
General Information Memorandum

ISD-GI 16-48

TO: ISD Employees
FROM: Sean Pearson, Deputy Secretary, Income Support Division
RE: Employment & Training (E&T) Transportation Reimbursement
DATE: June 1, 2016

Currently, ISD has a voluntary E&T program in which SNAP participants can participate. All participants who chose to volunteer will receive a transportation reimbursement of \$25 per month, in accordance with 7 CFR 273.7(d)(4). The participant must utilize the FSP 020 SNAP Employment and Training Program (E&T) Transportation Reimbursement Claim Form for each month that they wish to request the reimbursement. This form will verify their out-of-pocket travel costs to participate in the E&T program.

Field offices are responsible for processing the reimbursements through ASPEN by accessing the NMW screens and the reimbursements must be issued within 5 days from receipt of the request. The SNAP reimbursement request will no longer go through SL Start and instead will be received by ISD through the submission by the participant of the FSP 020 Reimbursement Claim form. Case comments in ASPEN need to reflect the date the FSP 020 form was received, the date the reimbursement was issued, the reason for the reimbursement and the amount issued; if the reimbursement request was denied, the reason for the denial must be clearly documented in case comments.

Attached are screenshots and instructions on how to issue the reimbursement.

The FSP 020 SNAP E&T Transportation Reimbursement Claim Form can be found on the forms drive at: \\disfasv025\ISDForms.

If you have questions regarding this GI, please contact Marisa Vigil at (505) 827-1326 or by e-mail at Marisa.Vigil@state.nm.us.

Steps to process E&T Transportation Reimbursements when the FSP 020 is scanned and a task is created:

Once the FSP 020 is scanned into ASPEN:

1. Pick the task up from the Inbox
2. Initiate the task by clicking Start
 - a. If the task isn't completed after hitting Start the user will see if on their dashboard
 - b. If task is continued go to page #5 to follow the next steps

My Inbox   

Choose View

Additional Search Criteria

Search Results

Case / Applicator #	Document Title	Name	Received Date	Task Start Date	Status	Previous Action Taken By	Action Taken By	Action
	FSP 020 E&T Reimbursement Claim Form		08/02/2016	08/02/2016 2:05 PM	Processing	New		Start
	FSP 020 E&T Reimbursement Claim Form		07/29/2016	07/29/2016 10:07 AM	Processing	New		Start
	FSP 020 E&T Reimbursement Claim Form		07/29/2016	07/29/2016 10:35 AM	Processing	New		Start
	RMC - Report My Changes PDF		07/28/2016	07/28/2016 10:33 AM	Processing	New		Start
	RMC - Report My Changes PDF		07/20/2016	07/20/2016 11:23 AM	Processing	New		Start
	RMC - Report My Changes PDF		06/28/2016	06/28/2016 1:56 PM	Processing	New		Start
	FSP 020 E&T Reimbursement Claim Form		06/14/2016	06/14/2016 2:56 PM	Processing	New		Start
	RMC - Report My Changes PDF		05/23/2016	05/23/2016 9:58 AM	Processing	New		Start

Start Next New Task

Record Set 1 of 1

Steps to create manual E&T Transportation Reimbursements:

Log into ASPEN with active SNAP case

3. Go into Reception Task on left navigation
4. Click on Reception Task Management
5. Processed box leave as "NO"
6. Enter Received Date (the date the actual FSP 020 was received)
7. Select Document Title as FSP 020 E&T Reimbursement Claim Form
8. Enter Individual number
9. Click Submit

History Case Info
Navigation Organizer

ASPEN Home
Reception Task
Reception Task Management

EDM
Application Registration
Scheduling
Data Collection
Eligibility
Case Maintenance
NLI Works
Simulation
Waiver
Benefit Issuance
Benefit Recovery
Correspondence
Recertification
SCI Employer Groups
Interfaces
Security
Inquiry
Alerts
Provider Management
Manage Office
Resources
Reference Tables
Reports
Batch Reports
Case Reads
Quality Control
Conversion
Fair Hearings
Time Limit

Reception Task Management

Task Details

Processed: NO
Received Date: 27 July 2016
Document Title: FSP
Destination Office: Grant County ISO
Priority: NO

Case/Vendor/New Individual

ASPEN Case #
Vendor #
ORG Case #
Vendor Name: First, Middle, Last
Client Name: First, Middle, Last

