

**Michelle Lujan Grisham, Governor**  
Kari Armijo, Acting Secretary  
Alex Castillo Smith, Acting Deputy Secretary  
Paul Ritzma, Acting Deputy Secretary  
Lorelei Kellogg, Acting Medicaid Director

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## General Information Memorandum

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### ISD-GI 23-06

**TO:** ISD Employees  
**FROM:** Karmela Martinez, Director, Income Support Division  
**DATE:** April 6, 2023  
**RE:** FFY 2023 SNAP Performance Report- Second



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

The FFY 2023 Performance Goals for the state are:

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

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

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

Attachment: Second SNAP Performance Report for FFY 2023



# SNAP PERFORMANCE REPORT

**Second Edition**

**Federal Fiscal Year 2023**

Quality Control Review Findings  
October 2022- November 2022

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

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# SNAP Performance Report

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## SNAP Performance Report: Second Edition




This Supplemental Nutrition Assistance Program (SNAP) Performance Report for Federal Fiscal Year (FFY) 2021 includes all Quality Control (QC) findings received for the review months of **October 2022-November 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 2023, the State Performance Goals are as follows:

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

The Payment Error Rate is 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 2022- November 2022**.

### Ineligible Benefits

\$1,206 (1.93) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$6,277 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 \$62,595 total benefits issued within those cases.



### Underpaid Benefits

\$956 (1.53%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

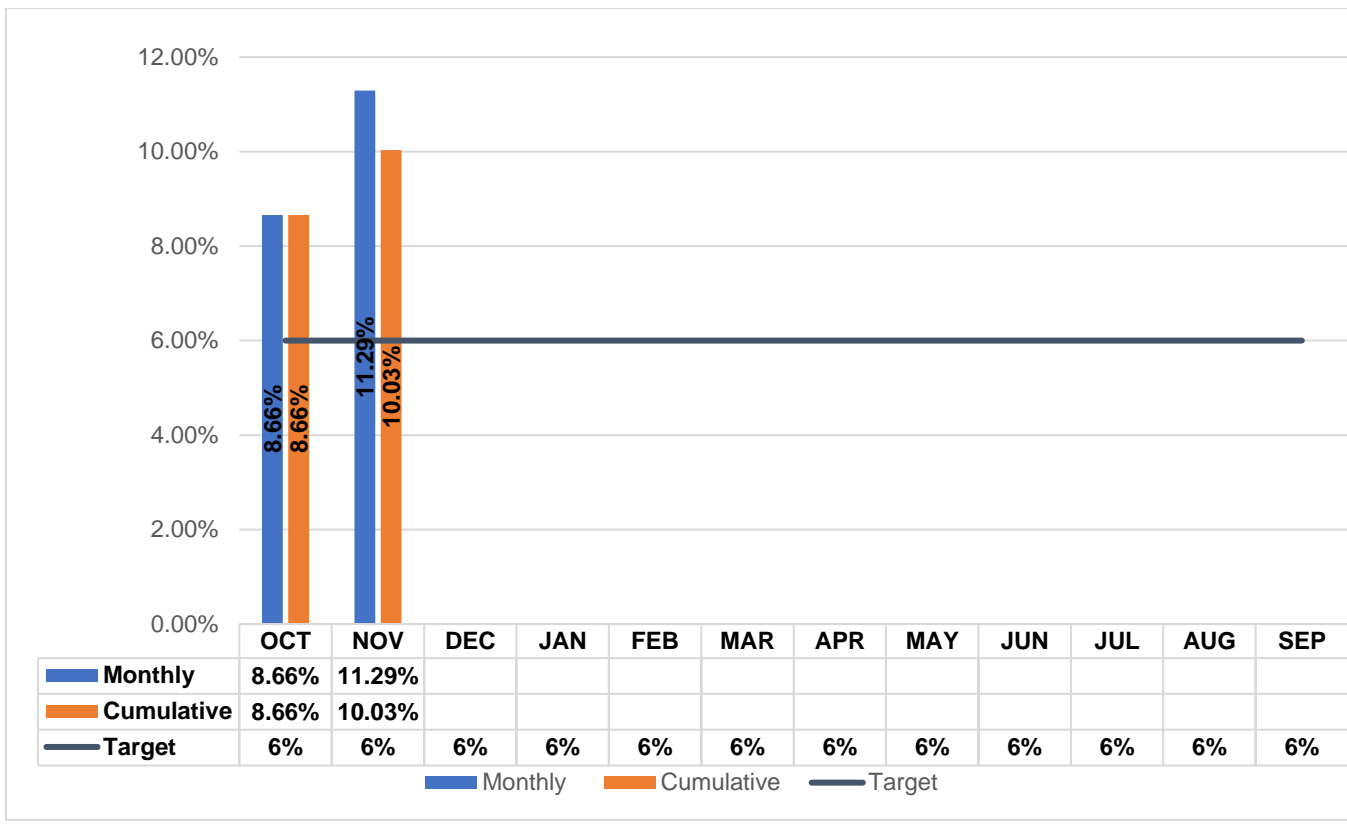
\$4,115 (6.57%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - October 2022- November 2022

<b>Total Benefits Paid in QC Sample</b>	<b>\$62,595</b>
<b>Total Error Amount in QC Sample</b>	<b>\$6,277</b>
<b>Total Cases Reviewed by QC</b>	<b>166</b>
Total Cases with Errors	25
Total Correct Cases	141
Total Cases with Overpaid Benefits	16
Total Cases with Underpaid Benefits	7
Total Cases with Ineligible Benefits	2
Cases Dropped (In Sample, not Reviewed by QC)	30

