



STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary

June 8, 2020

Dwight Crudup
Regional Director
Southwest Region US DA/FNS
110 Commerce Street, Room 5-C- 30
Dallas, Texas 75242

Dear Mr. Crudup:

New Mexico Human Services Department (NMHSD) is respectfully requesting an extension of the following COVID-related adjustments and waivers:

Tier I:

- Telephonic Signature

Tier II:

- Temporary Suspension of Claims Activity
- Waive Fair Hearing Timeframes

Tier III:

- Eliminate Face to Face Interviews
- QC Face to Face Interviews

Additional Adjustment Extension Request:

- Although not mentioned in the above Tiers, NMHSD is also requesting an extension of the *Waiver to Extend Certification Periods and Waive the Interim Report (IR)* requirement. NMHSD will use the Tier I data to justify this extension.

Below is the requested information to justify NMHSD's request for the extension of each of the listed waivers/adjustments.

Thousands of New Mexicans have been granted the Pandemic Unemployment Compensation Benefits (P-UCB). This has temporarily decreased the submission of new applications for NMHSD benefits for May. The additional P-UCB that is received weekly is scheduled to end in July 2020. Once this weekly benefit is lost, the need for SNAP will increase. NMHSD is anticipating that a large increase in addition to the already seen increase from March and April, will be seen in July and August.

Tier I:

Adjustments included: Telephonic Signature; Waiver to Extend Certification Periods and Waive the Interim Report (IR)

To receive approval of this adjustment beyond June 2020, States would need to submit the following:

1. An emergency or disaster declaration by a State based on an outbreak of COVID-19.
2. A detailed description of the past month's operational challenges due to COVID-19, such as capacity of workforce, increased call volume, decreased application and/ or recertification processing timeliness, challenges accessing eligibility system remotely, difficulty processing paper applications, document imaging challenges, etc.

NMHSD response to #1: The emergency declaration issued by Governor Michelle Lujan-Grisham on June 1, 2020 is attached. NM will immediately forward any further declaration that extends this order.

NMHSD response to #2: On April 10, 2020, the Department received approval of the *Telephonic Signature* adjustment. This adjustment allowed NMHSD to document in the case file that a client verbally attested to the information provided on the application. NMHSD established procedures to fulfill the requirements for a signed application for households who submit an application over the phone or for those applications submitted without a signature. NMHSD was able to document the client's name, date and time of application, a summary of the information to which the client verbally attested, and the client's responses indicating agreement or disagreement.

On March 20, 2020, NMHSD received approval of our adjustment request to extend certification periods and adjust periodic reporting requirements for ongoing SNAP households statewide. NMHSD extended certification periods for households scheduled to expire in March, April and May 2020, for 6 months until September, October and November 2020. NMHSD received an extension to also waive June IR's and extend June recerts until December. Once this waiver expires NMHSD anticipates that an increase in applications will be seen will be due to administrative closures at IR and recertification.

NMHSD Operation Challenges due to COVID – 19:

March and April, NMHSD saw an increase of total applications submitted; as seen below. March, NMHSD received a total of 41,555 applications which was an increase of 15,786 applications from 41,555 total applications in February. In March, the Department received 57,341 applications. April reflected an increase of 1,656 to 58,997.

Operational challenges and Waiver effectiveness are identified as:

- Capacity of workforce was impacted due to limited daycare options and the uncertainty of schools reopening. The anticipated surge in COVID-19 cases in July/August 2020 and continuing into the winter months, will result in the NMHSD facing the same challenge; resulting in a decrease in productivity and a reduction in staff.
- The NMHSD invested time developing processes, procedures, and training staff to ensure correct implementation of the waivers. Continuation of the waiver processes and procedures is ideal for consistency of administration of the SNAP program by field staff.
- The implementation of this waiver encourages and supports social distancing for customers and staff by reducing the need to visit local offices. Curfews and travel restrictions in some communities makes it difficult for customers to visit local offices. Many of these communities are rural areas and do not have access to technology.
- The telephonic signature waiver allows the NMHSD to accept applications telephonically, as well as process unsigned applications without delaying the application process and support social distancing.
- Due to the increased call volume as shown below, field staff were moved from other processes to cover CSC:

- NMHSD's CSC staffing from 2019 to 2020 has increased 179%.

