



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

General Information Memorandum

ISD-GI 22-26

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division
DATE: December 8, 2022
RE: FFY 2022 SNAP Performance Report-Tenth

A handwritten signature in purple ink, appearing to be "Karmela", is written over the "FROM:" line of the memorandum.

Attached please find the tenth issue of the Supplemental Nutrition Assistance Program (SNAP) Performance Report for FFY 2022. This report includes all Quality Control (QC) findings received for the review months of October 2021 through July 2022. Additional data included in this report is the recertification timeliness.

The FFY 2022 Performance Goals for the state are:

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

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

If there are any questions or comments, please contact Marcos Rivera, of the Quality Assessment Bureau, e-mail at HSD.QIS@hsd.nm.gov.

Attachment: Tenth SNAP Performance Report for FFY 2022

Human Services Department/ Income Support Division PO Box 2348 – Santa Fe, NM 87504
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SNAP PERFORMANCE REPORT

Tenth Edition

Federal Fiscal Year 2022

Quality Control Review Findings
October 2021-July 2022

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

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SNAP Performance Report

SNAP Performance Report: Tenth Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2021 includes all Quality Control (QC) findings received for the review months of **October 2021 to July 2022**.

State Performance Goals

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

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

For FFY 2022, the State Performance Goals are as follows:

<p><u>Payment Accuracy</u></p>  <p>A cumulative error rate of 6% or better for a payment accuracy of 94% or better.</p>	<p><u>CAPER</u></p>  <p>A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.</p>	<p><u>SNAP Timeliness</u></p>  <p>A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.</p>
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The Payment Error Rate is figured from the QC Positive Sample cases for the review month, which are the cases actively receiving SNAP benefits. QC reviews the last action taken on the case to certify the eligibility, which could be an Application, Interim Report, or Recertification.

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

Payment Accuracy

State Cumulative Payment Error Rate

The cumulative rates are the ongoing totals and averages taken from the total QC reviews for the fiscal year. These totals contain reviews from the months of **October 2021 to July 2022**.

Ineligible Benefits

\$1,987 (0.73%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$31,289 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 \$270,456 total benefits issued within those cases.



Underpaid Benefits

\$2,750 (1.02%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

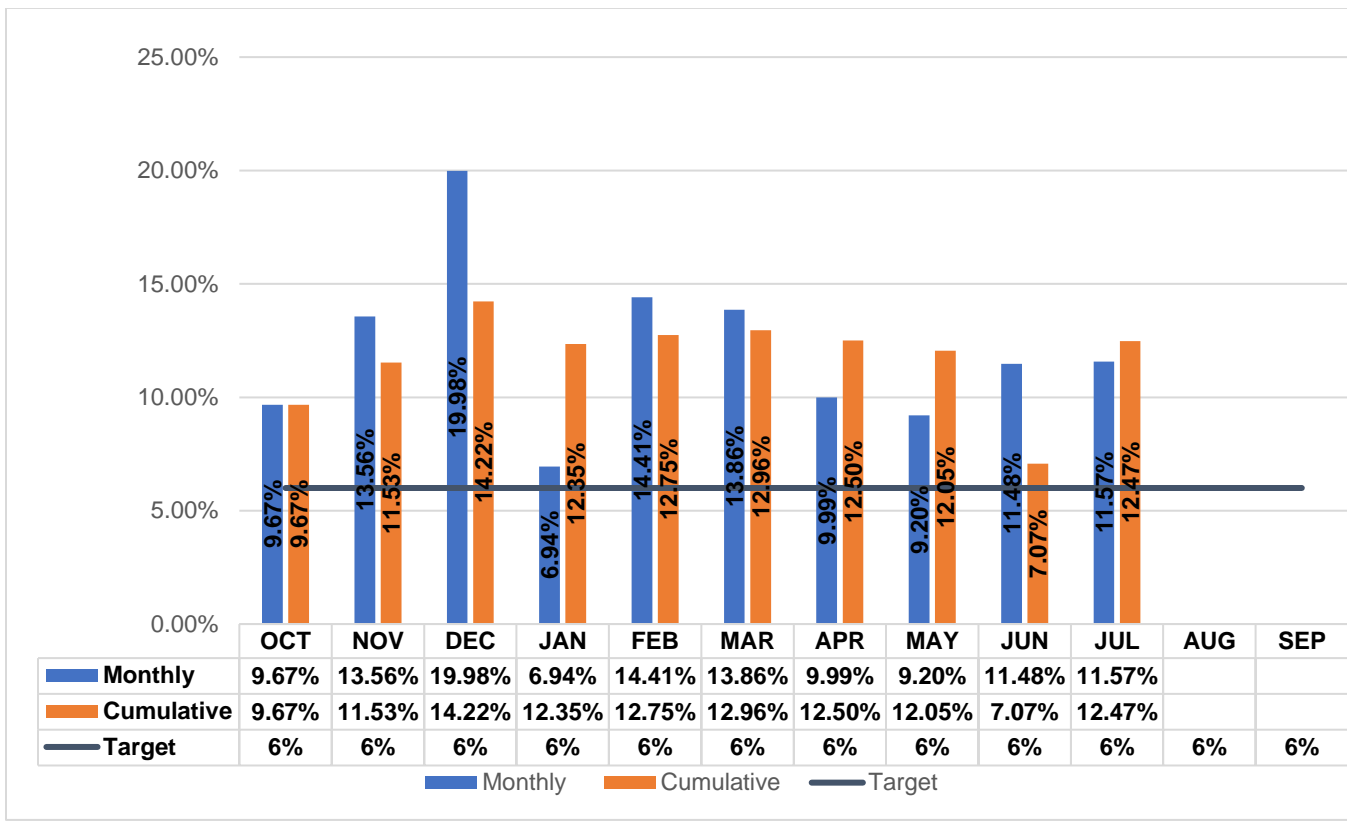
\$26,552 (9.82%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2021- July 2022

Total Benefits Paid in QC Sample	\$270,456
Total Error Amount in QC Sample	\$31,289
Total Cases Reviewed by QC	836
Total Cases with Errors	142
Total Correct Cases	694
Total Cases with Overpaid Benefits	116
Total Cases with Underpaid Benefits	22
Total Cases with Ineligible Benefits	4
Cases Dropped (In Sample, not Reviewed by QC)	144

FFY 2022 State Payment Error Rates

Monthly vs. Cumulative Error Rates



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

Are they Agency or Recipient Errors?

40%

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.