# FFY 2023 State Payment Error Rates

Monthly vs. Cumulative Error Rates



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

## Are they Agency or Recipient Errors?

38%

### 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.

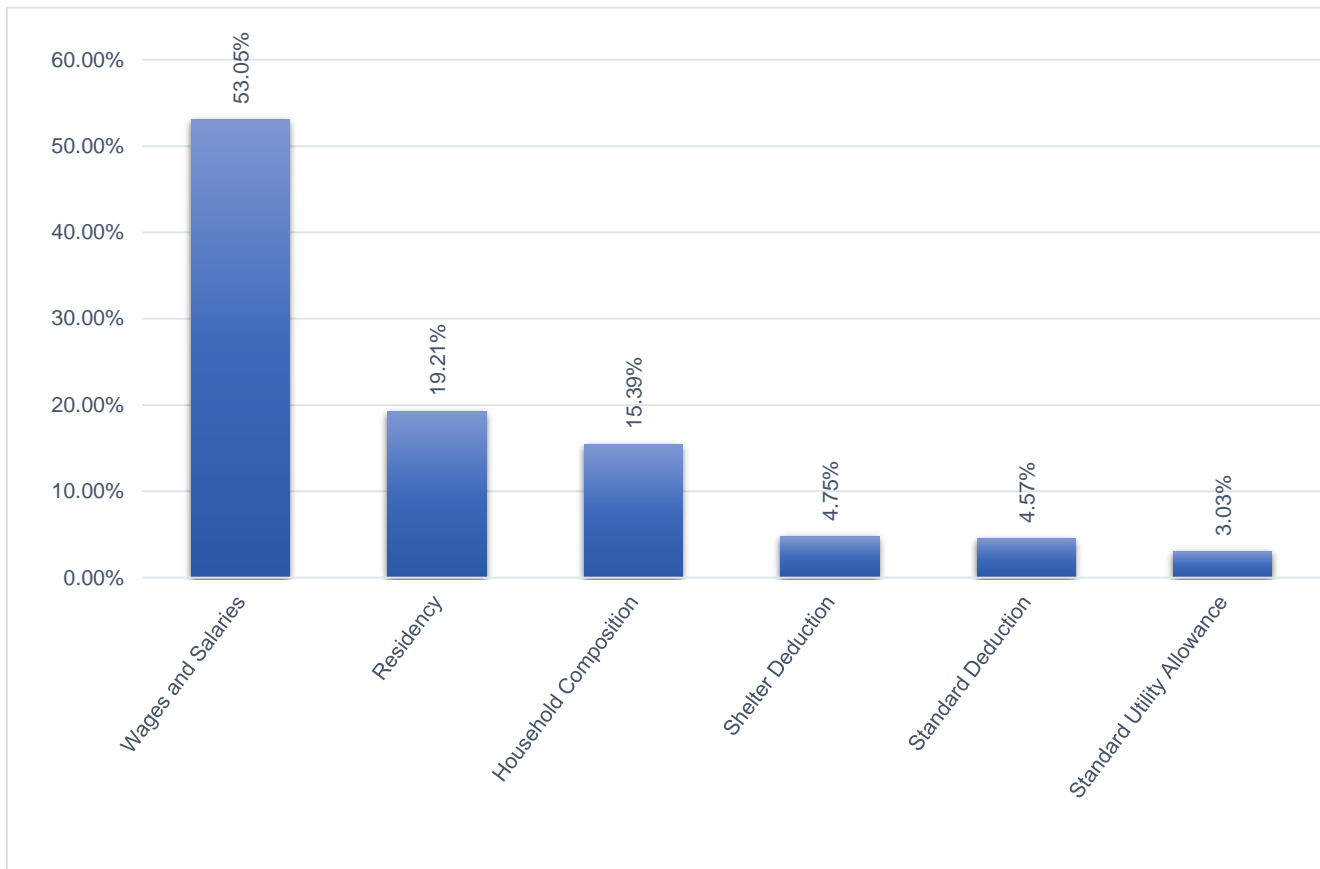
62%

### Recipient Error Rate

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

## FFY 2023 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2022- November 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$3,330	53.05%
Residency	\$1,206	19.21%
Household Composition	\$966	15.39%
Shelter Deduction	\$298	4.75%
Standard Deduction	\$287	4.57%
Standard Utility Allowance	\$190	3.03%