Capacity of workforce: CSC Staffing

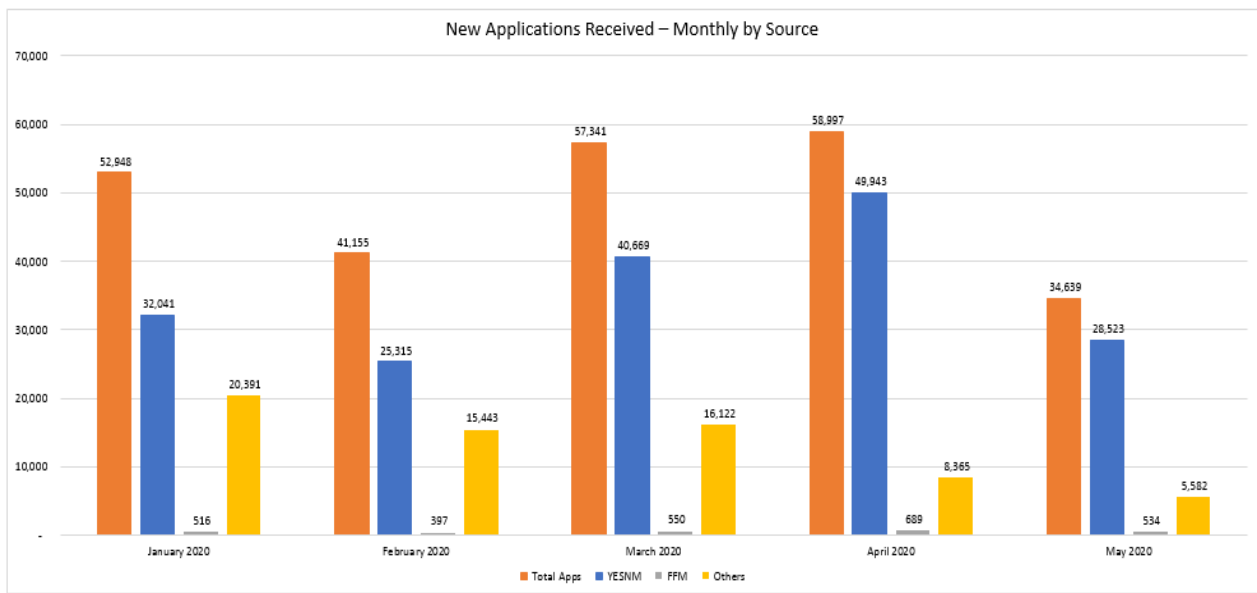
	April	May
2020	150	135
2019	51	51

Increased call volume:

	April	May
2020	88199	65660
2019	48419	51073

- The call volume increased 55% from 2019 to 2020.
- As a result of the call volume increase the CSC staff has also increased to support the influx.

Reporting Date - Jun 3rd, 2020



Tier II:

Adjustments included: Temporary Suspension of Claims Activity; Waive Fair Hearing Timeframes

To receive approval of this adjustment beyond June 2020, States would need to submit the following:

1. An emergency or disaster declaration by a State based on an outbreak of COVID-19.
2. A detailed description of the past month's operational challenges due to COVID-19, such as capacity of workforce, increased call volume, decreased application and/ or recertification processing timeliness, challenges accessing eligibility system remotely, difficulty processing paper applications, document imaging challenges, etc. In the case of the Extend SSN Good Cause Period adjustment, the State should also indicate if SSA offices are still closed or operational.

NMHS D response to #1: The emergency declaration issued by Governor Michelle Lujan-Grisham on June 1, 2020 is attached. NM will immediately forward any further declaration that extends this order.

Adjustment:

Temporary Suspension of Claims Activity

NMHS D response to #2: On April 13, 2020, the Department received approval of the Blanket Waiver *Temporary Waiver of Claims Collection Activities*. This adjustment allowed flexibility in the time frame for establishing or disposing of new claims. NMHS D is issuing emergency SNAP supplements to allow all households to receive the maximum amount of SNAP benefits. The collection of claims would negatively impact our already financially struggling customers.

Adjustment:

Waive Fair Hearing Timeframes

NMHS D response to #2: April 13, 2020, the Department received approval of the *Blanket Waiver Temporary Waiver of Time Frames for Fair Hearings*. This adjustment allowed NMHS D to use existing flexibility to conduct hearings by alternate means, such as telephone or video conference, when possible, to meet the standard required time frames. NMHS D was able to extend the fair hearings process up to 120 days from receipt of the request for fair hearings that were already in process or for which requests are received from March 1 through May 31, 2020. The time frame for sending notices confirming oral withdrawal requests were also extended up to 30 days from receipt of the request for such requests received during this same time period.

