

El Diario Sin Nombre

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CSED Has a Deputy Director for Field Operations

Stephen Klump is the first Deputy Director for the CSED's Field Operations. Like deputy ISD director Ted Roth, his focus will be working with the three CSED Regional Operations Managers and the County Office Managers. In all, there are 13 county offices and three satellite offices, with a combined staff of about 250 that he will oversee.



Photo by Pam Gallegos

Stephen Klump has worked in the CSED for six years.

"My primary short term goal is helping the CSED maintain a high level of customer service to our citizens during these extremely challenging financial times," said Klump. "There is an increasing need for child support services, either from the need to establish support obligations in new cases, or modifying support obligations in existing cases as families face economic hardship."

Stephen is no stranger to the CSED. He joined the division as a field attorney in the Albuquerque South office in February 2003. Later he transferred to the new Los Lunas office where he handled caseloads in Valencia, Cibola, Sandoval, and Socorro counties. He understands the challenges field staff have day in, day out. "Clearly, our division's biggest strength is our staff of dedicated child support professionals who come to work every day often under demanding circumstances," he said. "Child support is not an easy job because you deal with broken families, unresolved emotional issues and the court system."

In the broader scheme of things, Klump envisions CSED's role as one of attempting to help break the cycle of broken families and children living in poverty. "If the CSED can collect ongoing child support payments from non-custodial parents, the children affected are going to enjoy a higher quality of life than children who do not receive support," he said. "This support provides numerous benefits for the children, including improved

chances of success in school, higher self-esteem and, hopefully, the increased involvement of both parents in the lives of children."

Of course, deputy directors have bosses too. Stephen said he continues to be amazed by the quality of HSD's leadership. He said CSED Director Charissa Saavedra is a dynamo whose work ethic and commitment to the children of our state is without equal. He believes that through her leadership and determination the division has the capability to become one of the premier child support programs in the nation.

As for HSD Secretary Pamela Hyde, he got the chance to see her work firsthand during this legislative session, "Her knowledge of the breadth of HSD programs is positively phenomenal. I have watched in awe as she testifies at legislative hearings and fields questions from the legislators covering the entirety of HSD, from behavioral health, to food stamps, to Medicaid, to child support. She frequently answers these questions without reference to notes or the program directors who accompany her to these hearings."

Besides keeping himself busy as deputy field operations director, Stephen is on the faculty of Central New Mexico Community College where he has taught Business Management and Communications, English, Civil Procedures and Employment Law.

HSD Reaches Out to Belen and Grants Residents

The department is helping hundreds of clients in rural parts of the state to save both time and money during these tough economic times. For example, residents in Grants and Belen are getting child support enforcement services on a weekly basis at the Income Support Division (ISD) offices in these two towns.

This helps both the Child Support Enforcement Division (CSED) and the ISD offices to get things done. Single parent families applying for TANF cash assistance, in most cases, must cooperate with child support enforcement to receive benefits. "Having the CSED here once a week has been terrific," said David Klumpenhower, Cibola County ISD Director. "It is a convenient way to get our customers the child support services they need and deserve or at least get the ball rolling more quickly."

The CSED and TANF interviews are scheduled one right af-

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ter another, which provides faster and better service for receiving child support and medical assistance. “It makes for some long days on the part of everyone involved,” said Klumpenhower. “Christine Martinez, Erlinda Cosby and Trudy Keedah from our office and Dianna and Elenna, who come here faithfully each week from child support, do great work. It’s well worth the effort, and I appreciate what everyone has been doing in that regard.

Dianna Garcia and Elenna Jaramillo take turns visiting Grants each week. “We see anywhere from ten to 22 people each day that we are out there,” said Garcia. “We are helping people all over the county, not just in Grants.” Some people drive into Grants for child support services from places like Acoma, Cubero, New Laguna and San Rafael.

Most of the customers Garcia and Jaramillo see are applying for TANF and must cooperate with child support enforcement. “We coordinate things so they see us before or after they go to their TANF/NM Works appointment,” said Jaramillo. “We do, however, see some customers who come into the Grants ISD office who are not on TANF and want help getting an order for child support through us.”

