



HUMAN
SERVICES
DEPARTMENT



COVID RELIEF CASH ASSISTANCE PROGRAM PRESENTATION TO RSTP

September 2, 2021

KARMELA MARTINEZ, INCOME SUPPORT DIVISION DIRECTOR
ANGELA MEDRANO, HSD DEPUTY SECRETARY

INVESTING FOR TOMORROW, DELIVERING TODAY.



MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.

WHO WE SERVE

- ISD has experienced a 10% increase in applications for services due to the Public Health Emergency
- ISD is committed to meeting customer expectations by enhanced technology and expanded call center services

Program	New Mexicans Served (Jul 2021)
Medicaid	957,438
SNAP	535,005
Cash	34,377
BHSD	12,807
CSED	182,533
LIHEAP	137,501
Unduplicated # of New Mexicans served	1,034,042

WHAT IS THE NEW MEXICO ECONOMIC RELIEF PAYMENT?

Authority

State monies appropriated by legislation

Objective

To provide financial assistance to individuals impacted by the COVID-19 public health emergency

Total NMHSD Allocation

\$5 million SFY2022

Constituents

Low income New Mexicans not otherwise eligible for the Federal Economic Payment (also referred to as stimulus payment)

Customer Impact

\$750. to 4,631 New Mexicans were issued in July 2021

WHO QUALIFIES?

- New Mexico residents
- With a valid Social Security Number (SSN) or Individual Taxpayer Identification Number (ITIN) *or* a NM valid driver's license
- Not eligible for the following federal stimulus and recovery rebates:
 - Up to \$1,200 from the CARES Act (March 2020)
 - Up to \$600 from the Consolidated Appropriations Act, 2021 (Dec 2020)
- Not incarcerated

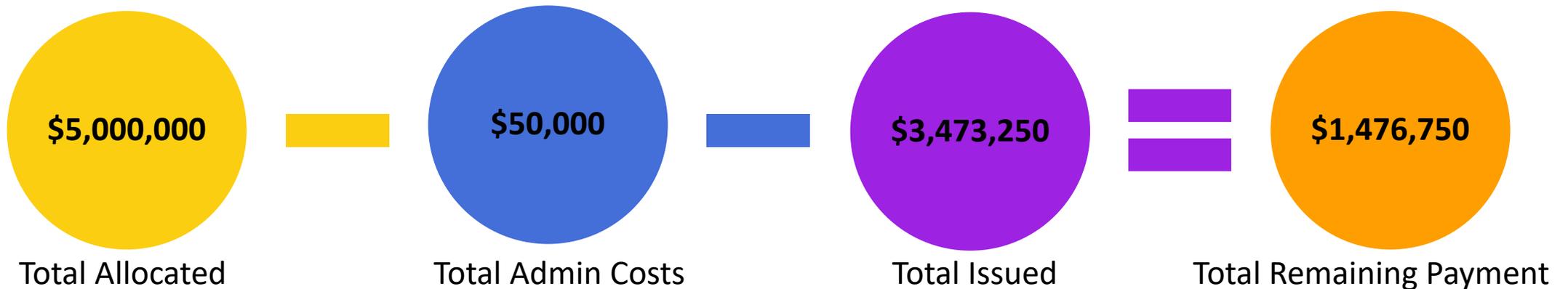
PROCESS & TIMELINE

	PAYMENT 1 (August 2021)	PAYMENT 2 (Nov 2021)
Monies Appropriated	4/12/2021	4/12/2021
System Design and Development	6/11/2021	N/A
Open On-line Application	6/14/2021	10/4/2021
Closed On-line Application	7/6/2021	10/15/2021
Data Validation	7/18/2021	10/29/2021
Payments Issued	7/28/2021	11/12/2021

NMHS D determined eligibility
 NMTRD performed quality checks and issued payments

CUSTOMERS SERVED

	July Payment	Final Distribution
Applications Received	14,564	Remaining balance will be distributed among lowest income qualified applicants
Customers Who Received Payment	4,631	
Payment Amount	\$750.	



RESOURCES

Common Denial Reasons

- Received Federal payment
- Not a New Mexico Resident
- Failed to provide complete application
- Multiple applications provided per household
- Excess Income
- Unable to verify identity

Questions About Payment

Call NM Taxation & Revenue Department at 1-(866)-285-2996



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QUESTIONS

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