HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

General Information Memorandum

ISD GI 18 - 24 AMENDED

TO: ISD Employees

FROM: Mary Brogdon, Division Director

RE: Phase II – EPPI process

Expedited Benefits w/Postponed Interview (EPPI) Waiver – Extension Approved (#2110031)

DATE: May 3, 2018

RESCINDED

This **GI is AMENDED** to include the Spanish version of the Cold Call Script. No other changes have been made..

This GI rescinds GI 18-12.

The Food and Nutrition Services (FNS) recently approved New Mexico's request for an extension of the Waiver for Expedited Benefits w/Postponed Interview.

Under this waiver, households meeting expedited criteria and verified identity may receive SNAP benefits for up to two months without an interview, provided the Department has attempted to but is unable to make contact with the applicant to complete the interview.

FNS requires a targeted approach for this waiver's use, and requires that the Department apply this waiver criterion to 20 percent or less of its expedited service caseload. To comply with this requirement, the Department will implement the EPPI process outlined below in all of the ISD Field Offices.

As we progress in our implementation of our EPPI process we are implementing Phase II of this process. This phase will move our 10 pilot offices into our final EPPI process. All other field offices will incorporate the temporary EPPI process and implement the EPPI process in the remaining offices. Allowing the 10 pilot offices to move towards our permanent process will allow for a smoother and more consistent implementation in the remaining offices. Our pilot offices allow us to work through concerns and develop understandable and compliant processes for our staff. Our goal is to provide timely and accurate benefits to all customers.

The pilot offices listed below will now implement the next phase of the EPPI process which includes the process listed below in addition to:

- Expedite SNAP benefits ***will be released the 6th day following the date of application, UNLESS the interview is completed earlier.*** If interview is completed prior to the 6th day, expedite benefits must be released same day as interview is completed.

• S. Dona Ana	• Quay	• Lincoln	• SE Bernalillo	• San Juan
• Luna	• Sandoval	• Lea	• Torrance	• Socorro

Effective April 30, 2018 the EPPI process outline below will be implemented state-wide.

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EPPI Process

ALL initial applications:

- Must be screened for Expedite SNAP benefits **the same day the household requests assistance** as per 7 CFR 7.273.2(i)(2). Please also refer to *SNAP Expedite* training Version 1.3 date July 07, 2017.

Verification:

All households entitled to expedited service need only to **verify identity** through readily available documentation or through a collateral contact. (7 CFR 273.2 and 8.139.110.16A(2) NMAC)

Prior to requesting verification of identity, review the ECF and electronic data resources to determine if verification is readily available.

If identity cannot be verified using existing data one of the following may be requested:

- Photo ID; including driver's license;
- Birth certificate;
- School records;
- Church records;
- Hospital or insurance card;
- Letter from community resources;
- Voter registration card;
- Work ID
- ID for other assistance or social service program
- Wage stubs

All other eligibility factors may be postponed. ***Reasonable efforts*** must be made by ISD to verify residence, income, liquid resources, and all other eligibility factors.

- ***With the exception of the pilot offices listed above:***
  - Expedite SNAP benefits ***must be released same day***.
- A minimum of two cold calls to the applicant must be completed on the same day of screening. Staff must leave a message and document the attempts in case comments.
- To assist in identifying this as an Expedite SNAP case, case comments should include a statement to include the following information:
  - Expedite eligible, pending interview
  - Must be processed no later than {*Date that case must be process*}
  - Interview scheduled for {*Date of scheduled interview*}
- If attempts to contact the applicant or completion of the interview are unsuccessful:
  - Appointment must be scheduled for the 3rd day but no later than the 6th day following the date of application
  - *The first day of this count is the first calendar day after the application is filed.*
- Applications eligible for expedite SNAP benefits must be tracked to ensure that benefits are released on the 6th day to remain compliant with SNAP expedite policy. Staff will use the SNAP Expedited Report that is received daily to accomplish the tracking of these applications.
- If the applicant calls back the same day to complete the interview and reaches the Customer Service Center (CSC), CSC will complete the interview.
- If the applicant calls back the same day to complete the interview and reaches the office switchboard:
  - the switchboard operator will create a Reception Task "in lobby" in ASPEN that will be handled in the order received by the team working that queue; and
  - the switchboard operator will confirm the call back number and inform the applicant a staff member will call back within 30 minutes to complete the interview.
- If the interview is completed after the Expedite SNAP benefits are processed/released, but on the same day, ASPEN *must be changed from a "Postponed Interview"* to reflect the type of interview that was completed.

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EPPI Central Print Process

(The following process is to be used until the CR for mailing time goes into implementation)

- In Pending Correspondence select the ISD127 Notice of Appointment radio button and click Next

- click on the local print button & the document will open up in a separate window
- click on the X in the upper right hand to close that window
- Back out and click on Correspondence,
- View History
- Select ISD127 Notice of Appointment
- Next
- Click on Central Print

- Upon generating the notice, it will be sent to Adelante the following morning to be mailed out.

The system will continue to issue Electronic Benefit Transfer (EBT) cards at registration of the SNAP application for applicants new to SNAP. For those households who have previously been SNAP recipients the caseworker will need to discuss with the client if they have an EBT card and offer the client the option to obtain an over-the-counter EBT card from the local office, if they do not already have one.

To facilitate access to the interview and provide assistance with the administrative process, lobby floaters, Greeters and Customer Service will explain the benefits of completing the interview and encourage applicants to wait to be interviewed if they are dropping off an application in person or if they are utilizing the Kiosks to submit their application.

If you have questions regarding this GI, please contact Rita Paz at Rita.Paz@state.nm.us or at 505-827-7286.

Attachment: SNAP Expedite Training Version 1.3 July 07, 2017
EPPI Cold Call Script

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Protocolo de EPPI para llamadas no solicitadas

Hola, le hablamos de la División de Apoyo a los Ingresos, hemos revisado su solicitud para asistencia y ha sido aprobado para beneficios expeditivos SNAP .

Para que usted continúe recibiendo beneficios SNAP debe realizar una entrevista. La entrevista consiste en preguntas sobre quién vive con usted, quién está solicitando los beneficios SNAP, cuánto dinero recibe su grupo familiar por trabajo y otra asistencia, y sobre cualquier costo que pague de vivienda y servicios públicos todos los meses.

Llame al {*inserte nombre y nº de teléfono de la oficina local*} o al centro de atención al cliente de la División de Apoyo a los Ingresos al 1-800-283-4465 para realizar la entrevista. Si no tenemos noticias suyas el día de hoy, se le enviará la fecha de una cita para realizar la entrevista.

Si no realiza esta entrevista no recibirá más beneficios SNAP y se denegará su solicitud para los servicios SNAP actuales.

Si más adelante decide solicitar los beneficios SNAP, no será elegible para beneficios expeditivos SNAP y su caso se procesará dentro de los 30 días normales de plazo.

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EPPI Cold Call Script

Hello, this is the Income Support Division, your application for assistance has been reviewed and you have been approved for SNAP Expedited Benefits.

In order for you to keep getting SNAP benefits you must complete an interview. The interview consists of questions about who lives with you, who is applying for SNAP benefits, how much money your household receives from working and any other assistance, and any costs you pay for shelter and utilities each month.

Please call the {*Insert Local office Name and Phone #}* or the Income Support Division Customer Service Center at 1-800-283-4465 to complete your interview. If we don't hear from you today, you will be sent an appointment for an interview.

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If this interview is not completed you will not receive any more SNAP benefits and your application for ongoing SNAP benefits will be denied.

Should you decide at a later date to apply for SNAP benefits you will not be eligible for Expedited SNAP benefits and your case will be process with the normal 30 day processing timeframe.

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HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

SNAP Expedite

RESCINDED

Version 1.3 July 07, 2017

Objectives

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After this training, you will understand:

- How to screen for Expedite
- What verification is needed for Expedite
- How to determine if a case is Expedite in ASPEN
- The Second 7-Day screening process
- What to do if an Expedite is denied
- The difference between the Expedite screening page and EDBC
- Expedite Reports
- Review examples of Expedite

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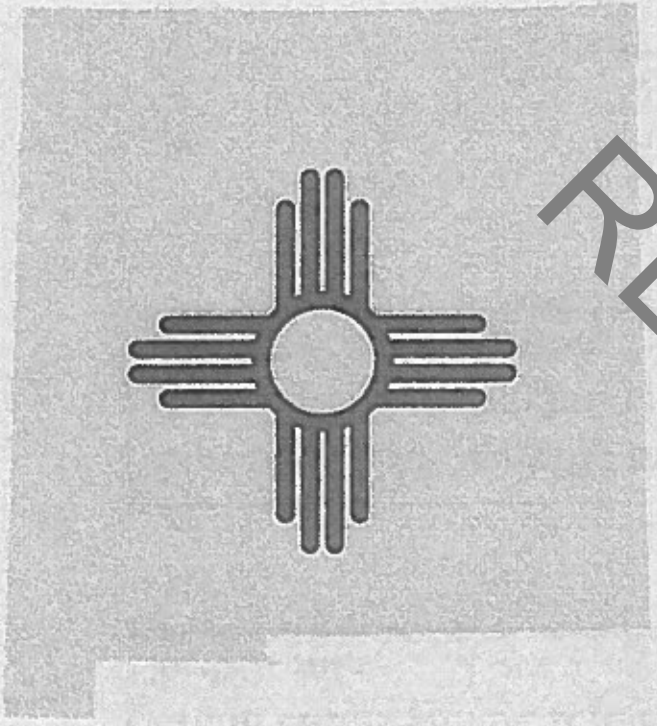

What Is Expedite?

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SNAP Expedite Screening

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Households reporting little or no income or resources may be entitled to receive SNAP benefits within seven days after they file an application. Applications will be screened the same calendar day to ensure the seven-day limit is met.

Expedite SNAP benefits must be processed no later than the 6th calendar day to ensure the household receives benefits no later than the 7th calendar after the date of application.

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7 CFR 273.2 (i)(3)(i)

8.139.110.16 NMAC

SNAP Expedite Screening

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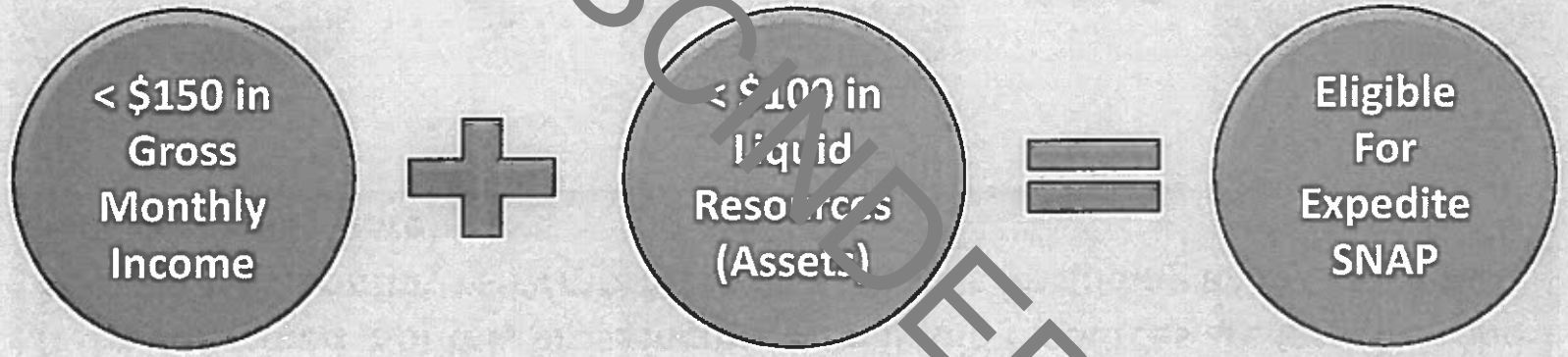
The following households may qualify for Expedite SNAP benefits:

Households with less than $150 in gross income in the month of application and if liquid resources (i.e., cash on hand, checking or savings accounts, saving certificates, lump sum payments, etc.) do not exceed $100.



Households that already have an active case are NOT eligible for expedite

8.139.110.16 NMAC

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Or

If the combined monthly gross income and liquid resources are less than the household's monthly rent/ mortgage and utilities (including entitlement to a SUA, as appropriate).

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SNAP Expedite Screening

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Or

Migrant or seasonal farm workers with less than $100 liquid resources and are destitute. A migrant or seasonal farm worker is considered destitute in the following circumstances:

- Terminated Income
- Monthly or More Frequent Income
- Less Often Than Monthly Income
- New Income source for the Migrant/Seasonal Farm Worker
- Income from Terminated and New Source
- Travel Advances

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Monthly Rent/ Mortgage & Utilities = Eligible For Expedite SNAP

8.139.400.14 NMAC

Screening Ineligible Household Members

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When there is an ineligible household member on an application their income and assets may or may not be considered depending on the situation. In these instances ISD will need to determine if the income and assets will need to be used to determine expedite.

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Ineligible Students

Considered non-members. Income and Resources are not considered.

Disqualified Household Members

Income and Resources are counted in their entirety.

Ineligible Immigrants

Resources shall be counted in their entirety, and Income shall be deemed or Pro Rata.

NOTE: In these instances the worker may need to edit what the applicant stated on their application on the expedite screening page to determine expedite correctly.

Document in Case Comments!

Deeming or Pro Rata

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Pro Rata: The income of Ineligible Immigrants and individuals who refuse to provide SSN needs to be prorated. To prorate the income, you will take the income of the ineligible immigrant and divide it by the total number of household members. Then multiply the result by the number of eligible household members.

