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## General Information Memorandum

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ISD-GI 13-14

**TO:** ISD Employees

**FROM:** Ted Roth, Director, Income Support Division

**RE:** Preparation for ASPEN

**DATE:** February 11, 2013

**CC:** ISD Employees

ASPEN will soon be here! Many of you are already experiencing changes in your office in preparation for the system. Your Regional Office Managers and County Directors have been working with you to standardize the business processes in your office based on the Ideal Office Model for large, medium and small offices. CTS training has been occurring throughout the regions to ensure the correct use of queues, as ASPEN is all queue driven. The ISD client record back scanning project is in full swing as we move to a paperless world.

Several other ASPEN items still need to be implemented before the ASPEN pilot begins. Listed below are new processes and/or procedures that need to be implemented:

- 1) **Standard CTS Narratives:** Included with the GI is the guide for documenting narrative in CTS. The standard narrative needs to be implemented in your office by March 1, 2013. These notes are extremely important, especially as we remove paper files from the offices. They will provide the documentation you need to verify eligibility and verification information in order to process a case. A narrative guide has been provided for intake, customer service, pending, processing, semi-annual/interim reports, and recertification/redeterminations. Remember, case notes are the only pieces of information that will be converted from CTS to ASPEN, so the more detail you include the better.
- 2) **Greeter Checklist:** With ASPEN comes Electronic Document Imaging, no more paper files. Besides any application and/or recertification forms we receive, we also need to scan the appropriate verification documentation. We want to encourage clients to provide needed information to the greeter, so it can be scanned and

indexed with other documents so their case can be placed in the appropriate queue for a worker to see them. Attached is a new greeter's checklist, which will be implemented when your office goes live with ASPEN. It provides a guide to the greeter on the types of documents a client may need to have to apply or reapply for benefits. This checklist can be laminated and placed in the greeter's workspace for quick reference.

- 3) **Telephone and Phone Tree messages:** Many offices, individual ISD employees and phone tree messages include information to the caller to leave their name, social security number and other pertinent information so their call can be returned. ASPEN will not be driven by the client's social security number but by a case or individual identification number. Please update the language on your messages to state that the client leaves their name, date of birth or case/individual identification number. We need to get clients accustomed to a new number with ASPEN. In the interim, clients will probably still leave their social security numbers with their messages but we want to get them learning the new ASPEN lingo!

If you have any questions regarding this GI, please contact your Regional Operations Manager.

RESCINDED

## CTS Narrative Guide

### INTAKE:

All Intakes must contain the following:

1. Interview Mode
2. Programs applied for (COEs)
3. Barriers
4. Household Comp (indicate relationship & student status)
5. Address
6. Income (see below for income information that needs to be noted & some common types of income)
  - Type of previous income
  - End of previous income
  - New employer information
  - Frequency and amount of income
  - Indication of future earnings
  - Dates of paystubs used
  - Reasons why income is not indicative or why it wasn't used

Common Types of Income:

- Earned Income:
    - ❖ Income for an employer
    - ❖ Self-Employment
  - Unearned Income:
    - ❖ Child Support
    - ❖ Contributions
    - ❖ Pensions
    - ❖ Social Security (SSA)
    - ❖ SSI
    - ❖ Unemployment
    - ❖ VA
7. Deductions/Expenses (address mileage for daycare if applicable)
  8. Scans reviewed / discrepancies (mandatory list of scans below)
    - ▲ HLEA (LIHEAP)
    - ▲ HP99
    - ▲ HMO (if applicable)
    - ▲ HTPC
    - ▲ MVA (Secondary ID verification)
    - ▲ New Hire
    - ▲ SAVE (if applicable)
    - ▲ Work #
    - ▲ Workforce Solution (DOL)
  9. Indicate status and reason (include what's requested)
  10. Vendor contact information (LIHEAP)
  11. EBT card status
  12. Voter registration if "yes" selected, what was done
  13. Where file was routed

