



STATE OF NEW MEXICO  
**Human Services Department**  
**Governor Michelle Lujan Grisham**  
David R. Scrase, M.D., Cabinet Secretary  
Angela Medrano, Deputy Cabinet Secretary  
Kari Armijo, Deputy Cabinet Secretary

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## **Interim Policy & Procedure Memorandum**

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**ISD IPP 20 – 23**

**TO: ISD Employees**

**FROM: Karmela Martinez, ISD Director** 

**RE: Adjustments to Interim Report, the Recertification Process and Waiver of Initial Interview for SNAP**

**DATE: October 28, 2020**

**Amended October 29, 2020**

**Amended November 4, 2020**

**Amended November 10, 2020**

**Amended November 18, 2020**

The adjustments outlined in this IPP are being implemented to limit person to person contact, increase social distancing and help slow the spread of COVID-19 as outlined in the Coronavirus Appropriation Act, 2021 and Other Extensions Act of 2020 (HR 8337). This allows the ability to extend certification periods up to six months, waive the Interim Report (IR) through June 2021, follow IR rules in lieu of recertification rules through December 2021 and waive initial and recertification interviews through June 2021.

**UPDATE:**

Previously the state adopted the option to allow the waiver of the recertification interview effective 11/2.2020. Effective 11/23/2020, for SNAP only applications the state is implementing the option to waive initial interviews for if all mandatory verification is received. The option to waive both the initial and recertification interview is effective through June 2021.

This IPP provides interim policy and procedures for the following NMAC sections:

- General Operating Policies – Application 8.100.110 NMAC.
- Interviews in accordance with 8.139.110.11 NMAC
- Interim Reports (IRs) in accordance with 8.139.120.9B NMAC. and 8.102.120.11C NMAC.
- Recertifications in accordance with 8.139.120.8, 8.102.120.9B NMAC 8.106.120.9 and 8.106.120.10 NMAC.

## **Waived Interim Report (IR) and Extension of Certification Period**

- IR's - If an IR cannot be processed under normal processing, ASPEN will automatically continue their certification period for households with an IR due.
- Recertifications – If a Recertification cannot be processed under normal processing, ASPEN will
- automatically extend certification periods for households scheduled to recertify.

### **1. IR's**

These will be automatically waived by the system. ASPEN will automatically generate a case comment and an ISD 201 Notice to Client will be issued to the client that will cite the COVID – 19 emergency as the reason of the waived IR . A report will be generated for tracking purposes. The field will not have to do anything with the report at this time.

If an IR or pending verification is received the following process will apply:

- IRs that are received and have all mandatory verification will have been extended by the system, the worker will review the IR and enter any changes in case change mode only.
  - If no changes are needed, worker will simply mark task complete.
- IR's that are received by the department but are lacking all or some mandatory verification will be extended by the system automatically. The worker will review the IR process as normal.
- Tasks will not automatically be marked as complete. Workers must process tasks as normal in a case change action to ensure case information is correct. Case changes for extended cases will not affect the certification period.
- Certification period override should not be used for processing any IRs that have had the certification period extended by the system.
- ASPEN will also update the mandatory HUMADs as received by updating the appropriate unverified data collection information as “Other Acceptable” and generate a report listing the cases and its details. Workers should not update this field for extended interim reports.

### **2. SNAP and Cash Recertifications**

Recertification applications will continue to be issued to customers. Any recertification that has not been processed by the end of the month will be automatically extended by ASPEN for 6 months, for the months of October, November, and December 2020. ASPEN will automatically generate a case comment and an ISD 201 Notice to Client will be issued to the client that will cite the COVID – 19 Public Health Emergency as the reason of the certification extension. A report will be generated for tracking purposes. The field will not have to do anything with the report at this time.

Tasks remaining in the queue should be processed following IR rules.

Interviews with previously scheduled appointments should still be held. Workers will call the customer at the scheduled time and inform them of the recertification approval, if the customer does not show for the interview review, the recertification can then be processed following IR rules.