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For example:
Maria and Jose submit an application for SNAP for themselves and their three children. Jose is an Ineligible Immigrant, and he has $1500 earned income per month. Maria and the children are citizens.

Step 1:
$1500 / 5 = $300

Step 2:
$300 X 4 = $1200

SNAP Expedite Verification Standards

Remember: The only verification you need to process an expedited SNAP application is a valid form of Identification. Electronic verification sources can be used to verify if the applicant has never had benefits before.

Reasonable efforts must be made to verify residence, income, receipt of benefits in another state, and all other eligibility factors. Expedite benefits WILL NOT be delayed because of inability to verify these factors.

All reasonable efforts to conduct an interview prior to approval of Expedite SNAP should be made.

REVISED

Late Determinations

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If the initial screening for expedite fails to identify the applicant as expedite and it is discovered later the applicant should be receiving expedite service, the SNAP should be processed within a new seven calendar day period from the date of discovery. The date of discovery of new and previously unreported information is the date the department learns the case is eligible for expedited service.

This change should be documented in the Case Comments.

Remember, during the application process information shall only come from the applicant, or when allowed from a trusted source.

ISD employees should NEVER, under any circumstances, create or make up information for applicants.

As always: Document! Document! Document!

7 CFR 273.2 (i) (3) (iv)

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Denial of Expedited SNAP Benefits

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If expedited SNAP processing is denied, the applicant will be informed of the right to request an agency conference to be held within two (2) days unless the household requests a later date.

If ISD is unable to reach the applicant by cold call, the agency conference will be offered at the time of interview. Always document in Case Comments

If a household is not eligible for expedited service, ISD must process the application according to normal processing standards.

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8.139.110.16 B NMAC

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ASPEN Expedite Screening

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Expedite Screening Page

The Expedite Screening page displays in two areas in ASPEN:

Application Registration

Automatically populates when SNAP is selected on the Register Programs page.

The Program Request Page in Data Collection

When any change is made to the SNAP request, you will click the screen button regardless if the case needs to be re-screened for expedite. Some examples include:

- ☆ Adding a new individual to an approved SNAP EDG.
- ☆ Reinstating a closed SNAP EDG.
- ☆ When an applicant files a new application for SNAP benefits.

NOTE: This page should only be used as a tool to determine Expedite. To actually approve the expedited benefits, you need to complete Data Collection and run EDBC.

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ASPEN SNAP Screening

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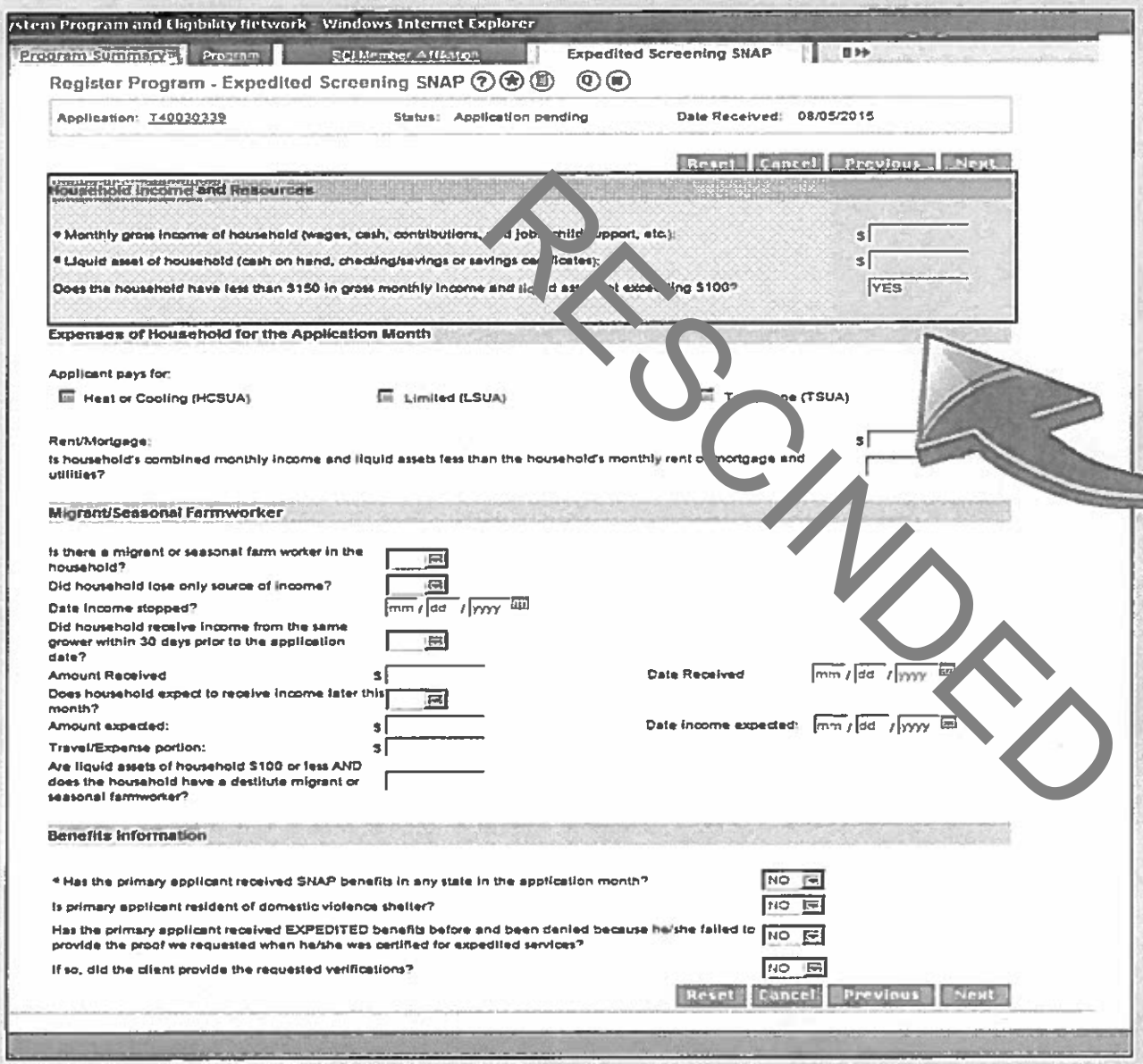

RESCINDED

Households with less than $150 gross monthly income and liquid resources not to exceed $100.

SNAP Screening

TRAINING UNIT
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INCOME SUPPORT DIVISION

Expedited SNAP Screening (SNAP only) Fill this out if you are applying for SNAP to see if you can get SNAP benefits faster. This is called expedited service. If you are eligible for Expedited SNAP, you must get SNAP within 7 days. If you are denied expedited services you have a right to an informal conference to be held within 48 hours of your denial. Ask to speak to a supervisor if you have questions.	
1. Will your monthly income be LESS than $150 and money in the bank or cash be LESS than $100?	☐ YES ☐ NO
2. Will your monthly home and utility costs be MORE than your income, cash and money in the bank?	☐ YES ☐ NO
3. Is your household a migrant or seasonal farm worker household with very little money?	☐ YES ☐ NO

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Households with less than $150 gross monthly income and liquid resources not to exceed $100.

YesNM SNAP Screening

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Getting Faster Service For Food Assistance Program

This is called expedited service. If you are eligible for Expedited SNAP, you must get SNAP within 7 days. If you are denied expedited service you have a right to an informal conference to be held within 48 hours of your denial. Ask to speak to a supervisor if you have questions.

You may receive Food Assistance in 7 days if:

- You have less than $150 in monthly gross income and $100 or less in liquid assets (cash on hand, checking or savings accounts, savings certificates); or
- Your combined gross income and liquid assets are less than your monthly rent and/or mortgage payment plus heat and utilities; or
- You are a migrant or seasonal farm worker with very little money.

The questions on this page will help us see if you can get this faster service. If you are not sure of the exact amount for any of these questions, please just provide your best estimate.

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Have you received Food Assistance benefits or Food Stamps this month?

◯ Yes ◯ No

If yes, are you living in a shelter for battered women?

◯ Yes ◯ No

Households with less than $150 gross monthly income and liquid resources not to exceed $100.

YesNM SNAP Screening

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INCOME SUPPORT DIVISION

What is the total amount of money the people in your home will get this month?

We need to know the total gross monthly income, which is the amount before taxes or anything else is taken out of your household's paychecks or benefit checks.

Please be sure to count all income from jobs and sources other than jobs, such as Social Security, unemployment, child support or money given to you by family and/or friends. Be sure to count all income that comes in during this calendar month, even if the source of the income (like a job or benefit payment) has stopped and/or your family or friend is no longer giving you money.

What is the total value of any assets that belong to the people in your home?

By assets, we mean things like cash you are saving at home, checking and saving accounts.

How much will the people in your home pay for housing this month?

Which of the following utilities do the people in your home pay for?

☐ Heat/Cooling ☐ Water/Sewer/Garbage ☐ Telephone

Is your household a migrant or seasonal farmworker household with very little money?

○ Yes ○ No

RESCINDED

Households with less than $150 gross monthly income and liquid resources not to exceed $100.

ASPEN SNAP Screening

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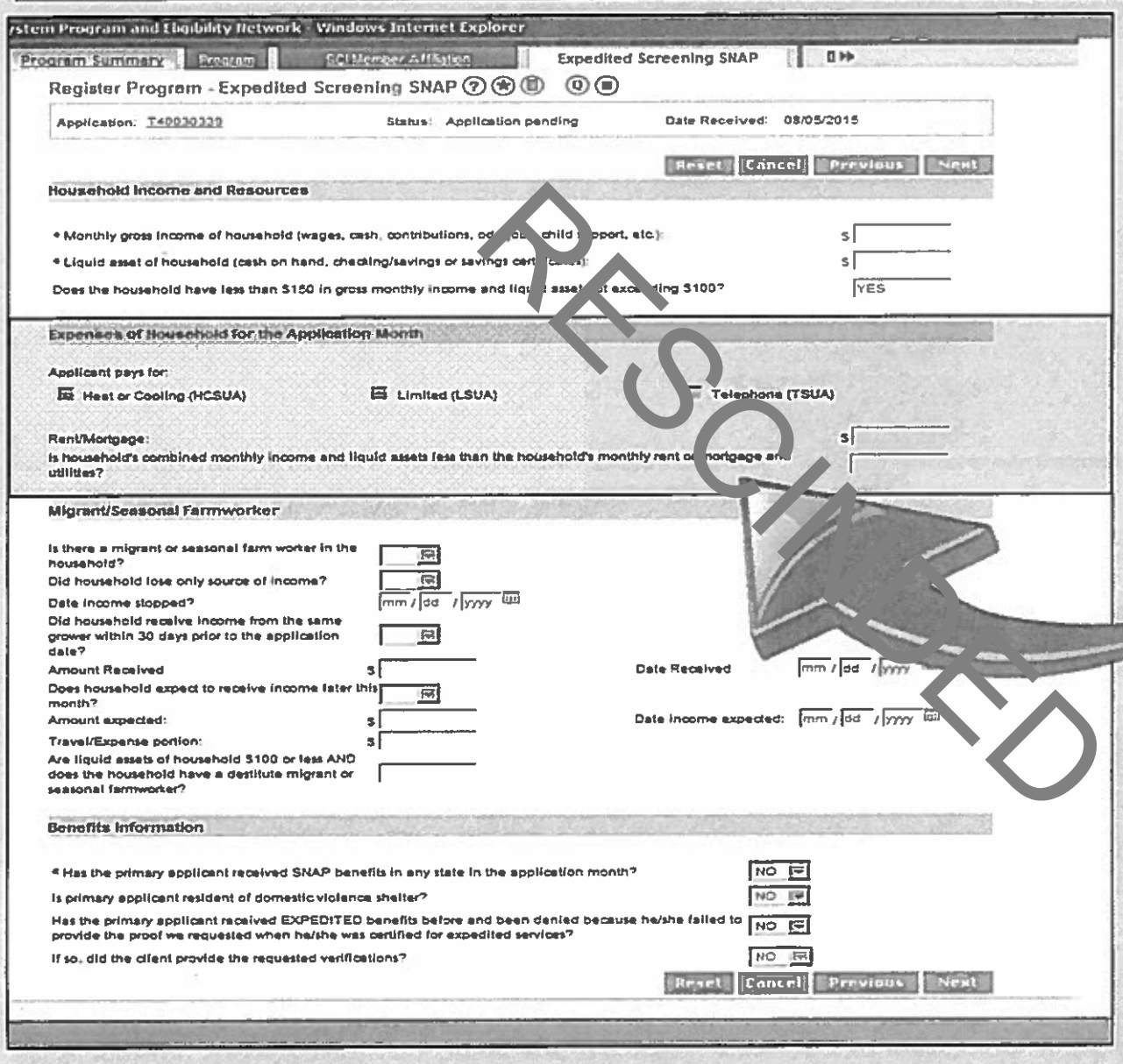

RESCINDED

Households combined Gross Income and Liquid Resources are less than their Shelter Cost plus the SUA Allowance.

SNAP Screening

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INCOME SUPPORT DIVISION

Expedited SNAP Screening (SNAP only) Fill this out if you are applying for SNAP to see if you can get SNAP benefits faster. This is called expedited service. If you are eligible for Expedited SNAP, you must get SNAP within 7 days. If you are denied expedited service you have a right to an informal conference to be held within 48 hours of your denial. Ask to speak to a supervisor if you have questions.	
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2. Will your monthly home and utility costs be MORE than your income, cash and money in the bank?	☐ YES ☐ NO
3. Is your household a migrant or seasonal farm worker household with very little mo	☐ YES ☐ NO

RESCINDED

Households combined Gross Income and Liquid Resources are less than their Shelter Cost plus the SUA Allowance.