Payment Error Findings as Reported to Field Offices

November 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10116	Shelter Deduction	Deduction included that should not have been	Over	\$166	Client	During QC interview HH reported \$0 shelter expense in RM & Corrected Figures, he did not pay rent in corrected figures, was evicted for not paying his rent and stopped paying rent in 4/22 and was evicted in 5/22. Mother verified that HH has been homeless since early 2022, allows HH to use her address for mailing purposes only, paid no shelter expense and did not live with her in RM & Corrected Figures. QC reviewed agency figures and determined HH failed to report his correct shelter expense circumstances at last action. Based on verification obtained by QC, RM figures were determined based on \$0 shelter expense for error citation as RM & Corrected Figures resulted in the same error amount.
10155	Standard Utility Allowance	More income received from this source than budgeted Deduction that should have been included was not	Under	\$102	Agency	QC determined ASPEN failed to allow HCSUA to be added to the case upon 10/3/22, because it was left hanging in a case action. QC allowed \$388.00 HCSUA in RM/Final Determination & Corrected Figures, as both comparison resulted in the same error amount.
10139	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$740	Client	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified via employer verification, 1st month prior wages 10/22 \$5730.03, 2nd month prior wages 9/2022 \$3313.29 and 3rd month prior wages 8/2022 \$3792.87. HH exceeded the income standard in each of the 3 months prior to RM; therefore, a reportable change occurred and must be considered in the error determination. QC determined 3rd month prior to RM (month 8/2022) is what should have been reported for simplified reporting. QC allowed converted income \$3793. Total gross income exceeds gross income standard of \$3020 for HHBG of three using FY 2022 Standards.
10135	Wages and Salaries	More income received from this source than budgeted	Over	\$63	Agency	During QC interview HH reported not paying any utility or phone expenses in RM or last action. LIHEAP inquiry shows HH received assistance 9/26/22. QC reviewed agency figures and determined agency failed to allow HCSUA in RM and Corrected Figures, as HH received assistance in 9/22 for current address in 10/22 RM & 11/21 last action. Based on verification obtained by QC, RM figures were determined based on \$388 HCSUA for error citation as both comparisons resulted in the same error amount.
10166	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$493	Client	RM circumstances found 2 HHM, \$7039 EI, \$1965.63 shelter, plus HCSUA resulting in an over threshold variance, due to EI exceeding Gross FPG. QC completed a 3 month look back. Prior Month 1 \$7038.81, Prior month 2 \$7038.78, Prior month 3 \$7038.81. QC



						determined HH had a reportable change therefore QC corrected agency figures with August 2022 prior month 3 being final determinant month. QC found RM circumstances resulted in least quantitative error. QC final determination 2HHM, \$7039 EI, shelter \$1965.63, plus HCSUA resulting in an over threshold variance. State QC determined HH qualified under BBCE at the time of certification and is therefore subject to minimum allotment as 2 person HH, error will be cited as \$493 NMAC 8.139.610.12D. QC determined 3rd month lookback error determinate month was 8/2022 which was in FY22 minimum allotment was \$20; FY23 minimum allotment \$23.
10184	Wages and Salaries	More income received from this source than budgeted	Over	\$122	Agency	During QC interview, HH reported same employment. Employer verified HH was hired 1/18/22 as a part time employee making \$11.50/hour and worked an average of 25.92 hours per week during his first month of employment and verified all income received from 7/22 - 11/22. QC determined agency incorrectly determined EI at last action by doubling HH's initial check, which usually isn't indicative of regular, anticipated pay. RM benefits were based on \$2037 EI per 11/23/22 \$1028.95 + 11/10/22 \$1008.41 paystubs. Based on verification obtained by QC, agency figures were corrected using \$1192 EI per employer verified anticipated income of \$11.50/hr x 25.92 hours/week for error citation as it is the lower error amount.
10103	Standard Deduction	Transcription or computation errors	Under	\$109	Agency	QC determined agencies eligibility network (ASPEN) failed up update the case with the correct FPG amounts for FY23 effective 10/1/22. QC allowed \$193 standard deduction, \$388 HCSUA, \$3816 gross income limit, \$2313 net income limit & 4 HHM maximum allotment of \$939 in RM & Corrected Figures/Final Determination for error citation as it is the lower error amount.
10132	Residency	Other	Ineligible	\$939	Client	During QC interview, HH reported his daughter moved in with him in 6/22 after securing primary custody of her and paid \$186 rent expense in RM since being approved for subsidized housing through HUD housing in 1/22. HH provided 9/21/22 court order showing dad was granted sole legal and physical custody of daughter, along with 1/7/22 – 12/31/23 lease agreement showing total contractual rent of \$915 monthly, with \$729 paid by HUD & \$186 paid by the tenant. HH's mother, brother & clients maternal grandmother verified client was living with HH part-time, then in 6/22 started living with him full time, thru 12/22. QC reviewed agency figures and determined agency failed to address reported HH comp & shelter expense. Based on verification obtained by QC, HH comp of 2 & \$186 shelter expense were allowed RM/Final Determination & Corrected Figures, as both comparison resulted in the same error amount.
10140	Wages and Salaries	More income received from this source than budgeted	Over	\$70	Agency	QCR found HH member moved out of state 5/2022 living between TX and AR and obtaining employment in RM in AR. QCR determined HH ineligible due to not meeting NM Residency requirements per the 310 Handbook chapter 6 QCR has determined the HH was ineligible AORD and

						8.100.130.17 (A) verification of NM residence is mandatory.
10173	Household Composition	Eligible person(s) with no income, resources, or deductible expenses excluded	Under	\$283	Agency	During QC interview, HH reported his daughter moved in with him in 6/22 after securing primary custody of her and paid \$186 rent expense in RM since being approved for subsidized housing through HUD housing in 1/22. HH provided 9/21/22 court order showing AP was granted sole legal and physical custody of daughter, along with 1/7/22 – 12/31/23 lease agreement showing total contractual rent of \$915 monthly, with \$729 paid by HUD & \$186 paid by the tenant. HH's mother, brother & clients maternal grandmother verified Eevee was living with HH part-time, then in 6/22 started living with him full time, thru 12/22. QC reviewed agency figures and determined agency failed to address reported HH comp & shelter expense. Based on verification obtained by QC, HH comp of 2 & \$186 shelter expense were allowed RM/Final Determination & Corrected Figures, as both comparison resulted in the same error amount.
10126	Wages and Salaries	More income received from this source than budgeted	Over	\$214	Agency	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed to determine if a reportable change occurred. QC verified via check stubs provided, 1st month prior wages 10/22 \$4582.86, 2nd month prior wages 9/2022 \$3647.36 & 3rd month prior wages 8/2022 \$2863.61. HH did not exceed the income standard in 3rd month prior to RM therefore Agency Figures were reviewed. Due to a countable difference, QC reviewed agency figures. QCR finds agency documents HH paid biweekly despite HH providing check stubs 5/6, 5/13 & 5/20 and reported to be paid weekly. QCR corrected income to reflect weekly pay frequency 4/29/22 \$433.55, 5/06/22 \$465.49, 5/13/22 \$487.94 & 5/20/22 \$459.10 Total Gross \$1846.08 ÷ 4 = \$461.52 X 4 = \$1846.08 rounded \$1846 employment 05/20/22 = \$737.50 rounded \$738 Total income gross at last action \$1846 + 738 = \$2584. QC corrected agency figures allowing 3 HHM \$2584 EI, \$400 Dependent care, \$1050 shelter plus HCSUA.

