



HUMAN SERVICES
DEPARTMENT

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

Manual Revision Memorandum

ISD-MR 18-10

TO: ISD Employees

FROM: *MB* Mary Brogdon, Director, Income Support Division

DATE: May 24, 2018

RE: Forms Manual Revision for FSP 013 "Important SNAP Information"

This MR is to rescind previous versions of the FSP 013 "Worker Checklist" and to update the FSP 013 as the "Important SNAP Information" notice. Any copies or previous versions must be destroyed. The FSP 013 "Important SNAP Information" notice language has been updated to attain a sixth grade reading level.

This form has been redeveloped to be used as a notice. The FSP 013 will be generated by ASPEN and sent to the recipient. The FSP 013 must be read verbatim by the worker to provide customers accurate and consistent information in accordance with federal regulations. Laminated copies will be sent to the county office to have at workstations where interviews are held either in person or by telephone. This notice will be available for both central and local print.

The purpose of this notice is to give federally required information about the SNAP program and the General SNAP work rules to customers who are applying for and who are receiving and recertifying their SNAP benefits. This notice must be read by the worker to the customer during the interview at initial application and recertification.

If you have questions regarding this MR, please contact Gavino Archuleta at (505) 827-7244 or by e-mail at Gavino.Archuleta@state.nm.us.

Attachment: FSP 013 "Important SNAP Information"

Deleted: FSP 013 "Worker Checklist" revised 3/11/2016

Important SNAP Information

Please read each page of this notice with care.

When might you get SNAP?

- If you can get emergency SNAP, you will get it within 7 days.
- If you cannot get emergency SNAP:
 - You have the right to ask for a meeting with a supervisor. It will be held within 2 working days.
 - Your application will be processed within 30 days.

To see if you can get SNAP:

- The application form must be completed and signed. You or your authorized representative must have an interview. We must then verify certain information on the application.
- We will tell you if we need more information, called "proofs," to process the case. This may include information that is missing. It may include the types of proofs that you can give, and how to give them. You have a duty to give ISD information if we cannot verify with trusted electronic sources. If you need help, ISD must help you, if you are cooperating.

Who are Mandatory Household Members on your SNAP case?

The following people who live with each other and are asking for SNAP benefits, count as a single household. They would have the same case and one SNAP benefit amount:

- Spouses who live together
- A child less than 18 years old who is not a foster child. The child must also live with and be under the parental control of a household member who is not their parent. A child is under parental control if they depend, financially or otherwise, on a household member.
- A person less than 22 years old who is living with their natural or adoptive parent(s), or step-parent(s)

If you have a different situation, the people in your home may count as more than one SNAP "household." For example, two adults may live in the same home. But they are not married and do not "purchase and prepare" meals together.

What proofs must you give for your SNAP case? Proofs may be a verbal statement or something HSD gets from a database. Or, you may need to give us a copy of a document.

- The identity of the person applying for SNAP benefits, and of the authorized representative (if there is one)
- Proof of your residence
- Proof of citizenship (if in question) or alien status of you and the household members who are applying for SNAP benefits
- The size of your household and who is in it
- Disability, if needed
- Social Security number, but only for those applying for benefits
- Gross nonexempt income for all people who are asking for SNAP benefits
- Resources (if they matter to the case)

What proofs are optional for your SNAP case?

If you give us information about these expenses, you may get a higher SNAP benefit amount:

- Utility expenses
- Shelter expenses
- Dependent-care expenses
- Medical expenses (for the elderly or disabled)
- Legal obligation and actual child-support payments

Your SNAP case is on Simplified Reporting (SR). What does SR mean?

Your SNAP benefits will be certified for 12-months or 24-months. Below is information about what you need to report (and what we must verify) on your Interim Report (IR) form, and when your IR form is due. Also, how to ask for help if you need help with your form or you have questions. Plus, what will happen to your SNAP benefits if you do not turn in the IR or give us the proofs that we ask for.

To keep getting SNAP you must turn in an IR form.

- **Your SNAP benefits will be certified for 24-months if:**
 - All adult members are elderly or disabled, with no earned income; and
 - You turn in the IR form by the 10th day of the 12th month of the certification period. If you don't, your SNAP benefits will be delayed.

- **Your SNAP benefits will be certified for 12-months if:**
 - All adult members are not elderly or disabled, with no earned income; and
 - You turn in the IR form by the 10th day of the 6th month of the certification period. If you don't, your SNAP benefits will be delayed.

