



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

Bill Richardson
Governor

Kathryn Falls
Secretary

Contact Betina Gonzales McCracken 505-476-6205

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NM Human Services Department Reorganizes Child Support Offices in Albuquerque for Better Efficiency, More Consistency and Improved Customer Service

Santa Fe – The NM Human Services Department has completed a reorganization of the two Albuquerque Child Support Enforcement Division (CSED) offices that serve Bernalillo County residents. This has been done in an effort to more effectively deal with the increase in the number of people seeking child support services in New Mexico.

“The reorganization allows CSED employees in one office to focus on establishing paternity and court orders for child support and medical support, while the other office focuses on enforcing court orders for support,” said Charissa Saavedra, Human Services Department Deputy Secretary. “This reorganization has cut each office’s number of tasks in half, allowing for more efficiency to manage the increased number of cases coming into the CSED.”

Over the past year the caseload size for the CSED in Bernalillo County has increased by 6.1 percent for a total of 18,040 cases. “The Bernalillo County CSED offices, located 1.6 miles apart, handle over 29% of our entire statewide caseload, and with two offices in one county we have the opportunity to create a more streamlined process for our customers, resulting in better efficiency for both the CSED and the customer,” said Stephen Klump, Acting CSED Director. The statewide caseload is 61,763.

The Albuquerque North office, located at 1000 18th St. NW, is now an establishment office, which means it establishes paternity, and obtains court orders for child support and medical support.

The Albuquerque South office, located at 1015 Tijeras NW, is now an enforcement office, which means it focuses on enforcing support orders. “Each category of work requires specific resources and staffing to appropriately deal with the complex legal framework and the particular challenges of each type of case,” said Klump. “By having the two offices specialize in discreet parts of the process, we have eliminated the duplication of effort that we have seen in the past.”

The benefits to CSED customers is a simpler process, increased quality of work as more time is spent on each step of establishing and enforcing support orders, and more accountability of the CSED staff as the process is easier to manage for both the CSED and the customer.

Notices were sent to Bernalillo County CSED customers to inform them of the change. However most of the customer service interaction is by phone, and the CSED Customer Service hotline (1-800-288-

7207) remains the best way for CSED customers to stay in touch their caseworker, for either establishment or enforcement of a case.

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