# FFY 2023 SNAP Payment Error Rates

## Regional and County Breakdowns

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

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%											0.00%
	McKinley	0.00%	8.06%											4.14%
	San Juan	3.85%	9.91%											6.60%
	Sierra	0.00%	0.00%											0.00%
	Socorro	0.00%	0.00%											0.00%
	N. Valencia	0.00%	10.12%											5.06%
	S. Valencia	0.00%	0.00%											0.00%
<b>Region 1 Totals</b>		<b>0.95%</b>	<b>6.72%</b>											<b>3.83%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%											0.00%
	Guadalupe	0.00%	0.00%											0.00%
	Quay	100.0%	0.00%											100.0%
	Rio Arriba	0.00%	15.98%											10.33%
	San Miguel	0.00%	0.00%											0.00%
	Sandoval	61.75%	0.00%											25.47%
	Santa Fe	0.00%	4.69%											4.69%
Taos	0.00%	0.00%											0.00%	
<b>Region 2 Totals</b>		<b>16.24%</b>	<b>8.25%</b>											<b>10.88%</b>
Region 3 Central Region	NE Bernalillo	27.10%	9.74%											18.80%
	NW Bernalillo	0.00%	12.68%											8.61%
	SE Bernalillo	0.00%	16.84%											10.42%
	SW Bernalillo	14.61%	0.00%											8.42%
	Torrance	0.00%	0.00%											0.00%
<b>Region 3 Totals</b>		<b>16.03%</b>	<b>8.93%</b>											<b>12.32%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%											0.00%
	Curry	0.00%	0.00%											0.00%
	Artesia	0.00%	0.00%											0.00%
	Carlsbad	0.00%	0.00%											0.00%
	Lea	21.68%	0.00%											9.20%
	Lincoln	0.00%	0.00%											0.00%
	Roosevelt	0.00%	0.00%											0.00%
<b>Region 4 Totals</b>		<b>10.39%</b>	<b>0.00%</b>											<b>4.48%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%											0.00%
	Grant	0.00%	75.36%											75.36%
	Luna	0.00%	0.00%											0.00%
	Otero	0.00%	0.00%											0.00%
	S. Dona Ana	21.74%	57.68%											52.10%
	W. Dona Ana	0.00%	0.00%											0.00%
<b>Region 5 Totals</b>		<b>0.84%</b>	<b>34.24%</b>											<b>13.77%</b>
<b>State Totals</b>		<b>8.66%</b>	<b>11.29%</b>											<b>10.03%</b>

Source: NM QC state reported errors from the FNS Quality Control System (FNSQCS).

## SNAP Payment Error Rates Mitigation Strategies

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

- 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.

# FFY2023 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 90 invalid denials/closures identified, 19 was identified as an incorrect closure, and 71 were identified as incorrect denials.

### Negative Error Amount

90 cases out of 141 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**63.83%**  
CAPER  
Error Rate

### Incorrect Notices

12% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

88% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - October 2022- November 2022

Total Cases in Sample Pulled for Review	150
Cases Dropped (Sampled not Reviewed by QC)	9
Total Cases Reviewed	141
Total Valid Cases	51
Total Invalid Cases	90