**Additional information that needs to be noted if applicable.**

1. Resources
2. Name of Absent Parent

3. Work Program Requirement & Status (indicate sanctions that were placed back on case @ application)
4. E & T Status

**EXAMPLE:**

FTF - 039/032/LIHEAP – c/s no barriers. Household includes Donald, wife Daisy, and 3 sons, Huey, Dewey, and Louie, all 3 sons are full-time elementary school students. Residence & Mailing address is 123 Main Street, Disneyland, CA, phone 555-5555. Donald was terminated by Mickey Mouse Distributor on 8-20-12, statement provided, and started working for Goofy Delivery on 8-25-12. Daisy is working for Minnie's Cupcakes, paid bi-weekly, stubs dated 8-1-12 and 8-15-12 provided. Daycare expense \$250 weekly - provider Olive Oil. Mortgage \$1,000, taxes \$500 per year, insurance \$400 per year, and utilities. Scans consistent with application & client statements – no discrepancies. 039/032/LIHEAP pending new employment verification from Goofy Delivery. Provided Donald with ISD408 and also need utility bill for LIHEAP. New client - EBT card to be system generated. File routed to Processing Unit.

FTF - 039/032/LIHEAP – c/s no barriers. Household includes Donald, wife Daisy, and 3 sons, Huey, Dewey, and Louie, all 3 sons are full-time elementary school students. Residence & Mailing address is 123 Main Street, Disneyland, CA, phone 555-5555. Donald was terminated by Mickey Mouse Distributor on 8-20-12, statement provided, and started working for Goofy Delivery on 8-25-12. Daisy is working for Minnie's Cupcakes, paid bi-weekly, stubs dated 8-1-12 and 8-15-12 provided. Daycare expense \$250 weekly - provider Olive Oil. Mortgage \$1,000, taxes \$500 per year, insurance \$400 per year, and utilities. Scans consistent with application & client statements – no discrepancies. 039/032/LIHEAP pending new employment verification from Goofy Delivery. Provided Donald with ISD408 and also need utility bill for LIHEAP. New client - EBT card to be system generated. File routed to Processing Unit.	Laura Galindo	2626	08/28/2012 1:19 PM
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**CUSTOMER SERVICE:**

1. Reason for visit (specific questions)
2. Outcome of visit (specific responses)
3. Verifications received (details)
4. Voter registration if "yes" selected, what was done
5. If documents/verifications dropped off, where were they routed

**EXAMPLE 1:**

Donald in to drop-off ISD408 from Goofy Delivery and PNM bill. Routed documents to the Processing Unit.

Donald in to drop off ISD408 from Goofy Delivery and PNM bill. Routed documents to the Processing Unit.	Laura Galindo	2626	08/28/2012 1:25 PM
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**EXAMPLE 2:**

Donald in to inquire on status - dropped off requested documents a couple of days ago and it will be another week before he gets his first pay from Goofy Delivery. Informed him that we did receive the documents however, the case is still pending. Client stated he understood.

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**EXAMPLE 3:**

Client in to drop off check stubs from Si Senior dated 7-1-12 = \$425.25 & 7-15-12 = \$421.50. Routed stubs to Processing Unit.

Client in to drop off check stubs from Si Senior dated 7-1-12 = \$425.25 & 7-15-12 = \$421.50. Routed stubs to the Processing Unit. Laura Galindo 2626 09/03/2012 12:57 PM

**PENDING:**

1. Second HUMAD due date (include what's requested)
2. Verifications received and where routed
3. Indicate status and reason

**EXAMPLE 1:**

Reviewed ISD408, and PNM bills. No further verifications needed; case ready to be processed. Case routed to Processing shelf.

Reviewed ISD408, and PNM bills. No further verifications needed, case ready to be processed. Case routed to Processing shelf. Laura Galindo 2626 08/28/2012 1:38 PM

**EXAMPLE 2:**

Stubs dated 8-15-12 & 8-30-12 from Wendy's still not received. 1st HUMAD due date 9-2-12. Sent 2<sup>nd</sup> HUMAND due 9-19-12.

