

New Mexico Human Services Department
FY 2021 Amendment V.2
6/21/2021

NEW MEXICO

FFY21 E&T State Plan Amendment

Federal Fiscal Year 2021

6/21/2021

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Section A: Cover Page and Authorized Signatures

State: New Mexico

State Agency: Human Services Department

Federal FY: 2021

Date: 6/21/2021

Primary Contacts: Complete the table with the name, title, phone and email address for those State agency personnel who should be contacted with questions about the E&T plan. Add additional rows if needed.

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6/23/2021

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Danny Sandoval

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State Agency Fiscal Reviewer

6/21/2021

Date

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Section B: Assurance Statements	
<i>Check box at right to indicate you have read and understand each statement.</i>	
I. The State agency is accountable for the content of the State E&T plan and will provide oversight of any sub-grantees.	<input checked="" type="checkbox"/>
II. The State agency is fiscally responsible for E&T activities funded under the plan and is liable for repayment of unallowable costs.	<input checked="" type="checkbox"/>
III. State education costs will not be supplanted with Federal E&T funds.	<input checked="" type="checkbox"/>
IV. Cash or in-kind donations from other non-Federal sources have not been claimed or used as a match or reimbursement under any other Federal program.	<input checked="" type="checkbox"/>
V. If in-kind goods and services are part of the budget, only public in-kind services are included. No private in-kind goods or services are claimed.	<input checked="" type="checkbox"/>
VI. Documentation of State agency costs, payments, and donations for approved E&T activities are maintained by the State agency and available for USDA review and audit.	<input checked="" type="checkbox"/>
VII. Contracts are procured through appropriate procedures governed by State procurement regulations.	<input checked="" type="checkbox"/>
VIII. Program activities are conducted in compliance with all applicable Federal laws, rules, and regulations including Civil Rights and OMB regulations governing cost issues.	<input checked="" type="checkbox"/>
IX. E&T education activities directly enhance the employability of the participants; there is a direct link between the education activities and job-readiness.	<input checked="" type="checkbox"/>
X. Program activities and expenses are reasonable and necessary to accomplish the goals and objectives of SNAP E&T.	<input checked="" type="checkbox"/>
XI. The E&T Program is implemented in a manner that is responsive to the special needs of American Indians on Reservations. State shall: consult on an ongoing basis about portions of State Plan which affect them; submit for comment all portions of the State Plan that affect the ITO; if appropriate and the extent practicable, include ITO suggestions in State plan. (For States with Indian Reservations only)	<input checked="" type="checkbox"/>

By signing on the cover page of this document, the State agency Director (or Commissioner) and financial representative certify that the above assurances are met.

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Acronyms

Below is a list of common acronyms utilized within this plan:

ABAWD	Able-Bodied Adult without Dependents
AIA	Agriculture Improvement Act of 2018
ASPEN	Automated System Program and Eligibility Network
EBT	Electronic Benefits Transfer
ECF	Electronic Case File
E&T	Employment and Training
FAA	Family Assistance Analysts
FFY	Federal Fiscal Year
FNS	Food and Nutrition Service
FTE	Full Time Employee
GA	General Assistance
HELPM	Help New Mexico, a community action agency
ISD	Income Support Division
ITO	Indian Tribal Organizations
NMAC	New Mexico Administrative Code
NMAEA	New Mexico Adult Education Association
NMDWS	New Mexico Department of Workforce Solutions
NMHSD	New Mexico Human Service Department
OMB	Office of Management Budget
PPDB	Policy and Program Development Bureau
RSDI	Retirement Survivors Disability Insurance
SNAP	Supplemental Nutrition Assistance Program
SSI	Supplemental Security Income
TANF	Temporary Assistance for Needy Families
USDA	United States Department of Agriculture
WIOA	Workforce Innovation and Opportunity Act
WorkPath	Management Information System for E&T. Integrated with ASPEN
YesNM	Online portal to allow customers to apply, renew, or update benefits

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Section C: State E&T Program, Operations and Policy Overview

I. Summary of the SNAP E&T Program

- Mission
- Scope of services
- Administrative structure of program

The mission of the New Mexico Human Services Department (NMHSD) is to transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities. The goal of the Income Support Division (ISD) is to relieve, minimize or eliminate poverty and to make available certain services for eligible low-income individuals and families through statewide programs of financial, food, and employment assistance, and training services. The SNAP Employment and Training (E&T) program increases SNAP recipients job opportunities leading to self- sufficiency. Assessments/interactions with participants are currently completed virtually or over the phone and are available statewide. In person services may be made available as the year progresses. If the participant requests in person services, providers will follow strict COVID-19 safety practices in accordance with NM's Public Health Order.

As a voluntary program, the NMHSD E&T program's goals are to promote self-sufficiency and assist participants in gaining employment that provides a living wage.

Scope of Services:

In addition to reducing the participant's need for financial assistance by increasing the potential of obtaining employment, the E&T program seeks to enhance the participant's sense of self-worth and esteem. The target population for participation in the E&T program are those that are between the ages of 16¹ and 59 and who express an interest in volunteering. If a SNAP recipient is receiving TANF, and/or applying or receiving GA, SSI, RSDI, or Unemployment Benefits (UCB), they will not be able to volunteer for the E&T program.

Participation in the E&T program can occur at any time an individual is active in SNAP.

Administrative structure of program:

The NMHSD is responsible for planning and developing program policies that encourage participants to meet their employment goals. Service delivery of the E&T program is the responsibility of ISD Central Office and Field staff as well as HELP New Mexico (HELPM), a contracted statewide community action agency.

