

El Diario Sin Nombre

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ISD staff at the Santa County Office busily unpack case records two days before the official opening of their new office.

New Digs for Santa Fe County CSED/ISD Staff

The newest HSD child support and income support offices opened for business last month near Cerrillos and I-25, at 39 Plaza La Prensa, where many new state offices are springing up. These offices are just across the street from the new BHSD, HR, Office of the Secretary and Behavioral Health Collaborative building. It is about five miles from their old office complex.

Although the new offices on the growing south side don't yet have public transportation, by mid-afternoon of their first day in operation over 50 ISD visitors had stopped in and most seemed to be very impressed with their new, modern office.

One visitor, Santa Fean Dennis Romero, who walked in to apply for home heating assistance, said, "I like it. It's nice, the layout makes the building so much more customer friendly. I don't feel like I'm a criminal because I don't have to

bend down and yell through a thick glass window to talk with someone." Romero said the new office location is actually more convenient for him and others who live on the growing south side of Santa Fe.

For clients living on the north side of town the department has set up a temporary office at Pollon Plaza and is working with the Dept. of Transportation to get a Rail Runner shuttle stop near the new offices as early as next March. The vast majority of clients surveyed at the new office location feel so much more comfortable receiving their services out of the new Santa Fe County office.

This is true for most HSD staff as well. FAA Beth Chapman said, "This office is a lot more functional; lines of people would be clear out the door at the old office. It's so big. It's easy to get lost in here; I walk around every day just looking for my office."

CSED's Decanza Ruybal said, "I love it! This building has life; the old building didn't. My clients like the new office too. They said the move was long overdue."



Turn the page, if you dare, to see some very scary HSD staff.

ISD Expedites Clients' Income Support Processing

Albuquerque residents living in the southern half of the city and applying for income support programs like food stamps, low income home heating assistance, financial aid and health care through Medicaid are now being greeted by a greeter when they walk into their ISD office. The greeter's job is to immediately determine what the visitor needs and then get him/her to the right caseworker, or ensure the routine paperwork drop off is routed expeditiously.

At the Southeast and Southwest Albuquerque ISD office families are no longer assigned a caseworker who, in the past, took care of most everything from A to Z for that family. Now, the process has been divided into four categories: intake, pending cases, processing of cases and re-certification.

"What we are beginning to do in our large income support offices has never been done before in New Mexico," said ISD ROM Rita Espinosa. "We seriously began looking at changing the way we do business in our larger offices eight months ago. After receiving input from clients, staff and advocates and looking at other states' models, we chose this approach, which we believe will be most efficient for everyone."

There are 36 income support offices scattered around the state but the "team approach" focus is on the larger offices where the client-caseworker relationship isn't as close as in the smaller offices in rural parts of the state.

The Southeast ISD office piloted the team approach three months ago. "We still have a little fine-tuning to do," said County Director Rochelle Radloff last month. "But it must be working well because this office is seeing 80 new walk-ins a day, compared to 50 when we began the pilot in July. We're not sure if the increased traffic is due to our team approach or to the economy." This office alone serves about 15,000 families in one or more ways.

The Sandoval County ISD office is next up for moving to the team approach, beginning on Nov. 17. The remaining two Albuquerque ISD offices and the Santa Fe County ISD office are slated to move to the team approach next year.



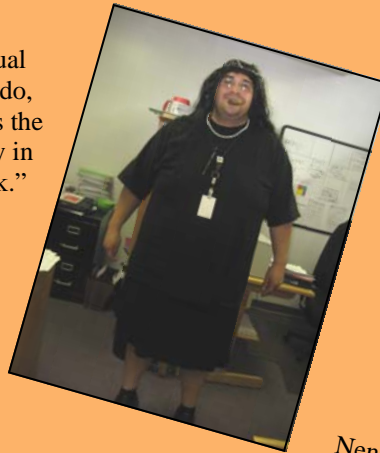
SE Albuquerque ISD County Director Rachelle Radloff observes her new office greeter, Brian Nix.

A Halloween 2008 photo album of just some of the Santa Fe HSD staff who dressed up for the occasion this year.



MAD's Denise Micciche, left, and Jeanette La Rouge, simply enjoy the fun.

Samual Peinado, ISD, is the "Lady in Black."



Nena Morton, CSED, is Joe the Plumber.



Jude Vigil, OIG, is a legal alien.



Angela Carlton, ASD, and her son Derek. Poor Angela.



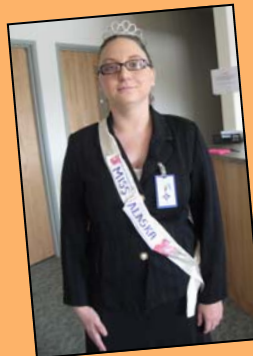
CSED's Debra Taylor, left, and Deputy Director Cathi Valdez got their man.



Carolyn Ingram, MAD Director, is bewitching.



Carolyn Craven, ISD, is an old cowpoke.