Stubs dated 8-15-12 & 8-30-12 from Wendy's still not received. 1st HUMAD due date 9-2-12. Sent 2nd HUMAD due 9-19-12. Laura Galindo 2626 09/03/2012 1:07 PM

**PROCESSING:**

1. Programs (COEs) processed
2. Indicate status and reason (include what's requested)
3. Date, if untimely, indicate why
4. Allotment if approved

**EXAMPLE:**

039/032/035/LIHEAP Processed. Per ISD408, Donald will be working 30 hr per week @ \$7.50 hr = \$900 month. Daisy's checks indicative @ \$450 bi-weekly = \$900 per month. Approved 039 application month @ \$200, ongoing = \$500. Approved 032 for children and also registered and processed 035 family planning for both Donald and Daisy. LIHEAP approved @ 6 points = \$96. File to main file room.

039/032/035/LIHEAP Processed. Per ISD408, Donald will be working 30 hr per week @ \$7.50 hr = \$900 month. Daisy's checks indicative @ \$450 bi-weekly = \$900 per month. Approved 039 application month @ \$200, ongoing = \$500. Approved 032 for children and also registered and processed 035 family planning for both Donald and Daisy. LIHEAP approved @ 6 points = \$96. File to main file room. Laura Galindo 2626 08/30/2012 4:15 PM

**SEMI-ANNUAL REPORTS / INTERIM REPORTS:**



1. Month of SR
2. Programs Reviewed
3. Significant changes
  - a. Household comp
  - b. Address
  - c. Income
  - d. Deductions/Expenses
4. Other eligibility criteria/Non-financial
5. Scans reviewed / discrepancies
6. Voter registration if "yes" selected or left blank, what was done or if processing from HOME screen
7. Processing status and reason (including what's requested)

**\*NOTE\***

Does the primary language on ISD2 match the language of the Interim Report form?

**EXAMPLE:**

August 039 Interim Report – No changes to Household members or address. John continues to work @ Wal-Mart – stubs dated 8-1-12 = \$540 and 8-15-12 = \$575 provided average = \$1,115 monthly. No indication of rent change. Scans completed - no discrepancies. Household continues eligible for \$200 monthly. File routed back to main file room.

August 039 Interim Report – No changes to Household members or address. John continues to work @ Wal-Mart – stubs dated 8-1-12 = \$540 and 8-15-12 = \$575 provided average = \$1,115 monthly. No indication of rent change. Scans completed - no discrepancies. Household continues eligible for \$200 monthly. File routed back to main file room.

Laura Galindo      2F      08/30/2012 4:26 PM

**RECERTIFICATION / REDETERMINATION**

1. Interview mode: FTF, PI, None – Elderly/Disabled
2. Programs renewed
3. Significant changes
  - a. Household comp
  - b. Address
  - c. Income
  - d. Deductions/Expenses
4. Other eligibility criteria/Non-financial
5. Scans reviewed / discrepancies
6. Voter registration if "yes" selected or blank, what was done or if processing from HOME screen
7. Processing status and reason

**\*NOTE\***

Does the primary language on ISD2 match the language of the Recertification form?

**EXAMPLE:**

FTF - August Recert - Processed 039/032. Household consists of Mickey, spouse Minnie, and son Pluto who all reside @ 555 Memory Lane, contact #505-555-5555. Mickey reports his business closed down and provided newspaper notification to verify. Household's only income is from Minnie's self-employment. Client provided 2011 tax returns which c/s is indicative and averages out to countable income of \$1,200 per month. Mortgage is \$600 with taxes and insurance included and utilities separate. No longer paying day care since Mickey is not working. Scans completed and no discrepancies. Client left voter registration blank so mailed ISDB710. Household continues eligible @ \$300 per month. 032 continues eligible. File routed to main file room.

