

El Diario Sin Nombre

A publication of the New Mexico Human Services Department

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Vol. 10, No. 4 Winter, 2010

An end of year message for you from Secretary Falls

Reflecting back on 2010, a lot of thoughts come to mind, but the strongest is how proud I am of the work of the Human Services Department employees during what was one of the most difficult economic years in recent history. The Human Services Department (HSD) saw a record number of New Mexico families turn to it for help, with nearly 800,000 individuals in 320,000 households statewide who rely on our services to just help make ends meet each month. During this same time we saw an increase in our vacancy rate, which reached nearly 20 percent department wide at one point, from a previous five percent a few years back. But that did not stop our staff from accomplishing HSD's mission: *reduce the impact on poverty on people living in New Mexico and to assure low-income and individuals with disabilities in New Mexico equal participation in the life of their communities.*

As a matter of fact New Mexico ranks seventh in the nation in "timeliness" for Supplemental Nutrition Assistance Program (SNAP) application processing. During any normal year this would be considered a terrific feat, but during these challenging times it is truly an outstanding accomplishment. Not only did our Income Support Division (ISD) staff process over 95% of applications "timely" they also managed to keep our negative error rate at 3.86%. Part of this success was the staff's willingness to deal with change. We changed the way we conduct business in our ISD offices to a Process Management Model, which streamlined the way our cases are handled, and it couldn't have been implemented at a better time.

Another big accomplishment comes from the Child Support Enforcement Division (CSED) and their record amount of child support collections during the 2010 State Fiscal Year for a total of \$115.4 million. The CSED saw increased caseloads and requests for modifications of court-orders, which required the division to work more efficiently and effectively to ensure child support collections continued to flow to New Mexico's families.

The Behavioral Health Services Division assisted more people with services, such as the development of 170 supportive housing units, linking people with disabilities to support services and received the Mental Health Transformation Grant to continue its efforts. BHSD also received The Access to Recovery III Grant, which will allow the division to continue its client-centered, community-based recovery program and actually expand it to serve more New Mexicans in the coming year.

The Medical Assistance Division served a record number of New Mexicans through Medicaid and other health care programs and received a grant to focus on uninsured children in Native American and rural and frontier areas. It was through these efforts that New Mexico, for a third year in a row, saw an increase in insured children in New Mexico, yet still remains second highest in the nation for uninsured. The department has been working closely with advocates, tribal and health care delivery workgroups to find solutions in redesigning the Medicaid program and containing costs as we move forward Health Care Reform.

Speaking of health care reform, the Human Services Department was tapped to take the lead for the Executive Branch in developing a strategic plan and recommendations to prepare for the implementation of the Patient Protection and Affordable Care Act. *Implementing Federal Health Care Reform – A Roadmap for New Mexico* is just the beginning of a long road ahead in establishing policies, priorities and objectives for state government's comprehensive efforts in reaching the state's goals for implementation. Number one on that list is replacing the ISD2 system, which you will read more about in this *El Diario Sin Nombre* edition.

Needless to say it has been a very challenging year for almost everyone you talk with. Fortunately, in New Mexico we have some of the most dedicated employees working for the Human Services Department who are proud to assist New Mexicans and do everything they can to assure *Access, Quality and Accountability* in the services we provide day in and day out. And, I know that will continue to occur in the years ahead.

It has been a pleasure to work with all of you over the past eight years, and I wish you the very best in the future.

Sincerely,
Katie Falls
HSD Cabinet Secretary



HSD Cabinet Secretary Katie Falls.

She's Hanging-Up Her Hat and Riding Into the Sunset

HSD's Paula Maglione is retiring this month after 25-plus years of service in the Human Services Department. Surprisingly, in all of her years of service here, Paula never worked a Medicaid case, never issued TANF benefits, and she never helped a client to get child support. But what she did do for our clients – and our staff – was figure out a way to get 39 brand new income support division and child support enforcement field offices built in a remarkably short span of time. This accomplishment has made visiting and working here a much more pleasant, efficient, safe and professional experience for the thousands of people we serve each day.

