



General Information Memorandum

ISD-GI 19-25

TO: ISD Employees
FROM: Karmela Martinez, Acting Director, Income Support Division
DATE: April 4, 2019
RE: Important Benefit Information

This GI rescinds MR 18-10 and MR 18-12 as well as introduces the 'Important Benefit Information' tool located within the ISD QuiKGuide.

The 'Important Benefit Information' tool will be used as a guide to explain the Rights and Responsibilities to our customers in a more streamlined approach. The purpose of this guide is to provide our customers with consistent and accurate information in accordance with federal regulations.

There are 14 links located on the 'Important Benefit Information' tool page that identify scenarios in which you will select the corresponding link. The links are available in English and Spanish (see below). The links contain mandatory information specific to each scenario. The language contained in each link must be read in a conversational style to the customer.





The purpose of this tool is to give federally required information about the SNAP and Cash programs to customers who are applying for and who are recertifying their benefits. This tool must be read by the worker to the customer during the interview at initial application and recertification.

The English and Spanish versions of the system generated FAP 013 “Important Cash Information” and FSP 013 “Important SNAP Information” will continue to be mailed out as informational notices to SNAP and Cash recipients; they can also be viewed in correspondence history and can be centrally and locally printed. Effective immediately, all previous versions printed, including any laminated copies must be destroyed.

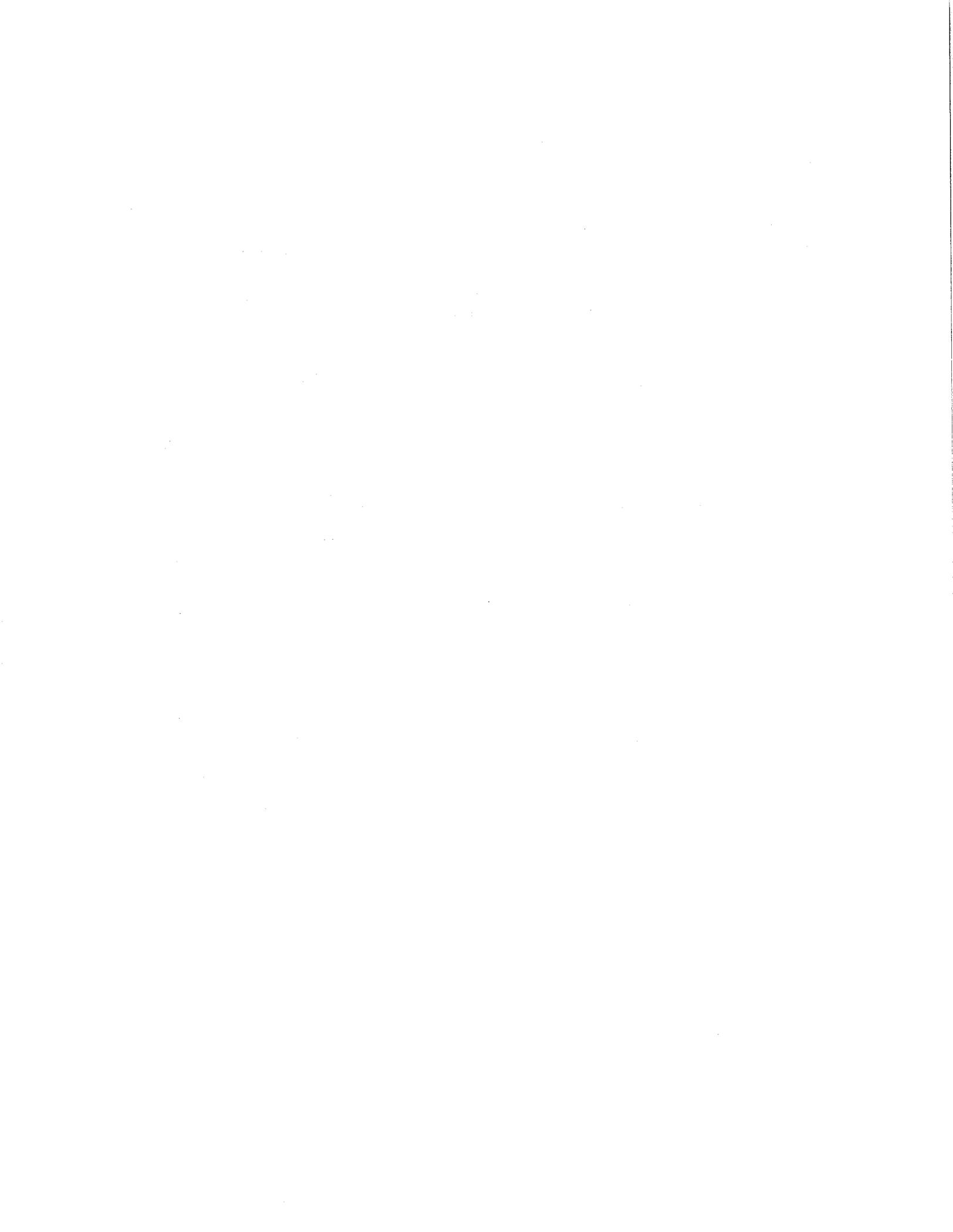
Case comments will need to include the following statement, ***“Important Benefit Information was gone over with the customer and the FSP and/or FAP 013 will be mailed to customer if approved.”***

