



Susana Martinez, Governor
Sidonie Squier, Secretary

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NM Human Services Department Makes Improvements to Operations; Goes Paperless

Santa Fe – The Human Services Department (HSD) today announced that it is replacing its aging eligibility determination system to provide continuous service to over 800,000 New Mexicans in need. The replacement of this system is one of HSD’s top priorities, and is the largest IT project in state history, as it supports the administration of public assistance programs such as Supplemental Nutritional Assistance Program (SNAP), Cash Assistance, Medicaid, and Low Income Home Energy Assistance Program (LIHEAP).

The current system has been in operation for over 26 years, and some parts of it date back to the 1970’s.

New Mexicans that apply for, and receive public assistance, will soon notice increased accessibility to HSD’s Income Support Division (ISD) services. Along with the traditional methods of application such as fax, mail, and walk-in services, applicants will now be able to apply at computer stations, which will be available in the lobbies of every ISD office. Beginning October 1, 2013, a self-service website called YES-NM will be available to applicants if they wish to apply through their own computer at home or at a community partner site such as a library.

The new system will also provide New Mexicans with more detailed notices that explain budget calculations used to make program decisions that affect them. HSD is also rolling out new and improved business processes such as paperless Electronic Document Management.

“Our new system is an all-around win for New Mexicans and the department,” said Human Services Department Secretary Sidonie Squier. “It streamlines services, allows applicants to apply for assistance using modern technology, and generates notices in plain language. It also increases employee efficiency, reduces duplication of effort, and eliminates wasteful use of paper.”

Secretary Squier said the new system will roll out first in 14 southern Counties after being successfully tested and piloted in Espanola during the summer. Following Wave 1 in the southern counties, Wave 2 is scheduled to go live on November 18, 2013, and will encompass 16 Northern Counties. Finally, Wave 3 is



scheduled to go live on January 21, 2014 and will encompass Bernalillo County (Albuquerque) which consists of the four largest offices in the State.

During the transition, HSD asks all recipients to look for informative notices in the mail regarding these upcoming changes as well as notices posted in their local ISD office that may provide additional information, instructions, or changes in business practices that could be new.

For more information, please visit your local Income Support Division office, call 1-800-283-4465, or visit the department's website at <http://www.hsd.state.nm.us/>.

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