

State of New Mexico

CHILDREN, YOUTH and FAMILIES DEPARTMENT

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BRIAN BLALOCK
CABINET SECRETARY

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DEPUTY CABINET SECRETARY

Dear Foster Parent:

Thank you for the feedback related to the payment blitz.

I would like to apologize for the problems you have experienced with reimbursements. It is not an area of practice we are proud of and understand your frustration. There is no acceptable explanation for these problems and we recognize the hardship it has caused for you all. We are committed to fixing this problem and ensuring that approved reimbursements are paid to you accurately and timely.

We have several slots still available for foster parents who would like to come in on **November 5**. Please email Kincie Byrd at KincieA.Byrd@state.nm.us. In addition to time slots for foster parents, we will have seven staff working with our PPWs and Placement workers to resolve outstanding foster parent reimbursements. Feel free to reach out to your workers and remind them of your pending payments.

We understand that not all of you will be able to attend this date and will offer another meeting with myself and Bernalillo staff on **Saturday, November 16, 2019 from 10:00am- 12:00pm** at 1031 Lambertson PI, ABQ, NM 87107. At this time, I am happy to listen to general feedback regarding your experience and we will collect any documentation related to outstanding payments.

In addition to the options of providing reimbursement documentation on November 5 or November 16 we are happy to accept reimbursement requests and documentation via an email address: PSFosterParent.Reim@state.nm.us.

We are working hard on improved solutions to the reimbursement process. We are in the process of hiring two staff who will be dedicated to resolving foster parent reimbursement issues. We are researching payment modules that will allow foster parents to upload reimbursement documentation. We are in the process of proposing a bundled reimbursement that will include clothing, transportation, education and other expenses. We are working to ensure all foster parents receive explanation of reimbursement received monthly and upon licensure.

We thank you for your patience and appreciate the amazing things you do for our children. We are committed to improving our relationship and am confident that we will make progress and regain your confidence.

Thank you again.

Annamarie Luna, Acting Director PS

Handwritten signature of Annamarie Luna in cursive script.

Cc: Michelle Threadgill, Regional Manager
Sarah Blackwell, Field Deputy Director
Terry Locke, Deputy Cabinet Secretary

10/29/19