

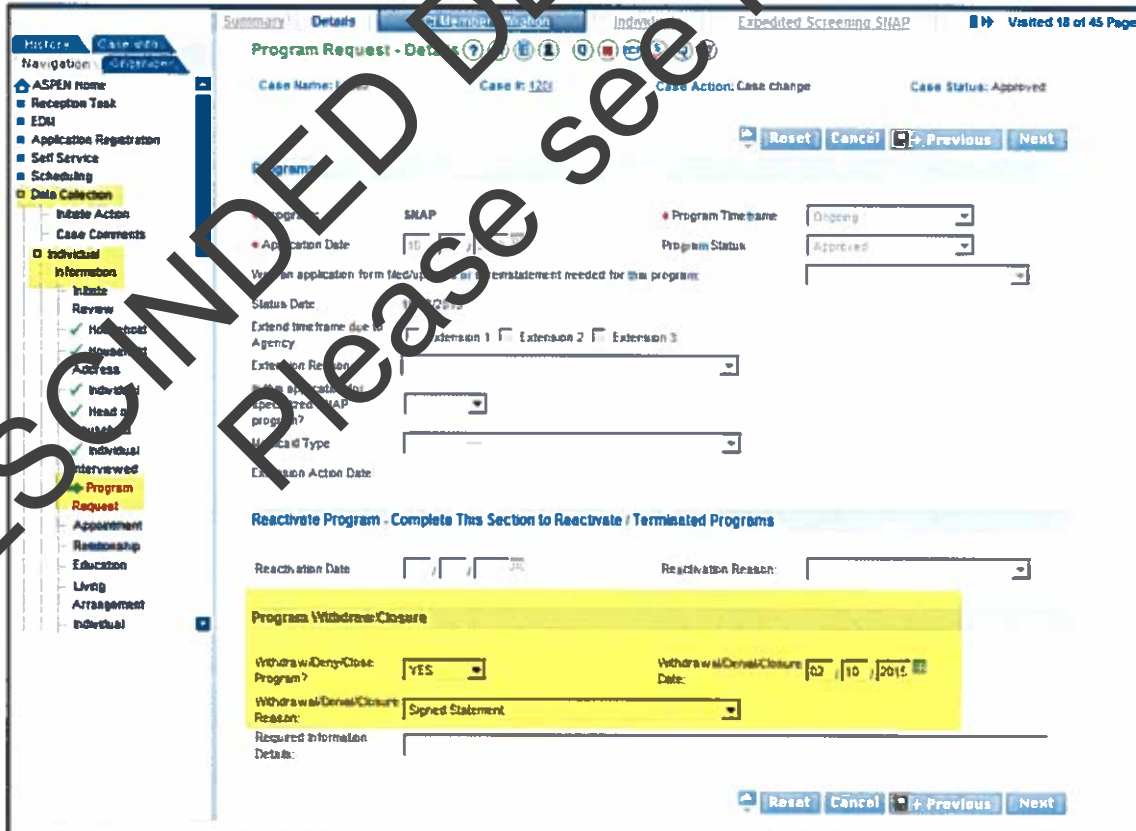
## General Information Memorandum

ISD-IPP 15-02

**TO:** ISD Employees  
**FROM:** Marilyn Martinez, Acting Director, Income Support Division  
**RE:** IEVS ISD 202/ ISD 201 Closures  
**DATE:** February 11, 2015

This IPP is to clarify the process for closing cases that failed to attend the appointment requested by ISD 202 (IEVS processing). The ISD employees must send a manual notice ISD 201 and suppress the regular notice from going out.