Stephanie Slonan, HR, is Sarah Palin, as Ms Alaska.



Carmela Martinez, ISD, is a scrumptious lobster dinner with all the fixings

HSD Helps Out With the Veterans' Stand Down

For the second year running, an outpouring of donations from Santa Fe-area HSD staff contributed greatly in getting homeless veterans and non veterans ready for the winter.

"I heard they were handing out a coat; that's why I'm here," said Andrew Lewis, who was one of the first people to matriculate through the Veterans' stand-down last month. "I'm also trying to find a steady job; one that you go to everyday." Lewis is a Native American originally from South Dakota. He said he was happy to see what everyone was doing for the veterans, "They need help because it seems that the government doesn't help them very much."

Human Services Department staff was on hand for the two-day event, from Oct. 17-18. Four Medical Assistance Division staff from the Working Disabled Unit, and two Income Support Division staff set up shop at the NM Veterans' Integration Center, at 6101 Central NE, where they were plainly visible to the 600 homeless people who attended.

This conveniently-located Veteran's homeless center was once a two-story motel replete with a restaurant and swimming pool for Route 66 travelers. The converted hotel is so popular for homeless veterans that it's almost always filled to capacity as a transitional housing agency for veterans. A couple of the 70-plus units currently house families as well.

The operation went quite smoothly considering the large number of homeless people who showed up for both days activities. "When people arrived they were asked to check their belonging, and told where to take a shower, get new clothes and then receive a hot meal. When they were ready to leave we provided them a sack lunch," said MAD's Orlando Vasquez. "By noon on the second day we ran out of hot food and had to give everyone sack lunches."



Hurry up and wait! These men are waiting to be matriculated in.

MAD's Ernesto Rodriguez credited ISD for their outstanding work. "ISD staff was instrumental in making this event a success and in providing much needed assistance to a down-and-out population." Overall, 35 applications were taken and 25 people who didn't have IDs took applications to turn in later at an ISD office.

Measuring the amount of clothing donations from Santa Fe HSD was a little more difficult. MAD's Mark Lailes said he could not give numbers, but he did say that boxes of clothing (men and women's), shoes, boots, sweaters, blankets (many still in plastic) were given. "To be more specific, a ton of stuff was given that's 2,000 pounds," he said.



Good home cooking courtesy of the NM Army Nat. Guard.

HSD Participates in World Food Day Conference

As part of this year's World Food Day in New Mexico, Governor Bill Richardson applauded the NM Collaboration to End Hunger for their work and singled out HSD's income support offices for their hard work in growing the Food Stamp Program. "For the first time ever, over 100,000 NM families are supplementing their food budgets through this program," said Richardson in a statement.

As part of the World Food Day event, Aging and Long Term Services Secretary, Cindy Padilla read a World Food Day Proclamation, signed by the Governor, and she led a panel discussion about what measures NM should take to continue the fight here against hunger.

ISD's Food and Nutrition Services Bureau Chief, Mary Oleske, for the 15th straight year helped to organize the event.

"Last year, our committee began giving a "Hunger Fighters Award" to New Mexico activists who are helping to put an end to hunger and food insecurity in our state," said Oleske. The recipients this year were Pam Roy from the NM Food and Agricultural Council and Carlos Navarro from Bread for the World. "Pam and Carlos both work tirelessly on the issue of hunger and food security at the local and national level," she said.

The presentations this year were outstanding as well, including one by UNM Professor Dan Young. He sponsors a program that combines classroom theory with community service to address social issues. He also has a number of courses that address hunger in New Mexico.



ISD's Wendy Chavez-Paez, kneeling, and Vida Tapia-Sanchez, right, confer with others at the Oct. 16 World Food Day Conference, held at UNM.

More HSD Halloween Fun From Here and There



Sierra County ISD Staff Wore a Collage of Costumes
Standing, from left back row, Leroy Madrid, Claudia Mosqueda, Maria Martinez, Sarah Fernandez, Susan Tolley, Yvette Garcia, Rebecca Mendoza. Standing, from left middle row, Veronica Green, Mary Esther Mora, Lori Medina, Lourdes Gutierrez., from left, Annella Carey, Marla Howes, Carla Reid.



Otero County ISD Staff are Greased
Back row form left, Gary Tryon, Maria Castro, Alex Maynez. Kneeling, from left, Jeff Rhein, Jake Rardin, Jan Sanchez, and Rico Rodriguez.



MAD's Benefits Bureau Decked out as MAD Professors
Front row seated, from left, Devi Gajapathy, Tabitha Mondragon, Virginia Alcon, Jeanne Cournoyer, John Erb. Second row: Devi's daughter Nevi, Rose Armijo, Camille Vigil. Top row: tevens, Robert Stevens, Melanie Romero (holding Cheyanne), Jennifer Chavez, Mark Zuiliani and Mary Martinez. At the very top is a Benefits Bureau ghost from benefits past.



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Happy Halloween HSD!
Thanks for all of the wonderful photos!