

General Information Memorandum

ISD-GI 19-04

TO: ISD Employees
FROM: Judith Parks, Deputy Director, Income Support Division 
DATE: January 12, 2019
RE: Guidance to Inform Customers of Early February Issuance

Due to the Federal Government Shutdown effective December 21, 2018 the New Mexico Human Services Department (NMHSD) has announced its decision to participate in a waiver option from the U.S. Department of Agriculture (USDA) that will provide an early issuance of the Supplemental Nutrition Assistance Program (SNAP) benefits for February.

The USDA made this option available to states, which will be required to issue the February benefits for approved and ongoing SNAP recipients on or before January 20, 2019. Prior to this announcement, the SNAP program was not funded beyond January 31, 2019.

HSD will continue to work with its federal partners, the Governor's office, and the Department of Finance and Administration to minimize the impact on customers and their benefits.

When speaking to customers about the February SNAP early issuance, please refer to the poster attached to this GI. This poster gives necessary information and timelines associated with the February SNAP early issuance. Also, attached is a script workers can utilize during interviews and other contact with our customers.

Income Support Division (ISD) Offices will post the attached poster in English and Spanish on the front doors of the office and will print for customers that request a copy of the information.

This information about the February SNAP early issuance will be available in English and Spanish on the Human Services Department website as well as on the YES New Mexico website.

If you have questions regarding this GI, please contact Gavino Archuleta at (505) 827-7244 or by e-mail at Gavino.Archuleta@state.nm.us.

Attachments:

- SNAP Benefits Issued Early Poster English
- SNAP Benefits Issued Early Poster Spanish
- Worker Script for Early Issuance 1.11.19 Approved



SNAP Benefits Issued Early

The Federal Government has shut down. It shut down as of December 21, 2018. The New Mexico Human Services Department (NMHSD) will use a waiver from the U.S. Department of Agriculture (USDA). This will let NMHSD issue Supplemental Nutrition Assistance Program (SNAP) February benefits early.

February 2019 SNAP benefits will go out on **January 20, 2019**. This is for those who get ongoing help. You must have been approved on or before January 15, 2019. This is not a bonus. It is not a mistake. This is the February benefit. It is just issued early.

Please budget your benefits. Try to make them last through February.

NMHSD will still take Interim Reports (IRs). It will take Recertification Applications (PRs). It will take new applications too. This will go on past January 15th. It is true for all benefits. This includes SNAP. NMHSD will process all such forms as usual.

Please turn in all IRs and PRs. Please respond to all notices NMHSD sends. Appointments will still be held. Interviews will still be held.

All stores that take SNAP will still do so. You **do not** have to use all of your SNAP benefits by the end of January.

NMHSD will work with its federal partners. It will work the governor's office. It will work with the Department of Finance and Administration. It will try to ease impacts on clients.

Questions? Speak to an Income Support Division agent. Find one at a local office. Or call our Customer Service Center at 1-800-283-4465.



Emisión temprana de beneficios SNAP

El gobierno federal ha cerrado la prestación de servicios desde el 21 de diciembre de 2018. El Departamento de Servicios Humanos de Nuevo México (NMHSD) usará fondos del Departamento de Agricultura de EE. UU. (USDA). Esto permitirá que el NMHSD otorgue anticipadamente los beneficios correspondientes al mes de febrero del Programa de Asistencia Nutricional Suplementaria.

Los beneficios SNAP de febrero de 2019 serán enviados el **20 de enero de 2019**. Esto es para quienes reciben ayuda continua. Usted debería estar aprobado hasta el 15 de enero de 2019 inclusive. Esto no es un bono ni tampoco un error. Este es el beneficio del mes de febrero que se emite anticipadamente.

Controle los gastos de sus beneficios. Intente hacerlos durar durante febrero.

El NMHSD todavía recibirá los Reportes interinos (RI) y las Solicitudes de recertificación (SR). También aceptará nuevas solicitudes. Esto continuará después del 15 de enero. Se aplica a todos los beneficios. Esto incluye SNAP. El NMHSD procesará toda esta documentación de manera habitual.

Por favor envíe todos los RI y las SR. Asimismo, responda a todos los avisos que reciba del NMHSD. Todas las citas y entrevistas aún se llevarán a cabo.

Todas las tiendas que reciben SNAP lo seguirán haciendo. **No** es necesario que use todos sus beneficios SNAP antes de que finalice enero.

El NMHSD trabajará con sus socios federales. También lo hará con la oficina del Gobernador y con el Departamento de Finanzas y Administración e intentará minimizar el impacto sobre los clientes.

¿Tiene preguntas? Hable con un agente de la División de Asistencia Económica. Encontrará uno en cualquier oficina local. O llame a nuestro Centro de atención a clientes al 1-800-283-4465.

Due to the Federal Government shutdown, if you are eligible for February SNAP, HSD will issue your February SNAP benefits in January. They will be available on your EBT card on January 20, 2019. This is not a mistake or a bonus. The benefits you will receive on January 20, 2019 are your February SNAP benefits. The department encourages you to budget your SNAP benefits so that they last you through February.

NMHSD will continue to accept and process Interim Reports, Recertification applications and new applications for all benefits, including SNAP.

NMHSD encourages you to continue to turn in all Interim Reports (IR), Recertification Applications (PR) as well as respond to any other notices NMHSD sends you. All appointments and interviews will still be held.

If you need further assistance or have questions you can speak to an ISD Representative at a local ISD office or you can contact the Customer Service Center at 1-800-283-4465.

We apologize for any inconvenience.