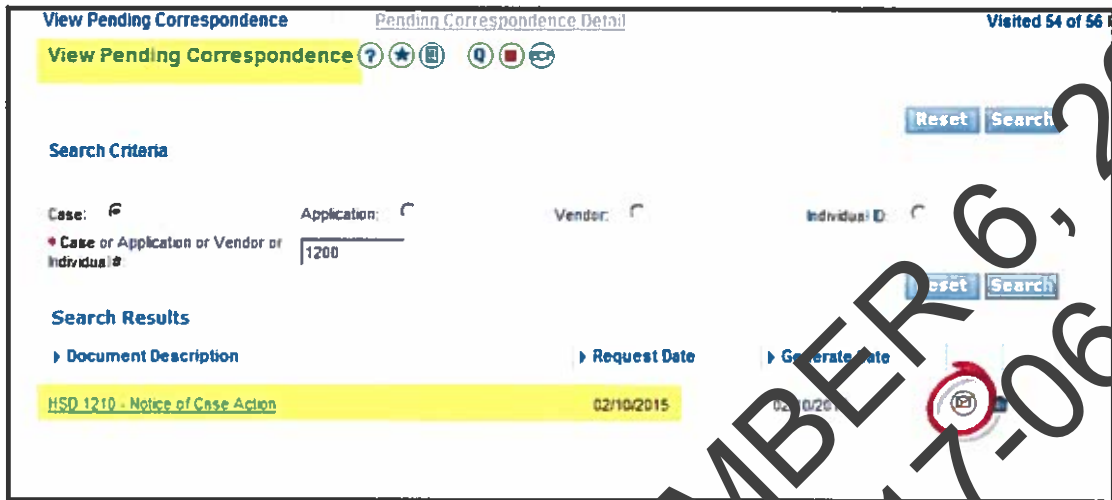
1. Via left navigation: Data Collection > Individual Information > Program Request Screen terminate the case using the “Deny/Withdraw/Close” section. Always close the case based on “signed statement”, see screen shot below.



The screenshot shows the ASPEN system interface for a 'Program Request - Details' screen. The left navigation pane includes 'Data Collection' and 'Individual Information'. The main content area shows 'Program Request - Details' with fields for 'Case Name', 'Case ID', 'Case Action', and 'Case Status'. The 'Programs Withdraw/Close' section is highlighted in yellow and contains the following information:

- Withdraw/Deny/Close Program?: YES
- Withdraw/Deny/Close Date: 02/10/2015
- Withdraw/Deny/Close Reason: Signed Statement

2. Run EDBC and certify the closure for **all** programs.
3. Suppress the NOCA **immediately**, see screen shot below.



4. Via left navigation: Correspondence > generate Manual, issue a manual ISD 201, Notice to Client. The notice must contain the language below, make sure to personalize only the highlighted areas. NOTE: when using the Notice to Client do not use hard returns.



The New Mexico Human Services Department has received information that you may have income or resources that were not considered when determining your eligibility for benefits. An appointment notice was sent to you notifying you that a meeting was scheduled for [insert date and time from the ISD 202 previously sent] to discuss [insert the matter, i.e., your gambling earnings from the ISD 202 previously sent] with your caseworker. If you were unable to attend this meeting, you were given until [insert date and time from the ISD 202 previously sent] to contact your caseworker to reschedule this appointment. You were informed that if you did not reschedule your appointment by [insert date from the ISD 202 previously sent], your benefits

would be reduced or your case would be closed. You failed to attend this meeting, or to contact your caseworker to reschedule. Your [insert COE closing, i.e., TANF/SNAP/Medicaid] will be closed effective [insert date from the Eligibility Summary Screen], per 8.100.130.12 NMAC.

El Departamento de Servicios Humanos de Nuevo México ha recibido información que es posible que tienes ingresos o recursos que no fueron considerados al determinar su elegibilidad para los beneficios. Un aviso de cita fue enviado a usted que le notifica que una reunión estaba programada para [insert date and time from the ISD 202 previously sent] para discutir [insert the matter, i.e., your gambling earnings from the ISD 202 previously sent] con su trabajador de casos. Si usted no pudo asistir a esta reunión, que se le dio hasta [insert date and time from the ISD 202 previously sent] para ponerse en contacto con su trabajador de casos para reprogramar la cita. Se le informó que si no reprogramar su cita por [insert date from the ISD 202 previously sent], sus beneficios se reducirán o su caso se cerrará. Usted no pudo asistir a esta reunión, o ponerse en contacto con su trabajador de casos para reprogramar. Su [insert COE closing, i.e., TANF/SNAP/Medicaid] se cerrará efectiva [insert date from the Eligibility Summary Screen], por 8.100.130.12 NMAC.

5. Case comments....case comments....case comments.....

DO NOT INDICTATE IRS OR IEVS ON THE MANUAL NOTICE OR ASPEN CASE COMMENTS!

If you have questions regarding this IPP please contact Brandi E. Sandoval at (505) 827-7274  
[brandi.sandoval@state.nm.us](mailto:brandi.sandoval@state.nm.us)

RESCINDED DECEMBER 17, 2017  
Please see IPP 17-0601