Reset Submit

Once you click submit you should receive a message at the top of the screen that states: "Request has been submitted successfully"

The screenshot displays the 'Reception Task Management' web application. On the left is a navigation menu with categories like 'History', 'Navigation', and 'Organizer'. The main content area features a success message: 'Request has been submitted successfully'. Below this is a 'Task Details' section with fields for 'Processed' (set to 'NO'), 'Received Date' (mm/dd/yyyy), 'Document Title' (with a dropdown menu), 'Destination Office', and 'Priority' (set to 'NO'). The 'Case/Vendor/New Individual' section contains input fields for 'ASPH Case #', 'Vendor #', 'ORIG Case #', 'Individual #', and 'FHB Case #'. At the bottom, there are fields for 'Vendor Name' split into 'First', 'Middle', and 'Last'.

RESCINDED

NEXT...

1. Go to EDM on left navigation
2. Select Inbox
3. Click on Additional Search Criteria
4. Enter Document Title – FSP 020 E&T Reimbursement Claim Form
5. Enter Case number
6. Click Search

The screenshot displays the ASPEN system interface. On the left is a navigation menu with categories like 'ASPEN Home', 'Reception Task', 'EDM', and 'Inbox'. The 'Inbox' section is expanded, showing 'Document Inquiry and Re-index' and 'ECF'. The main area is titled 'My Inbox' and shows 'Bernadette Siveros-quintana's Inbox'. It includes a 'Choose View' section, an 'Additional Search Criteria' section, and a 'Document Details' section. The 'Document Details' section has fields for 'Date Received From', 'Date Received To', and 'Document #'. Below this are checkboxes for 'Show Completed/Duplicate' and 'Expired', and 'IR Due Month' and 'PR Due Month' dropdowns. The 'Case/Application/New Individual' section has fields for 'ASPEN Case/Application #', 'FID Case #', and 'Case #'. There are also 'Prefix' and 'Suffix' dropdowns. A 'Reset Search' button is visible. At the bottom, a 'Search Results' table is partially visible with columns for 'Case #', 'Application', 'Document Title', 'Name', 'Received Date', 'Queue', 'Status', 'Previous Action Taken By', and 'Action Taken By'.

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FSP 020 E&T Reimbursement Claim Form Task displays in the Search Results

Click Start (for the Case that you want to process the reimbursement request for)

My Inbox

Choose View

Additional Search Criteria

Search Results

Case #	Application	Document Title	Name	Received Date	Task Start Date	Queue	Status	Previous Action Taken By	Action Taken By	Action
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	[Redacted]	07/27/2016	07/27/2016 11:03 AM	Customer Service	New			Start
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	[Redacted]	07/27/2016	07/27/2016 11:20 AM	Customer Service	New			Start
[Redacted]	FSP 020 E&T Reimbursement Claim Form	[Redacted]	[Redacted]	07/27/2016	07/27/2016 11:23 AM	Customer Service	New			Start

You will now see the "Electronic Documents Detail" screen

Click Start

Electronic Documents Details

Back to Inbox Change Queue Complete Continue Start

Case # [Redacted] Case Name Vendor Name Scanned Location ASPEN Project Office

Group [Redacted] Received Date 07/27/2016 Scanned Date 07/27/2016

Queue Customer Service

Electronic Documents Inboxes

Document Title	Document Details	Received Date
FSP 020 E&T Reimbursement Claim Form	[Redacted]	07/27/2016

Case # [Redacted] Name [Redacted] Task Status New Action Taken By

Click Start

Back to Inbox Back to Home Change Queue Complete Continue Start

You will now see the "Initiate Works Program Reimbursement Request" screen

1. Select Program
2. Select Reimbursement reason
3. Enter Comments regarding the Reimbursement Request
4. Click Request Reimbursement

Navigation Organizer

- ASPEN Home
- Reception Task
- EDM
- Inbox
- Document Inquiry and Re-index
- ECF
- Application Registration
- Scheduling
- Data Collection
- Eligibility
- Case Maintenance
- MIL Works
- Simulation
- Waiver
- Benefit Issuance
- Benefit Recovery
- Correspondence
- Reactivation
- SCI Employer Groups
- Incentives
- Security
- Inquiry
- Alerts
- Provider Management
- Manage Office Resources
- Reference Tables
- Reports
- Batch Reports
- Case Reads
- Quality Control

