



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Sean Pearson, Deputy Secretary

General Information Memorandum

ISD-GI 16-48

TO: ISD Employees
FROM: Sean Pearson, Deputy Secretary, Income Support Division ^{SP}
RE: Employment & Training (E&T) Transportation Reimbursements
DATE: June 1, 2016

Currently, ISD has a voluntary E&T program in which SNAP participants can participate. All participants who chose to volunteer will receive a transportation reimbursement of \$25 per month, in accordance with 7 CFR 273.7(d)(4). The participant must utilize the FSP 020 SNAP Employment and Training Program (E&T) Transportation Reimbursement Claim Form for each month that they wish to request the reimbursement. This form will verify their out-of-pocket travel costs to participate in the E&T program.

Field offices are responsible for processing the reimbursements through ASPEN by accessing the NMW screens and the reimbursements must be issued within 5 days from receipt of the request. The SNAP reimbursement request will no longer go through SL Start and instead will be received by ISD through the submission by the participant of the FSP 020 Reimbursement Claim form. Case comments in ASPEN need to reflect the date the FSP 020 form was received, the date the reimbursement was issued, the reason for the reimbursement and the amount issued; if the reimbursement request was denied, the reason for the denial must be clearly documented in case comments.

Attached are screenshots and instructions on how to issue the reimbursement.

The FSP 020 SNAP E&T Transportation Reimbursement Claim Form can be found on the forms drive at: \\disfasv025\ISDForms.

If you have questions regarding this GI, please contact Marisa Vigil at (505) 827-1326 or by e-mail at Marisa.Vigil@state.nm.us.

Steps to process E&T Transportation Reimbursements when the FSP 020 is scanned and a task is created:

Once the FSP 020 is scanned into ASPEN:

1. Pick the task up from the Inbox
2. Initiate the task by clicking Start
 - a. If the task isn't completed after hitting Start the user will see it on their dashboard
 - b. If task is continued go to page #5 to follow the next steps

My Inbox   

Choose View

Additional Search Criteria

Search Results

Case / Application #	Document Title	Name	Received Date	Task Start Date	Queue	Status	Previous Action Taken By	Action Taken By	Action
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	08/02/2016	08/02/2016 2:11 PM	Processing	New			Start
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	07/29/2016	07/29/2016 1:07 AM	Processing	New			Start
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	07/29/2016	07/29/2016 10:35 AM	Processing	New			Start
[Redacted]	RMC - Report My Changes PDF	[Redacted]	07/28/2016	07/28/2016 10:33 AM	Processing	New			Start
[Redacted]	RMC - Report My Changes PDF	[Redacted]	07/20/2016	07/20/2016 11:23 AM	Processing	New			Start
[Redacted]	RMC - Report My Changes PDF	[Redacted]	06/28/2016	06/28/2016 1:56 PM	Processing	New	[Redacted]		Start
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	06/14/2016	06/14/2016 2:56 PM	Processing	New	[Redacted]		Start
[Redacted]	RMC - Report My Changes PDF	[Redacted]	05/23/2016	05/23/2016 9:58 AM	Processing	New	[Redacted]		Start

Start Next New Task

   

Record Set 1 of 1

Steps to create manual E&T Transportation Reimbursements:

Log into ASPEN with active SNAP case

3. Go into Reception Task on left navigation
4. Click on Reception Task Management
5. Processed box leave as "NO"
6. Enter Received Date (the date the actual FSP 020 was received)
7. Select Document Title as FSP 020 E&T Reimbursement Claim Form
8. Enter Individual number
9. Click Submit

The screenshot shows the 'Reception Task Management' interface. On the left is a navigation menu with categories like 'History', 'Navigation', and 'Organizer'. The main area is titled 'Reception Task Management' and contains several sections:

- Task Details:** Includes a 'Processed' dropdown menu set to 'NO', a 'Received Date' field with a date picker set to '07/2016', a 'Document Title' dropdown menu with 'FSP 020 E&T Reimbursement Claim Form' selected, and a 'Priority' dropdown menu set to 'NO'.
- Case/Vendor/New Individual:** Contains input fields for 'ASPEN Case #', 'Vendor #', 'ORG Case #', 'Individual #', and 'IR Case #'. Below these are 'Vendor Name' fields (First, Middle, Last) and 'Client Name' fields (First, Middle, Last).

At the bottom right of the form are 'Reset' and 'Submit' buttons. A large red 'RECOMMENDED' watermark is overlaid diagonally across the entire screenshot.

