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Human Services Department Recognized for Efforts to Provide Timely Nutrition Assistance to Those Most in Need
First Time New Mexico Has Received Timeliness Recognition

SANTA FE – The New Mexico Human Services Department Income Support Division (HSD/ISD) has received a performance bonus of \$1.05 million from the United States Department of Agriculture Food and Nutrition Services (USDA/FNS) for making program improvements to the Supplemental Nutrition Assistance Program (SNAP) to ensure that New Mexicans most in need receive food benefits in a timely and efficient manner. This is the first time New Mexico has received this bonus.

“The Income Support Division works on a daily basis to ensure that they are providing those New Mexicans most in need with the timely support of these safety net services,” commented Secretary Sidonie Squier. “This recognition is a testament to the good job the hard working department employees in the field are doing each day to serve the citizens of our state. I look forward to them building upon this success in serving their fellow citizens.”

“New Mexico is ranked 4th in the nation in terms of the highest percentage of SNAP applications processed in a timely manner during Fiscal Year 2010. This is the first year our state has been recognized in the area of timeliness, with an application processing timeliness rate of 97.05%,” said Ted Roth, Acting Director of the Income Support Division. “We will maintain our excellent and efficient customer service and will continue to build upon this achievement into the future.”

Early this summer the Income Support Division was also recognized for other areas of program excellence. That recognition includes Excellence in Program Integrity, Excellence in Financial Management, and Outstanding Performance in Claims Collection.

SNAP Background:

The Supplemental Nutrition Assistance Program (SNAP) helps many low- income households buy the food they need to stay healthy, productive members of society. SNAP benefits are simple to use when purchasing food products at a grocery store.

The Federal Government sets the rules for who qualifies for SNAP benefits and determines the amount of SNAP benefits that can be received each month. The Human Services Department (HSD) will help individuals determine whether or not they qualify for SNAP and the amount of the monthly benefit. This normally depends on how much money they earn each month as well as other assets.

When an individual is approved for SNAP benefits, they are issued an Electronic Benefits Card (EBT). Each month the SNAP allotment is deposited in the EBT account. The card can then be used to purchase food items at most grocery stores.

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