

Susana Martinez, Governor Brent Earnest, Secretary Marilyn Martinez, Director

General Information Memorandum

ISD-GI 15-47

TO:

ISD Employees and SL Start Employees

FROM:

Marilyn Martinez, Director, Income Support Division

RE:

TANF Program Reportable Changes for Semi Arcual Articipents

DATE:

December 21, 2015

The purpose of this GI is to define reporting requirements of ANN boyceholds on Semi Annual Reporting. As per 8.102.120.9 NMAC, a follow-up review thalf be conducted during a certification period. The follow-up review is conducted whenever information becomes known to the county office and will affect eligibility or payment mount.

TANF is based on a person or persons individual eligibinity requirements, per 8.102.410 NMAC and 8.102.420 NMAC. Once the person or passons individual eligibility requirement is established a benefit group will be defined, per 8.102.400.9 NMAC. The caseworker will take the appropriate action when a charge has been reported by a benefit group or by a credible source.

The following are examples of when tion can be taken to decrease TANF benefits.

Example 1: A Participant is not complying with New Mexico Works Program. A home visit is conducted by N W and they discover that the participant is no longer living at the address that he been provided in ASPEN, and NMW reports it to ISD, what actions can be done?

The participan would need to have been notified in advance either by a verbal or written notice from New Mexic Work (NMW) provider informing them of a home visit. NMW provider would need to ensure that the home visit is documented in case comments and if a written notice is sent, a copy of the notice is to be placed in Electronic Case File (ECF), per 8.100.180.17 NMAC.

If for any reason the home visit is unsuccessful because of whereabouts unknown, NMW provider will inform TANF Liaison through an alert or by email. The information that has been reported to the Department is now questionable, because it was reported by a credible source per 8.100.130.12 NMAC. The TANF Liaison will then send a Help Us Make A Decision (HUMAD) to the participant requesting clarification about the participant's whereabouts and will take action to close the TANF case, per 8.102.610.8 NMAC. The participant will have 30 days to respond to

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the HUMAD. If the mail is returned, or the participant does not reply the case will remain closed. If the participant contacts the Department, action will be taken to resolve the participant's whereabouts and the TANF case will be reopened. The caseworker will document the action and information in case comments.

Example 2: ISD receives information regarding changes to the case, and the participant is on Semi Annual Reporting, what actions should be taken?

Changes can occur on case by case situations. Here are some examples of situations when a change can occur: a new application is submitted, the children are in another household, information reported by a third party (example: CYFD, NMW Provider, Child Support), or a head of household informs the department that a person is no longer in the nome

A new application is submitted to the Department, the information provided will be reviewed and custody of the children will be addressed per 8.102.400.15 MAC. One can is completed, action will be taken to determine eligibility for the current case and the application for TANF benefits. The children will be removed from the active TANF use, at they no longer have custody of the child. At this time, eligibility will be determined in the lew TANF application.

ISD receives information that the child is no longer the tome and has been removed from the home by CYFD Child Protective Services, per 8.100.1 0.11 MAC, the child can be removed, because the parent is no longer eligible for TAN toe.

A two parent household participant reports to SD that a parent is no longer in the home. ISD does need to evaluate the benefit group composition because it may affect who is included in the benefit group. If the parent does not meet the NMW Living Arrangements Requirements set forth in 8.102.400.14 NMAC the change requested will be acted upon. The caseworker will inform participant that the household wan still have to comply with the works program per 8.102.460.14 NMAC and county with Assignment of Child Support, per 8.102.420.14 NMAC. The caseworker will inform NMW previder of the change, in order to correct work activity hours for the benefit group. The caseworker will document all actions in case comments and ensure that a Notice of Case Laton is cent.

ISD will account the changes of which the Department becomes aware of. The caseworker will evaluate the change and make a determination on what action will need to be taken. All discrepancies are questionable information shall be resolved to make sure that the correct benefit amount is issued to the benefit group, per 8.102.630.9 NMAC. If the action taken will result in a decrease or termination of benefits, the Department will issue a Notice of Case Action to the participant, as per 8.102.630.9 NMAC. The case action will be documented in case comments in detail why the benefits decreased or why the benefits were terminated. If for any reason the change will result in benefits sustained or no action needs to be taken, a case note must be entered in case comments, in order for the issue to be addressed at recertification or interim reporting, whichever comes first.

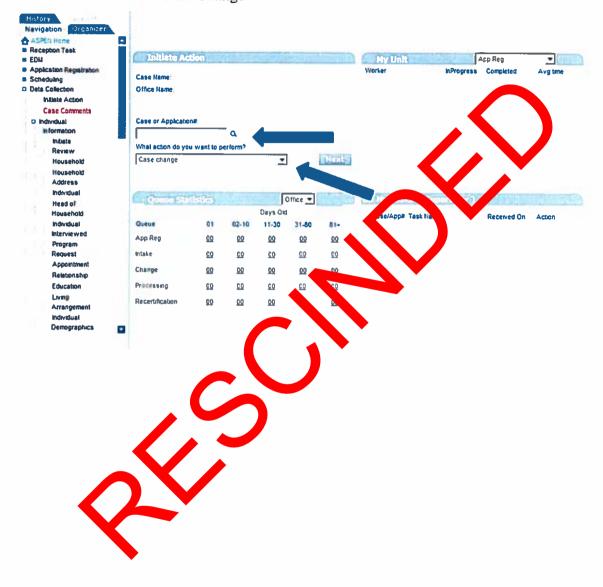
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Below are the steps that will be followed to take action when ISD has received the verification that the child has been removed from the home by CYFD.

