



Client Eligibility

Manual

2022-2023

Updated August 2022

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Introduction

Community Action Agency of Southern New Mexico (CAASNM) is a 501 c(3) non-profit organization serving the communities of southern New Mexico, helping low-income individuals build a better future for themselves and their families through innovative services that focus on whole-family success. CAASNM primarily serves Doña Ana, Luna, Hidalgo, Grant and Sierra counties, and on occasion may also serve other communities in the region.

Client Anti-Discrimination Policy

CAASNM follows all applicable federal and state rules and regulations when providing assistance. In accordance with all such laws of the State of New Mexico, CAASNM assures that no person in the United States shall, on the grounds of race, religion, color, national origin, ancestry, sex, age, physical or mental handicap, or serious medical condition, spousal affiliation, sexual orientation or gender identity, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed under this policy and procedures manual.

Qualified and Non-Qualified Immigrants

CAASNM provides services program-wide regardless of a client's immigration status, with the exception of citizenship requirements required by funders.

Coats for Kids

Program Description

CAASNМ collaborates with US Bank, Comet Cleaners, D2Designs, and KVLC101.1 FM Gold to sponsor Coats for Kids event each year. Now in its 29th year, the program provides warm winter coats to children in need.

CAASNМ reaches out to Las Cruces Public Schools, Head Start (Anthony & Las Cruces), Gadsden Elementary, Hatch Valley Public Schools, The City of Sunland Park, Casa de Peregrinos, Jardin de los Niños, Community of Hope, many colonias, Avance, Mesquite Neighborhood Learning center/DACC and Gospel Rescue Mission to identify and register kids in need of a coat.

Eligibility Requirements

- Age limit: Newborn through 5th grade.
- Parents must pre-register to be eligible to receive a free coat for their child.
- The children registered to receive a free coat are identified by school social workers and counselors in Las Cruces Public Schools, Hatch Public Schools, Gadsden School District, and other site administrators.

Areas Served:

- Doña Ana County

Emergency Assistance

Program Description

This program provides emergency assistance in a variety of ways to families when funding is available. Intake may occur via email, telephone or through other available technology. Assistance is dependent on available funding.

Services Provided (may be a combination of the services listed below. Up to \$500 per household within one year. Exceptions to this limit may be made for extreme emergencies and for temporary housing.

- Rent or Mortgage
- Utilities (Electric, Water, Gas, Propane, Phone/Cell phone, WI-FI)
- Car Payments
- Car Repairs
- Funeral Costs
- Medical or Car Insurance premiums
- Gas, Visa or Vendor specific cards; Cash Assistance

Eligibility Requirements

Applicants must meet the requirements of the or income guidelines set by the particular funder. Proof of Residency may be required for some funding. (See attachment A. CSBG Income Guidelines) Families must provide the following documentation in order to be assisted:

Documents required

- 1) Proof of identification for the applicant (picture ID)
- 2) Affidavit for proof of household income
- 3) Proof of address (lease agreement, receipt of paid rent or mortgage, etc.)
- 4) When applying for utility assistance, disconnection or termination notice from electric company or gas and water company. Clients can qualify for assistance if their bill is (30-60 days) past due.

Areas Served:

- Doña Ana County
- Hidalgo County
- Luna County
- Sierra County
- Grant County

Benefits Screening Services

Program Description

As a compliment to CAASN's programs, Benefits Screening Services (BSS) is a comprehensive array of resources, counseling and education to help families move from economic crisis to stability. The BSS program helps with government benefits, referrals and income tax preparation. BSS links and educates clients to understand the benefits they may qualify for. BSS also offers an extensive list of community resources available to clients.

Eligibility Requirements

Client qualifications are based on information the clients provide regarding household monthly income, household expenses and household size composition. Eligibility is determined by the federal, local or state programs the client is potentially eligible to receive. BSS does not determine client's approval or denial of government benefits or other nongovernmental benefits.

*Documentation such as proof of income, household size, etc. is not required for a BBS screening unless a direct service such as emergency financial assistance is received.

Areas Served:

- Doña Ana County
- Hidalgo County

- Luna County
- Sierra County
- Grant County

Fan, AC, Evaporative Cooler or Heater Assistance

Program Description

CAASNМ provides AC or heaters to families with an emphasis on senior citizens, elderly, single parent, or individuals with a sick or disabled family member.

Eligibility Requirements

The client completes an intake online or with their assigned case worker. The case worker will contact the client to perform the intake and ask for proper documentation which includes photo ID and proof of address. The unit will be included in the allocated to the client for total CAASNМ assistance.

Areas Served:

- Doña Ana County
- Hidalgo County
- Luna County
- Sierra County
- Grant County

Child and Adult Care Food Program (CACFP)

Program Description

The Child and Adult Care Food Program (CACFP) provides a food reimbursement for money spent on food to Day Care Providers of children and disabled adults cared for in the provider's home. CACFP is also available for Center-based childcare.

Funding Source

Federal Program managed by the State of New Mexico contracted by CAASNМ.

