. 7/01/21 notes SNAP MA certified; GA pending. 8/25/21 GA processed & denied. QC determined TFS closure incorrect as information reported by HH on application indicated information for self as son moved out. On 6/29/21 agency made note son moved back in & entered wages for him 6/18/21 \$603 & 6/4/21 \$571.41. When GA was processed TFS closed due to no longer meeting program requirements. SNAP approval with EI of \$1175 counted. QC determined TFS benefits should have been sustained until end period of 11/30/21 excluding earnings for son from this employer was new income that caused the cash assistance to be terminated on 06/23/21. No action should have been taken on TFS as HH entitled to benefits; changes reported were of HH composition; which is not a requirement to report during Transitional Benefit Period. Invalid negative.
773	Notice	QC review of income for HH of 2 is as follows: \$1929.50 RSDI verified with SOLQ, + \$784.84 8/10/21 last pay from employer. \$857.50 RSDI verified with SOLQ + check 8/12/21=\$554.93 and check \$577.50 7/29/21. Total Income for HH= \$4704. (\$1917 EI+\$2787 UEI). SOLQ shows Medicare Premium of \$148.50 each =\$262 (minus \$35 allowance) - \$167 standard deduction- 0 excess shelter-\$384(20% EI Deduction) =\$813 deductions. Total countable income =\$4704 - \$813= \$3891 Net Income. Income limit for HH size of 2=\$1437. QC finds this negative review action correct however notice incorrect with incorrect UEI and incorrect total gross income. Calculation table incorrect.
775	Policy & Notice	QC review of income finds check stubs 8/19/21=\$644, 8/12/21=\$575.75, 8/5/21=\$560 and 7/29/21=\$570.50 for total EI=\$2350 monthly for client and School Contract for other household member is for 12 months for school year 2021-2022 \$27022.08 =\$2251.84 or \$2252 monthly. Total EI=\$4602 and limit is \$4219. QC determined the calculation table is incorrect due to agency allowing \$560 x4 from either taking client statement from interview 8/17/21 working 40 hours at \$14/hour or using one check 8/12/21 \$575.75 - OT \$15.75 = \$560. QC used/reviewed Work Number as it is the only source available at the time of processing case. The HH is over the gross income limits; however, this review is invalid due to the notice having the incorrect amount of earned income. Invalid due to no documentation from agency how arrived at \$2240 wages from the work number. Further, OT not verified or questioned.
777	Policy & Notice	QC determined this action and notice to be incorrect, as TFS had already been approved 6/1/21 - 10/31/21, interview was for new Cash app submitted 6/1/21, not for TFS, Cash denial letter went out to HH on 7/1/21 for failure to complete interview. Per 8.139.501.10 TFS shall be issued for five months beginning in the month after the final cash assistance payment is received. Per 8.139.501.12 A household that fails to file an application or to complete the application process in the fifth month of the transitional benefit period shall lose eligibility to continue participation in SNAP.
781	Notice	QC determined notice is not clear and concise, as it doesn't explain why the HH will not get a benefit amount in initial 8/21 application month, it just states \$0 but does provide a reason and shows \$19 for ongoing months.
800	Policy	QC determined HUMAD was sent to HH with due date of 8/27/21. QC determined action taken to deny application done prior to HUMAD due date of 8/27/21 to determine invalid.
801	Notice	Notice issued does not address eligibility or benefits determination and fails to clearly indicate why HH is receiving \$0 benefits in the application month of 7/2021 for benefits ready on 08/07/21.
810	Policy	QC determined review invalid due to agency did not follow policy 8.139.120.8 G (5) stating that HH has either 10 days to provide the verification, or until the certification period expires, whichever is longer. The agency should not have certified it closed on the 16th as this action was taken prior to the end of the certification.
811	Policy	QC notes that both HH members LPR cards although provided were entered in incorrectly and did not use provided LPR card numbers and case denied incorrectly. Immigration summary notes Refugee with Immigrant type "other" as not verified for verification for HH members. No evidence found HUMAD sent to HH for verification on immigration status.
812	Notice	QC reviewed ASPEN SNAP Notice Reason screen shows 1) Household Gross Income exceeds the limit. 2) Failure to provide required information within specified time frame. QC found notice does not address eligibility or benefit determination and fails to clearly indicate HH is denied due to exceeding gross income guidelines. Calculation table on NOCA shows \$4746 gross EI allowed for SNAP.
814	Policy	QC found when the HH contacted the agency on 8/9/21 the agency did not request current 30 days of pay and the agency did not update the case record from the action on 7/2/2021. Per policy 8.139.500.10 B. Income received during any past 30-day consecutive period that includes 30 days prior to the date of application through the date of timely disposition shall be used as an indicator of the income that is and shall be available to the household during the certification period. The income determinations for this denial were based on projection periods 5/31/21-6/30/21 EI, projection period 5/27/21-6/26/21 EI, and projection period 6/9/21-7/9/21 UEI. QC determined the agency should have requested and used income received during the past 30-day consecutive period that includes 30 days prior to the date of application through the date of timely disposition. QC determined Action and Notice incorrect.