Both Garcia and Jaramillo have received several compliments from Grants residents. “They are very appreciative that we take the time to drive the 70 miles to Grants, so they don’t have to take their own time to come all the way to the Los Lunas office,” said Jaramillo. “I also believe that they like seeing their caseworker face-to-face better than talking to us over the telephone.”

There are 200 families receiving TANF in Cibola County. The Las Lunas child support enforcement office serves 610 families in Cibola County and 1,828 families in Valencia County. Overall, they collected about \$3 million in child support for custodial parents living in these two counties the last year. The Los Lunas CSED office also sends a worker a much shorter distance to Belen each a week to help ISD clients and others.

Sierra County ISD Office Hosts an Open House

The department’s ISD Sierra County office is the latest field office to offer their community a look-see of their remodeled facility. It happened during their open house last month – the big event, for some reason, took place on an inauspicious Friday, the 13th, which one shouldn’t consider so unusual in a town with the inauspicious name of Truth or Consequences.

Some from Santa Fe even braved the drive down I-25 that day to T or C for the event. Robert Place, Administrative Services Division’s property manager, was on hand for the open house and was impressed by the turn out from the community. “The office was packed from start to finish and there was very little food leftover when I departed in the afternoon,” he said.

Sierra County Director Lori Medina thought about 75 people attended the open house and everyone seemed to have a wonderful time. “We featured turkey brisket, accompanied with potato salad, green salad, little buns (bollitos), Jell-O, cake and, of course, beans with red and green chile. I believe people liked the food so much because it was all homemade by our great staff.”

The open house began at 10:00 a.m. with a building dedication, followed by a presentation of the colors and a flag-raising. Participating in the event was the Junior ROTC cadets from T or C High School. The buffet lunch began at 12 noon.

Although Lori was very involved in planning the office’s open house, she said she wasn’t involved in planning the building’s renovation: work on that began before she took the reins as the county office director, in late 2007. Prior to coming to ISD, she worked for 16-years in Las Cruces for the Taxation and Revenue Dept.

Lori, however, isn’t new to the town of Truth or Consequences and its idiosyncrasies: she is a native of the town just south of T or C, named Garfield – This makes one wonder where Garfield got its



The newly-renovated T or C ISD Office.

name from? When she was asked what was like growing up in Garfield, she said, “It’s a small farming community of about one thousand people. My husband and have a small farm there where we continue to grow alfalfa.”

One of the reasons she took the ISD job was to save her from commuting to Las Cruces. Lori added, “I’ve always wanted to work where I could help people with disabilities, the sick and the disadvantaged. In both jobs, I work with people and give back to the state of New Mexico in one way or another, which I really enjoy doing.”

Renovations at the Sierra County ISD office included a near doubling of office space by the addition of a 4,800 square foot wing (enough room for nine more workers). Staff now also enjoys secured and covered parking for their vehicles. “Other things we did during this renovation were to make sure the building was brought up to code in wiring, and we installed a new telecom system,” said Place. “I’d say the T or C office is virtually a new building.”

According to Place, the T or C office renovation marks the 39th HSD building to either be replaced or renovated since January 2003. The other recent department office moves or renovations have been in Gallup and in Santa Fe. The only other office move scheduled this year is in Las Vegas. The ISD/CSED office will move from the old Epi Duran building to a new location near the town’s CYFD office.

Behavioral Health Day at the Legislature is Again a Ringing Success

The department’s Behavioral Health Services Division (BHSD) played an important role in organizing Behavioral Health Day at the Legislature again this year. And based on the crowd, there were easily 200 people in attendance, not counting the 32 exhibitors who represented providers and consumer-run services across the state.

