



TRAINING FOR INNOVATIVE POSSIBILITIES TO SERVE SENIORS (TIPS)

2025 Resource Guide



Emily Kaltenbach, Cabinet Secretary
Antoinette Vigil, Deputy Cabinet Secretary
Angelina Flores-Montoya, Deputy Cabinet Secretary

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Our mission is to serve and inspire the state’s older adult community to live active, healthy lives and enhance their connections within community. The department is a leader in developing programs and building partnerships that support lifelong independence and healthy aging, providing connection, resources, and advocacy for older adults and those living with disabilities.



For more information about New Mexico Aging Services, visit aging.nm.gov or follow us on Facebook, Instagram, LinkedIn, X and YouTube @New-MexicoAging.

LETTER FROM THE SECRETARY



Emily Kaltenbach

ALTSO CABINET SECRETARY

Dear friends and colleagues,

It is my great pleasure to welcome you to the 2025 Training for Innovative Possibilities for Seniors (TIPS)! This annual training brings together providers, volunteers, senior employees, and experts in the field who all share in the commitment to support our older and disabled adults across New Mexico.

Over the next two days, you'll hear from experts and frontline professionals who will present practical knowledge, tools, and strategies to enhance the services we provide. I encourage you to take full advantage of the workshops, discussions, and networking opportunities available to you.

Beyond the sessions, I hope this time also offers a moment to connect with others who are engaged in this vital work. Together, we are building a stronger, more compassionate network of care grounded in respect, collaboration and the belief that every New Mexican deserves to age with dignity.

Thank you for the work you do every day, and thank you for being part of this important training session. I look forward to continuing to work alongside of each of you.

Warm regards,

A handwritten signature in black ink that reads "Emily Kaltenbach". The signature is fluid and cursive, with a long horizontal flourish at the end.

EMILY KALTENBACH
CABINET SECRETARY
AGING & LONG-TERM SERVICES DEPARTMENT

ABOUT TIPS

The **Older Americans Act (OAA)** is a federal law that authorizes grants to states for community planning and social services, research and development projects, and training in the field of aging services.

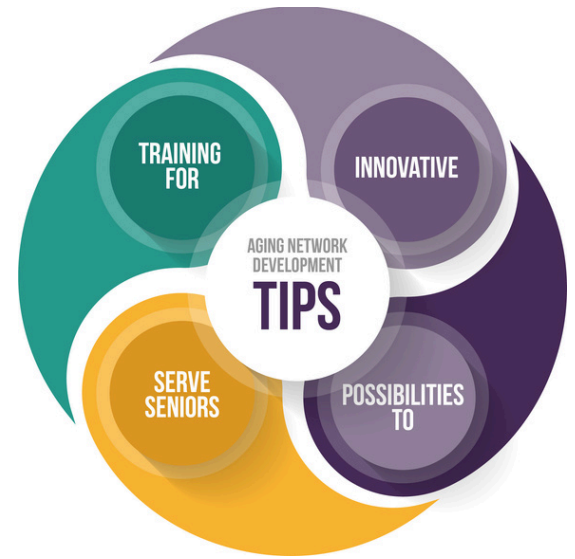
The Aging and Disability Networks

The aging and disability networks are diverse and interconnected systems of support operating at the local, state, and national levels. These networks collaborate to provide essential services, resources, and advocacy for older adults and individuals with disabilities.

New Mexico's "**Training for Innovative Possibilities to Serve Seniors**" (**TIPS**) is a statewide initiative designed to meet the training requirements of the Older Americans Act (OAA) while strengthening partnerships across the aging and disability service networks. Held at least once each Federal Fiscal Year (Oct 1-Sept 30) TIPS fosters collaboration, promotes innovation in service delivery, and ensures providers have access to the latest best practices for supporting older adults.

Key Strategies:

- **Cross-Network Collaboration:** Fostering strong partnerships between communities, providers, and the state.
- **Workforce Development:** Providing comprehensive and up-to-date training for service providers that reflects the latest research, policy developments, and best practices in aging and disability services.
- **Strategic Alignment with the OAA:** Utilizing the TIPS format to fulfill the OAA mandates around training, capacity building and planning, thereby positioning providers to better meet federal and state standards.



ABOUT THE AGING NETWORK

The Aging Network Division (AND) oversees programs that provide supports and services to older adults across New Mexico, including food security, senior employment, the area agencies on aging, and capital outlay funding.

Aging Network—The aging network includes national, state, and local organizations that support community living options for older adults and people with disabilities. The Administration for Community Living (ACL) funds networks of organizations, to provide a range of programs to meet the specific needs in their local communities.

The Office of Indian Elder Affairs is also housed within the Aging Network Division.



