



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

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## General Information Memorandum

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### ISD-GI 22-24

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

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

The FFY 2022 Performance Goals for the state are:

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

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

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

Attachment: Ninth SNAP Performance Report for FFY 2022



# SNAP PERFORMANCE REPORT

**Ninth Edition**

**Federal Fiscal Year 2022**

Quality Control Review Findings  
October 2021-June 2022

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

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# SNAP Performance Report

## SNAP Performance Report: Ninth Edition




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

## State Performance Goals

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

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

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

<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 2021 to June 2022**.

### Ineligible Benefits

\$1,987 (0.80%) was incorrectly issued to recipients who were not eligible to receive SNAP benefits.

### Total Error Amount

\$28,362 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 \$246,992 total benefits issued within those cases.

**11.48%**  
Payment  
Error Rate

### Underpaid Benefits

\$2,493 (1.01%) was not appropriately issued to recipients who were eligible to receive a higher amount in SNAP benefits.

### Overpaid Benefits

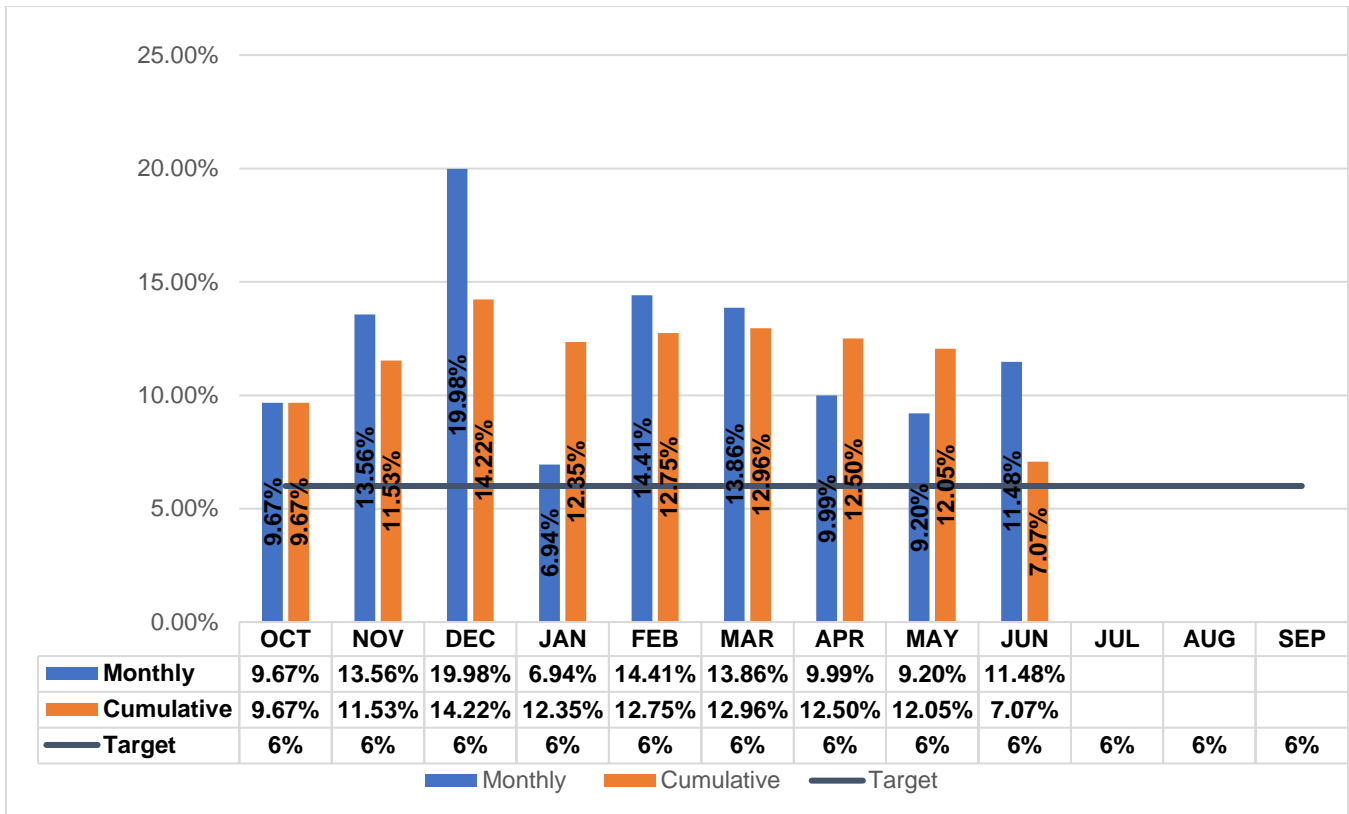
\$23,882 (9.67%) was incorrectly issued to recipients who were eligible for a lesser amount in SNAP benefits.

### Cumulative Totals - October 2021- June 2022

<b>Total Benefits Paid in QC Sample</b>	<b>\$246,992</b>
<b>Total Error Amount in QC Sample</b>	<b>\$28,362</b>
<b>Total Cases Reviewed by QC</b>	<b>751</b>
Total Cases with Errors	124
Total Correct Cases	627
Total Cases with Overpaid Benefits	100
Total Cases with Underpaid Benefits	20
Total Cases with Ineligible Benefits	4
Cases Dropped (In Sample, not Reviewed by QC)	131

