



Michelle Lujan Grisham, Governor
David R. Scrase, M.D., Secretary

June 22, 2020

Dear Interested Parties:

The Human Services Department (HSD) will be holding public listening sessions to receive feedback regarding HSD's business processes and customer satisfaction. The department is seeking input from customers, providers, employees, advocacy organizations, and members of the public about how we can improve our services to New Mexicans. Specifically, HSD is requesting feedback regarding the following questions:

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

Additionally, members of the public are invited to respond to a brief survey seeking feedback about HSD customer service. The survey can be found at: <https://www.surveymonkey.com/r/DRBPJYZ>

In accordance with the COVID-19 public health emergency, all listening sessions will be held online using the GoTo Meeting platform. For instructions on how to install GoTo Meeting, visit <https://support.gotomeeting.com/meeting/help/download-now-g2m010002>.

Dates and times of the listening sessions can be found below. Advance registration is **not** required.

Monday, June 29, 2020

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

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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Comments may also be submitted directly to HSD at HSD-PublicComment@state.nm.us; or mailed to:

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

If you are a person with a disability and you require this information in an alternative format or require a special accommodation to participate in a listening session, please contact HSD at (505) 827-1337.