



# HSD CUSTOMER LISTENING SESSIONS JUNE 2020



# AGENDA

- Review Goals of Listening Sessions
- Overview of HSD's Recent Changes to Customer Service Delivery
  - Field Office Operations
  - Behavioral Health and Medicaid
  - COVID-19 Emergency Operations
- Questions and Feedback from Audience



# 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.

# GOALS OF HSD LISTENING SESSIONS

1. Receive feedback about how well HSD is meeting its mission and goals.
2. Hear from customers about what we can do to improve our business processes.
3. Learn what we can do to make it easier for customers to access the services we offer.
4. Listen to input about how we can improve.
5. Find out the best ways to communicate with our customers.

# WHAT WE WANT TO HEAR FROM YOU TODAY

- What is going well at HSD?
- If you could change just one thing at HSD, what would it be?
- What innovations do you suggest for improving HSD?
- How can HSD make it easier for our customers to access our services?
- How can HSD improve its communication with you?



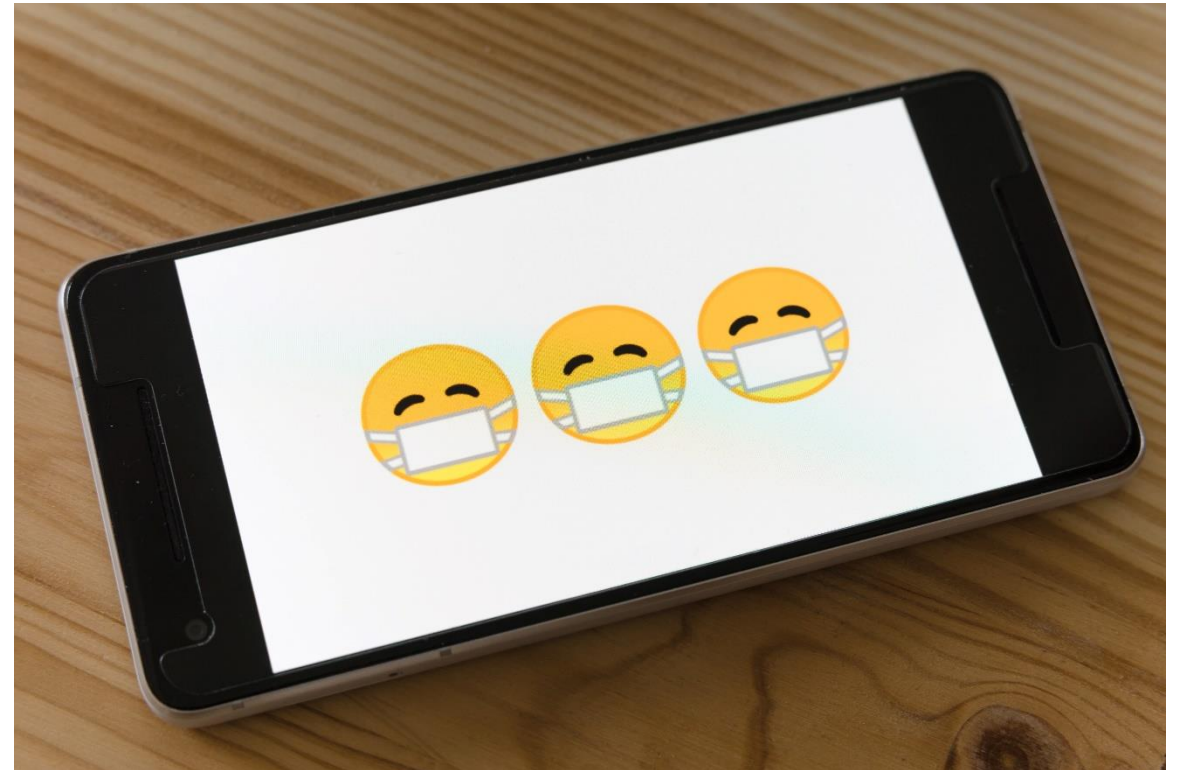
# HSD'S RECENT CHANGES TO CUSTOMER SERVICE DELIVERY

*Investing for tomorrow, delivering today.*

# NEW APPROACHES TO FIELD OFFICE OPERATIONS

## Income Support Division

- Curbside service
- Limited lobby hours to reduce in-person contact during COVID-19 emergency
- More than doubled call center staff
- Increased food delivery sites
- Increased online applications for all HSD programs
- Real-time eligibility for Medicaid



