Interim Policy & Procedure Memorandum

ISD-IPP 17-06

TO: ISD Employees

FROM: Mary Brogdon, Director, Income Support Division

RE: IEVS ISD 202/ISD 201 Closures

DATE: December 6, 2017

This IPP rescinds ISD IPP 15-02 IEVS ISD 202/ISD 201 closures because the ISD 201 Notice to Client was updated on September 30, 2017.

This IPP will clarify the process for closing cases that failed to attend the appointment requested by ISD 202 (IEVS processing). The ISD employee 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 “Failure to Comply with Application Process”, see screen shot below.
2. Run EDBC and certify the closure for all programs.

3. Suppress the NOCA **immediately**, see screen shot below.

   ![View Pending Correspondence](image)

   **Search Criteria**

   - Case: 
   - Application: 
   - Vendor: 
   - Individual ID: 

   **Search Results**

<table>
<thead>
<tr>
<th>Document Description</th>
<th>Request Date</th>
<th>Generate Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>ISD 1210 - Notice of Case Action</td>
<td>11/31/2017</td>
<td>11/31/2017</td>
</tr>
<tr>
<td>ISD 1210 - Notice of Case Action</td>
<td>10/31/2017</td>
<td>10/31/2017</td>
</tr>
</tbody>
</table>

4. Via left navigation: Correspondence > Generate Manual, issue a manual ISD 201, "Notice to Client" or ISDSP 201 "Aviso Al Cliente". The notice must contain the language below, make sure to personalize only the highlighted areas.

5. ![Document Search](image)

   **Search Results**

<table>
<thead>
<tr>
<th>Document Name</th>
</tr>
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<tbody>
<tr>
<td>ISD 201 - Notice to Client</td>
</tr>
<tr>
<td>ISDSP 201 Aviso Al Cliente</td>
</tr>
</tbody>
</table>

Income Support Division  PO Box 2348 – Santa Fe, NM 87504  Phone: (505) 827-7250 Fax: (505) 827-7203
6. Select the appropriate programs that you will be closing.

7. Enter "Action you need to take" with the following statement:

   Action you need to take: Contact (Enter Caseworker Name)

8. Enter "Reason why we need this information" with the following statement (English or Spanish version):

   Reason why we need this information:

   To review your eligibility for (COE).

   Para revisar su elegibilidad (COE)
9. Enter “Important information related to your benefits:” with the following statement (English version or Spanish version):

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 les 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.

10. Enter “County Office Telephone Number:”

County Office Telephone Number:  

Phone Number:  

11. Enter “Office Hours” (from and to)

Office Hours (From): 8 am  
Office Hours (To): 4:30 pm
12. Preview Notice:

Dear

This notice has important information about your case. Please read it carefully.

Reason why we need this information:

To review your eligibility for COC.

Important information related to your benefits:

The New Mexico Human Services Department has received information that you may have income or resources that are not considered when determining your eligibility for benefits. An appointment was sent to you notifying you that a meeting will be scheduled to discuss new information being received that may affect your eligibility for COC.

You were unable to attend this meeting. If you were unable to attend this meeting, you were given until [date and data] to contact [Name of Agency] to reschedule your appointment. You were informed that if you do not reschedule your appointment by [date and data] your benefits will be reduced or your case will be closed.

If you have any questions or concerns, you may call the county office telephone number at (705) 827-7289. The office is open from 8 am to 5:30 pm Monday through Friday except on holidays.

Eligibility Worker Name: [Name of Worker]

13. Central Print Notice:

[Central Print Button]

14. Enter Case Comments

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

If you have questions regarding this GI, please contact Suzanne Duran-Vigil at 505-827-7289 or by email: suzannep.duran-vigil@state.nm.us.