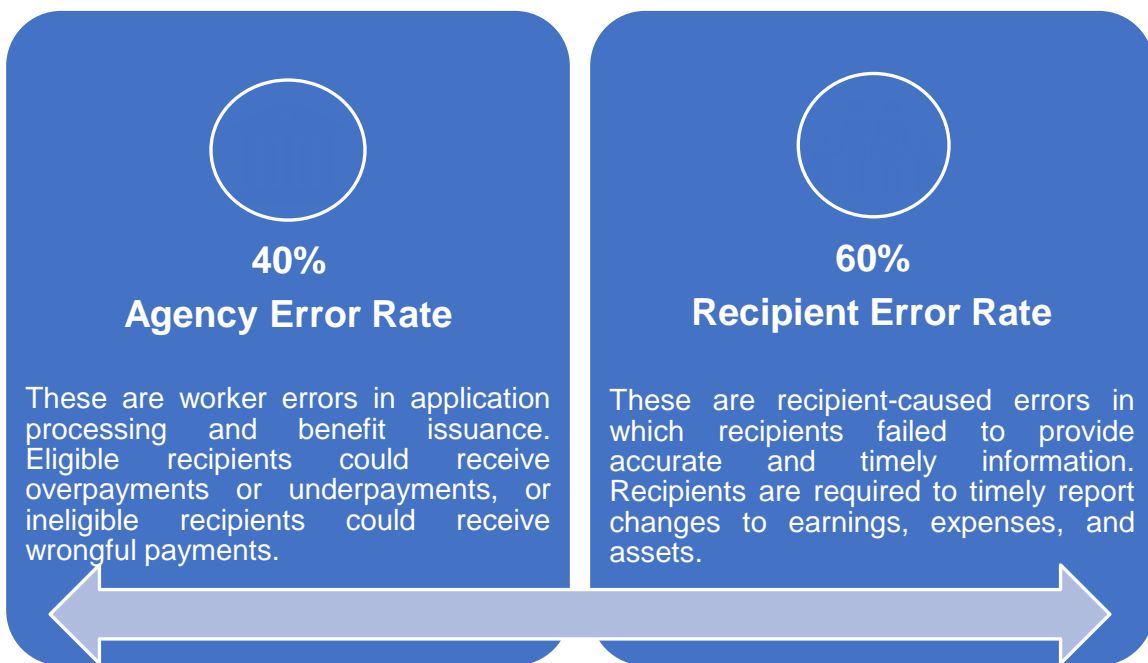
# FFY 2022 State Payment Error Rates

Monthly vs. Cumulative Error Rates



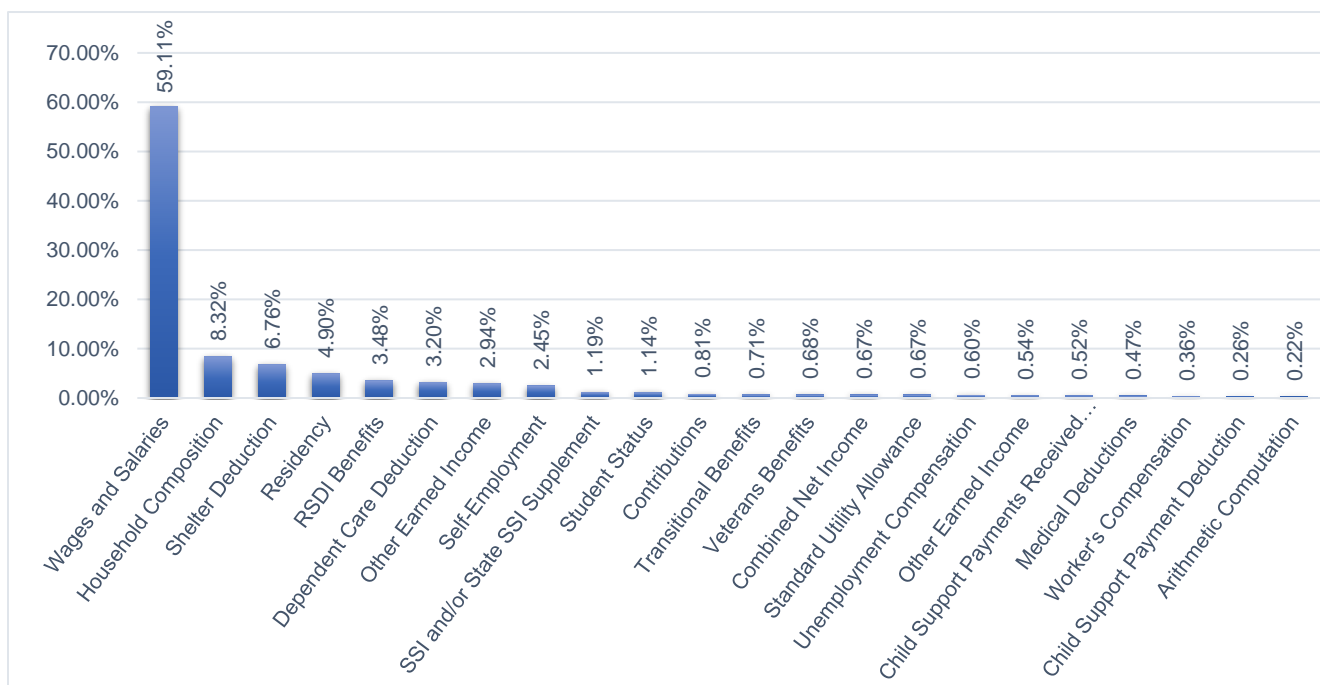
Monthly totals are for the individual review month, cumulative totals are the totals of all months ongoing added together.

## Are they Agency or Recipient Errors?



## FFY 2022 SNAP Error Trends – Cumulative Totals

Cumulative Totals - October 2021- June 2022		
Error Element	Error Amount	Error Percentage
Wages and Salaries	\$15,948	59.11%
Household Composition	\$2,129	8.32%
Shelter Deduction	\$1,467	6.76%
Residency	\$1,304	4.90%
RSDI Benefits	\$907	3.48%
Dependent Care Deduction	\$835	3.20%
Other Earned Income	\$722	2.94%
Self-Employment	\$626	2.45%
SSI and/or State SSI Supplement	\$338	1.19%
Student Status	\$324	1.14%
Contributions	\$230	0.81%
Transitional Benefits	\$201	0.71%
Veterans Benefits	\$193	0.68%
Combined Net Income	\$191	0.67%
Standard Utility Allowance	\$170	0.67%
Unemployment Compensation	\$154	0.60%
Other Unearned Income	\$147	0.54%
Child Support Payments Received from Absent Parent	\$132	0.52%
Medical Deductions	\$121	0.47%
Worker's Compensation	\$103	0.36%
Child Support Payment Deduction	\$73	0.26%
Arithmetic Computation	\$63	0.22%