HOW WE SERVE | UNITY AND SERVICE STRUCTURE

SENIOR EMPLOYMENT BUREAU

- Supervises the SCSEP that provides subsidized training placements for older workers
- Administers the state-funded SEP
- Collaborates with UNM for the Community Health Worker (CHW) program

CAPITAL OUTLAY BUREAU

- Directs the submission of capital outlay applications for the senior centers and manages the annual process
- Coordinates improvements of capital outlay projects needed to enhance and ensure the quality of each senior center



OFFICE OF INDIAN ELDER AFFAIRS

Serves 23 Tribes, Pueblos, and Nations

SENIOR SERVICES BUREAU

- Oversees federal and state funding for Older Americans Act services
- Contracts with the AAAs to provide services through statewide providers
- Contracts with New Mexico Senior Olympics
- Offers nutritional meal services, transportation, social services, and health promotion
- Contracts with volunteer programs

FOOD SECURITY PROGRAMS AND INITIATIVES

Includes New Mexico Grown, a collaboration with the Office of the Governor and other state agencies to offer nutritious, locally sourced food to senior centers statewide

OFFICE OF INDIAN ELDER AFFAIRS

OVERVIEW

The Office of Indian Elder Affairs (OIEA) manages the Indian Area Agency on Aging (IAAA), supports the efforts of the Navajo Nation Department of Health's Division of Aging and Long-Term Care Support (DALTCS). It serves as the office within the Aging and Long-Term Services Department's Aging Network Division to support New Mexico's 23 Tribes, Pueblos, and Nations in the development of a comprehensive, coordinated service system of tribal senior centers and adult day services centers.

OIEA's general operational functions include advocating for and facilitating state general funding allocations, IAAA/NAAA contract management of state general funds, technical assistance, advocacy and training. Additionally, OIEA, on behalf of ALTSD, supports and collaborates with New Mexico's tribes through the agency's divisions, programs, resources, and funding opportunities like capital outlay.



PSA 5 serves the NM portion of the Navajo Nation .

PSA 6 serves New Mexico's 19 Pueblos, Jicarilla Apache Nation, and Mescalero Apache Tribe



HOW WE SUPPORT TRIBAL PROVIDERS

OIEA facilitates supplemental funding opportunities and provides technical support on behalf of the Tribes, Pueblos, and Nations that provide tribal eldercare through tribal senior centers and tribal adult day services centers.

HOW WE SUPPORT TRIBAL ELDER

The Office of Indian Elder Affairs (OIEA) assists Tribal Elders and their families by providing information about available tribal support services and resources. OIEA connects Native American elders in New Mexico, including those who may not reside on reservations, to ALTSD services and resources through publicly available department information. Support and assistance offered by Tribal Senior Centers and Tribal Adult Day Care Centers may include:

- In-Center Meals
- Home-Delivered Meals
- Case Management
- Transportation
- Homemaking/Housekeeping
- Personal Care
- Respite for Caregivers
- Physical Fitness & Exercise

PLANNING & SERVICE AREAS

The New Mexico Aging Network is comprised of the Aging & Long-Term Services Department, Area Agencies on Aging (AAAs), and providers within each of the planning and service areas (PSAs). The NM Aging Network has two “federally recognized” AAAs that serve four of the designated Planning and Services Areas (PSAs) in the State.

PSA 1 serves Bernalillo County.

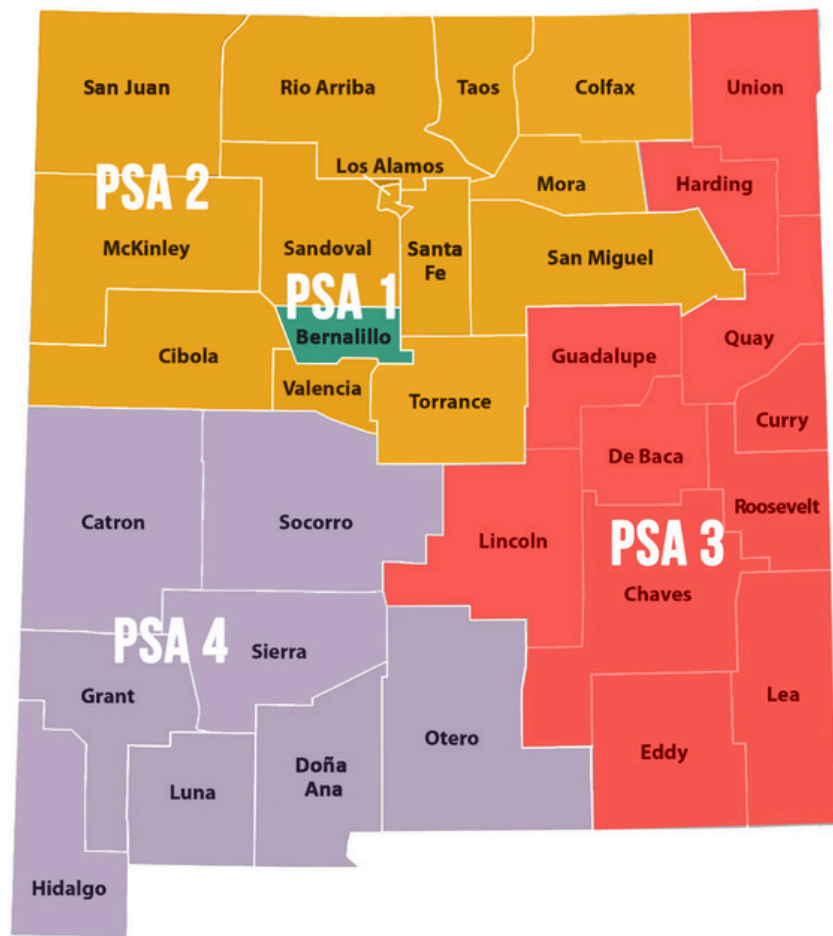
PSA 2 serves Cibola, Colfax, Los Alamos, McKinley, Mora, Rio Arriba, Sandoval, San Miguel, San Juan, Santa Fe, Taos, Torrance, and Valencia counties.

