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New Mexico natives Karmela Martinez and Jeremy Toulouse promoted to Lead the HSD Income Support and Child Support Divisions

Santa Fe, N.M. – Human Services Department (HSD) Cabinet Secretary David R. Scrase, M.D. announces the advancements of two leaders promoting from within the department: Karmela D. Martinez as director of the Income Support Division (ISD) and Jeremy A. Toulouse as director for the Child Support Enforcement Division (CSED).



Karmela D. Martinez, director of the Income Support Division (ISD) is a long-term HSD employee who began working for the department in 2003 as a family assistance analyst and has worked in multiple roles within HSD. She has been serving as acting director for ISD since January 2019 and most recently was working on the ASPEN system for HSD's Information Technology Division to enhance the way HSD delivers services and benefits for over 1 million qualified New Mexicans. She brings to this position vast knowledge and a proven leadership record. Martinez is a native New Mexican with a BA from New Mexico State University. She lives in Pueblo de San Ildefonso with her husband, Raymond and three boys.

"Karmela is an excellent addition to the HSD leadership team. She not only brings her ISD experience, but the systems background necessary to move the division forward," said Angela Medrano, deputy cabinet secretary for HSD.



Jeremy A. Toulouse, director for the Child Support Enforcement Division (CSED) has been serving as acting director for CSED since January 2019. He is also a long-term employee for HSD rising through the ranks. He began his career with the department in 1994 as CSED clerk. Since then, he's held many roles in CSED such as: a legal assistant, customer service supervisor, line manager, county director, policy supervisor, bureau chief and as a regional operations manager. Toulouse is also a native New Mexican from Albuquerque, married to Jenny Lawson-Toulouse and has four sons. Toulouse is focused on modernizing the child support program by implementing new Federal Rules that will help move the program to family centered strategies instead of debt driven enforcement, which will improve the performance to the 65,000 families CSED is currently serving.

"Jeremy brings a wealth of experience and knowledge to the job with his 22-year track record at the Child Support Enforcement Division. I know he will do a great job in his new role and we are confident about the future of the division under his leadership," said, Russell Toal, deputy cabinet secretary for HSD.

"These promotions reflect our department's commitment to excellence," said David R. Scrase, M.D., cabinet secretary for HSD. "We have built a high performing team that requires we recruit, retain and recognize individuals for their leadership and contributions. Karmela and Jeremy exemplify HSD's highest standards of integrity. They're passionate

team players who consistently develop new strategies to improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.”

The Human Services Department provides services and benefits to more than 1 million New Mexicans through several programs including: the Medicaid Program, Temporary Assistance for Needy Families (TANF) Program, Supplemental Nutrition Assistance Program (SNAP), Child Support Program, and several Behavioral Health Services.

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