Error Findings as Reported to Field Offices

June 2022 QC Reviews

Review Number	Error Cause	Reason for the Error	Over/Under	Error Amount	Cause	Error Description
10804	Residency	Other	Ineligible	\$87	Agency	HH reported address, which has been his residence for the past 6 months. Collateral verified resident of their Residential Re-entry Center for federal offenders halfway house since 2/8/22 after being released from Prison and is set to leave the program by 8/5/22. CC verified there has not been a break in in his stay as he is court ordered to finish his prison sentence there, HH does receive 3 meals each day which is prepared by the facility staff and residents do not have their own kitchens or ability to prepare their own meals. They are considered an institution by the Attorney General and are not an FNS approved facility. Agency failed to address and follow up on reported information by the HH of him being institutionalized. Based on verification obtained by QC, both comparisons HH ineligible for benefits as he is residing in a Non-FNS approved facility authorized to accept food stamp benefits.
10798	Shelter Deduction	Other	Over	\$57	Client	QC determined HH incorrectly reported shelter & medical expense at last action. Based on verification obtained by QC, agency figures were corrected using \$40.82 (\$489.92 / 12) property tax + \$35.66 (\$428 / 12) insurance = \$76.48 total shelter expense & \$0 medical expense. Review of ASPEN shows medical expenses was last updated in 12/2016.
10821	Wages and Salaries	More income received from this source than budgeted	Over	\$201	Client	Agency did not use 30 consecutive days of income from application date 4/19/21 for last action. Based on employer verification obtained QC determine \$747.80 EI based on wages 4/5/21 \$177.54, 4/12/21 \$213.07, 3/29/21 \$170.17 and 3/22/21 \$187 and \$2824.96 EI based on wages 4/2/21 \$580, 3/26/21 \$726.08, 3/19/21 \$841, 3/12/21 \$677.88.
10790	Household Composition	Eligible person(s) with income excluded	Over	\$230	Client	QC determined hh member is a mandatory member on the case as they are married & presenting themselves to the public as being together as a married couple. QC determined RM benefits were based on 2 HHM \$3373 EI per 6/10/22 \$1690.29 & 6/24/22 \$1682.73 paystubs. Based on verification obtained by QC, agency figures were corrected using 2 HHM and wife's \$2396 EI per 3/4/22 \$1536.03 & 3/18/22 \$1616.94 paystubs for error citation as RM and Corrected Figures resulted in the same error amount. HH qualified under BBCE and is allowed the minimum allotment as 2 person HH, even though they exceeded the gross standard.
10787	Self-Employment	Less income received from this source than budgeted	Under	\$68	Agency	QC determined at last action the agency should have requested 2020 taxes to determine SE income rather than personal wage record as SE taxes filed yearly. QC corrected agency figures allowing 5 HHM, \$123 SE based on 2020 schedule C verification, \$841 SSI, \$6 shelter plus HCSUA.



10788	RSDI Benefits	Unreported source of income (do not use for change in employment status)	Over	\$264	Client	QC determined 3 HHM, UEI RSDI \$1042 Jimmy Brown, UEI RSDI \$566 Nancy Brown, shelter \$370 plus HCSUA causing a countable variance. CR shows agency completed SOLQ Jimmy Brown RSDI \$1042.00. QC SOLQ inquiry shows Jimmy Brown RSDI \$1042 & Nancy Brown receiving RSDI \$566. QC contacted NMGA Redhill verified monthly lot rent of \$370.
10867	Wages and Salaries	More income received from this source than budgeted	Over	\$87	Agency	QC verified with employer at agency last action clients gross pay was \$225 weekly, agency was allowing net of \$135 weekly. QC verified monthly vendor payment for telephone expense. QC corrected agency figures allowing 4 HHM, \$900 EI from client, \$100 contribution, with \$0 telephone standard.
10820	Standard Utility Allowance	Deduction included that should not have been	Over	\$68	Agency	QC finds EI for client \$1376, \$300 shelter and no utilities. QC determined HH reported to not be paying utilities since 2019 agency failed to remove this expense. QC corrected agency figures allowing 2 HHM, \$1376 EI, \$300 shelter with no HCSUA/LUA/TS.
10852	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$298	Client	QC finds EI for Elena \$2135 and unreported income for Shaunray \$1288, \$712 shelter and HCSUA. HH failed to report Shaunray at recertification application. Corrected agency figures allowing 3 HHM, \$3423 EI.
10840	Wages and Salaries	Unreported source of income (do not use for change in employment status)	Over	\$230	Client	Due to RM income exceeding gross income standard, income for the prior 3 months was reviewed. QC verified client was employed since 10/21. 1st month prior wages 5/2022 \$3309.96, 2nd month prior wages 4/2022 \$3970.18, 3rd month prior wages 3/2022 \$2449.96. HH exceeded the income standard in each of the 3 months prior to RM; therefore, a reportable change occurred & must be considered in the error determination. QC determined 3rd month prior to RM 3/2022 is what should have been reported for SR. QC allowed converted income of \$2450 which exceeds FY 22 gross income standard of \$1771 for HHBG of 1. QC determined HH shelter expense in 03/2022 base rent \$1100. QC notes the lease was known and verified to the agency showing \$1100 base rent & the agency allowed \$1177.50. 1 HHM, \$2450 EI, \$1100 shelter plus HCSUA. HH qualified under BBCE at time of certification.
10830	Shelter Deduction	Other	Over	\$150	Client	RM: 1 HH member, UEI \$733 (RSDI \$575 + SSI \$157.50) with no shelter, utility/phone expense. Comp II: 1 HH member, UEI \$733, \$0 shelter plus no HCSUA/LUA/TS deduction. Two collaterals verified clients rent responsibility was \$230 from beginning of 2021 through March 2022 plus HCSUA and then became homeless by mid March 2022. QC finds at time HH submitted 3/21/22 AR application client was homeless with no out of pocket expenses; therefore, client reported incorrect information regarding his living situation, shelter and utility expenses. Both comparisons resulted in same error amount.
10865	Shelter Deduction	Other	Under	\$71	Agency	Both comparisons: UEI of RSDI \$652 & \$756; \$750 shelter expense plus HCSUA. Landlord verified \$750 rent expense as of 1/1/2022 ongoing through RM with no changes. QC review of 2/23/22 AR Application shows HH reported \$700 shelter expense. Review of 3/23/22 CC state HH reported rent increased \$460 to \$700 with agency documenting no changes made to case & client will need to provide proof. 2/23/22 AR Application has disclaimer HH forfeits right to expense if not reported. QC finds HH reported

						incorrect expense to agency & agency did not allow the reported expense at last action. QC corrected figures and allowed \$700 shelter expense; did not allow \$750 shelter expense as client forfeited the right to expense in both comparisons.
10866	Shelter Deduction	Deduction included that should not have been	Over	\$173	Client	At IR client provided contract for - hourly rate \$16.77 for contract of \$19020. Agency determined $19020/12 = \$1585$ . Even though there is not a difference of more than \$125 in EI (as client reported no changes in RMB 1/4/22), contract provided to the agency is not indicative to anticipated income. New contract with pay history provided shows client was already at new position at IR action and already had received 2 checks in her new position. Client failed to report correct information at last action. Used wages 12/10/21 \$853.00 and 12/24/21 \$853.00 to determine \$1706 EI with \$800 shelter plus \$27.21 taxes. Client reported incorrect shelter expense since 2019.

