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Karmela Martinez, ISD Director

General Information Memorandum

ISD-GI 23-13

TO: ISD Employees
FROM: Karmela Martinez, Director, Income Support Division 
DATE: May 4, 2023
RE: FFY 2023 SNAP Performance Report- Third

Attached please find the third 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- December 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.

Attachment: third SNAP Performance Report for FFY 2023



SNAP PERFORMANCE REPORT

Third Edition

Federal Fiscal Year 2023

Quality Control Review Findings
October 2022- December 2022

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

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SNAP Performance Report

SNAP Performance Report: Third 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-December 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>
		
A cumulative error rate of 6% or better for a payment accuracy of 94% or better.	A cumulative negative error rate of 1% or better for a CAPER accuracy of 99% or better.	A timeliness rate of 95% or better for SNAP Expedite and Non-Expedite.

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

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

Payment Accuracy

State Cumulative Payment Error Rate

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

Ineligible Benefits

\$1,206 (1.24) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

Total Error Amount

\$9,303 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 \$97,538 total benefits issued within those cases.



Underpaid Benefits

\$1,117 (1.15%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

Overpaid Benefits

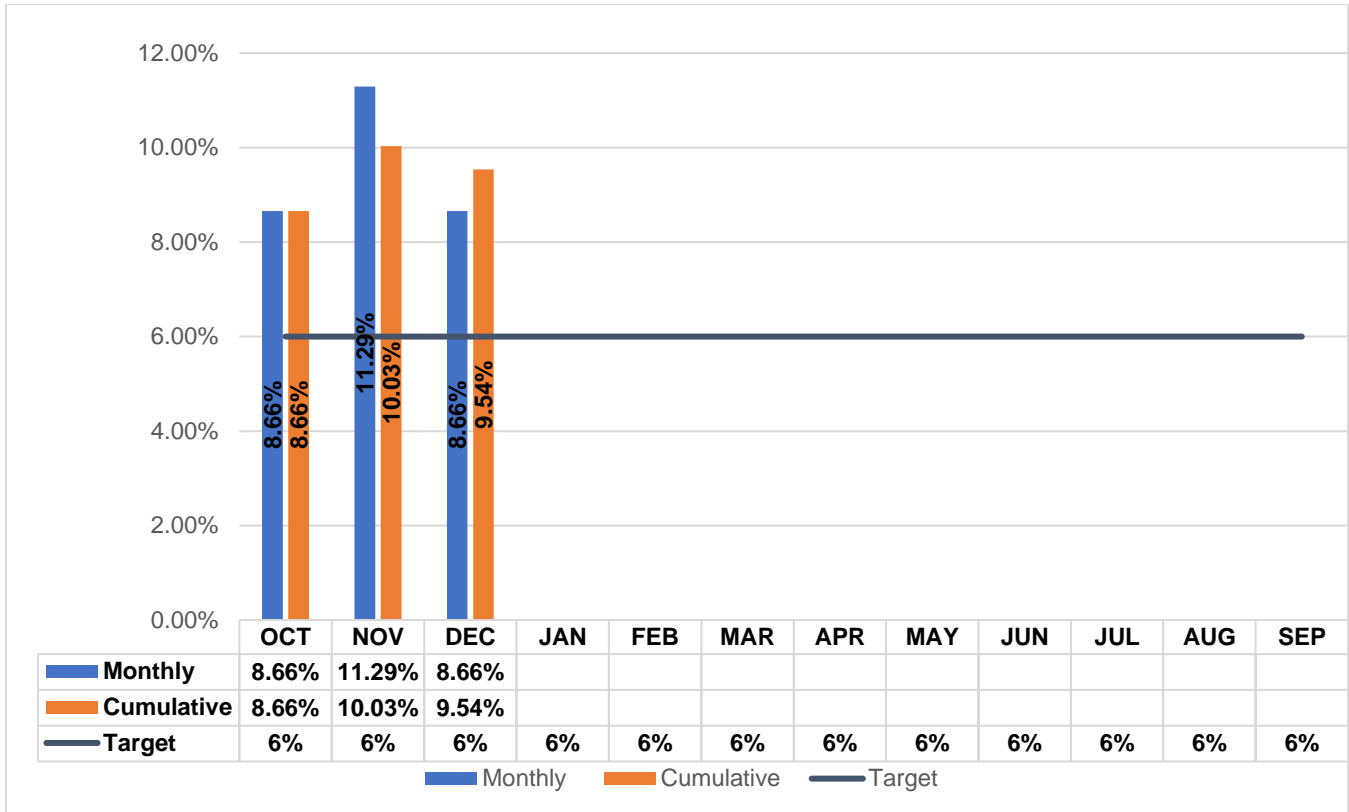
\$6,980 (7.16%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

Cumulative Totals - October 2022- December 2022

Total Benefits Paid in QC Sample	\$97,538
Total Error Amount in QC Sample	\$9,303
Total Cases Reviewed by QC	253
Total Cases with Errors	38
Total Correct Cases	215
Total Cases with Overpaid Benefits	27
Total Cases with Underpaid Benefits	9
Total Cases with Ineligible Benefits	2
Cases Dropped (In Sample, not Reviewed by QC)	41