From 2001 to 2010 she and her staff in the Administrative Services Division's (ASD) General Services Bureau (GSB) planned and opened offices in every corner of the state. Additionally, the new offices came replete with outstanding staff amenities, like covered parking, patios and barbeque grills, sky lights, fully-equipped kitchens as well as new customer service areas for clients. So how was Paula able to pull this one off, especially when most other state departments still work out of their same old buildings?

Paula Maglione isn't a native New Mexican, she ended up here quite by happenstance: born in Massachusetts, she moved to San Diego with her mother and siblings after her parents divorced. Following college, she came to Albuquerque to join her sister who had attended UNM and was now living there. She was able to get a part time job as a librarian for Albuquerque Public Schools. She also worked as a legislative assistant during three legislative sessions. Then towards the end of the Anaya administration, in 1985, she was asked by her friend, and then ASD Director Judy Pratt, to work for her in Santa Fe as an administrative assistant. In that position, she was tasked to develop a legislative tracking system and wrote a report on homelessness in New Mexico in response to a legislative memorial.

And to this day Paula still commutes from Albuquerque to Santa Fe but more recently on the Rail Runner instead of the commuter van. Paula moved to ASD's General Services Bureau where she became the lead property manager. "Some of the buildings we were in were just deplorable and depressing," said Maglione. "The CSED building on Lomas Blvd. in Albuquerque had three-inch cracks in the walls. I thought the worst office was the Southwest Albuquerque ISD office. It was located in a depressed part of town in a strip mall and staff had to work out of open cubicles with no privacy for the clients or staff."

The thinking at the time by many people, according to Maglione, was: Let's not upgrade our welfare offices because we don't want to hurt the feelings of our clients whose homes might not be as nice as the new offices they would have to visit for assistance. Additionally, the way the Request for Proposal (RFP) process was handled back then very few private builders would bid on a state lease building project because it wasn't an economically viable thing to do," she said.

In 2000, Paula was promoted to General Services Bureau chief, and she vowed that all new HSD-leased buildings would be safe, efficient and pleasant facilities for staff and visitors. "I decided to make sure that proper planning and projections were done far enough in advance for a new office so that the money could actually be budgeted. More than anything else, we had to be sure that the RFPs were specific enough so prospective contractors would know what they were proposing on and could come in with realistic bids" she said. "We also had to offer enough rent monies to allow them to build quality buildings with some profit, but not get rich in the process."

Paula's approach and plan worked. The first new office was completed in 2001, in Lordsburg. After that, shiny new HSD offices began springing up all over the state, like wild flowers following a summer rain storm. All of the offices were high quality facilities leased at competitive rates within HSD's budget.

The easy part of the process, Paula and her staff soon learned, was getting the RFPs approved, the buildings built and the mandatory open houses over with. CSED Director Chris Vivian said, "Without Paula's guidance and knowledge of the RFP process, I would have never been able to handle the intricacies of getting my three buildings done. Since then, Paula has been nothing but an amazing support to me and my employees in all the offices. She has followed up on many building issues that we have had over the years."



Now that Paula Maglione is retiring from HSD, she plans on visiting both of her parents more often. Her mom lives in Albuquerque, and her dad lives in Massachusetts.

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HSD Employee Finds Family in Department's Oldest Surviving Welfare Register

“When I first heard about the old welfare ledgers from Silver City, I didn’t think anything of it,” said Helen Gonzales, who works in the Santa Fe Office of the Inspector General. “Then, a few months ago, a co-worker of mine who knew about the ledgers and that I was born in Silver City asked me to look at the names in the ledger to see if I could find anyone in my family,” said Gonzales. “Out of my own curiosity, I agreed to look; When I found my grandparents names I was shocked – I said to myself, ‘What the heck!’”