NMHS D Operation Challenges due to COVID – 19:

The Fair Hearings Bureau (FHB) has experienced the following Operational Challenges:

- Increase in time to process a case due to the FHB teleworking.
- Technical delays caused by teleworking impacts the amount of time to process a case.
- FHB staff is reduced by 66% operational rate due to the statewide hiring freeze.
- The delay in the delivery of postal mail during the past three months has caused a delay in notification to our customers; this includes notification of scheduling of hearings. Due process needs to be maintained during the current crisis and additional time guarantees that process is kept in place.
- Many of the outside entities (Legal Aid, Legal guardians) involved in the cases are also teleworking and/or experiencing technical and postal delays. The extension of the timeframe ensures "Due process".

Tier III:

Adjustments included: Eliminate Face to Face Interview; QC Face to Face Interview

To receive approval of this adjustment beyond June 2020, States would need to submit the following:

1. An emergency or disaster declaration by a State based on an outbreak of COVID-19.
2. A declaration that offices remain closed or have limited hours/staffing capacity due to social distancing.

NMHSD response to #1: The emergency declaration issued by Governor Michelle Lujan-Grisham on June 1, 2020 is attached. NM will immediately forward any further declaration that extends this order.

NMHSD response to #2: See attached Press Release issued on March 30, 2020. NMHSD Income Support Divisions (ISD) began limited lobby hours effective April 1, 2020 for customers who do not have a cell phone or internet access. The Department implemented curbside services for the safety of our employees and our customers.

If additional information is needed, your staff may contact Gavino Archuleta, SNAP Program Manager, at 505-827-7244 or via e-mail at Gavino.Archuleta@state.nm.us.

Thank you for your assistance in processing this request.



Karmela Martinez, Division Director
New Mexico Human Services Department
Income Support Division



State of New Mexico

Michelle Lujan Grisham
Governor

EXECUTIVE ORDER 2020-036

RENEWING THE STATE OF PUBLIC HEALTH EMERGENCY INITIALLY DECLARED IN EXECUTIVE ORDER 2020-004, OTHER POWERS INVOKED IN THAT ORDER, AND ALL OTHER ORDERS AND DIRECTIVES CONTAINED IN EXECUTIVE ORDERS TIED TO THE ONGOING PUBLIC HEALTH EMERGENCY

On December 31, 2019, several cases of pneumonia with an unknown cause were detected in Wuhan City, Hubei Province, China, and reported to the World Health Organization (“WHO”). The underlying virus giving rise to those reported instances of respiratory illness was later identified as a novel coronavirus disease which has been referred to as “COVID-19.”

By the time the first COVID-19 cases had been confirmed in New Mexico, on March 11, 2020, COVID-19 had already spread globally and throughout the United States. At that time, more than 100,000 people had been infected globally and there were more than 1,000 cases in the United States, spread out over 39 states. The President of the United States declared a national state of emergency for COVID-19 on March 13, 2020.

Public health organizations have implemented emergency measures intended to slow the spread of COVID-19. For example, on January 20, 2020, the CDC activated its Emergency Operations Center in response to the COVID-19 outbreak. The WHO declared a Public Health Emergency of International Concern shortly thereafter. Nearly all of our sister states have declared a state of emergency and implemented significant measures and deployed substantial resources to fight the spread of COVID-19.

On March 11, 2020, I issued Executive Order 2020-004, which declared a state of public health emergency under the Public Health Emergency Response Act and invoked powers provided by the All Hazards Emergency Management Act and the Emergency Licensing Act. That public health emergency was declared for a period of 30 days. The President approved a Major Disaster Declaration for the State of New Mexico on April 5, 2020. On April 6, 2020, I renewed and extended the public health emergency through April 30, 2020. On April 30, 2020, I renewed and extended the public health emergency through May 15, 2020. On May 15, 2020, I renewed and extended the public health emergency through May 31, 2020.

Cases of COVID-19 and deaths related to COVID-19 continue to proliferate globally, nationally, and locally. The WHO reports nearly 6 million worldwide infections and more than 367,000 related deaths. According to the United States Centers for Disease Control and Prevention (“CDC”), more than 1.7 million people have been infected in the United States, including confirmed cases in every state, with more than 103,000 related deaths. The numbers of reported cases and deaths are continuing to increase significantly throughout the United States and in many parts of the world.