PSA 3 serves Chaves, Curry, De Baca, Eddy, Guadalupe, Harding, Lea, Lincoln, Quay, Roosevelt, and Union counties.

PSA 4 serves Catron, Doña Ana, Grant, Hidalgo, Luna, Otero, Sierra, and Socorro counties.

PSA 5 serves the NM portion of the Navajo Nation (*not pictured*).

PSA 6 serves New Mexico’s 19 Pueblos, Jicarilla Apache Nation, and Mescalero Apache Tribe (*not pictured*).



SCHEDULE AT A GLANCE

Wednesday, June 11, 2025

1:00 pm - 1:30 pm

Welcome

The facility requires that we vacate premises and parking lot no later than 4 pm

1:45 pm - 2:30 pm

Session Topics: Capital Outlay, Conflict Resolution Part 1

2:45 pm - 3:30 pm

Session Topics: Title III/Title VI Coordination, Conflict Resolution Part 2

The facility requires that we vacate premises and parking lot no later than 4 pm

Thursday, June 12, 2025

9:00 am - 9:45 am

Session Topics: Safety Basics for Food Handlers, ADRC Overview, Financial Literacy Part 1

10:00 am - 10:45 am

Session Topics: OIEA Preparing for FY 26, Person Center Approach Assessments, Best Practices for Time/Project Management, Financial Literacy Part 2

11:00 am - 11:45 am

Session Topics: ALTSD State Plan on Aging, Adult Protective Services Overview, Professional Development

11:45 am - 1:00 pm

Lunch on your own

1:15 pm - 2:00 pm

Session Topics: New Mexico Grown, Strengthening Volunteer Engagement, Tech Savvy Seniors Part 1

2:15 pm - 3:00 pm

Session Topics: OIEA Office Hours, Census Data, Grant Writing, Tech Savvy Seniors Part 2

3:00 pm - 3:15 pm Closing Remarks from Track Leads

3:15 pm - 4:00 pm

The facility requires that we vacate premises and parking lot no later than 4 pm

Track Guide

Track 1: Office of Indian Elder Affairs (OIEA)

Track 2: Aging Network Senior Services

Track 3: Volunteer Programs

Track 4: Senior Employment Programs SCSEP

SCHEDULE OVERVIEW

Wednesday, June 11, 2025

1:00 pm - 1:30 pm
Welcome

Room 100
Tracks 1, 2, 3, 4

Join us as we launch this year's TIPS with opening remarks from ALTSD leadership. This session will set the stage for a collaborative and engaging training experience, focused on strengthening services for older adults and adults with disabilities. Get a preview of what's ahead as we dive into new strategies, practical tools, and shared goals to better serve our communities.

1:45 pm - 2:30 pm
Capital Outlay

Room 100
Tracks 1 + 2

Presented by Tasha Martinez and Hallie Brown

Join ALTSD Capital Outlay Bureau Chief Tasha Martinez and Hallie Brown MPP, Deputy Director of Infrastructure Planning and Development Division at DFA for a crash course in all things capital outlay.

1:45 pm - 2:30 pm
Conflict Resolution: Essentials for Effective Communication, Part 1

Room 101A + 101B
Tracks 3 + 4

Presented by Abril Trujillo

Theories and Concepts Learning to be a more effective communicator is a lifelong journey for us all. We can always learn to speak with more clarity, listen more deeply, respond more thoughtfully, and be more certain we leave conversations with mutual understanding. Taking the time to think about and practice more effective communication skills will likely improve relationships at work and at home.

2:45 pm - 3:30 pm
Title III + Title VI Coordination

Room 100
Tracks 1 + 2

Presented by Denise King and Melissa Sanchez

Join the ALTSD directors of the Aging Network and the Office of Indian Elder Affairs to review Title III and Title VI requirements for AAAs.

2:45 pm - 3:30 pm
Conflict Resolution: Essentials for Effective Communication, Part 2

Room 101A + 101B
Tracks 3 + 4

Presented by Abril Trujillo

This workshop is a continuation of Conflict Resolution Part 1, focused on **practical applications** of the theories and concepts learned in Part 1.

SCHEDULE OVERVIEW

Thursday, June 12, 2025

9:00 am - 9:45 am
Safety Basics for Food Handlers

Room 100
Tracks 1 + 2

Presented by Marci Navarez

The focus of this session will be the importance of food safety. We will explore the regulatory requirements in kitchens serving a highly susceptible population. The focus will be on time/temperature control, sanitation, personal hygiene, and cross-contamination.