Services Provided

CACFP feeds approx. 6200 children and disabled adults every month. Meal delivery options are either two main meals and one snack, or two snacks and one main meal depending on the hours of care.

- 1) Provide technical assistance (TA) to more than 500 providers each year. CAASNМ provides TA to more providers than those that claim. CACFP is only funded for those providers that claim, which is currently 370 homes.
- 2) Monitor each home three times a year to ensure the children and disabled adults are being cared for adequately; that they are being fed nutritious meals; and that their homes provide a safe environment for the children and disabled adults. Two of these

visits are unannounced. The length of the visit is dependent on the Technical Assistance needed. More visits can be conducted if needed.

- 3) Provide all the forms and assistance in completion of the Background Check Application. Assist in getting a registration number off the internet for digital fingerprints.
- 4) Assist in the completion of the Child Care Services Bureau's Application/Agreement for participation. Make copies of required documents.
- 5) Provide all information and documentation in Spanish as well as English, and wordless menus for those providers who are illiterate.
- 6) Provide free training on nutrition on a monthly basis. CACFP also provides a wide range of childcare related subjects 3 times a year during its Regional Early Care & Education Conferences (RECEC). CACFP provides information and free training space for other agencies in the community that provide training to providers.
- 7) Provide referrals to other programs and agencies when a provider is in need of services the CACFP program does not provide.

Area Served

- Doña Ana County
- Hidalgo County
- Otero County
- Sierra County
- Grant County
- Lincoln County
- Luna County
- Bernalillo County

Income Guidelines

INCOME ELIGIBILITY GUIDLINES

Effective from July 1, 2022, to June 30, 2023

Required Documents

- 1) Background Check clearance letter
- 2) Child Care Services Bureau (CCSB) Provided Registration form (Registered providers only)
- 3) Licensing Bureau provided License Certificate (Licensed provider only)
- 4) Family Nutrition Bureau application approval (Centers only)
- 5) Complete CACFP application packet
- 6) Parent Child Enrollment forms
- 7) Income Eligibility applications (only if applicable for each approval type)

Poverty guidelines for the Child and Adult Care Food program is at **185%**.

REDUCED PRICE MEALS EFFECTIVE FROM JULY 1, 2022 TO JUNE 30, 2023				
HOUSEHOLD SIZE	YEAR	MONTH	EVERY TWO WEEKS	WEEK
1	25,142	2,096	967	484
2	33,874	2,823	1,303	652
3	42,606	3,551	1,639	820
4	51,338	4,279	1,975	988
5	60,070	5,006	2,311	1,156
6	68,802	5,734	2,647	1,324
7	77,534	6,462	2,983	1,492
8	86,266	7,189	3,318	1,659
For each additional family member	+ 8,732	+728	+336	+ 168

Client Eligibility Criteria

- 1) Must be at least 18 years of age or older
- 2) Must reside in New Mexico
- 3) Must reside in the home being registered (Registered/License/Tribal approval types only)
- 4) Must have at least one non-resident child (not living with provider) enrolled (registered providers only)

Application Process

- 1) The client finds out about our program and request information
- 2) The client is assisted with the application for Background Check, documents are then scanned and emailed to the background check unit once fingerprints are done. Application packet includes Adult Household members 18 years written statement forms only if the provider is participating in the CACFP only. If the provider is participating in the State subsidy program, then each household member must apply for a background check also.
- 3) The client is provided with a list of all the home safety requirements that will be looked for during the home inspection completed by Child Care Service Bureau.
- 4) Clients are provided with locations to have their fingerprints taken and are informed of the \$44.00 cost in the form of a money order or cashier's check.
- 5) The Client receives the background check in the mail and calls our office for further instruction
- 6) The client is provided the phone number to CCSB to call and schedule an appointment for the home inspection and Registration form.

- 7) A processing fee of \$15.00 is required for registration and will be sent to the State attached to the Registration form by CCSB.
- 8) Once the Client is registered, they contact our office.
- 9) The Client is assigned a monitor and monitor schedules the initial visit
- 10) The Monitor will complete a CACFP application packet and provide training on all program requirements during the initial visit.

Procedures

- 1) All applications will be completed in the Client's home.
- 2) Clients will be trained on menu and attendance completion and will start day after application completion visit.
- 3) Parents must complete a Parent/Child Enrollment Form and submit it to us before a child can be claimed
- 4) Application page and agreement are e-mailed to the State for approval.

Reimbursement Procedures

- 1) The provider receives reimbursement for all qualifying meals, for all qualifying children and adults provided after submitting menus
- 2) Providers have the option of either Direct Deposit or Check. The Direct Deposit is initiated, and check is mailed to provider in the middle of the month or soon after CAA receives the reimbursement money, following the claim month. (Example: December menus will be paid in the middle of January etc.)
- 3) Checks are mailed out to the providers within five days of receipt of the State reimbursement by CAA. Direct Deposit follow same time frame.