Highlighting the day was the presentation of STAR certificates, signed by Governor Bill Richardson and Purchasing Collaborative CEO Linda Roebuck, to 16 individuals from across the state. These men and women have overcome serious behavioral health issues and are actively involved in their local collaboratives and working to help others in their communities. “This was the first event of this stature that some of the



HSD Secretary Pamela Hyde, CYFD Secretary Dorian Dodson and Dept. of Indian Affairs Secretary Alvin Warren were the Cabinet Secretaries who spoke on Feb. 26

Stars had ever attended,” said Leticia Rutledge of the Behavioral Health Planning Council. “It could have been overwhelming if it were not for STAR assistants who made sure that they were aware of where they should be and by when.”

Each awardee was greeted warmly by Pamela Holland, Chair of the BH Day Planning Committee. She pinned the STAR buttons on each person and each Star was provided with a ZIA bag filled with miscellaneous goodies.

HSD Secretary Pamela Hyde was one of three Cabinet Secretaries speaking at the event. She thanked everyone for the work they had done so far to improve the lives of so many, but she also said much more still needs to be done. Following the presentation, one of the awardees said that she felt very happy that day and she too was proud of the accomplishments she has made in her life.



These are some of the people from around the state who were honored during BH day activities at the Capitol on Feb. 26. From left back row are Tim Parrot, Las Vegas; Marcia Hawthorne, Santa Fe; Kiko Funmaker, Mescalero; Debbie Adams, Farmington; and Alessia Sessions-Hall, Las Cruces. Front row, from left are Elizabeth Mosely, the Navajo Nation; Natasha McCantz Lordsburg and Maxine Bagwell, Alamogordo.

Two Midterm MAD Staffers Get Service Pins and Certificates

Felicia Halford has spent her 15 years in HSD working at the Commission on the Status of Women and in MAD’s Contracts and now Client Services Bureau. “Felicia is a single parent and earned her Associates’ Degree while working here,” said Ernesto Rodriguez, her supervisor. “On top of that, she is assisting in caring for her ailing father and has volunteered to work extra hours – even on weekends – to help us meet deadlines. She has also learned her peers’ responsibilities and assumed those responsibilities when needed.”

Also honored during the lunchtime awards ceremony at Ark Plaza was MAD’s Joey Kelleners. Rebecca Schwarz pinned on his Ten-year Service Pin and said this about him, “Joey goes above and beyond the call of duty by supporting the needs of field staff, as well as us here. When Joey answers the telephone he says, ‘It’s a wonderful day at Medicaid, how may I help you?’ even when he’s not having such a good day.” Joey began his career working as a caseworker at the Santa Fe County ISD office.



MAD’s Ernesto Rodriguez presents Felicia Halford with her 15-year service pin and certificate.

HSD Supports Children's Cabinet Days at the Legislature



HSD outreach staff from left Anisa Goodman (MAD), Ben Sosa-Ventura (CSED) and Kathy Slater-Huff (MAD). They, along with ISD's Mary Oleske, helped provide information about what HSD does for one in three New Mexicans during the three day event.

Let Governor Diane Denish, this week, launched three days of aggressive advocacy for investments in New Mexico's youth. Children's Cabinet Days in the Roundhouse (Mar. 2-4) drew national leaders, cabinet secretaries, over 50 community organizations and youth advocates state-wide. Together, they reinforced the long-term value of investing in youth development.

Each day had a specific focus: Monday was advocacy for early childhood initiatives, Tuesday focused on school-aged youth and adolescents, and Wednesday was dedicated to early adulthood.

"It was great seeing so many agencies, advocates and organizations come together in one place to distribute information and educate the public about all of the invaluable programs out there that benefit New Mexico's children," said Kathy Slater-Huff, MAD's Marketing and Outreach Manager. "It was also a wonderful opportunity for all of HSD's program divisions to talk about the services we provide."

The New Mexico Children's Cabinet includes the membership of 15 cabinet secretaries and state departments and at least eight community organizations, including the New Mexico Youth Alliance, the New Mexico Forum for Youth in Community, the New Mexico Community Foundation, and Parents Reaching Out. The mission of the Children's Cabinet is to ensure that state government, at every level, is effectively and efficiently meeting the health, education and growth needs of New Mexico's children.



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Happy Saint Patrick's Day!