9:00 am - 9:45 am
Aging and Disability Resource Center Overview

Room 101A + 101B
Track 3

Presented by Angela Futch

This session offers an overview of the Aging and Disability Resource Center (ADRC), a trusted gateway to services and supports for older adults, people with disabilities, caregivers, and professionals. Learn how the ADRC helps New Mexicans navigate complex systems, access benefits, and find resources to promote independence, safety, and well-being.

9:00 am - 9:45 am
Building Financial Literacy Skills, Part 1

Room 103
Track 4

Presented by Michèl Poindexter and Jharlyn Angel-Mejia

This Financial Literacy Workshop is designed to empower community members with practical tools to manage money, build credit, and plan for the future. This interactive session will cover all the key skills such as budgeting, saving, and understanding financial resources to help you make informed financial decisions with confidence.



SCHEDULE OVERVIEW

Thursday, June 12, 2025

10:00 am - 10:45 am

OIEA Preparing for FY 26 - Navigating the IGA Budget & Reporting Process

**Room 100
Track 1**

Presented by Melanie Kitsch, Veronica Cordova, Anastasia Jim, Bianca Mitchell

Join OIEA team for a comprehensive overview of the FY26 Intergovernmental Agreement (IGA) Budgeting and Reporting Process. This session is vital for Tribal Providers—as well as fiscal department staff—who are seeking clarity on budgeting, allowable expenses, invoicing, and reporting requirements. Attendees will explore the structure of the IGA, reimbursement and drawdown procedures, key deadlines, report requirements, and practical tools to support accurate and timely submissions.

10:00 am - 10:45 am

Person-Centered Approaches to Assessments

**Room 101A + 101B
Track 2**

Presented by Corey Roybal

This session will explore how APS is shifting toward a person-centered approach in assessments to better support the safety, autonomy, and well-being of vulnerable adults. Attendees will learn how person-centered practices enhance engagement, improve outcomes, and align with trauma-informed care. Presenters will share tools, case examples, and lessons learned from implementing this evolving model in New Mexico.

10:00 am - 10:45 am

Best Practices for Time/Project Management

**Room 102A + 102B
Track 3**

Presented by Brennen Carter

This presentation explores effective strategies for time and project management using Microsoft Office tools. We begin covering the fundamentals of time/project management including communication, tracking, Outlook, calendar, computer, meetings/Teams, Microsoft Word, Excel, PowerPoint, One Drive, Microsoft Forms, and One Note.

10:00 am - 10:45 am

Financial Literacy Skills, Part 2

**Room 103
Track 4**

Presented by Michél Poindexter and Jharlyn Angel-Mejia

This workshop continues from Financial Literacy Part 1, focusing on connecting individuals with networks and resources to support their financial decision-making. The goal is to empower participants to make independent, confident financial choices by leveraging available financial services.

SCHEDULE OVERVIEW

Thursday, June 12, 2025

11:00 am - 11:45 am

ALTSD State Plan on Aging

Presented by ALTSD Secretary Emily Kaltenbach, Antoinette Vigil, ALTSD Deputy Cabinet Secretary, Angelina Flores-Montoya, PhD, RN ALTSD Deputy Cabinet Secretary, Director Denise King and Director Melissa Sanchez

This session provides an overview of New Mexico's State Plan on Aging, a strategic framework guiding the delivery of services and supports for older adults across the state. Learn how the plan addresses priorities such as health equity, caregiver support, access to long-term services, and community-based aging initiatives. Attendees will gain insight into the planning process, community engagement efforts, and how the plan shapes aging policy and funding over the next four years.

**Room 100
Track 1 + 2**

11:00 am - 11:45 am

Protecting Vulnerable Adults: Recognizing and Reporting Abuse

Presented by Juanita Washington

This session provides an overview of Adult Protective Services (APS) and how it helps safeguard vulnerable adults in New Mexico. Learn to identify the signs of elder abuse, neglect, and exploitation—including common scams and fraud tactics—and understand how to report concerns to APS. Attendees will leave empowered with practical tools to help protect themselves and others in their communities.

**Room 101A + 101B
Track 3**

11:00 am - 11:45 am

Communication and Team Building in Today's Workforce

Presented by Mitch Gray

The dynamics of communication and team building in the modern workforce will be explored. It will emphasize how effective communication and strong teamwork are crucial in achieving organizational goals in a fast-paced, diverse environment.

**Room 103
Track 4**

11:45 am - 1:00 pm

Lunch on your own

Take this time to enjoy lunch at your leisure. Explore nearby dining options, connect with fellow attendees, or recharge before afternoon sessions begin.



Some nearby options: *BJ's Restaurant & Brewhouse, Buca di Beppo, Cheese and Coffee, Chili's, Chipotle, Curry Leaf, Flying Star, Fuddruckers, Jason's Deli, La Madeleine, Mario's Pizza and Ristorante, Panera Bread, Red Lobster, The Cheesecake Factory, Weck's*

SCHEDULE OVERVIEW

Thursday, June 12, 2025

1:15 pm - 2:00 pm
NM Grown Approved Supplier Program

Room 100
Track 1 + 2

Presented by Ophelia Steppe, Mitch Gray, Emma Dewey

Overview of the New Mexico Grown Program: This initiative collaborates with local farmers, ranchers, and food businesses to facilitate connections with senior centers, schools, and early childcare centers within our state. We will also discuss the NM Grown Approved Supplier Program, which aims to expand and diversify the pool of New Mexico producers by facilitating sales to institutional buyers.