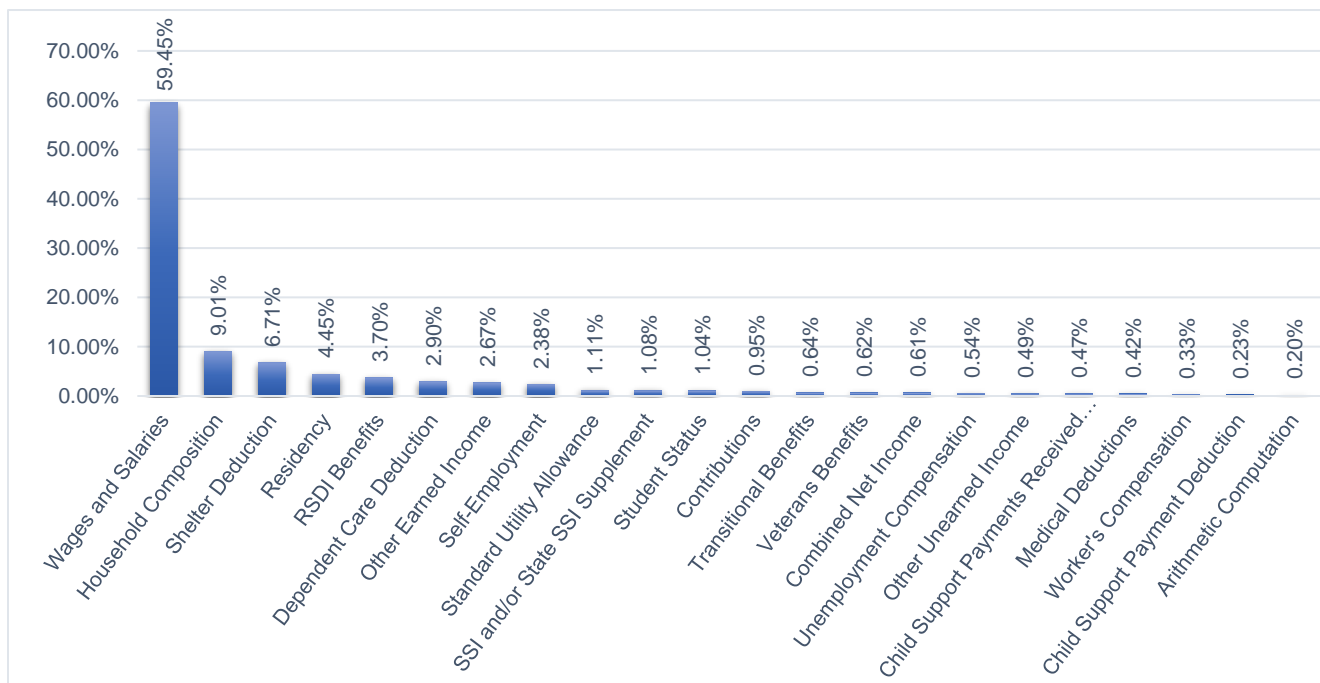
60%

Recipient Error Rate

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

FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- July 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$18,600	59.45%
Household Composition	\$2,818	9.01%
Shelter Deduction	\$2,101	6.71%
Residency	\$1,391	4.45%
RSDI Benefits	\$1,158	3.70%
Dependent Care Deduction	\$907	2.90%
Other Earned Income	\$835	2.67%
Self-Employment	\$746	2.38%
Standard Utility Allowance	\$347	1.11%
SSI and/or State SSI Supplement	\$338	1.08%
Student Status	\$324	1.04%
Contributions	\$297	0.95%
Transitional Benefits	\$201	0.64%
Veterans Benefits	\$193	0.62%
Combined Net Income	\$191	0.61%
Unemployment Compensation	\$170	0.54%
Other Unearned Income	\$154	0.49%
Child Support Payments Received from Absent Parent	\$147	0.47%
Medical Deductions	\$132	0.42%
Worker's Compensation	\$103	0.33%
Child Support Payment Deduction	\$73	0.23%
Arithmetic Computation	\$63	0.20%



Error Findings as Reported to Field Offices

July 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10885	RSDI Benefits	Variance resulting from use of automatic Federal information exchange system	Under	\$74	Agency	QC determined \$1037 RSDI, \$400 shelter expense plus HCSUA with \$0.00 medical deduction allowed. ASPEN programming failed to update cost of living adjustments in federal benefits effective 1/2022. QC found no evidence of out of pocket monthly medical expenses exceeding \$35.00. QC allowed \$400 shelter due to no disclaimer informing HH of forfeiture of expenses at last action.
10919	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$658	Client	As of 12/31/2020 determined household composition of 3 eligible members, EI \$2347, EI \$1400, \$850 shelter plus HCSUA causing a countable variance these figures used as final. QC was assigned this review as a TFS. CR shows that TFS began 8/20 and should have ended 12/31/20; however, TFS certification was extended; HH remained on TFS incorrectly. Programs impacted SNAP and CASH programs for extension of certification due to COVID 19 does not pertain to TFS as agency cited NMAC 8.139.120.8 & 8.102.1209B. QC reviewed agency figures of when TFS would have ended 12/31/20 to determine ongoing benefits for new cert period effective 1/01/2021. QC determined HH was not eligible to participate in TFS as TFS eligibility was exhausted December 2020 xref 530.3. Agency figures corrected to when TFS would have ended 12/31/20 to determine ongoing benefits for new cert period effective 1/01/2021.
10952	Wages and Salaries	More income received from this source than budgeted	Over	\$72	Agency	RM: \$1075 EI determined. During QC interview client reported employment. Client states he receives tips when he is employed as a waiter. Cmp II: \$1931 EI. QC determined agency used correct wages but failed to include tips. QC corrected income at last action: 5/10/22 - \$535.64 (\$127.85 + tips \$407.79); 5/18/22 - \$296.30 (\$50.26 + tips \$246.04); 5/24/22 \$588.83 (\$201.42 + tips \$387.41) & 5/31/22 - \$509.92 (\$357.78 + tips \$152.14) QC finds that at last action income exceeded gross income limits of \$1771.00 for household size of 1 which causes over issuance. HH determined BBCE and is eligible for minimum allotment for HHBG between 1-2 in corrected figures.
10914	Wages and Salaries	Averaging not used or incorrectly applied	Over	\$105	Agency	QC reviewed agency action verifying EI in employer at \$2184 & verified with HH no HCSUA at last action. QC corrected agency figures allowing 5HHM, \$2184 EI with no HCSUA causing an over threshold variance. Checks client provided shows raise given of \$13.65 for check 6/10/22; therefore, prior checks to 6/10/22 agency used are not indicative to anticipated income. QC used employer verification to determine \$2184 EI based on 40 weekly hrs at \$13.65 hourly wage.
10946	Standard Utility Allowance	Deduction included that should not have been	Over	\$102	Agency	QC reviewed agency figures and determined agency incorrectly allowed HCSUA at last action. Client was interviewed reporting new address with monthly rent of \$201 which includes utilities. Based on verification obtained both RM and correcting agency figures were determined with