Once you click submit you should receive a message at the top of the screen that states: "Request has been submitted successfully"

The screenshot displays the 'Reception Task Management' web application. On the left is a navigation menu with categories like 'History', 'Navigation', and 'Organizer'. The main content area features a yellow success message: '14230 Request has been submitted successfully'. Below this is a 'Task Details' section with fields for 'Processed' (set to 'NO'), 'Received Date' (mm/dd/yyyy), 'Document Title' (with a dropdown menu showing options like 'ABA/VO Recertification Recertification'), and 'Priority' (set to 'NO'). The 'Case/Vendor/New Individual' section includes search fields for 'ASPEH Case #', 'Vendor #', 'Individual #', and 'FHB Case #', along with a 'Vendor Name' field split into 'First', 'Middle', and 'Last' name components. A large red 'RECEIVED' watermark is overlaid diagonally across the bottom half of the page.

NEXT...

1. Go to EDM on left navigation
2. Select Inbox
3. Click on Additional Search Criteria
4. Enter Document Title – FSP 020 E&T Reimbursement Claim Form
5. Enter Case number
6. Click Search

The screenshot displays the ASPEN system interface. On the left is a navigation menu with categories like 'Navigation', 'ASPER Home', 'Reception Task', 'EDM', and 'Inbox'. The 'Inbox' section is expanded, showing 'Document Inquiry and Re-index' and 'ECF'. The main area is titled 'My Inbox' and shows search criteria for 'Bernadette Silvero-quintana's Inbox (Office)'. The 'Additional Search Criteria' section includes 'Document Details' with fields for 'Date Received From', 'Date Received To', and 'Document' (set to 'FSP'). There are also checkboxes for 'Show Completed/Duplicate' and 'Expired', and 'IR Due Month' and 'PR Due Month' fields. Below this is the 'Case/Application/New Individual' section with search fields for 'ASPEN Case/Application #', 'FID Case #', and 'OrG Case #', and a 'Priority' dropdown set to 'First'. A large red 'RECOMMENDED' watermark is overlaid on the search criteria section. At the bottom, the 'Search Results' table is visible with columns for 'Case #', 'Application', 'Document Title', 'Name', 'Received Date', 'Task Start Date', 'Queue', 'Status', 'Previous Action Taken By', and 'Action Taken By'.

FSP 020 E&T Reimbursement Claim Form Task displays in the Search Results

Click Start (for the Case that you want to process the reimbursement request for)

My Inbox

Choose View

Additional Search Criteria

Search Results

Case #	Application	Document Title	Name	Received Date	Task Start Date	Queue	Status	Previous Action Taken By	Action Taken By	Action
		FSP 020 E&T Reimbursement Claim Form		07/27/2016	07/27/2016 11:03 AM	Customer Service	New			Start
		FSP 020 E&T Reimbursement Claim Form		07/27/2016	07/27/2016 11:20 AM	Customer Service	New			Start
		FSP 020 E&T Reimbursement Claim Form		07/27/2016	07/27/2016 11:23 AM	Customer Service	New			Start

You will now see the "Electronic Documents Details" screen

Click Start

Electronic Documents Details

Back to Inbox

Case # [redacted] Case # [redacted] Vendor [redacted] Scanned Location: ASPEN Project Office

Group # [redacted] Received Date: 07/27/2016 Scanned Date: 07/27/2016

Queue: Customer Service

Electronic Documents Inbox Details

Document Title	Document Details	Received Date
FSP 020 E&T Reimbursement		07/27/2016

Name	Task Status	Action Taken By
[redacted]	New	

Click Start

You will now see the “Initiate Works Program Reimbursement Request” screen

1. Select Program
2. Select Reimbursement reason
3. Enter Comments regarding the Reimbursement Request
4. Click Request Reimbursement

Navigation Organizer

- ASPEN Home
- Reception Task
- EDM
- Inbox
- Document Inquiry and Re-index
- ECF
- Application Registration
- Scheduling
- Data Collection
- Eligibility
- Case Maintenance
- MIL Works
- Sanitation
- Waiver
- Benefit Issuance
- Benefit Recovery
- Correspondence
- Reactivation
- SCI Employer Groups
- Infectious
- Security
- Inquiry
- Alerts
- Provider Management
- Manage Office Resources
- Reference Tables
- Reports
- Batch Reports
- Case Reads
- Quality Control

Initiate Works Program Reimbursement Request

Name: [Redacted] ID #: [Redacted] Benefit Type: Household Group: Participation Status:

Request Reimbursement

Reimbursement Request

Individual ID: [Redacted] Program: SNAP

Reimbursement Reason: Other

Comments: Test

Request Reimbursement

You will now see the “Enter Works Program Reimbursement Request” screen

1. Enter Reimbursement Month (this is the month that the reimbursement is being requested for)
2. Select Reimbursement Category as Mileage
3. Select Reimbursement Sub-Category at Mileage - Travel Reimbursement
4. Select Reimbursement Amount \$25
5. Travel Advance Amount should be \$0
6. Enter Comments regarding the Reimbursement
7. Hit Submit

Navigation Organizer

- ASPEN Home
- Reception Task
- EDAJ
- Inbox
- Document Inquiry and Re-index
- ECF
- Application Registration
- Scheduling
- Data Collection
- Eligibility
- Care Maintenance
- MIL Works
- Simulation
- Waiver
- Benefit Issuance
- Benefit Recovery
- Correspondence
- Recertification
- SCI Employer Groups
- Interfaces
- Security
- Inquiry
- Alerts
- Provider Management
- Manage Office
- Resources
- Reference Tables
- Reports
- Batch Reports
- Cable Records
- Quality Control

Enter Works Program Reimbursement Request

Name: [REDACTED] ID #: [REDACTED] Benefit Type: Household Group: Participation Status:

Individual Information

Case #: [REDACTED] Individual ID: [REDACTED]

Request Details

Reimbursement Month: 07 / 2016

Reimbursement Category: Mileage

Reimbursement Sub-Category: Travel Reimbursement

Reimbursement Amount: \$ 25

Travel Advance Amount: \$ 0

Net Amount: \$ 25

Comments: Test

Previous Reset Submit

Initiate Works Program Reimbursement Request screen displays the following message at the top of the screen:

“Reimbursement has been successfully requested”

History

Navigation Organizer

- ASPEN Home
- Reception Task
- EDM
 - Inbox
 - Document Inquiry and Re-index
 - ECF
 - Application Registration
 - Scheduling
 - Data Collection
 - Eligibility
 - Case Maintenance
 - NM Works
 - Simulation
 - Waiver
 - Benefit Issuance
 - Benefit Recovery
 - Correspondence
 - Recertification
 - SCI Employer Groups
 - Interacts
 - Security
 - Inquiry
 - Alerts
 - Provider Management
 - Manage Office Resources
 - Reference Tables
 - Reports
 - Batch Reports
 - Case Reads
 - Quality Control

Initiate Works Program Reimbursement Request

Name: [REDACTED] ID #: [REDACTED] Benefit Type: Household Group: Participation Status:

Reimbursement has been successfully requested. Please go to home page to process another task.

Reimbursement Request

Individual ID: [REDACTED] Program: SNAP

Reimbursement Reason: [REDACTED]

Comments: [REDACTED]

RECEIVED

The system will need to Batch overnight in order to view Benefit Issuance.

1. Once the Batch is completed:
2. Go into Benefit Issuance on left Navigation
3. Click on View Benefits
4. Enter Case #
5. Enter the Benefit Period Begin Date and Benefit Period End Date
6. Click Search
7. Payment amount will display

This is the screen you will view only after the Batch job is run:

The screenshot displays the 'Benefit Summary Inquiry' interface. On the left is a navigation menu with categories like 'ASPHEN Home', 'EDI', 'Application Registration', 'Data Collection', 'Eligibility', 'Case Maintenance', 'HM Works', 'Simulation', 'Waivers', 'Benefit Issuance', 'Benefit Recovery', 'Correspondence', 'Recertification', 'SICI Employer Groups', 'Interventions', 'Security', 'Inquiry', 'Alerts', 'Provider Management', and 'Manage Office'. The main area contains search criteria for Case #, Grantee Id, EBT Benefit #, Benefit Period Begin Date, and Benefit Period End Date. Below this is a 'Search Results' table with columns for Case Number, Grantee Vendor Name, COE, Benefit Period, Benefit Type, Payment Amount, Recoupment Amount, Warrant EFT/ Benefits, Warrant EBT Available Date, and Benefits Status. A single result is visible with a status of 'Issue Requested'. A large red 'RECOMMENDED' watermark is diagonally across the screen.

Case Number	Grantee Vendor Name	COE	Benefit Period	Benefit Type	Payment Amount	Recoupment Amount	Warrant EFT/ Benefits	Warrant EBT Available Date	Benefits Status
[REDACTED]	[REDACTED]	[REDACTED]	07/27/2016 - 07/27/2016	Supplemental	\$25.00	\$0.00	C27511850	07/27/2016	Issue Requested