1:15 pm - 2:00 pm
Strengthen Volunteer Engagement with Community Leaders

Room 101A + 101B
Track 3

Presented by Rev. Kevin Everett

Practical approaches to building strong, lasting relationships with community leaders to grow and sustain a reliable volunteer base, as well as some of the challenges, will be the focus of this presentation. Participants will learn how to engage local influencers, form shared mission partnerships, and cultivate community support.

1:15 pm - 2:00 pm
Tech Savvy Seniors: Navigating the Digital World With Confidence, Part 1

Room 103
Track 4

Presented by Wendy Ramirez and Claribel Ramirez-Ramos

Step confidently into the digital world! This session covers essential tech skills, including Word, Excel, video calls, and online safety. Learn practical tips, gain hands-on experience, and ask questions in a supportive environment. Whether you're new to technology or looking to sharpen your skills, this workshop will help you navigate today's digital landscape with ease.



Take our Survey!

Tell us your thoughts about this year's TIPS training through our 3 question survey. Your answers will help shape next year's TIPS experience.

Scan the QR code or visit <https://tinyurl.com/TIPS3Q> to take the survey.



SCHEDULE OVERVIEW

Thursday, June 12, 2025

2:15 pm - 3:00 pm **OIEA Office Hours**

Room 100
Track 1

Presented by Bianca Mitchell, Veronica Cordova, Antonella Harrison, Anastasia Jim, Melanie Kitsch

Join the OIEA team during this interactive "Office Hours" session designed to support Tribal Providers with their questions related to WellSky, service definitions, and technical issues. This track offers an open forum for direct assistance, helping participants improve the accuracy of required data reporting and understanding reporting services when working with elder populations. Whether you're looking to troubleshoot, clarify definitions, or streamline your reporting processes, this session is here to help you serve your elders effectively. Note: Please bring your laptops if you have specific WellSky questions.

2:15 pm - 3:00 pm **Census Data Access for Population Demographics**

Room 101A + 101B
Track 2

Presented by Suzan Reagan

This session provides an introduction to basic census data and demonstrates how to use Census Bureau tools to identify and analyze key populations across New Mexico, including seniors, people with disabilities, minorities, and economically disadvantaged groups. Attendees will gain practical skills to support data-driven planning and decision-making.

2:15 pm - 3:00 pm **Grant Writing**

Room 102A + 102B
Track 3

Presented by Megan Dunn Davison and Melissa Fox

This session introduces the fundamentals of grant writing, covering the essential components of a successful proposal and the process of obtaining funding from private, corporate, and government sources. Participants will explore common proposal formats and learn effective strategies for research, planning, writing, and follow-up to increase their chances of securing grants.

2:15 pm - 3:00 pm **Tech Savvy Seniors: Navigating the Digital World With Confidence, Part 2**

Room 103
Track 4

Presented by Wendy Ramirez and Claribel Ramirez-Ramos

This workshop builds on Tech Savvy Seniors: Navigating the Digital World With Confidence, Part 1. Participants will explore additional resources, gain hands-on experience, and receive practical tips in a supportive setting designed to help them navigate today's digital tools with ease.

3:00 pm - 3:15 pm Closing Remarks from Track Leads



Jharlyn Angel-Mejia

Jharlyn Angel-AngelMejia@salud.unm.edu

Operations Specialist, UNM's Office for Community Health (OCH)

Jharlyn Angel-Mejia is a dedicated Community Health Worker with a strong commitment to improving the lives of vulnerable populations. She serves as an Operations Specialist at UNM's Office for Community Health. And is a UNM undergraduate student studying Population Health and Psychology. She has over 20 years of volunteer experience in the community. She volunteers her time to food banks, shelters, tax, and translation services. Jharlyn is passionate about advocacy and community organizing, particularly in advancing immigrant and LGBTQAI+ rights and empowering underserved communities.



Hallie Brown

hallie.brown@dfa.nm.gov

Deputy Director, Infrastructure Planning and Development Division, DFA

Hallie Brown serves as the Deputy Director of the Infrastructure Planning and Development Division at the New Mexico DFA, where she leverages her expertise in grants management, project administration, and public finance to strengthen infrastructure initiatives throughout the state. Prior to her current role, Hallie led United Voices for Newcomer Rights as Executive Director, growing grant revenue by over 800% while supporting immigrants and refugees, and served as Village Clerk/Manager for Tijeras, where she administered grants exceeding \$3 million annually. Her public service experience includes time as a Peace Corps volunteer in The Gambia, where she facilitated community health and water sanitation projects.