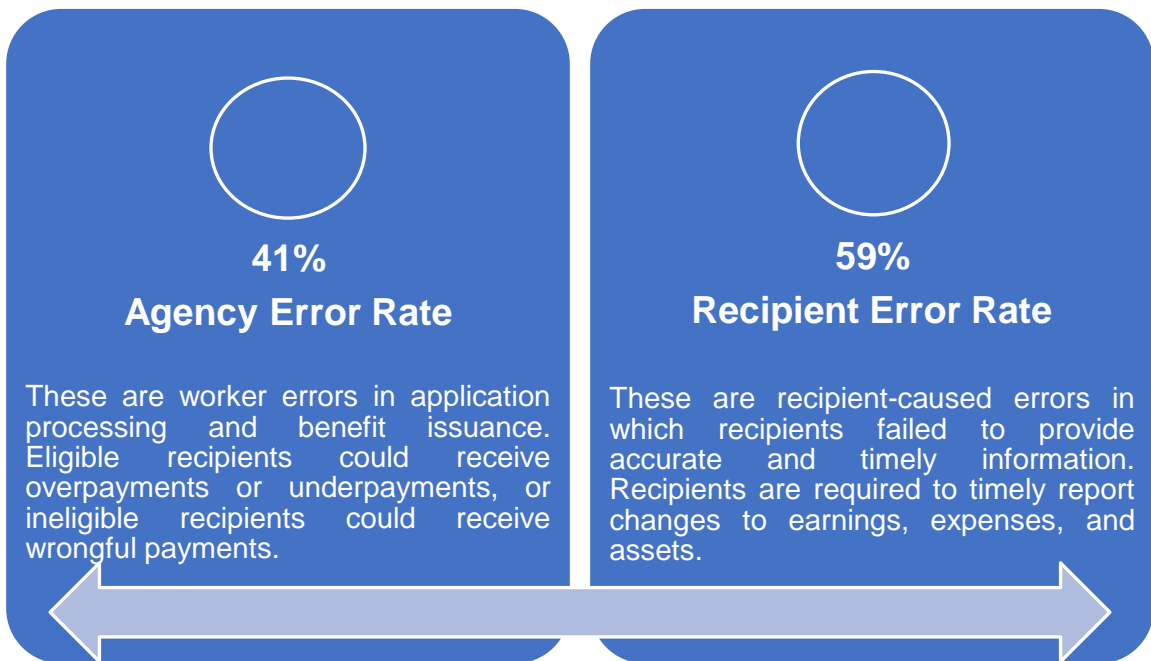
FFY 2023 State Payment Error Rates

Monthly vs. Cumulative Error Rates



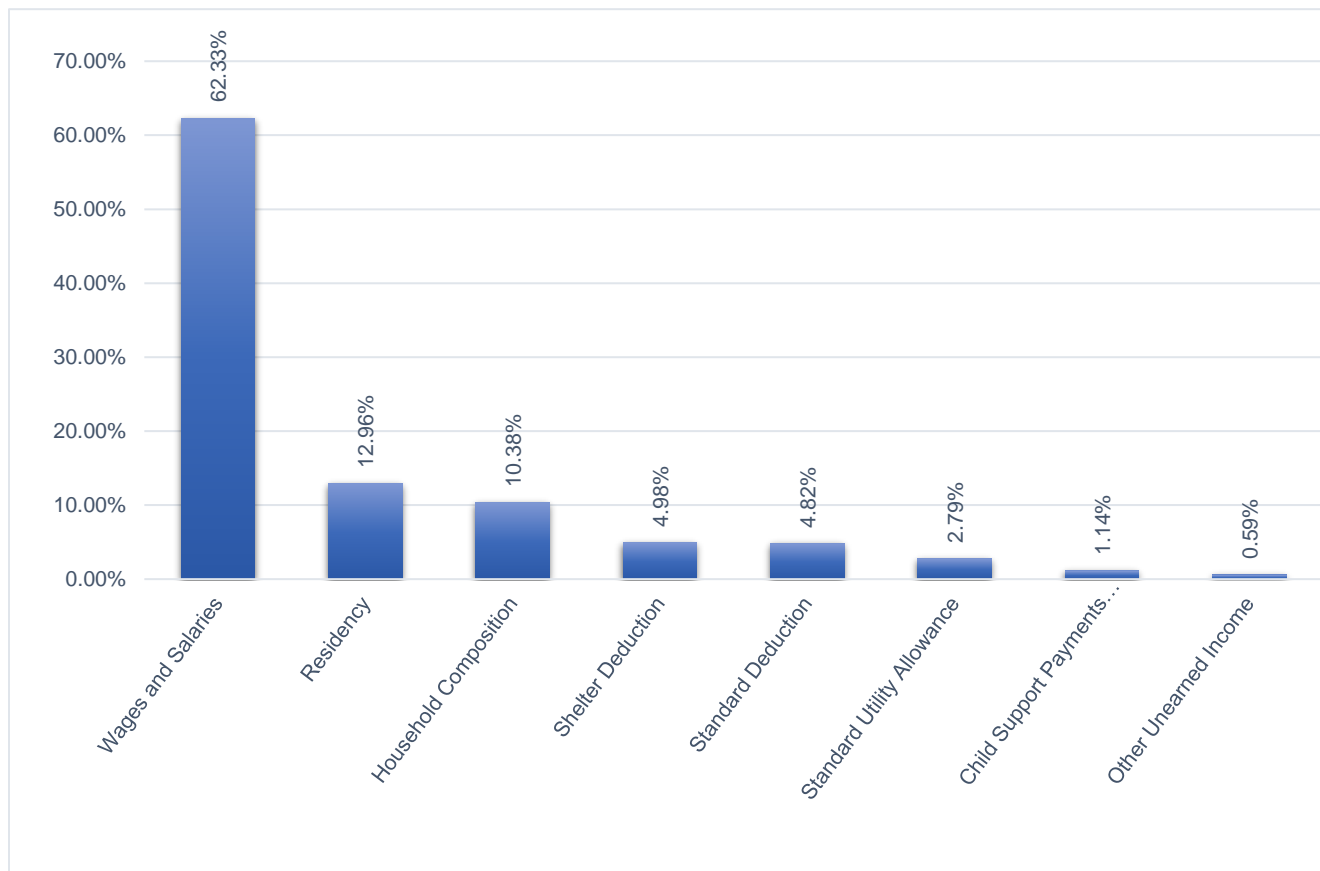
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

Are they Agency or Recipient Errors?