What you must report on the IR form. We may ask you for proof. You have to tell us if you had:

- A change of more than one hundred dollars (\$100.00) in your unearned income. But you don't have to report changes because of public assistance (PA) or general assistance (GA) programs that are processed along with SNAP cases.
- A change in the source of income, if it changes your income. A change could be starting or stopping a job, or changing jobs.
- A change in either:
 - The wage rate or salary, or full-time or part-time employment status; or
 - A change of more than one hundred dollars (\$100.00) in the amount earned per month. The change is compared to the income last used to figure out your benefit amount.
- A change to the household, like adding or losing a household member
- A change in residence and the new shelter costs
- A change in the legal obligation to pay child support
- Any changes in work hours that bring a person to below 20 hours per week, averaged over a month. (This is defined in 7 CFR 273.24(a)(1)(i).) This is only for Able-Bodied Adults who are subject to the time limit of 7 CFR 273.24.

You may have to verify your resources, if a person on your SNAP benefits did not follow program rules.

You may need help to complete the IR form, or you may have questions. If so, call the Customer Service Center at (800)-283-4465. Or, visit your local ISD office.

What will happen to your SNAP benefits if you turn in an IR form that is missing information or proofs?

- You will get a notice telling you that the IR is missing information. It will say what needs to be completed or given, to complete the form.
- You will have 10 calendar days to complete the IR form or give the requested proofs.
- If you don't give us a completed IR form or the mandatory proofs by the due date, your SNAP benefits may close.

What will happen to your SNAP benefits if you do not turn in the IR form by the due date?

- You will get a notice telling you that we did not get your IR form.
- If you don't turn in your IR form, your SNAP benefits will close.

What changes do you have to report at any time during your SNAP certification period?

You must report the following changes no later than 10 days from the end of the calendar month in which the changes took place. If there are not 10 days left in the month, you must report the changes within 10 days from the day of the change:

- If your household's monthly gross income exceeds 165% of the poverty level; and
- Anyone in the household that is subject to the Able-Bodied Adults time limit must report if their work hours fall below 20 hours per week, averaged over a month.

General SNAP work rules

To get SNAP you must do all of these things:

- Register for work, or be registered by ISD, when you apply and then every 12 months after. Signing the SNAP application automatically registers you. You do not have to be the one who signs the form;
- Be in an Employment & Training or workfare program, if ISD assigns you to a program;
- Tell ISD if you are working or available for work;
- Go to a job that ISD finds for you;
- Accept a real job offer; and
- If you have a job of 30 hours or more per week, keep working. You cannot voluntarily quit a job of 30 or more hours a week, or work less than 30 hours a week, without good cause.

You may be excused from the general SNAP work rules if you are any of the following:

- Under age 16, or 60 years of age or older. Or, if you are 16 or 17 and **not** the head of a household. Or, if you are going to school or an Employment & Training program on at least a half-time basis.
- Unable to work because of a physical or mental concern. We may ask you to provide proof that you cannot work. This could be disability paperwork or a note from a doctor or nurse.
- Already meeting the work rules of another program such as NM Works or unemployment
- A parent or other household member taking care of a dependent child under 6
- Taking care of someone who cannot care for themselves and needs a caregiver
- You have applied for or are getting unemployment. You must be meeting the work rules that are part of applying for unemployment.
- Taking part in a drug or alcohol treatment and rehabilitation program on a regular basis

- Working at least 30 hours weekly. Or, earning weekly pay equal to or more than the federal minimum wage times 30 hours.
- A student enrolled at least half-time or more in a school, training program, college or university
- Applying for Supplemental Security Income (SSI) and for SNAP through the Social Security Administration

What happens if you don't follow general SNAP work rules?

You will stop getting SNAP benefits if you do not follow the general work rules, unless you have good cause. If you are the only person on your case, your case will be closed. You will not get SNAP until your disqualification (DQ) period ends. However, you may reapply for SNAP before the DQ period ends, if you get excused from the general work rules. (Reasons for being excused are listed above.)

What if you can't follow the general SNAP work rules?

You may be unable to do the general SNAP work rules for a good reason. If so, call ISD at (800) 283-4465 to let us know. Or, visit your local ISD office. You may have "good cause" for not following the general work rules; ISD will decide. Good cause includes things out of your control like:

- Illness
- No child care for a child under 12
- Work conditions that are unreasonable

These are some but not all the examples of good cause. If ISD decides you have good cause, there will be no change to your SNAP benefits.

If there is not good cause, we will disqualify the person that did not do the SNAP General Work Rules for the following timeframes:

- First non-compliance - 3 months
- Second non-compliance - 6 months
- Third or more non-compliance - 12 months

Voluntary E&T participation

SNAP participants do not have to take part in the E&T program but can choose to volunteer. If you do, you can:

- Choose to do everything available at the given time; and
- You may get reimbursements up to the monthly limit set by ISD, in accordance with 7 CFR 273.7(d)(4). If you have expenses that are reasonably necessary and directly related to taking part in the E&T program, you will be paid back, up to the monthly limit.

If you choose to take part as a volunteer, you are not subject to any disqualification under the E&T program.