



STATE OF NEW MEXICO
Human Services Department
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Interim Policy & Procedure Memorandum

ISD IPP 20 – 25

TO: ISD Employees

FROM: Karmela Martinez, ISD Director 

RE: Adjustments to SNAP and Cash Processes

DATE: December 2, 2020

Amended December 10, 2020

Amended September 23, 2021

Amended December 29, 2020

Amended November 1, 2021

Amended June 29, 2021

NOTE: While these adjustments allow for administrative flexibility, it is imperative that all recertifications for all categories of eligibility received are reviewed and evaluated for ongoing eligibility prior to the last day of the month.

This IPP rescinds IPP 20-23: Adjustments to Interim Report, the Recertification Process and Waiver of Initial Interview for SNAP. This IPP serves as guidance for the following adjustments:

- Waive the Interim Report (IR) through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first.
- Waive recertification interviews through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first.
- Extend certification periods up to six months through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first.
- Apply IR rules to Recertification through December 2021 or 30 days after the NM Public Health Order ends, whichever comes first.
- Waive initial Interview **ended June 30, 2021**
- Waive face to face interview requested by customer; if deemed necessary **ended June 30, 2021**

The adjustments are being implemented to limit person to person contact, increase social distancing and help slow the spread of COVID-19 as outlined in the Coronavirus Appropriation Act, 2021 and Other Extensions Act of 2020 (HR 8337).

The following charts explains how these waivers impact SNAP and Cash.

Waiver of Face-to-Face Interview Requirement

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	Ended June 30, 2021	All interviews may now be requested as face-to-face interviews.	SNAP & Cash	8.139.110.11D(4) NMAC, 8.102.110.8B(2) NMAC 8.106.110.11 NMAC

Waiver of Initial Interview

Effective Date	End Date	Summary	Category	NMAC
November 23, 2020	Ended June 30, 2021	No initial interviews can be waived, even if all mandatory verification standards are met.	SNAP only	8.139.110.11 NMAC

Waiver of Recertification Interview

Effective Date	End Date	Summary	Category Impacts	NMAC
November 2, 2020	December 31, 2021 <i>(or 30 days after the NM Public Health Order ends, whichever comes first.)</i>	Recert Interviews can be waived and processed following IR rules.	SNAP and TANF	8.139.120.8 NMAC 8.102.120 NMAC

Process:

For processing of recertifications please refer to **IBP ASPEN-50366**.

- Recertification tasks remaining in the queue, process following IR rules.
- Previously scheduled appointments for interviews should still be held.
 - Call the customer at the scheduled time and inform them of the recertification approval.
 - If the customer does not show for the interview, the recertification can be processed following IR rules.
 - If the TANF case is processed following IR rules please attempt to contact to customer and inform them of their work requirements.
- Customers that contact Consolidated Customer Service Center (CCSC) to complete their recertification and the task has not been completed, the CCSC agent must:

- Process the recertification as a normal by completing the recertification process.
- If the recertification has been processed, review the information with the customer to see if there are any changes that need to be made and update the case through a case change.
- If there is pending verification for a recertification that has been processed previously, review the information with the customer and update the case accordingly.
- ASPEN updates the mandatory Help Us Make a Decision (HUMAD) as received by updating the appropriate unverified data collection information as “Other Acceptable” and generates a report, listing the cases and its details.

Waived Interim Report (IR)

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	December 31, 2021 <i>(or 30 days after the NM Public Health Order ends, whichever comes first.)</i>	If an IR cannot be processed under normal processing, ASPEN will automatically continue their certification period for households with an IR due.	SNAP & TANF	8.139.120.9B NMAC 8.102.120.11C NMAC

Process:

IR’s will be waived by ASPEN. A case comment will automatically be generated and an ISD 201 Notice to Client, will be issued to notify the client that their IR is being waived due to the COVID – 19 State of Public Health Emergency. A report will be generated for tracking purposes. The field does not have to do anything with the report currently.

If an IR or any pending verification is received, the following process will apply:

- IRs that are received and have all mandatory verification will automatically be extended by the system, the worker will review the IR and enter any changes in case change mode only.
- If no changes are needed, worker will simply mark task complete.
- IR’s that are received but are lacking all or some mandatory verification, will automatically be extended by the system. The worker will review the IR and process as normal.
- Tasks will not automatically be marked as complete. Workers must process tasks as normal in a case change action to ensure case information is correct. Case changes for extended cases will not affect the certification period.
- Certification period override should not be used for processing any IRs that have had the certification period extended by the system.
- ASPEN will update the mandatory HUMADs as received by updating the appropriate unverified data collection information as “Other Acceptable” and generate a report listing the cases and its details. Workers should not update this field for extended interim reports. Extension of Certification Periods

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	December 31, 2021 <i>(or 30 days after the NM Public Health Order ends, whichever comes first.)</i>	If a Recertification cannot be processed under normal processing, ASPEN will automatically extend certification periods for households scheduled to recertify.	SNAP & TANF	8.139.120.8 NMAC 8.102.120.9B NMAC 8.106.120.9 NMAC 8.106.120.10 NMAC

Process:

Recertification applications will continue to be issued to customers. Any recertification that has not been processed by the end of the month will be automatically extended in ASPEN for 6 months, for the months of October, November, and December 2020 as well as January – December 2021 or 30 days after the NM Public Health Order ends, whichever comes first. A case comment will automatically be generated and an ISD 201 Notice to Client, will be issued to notify the client that their certification period is being extended due to the COVID – 19 State of Public Health Emergency. A report will be generated for tracking purposes. The field will not have to do anything with the report currently.

For questions regarding this IPP, please contact Monica Sandoval, SNAP Program Coordinator, via e-mail at Monica.Sandoval@state.nm.us or by telephone at (505)396-0314.