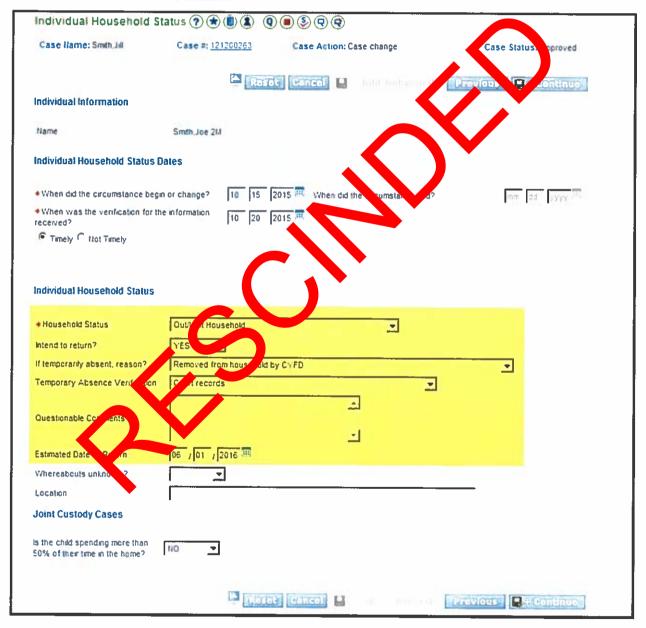
> Initiate Action

- o Enter case number
- o Select "Case Change"



➤ Left Navigation

- Data Collection
- o Individual
- Select Edit Pencil for Child
- Select Tab for HH Status
- o Change Household status to "Out/Left Household"
- o Intend to Return "Yes"
- o If temporarily absent, reason? "Removed from household by CYFD"
- o Estimated date of return "future date"
- Save and Continue



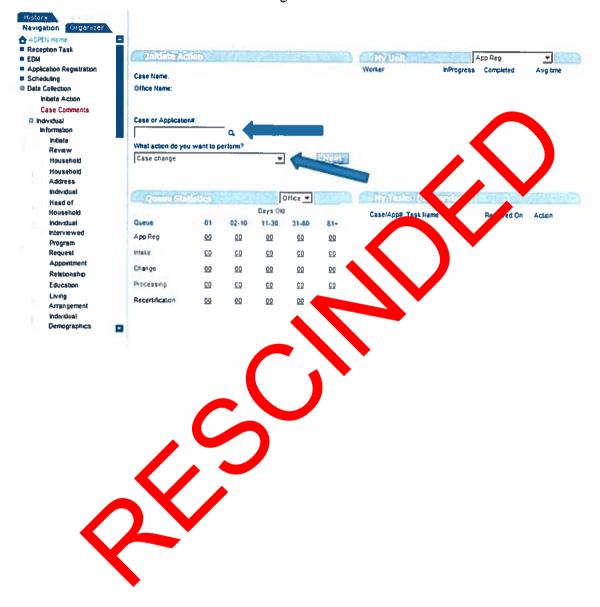
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Below are the steps that will be taken when Whereabouts Unknown have been reported.

- Initiate Action
 - o Enter case number
 - Select "Case Change"



Left Navigation

- o Data Collection
- o Individual
- Select Edit Pencil for Head of Household
- Select Tab for HH Status
- Change Household status to "Out/Left Household"
- o Intend to Return "Yes"
- o If temporarily absent, reason? "Temporary Separation and no residence"
- o Temporary Absence Verification: "Questionable"
- o Questionable Comments: Home Visit conducted and address unknown.
- o Whereabouts unknown: Yes Estimated date of return "future date" Save and Continue Individual Household Status Dates 21 2015 ... When did the ♦ When did the circumstance begin or change? mm) dd; yyyy: When was the verification for the information 12 21 2015 received? Timely O Not Timely Individual Household Status Out/Left Household Household Status V Intend to return? YES If temporarily absent, reason? Tempor separation a no residence V Temporary Absence Verification $\overline{\mathbf{y}}$ Home > Conducted and address unknown Questionable Comments 12 / 21 / 2016 [11] Estimated Date of eturn Whereaboute unknow Unknown Join. Is the child specting more than 50% of their time in the home? YES V

If you have questions regarding this GI, please contact Suzanne Duran-Vigil at 505-827-7289 or by email: suzannep.duran-vigi@state.nm.us.

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