Disabled Individuals eligibility requirements

- 1) Disabled adults include children 13 years of age and older, individual must submit a doctor's letter indicating the following
 - Letter must show the physical and medical impairment substantially limits one or more major life activities. "Major life activities" means functions such as caring for oneself, performing manual tasks, walking, seeing, hearing, speaking, breathing, learning, and working
 - Disable persons 13yrs to 18yrs and still considered children. There must be more children enrolled than adults. Example 2 children/1 adult, 3 children/2 adults.

Healthy Kids Healthy Preschool (HKHP)

Program Description

This program provides support to Child Development Centers, Head Start Programs and Licensed home providers to develop a wellness policy for their Center/Home, and expand the opportunities for healthy eating and active living practices for children attending preschool centers and homes across the state. HKHP uses the **5210** model.

Eat **5** or more fruits and vegetables each day

Limit screen time to **2** hours a day

Increase physical movement **1** hour a day

Drink more H₂O a day

Eligibility Requirements

Applicants must be licensed Child Development Centers, Head Start Programs or homebased licensed providers in New Mexico.

Areas Served:

- Statewide with a focus on the south portion of the state.

Individual Development Account (IDA) Program

Program Description

An IDA is a matched savings account that provides low-income people with the opportunity to build assets that will help them improve their economic stability and achieve self-sufficiency. Under the IDA program, CAASNМ provides a savings match for first time home buyers, individuals trying to start or expand a business, or those wanting to pursue their post-secondary education. The funds are deposited into a custodial savings account at a partner financial institution. CAASNМ's IDA program is often tied to services and training programs that help participants build or enhance their financial skills.

Eligibility Requirements

IDA candidates must meet the following eligibility requirements:

- 1) The saver participating in the program must have earned income
- 2) Total household net worth has to be less than \$10,000
- 3) Total household income must be 200% or less the federal poverty level
- 4) Upon enrollment, IDA clients are required to complete 20 hours of financial literacy, and complete an asset plan
- 5) IDA clients have to be at least 18 years old to participate.
- 6) Under special circumstances, IDA participants do not have to be 18 years old. For instance, under the high school AFI grant (2012-2017), IDA candidates must be low-income high school juniors and incoming seniors residing in rural Doña Ana County (but also meet the requirements above).

Characteristics of Target Population to be Served

- 1) Adults (at least 18 years old of age)
- 2) Juniors and Seniors in High school (under special projects)
- 3) Current and potential small business owners
- 4) First-time homebuyers
- 5) Those individuals pursuing a post-secondary education or job training

Required Documentation

- 1) Some form of identification and verification of age (New Mexico identification card, driver's license, passport, birth certificate)
- 2) Verification of citizenship (social security card, birth certificate, US Passport, tribal registration card)
- 3) Verification of New Mexico residency (utility bill, tribal registration card, voter registration card, rental/lease agreement, social services statement)
- 4) Verification of entire household earned income
 - Most recent IRS tax returns
 - Three (3) months of employment pay stubs for all household members
 - Self-employment tax forms, NM State CRS filings (only for business owners or self-employed individuals)
 - Personal declaration of income into the household, with contact information (only for business owners or self-employed individuals)
 - Letter from employer stating number of hours worked and salary paid
- 5) Household net worth verification
 - Most recent checking and/or savings account statements
 - Investments (real estate, 401K, stocks, IRA, others)
 - Proof of debt (outstanding loans and bills, credit card outstanding balances)

Areas Served:

- Doña Ana County
- Hidalgo County
- Luna County
- Sierra County
- Grant County

Children's Saving Account (CSA) Program

Program Description

Through a partnership with First American Bank, CAASNМ offers CSAs to help children and their families with modest means to start building saving habits at an early age.

Eligibility Requirements

CSA candidates must meet the following eligibility requirements:

- 1) Age 0-12
- 2) CSBG income guidelines. (See attachment A. CSBG Income Guidelines)
- 3) Both parent and child must attend a 4-hour financial literacy workshop

Required Documentation

- 1) Proof of identification - Government Issued Picture Identification (For Guardian and Child)
- 2) Social security card (s) for everyone in the household
- 3) Proof of address (lease agreement, receipt of paid rent or mortgage, etc.)
- 4) Proof of income for everyone in the household for the past 30 days (check stubs weekly or bi-weekly)
- 5) Award letters or printouts if they received: Social Security benefits and/or disability, VA pension, TANF, Child Support, Worker's Compensation or unemployment
- 6) First American Bank Customer Information Worksheet

Areas Served:

- Doña Ana County and others (depending on funding)

Free Tax Preparation Program

Program Description

Each year during tax season (February-To mid-April), IRS trained and certified tax preparers at CAASNM (consisting of volunteers and temporary employees) offer free tax preparation services in English and Spanish to people in Doña Ana County with simple returns. CAASNM uses the tax preparation season for educating low-income people on the benefits of the Earned Income Tax Credit and linking tax refunds to asset-building activities like IDAs.

