



HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 15-47

TO: ISD Employees and SL Start Employees
FROM: *MM* Marilyn Martinez, Director, Income Support Division
RE: TANF Program Reportable Changes for Semi Annual Participants
DATE: December 21, 2015

The purpose of this GI is to define reporting requirements for TANF households on Semi Annual Reporting. As per 8.102.120.9 NMAC, a follow-up review shall 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 amount.

TANF is based on a person or persons individual eligibility requirements, per 8.102.410 NMAC and 8.102.420 NMAC. Once the person or persons 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 change has been reported by a benefit group or by a credible source.

The following are examples of when action 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 NMW and they discover that the participant is no longer living at the address that has been provided in ASPEN, and NMW reports it to ISD, what actions can be done?

The participant would need to have been notified in advance either by a verbal or written notice from New Mexico 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

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 home.

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 NMAC. Once this 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 case, as they no longer have custody of the child. At this time, eligibility will be determined for the new TANF application.

ISD receives information that the child is no longer in the home and has been removed from the home by CYFD Child Protective Services, per 8.100.100.11 NMAC, the child can be removed, because the parent is no longer eligible for TANF benefits.

A two parent household participant reports to ISD 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 will still have to comply with the works program per 8.102.460.14 NMAC and comply with Assignment of Child Support, per 8.102.420.14 NMAC. The caseworker will inform NMW provider 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 Action is sent.

ISD will act on all reported 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 and 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.

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
 - Enter case number
 - Select “Case Change”

Initiate Action

Case Name: _____
Office Name: _____

Case or Application#:

What action do you want to perform?
Case change

Queue Statistics

Queue	Days Old					Received On	Action
	01	02-10	11-30	31-60	61+		
App Reg	00	00	00	00	00		
Intake	00	00	00	00	00		
Change	00	00	00	00	00		
Processing	00	00	00	00	00		
Recertification	00	00	00	00	00		

➤ Left Navigation

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

The screenshot shows a web-based form titled "Individual Household Status". At the top, it displays "Case Name: Smith, Jill", "Case #: 121260263", "Case Action: Case change", and "Case Status: Approved". Below this are navigation buttons: "Reset", "Cancel", "Previous", and "Continue".

The "Individual Information" section shows the name "Smith, Joe Jill".

The "Individual Household Status Dates" section includes two date pickers: "When did the circumstance begin or change?" (set to 10/15/2015) and "When was the verification for the information received?" (set to 10/20/2015). There are radio buttons for "Timely" (selected) and "Not Timely".

The "Individual Household Status" section is highlighted in yellow and contains several dropdown menus: "Household Status" (set to "Out/Left Household"), "Intend to return?" (set to "YES"), "If temporarily absent, reason?" (set to "Removed from household by CYFD"), and "Temporary Absence Verification" (set to "Court records"). Below these are "Questionable Comments" and "Estimated Date of Return" (set to 06/01/2016).

The "Whereabouts unknown?" dropdown is set to "No".

The "Location" field is empty.

The "Joint Custody Cases" section has a dropdown for "Is the child spending more than 50% of their time in the home?" set to "NO".

At the bottom, there are "Reset", "Cancel", "Previous", and "Continue" buttons.

Summary Policy Exception Request Exception Details **Exception Summary** Exception Detail

Eligibility Summary ? * [icon]

Case Name: Smith, J# Case #: 121200263 Case Action: Case change Case Status: Approved

From: 1/1/2015 To: 11/30/2015 [Next]

EDG #	COE	Benefit Period	Benefit	CG Size	EDG Status	Pending		Disposition Status (Overridden)	Disposition Date
						Reasons	VCL Other		
1134335	TANF	10/01/2015 - 10/31/2015	0.00	3	Approved	6d	NA	Authorized	09/22/2015
1134335	TANF	10/01/2015 - 10/31/2015	0.00	3	No Change	6d	NA		
1134335	TANF	11/01/2015 -	0.00	3	Approved	6d	NA	Authorized	09/22/2015
1134335	TANF	11/01/2015 - 11/30/2015	0.00	0	No Issuance Change	6d	NA		
1134335	TANF	12/01/2015 -	0.00	0	Closed	6d	NA		
1134336	SNAP	10/01/2015 - 10/31/2015	293.00	3	Approved	6d	NA	Authorized	09/22/2015
1134336	SNAP	10/01/2015 - 10/31/2015	293.00	3	No Change	6d	NA		
1134336	SNAP	11/01/2015 -	293.00	3	Approved	6d	NA	Authorized	09/22/2015
1134336	SNAP	11/01/2015 - 11/30/2015	139.00	2	No Issuance Change	6d	NA		

[Next]

RESCINDED

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

- Initiate Action
 - Enter case number
 - Select “Case Change”

Initiate Action

Case Name: _____

Office Name: _____

Case of Application: _____

What action do you want to perform?
Case change

Queue Statistics

Queue	Days Old					Case/App#	Task Name	Requested On	Action
	01	02-10	11-30	31-60	61-				
App Reg	00	00	00	00	00				
Intake	00	00	00	00	00				
Change	00	00	00	00	00				
Processing	00	00	00	00	00				
Recertification	00	00	00	00	00				

➤ Left Navigation

- Data Collection
- Individual
- Select Edit Pencil for Head of Household
- Select Tab for HH Status
- Change Household status to “Out/Left Household”
- Intend to Return “Yes”
- If temporarily absent, reason? “Temporary Separation and no residence”
- Temporary Absence Verification: “Questionable”
- Questionable Comments: Home Visit conducted and address unknown.
- Whereabouts unknown: Yes
- Estimated date of return “future date”
- Save and Continue

Individual Household Status Dates

When did the circumstance begin or change? 12 / 21 / 2015 When did the circumstance end? mm / dd / yyyy
When was the verification for the information received? 12 / 21 / 2015
 Timely Not Timely

Individual Household Status

Household Status: Out/Left Household
Intend to return? YES
If temporarily absent, reason? Temporary separation and no residence
Temporary Absence Verification: Questionable
Questionable Comments: Home Visit Conducted and address unknown
Estimated Date of return: 12 / 21 / 2016
Whereabouts unknown: YES
Local... Unknown
Joint custody...
Is the child spending more than 50% of their time in the home? YES

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.