¹ NMHSD and HELPM are aware that SNAP E&T funds cannot pay for services that are already available to youth ages 16 and 17 through a State entitlement program.

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	<p>NM’s SNAP E&T program offers a Job Search Training component.</p> <p>NMHSD and HELPNM administer the E&T program in accordance with 8.139.410.13 New Mexico Administrative Code (NMAC) and 7 CFR 273.7.</p>
<p>II. Program Changes</p> <ul style="list-style-type: none"> • New initiatives • Significant changes in State policy or funding 	<p>NMHSD remains a voluntary program for FFY21.</p> <p>NMHSD is responsible for determining whether a participant is eligible for participation. Individuals who are eligible are encouraged to participate voluntarily in the SNAP E&T program during the initial eligibility and recertification interviews. ISD is responsible for assuring that all SNAP E&T eligible individuals are appropriately referred to HELPNM beginning July 1, 2021.</p> <p>E&T is a voluntary program and meeting with the participant will be the responsibility of both the participant and the HELPNM Case Manager. The Case Manager documents all interactions with the participant in WorkPath.</p> <p>The HELPNM Case Manager contacts the participant within 5 business days of referral receipt. Contact is attempted by telephone and written correspondence is sent to provide information about the SNAP E&T program. The written correspondence is sent by first-class mail, and it is presumed that any correspondence was received by the participant if it is not returned to ISD or HELPNM by the postal system.</p> <p>If the Case Manager was able to reach the participant by phone, the correspondence letter will indicate the date and time of an orientation and will indicate the participant’s rights and responsibilities on the reverse side.</p> <p>When the Case Manager is unable to reach the participant by phone, the correspondence will be a notice to the participant requesting for the participant to contact the Case Manager, including the Case Managers phone number and office hours. If the participant does not contact the Case Manager within 10 business days, the participant will be coded from voluntary participant to not participating in the E&T program in ASPEN.</p> <p>The orientation with the participant will be scheduled within 10 business days of the referral. The orientation may be done either individually or in a group setting. It may be provided virtually</p>

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through audio-visual methods as long as the participant has the opportunity for face-to-face questions and answers.

The orientation will include:

1. Information about E&T activities that may enable time-limited ABAWDs to earn more than 3 months of SNAP benefits in a 36-month period (for time-limited ABAWDs only).
2. The services, including support services, available through SNAP E&T and from other providers of similar services.
3. The date, time and address to report for SNAP E&T Case Management services, or how to connect virtually.

Case Management Services:

A Case Manager will meet, virtually or in person, with the participant within 15 business days of referral to begin Case Management services, do a comprehensive employability assessment, and begin to develop an Employment Plan (EP). During the assessment, and continuing through Case Management, the Case Manager will identify the need for and coordinate support services such as transportation and purchase of equipment or tools needed to complete their E&T activities.

The purpose of the assessment is to collect and evaluate information to identify a participant's employment goals, barriers, and support service needs. It is individualized and completed in a interactive face-to-face or virtual meetings with the participant. The information collected from this assessment is the basis for the EP. The assessment will be completed within 15 business days of the referral to SNAP E&T and will consider:

- The participant's literacy level (see Note below)
- The participant's ability to communicate in the English language.
- The participant's education and employment history.
- The estimated length of time it will take the participant to obtain employment.
- The participant's employment-related skills and abilities, barriers to employment, steps necessary to overcome the participant's barriers to employment and any special services needed to meet the participant's needs.

NOTE: Literacy testing may be routinely included as part of the assessment but is not required for all participants. The Case Manager will use available information about the participant (for

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example, how applications and other forms are completed, the participant's speech, participant disclosure, and reports from other sources) to form an opinion of the participant's literacy and reading capabilities. The participant's literacy capabilities should be tested if a problem is perceived. The Case Manager will record each participant's perceived and tested literacy and reading capability in the case record and refer the participant to local literacy programs, when appropriate.

The EP is a written plan created in coordination with the Case Manager and participant that specifies in detail the services to be provided to a participant, the requirements and level of effort with which the participant will comply and the possible consequence of not complying, such as exit from the program, inability to earn additional months of food benefits for ABAWDS, or no longer being able to obtain services from HELPNM. An EP will be developed within 30 days of the person being referred to SNAP E&T and will be based on the assessment conducted for the participant. The participant will sign and receive a copy of the EP. Participants who refuse to cooperate with development of the plan or to sign the plan can be considered as withdrawing from SNAP E&T. Development of an EP is required only once in any 12 consecutive months but will be regularly updated and accurately reflect the activities of the participant at any given time.

The following items will be addressed and included in the EP if they apply to the participant:

- Referral as necessary to available accredited remedial training programs designed to address barriers to employment. This may include placement in:
 - English as a Second Language (ESL) skills programs.
 - Literacy training programs.
 - Adult Basic Education (ABE) or secondary education programs.
 - Other remedial or skill enhancement programs.
- Referrals to the appropriate agency designed to assist participants with overcoming barriers which impede successful transition to work when circumstances require intervention in areas outside the expertise of HELPNM or require other resources.

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The Case Manager will maintain ongoing contact with the participant, via in person meetings, telephone or video conferencing, to determine progress, compliance, and any counseling or services needed. The Case Manager will have, at minimum, 1 monthly contact with each participant for these purposes, and this contact will be documented in WorkPath.

When the Case Manager is unable to reach the participant, the Case Manager will mail a notice to the participant requesting for the participant to contact the Case Manager.

If the participant does not contact the Case Manager within 10 business days, the participant will be coded from voluntary participant to not participating in the E&T program in ASPEN.