FTF - August Recert - Processed 039/032. Household consists of Mickey, spouse Minnie, and son Pluto who all reside @ 555 Memory Lane, contact #505-555-5555. Mickey reports his business closed down and provided newspaper notification to verify. Household's only income is from Minnie's self-employment. Client provided 2011 tax returns which c/s is indicative and averages out to countable income of \$1,200 per month. Mortgage is \$600 with taxes and insurance included and utilities separate. No longer paying day care since Mickey is not working. Scans completed and no discrepancies. Client left voter registration blank so mailed ISDB710. Household continues eligible @ \$300 per month. 032 continues eligible. File routed to main file room

Laura Gaildo

2626

08/30/2012 4:38 PM

**NOTE: If you are working with a file, all entries must indicate what you did with the file.**

#### ABBREVIATIONS

The "**only**" permissible abbreviations are the following:

- ★ FTF = Face-to-Face
- ★ PI = Phone Interview
- ★ C/S = Client States

**RESCINDED**

## Greeter Checklist

**New SNAP Application** (Only requires Name, Address and Signature to be accepted.)

- Proof of identity
- Proof of citizenship
- Proof of non-citizen immigrant status ONLY if that individual is applying for benefits

- Proof of student financial aid
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of child support paid
- Proof of medical costs

### **New TANF Application**

- Proof of identity
- Proof of citizenship/age
- Proof of non-citizen immigrant status
- Proof of relationship
- Proof of age
- Has a parent died?
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of pregnancy
- Proof of disability if a parent is sick or disabled and can't work
- Proof of school attendance
- Proof of resources for all household members

### **New Medicaid Application, QMB/SLIMB/Medigap/WDI**

- Proof of citizenship and identity for all members applying for coverage
- Proof of Medicare Part A
- Proof of income for the last 30 days for all household members
- Proof of other health insurance
- Proof of resources for all household members

### **New LIHEAP Application**

- Proof of identity
- Proof of income for the last 30 days for all household members
- Proof of heating or cooling expense

### **Closed SNAP Application**

- Proof of student financial aid
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of child support paid
- Proof of medical costs

### **Closed Medicaid Application, QMB/SLIMB/Medigap/WDI**

- Proof of income for the last 30 days for all household members
- Proof of other health insurance
- Proof of resources for all household members

### **Closed TANF Application**

- Has a parent died?
- Proof of income for the last 30 days for all household members
- Proof of loss of job
- Proof of pregnancy
- Proof of disability if a parent is sick or disabled, and can't work
- Proof of school attendance
- Proof of resources for all household members

### **Prior LIHEAP Recipient**

- Proof of income for the last 30 days for all household members
- Proof of heating or cooling expense

### **Renewals SNAP/TANF**

- Proof of loss of employment
- Proof of income for the last 30 days for all household members

### **Changes**

- New employment
- Loss of employment
- Other types of new income
- Report of newborn

### **Institutionalized/Barred/Medicaid/Waivers/Pace Programs/MASH**

- Birth verification, U.S. Passport, Certificate of Naturalization or U.S. Citizenship
- Photo ID or driver's license
- Medicare card
- If under 65 and not already receiving Social Security Disability or SSI
- Medical records for the past 12 months to determine disability
- Proof of income for the last 30 days for all household members
- Proof of resources for all household members
- Power of attorney, guardianship or conservatorship papers
- If married, verification of rent, mortgage, home taxes and insurance, utilities



Training Instructions:

**New SNAP Application**

(Reminder - A new SNAP application only requires Name, Address and Signature to be accepted.)

Proof of identity (DO NOT ask if a person is already known to the Department and is receiving benefits in another category.)

**New TANF Application**

Proof of identity (DO NOT ask if a person is already known to the Department and is receiving benefits in another category.)

Proof of school attendance (Verification: (a) Verification of school attendance must be provided at time application and certification for any

(i) minor unmarried parent; and

(ii) dependent child 18 years of age and over.

(b) The statement of the parent or caretaker is acceptable verification of school attendance for all other dependent children, unless otherwise questionable.

**RESCINDED**