




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 18-55

TO: ISD Employees & SL Start Employees
FROM:  Mary Brogdon, Director, Income Support Division
RE: New Mexico Works Service Provider Information
DATE: November 20, 2018

This GI is to inform field staff that the information provided by the New Mexico Works (NMW) service provider to Income Support Division (ISD) will be considered 3rd party information.

The NMW service provider is defined as an “independent contractor for Human Services Department (HSD) and are not employees of the State of New Mexico.” They are contracted to ensure that the Temporary Assistance for Needy Families (TANF) participants are complying with the work program under TANF.

The NMW service provider works closely with these individuals by completing their Assessments, Individual Responsibility Plan (IRP) and the Work Participation Agreement (WPA). These requirements are completed to help the participant become self-sufficient and to end dependency on cash assistance.

During contact with the participant, the NMW service provider gathers information from the participant, such as barriers preventing them from getting gainful employment, personal goals, and employment information. This information is used to create the IRP and WPA.

In some instances, the NMW service provider is informed about the participant’s obtaining or losing employment. The NMW service provider will take steps to gather the information by contacting the employer about the hire/termination dates, rate of pay, and how many hours per week the participant is working. This helps the provider create or end the activity in the WPA. Also, sometimes the participant will inform the NMW service provider of other that can include: someone has moved in or out of the home or any other circumstance that the participant is experiencing.

Per the contract Scope of Work, the NMW service provider is to communicate information to ISD. Since the NMW service provider is considered a 3rd party source, ISD will have to determine if action is needed to be taken on the participant’s TANF benefits.

NMW Service Provider Responsibilities

- Collect the employment information (if possible)
- Get the information and scan it “unprocessed” to appropriate ASPEN queue for ISD
- In the instances where NMW provider can’t collect the information, inform the participant they need to contact ISD to report the change
- Document in “Case Comments” the information that was reported and whether it was sent to ISD for evaluation or if the participant will need to contact ISD

ISD Field Staff Responsibilities

- For the information that was scanned in as “unprocessed” Start Task
- Review documentation scanned in by NMW Service Provider
- Review case comments entered by NMW Service Provider
- Determine the action that is needed to be taken:
 - Is the information fewer than 60 days old relative to the current month of participation?
 - If accurate, would have been required to be reported under simplified reporting rules, per 8.102.120.11 NMAC?
- Determine if a HUMAD is needed to resolve the unclear information
- Document in case comments the action taken on the information that has been provided by the NMW service provider. At time of Interim Report or Recertification, the information will have to be evaluated.

Based on the information that is being reported, ISD will either take action to increase or decrease the cash benefits. The action taken for the cash benefits could affect the other categories of eligibility (COE).

If you have any questions regarding this GI, please contact Suzanne Duran-Vigil at 505-827-7289 or SuzanneP.Duran-Vigi@state.nm.us.