




HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Sidonie Squier, Secretary
Ted Roth, Director

General Information Memorandum

ISD-GI 13-13

TO: ISD Employees

FROM:  Ted Roth, Director, Income Support Division

RE: Phone Script for Inquiries

DATE: February 12, 2013

The following Script is to be used when individuals call to inquire about applying for benefits.

English

Everyone has a right to apply for benefits. In order for us to determine your eligibility, you must complete and sign an application and have an interview. Applications can be mailed, picked up or you can go online to: www.hsd.state.nm.us. The application describes the general eligibility requirements and lists the documents you will need. How would you like to receive your application - online, by mail or do you want to stop by our office? Thank you and have a good day.

Spanish

Todos tienen el derecho de aplicar por beneficios. Para determinar su elegibilidad, usted necesita completar y firmar una aplicación y tener una entrevista. Aplicaciones pueden ser enviados por correo, recibidos en una de nuestras oficinas, o usted puede ir a: www.hsd.state.nm.us. La aplicación describe los requisitos generales de elegibilidad y lista los documentos que necesitará. ¿Cómo le gustaría recibir su aplicación - en línea, por correo o le gustaría pasar por nuestra oficina? Gracias y que tenga un buen día!

Use of this script shall begin immediately.

If you have questions regarding this GI, please contact Mequella Romero at (505) 827-3159 or by e-mail at MequellaM.Romero@state.nm.us.