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

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.

**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.

**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
EFPI Cold Call Script
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.
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 processed with the normal 30 day processing timeframe.
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.

7 CFR 273.2 (i)(3)(i)
8.139.110.16 NMAC
SNAP Expedite Screening

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.

< $150 in Gross Monthly Income + < $100 in Liquid Resources (Assets) = Eligible For Expedite SNAP

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

8.139.110.16 NMAC
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).

Eligible for SNAP

= 

Mortgage & Utilities

Or

Gross Monthly Income & Liquid Resources

8.139.110.16 NMAC
SNAP Expedite Screening

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

Monthly Rent/Mortgage & Utilities = Eligible for Expedite SNAP

8.139.400.14 NMAC
Screening Ineligible Household Members

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.

**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**

**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.

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 \times 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.
Late Determinations

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)
Denial of Expedited SNAP Benefits

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.
ASPIN Expedite Screening
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.
Households with less than $150 gross monthly income and liquid resources not to exceed $100.
**SNAP Screening**

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

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 saving 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.

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

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 savings 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

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

- Monthly gross income of household (wages, cash, contributions, or other child support, etc.): $500
- Liquid asset of household (cash on hand, checking/savings or withdrawals): $5,000

Does the household have less than $100 in gross monthly income and liquid assets not exceeding $1,000?
- Yes
- No

### Expenditures of Household for the Application Month

<table>
<thead>
<tr>
<th>Applicant pays for:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Heat or Cooling (HCSUA)</td>
<td></td>
</tr>
<tr>
<td>- Limited (LSUA)</td>
<td></td>
</tr>
<tr>
<td>- Telephone (TSUA)</td>
<td></td>
</tr>
</tbody>
</table>

| Rent/Mortgage: | $500 |
| Is household's combined monthly income and liquid assets less than the household's monthly rent or mortgage and utilities? |
- Yes
- No

### Migrant/Seasonal Farmworker

| Is there a migratory or seasonal farm worker in the household? | Yes |
| Did household lose only source of income? | Yes |
| Date income stopped? |  |
| Did household receive income from the same grower within 30 days prior to the application date? | Yes |
| Amount Received | $500 |
| Does household expect to receive income later this month? | Yes |
| Amount expected: | $500 |
| Travel/Expense portion: | $500 |
| Are liquid assets of household $1,000 or less AND does the household have a destitute migrant or seasonal farmworker? | Yes |
| Benefits information |

- Has the primary applicant received SNAP benefits in any state in the application month? | No |
- Is primary applicant resident of domestic violence shelter? | No |
- Has the primary applicant received EXPEDITED benefits before and been denied because he/she failed to provide the proof we requested when he/she was certified for expedited services? | No |
- If so, did the client provide the requested verification? | No |

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

**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.

<table>
<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Will your monthly income be LESS than $150 and money in the bank or cash be LESS than $100?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Will your monthly home and utility costs be MORE than your income, cash and money in the bank?</td>
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<td></td>
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<tr>
<td>3. Is your household a migrant or seasonal farm worker household with very little money?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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
**SNAP Screening**

**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 43 hours of your denial. Ask to speak to a supervisor if you have questions.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Will your monthly income be LESS than $150 and money in the bank or cash be LESS than $100?</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>2. Will your monthly home and utility costs be MORE than your income, cash and money in the bank?</td>
<td>□ YES □ NO</td>
</tr>
<tr>
<td>3. Is your household a migrant or seasonal farm worker household with very little money?</td>
<td>□ YES □ NO</td>
</tr>
</tbody>
</table>

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

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

We need to know your household's paycheck 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 you count all income that comes in during this calendar month, even the source of the income (like a job or benefit payment) as income, and/or your family or friends is no longer giving you money.

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

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?

- [ ] Water/sewer/garbage
- [ ] Heat/Cooling
- [ ] Telephone
- [ ] Gas/Electric

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

- [ ] Yes
- [ ] No
Expedite Screening and YesNM

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.

<table>
<thead>
<tr>
<th>Getting Faster Service for Food Assistance Program</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Have you received Food Assistance benefits or Food Stamps this month?</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

- **What is the total amount of money the people in your home will get this month?**
  - $0.00

- **How much will the people in your home pay for housing this month?**
  - $0.00

- **Which of the following utilities do the people in your home pay for?**
  - You did not make a selection

<table>
<thead>
<tr>
<th>Unearned Income</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Are anyone requesting benefits expect to receive money from another source (not from a job)?</strong></td>
</tr>
<tr>
<td>Yes</td>
</tr>
</tbody>
</table>

- **What is the total value of any assets in your home?**
  - $0.00

- **Is your household a migrant or seasonal with very little money?**
  - No

- **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
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