Eligibility Requirements

- Lives in Doña Ana County

Based on the AARP charter, CAASNM provides the following tax filing services:

- 1) CAASNM will prepare individual taxes (not partnership, S or C Corporation) and will prepare 1040's and schedules A, B, C, simple D and simple E.
- 2) Schedule C's must be sole proprietorship, and CAASNM will not do depreciation/amortization, or home office.
- 3) Schedule D's will be completed as long as the taxpayer has documentation, and basis for all sales.
- 4) Schedule E's (rent and royalty income) will only be completed if not claiming depreciation/amortization.

Characteristics of Target Population to be Served

- 1) Low- and middle-income taxpayers
- 2) There are no specific age requirements but there is a special emphasis on those aged 60 and older.

- 3) Self-employed individuals
- 4) Small business owners (former IDA participants)
- 5) Home-based business owners

Required Documentation

- 1) FORM 1095-A (if you bought insurance through the MARKETPLACE) or proof of exemption. If available, bring FORM 1095-B or FORM 1095-C
- 2) Proof of all income for the last tax year: W-2's, any form 1098, any form 1099 (C, G, R, int, div, misc.) , SSA-1099R and tuition statements
- 3) Previous year's tax return(s), if available
- 4) Social Security card or ITIN (Individual Taxpayer Identification Number) for each person included in your taxes, including dependents
- 5) Some form of identification for taxpayer and spouse (New Mexico identification card, driver's license, passport, birth certificate)
- 6) Routing and account numbers for bank account (if client wants a direct deposit of his/her refund)

Areas Served:

- Doña Ana County

Business Development

Program Description

Business Development is a core of CAASN's mission. When funding is available, CAASN provides one-on-one consulting services, hands-on business development training (workshops) and technical assistance (business planning/counseling, market research, etc.). This training program is designed to assist nascent and seasoned entrepreneurs (especially minority business owners with limited English proficiency) expand their businesses and create more employment opportunities in rural areas.

Eligibility Requirements

- Beside is or will be located in New Mexico

Areas Served:

- Doña Ana County
- Hidalgo County
- Luna County
- Sierra County
- Grant County

Financial Literacy

Program Description

Financial literacy is one of CAASNMs services to help New Mexicans achieve self-sufficiency. This training program relies on financial coaching techniques that help individuals learn about personal finance strategies such as savings, budgeting, planning for retirement, paying for college, how to start a business, how to find and keep a job, building and repairing credit, etc.

Our curriculum is client-driven so other courses can be created upon community needs.

Eligibility Requirements

- None

Areas Served:

- Doña Ana County
- Hidalgo County
- Luna County
- Sierra County
- Grant County

Thriving Kids

Program Description

“**Thriving Kids**” is the term CAASNMs uses to describe its comprehensive State of New Mexico Early Childhood Education and Care Department (ECECD) and Maternal Infant Education Child Home Visiting (MIECHV) program. The program’s CAASNMs Home Visitors work with expectant families and families with children who have not yet turned 5 years of age using the PAT (Parents as Teachers) Evidence-based Curriculum, an internationally recognized family wellness curriculum aimed at achieving whole-family wellness and child school readiness. We recognize parents are their child’s first teacher so we build upon your strengths to partner with parents/caregivers so children can reach their full potential and live in an environment where they can thrive.

During our monthly visits with families, we provide FREE age and abilities appropriate books, activities, and materials that are individualized with the family’s values, culture, and the child’s development and milestones. Here are the long-term outcomes according to our Scope of Work with the New Mexico ECECD (Early Childhood Education Care Department):

- To improve the maternal and child health outcomes
- To promote child development
- To promote school readiness in children served
- To encourage positive parenting

- To connect families to formal and informal support in their communities

Eligibility Requirements

Expectant parents, or parents/guardians/caregivers of children who have not reached their 5th birthday are eligible.

Areas Served:

- Doña Ana County
- Otero County

Thriving Families

Program Description

Thriving Families is a comprehensive mentorship program developed to support families in eliminating barriers and supporting families in identifying skills, experiences, trainings, and education and employment opportunities. Families participating in the program become informed and educated self-advocates through mentorship and coaching in life skills, parenting, early education, economic and employment counseling, substance abuse and mental health counseling, and health prevention. Families move from economic crisis to stability and self-sufficiency, giving back to their community through peer mentorship and community involvement thus providing for a thriving community.

Eligibility Requirements

Single parent, head of household, with a child under the age of 8 years; seeking employment and/or education opportunities in STEM field.
Applicants must meet the HHS Poverty 2019 Guidelines of 125%.

Areas Served:

- Doña Ana County
- Hidalgo County
- Luna County
- Sierra County
- Grant County

Family Prosperity Program

Program Description

The Family Prosperity Program is a guaranteed basic income (GBI) cash transfer program aimed at lifting up low-income families through 18 months of regular payments with no strings attached. The program is a pilot which includes a comparison group and research component. A major aim of FP is to document how these cash transfer payments affect the client's quality of life, including economics and overall wellness.

Eligibility:

- Income requirements
- Single income house
- Child under 16 must reside in the home

Selection Process

Clients who apply are selected randomly. Other clients are invited to participate in the comparison group.

