

CDBG-DR Citizen Participation Plan



**DEPARTMENT OF HOMELAND SECURITY AND
EMERGENCY MANAGEMENT**

This policy is effective as of 3/20/2026 and may be updated periodically to reflect program implementation and evolving guidance from the U.S. Department of Housing and Urban Development (HUD).

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I. INTRODUCTION

The State of New Mexico plans to serve residents in the disaster impacted areas, especially those of low and moderate income in the most impacted and distressed areas, through the HUD allocated CDBG-DR. As required of HUD CDBG-DR recipients, the State of New Mexico has developed this Citizen Participation Plan. The plan reflects the requirements specified by the United State Department of Housing and Urban Development (HUD) in the Federal Register (FR-6428-N-01). The State, through the Department of Homeland Security and Emergency Management (DHSEM), will ensure the Citizen Participation Plan meets the CDBG-DR regulations and takes into consideration the waivers and alternatives made available by HUD.

The primary goal of the State of New Mexico's Citizen Participation Plan is to ensure participation in an advisory role by citizens in the areas where it is proposed CDBG-DR be used. Particular care will be taken to engage New Mexico residents in the impacted areas who reside in the most impacted and distressed areas (MID), residents of low- or moderate- income, and to provide information and accept comments in English and in Spanish as both languages are prevalent in the disaster impacted areas. The State of New Mexico expects to fund activities that address the needs of impacted residents in the three general categories of housing, infrastructure, and economic recovery.

II. WEBSITE

DHSEM maintains a regularly updated website at www.dhsem.nm.gov. The homepage provides a link to a landing page designated specifically to recovery efforts, providing resources and information for residents impacted by the disaster. A specific page is designated to CDBG-DR at www.dhsem.nm.gov/ where the Action Plan, subsequent amendments, public comments, and responses will be accessible to the public to read and to comment.

III. COMMUNITY AND INTERAGENCY PARTNER ENGAGEMENT

DHSEM encourages residents in the disaster impacted areas to provide comment on the Action Plan and any subsequent amendments. DHSEM will conduct outreach to residents, local, state, and federal agencies serving residents, and local and state officials to encourage review and comment on the Action Plan. The State will conduct additional outreach efforts through emails, written and oral briefings to local and state officials, and regular updates at stakeholder meetings.

- DHSEM will provide regular briefings to the Governor's Office and attend regular Stakeholder Roundtable meetings to brief the New Mexico Congressional Delegation to ensure continuous and accurate information is available to New Mexico constituents.
- DHSEM coordinates more than seventy-five (75) local, state, and federal stakeholders through the Lines of Effort to support disaster recovery. The CDBG-DR action plan and activities will be a regular agenda item at ongoing Lines of Effort (LOE) meetings including at the Housing Recovery and Debris Removal Task Force.



- DHSEM coordinates regular meetings on disaster recovery efforts with county jurisdictions that engage local officials. DHSEM will provide updates, solicit feedback from local jurisdictions, and call for public comments through these regular touchpoints.

IV. PUBLIC COMMENT

Public comment will be available to residents in impacted areas regarding the State of New Mexico's Action Plan and any subsequent substantial amendments for a 30-day period. Comments can be submitted in writing through email, website, or letter. Oral comments can be submitted through the Disaster Case Management program or at public events.

Written comments can be submitted through the following:

- Email at publiccomments@dhsem.nm.gov
- Website at www.dhsem.nm.gov/ in the Public Comment box
- Letter at CDBG-DR, c/o The UPS Store, 115 E. College Boulevard #373, Roswell, NM 88201

Oral comments can be submitted through the following:

- Provide verbal comments to a Disaster Case Manager
- Call the Disaster Case Management helpline at 505-670-4662
- Attend any state-sponsored recovery event and speak with a DHSEM team member
- Attend CDBG-DR Public Hearings (see Public Hearings below)

A. Public Hearings

In compliance with HUD Federal Register FR Vol. 90, No. 10 dated January 16, 2025, the State of New Mexico will convene Public Hearings to provide opportunity for public comment. At least four public hearings will be held during the 30-day public comment period at different locations that will promote geographic balance and maximum accessibility for stakeholders to actively participate in MID areas including Lincoln and Chaves Counties. Also, the State will host a virtual public hearing to further make accessible and include disaster impacted residents who encounter mobility challenges.

Public participation is essential in shaping disaster recovery strategies that address housing, infrastructure, and economic revitalization needs. Details on how to access the virtual hearing, including the date, time, registration information and medium, will be made available on the state's official CDBG-DR website.



B. Public Notice and Comment Period

Public notice will be provided to affected parties through the interagency recovery task force meetings, fliers, and the DHSEM website. The State of New Mexico will make copies of the Action Plan available as requests are received.

Press releases will be sent to all major news outlets in New Mexico with additional outreach to four newspapers within the MID Areas: Ruidoso News, Lincoln County Leader (Lincoln County); and Roswell Daily Record, Ground News (Chaves County).