Gonzales, who is 53-years-old, found that Fernando and Gertrudes Zapata (her grandparents) and their two dependant children (her father and her uncle, named only as “dependants”) enrolled for help on Feb. 28, 1938, in Silver City. “My dad must have been about eight-years-old at the time,” said Gonzales.

Back in 2001, two large, well-preserved ledgers were found by ISD staff in a storage cabinet on the bottom floor of Pollon Plaza during spring clean-up activities. The ledgers hold the names of hundreds of residents from Grant County, dating from 1935 to 1939. They were used by the very first income support staff operating out of Silver City; probably administering President Franklin Roosevelt’s New Deal program from the Social Security Bill, passed on June 17, 1935. The bill included direct relief for families, including cash assistance and medical care. The ledgers somehow made their way to ISD’s Central Office in Santa Fe, but were forgotten until 2001.

The ledger’s existence was first reported by the *El Diario Sin Nombre* in the April, 2001 newsletter. The article said, “Then, as today, there were several categories of relief. In 1935, political correctness was not in vogue, probably because people had more important things to worry about like the Great Depression and Adolf Hitler.” For example, adults could qualify for help due to “old age” or “blindness.” Families could qualify for help if the “man [was] jailed” or the woman was “deserted.” In the health care category of relief people got help for things like “veneral” (sp), “suspected mental”, or for being “crippled.”

Most people in the ledger listed their addresses in Grant County towns like Silver City, Piños Altos, Santa Rita and even Hachita, located on the far southern tip of the county. Others

must have been traveling through the area and listed states like Arizona or California as their addresses. A few people were homeless; there were few euphemisms back then so the homeless were listed as “indigents.”



Helen Gonzales has worked in HSD’s OIG for 11 years. Prior to that, she worked for the Motor Vehicle Division in Santa Fe.

When Gonzales was asked what she thought of her grandparents being on assistance she said, “I don’t think anything of it – I mean, they had to live!” Her grandparent’s information did not say what, if anything, they received in the form of benefits; it only showed that her grandfather was “employable” and that they were U.S. Citizens.

“Actually my grandfather was born in Palomas, Mexico. Later he moved to Silver City and became a U.S. citizen,” said Gonzales. “Some in my family said he was the adopted son of Emilo Zapata, a Mexican Revolutionary who fought alongside Pancho Villa in the early 1900’s.”

“I remember by grandfather very well,” said Gonzales. “He was tall, about six feet three inches and worked at the Santa Rita mines. He taught me Spanish and helped raise me. He told me I was his favorite, his *concentida*.”

I never knew my grandmother Gertrudes because she died before I was born. I recognized her name in the ledger because my dad told me about her,” said Gonzales.

“We lived in Silver City in my grandfather’s house until I was five-years old,” said Gonzales. “I remember Silver City as just a farming town and how big Santa Fe was when we moved here. My grandfather died three years later and is buried here in the Rosario Cemetery.”

So what will become of these two historical welfare ledgers? One option is to have them turned over to the State Archives Division, here in Santa Fe. The state archivist said the ledgers would be placed with other documents of that era. Others who have seen the ledgers say they should be returned to the Silver City ISD office and be placed on display there. What do you think?

Date	Name	Address	City	State	Relief Type	Amount
2-25-38	Agustin	Edmond	Silver City	NM		2
2-28-38	Gertrudes	Edmond	Silver City	NM		4
2-28-38	Agustin	(Bartola)	Silver City	NM		1
2-28-38	Gertrudes	Fernando	Silver City	NM		7
2-28-38	Agustin	Ralph	Silver City	NM		6
2-28-38	Gertrudes	Claudio	Silver City	NM		4
2-28-38	Agustin	Ralph	Silver City	NM		9
2-28-38	Gertrudes	Ralph	Silver City	NM		1
3-2	Agustin	Doris	Silver City	NM		13
3-2	Gertrudes	Nellie	Silver City	NM		5
3-2	Agustin	Josefa	Silver City	NM		
3-2	Gertrudes	Agustin	Silver City	NM		