#### Application Summary

<table>
<thead>
<tr>
<th>Application</th>
<th>Status</th>
<th>Date Received</th>
</tr>
</thead>
<tbody>
<tr>
<td>740030339</td>
<td>Application pending</td>
<td>08/05/2015</td>
</tr>
</tbody>
</table>

#### Head of Household:
- Rob, Billy 44M
- Yes

#### Crisis LIHEAP:
- N/A

#### Life Threatening LIHEAP:
- N/A

<table>
<thead>
<tr>
<th>Name</th>
<th>SSN</th>
<th>Individual #</th>
<th>Date of Birth</th>
<th>Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rob, Billy 44M</td>
<td>707-77-8642</td>
<td>2410070097</td>
<td>12/01/1970</td>
<td>SNAP</td>
</tr>
<tr>
<td>Bob, Betty 44F</td>
<td>707-77-8644</td>
<td>0410070098</td>
<td>12/01/1970</td>
<td>SNAP</td>
</tr>
<tr>
<td>Bob, Bart 10M</td>
<td>707-77-8648</td>
<td>2410070099</td>
<td>12/07/2004</td>
<td>SNAP</td>
</tr>
</tbody>
</table>

*Continue with Interview?*  
**NO**

*Process the expedite with postponed interview?*  
**YES**

*Schedule an appointment?*  
**NO**

*Applicant would like to meet with a Supervisor?*  
**NO**

---

**If NOT conducting interview with applicant, select YES.**
## Application Summary

**Register Application - Summary**

<table>
<thead>
<tr>
<th>Application: T4000333</th>
<th>Status: Application pending</th>
<th>Date Received: 08/05/2015</th>
</tr>
</thead>
</table>

**Application Summary**

- **Head of Household:** Rob Billy 44M
- **Expedite SNAP:** Yes
- **Life Threatening LIHEAP:** N/A

<table>
<thead>
<tr>
<th>Name</th>
<th>SSN</th>
<th>Individual ID</th>
<th>Date of Birth</th>
<th>Program</th>
<th>Assessment(s)</th>
<th>SSCN/RRN(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rob Billy 44M</td>
<td>707-77-3842</td>
<td>2101002099</td>
<td>12/01/1970</td>
<td>SNAP</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bob Billy 44F</td>
<td>707-77-3844</td>
<td>2101002099</td>
<td>2/1/1970</td>
<td>SNAP</td>
<td></td>
<td></td>
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<tr>
<td>Bob Bart 10M</td>
<td>707-77-3848</td>
<td>2101002099</td>
<td>12/07/2004</td>
<td>SNAP</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Continue with Interview?** NO
- **Process expedite with postponed interview?** YES
- **Schedule an appointment?** NO
- **Applicant would like to meet with a Supervisor?** NO

If NOT Expedited, don’t forget to offer a Conference.
Expedite in Data Collection
Postponed | Use when Expediting with Postponed Interview

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**

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.

This will make a difference in eligibility determination for expedite. Information entered on the Expedite Screening page will not carry over to this page.
Eligibility Summary
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.
The Benefit Period hyperlink for the initial EDG will show the Expedite month.

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.
Only the Expedite Month will Show the Expedite Indicator

Notice: Expedited Amount

Notice: Expedited
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.
**ASPEN Eligibility Summary**

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.

<table>
<thead>
<tr>
<th>Case Name: Rob, Billy</th>
<th>Case #: 140-0033</th>
<th>Case Action: Intake</th>
<th>Case Status: Pending</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>EDG #</th>
<th>COE</th>
<th>Benefit Period</th>
<th>Benefit</th>
<th>Elig Size</th>
<th>Elig Status</th>
<th>VCL Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>4067097</td>
<td>TANF</td>
<td>06/01/2015 - 09/30/2015</td>
<td>115.00</td>
<td>3</td>
<td>Pending</td>
<td>NA</td>
</tr>
<tr>
<td>4067097</td>
<td>TANF</td>
<td>09/01/2015</td>
<td>143.00</td>
<td>3</td>
<td>Pending</td>
<td>NA</td>
</tr>
<tr>
<td>4067098</td>
<td>SNAP</td>
<td>09/01/2015 - 09/30/2015</td>
<td>442.00</td>
<td>3</td>
<td>Approved</td>
<td>NA</td>
</tr>
<tr>
<td>4067098</td>
<td>SNAP</td>
<td>09/01/2015</td>
<td>511.00</td>
<td>3</td>
<td>Pending</td>
<td>NA</td>
</tr>
</tbody>
</table>
VCL Reasons for pending show Earned Income.