Areas Served: dependent on restrictions of funding source. Currently, Hatch NM

Health Equity Program

Program Description

This program provides coronavirus, COVID-19 and other health awareness information to families and individuals affected within the Colonia communities of Doña Ana County. When appropriate, families or individuals may be referred to other partner program for assistance that is determined during encounters. Outreach and education occur via door-to-door canvassing, at community events and other outreach events.

Eligibility

Families and individuals living in the Colonias of Doña Ana County are eligible for the program.

Areas served:

Doña Ana County Colonias

Housing Stability Program

Program Description

CAASNMs Housing Stability Program is supported by a major grant through the U.S. Department of the Treasury. It falls under Thriving Families, where CAASNMs trained community navigators aid in eviction prevention, mediation between landlords and tenants, and access to New Mexico ERA (Emergency Rental Assistance) program, and many other case managed tools related to keeping families in their homes:

- a. help navigate community resources and match them to client needs
- b. Identify emergency assistance programs to assist with housing expenses
- c. assess family eligibility for benefit programs (such as SNAP, TANF, Medicaid) which may boost family resources
- d. refer clients to local agencies making "warm hand-offs" for follow up
- e. contact housing agencies on behalf of client families – help clients navigate
- f. complete applications with clients to housing services and programs
- g. review status of housing applications with clients
- h. Intervenes when client families are receiving ineffective customer service
- i. contact ERA and MFA staff to help resolve pending cases
- j. provide employment counseling with the aim of securing living wage jobs; enhance financial literacy.

Eligibility Criteria:

Families with any of the housing crisis housing needs described above.

Areas Served: Families will be residents of the following counties, excluding Doña Ana:

- Otero County
- Grant
- Sierra
- Hidalgo
- Luna

Health Equity Program

Program Description

This program provides coronavirus, COVID-19 and other health awareness information to families and individuals affected within the Colonia communities of Dona Ana County. When appropriate, families or individuals may be referred to other partner

program for assistance that is determined during encounters. Outreach and education occur via door-to-door canvassing, at community events and other outreach events.

Eligibility

Families and individuals living in the Colonias of Dona Ana County are eligible for the program.

Areas served:

Dona Ana County Colonias

Kids Can Youth Entrepreneur Program

Program Description

The goal of Kids Can is to inspire creativity and innovation among youth in the City of Las Cruces and Doña Ana County with the aim of fostering successful entrepreneurship and business development skills at an early age, thus teaching area youth important life lessons such as leadership, speaking and confidence-building, self-reliance and personal empowerment, and financial and business literacy. Youth will attend weekly "Super Saturdays", after-school enrichment classes, and week-long camps. Youth showcase and grow their businesses monthly at the KC Junior Vendor Program at the Las Cruces Farmers and Crafts Market Saturdays. Youth led businesses rotate on monthly basis.

In April and November of each year, workshops are held in advance of business building events to give youth the opportunity to receive valuable feedback. Youth circulate through business plan stations, get product feedback and practice making the perfect pitch, as well as ask questions of representatives from CAASN, NMSU, the Green Chamber, the City's Economic Development Department, and local business owners. The events also feature motivational speakers and networking activities. These workshops are designed to prepare participants for success at the upcoming business showcase.

At the Spring Bazaar and Fall Showcase, youth take their products to be judged by area business leaders. Their products and business concepts are evaluated on the most original business idea, highest business potential, and best presentation/creativity.

Eligibility Requirements

- Youth Ages 6-17

Areas Served:

- Doña Ana County
- Otero County

Attachment A- CSBG Income Guidelines

125% Effective January 12, 2022 CAASNM uses 200% until Sept. 30, 2022	
FAMILY SIZE	ANNUAL MAXIMUM
1	\$16,987
2	\$22,887
3	\$28,787
4	\$34,687
5	\$40,587
6	\$46,487
7	\$52,387
8	\$58,287
For each additional person add:	\$ 5,900

Note: Based on 125% of the 2022 HHS Poverty Guidelines Effective January 12, 2022

Note: 200% will be used until September 30, 2022. See table below.

200%			
Family Size	Annual	Monthly	Weekly
1	\$27,180	\$2,265	\$523
2	\$36,620	\$3,052	\$704
3	\$46,060	\$3,839	\$886
4	\$55,500	\$4,625	\$1,067
5	\$64,940	\$5,412	\$1,249
6	\$74,380	\$6,199	\$1,430
7	\$83,820	\$6,985	\$1,612
8	\$93,260	\$7,772	\$1,793

Attachment B: Client Rights and Responsibilities

- 1) You are entitled to be treated with courtesy and consideration at all times by our staff
- 2) You are entitled to have your questions and concerns addressed in a prompt manner and to have your telephone calls returned promptly
- 3) You are entitled to be kept informed as to the status of your matter and to request and receive copies of papers
- 4) You are entitled to sufficient information to allow you to participate meaningfully in the development of your matter
- 5) You have the right to privacy in your dealings with our staff
- 6) You are entitled to have our staff conduct himself or herself in a professional manner
- 7) You may not be refused representation on the basis of race, creed, color, age, religion, sex, sexual orientation, national origin or disability

Client Responsibilities

- 1) The client is expected to treat staff with courtesy and consideration.
- 2) The client's relationship with our staff must be one of complete respect and honesty
- 3) The client may withdraw from our services at any time.
- 4) The client should maintain contact with staff, promptly notify the staff of any change in telephone number or address and respond promptly to a request by the staff for information and cooperation.
- 5) The client must realize that the staff need respect only legitimate objectives of the client and that the staff will not advocate or propose positions which are unprofessional or contrary to law or professional responsibility.