						\$0 utility expense; HH not entitled to HCSUA/LUA/TS. RM and corrected figures resulted in the same error amount.
10927	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$128	Client	QC reviewed agency figures and determined HH failed to report when income from exceeded the gross limit. QC completed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 6/22 with \$1922.39 EI, 5/22 with \$2227.29 EI and 4/22 with \$3226.28 EI per verified income. Based on earnings received, QC allowed \$2151 converted EI in final determination resulting in combined gross income exceeding the \$1771 FPG limit for 1 HHM, which was a reportable change. QC determined the HH qualified under BBCE; even though HH income exceeded the gross & net limits, HH is entitled to the minimum allotment.
10898	Shelter Deduction	Deduction that should have been included was not	Under	\$183	Agency	QC reviewed agency figures and determined agency failed to allow the correct shelter expense amount and incorrectly allowed \$0 rent. On 3/12/22 client provided lease agreement to agency which was known and verified; agency was incorrect to not take action. Corrected figures allowed \$664 shelter expense which resulted in the same error amount.
10901	Household Composition	Eligible person(s) with no income, resources, or deductible expenses excluded	Over	\$250	Client	QC reviewed agency figures & determined HH failed to report mandatory members & their son. QC verified both were in the home; therefore, clients income was never reported which began 3/11/09. QC reviewed 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 6/22 \$2697.60 EI + \$500 UEI to total \$3197.60 combined gross income, 5/22 \$2697.60 EI + \$500 UEI to total \$3197.60 combined gross income and 4/22 \$2697.60 EI + \$500 UEI to total \$3197.60 combined gross income which exceeded the \$3020 limit for 3 HHM. QC determined 3rd month prior to RM (month 4/22) used as that is what should have been reported due to simplified reporting to determine \$2698 EI + \$500 UEI to total \$3198 combined gross income which exceeds the \$3020 limit for 3 HHM for error citation.
10924	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	QC finds the HH is over the gross income limit during RM; reviewed 3 months look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 6/22 \$6315; 5/22 \$6315 and 4/22 \$6315 - exceeds the \$1771 limit for 1 HHM. QC determined 3rd month prior to RM (month 4/22) used as that is what should have been reported while on simplified reporting to determine \$6315 combined gross income. QC determined HH qualified under BBCE at the time of certification and is therefore subject to minimum allotment of \$20 as a 1 person HH.
10935	Wages and Salaries	More income received from this source than budgeted	Over	\$62	Agency	QC reviewed agency wages and found no documentation or verification in ECF for check 6/2/22=\$750; HH provided 2 checks not three as listed in ASPEN. HH provided 2 checks 6/2/22=\$834.18 and 5/19/22=\$945.07. Based on employment verification and verification available to agency, agency figures were corrected to allow \$1779 EI. CSED inquiry also verifies \$570.47 CS received at last action. Corrected figures final determination based on \$1779 EI, \$570.47 CS, \$1100 shelter expense plus HCSUA.

10945	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	QC contact with employer verified hire date of 2/24/20 getting paid \$17/hour working 40 hours/week plus monthly incentives. QC finds the HH is over the gross income limit during RM; reviewed 3 months look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 6/22 \$3728.10; 5/22 \$4024.48 & 4/22 \$3306.62 - exceeds the \$1771 limit for 1 HHM. QC determined 3rd month prior to RM (month 4/22) used as that is what should have been reported while on simplified reporting to determine \$3307 combined gross income. QC determined HH qualified under BBCE at the time of certification and is therefore subject to minimum allotment of \$20 as a 1 person HH.
10971	Self-Employment	More income received from this source than budgeted	Over	\$52	Agency	QC reviewed agency figures and determined the agency used one single payment of \$368.86 as an ongoing income determination self-employment. QC determined the agency should had requested and used 2021 Schedule C taxes for ongoing self-employment income. HH provided QC with 2021 Schedule C, Gross income \$9896 with advertising expense of \$2700. \$9896 - \$2700 allowable expense = \$7196/12 months = \$599.66. QC corrected agency figures allowing 3 HHM, \$600 SE, \$465 CS, \$1019 shelter plus HCSUA.
10918	Standard Utility Allowance	Deduction included that should not have been	Over	\$56	Client	HH reported monthly rental obligation \$355 however review of application found disclaimer was listed informing HH failure to report expense will forfeit the right to the deduction; therefore, QC determined the reported expense of \$350 is the only allowable deduction during RM/corrected figures. Agency figures were reviewed, and QC determined 2HHM, RSDI \$1259, SSI \$22, shelter \$350 plus no utility deductions.
10928	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$180	Agency	1/4/22 HH reported employment. HH provided Railroad Retirement Award letter for 2022 monthly gross payment of \$750.65 & HH reported shelter obligation of \$700 monthly. Agency documented verification was processed & updated. QC review finds the known and verified information was not updated in ASPEN CR record at time of agency action on 1/10/22. QC corrected agency figures based on known and verified documentation provide to the agency by the HH. QC allowed 1 HHM, \$686 EI, \$751 UEI, \$700 shelter plus HCSUA.
10936	Contributions	Unreported source of income (do not use for change in employment status)	Over	\$67	Client	QC reviewed agency action and found that household failed to report \$70 contribution. Agency figures were corrected allowing 1 HHM, RSDI \$826, SSI \$35, contribution \$70, shelter \$250 plus HCSUA.
10957	RSDI Benefits	More income received from this source than budgeted	Over	\$98	Agency	ASPEN shows agency updated physical residence leaving shelter & HCSUA not related to new address. QC found ASPEN failed to update RSDI due mass change. QC corrected agency figures allowing 1 HHM, RSDI \$530, SSI \$331, Shelter \$700 obligated amount and no utility allowance.
10963	Household Composition	Other	Over	\$209	Client	QC verified child AnnaMarie not in the HHBG since 2020, before initial application processing. QC corrected agency figures allowing 1 HHM, no expenses no deductions.

10922	Wages and Salaries	Failed to consider or incorrectly considered income of an ineligible member	Over	\$171	Agency	QC found client is non citizen; has a work permit-employment authorization category C33 DACA with card expiration date of 12/18/21. Client had no other identification. SAVES inquiry shows code C33 DACA. ASPEN immigration details show agency entered information as qualified non-citizen with date of entry of 12/19/1919 which is incorrect. QC determined HH member but not eligible for SNAP as client does not meet citizenship or eligible non-citizen status requirements. Therefore income will be counted and prorated. QC determined other 2 hh members are the only eligible HH members to participate in SNAP. QC corrected agency figures at last action allowing EI \$1084 with prorated amount of \$723. Both comparisons resulted in same error determination.
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FFY 2022 SNAP Payment Error Rates