Initiate Works Program Reimbursement Request

Name: [Redacted] ID #: [Redacted] Benefit Type: Household Group: Participation Status:

Request Reimbursement

Reimbursement Request

Individual ID: [Redacted] Program: SNAP

Reimbursement Reason: Other

Comments: Test

Request Reimbursement

You will now see the “Enter Works Program Reimbursement Request” screen

1. Enter Reimbursement Month (this is the month that the reimbursement is being requested for)
2. Select Reimbursement Category as Mileage
3. Select Reimbursement Sub-Category at Mileage - Travel Reimbursement
4. Select Reimbursement Amount \$25
5. Travel Advance Amount should be \$0
6. Enter Comments regarding the Reimbursement
7. Hit Submit

Enter Works Program Reimbursement Request

Name: [REDACTED] ID #: [REDACTED] Benefit Type: Household Group: Participation Status:

Individual Information

Case #: [REDACTED] Individual ID: [REDACTED]

Request Details

Reimbursement Month: 07 / 2016

Reimbursement Category: Mileage

Reimbursement Sub-Category: Mileage - Travel Reimbursement

Reimbursement Amount: \$ 25

Travel Advance Amount: \$ 0

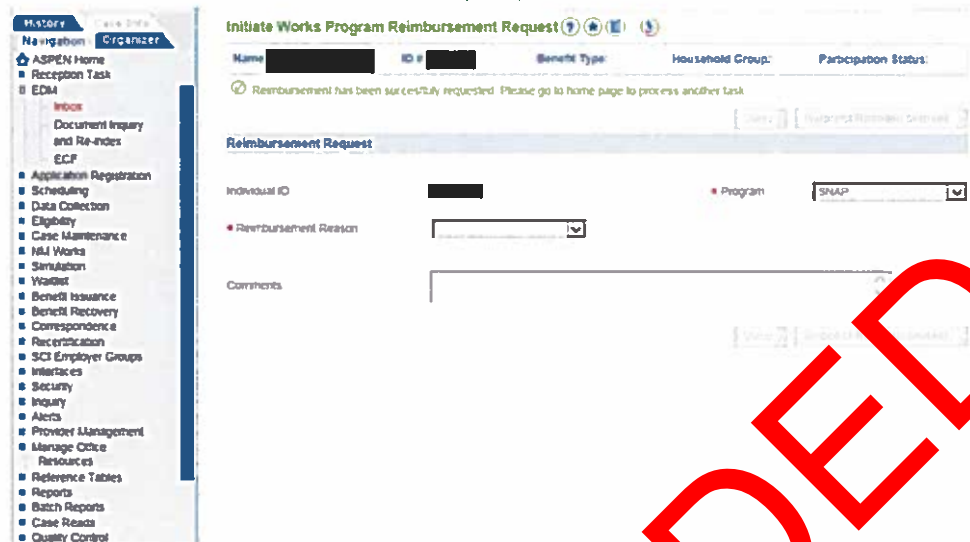
Net Amount: \$ 25

Comments: Test

Buttons: Previous, Next, Submit

Initiate Works Program Reimbursement Request screen displays the following message at the top of the screen:

“Reimbursement has been successfully requested”



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The system will need to Batch overnight in order to view Benefit Issuance.

1. Once the Batch is completed:
2. Go into Benefit Issuance on left Navigation
3. Click on View Benefits
4. Enter Case #
5. Enter the Benefit Period Begin Date and Benefit Period End Date
6. Click Search
7. Payment amount will display

This is the screen you will view only after the Batch job is run:

Benefit Summary Inquiry

Case Name: [redacted] Case #: [redacted] Case Action: [redacted] Case Status: Applied

Search Criteria

Case #: [redacted] EDG #: [redacted] Vendor ID: [redacted]

Grantee Id: [redacted] Program Type: [redacted] Warrant/EFT #: [redacted]

EBT Benefit #: [redacted]

Benefit Period Date Range

Benefit Period Begin Date: 07/27/2016 Benefit Period End Date: 07/27/2016

Search Results

Case Number	Grantee Vendor Name	COE	Benefit	Payment Assoc	Recoupment Amount	Warrant/EFT/Benefit	Warrant/EBT Available Date	Benefits Status
[redacted]	[redacted]	Work	07/01/2016	Supplemental	\$25.00	\$0.00	C27511850 07/27/2016	Issue Requested