FFY 2023 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2022- December 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$5,799	62.33%
Residency	\$1,206	12.96%
Household Composition	\$966	10.38%
Shelter Deduction	\$463	4.98%
Standard Deduction	\$448	4.82%
Standard Utility Allowance	\$260	2.79%
Child Support Payments Received from Absent Parent	\$106	1.14%
Other Unearned Income	\$55	0.59%



Payment Error Findings as Reported to Field Offices

December 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10210	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$309	Client	Due to RM income exceeding gross income standard the prior 3 months were reviewed to determine if a reportable change occurred: QC verified via employer EVF and TANF 1st month to RM November 2022 prior wages with TANF \$3422.232nd month prior to RM October 2022 EI plus TANF \$3264.56. 3rd month prior to RM September EI plus TANF \$3963.67. 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 September 2022 is what should have been reported for simplified reporting. QC allowed converted income \$2911 plus \$357 TANF total \$3268. Total Gross income exceeds gross income standard of \$3167 for HHBG of three.
10204	Wages and Salaries	More income received from this source than budgeted	Over	\$434	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 11/22 \$3953.07, 2nd month prior wages 10/2022 \$ 4058.15 & 3rd month prior wages 9/2022 \$3803.58. 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 9/2022 is what should have been reported for simplified reporting. QC allowed converted income \$3804. Total gross income exceeds gross income standard of \$644 for HHBG of four.
10218	Standard Utility Allowance	Deduction included that should not have been	Over	\$70	Agency	During QC Interview HH reported that he did not have any utility expenses, he paid no heating/cooling or phone expense in RM and Last Action. QC found agency failed to update the case with reported information by the HH and incorrectly allowed \$388 HCSUA, which was last updated 4/18. Based on verification obtained, QC allowed \$0 HCSUA in RM and Last Action. RM figures used for error citation as RM and Last Action resulted in the same error amount.
10246	Shelter Deduction	Deduction included that should not have been	Over	\$165	Client	RM circumstances found 1 HHM, \$841 SSI, \$1.37 shelter plus HCSUA resulting in an over threshold variance. QC verified with property records. Warranty deed and LL that she is the owner with no payments due other than property taxes verified with County assessor. QC corrected agency figures allowing 1 HHM, \$841 SSI, \$1.37 shelter plus HCSUA resulting in an over threshold variance of \$165.
10279	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$258	Client	RM based on \$3000 EI from 12/13/22 \$1500 + 12/27/22 \$1500 paystubs, resulting in combined HH gross income being over the \$1869 limit for 1 HHM. QC reviewed agency figures and determined HH failed to report

						when earned income began in 1/19 exceeded the gross limit. QC completed a 3-month look back to determine if a reportable change occurred while on simplified reporting. HH was over gross income limit in all months: 11/22 with \$4500 EI, 10/22 with \$3000 EI and 9/22 with \$3000 EI per employer verified income. Based on earnings received, QC allowed \$3000 converted EI in final determination resulting in combined gross income exceeding the \$1869 FPG limit for 1 HHM, which was a reportable change.
10217	Standard Deduction	Deduction that should have been included was not	Under	\$104	Agency	CR shows agency determined standard deduction of \$184.00, standard shelter max \$597.00, standard HCSUA \$385 and benefit allotment of \$835.00 for a HH of 4. QC found FY22 standards were used, QC corrected to FY23 standards.
10211	Child Support Payments Received from Absent Parent	More income received from this source than budgeted	Over	\$106	Agency	RM Circumstances determined 4 HHM, \$2901 EI, \$600 CS, \$1321.16 Shelter plus HCSUA, causing an over-threshold variance. Due to a countable difference, QC reviewed agency figures. QCR finds agency incorrectly entered child support income of \$147 anticipated ongoing. QCR corrected CS figures to show a six month average using 12/1/2020 \$375.26; 01/01/2021 \$360.83; 02/01/2021 \$346.40; 03/01/2021 \$346.40; 04/01/2021 \$519.60; 05/01/2021 \$346.40 Total 6 month average=\$2294.89/6=\$382.48; \$382 rounded anticipated ongoing. QCR corrected agency figures allowing 4 HHM, \$982 CS, \$400 Shelter plus HCSUA.
10254	Standard Deduction	Deduction that should have been included was not	Under	\$57	Agency	RM Circumstances determined 2HHM, \$50 OEI, \$193 standard deduction no shelter no HSCUA deduction causing an over-threshold variance. Due to a countable difference QC notes the agency allowed FY22 maximum allotment of \$459, however the current FY23 maximum allotment is \$516 which should have been updated effective 10/22 ongoing. QC corrected agency figures allowing 2HHM, \$50 OEI, \$193 Standard deduction, no shelter, no HCSUA.
10231	Wages and Salaries	More income received from this source than budgeted	Over	\$139	Client	RM circumstance found 4 HHM, Income \$444, Child Support Income \$926, \$1500 shelter plus HCSUA resulting in a countable difference. QC corrected agency figures with Income \$3139, Child Support Income \$1003, shelter \$1350 plus HCSUA resulting on income being over the gross limit of \$3007. QC was assigned this review as a TFS. CR shows that TFS began 01/22 and should have ended 5/31/22; however certification was extended and HH remained on TFS in RM 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 & 8.102.1209 B. QC determined HH was not eligible to participate in TFS as TFS eligibility was exhausted May 2022.
10273	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$258	Client	RM circumstance found 1 HHM \$2930 EI, \$0 shelter and \$0 HCSUA resulting in an over threshold variance. Due to EI exceeding Gross FPG QC completed a 3-month lookback. Prior month 1 \$2394, Prior month 2 \$2592, and Prior month 3 \$2844. QC determined HH had reportable change

