




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18- 32

TO: ISD Employees
FROM:  Mary Brogdon, Division Director, Income Support Division
RE: LIHEAP Updated Changes and Processes
DATE: June 13, 2018

This memorandum replaces GI 16-60 and provides additional guidance for the Low Income Household Energy Assistance Program (LIHEAP).

1. Tribal households that live on tribal lands are not eligible for HSD-administered LIHEAP benefits if the tribe administers their own LIHEAP. This includes when the tribes exhaust their funding. The following tribes currently administer their own LIHEAP program:

- Navajo (Alamo, Cañoncito, Checkerboard, Main Reservation, Ramah and Tohajiilee)
- Zuni
- Jicarilla Apache
- Laguna
- Nambé
- Cochiti
- Jeméz
- Sandia
- Santa Ana
- Zia

A tribal household may be considered for HSD-administered LIHEAP benefits if the household meets one of the circumstances below and providing they meet income eligibility and heating/cooling responsibility requirements:

- Households with tribal members of the tribes administering their own LIHEAP but are not living on their tribe's tribal lands and did not receive LIHEAP benefits from their tribal government for the current LIHEAP season;
- Households with non-tribal members living on tribal lands who are excluded from eligibility for LIHEAP by the tribe administering their own LIHEAP;

- Households with tribal members of the tribes administering their own LIHEAP and are living on their tribe's tribal land but have been denied assistance for the current LIHEAP season and can provide denial verification; and
 - At the direction of the HSD secretary, HSD may serve tribal members normally excluded due to Subsection A of 8.150.410.12 NMAC if they have not been or do not expect to be served by the tribal LIHEAP.
2. ASPEN will start counting Tribal TANF towards LIHEAP calculation. This amount will need to be entered under "Other-In-State Benefit" on the Unearned Income Screen. If the information is "Questionable" or is "Not Verified", the LIHEAP request from the household will need to be pended and a HUMAD requesting this verification will need to be generated.

If the Tribal TANF record is not valid for the LIHEAP application month, the "Circumstances Begin and End Date" must be updated appropriately.

For additional information please refer to CR 1425 ASPEN release 4.2.2 and 8.150.520.13 NMAC

3. If the household has any active Category of Eligibility (COE), ASPEN will use the available income(s) to determine LIHEAP eligibility without requesting the most recent 30 days income.

In circumstances where the household does not have an active COE, but reported income on their application, or had an active income reported the last time they received a benefit for any of the HSD-administered assistance, a HUMAD will be generated to request the last the 30 days of income.

For additional information please refer to CR 2208 ASPEN release 4.2.2 and 8.150.520.12 C NMAC

4. Effective May 30, 2018, ASPEN will restrict the entry of Service Account Number on the LIHEAP Vendor Assignment screen for Vendor 200 (PNM). ASPEN will restrict to numbers only and to exactly 16 digits; special characters and spaces **will not** be allowed. A validation error will be displayed if the entry does not meet the above criteria.

For additional information please refer to CR 2209 ASPEN release 4.2.2

If you would like further information, please contact Marilyn Newton-Wright at (505) 827-7266 or via email at marilyn.wright@state.nm.us.