



HUMAN SERVICES DEPARTMENT

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

General Information Memorandum

ISD GI 18 - 12

TO: ISD Employees
FROM: Mary Brogdon, Division Director
RE: Expedited Benefits w/Postponed Interview (EPPI) Waiver - Extension Approved (#2110031) - Pilot Process
DATE: March 29, 2018

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 pilot process outlined below in the following offices:

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

EPPI Pilot 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).
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.
If attempts to contact the applicant or completion of the interview are unsuccessful:
- an appointment must be scheduled for the 3rd day but no later than the 6th day following the date of application;
- Expedite SNAP benefits must be released same day; and

- the worker responsible for completing the two cold calls will also be responsible to ensure that Expedite SNAP benefits are released the same day.
  - To ensure that SNAP expedite benefits are being issued timely, staff will use the SNAP Expedited Report that is received daily.
- 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 interview is completed after the Expedite SNAP benefits are processed/released, but on the same day, ASPEN must be changed from a “Responed Interview” to reflect the type of interview that was completed.

Staff must ensure EPPI appointment notices are printed and mailed locally to facilitate timely receipt. ISD is working with Deloitte to reduce the central print timeline for appointment notices from 5 days to 3 days. Updates will be provided as they occur.

The system will continue to issue Electronic Benefit Transfer (EBT) cards at registration of the SNAP application. During the interview, staff must continue to discuss whether the client has 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 for a 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](mailto:Rita.Paz@state.nm.us) or at 505-827-7286.

## EPPI Cold Call Script – Pilot Process

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.

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.