# FFY 2023 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2022- November 2022

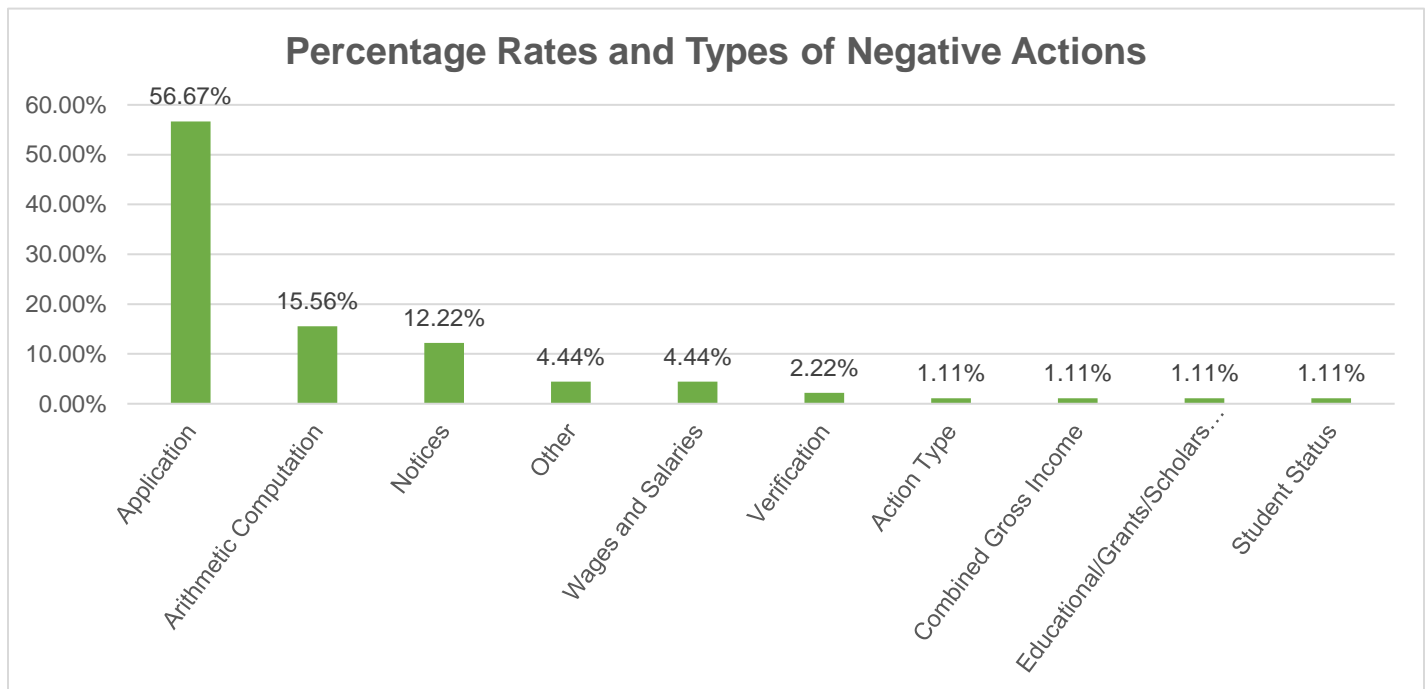
Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Application</b>				
Late denial agency failed to process the application timely	45	2	47	52.22%
Failed to issue a required Notice of Missed Interview (NOMI)	1	1	2	2.22%
Policy incorrectly applied – no other codes applicable	1	0	1	1.11%
Failed to provide expedited service to expedited eligible household	0	1	1	1.11%
<b>Total</b>	<b>47</b>	<b>4</b>	<b>51</b>	<b>56.67%</b>
<b>Arithmetic Computation</b>				
Benefit/allotment/eligibility/incorrectly computed	8	6	14	15.56%
<b>Total</b>	<b>8</b>	<b>6</b>	<b>14</b>	<b>15.56%</b>
<b>Notices</b>				
Notice not clearly understandable	6	3	9	10.00%
Notice reason does not match reason for action	0	1	1	1.11%
Policy incorrectly applied- no other codes applicable	1	0	1	1.11%
<b>Total</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>12.22%</b>
<b>Other</b>				
Policy incorrectly applied- no other codes applicable	2	2	4	4.44%
<b>Total</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>4.44%</b>
<b>Wages and Salaries</b>				
Improper income calculation	2	0	2	2.22%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	1.11%
Income from known/processed source included that should not have been	1	0	1	1.11%
<b>Total</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>4.44%</b>
<b>Verification</b>				
Policy incorrectly applied – no other codes applicable	1	1	2	2.22%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>2.22%</b>
<b>Action Type</b>				
Policy incorrectly applied – no other codes applicable	0	1	1	1.11%
<b>Total</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1.11%</b>
<b>Combined Gross Income</b>				
Policy incorrectly applied- no other codes applicable	1	0	1	1.11%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1.11%</b>
<b>Educational Grants/Scholarships/Loans</b>				
Income from known/processed source included that should not have been	1	0	1	1.11%
<b>Total</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1.11%</b>

Student Status				
Eligible person(s) excluded	0	1	1	1.11%
Total	0	1	1	1.11%

## FFY 2023 CAPER Errors – Cumulative Totals

Percentage Rates and Types of Negative Actions: October 2022 – November 2022

Error	Denials		Closures		Total Invalid	Percentage Total
Application	47	52.22%	4	4.44%	51	56.67%
Arithmetic Computation	8	8.89%	6	6.67%	14	15.56%
Notices	7	7.78%	4	4.44%	11	12.22%
Other	2	2.22%	2	2.22%	4	4.44%
Wages and Salaries	4	4.44%	0	0.00%	4	4.44%
Verification	1	1.11%	1	1.11%	2	2.22%
Action Type	0	0.00%	1	1.11%	1	1.11%
Combined Gross Income	1	1.11%	0	0.00%	1	1.11%
Educational/Grants/Scholarships/Loans	1	1.11%	0	0.00%	1	1.11%
Student Status	0	0.00%	1	1.11%	1	1.11%





# CAPER Error Findings as Reported to the Field Offices

November 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
138	Policy	QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment. QC determined Negative action of closure due eligible for this program in another case valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/15/2022 and action to process occurred on 11/29/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
139	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/07/2022 and action to process occurred on 11/08/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
140	Policy & Notice	QC determined action and notice is incorrect. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
141	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/06/2022 and action to process occurred on 11/17/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
142	Policy	QC determined Negative action of closure due eligible for this program in another case valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/15/2022 and action to process occurred on 11/29/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
143	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/06/2022 and action to process occurred on 11/14/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G/
144	Policy	QC determined Negative action of closure due to missed interview invalid as agency failed to send required NOMA. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/11/2022 and action to process occurred on 11/22/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
145	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined that the SNAP request date is incorrect as the AFB was submitted 10/03/2022 but Program Request shows that SNAP request date as 10/31/2022. QC also determined that the action to process case occurred outside the processing timeframe. System shows HH applied on 10/03/2022 and action to process occurred on 11/30/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G