# NEW APPROACHES TO FIELD OFFICE OPERATIONS

## Child Support Enforcement Division

- Curbside service
- Limited lobby hours to reduce in-person contact during COVID-19 emergency
- Virtual court hearings
- Mail-in and drop-off payments
- Online payment pilot program
- Increased telephone and email outreach
- Ability to manage your case online





# NEW APPROACHES TO BEHAVIORAL HEALTH CARE

- Telephonic visits
- Certified peer support workers for individuals in isolation shelters
- Harm reduction for patients with alcohol use disorder
- Public Service Announcement campaign for substance use disorder
- NM Crisis and Access Line (NMCAL) app



# NEW APPROACHES TO MEDICAID SERVICES

- Expanded use of telehealth and telephone visits
- Simplified and extended eligibility to facilitate enrollment and retention
- Flexibilities for providers (billing timeframes and in-person signature requirements)
- Streamlined processes for enrolling providers to serve Medicaid patients
- Emergency rate increases for certain providers
- Access to COVID-19 testing for uninsured patients



# COVID-19 EMERGENCY OPERATIONS

- HSD responsible for coordination of all Mass Care Emergency Support Functions:
  - Food
  - Isolation shelters
  - Non-medical supplies
  - Behavioral health services
- Collaboration with sister agencies, non-profits, and private partners
- Supply food to ~25% of NM
  - More than 2.1 million pounds of food provided so far





# QUESTIONS & FEEDBACK FROM AUDIENCE

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# WHAT IS GOING WELL AT HSD?

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IF YOU COULD CHANGE JUST ONE  
THING ABOUT HSD, WHAT  
WOULD IT BE?

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HUMAN SERVICES  
DEPARTMENT

WHAT INNOVATIONS DO YOU  
SUGGEST FOR IMPROVING HSD?

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# HOW CAN HSD MAKE IT EASIER FOR OUR CUSTOMERS TO ACCESS OUR SERVICES?

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# HOW CAN HSD IMPROVE ITS COMMUNICATION WITH YOU?

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DO YOU HAVE ANY ADDITIONAL  
FEEDBACK?

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# ADDITIONAL WAYS TO OFFER FEEDBACK

- Feedback requested by **Friday, July 10, 2020**
- Take our customer service survey:  
[https://www.surveymonkey.com/r/ DRBPJYZ](https://www.surveymonkey.com/r/DRBPJYZ)
- Email your feedback to us at [HSD-PublicComment@state.nm.us](mailto:HSD-PublicComment@state.nm.us)
- Send us feedback in the mail at:

Human Services Department  
ATTN: HSD Listening Sessions  
PO Box 2348  
Santa Fe, NM 87504-2348

# SCHEDULE OF LISTENING SESSIONS

## Monday June 29, 2020

- 8:30am-10:00am <https://global.gotomeeting.com/join/735780453>
- 3:30-5:00pm <https://global.gotomeeting.com/join/715327357>

*Note: This session will be facilitated in Spanish. While all members of the public are invited to attend, the goal of this session is to receive feedback from HSD's Spanish-speaking customers.*

## Tuesday, June 30, 2020

- 8:30am-10:00am <https://global.gotomeeting.com/join/827223957>
- 4:00pm-5:30pm <https://global.gotomeeting.com/join/827557925>



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THANK YOU FOR PARTICIPATING!

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