						therefore QC corrected agency figures with September 2022 prior month 3 being final determine month.
10261	Wages and Salaries	More income received from this source than budgeted	Over	\$790	Agency	Due to RM income exceeding gross income standard, income for the prior 3 months were reviewed to determine if a reportable change occurred. QC verified via the WN, client has been employed as of 12/30/20. HH reports and attested is paid commissions, residual policies and bonuses with the taxable reportable gross income found in the WN to be correct and accurate. 1st month prior wages 11/2022 \$10335.89 and 2nd month prior wages 10/2022 \$1205.58. QC determined no reportable change occurred in 10/2022 thus agency figures reviewed at last action date. QC finds agency correctly averaged 3 months of income; however agency incorrectly used commission only income and did not use the total gross countable taxable income in the calculation. QC averaged 3 months of income to find EI \$4587 + \$331 UEI, \$280 shelter plus HCSUA results in net income \$3700 exceeding \$3100 net limit. HH overissued \$790.
10289	Wages and Salaries	Employment status changed from unemployed to employed	Over	\$281	Agency	Due to a countable difference QC reviewed agency figures. QC verified start date of employment 1/25/22 paid \$2.13/hour paid BW with first check paid 2/9/22 \$189.74 gross which was received after last action date. QC found client reported new employment to agency 2/4/22, after last action. QC notes HH again reported income on 6/14 and the 10/3/22 MA application, CC 10/27/22 state HH attested to employment and is reasonably compatible to WN, coded checks as WN medical only. QCR notes that HH attested to the income on Work # and therefore should have been used to determine benefit allotment ongoing.
10284	Other Unearned Income	More income received from this source than budgeted	Over	\$55	Agency	RM circumstance based on 1 HHM, \$1309 EI, \$1.31 Other UEI, \$750 Shelter Expense & \$0 HCSUA. Bank statement verified \$10.24 interest earned in 2/22. 2/1/22 rent receipt verified \$900 shelter expense. CC verified she paid the utilities at last action. Verified all utilities are included in the rent each month. PNM verified active service in 2/28/22 for reported address. Agency figures were reviewed, and QC determined I HHM, \$1348 EI \$1348, \$10.24 Other UEI, \$900 Shelter Expense & \$0 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%										0.00%
	McKinley	0.00%	8.06%	6.12%										4.99%
	San Juan	3.85%	9.91%	18.67%										10.68%
	Sierra	0.00%	0.00%	0.00%										0.00%
	Socorro	0.00%	0.00%	11.77%										6.50%
	N. Valencia	0.00%	10.12%	0.00%										3.41%
	S. Valencia	0.00%	0.00%	0.00%										0.00%
Region 1 Totals		0.95%	6.72%	8.25%										5.30%
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%										0.00%
	Guadalupe	0.00%	0.00%	0.00%										0.00%
	Quay	100.0%	0.00%	0.00%										100.0%
	Rio Arriba	0.00%	15.98%	12.62%										10.82%
	San Miguel	0.00%	0.00%	0.00%										0.00%
	Sandoval	61.75%	0.00%	0.00%										10.87%
	Santa Fe	0.00%	4.69%	9.59%										6.25%
Taos	0.00%	0.00%	0.00%										0.00%	
Region 2 Totals		16.24%	8.25%	5.17%										9.03%
Region 3 Central Region	NE Bernalillo	27.10%	9.74%	1.66%										13.59%
	NW Bernalillo	0.00%	12.68%	5.11%										7.27%
	SE Bernalillo	0.00%	16.84%	27.20%										15.56%
	SW Bernalillo	14.61%	0.00%	5.78%										7.36%
	Torrance	0.00%	0.00%	0.00%										0.00%
Region 3 Totals		16.03%	8.93%	6.54%										10.29%
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%										0.00%
	Curry	0.00%	0.00%	0.00%										0.00%
	Artesia	0.00%	0.00%	0.00%										0.00%
	Carlsbad	0.00%	0.00%	0.00%										0.00%
	Lea	21.68%	0.00%	0.00%										7.52%
	Lincoln	0.00%	0.00%	0.00%										0.00%
Roosevelt	0.00%	0.00%	0.00%										0.00%	
Region 4 Totals		10.39%	0.00%	0.00%										2.39%
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%										0.00%
	Grant	0.00%	75.36%	0.00%										75.36%
	Luna	0.00%	0.00%	0.00%										0.00%
	Otero	0.00%	0.00%	0.00%										0.00%
	S. Dona Ana	21.74%	57.68%	36.04%										42.36%
	W. Dona Ana	0.00%	0.00%	60.70%										11.95%
Region 5 Totals		0.84%	34.24%	21.99%										16.66%
State Totals		8.66%	11.29%	8.66%										9.54%

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 December:

- 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 147 invalid denials/closures identified, 33 was identified as an incorrect closure, and 114 were identified as incorrect denials.

Negative Error Amount

147 cases out of 211 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

69.67%
CAPER
Error Rate

Incorrect Notices

10% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

Incorrect Denials

90% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

Cumulative Totals - October 2022- December 2022

Total Cases in Sample Pulled for Review	225
Cases Dropped (Sampled not Reviewed by QC)	14
Total Cases Reviewed	211
Total Valid Cases	64
Total Invalid Cases	147

FFY 2023 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2022- December 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	82	2	84	57.53%
Policy incorrectly applied – no other codes applicable	2	1	3	2.05%
Failed to provide expedited service to expedited eligible household	0	2	2	1.37%
Failed to issue a required Notice of Missed Interview (NOMI)	1	1	2	1.37%
Failed to process the reapplication timely (recertification application)	0	1	1	0.68%
Improper denial for missing interview when never scheduled	0	1	1	0.68%
Total	85	8	93	63.70%
Arithmetic Computation				
Benefit/allotment/eligibility/incorrectly computed	9	11	20	13.70%
Total	9	11	20	13.70%
Notices				
Notice not clearly understandable	7	5	12	8.22%
Notice reason does not match reason for action	1	1	2	1.37%
Policy incorrectly applied- no other codes applicable	1	0	1	0.68%
Total	9	6	15	10.27%
Wages and Salaries				
Improper income calculation	2	0	2	1.37%
Improper calculation- Income averaged incorrectly	1	0	1	0.68%
Agency failed to follow up on inconsistent or incomplete information	1	0	1	0.68%
Income from known/processed source included that should not have been	1	0	1	0.68%
Total	5	0	5	3.42%
Other				
Policy incorrectly applied- no other codes applicable	2	2	4	2.74%
Total	2	2	4	2.74%
Verification				
Policy incorrectly applied – no other codes applicable	1	1	2	1.37%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.68%
Agency failed to follow up on known and reported impending changes	0	1	1	0.68%
Total	1	3	4	2.74%
SSI and/pr State SSI Supplement				
Failed to consider or incorrectly considered reported information	1	1	2	1.37%