For customers that contact ISD through CCSC to complete their recertification and the task has not been completed, the CCSC agent should process the recertification as a normal by completing the recertification process. If the recertification that has already been processed, review the information with the customer to see if there are any changes that need to be made, and update through a case change. If there is any pending verification for a recertification that has been processed previously, review with the customer and update the case accordingly.

If a recertification or verification is received the following process will apply:

- a. Recertifications that are received by the department will follow IR rules (if they have not been scheduled already).
- b. Verifications received should be processed as changes.
- c. ASPEN will automatically generate a case comment and an ISD 201 Notice to Client. The case comment and ISD 201 will cite the COVID-19 emergency as the reason for the extension.
- d. For processing of recertifications please refer to IBP ASPEN-50366.

ASPEN will also update the mandatory HUMADs as received by updating the appropriate unverified data collection information as “Other Acceptable” and generate a report listing the cases and its details.

### **UPDATE: Waived Interview**

- Waives all SNAP Interview if all mandatory verification standards are met; if the application is also for cash an initial interview must be completed

### **SNAP Initial Applications**

If an initial application is received starting November 23, 2020 – June 30, 2021:

- a. Process without an interview (see flow chart), provided that the applicant’s identity has been verified along with all other mandatory verification standards are met. Please refer to the verification matrix on QuiKGuide: [click here](#)



- b. Every attempt must be made to verify household circumstances through available interfaces and other available data sources.
- c. The household must be contacted, and an interview conducted if any information on the application is questionable or if there is missing mandatory verification and it cannot be verified through interfaces.
- d. If the application cannot be processed without an interview, you must screen the application for expedited services.
- e. If an interview is already scheduled, attempt the interview, and complete.
  - a. If they are a no show and all mandatory verifications can be verified the case can be processed.
  - b. For customers that contact ISD through CCSC to complete their Initial interview and the application has not yet been screened, the CCSC agent should register the application and complete the interview as a normal since the customer is on the phone and you can attempt to gather all verification needed.
- f. As you work the 29-day report and see the cases that will close for missed interview, you can go into case to see if all mandatory verification is there to be processed.

## Steps for Waived Interview Process

1. In the Interviewed/Applicant Details Logical Unit of work, the date interviewed will be the date of application and interview type will be telephone.

Summary Details Visited 29

Individual Interviewed / Applicant - Details

Case Name: Interview Snap Case #: 12332480 Case Action: Intake Case Status: Pending

Reset Previous Continue

Individual Information

Date Interviewed: [Date Picker] Interview Type: [Dropdown Menu]

Face to Face Interview Reason: [Dropdown Menu]

Did the client consent for the phone interview: [Dropdown Menu]

Name: [Text Field] Individual #: [Text Field]

Individual Detail Information

Prefix: [Dropdown Menu] First: [Text Field] Middle: [Text Field] Last: [Text Field] Suffix: [Dropdown Menu]

Relationship to Client: [Dropdown Menu]

ID Verification: [Dropdown Menu]

Reset Previous Continue

2. In the Appointment-Details logical unit of work the appointment status will be “Showed/Waived”, the date will be application date, begin and end time will be the time you are processing the application, appointment type will be application, and interview type will be phone.

Appointment - Details

Case Name: Bruno, Brian Case #: 160031104 Case Action: Intake Case Status: Pending

Reset Cancel Add Appointment Previous Continue

Schedule Appointment

Associated Office(s): Northwest Bernalillo County OD

Case Information Employee Information

Case/App #: 160031104 Available Employee(s): 0002, Bot

Queue Information

Available Queue:

Programs

Program Category of Eligibility EDG #

Appointment Information

Appointment Status: Showed/Waived

Date: 04 / 06 / 2020 Rescheduling Reason:

Begin Time: 10 : 00 AM End Time: 12 : 00 PM

Appointment Type: Application Interview Type: In Person

Reset Cancel Add Appointment Previous Continue

For questions regarding this IPP, please contact Monica Sandoval, SNAP Program Coordinator, via e-mail at [Monica.Sandoval@state.nm.us](mailto:Monica.Sandoval@state.nm.us) or by telephone at (505)396-0314.