

KNOW YOUR RIGHTS

How to get Cash Assistance in NM

Temporary Assistance for Needy Families (TANF)/NMWorks and General Assistance (GA) provide monthly cash assistance to New Mexicans who financially qualify because they have very little or no income.

GA is available for some disabled adults with no minor children and for children who have no support from family members.

TANF is available for families with dependent children. Benefits can be provided monthly or in a lump sum to provide immediate cash assistance for families. TANF families are also eligible for the Education Works Program (EWP), a state funded program that provides up to 24 months of cash assistance for families so that they may participate in higher education and obtain a degree.

Applying is easy and simple:

- By Phone: 1-855-637-6574
- Online at www.yes.state.nm.us
- In-person at an Income Support Division office (for help finding an office, go to www.hsd.state.nm.us/isd or call 1-800-283-4465).
- By Mail by requesting a paper application from www.yes.state.nm.us or calling 1-855-637-6574.



You may qualify depending on your income

If you received or will receive a stimulus check in 2020 in response to the coronavirus pandemic, that amount is not considered income when determining eligibility. Do not include that amount when calculating your income.

Household Size	Standard of Need TANF	Standard of Need GA
1	\$266	\$245
2	\$357	\$329
3	\$447	\$412
4	\$539	\$496
5	\$630	\$580
6	\$721	\$664

→ HSD must process your application for GA within 90 days of applying and your application for TANF within 30 days of applying.

→ You will have to complete an interview with HSD over the phone. This is usually scheduled within 7 days of your application.

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Documents You May Need to Turn In

Applicants may need to provide information or documents that cannot be verified electronically by the Income Support Division. Ask the ISD workers for help if you are having trouble finding your documents or with any other part of your application. They are required to assist you.

Identity: Proof of identity can be done electronically using a social security number (SSN). If this is not possible, a state issued ID may be required.

State residency: So long as you state you are a resident of New Mexico and intend to stay here or that you moved here for work, no proof of residency is required.

Proof of income: If the Income Support Division cannot verify your income electronically, they will ask you for documents that show your income, like paychecks or an employer statement. *If you cannot provide documents because of COVID-19 or other good cause reasons, ISD must accept a sworn statement from you about your income.*

Social Security numbers and proof of citizenship/immigration status are only required for individuals applying for cash assistance. If ISD cannot verify your status or U.S. citizenship electronically, you will need to turn in documents.

Proof of Disability for GA: HSD will need medical documentation of a physical or mental disability to approve an application for GA. You will need to sign a form that allows HSD to obtain those records. A letter from a doctor or health care provider may speed up the process.

Child Support Enforcement for TANF: If you are the only parent with custody of a child, HSD will require you to turn in information about the absent parent so they can seek child support. You do not have to do this if you are a survivor of domestic violence or if it is not in the best interests of the child. You can contact our office for an exemption form.



Staying in Cash Assistance Programs and Renewing Benefits

- You will need to renew benefits every six months and report changes to your circumstances that impact your benefits. HSD will need new medical records showing you are still disabled for GA when you renew.
- To keep TANF, adults must meet monthly work requirements unless they are exempt because of a disability, domestic violence, have a child under 1 years old or other good cause reason.
- You have a right to receive a written notice before your benefits are cut or denied that explains why the decision was made. If you disagree with a decision in your case, you have 90 days to request a fair hearing. If you request a hearing within 13 days then you may continue to receive your benefits.