



HUMAN SERVICES
DEPARTMENT

Susana Martinez, Governor
Brent Earnest, Secretary
Mary Brogdon, Division Director

General Information Memorandum

ISD-GI 17-50

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division *Sub for MB*
RE: ABC's Applying for Assistance and Application Processing Flow Chart
DATE: December 22, 2017

This GI rescinds GI 03-20.

Attached please find the revised English and Spanish versions of the ABC's Applying for Assistance (ISD 625). It is a requirement of the DHG Settlement Agreement that each county office display the Application Processing Flow Chart, ABC's Applying for Assistance, and a copy of the modified DHG Settlement Agreement dated August 21, 1998 in the lobby at all times.

The Application Flow Chart (ISD 410) English and Spanish versions, from GI 03-20, are still current and have not been revised.

County Directors are required to send confirmation to Deputy Director of Field Operations, Shanita Harrison, when the new version of the form has been placed in the lobby.

This form has been modified to update the "Ask about your Rights" section and contact information.

If you have any questions or need additional copies please contact Carolyn Craven at Carolyn.Craven@state.nm.us or (505) 827-7224.

THE ABC'S OF GETTING ASSISTANCE

A. APPLY

- ❖ You can apply for any kind of help that this office offers.
- ❖ The sooner you turn in your application, the sooner you may get help.
- ❖ You don't have to fill out the whole application to turn it in.
- ❖ You can see a worker the same day you apply to find out if you can get expedited SNAP.
- ❖ You can meet with your worker within 10 work days.

B. BRING IN INFORMATION

- ❖ Your worker will help you get proof of things if you need help.
- ❖ If it will cost you money to get proof, you do not have to get it.
- ❖ You can have extra time to get proof if you ask for it.
- ❖ If you don't understand something, ask your worker.

C. CALL OR WRITE:

Call or write if you want to know more about the SNAP or Medicaid application process.

**** ASK ABOUT YOUR RIGHTS ****

New Mexico Center on Law and Poverty
924 Park Avenue, SW Suite C
Albuquerque, New Mexico 87102
Phone: 1 505-255-2840
Fax: 1 505-255-2778
Email: contact@nmpovertylaw.org

A lawsuit for people to apply for SNAP or Medicaid has been settled. You can read about the agreement in the "Settlement Agreement" on the wall nearby. Ask at the front desk if you don't see it. Be sure to look at pages 7-21. If you think you are not being treated the way the "Settlement Agreement" says, please call the number above.

December 22, 2017

ESTAMPILLAS PARA COMIDA

ASISTENCIA MEDICA

LAS BASES PARA OBTENER ASISTENCIA

A. SOLICITE

- ❖ Puede solicitar cualquier tipo de ayuda disponible en esta oficina.
- ❖ Mientras mas rapido entregue su solicitud, mas rapido obtendra ayuda.
- ❖ No es necesario llenar la solicitud completamente para entregarla.
- ❖ Es posible hablar con su trabajador(a) el dia que entrega su solicitud para determinar su elegibilidad para estampillas de emergencia.
- ❖ Se le dara una cita dentro de los siguientes diez dias habiles.

B. PROPORCIONE INFORMACION

- ❖ En caso de necesitar ayuda, su trabajador(a) puede asistirlo para conseguir algun documento.
- ❖ No tendra que conseguir aquellos documentos que tengan costo para usted.
- ❖ Hable con su trabajador(a) si es que necesita mas tiempo para conseguir los documentos.
- ❖ Si no entiende algo, preguntele a su trabajador(a).

C. LLAME O ESCRIBA:

Si necesita mas informacion sobre los programas de estampillas y asistencia medica y como solicitarlos, llamenos o escribanos.

**** CONOZCA SUS DERECHOS ****

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Se llego a un arreglo en la demanda presentada por gente que solicito estampillas y asistencia medica. Puede informarse sobre el convenio en el "Settlement Agreement" que esta en la pared. Si no lo ve, preguntele a la secretaria. Asegurese o de leer las paginas 7 a 21. Si cree que no está recibiendo el tratamiento que garantiza dicho documento, por favor llame al número indicado arriba.

December 21, 2017

ISD 625