



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary

Interim Policy & Procedure Memorandum

ISD IPP 22 – 01

TO: ISD Employees
FROM: Karmela Martinez, ISD Director 
RE: COVID-19 Waiver-Recertification Processing Rules
DATE: January 1, 2022

January 13, 2022 amended to add resource links

This IPP is effective January 1, 2022 and rescinds IPP 20-25: Adjustments to SNAP and Cash Processes, effective December 31, 2021, as well as all previous guidance regarding all COVID-19 waivers/adjustments.

Effective January 31, 2022, any verification, Interim Report (IR), or Periodic Reports (PR) not submitted to the Department will result in the benefits being terminated.

Effective January 1, 2022, New Mexico has been approved the following waiver:

- Apply IR rules to Satisfy Recertification Requirements; *the Terms and Conditions are located as an attachment to this document.*

Apply IR Rules to Satisfy Recertification Requirements

Effective Date	End Date	Summary	Category Impacts	NMAC
January 1, 2022	March 31, 2022, or 30 days after the NM Public Health Order ends, whichever comes first.	Apply IR rules to Recertification applications to simplify processing.	SNAP and TANF	8.139.120.8. 8.139.120.9; and 8.102.120 NMAC

Alternative procedure: Apply IR rules (8.139.120.9 NMAC) to satisfy the recertification requirements to establish a new certification period for those cases that are set to expire beginning January 2022 through the expiration of the waiver. This waiver can only be applied to households:

- 1- Which mandatory verifications have been provided and verified; and
- 2- The applicant's identity has been verified.

In accordance with 8.139.120.9 NMAC mandatory verifications are outlined and can be found at (<https://www.srca.nm.gov/parts/title08/08.139.0120.html>).

Also provided are links for additional resources to determine mandatory verifications related to IR rules.

Change reporting requirements:

https://nmhsd.sharepoint.com/sites/isdcollab/fog/Shared%20Documents/NM_Proc_Guide_NetHelp/index.aspx#!Documents/certificationperiods.htm

Verification Matrix:

https://nmhsd.sharepoint.com/sites/isdcollab/fog/Shared%20Documents/NM_Proc_Guide_NetHelp/index.aspx#!Documents/verificationmatrixtool.htm

Households with questionable information or mandatory verification that cannot be verified through a data match must be contacted following the one and done processes ([One and Done Principles and Verification Standards \(sharepoint.com\)](#)). If the one and done process is unsuccessful, the recertification process must be followed, and an interview must be scheduled.

In addition, TANF cases that are being recertified using the above waiver a phone call must be completed to inform them that they are mandatory to participate in the New Mexico Works Program.

Case comments need to include the following language when PR cases are processed as IRs:
"Processed case using IPP 22-01"

Processing in ASPEN:

To process a recertification refer to **IBP ASPEN- 85998**.

- Pull Recertification Task
- Log Recertification Packet

- Review the Recertification application
 - *Do you have all mandatory verification?*
 - *Yes* - process application.
 - *No* -review all data matches, complete the one and done process.
 - If you can obtain all mandatory verification, process application.
 - If you are NOT able to obtain all mandatory verification schedule a recertification interview.

Process to Waive Interview in ASPEN:

1. On the *Individual Interviewed/Applicant - Details* screen:
 - a. The *Date Interviewed* will be the date of application.
 - b. The *Interview Type* will be telephone.

2. On the *Appointment-Details* screen:
 - a. The *Appointment Status* will be “Showed/Waived”,
 - b. The *Date* will be the date you are working on recertification application,
 - c. The *Begin and End Time* will be the time you are processing the application,
 - d. The *Appointment Type* will be “recertification”,
 - e. The *Interview Type* will be telephone.

Appointment - Details

Case Name: Bruno Brian Case #: 160031104 Case Action: Intake Case Status: Pending

Reset Cancel Add Appointment Previous Continue

Schedule Appointment

Associated Office(s): Northwest Bernalillo County SD

Case Information Case/App #: 160031104 Employee Information Available Employee(s): 0002, Ben

Queue Information Available Queue:

Programs Program Category of Eligibility EDG #

Appointment Information

Appointment Status: Show/Refresh Date: 04/08/2020 Rescheduling Reason: Begin Time: 10:00 AM End Time: 12:00 PM Interview Type: Application Interview Type: In Person

Reset Cancel Add Appointment Previous Continue

This IPP is for current recertifications. Any past month recertifications that have been extended should be reviewed and treated as a change in change mode.

For questions regarding this IPP, please contact LouAnn Aguirre, SNAP Program Coordinator, via e-mail at louann.aguirre@state.nm.us or by telephone at 505 670-1971.

Attachments:
Standardized Terms and Conditions for: Use Periodic Reporting Procedures to Recertify Households

Standardized Terms and Conditions
Use Periodic Reporting Procedures to Recertify Households

Food and Nutrition Service (FNS) will allow State agencies to adjust:

SNAP regulations at 7 CFR 273.14(b)(2) through (4), which require State agencies to develop an application to be used by households when applying for recertification, use certain verification procedures for recertification, and that State agencies interview households as part of the recertification process.

Alternative procedure:

The State agency may use the periodic reporting procedures under 7 CFR 273.12(a)(5)(iii) to satisfy recertification requirements under 7 CFR 273.14 to establish a new certification period. The State may use its current periodic reporting procedures to recertify some or all participating households with recertification periods scheduled to expire in the period from January 1, 2022 up to the approved adjustment expiration date including cases whose certification periods or periodic reporting requirements were extended.

FNS is approving this adjustment subject to the following conditions:

1. The adjustment is applied only to those households for which mandatory verifications have been completed and the applicant's identity has been verified;
2. Sufficient controls in the State agency's policy and automation are in place to implement the terms of this adjustment correctly;
3. Households with questionable information that cannot be verified through data match are contacted;
4. FNS reserves the right to revoke adjustments that are not being used appropriately to support an eventual transition to regulatory compliance and regular operations.

Quality Control (QC) Procedures:

No special Quality Control (QC) procedures are required for cases subject to the provisions of this adjustment. Cases should be reviewed using standard review procedures contained in the FNS Handbook 310.

Evaluation Data Requirements for FFCRA Adjustments

- Within 45 days of the expiration or withdrawal of this option, the State agency must provide to FNS the data and analysis listed below for the required evaluation:
 - Estimated number of households affected by this option.
 - A narrative on the effect of program access and client satisfaction, including an analysis of any client or advocate complaints received related to the option procedure.
 - A narrative on the effect of providing timely and accurate benefits.
 - A narrative on the effect of any other aspects of the eligibility process including the ability to manage caseload growth and the impact on administrative efficiency.

State Declaration Requirement for FFCRA Adjustments

- The State WIMS user must attest to the presence of State-issued emergency declaration related to the COVID-19 pandemic at the time of request in order to implement an adjustment authorized by FFCRA.
- No adjustments may continue beyond the end of the month subsequent to the month in which the public health emergency declaration related to COVID-19 is lifted by the Secretary of Health and Human Services.