Based on the information the participant provides on the assessment and in the EP, the participant will be placed in an E&T component to match their employment goals, interests and/or qualifications.

Job Search Training:

Job Search Training is a component that strives to enhance the job search skills of participants by providing instruction and high touch mentoring in job seeking techniques, increasing motivation and self-confidence for work, and understanding employer needs. The component consists of the Work Keys assessment, including Applied Mathematics, Locating Information and Reading for Information, job placement services, high-touch application assistance, and training in aspects of the job search process including resume writing, interviewing, appropriate dress, social skills, and using job search technology.

Individuals participating in this component are expected to adhere to the EP and will participate in at least four (4) activities within six weeks that range from 4 – 20 total hours per week, with schedules left to the discretion of the provider.

Case managers will ensure that the participant is making satisfactory progress in the program. Satisfactory progress will be defined in the participant's EP.

Participants are reimbursed for any out-of-pocket costs of participating up to maximum of \$25 monthly.

Additionally, NMHSD is contracting with Deloitte to develop and implement the WorkPath, a new case management platform which

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will enable the E&T Coordinators and HELPNM Case Managers to perform the Case Management operations and provide various services to participants. Initial release of WorkPath is scheduled for September 5, 2021, with additional features, including ability to send correspondence automatically and upload documents to the Electronic Case File (ECF), scheduled for release in December 2021. This software will interface with ASPEN, NMHSD's interactive eligibility system, allowing information to flow between the NMHSD Family Assistance Analyst (FAA) and the HELPNM Case Manager. This change will automate much of the current process, enabling the HELPNM staff to successfully begin administration of the E&T Program. Additionally, this will allow for the future expansion of the program to include new components.

When an individual volunteers to participate, their contact, employment and education information from ASPEN will become available to the HELPNM Case Manager in WorkPath.

HELPNM Case Managers will use WorkPath to send correspondence and track appointments of participants. All contacts, or attempted contacts, and case notes from the Case Manager will be recorded in WorkPath.

The information gained in the Employability Assessment, including previous work experience, strengths and skill, and barriers, will be recorded in WorkPath. This will also be where the Employability Plan is created, recorded and updated.

Information regarding component participation is tracked in WorkPath, including successful completions or reason why the participant was not successful. This information can be used not only for Outcome Measures, but to see trends and provide data for improvement of the E&T Program.

WorkPath will also allow HELPNM Case Managers to request reimbursements for the participant. This will result in a task being created for the E&T Coordinator to review the case and ensure the participant qualifies for the reimbursement before approving it.

WorkPath will also enable the E&T Coordinators the ability to oversee the HELPNM administration of the E&T Program by providing real time access to all participant information. WorkPath will also provide reports that display key statistics on E&T participation (i.e., Number of referrals, various Provider statistics, Status of referral, Participation summary).

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<p>III. Workforce Development System</p> <ul style="list-style-type: none"> • General description • In-demand and emerging industries and occupations • Connection to SNAP E&T, components offered through such system, career pathways, and credentials available 	<p>NMHSD is partnering with HELPNM to administer the SNAP E&T program. HELPNM is a WIOA partner and provider for the Northern and Central regions of New Mexico. Participants who require WIOA services who are outside of HELPNM's WIOA coverage area will continue to be referred to other WIOA providers, as needed.</p> <p>NMHSD's E&T Coordinators attend regional board meetings for all regions of NMs Workforce Development Boards, participating to ensure that E&T program growth aligns with WIOA programs while not duplicating services.</p> <p>Based on Labor Market Information, found on the NMDWS website, the fastest growing industries and occupations are health care, social assistance, personal care aids, accommodation, and food services.</p>
<p>IV. Other Employment Programs</p> <ul style="list-style-type: none"> • TANF, General Assistance, etc. • Coordination efforts, if applicable 	<p>The NMHSD does not have any other employment programs that serve SNAP recipients in conjunction with WIOA/TANF/GA recipients.</p> <p>N/A</p>
<p>V. Consultation with Tribal Organizations</p> <ul style="list-style-type: none"> • Description of consultation efforts • Services available through E&T 	<p>NMHSD informed Tribal organizations and provided a copy of the proposed FFY 21 E&T State Plan for their review, comments, and feedback. They have until September 6, 2020 to request a government-to-government consultation and to provide any comments and or feedback regarding the FFY 21 E&T State Plan. Tribal organizations had no concerns or comments' regarding any previous E&T State Plans and NMHSD does not anticipate any concerns with the proposed FFY 21 plan as there are no significant changes. In accordance with New Mexico's State Tribal Collaboration Act, NMHSD will address any concerns or inquiries made from Tribal Organizations.</p>
<p>VI. State Options</p> <ul style="list-style-type: none"> • Select options the State is applying 	<ul style="list-style-type: none"> <input type="checkbox"/> Serving applicants <input type="checkbox"/> Serving zero-benefit households <input type="checkbox"/> Serving mandatory participants only <input type="checkbox"/> Serving mandatory and voluntary participants <input checked="" type="checkbox"/> Voluntary participants only
<p>VII. Screening Process</p> <ul style="list-style-type: none"> • Process for identifying whether work registrant should be referred to E&T 	<p>The NMHSD Family Assistance Analyst (FAA) is responsible for intake and screening at initial certification and recertification. An interview is scheduled when the application is received and must be conducted prior to disposition. The interview is an official and confidential discussion of the household's circumstances. The FAA gathers information and clarifies any unclear or incomplete information to ensure a correct eligibility determination is made on the case.</p>

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During the interview, the FAA reviews all federal exemptions with the applicant/recipient using the “Important Benefit Information” notice (FSP 013) to determine whether the individual applying for SNAP benefits is subject to the general work requirements. If the individual does not qualify for any of the federal exemptions, information regarding the pertinent work requirements, how to comply and the consequences for failure to comply will be provided to the individual, both orally and in writing. NMHSD registers each mandatory household member for work with their signature on the application for assistance. Individuals that meet a federal exemption will be informed of their exempt status.

