



Food and Nutrition Service

U.S. DEPARTMENT OF AGRICULTURE

September 30, 2025

Niki Kozlowski
Director
Health Care Authority
Income Support Division
P.O. Box 2348
Santa Fe, NM 87504-2348

Dear Director Kozlowski:

Thank you for submitting New Mexico Healthcare Authority's Disaster Supplemental Nutrition Assistance Program (D-SNAP) Plan for Fiscal Year (FY) 2026. Because of the inclusion of virtual, telephonic, or online D-SNAP operations, the Food and Nutrition Service (FNS) is partially approving the State agency's FY 2026 plan.

FNS approves the plan narrative for in-person operations only. Although FNS allowed the State agency to conduct virtual, telephonic, or online D-SNAP operations in previous fiscal year plans, FNS must follow current D-SNAP guidance issued April 13, 2023; as highlighted below.

FNS is still gathering data and evaluating the overall effectiveness of virtual D-SNAP operations and will only consider such a process based on the circumstances of a given D-SNAP request. On an individual, case-by-case basis, FNS will review D-SNAP waiver requests with virtual, telephonic, or online operations. The need for a virtual or hybrid D-SNAP will be determined based on the State's capacity to adequately provide services and scope of the disaster impact.

FNS cannot fully approve the following proposed procedure, which is inconsistent with current FNS D-SNAP guidance:

- **Telephonic and virtual applications and interviews**

According to the April 13, 2023 memo titled, "[Supplemental Nutrition Assistance Program \(SNAP\) – Disaster SNAP Use of Virtual D-SNAP Operations Reminders and Updates](#)", virtual operations in annual plans were approved through the end of FY 2023. D-SNAPs with virtual components are still considered novel and will be considered on a case-by-case basis. FNS does not plan to provide general authorization for virtual operations in annual D-SNAP plans due to the current lack of data to evaluate the impact of these models.

Should the State choose to do so, the plan may be revised to remove all references to virtual operations. In this case, FNS will then issue a full plan approval letter.

FNS Regional Office staff are available to answer any questions the State may have and/or provide technical assistance as needed. Please contact Lori Kelly, Technology, Nutrition, and Integrity

Branch Chief, regarding any concerns at 214-290-9878 or at Lori.Kelly@usda.gov.

Sincerely,

James Abraham
Division Director
Supplemental Nutrition Assistance Program