YesNM SNAP Screening

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

What is the total amount of money the people in your home will get this month?

We need to know the total gross monthly income, which is the amount before taxes or anything else is taken out of your household's paychecks or benefit checks.

Please be sure to count all income from jobs and sources other than jobs, such as Social Security, unemployment, child support or money given to you by family and/or friends. Be sure to count all income that comes in during this calendar month, even if the source of the income (like a job or benefit payment) has stopped, and/or your family or friend is no longer giving you money.

What is the total value of any assets that belong to the people in your home?

By assets, we mean things like cash you are saving at home, checking and saving accounts.

How much will the people in your home pay for housing this month?

Which of the following utilities do the people in your home pay for?

☐ Heat/Cooling ☐ Water/Sewer/Garbage ☐ Telephone

Is your household a migrant or seasonal farmworker household with very little money?

○ Yes ○ No

RESCINDED

Households combined Gross Income and Liquid Resources are less than their Shelter Cost plus the SUA Allowance.

ASPEN SNAP Screening

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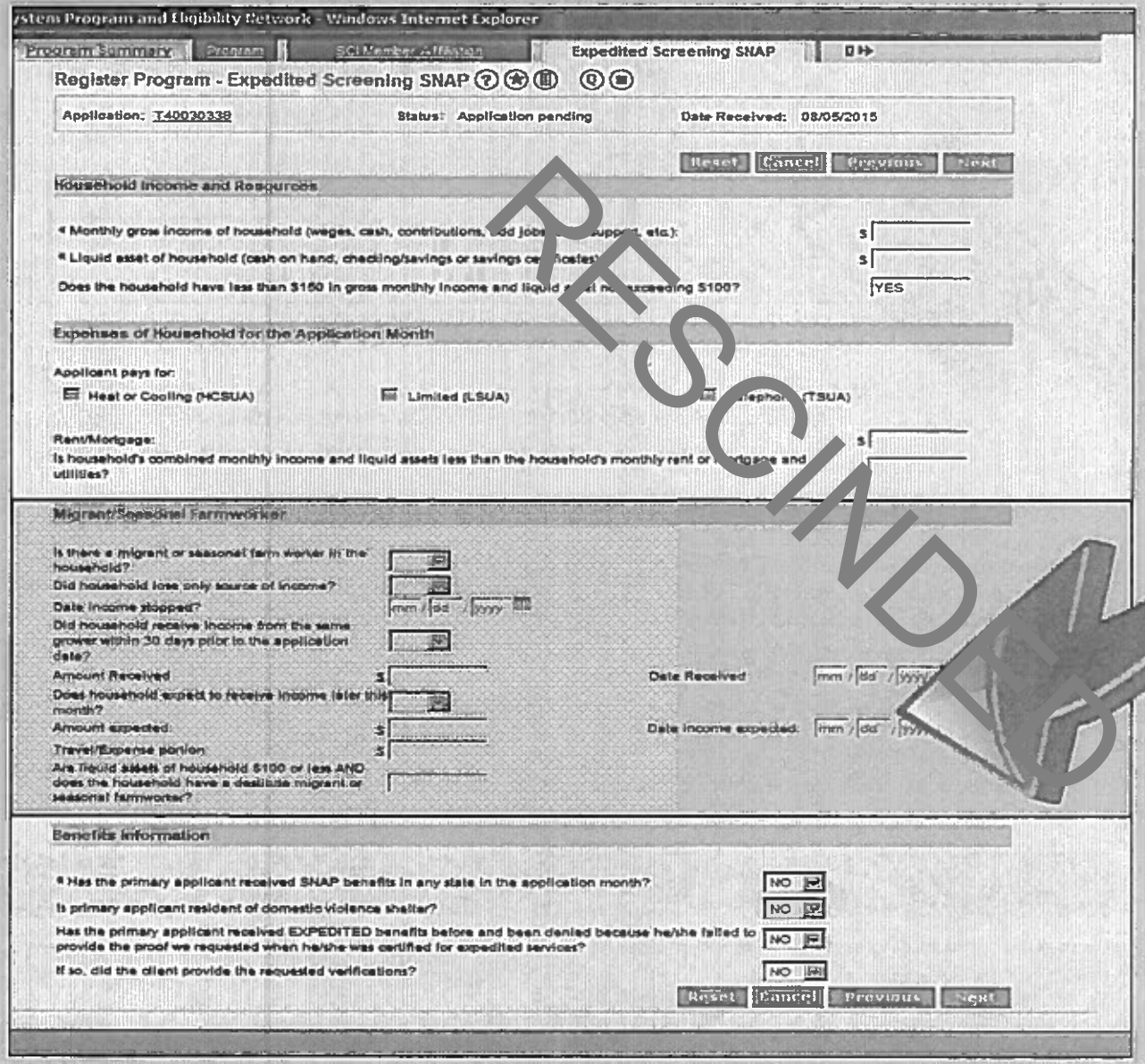
INCOME SUPPORT DIVISION



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Migrant or seasonal farm workers with less than $100 Liquid Resources and destitute.

SNAP Screening

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Expedited SNAP Screening (SNAP only) Fill this out if you are applying for SNAP to see if you can get SNAP benefits faster. This is called expedited service. If you are eligible for Expedited SNAP, you must get SNAP within 7 days. If you are denied expedited service you have a right to an informal conference to be held within 48 hours of your denial. Ask to speak to a supervisor if you have questions.	
1. Will your monthly income be LESS than $150 and money in the bank or cash be LESS than $100?	☐ YES ☐ NO
2. Will your monthly home and utility costs be MORE than your income, cash and money in the bank?	☐ YES ☐ NO
3. Is your household a migrant or seasonal farm worker household with very little money?	☐ YES ☐ NO

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Migrant or seasonal farm workers with less than $100 Liquid Resources and destitute.

YesNM SNAP Screening

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

What is the total amount of money the people in your home will get this month?

We need to know the total gross monthly income, which is the amount before taxes or anything else is taken out of your household's paychecks or benefit checks.

Please be sure to count all income from jobs and sources other than jobs, such as Social Security, unemployment, child support or money given to you by family and/or friends. Be sure to count all income that comes in during this calendar month, even if the source of the income (like a job or benefit payment) has stopped, and/or your family or friend is no longer giving you money.

What is the total value of any assets that belong to the people in your home?

By assets, we mean things like cash you are saving at home,checking and saving accounts.

How much will the people in your home pay for housing this month?

Which of the following utilities do the people in your home pay for?

☐ Heat/Cooling ☐ Water/Sewer/Garbage ☐ Telephone

Is your household a migrant or seasonal farmworker household with very little money?

○ Yes ○ No

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Migrant or seasonal farm workers with less than $100 Liquid Resources and destitute.

Expedite Screening and YesNM

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When a AFB Application is received through YESNM the information in the Getting Faster Service for Food Assistance Program information will be auto populated into the Expedite Screening page in ASPEN.

During the interview process this information may need to be updated depending on what the applicant reports at interview or information reported in the Asset and/or income sections of the application.

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Getting Faster Service for Food Assistance Program

Have you received Food Assistance benefits or Food Stamps this month? Yes	If yes, are you living in a shelter for battered women? No
What is the total amount of money the people in your home will get this month? $0.00	What is the total value of any assets the people in your home? $0.00
How much will the people in your home pay for housing this month? $0.00	Is your household a migrant or seasonal farmworker with very little money? No
Which of the following utilities do the people in your home pay for? You did not make a selection	

Unearned Income

Does anyone requesting benefits expect to receive money from another source (not from a job)?
Yes

Income Source
Supplemental Security Income (SSI)

State
New Mexico

Amount Received
$1,244.00

How Often Received
Monthly

Does this person expect this income to continue for the next 30 days?
Yes

ASPEN SNAP Screening

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HUMAN SERVICES DEPARTMENT
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Application Summary

Register Application - Summary

Application: T40030339 Status: Application pending Date Received: 08/05/2015

Previous

Application Summary

Head of Household: Rob, Billy 44M

Expedited SNAP: Yes

Crisis LIHEAP:

Life Threatening LIHEAP: N/A

Name	SSN	Individual #	Date of Birth	Program	Alias Name(s)	S
Rob, Billy 44M	707-77-8642	0410070097	12/01/1970	SNAP		
Bob, Betty 44F	707-77-8644	0410070098	12/31/1970	SNAP		
Bob, Bart 10M	707-77-8648	0410070099	12/07/2004	SNAP		

* Continue with interview? YES

* Process the expedite with postponed interview? NO

* Schedule an appointment? NO

Applicant would like to meet with a Supervisor? NO

Previous Submit

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Note:
You have not expedited this case until you go through Data Collection, run EDBC, and certify the Expedite SNAP months.

If conducting interview with applicant, select YES.

ASPEN SNAP Screening

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HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Application Summary

Register Application - Summary

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* Continue with Interview? NO

* Process the expedite with postponed interview? YES

* Schedule an appointment? NO

Applicant would like to meet with a Supervisor? NO

Previous Submit

RESCINDED

If NOT conducting interview with applicant, select YES.

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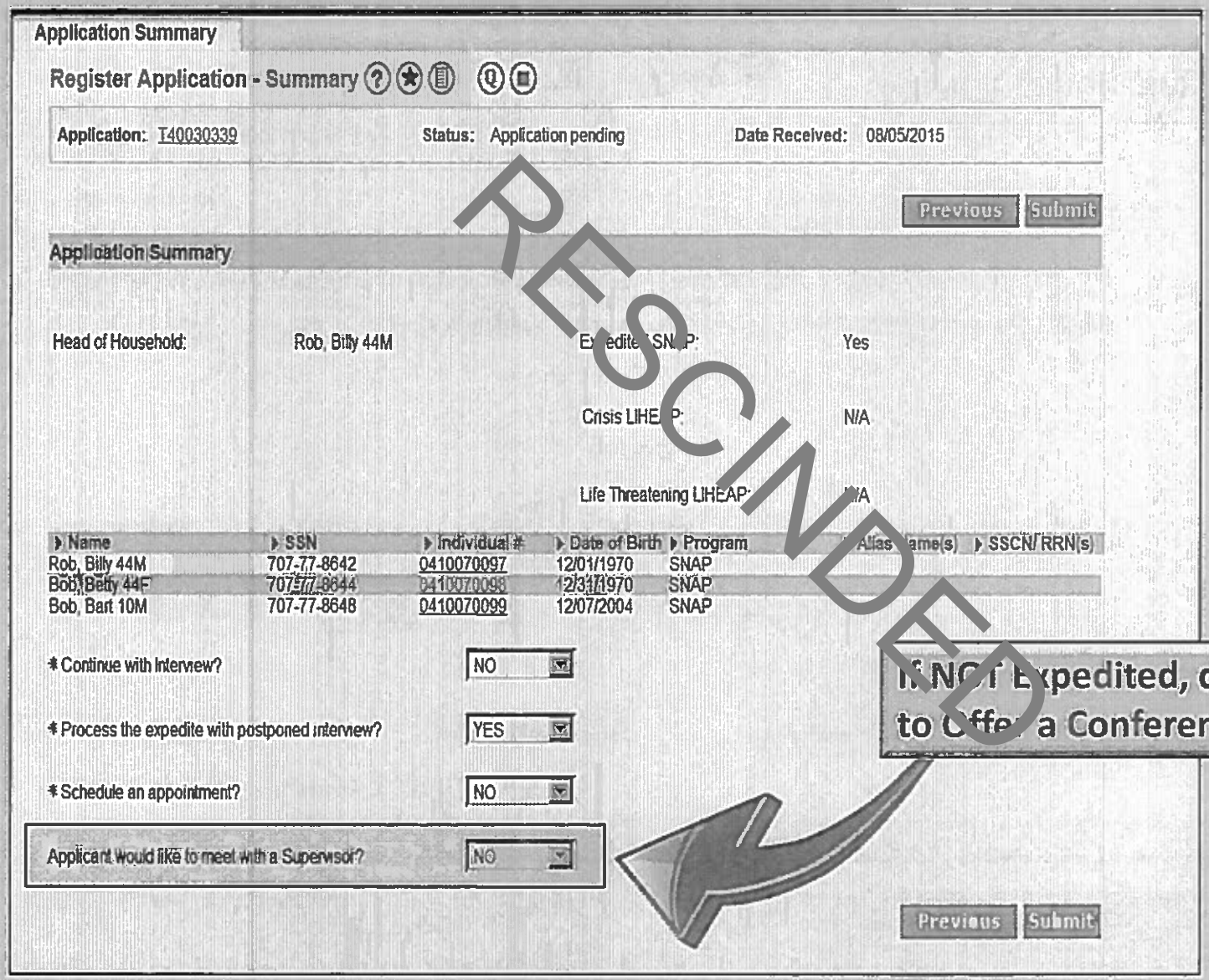