It is required that the proposed action plan, including any substantial amendments to said plan, be published for public comment. The DHSEM will publish Action Plan on their official website, DHSEM CDBG-DR, for at least thirty (30) days for public comment. These comments, both oral and written, will be published on the DHSEM CDBG-DR website as well as included in the final publication of this Action Plan.

In addition, the DHSEM proposes to schedule and attend public citizen participation events in the affected disaster areas, where possible. If no arrangement is available in the disaster impacted area, DHSEM will facilitate the citizen participation where and in the most feasible manner possible, including multiple methods of facilitation.

DHSEM will consider and respond to all oral and written comments. All changes and/or substantial amendments made to the action plan as a result of public comment will be clearly identified in the action plan. A summary of comments and DHSEM's responses shall be included in the action plan and amendments. It is both a requirement and DHSEM's intent to provide substantive responses beyond an acknowledgement of receipt for each comment.

C. Barriers to Participation

DHSEM is highly aware of the vulnerable populations in the impacted areas, as Northern New Mexico in particular has a rich history of diversity for hundreds of years. A full detail of the analysis on these populations is described in the Unmet Needs Assessment in Section 2.1.2 of the Action Plan, and the data breakdown is detailed in Appendix 8.2 of the Action Plan. Two protected classes which represented the greatest potential barrier to participation was Limited English Proficiency (LEP) individuals and persons who are elderly and/or have disabilities. Details on the accommodation provided for these populations are provided in the two subsections below.

D. Individuals with Limited English Proficiency (LEP)

The State acknowledges the prevalence in Spanish-speaking populations and proactively translated the Action Plan accordingly. Publication of public notices and the Executive Summary of the New Mexico CDBG-DR Action Plan was published in English and in area-specific Spanish. Any future Action Plans will be published in Spanish, also.

Instructions for providing oral and written comments on the Action Plan was and will be published in both English and area-specific Spanish. Public notices were and will be published at a fifth (5th) grade reading level.



Spanish translation and Spanish-speaking Disaster Case Managers will be available at the public comment meetings, and one-on-one engagement was provided to LEP participants.

E. Individuals with Disabilities

Persons with disabilities are able to request support for access to large print and/or electronic copies of the Action Plan and/or to provide comment by calling 505-670-4662 or by emailing publiccomments@dhsem.nm.gov. The public comment meetings will be held at ADA accessible locations. The DHSEM website will house the Action Plan and other relevant documents for access by the visually impaired. Similar steps will be taken in the future if there are additional Action Plans required to execute the CDBG-DR program.

V. RESPONSE TO CITIZEN COMPLAINTS

The State of New Mexico takes complaints seriously and will work to address complaints received swiftly, conscientiously, and fairly. Complaints will be addressed via one of the three (3) avenues below.

A. Formal Complaints

The State of New Mexico defines Formal Complaints as those received in writing through email, handwritten or typed notes, or through the DHSEM CDBG-DR website as a formal grievance on an actionable issue.

Before program implementation, the State of New Mexico will put into place a defined grievance procedure that will at minimum include:

- How the grievance shall be documented
- The name and position of the person authorized to review and respond to the grievance
- An appeal process if the complainant is not satisfied with first level response
- Timeline for complaint resolution
- Tracking of complaints (how status and results shall be documented and reported)

The State of New Mexico will make every effort to respond to formal complaints within fifteen (15) days of receipt. Should a response take longer than the fifteen (15) days, the State of New Mexico will document the reason for the longer timeline.

B. Informal Complaints

The State of New Mexico defines Informal Complaints as verbal complaints or written complaints that are either very vague or very general creating an obstacle in determining the appropriate action. As possible, the State of New Mexico will address and resolve informal complaints however, the same written response process, outlined above, will not be adhered to due to the vague nature prevalent in informal complaints.



C. Additional Routes for Submitting Complaints

In addition to the publicly available procedure for grievances published by the State of New Mexico on the DHSEM CDBG-DR website, the State of New Mexico acknowledges these additional routes for submitting complaints.

Complaints alleging violation of fair housing laws will be directed to HUD for immediate review. Members of the public can file a complaint directly with the HUD Region VI Fair Housing and Equal Opportunity Office through the following options:

Call (800) 669-9777 or (817) 978-5900

Mail a letter to:

Fort Worth Regional Office of FHEO
U.S. Department of Housing and Urban Development
307 W. 7th Street
Suite 1000
Fort Worth, TX 76102

Submit a complaint through the online web portal at
www.hud.gov/program_office/fair_housing_equal_opp/online-complaint

The State of New Mexico will forward all complaints regarding fraud, waste, or abuse of funds to the HUD Office of the Inspector General (OIG) Fraud Hotline (phone: (800) 347- 3735 or email: hotline@hudoig.gov). The State of New Mexico's procedures for identifying and addressing waste, fraud, and mismanagement will also be available for review on the CDBG-DR website. These routes are available on the DHSEM CDBG-DR website, as well.