815	Policy & Notice	QC found on SOLQ scan RSDI received for disability onset date of 6/20/2018 with active Medicare start date 12/1/2020. ASPEN Disability Summary screen shows other disorder effective begin date 6/20/2018; ASPEN Aged/Disability Benefits Summary shows SSI Denied. CR shows no record of RSDI Disability entered ASPEN. QC found action and notice incorrect as the disability screens were not filled out correctly, HH is disabled and does not have to meet the gross income standard per policy 8.139.520.8 (A).
818	Notice	QC determined action taken by agency, and listed reason for closure was correct. However, QC found all information listed on notice was not accurate. QC determined the effective month of closure listed on notice of October 2021 is incorrect. Review of ASPEN shows closure action on 8/20/21 was effective for the month of September 2021.
821	Notice	Review of CR shows the HH provided both the FSP 420 that was requested, and the agency allowed excluded UCB monies in the benefit determination. QC found action and notice are incorrect as HH did submit the requested verification 8/5/21. NMDOL no indication to show continuance of FPUC after 8/21 to determine countable.
825	Notice	QC verified EI amounts on check stubs correct 7/2/21 \$1543.66 & 7/16/21 \$1674.75. QC pulled CTS scan to verify child support payments. The agency documented they took a six-month average including months 01/2021-07/2021, which QC verifies January 2021 thru July 2021 is 7 months, not 6 months. QC determined the income amounts used by the agency along with the 6-month average of a 7-month period to be inaccurate. QC determined the agency should have allowed a 6-month average of 02/2021-07/2021 due to the high fluctuation in CS amounts received monthly. QC found: 2/2021 \$238, 3/2021 \$610, 4/2021 \$244, 5/2021 \$122, 6/2021 \$610, 7/2021 \$488 = \$2312/6= \$385.33. EI \$3218 + UEI \$385 = \$3603 gross income. QC determined notice and action incorrect.

