

**TITLE 8 SOCIAL SERVICES**  
**CHAPTER 150 LOW INCOME HOME ENERGY ASSISTANCE PROGRAM**  
**PART 102 FIELD OFFICE RESPONSIBILITIES**

**8.150.102.1 ISSUING AGENCY:** New Mexico Human Services Department.  
[7-1-95, 11-1-95; 8.150.102.1 NMAC - Rn, 8 NMAC 22.LHP.000.1, 10-1-01]

**8.150.102.2 SCOPE:** The rule applies to the general public.  
[7-1-95, 11-1-95; 8.150.102.2 NMAC - Rn, 8 NMAC 22.LHP.000.2, 10-1-01]

**8.150.102.3 STATUTORY AUTHORITY:** 27 NMSA 1978 (1992 Repl.) provides for the department to "...adopt, amend and repeal bylaws, rules and regulations...". It also provides for administration of public assistance programs.  
[7-1-95, 11-1-95; 8.150.102.3 NMAC - Rn, 8 NMAC 22.LHP.000.3, 10-1-01]

**8.150.102.4 DURATION:** Permanent.  
[7-1-95, 11-1-95; 8.150.102.4 NMAC - Rn, 8 NMAC 22.LHP.000.4, 10-1-01]

**8.150.102.5 EFFECTIVE DATE:** November 15, 1996, unless a different date is at the end of a section or paragraph.  
[7-1-95, 11-1-95; 1-15-96, 8.150.102.5 NMAC - Rn, 8 NMAC 22.LHP.000.5, 10-1-01]

**8.150.102.6 OBJECTIVE:** The objective of these regulations is to provide policy and procedures for the administration of the low income home energy assistance program.  
[7-1-95, 11-1-95; 8.150.102.6 NMAC - Rn, 8 NMAC 22.LHP.000.6, 10-1-01]

**8.150.102.7 DEFINITIONS: [RESERVED]**

**8.150.102.8 ISD FIELD OFFICE RESPONSIBILITIES:** Each of the field offices of the income support division in the state is responsible for:

- A. providing outreach and referral for low-income clients, particularly disabled and elderly clients, regarding the LIHEAP program;
- B. informing low-income households, particularly disabled and elderly clients, about the eligibility determination process and application procedures for the LIHEAP program;
- C. providing documentation to households requesting verification of cash benefits received from the human services department or other documentation available to the department or in the case file;
- D. complying with other LIHEAP program directives as may be issued by ISD;
- E. assisting all applicant households to complete the LIHEAP application and when necessary interviewing the household when LIHEAP benefits have been requested;
- F. entering the completed LIHEAP application into the designated LIHEAP computer system;
- G. responding to inquires about the status of a LIHEAP application; and
- H. processing payment errors when identified; the ISD office must issue a supplement in cases of benefit under-issuances or complete and submit paperwork to restitution for over-issuances.

[7-1-95, 11-1-95, 11-15-96, 10-01-97, 10-1-00; 8.150.102.8 NMAC - Rn, 8 NMAC 22.LHP.023, 10-1-01; A, 10-1-05; A, 10-01-06; A, 10-01-07]

**HISTORY OF 8.150.102 NMAC:**

**Pre-NMAC History:** The material in this part was derived from that previously filed with the State Records Center and Archives:

- ISD 600.0000, Energy Assistance Programs, 11-12-82.
- ISD 600.0000, Low Income Energy Assistance Program, 1-9-84.
- ISD 710.0000, Energy Assistance Programs, 11-15-85.
- ISD 620.0000, Crisis Intervention Assistance, 11-12-82.
- ISD 620.0000, Energy Crisis Intervention Assistance, 12-27-83.
- ISD 714.0000, Energy Crisis Intervention, 11-20-85.
- ISD 630.0000, Program Administration, 11-12-82.

ISD 630.0000, Program Administration, 12-27-83.  
ISD 715.0000, Administration of Energy Assistance Programs, 11-20-85.  
ISD FA 710, Energy Assistance Programs, 12-5-89.  
ISD CAS 700, Energy Assistance Program, 11-13-91.  
ISD CAS 700, Energy Assistance Program, 11-10-92.  
ISD/CACB/LHP 700, Low Income Home Energy Assistance Program, 5-6-94.  
ISD/CACB/LHP 700, Low Income Home Energy Assistance Program, 7-28-94.

**History of Repealed Material:** [RESERVED]