

# El Diario Sin Nombre

A publication of the New Mexico Human Services Department

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## ITD Employee Travels in Mysterious Ways



Barbara Crawford has worked in the department as an IT tech for four years.

Barbara Crawford is not your ordinary HSD employee. The 58-year-old Information Technology Division (ITDs) tech works in Santa Fe, but lives in the middle of nowhere near Stanley, NM with her husband.

“Last winter, during the snow storms, Barbara hiked seven miles from her home to the closest paved highway where she waited for a co-worker to pick her up on the side of the rode for the drive to work,” said her supervisor, Mike Ricklin. “Then, after working all day, she’d catch a ride back to the pick up point and, using snow shoes, hike back home for the evening.”

“She’s a strong lady, and she’s got good work stamina too,” said Ricklin. She must have because her duties include being the test engineer for change requests to the large Child Support Enforcement Division CSES computer system used by hundreds of employees.

What Barbara did during her summer vacation makes her winter snow walks look like walks in the park. “I wanted to do something meaningful during the summer with my 16 year-old grandson, William,” said Barbara. “We decided to take a bike ride deep into the heart of Texas to the town of Dripping Springs, near Austin, to see other family members.” (From Stanley, Dripping Springs is 750 miles.)

After contemplating what they knew would be a very arduous trip, Barbara and William decided that they should at least try to get something meaningful for their efforts. “My mother in law was in Hospice, and they did a wonderful job for her and an even more wonderful job for my exhausted sister in law who was caring for her,” she said. So they decided to try and raise money for Hospice. They used an Inter-

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## MAD Employee Completes 26.2 Mile Marathon

Tallie Tolen isn’t tall. She stands all of one inch over five feet, yet she does have plenty of stamina. On Aug. 3, the MAD,



MAD, MAD, MAD employee completed the

Tallie Tolen, her husband David and her sister Nettie wearing their marathon medals presented to them following the run.

grueling 26.2 mile San Francisco Marathon, along with her husband and her sister, who lives there. “Yes, the Golden Gate Bridge was along the route; it was incredible running over it along with the other 20,000 participants that day,” she said.

Tallie began training for the Marathon with her husband back in January, completing a half marathon as a warm up for the San Francisco run. Unfortunately, the 39-year-old runner began having knee problems while training; she said that hindered her performance. “Yes, I came in last of the three of us, but I finished it!” she said. “I’m not what you call built for speed.”

Tallie has worked in the Human Services Department for five-plus years in the outstanding School Based Health Bureau of the Medical Assistance Division, which has seen the number of Medicaid billing school-based health centers grow to 34 during her time in the department.

When asked if she plans on doing another Marathon soon, she said, “Of course I do. I enjoy running, it’s a good stress reliever. She also encourages fellow HSD staff to join her, “If I can do it, then anyone can do it!”

## Santa Rosa ISD Staff Hold Open House to Showoff Their New Office

The Santa Rosa Income Support Division (ISD) office staff sponsored an open house on Aug. 22 to formally announce their new location on the west side of town. “We moved here from our old office late last year and have been busy serving families in Guadalupe and De Baca counties,” said ISD County Director Rita Romero. “Now we are showing the community our beautiful, almost new office.

Those visiting that day feasted on boiled hot dogs, chips and dip, dessert and drinks while looking at poster boards with photos of how their new office was put together. Surprisingly, it was built in sections in Albuquerque and the pieces were trucked to Santa Rosa then wedged together.

“A lot of people are happy we moved to this side of town,” said Romero. “There is new construction going on and older businesses have spruced up their areas helping to revitalize this part of town.” In De Baca and Guadalupe counties (populations 1,916 and 4,447 respectively) about 1,000 families use one or more ISD programs. Nearby the new office are senior citizens and low-income apartments, many of whom use ISD’s services. It’s also more convenient for clients who live in rural parts of both counties.

The new office also provides work space to other state agencies operating in Santa Rosa. “We have itinerant workers from the Work Force Solutions, NM Works, Children, Youth and Families and the Social Security Administration working here,” said Romero.

Perhaps the most impressive amenities of this new ISD office are the wood trim around the inside doors, real wood doors and the two-tone brown stucco outside. Yolanda Trujillo, who has worked here for 14 years said, “Our old office had detention center-like windows but better scenery with a good view of the lake; now we have big windows, but not as good a view.”



**Santa Rosa ISD staff surround ISD Deputy Director Ted Roth. From top, left are Esther Blea, Rita Romero, County Director, Ted Roth, Deputy ISD Director, Carol Quintana, Yolanda Trujillo, Steve (Ernesto) Gallegos, Brenda Villanueva, and Christina Esquibel.**

Deputy ISD Director Ted Roth was on hand for the open house. After lunch, Romero enthusiastically showed him the inside of the office, including the lobby area, the file room, break room and each individual office. Everything was going well for her until she made the mistake of taking Ted outside to look at the patio area. Ted, who likes to barbeque, made a bee-line to the large grill, and when he opened it Rita’s face turned red with embarrassment: The shiny new grill had yet to be used.

Romero quickly recovered however; she promised the grill would be broken in by the next time Ted visited her office. This month her office is hosting an ISD Region meeting. We’ll be waiting for a report on whether the hot dogs served to staff were boiled or barbequed!