Although New Mexicans have worked together and made sacrifices to mitigate its spread, COVID-19 continues to pose a significant risk to our communities. As of May 31, 2020, the New Mexico Department of Health reported 7,689 confirmed cases of COVID-19 in New Mexico, including cases in 31 of our State’s 33 counties, and at least 356 related deaths.

New Mexico has taken aggressive measures to reduce the spread of COVID-19 and to mitigate its impacts. I have been in frequent contact with federal and state agencies and officials who are coordinating their efforts and resources to fight COVID-19. Various state agencies have been at the forefront of our State’s response to COVID-19, particularly the New Mexico

Department of Health. The hard work of a variety of state employees has made a difference in our fight against COVID-19. Due to the continued spread of the COVID-19, it is necessary for all branches of State government to continue taking actions to minimize the spread of COVID-19 and to reduce its attendant physical and economic harms.

Therefore, for the reasons above, I, Michelle Lujan Grisham, Governor of the State of New Mexico, by virtue of the authority vested in me by the Constitution and the laws of the State of New Mexico, hereby ORDER and DIRECT:

1. In consultation with the New Mexico Department of Health, I have determined that the statewide public health emergency proclaimed in Executive Order 2020-004, and renewed in Executive Orders 2020-022, 2020-026, and 2020-030 shall be renewed and extended through June 30, 2020.

2. All other powers, directives, and orders invoked in Executive Order 2020-004 remain in effect.

3. All other Executive Orders with a duration that was tied to the COVID-19 public health emergency or that was not explicitly stated shall continue with the same effect, including any orders appropriating emergency funding and the following orders: Executive Order 2020-012; Executive Order 2020-013; Executive Order 2020-016; Executive Order 2020-017; Executive Order 2020-020; Executive Order 2020-021; Executive Order 2020-024; and Executive Order 2020-025.

This Order supersedes any previous orders, proclamations, or directives in conflict. This Executive Order shall take effect immediately and shall remain in effect until July 1, 2020 unless renewed or until the Governor rescinds it.

ATTEST:

Maggie Toulouse Oliver

MAGGIE TOULOUSE OLIVER
SECRETARY OF STATE

DONE AT THE EXECUTIVE OFFICE
THIS 1ST DAY OF JUNE 2020

WITNESS MY HAND AND THE GREAT
SEAL OF THE STATE OF NEW MEXICO



Michelle Lujan Grisham
MICHELLE LUJAN GRISHAM
GOVERNOR

**PUBLIC HEALTH ORDER
NEW MEXICO DEPARTMENT OF HEALTH
CABINET SECRETARY KATHYLEEN M. KUNKEL**

JUNE 1, 2020

Public Health Emergency Order Clarifying that Current Guidance Documents, Advisories, and Emergency Public Health Orders Remain in Effect; and Amending the March 23, 2020, April 6, 2020, April 11, April 30, 2020, May 5, 2020, and May 15, 2020, Public Health Emergency Orders Closing All Businesses and Non-Profit Entities Except for those Deemed Essential and Providing Additional Restrictions on Mass Gatherings Due to COVID-19

PREFACE

The purpose of this amended Public Health Emergency Order is to amend restrictions on mass gatherings and business operations, which were implemented in response to the spread of the Novel Coronavirus Disease 2019 (“COVID-19”). Continued social distancing and self-isolation measures are necessary to protect public health given the potentially devastating effects that could result from a rapid increase in COVID-19 cases in New Mexico. While this Order loosens some restrictions on mass gatherings and business operations, the core directive underlying all prior public health initiatives remains intact; **all New Mexicans should be staying in their homes for all but the most essential activities and services.** When New Mexicans are not in their homes, they should strictly adhere to social distancing protocols to minimize risks. These sacrifices are the best contribution that each of us can individually make to protect the health and wellbeing of our fellow citizens and the State as a whole. In accordance with these purposes, this Order and its exceptions should be narrowly construed to encourage New Mexicans to stay in their homes for all but the most essential activities.

