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## General Information Memorandum

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ISD GI 18 - 14

TO: ISD Employees

FROM:  Mary Brogdon, Division Director

RE: Protocol for Submission of Policy Clarifications (PCs) - AMENDED

DATE: April 6, 2018

This GI rescinds GI 16-45, supersedes any previous GI's regarding the protocol for submission of Policy Clarifications (PCs) and is issued to AMEND the drop box address.

This GI is written to remind staff that all PC's come from the Income Support Division (ISD) Policy and Program Development Bureau (PPDB). Field staff should not request assistance from outside agencies and should refer to PPDB for guidance.

**Procedures for submitting a policy clarification to PPDB are as follows:**

- 1) Review the Policy Clarifications on the "L" drive under *Policy Clarifications* by searching for key words associated with topic needing clarification.
- 2) If the search does not yield any helpful clarifications review the topic with a line manager to determine if a PC is required:
- 3) Policy questions may be submitted to the PC Drop Box ([hsd-isd.pc@state.nm.us](mailto:hsd-isd.pc@state.nm.us)) by the following:

• Regional Office Managers (ROMs)	• Trainers
• County Directors (CDs)	• Line Managers
- 4) If a PC is required; on the "L" drive under *Policy Clarifications* click on the *Policy Clarification Protocol – Process – Template* file and use the template (ISD 013) provided to request a clarification.
- 5) Outline the questions separately if there are more than one.
- 6) Provide the NMAC Citations used in attempting to resolve the topic in question.
- 7) Provide the Case Number only; DO NOT INCLUDE Social Security Numbers or Names.
- 8) Submit the PC request through the drop box at [hsd-isd.pc@state.nm.us](mailto:hsd-isd.pc@state.nm.us).

PCs will be answered in the order in which they are received. Every effort will be made to provide clarification within ten business days of submission to the drop box. Depending upon the complexity of the request some PCs may be addressed sooner than others.

If you have any questions regarding this GI, please contact Rita Paz at (505) 827-7286 or via e-mail at [rita.paz@state.nm.us](mailto:rita.paz@state.nm.us).