NMHSD offers a voluntary E&T program. The target population are individuals:

- Currently receiving SNAP;
- Between the ages of 16² and 59 who express an interest in volunteering; and
- Not receiving TANF, and/or applying or receiving GA, SSI, RSDI, or Unemployment Benefits (UCB).

During the interview, the FAA explains to the SNAP participant what E&T is, that participation is voluntary, the advantages of volunteering, how to volunteer, and how to request reimbursements for out-of-pocket expenses that are reasonably necessary and directly related to participation in the E&T program.

It is explained that the reimbursement amount will not exceed \$25 per month, which is the amount set by NMHSD, even if their expenses to participate are in excess.

If the participant expresses interest, the FAA registers the participant as a volunteer in ASPEN for tracking purposes. A referral task will be created real time for the HELPNM Case Manager in WorkPath upon certification and disposition of an approved SNAP case in ASPEN. When the referral is received from the FAA, the HELPNM Case Manager will attempt to reach the participant by phone within 5 business days from the time the referral is received.

² NMHSD and HELPNM are aware that SNAP E&T funds cannot pay for services that are already available to youth ages 16 and 17 through a State entitlement program.

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<p>VII. Conciliation Process (if applicable)</p> <ul style="list-style-type: none"> • Procedures for conciliation • Length 	<p>N/A</p> <p>Due to the voluntary nature of the program, the NMHSD does not offer a conciliation process as part of the E&T program.</p>
<p>IX. Disqualification Policy</p> <ul style="list-style-type: none"> • Length of disqualification period • Sanction applies to individual or entire household 	<p>N/A</p> <p>Due to the voluntary nature of the program, the NMHSD does not disqualify or sanction as part of the E&T program.</p> <p>Currently, NMHSD only applies disqualifications to those that fail to meet SNAP General Work Requirements.</p> <p>Disqualifications apply to the individual. The disqualifications will be applied to those individuals who are out of compliance and without good cause with the SNAP general work requirements. Consequences of non-compliance with work requirements will be in accordance with 7 CFR 273.7(f).</p> <p>The following disqualifications apply for failure or refusal to comply with SNAP general work requirements without good cause. Prior to placing any disqualification good cause is reviewed before a Notice of Action is sent to the customer.</p> <p>First Occurrence: the individual will be disqualified for three months;</p> <p>Second Occurrence: the individual will be disqualified for six months; and</p> <p>Third or Subsequent Occurrence: the individual will be disqualified for 12 months.</p>
<p>X. Participant Reimbursements</p> <ul style="list-style-type: none"> • List all participant reimbursements (or link to State policy/handbook) • Reimbursement cap • Payment method (in advance or as reimbursement) 	<p>If a participant acquires out of pocket expenses reasonably necessary and directly related to participation in the program, they may receive a reimbursement of \$25 monthly upon request, in accordance with 8.139.410.13 NMAC and 7 CFR 237.7 (d) (4). The participant must provide documentation in accordance with 7 CFR 273.7(d)(4) by providing NMHD with a SNAP E&T Reimbursement Claim form (FSP 020), either in-person, through their HELPNM case manager or directly through YesNM, for each month that they request the reimbursement. The documents will be placed into the participants ECF and an alert created for the NMHSD E&T Coordinator. The NMHSD E&T Coordinator will review</p>

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	<p>all the documents provided and determine if the reimbursement is appropriate.</p> <p>The reimbursement request documents in WorkPath will be reviewed to verify that:</p> <ul style="list-style-type: none"> • The participant requesting the reimbursement was receiving SNAP for the month of the request; • The participant was actively participating in a qualifying component with HELPNM; • The FSP 020 was completed thoroughly, and the costs incurred are reasonably necessary and directly related to participating in E&T; and • The participant has not already received a reimbursement for that month. <p>Due to the voluntary nature of E&T program there is no cap on the number of reimbursement requests for out-of- pocket expenses directly related to participation in E&T during the certification period; they can potentially receive a reimbursement each month. Reimbursements are issued as cash on the participants existing EBT account. Upon verification of participation in the E&T program with appropriate documentation provided by the participant, the E&T Coordinator will enter case comments regarding the reimbursement request.</p>
<p>XI. Work Registrant Data</p> <ul style="list-style-type: none"> • Methodology used to count work registrants 	<p>SNAP participants not otherwise exempt from the SNAP general work requirements in accordance with 7 CFR 273.7(b)(1) will be included in the count to determine the number of work registrants in the State.</p> <p>The NMHSD utilizes ASPEN, an on-line interactive system in determining eligibility and providing benefits and assistance payments for SNAP and for all other programs administered by the NMHSD. ASPEN is the system currently being utilized to generate a report, FNS-583, of new work registrants that is available quarterly; it is used to obtain the initial count of work registrants at the beginning of each new FFY.</p> <p>Method for Obtaining Initial Count of Work Registrants: The number of work registrants receiving SNAP on October 1 of the new FFY will be generated on the FNS 583.</p> <p>Individuals will be included in the count if they do not qualify for a federal exemption; this will be determined during the interview process and data entry in ASPEN to gather the correct count. If the</p>

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individual qualifies for a federal exemption, they will not be included in this count. This count is produced for the 1st quarter report only and will remain the same for the current FFY.