It is hereby **ORDERED** that:

1. All current guidance documents and advisories issued by the Department of Health remain in effect.
2. The following Public Health Emergency Orders remain in effect through the current Public Health Emergency and any subsequent renewals of that Public Health Emergency or until they are amended or rescinded:
 - A. March 13, 2020 Public Health Emergency Order to Temporarily Limit Nursing Home Visitation Due to COVID-19;
 - B. April 30, 2020 Public Health Emergency Order Modifying Temporary Restrictions on Non-Essential Health Care Services, Procedures, and Surgeries;

OFFICE OF THE SECRETARY

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- C. March 24, 2020 Public Health Emergency Order Temporarily Regulating the Sale and Distribution of Personal Protective Equipment Due to Shortages Caused by COVID-19; and
- D. April 30, 2020 Public Health Emergency Order Clarifying that Polling Places Shall be Open as Required in the Election Code and Imposing Certain Social Distancing Restrictions on Polling Places

3. The May 5, 2020 Public Health Emergency Order Amending the March 23, 2020, April 6, 2020, April 11, 2020, April 30, 2020, May 5, 2020, May 15, 2020, and May 27, 2020, Public Health Emergency Orders Closing All Businesses and Non-Profit Entities Except for those Deemed Essential and Providing Additional Restrictions on Mass Gatherings Due to COVID-19 is hereby amended as follows:

ORDER

WHEREAS, on March 11, 2020, because of the spread of the novel Coronavirus Disease 2019 (“COVID-19”), Michelle Lujan Grisham, the Governor of the State of New Mexico, declared that a Public Health Emergency exists in New Mexico under the Public Health Emergency Response Act, and invoked her authority under the All Hazards Emergency Management Act;

WHEREAS, Governor Michelle Lujan Grisham has renewed the declaration of a Public Health Emergency through May 31, 2020;

WHEREAS, COVID-19 continues to spread in New Mexico and nationally. Since, Executive Order 2020-004 was issued, confirmed COVID-19 infections in New Mexico have risen to more than 7,300 and confirmed cases in the United States have risen to more than 1.76 million;

WHEREAS, the further spread of COVID-19 in the State of New Mexico poses a threat to the health, safety, wellbeing and property of the residents in the State due to, among other things, illness from COVID-19, illness-related absenteeism from employment (particularly among public safety and law enforcement personnel and persons engaged in activities and businesses critical to the economy and infrastructure of the State), potential displacement of persons, and closures of schools or other places of public gathering;

WHEREAS, social distancing is the sole way New Mexicans can minimize the spread of COVID-19 and currently constitutes the most effective means of mitigating the potentially devastating impact of this pandemic in New Mexico; and

WHEREAS, the New Mexico Department of Health possesses legal authority pursuant to the Public Health Act, NMSA 1978, Sections 24-1-1 to -40, the Public Health Emergency Response Act, NMSA 1978, Sections 12-10A-1 to -10, the Department of Health Act, NMSA 1978, Sections 9-7-1 to -18, and inherent constitutional police powers of the New Mexico state

government, to preserve and promote public health and safety, to adopt isolation and quarantine, and to close public places and forbid gatherings of people when deemed necessary by the Department for the protection of public health.

NOW, THEREFORE, I, Kathyleen M. Kunkel, Cabinet Secretary of the New Mexico Department of Health, in accordance with the authority vested in me by the Constitution and the Laws of the State of New Mexico, and as directed by the Governor pursuant to the full scope of her emergency powers under the All Hazard Emergency Management Act, do hereby declare the current outbreak of COVID-19 a condition of public health importance as defined in the New Mexico Public Health Act, NMSA 1978, Section 24-1-2(A) as an infection, a disease, a syndrome, a symptom, an injury or other threat that is identifiable on an individual or community level and can reasonably be expected to lead to adverse health effects in the community, and that poses an imminent threat of substantial harm to the population of New Mexico.

The following definitions are adopted for the purposes of this Order:

Definitions: As used in this Public Health Order, the following terms shall have the meaning given to them, except where the context clearly requires otherwise:

(1) “Essential business” means any business or non-profit entity falling within one or more of the following categories:

- a. Health care operations including hospitals, walk-in-care health facilities, pharmacies, medical wholesale and distribution, home health care workers or aides for the elderly, emergency dental facilities, nursing homes, residential health care facilities, research facilities, congregate care facilities, intermediate care facilities for those with intellectual or developmental disabilities, supportive living homes, home health care providers, drug and alcohol recovery support services, and medical supplies and equipment manufacturers and providers;
- b. Homeless shelters, food banks, and other services providing care to indigent or needy populations;
- c. Childcare facilities necessary to provide services to those workers employed by essential businesses, essential non-profit entities, and other operating non-essential businesses;
- d. Grocery stores, supermarkets, food banks, farmers’ markets and vendors who sell food, convenience stores, and other businesses that generate the majority of their revenue from the sale of canned food, dry goods, fresh fruits and vegetables, pet food, feed, and other animal supply stores, fresh meats, fish, and poultry, and any other household consumer products;
- e. Farms, ranches, and other food cultivation, processing, or packaging operations;