Regional and County Breakdowns

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

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	0.00%	0.00%	39.72%	0.00%	0.00%	0.00%	0.00%	0.00%			3.81%
	McKinley	64.04%	10.61%	0.00%	0.00%	11.31%	15.52%	14.90%	0.00%	17.59%	7.69%			14.02%
	San Juan	32.08%	0.00%	7.17%	10.90%	0.00%	14.11%	0.00%	0.00%	14.94%	0.00%			9.93%
	Sierra	0.00%	0.00%	62.80%	0.00%	0.00%	0.00%	43.41%	0.00%	0.00%	0.00%			19.51%
	Socorro	9.63%	0.00%	0.00%	0.00%	35.40%	0.00%	0.00%	0.00%	0.00%	0.00%			7.17%
	N. Valencia	0.00%	17.87%	0.00%	0.00%	0.00%	0.00%	17.82%	18.13%	8.16%	19.43%			10.70%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Region 1 Totals		28.77%	6.35%	5.27%	5.08%	12.45%	10.59%	14.38%	4.04%	12.52%	5.95%			11.01%
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%
	Guadalupe	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%	34.16%	0.00%	0.00%	50.00%			8.33%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
	San Miguel	15.47%	16.12%	0.00%	0.00%	41.89%	38.60%	0.00%	61.93%	0.00%	0.00%			20.31%
	Sandoval	0.00%	56.40%	23.97%	12.11%	0.00%	5.34%	35.03%	12.58%	8.87%	0.00%			16.03%
	Santa Fe	0.00%	36.80%	0.00%	0.00%	0.00%	23.62%	0.00%	11.76%	0.00%	31.14%			11.11%
Region 2 Totals		4.89%	37.61%	5.18%	6.20%	14.63%	17.14%	23.99%	13.82%	2.38%	11.55%			14.76%
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%	0.00%	20.25%	34.04%	0.00%	13.53%	0.00%	18.53%			12.37%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%	0.00%	11.57%	26.45%	12.61%	8.76%	22.61%			9.70%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	104.27%			12.87%
	SW Bernalillo	6.26%	8.61%	26.84%	30.73%	25.66%	7.19%	1.43%	13.54%	3.70%	15.50%			12.15%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Region 3 Totals		3.53%	6.70%	23.87%	9.76%	17.46%	16.19%	5.79%	13.43%	4.44%	24.44%			11.75%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	20.79%	28.49%	5.09%	7.45%	0.00%	0.00%			6.79%
	Curry	0.00%	0.00%	34.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			6.89%
	Artesia	0.00%	90.70%	0.00%	0.00%	0.00%	0.00%	16.77%	0.00%	0.00%	0.00%			21.54%
	Carlsbad	0.00%	0.00%	58.32%	0.00%	0.00%	0.00%	0.00%	0.00%	3.72%	0.00%			20.04%
	Lea	0.00%	19.60%	25.57%	18.08%	0.00%	0.00%	0.00%	0.00%	21.42%	0.00%			11.00%
	Lincoln	0.00%	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%	14.99%	31.33%	6.66%	13.68%	9.48%	3.44%	7.32%	7.30%	0.00%			10.13%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.92%	0.00%	0.00%			5.29%
	Grant	0.00%	0.00%	100.0%	0.00%	38.57%	92.00%	0.00%	0.00%	26.84%	0.00%			27.15%
	Luna	20.47%	0.00%	0.00%	0.00%	29.65%	0.00%	10.87%	0.00%	0.00%	14.40%			10.45%
	Otero	0.00%	0.00%	0.00%	0.00%	41.89%	41.17%	0.00%	0.00%	0.00%	0.00%			10.16%
	S. Dona Ana	6.40%	0.00%	48.85%	28.35%	0.00%	15.70%	10.36%	0.00%	0.00%	0.00%			18.54%
Region 5 Totals		4.23%	0.00%	33.95%	3.52%	12.74%	15.82%	4.71%	7.89%	8.61%	1.56%			10.48%
State Totals		9.67%	13.56%	19.98%	6.94%	14.41%	13.86%	9.99%	9.20%	7.07%	12.47%			11.57%

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 July:

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

Description of activity developed to resolve deficiencies:

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

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

FFY2022 Case and Procedural Error Rate (CAPER)

State Cumulative Negative Error Rate

Invalid Closure Breakdown

Out of the 277 invalid denials/closures identified, 138 were identified as incorrect closures, and 139 were identified as incorrect denials.

Negative Error Amount

277 cases out of 707 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

39.18%
CAPER
Error Rate

Incorrect Notices

25% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

75% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2021- July 2022

Total Cases in Sample Pulled for Review	750
Cases Dropped (Sampled not Reviewed by QC)	43
Total Cases Reviewed	707
Total Valid Cases	430
Total Invalid Cases	277

FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- July 2022

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
Application				
Late denial agency failed to process the application timely	48	11	59	22.35%
Policy incorrectly applied – no other codes applicable	2	8	10	3.79%
Failed to process the reapplication timely (recertification application)	2	7	9	3.41%
Failed to issue a required Notice of Missed Interview (NOMI)	2	1	3	1.14%
Failed to provide expedited service to expedited eligible household	1	0	1	0.38%
Total	55	27	82	31.06%
Notices				
Notice not clearly understandable	10	28	38	14.39%
Notice was sent to wrong address	4	7	11	4.17%
Failed to send notice of action	2	6	8	3.03%
Notice reason does not match reason for action	4	1	5	1.89%
Policy incorrectly applied- no other codes applicable	2	2	4	1.52%
Notice was not complete	2	1	3	1.14%
Notice did not include date of intended action	1	0	1	0.38%
Total	25	45	70	26.52%
Arithmetic Computation				
Benefit/allotment/eligibility/incorrectly computed	20	13	33	12.50%
Total	20	13	33	12.50%
Wages and Salaries				
Policy incorrectly applied- no other codes applicable	2	5	7	2.65%
Agency failed to follow up on inconsistent or incomplete information	3	4	7	2.65%
Improper income calculation	3	3	6	2.27%
Improper calculation- Income averaged incorrectly	1	1	2	0.76%
Income from known/processed source included that should not have been	2	0	2	0.76%
Failed to consider or incorrectly considered reported information	1	1	2	0.76%
Improper calculation – Income included holiday or overtime pay	1	0	1	0.38%
Total	13	14	27	10.23%
Other				
Policy incorrectly applied – no other codes applicable	4	9	13	4.92%
Data entry and/or coding error (includes selection of incorrect codes)	0	2	2	0.76%
Other	0	1	1	0.38%
Computer programming error	1	0	1	0.38%
Total	5	12	17	6.44%