Method for Ensuring an Unduplicated Work Registrant Count:

During the interview, the FAA gathers all information from the applicant and reviews all possible federal exemptions to determine work registration status. As the FAA processes the case through ASPEN and enters all information, the applicant will be determined as either mandatory or exempt from SNAP general work requirements and will be correctly reported as such. If the individual was captured on the 1st quarter report as a work registrant, they will not be counted again in any other month for that FFY.

Number of new work registrants:

This count is unduplicated; once an individual is captured on the report, they will not be counted again for that FFY. ASPEN utilizes social security numbers to determine if an individual has been counted in Line 1 or Line 2 of the report for the FFY, and once counted, the individual will not be included in the report again for that FFY.

The method for ensuring that the count is unduplicated is: Line 1: Number of work registrants receiving SNAP on October 1 of the new FFY

- As of September 30th, the total number of unduplicated individuals who are actively receiving SNAP benefits. (SNAP, DSNAP, and TFS) for the months of September and October will be counted (including individuals receiving SNAP for at least one day in either month, the individual is reported).
- The population should only include individuals who are approved for SNAP and do not qualify for a federal exemption.
- The age criterion (16-59) is calculated at the end of the reporting month.
- The report displays the count for Line 1 for all the runs of the report to show the baseline count. The Line 1 count is reported in Quarter 1.
- Line 2: Number of New Work Registrants:
- To determine Line 2 individuals are included following the same criteria as Line 1.

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	<ul style="list-style-type: none"> • Retro-Approvals: An individual will be counted in the month they are approved. For example, if an applicant applies in December but is approved in January they will be counted in January. In order to include this individual in the report, the reporting logic is to count all the individuals who were approved for SNAP in the reporting month and not for the reporting month. If the count of individuals who were approved for SNAP for the reporting month is counted, then the retro-approvals shall not be reported in any of the quarters. • Quarter 2 report in Line 2-Month 1 (January). • This count (for all four quarters) shall not include individuals who were counted in Line 1. • This count shall be unduplicated for the FFY; i.e. an individual can only be reported only once in Line 2 during all four quarters of the report.
XII. Outcome Reporting Data Source and Methodology <ul style="list-style-type: none"> • Data sources • Methodology 	<p>All reports as mandated by the National Reporting Measures of USDA have been developed and standardized as applicable to the components provided by NMHSD.</p> <p>NMHSD utilizes the ASPEN System to collect the necessary information. The NMHSD will work towards using the existing interface with DWS to tie Quarterly Wage Data with the Outcomes Report in WorkPath which will replace existing ASPEN logic.</p> <p>NMHSD has designed, developed and created reports for the FFY ending each proceeding September 30th. The annual data as mandated to FNS contains the following:</p> <ul style="list-style-type: none"> • The number and percentage of E&T participants and former participants who are in unsubsidized employment during the 2nd quarter after completion of participation in E&T; • The number and percentage of E&T participants and former participants who are in unsubsidized employment during the 4th quarter after completion of participation in E&T; • The median quarterly earnings of all the E&T participants and former participants who are in unsubsidized employment during the 2nd quarter after completion of participation in E&T; and

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- The number and percentage of participants that completed training, educational, work experience or an on- the-job training component based on NMHSD offered components.

For any component that has 100 or more participants, the NMHSD includes reporting measures that outline the following:

- The percentage and number of program participants who received E&T services and are in unsubsidized employment subsequent to the receipt of those services;
- The percentage and number of participants who obtain a recognized credential, a registered apprenticeship, or a regular secondary school diploma (or its recognized equivalent), while participating in, or within 1 year after receiving E&T services;
- The percentage and number of participants who are in an education or training program that is intended to lead to a recognized credential, a registered apprenticeship an on-the-job training program, a regular secondary school diploma (or its recognized equivalent), or unsubsidized employment; and
- Measures developed to assess the skills acquisition of E&T program participants that reflect the goals of the specific components including the percentage and number of participants who are meeting program requirements or are gaining skills likely to lead to employment.
- The reports are constructed utilizing data contained within ASPEN and are comprised of the following characteristics for E&T participants:
 - Individual is a voluntary or mandatory participant.
 - Participant achieved a high school degree (or GED) prior to being provided with E&T services.
 - Participant is an ABAWD.
 - Participant speaks English as a second language.
 - Participant's gender.
 - Participant's age (within these ranges 16-17, 18-35, 36-49, 50-59, 60 or older).
- Report will be submitted January 1, 2021, using Q3 & Q4 of FY2019 and Q1 & Q2 of FY 2020. Numerator will be the total number of E&T participants that gained unsubsidized employment within 90 days of completion of E&T services. The Denominator is the total participants within the E&T program.

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Section C: State E&T Program, Operations and Policy Overview

E&T Tracking Functionality

Beginning September 5, 2021, the NMHSD will utilize WorkPath to track all E&T activities for NMHSD: WorkPath will track:

- Acceptable and current E&T activity components.
- Activities that determine E&T compliance.
- Non-compliance with E&T activities.
- Issuance and tracking of E&T support services (reimbursements at individual level).
- Creates a report that contains all necessary elements mandated to be reported in the annual E&T reporting measures.