Brennan Carter

brennen.carter@scorevolunteer.org

Academic/Business Consultant and Program Manager

Brennen (B.) Carter, 31, is an Academic/Business Consultant contracting in various states he's resided in. His practice includes working with students on college/graduate applications and matriculation, working/consulting with community business, and volunteering on various journal/nonprofit board. Brennan holds a cultural degree from the University of Southern California ('18), an M.Ed. from the University of Washington ('20), and an MLS from the University of Denver Sturm College of Law ('21). He is currently getting his MBA.



Veronica Cordova

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Program Coordinator II, Office of Indian Elder Affairs, ALTSD

She previously served seven years with Bernalillo County Senior and Social Services as Senior Program Coordinator, overseeing senior center operations, program implementation, strategic planning, and community outreach. Her background includes contract management, performance monitoring, grant assistance, and marketing. Veronica also worked with the Bernalillo County Clerk for over four years, leading election worker recruitment and modernizing voter services. Prior to that, she was Director of Operations at the State Bar of New Mexico, managing IT, legal research, and service contracts.



Emma Dewey

emma@farmersmarketsnm.org



Program Manager, New Mexico Farmers Marketing Association

Emma has spent over 11 years working across New Mexico's diverse food system, beginning as a farmworker and taking on roles such as managing local grocery delivery service, coordinating meal kits, and supporting kitchen operations. Most recently, Emma worked with Indigenous and Latino producers and families through the Center of Southwest Culture, providing education in developing backyard gardens, implementing regenerative agricultural practices, and achieving agri-business viability through business and financial management strategies and branding and marketing skills in addition to providing fundraising support for the organization.

Megan Dunn Davison

mdunndavison@salud.unm.edu



Strategic Program Director, UNM Health Sciences Center

Megan Dunn Davison, PhD is currently a Strategic Program Director for Project ECHO at the University of New Mexico's Health Science Center. Megan received a B.A. in Linguistics and Communication Disorders from Truman State University. She attended Purdue University for her M.S. and The Pennsylvania State University for her Ph.D. in Speech-Language Pathology. Megan has served as the Chief Impact Officer at United Way of North Central New Mexico more recently as the Director of Grant Management at Central New Mexico Community College (CNM).

Reverend Kevin Everett

kevin.everett@cd.nm.gov



New Mexico Corrections Department

Fr. Everett studied at both Oklahoma Baptist University and Andersonville Theological Seminary, and holds a B.Th. (Theology), and Master and Doctor of Ministry degrees. He served as a pastor for over twenty years while also doing missionary work in three countries. He is a priest in the Evangelical Anglican Church in America, has served full-time as a chaplain in corrections for ten years, and now works for the New Mexico Corrections Department as the Religious and Volunteer Coordinator.

Angelina Flores-Montoya

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Deputy Cabinet Secretary, ALTSD

Dr. Flores-Montoya comes to ALTSD with over 25 years of experience in the areas of healthcare, education, and research, including 15 years specializing in caring for older adults. As a triple alumna of the University of New Mexico (BSN, MSN, and PhD in Nursing & Health Policy) and a Robert Wood Johnson fellow, she has focused extensively on Medicare, Medicaid, and policies that affect older adults. Most recently, Flores-Montoya has been involved in statewide nursing workforce solutions in the state of Washington as well as serving on several boards, including the National Association of Hispanic Nurses.





Melissa Fox

mfox19@cnm.edu

Interim Director of Grant Management

Melissa Fox has over 12 years of experience in grant writing and fundraising. Melissa has helped organizations secure funding, manage budgets, and build partnerships that drive lasting impact. Ms. Fox holds a B.A. in English Literature from the University of New Mexico and an M.B.A. from the University of Phoenix. Melissa's superpower is maneuvering through intricate grant applications, organizing meaningful programs, maintaining a data-driven culture, and encouraging equity-focused initiatives.



Angela Futch

angela.futch@altsd.nm.gov

SHIP Coordinator, Aging and Long-Term Services Department

Angela Futch has been with Aging and Long Services Department for 20 years and has extensive experience in Medicaid, Medicare and community resources. I have managed the Medbank program which helps with Prescription Drug cost and also managed the Information and Assistance (Web Chat) and the ADRC databases for resources and Medicaid constituents. Currently, I am a SHIP Coordinator for the metro region, upon which I educate the NM population on Medicare, conduct Medicare trainings, provide technical assistance and manage constituent referrals and empower New Mexicans with information and resources.



Mitch Gray

mitch.gray@altsd.nm.gov

Leadership and Small Business Consultant, Food Security Coordinator, ALTSD

Mitch Gray has combined over two decades of experience as a life coach, entrepreneur, community developer, and creator to develop a brand of leadership that is at its deepest level—human. Having worked with over 10,000 leaders and individuals across the world, Mitch empowers people to build teams based on alignment, design culture based on empowerment, and lead from their humanity. Mitch is the creator and host of The Mitch Gray Show podcast, inspirational speaker, author, and leadership consultant.



Antonella Harrison

antonella.harrison@altsd.nm.gov

Special Projects Coordinator and AmeriCorps VISTA Supervisor, OIEA, ALTSD

In her OIEA role she leads initiatives to improve the lives of Native American Elders across New Mexico. A proud member of the Navajo Nation, Antonella was raised in the rural Mountain View community on the Ramah Navajo Reservation. This heritage fuels her deep commitment to advocating for historically underrepresented populations. At OIEA, she is dedicated to listening, collaborating, and creating culturally relevant programs that enhance the quality of life for Native Elders.