# FFY 2022 SNAP Payment Error Rates

## Regional and County Breakdowns

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

		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	0.00%	0.00%	0.00%	0.00%	39.72%	0.00%	0.00%	0.00%	0.00%				4.56%
	McKinley	64.04%	10.61%	0.00%	0.00%	11.31%	15.52%	14.90%	0.00%	17.59%				14.53%
	San Juan	32.08%	0.00%	7.17%	10.90%	0.00%	14.11%	0.00%	0.00%	14.94%				10.69%
	Sierra	0.00%	0.00%	62.80%	0.00%	0.00%	0.00%	43.41%	0.00%	0.00%				19.51%
	Socorro	9.63%	0.00%	0.00%	0.00%	35.40%	0.00%	0.00%	0.00%	0.00%				7.17%
	N. Valencia	0.00%	17.87%	0.00%	0.00%	0.00%	0.00%	17.82%	18.13%	8.16%				9.67
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
<b>Region 1 Totals</b>		<b>28.77%</b>	<b>6.35%</b>	<b>5.27%</b>	<b>5.08%</b>	<b>12.45%</b>	<b>10.59%</b>	<b>14.38%</b>	<b>4.04%</b>	<b>12.52%</b>				<b>11.43%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	34.16%	0.00%	0.00%				3.73%
	Rio Arriba	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	San Miguel	15.47%	16.12%	0.00%	0.00%	41.89%	38.60%	0.00%	61.93%	0.00%				21.71%
	Sandoval	0.00%	56.40%	23.97%	12.11%	0.00%	5.34%	35.03%	12.58%	8.87%				16.97%
	Santa Fe	0.00%	36.80%	0.00%	0.00%	0.00%	23.62%	0.00%	11.76%	0.00%				10.41%
<b>Region 2 Totals</b>		<b>4.89%</b>	<b>37.61%</b>	<b>5.18%</b>	<b>6.20%</b>	<b>14.63%</b>	<b>17.14%</b>	<b>23.99%</b>	<b>13.82%</b>	<b>2.38%</b>				<b>14.92%</b>
Region 3 Central Region	NE Bernalillo	0.00%	0.00%	44.09%	0.00%	20.25%	34.04%	0.00%	13.53%	0.00%				11.32%
	NW Bernalillo	3.19%	0.00%	0.00%	0.00%	0.00%	11.57%	26.45%	12.61%	8.76%				7.91%
	SE Bernalillo	0.00%	18.15%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				2.99%
	SW Bernalillo	6.26%	8.61%	26.84%	30.73%	25.66%	7.19%	1.43%	13.54%	3.70%				11.66%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
<b>Region 3 Totals</b>		<b>3.53%</b>	<b>6.70%</b>	<b>23.87%</b>	<b>9.76%</b>	<b>17.46%</b>	<b>16.19%</b>	<b>5.79%</b>	<b>13.43%</b>	<b>4.44%</b>				<b>9.88%</b>
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	0.00%	20.79%	28.49%	5.09%	7.45%	0.00%				7.44%
	Curry	0.00%	0.00%	34.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				7.14%
	Artesia	0.00%	90.70%	0.00%	0.00%	0.00%	0.00%	16.77%	0.00%	0.00%				21.54%
	Carlsbad	0.00%	0.00%	58.32%	0.00%	0.00%	0.00%	0.00%	0.00%	3.72%				20.87%
	Lea	0.00%	19.60%	25.57%	18.08%	0.00%	0.00%	0.00%	0.00%	21.42%				11.84%
	Lincoln	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
<b>Region 4 Totals</b>		<b>0.00%</b>	<b>14.99%</b>	<b>31.33%</b>	<b>6.66%</b>	<b>13.68%</b>	<b>9.48%</b>	<b>3.44%</b>	<b>7.32%</b>	<b>7.30%</b>				<b>10.77%</b>
Region 5 Southwest Region	E. Dona Ana	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	25.92%	0.00%				5.79%
	Grant	0.00%	0.00%	100.0%	0.00%	38.57%	92.00%	0.00%	0.00%	26.84%				29.49%
	Luna	20.47%	0.00%	0.00%	0.00%	29.65%	0.00%	10.87%	0.00%	0.00%				10.01%
	Otero	0.00%	0.00%	0.00%	0.00%	41.89%	41.17%	0.00%	0.00%	0.00%				13.26%
	S. Dona Ana	6.40%	0.00%	48.85%	28.35%	0.00%	15.70%	10.36%	0.00%	0.00%				19.68%
<b>Region 5 Totals</b>		<b>4.23%</b>	<b>0.00%</b>	<b>33.95%</b>	<b>3.52%</b>	<b>12.74%</b>	<b>15.82%</b>	<b>4.71%</b>	<b>7.89%</b>	<b>8.61%</b>				<b>11.39%</b>
<b>State Totals</b>		<b>9.67%</b>	<b>13.56%</b>	<b>19.98%</b>	<b>6.94%</b>	<b>14.41%</b>	<b>13.86%</b>	<b>9.99%</b>	<b>9.20%</b>	<b>7.07%</b>				<b>11.48%</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 June:*

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

Description of activity developed to resolve deficiencies:

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

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

# FFY2022 Case and Procedural Error Rate (CAPER)

## State Cumulative Negative Error Rate

### Invalid Closure Breakdown

Out of the 223 invalid denials/closures identified, 130 were identified as incorrect closures, and 93 were identified as incorrect denials.

### Negative Error Amount

223 cases out of 634 were found to have been denied or closed incorrectly. These cases were found to have errors with denial/closure reasons, timeliness, and/or notices.

**35.17%**  
CAPER  
Error Rate

### Incorrect Notices

30% of the incorrect negative actions reported were due to unclear or incorrect notices issued.

### Incorrect Denials

70% of the incorrect negative actions reported were due to incorrect denial/closure reasons and/or untimely denials/closures.

### Cumulative Totals - October 2021- June 2022

Total Cases in Sample Pulled for Review	675
Cases Dropped (Sampled not Reviewed by QC)	41
Total Cases Reviewed	634
Total Valid Cases	411
Total Invalid Cases	223

# FFY 2022 Top Error Trends in CAPER Reviews

Cumulative Totals from CAPER Reviews: October 2021- June 2022

Reason for the Error	When the Errors Occurred		Total Errors	Percent of Cases with Error
	Denials	Terminations		
<b>Notices</b>				
Notice not clearly understandable	10	28	38	17.92%
Notice was sent to wrong address	4	7	11	5.19%
Failed to send notice of action	1	6	7	3.30%
Policy incorrectly applied – no other codes applicable	2	2	4	1.89%
Notice reason does not match reason for action	3	1	4	1.89%
Notice was not complete	2	1	3	1.42%
Notice did not include date of intended action	1	0	1	0.47%
<b>Total</b>	<b>23</b>	<b>45</b>	<b>68</b>	<b>32.08%</b>
<b>Application</b>				
Late denial agency failed to process the application timely	10	8	18	8.49%
Policy incorrectly applied – no other codes applicable	2	8	10	4.72%
Failed to process the reapplication timely (recertification application)	1	6	7	3.30%
Failed to provide expedited service to expedited eligible household	1	0	1	0.47%
Failed to issue a required Notice of Missed Interview (NOMI)	1	0	1	0.47%
<b>Total</b>	<b>15</b>	<b>22</b>	<b>37</b>	<b>17.45%</b>
<b>Arithmetic Computation</b>				
Benefit/allotment/eligibility/incorrectly computed	18	12	30	14.15%
<b>Total</b>	<b>18</b>	<b>12</b>	<b>30</b>	<b>14.15%</b>
<b>Wages and Salaries</b>				
Policy incorrectly applied- no other codes applicable	2	5	7	3.30%
Agency failed to follow up on inconsistent or incomplete information	3	4	7	3.30%
Improper income calculation	3	3	6	2.83%
Income from known/processed source included that should not have been	2	0	2	0.94%
Failed to consider or incorrectly considered reported information	1	1	2	0.94%
Improper calculation – Income averaged incorrectly	1	1	2	0.94%
Improper calculation – Income included holiday or overtime pay	1	0	1	0.47%
<b>Total</b>	<b>13</b>	<b>14</b>	<b>27</b>	<b>12.74%</b>
<b>Other</b>				
Policy incorrectly applied – no other codes applicable	4	9	13	6.13%
Data entry and/or coding error (includes selection of incorrect codes)	0	2	2	0.94%
Other	0	1	1	0.47%
Computer programming error	1	0	1	0.47%
<b>Total</b>	<b>5</b>	<b>12</b>	<b>17</b>	<b>8.02%</b>