<table>
<thead>
<tr>
<th>Individual</th>
<th>Pending Verification</th>
<th>VCL Verification</th>
<th>Verification Received Date</th>
<th>Verification Date</th>
<th>Verification Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rob,Billy 44M</td>
<td>Missing check stubs</td>
<td></td>
<td>08/18/2015</td>
<td>Mandatory</td>
<td></td>
</tr>
<tr>
<td>Rob,Billy 44M</td>
<td>Earned Income Partner</td>
<td></td>
<td>08/18/2015</td>
<td>Mandatory</td>
<td></td>
</tr>
</tbody>
</table>

Remember:
Client statements will be used for all information in Expedite, except for Identity.
Certify the Expedite SNAP benefits.

<table>
<thead>
<tr>
<th>EDG #</th>
<th>COE</th>
<th>Benefit Period</th>
<th>Eligibility Action</th>
<th>Benefit Status</th>
<th>Disposition Status</th>
<th>Benefit Amount ($)</th>
<th>Overridden</th>
<th>Certify</th>
</tr>
</thead>
<tbody>
<tr>
<td>4067097</td>
<td>TANF</td>
<td>08/05/2015 - 09/30/2015</td>
<td>Pending</td>
<td>Certify</td>
<td>Pending</td>
<td>115.00</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>4067097</td>
<td>TANF</td>
<td>09/01/2015</td>
<td>Pending</td>
<td>Certify</td>
<td>Pending</td>
<td>143.00</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>4067098</td>
<td>SNAP</td>
<td>08/05/2015 - 09/30/2015</td>
<td>Approved</td>
<td>Certify</td>
<td>Pending</td>
<td>442.00</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>4067098</td>
<td>SNAP</td>
<td>09/01/2015</td>
<td>Pending</td>
<td>Certify</td>
<td>Pending</td>
<td>517.00</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

**IMPORTANT!**
Benefits must be certified no later than the sixth calendar day to be received no later than the seventh calendar day.
MORE INFORMATION ABOUT YOUR BENEFITS

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

<table>
<thead>
<tr>
<th>Action</th>
<th>Period</th>
<th>Benefit</th>
<th>Individual Id</th>
<th>Who’s Included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Approved</td>
<td>AUGUST 5, 2015 - AUGUST 31, 2015</td>
<td>$422.00/mo.</td>
<td>410070067</td>
<td>Billy Bob</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>410070068</td>
<td>Betty Bob</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>410070069</td>
<td>Bert Bob</td>
</tr>
</tbody>
</table>

You are approved for expedited SNAP. In order to continue to receive benefits, you need to provide more proof of 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, your 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:
EDBC and Reports

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 breakdown 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.
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.

<table>
<thead>
<tr>
<th>Case #</th>
<th>First Name</th>
<th>Last Name</th>
<th>EDG Status</th>
<th>Program</th>
<th>Application Due Date</th>
<th>HUMAD Due Date</th>
<th>New/IP Task</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>SNIP (Exp.)</td>
<td>10-31-2016</td>
<td></td>
<td>NO</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash</td>
<td>11-07-2016</td>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash</td>
<td>11-07-2016</td>
<td></td>
<td>NO</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash</td>
<td>11-14-2016</td>
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<td></td>
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<td></td>
<td></td>
<td>Cash</td>
<td>11-14-2016</td>
<td></td>
<td>NO</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash</td>
<td>11-14-2016</td>
<td></td>
<td>NO</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Cash</td>
<td>11-14-2016</td>
<td></td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>11-07-2016</td>
<td>NO</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>12-14-2016</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>09-09-2016</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>09-09-2016</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>09-09-2016</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>09-09-2016</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>09-09-2016</td>
<td>NO</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Pending</td>
<td>08-08-2016</td>
<td>09-09-2016</td>
<td>NO</td>
</tr>
</tbody>
</table>

45
Expedite Screening Page VS. EDBC

**Expedite Screening Page**
- Tool used to screen for Expedite
- Will not determine Countable VS. Excluded Income
- Will not determine Ineligible and Eligible Household Members

**EDBC**
- Will process Expedited SNAP based on what is in Data Collection
- Will determine Countable Income VS. Excluded Income
- Will determine Ineligible and Eligible Household Members
Dave earns $648 a month. He has $300 in his checking account. His rent is $600 and does not pay utilities.

Expedit or not?

Income + Liquid Assets = $948

Shelter + SUA = $600

Not Expedite!
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?

\[
\begin{align*}
\text{Income} & : 500 \\
\text{Liquid Assets} & : 0 \\
\text{SUA} & : 325 \\
\text{Shelter} & : 300 \\
\end{align*}
\]

\[
\begin{align*}
500 + 0 + 325 + 300 &= 625 \\
\end{align*}
\]

**Expedite!**
Examples

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?

$357 + $0 = $357

$0 + $325 = $325

Not Expedite!
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?
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?

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?

$950 + $0 = $950

$850 + $325 = $1175

Expedite!
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?

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