

To file a complaint through HSD of discrimination and/or rude treatment regarding a program receiving Federal or State financial assistance, a complaint form is available at the ISD office or you may write to: NM Human Services Department, ISD Civil Rights Director, P.O. Box 2348, Santa Fe, NM 87504-2348 or by fax (505) 827-7241.

Confidentiality/Privacy

The New Mexico Human Services Department (HSD) collects privacy information from New Mexico clients seeking social services such as Medicaid, Supplemental Nutritional Assistance Program (SNAP), and cash programs. All information you give to HSD is confidential/private. This information will be given to HSD employees who need it to manage the programs for you have applied. All information will be used to determine eligibility and/or to provide services. (Revised 07/15/14).

This information may be given to other Federal and State agencies for official examination, and to law enforcement officials for the purpose of picking up persons fleeing to avoid the law. If you get benefits that were not eligible for and have to pay them back, this is called a claim. If your household gets a claim against it, the information on the application including Social Security Numbers, may be given to Federal and State agencies, as well as private claims collection agencies for claims collection action. You only have to give U.S. Citizenship and Social Security Numbers for those household members that you are applying for. You do not need to be a U.S. Citizen to apply.

Receiving SNAP/food, energy or medical assistance will not prevent you from becoming a lawful permanent resident or U.S. citizen. Non-citizen immigrants not requesting assistance for themselves do not need to give immigration status information, Social Security Numbers, or other similar proofs; however, they must give proof of income and things they own because part of their income and things they own may count towards the household's eligibility for assistance. Certain benefits may be available for people without a Social Security Number; ask ISD.

We also check with other agencies, the federal Income and Eligibility Verification Service (IEVS) and The Public Assistance Reporting Information System (PARIS) about the information that you give us. This information may affect your household eligibility and benefit amount.

You have the right to correct your case information on file, and obtain a copy of your case records. If you wish to obtain a copy of your case file, ask your case worker.