

General Information Memorandum

ISD GI 16 - 32

TO: ISD Employees
FROM: Sean Pearson, Deputy Secretary 
RE: Replacement of SNAP Benefits Due to Misfortune or Disaster
DATE: July 5, 2016

This GI supersedes and rescinds all GI's, IPP's and MR's regarding the replacement of food purchased with SNAP benefits and destroyed through misfortune or disaster.

As outlined in 8.139.610.14 NMAC SNAP benefit allotments may be replaced under certain circumstances, such as, but not limited to, fire or flood.

State agencies may provide replacement issuances to a household when the household reports that food purchased with SNAP benefits was destroyed in a household misfortune.

Replacement benefits are different from Disaster SNAP benefits. Disaster SNAP is only issued when HSD has received approval from the USDA Food and Nutrition Services (FNS).

If New Mexico is approved for a Federal disaster declaration and the household is eligible for disaster SNAP benefits, the household shall not receive both the disaster allotment and a replacement allotment for a misfortune.

Replacements will be provided if a household:

- Reports a loss verbally or in writing within ten days of the date the food purchased with SNAP benefits was destroyed in a household misfortune or disaster;
- Provides ISD with a signed statement or affidavit (ISD 446) attesting to the household's loss via fax, e-mail, or US Mail;
- Provide verification of the misfortune or disaster declaration (i.e., collateral contacts, community agency documentation, fire department, Red Cross, etc.)

SNAP benefit allotments to replace food destroyed due to misfortune or disaster will be issued:

- Ten working days after the report or two working days after the receipt of the statement or ISD 446, whichever is later;

- If the signed statement or affidavit (ISD 446) is not received within 10 days of the date of report, no replacement shall be made;
- If the 10th day falls on a weekend or holiday, and the statement or affidavit (ISD 446) is received the day after the weekend or holiday, the State agency shall consider the statement timely received.
- Is limited up to the SNAP benefit allotment the household received in the month the food purchased with SNAP benefits was destroyed.

Upon receipt of the ISD 446 and verification of the misfortune or disaster, in order to expedite the issuance of benefits, the documentation is to be faxed to the ASPEN Help Desk at (505) 827-0035 or scanned to HSD-ASPENHD@state.nm.us and Anjali.Pulagala@state.nm.us.

All original documentation is to be mailed to:

NMHSD
Income Support Division
ASPEN Operations Bureau/ASPEN Help Desk
PO Box 2348
Santa Fe, New Mexico 87504

If you have any questions contact Marisa Vigil at (505)827- 1326 or via e-mail at marisa.vigil@state.nm.us or Anjali Pulagala at (505) 476-3661 or via e-mail at Anjali.Pulagala@state.nm.us.