- f. All facilities routinely used by law enforcement personnel, first responders, firefighters, emergency management personnel, and dispatch operators;
- g. Infrastructure operations including, but not limited to, public works construction, commercial and residential construction and maintenance, airport operations, public transportation, airlines, taxis, private transportation providers, transportation network companies, water, gas, electrical, oil drilling, oil refining, natural resources extraction or mining operations, nuclear material research and enrichment, those attendant to the repair and construction of roads and highways, gas stations, solid waste collection and removal, trash and recycling collection, processing and disposal, sewer, data and internet providers, data centers, technology support operations, and telecommunications systems;
- h. Manufacturing operations involved in food processing, manufacturing agents, chemicals, fertilizer, pharmaceuticals, sanitary products, household paper products, microelectronics/semi-conductor, primary metals manufacturers, electrical equipment, appliance, and component manufacturers, and transportation equipment manufacturers;
- i. Services necessary to maintain the safety and sanitation of residences or essential businesses including security services, towing services, custodial services, plumbers, electricians, and other skilled trades;
- j. Veterinary and livestock services, animal shelters, and facilities providing pet adoption, grooming, daycare, or boarding services;
- k. Media services including television, radio, and newspaper operations;
- l. Automobile repair facilities, bike repair facilities, and retailers who generate the majority of their revenue from the sale of automobile or bike repair products. Contactless car washes, which are those that do not require person-to-person interaction between customers and employees, are permitted to operate;
- m. Hardware stores and self-storage facilities;
- n. Laundromats and dry cleaner services;
- o. Utilities, including their contractors, suppliers, and supportive operations, engaged in power generation, fuel supply and transmission, water and wastewater supply;
- p. Funeral homes, crematoriums and cemeteries;

- q. Banks, credit unions, insurance providers, payroll services, brokerage services, and investment management firms;
- r. Real estate services including brokers, title companies, and related services;
- s. Businesses providing mailing and shipping services, including post office boxes;
- t. Laboratories and defense and national security-related operations supporting the United States government, a contractor to the United States government, or any federal entity;
- u. Restaurants are those operations that generated at least 50% of their sales from dine-in services from the sale of food during the last calendar year. Sales made to customers for off-site consumption such as the sale of growlers, wholesale revenues, and to-go items are excluded from this calculation. Restaurants may provide dine-in service, but they may not exceed more than 50% occupancy of the maximum occupancy of any enclosed space on the restaurant's premises, as determined by the relevant fire marshal or fire department. Restaurants choosing to open must ensure that there is at least six feet of distance between tables. No more than six patrons may be seated at any single table. No bar or counter seating is permitted. Dine-in services shall be provided only to patrons who are seated at tables, and patrons may not consume food or beverages while standing. Restaurants must operate in compliance with applicable occupancy restrictions and COVID-Safe Practices (CSPs) for Restaurants" section of the "All Together New Mexico: COVID-Safe Practices for Individuals and Employers".. Local breweries, wineries, or distillers may operate but only for carry out service.
- v. Professional services, such as legal or accounting services, but only where necessary to assist in compliance with legally mandated activities; and
- w. Logistics, and also businesses that store, transport, or deliver groceries, food, materials, goods or services directly to residences, retailers, government institutions, or essential businesses.

(2) "Individuals" means natural persons.

(3) "Gathering" means any grouping together of individuals in a single connected location.

(4) "Mass gathering" means any public gathering, private gathering, organized event, ceremony, or other grouping that brings together five (5) or more individuals in a single room or connected space, confined outdoor space or an open outdoor space. "Mass gathering" does not include the presence of five (5) or more individuals where those individuals

regularly reside. "Mass gathering" does not include individuals who are public officials or public employees in the course and scope of their employment.

(5) "Houses of worship" means any church, synagogue, mosque, or other gathering space where persons congregate to exercise their religious beliefs.

(6) "Close-contact business" includes barbershops, hair salons, tattoo parlors, nail salons, spas, massage parlors, esthetician clinics, tanning salons, guided raft tours, guided balloon tours, gyms, and personal training services for up to two trainees.

(7) "Recreational facilities" include indoor movie theaters, museums, bowling alleys, miniature golf, arcades, amusement parks, concert venues, event venues, performance venues, go-kart courses, adult entertainment venues, and other places of indoor recreation or indoor entertainment.