146	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/06/2022 and action to process occurred on 11/14/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
147	Policy	QC determined action and notice is incorrect. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/17/2022 and action to process occurred on 11/21/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
148	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/07/2022 and action to process occurred on 11/16/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
76	Policy	QC determined action to process case occurred outside processing timeframe. System Shows HH applied 9/30/2022 & action to process occurred on 11/7/22 with is prior to 30 day limit.
79	Policy	QC determined action to process case occurred outside processing timeframe. System shows HH applied 10/5/22 & action to process occurred on 11/15/22 which is prior to 30-day limit.
81	Policy	QC found agency did not request verifications correctly, as they requested future checks that HH could not have provided. QC determined action to process case occurred outside processing timeframe. System shows HH applied 9/15/22 & action to process occurred on 11/1/22 which is prior to 30-day limit.
85	Notice	QC is unable to determine how agency came up with \$4542.14 countable gross income, as \$3585.54 + \$910.54 alone = \$4496.08 combined gross income, that's not including \$2464.60 & \$1224.60 gross income. There is no explanation as to why clients income was requested but not be counted, then paystub 10/21/22 \$1224.60 isn't even addressed. QC determined income was incorrectly determined, therefore reflecting incorrectly on the notice.
92	Policy	QC finds HH did not provide all requested verification; however, QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 9/27/22 and action to process occurred on 11/2/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
93	Policy	QC determined that agency used reported address for correspondence and reported phone number in attempt to interview HH. QC finds no evidence that client completed interview; however, QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/11/22 and action to process occurred on 11/21/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
94	Policy & Notice	SNAP calculation table shows \$2630.86 EI=\$2630.86-\$2630.86 EID= \$2630.86-\$193 Standard deduction =\$1911.69 -\$339.16 Excess shelter deduction =\$1572.53 is over the net limit \$1133. QC determined SNAP calculation table incorrect as EID is \$526.17, furthermore QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as notice was incorrect and HH qualified under BBCE for minimum allotment.

95	Policy	First NOA sent 10/05/22 for Recert PI scheduled for 10/12/22 and NOMA sent 10/12/22. Second NOA sent 10/13/22 for PI on 10/18/22 and NOMA was sent 11/03/22. NOCA issued 11/03/22 informing HH Your SNAP benefits are closed as of November 2022. SNAP benefits closed: November 2022 The household is denied. You missed your interview. QC determined negative action closure due to missed interview invalid. Client submitted a Change Report on 10/13/22 and asked to have case closed, but case was not processed to be closed. QC determined negative action invalid.
96	Policy	QC determined negative action closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/03/2022 and action to process occurred on 11/03/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
97	Policy	QC determined negative action closure due to Household Gross Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
100	Policy & Notice	QC found action and notice incorrect. Review of ECF and History Correspondence found no evidence HH provided requested verification however per policy 8.139.110.16 All households entitled to expedited service will receive their benefits no later than the seventh calendar day after the date the application is received by ISD. HH did not receive expedite benefits until the 29th day making this untimely.
101	Policy	QC determined action taken by agency and listed reason for closure was correct. However, QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/21/22 and action to process occurred on 11/29/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
102	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 9/6/22 and action to process occurred on 11/14/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3). QC determined this review invalid due to untimely processing and no NOMI sent to HH for interview 10/2/22.
103	Policy	QC determined action taken by agency and listed reason for closure was correct. However, QCR determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/18/22 and action to process occurred on 11/30/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13A and NMAC 8.139.110.13 D (3) QC noted that the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G making this untimely.
105	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
109	Policy	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: 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 review invalid based on BBCE eligibility.
110	Policy	QC determined negative action closure due failure to provide verification invalid along with Gross income exceeds limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment and untimely processing. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/6/2022 and action to process occurred on 11/21/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
111	Policy & Notice	QC determined action and notice were incorrect as agency made determination prior to certification.
113	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice incorrect due to incorrect EID and action incorrect as HH qualified under BBCE for minimum allotment.
114	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
115	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
118	Policy	QC reviewed action and found HH also had RSDI income which was updated by mass update on 11/21/22. QC determined HH qualified under BBCE at the time of certification and is therefore subject to the minimum allotment of \$23 as a 1-2 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 amount, except if the prorated amount is less than \$10 dollars. Review invalid.
120	Policy & Notice	QC determined HH qualified under BBCE at the time of certification and is therefore subject to the minimum allotment of \$23 as a 1-2 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 amount, except if the prorated amount is less than \$10 dollars. QC also found calculation table on NOCA shows Earned Income Deduction is the same amount as the Earned Income of \$1368.40 which is incorrect. QC determined review invalid.
122	Policy	QC reviewed history correspondence and found no evidence agency issued Notice of Missed Appointment to HH. History Correspondence shows agency suppressed notice on 11/4/22 causing invalid action.
123	Policy	QC determined action to process application occurred beyond processing timeliness resulting in an invalid action. CR shows HH applied 10/11/2022 with untimely scheduling of interview occurring 11/08/22 however, action to begin application process did not occur until 11/15/22 beyond 30 days. Review invalid.
124	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/11/2022 and action to process occurred on 11/15 /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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
125	Policy	QC determined per NMAC policy 8.139.500.10 (G) the bonus is not indicative of future anticipated income and NMAC policy 8.139.520.9(F)(5)(a) travel reimbursement is excluded from income. QC determined countable income from check dated 10/14/2022 is regular pay \$1634.73+ vacation pay \$43.02+ Admin leave \$43.02. QC determined the agency should have allowed check dated 10/14/2022 \$1720.77+ check dated 10/28@022 \$1720.77 = \$3441.54 gross. QC determined action and notice incorrect due to earned income calculation. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/28/2022 and action to process occurred on 11/28/2022 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).
126	Policy	QC determined action and notice incorrect. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment. QC determined action to process case occurred