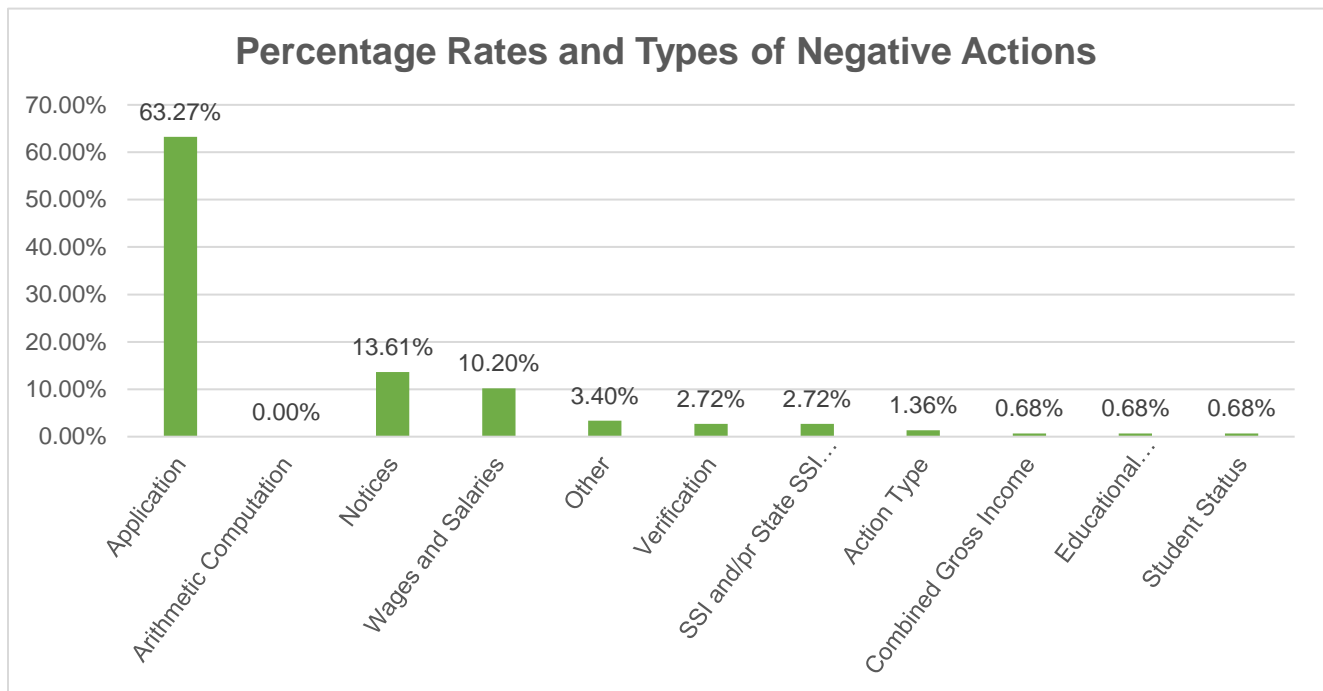
Total	1	1	2	1.37%
Action Type				
Policy incorrectly applied- no other codes applicable	0	1	1	0.68%
Total	0	1	1	0.68%
Combined Gross Income				
Policy incorrectly applied- no other codes applicable	1	0	1	0.68%
Total	1	0	1	0.68%

Educational Grants/Scholarships/Loans				
Income from known/processed source included that should not have been	1	0	1	0.68%
Total	1	0	1	0.68%

FFY 2023 CAPER Errors – Cumulative Totals

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

Error	Denials		Closures		Total Invalid	Percentage Total
	Count	Percentage	Count	Percentage		
Application	85	57.82%	8	5.44%	93	63.27%
Arithmetic Computation	0	0.00%	0	0.00%	0	0.00%
Notices	9	6.12%	11	7.48%	20	13.61%
Wages and Salaries	9	6.12%	6	4.08%	15	10.20%
Other	5	3.40%	0	0.00%	5	3.40%
Verification	2	1.36%	2	1.36%	4	2.72%
SSI and/or State SSI Supplement	1	0.68%	3	2.04%	4	2.72%
Action Type	1	0.68%	1	0.68%	2	1.36%
Combined Gross Income	0	0.00%	1	0.68%	1	0.68%
Educational/Grants/Scholarships/Loans	1	0.68%	0	0.00%	1	0.68%
Student Status	0	0.00%	0	0.68%	1	0.68%



