
General Information Memorandum

ISD-GI 13-15

TO: ISD Employees
FROM: Ted Roth, Director, Income Support Division
RE: Requests for Client Copies from ISD Offices
DATE: February 14, 2013
CC: ISD Employees

As you are aware all of the field offices are boxing records as part of the ISD back scanning project. Clients frequently request, especially beginning this time of the year, copies of birth certificates, social security cards, and/or driver's licenses or IDs. In the past, some offices have done this as a courtesy for clients. However, according to NMAC **8.100.140.8 A**, the client case record is the property of HSD and is established and maintained solely for use in the administration of HSD's assistance programs. Therefore, we are not required to provide these copies.

Upon receipt of this GI, we ask that clients be referred to the appropriate agencies for the copies they are requesting. Attached is a poster to place in a prominent location in the lobby and other customer areas in your offices.

If you have any questions regarding this GI, please contact your Regional Operations Manager.

Courtesy copies of your vital records will no longer be available through this office.

Copies of the following documents can be attained from the appropriate state agencies listed below.

Document	Agency	Contact Numbers Toll Free
Birth Certificates	Department of Health	(866) 534-0051
Social Security Cards	Social Security Administration	(800)772-1213
Drivers License	Motor Vehicle Division	(888) 683- 4636

Please call or visit one of their local offices or access the information on-line at the State of New Mexico's website at [http://newmexico.sks.com/government/A to Z State Agency Listings.aspx](http://newmexico.sks.com/government/A%20to%20Z%20State%20Agency%20Listings.aspx)

Copias de Cortesía de su registros vitales ya no serán disponibles a través de esta oficina

Copias de los documentos siguientes pueden ser conseguidos de las adecuado agencias de estado prestos en esta lista:

Document	Agency	Contact Numbers Toll Free
Certificado de Nacimiento	Departamento de Salud	(866) 534-0051
Tarjetas de Seguro Social	Administración de Seguro Social	(800)772-1213
Licencias de Conducir	División de Motor Automóvil	(888) 683- 4636

Por favor llame o visita una de las oficinas locales o se puede acceder la información en-línea en el sitio de web del Estado de Nuevo México en

[http://newmexico.sks.com/government/A to Z State Agency Listings.aspx](http://newmexico.sks.com/government/A%20to%20Z%20State%20Agency%20Listings.aspx)