



NEW MEXICO HUMAN SERVICES DEPARTMENT
P.O. Box 2348
Santa Fe, New Mexico 87504-2348

Bill Richardson
Governor

Pamela S. Hyde, J.D.
Secretary

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Contact: Betina Gonzales McCracken (505) 827-6245

For Immediate Release

Human Services Department to Open New Income Support Division Office in Carlsbad

Nearly 6,000 Eddy County Families Will Benefit From a Larger Income Support
Division Office

Santa Fe, New Mexico – Beginning Friday, May 30 Carlsbad and Eddy County residents will visit a new Human Services Department (HSD) Income Support Division (ISD) office, located at 3604 San Jose Blvd. in Carlsbad.

Today is the last day the old office, located at 2324 West Pierce Street will be open to the public, as staff will be moving tomorrow into the new office and ready to serve clients again on Friday. The ISD staff serves families currently receiving Food Stamps, Temporary Assistance for Needy Families, the Low Income Home Energy Assistance Program, or LIHEAP, and Medicaid health coverage among other programs.

“The new Eddy County ISD office is about 40 percent larger than the old office with 11,700 square feet,” said Pamela Hyde, Human Services Department Secretary. “The new building features more parking, a larger reception area with space for children to play and more privacy for our clients,” said Hyde.

Over the past decade the number of Carlsbad-area families participating in our income support and Medicaid programs has nearly doubled to 6,000. Much of this growth has been in the Medicaid Program that is administered from ISD offices, statewide.

“We are very pleased to be moving in to a new, modern building,” said Jerry Barnes, Eddy County ISD Director. “In our current 22-year-old location we often have to interview our clients in a conference room because of limited space. We will be more visible to the community and conveniently located on a major street closer to the population that we serve.”

“Our goal is to continue to provide excellent customer service as we welcome our existing customers and encourage others to visit our facility to learn more about the programs we offer,” said Barnes.

Since January 2003, the Human Services Department (HSD) has moved into or opened 18 new offices statewide. Over the next two years, the department is scheduled to move into nine new offices. Overall, the department has 52 field offices serving the public statewide. Besides administering large income support and Medicaid health care programs, the HSD also administers the Child Support Enforcement Program and the Behavioral Health Services for adults, and, overall, serves about one in three New Mexicans.

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