



**HUMAN SERVICES**  
DEPARTMENT

Susana Martinez, Governor  
Brent Earnest, Secretary  
Marilyn Martinez, Director

---

## General Information Memorandum

---

**ISD-GI 15-59**

**TO:** ISD Employees  
**FROM:** *MM* Marilyn Martinez, Income Support Division Director  
**RE:** Office Closure  
**DATE:** October 7, 2015

**GREAT NEWS!** This GI is to announce effective October 2015, the ISD lobbies will be closed one Wednesday each month from 8:00 am to 12:00 pm to allow a concentrated timeframe to focus on the processing of cases. For offices that house or share the lobby with another agency, the lobby will remain open for that agency's access however ISD staff will not be available. Attached are 2 signs that need to be posted immediately so that we provide applicants/recipients with notice of the upcoming closures. If you are co-housed with another agency, please ensure you post the appropriate notice.

The following are the identified Wednesdays for the next 6 months and an updated poster will be provided prior to the last month listing the dates.

OCTOBER 21, 2015  
NOVEMBER 18, 2015  
DECEMBER 23, 2015  
JANUARY 20, 2016  
FEBRUARY 24, 2016  
MARCH 23, 2016

The blocked 4 hours of time will provide valuable dedicated time to allow for offices to focus on processing. It is expected that all staff will process cases with the exception of the FAAs answering the telephones however, they will continue to process based on the call they are handling. Supervisors will approve only emergency leave, during the 8:00 am – 12:00 pm office closure.

If you have any questions regarding this GI, please contact the Laura L. Galindo, Deputy Director of Field Operations at (505) 827-7265.

EFFECTIVO

## Octubre 2015

El Vestibulo del ISD se Cerran de

**8:00 por la mañana a la 12:00 en la tarde**

EL MIERCOLES SIGUIENTE:

21 de OCTUBRE 2015

18 de NOVIEMBRE 2015

23 de DICIEMBRE 2015

20 de ENERO 2016

24 de FEBRERO 2016

23 de MARZO 2016

---

Por favor, siéntase libre para visitar nuestro web site @ [YES.STATE.NM.US](http://YES.STATE.NM.US) o llame a la oficina de distrito local.

EFFECTIVE

## October 2015

THE ISD LOBBY WILL BE CLOSED FROM  
**8:00 AM – 12:00 PM**

ON THE FOLLOWING WEDNESDAYS:

OCTOBER 21, 2015  
NOVEMBER 18, 2015  
DECEMBER 23, 2015  
JANUARY 20, 2016  
FEBRUARY 24, 2016  
MARCH 23, 2016

---

Please feel free to visit our website @ [YES.STATE.NM.US](http://YES.STATE.NM.US) or call your local ISD office.