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“Paula was a godsend to the Southeast Albuquerque ISD office in not only helping us to get a new building but new furniture to go along with it,” said Rochelle Radloff, who now runs the Southwest Albuquerque ISD Office. “The furniture was the cherry on top, and Paula was a big part of making that happen,”

“The first thing that comes to mind about Paula is that she has developed a great staff of people who are service oriented,” said Van Horner, ROM for ISD Region IV, in southeast NM. “I have had the opportunity to interact with Paula directly on a number of occasions – I think her greatest asset has been her level of expectation for her team.”

When Paula was asked to offer some parting words to HSD staff, now that she has gotten the vast majority of you into new buildings, she said, “My philosophy has always been that people like me have the easy jobs. I have always told my staff that if they want to know who have the hard jobs they should spend a day at an income support or child support office. For me, it was a grounding experience and made me realize how very lucky and fortunate I was to end up getting to do great things with so many great people over my years at the HSD.”

Paula also credits her success to the great GSB team she was proud to lead for so many years. “Without their dedicated work and support I wouldn’t have made it to the finish line,” she said.

ISD2 Replacement (ISD2R) Project Gains Momentum

New progress is being made in replacing the ISD2 Legacy Computer System that determines eligibility for all programs administered by the Income Support Division and 30 Medicaid categories. Here is an update on what has been done this year and what’s on the table for next year: Last month, the HSD contracted with Dewpoint, a Michigan-based corporation to be the ISD2R (the R is for replacement) Project Management Office (PMO). Their first job is to help the department find a suitable vendor to replace ISD2 and at a good price. Dewpoint has extensive experience in managing and implementing large scale projects similar to ISD2R, so they were a good choice for this project. The PMO is made up of both Dewpoint contract staff as well as HSD staff from ISD, MAD, and ITD.

By the end this month, the department plans to have a Request for Proposals (RFP), approved by both state and federal partners and oversight committees, on the street. The RFP is for a contract Integrator who will propose both an eligibility system to replace ISD2 and the professional services for implementation of the new system.

“We plan to choose a vendor to replace the ISD2 by July 1, 2011,” said ITD acting Chief Information Officer (CIO), Brian Pietrewicz. “The new timeline for completing the work to replace the ISD2 is October 31, 2013.”

“Work on the ISD2 replacement system is already underway,” said Wendy Chavez-Paez, ISD’s project manager for ISD2R. “Once we have a contract with an Integrator, however, the project will shift into high gear to meet an aggressive implementation schedule.”

When Pietrewicz took over as acting CIO in January, 2010 he made some key decisions that have helped get the ISD2R project back on schedule. And there is definitely a new sense of urgency in the department’s ITD to get this project moving forward again. “Right away, I noticed that staff were involved in working on the many side-systems of the ISD2R, not the core program. So my first step as the acting CIO was to change our focus from sideshow projects to the core program. We hired Dewpoint to help us to do this.”

The overall cost for replacing the ISD2 will be nailed down once the project’s RFP is completed in July. Whoever wins the RFP will have proposed an overall business solution to replace ISD2 that incorporates workflow processes that are currently paper-based. Many states already have web-based eligibility systems that could meet the department’s requirements with minor modifications.

According to Pietrewicz, the new computer system will be web based and allow clients to sign up for benefits from any computer with internet access, which will increase access points to assistance and ease foot traffic at most of our ISD county offices. The new computer system will be easier to manipulate than ISD2, however, HSD staff using the new computer system will have to go through a training program to bring them up to speed on all of the new capabilities the system will have available to them.



New Mexico Human Services Department
Office of the Secretary
37 Plaza La Prensa
Santa Fe, NM 87507
Phone: 505 476-6207/Fax: 505 476-6215
Email: Marty.Eckert@state.nm.us
We're on the web: <http://www.hsd.state.nm.us>