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Section D: Pledge to Serve All At-Risk ABAWDs (if applicable) <i>State agencies wishing to receive pledge funds should identify a desire to pledge and provide the following information:</i>	
I. Is the State agency pledging to offer qualifying activities to all at-risk ABAWDs?	N/A
II. Information about the size & needs of ABAWD population	N/A
III. The counties/areas where pledge services will be offered	N/A
IV. Estimated cost to fulfill pledge	N/A
V. Description of State agency capacity to serve at-risk ABAWDs	N/A
VI. Management controls in place to meet pledge requirements	N/A
VII. Description of education, training and workfare components State agency will offer to meet ABAWD work requirements	N/A

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Section E: E&T Component Detail

Components by Category (*Non-Education, Non-Work Components; Education Components; Work Components*)

Non-education, Non-Work Components

Component	Description	Geographic Area	Target Audience	Estimated monthly participants (unduplicated count)	Estimated Monthly cost*	Calculated Annual cost	Calculated Annual Cost per participant	Provider	Reporting Measure(s) – if > 100 participants
Job Search Training *Based on 3 month prorated time 7/1 – 9/30	Job Search Training, provided by HELPNM, strives to enhance the job search skills of participants by providing instruction and mentoring in job seeking techniques, increasing motivation and self-confidence for work, and understanding employer needs. The component consists of the Work Keys assessment, job placement services, application assistance, and training in aspects of the job search process. Services will be provided virtually or telephonically but	Statewide	Volunteers	*13	*\$90,703	*\$272,109	*\$6,977	HELPNM	The number and percentage of participants who obtained employment during the second quarter after completion of this component. Participants who find a living wage employment are considered as successfully completing the component.

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	may be completed in-person if requested. Individuals participating in this will participate in at least four (4) activities within six weeks that range from 4 – 20 total hours per week.								
Total Component Participation and costs				*13	\$90,703	*\$272,109	*\$6,977		

Education Components
Work Components

- * **Ensure this total is equal to Total Provider Contracts (Line C), if applicable, of Section J**
- * **Limit anticipated monthly cost to administrative costs only. Do not include participant reimbursements.**
- * **Please round all amounts up to the next dollar.**

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Section F: Estimated Participant Levels

Section F: Estimated Participant Levels	
I. Anticipated number of work registrants in the State during the Federal FY (unduplicated count):	83,610
II. Estimated Number of Work Registrants Exempt from E&T	83,610
List below planned State option exemption categories and the number of work registrants expected to be included in each during the Federal FY	
1. Currently ISD is administering a Voluntary E&T program	<u>83,610</u>
2.	_____
3.	_____
4.	_____
5.	_____
6.	_____
(Add more rows as needed)	
III. Percent of all work registrants exempt from E&T (line II/line I)	100%
IV. Anticipated number of mandatory E&T participants (line I – line II)	0
V. Anticipated number of voluntary E&T participants	100
VI. Anticipated number of ABAWDs in the State during the Federal FY	44,694
VII. Anticipated number of ABAWDs in waived areas of the State during the Federal FY	44,694
VIII. Anticipated number of ABAWDs to be exempted under the State's 12 percent ABAWD exemption allowance during the Federal FY	0
IX. Number of potential at-risk ABAWDs expected in the State during the Federal FY (line VI–(lines VII+VIII))	0

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Section G: Summary of Partnerships and /or Contracts

Partner/ Contractor	Nature of Contract (Consulting, Data Analysis, E&T Services, Other)	Total Admin Costs	Total Participant Reimbursements Costs	Total Cost	% of Total Budget
<i>HELP New Mexico</i>	<i>E&T Services</i>	\$272,109	\$0	\$272,109	18.41%

For each partner/contractor that receives more than 10% of the E&T operating budget, complete and attach a Contractor Detail Addendum.

Section H: Contractor Detail Addendum

Partner/Contract Name	HELP New Mexico
Monitoring and communication with contractor (s)	NMHSD SNAP E&T Coordinators will monitor HELPNM for programmatic and contractual compliance. Monitoring will include annual on-site visits, quarterly meetings in person or via video conferencing, and periodic contact via telephone, written, or email correspondence. Policy revisions are shared by email with the provider when revisions are made.

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Role of Contractor	HELPMNM will contract with NMHSD to contact referents, conduct assessments, provide case management, and place the participants in appropriate components (Job Search Training) and report outcomes to NMHSD.			
Timeline	Start	7/2021	End	9/30/2021
Description of Activities/Services	HELPMNM will serve referred volunteer participants by providing orientation, Case Management services, including an employability assessment, and placement in one of the following components: Job Search Training Job Search Training is a component that strives to enhance the job search skills of participants by providing instruction and high touch mentoring in job seeking techniques, increasing motivation and self-confidence for work, understanding employer needs, and training in aspects of the job search process including resume writing, interviewing, appropriate dress, social skills, and using job search technology.			
Funding	Administrative and participant services through HELPMNM are funded with 100% funds. Participant reimbursements are funded with 50% federal and 50% state funds.			
Evaluation	Performance indicators are included in the contract. If the contractor fails to meet performance goals, the contract may be ended. The contract will be monitored monthly by reviewing invoices for allowable costs and reviewing participant progress through WorkPath.			