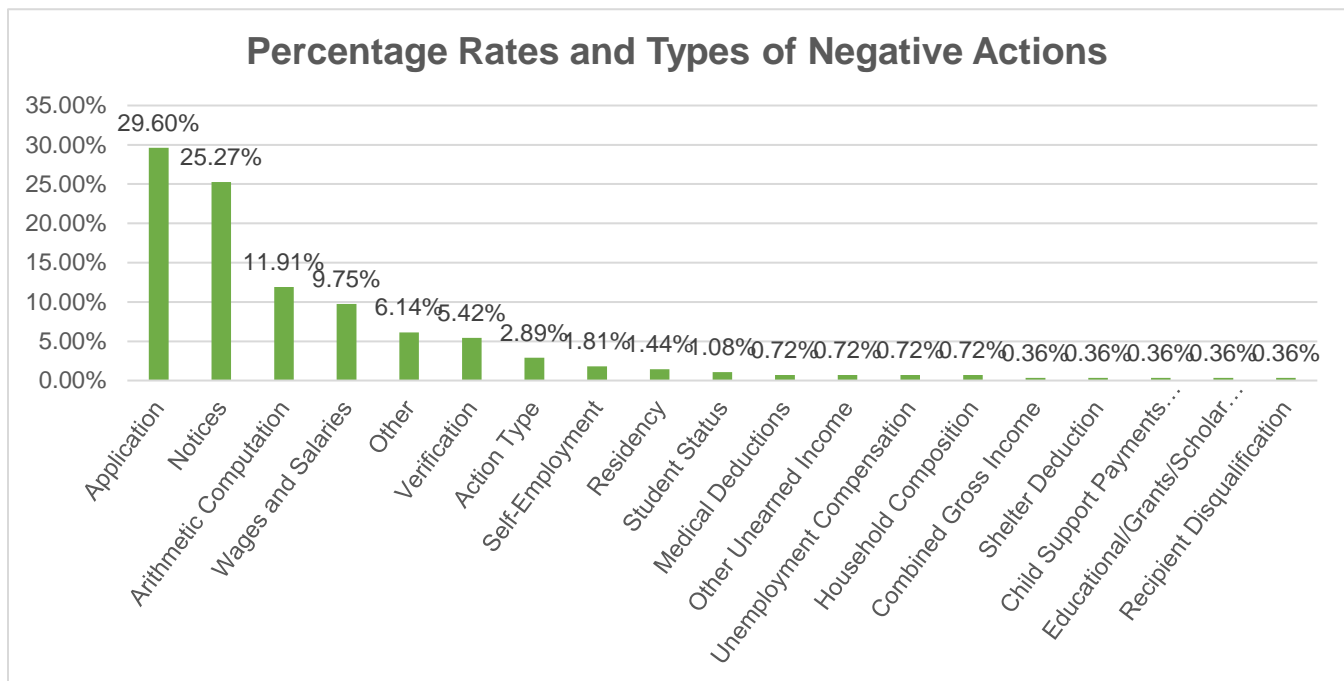
Verification				
Improper Denial/Termination – failure to provide-verification was received or is in case file	4	2	6	2.27%
Policy incorrectly applied – no other codes applicable	0	4	4	1.52%
Verification was in case file	1	1	2	0.76%
Improper denial prior to end of timeframe for providing verification	1	0	1	0.38%
No application or case record information to support denial/termination/suspension	1	0	1	0.38%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.38%
Total	7	8	15	5.68%
Action Type				
Policy incorrectly applied – no other codes applicable	3	5	8	3.03%
Total	3	5	8	3.03%
Self-Employment				
Policy incorrectly applied – no other codes applicable	2	1	3	1.14%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.38%
Failed to consider or incorrectly considered reported information	0	1	1	0.38%
Total	2	3	5	1.89%
Residency				
Policy incorrectly applied – no other codes applicable	0	2	2	0.76%
Other	1	1	2	0.76%
Total	1	3	4	1.52%

Student Status				
Failed to consider or incorrectly considered Eligible Student Status	0	1	1	0.38%
Eligible student excluded and met exemption-Employment requirements met	1	0	1	0.38%
Eligible student excluded and met exemption – State or Federal Work Study	0	1	1	0.38%
Total	1	2	3	1.14%

FFY 2022 CAPER Errors – Cumulative Totals

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

Error	Denials		Closures		Total Invalid	Percentage Total
Application	55	19.86%	27	9.75%	82	29.60%
Notices	25	9.03%	45	16.25%	70	25.27%
Arithmetic Computation	20	7.22%	13	4.69%	33	11.91%
Wages and Salaries	13	4.69%	14	5.05%	27	9.75%
Other	5	1.81%	12	4.33%	17	6.14%
Verification	7	2.53%	8	2.89%	15	5.42%
Action Type	3	1.08%	5	1.81%	8	2.89%
Self-Employment	2	0.72%	3	1.08%	5	1.81%
Residency	1	0.36%	3	1.08%	4	1.44%
Student Status	1	0.36%	2	0.72%	3	1.08%
Medical Deductions	1	0.36%	1	0.36%	2	0.72%
Other Unearned Income	2	0.72%	0	0.00%	2	0.72%
Unemployment Compensation	0	0.00%	2	0.72%	2	0.72%
Household Composition	2	0.36%	0	0.00%	2	0.72%
Combined Gross Income	0	0.00%	1	0.36%	1	0.36%
Shelter Deduction	1	0.36%	0	0.00%	1	0.36%
Child Support Payments Received from Absent Parent	0	0.00%	1	0.36%	1	0.36%
Educational/Grants/Scholarships/Loans	1	0.36%	0	0.00%	1	0.36%
Recipient Disqualification	0	0.00%	1	0.36%	1	0.36%



CAPER Error Findings as Reported to the Field Offices

July 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
676	Policy	QC notes the denial reason was correct; however, the processing is untimely. QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received.
677	Policy	QC determined the notice to be correct, as notice explained to HH why they will not get a benefit amount in initial application month however the processing was untimely. QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received.
678	Policy & Notice	Review of case found agency used reported address for correspondence and reported phone number in attempt to interview HH & no evidence HH contacted agency to complete interview. QC determined action to process case occurred outside processing timeframe. System shows HH applied 6/6/2022 & action to process occurred on 7/14/2022 which exceeds the 30-day limit. QC noted that the notice of missed appointment was not mailed to the HH.
680	Policy	QC determined the calculation table to be correct. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/15/2022 and action to process occurred on 7/27/2022 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).
681	Policy & Notice	QC determined action to process case occurred outside processing timeframe. System shows HH applied on 6/6/2022 and action to process occurred on 7/7/2022 which exceeds the 30-day limit. QC determined HH also qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC Policy 8.139.420.8 states 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 and untimely processing.
682	Policy & Notice	Review of case found agency did not attempt to complete the scheduled PI and no notice of missed appointment was sent to the HH. QC determined the Notice of Case action is not clear and concise as the HH had not received benefits since April 2022 and the Notice states: "Your case will close August 1, 2022." QC determined that action was taken late to process the late recertification application as the application was received 5/26/2022 and processed 6/27/2022 which is 32 days apart. QC found notice and action to be incorrect.
683	Policy	Review of case found agency used reported address for correspondence and reported phone number in attempt to interview on 6/16/2022 and did not attempt the interview on 7/6/2022 as scheduled. QC determined action to process case occurred outside processing timeframe. System shows HH applied 6/9/2022 & action to process occurred on 7/28/2022 which exceeds the 30-day limit.
684	Policy & Notice	Review of correspondence finds notice of appointment was mailed to HH on 6/29/22 for interview on 7/5/22. Notice of Delay was mailed to HH 6/30/22. QC determined action to deny on gross income is correct however, agency did not schedule an appointment for the household timely which resulted in application processing going beyond 30 days plus no documentation found to explain reason for delay notice mailed to HH which makes this an invalid denial. QC determined agency did not schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit. QC determined HH also qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment and untimely processing.
685	Policy & Notice	QC determined the action was correct however the agency failed to process application timely and failed to send a NOMI and HUMAD issued 6/16 is procedurally confusing as no indication why check stubs were requested. QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency

		did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
686	Policy	QC determined that agency used reported address for correspondence & reported phone number in attempt to interview. QC finds no evidence that client completed interview therefore action and notice is correct however, QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
689	Policy	QC finds action is correct however QCR notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. QC determined agency did not complete determination within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
690	Policy	QC finds no evidence that client completed interview therefore action is correct however agency failed to issue a NOMI and QCR notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
691	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/07/2022 and action to process occurred on 7/15/2022 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 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.
692	Policy & Notice	Application processed outside the 30 day time limit and determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
694	Policy & Notice	QC found no case comments for 7/21/22 when correspondence history shows a notice of appointment was mailed to HH advising of PI scheduled for 7/26 @3:30. QC determined notice and action correct however no NOMA was sent and QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/14/2022 and action to process occurred on 7/26/2022 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 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.
695	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/13/2022 and action to process occurred on 7/27/2022 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 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.
696	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/16/2022 and action to process occurred on 7/28/2022 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 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.
697	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
698	Policy & Notice	QC determined application processed outside the 30-day time limit and determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp

		household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
699	Policy & Notice	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/17/2022 and action to process occurred on 7/29/2022 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 further notes that ongoing benefits denied incorrectly as HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
702	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/17/2022 and action to process occurred on 7/26/2022 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 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.
703	Policy	QC notes that income varied by more than \$150 and agency should have contacted employer to determine anticipated ongoing income. QC determined the action invalid as agency did not address anticipated income and action to process case occurred outside the processing timeframe. System shows HH applied on 6/7/2022 and action to process occurred on 7/12/2022 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 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.
704	Policy	CR shows in ASPEN interface for Prisoner Match on 6/17/22 ASPEN alerted agency client was incarcerated and again on 6/27/2022. QC notes that Jail-Prison record shows HH was released on 7/10/22. QC determined action was taken prior to verifying incarceration was for more than 30 days.
705	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/23/2022 and action to process occurred on 7/29/2022 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 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.
706	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 2 person HH. NMAC policy 8.139.420.8 states: 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 is incorrect as HH qualified under BBCE for minimum allotment.
707	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/13/2022 and action to process occurred on 7/27/2022 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
708	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/1/2022 and action to process occurred on 7/06/2022 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. Application was not denied timely as per 8.139.110.13D3.
709	Policy	QC review of ASPEN correspondence and ECF found no evidence showing HH provided all requested verification. QC determined action to be invalid as recertification was processed untimely. NMAC citation 8.139.120.8(c) states: If an eligible household files an application before the end of the certification period but the recertification process cannot be completed within 30 days after the date of application because of ISD fault, ISD must continue to process the case and provide a full month's allotment for the first month of the new certification period. NMAC citation 8.139.120.8(d) states: ISD shall schedule interviews so that the household has at least 10 days after the interview in which to provide verification before the certification period expires.
710	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 5/31/2022 and 6/17/22 and action to process occurred on 7/20/2022 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.

711	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 6/10/2022 and action to process occurred on 7/20/2022 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.
713	Policy	QC review of ASPEN correspondence and ECF found no evidence showing HH provided all requested verification. QC determined action and notice are correct however application was not denied timely as per 8.139.110.13D3 causing an invalid denial.
715	Policy & Notice	QC reviewed action and notices, found no indication client completed interview. History correspondence does not show agency issued NOMI to HH. QC determined action taken on 7/29/22 to close SNAP due to missed interview correct however a notice of missed interview was never issued and agency failed to deny application timely.
716	Policy & Notice	QC review of case shows correspondence history, agency issued a receipt of proof for check stubs and no receipt for application received 6/22/22. No action has been taken for application 6/22/22. SNAP notice reasons shows disposition cancelled for denial; failure to provide required information within specified time frame. Invalid review as agency did not take action for application dated 6/22/22; client was not given opportunity to for public assistance as application submitted was not processed according to its specific procedures and timeliness standards; the timeliness standards set forth in 8.100.130.11 NMAC.
719	Policy	QC determined all notices were issued correctly and client missed scheduled appointment, failed to complete interview, however application was not denied timely as per 8.139.110.13D3 therefore invalid denial.
720	Policy	QC review of ASPEN correspondence and ECF found no evidence showing HH provided all requested verification, however agency failed to process application timely making this action a late denial.
721	Policy & Notice	QC review action and determined invalid as HH reported living with friends and reporting separate HH status and HH is not under parental control. QC also notes action to process case occurred outside the processing timeframe. System shows HH applied on 5/27/2022 and action to process occurred on 7/1/2022 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 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.
725	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 5/31/2022 and action to process occurred on 7/1/2022 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 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.
728	Policy	QC reviewed action and notices; action to process application occurred beyond processing timeliness resulting an invalid action. CR and case comments do not indicate interview was attempted on day scheduled and no NOMI was issued.
729	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 06/08/22 however action to begin application process did not occur until 07/12/2022; beyond 30 days.
730	Policy & Notice	QC reviewed action and notices and based on history correspondence shows no notice of missed appointment issued to HH. Agency also did not begin application process until 07/08/2022; beyond 30 days from application date. QC determined action to process application occurred beyond processing timeliness resulting in an invalid action.
732	Policy & Notice	QC reviewed action and notices, ECF shows no evidence HH submitted income verification as requested, but verbally verified pay rate & hours with employer. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 1 person HH. NMAC policy 8.139.420.8 states: 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. HH qualified under BBCE for minimum allotment; further, QC determined action to process application occurred beyond 30 days.
733	Policy	QC determined action to process application occurred beyond the processing timeliness resulting in an invalid action. CR shows HH applied on 06/22/22 however action to process application did not occur until 07/26/22; beyond the 30 days.
734	Policy & Notice	QC determined action to process application occurred beyond processing timeliness resulting in invalid action. CR shows HH applied 06/09/22 however action to begin application process did not occur until 07/12/2022. QC also determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20 as a 2 person HH. NMAC policy 8.139.420.8 states: 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 is incorrect as HH qualified under BBCE for minimum allotment.
735	Policy	QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible HH that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI with in the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
736	Policy	QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible HH that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
737	Policy	QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible HH that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
738	Policy & Notice	QC reviewed ASPEN SNAP notice reason screen shows: 1) Household Net income exceeds the limit 2) failure to provide required information within specified time frame 3) eligibility denied. QC found notice does not address eligibility of benefit determination and fails to clearly indicate HH is denied due to exceeding net income guidelines. QC also determined agency failed to deny application timely.
739	Policy	Agency failed to process application timely; beyond 30-day time limit. QC determined action to process application occurred beyond the processing timeliness resulting in an invalid action.
741	Policy & Notice	Agency failed to process application timely; beyond 30-day time limit. QC determined action to process application occurred beyond the processing timeliness resulting in an invalid action. QC notes that policy 8.139.110.13 Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received.
743	Policy	QC determined action to be invalid as recertification was processed untimely. NMAC citation 8.139.120.8(c) states: If an eligible household files an application before the end of the certification period but the recertification process cannot be completed within 30 days after the date of application because of ISD fault, ISD must continue to process the case and provide a full month's allotment for the first month of the new certification period. NMAC citation 8.139.120.8(d) states: ISD shall schedule interviews so that the HH has at least 10 days after the interview in which to provide verification before the certification period expires.
746	Policy	QC determined action to process case occurred outside processing timeframe. System shows HH applied 5/24/22 and action to process occurred on 7/7/22 which exceeds the 30-day limit.
747	Policy & Notice	QC determined the HH qualified under BBCE at time of certification & would remain so until its next recertification; even though HH income exceeded the BBCE net limits, HH is entitled to minimum allotment as a 2 person HH (per 8.139.610.12, 8.139.420.8 & CFR 273.10. QC notice and action incorrect as HH qualified under BBCE for minimum allotment.
748	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. QC determined action to process case occurred outside processing timeframe. CR shows HH applied 6/8/22 and action to process occurred on 7/18/22 which exceeds the 30-day limit. QC noted agency incorrectly registered application with a date of 6/7/22 rather than taking action on RMB 6/7/22. Review of history correspondence shows notice of missed appointment was suppressed.
750	Policy	QC determined action to process case occurred outside processing timeframe. System shows HH applied 6/6/22 after business hours so agency registered application next business day on 6/7/2022 and action to process occurred on 7/15/22 which exceeds the 30-day limit.