Anastasia Jim

anastasia.jim@altsd.nm.gov

Social and Community Service Coordinator, OIEA, ALTSD

Anastasia Jim is a Navajo woman whose passion for serving Native American people stems from being raised by her paternal grandma on the Navajo reservation near Gallup, New Mexico. Before joining the Office of Indian Elder Affairs as the Social and Community Coordinator, she worked in the Navajo Nation and Gila River Indian Community rural healthcare systems while attending Arizona State University to attain a bachelor's degree in business administration and a Master of Legal Studies degree. Anastasia lives in Albuquerque and loves attending country concerts and traveling in her free time.



Emily Kaltenbach

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Cabinet Secretary, ALTSD

Emily Kaltenbach brings over 20 years of experience in public policy, health care reform, and advocacy, with a strong record of advancing services for older adults, people with disabilities, and communities across New Mexico. She previously served as senior director of state advocacy for the Drug Policy Alliance and held leadership roles at ALTSD and the Office of Health Care Reform. Kaltenbach holds a master's in health care administration from the University of Washington and has served on multiple public health and safety boards. Her deep expertise in health care and social justice uniquely positions her to lead ALTSD through the challenges of a growing aging population.



Denise King

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Aging Network Division Director, ALTSD

Over the years in her role as aging network director and overseeing senior nutritional services, supportive and in-home services, volunteer services and senior employment services, she has worked with the AAAs, community agencies, department division directors and staff in a collaborative effort to adapt and modify services focused on the New Mexico's senior population. Denise's focus is always to ensure that New Mexico's older adults and adults with disabilities have access, choice, and respect as they seek methods to enjoy lifelong independence and healthy aging.



Melanie Kitsch

melanie.kitsch@altsd.nm.gov

Program Coordinator, Office of Indian Elder Affairs

Melanie Kitsch began her career in the late 1990s providing direct care in assisted living homes, where she gained a deep appreciation for the unique needs of older adults. After moving to New Mexico in 2007, she worked with several Area Agencies on Aging, delivering services under the Older Americans Act in rural, urban, and tribal communities. Case management was the most rewarding role, allowing her to build trust and advocacy. Melanie brings that same commitment to supporting staff at Senior and Adult Day Centers across New Mexico's Tribes, Pueblos, and Nations, helping them navigate complex systems and serve their communities.



Tasha Martinez

tasha.martinez@altsd.nm.gov

Capital Outlay Bureau Chief, ALTSD

Tasha Martinez serves as the Capital Outlay Bureau Chief for the Aging and Long-Term Services Department (ALTSD) of New Mexico. Tasha brings a dynamic blend of business acumen and strategic communication to her role.

This is Tasha's first position with the State of New Mexico, following impactful tenures as Communications Director for both the New Mexico Municipal League (NMML) and the New Mexico Association of REALTORS® (NMAR). Since joining ALTSD, she has been dedicated to fostering transparency with grantees and enhancing communication with senior centers across the state.



Bianca Mitchell

bianca.mitchell@altsd.nm.gov

Deputy Director, Office of Indian Elder Affairs

Bianca Mitchell, from the Pueblo of Acoma, New Mexico, was appointed by Governor Michelle Lujan-Grisham in February 2024 as Deputy Director of the Office of Indian Elder Affairs (OIEA) at ALTSD. Her extensive range of experience includes marketing, tribal tourism, event technical and logistical planning, grant fund management, and rural community development. She gained applied experience in caregiving, having worked as a home health care provider for over two years. Deputy Mitchell's work focuses on OIEA operations, empowering tribal communities, preserving culture, and contributing to quality-of-life improvement for New Mexico's tribal elders.



Marci Nevarez

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Food Program Manager, New Mexico Environment Department

Marci Nevarez has worked with the New Mexico Environment Department for 22 years. She has served as the Food Program Manager for the last 2 years.

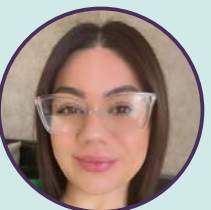


Michèl Poindexter

mdpoin Dexter@salud.unm.edu

Education and Outreach Manager, UNM Office for Community Health.

Michèl Poindexter, BA, CCHW S-1 is the Education & Outreach Manager at the University of New Mexico's Office for Community Health, where they lead training and educational program development focused on working to support community health worker (CHW), training evaluation, Universal Design (UD) and financial literacy. They are also a Master of Public Health (MPH) student, with research interests in health disparities, disability policy, and inclusive workforce development.



Wendy Ramirez-Ramos

WCRamirezRamos@salud.unm.edu

Office of Community Health, University of New Mexico

Wendy is a Community Health Worker. She specializes in senior care and helps older adults access essential resources, unlock opportunities, and stay connected through case management and outreach. Wendy is passionate about building bridges between seniors and the services that support their dignity, health, and independence.



