




HUMAN SERVICES
DEPARTMENT

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

General Information Memorandum

ISD-GI 16-20

TO: ISD Employees
FROM:  Marilyn Martinez, Director, Income Support Division
RE: Office Closure
DATE: March 1, 2016

This memorandum is to replace ISD-GI 15-59. Signs in Spanish and English informing the public of the current lobby hours are attached and must be posted at the entrance door and the lobby area at each office. Please remove the previous version and replace with the posters provided. The ISD lobbies will be closed on the specified dates below from 8:00 a.m. to 12:00 p.m. 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 two signs that need to be posted immediately so that we can 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 Wednesdays have been identified for calendar year 2016.

March 16, 2016
March 23, 2016
April 13, 2016
April 20, 2016
May 18, 2016
June 15, 2016
July 20, 2016
August 17, 2016
September 21, 2016
October 19, 2016
November 16, 2016
December 21, 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 telephones however, they will continue to process based on the call they

are handling. Supervisors will approve only emergency leave during the 8:00 a.m. to 12:00 p.m. office closures.

If you have any questions regarding this GI, please contact Carolyn Craven at (505) 827-7215.

Attachment: Office Closure Poster (English and Spanish)

RESCINDED



The ISD Lobby will be CLOSED from

8:00 A.M. – 12:00 P.M.

on the following Wednesdays:

March 16, 2016

March 23, 2016

April 13, 2016

April 20, 2016

May 18, 2016

June 15, 2016

July 20, 2016

August 17, 2016

September 21, 2016

October 19, 2016

November 16, 2016

December 21, 2016

RESCHEDULED

Please feel free to visit our website @
www.yes.state.nm.us or call your local
ISD Office.



**El vestíbulo del ISD se cerrará de
8:00 por la mañana a la 12:00 in la tarde
cada miércoles siguiente:**

**16 de marzo 2016
23 de marzo 2016
13 de abril 2016
20 de abril 2016
18 de mayo 2016
15 de junio 2016
20 de julio 2016
17 de agosto 2016
21 de septiembre 2016
19 de octubre 2016
18 de noviembre 2016
21 de diciembre 2016**

Por favor sientase libre para visitar nuestro
website @ www.yes.state.nm.us o llame a
la oficina de distrito local.