

Interim Policy & Procedure Memorandum

ISD IPP 20 – 25

TO: ISD Employees

FROM: Karmela Martinez, ISD Director



RE: Adjustments to SNAP and Cash Processes

DATE: December 2, 2020

Amended December 10, 2020

Amended December 29, 2020

This IPP rescinds IPP: 20-23: Adjustments to Interim Report, the Recertification Process and Waiver of Initial Interview for SNAP. This IPP serves as guidance for the following adjustments:

- Waive the Interim Report (IR) through June 2021
- Waive initial and recertification interviews through June 2021
- Waive face to face interview requested by customer; if deemed necessary
- Extend certification periods up to six months
- Apply IR rules to Recertification through December 2021

The adjustments are being implemented to limit person to person contact, increase social distancing and help slow the spread of COVID-19 as outlined in the Coronavirus Appropriation Act, 2021 and Other Extensions Act of 2020 (HR 8337).

The following charts explains how these waivers impact SNAP and Cash.

Waiver of Face-to-Face Interview Requirement

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	June 30, 2021	All interviews must be completed via phone, if an interview is required, a phone interview must be held in lieu of any requested or required face-to-face interviews.	SNAP & Cash	8.139.110.11D(4) NMAC, 8.102.110.8B(2) NMAC 8.106.110.11 NMAC

Waiver of Initial Interview

Effective Date	End Date	Summary	Category	NMAC
November 23, 2020	June 30, 2021	All SNAP initial interviews can be waived, if all mandatory verification standards are met.	SNAP only	8.139.110.11 NMAC

Process:

For all initial SNAP applications received November 23, 2020 – June 30, 2021:

- Process without an interview (see flow chart), provided that the applicant’s identity has been verified along with all other mandatory verification standards. Please refer to the verification matrix on QuiKGuide: [click here](#)



- Every attempt must be made to verify household circumstances through available interfaces and other available data sources.
- The household must be contacted, and an interview conducted if any information on the application is

questionable or if there is missing mandatory verification that cannot be verified through interfaces.

- If the application cannot be processed without an interview, you must screen the application for expedited services.
 - If an interview is already scheduled, attempt the interview, and complete.
 - If they are a no show and all mandatory verifications can be verified the case can be processed.
- For customers that contact CCSC to complete their Initial interview and the application has not yet been screened, the CCSC agent should register the application and complete the interview as a normal and attempt to gather all verification needed.
- If there is an initial TANF or GA application attached to the initial SNAP application the interview must be completed for both SNAP and Cash, as Cash rules will supersede the guidance for SNAP. ****NOTE: Waiver is for SNAP only applications.**

As you work the 29-day report and see the cases that will close for missed interview, you can go into case to see if all mandatory verification is there to be processed

Steps for Waived Interview Process

1. In the Interviewed/Applicant Details Logical Unit of work, the date interviewed will be the date of application and interview type will be telephone.

Summary Details Visited 39

Individual Interviewed / Applicant - Details

Case Name: Interview_Snap Case #: 122632450 Case Action: Intake Case Status: Pending

Reset Previous Continue

Individual Information

Date Interviewed: [01/06/2020] Interview Type: [Home Visit, In Person, Not Required, Postponed Interview, Telephone]

Face to Face Interview Reason: [Household Requested Interview]

Did the client consent for the phone interview: [NO]

Name: [] Individual ID: []

Individual Detail Information

Prefix: [] First: [] Middle: [] Last: [] Suffix: []

Relationship to Client: []

ID Verification: []

Reset Previous Continue

- In the Appointment-Details logical unit of work the appointment status will be “Showed/Waived”, the date will be application date, begin and end time will be the time you are processing the application, appointment type will be application, and interview type will be phone.

Waiver of Recertification Interview

Effective Date	End Date	Summary	Category Impacts	NMAC
November 2, 2020	December 31, 2021	Recert Interviews can be waived and processed following IR rules.	SNAP & TANF	8.139.120.8 NMAC 8.102.120 NMAC

Process:

For processing of recertifications please refer to **IBP ASPEN-50366**.

- Recertification tasks remaining in the queue, process following IR rules.
- Previously scheduled appointments for interviews should still be held.
 - Call the customer at the scheduled time and inform them of the recertification approval.
 - If the customer does not show for the interview, the recertification can be processed following IR rules.
- Customers that contact CCSC to complete their recertification and the task has not been completed, the CCSC agent must:
 - Process the recertification as a normal by completing the recertification process.
 - If the recertification has been processed, review the information with the customer to see if there are any changes that need to be made and update the case through a case change.
 - If there is pending verification for a recertification that has been processed previously, the, review the information with the customer and update the case accordingly.
- ASPEN updates the mandatory HUMADs as received by updating the appropriate unverified data collection information as “Other Acceptable” and generates a report, listing the cases and its details.

Waived Interim Report (IR)

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	June 30, 2021	If an IR cannot be processed under normal processing, ASPEN will automatically continue their certification period for households with an IR due.	SNAP & TANF	8.139.120.9B NMAC 8.102.120.11C NMAC

Process:

IR's will be waived by ASPEN. A case comment will automatically be generated and an ISD 201 Notice to Client, will be issued to notify the client that their IR is being waived due to the COVID – 19 State of Public Health Emergency. A report will be generated for tracking purposes. The field does not have to do anything with the report currently.

If an IR or any pending verification is received, the following process will apply:

- IRs that are received and have all mandatory verification will automatically be extended by the system, the worker will review the IR and enter any changes in case change mode only.
- If no changes are needed, worker will simply mark task complete.
- IR's that are received but are lacking all or some mandatory verification, will automatically be extended by the system. The worker will review the IR and process as normal.
- Tasks will not automatically be marked as complete. Workers must process tasks as normal in a case change action to ensure case information is correct. Case changes for extended cases will not affect the certification period.
- Certification period override should not be used for processing any IRs that have had the certification period extended by the system.
- ASPEN will update the mandatory HUMADs as received by updating the appropriate unverified data collection information as "Other Acceptable" and generate a report listing the cases and its details. Workers should not update this field for extended interim reports.

Extension of Certification Periods

Effective Date	End Date	Summary	Category	NMAC
November 2, 2020	June 30, 2021	If a Recertification cannot be processed under normal processing, ASPEN will automatically extend certification periods for households scheduled to recertify.	SNAP & TANF	8.139.120.8 NMAC 8.102.120.9B NMAC 8.106.120.9 NMAC 8.106.120.10 NMAC

Process:

Recertification applications will continue to be issued to customers. Any recertification that has not been processed by the end of the month will be automatically extended by ASPEN for 6 months, for the months of October, November, and December 2020 as well as January, February, March, April, May and June 2021. A case comment will automatically be generated and an ISD 201 Notice to Client, will be issued to notify the client that their certification period is being extended due to the COVID – 19 State of Public Health Emergency. A report will be generated for tracking purposes. The field will not have to do anything with the report currently.

For questions regarding this IPP, please contact Monica Sandoval, SNAP Program Coordinator, via e-mail at Monica.Sandoval@state.nm.us or by telephone at (505)396-0314.