Expedite in Data Collection

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Expedite in Data Collection

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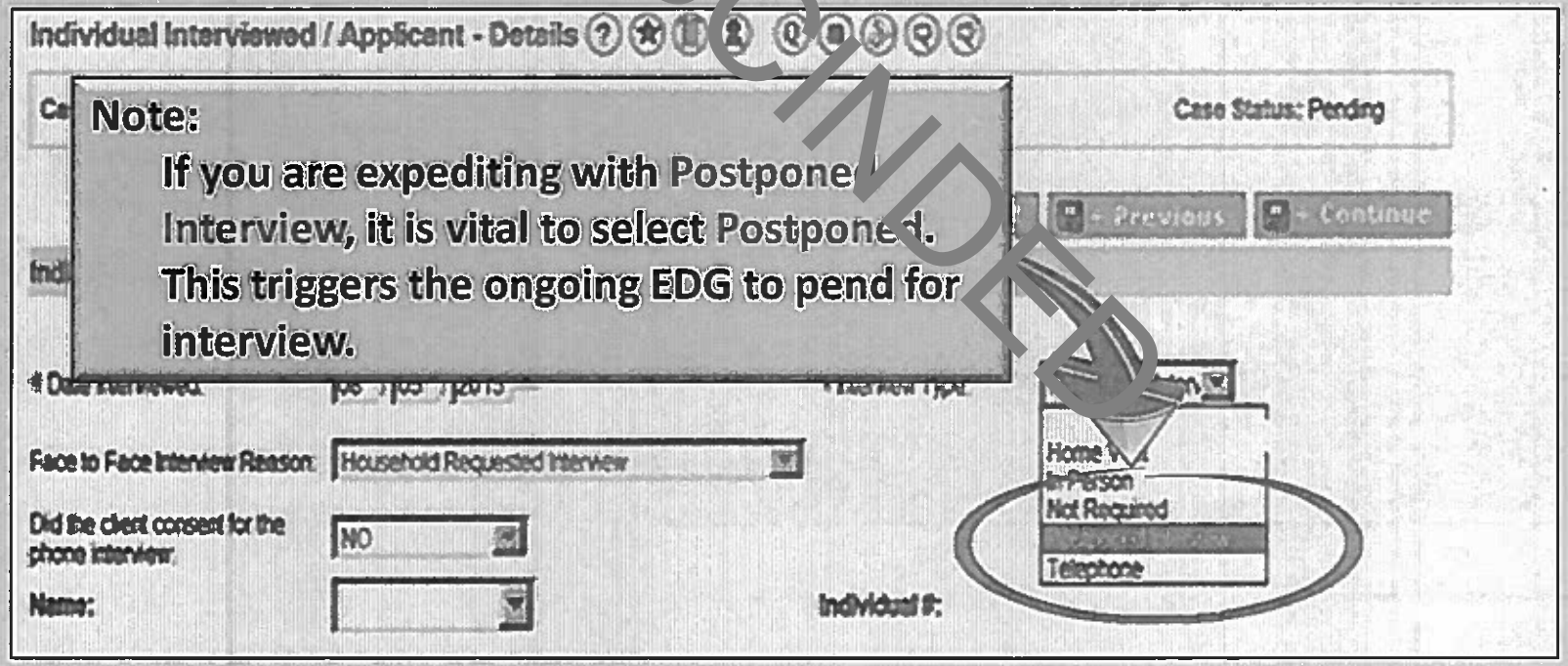
INCOME SUPPORT DIVISION

Select the Appropriate Interview Type

Postponed:	**Use when expediting with Postponed Interview**
In Person:	**When interviewing In Person**
Telephone:	**When interviewing Over the Phone**
Not Required:	**Do not use when processing an Expedited SNAP case**

RESCINDED



Note:

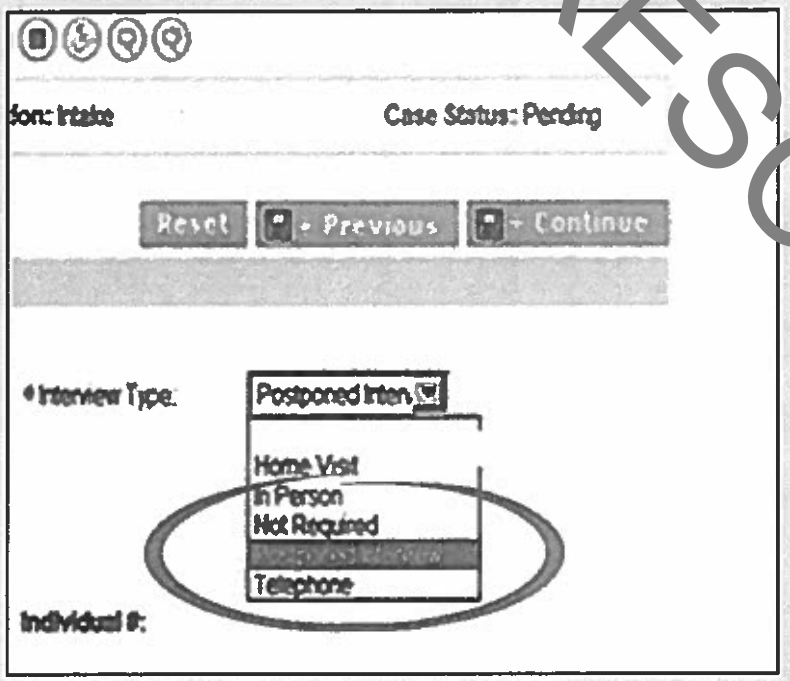
If you are expediting with Postponed Interview, it is vital to select Postponed. This triggers the ongoing EDG to pend for interview.

Expedite in Data Collection

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Postponed	Use when Expediting with Postponed Interview

RESCINDED



ISD has a waiver with FNS allowing for 20% of SNAP Expedite Interviews to be Postponed.

On a monthly basis, ASPEN restricts FAAs from exceeding 20% of all approvals for SNAP expedited programs having postponed interview.

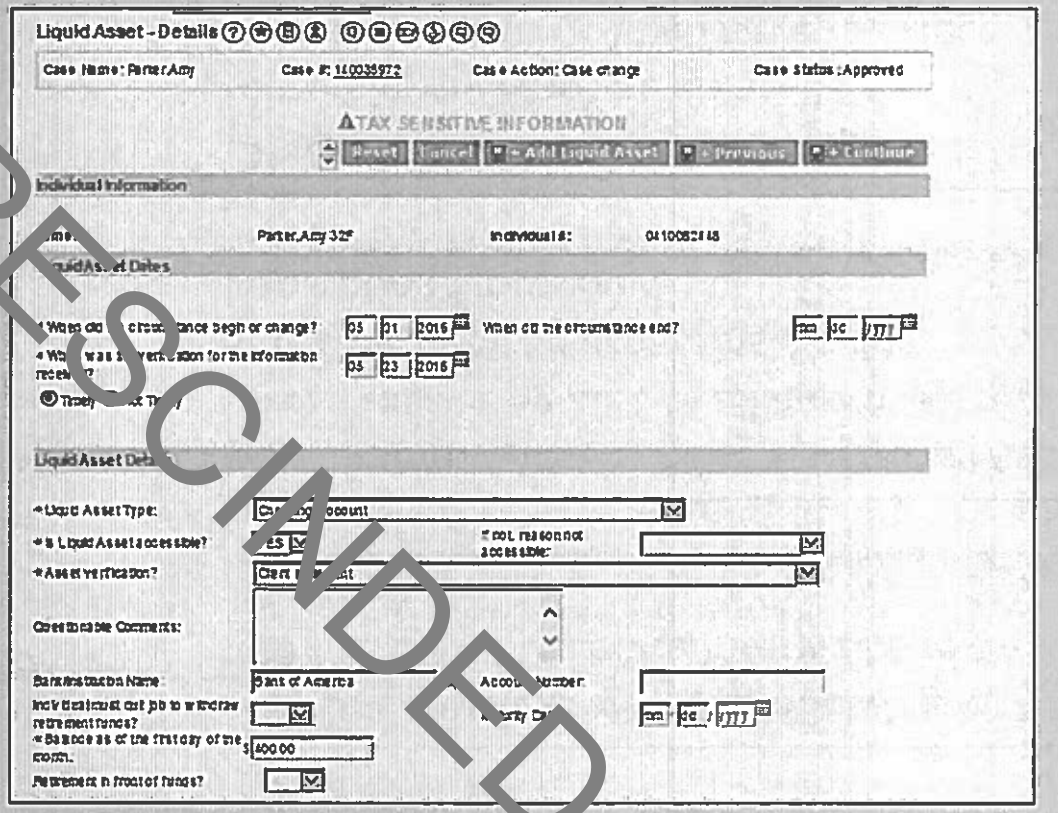
If the CAP has been met, Postponed Interview will not be an available selection. The FAA will have to select another option to proceed.

Expedite in Data Collection

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Asset information reported on the application should be entered into the Asset details pages in ASPEN as applicable.

Do not enter anything that was not reported on the application or by the applicant during the interview.



RESCINDED

This will make a difference in eligibility determination for Expedite. Information entered on the Expedite Screening page will not carry over to this page.

Expedite in Data Collection

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Income information reported on the application should be entered into the Employment/Self Employment details pages in ASPEN as applicable.

Do not enter anything that was not reported on the application or by the applicant during the interview.

RESCINDED

Client Statement is acceptable verification for Expedite!

This will make a difference in eligibility determination for expedite. Information entered on the Expedite Screening page will not carry over to this page.

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Eligibility Summary

RESCINDED

ASPEN Eligibility Summary

Training Unit
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Information entered into Data Collection will be calculated on the Eligibility Summary to make an eligibility determination.

This is the area that Expedited SNAP benefits will be determined.

Information entered onto the Expedite Screening Page will not be carried over to the Eligibility Summary.

ISD should utilize information on this page to determine if a case was Expedited or not.

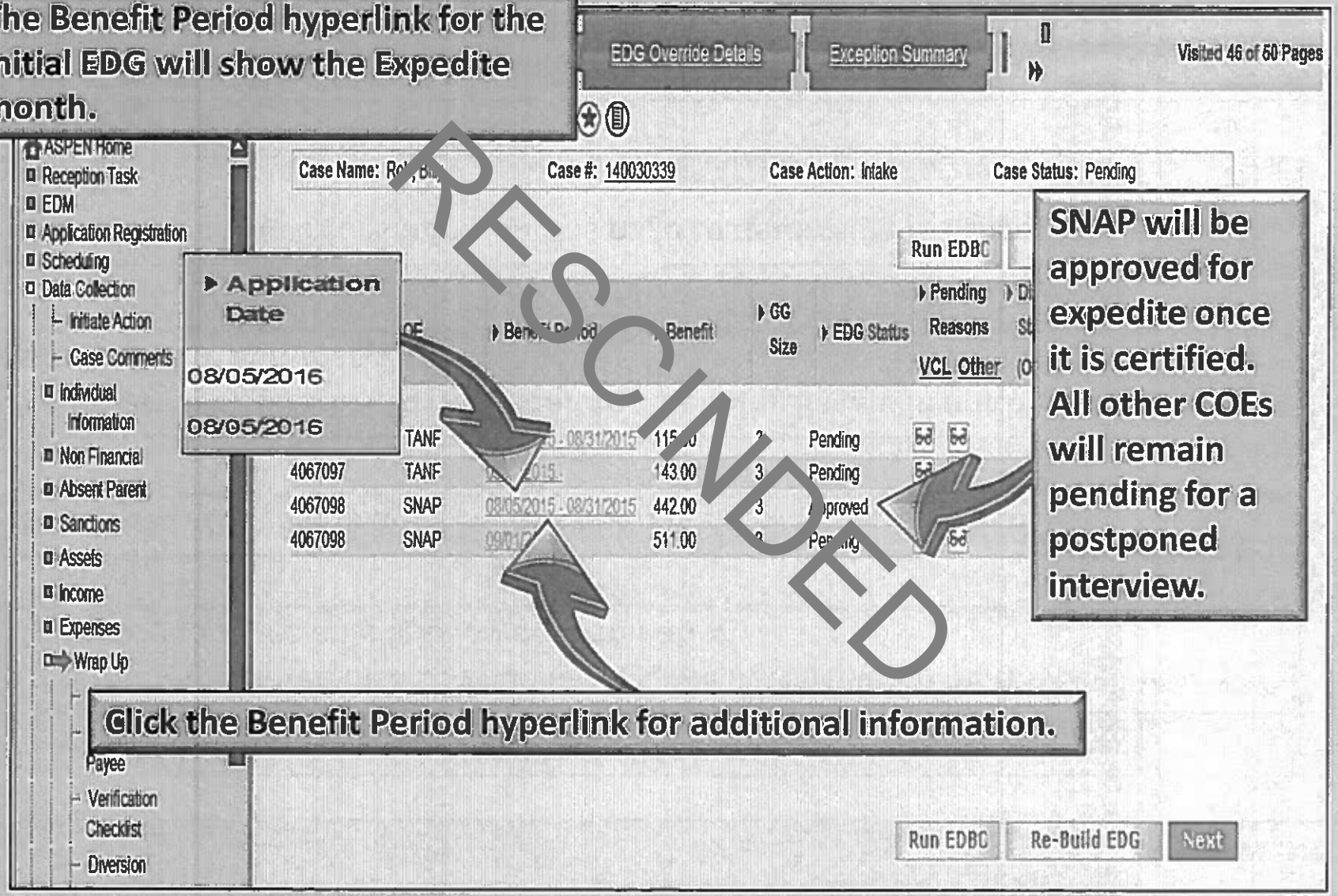
Information on this page will also carry over to the ASPEN BI Timeliness Report by Admin Office expedite and Non-Expedite report that is issued to FNS.

RESCINDED

ASPEN Eligibility Summary

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

The Benefit Period hyperlink for the initial EDG will show the Expedite month.