		outside the processing timeframe. System shows HH applied on 9/8/2022 and action to process occurred on 11/18/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
127	Policy	QC determined negative action closure due to failure to provide is valid as review of CR, ECF and History Correspondence finds no evidence that HH provided requested verification from HUMAD dated 11/04/22. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/06/2022 and action to process occurred on 11/18/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
129	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/05/2022 and action to process occurred on 11/14/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
130	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/05/2022 and action to process occurred on 11/16/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
131	Policy	QC determined negative action closure due to failure to provide is valid as review of CR, ECF and History Correspondence finds no evidence of requested verification. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 09/29/2022 and action to process occurred on 11/07/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
132	Policy	QC determined negative action closure due to failure to provide is valid as review of CR, ECF and History Correspondence finds no evidence that HH provided requested verification from HUMAD dated 11/07/22. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/07/2022 and action to process occurred on 11/07/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
133	Policy	QC determined Negative action of closure due to missed interview valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/12/2022 and action to process occurred on 11/21/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
135	Policy	QC determined Negative action of closure due to failure to comply with application process is invalid. Client is a mandatory member for her parent's case per NMAC 8.139.400.9 (E)(3), but client did comply with the application process per NMAC 8.139.110.8, and therefore the case should have closed due to active on another case. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/19/2022 and action to process occurred on 11/30/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
137	Policy	QC determined negative action closure due to failure to provide is valid as review of CR, ECF and History Correspondence finds no evidence that HH provided requested verification from HUMAD dated 10/26/22. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 09/27/2022 and action to process occurred on 11/08/2022 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 notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G
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FFY 2023 CAPER Error Rates

Regional and County Breakdowns

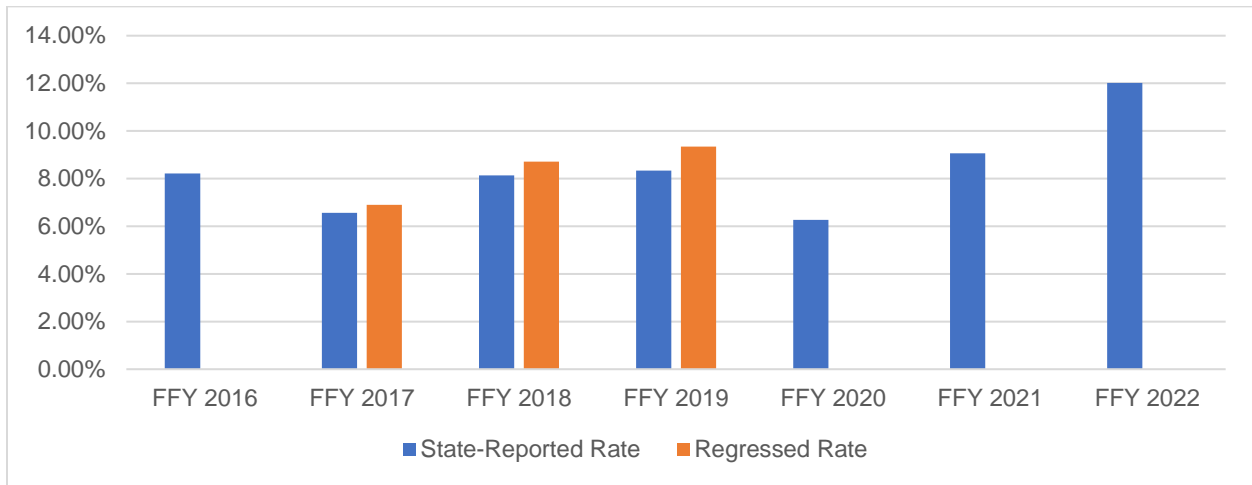
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%											0.00%
	McKinley	100.0%	100.0%											100.0%
	San Juan	50.00%	66.67%											54.55%
	Sierra	0.00%	100.0%											100.0%
	Socorro	100.0%	100.0%											100.0%
	N. Valencia	66.67%	25.00%											42.86%
	S. Valencia	0.00%	0.00%											0.00%
	<b>Region 1 Totals</b>	<b>64.29%</b>	<b>60.00%</b>											
Region 2 Northeast Region	Colfax	50.00%	0.00%											50.00%
	Guadalupe	0.00%	0.00%											0.00%
	Quay	50.00%	0.00%											50.00%
	Rio Arriba	50.00%	100.0%											80.00%
	San Miguel	0.00%	0.00%											0.00%
	Sandoval	50.00%	85.71%											77.78%
	Santa Fe	0.00%	100.0%											100.0%
	Taos	0.00%	50.00%											50.00%
<b>Region 2 Totals</b>	<b>44.44%</b>	<b>80.00%</b>												<b>66.67%</b>
Region 3 Central Region	NE Bernalillo	66.67%	100.0%											78.57%
	NW Bernalillo	66.67%	57.14%											62.50%
	SE Bernalillo	0.00%	0.00%											0.00%
	SW Bernalillo	25.00%	62.50%											50.00%
	Torrance	0.00%	0.00%											0.00%
	<b>Region 3 Totals</b>	<b>54.17%</b>	<b>70.00%</b>											
Region 4 Southeast Region	Chaves	0.00%	60.00%											60.00%
	Curry	25.00%	100.0%											62.50%
	Artesia	50.00%	0.00%											50.00%
	Carlsbad	0.00%	0.00%											0.00%
	Lea	66.67%	50.00%											57.14%
	Lincoln	100.0%	0.00%											100.0%
	Roosevelt	0.00%	0.00%											0.00%
<b>Region 4 Totals</b>	<b>50.00%</b>	<b>69.23%</b>												<b>60.87%</b>
Region 5 Southwest Region	E. Dona Ana	75.00%	66.67%											71.43%
	Grant	100.0%	100.0%											100.0%
	Luna	100.0%	0.00%											100.0%
	Otero	0.00%	33.33%											25.00%
	S. Dona Ana	85.71%	100.0%											87.50%
	W. Dona Ana	50.00%	50.00%											50.00%
<b>Region 5 Totals</b>	<b>75.00%</b>	<b>60.00%</b>												<b>69.23%</b>
<b>State Totals</b>	<b>58.90%</b>	<b>69.12%</b>												<b>63.83%</b>

