



STATE OF NEW MEXICO  
**Human Services Department**  
**Governor Michelle Lujan Grisham**  
David R. Scrase, M.D., Secretary  
Kari Armijo, Deputy Cabinet Secretary  
Angela Medrano, Deputy Cabinet Secretary  
Nicole Comeaux, JD, MPH, Medicaid Director

## FOR IMMEDIATE RELEASE

**Contact:** Ryan O'Connor  
Ryan.O'Connor@state.nm.us  
505-629-7336

May 14, 2021

### **New Mexico Human Services Department to hold listening sessions**

*Seeking input from customers, providers, employees, advocacy organizations, and members of the public about how we can improve our services to New Mexicans*

SANTA FE – The New Mexico Human Services Department (HSD) will be holding public listening sessions to receive feedback regarding the department'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, the department is requesting feedback regarding:

- Medicaid and Behavioral Health Services
- Child Support Services
- Applying for HSD benefits and Customer Service

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

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.goto.com/meeting/help/download-now-g2m010002>.

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

#### **Monday, May 17, 2021**

- Medicaid and Behavioral Health Services  
12 - 1:30 p.m.

<https://global.gotomeeting.com/join/566402293>

You can also dial in using your phone.

United States: +1 (872) 240-3212

Access Code: 566-402-293

**Tuesday, May 18, 2021**

- Child Support  
12 - 1:30 p.m.  
<https://global.gotomeeting.com/join/982295205>  
You can also dial in using your phone.  
United States: +1 (872) 240-3412  
Access Code: 982-295-205

**Wednesday, May 19, 2021**

- Applying for HSD Benefits and Customer Service  
12 - 1:30 p.m.  
<https://global.gotomeeting.com/join/242054053>  
You can also dial in using your phone.  
United States: +1 (224) 501-3412  
Access Code: 242-054-053

**Tuesday, June 1, 2021**

- General Topics – Spanish Language  
12 - 1:30 p.m.  
<https://global.gotomeeting.com/join/887686229>  
You can also dial in using your phone.  
United States: +1 (571) 317-3122  
Access Code: 887-686-229

Comments may also be submitted directly to the New Mexico [Human Services Department](#) by email at: [HSD-PublicComment@state.nm.us](mailto: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.

The Human Services Department provides services and benefits to 1,022,395 New Mexicans through an array of programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and Behavioral Health Services.

###