

# El Diario Sin Nombre

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## HSD Secretary Visits New SE Albuquerque ISD Office



**HSD Secretary Pamela Hyde introduces herself to Janet Candelaria at the SE Albuquerque ISD office. Also pictured are Teresa Gallion and Eugene Abeita.**

“So, do you like your new space?” Secretary Pamela Hyde asked about 25 staff gathered in the conference room following her tour of the new Southeast Albuquerque ISD office on March 17. “Yeah Hoooooh!” was their unanimous response.

And why not! The difference between their new building and the old building is striking in just about every respect, especially some of the stunning office views of downtown.

At the meeting, Secretary Hyde went on to list some of the department’s 2008 priorities affecting ISD field staff. She used two of the ten HSD *Leadership Expectations* (<http://www.hsd.state.nm.us/pdf/Expectations.pdf>) that she assembled back in 2003 to make one point: “There’s *Responsiveness and Customer Service* and *Importance of Staff* – You can’t have one without the other, and I know that.”

For the Income Support Division Secretary Hyde said her top priority is working to replace the ISD2 computer system. “I know you don’t believe me when I say this, but we are going to get it done ... I’m going to Washington D.C. in April to talk with [the feds] to make sure that they know what we want.”

She also briefly talked about the newly-authorized 50 additional ISD staff. “Getting more ISD staff was one of our Legislative priorities this year,” she said. “On July 1 the positions will open up but with 35 ISD offices we’ll have to look at where they will be most needed.” Speaking of new offices, since Jan. 2003 the Southeast ISD office is just one of 18 new HSD offices and nine more new offices are planned to open in

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## New BHSD Executive Manager Likes What He Sees

“This is a ‘grand initiative,’ and I’m happy that I’m part of it,” said Harrison Kinney, the new Executive Manager of the department’s Behavioral Health Services Division (BHSD). He’s right; ever since the state moved to consolidate publicly-funded behavioral health services and establish a viable trickle up model for ensuring all voices can be heard our experiment just might become a paradigm for other states’ behavioral health programs – especially since behavioral health funding here is said to be the lowest in the nation, even behind Puerto Rico’s.



**Harrison Kinney is HSD’s new Behavioral Health Services Division Executive Manager. He works for Linda Roebuck, who is BH Collaborative CEO and the state’s Behavioral Health Czar.**

ValueOptions NM serves as the statewide entity for the Collaborative and manages many of the state’s publicly funded behavioral health services. The Collaborative was created during the 2004 Legislature to allow multiple state agencies and resources involved in behavioral health treatment and recovery to work as one to improve mental health and substance abuse services. This cabinet-level group, including Secretary Pamela Hyde, represents 15 agencies and the Governor’s Office.

What makes New Mexico’s approach different is the real voice the Local Collaborative(s) have. “In other states new management would hold a “meet and greet” with stakeholders ask for input and then eventually place it on shelf,” said

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Secretary Hyde then asked staff their thoughts on increasing their office's operating hours including some evenings and Saturday hours to make it easier for working families to sign up or to reapply, primarily for Medicaid. Unlike her first question, which brought a unanimous response this question brought unanimous blank stares. Finally someone mentioned bringing back the four ten-hour work week. (Four day work weeks were curtailed in HSD back in 2000.) She responded saying that's one thought, but some people may find it more convenient for their schedules to work two hours in the evening or on a Saturday morning.

Other topics Hyde discussed were the strong growth in State Coverage Insurance enrollment, "SCI is projected to grow to 25,000 this year," she said. She also noted that the department's Office of Human Resources is working harder than ever because of the newly-assigned Behavioral Health Services Division (see related story).

Before taking staff questions Hyde said, "Let me make it clear – You are the ones doing the work."

At first there were no questions – unlike the Secretary's visit to the old Southeast Albuquerque ISD office five years ago when a flurry of hands shot up the moment she said, "Do you have any questions?" This ended quickly, however. One person asked if pay increases for ISD clerks was in the works? Another asked if state employees would ever be eligible for SCI? She replied, saying, "The Legislature had not singled out pay increases for clerks but rather pay increases for all state employees. In answering the second question, she said, "This probably won't happen."

Finally, the discussion went to the TANF Program and the tough new federal requirements, especially for two parent families. Hyde said even they [the feds] know that no state will ever be able to meet some of these rules. Well, knowing our cabinet secretary, she may return from her April trip to D.C. with not only a green light to replace the ISD2 computer but with a TANF rule modification to boot.



**Pauline Ojeda (left), Brian Nix and Amanda Ortiz ardently help hundreds of people each day at the new SE Albuquerque ISD office. Currently they are serving about 17,000 families, smallest of the four Albuquerque ISD offices, but this is changing as more people learn where the new office is located.**

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Kinney. "Here, it's 24-7 communication, an approach that is here to stay." Kinney knows what he's talking about; he brings 33 years of behavioral health experience to the BHSD, and he's eager to make his mark in HSD. He is a native New Mexican, from Albuquerque, and his work includes recognition in the form of several awards in Colorado and Texas; including, community support programs (1983), peer provider programs (1992) and integrated homeless programs (2006). He is published in the Journal of Applied Social Sciences and the Journal of Rural Community Psychology.

Kinney's job here will be to ensure the department's 29-person BHSD does its part in the broader behavioral health scheme by working with adults requiring mental health or substance abuse services and treatment. The CYFD does the same for children and Corrections Dept. handles those who are incarcerated.