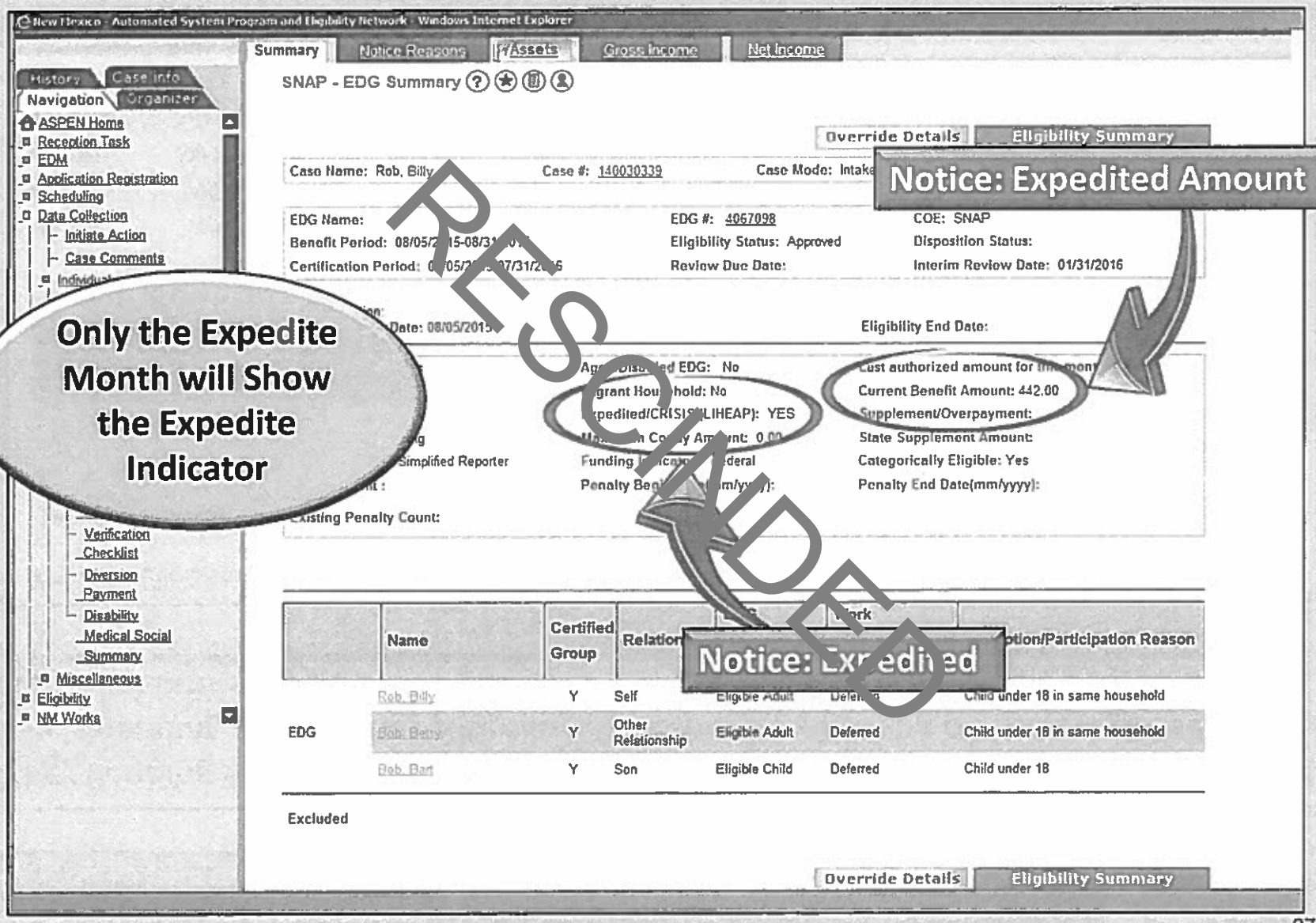
RESCINDED

SNAP will be approved for expedite once it is certified. All other COEs will remain pending for a postponed interview.

Click the Benefit Period hyperlink for additional information.

ASPEN Eligibility Summary

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

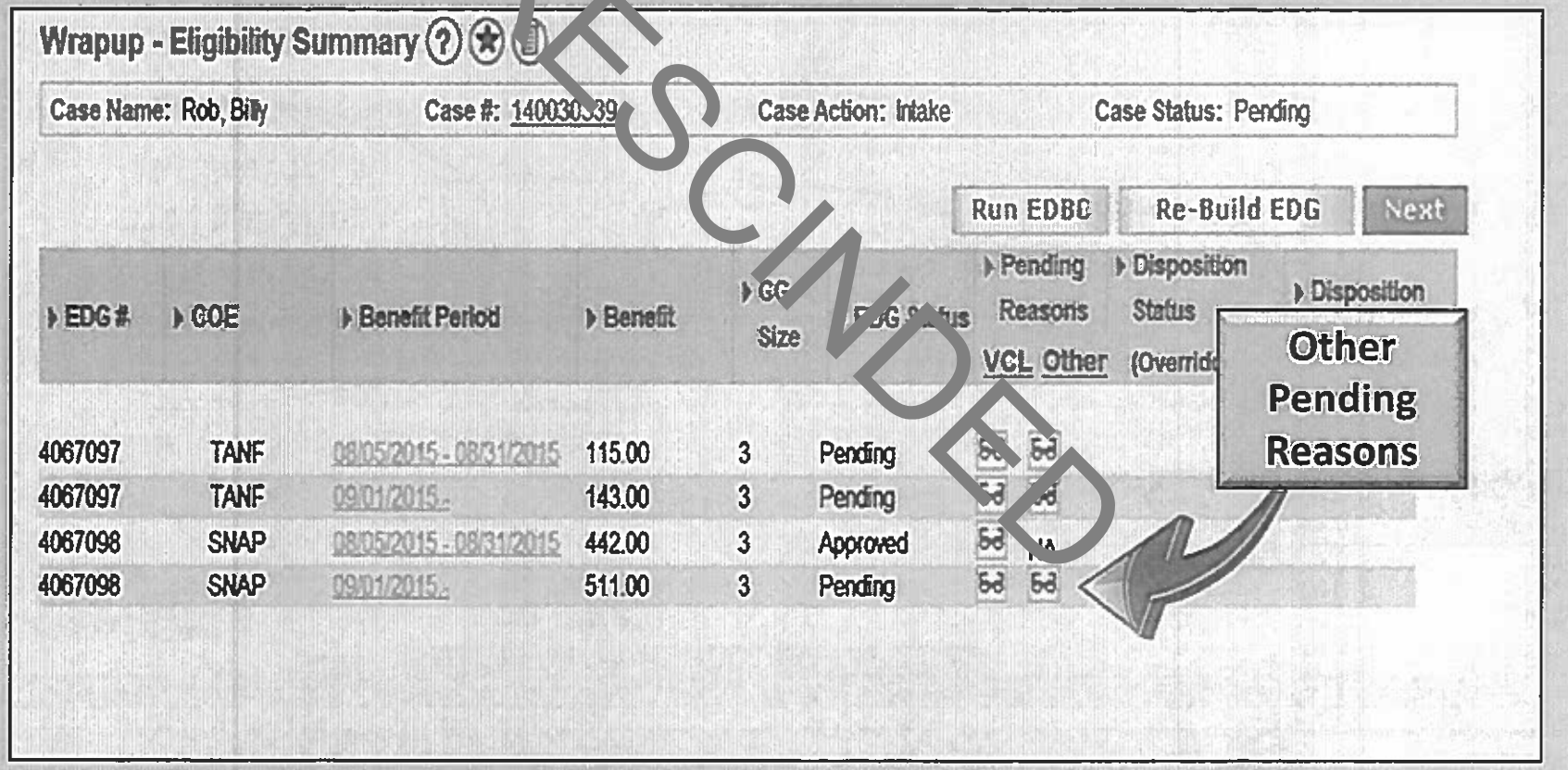


ASPEN Eligibility Summary

Training Unit
Human Services Department
Income Support Division

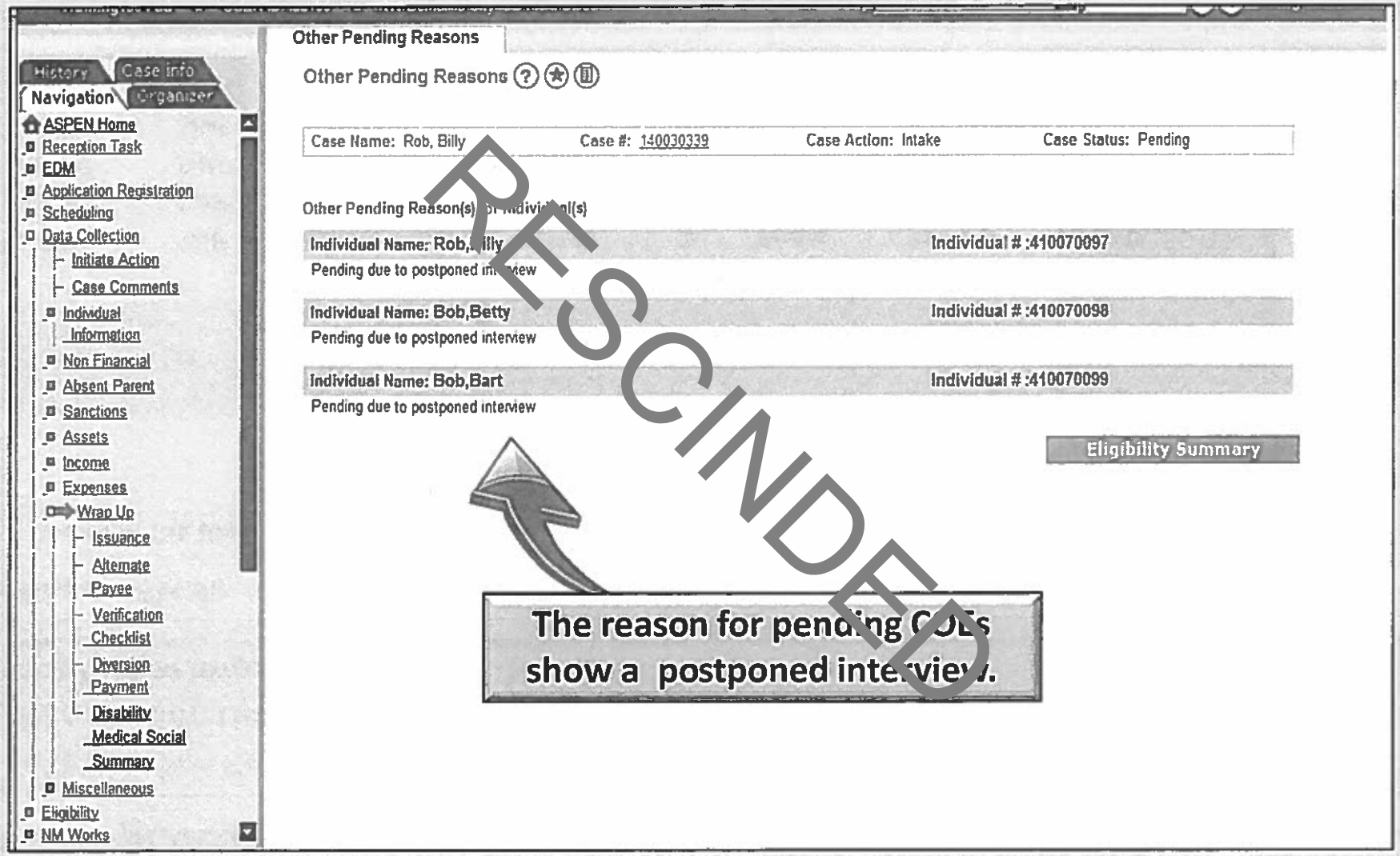
Other Pending Reasons: The Other Pending Reasons eyeglasses display when a SNAP case is pending a Postponed Interview for Expedite. Clicking on the eyeglasses shows additional information.

