



HUMAN SERVICES DEPARTMENT

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

General Information Memorandum

ISD GI 17-30

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division
RE: September LIHEAP Application Process
DATE: September 7, 2017

This GI is being issued to provide instructions on how to process LIHEAP applications received in September. There is NO suspension month in ASPEN. All ISD Offices will continue to receive and process LIHEAP applications in the month of September as regular business process.

- Register all LIHEAP applications as they are received.
Evaluate which Federal Fiscal Year (FFY) the applicant is requesting a LIHEAP Benefit for.

Current FFY Application Example 1: Client requesting a LIHEAP benefit in September for current fiscal year.

- Please refer to step 1 on 3rd page to process current fiscal year application as per current eligibility rules.

Example: Application date 9/5/17

- Individual Program Request Date would be 9/5/17

Program-Individuals Summary

Table with 6 columns: Name, Effective Begin Date, End Date, Date Requested, Requesting Assistance, Separate SNAP. Rows include Velasquez, Katrina 34F; Sanchez, Angelina 13F; Sanchez, Danny 10M.

- Benefit issuance would reflect a Payment Begin Date of 9/5/17 to a Payment End Date of 9/5/17.

**Current and Future FFY Application Example 2:** Client requesting a LIHEAP benefit in September for current and future fiscal year.

- Please refer to step 1 on 3<sup>rd</sup> page to process current fiscal year application as per current eligibility rules.

Example: Application date 9/5/17

- Individual Program Request Date would be 9/5/17

**Program-Individuals Summary**

▶ Name	▶ Effective Begin Date	▶ End Date	▶ Date Requested	▶ Requesting Assistance	▶ Separate SNAP
Velasquez,Katrina 34F	09/05/2017		09/05/2017	YES	
Sanchez,Angelina 13F	09/05/2017		09/05/2017	YES	
Sanchez,Danny 10M	09/05/2017		09/05/2017	YES	

- Benefit issuance would reflect a Payment Begin Date of 9/5/17 to a Payment End Date of 9/5/17.

- Please refer to step 2 on 3<sup>rd</sup> page to process future fiscal year application as per next FFY’s eligibility rules.

Example: Application date 9/5/17

- Individual Program Request Date would be 10/1/17

**Program-Individuals Summary**

▶ Name	▶ Effective Begin Date	▶ End Date	▶ Date Requested	▶ Requesting Assistance	▶ Separate SNAP
Velasquez,Katrina 34F	09/05/2017		10/01/2017	YES	
Sanchez,Angelina 13F	09/05/2017		10/01/2017	YES	
Sanchez,Danny 10M	09/05/2017		10/01/2017	YES	

- Benefit issuance would reflect a Payment Begin Date of 10/1/17 to a Payment End Date of 10/1/17.

**Future FFY Application Example 3:** Client requesting a LIHEAP benefit in September for future fiscal year.

- Please refer to step 2 on 3<sup>rd</sup> page to process future fiscal year application as per next FFY’s eligibility rules.

Example: Application date 9/5/17

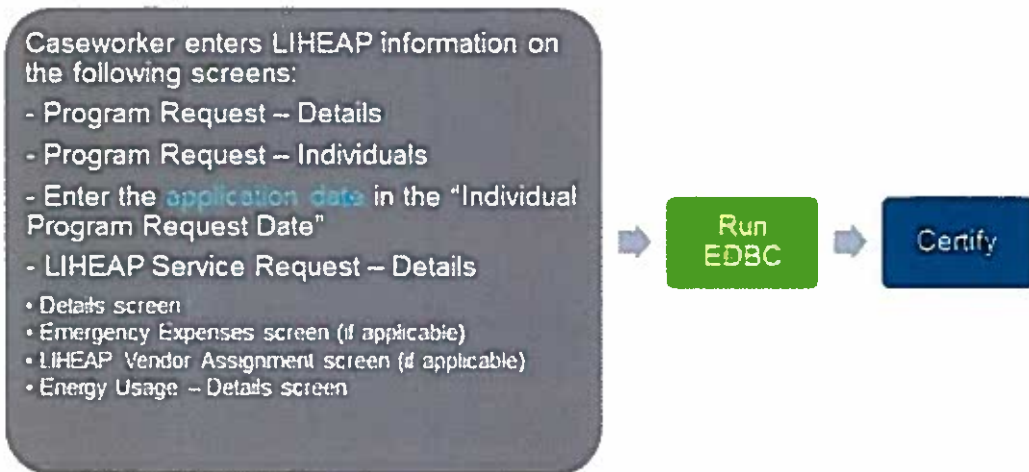
- Individual Program Request Date would be 10/1/17

**Program-Individuals Summary**

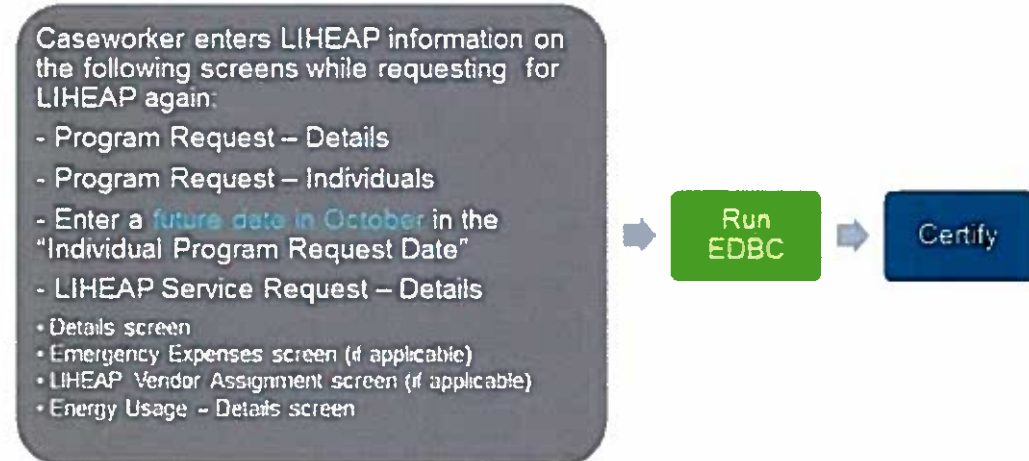
▶ Name	▶ Effective Begin Date	▶ End Date	▶ Date Requested	▶ Requesting Assistance	▶ Separate SNAP
Velasquez,Katrina 34F	09/05/2017		10/01/2017	YES	<input checked="" type="checkbox"/>
Sanchez,Angelina 13F	09/05/2017		10/01/2017	YES	<input checked="" type="checkbox"/>
Sanchez,Danny 10M	09/05/2017		10/01/2017	YES	<input checked="" type="checkbox"/>

- Benefit issuance would reflect a Payment Begin Date of 10/1/17 to a Payment End Date of 10/1/17.

**Step 1:**



**Step 2:**



**Note:** All applications processed for the new FFY in ASPEN shall not issue any LIHEAP payments for a future period and will not send out a vendor verification. On October 1<sup>st</sup> all will be initiated.

Each ISD office must check the pending LIHEAP applications in ASPEN daily, please use the left navigation to review – Inquiry > Case > Case load Search > Select Edge > Select Pending - and filter by program.

Any LIHEAP applications received in August for the new FFY should be denied if a current FFY LIHEAP benefit has been issued.

**If you have any questions please call Sharon Rivera by phone at (505) 827-7267 or email at [Sharonm.Rivera@state.nm.us](mailto:Sharonm.Rivera@state.nm.us).**