



STATE OF NEW MEXICO
Human Services Department
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FOR IMMEDIATE RELEASE

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New Mexico Human Services Department expands online access for services and announces limited lobby hours for Income Support and Child Support offices to begin April 1, 2020

SANTA FE – New Mexico Human Services Department (HSD) announces the Income Support Division (ISD) and Child Support (CSED) field offices will begin limited lobby hours effective April 1, 2020 for customers who do not have a cell phone or internet access. ISD and CSED have implemented curbside services for the safety of our employees and our customers, if you visit the office during these times, please stay in your car and we will serve you. The lobbies will limit the number of people allowed inside the lobby area to five individuals.

Whenever possible, and to avoid exposure to the COVID-19 virus, customers should STAY AT HOME and use the ISD online portal at www.yes.state.nm.us to apply for benefits, submit documents for eligibility, check the status of their case, and obtain other important benefit information. The online portal includes self-help videos for online or cell phone usage. If a customer does not have access to a computer, they may contact the ISD Customer Service Center (CSC) at 1-800-283-4465.

For those without phone and internet access, most ISD and CSED field office lobbies will be open from 11 a.m. to 1 p.m. daily with the following exceptions:

Bernalillo ISD offices will have the following lobby hours:

NE Bernalillo: 8 a.m. to 10 a.m.
NW Bernalillo: 10 a.m. to noon.
SW Bernalillo: noon to 2 p.m.
SE Bernalillo: 2 p.m. to 4 p.m.

Dona Ana ISD offices will have the following lobby hours:

East Dona Ana: 10 a.m. to noon.
West Dona Ana: noon to 2 p.m.

In addition, ISD customers can mail documents to:

Income Support Division
PO BOX 830
Bernalillo NM 87004

Drop boxes are located outside of each field office and will be checked daily.

Child Support customers with inquiries about their case can contact the customer service center at 1-800-288-7207 and ask to be transferred to their caseworker or ask to receive a call back. They can also send an e-mail inquiry to child.support@state.nm.us.

The CSED offices will take cash payments during the limited office hours from 11 a.m. to 1 p.m. but, the preferred method of payments is checks or money orders. Those can be dropped off at any of the CSED field offices or better yet, mailed to:

State Disbursement Unit
Child Support Enforcement Division
PO Box 25109
Albuquerque, NM 87125

*ALWAYS write your case number on your check or money order to ensure it is properly applied to your child support case

Child support applications can be found on the HSD website at:
https://www.hsd.state.nm.us/LookingForAssistance/Application_for_Child_Support.aspx.

“COVID-19 has drastically changed the landscape of how New Mexico does business, HSD has seen an 80% reduction in lobby traffic. We remain committed to helping New Mexicans receive the benefits and services that they need during these trying times,” said Karmela Martinez, ISD director.

The Human Services Department provides services and benefits to more than 1 million New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.

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