# CAPER Error Rates

## Regional and County Breakdowns

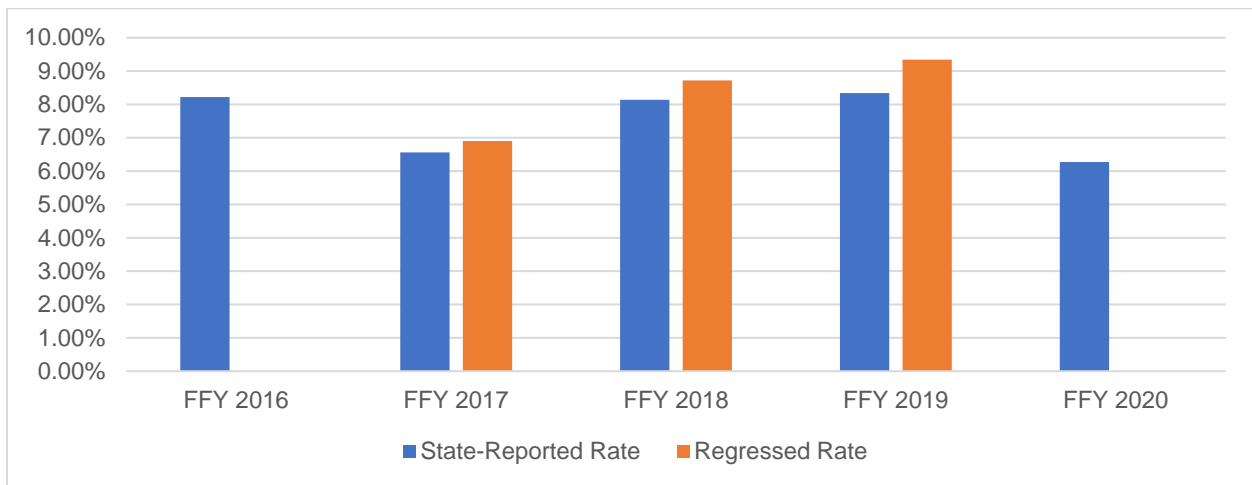
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	33.33%		20.00%
	McKinley	50.00%	0.00%	0.00%	100.0%	50.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%		25.00%
	San Juan	42.86%	25.00%	20.00%	0.00%	20.00%	33.33%	0.00%	0.00%	20.00%	50.00%	57.14%		30.19%
	Sierra	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%		16.67%
	Socorro	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%	100.0%
	N. Valencia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	33.33%	33.33%	0.00%	0.00%		18.75%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
<b>Region 1 Totals</b>		<b>42.86%</b>	<b>15.38%</b>	<b>25.00%</b>	<b>14.29%</b>	<b>30.00%</b>	<b>20.00%</b>	<b>0.00%</b>	<b>20.00%</b>	<b>20.00%</b>	<b>40.00%</b>	<b>46.15%</b>		<b>27.10%</b>
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%	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%	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%	0.00%		0.00%
	Rio Arriba	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%		25.00%
	San Miguel	50.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		14.29%
	Sandoval	0.00%	50.00%	0.00%	33.33%	33.33%	0.00%	50.00%	0.00%	75.00%	0.00%	33.33%		40.00%
	Santa Fe	66.67%	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	25.00%		25.00%
	Taos	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%		28.57%
<b>Region 2 Totals</b>		<b>37.50%</b>	<b>9.09%</b>	<b>33.33%</b>	<b>16.67%</b>	<b>28.57%</b>	<b>100.0%</b>	<b>25.00%</b>	<b>25.00%</b>	<b>25.00%</b>	<b>0.00%</b>	<b>40.00%</b>		<b>23.81%</b>
Region 3 Central Region	NE Bernalillo	33.33%	0.00%	9.09%	16.67%	44.44%	14.29%	0.00%	33.33%	12.50%	16.67%	11.11%		16.28%
	NW Bernalillo	0.00%	0.00%	33.33%	0.00%	33.33%	0.00%	0.00%	14.29%	16.67%	16.67%	16.67%		11.67%
	SE Bernalillo	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	20.00%	0.00%		20.00%
	SW Bernalillo	22.22%	33.33%	33.33%	33.33%	0.00%	50.00%	20.00%	0.00%	25.00%	50.00%	50.00%		31.82%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.00%
<b>Region 3 Totals</b>		<b>22.73%</b>	<b>12.00%</b>	<b>20.69%</b>	<b>13.33%</b>	<b>41.67%</b>	<b>20.00%</b>	<b>6.25%</b>	<b>14.29%</b>	<b>17.86%</b>	<b>22.22%</b>	<b>26.09%</b>		<b>19.47%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	50.00%	28.57%	0.00%	0.00%	0.00%	0.00%	100.0%	50.00%	50.00%		33.33%
	Curry	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.00%		13.64%
	Artesia	0.00%	0.00%	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%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		7.14%
	Lea	0.00%	0.00%	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		13.04%
	Lincoln	0.00%	0.00%	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%	0.00%		0.00%
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>0.00%</b>	<b>55.56%</b>	<b>25.00%</b>	<b>33.33%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>0.00%</b>	<b>44.44%</b>	<b>20.00%</b>	<b>18.18%</b>		<b>17.39%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	20.00%	100.0%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%		13.64%
	Grant	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.0%		10.00%
	Luna	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	33.33%		14.29%
	Otero	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		10.00%
	S. Dona Ana	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	33.33%		16.00%
	W. Dona Ana	100.0%	50.0%	20.00%	100.0%	0.00%	33.33%	100.0%	25.00%	20.00%	0.00%	0.00%		28.13%
<b>Region 5 Totals</b>		<b>8.33%</b>	<b>27.27%</b>	<b>21.43%</b>	<b>50.00%</b>	<b>0.00%</b>	<b>22.22%</b>	<b>40.00%</b>	<b>14.29%</b>	<b>16.67%</b>	<b>0.00%</b>	<b>25.00%</b>		<b>17.70%</b>
<b>State Totals</b>		<b>21.43%</b>	<b>13.24%</b>	<b>27.54%</b>	<b>20.45%</b>	<b>26.19%</b>	<b>18.42%</b>	<b>10.81%</b>	<b>13.95%</b>	<b>22.54%</b>	<b>16.42%</b>	<b>30.14%</b>		<b>20.74%</b>

# 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 was not issued and FFY 2020 has not been issued at the time of this report.**