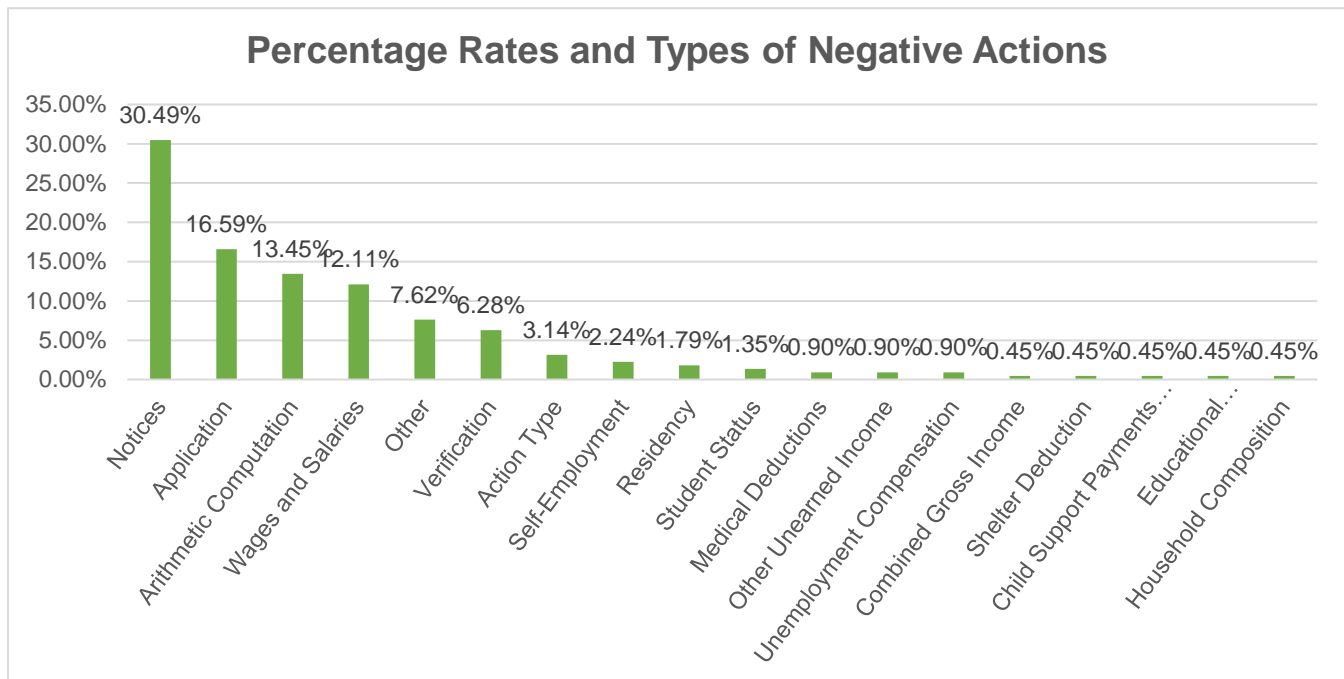
<b>Verification</b>				
Improper Denial/Termination – failure to provide-verification was received or is in case file	3	2	5	2.36%
Policy incorrectly applied – no other codes applicable	0	4	4	1.89%
Verification was in case file	1	1	2	0.94%
Improper denial prior to end of timeframe for providing verification	1	0	1	0.47%
No application or case record information to support denial/termination/suspension	1	0	1	0.47%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.47%
<b>Total</b>	<b>6</b>	<b>8</b>	<b>14</b>	<b>6.60%</b>
<b>Action Type</b>				
Policy incorrectly applied – no other codes applicable	3	4	7	3.30%
<b>Total</b>	<b>3</b>	<b>4</b>	<b>7</b>	<b>3.30%</b>
<b>Self-Employment</b>				
Policy incorrectly applied – no other codes applicable	2	1	3	1.42%
Agency failed to follow up on inconsistent or incomplete information	0	1	1	0.47%
Failed to consider or incorrectly considered reported information	0	1	1	0.47%
<b>Total</b>	<b>2</b>	<b>3</b>	<b>5</b>	<b>2.36%</b>
<b>Residency</b>				
Policy incorrectly applied – no other codes applicable	0	2	2	0.94%
Other	1	1	2	0.94%
<b>Total</b>	<b>1</b>	<b>3</b>	<b>4</b>	<b>1.89%</b>

<b>Student Status</b>				
Failed to consider or incorrectly considered Eligible Student Status	0	1	1	0.47%
Eligible student excluded and met exemption-Employment requirements met	1	0	1	0.47%
Eligible student excluded and met exemption – State or Federal Work Study	0	1	1	0.47%
<b>Total</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>1.42%</b>

## FFY 2022 CAPER Errors – Cumulative Totals

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

Error	Denials		Closures		Total Invalid	Percentage Total
Notices	23	10.31%	45	20.18%	68	30.49%
Application	15	6.73%	22	9.87%	37	16.59%
Arithmetic Computation	18	8.07%	12	5.38%	30	13.45%
Wages and Salaries	13	5.83%	14	6.28%	27	12.11%
Other	5	2.24%	12	5.38%	17	7.62%
Verification	6	2.69%	8	3.59%	14	6.28%
Action Type	3	1.35%	4	1.79%	7	3.14%
Self-Employment	2	0.90%	3	1.35%	5	2.24%
Residency	1	0.45%	3	1.35%	4	1.79%
Student Status	1	0.45%	2	0.90%	3	1.35%
Medical Deductions	1	0.45%	1	0.45%	2	0.90%
Other Unearned Income	2	0.90%	0	0.00%	2	0.90%
Unemployment Compensation	0	0.00%	2	0.90%	2	0.90%
Combined Gross Income	0	0.00%	1	0.45%	1	0.45%
Shelter Deduction	1	0.45%	0	0.00%	1	0.45%
Child Support Payments Received from Absent Parent	0	0.00%	1	0.45%	1	0.45%
Educational/Grants/Scholarships/Loans	1	0.45%	0	0.00%	1	0.45%
Household Composition	1	0.45%	0	0.00%	1	0.45%