(8) "Bars" are defined as food and beverage service establishments that derived more than 50% of their revenue in the prior calendar year from the sale of alcoholic beverages. Bars must remain closed during the pendency of this Public Health Order.

(8) "COVID-Safe Practices" ("CSPs") are those directives, guidelines, and recommendations for businesses and other public operations that are set out and memorialized in the document titled "All Together New Mexico: COVID-Safe Practices for Individuals and Employers". That document may be obtained at the following link <https://cv.nmhealth.org/covid-safe-practices/>.

(9) "Places of lodging" means all hotels, motels, RV parks, co-located short-term condominium rentals with a central check-in desk, and short-term vacation rentals.

(10) "Retail space" means any essential business that sells goods or services directly to consumers or end-users such as grocery stores or hardware stores and includes the essential businesses identified in the categories above: 1(d), 1(l), 1(m), 1(p), and 1(s).

I HEREBY DIRECT AS FOLLOWS:

- (1) "Except as provided elsewhere in this Order, all "mass gatherings" are hereby prohibited under the powers and authority set forth in the Public Health Act.
- (2) "Houses of worship" may hold services and other functions provided that they comply with the "COVID-Safe Practices (CSPs) for Houses of Worship" section of the "All Together New Mexico: COVID-Safe Practices for Individuals and Employers". Further, "houses of worship" may not exceed 25% of the maximum occupancy of any enclosed building, as determined by the relevant fire marshal or fire department. Nothing in this order is intended to preclude these faith-based institutions from holding services through audiovisual means.
- (3) Essential businesses" may open but must operate in accordance with the pertinent "COVID-Safe Practices (CSPs)" section(s) of the "All Together New Mexico: COVID-Safe Practices for Individuals and Employers and also any identified occupancy restrictions.
- (4) "Recreational facilities" must remain closed.

- (5) Any business that is not identified as an “essential business” or a “recreational facility” may open provided that the total number of persons situated within the business does not exceed 25% of the maximum occupancy of any enclosed space on the business’s premises, as determined by the relevant fire marshal or fire department.
- (6) Businesses identified as a “retail space” may operate provided that the total number of persons situated within the business does not exceed 25% of the maximum occupancy of any enclosed space on the business’s premises, as determined by the relevant fire marshal or fire department. Any business opening pursuant to this provision must comply with the pertinent CSP’s set out in the “All Together New Mexico: COVID-Safe Practices for Individuals and Employers”.
- (7) Indoor shopping malls are permitted to operate provided that the total number of persons within the mall at any given time does not exceed 25% of the maximum occupancy of the premises, as determined by the relevant fire marshal or fire department. Further, loitering within the indoor shopping mall is not permitted and food courts must remain closed.
- (8) Gyms and similar exercise facilities may operate at up to 50% of the maximum occupancy of any enclosed space on the business’s premises, as determined by the relevant fire marshal or fire department, but may not conduct group fitness classes.
- (9) Public swimming pools may open but such facilities are limited to lane-swimming and lessons with up to two students only. Play and splash areas shall be closed. Public swimming pools may not exceed 50% of their maximum occupancy.
- (10) If customers are waiting outside of a business, the business must take reasonable measures to ensure that customers maintain a distance of at least six-feet from other individuals and avoid person-to-person contact.
- (11) Bars are not permitted to operate other than for take-out and delivery if otherwise permitted under their applicable licenses.
- (12) “Places of lodging” shall not operate at more than 50% percent of maximum occupancy. Health care workers who are engaged in the provision of care to New Mexico residents or individuals utilizing lodging facilities for extended stays, as temporary housing, or for purposes of a quarantine or isolation period shall not be counted for purposes of determining maximum occupancy. All places of lodging should comply with the “COVID-Safe Practices (CSPs) for Hotels, Resorts, & Lodging” section of the “All Together New Mexico: COVID-Safe Practices for Individuals and Employers”. In the case of vacation rentals, occupancy shall be determined based upon the number properties managed by a property manager.
- (13) Unless a healthcare provider instructs otherwise, all individuals shall wear a mask or multilayer cloth face covering in public settings except when eating, drinking, or exercising. Further, all individuals should comply with the “COVID-Safe Practices

(CSPs) for All New Mexicans” section of the “All Together New Mexico: COVID-Safe Practices for Individuals and Employers”.