Section Ia: Operation Budget

<i>New Mexico Human Service Department Total E&T Budget</i>	Match	Federal cost	Total
I. Direct Costs:			
a) Salary/Wages		\$ 49,632	\$ 49,632
b) Fringe Benefits*		\$ 18,364	\$ 18,364
c) E&T Provider Contracts		\$ 272,109	\$ 272,109
d) Non-capital Equipment and Supplies		\$ 550	\$ 550

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e) Materials			
f) Travel		\$ 325	\$ 325
g) Building/Space		\$ 2,169	\$ 2,169
h) Equipment & Other Capital Expenditures		\$ 1,700	\$ 1,700
i) Other State Agency Contractual Costs		\$1,130,000	\$1,130,000
j) Other Direct Cost			
Total Direct Costs		\$ 1,474,849	\$ 1,474,849
II. Indirect Costs:			
Total Indirect Costs	\$	-	
III. In-kind Contribution			
State in-kind contribution			
Total Admin Cost (I+II+III)		\$ 1,474,849	\$ 1,474,849
IV. Participant Reimbursement:			
a) Dependent Care			
b) Transportation & Other Costs	\$ 3,570	\$ 3,570	\$ 7,140
Total Participant Reimbursement Costs	\$ 3,570	\$ 3,570	\$ 7,140
<u>V. Total Costs</u>	<u>\$ 3,570</u>	<u>\$ 1,478,419</u>	<u>\$ 1,481,989</u>

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*** Attach an approval letter from the cognizant agency identifying the indirect cost rate being used.**

Section Ib: Grant Allocation

State Grant Allocation:	State Agency Share	E&T Partner Share	Federal Share
E&T ABAWD Funding			
100 Percent Federal E&T Grant			1,474,849
50 Percent Additional Admin. Excluding Participant Reimbursement			
50 percent Participant Reimbursement	3,570.00		3,570.00
TOTAL	3,570.00		1,478,419.00

Section J: Budget Narrative and Justification

	Match	Federal cost	Total	Narrative
I. Direct Costs:				

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a) Salary/Wages		\$ 49,632	\$ 49,632	<p>The salaries identified are for one full time employee (FTE) for the SNAP E&T program. This FTE will spend 100% of their time on E&T activities to include providing support and policy guidance on changes to ASPEN for the E&T program as well as promoting the program through working with outside entities to establish partnerships for the E&T program. The FTE will focus on expanding the components of the E&T program. To ensure that the E&T program is federally compliant and effectively serving our customers, the FTE will establish monitoring activities of the E&T program and will be E&T liaisons for NMHSD's central office and field office.</p>
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b) Fringe Benefits*		\$ 18,364	\$ 18,364	This is in addition to the salaries requested above. NM State employees require fringe benefits. The approved Fringe Benefit Rate Used is 39%.
c) E&T Provider Contracts		\$ 272,109	\$ 272,109	<p>HELPM will administer the SNAP E&T program in coordination with NMHSD. Once participants are referred to HELPM, they will be provided with an orientation, and then scheduled to begin Case Management services. These will include completing of an Employability Assessment with the Case Manager, completion of an Employability Plan, referral to needed E&T Components and assistance in barrier removal to ensure successful completion of E&T. Case Management appointments will happen at least monthly.</p> <p>HELPM will offer Job Search Training, a component that strives to enhance the job search skills of participants by providing instruction and high touch mentoring in job seeking techniques, increasing motivation and self-confidence for work, and understanding employer needs.</p>
d) Non-capital Equipment and Supplies		\$ 550	\$ 550	This amount is to cover supplies for the requested FTE. Paper, pens, and other general supplies they may need to do their daily tasks.

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e) Materials				
f) Travel		\$ 325	\$ 325	Once the travel ban is lifted on New Mexico State Agencies, this amount will cover all travel expenses for training, meetings and conferences associated with E&T. If not utilized, this amount will revert to FNS. Currently Public Health Orders implement strict travel restrictions. All training and conferences will be virtual until further notice.
g) Building/Space		\$ 2,169	\$ 2,169	This amount is to cover workspace rent for FTE in the ISD Central Office for the calendar year.
h) Equipment & Other Capital Expenditures		\$ 1,700	\$ 1,700	This amount is for laptop and phone line.
i) Other Contractual Costs		\$ 1,130,000	\$ 1,130,000	<p>The NMHSD is implementing a new case management platform, WorkPath, which will enable the E&T Coordinators and HELPNM Case Managers to perform the Case Management operations and providing various services to participants. This will include:</p> <ul style="list-style-type: none"> • E&T Core Activities: Services that support activities such as scheduling appointments, assessment, employment plan, assign activity components, participation tracking, disenrollment, support services, reimbursements, contact history and case notes. • Administrative services: Service that enables E&T Administrator to perform user access management and reassign referrals to a different provider/coordinator. • Reports: Display key statistics on E&T participation (i.e., Number of referrals, various Provider

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				statistics, Status of referral, Participation summary). <ul style="list-style-type: none"> • ASEP Integration: Services to enable real time updates to be interfaced to ASPEN with participant’s participation status, compliance/non-compliance updates, total hours worked for assigned component etc. This amount will cover costs of development and implementation of WorkPath. Initial release of WorkPath is scheduled for September 5, 2021, with additional features, including ability to send correspondence automatically and upload documents to the ECF, scheduled for release in December 2021.
j) Other Direct Cost				
Total Direct Costs		\$ 1,474,849	\$ 1,474,849	
II. Indirect Costs:				
*Approved Indirect Cost Rate Used:				<i>*Attach approved Indirect cost rate agreement</i>
Total Indirect Costs				
III. In-kind Contribution				
State in-kind contribution				
Total Admin Cost (I+II+III)		\$ 1,474,849	\$ 1,474,849	
IV. Participant Reimbursement:				

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a) Dependent Care				
b) Transportation & Other Costs	\$ 3,570	\$ 3,570	\$ 7,140	
Total Participant Reimbursement Costs	\$ 3,570	\$ 3,570	\$ 7,140	
<u>V. Total Costs</u>	<u>\$ 3,570</u>	<u>\$ 1,478,419</u>	<u>\$ 1,481,989</u>	