RESCINDED



ASPEN Eligibility Summary

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

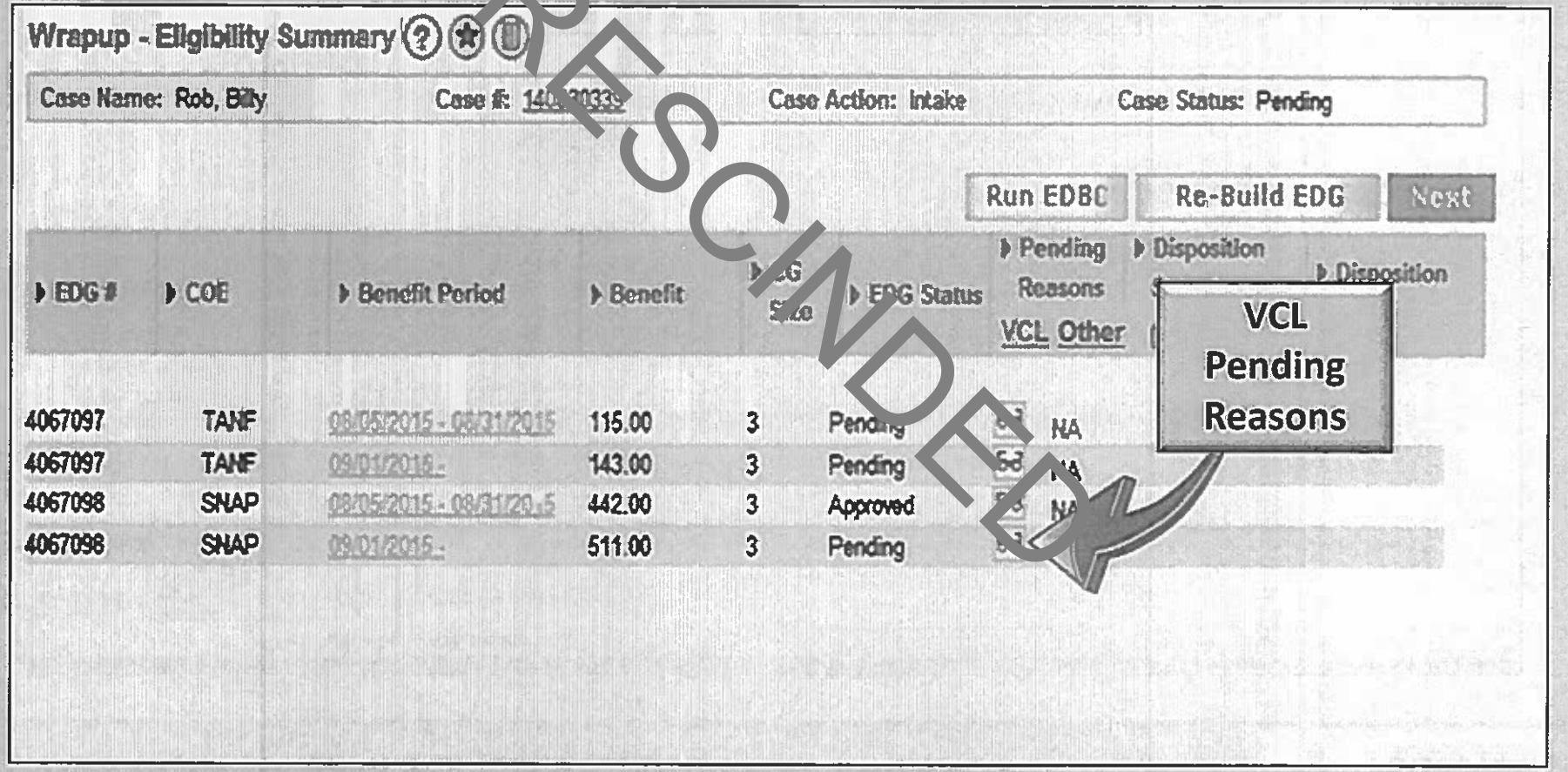


ASPEN Eligibility Summary

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

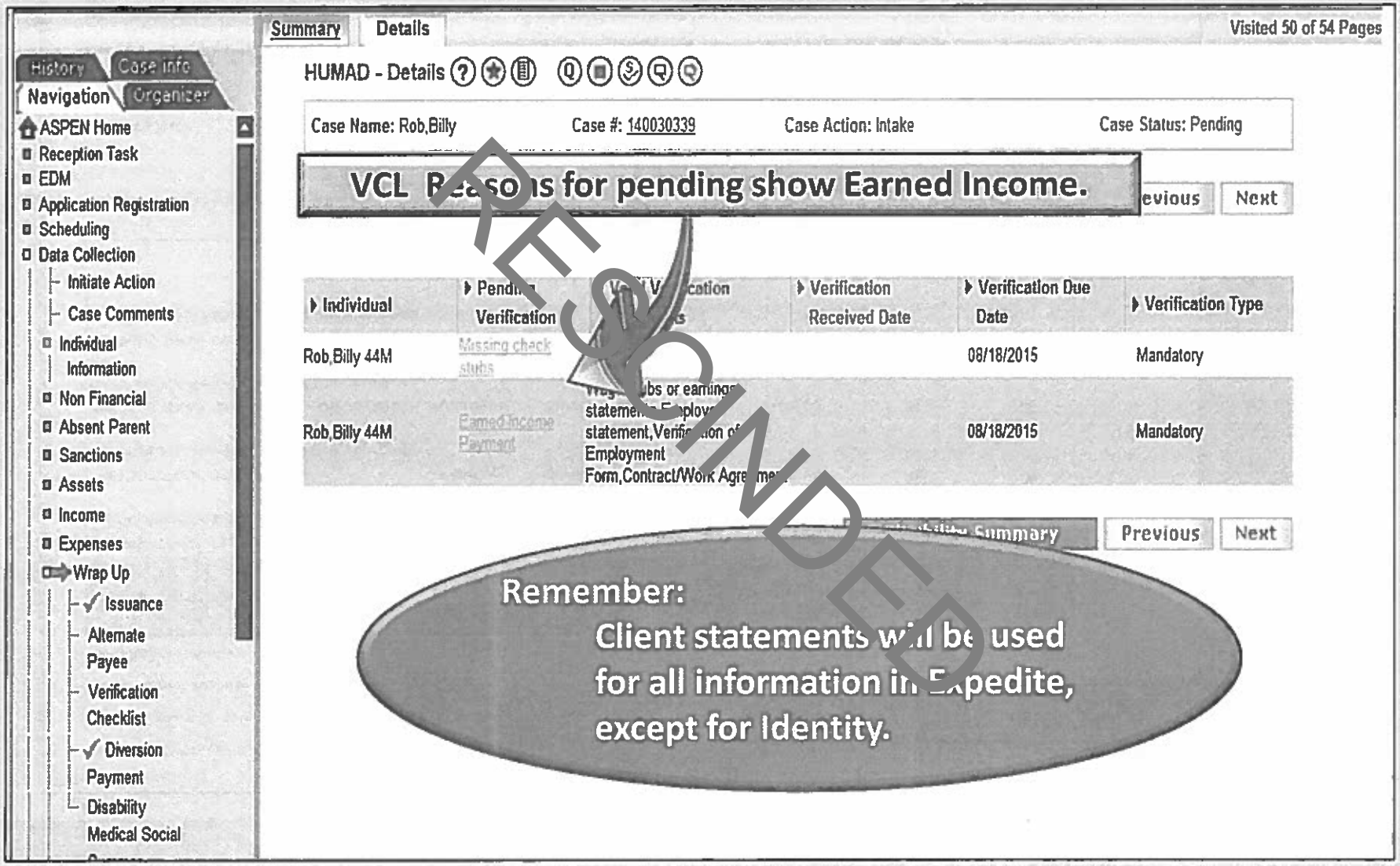
VCL Pending Reasons: If the case is pending verification, the VCL Eyeglasses display information that is missing to determine eligibility. Clicking on the eyeglasses shows additional information.

RESCINDED



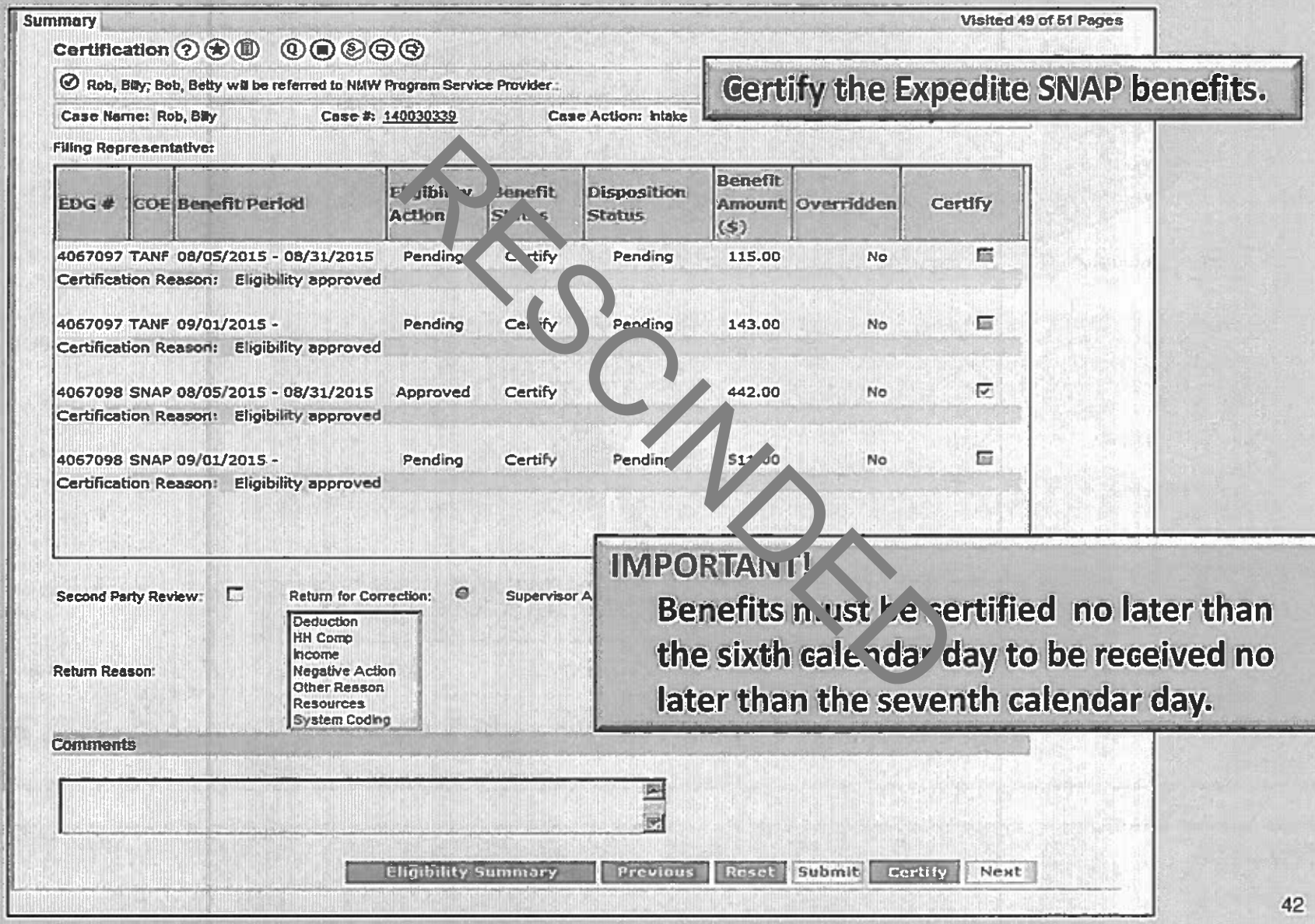
ASPEN Eligibility Summary

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION



ASPEN Eligibility Summary

Training Unit
Human Services Department
Income Support Division



Certify the Expedite SNAP benefits.

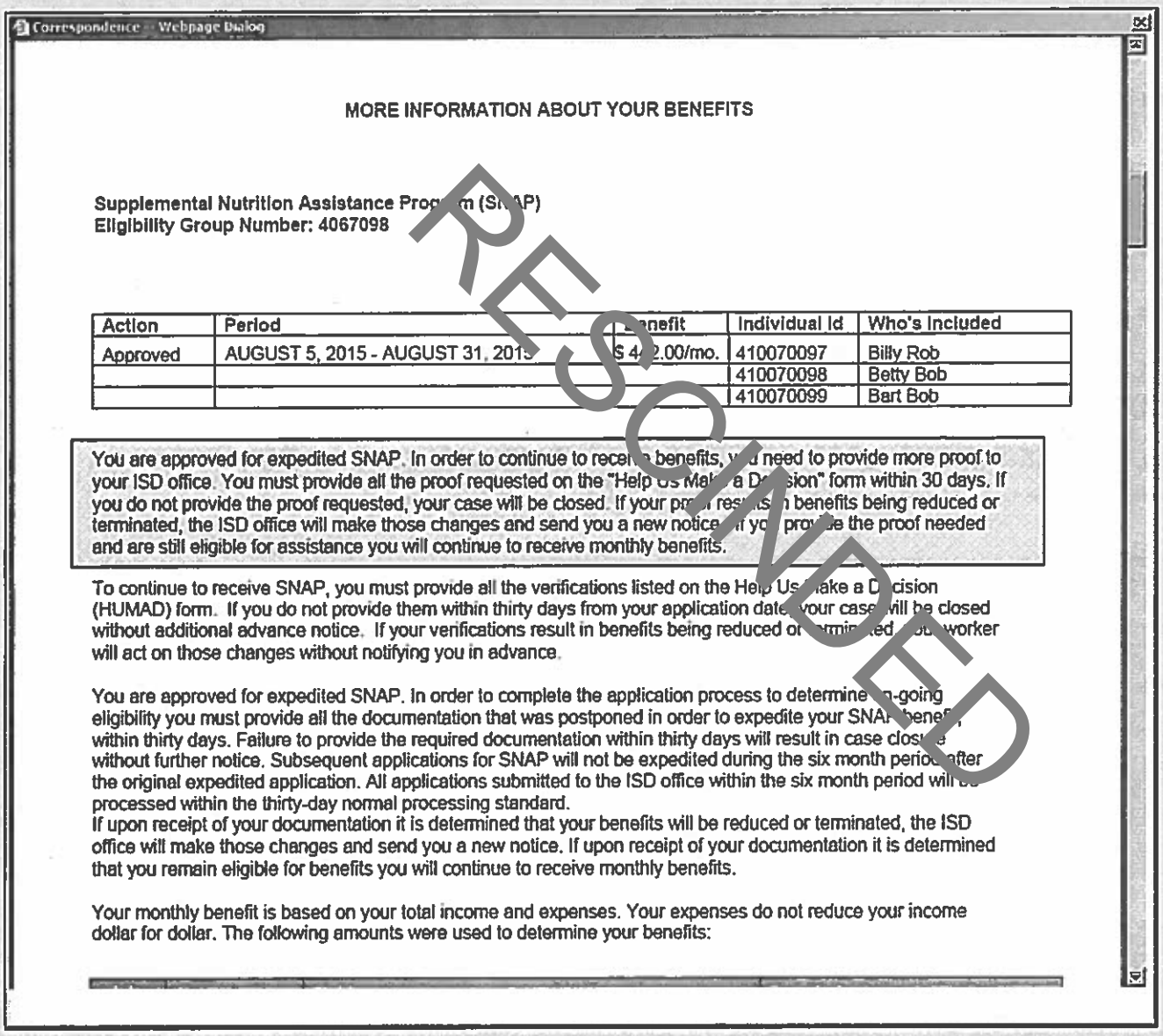
RESCINDED

IMPORTANT!