# CAPER Error Findings as Reported to the Field Offices

June 2022 QC Reviews

Review Number	Error Reason	Detailed Error Description
602	Policy & Notice	Agency used reported address for correspondence and reported phone number in attempt to interview HH and no evidence household contacted agency to complete interview. QC found action and notice are correct, however, QC found that the notice of missed appointment was required and not completed correctly as the agency suppressed the notice of missed appointment from being mailed to the HH; therefore, agency failed to properly notify HH of missed appointment.
604	Policy & Notice	Application reporting loss of employment on 3/1/22; EW incorrectly requested income verification for 5/6/22 and 5/20/22. Case Comments do not detail why EW requested the income verification for SNAP. QC determined the income was requested incorrectly. QC noted SNAP IR due 4/30/22, received on 4/3/22 was processed on 4/23/22. At processing EW requested income verification from employer for pay dates 3/11/22 and 3/25/22. HUMAD due date was 5/6/22. HH provided income verification on 5/3/22 and 5/4/22. Agency processed the 3/11/22 and 3/25/22 check stubs on 5/18/22 along with CASH and Medicaid application. May SNAP benefits were not issued to HH as EW incorrectly entered the 5/6/22 and 5/20/22 check stubs as not verified, therefore the notice of case action states "Your SNAP benefits are closed as of May 2022." QC determined action not correct and notice is not clearly understandable.
605	Policy	QC determined the calculations of gross income are correct. However, QC has determined this to be an invalid denial action as the agency took action to process the renew my benefits report 42 days after it was provided. QC found agency failed to follow NMAC 8.139.120.8(C) in processing the renewal application late and did not issue a full months allotment for the first month of the new certification period.
607	Policy	Review of ECF found no evidence HH provided required verification, however, QC found action was taken late to process the recertification application as the application was received 4/7/2022 and processed 5/19/2022. QC has determined this to be an invalid denial action since the agency took action to process the recertification application 32 days after it was provided. QC also found that the agency failed to follow NMAC 8.139.120.8(C) in processing the renewal application late and did not issue a full month's allotment for the first month of the new certification period.
610	Policy	QC review of CR, ECF and history correspondence finds no evidence that HH provided requested verification from HUMAD dated 6/2/22. However, QC finds application was not processed timely. Application date is 5/11/22 and date of disposition is 6/15/22 which is beyond 30 days therefore, QC finds this action and notice incorrect.
611	Policy & Notice	QC review of CR, ECF and history correspondence finds no evidence that HH provided requested verification from HUMAD dated 5/31/22. However, QC finds SNAP closed 4/30/22 and agency submitted SNAP application 5/18/22, with a second application submitted on 5/31/22. Agency did not register 5/18/22 application rather only registered SNAP with second application date 5/31/22 which is incorrect. QC finds HH was not given an opportunity to participate in SNAP as of 5/18/22; notice is not clearly understandable, does not match reason for action and does not cover the intended dates of action; therefore action and notice are incorrect.
613	Policy & Notice	QC finds agency should have registered application as of date received (next business working day 5/17/22) and scheduled HH for appointment within 10 days of receipt of Application. In this case, application date is 5/17/22 and agency did not screen application until 6/9/22 and scheduled appointment for 6/15/22. Agency proceeded to deny application on 6/29/22 which is beyond 30 days of application processing time. QC finds the delay is not client caused as agency failed to process application timely within 30 days of receipt of application date. QC finds notice does not address month of application May 2022; notice is not clearly understandable therefore this notice and action are incorrect.
614	Notice	QC review of HUMAD dated 5/18/22 shows agency requested proof of employment ended for client and proof of UCB due 6/1/22. QC review of ECF shows HH submitted letter from other statel for proof of UCB for client which state he is eligible for \$428 weekly as of 3/27/22 - 3/25/23. Second letter provided by HH from UI states UI not eligible for week 4/10/22 - 4/23/22. QC finds no request for workman's compensation on HUMAD.
617	Policy	QC review of CR and historical correspondence finds not evidence HH submitted verification to agency; However, QC determines action incorrect as case was processed past the 30 days of initial application. HH submitted 4/25/22 with HUMAD due 6/02/22 and denied on 6/02/22. Action on new application is late.
623	Policy	QC review of CR and historical correspondence finds no evidence HH submitted verification to agency. QC determines action and notice are incorrect as case was processed past the 30 days of initial application. HH submitted 5/17/22, agency interviewed on 6/9/22 with HUMAD due 6/22/22 and denied on 6/29/22. Action on new application is late.

625	Policy & Notice	Review of change report client submitted on 4/22/22 shows Address change to note Address Type: date of change 4/22/22. Phone number provided. No evidence to show agency contacted client to verify address provided was her new physical address. Change report clearly notes phone number and client can be texted and/or emailed. Change report shows Address Type as "M" for mailing. Action to termination SNAP was incorrect as no evidence found agency made contact with client to verify address provided is her new physical address and to verify client did move out of state. No evidence to show client requested closure of benefits due to moving out of state. Further, action taken on changes made was untimely by the agency.
627	Policy	QC determined action taken by agency and listed reason for closure was correct. However, QC found all information listed on notice was not accurate. QC determines action and notice are incorrect as case was processed past the 30 days of initial application. HH submitted 5/23/22 and denied on 6/29/22. Action on new application is late.
628	Notice	Case search inquiry in ASPEN shows address given to agency by client. NOCA for termination sent. NOCA incorrect address to determine negative case invalid.
636	Notice	The calculation table on the NOCA is for Medicaid only, no SNAP calculation addressed. QC determined invalid due to notice was not clear, concise, & accurate on all reasons. It is confusing on approved for the 1st month, then closed for ongoing.
639	Policy	QC determined action taken on 6/30/22 to close SNAP due to missed interview was correct & all notices were issued correctly. However, action taken to deny application was not completed timely as per 8.139.110.13 (D-3), resulting in an untimely denial, that was 3 days late.
643	Notice	QC determined notice is not clear and concise, as it does not explain why the HH will not get a benefit amount in initial application month, it just states \$0 but does provide a reason and shows \$250 for 6/22 & \$181 for 7/22 ongoing months.
644	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
647	Policy	QC determined that although HH did not provide verification, action taken by agency was untimely; 83 day past HUMAD due date. QC determined this review invalid due to late notice issued by agency.
649	Notice	QC reviewed action and notice. Notification to HH is not clear as HH applied for SNAP, however applicant already had active case and application received was not registered to correct case. QC determined this review invalid as notice is not clear and specific.
650	Policy	QC reviewed ECF and found HH submitted verification timely, however agency did not take action until 6/8/22, 50 days late making it an untimely processing.
651	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.
653	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10.
656	Policy & Notice	QC determined notice correct, however action incorrect. QC found agency failed to issue entitled expedited benefits by the 7-calendar date of application receipt. QC found HH applied 5/9/22 and agency did not view application until 5/24/22. QC determined per NMAC policy 8.139.110.16(A)(B)(1) the agency failed to provide expedite services to expedited eligible HH.
657	Policy	QC determined per NMAC policy 8.139.110.13(D) (4) viewed no evidence of applicant causing the delay to participate with the SNAP program; household submitted requested documents timely. Agency processed the case beyond 30 days. QC determined action to process application occurred beyond processing timeliness resulting in invalid action.
658	Policy	QC determined action to process recertification occurred beyond processing timelines resulting in invalid action. QC determined per NMAC 8.139.120.8 (B)(3) recertification process occurred beyond 30 days after the date the application was filed.

