
General Information Memorandum

ISD-GI-16-57

TO: ISD Employees
FROM: Sean Pearson, Deputy Cabinet Secretary, Income Support Division ^{SP}
RE: September LIHEAP application process
DATE: August 23, 2016

This GI is being issued to provide instructions on how to process LIHEAP applications received in September. There is NO suspension month in ASPEN. All ISD offices will continue to receive and process LIHEAP applications in the month of September as regular business process.

- Register all LIHEAP applications as they are received.
- Evaluate if the applicant has received a current Federal Fiscal Year (FFY) LIHEAP Benefit.
 - If a current FFY LIHEAP benefit has NOT been issued:
 - Process the current FFY application by September 30th.
 - Request any outstanding verification by September 30th.
 - Process any current FFY pending applications no later than October 10th.
 - If a current FFY LIHEAP benefit has been issued:
 - Run EDBC and DO NOT certify the case.
 - All LIHEAP applications registered in September (for the new FFY) will be automatically updated in ASPEN with an October 1st date of application, at that time staff will need to re-run EDBC prior to certifying.
 - Request any outstanding verification by issuing a manual HUMAD.

Each ISD office must check the pending LIHEAP applications in ASPEN daily, please use the left navigation to review – Inquiry > Case > Case load Search > Select Edge > Select Pending - and filter by program.

Note: Any LIHEAP applications received in August should be denied if a current FFY LIHEAP benefit has been issued.

If you have any questions please call Sharon Rivera by phone at (505) 827-7267 or email at Sharonm.Rivera@state.nm.us.