



**HUMAN SERVICES**  
DEPARTMENT


**Susana Martinez, Governor**  
**Sidonie Squier, Secretary**  
**Marilyn Martinez, Acting Director**

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## **Interim Policy & Procedure Memorandum**

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### **ISD-IPP 14-02**

**TO:** ISD Employees  
**FROM:**  Marilyn Martinez, Acting Director, Income Support Division  
**RE:** Requests for Social Security Numbers and Citizenship/Immigration Status  
**DATE:** February 28, 2014

This IPP serves to provide policy guidance regarding inquiries into Citizenship, Immigration Status and Social Security Numbers for non-applicants identified on applications for SNAP, TANF and Medicaid. The United States Departments of Health and Human Services (DHHS), Agriculture (USDA) and the Office for Civil Rights issued a memorandum to States, originally on September 21, 2000 and updated on January 21, 2003, providing instructions on how to implement these policies on their applications and through their processes.

The memorandum details that individuals who identify themselves as non-applicants on program applications are not required to respond or disclose to questions regarding immigration status or social security number. Requesting this information from non-applicants may be violating Title VI of the Civil Rights Act of 1964. A Non-Applicant is defined as a person who is not seeking benefits for themselves. This is most commonly represented with mixed status households (households consisting of individuals with differing immigration or citizenship status.)

#### Requests for Social Security Numbers (SSN):

SSN's are not required to be verified for non-applicants for all programs. Below are the modifications that are to be implemented upon receipt of this memorandum or within the stated timeframes. All requests for SSN should cease upon issuance of this memorandum. HUMAD's or other correspondence issued for the purpose of requesting SSN's from non-applicants is not allowable, even if questionable.

- All documents must be modified to remove of SSN and replace it with case number. This includes logs that are used by the Greeter, Customer Service, Intake or other documents that are given to individuals to identify themselves within the local county offices. Staff should be requesting the Case Number, if the individual does not know the Case Number, they can provide their Name and Date of Birth or the Name and Date of Birth of the recipient.

- All individual and office voice mails should be modified or changes initiated with the telephone vendor, in accordance with this memorandum within 5 business days of the issuance of this memorandum.
- The County Director will submit the verification of the modifications to the voicemails and documents to their respective Regional Operations Manager within 10 business days of the issuance of this memorandum.

### Inquiry of Citizenship or Immigration Status

Non-Applicants are not required to verify their citizenship or immigration status. As with the SSN, staff may not request information to verify a non-applicants citizenship or immigration status. All requests for such verification must cease upon issuance of this memorandum. HUMAD's or other correspondence issued for the purpose of requesting verification of citizenship or immigration status from non-applicants is not allowable, even if questionable.

Please see the table below for the individual program requirements for verification requirements of citizenship, immigration status and SSN.

Example: A mother submits an application listing herself and her two children. She did not provide a SSN or list her citizenship/immigration status on the application. At intake the caseworker notes that the SSN and citizenship/immigration status columns are blank for the mother. The mother tells the caseworker that she is only applying for the children only and not for herself.

Q1. Does the mother need to provide her SSN or Citizenship/Immigration Status?

A1. No, she is only applying for her children.

Q2. Do we need to verify her income using the "Work Number?"

A2. No, regulations at 8.100.130.24 and 8.100.130.25 NMAC provide a hierarchy of documents sources that can be used to verify both earned and unearned income. The mother can volunteer to provide her SSN; however, staff are not allowed to request the SSN to verify.

Q3. The mother submitted check stubs with her application that have the SSN blacked out. Since I have reason to believe she has an SSN, is the information questionable?

A3. Since the mother is not requesting assistance for herself; she is not required to verify her SSN. Therefore, the information it is not questionable.