Benefits must be certified no later than the sixth calendar day to be received no later than the seventh calendar day.

ASPEN

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION



Correspondence - Webpage Dialog

MORE INFORMATION ABOUT YOUR BENEFITS

Supplemental Nutrition Assistance Program (SNAP)
Eligibility Group Number: 4067098

Action	Period	Benefit	Individual Id	Who's Included
Approved	AUGUST 5, 2015 - AUGUST 31, 2015	$ 4[illegible].00/mo.	410070097	Billy Rob
			410070098	Betty Bob
			410070099	Bart Bob

You are approved for expedited SNAP. In order to continue to receive benefits, you need to provide more proof to your ISD office. You must provide all the proof requested on the "Help Us Make a Decision" form within 30 days. If you do not provide the proof requested, your case will be closed. If your proof results in benefits being reduced or terminated, the ISD office will make those changes and send you a new notice. If you provide the proof needed and are still eligible for assistance you will continue to receive monthly benefits.

To continue to receive SNAP, you must provide all the verifications listed on the Help Us Make a Decision (HUMAD) form. If you do not provide them within thirty days from your application date, your case will be closed without additional advance notice. If your verifications result in benefits being reduced or terminated, the ISD worker will act on those changes without notifying you in advance.

You are approved for expedited SNAP. In order to complete the application process to determine on-going eligibility you must provide all the documentation that was postponed in order to expedite your SNAP benefits within thirty days. Failure to provide the required documentation within thirty days will result in case closure without further notice. Subsequent applications for SNAP will not be expedited during the six month period after the original expedited application. All applications submitted to the ISD office within the six month period will be processed within the thirty-day normal processing standard.
If upon receipt of your documentation it is determined that your benefits will be reduced or terminated, the ISD office will make those changes and send you a new notice. If upon receipt of your documentation it is determined that you remain eligible for benefits you will continue to receive monthly benefits.

Your monthly benefit is based on your total income and expenses. Your expenses do not reduce your income dollar for dollar. The following amounts were used to determine your benefits:

RESOLVED

Always check Pending Correspondence.

EDBC and Reports

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Once a case is certified as Expedite, it will show on the ASPEN BI Timeliness Report by Admin Office Expedite and Non-Expedite Report. This report will show the following information:

- **A break down by county of the total expedites that were timely and untimely.**
- **Case specific information including: when the applicant applied, when the EDG was disposed, if the case was processed the same business day.**
- **The report will also highlight the untimely expedites on the report.**
- **Nothing on this report is pulled from the program request screen.**

RESCINDED

Reports

Training Unit
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

The Expedite Screening page will populate the case load search report. This report is sent out daily to monitor timeliness and determine if the Expedite screened on the Program Request page was disposed as an Expedite after running EDBC.

RESCINDED

Office Caseload Result

Total Cases Returned: Total Records Returned:1761

Case #	First Name	Last Name	EDG Status	Program	Application Due Date	HUMAD Due Date	New/IP Task
				SNAP (Expedited)	10-31-2016		NO
				Cash	11-07-2016		NO
				Cash	11-07-2016		NO
				Cash	11-14-2016		NO
				Cash	11-14-2016		NO
				Cash	11-07-2016		NO
			Pending	GA - Disability	11-07-2016		NO
			Pending	GA - Disability	08-08-2016	11-07-2016	NO
			Pending	GA - Disability	11-14-2016	12-14-2016	NO
			Pending	GA - Disability	11-14-2016	09-28-2016	NO

CASE_NUM	OFFICE_NAME	APPLICATION_DT	EXPEDITE_AT_PROGRAM_REQUEST	EDBC_STATUS	EXPEDITED_AFTER_EDBC
XXXXX	Office	14-NOV-2016	Y	Approved	Y
XXXXX	Office	14-NOV-2016	Y	Approved	Y
XXXXX	Office	08-NOV-2016	Y	Denied	
XXXXX	Office	09-NOV-2016	Y	Approved	Y
XXXXX	Office	04-NOV-2016	Y	Approved	Y

EDBC and Reports

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Region Name	Office Name	Case Number	App Number	Application Date	Disposed Date	Num Days	Median Num Days	# Timely	Final Timely	# Untimely	Final Untimely	Category of Eligibility	ASPEN EDG Number
						1.6	1	69	97.2%	2	2.8%		
				11/[illegible]/2016	11/16/2016	1			Yes			SNAP	10365233
				11/2/[illegible]	11/2/2016	1			Yes			SNAP	10318119
				11/[illegible]/2016	11/10/2016	2			Yes			SNAP	10710012
				11/7/2016	11/7/2016	1			Yes			SNAP	10743074
				11/[illegible]/2016	11/2/2016	1			Yes			SNAP	10942030
				11/3/2016	11/7/2016	5			Yes			SNAP	10955545
				11/3/2016	11/3/2016	1			Yes			SNAP	10742636
				11/10/2016	11/10/2016	1			Yes			SNAP	10932660
				11/8/2016	11/15/2016	7					Yes	SNAP	10928049
				11/8/2016	11/8/2016	1			Yes			SNAP	10946093
				11/14/2016	11/15/2016	2			Yes			SNAP	10909988
				11/7/2016	11/7/2016	1			Yes			SNAP	10728960
				11/4/2016	11/4/2016	1			Yes			SNAP	10746879
				11/2/2016	11/2/2016	1			Yes			SNAP	10940843
				11/14/2016	11/14/2016	1			Yes			SNAP	10882636
				11/8/2016	11/9/2016	2			Yes			SNAP	10772531
				11/16/2016	11/17/2016	2			Yes			SNAP	10780852
				11/8/2016	11/9/2016	2			Yes			SNAP	10775570
				11/8/2016	11/8/2016	1			Yes			SNAP	10943351
				11/8/2016	11/8/2016	1			Yes			SNAP	10737837
				11/17/2016	11/17/2016	1			Yes			SNAP	10932464
				11/9/2016	11/15/2016	7					Yes	SNAP	10942001

RESCINDED

Expedite Screening Page VS. EDBC

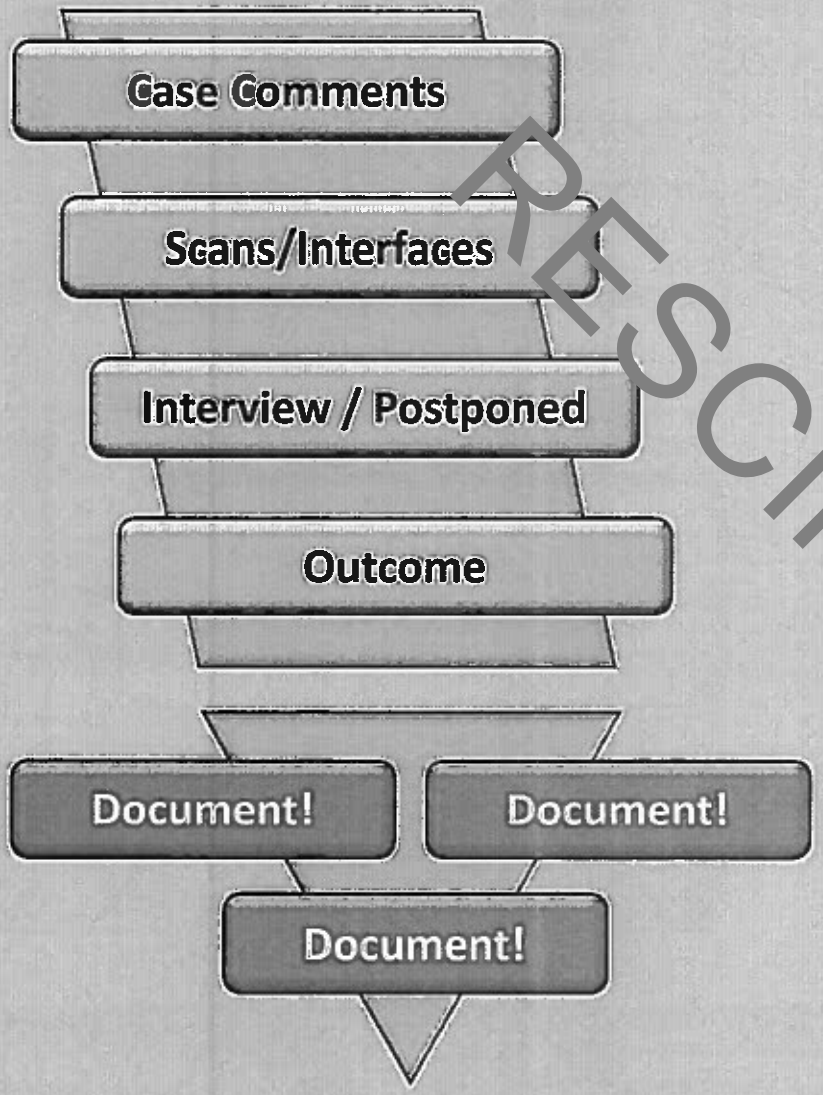
TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

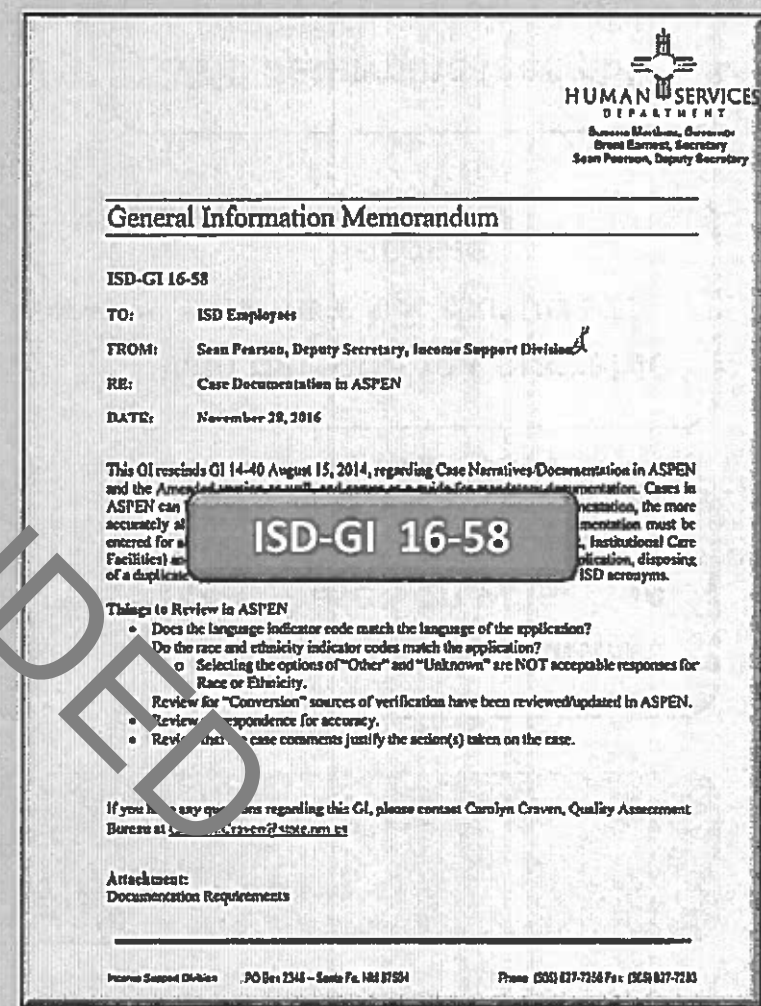
Expedite Screening Page	EDBC
Tool used to screen for Expedite	Will process Expedited SNAP based on what is in Data Collection
Will not determine Countable VS. Excluded Income	Will determine Countable Income VS. Excluded Income
Will not determine Ineligible and Eligible Household Members	Will determine Ineligible and Eligible Household Members

RESCINDED

Case Comments

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION





HUMAN SERVICES DEPARTMENT
Brent Earnest, Secretary
Sean Pearson, Deputy Secretary

General Information Memorandum

ISD-GI 16-58

TO: ISD Employees

FROM: Sean Pearson, Deputy Secretary, Income Support Division

RE: Case Documentation in ASPEN

DATE: November 28, 2016

This GI rescinds GI 14-40 August 15, 2014, regarding Case Narratives/Documentation in ASPEN and the Amended [illegible] documentation. Cases in ASPEN can [illegible] ncatation, the more accurately al[illegible] mentation must be entered for a[illegible], Institutional Care Facilities) an[illegible] plication, disposing of a duplicate [illegible] ISD acronyms.

ISD-GI 16-58

Things to Review in ASPEN

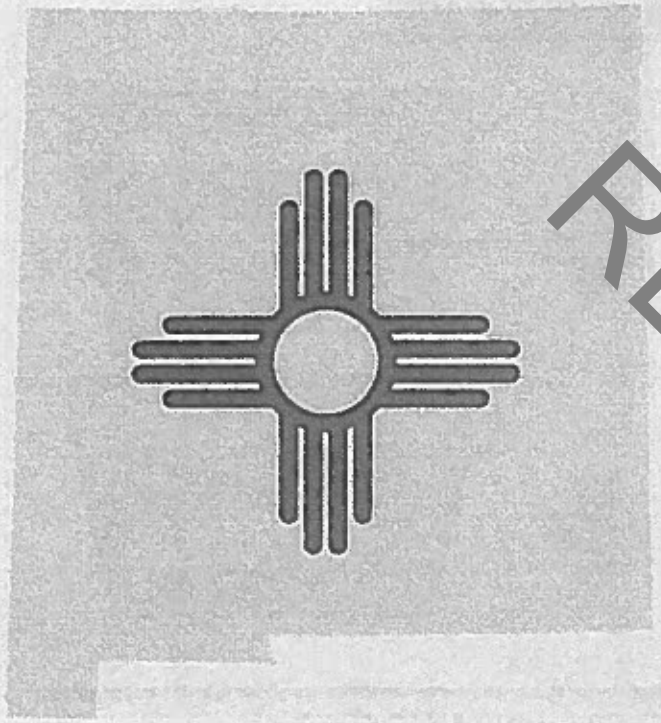
- Does the language indicator code match the language of the application?
- Do the race and ethnicity indicator codes match the application?
  - Selecting the options of "Other" and "Unknown" are NOT acceptable responses for Race or Ethnicity.
- Review for "Conversion" sources of verification have been reviewed/updated in ASPEN.
- Review [illegible] respondence for accuracy.
- Revi[illegible] that [illegible] case comments justify the action(s) taken on the case.