If you try to access the QuikGuide and are denied access, please contact the HSD Network Helpdesk via e-mail at [HSD-NetworkHelpDesk@state.nm.us](mailto:HSD-NetworkHelpDesk@state.nm.us).

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](mailto:Gavino.Archuleta@state.nm.us).

Attachment:

- Important Benefit Information PowerPoint Presentation



# Important Benefit Information

Formally known as the FSP/FAP 013

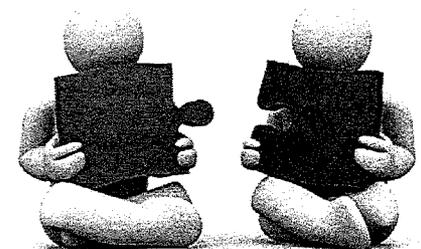
Streamlining Benefit Information for a  
Clear, Concise and Consistent message to  
our Customers



HUMAN SERVICES  
DEPARTMENT

# Why is this conversation important?

- \* Making sure we as the State are giving a clear, concise, and ***consistent*** message to our Customers
- \* Notifying Applicants / Recipients of their Rights and Responsibilities
- \* Federal Law (Code of Federal Regulations) dictates what information needs to be given to our customer both verbally and in writing
- \* Other important information per category has been added as determined by the Department



# What is changing?

## Changes:

- \* The delivery of the “Important Benefit information” conversation
- \* No more laminated sheets at your desk
- \* Links are provided in the QuiKGuide (QKG) per situation



## More:

- ↳ SNAP Only
- ↳ TANF Only
- ↳ GA – Unrelated Child Only
- ↳ GA Disability
- ↳ SNAP and TANF
- ↳ SNAP and GA – Unrelated Child
- ↳ SNAP and GA Disability
- ↳ Solo SNAP
- ↳ Solo TANF
- ↳ Asistencia general – solo niño no relacionado
- ↳ Discapacidad de GA
- ↳ SNAP y TANF
- ↳ SNAP y GA – Menor no relacionado
- ↳ Discapacidad de SNAP y GA

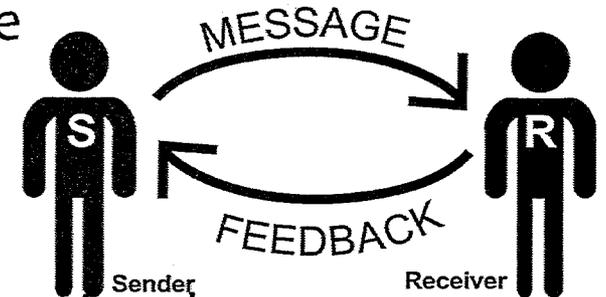
# What is staying the same?

- \* The system generated FSP 013 and FAP 013 will continue to be mailed out to our customers
- \* The “Important Benefit Information” conversation will still need to be had with our customers at initial application as well as at their recertification



# Conversational vs. Verbatim

- \* During this Pilot, we will be reverting back to the conversational style of delivering this message
- \* Verbatim communication ensures consistency
- \* Conversational is less formal and builds trust
- \* Since we are delivering this message in a conversational manner, your case comments should indicate the following:
  - \* ***“Important Benefit Information was gone over with the customer and the FSP and/or FAP 013 was mailed to customer”***



# Thank You!!

- \* Please feel free to send the Policy & Program Development your comments or suggestions on how we can make this message better. We love to hear from our co-workers.
- \* Gavino Archuleta, SNAP Program Manager:  
[Gavino.Archuleta@state.nm.us](mailto:Gavino.Archuleta@state.nm.us)
- \* Suzanne Duran-Vigil, Cash Program Manager:  
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