Claribel "Clari" Ramirez

claramirez@salud.unm.edu

Certified Community Health Worker Specialist

Clari's mission is to support and ensure housing stability in NM communities. Connect and support participants obtain resources around social drivers of health. Clari has been in the health industry for over 9 years and knows the importance of having a good mental and physical overall health. Coming from a Mexican family, Clari understands the importance of family, tradition, and trust. Clari is here to help people access care, navigate health systems, and feel supported-whether it's in English or Spanish. She believes in listening first and treating everyone with respect and compassion.



Suzan Reagan

sreagan@unm.edu

Data Bank Senior Program Manager, University of New Mexico

Suzan Reagan was hired by the Bureau of Business and Economic Research in 2013 to oversee the BBER Data Bank. Suzan provides public service to anyone needing assistance in accessing Census data or Labor data. For her work, she received the Gustafson Award in 2021. Suzan has over 20 years of experience in analyzing industry and occupation statistics for New Mexico's economy. She has been with New Mexico's Department of Workforce Solutions (NMDWS), Economic Research and Analysis Bureau.



Corey Roybal

corey.roybal@altsd.nm.gov

Deputy Director, Adult Protective Services, ALTSD

Corey Roybal is passionate about making a positive impact in the lives of others. He graduated from the University of New Mexico with a bachelor's degree in criminology, and since 2013, has been dedicated to victim services. Throughout his career, He has honed his skills in working with individuals in both community and professional settings, providing crucial victim services and supports. His experience has been diverse, encompassing support for victims of violent crimes, individuals of all ages, and most recently, his focus has been on assisting vulnerable adults aged 18 and older.



Melissa Sanchez

melissasanchez@altsd.nm.gov

Director, Office of Indian Elder Affairs (OIEA), ALTSD

Melissa Sanchez (Acoma/Laguna Pueblos) is an alumna from New Mexico State University with 25+ years of experience in diverse community development in Native American & Indigenous initiatives. In October 2023 she was appointed by Governor Lujan Grisham to serve as the Director of ALTSD's Office of Indian Elder Affairs. This is her second directorship appointment by Governor Lujan Grisham.





Ophelia Steppe

ophelia.steppe@altsd.nm.gov

State Nutritionist, ALTSD

Ophelia Steppe serves as the State Nutritionist for the New Mexico Aging & Long-Term Services Department where she oversees nutritional support for both tribal and non-tribal senior centers. This work includes the design and execution of projects that promote and improve the senior nutrition programs. Additionally, she collaborates with various agencies to build knowledge, skills, tools and resources to enhance diets, nutrition, and health for older adults.



Abril Trujillo

abril.trujillo@gsd.nm.gov

Program Coordinator II, NM General Services Department

Abril Trujillo trained as a mediator in 2013 at the UNM Anderson School of Business as a graduate student in the School of Public Administration. She volunteers as a mediator for the Albuquerque Metropolitan Court and serves as a mediator for the state of NM Office of Mitigation, Prevention and Resolution in her role as statewide Program Coordinator II. She is native indigenous New Mexican (Po-Woh-Geh-Owingeh) born in Santa Fe.



Antoinette Vigil

antoinette.vigil@altsd.nm.gov

Deputy Cabinet Secretary, ALTSD

Antoinette Vigil came to ALTSD after serving as the Deputy Cabinet Secretary at the Tourism Department. She brings 20+ years of public service at the state, municipal and county levels, in varied levels of administration of projects and programs. In addition to her tenure at the Tourism Department, Vigil also served as a Director of Economic, Business and Tourism Development for Sandoval County and has worked with the state's Economic Development Department.



Juanita Washington

juanita.washington@altsd.nm.gov

Metro Regional Manager, Adult Protective Services, ALTSD

Juanita Washington is the Metro Regional Manager for Adult Protective Services, under the Aging and Long-Term Services Department. She has been a licensed bachelors Social Worker for the past 27 years. She has been a State of New Mexico employee this whole time, where she has worked for Adult Protective Services for a total of 15 ½ years. As well as working with the Children Youth and Families Department- Statewide Central Intake for 11 ½ years.

Berna Facio Professional Development Center Ground Level

50,421 Total Sq. Ft.



- Large Meeting Space
Occupancy: 450 with tables
600 theatre style
 - 3 - Break Out Rooms
Occupancy: 70 Open
35 Split with tables
55 Split without tables
 - 4 - Training Rooms
Occupancy: 40 with tables
 - Ancillary Space
 - Commissary
 - COW & A/V Storage
 - Restrooms
- *777 total onsite parking

Refreshments >



HOW TO REACH US

Adult Protective Services

Report suspected abuse, neglect, or exploitation

866-654-3219, option #3

nm.aps2@altsd.nm.gov

Aging & Disability Resource Center

800-432-2080

nm.adrc@altsd.nm.gov

Long-Term Care Ombudsman Program

866-451-2901

altsd-omb-supervisor@altsd.nm.gov

New MexiCare

866-654-3219, option #4

newmexicare@altsd.nm.gov

Office of Indian Elder Affairs

505-316-5292

oiea.info@altsd.nm.gov



aging.nm.gov

2550 Cerrillos Road
Santa Fe, NM 87505



@NewMexicoAging