659	Notice	QC determined notice issued to household inaccurate due to improper income calculations and inaccurate notice.
663	Policy	QC notes that policy 8.139.120.8 G (4)(a) Recertification verification standards, in accordance with Paragraph (2) of Subsection C of 8.139.110.12 NMAC, will be used when an application is received within 30 days after the certification period expires, was not applied timely upon receipt of RMB submitted 5/11/22. Time limits states that ISD shall provide eligible household that complete the initial application process an opportunity to participate as soon as possible, but no later than 30 calendar days following the date the application was filed. Policy also states that ISD will schedule an interview to be held within 10 working days of the date the application was received. QC determined agency did not register nor schedule a PI within the program time limits resulting in untimely processing of the application beyond the 30-day time limit.
664	Policy & Notice	Based on CR information, agency made an eligibility determination-HH was determined ineligible for separate status however, notice stated case was denied due to withdrawal. QC concluded because an eligibility determination was made, notice of denial should have reflected the appropriate eligibility determination.
666	Notice	QC finds in ECF HH submitted Report My Change on 5/1/22, a non-business day, reporting new mailing address and HH submitted a 2nd Report My Changes on 5/16/22 also reporting mailing address. QC determined action to be invalid. Income calculation is found to be correct however agency failed to update mailing address resulting in Notice of Case Action dated 6/10/22 being sent to previously reported mailing address. Notice was sent to wrong address.
670	Policy & Notice	Review of ASPEN correspondence history found Notice of Missed Appointment dated 6/9/2022 was suppressed and not sent to HH. Review of case also found that a notice of case action had not been generated upon certified closure of SNAP on 6/28/2022, advising HH of SNAP closure due to missed interview. Agency failed to send notice of action.
674	Policy & Notice	QC determined HH qualified under BBCE at time of certification and is therefore subject to minimum allotment of \$20.00 as a 1 person HH. NMAC policy 8.139.420.8 states: All members of a food stamp household must maintain CE status for the household to be considered CE. Categorically eligible one and two person households are entitled to the minimum food stamp benefit amount, except in an initial month if the prorated benefit is less than \$10. QC determined notice and action incorrect as HH qualified under BBCE for minimum allotment.