# FFY 2023 Regression Rates

Regression rates are calculated by FNS and depend on such variables as FNS reviews of QC-reviewed cases and the State’s caseload size. The following charts give the State-reported error rates and the regression rates for Payment Accuracy and CAPER. **Please note that regression rates were not issued for FFY 2016 and FFY 2020. A CAPER regression rate for FFY 2019 and FFY 2020 was not issued. FFY 2021 and FFY 2022 have not been issued at the time of this report.**

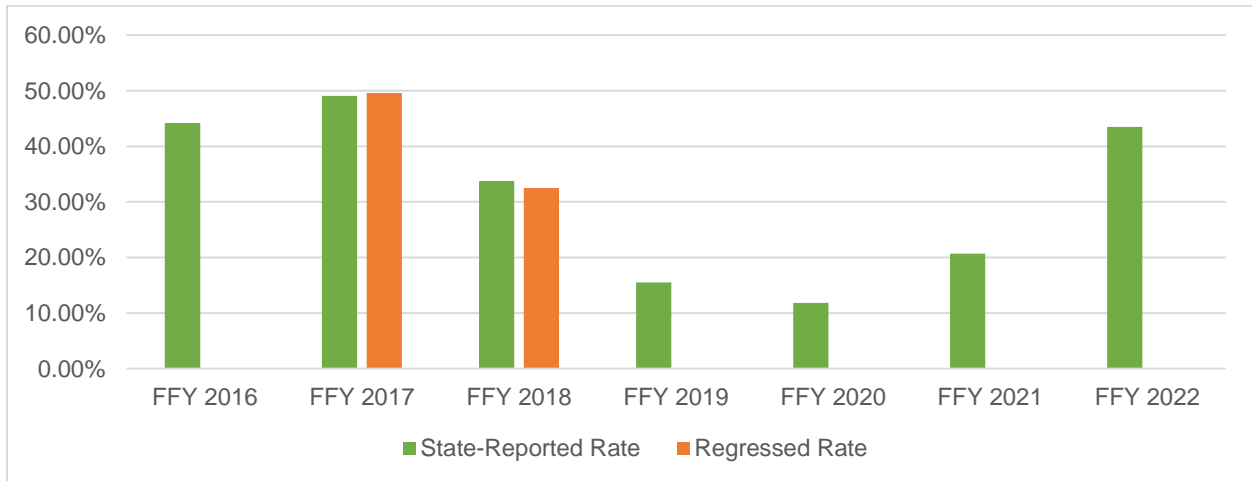
## Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



## CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years





# FFY 2023 SNAP Timeliness

Included in the SNAP Performance Report is the following QC Recertification Timeliness. SNAP Application Timeliness for FFY 2023 and previous fiscal years is tracked through the Monthly Statistical Reports (MSRs) found at: <http://www.hsd.state.nm.us/monthly-statistical-reports.aspx>

The MSR lists the following timeliness areas:

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

## QC Recertification Timeliness

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Region 1 Northwest	Cibola												
	McKinley		100.0%										
	San Juan		100.0%										
	Sierra												
	Socorro												
	N. Valencia												
	S. Valencia												
	<b>Region 1 Totals</b>		75.00%										
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay	100.0%											
	Rio Arriba												
	San Miguel												
	Sandoval	100.0%											
	Santa Fe												
	Taos												
<b>Region 2 Totals</b>	100.0%												
Region 3 Central	NE Bernalillo		50.00%										
	NW Bernalillo		100.0%										
	SE Bernalillo		100.0%										
	SW Bernalillo	100.0%											
	Torrance												
	<b>Region 3 Totals</b>	100.0%	75.00%										
N Region 4 Southeast	Chaves												
	Curry	100.0%											
	Artesia												
	Carlsbad	100.0%											
	Lea												
	Lincoln												
	Roosevelt												
<b>Region 4 Totals</b>	100.0%												
Region 5 Southwest	E. Dona Ana		100.0%										
	Grant												
	Luna												
	Otero												
	S. Dona Ana		100.0%										
	W. Dona Ana												
<b>Region 5 Totals</b>		100.0%											
<b>Statewide Totals</b>	100.0%	62.50%											