



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

General Information Memorandum

ISD GI 18 - 24 2nd AMENDMENT

TO: ISD Employees

FROM: *MB* Mary Brogdon, Division Director

RE: Phase II – EPPI process

Expedited Benefits w/Postponed Interview (EPPI) Waiver – Extension
Approved (#2110031)

DATE: May 11, 2018

This 2ND AMENDMENT to GI 18 – 24 AMENDED is issued to provide the process for releasing Expedite SNAP benefits when the previously scheduled interview is a “No Show” and timeframes to release SNAP Expedite Benefits on going utilizing Postponed Interview.

This **CHANGE** impacts Phase II offices which began the EPPI Phase II process on Monday May 7, 2018.

With the new process, when attempting to release the Expedite SNAP benefits when the previously scheduled interview was a “No-Show”, the case is denying incorrectly.

For example, interview was scheduled for the 3rd day from date of application, today is the 6th day and we are releasing the Expedite SNAP benefits utilizing the postponed interview. Because of the previously missed interview and the appointment being a “No-Show” the case is denying due to current ASPEN functionality. This is incorrect, the Expedite SNAP benefits should be released and case should not deny due to missed interview.

To avoid incorrect denials, any application that has already been scheduled for an interview and applicant was a no-show, when releasing the Expedite SNAP benefits please follow these steps:

Prior to releasing the Expedite SNAP benefit, reschedule the interview no later than 10 days from the date of Expedite SNAP benefit release.

On the Individual Interviewed/Applicant – Details Screen indicate that the Interview Type is a Postponed interview.

Individual Interviewed / Applicant - Details ? ★ [User Icon] [Refresh] [Print] [Home]

Case Name: Expedite Test Case #: 123286934 Case Action: Intake Case Status: Pending

Reset + Previous + Continue

Individual Information

• Date Interviewed: 05 / 11 / 2018 • Interview Type: Postponed Inter

Face to Face Interview Reason: Household Requested Interview

Did the client consent for the phone interview: NO

Name: Expedite Test 30M Individual #: 050300091

Individual Detail Information

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

Relationship to Client: []

ID Verification: []

Reset + Previous + Continue

Re-Schedule the Appointment on the Appointment-Summary Screen

Appointment - Summary ? ★ [User Icon] [Refresh] [Print] [Home]

Case Name: Expedite Test Case #: 123286934 Case Action: Intake Case Status: Pending

Add Appointment Previous Next

Date and Time	Appointment	Appointment Type	Case/App Number	Program	Appointment Status
05/11/2018 03:30 PM	Applicaton	In Person	123286934		Scheduled

Add Appointment Previous Next

If client fails to attend the 2nd scheduled interview, this will again be marked as a No-Show. If applicant requests a reschedule after this 2nd scheduled interview, this must be accommodated following current procedures for rescheduling missed appointments.

Effective immediately, until further notice, Phase II pilot offices will process Expedite Applications with Postponed Interview following the process as outline in the GI below.

The **CHANGE** to the process below is:

- Expedite SNAP benefits must be released same day interview is either missed or completed. If interview is scheduled on the 3rd day from date of application and applicant is a No-Show, SNAP expedite benefits must be released on the 3rd day, same day the interview was missed.
- All other processes must be followed.

The Food and Nutrition Services (FNS) recently approved New Mexico's request for an extension of the Waiver for Expedited Benefits w/Postponed Interview.

Under this waiver, households meeting expedited criteria and verified identity may receive SNAP benefits for up to two months without an interview, provided the Department has attempted to but is unable to make contact with the applicant to complete the interview.

FNS requires a targeted approach for this waiver's use, and requires that the Department apply this waiver criterion to 20 percent or less of the expedited service caseload. To comply with this requirement, the Department will implement the EPPI process outlined below in all of the ISD Field Offices.

As we progress in our implementation of our EPPI process we are implementing Phase II of this process. This phase will move our 10 pilot offices into our final EPPI process. All other field offices will incorporate the temporary EPPI process and implement the EPPI process in the remaining offices. Allowing the 10 pilot offices to move towards our permanent process will allow for a smoother and more consistent implementation in the remaining offices. Our pilot offices allow us to work through concerns and develop understandable and compliant processes for our staff. Our goal is to provide timely and accurate benefits to all customers.