If you h[illegible] any qu[illegible]ons regarding this GI, please contact Carolyn Craven, Quality Assessment Bureau at [illegible]Craven@state.nm.us

Attachment:
Documentation Requirements

Income Support Division PO Box 2348 – Santa Fe, NM 87504 Phone (505) 827-7250 Fax (505) 827-7283

RESCINDED



Examples

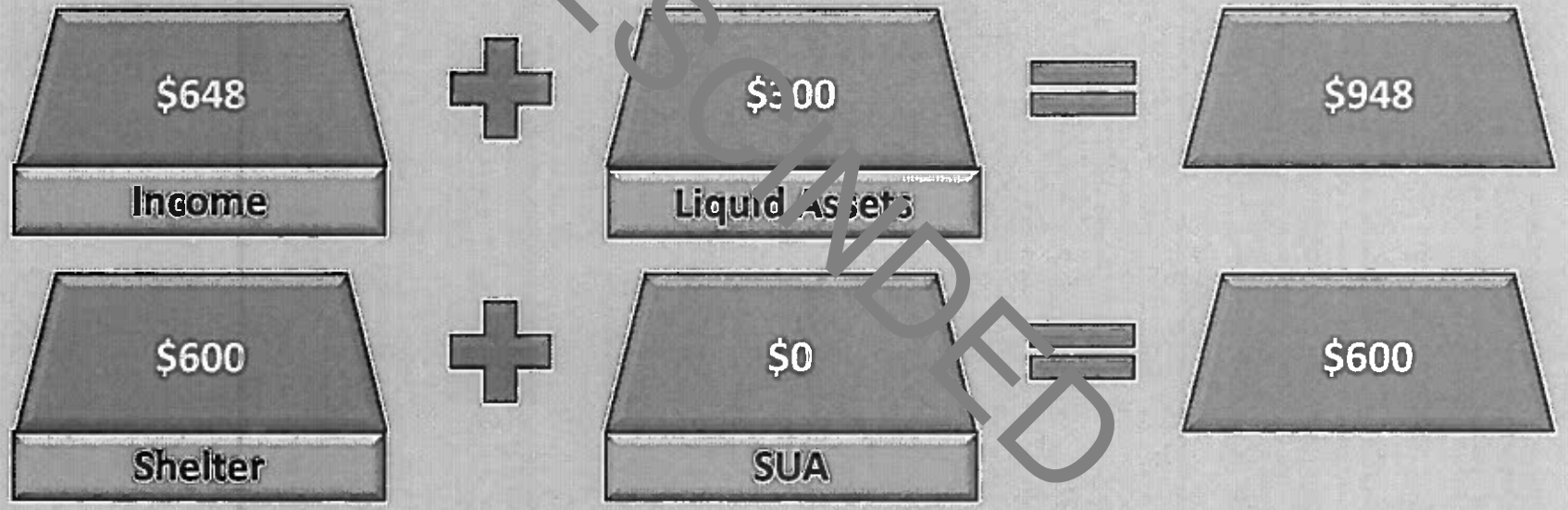
RESCINDED

Examples

Dave earns $648 a month. He has $300 in his checking account. His rent is $600 and does not pay utilities.

Expedite or not?

RESCINDED

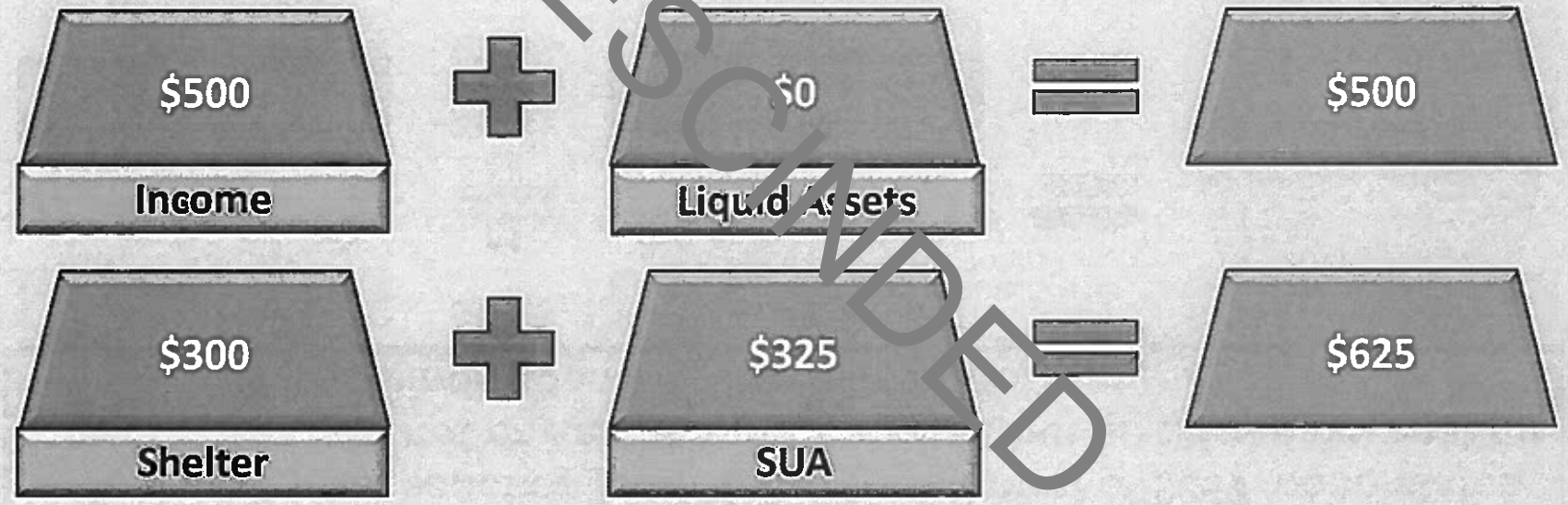


Not Expedite!

Examples

Sharon states she just started babysitting and expects to earn $500 a month cash and has no liquid assets. She lives with a friend that she buys and prepares separately from and pays $300 a month in rent and half of the utilities. Expedite or not?

RESCINDED



Expedite!

Examples

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

John states he has no income and no liquid assets. He is on a 3rd level sanction for TANF in the amount of $357. John states he does not pay anything for shelter, but he does have heating and cooling expenses. Expedite or not?

RESCINDED

$357	+	$0	=	$357
Income		Liquid Assets		
$0	+	$325	=	$325
Shelter		SUA		

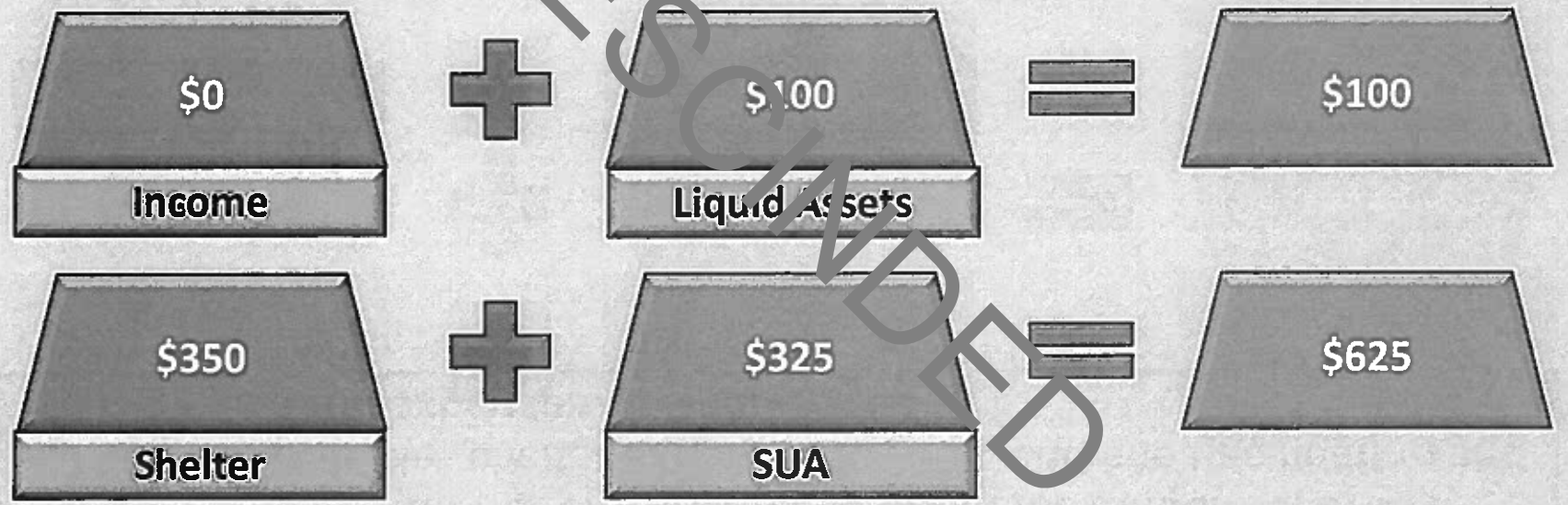
Not Expedite!

Examples

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

Mark is a full-time student who earns $950 a month from federal work study Title IV and has $100 in his checking account. He shares his rent with three other college students. They all split the utility bills. His portion of the rent is $350 a month. Expedite or not?

RESCINDED



Expedite!

Examples

Sam has an active SNAP case that is due for recertification this month. Her only income is SSI in the amount of $733 a month. Her shelter expenses is $600, and she has heating and cooling expenses. Expedite or not?

RESCINDED

Not Expedite!

Recertifications are not eligible for Expedite because you are determining on-going benefits.

Examples

James is an undocumented immigrant and earns $1000 a month. His wife, Jennifer, is a US Citizen and earns $200 a month. They have two children who are also US Citizens. Their rent is $850 a month, and they pay for all their utilities. Expedite or not?

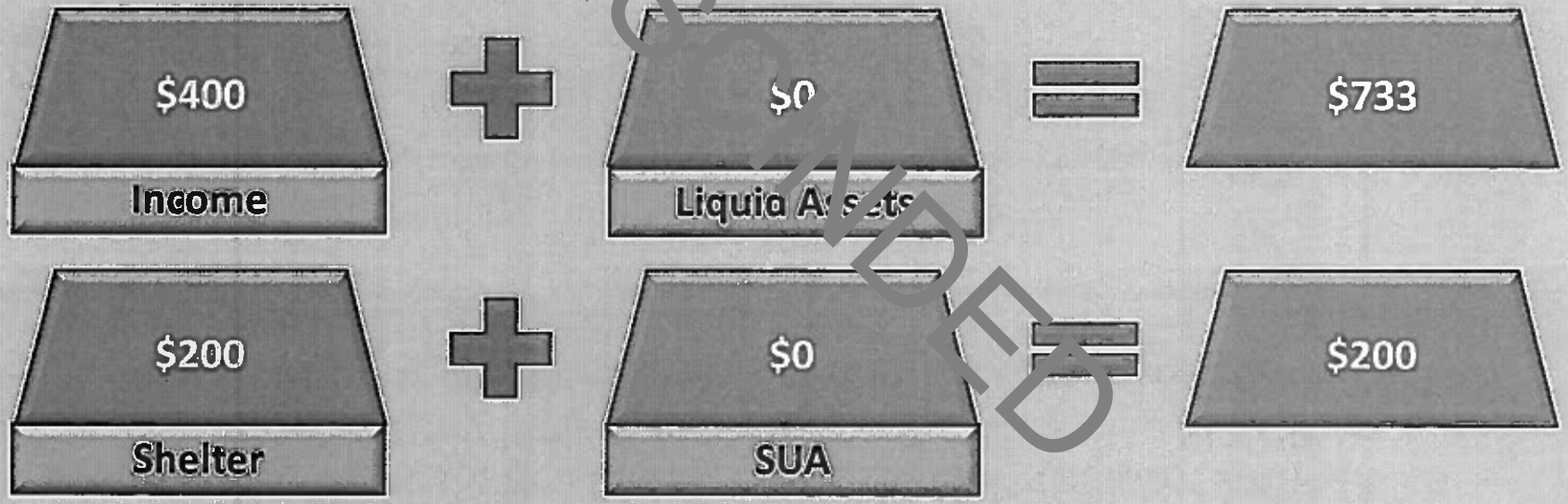
RESCINDED

Expedite!

Examples

Alyssa has an active SNAP case that is due for Interim Report in two months. She submits a change report that she is no longer working and has no assets. She recently moved in with her boyfriend that she wants to add to her SNAP case. He earns $400 a month has no assets and pays $200 a month in rent and utilities included. Expedite or not?

REVISED



Not Expedite!

Changes are not eligible for Expedite because you are determining an ongoing benefits.

Questions

TRAINING UNIT
HUMAN SERVICES DEPARTMENT
INCOME SUPPORT DIVISION

RESCINDED