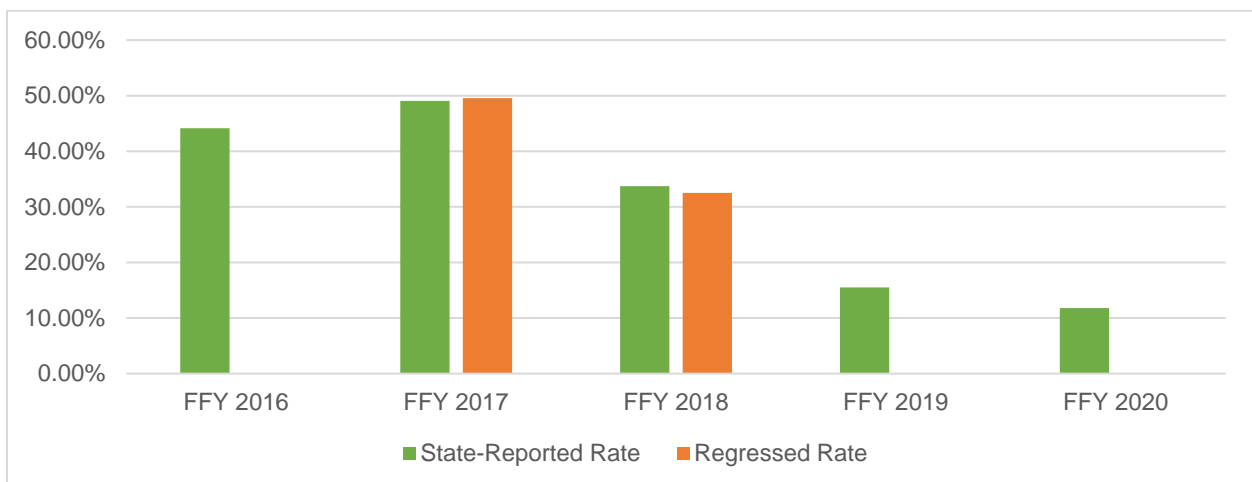
## Payment Error Rate

*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			100.0%			100.0%		100.0%	100.0%	100.0%	100.0%	
	McKinley			100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	
	San Juan			100.0%	100.0%	100.0%		100.0%	100.0%	100.0%	66.67%	100.0%	
	Sierra				100.0%								
	Socorro	100.0%											
	N. Valencia					100.0%		100.0%	100.0%		100.0%		
	S. Valencia												
<b>Region 1 Totals</b>		100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85.71%	100.0%	
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay		100.0%										
	Rio Arriba			100.0%					100.0%	100.0%			
	San Miguel			100.0%	100.0%		100.0%	100.0%	100.0%				
	Sandoval						100.0%	0.00%		100.0%	100.0%		
	Santa Fe			100.0%					100.0%	100.0%		100.0%	
	Taos			0.00%			100.0%			100.0%	100.0%	100.0%	100.0%
<b>Region 2 Totals</b>		N/A	100.0%	80.0%	100.0%	N/A	100.0%	66.67%	100.0%	100.0%	100.0%	100.0%	
Region 3 Central	NE Bernalillo	100.0%		100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	
	NW Bernalillo	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	66.67%	100.0%	
	SE Bernalillo										100.0%	100.0%	
	SW Bernalillo		100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	
	Torrance												
<b>Region 3 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	87.50%	100.0%	
N Region 4 Southeast	Chaves		100.0%	100.0%			100.0%		100.0%	100.0%	100.0%	100.0%	
	Curry				100.0%		100.0%	100.0%		100.0%	100.0%	100.0%	
	Artesia												
	Carlsbad	100.0%				100.0%	100.0%			100.0%			
	Lea							100.0%					
	Lincoln				100.0%								
	Roosevelt												
<b>Region 4 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Region 5 Southwest	E. Dona Ana	100.0%		100.0%	100.0%							100.0%	
	Grant					100.0%		100.0%				100.0%	
	Luna						100.0%	100.0%					
	Otero					100.0%		100.0%			100.0%	100.0%	
	S. Dona Ana	100.0%		100.0%	100.0%		100.0%	100.0%			100.0%	100.0%	
	W. Dona Ana	100.0%	100.0%		100.0%				100.0%	100.0%	100.0%	100.0%	
<b>Region 5 Totals</b>		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	80.00%	100.0%	
<b>Statewide Totals</b>		100.0%	100.0%	94.44%	100.0%	100.0%	100.0%	94.44%	100.0%	100.0%	88.89%	100.0%	