The pilot offices listed below will now implement the next phase of the EPPI process which includes the process listed below in addition to:

- Expedite SNAP benefits will be released the 6th day following the date of application, UNLESS the interview is completed earlier. If interview is completed prior to the 6th day, expedite benefits must be released same day as interview is completed.

- S. Dona Ana
- Quay
- Lincoln
- SE Bernalillo
- San Juan
- Luna
- Sandoval
- Lea
- Torrance
- Socorro

Effective April 30, 2018 the EPPI process outline below will be implemented state-wide.

EPPI Process

ALL initial applications:

- **Must be screened for Expedite SNAP benefits the same day the household requests assistance** as per 7 CFR 7.273.2(i)(2). Please also refer to *SNAP Expedite training* Version 1.3 date July 07, 2017.

Verification:

All households entitled to expedited service need only to verify identity through readily available documentation or through a collateral contact (7 CFR 273.2 and 8.139.110.16A(2) NMAC)

Prior to requesting verification of identity, review the ECF and electronic data resources to determine if verification is readily available.

If identity cannot be verified using existing data one of the following may be requested:

- Photo ID; including driver's license;
- Birth certificate;
- School records;
- Church records;
- Hospital or insurance card;
- Letter from community resources;
- Voter registration card;
- Work ID
- ID for other assistance or social service program
- Wage stubs

All other eligibility factors may be postponed. **Reasonable efforts** must be made by ISD to verify residence, income, liquid resources, and all other eligibility factors.

- **With the exception of the pilot offices listed above:**
 - Expedite SNAP benefits **must be released same day.**
- A minimum of two cold calls to the applicant must be completed on the same day of screening. Staff must leave a message and document the attempts in case comments.
- To assist in identifying this as an Expedite SNAP case, case comments should include a statement to include the following information:
 - Expedite eligible, pending interview
 - Must be processed no later than {*Date that case must be process*}
 - Interview scheduled for {*Date of scheduled interview*}

- If attempts to contact the applicant or completion of the interview are unsuccessful:
 - Appointment must be scheduled for the 3rd day but no later than the 6th day following the date of application.
 - The first day of this count is the first calendar day after the application is filed.
- Applications eligible for expedite SNAP benefits must be tracked to ensure that benefits are released on the 6th day to remain compliant with SNAP expedite policy. Staff will use the SNAP Expedited Report that is received daily to accomplish the tracking of these applications.
- If the applicant calls back the same day to complete the interview and reaches the Customer Service Center (CSC), CSC will complete the interview.
- If the applicant calls back the same day to complete the interview and reaches the office switchboard:
 - the switchboard operator will create a Reception Task “in lobby” in ASPEN that will be handled in the order received by the team working that queue; and
 - the switchboard operator will confirm the call back number and inform the applicant a staff member will call back within 30 minutes to complete the interview.
- If the interview is completed after the Expedite SNAP benefits are processed/released, but on the same day, ASPEN must be changed from a “Postponed Interview” to reflect the type of interview that was completed.

ESP Central Print Process

(The following process is to be used until the CR for mailing time goes into implementation)

- In Pending Correspondence select the ISD127 Notice of Appointment radio button and click Next
 - click on the local print button & the document will open up in a separate window
 - click on the X in the upper right hand to close that window
 - Back out and click on Correspondence,
 - View History
 - Select ISD127 Notice of Appointment
 - Next
 - Click on Central Print
- Upon generating the notice, it will be sent to Adelante the following morning to be mailed out.

The system will continue to issue Electronic Benefit Transfer (EBT) cards at registration of the SNAP application for applicants new to SNAP. For those households who have previously been SNAP recipients the caseworker will need to discuss with the client if

they have an EBT card and offer the client the option to obtain an over-the-counter EBT card from the local office, if they do not already have one.

To facilitate access to the interview and provide assistance with the administrative process, lobby floaters, Greeters and Customer Service will explain the benefits of completing the interview and encourage applicants to wait to be interviewed if they are dropping off an application in person or if they are utilizing the Kiosks to submit their application.

If you have questions regarding this GI, please contact Rita Paz at Rita.Paz@state.nm.us or at 505-827-7286.

RESCINDED