FFY 2022 CAPER Error Rates



SNAP Performance Report –Tenth Edition
FFY– October 1, 2021 – September 30, 2022
Quality Control Findings

Regional and County Breakdowns

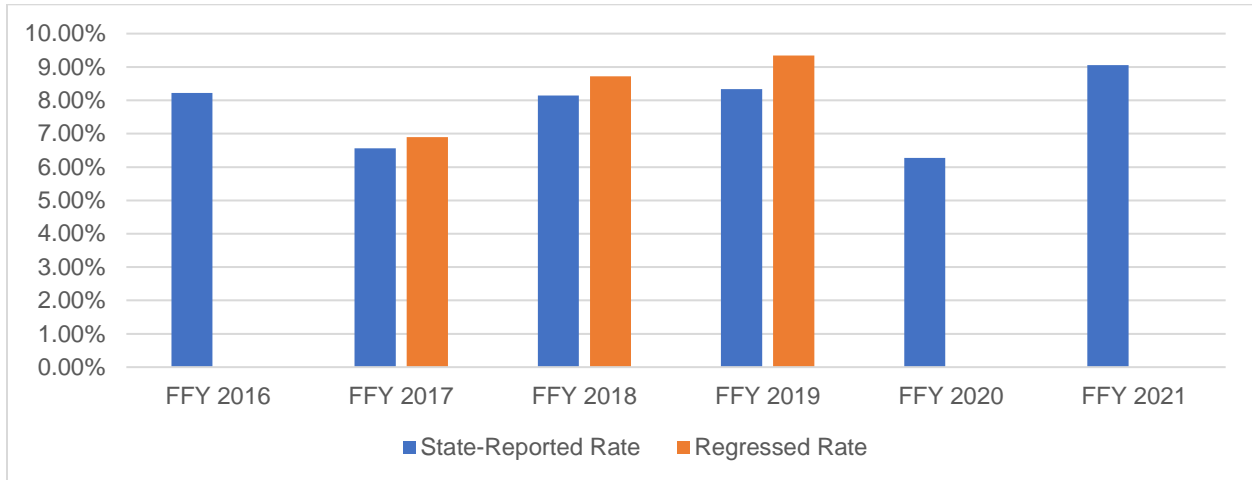
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%	100.00%			36.36%
	McKinley	0.00%	0.00%	75.00%	0.00%	100.00%	25.00%	0.00%	75.00%	0.00%	100.00%			43.33%
	San Juan	50.00%	0.00%	50.00%	60.00%	20.00%	33.33%	40.00%	44.44%	33.33%	83.33%			43.75%
	Sierra	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%			28.57%
	Socorro	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	100.00%	0.00%			40.00%
	N. Valencia	0.00%	50.00%	0.00%	20.00%	100.00%	66.67%	0.00%	50.00%	100.00%	100.00%			54.17%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Region 1 Totals		40.00%	16.67%	46.15%	30.77%	50.00%	40.00%	30.00%	52.94%	40.00%	84.62%			44.00%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%	0.00%			40.00%
	Guadalupe	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%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%	0.00%	100.00%	50.00%	33.33%	0.00%	0.00%			33.33%
	San Miguel	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%			40.00%
	Sandoval	16.67%	0.00%	0.00%	100.00%	33.33%	50.00%	0.00%	50.00%	66.67%	80.00%			44.83%
	Santa Fe	100.00%	0.00%	50.00%	50.00%	0.00%	0.00%	50.00%	0.00%	50.00%	83.33%			47.62%
Taos	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%			25.00%	
Region 2 Totals		30.00%	33.33%	11.11%	40.00%	37.50%	40.00%	25.00%	25.00%	41.67%	85.71%			39.36%
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%	50.00%	42.86%	46.67%	14.29%	44.44%	20.00%	80.00%			34.52%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%	50.00%	66.67%	20.00%	50.00%	50.00%	71.43%			36.51%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	100.00%	0.00%	0.00%	0.00%			20.00%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%	33.33%	45.45%	36.36%	54.55%	66.67%	50.00%			38.37%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%
Region 3 Totals		13.79%	14.81%	20.00%	45.83%	40.00%	50.00%	29.17%	46.43%	44.44%	55.00%			35.34%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	66.67%	50.00%	50.00%	0.00%	50.00%	25.00%	75.00%			35.71%
	Curry	75.00%	0.00%	0.00%	0.00%	33.33%	100.00%	0.00%	33.33%	0.00%	100.00%			50.00%
	Artesia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100.00%			33.33%
	Carlsbad	100.00%	0.00%	100.00%	0.00%	100.00%	0.00%	20.00%	0.00%	50.00%	0.00%			35.71%
	Lea	50.00%	0.00%	60.00%	33.33%	0.00%	50.00%	50.00%	66.67%	25.00%	50.00%			41.94%
	Lincoln	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	100.00%	0.00%	100.00%			33.33%
Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%			0.00%	
Region 4 Totals		50.00%	0.00%	40.00%	27.27%	50.00%	62.50%	18.75%	50.00%	30.00%	75.00%			39.81%
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%	50.00%	50.00%	40.00%	42.86%	0.00%	75.00%	50.00%			40.00%
	Grant	100.00%	0.00%	0.00%	100.00%	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%			37.50%
	Luna	33.33%	50.00%	0.00%	50.00%	0.00%	100.00%	100.00%	0.00%	33.33%	100.00%			50.00%
	Otero	100.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100.00%	100.00%	100.00%			80.00%
	S. Dona Ana	0.00%	33.33%	0.00%	66.67%	20.00%	50.00%	0.00%	100.00%	60.00%	100.00%			50.00%
W. Dona Ana	0.00%	0.00%	0.00%	25.00%	50.00%	14.29%	33.33%	20.00%	0.00%	50.00%			21.62%	
Region 5 Totals		28.57%	25.00%	16.67%	50.00%	38.46%	29.41%	42.86%	33.33%	52.94%	78.57%			40.77%
State Totals		27.40%	18.31%	26.09%	40.30%	43.75%	44.59%	29.17%	44.44%	43.06%	73.97%			39.18%