**Rita Romero has taken a crash course in barbequing.**

## *HSD Gets Loss Prevention and Control Specialist*

**A**lthough working at the Human Service Department may not appear as a high risk occupation, safety and security for staff and clients are always of first concern.

In an renewed effort to administer all of our programs and improve the management of and negotiate through problematic situations involving work safety as routine practice, Tim McDuffey of the Administrative Services Division's, General Service Bureau is developing safeguards for staff protection, such as first aid and CPR training as well as hazard awareness and monitoring.

As the Loss Prevention and Control Coordinator, Tim is developing and implementing measures to reduce work injury and illness in our office environment. He believes that an outreach-awareness program and education for management and staff will enhance a safer workplace and continue to improve services to our clients.

Soon after being hired, Tim developed a grant application that was submitted to the state's Homeland Security and Energy Management. If accepted, the grant will facilitate (directly and indirectly) work safety initiatives and enhance HSD's ability to provide essential services to one third New Mexico's population. "Given this challenge, we extend our gratitude and support to Tim and to all our field staff who provide the care and understanding our communities so deserve," said General Services Bureau's Sandy Mackey.

Through McDuffey's training by the federal Occupational Safety and Health Education Administration (OSHA), in which New Mexico has collaborated with for years under the Environment Department, he believes that outreach and the education of management and staff can go a long way in reducing lost work hours through safety and health awareness.



**Tim McDuffey has completed several courses in preventing injuries in the work place, including a course titled, "Coping in the Cubicle."**

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net blog to announce their goal, saying: "*Hospice is an important resource for people in critical stages of life. We are riding bicycles 750 miles from New Mexico to Texas ... our goal is to raise \$5.00 per mile of our trip.*"

Interested people were directed to where to give to a local Hospice and asked to send a note to Barbara at [tgm@determinedbird.com](mailto:tgm@determinedbird.com) indicating which hospice they donated to and how much. This way their donations could be acknowledged.

With the proper motivation for their 11-day bike ride into the West Texas winds, Barbara and her grandson happily began their trip early one morning. (Barbara's husband followed in a pick up truck but at distances of up to fifty miles ahead or behind them. Can you blame him?)

The pair of cyclists didn't make it far! "My grandson was riding a discount store bicycle and soon one of the tires began to wobble," said Barbara. "Outside of Encino a motorcyclist, who was also a bicyclist, stopped to help us. He did what he could, gave us some water and went on his way. When we got to Encino a lady approached us, saying we had caused quite a commotion here: Another traveler stopped to report that a man on a motorcycle was molesting two youngsters riding bikes just outside of town."

Barbara's husband got William a more road worthy bike and the two continued on their merry way – sometimes in 100-degree weather. "We were stopped several times by both New Mexico and Texas highway patrolmen and asked if we were okay and given water." Outside of San Angelo, they were stopped for a different reason. "When the patrolman approached us he said someone reported two juvenile runaways traveling long distances along this highway on bicycles. I smiled, and then informed the patrol officer that I was the teen's grandmother. The patrolman shook his head, asked us to be careful and got into his car and drove away."

After reaching Dripping Springs, Barbara flew home after a few days rest. No, she didn't fly home in a hot air balloon or inside a homemade rocket; she, uncharacteristically, flew back home on a conventional airplane.

Postscript. Barbara and William didn't quite make their monetary goal, but they did raise close to \$3,000 for Hospice, including two donations from Sub Saharan, Africa. Those who still want to donate can do so by going to: <http://determinedbird.com/tgm/>.

## Santa Fe HSD Staff Surpass August Blood Drive Goal

Several first-time donors helped Santa Fe HSD staff glean 20 units of blood, surpassing its goal of 18 units for the Aug. 19 blood drive at Plaza San Miguel. Karen Price, of United Blood Services (UBS) said this of staffs efforts, “We rely on the kindness and generosity of people, and people donate blood for all sorts of different reasons, and we I acknowledge them all.”

She’s right. Lisa Medina-Lujan, ISD’s Central Office, said, “It’s an honor for me to donate blood. I thank everyone who donates because a blood donor saved my life five years ago when I went into labor three months early and had to have an emergency Cesarean Section to deliver my premature daughter. I realize the importance of blood donations, and I will donate for as long as I am able to.”

On the other hand, there is CSED’s Nena Morton, who donates blood for another reason, “I try to give as often as I can ... it keeps the vampires away!”

Price said her organization supports 42 New Mexico hospitals and much of their support comes from HSD-sponsored blood drives that take place in numerous communities around the state each year. Thanks for giving.



From top left, Lisa Medina-Lujan, ISD Central Office; Yvonne Montoya, HSD Hearings’ Bureau; Nena Morton, CSED’s Central Office; and Mike Ricklin, Information Technology Division. They all make donating blood look easy.



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### *We're on the move!*



The Human Services Department’s Office of the Secretary, Office of Human Resources and the Behavioral Health Services Division are moving.

**Our new physical address is: 37 Plaza La Prensa  
Santa Fe, NM**

Our mailing address remains the same: P.O. Box 2348  
Santa Fe, NM 87504

**Our new phone numbers are:**

Office of the Secretary: 505-476-6213  
Office of Human Resources: 505-476-6230  
Behavioral Health Services Division: 505-476-9266