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Appendix B: Provider Budgets

	Match	Federal cost	Total	Narrative
I. Direct Costs:				
a) Salary/Wages		\$ 85,744	\$ 85,744	Salaries for 5.5 FTE (4 Career Navigators, Compliance Manager and .50 for Vice President Office of Strategy Community Engagement) for 3 months
b) Fringe Benefits*		\$ 31,981	\$ 31,981	Includes 15.01% FICA, Workers Compensation, Unemployment, Pension and Group Insurance
c) Contractual Costs		\$ 500	\$ 500	Estimated cost-share for audit costs
d) Non-capital Equipment and Supplies		\$ 48,228	\$ 48,228	Supplies, furniture and computers for staff and participants
e) Materials				
f) Travel		\$ 20,900	\$ 20,900	Travel required for Case Managers to reach rural offices to provide services and training to individuals supported in those areas, as well as for training, outreach, visits, and meetings
g) Building/Space		\$ 33,400	\$ 33,400	Cost share for office space
h) Equipment & Other Capital Expenditures				
i) Other Direct Cost		\$ 15,500	\$ 15,500	Cost for telephone, equipment rent, postage, utilities
i) Other Direct Cost		\$ 2,000	\$ 2,000	Trainings for onboarding new and updating existing Case Managers
Total Direct Costs		\$ 238,253	\$ 238,253	
II. Indirect Costs:				
*Approved Indirect Cost Rate Used:	14.21%			<i>*Attach approved Indirect cost rate agreement</i>
Total Indirect Costs		\$ 33,856	\$ 33,856	Approved NICRA is 14.21% based on all direct costs
III. In-kind Contribution				
State in-kind contribution				

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Total Admin Cost (I+II+III)		\$ 272,109	\$ 272,109	
IV. Participant Reimbursement:				
a) Dependent Care				
b) Transportation & Other Costs				
Total Participant Reimbursement Costs				
<u>V. Total Costs</u>		<u>\$ 272,109</u>	<u>\$ 272,109</u>	

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Appendix B: Agriculture Improvement Act Of 2018 Implementation Addendum

1. Describe the efforts taken by the State agency to consult with the State workforce development board or with private employers or employer organizations, if appropriate, in designing the State's SNAP E&T program. This description should include whom the State agency consulted.

NMHSD has had meetings with NMDWS leadership and will continue to meet to establish a solid partnership to ensure that NMHSD's volunteer E&T program participants are successful in obtaining and maintaining employment.

On December 30, 2019, NMHSD's SNAP Program Manager and the E&T Coordinator met with HELPNM, a WIOA partner, to discuss programs HELPNM offers as well as partnership opportunities. We discussed referring participants to HELPNM as a WIOA Partner to provide services beyond NMHSD's job search training and Case Management.

On January 5, 2020, NMHSD's SNAP Program Manager along with the E&T Coordinator attended a meeting at NMDWS to discuss components NMDWS could offer E&T, as well as options for partnership.

On February 12, 2020, NMHSD's SNAP Program Manager and the E&T Coordinator met with HELPNM to have further discussion of opportunities available.

On February 17, NMHSD's PPDB Bureau Chief, SNAP Program Manager and E&T Coordinator met with YDI, Inc, a WIOA partner to discuss components YDI could offer E&T and partnership opportunities.

On February 21, 2020, NMHSD's PPDB Bureau Chief, SNAP Program Manager and E&T Coordinator met with HELPNM to have a detailed discussion on programs and components offered by HELPNM and further partnership discussion including developing methods for participant tracking and data sharing.

Virtual communication between NMHSD and the WIOA partners have continued.

E&T Coordinators attend WIOA Core Partner's Meetings as well as NMDWS WIOA State Board meetings; attendees include representation from NMDWS, Adult Education, Commission for the Blind, and Division of Vocational Rehabilitation.

NMHSD understands the importance of implementing additional components and are taking necessary steps to create an effective E&T program.

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2. Describe the extent to which the State agency is carrying out SNAP E&T programs in coordination with Title I programs under the Workforce Innovation and Opportunity Act (WIOA).

NMHS is partnering with HELPNM to administer the SNAP E&T program. HELPNM is a WIOA partner and provider for the Northern and Central regions of New Mexico. Participants who require WIOA services who are outside of HELPNM's WIOA coverage area will continue to be referred to other WIOA providers, as needed.

NMHS's E&T Coordinators attend regional board meetings for all regions of NM's Workforce Development Boards, participating to ensure that E&T program growth aligns with WIOA programs while not duplicating services.

Case Management Services

Describe how the State agency will provide case management services in the State's E&T program. This description should include:

- the entity (or entities) who will be responsible for carrying-out case management services;
- the types of case management the State agency will provide, such as comprehensive intake assessments, individualized service plans, progress monitoring, and coordination with service providers; and
- how case management service providers will coordinate among E&T Providers, the State agency, and other community resources.

Once participants have been referred to HELPNM, and have completed an orientation, they begin Case Management services. Case Managers work with participants to do a comprehensive employability assessment and develop an individualized Employment Plan (EP). During the assessment, and after, the Case Manager will identify the need for and coordinate support services such as transportation and purchase of equipment or tools.

The Case Manager will maintain ongoing contact with the participant through minimum once a month contacts, either in person, via phone or video conference, to determine progress, compliance, and any counseling or services needed. Each Case Management contact with the participant will be documented in WorkPath.

HELPNM has an extensive list of partners and community resources they work with currently in their Community Service Block Grant and WIOA provider capacities that they can refer E&T participants to, if needed service or assistance is not provided by HELPNM.