FFY 2022 Regression Rates

Regression rates are calculated by FNS and depend on such variables as FNS reviews of QC-reviewed cases and the State’s caseload size. The following charts give the State-reported error rates and the regression rates for Payment Accuracy and CAPER. **Please note that regression rates were not issued for FFY 2016 and FFY 2020. A CAPER regression rate for FFY 2019 and FFY 2020 was not issued. FFY 2021 has not been issued at the time of this report.**

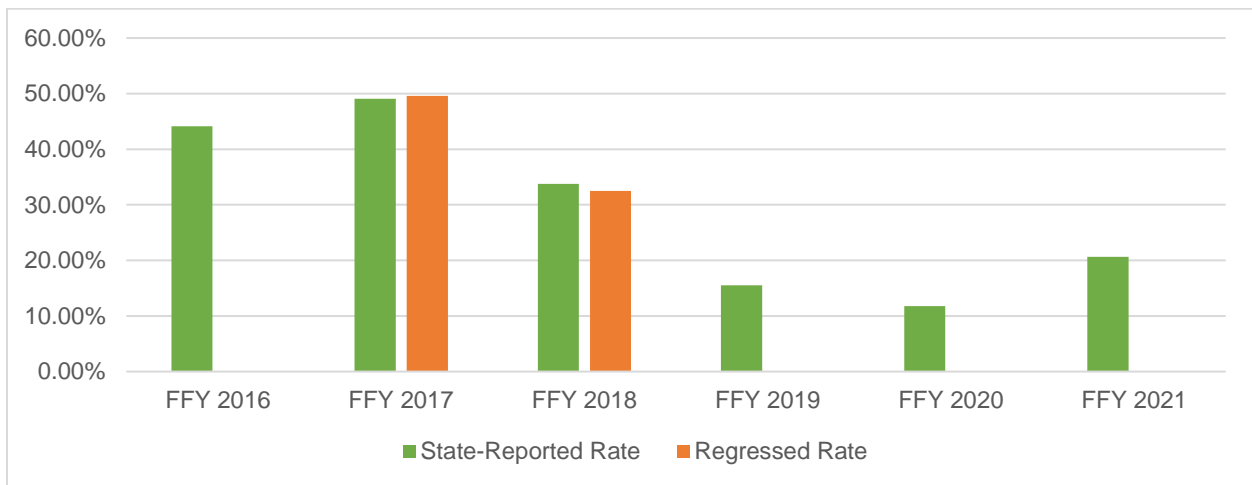
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



FFY 2022 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2022 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

The MSR lists the following timeliness areas:

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

QC Recertification Timeliness

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Region 1 Northwest	Cibola	100.0%											
	McKinley	100.0%					100.0%			100.0%	100.0%		
	San Juan	100.0%					100.0%		100.0%	100.0%			
	Sierra							100.0%					
	Socorro	100.0%											
	N. Valencia	100.0%		100.0%		100.0%	100.0%	100.0%	0.00%		100.0%		
	S. Valencia	100.0%											
Region 1 Totals		100.0%		100.0%		100.0%	100.0%	100.0%	50.00%	100.0%	100.0%		
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay			100.0%					100.0%	100.0%	0.00%		
	Rio Arriba	100.0%					100.0%			100.0%	100.0%		
	San Miguel	100.0%				100.0%	100.0%	100.0%	100.0%	100.0%			
	Sandoval	100.0%			100.0%		100.0%	100.0%		100.0%			
	Santa Fe	100.0%		100.0%	100.0%	100.0%	100.0%		100.0%		0.00%		
Taos	100.0%			100.0%					100.0%				
Region 2 Totals		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	25.00%		
Region 3 Central	NE Bernalillo	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%		
	SE Bernalillo	100.0%				100.0%	100.0%	100.0%		100.0%			
	SW Bernalillo	100.0%	100.0%		100.0%		100.0%	100.0%	100.0%	100.0%	100.0%		
	Torrance												
Region 3 Totals		100.0%	100.0%		100.0%	100.0%	100.0%	100.0%	100.0%	87.50%	100.0%		
N Region 4 Southeast	Chaves	100.0%	100.0%				100.0%				100.0%		
	Curry	100.0%		0.00%	100.0%		100.0%			100.0%	100.0%		
	Artesia												
	Carlsbad	100.0%							100.0%	100.0%	100.0%		
	Lea			100.0%			100.0%		100.0%	100.0%	33.33%		
	Lincoln	100.0%							100.0%	100.0%			
Roosevelt													
Region 4 Totals		100.0%	100.0%	50.00%	100.0%		100.0%		100.0%	100.0%	75.00%		
Region 5 Southwest	E. Dona Ana	100.0%				100.0%	100.0%		100.0%		100.0%		
	Grant	100.0%								100.0%			
	Luna	100.0%									100.0%		
	Otero	100.0%	100.0%							100.0%			
	S. Dona Ana	100.0%		100.0%	100.0%						100.0%		
W. Dona Ana	100.0%							100.0%					
Region 5 Totals		100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.0%	100.0%	100.0%		
Statewide Totals		100.0%	100.0%	85.71%	100.0%	100.0%	100.0%	100.0%	94.44%	95.65%	78.26%		