Attachment C- Community Action Agency Clients Grievances

Client Grievances

If you are receiving any services, goods, or are asking for any help from the Community Action Agency of Southern New Mexico (CAASNМ), you have the right to:

- 1) Be treated courteously;
- 2) To have the policies of any program explained to you;
- 3) To have any denial of a benefit explained to you; and,
- 4) To have all reasonable questions answered.

If you think you have been treated unfairly, or discriminated against in any way, you have the right to file a grievance and have this grievance investigated.

If you feel the need, ask any CAASNМ Staff member for a copy of the CAASNМ grievance procedure and grievance form.

If you need any help in filling out the grievance form, you will be provided assistance at your request; but, CAASNМ cannot pay for legal representation.

For more information, call the CAASNМ Administration at (575) 527-8799.

Thank You.

Dawn Z. Hommer
Chief Executive Officer

Attachment D- Client Appeal Policy

Client Appeal Policy

In the event that a client is denied services, or should a client not be satisfied with services delivered, or should a client have any other grievance regarding services from the Community Action Agency of Southern New Mexico (CAASNМ); the client shall have the right to file a grievance and/or appeal on any adverse decision. Clients may appeal a decision made by CAASNМ within thirty (30) days which is adverse to them and may present grievances about the operation of the CAASNМ's services program as the operation pertains to and affects the client. The process for the grievance/appeal shall be as follows:

The client must talk with the appropriate supervisor/program director to try to informally resolve the grievance/appeal.

Should it be impossible to resolve the grievance/appeal informally, the client may, within thirty (30) days of the grievance/appeal, file a formal grievance/appeal, by contacting 575-527-8799 Ext. 130 or sending an email to the Operations Manager at crawfordm@caasnm.org who will forward to the Program Director.

Within fifteen (15) days of the filing of the grievance/appeal, the Program Director shall review all the circumstances involved in the grievance/appeal, and issue a decision, in writing, to the client and to the CAASNМ employee involved.

If the client is not satisfied with this decision, the client may then, within two (2) weeks, appeal the Program Director's decision to the CEO. The CEO shall issue a decision, in writing, to the client and all other parties within two (2) weeks. This decision shall be issued in writing and shall be the final decision of CAASNМ.

The right of a client to file an appeal/grievance shall not be hindered, and any employee interfering with this right shall be subject to disciplinary action, including termination.

The right of a client to file an appeal/grievance shall be posted in English and Spanish, in all CAASNМ Offices, and referenced in all letters or notices to clients regarding services. If the client needs assistance in completing the grievance form, a disinterested person shall be assigned to assist the client.

ANY APPEAL BASED SOLELY ON CHALLENGING ELIGIBILITY GUIDELINES SHALL BE DECIDED BY THE EXECUTIVE DIRECTOR, AN NO RIGHT OF APPEAL TO THE BOARD OF DIRECTORS SHALL BE AVAILABLE.

Attachment E- Program Assistance Policy for Employees and their Families

Program Assistance Policy for Employees and their Families

The Program Assistance Policy for Employees and their Families is intended to respond to the needs of employees and their families who may be eligible for one or more of the assistance programs Community Action Agency of Southern New Mexico (CAASNМ) offers.

CAASNМ's management and employees recognize that use of this policy cannot interfere with the mission, goals, and tasks of the organization or its various services and the availability of these programs. It is also recognized that the success of Program Assistance for Employees and their Families depends entirely on the cooperation and good faith efforts of all parties involved, and on a mutually shared understanding and acceptance of the benefits and limitations of Program Assistance for Employees and their Families.

Definition

The Program Assistance Policy for Employees and their Families enables all employees of CAASNМ who are employed either full-time or part-time, to apply for assistance programs offered by CAASNМ. For the purpose of this policy, a family is defined as two or more persons regularly living together, related by blood, marriage, adoption, guardianship or operation of law; OR two or more persons who are not so related, but are regularly living together and have shared income or resources.

Requests

All requests for program assistance by employees or their families will be treated on a first come, first served basis by the Program Director. In no event will an employee be given preferential treatment over others applying for the same assistance program.

Approval Procedure

The employee or their family member will be required to complete all of the program eligibility forms and provide the required eligibility documentation requested by the Program Director. The decision of eligibility of an employee and their family will be based on all of the same eligibility requirements as any other candidate for services.

