



General Information Memorandum

ISD-GI 13-10

TO: ISD Employees

FROM: *TR* Ted Roth, Director, Income Support Division

RE: FFY 2012 Income Support Division's Accomplishments

DATE: February 11, 2013

The Income Support Division (ISD) continues to provide much needed services to more New Mexicans than ever before. In December 2012, 197,623 families (442,631 individuals) or 1 in 5 New Mexicans were receiving Supplemental Nutrition Assistance Program (SNAP) benefits, and 19,423 families (42,907 individuals) were receiving some type of Cash Assistance (either Temporary Assistance for Needy Families (TANF), General Assistance (GA) or Education Works). 73,161 households were approved and received Low Income Home Energy Assistance Program (LIHEAP) benefits during FFY12. The total number of persons served, including Medicaid, has reached over 800,000 or 6 out of 10 New Mexicans.

Awards

- **Timeliness Performance Award** – In September 2012, New Mexico was ranked 3rd in the Nation for SNAP application processing timeliness for FFY 2011 data.

Program Updates

- **Visits to Field Offices** – In FFY12, ISD had over 1.3 million individuals visit our 34 offices statewide.
- **Timeliness of application processing** – For FFY12 the ISD timeliness rate for processing SNAP applications was at 98.6% which placed NM 3rd in the nation.
- **Payment Error Rate** - New Mexico had the lowest ever state report Payment Error Rate at 3.65%.
- **Interim Assistance Reimbursement (IAR)** – ISD was able to recoup \$2,779,871 in IAR from Social Security in FFY12, which was 6.7 percent more than the amount received for FFY11.
- **Notices** - Revised and implemented all program assistance approval and denial notices with language updates and policy citations in both English and in Spanish.

- **New Mexico Works TANF Regulations** – In April 2012, HSD implemented a new section of the NM Works regulations to ensure that all participants receiving cash assistance participate in job readiness activities. The level of participation is based on individual circumstances and includes supports and training for those with barriers to getting jobs, help in finding a job and learning the skills to keep a job.
- **New Employment** - In FY12 SL Start, the NM Works work contractor, averaged 624 new employments per month for TANF clients.
- **School USDA Foods Distribution** – For FY12, ISD distributed 9,136,631 pounds of USDA Foods (commodities) entitlement pounds, valued at \$8,680,685 to schools in New Mexico and an additional 74,416 pounds of bonus commodities valued at \$139,038.
- **The Emergency Food Assistance Program (TEFAP)** - For FY12, ISD distributed 2,565,896 pounds of household commodity entitlement pounds, valued at \$1,576,598 and 1,747,992 pounds of household bonus commodities valued at \$1,083,433, serving an average of 45,648 households each month and providing food for 94,524 meals served each month at congregate meal sites .
- **Homeless Meals Program** – In FY12, provided funding to support 549,325 meals at eight (8) homeless, day and domestic violence shelters.
- **Electronic Benefits Transfer (EBT)** – Twenty-six (26) farmers markets accepted EBT this past year, and clients spent a total of \$68,906.93.
- **SNAP-Ed Program** - HSD administered SNAP Ed through 5 implementing agencies, providing nutrition education classes to low income families across the state. 1,259,262 children and adults were exposed to SNAP Ed and 34,165 individuals received one of more classes in nutrition, food budgeting, cooking and healthy, active lifestyles.

Waivers – New Mexico implemented the USDA/FNS SNAP Waiver of the Recertification Interview for Elderly and Disabled Individuals without Earned Income. This waiver allows the department to process re-certifications for this population without requiring a face to face interview.

Automated System Program and Eligibility Network (ASPEN)

The Division continues to spend a large amount of its efforts on implementing our new eligibility system ASPEN. ISD expects their staff to be fully immersed in every phase of the project through June 2014, including:

- **Requirements** – Staff from all levels of the organization statewide attended Joint Application Design sessions to outline the necessary requirements that must be included in the system to meet HSD’s business needs.
- **Design** – Staff attended sessions that captured gaps between the defined requirements and the transfer system’s current functionality, designing screens, rule engines, drop down menus and help features.
- **Development** - ASPEN project staff wrote over 5,500 test scripts, which contain as many scenarios as possible to thoroughly test the system during User Acceptance Testing that begins in January of 2013.

- **Implementation** – Staff are working with the local offices to prepare for the implementation of the system, starting with the pilot office in July 2013. Staff is working hard to standardize business processes, develop a change network called the ASPEN Change Experts (ACES), and develop training materials and office readiness activities.

Administration

- **ISD Business Reengineering** – ISD expanded the business process model to all field offices statewide increasing administrative efficiencies, timeliness, accuracy and improved customer service this process is also in line with the new business process that are being developed for the ASPEN System.
- **EBT Savings** - Income Support Division renegotiated the Electronic Benefits Transfer (EBT) contract with JP Morgan. The new pricing began in February of 2011. Prior to the renegotiation, this contract was projected to expend \$2,315,800.00 in FY12. The Actual expenditures in FY12 were \$2,089,060.00. Original projections for FY13 were \$2,400,000.00 and are now expected to be \$2,244,000.00.
- **EBT Cash Expungement** - A total of \$1,769,657 has been expunged from 90,116 stale SNAP and cash accounts.

RESCINDED