CAPER Error Findings as Reported to the Field Offices

December 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
211	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.
213	Policy	QC determined action correct however 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 12/09/2022 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.
215	Policy & Notice	QC determined that action and notice are invalid. EW denied application after 30th day when not properly pended for requested information on HUMAD. Information that is marked as incomplete EW must provide the household with sufficient time to provide the missing information. QC also determined that EW did not follow policy NMAC 8.139.110.11 to explore and clarify any unclear and incomplete information. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/14/2022 and action to process occurred on 12/23/2022 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.
216	Policy	QC determined negative action invalid as closure due to historic data not cleared properly. Notice and action are incorrect. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/20/2022 and action to process occurred on 12/09/2022 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.
218	Notice	QC determined action correct, however notice incorrect due to not being clearly understandable. NOCA states Your SNAP benefits are closed as of February 2023, however SNAP closed effective January 1, 2023. HH did not receive any SNAP benefits in 01/2023.
219	Policy	QC also determined that income used to determine SNAP allotment does not follow policy 8.139.500.10 G determining earned income. It's unclear if the income amounts received are indicative for future income and expected to continue thru the certification period. CR shows check dated 10/15 shows significant decrease of earnings that were not addressed. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/28/2022 and action to process occurred on 12/07/2022 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).
221	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/15/2022 and action to process occurred on 12/19/2022 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.
222	Notice	QC determined action correct, however notice incorrect due to notice not being clearly understandable. NOCA states Your SNAP benefits are closed as of February 2023, however SNAP closed effective January 1, 2023. HH did not receive any SNAP benefits in 01/2023.
225	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/01/2022 and action to process occurred on 12/21/2022 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.
151	Policy	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 12/16/2022 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.
152	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 action to process case occurred outside the processing timeframe. System shows HH applied on 11/1/2022 and action to process occurred on 12/14/2022 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.
153	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
155	Policy & Notice	QC determined action and notice are incorrect. Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. Agency provided the client with a verbal extension till 12/31/22 to submit the verification, however no extension was provided to the HH and the case closed on 12/2/22. Agency failed to re-address SNAP eligibility upon receipt of the requested verification that was submitted on 12/9/22. Per 8.100.130.12: Upon receiving questionable, incomplete or inadequate verification needed to determine an applicant/recipient's eligibility or benefit amount, ISD shall promptly provide the applicant/recipient a notice which shall include the following: (3) the additional information that must be provided; (7) that ISD is available to assist the applicant/recipient if the information is not readily available; and (8) that a failure to supply the needed information or contact ISD by the deadline may result in a delay, a denial of eligibility, a reduction in the amount of benefits or termination of benefits. ISD was available to assist applicant by notifying the HH of a HUMAD extension until 12/31/22; however, there is no evidence #8 was discussed with client, only extension of HUMAD was given with no notification sent to client for extension of HUMAD.
156	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.
157	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/20/2022 and action to process occurred on 12/01/2022 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.
158	Policy	QC determined negative action invalid agency failed to send NOMA mandated by NMAC 8.139.110.H failed to inform HH missed first interview appointment and notify HH is responsible for rescheduling a missed interview. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/14/2022 and action to process occurred on 12/23/2022 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.
159	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/07/2022 and action to process occurred on 12/23/2022 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.
160	Policy & Notice	QC determined negative action invalid as household submitted the recertification by the 15th day of the expiration month. Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. Agency sent HH notice of delay on 11/30/2022 determined as agency fault, therefore ISD must continue to process the case and provide a full month's allotment for the first month of the new certification period mandated per NMAC 8.139.120.8.C.
162	Policy	QC review of SOLQ shows client receiving an increase in RSDI to \$1690 as of 01/2023 ongoing. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23 as a 1 person HH. NMAC Policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be

		considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action are incorrect as HH qualified under BBCE for minimum allotment.
163	Policy	QC Determined Notice invalid and procedurally incorrect due to incorrect EID showing, EID for Application month shows \$3646.47 and ongoing shows \$1368 and not the correct EID of \$273 for ongoing. QC also determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/9/22 and action to process occurred on 12/23/22 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 the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
164	Policy	QC review of CR and historical correspondence finds no evidence HH submitted verification requested to agency. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/31/22 and action to process occurred on 12/20/22 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 the agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G.
167	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 10/24/2022 and action to process occurred on 12/02/2022 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
168	Policy	QC determined negative action of closure due to Gross income exceeding the limit valid. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/03/2022 and action to process occurred on 12/21/2022 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
169	Policy	QC determined negative action invalid as ECF shows HH provided FSP 420 on 8/2022 for semester 8/29-12/11 which covered application month and 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 37th day from application and QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/24/2022 and action to process occurred on 12/14/2022 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
170	Policy	QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/26/2022 and action to process occurred on 12/13/2022 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.
171	Policy	QC determined negative action closure due to failure to provide valid, however, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/24/2022 and action to process occurred on 12/16/2022 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
172	Policy & Notice	QC determined negative action closure invalid due to Income is being calculated incorrectly for both employments due to incorrect entering and projection period. Income counting \$1693 and other employer is counting \$434.78 then drops to \$242.61 starting October 2022 and 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.

173	Policy	QC determined negative action and process invalid. QC notes income used to denial application month invalid due to additional check stubs not addressed and 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 also determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/25/2022 and action to process occurred on 12/12/2022 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). Agency failed to schedule an Interview within 10 days
174	Policy	QC determined negative action closure due to Household Net Income exceeds the limit invalid. QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 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.
175	Policy	QC determined negative action closure due to individual is an ineligible student invalid. HH is receiving SNAP benefits on another case and SNAP should have closed due to receiving on another case and not ineligible student ,QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/22/2022 and action to process occurred on 12/30/2022 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
176	Policy	QC determined that income used is unclear how check dated 10/04/2022 was determined. EW does not clarify if income was verified with employer. Check was marked as other acceptable with no clear indication on how income was verified. CR ECF shows no submission of check stub for 10/04/2022. QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/18/2022 and action to process occurred on 12/22/2022 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. QC also determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 1 or 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.
177	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/14/2022 and action to process occurred on 12/27/2022 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 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.
178	Policy	QC determined action invalid as information was not considered known and verified per policy mandated by NMAC 8.139.120.9 (I)(5) if the household fails to provide necessary verification, its SNAP benefit amount shall revert to the original benefit amount.
179	Policy & Notice	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/15/2022 and action to process occurred on 12/23/2022 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.
181	Policy	QC determined HH missed their interview and is valid however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/27/2022 and action to process occurred on 12/9/2022 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. 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

