



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

Contact: Ashley Espinoza  
Public Relations Coordinator, Human Services Department  
ashley.espinoza2@state.nm.us  
505-670-3264

June 19, 2020

## **New Mexico Human Services Department announces changes to its curbside and limited lobby hours for the Income Support and Child Support offices beginning June 22, 2020**

SANTA FE – The Income Support Division and Child Support Enforcement Division field offices will be changing their curbside and limited lobby hours effective June 22, 2020, to allow staff to safely continue serving customers during the warmer summer days ahead, the New Mexico Human Services Department announced today.

All Income Support and Child Support field office curbside and limited lobby hours will be open from **10 a.m. to noon, daily**.

Income Support customers who do not have a cell phone or internet access can utilize curbside services, implemented for the safety of our employees and our customers. If you visit the office during these hours, please stay in your car and we will serve you.

The lobbies will limit the number of people allowed inside the lobby area to five individuals.

To avoid exposure to the COVID-19 virus, Income Support customers should STAY AT HOME and:

- Use the online portal at [www.yes.state.nm.us](http://www.yes.state.nm.us) to apply for benefits, submit documents for eligibility, check the status of their case, and obtain other important benefit information
- The online portal includes self-help videos for online or cell phone usage
- Call the Customer Service Center (CSC) at 1-800-283-4465 to request help with their case
- Mail documents to: Income Support Division, PO BOX 830, Bernalillo, NM 87004

Drop-boxes are located outside of each field office that are checked daily, if you are unable to upload documents to the online portal (YESNM).

To avoid exposure to the COVID-19 virus, Child Support customers should STAY AT HOME and:

- Mail payments to the: State Disbursement Unit, Child Support Enforcement Division, PO Box 25109, Albuquerque, NM 87125
- Contact the customer service center at 1-800-288-7207 to request help with their case
- Ask to be transferred to their caseworker or ask to receive a call back.
- Send email inquiries to: [child.support@state.nm.us](mailto:child.support@state.nm.us)
- Find child support applications on the HSD website at: [https://www.hsd.state.nm.us/LookingForAssistance/Application\\_for\\_Child\\_Support.aspx](https://www.hsd.state.nm.us/LookingForAssistance/Application_for_Child_Support.aspx)

Non-cash payments (checks or money orders) can be placed in the drop-boxes outside of each field office that will be checked daily. ALWAYS write your case number on your check or money order to ensure it is properly applied to your child support case. Cash payments must be dropped off during the hours listed above.

“As COVID-19 has drastically changed the landscape of how New Mexico does business, we have seen a substantial reduction in lobby traffic. We remain committed to helping New Mexicans receive the benefits and services that they need during these trying times,” said Karmela Martinez, Income Support Division director.

The Human Services Department provides services and benefits to more than 1 million New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.

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**Office of the Secretary 1474 Rodeo Rd. P.O Box 2348 Santa Fe, NM 87504 505-827-7750**