
General Information Memorandum

ISD-GI 16-39

TO: ISD Employees & SL Start Employees
FROM: Sean Pearson, Deputy Secretary, Income Support Division 
RE: General Assistance Applications and Victims of Human Trafficking (HT)
DATE: July 27, 2016

This memorandum will provide guidance how to handle applications for General Assistance (GA) when an applicant has disclosed that they are a US Citizen and a victim of Human Trafficking.

During a GA interview, an applicant may provide a letter from Life Link (this is the only organization that provides HT services to US Citizens), medical records, or police reports. The worker will complete all the forms and documentation that is required for GA. The caseworker will indicate in case comments that the applicant is working with Life Link. This will help identify the applicant without violating the Health Insurance Portability and Accountability Act (HIPAA) privacy requirements.

Once the GA packet is ready to be sent to IRU, the worker will inform the IRU POC that the applicant is a victim of HT. The POC will then send IRU an email informing them about the participant's situation. IRU will make a determination to approve or deny the GA request within 5 days as long as there is documentation supporting the information that the applicant is a victim of HT.

During the process the applicant may call and follow up on the application. The caseworker will inform the participant whether IRU has received the packet. The worker will be able to determine if the packet has been received by looking in the case comment section of ASPEN. If the packet has been received by IRU and has not been 5 days, the worker will let the applicant know that no action has been taken. If it has been more than 5 days, the worker will inform their POC, and the POC will contact IRU to follow up.

If you have any questions regarding this GI, please contact Suzanne Duran-Vigil at 505-827-7289 or SuzanneP.Duran-Vigi@state.nm.us