
General Information Memorandum

ISD-GI 17-29

TO: ISD Employees
FROM: Mary Brogdon, Director, Income Support Division
RE: Delay of LIHEAP payments issued during October 6, 2017 - October 12, 2017
DATE: September 7, 2017

Delay of LIHEAP payments due to SHARE 9.2 Financial Upgrade:

The LIHEAP issuances for October 6, 2017 - October 12, 2017 will be delayed due to the SHARE 9.2 Financial Upgrade. Please advise all LIHEAP recipients that NO LIHEAP payments to the vendor or clients will be made during this time. ISD employees should continue to place LIHEAP commitments to pay with the vendors to avoid potential disconnection telephonically or via email and utilize the LHP 002 LIHEAP Crisis Documentation (located in the Forms Drive) on all crisis approvals. Central LIHEAP Office will email all LIHEAP vendors in mid-late September informing them of the issuance delay. LIHEAP issuance will resume on October 13, 2017.

Please place a copies of the notice located on the following page in all Income Support Division Lobbies to ensure are recipients are notified.

If you have any questions or comments, feel free to contact Sharon Rivera at 505-827-7267 or by email at Sharonm.Rivera@state.nm.us.



Payments

The New Mexico Department of Finance and Administration will be upgrading the Statewide Accounting System (SHARE). SHARE will be offline from 10/6/2017 at 5:00 pm till 10/12/2017 at 8:00 am.

****This means *NO Child Support or LIHEAP Payments will be issued during this time (Providers & Clients/Customers).*****

Parents owing court ordered payments will still need to make payments to the Child Support Enforcement Division during this time.