The BHSD is serving about 24,000 adults each month whom are referred to them through primary care physicians, hospital emergency rooms, homeless shelters and police agencies. The BHSD also oversees ValueOptions NM to ensure that appropriate care gets to the appropriate person in a timely, cost effective way. They also promulgate behavioral health policy based on requirements given to them by the Collaborative.

An interesting aspect of providing behavioral health services to large populations in urban, rural and on Native American lands is that unlike other services administered by the department – where people actively seek them by visiting our offices – behavioral health help often comes only after a real family crisis has occurred.

"About one in one hundred people contact a major mental illness that has a profound impact on their life and on that of their family," said Kinney. "Most of it comes from genetics where all of a sudden chemicals in one's brain form to cause intense mental illness, like schizophrenia.

Fortunately, today there are more options available through medications that can help people get their lives back together." Like any other physical illness; however, people must learn to live with mental illness by using the tools given them. "The vast majority of persons with mental illness have that spark, and, in some cases, intense fire to recover their lives. I have sincere respect for their tenacity and their fortitude and want to do everything I can to help that process along," said Kinney.

## Income Support Division Works With Other State Agencies in Real World Health Emergency



There goes the beef.

The Income Support Division's Food and Nutrition Services (FANS) is a quiet place to work. The public doesn't go there for services and the warehouse's food delivery schedule although busy it maintains fairly routine schedules year-in and year-out. This calm work atmosphere came to an abrupt halt in late February when the USDA announced they were recalling millions of pounds of possibly tainted Westland beef meant for School Lunch programs across the country, including 120,000 pounds delivered to HSD's FANS.

"When we found out that we were involved with the recall we checked to see if we still had the meat here in the warehouse," said FANS Warehouse Manager, Barbara Ogborn. "When we learned most of it had already trucked out to the schools, we immediately began contacting them via e-mail and telephone."

When asked if there was a panic in the warehouse Ogborn said, "No, we just put all the gears into motion to identify each-and-every bad lot and ensure that all school districts were notified."

The FANS Bureau was notified of the USDA meat recall before the news media was informed, so

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## ASD Acquires a Seasoned Bean Counter

Danny Sandoval began his career in HSD back in 1982 as a Statistical Analyst for the Social Services Division. The Moriarty native got his austere start in state government after earning a degree in Business at Eastern NM University. Most everyone knows that working stats can be boring, and, apparently, Sandoval did too because he quickly moved on: first to budgets, then to contracts management and then to providing direct client services by placing children in psychiatric care.

Later, when former First Lady Alice King pushed for reorganization of the state's social services departments he left HSD joining the newly formed Children, Youth and Families Department (CYFD). He eventually becoming a deputy secretary there.

"History credits Alice King for creating the CYFD but many others, too, were involved in pioneering the CYFD," said Sandoval. Creating the CYFD were parts from public education, HSD (including the large, 800 person Social Services Division) the Dept. of Health and the Department of Public Safety. During his years at CYFD he was also elected to the PERA Board three times. During his tenure there the State Employees' Retirement Fund grew from \$6 billion to over \$14.

Sandoval knows and respects CYFD Secretary Dorian Dodson who left HSD as an ISD bureau chief 13 years ago to dabble in book writing before returning to state government. "Dorian is a workaholic!" he said, then added, "If something's broken and needs to be fixed she's going to find a way to do it. Historically, she's been the go to person for to fix broken programs."

When asked to compare Secretary Dodson work skills to those of HSD Secretary Pamela Hyde, Sandoval said, "They're both workaholics, working 60-70 hours a week without a blink."

Sandoval's working title in HSD is Budget Director. "From a budget standpoint," he said, "The Medical Assistance Division drives the department because it's a multibillion dollar program. If we get Medicaid right everything else falls into place." He noted that budgeting for Medicaid is more difficult than in the past because now there are multiple FMAPs (federal matching formulas) and many more Medicaid categories than when he last worked here.

Sandoval maintains that even though he and a large chunk of HSD left for CYFD several years ago both departments remain "hooked at the hip" from a budget standpoint. This includes Medicaid, TANF and even food stamps.

When Sandoval was asked why he decided to return to state government after serving a full career, he said, "I'm not that old yet; I never intended to be retired, retired." Then, he added, "Coming back to HSD was like coming home for me. There are still many people still here that were here when I left." Welcome back to HSD Danny!



Danny Sandoval went to high school in Moriarty where bean counting is in one's blood.

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steps were well along in recovering the bad beef by the time the public was made aware of the potential health problem.

“We worked well with the school districts across the state and with the State Environment Department to get the bad meat identified, inventoried and disposed of,” said Ogborn. “Pauline Raia did a great job notifying and working with the affected school districts.”

Ogborn said the one lesson learned from the emergency was that they need to look into acquiring a better food inventory tracking system, like bar coding. “It took numerous hours for us to finally identify the bad meat because there were many different lot numbers within a shipment of the processed product. Most of it had gone to the schools and some of it had gone out for processing into servable portions like hamburger patties, beef steaks, beef fingers and beef crumbles, and it came back to us repackaged,” said Ogborn.

Thanks to the quick action taken by the normally reticent FANS Bureau only a tiny fraction of the potentially bad beef ever made it into school lunches. The rest of the meat was quietly buried in a deep hole dug in a land fill near Los Lunas.



Barbara Ogborn meets with the media about the meat on her warehouse loading dock.

**HSD blood donors Mike Ricklin, DoIT, and Maria Varela, MAD, demonstrate remarkable bravery as captured in the photos below. On March 12, 22 pints of blood were gleaned from exemplary staff, like Maria and Mike.**



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Welcome to Spring Everyone. Let's hope it warms up soon!