FFY 2022 CAPER Error Rates

Regional and County Breakdowns

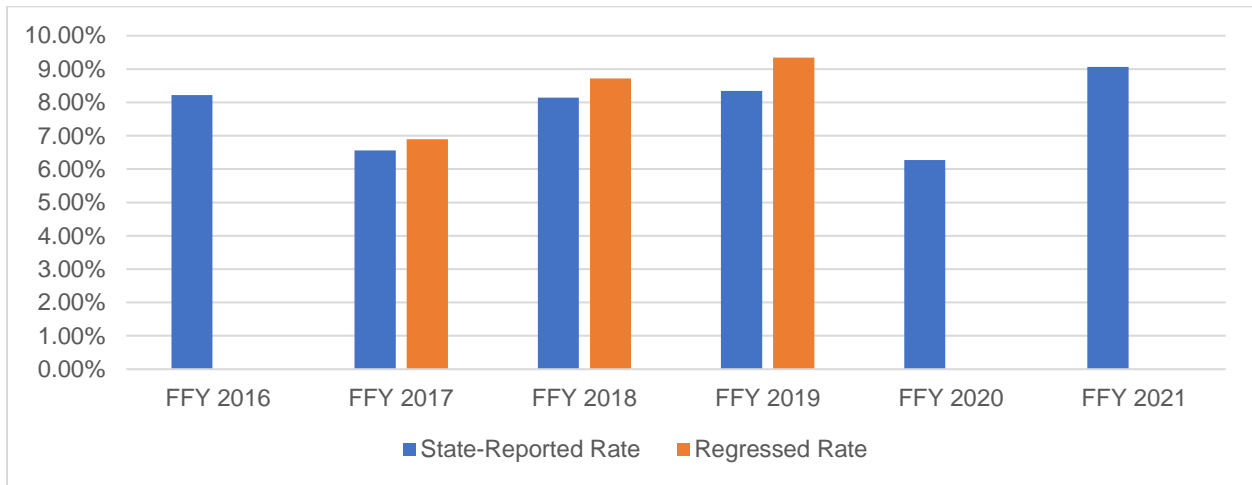
		OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	TOTAL AVG.
Region 1 Northwest Region	Cibola	50.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	50.00%	50.00%				30.00%
	McKinley	0.00%	0.00%	75.00%	0.00%	100.0%	25.00%	0.00%	75.00%	0.00%				39.29%
	San Juan	50.00%	0.00%	50.00%	60.00%	20.00%	33.33%	40.00%	44.44%	33.33%				38.10%
	Sierra	0.00%	0.00%	33.33%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%				28.57%
	Socorro	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	0.00%	100.0%				50.00%
	N. Valencia	0.00%	50.00%	0.00%	20.00%	100.0%	66.67%	0.00%	50.00%	100.0%				47.62%
	S. Valencia	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
<b>Region 1 Totals</b>		<b>40.00%</b>	<b>16.67%</b>	<b>46.15%</b>	<b>30.77%</b>	<b>50.00%</b>	<b>40.00%</b>	<b>30.00%</b>	<b>52.94%</b>	<b>40.00%</b>				<b>39.29%</b>
Region 2 Northeast Region	Colfax	0.00%	0.00%	0.00%	0.00%	66.67%	0.00%	0.00%	0.00%	0.00%				40.00%
	Guadalupe	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Quay	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	Rio Arriba	0.00%	50.00%	0.00%	0.00%	0.00%	100.0%	50.00%	33.33%	0.00%				33.33%
	San Miguel	100.0%	100.0%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				33.33%
	Sandoval	16.67%	0.00%	0.00%	100.00%	33.33%	50.00%	0.00%	50.00%	66.67%				37.50%
	Santa Fe	100.0%	0.00%	50.00%	50.00%	0.00%	0.00%	50.00%	0.00%	50.00%				33.33%
	Taos	0.00%	33.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				10.00%
<b>Region 2 Totals</b>		<b>30.00%</b>	<b>33.33%</b>	<b>11.11%</b>	<b>40.00%</b>	<b>37.50%</b>	<b>40.00%</b>	<b>25.00%</b>	<b>25.00%</b>	<b>41.67%</b>				<b>31.25%</b>
Region 3 Central Region	NE Bernalillo	0.00%	12.50%	25.00%	50.00%	42.86%	46.67%	14.29%	44.44%	20.00%				31.65%
	NW Bernalillo	14.29%	16.67%	20.00%	0.00%	50.00%	66.67%	20.00%	50.00%	50.00%				32.14%
	SE Bernalillo	0.00%	0.00%	0.00%	50.00%	0.00%	50.00%	100.0%	0.00%	0.00%				27.27%
	SW Bernalillo	25.00%	15.38%	16.67%	66.67%	33.33%	45.45%	36.36%	54.55%	66.67%				37.80%
	Torrance	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
	<b>Region 3 Totals</b>		<b>13.79%</b>	<b>14.81%</b>	<b>20.00%</b>	<b>45.83%</b>	<b>40.00%</b>	<b>50.00%</b>	<b>29.17%</b>	<b>46.43%</b>	<b>44.44%</b>			
Region 4 Southeast Region	Chaves	0.00%	0.00%	0.00%	66.67%	50.00%	50.00%	0.00%	50.00%	25.00%				29.17%
	Curry	75.00%	0.00%	0.00%	0.00%	33.33%	100.0%	0.00%	33.33%	0.00%				19.23%
	Artesia	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%				20.00%
	Carlsbad	100.0%	0.00%	100.0%	0.00%	100.0%	0.00%	20.00%	0.00%	50.00%				35.71%
	Lea	50.00%	0.00%	60.00%	33.33%	0.00%	50.00%	50.00%	66.67%	25.00%				40.74%
	Lincoln	0.00%	0.00%	0.00%	0.00%	100.0%	0.00%	0.00%	100.0%	0.00%				25.00%
	Roosevelt	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%				0.00%
<b>Region 4 Totals</b>		<b>50.00%</b>	<b>0.00%</b>	<b>40.00%</b>	<b>27.27%</b>	<b>50.00%</b>	<b>62.50%</b>	<b>18.75%</b>	<b>50.00%</b>	<b>30.00%</b>				<b>35.42%</b>
Region 5 Southwest Region	E. Dona Ana	20.00%	0.00%	50.00%	50.00%	50.00%	40.00%	42.86%	0.00%	75.00%				39.39%
	Grant	100.0%	0.00%	0.00%	100.00%	0.00%	0.00%	33.33%	0.00%	0.00%				37.50%
	Luna	33.33%	50.00%	0.00%	50.00%	0.00%	100.0%	100.0%	0.00%	33.33%				46.15%
	Otero	100.0%	0.00%	50.00%	0.00%	0.00%	0.00%	0.00%	100.0%	100.0%				71.43%
	S. Dona Ana	0.00%	33.33%	0.00%	66.67%	20.00%	50.00%	0.00%	100.0%	60.00%				40.91%
	W. Dona Ana	0.00%	0.00%	0.00%	25.00%	50.00%	14.29%	33.33%	20.00%	0.00%				18.18%
<b>Region 5 Totals</b>		<b>28.57%</b>	<b>25.00%</b>	<b>16.67%</b>	<b>50.00%</b>	<b>38.46%</b>	<b>29.41%</b>	<b>42.86%</b>	<b>33.33%</b>	<b>52.94%</b>				<b>36.21%</b>
<b>State Totals</b>		<b>27.40%</b>	<b>18.31%</b>	<b>26.09%</b>	<b>40.30%</b>	<b>43.75%</b>	<b>44.59%</b>	<b>29.17%</b>	<b>44.44%</b>	<b>43.06%</b>				<b>35.17%</b>

# FFY 2022 Regression Rates

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

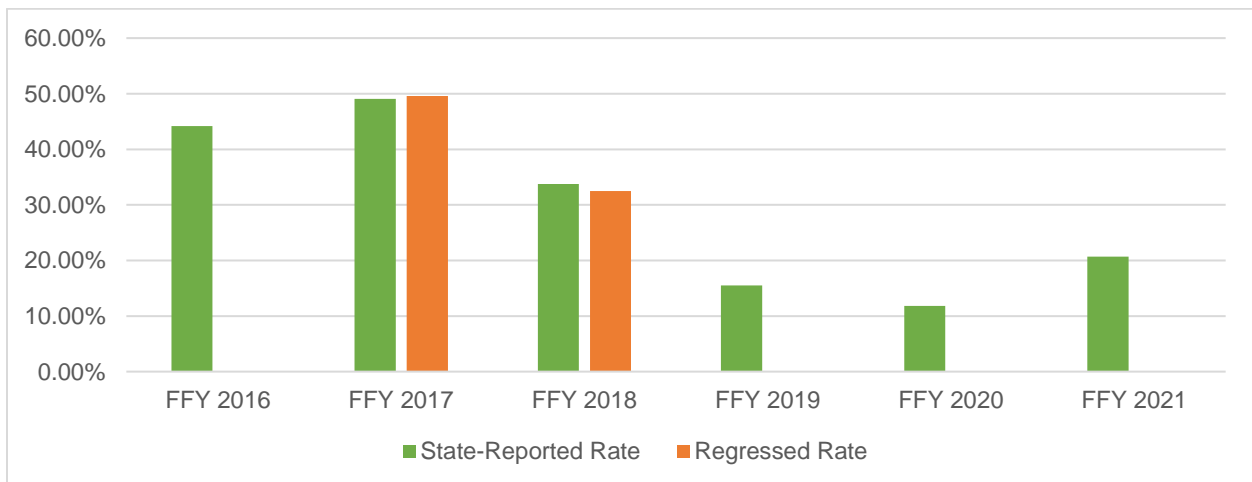
## Payment Error Rate

Current Fiscal Year and Previous Fiscal Years



## CAPER Error Rate

Current Fiscal Year and Previous Fiscal Years



# FFY 2022 SNAP Timeliness

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

The MSR lists the following timeliness areas:

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

## QC Recertification Timeliness

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