183	Policy	QC determined negative action closure due to HH exceeds gross limit is valid as review of HH income however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/6/22 and action to process occurred on 12/9/22 which exceeds the 30-day limit therefore the agency did not provide the HH the opportunity to participate within 30 calendar days following the date the application was filed as mandated by NMAC 8.139.110.13 A and NMAC 8.139.110.13D (3). QC notes that the Agency failed to schedule an interview within 10 days of receiving the application as mandated by NMAC 8.139.110.11 G. QC also determined NOCA issued to HH is incorrect as NOCA states Earned Income Deduction is \$9636.88 which is the combined gross income amount.
186	Notice	QC determined negative action closure due to missed interview valid, however, the notices that were sent to client are confusing on when clients actual interview was. CR shows that the NOA and NOMA show different dates on when client had a scheduled PI and CR also shows that no appointment was scheduled in the appointment summary page. Therefore QC determined negative action invalid.
187	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 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 10/14/2022 and action to process occurred on 12/13/2022 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
188	Policy & Notice	QC determined negative action closure due to failure to provide required information within specified time frame invalid. HH stated they wanted to withdraw their SNAP, but the SNAP was never withdrawn. Also, after review of appointment screen a PI was never correctly scheduled and a NOA was never sent to client.
189	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 10/28/2022 and action to process occurred on 12/13/2022 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
191	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 11/28/22 or 12/01/22. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/23/2022 and action to process occurred on 12/14/2022 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
192	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
193	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 12/12/22. However, QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/01/2022 and action to process occurred on 12/23/2022 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
194	Policy & Notice	Original AFB submitted 12/29/21 and certification period is 12/29/21- 11/30/23. CC # 110 on 12/03/22 states BENDEX Interface updated the SSCN, Medicare Claim Details, and/or Unearned Income for Ginger Trujillo (Individual ID: 1198779). CR shows the agency is allowing \$1936 RSDI - \$193 SD- \$103 Medical deduction - \$408 excess shelter = \$1232 over limit of \$1133. QC finds the agency is allowing a historic medical expense of \$138 from 12/1/2017. QC review of AFB submitted 12/29/2021 shows HH reported paying Medical expense of Medicare Premium Part B \$170. HH does not list any other medical expenses.

		Review of SOLQ finds Medicare part B buy in start date 1/1/2022 state billing -New Mexico, this expense is being paid by a third party. Case comment #28 on 12/29/21 for last action does not address medical expenses. NMAC 8.139.500.11. 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 agency action incorrect.
195	Policy	QC determined negative action closure due to Net income exceeding 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 and untimely processing. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/10/2022 and action to process occurred on 12/23/2022 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
196	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 11/15/2022 and action to process occurred on 12/30/2022 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
198	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 11/18/2022 and action to process occurred on 12/28/2022 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 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
199	Policy	QC determined negative action closure due to Household Gross Income exceeds the limit invalid. EI in application incorrect per NMAC 8.139.500.10(B) Agency allowed outdated income source. QC determined SNAP calculation table on notice incorrect due to EID figures. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/22/2022 and action to process occurred on 12/23/2022 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
200	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 10/26/2022 and action to process occurred on 12/08/2022 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
202	Policy & Notice	QC reviewed aspen correspondence and found a NOCA was not sent to the HH for 12/30/2022 action, NOCA showing in aspen under pending correspondence. ASPEN program request summary shows program request for date 11/4/2022 denied, and program request for 11/28/22 denied. QC determined denial action on 12/15/2022 was for 11/4/2022 SNAP request. QC finds HH reapplied on 11/28/2022 a as new SNAP request and the agency should have acted on the new snap application rather than deny it as a duplicate. QC determined the agency did not allow the HH the opportunity to participate in the SNAP program per NMAC policies 8.139.110.12 and 8.139.110.13 from new application date 11/28/2022. QC determined action incorrect.

204	Policy	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$23.00 as a 2 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
205	Policy & Notice	QC determined SSI amount incorrect, and NOCA SNAP calculation table incorrect. QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/14/2022 and action to process occurred on 12/23/2022 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.
206	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/26/2022 and action to process occurred on 12/07/2022 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.
207	Policy & Notice	QC determined Notice reason of SNAP prorated month net allotment less than \$10 correct. However, QC determined notice invalid due to listing EID as \$813.27. QC determined agency determination of invalid student status incorrect as agency did not follow ISD IPP 21-02 COVID Relief Act – Expanding Student SNAP Eligibility; agency failed to follow up on incomplete information.
208	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/03/2022 and action to process occurred on 12/16/2022 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.
209	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 10/30/2022 and action to process occurred on 12/19/2022 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.
210	Policy	QC determined action correct however QC determined action to process case occurred outside the processing timeframe. System shows HH applied on 11/14/2022 and action to process occurred on 12/23/2022 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.

