



HUMAN SERVICES  
DEPARTMENT

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

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## General Information Memorandum

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ISD GI-18-48

TO: ISD Employees  
FROM: *MB* Mary Brogdon, Director, Income Support Division  
RE: September LIHEAP Application Process  
DATE: September 19, 2018

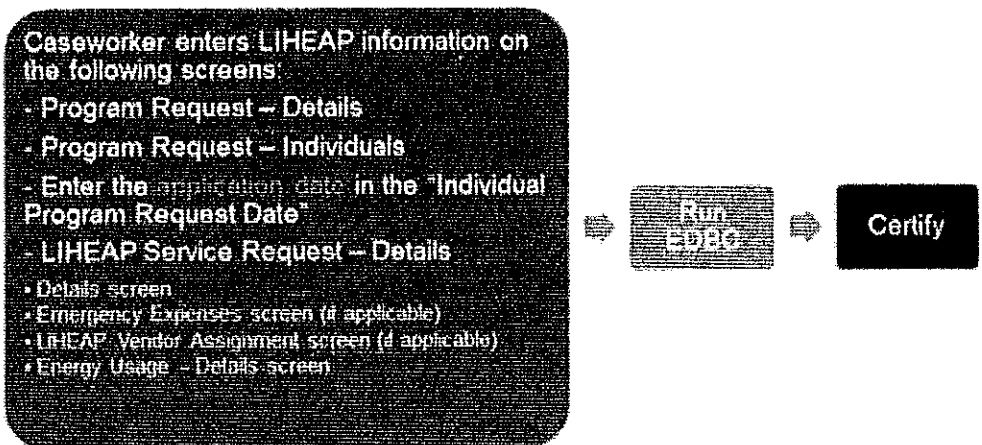
This GI is being issued to provide instructions on how to process LIHEAP applications received in September and to rescind GI-17-30 "Application Process". There is **NO** suspension month in ASPEN. All LIHEAP applications will continue to be accepted and processed in the month of September as regular business process. Any LIHEAP application received must be:

- Registered in ASPEN as they are received; and
- Evaluated for which Federal Fiscal Year (FFY) the applicant is requesting a LIHEAP benefit for.
  - If customer is requesting a LIHEAP benefit for current FFY 2018 LIHEAP season (ending September 30, 2018), follow step 1 below.
  - If customer is requesting a LIHEAP benefit for future FFY 2019 LIHEAP season (beginning October 1, 2018), follow step 2 below.
- If customer is requesting a LIHEAP benefit for both current and future LIHEAP seasons, two (2) LIHEAP applications must be provided.

Once it is determined what FFY the customer is requesting the LIHEAP benefit for, follow these steps:

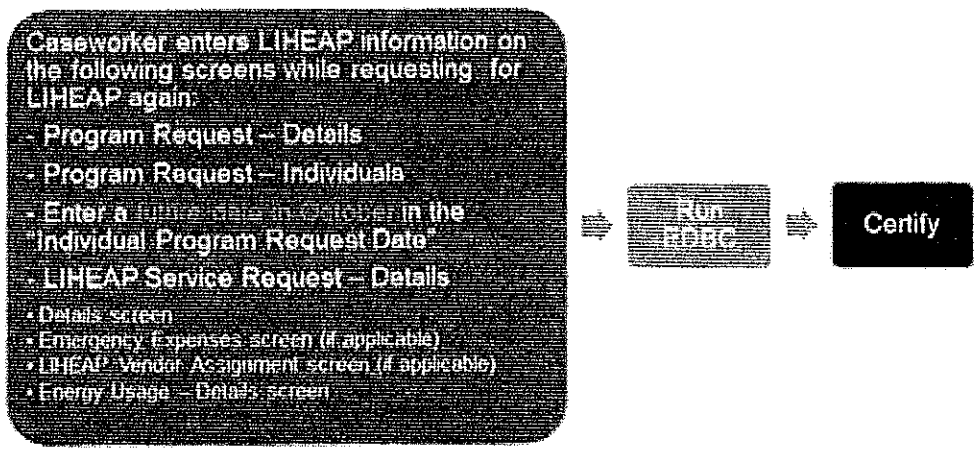
**LIHEAP application submitted for Current FFY 2018 LIHEAP Season:**

1. Process the LIHEAP application as per current eligibility rules and business process.
  - Example: Application date 9/5/18 and requesting a LIHEAP benefit for September 2018
    - ✓ Individual Program Request Date would be 9/5/18
    - ✓ Benefit issuance would reflect a Payment Begin Date of 9/5/18 to a Payment End Date of 9/5/18.



**LIHEAP application submitted for Future FFY 2019 LIHEAP Season:**

2. Process the LIHEAP application as per future FFY 2019 eligibility rules but with same business process.
  - o Example: Application date 9/5/18 and requesting a LIHEAP benefit for October 2018
    - ✓ Individual Program Request Date would be 10/1/18
    - ✓ Benefit issuance would reflect a Payment Begin Date of 10/1/18 to a Payment End Date of 10/1/18.



**Note:** LIHEAP Application's that are processed in September for the future FFY 2019 LIHEAP season will not issue LIHEAP payments until October 1<sup>st</sup>; if steps above were followed no further action is necessary by the caseworker for LIHEAP issuance.

**If you have any questions please call Marilyn Wright by phone at (505) 827-7266 or email at [marilyn.wright@state.nm.us](mailto:marilyn.wright@state.nm.us).**