In the event an employee is eligible for services, the approval for services delivery will be approved in an email by the Program Director, copying the CEO and Fiscal Director. The Program Director will maintain a copy of the email response from the CEO.

Service Delivery

Services will be provided to employees and their families according to the procedures of the specific assistance program. All service delivery to employees and their families must

be scheduled to minimize any disruption to the work schedule, productivity of the employee in the workplace, and operational needs of the department if needed.

Attachment F- Confidentiality Agreement

PURPOSE

To ensure that employees, volunteers, partners or contractors maintain the highest standards of confidentiality relating to the Agency, its business, and our Clients. Breaches of confidentiality, or any knowledge afforded employees, volunteers, partners or contractors by virtue of their position will not be tolerated. CAASNM has an unwavering stand regarding Client Confidentiality.

RESPONSIBILITY

Each employee, volunteer, partner, or contractor is responsible for maintaining the highest standards of confidentiality. All employees, volunteers, partners, or contractors of CAASNM are bound by ethical and legal codes to protect the confidentiality and privacy of our clients and to protect and maintain the confidentiality of all information learned about clients, their family members and acquaintances during the course of providing services to them.

Administration is responsible for acting as a resource in the interpretation of this policy and any investigation related to a breach of confidentiality.

POLICY

Sensitive information and records regarding CAASNM, and its clients, are strictly confidential. Sensitive information shall mean, but is not limited to, business plans, agency reports, agency donors or client financial records, business or strategic plans, donor lists, client lists and employment records that are considered confidential by law, such as medical records, records including social security numbers or other private identifying information, and other such records and the confidential or private information contained therein. Breaches in confidentiality of any knowledge afforded to you in your capacity at CAASNM will not be tolerated. All employees, volunteers, Board members, partners and contractors will be asked to sign a confidentiality agreement.

1. All employees, volunteers, partners, contractors, and Board of Directors will sign a Confidentiality Agreement.
2. A breach of confidentiality regarding a sensitive matter from any employee, volunteer or Board of Director shall be addressed as follows:

- a. CAASNM provides client services as contemplated under New Mexico Statutes Federal Law, and Contract requirements.
- b. Regulations and Statutes prohibit me from disclosing to another person the identity of, or any information about any client, which permits identification of, any CAASNM client.
- c. The identity of, and information about, CAASNM, its programs, and CAASNM clients have been disclosed to me from records whose confidentiality is protected by state law. Law and Regulation prohibit me from making any further disclosure of such information without the specific written consent of the person to whom such information pertains, or as otherwise permitted by law.
- d. I have a legal duty to preserve in confidence information about CAASNM and the identity of all clients. If I violate this confidentiality agreement, I am in violation of law and am subject to the possibility of a lawsuit and may be immediately dismissed or otherwise disciplined by the CAASNM.
- e. I acknowledge the importance of confidentiality with respect to the affairs of CAASNM. Considering acknowledgement, I agree to keep confidential, during and after the relationship, all confidential information acquired pertaining to CAASNM and any related activities.
- f. I will not share pictures of clients without written consent of the client. Public events are excluded from requiring written consent
- g. Employees, volunteers, partners or contractors who breach confidentiality will be suspended immediately. After review, the employee may be disciplined up to and including termination. Volunteers, partners, or contractors may be terminated.

Attachment G- Client Anti-Discrimination Policy

Client Anti-Discrimination Policy

CAASNМ will follow all applicable federal and state rules and regulations when providing assistance. In accordance with all such laws of the State of New Mexico, CAASNМ assures that no person in the United States shall, on the grounds of race, religion, color, national origin, ancestry, sex, age, physical or mental handicap, or serious medical condition, spousal affiliation, sexual orientation or gender identity, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity performed under this policy and procedures manual.

Discrimination

Federal Law prohibits discrimination against its customers on the bases of age, race, color, national origin, ancestry physical or mental disability, religion, sex (including pregnancy), disability , sexual orientation, gender identity, marital status, spousal affiliation, citizenship status, serious medical condition, genetic information or veteran status, or any other characteristic protected by law. Harassment, coercion, or any other type of discrimination will not be tolerated. (Not all prohibited bases will apply to all programs. For Example: A program may be for single mothers)

Objectives of Anti-Discrimination Policy

Through our commitment to this policy and the upholding the laws relating to equal opportunity and anti-discrimination CAASNМ aims to:

- 1) uphold appropriate standards of conduct at all times.
- 2) create a discrimination and harassment free working environment where all employees, contractors and customers are treated with courtesy and respect
- 3) implement procedures to guarantee employees know their rights and responsibilities
- 4) provide an effective procedure for complaints based on the principles of natural justice
- 5) treat all complaints with respect in a fair, timely and confidential manner
- 6) ensure there is no threat of victimization or reprisal in the event of a complaint
- 7) encourage employees to report breaches of the anti-discrimination policy

It is a primary role of managers to ensure customers are not harassed or discriminated against within the workplace.