FFY 2023 CAPER Error Rates

Regional and County Breakdowns

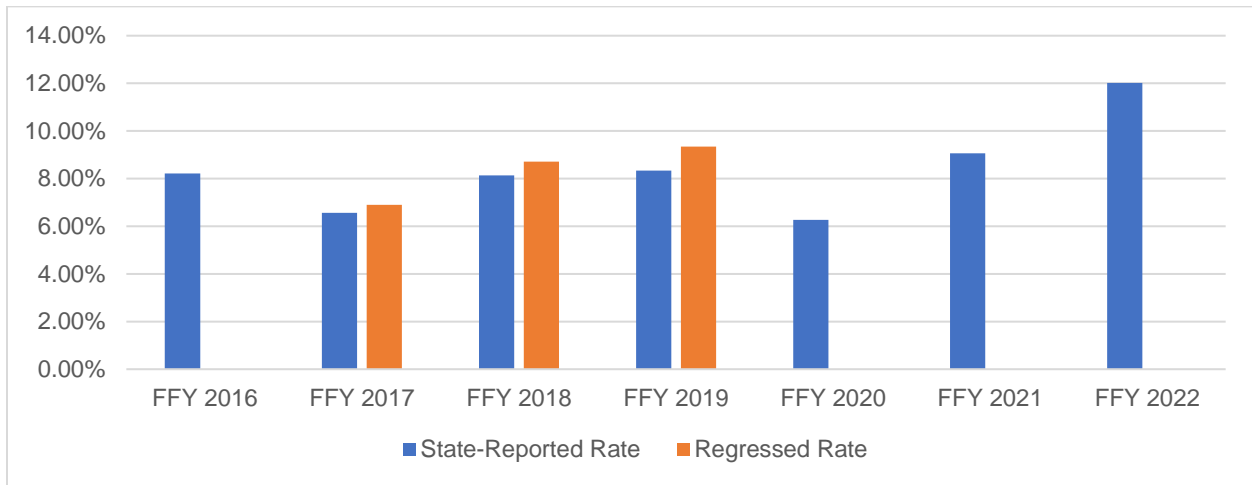
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	100.0%										100.0%
	McKinley	100.0%	100.0%	50.00%										71.43%
	San Juan	50.00%	66.67%	50.00%										53.33%
	Sierra	0.00%	100.0%	0.00%										100.0%
	Socorro	100.0%	100.0%	100.0%										100.0%
	N. Valencia	66.67%	25.00%	100.0%										60.00%
	S. Valencia	0.00%	0.00%	0.00%										0.00%
	Region 1 Totals	64.29%	60.00%	69.23%										
Region 2 Northeast Region	Colfax	50.00%	0.00%	0.00%										50.00%
	Guadalupe	0.00%	0.00%	0.00%										0.00%
	Quay	50.00%	0.00%	0.00%										50.00%
	Rio Arriba	50.00%	100.0%	66.67%										75.00%
	San Miguel	0.00%	0.00%	100.0%										50.00%
	Sandoval	50.00%	85.71%	87.50%										82.35%
	Santa Fe	0.00%	100.0%	0.00%										100.0%
	Taos	0.00%	50.00%	0.00%										40.00%
Region 2 Totals	44.44%	80.00%	76.92%											70.27%
Region 3 Central Region	NE Bernalillo	66.67%	100.0%	85.71%										80.95%
	NW Bernalillo	66.67%	57.14%	100.0%										75.00%
	SE Bernalillo	0.00%	0.00%	100.0%										50.00%
	SW Bernalillo	25.00%	62.50%	83.33%										61.11%
	Torrance	0.00%	0.00%	100.0%										100.0%
	Region 3 Totals	54.17%	70.00%	91.67%										
Region 4 Southeast Region	Chaves	0.00%	60.00%	66.67%										62.50%
	Curry	25.00%	100.0%	100.0%										66.67%
	Artesia	50.00%	0.00%	0.00%										50.00%
	Carlsbad	0.00%	0.00%	100.0%										100.0%
	Lea	66.67%	50.00%	50.00%										55.56%
	Lincoln	100.0%	0.00%	0.00%										100.0%
	Roosevelt	0.00%	0.00%	0.00%										0.00%
Region 4 Totals	50.00%	69.23%	71.43%											63.33%
Region 5 Southwest Region	E. Dona Ana	75.00%	66.67%	66.67%										70.00%
	Grant	100.0%	100.0%	66.67%										80.00%
	Luna	100.0%	0.00%	100.0%										100.0%
	Otero	0.00%	33.33%	100.0%										57.14%
	S. Dona Ana	85.71%	100.0%	100.0%										88.89%
	W. Dona Ana	50.00%	50.00%	100.0%										66.67%
Region 5 Totals	75.00%	60.00%	84.62%											74.36%
State Totals	58.90%	69.12%	81.43%											69.67%

FFY 2023 Regression Rates

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

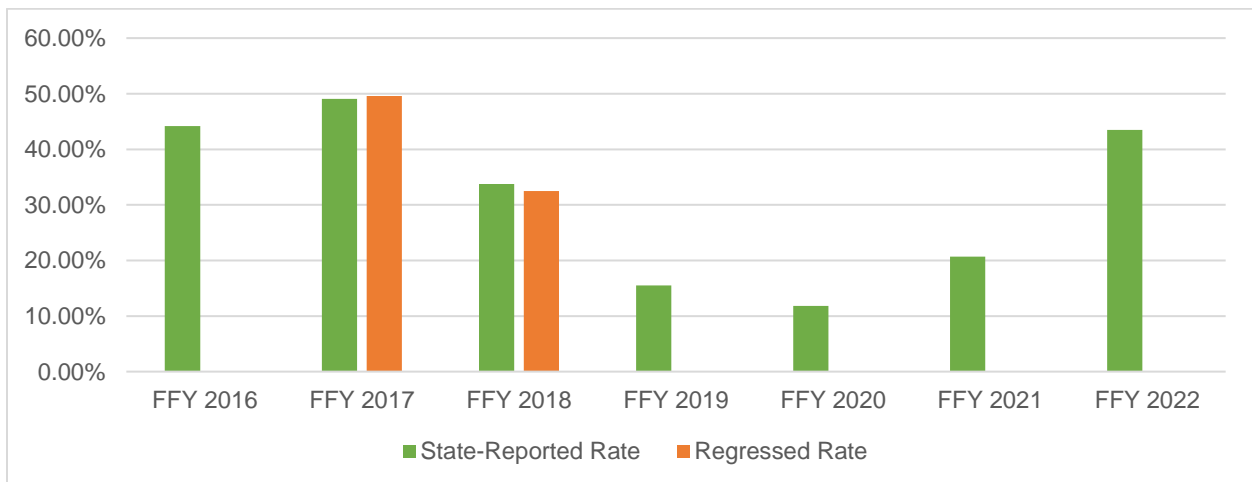
Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



FFY 2023 SNAP Timeliness

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

The MSR lists the following timeliness areas:

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

QC Recertification Timeliness

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP
Region 1 Northwest	Cibola												
	McKinley		100.0%	100.0%									
	San Juan		100.0%										
	Sierra												
	Socorro												
	N. Valencia												
	S. Valencia												
	Region 1 Totals		75.00%	100.0%									
Region 2 Northeast	Colfax												
	Guadalupe												
	Quay	100.0%											
	Rio Arriba												
	San Miguel												
	Sandoval	100.0%											
	Santa Fe												
	Taos												
Region 2 Totals	100.0%												
Region 3 Central	NE Bernalillo		50.00%	0.00%									
	NW Bernalillo		100.0%	100.0%									
	SE Bernalillo		100.0%	100.0%									
	SW Bernalillo	100.0%		100.0%									
	Torrance												
	Region 3 Totals	100.0%	75.00%	75.00%									
N Region 4 Southeast	Chaves												
	Curry	100.0%		100.0%									
	Artesia												
	Carlsbad	100.0%		0.00%									
	Lea												
	Lincoln												
	Roosevelt												
Region 4 Totals	100.0%		50.00%										
Region 5 Southwest	E. Dona Ana		100.0%										
	Grant												
	Luna												
	Otero												
	S. Dona Ana		100.0%										
	W. Dona Ana												
	Region 5 Totals		100.0%										
Statewide Totals	100.0%	62.50%	71.43%										