- (14) All casinos shall close during the pendency of this Order. This directive excludes those casinos operating on Tribal lands. Horse racing facilities may operate without spectators.
- (15) This Order does not limit animal shelters, zoos, and other facilities with animal care operations from performing tasks that ensure the health and welfare of animals. Those tasks should be performed with the minimum number of employees necessary, for the minimum amount of time necessary, and with strict adherence to all social distancing protocols.
- (16) Golf courses may open provided that they operate in accordance with the “COVID-Safe Practices (CSPs) for Golf Course” section of the “All Together New Mexico: COVID-Safe Practices for Individuals and Employers”.”. Restaurants and other golf course concessions must adhere to operative CSP’s.
- (17) Outdoor tennis facilities may open for outdoor use only and provided that they operate in accordance with the pertinent “All Together New Mexico: COVID-Safe Practices for Individuals and Businesses”.
- (18) State parks may open on a modified basis and subject to staff availability. They may only be open for day use. Camping areas, visitor centers, and any other large enclosed indoor spaces normally open to the public shall remain closed.
- (19) Summer youth programs may operate on a limited basis that complies with the pertinent CSP’s set out in the “All Together New Mexico: COVID-Safe Practices for Individuals and Employers”.
- (20) The New Mexico Department of Public Safety, the New Mexico Department of Homeland Security and Emergency Management, the Department of the Environment, and all other State departments and agencies are authorized to take all appropriate steps to ensure compliance with this Order.
- (21) In order to minimize the shortage of health care supplies and other necessary goods, grocery stores and other retailers are hereby directed to limit the sale of medications, durable medical equipment, baby formula, diapers, sanitary care products, and hygiene products to three items per individual. NMSA 1978, § 12-10A-6 (2012).

I FURTHER DIRECT as follows:

- (1) This Order shall be broadly disseminated in English, Spanish and other appropriate languages to the citizens of the State of New Mexico.

- (2) This Order declaring restrictions based upon the existence of a condition of public health importance shall not abrogate any disease-reporting requirements set forth in the New Mexico Public Health Act.
- (3) Nothing in this Order is intended to restrain or preempt local authorities from enacting more stringent restrictions than those required by the Order.
- (4) This Order shall take effect immediately and remain in effect through June 30, 2020.

I FURTHER ADVISE the public to take the following preventive precautions:

- **New Mexico citizens should stay at home and undertake only those outings absolutely necessary for their health, safety, or welfare.**
- Retailers should take appropriate action consistent with this order to reduce hoarding and ensure that all New Mexicans can purchase necessary goods.
- Avoid crowds.
- Avoid all non-essential travel including plane trips and cruise ships. Self-quarantine or self-isolate for at least fourteen days after all out-of-state travel.

ATTEST:

Maggie Toulouse Oliver

MAGGIE TOULOUSE OLIVER
SECRETARY OF STATE

DONE AT THE EXECUTIVE OFFICE
THIS 1ST DAY OF JUNE 2020

WITNESS MY HAND AND THE GREAT
SEAL OF THE STATE OF NEW MEXICO

Kathleen M. Kunkel

KATHYLEEN M. KUNKEL
SECRETARY OF THE STATE OF NEW
MEXICO DEPARTMENT OF HEALTH





STATE OF NEW MEXICO
Human Services Department
Governor Michelle Lujan Grisham
David R. Scrase, M.D., Cabinet Secretary
Angela Medrano, Deputy Cabinet Secretary
Kari Armijo, Deputy Cabinet Secretary

FOR IMMEDIATE RELEASE

Contact: Ashley Espinoza
Public Relations Coordinator, Human Services Department
ashley.espinoza2@state.nm.us
505-670-3264

March 30, 2020

**New Mexico Human Services Department Expand On-Line
Access and Announce Limited Lobby Hours for Income Support
and Child Support Enforcement Division offices to begin April 1,
2020**

SANTA FE-The 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. If you do not have a car, the lobbies will limit the number of people allowed in the lobby 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 on-line 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 11:00 am to 1:00 pm daily with the following exceptions:

Bernalillo ISD offices will have the following lobby hours:

NE Bernalillo – 8am to 10am
NW Bernalillo – 10am to 12pm
SW Bernalillo – 12pm to 2pm
SE Bernalillo – 2pm to 4pm

Dona Ana ISD offices will have the following lobby hours:

East Dona Ana – 10am to 12pm
West Dona Ana -12pm to 2pm

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 11am to 1pm, 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, however HSD remains 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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Office of the Secretary 1474 Rodeo Rd. P.O Box 2348 Santa Fe, NM 87504 505-827-7750