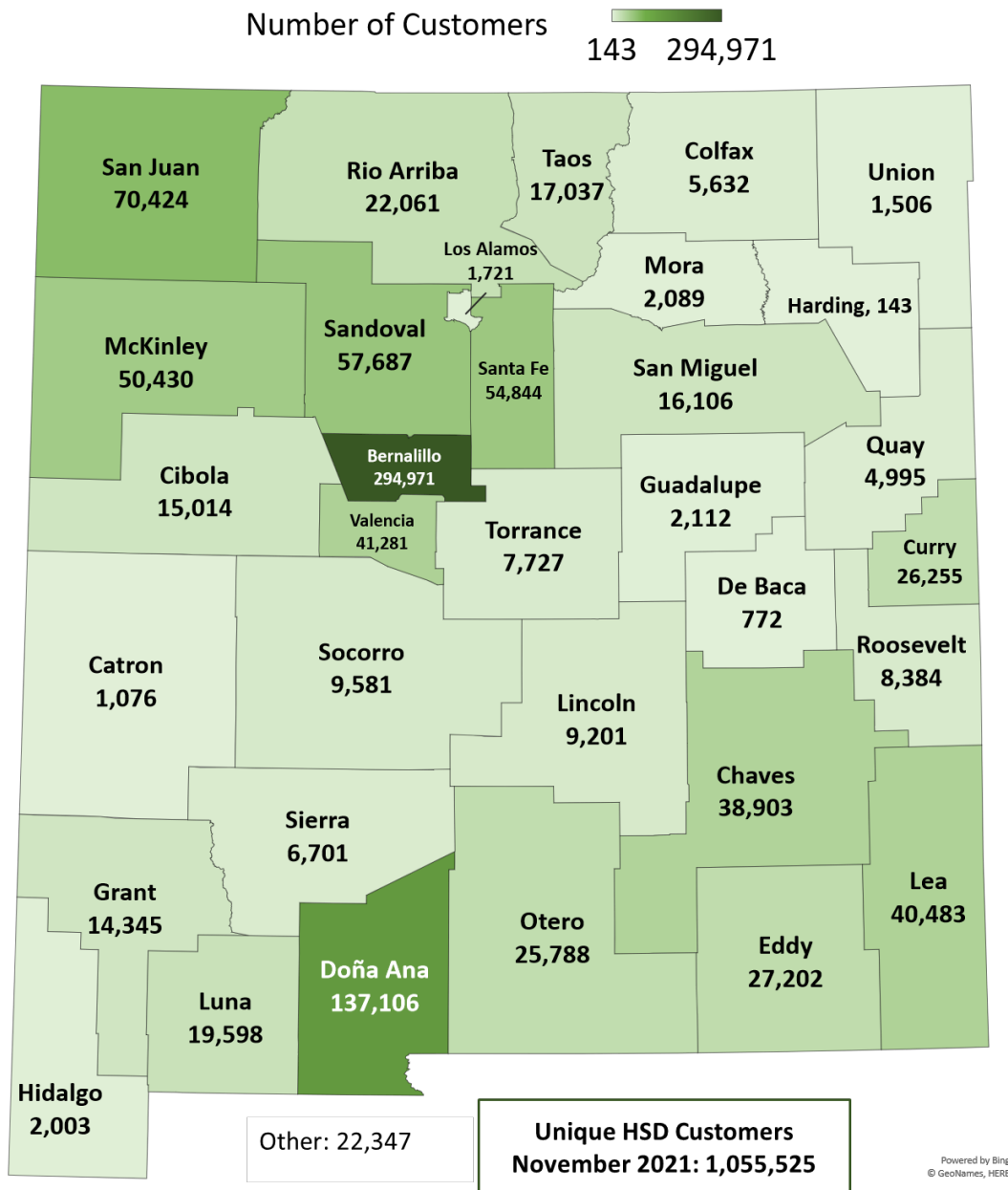


# Unique HSD Customers, November 2021



Source: New Mexico Human Services Department, Income Support Division. Notes: (1) This report is a snapshot of the data as it existed when it was extracted, it is not updated. (2) Some data has 0 or NULL values for SSNs. These are counted by their internal IDs. It is possible that there is some overlap with the other programs that cannot be determined. There are also some nonsense SSNs that are unlikely to produce matches (e.g. all 9s, all 6s, preceded by '###'). (3) LIHEAP counts are based on program usage over a year. (4) A participant's county is determined from physical address. If that is not available, mailing address is used. If neither is available, the zip code of the case office is used. The office zip was used for 123,954 participants. (5) Participants include non-custodial parents paying child support through the CSED system. Custodial parents and dependent children are counted separately. (6) Any 5 digit zip code entered that does not map to New Mexico is classified as 'Out of State'. If a participant's zip code is mis-entered, it may be erroneously classified as out of state. (7) Participants are classified as Unknown when there is conflicting zip code information. (8) Unlike the other programs, p\_EBT benefitis are counted in the month they are distributed rather than the benefit month. This is due to differences in the way they are distributed. (9) p\_EBT data does not come from the source system with SSNs. We use the p\_EBT participants first name, last name and date of birth to match with the records from the our HSD systems where these participant are receiving other services. All p\_EBT participants that are not matched with this method are considered to only be receiving p\_EBT services from HSD. The current months matching rate is 86.45%. (10) Age is the age at the end of the selected month. There are 1,300 (0.12%) customers with unknown ages.  
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