Complaint Procedure

If any client of CAASNМ believes he or she has been subjected to discrimination there are a number of options. Don't ignore discrimination, sexual harassment or vilification, thinking it will go away.

CAASNМ is committed to providing an environment which is safe for all clients. You will not be disadvantaged in receiving services or opportunities as a result of lodging a complaint.

A. Contact one of the following people CAASNМ who have been nominated to investigate complaints (575-527-8799):

1. Kim Daisley, Fiscal Director and Human Resources daisleyk@caasnm.org
2. Dawn Z. Hommer, CEO dawnh@caasnm.org

Discrimination Investigation

CAASNМ will investigate any complaints in a fair and thorough manner. The investigation will be conducted in a timely fashion and in such a matter as to ensure discretion and confidentiality. We reiterate that clients will not be disadvantaged as a result of lodging a complaint.

Disciplinary Action

If the investigation deems that this policy has been breached then disciplinary action may be taken. Disciplinary action may include counseling, a verbal or written warning, suspension or termination.

Any person who, without authorization, passes on confidential information regarding an investigation under this Policy will face disciplinary action.

Anyone who harasses or victimizes a person who makes a complaint under this policy will face disciplinary action.

Attachment I- Americans with Disabilities Act

CAASNМ complies with the Americans with Disabilities Act of 1990 (ADA). We provide reasonable accommodations to qualified clients with disabilities, unless such accommodations would pose an undue hardship (e.g., too costly, too extensive, too substantial, too disruptive). The client with a disability is responsible for letting CAASNМ staff know that an accommodation is needed in order to participate in the application process for CAASNМ programs. CAASNМ is not required to provide accommodations if they are not aware of the need.

The client can inform the staff at CAASNМ either verbally or in writing to request special accommodations.

Attachment J- 2022 Federal Poverty Guidelines Chart (Jan. 12, 2022)

We have included multiple percentages in the Federal Poverty Level chart below, as there are several programs, including Medicaid, that use a percentage of the FPL as the income criteria for program participation.

48 Contiguous States

# of Persons in Household	2022 Federal Poverty Level for the 48 Contiguous States (Annual Income)						
100%				115%			
Family Size	Annual	Monthly	Weekly	Family Size	Annual	Monthly	Weekly
1	\$13,590	\$1,133	\$261	1	\$15,629	\$1,302	\$301
2	\$18,310	\$1,526	\$352	2	\$21,057	\$1,755	\$405
3	\$23,030	\$1,919	\$443	3	\$26,485	\$2,207	\$509
4	\$27,750	\$2,313	\$534	4	\$31,913	\$2,659	\$614
5	\$32,470	\$2,706	\$624	5	\$37,341	\$3,112	\$718
6	\$37,190	\$3,099	\$715	6	\$42,769	\$3,564	\$822
7	\$41,910	\$3,493	\$806	7	\$48,197	\$4,016	\$927
8	\$46,630	\$3,886	\$897	8	\$53,625	\$4,469	\$1,031
Each Add'l	\$4,720	\$393	\$91	Each Add'l	\$5,428	\$452	\$104
125%				187.5%			
Family Size	Annual	Monthly	Weekly	Family Size	Annual	Monthly	Weekly
1	\$16,988	\$1,416	\$327	1	\$25,481	\$2,123	\$490
2	\$22,888	\$1,907	\$440	2	\$34,331	\$2,861	\$660
3	\$28,788	\$2,399	\$554	3	\$43,181	\$3,598	\$830
4	\$34,688	\$2,891	\$667	4	\$52,031	\$4,336	\$1,001
5	\$40,588	\$3,382	\$781	5	\$60,881	\$5,073	\$1,171

6	\$46,488	\$3,874	\$894
7	\$52,388	\$4,366	\$1,007
8	\$58,288	\$4,857	\$1,121
Each Add'l	\$5,900	\$492	\$113

6	\$69,731	\$5,811	\$1,341
7	\$78,581	\$6,548	\$1,511
8	\$87,431	\$7,286	\$1,681
Each Add'l	\$8,850	\$738	\$170

200%			
Family Size	Annual	Monthly	Weekly
1	\$27,180	\$2,265	\$523
2	\$36,620	\$3,052	\$704
3	\$46,060	\$3,839	\$886
4	\$55,500	\$4,625	\$1,067
5	\$64,940	\$5,412	\$1,249
6	\$74,380	\$6,199	\$1,430
7	\$83,820	\$6,985	\$1,612
8	\$93,260	\$7,772	\$1,793
Each Add'l	\$9,440	\$787	\$182

300%			
Family Size	Annual	Monthly	Weekly
1	\$40,770	\$3,398	\$784
2	\$54,930	\$4,578	\$1,056
3	\$69,090	\$5,758	\$1,329
4	\$83,250	\$6,938	\$1,601
5	\$97,410	\$8,118	\$1,873
6	\$111,570	\$9,298	\$2,146
7	\$125,730	\$10,478	\$2,418
8	\$139,890	\$11,658	\$2,690
Each Add'l	\$14,160	\$1,180	\$272